

Quality Policy

TEIDE REFRACTORY SOLUTIONS understands that its quality policy must focus on achieving customer satisfaction and continuous improvement. It must be communicated and understood throughout the organization and reviewed for its continued adequacy. To create value for the customer, we must establish a system that operates based on motivated human resources and the necessary technical resources. The organization carries out these activities within the Integrated Management System according to the **ISO 9001:2015** standard.

We are all responsible for the quality of our work, and we must work as a team, combining efforts to achieve competitive products with quality levels that exceed our customers' expectations.

It is essential to communicate and disseminate this policy to internal company personnel, customers, suppliers, and other interested parties. To achieve and maintain this policy, it is based on the commitment to comply with the following principles:

TEIDE REFRACTORY SOLUTIONS is committed to fulfilling the following principles:

- Improve growth, revenue, and profits derived from innovations, as well as sales.
- Bring new ideas and values to the organization.
- Encourage the involvement of members of the organization and promote teamwork and collaboration.
- Promote the use of innovation tools and techniques to increase our productivity.
- Comply with applicable regulations and legal requirements.
- Strive for continuous improvement by reviewing aspects that can be improved and providing new solutions to problems that may add value to society as a whole.

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TEIDE
360 Refractory Solutions