

Quality and Innovation Policy

TEIDE REFRACTORY SOLUTIONS believes that its Quality and Innovation Policy must be focused on achieving customer satisfaction and continuous improvement of all the processes.

The company also considers that R&D&i activities are essential for the ongoing improvement of its efficacy and competitiveness, in order to stand out from its competitors while modernising and increasing its productive and cutting costs.

To create value for our customers, we must have a system in place that functions on the basis of a motivated workforce and the necessary technical resources.

The organisation carries out these activities as part of its Integrated Management System pursuant to the **ISO 9001:2015 and UNE 166002 standards**

Management is fully aware of the importance of involving all the company staff and shareholders and it undertakes to guarantee the proper functioning of the entire Management System.

We are all responsible for the quality of our work. We must work as a team and join forces to produce competitive products with quality standards that exceed our customers' expectations.

TEIDE REFRACTORY SOLUTIONS undertakes to comply with the following principles:

- Improve growth, income and profits from innovations and from sales
- Contribute new ideas and values to the organisation
- Encourage the involvement of all the members of the organisation and promote teamwork and cooperation.
- Guarantee that R&D&i projects and activities are adapted to the needs and expectations of our customers and users and be capable of detecting which have been met and which have not.
- Carry out R&D&i projects to achieve technological improvement and modernisation.
- Promote the use of new tools and technologies that will increase our productivity.
- The company staff undertake to strictly comply with all aspects related to those projects and to monitor and measure the results of all R&D&i projects and activities.
- Promote continuous improvement throughout the entire system