


# QUALITY MANUAL



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 <b>OLIVEIRA</b>	<b>OLIVEIRA SÁ, S.A.</b>	 <b>WIRECO</b> <small>A World Ahead</small>
	Rua do Outeiro, 906 4475-150 – Maia, Portugal	

## Oliveira's Quality Policy

The Top Management of OLIVEIRA SÁ, S.A., in order to formalize its commitment to quality, understanding that this is one of the fundamental steps for the good management of the company, has determined and documented what its Quality Policy is. Given its importance, this Policy has been disclosed to all employees and is posted in various locations within the company, which are under the control of the Quality Manager.

Our Quality Policy, as drawn up by the Top Management, aims to provide the company with a Quality Management program and system in accordance with NP EN ISO 9001 and API Spec Q1 standards, as well as to implement them by managing all the available means, in order to:

- Enframe the company under a modern and optimized management;
- Comply with the standards, rules, codes and other technical regulations in the National and International scope;
- Ensure the adoption of an organizational system, which puts into evidence all its activity, to all the entities that require it.

Therefore, the Quality Policy exhibited at OLIVEIRA SÁ, S.A. is the following:

- Continuously working with our employees, suppliers and customers to enhance the company's image, reputation and social standing.
- A positive commitment to comply with Customer, Statutory, Regulatory and Quality Management System requirements. The maturation of tiered branding strategy in each industry providing multiple branding options for our customers.
- Supporting quality objectives through plant quality statements and measurable.
- Strive to continuously improve the effectiveness of the systems, safety, environment, processes, products, and services and achieve objectives and measurable targets.
- Enhancing management structure for a global organization. Developing and training all employees to continually improve the teamwork and involvement necessary to the success of the individual and a global organization.
- Continue to improve by doing it right the first time.


This policy is reviewed as part of Management Review for its continuing suitability and objectivity and provides the framework for setting and reviewing quality system objectives and targets.



The organization of our Quality Management System (as well as the Processes and Procedures that make it up) is also enframed by this policy.

This Manual comes into force on the date of its approval.

The approval by the Operations Director, as representative of Top Management, promulgates this Quality Manual.

Maia, April 2024

  
 .....  
 Jorge Freitas (Operations Director)

 <p><b>OLIVEIRA</b></p>	<p><b>OLIVEIRA SÁ, S.A.</b></p> <p>Rua do Outeiro, 906 4475-150 – Maia, Portugal</p>	 <p><b>WIRECO</b> A World Ahead</p>
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## Introduction

Oliveira Sá, S.A., initially known as Manuel Rodrigues de Oliveira Sá & Filhos, S.A. or better known by its commercial name - Cordoaria Oliveira Sá - is one of the oldest and most important manufacturers in the country. Its headquarters and manufacturing facilities are located in Maia and it has commercial facilities in Lisbon and near the port of Aveiro.

As a sole proprietorship, it was founded in 1825, became a private limited company on June 30, 1908 and became a public limited company on July 17, 1991.

Since its foundation it has been dedicated to the rope industry, initially using natural fibers as its basic raw material, which it gradually replaced with synthetic fibers.

The wide range of steel wire ropes it has the capacity to produce allows it to position itself in various markets.

From the most traditional:

- Ropes for general use;
- Ropes for several types of fishing;

To more specialized and demanding markets:

- Ropes for the mining industry;
- Ropes for oil and gas exploration.
- Ropes for several construction applications.

## Mission

A missão da Oliveira Sá, S.A. assenta em 4 pilares fundamentais:



Unleash the Talent of Our People



Be the Preferred Supplier to Our Core Customers



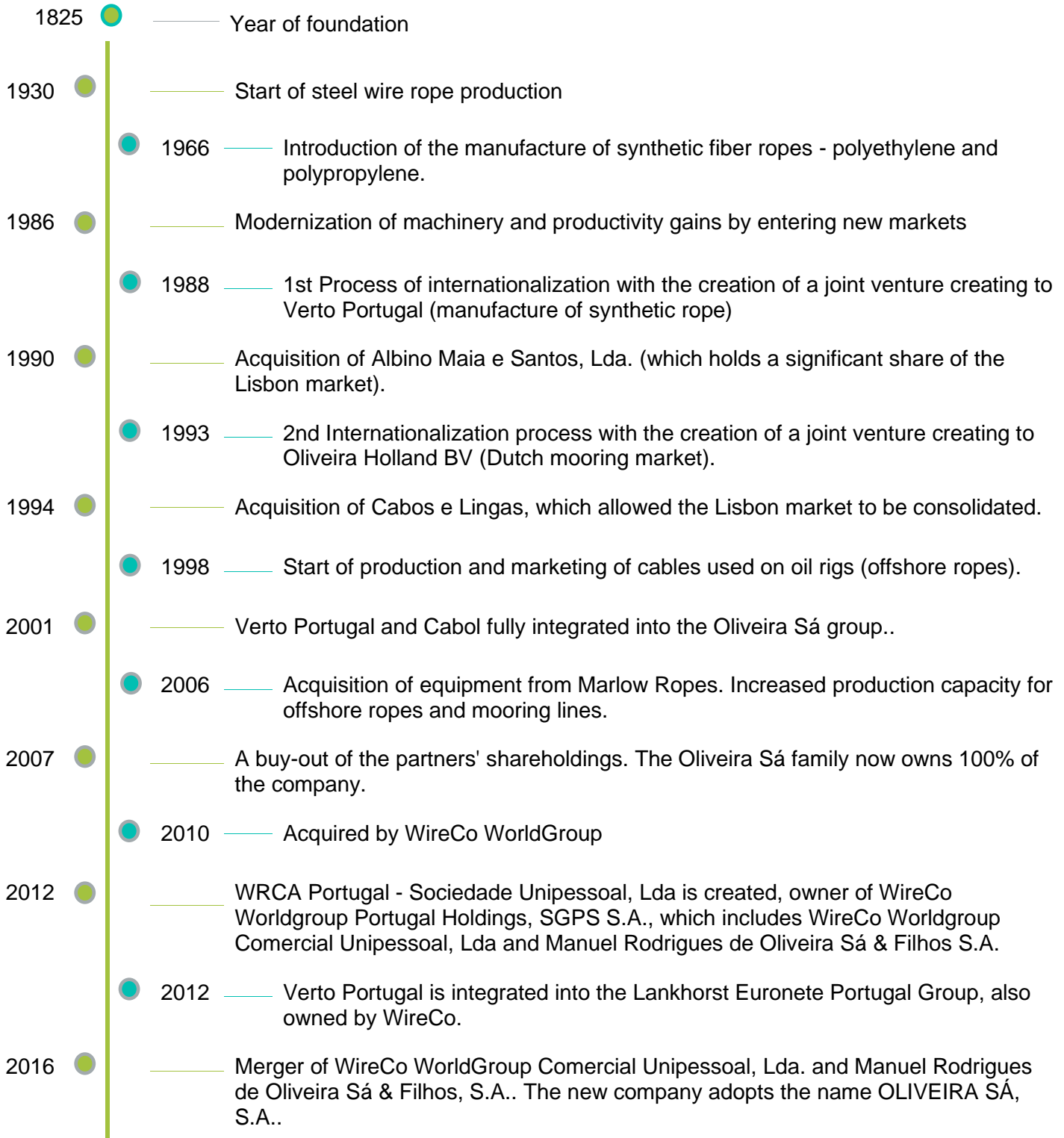
Drive a Best In-Class Operating System



Deliver Market Driven Innovation and Solutions

These pillars that support **WireCo's Business System (WBS)** are supported and monitored through quantifiable and measurable data.

## Oliveira's History



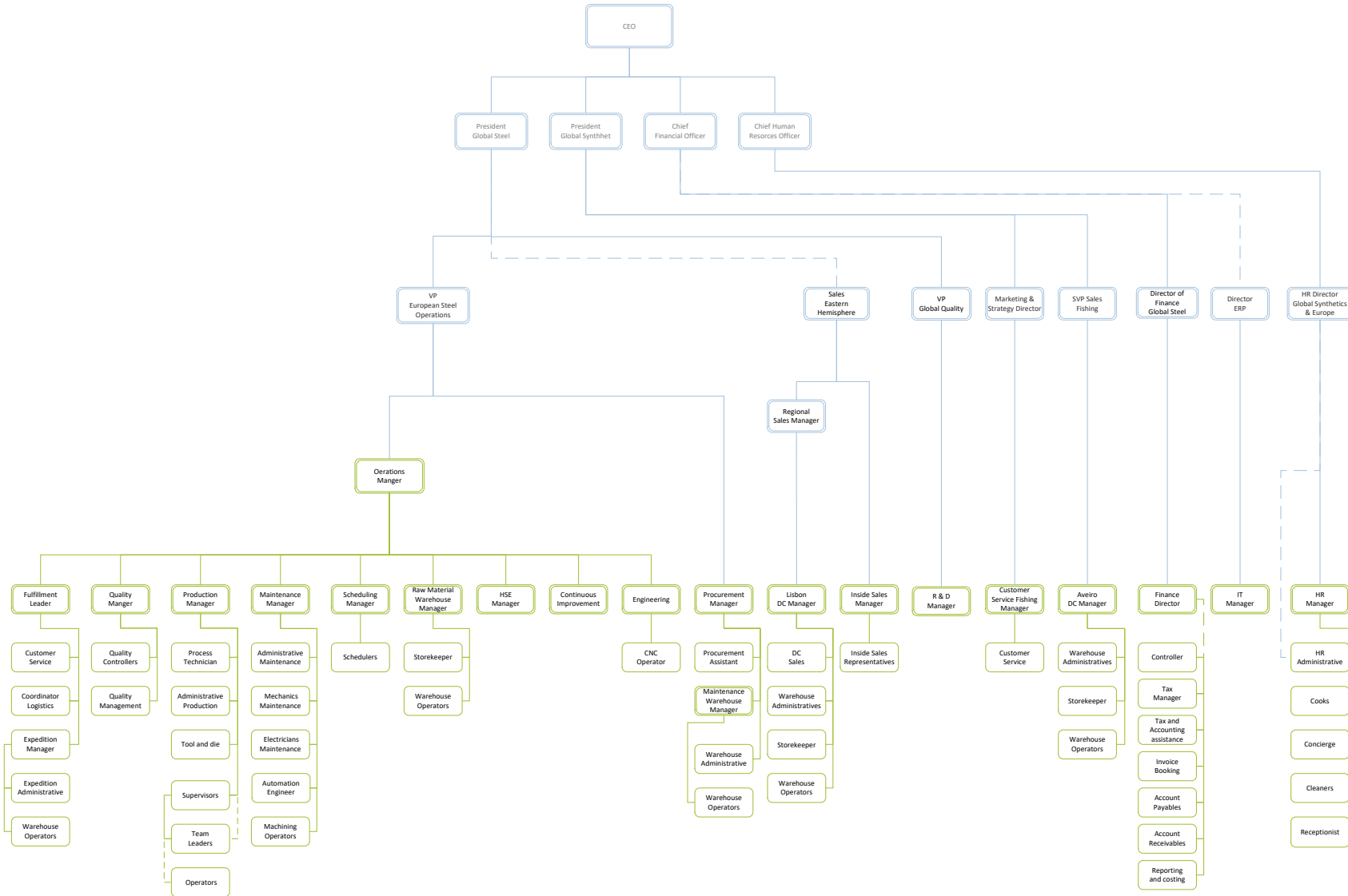




# OLIVEIRA SÁ, S.A.

Rua do Outeiro, 906  
4475-150 – Maia, Portugal



## Organizational chart



 <b>OLIVEIRA</b>	<b>OLIVEIRA SÁ, S.A.</b> Rua do Outeiro, 906 4475-150 – Maia, Portugal	 <b>WIRECO</b> <i>A World Ahead</i>
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## Certifications and Oliveira's Quality System

On May 3, 1996, Cordoaria Oliveira Sá was certified by the Portuguese Quality Institute (IPQ) in accordance with the NP EN ISO 9002: 1995 standard, and was awarded Certificate 1996/CEP.380. It is currently certified to the 2015 version of the NP EN ISO 9001 standard.

The scope of the Quality Management System is:

***" Design, development and production of wire ropes, steel wire ropes, slings and mixed ropes. Marketing of steel wire ropes and slings, mixed ropes, synthetic and natural fiber wires and ropes, polyester straps, fittings, accessories and marine equipment.."***

In accordance with clause 4.3 of the reference standard, NP EN ISO 9001:2015, the provision of services constitutes an exclusion.

In accordance with the API Spec Q1 reference standard, Oliveira Sá does not exclude any point from the standard. However, Oliveira Sá does not provide services.

In addition to ISO 9001 certification, Oliveira holds:

- A "Certificate of Authority to use de Official **API Monogram**" issued by The American Petroleum Institute under the **API 9A** standard; and
- A "**Manufacturing Survey Arrangement**" (**MSA**) from **DNV** (Det Norske Veritas) for "Steel wire ropes - for lifting applications"

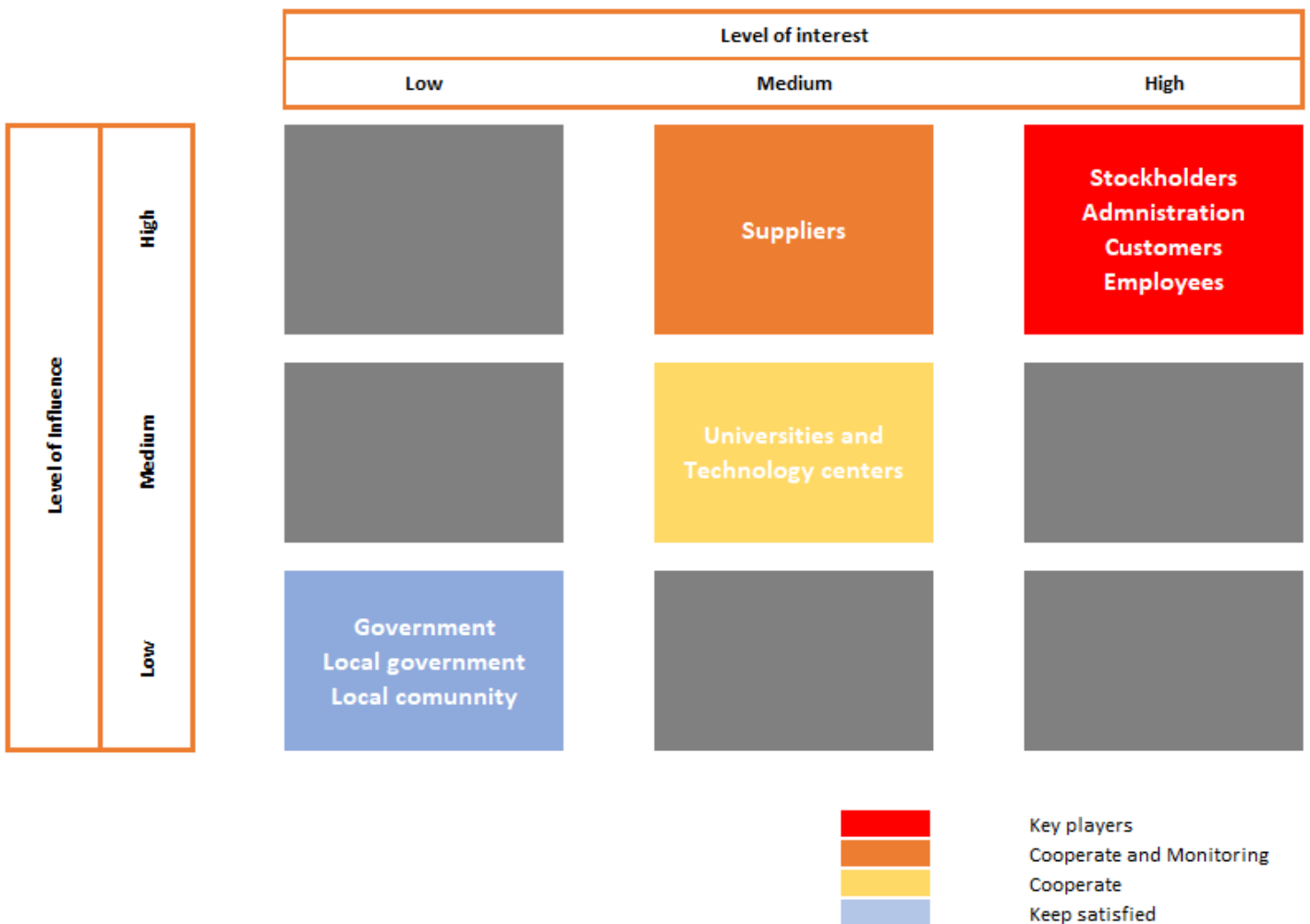
Over time, our Quality System has been reviewed, amended and updated to accommodate the requirements imposed:

- By the several versions/updates of the reference Standards;
- By our customers; and
- By the entities by which Oliveira S.A. is certified.

The transposition and implementation of these requirements always requires the utmost care and rigor, as we have to ensure that the resulting changes do not conflict or contradict national and/or European legislation or internal procedures in force.

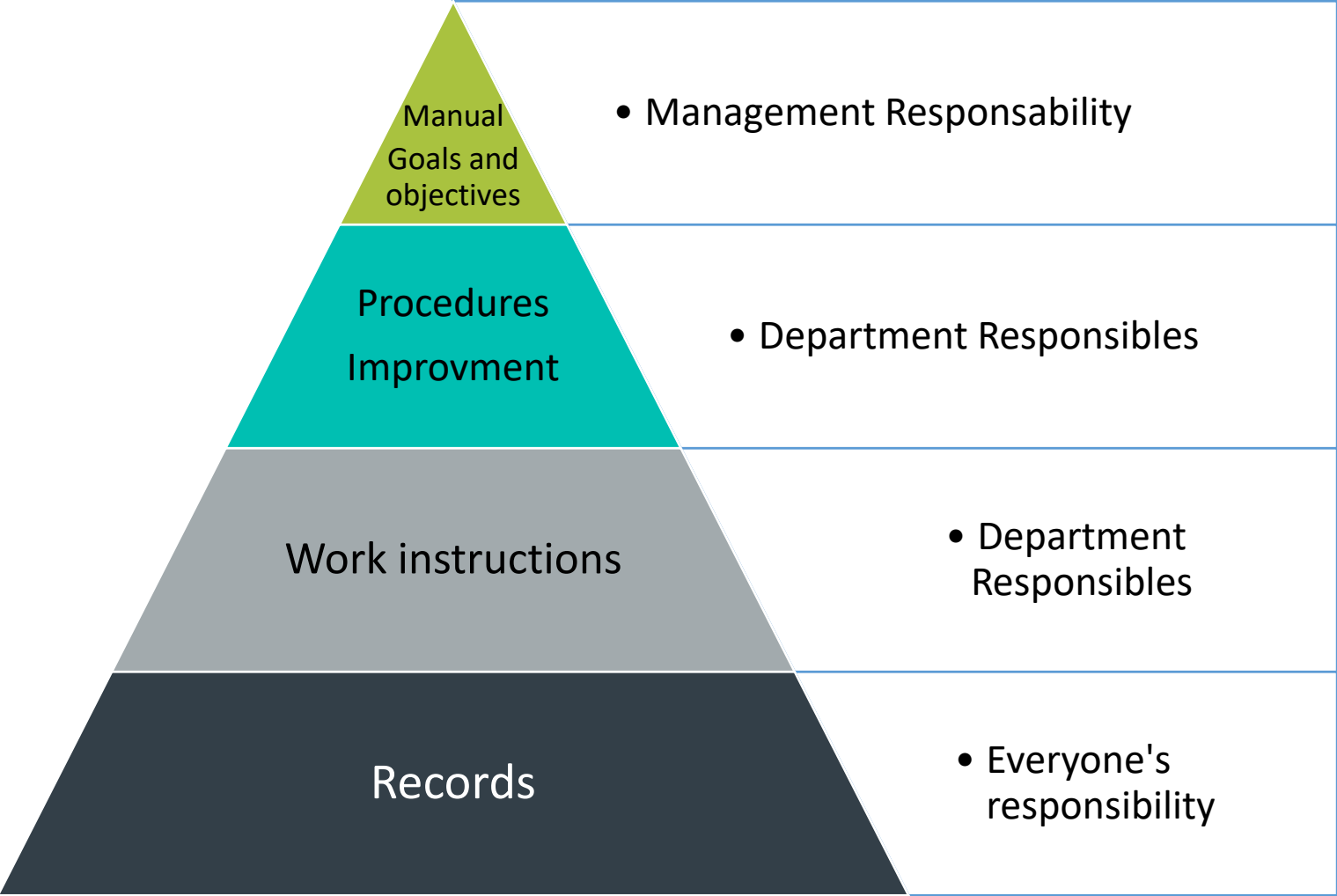
In order to keep our customers satisfied, it is our obligation and responsibility to meet their needs, without ever neglecting legal and regulatory requirements. Likewise, the satisfaction, safety and health of our employees, as strategic partners in our success, are a constant priority.

The needs, expectations and requirements of these and other stakeholders are monitored. To this end, the degree of influence and interest of these parties has been identified in a matrix which serves as the basis for this monitoring.





**QMS Documentation**



## QMS Structure

### Process Family

- **“Management” Process**

This process defines, coordinates and reviews the policies and strategies of the different management components, ensuring that planning and the definition, monitoring and review of objectives act as a foundation for continuous improvement and ensuring the integrity of the Oliveira Sá, S.A. Quality Management System. To this end, this process is committed to ensuring that the resources needed to achieve the previously stated goal are adequate and available when needed.

- **“Product Realization” Process**

This process defines and coordinates all the stages of the physical realization of the product supplied by Oliveira Sá, S.A., from the relationship with suppliers to its dispatch to customers.

- **“Monitoring Process”**

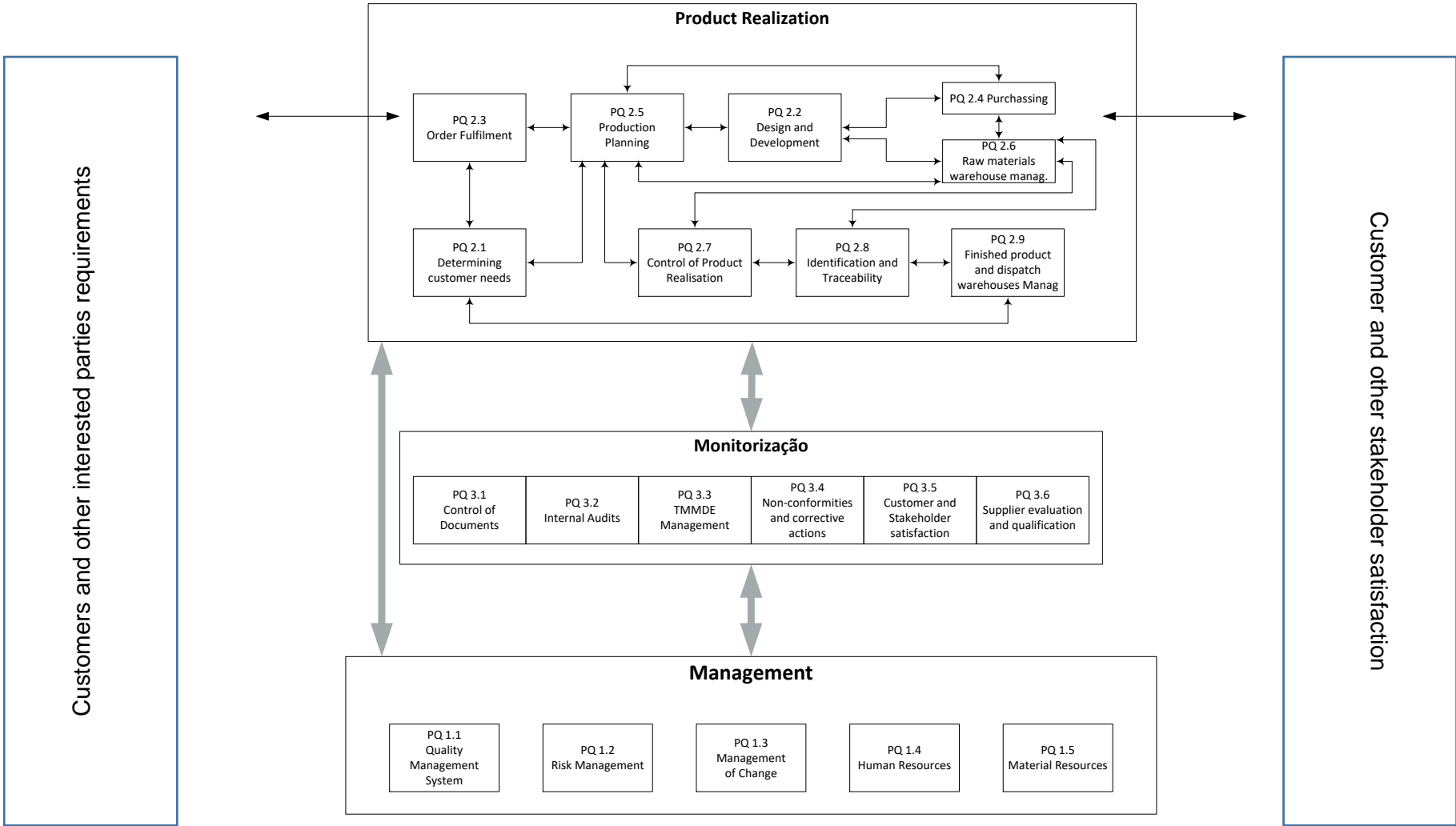
The aim of this process is to monitor, analyze and control the performance of Oliveira Sá, S.A. in its internal activities related to Product Realization and Quality, as well as the performance of its upstream and downstream partners. On the other hand, it also serves the purpose of evaluating the satisfaction of the different stakeholders in the company's business, allowing, in a structured and assertive way, the definition of actions and strategies aimed at the continuous improvement of the processes implemented.

Finally, it is also the means of ensuring that the documentation required for the operation of process activities is controlled, stored and distributed appropriately.

## QMS Structure

Oliveira Sá Quality Management System						
Process	Owner	Sub-processo	Owner	Quality Procedures	Standards Points	
					API Q1	ISO 9001
PG 01	Management	Plant Manager	Plant Manager	PQ 1.1 – Quality Management System	4.1 + 4.2 + 6.1 + 6.3 + 6.4 + 6.5	5.2.1 + 5.2.2 + 6.2 + 9.3
				PQ 1.2 – Risk Management	5.3	6.1
				PQ 1.3 – Management of Change	5.10	6.3
				PQ 1.4 – Human Resources	4.3.2	7.1.2
				PQ 1.5 – Material Resources	4.3.1 + 5.6.10	7.1.3
PG 02	Product Realization	Production Responsible	Fulfillment Responsible	PQ 2.1 – Contract Review	5.1	8.2
				PQ 2.2 – Design and Development	5.4	8.3
				PQ 2.3 – Order Fulfillment	5.1 + 5.6.8	
			Purchasing Responsible	PQ 2.4 - Purchasing	5.5	8.4
			Planning Responsible	PQ 2.5 – Production Planning	5.2	8.5.1
			Production Responsible	PQ 2.6 – Raw Material Warehouse Management	5.6.8	
				PQ 2.7 – Control of Product Realisation	5.6 + 5.7 + 5.9	8.4 + 8.5
				PQ 2.8 – Identification and Traceability	5.6.5	8.5.2
PQ 2.9 – Finished Product and Expedition Warehouses Management	5.6.7 + 5.6.8	8.53 + 8.54				
PG 03	Monitoring	Quality Responsible	Quality Responsible	PQ 3.1 – Control of Documents	4.4	7.5
				PQ 3.2 – Internal Audits	6.2.2	9.2
				PQ 3.3 – TMMDE Management	5.8	7.1.5
				PQ 3.4 – Non-conformities and corrective actions	6.4.2	10.2
				PQ 3.5 – Customer and Stakeholders satisfaction	6.2.1	9.1.2
				PQ 3.6 – Supplier evaluation and Qualifications	5.5	8.4.1

## Procedures Network



## Production Flowchart

