

QUALITY MANUAL



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Oliveira's Quality Policy

(API-Q1 e ISO 9001)

OLIVEIRA SÁ, S.A. is committed to establishing systems and processes that provide industry-leading service and quality. We believe that service to our customers is paramount and are dedicated to providing the highest standard of quality.

Senior management is committed to a Best In-Class Operating System and integrating quality into all workplace activities through:

- ✓ Risk Assessment.
- ✓ Quantitative Discussions.
- ✓ Visual Management.
- ✓ Constant Evaluation.

OLIVEIRA SÁ, S.A. will strive to meet or exceed applicable quality standards in every industry we do business and to operate a policy of continuous improvement. It is the task of identifying, classifying, controlling and reducing risks in all areas of the operation. Our local management teams recognize that the commitment and involvement of all employees is essential when it comes to maintaining and continuously optimizing the quality of our processes and products. In addition, all employees are accountable for maintaining the proper work environment, adhering to all requirements, and being proactive in identifying and mitigating risks.

OLIVEIRA SÁ, S.A. ensures that:

- ✓ The QMS is effective and maintained.
- ✓ Employees on all levels are trained and competent to perform their duties.
- ✓ All risks that may arise from internal or external processes have been or will be assessed and either eliminated or mitigated to acceptable levels.

To achieve this, OLIVEIRA SÁ, S.A. ensures that:

- The necessary resources are made available in order to improve the QMS.
- Objectives are being met by monitoring and inspecting all sites and work places.
- We review and report on QMS performance.

At OLIVEIRA SÁ, S.A., we believe in Unleashing the Talent of Our People to provide a quality product, delivered correctly, on time and with customer satisfaction being principal.

We aspire to Deliver Market Driven Innovation and Solutions to best serve our customers, care for the environment and safety of our employees and end users.

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


Given its importance, this Policy is:

- Communicated internally to all employees by being posted in various places; and
- Communicated to other interested parties through this Quality Manual.

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

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

Maia, June 2024



 Jorge Freitas
 (Operations Director)
 On behalf of Management

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

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



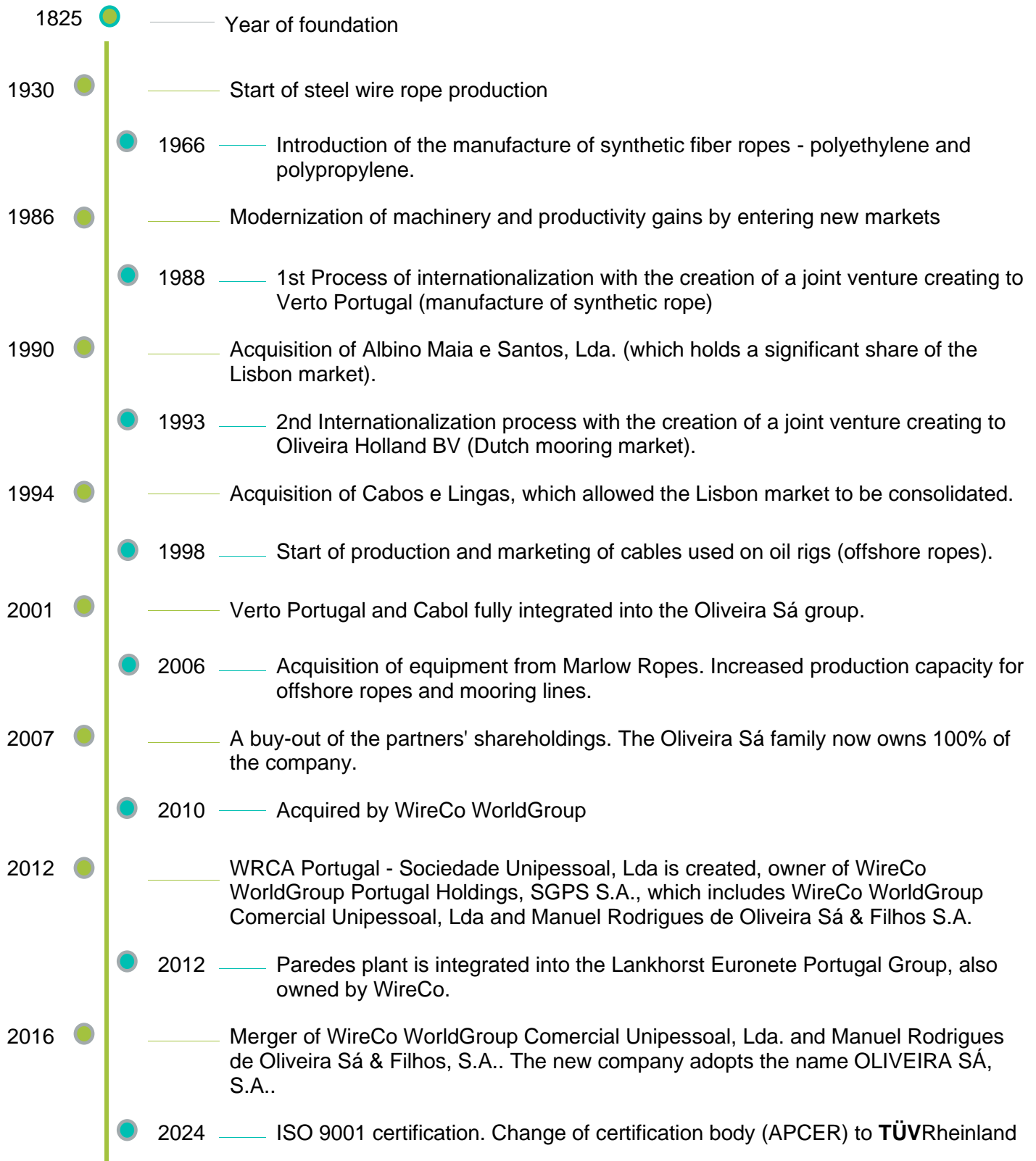
Drive a Best In-Class Operating System



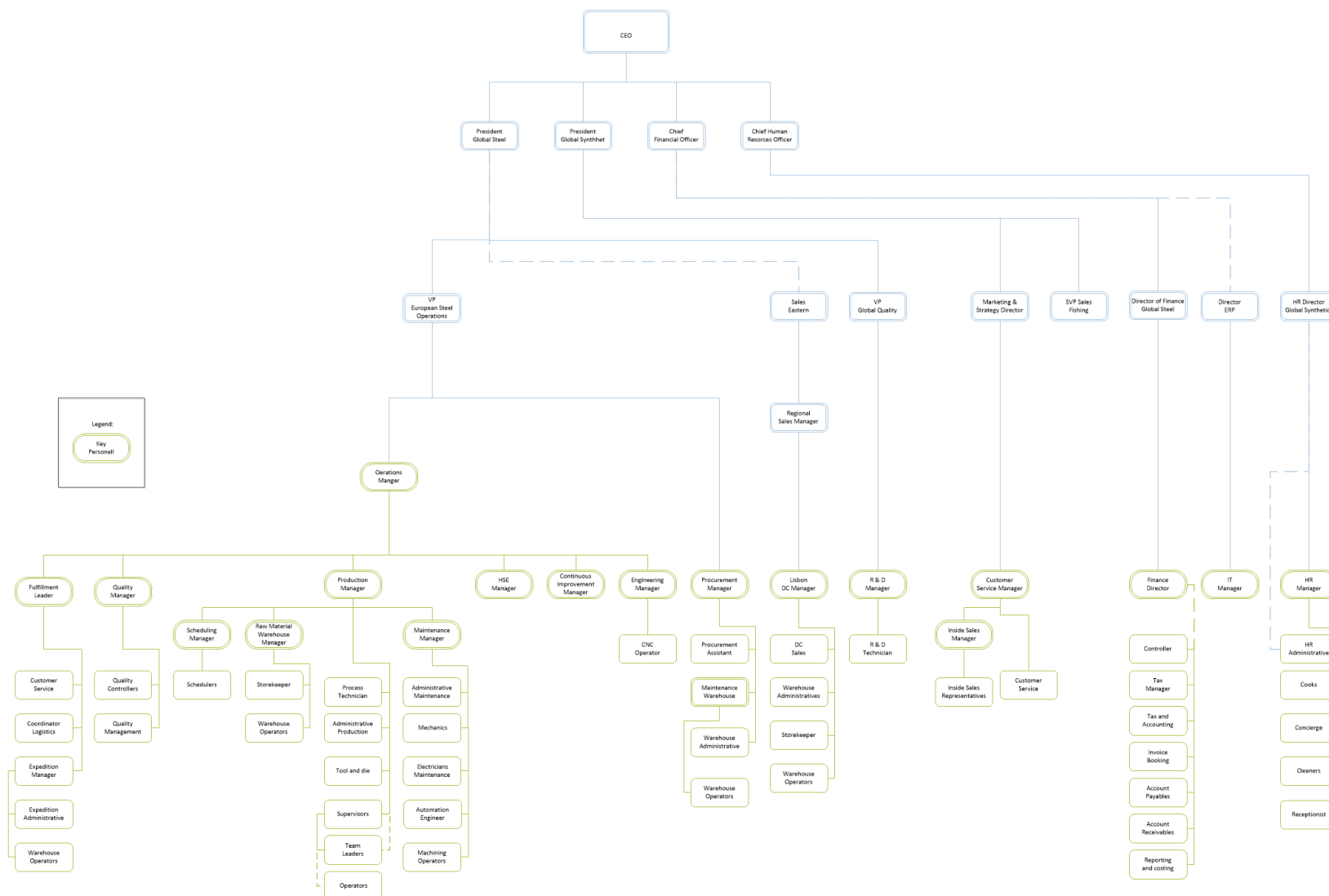
Deliver Market Driven Innovation and Solutions

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

Oliveira's History



Organizational chart



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. In 2024 this certification was transferred to TÜVRheinland, which replaced APCER, and Certificate 0 01 09624 was awarded.

The scope of the Quality Management System is:

***“Design, development and production of guy strands, steel wire ropes and slings, combination ropes, yarns and synthetic ropes.
Trade of steel wire ropes and slings, combination ropes, synthetic and natural yarns and ropes, polyester slings, hardware, accessories and fishing gear.”***

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.

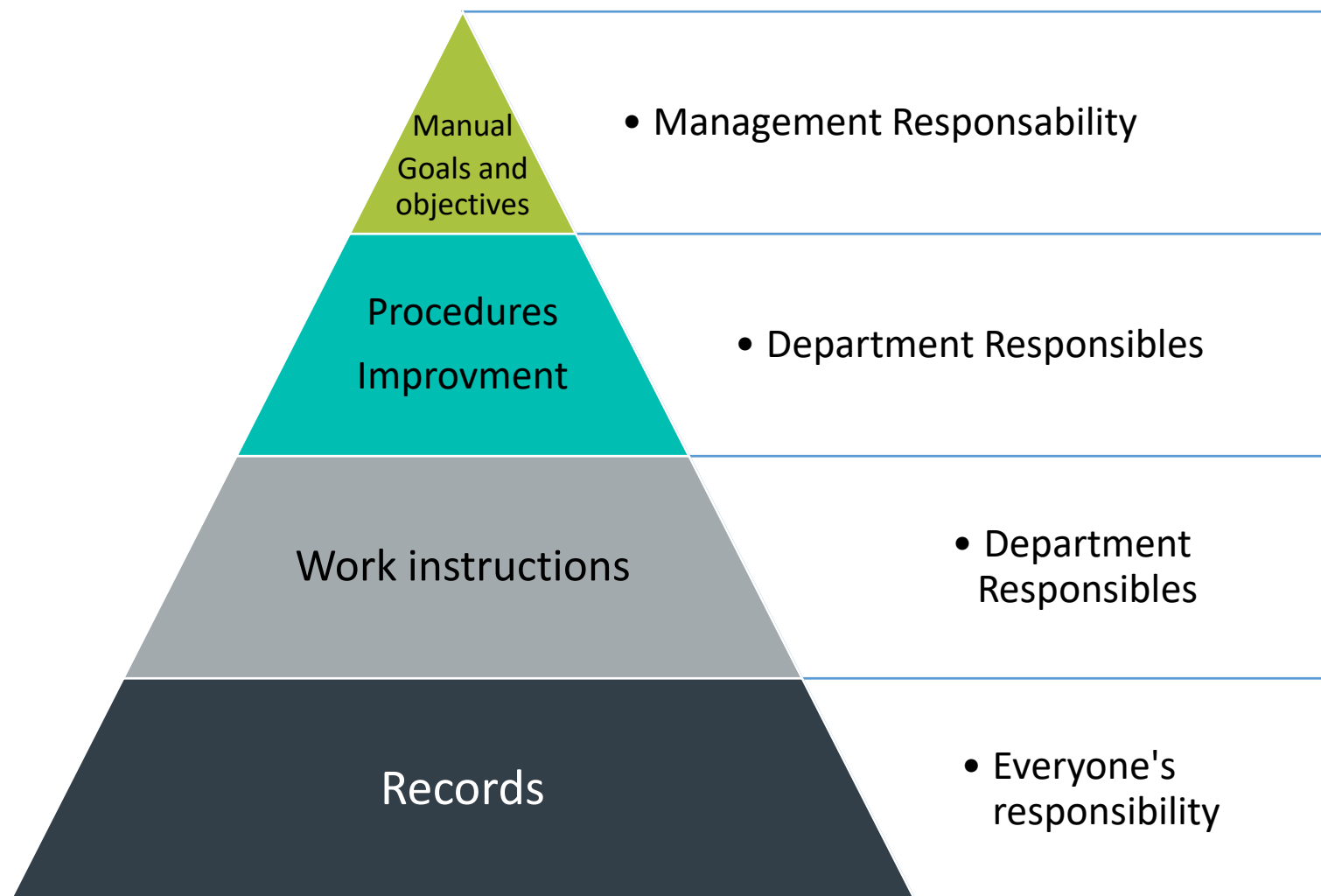
In order to keep our customers satisfied, it is our obligation and responsibility to meet their needs, without ever neglecting legal and regulatory requirements. Likewise, the satisfaction, safety and health of our employees, as strategic partners in our success, are a constant priority.

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.

		Level of interest		
		Low	Medium	High
Level of Influence	High	Certification Bodies	Suppliers	Stockholders Administration Customers Employees
	Medium		Universities and Technology centers	
	Low	Government Local government Local community		

	Key players
	Cooperate and Monitoring
	Cooperate
	Keep satisfied
	Keep satisfied

QMS Documentation



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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”**

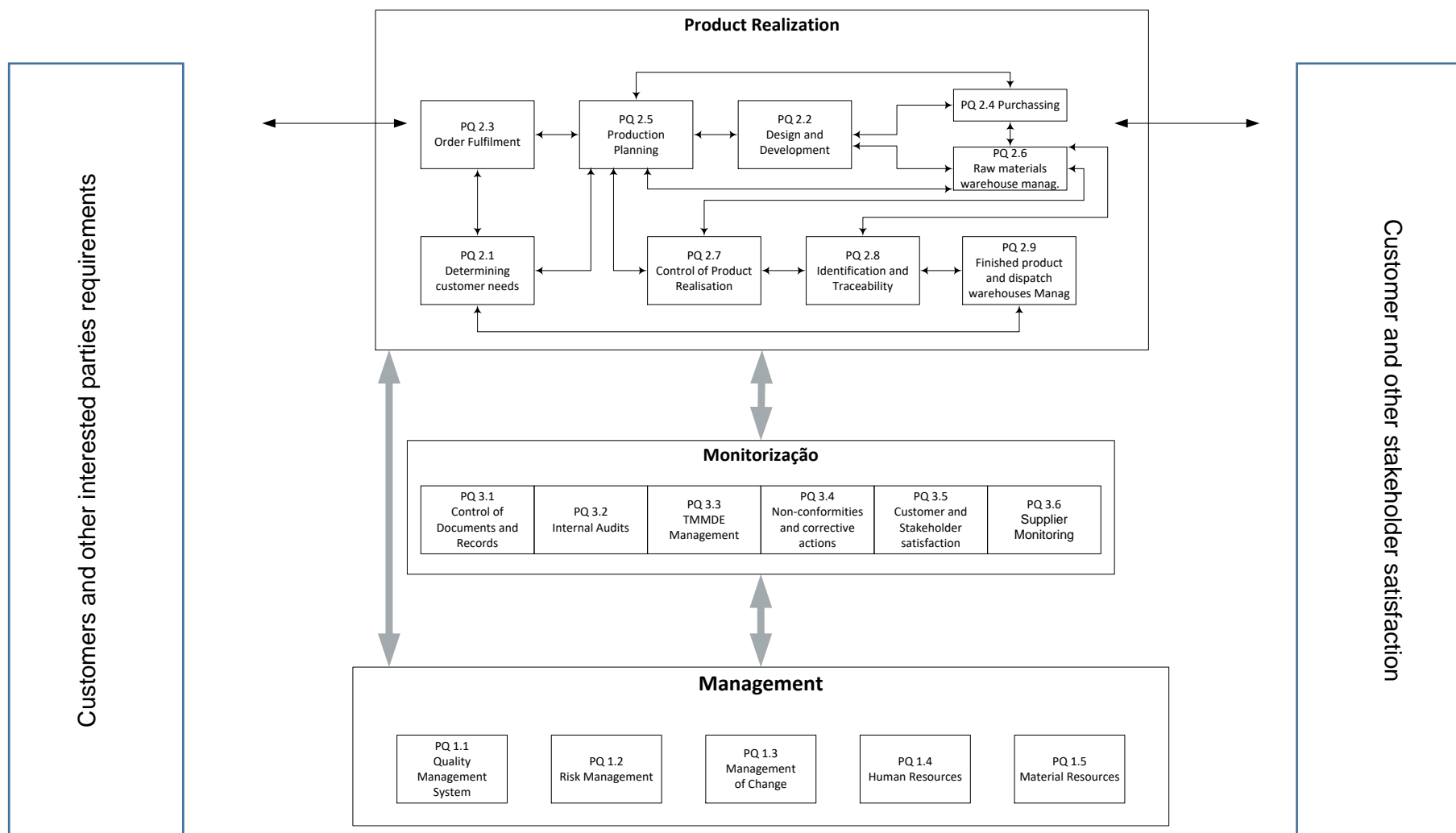
The aim of this process is to monitor, analyze and control the performance of Oliveira Sá, S.A. in its internal activities related to Product Realization and Quality, as well as the performance of its upstream and downstream partners. On the other hand, it also serves the purpose of evaluating the satisfaction 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-process	Owner	Quality Procedures	Standards Points	
					API Q1	ISO 9001
PG 01 Management	Plant Manager	PG 1.1 System Management	Plant Manager	PQ 1.1 – Quality Management System	4.1.1 + 4.1.2 + 4.1.3 + 4.1.4 + 4.1.5 + 4.2.1 + 4.2.2 + 4.2.3 + 6.1 + 6.3 + 6.4.1 + 6.4.2 + 6.5.1 + 6.5.2 + 6.5.3	5.2.1 + 5.2.2 + 6.2 + 9.3
				PQ 1.2 – Risk Management	5.3.1 + 5.3.2 + 5.3.3 + 5.3.4	6.1
				PQ 1.3 – Management of Change	5.10.1 + 5.10.2 + 5.10.3 + 5.10.4	6.3
		PG 1.2 Resources Management		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	PG 2.1 Order Fulfillment	Fulfillment Responsible	PQ 2.1 – Contract Review	5.1.1 + 5.1.2 + 5.1.3	8.2
				PQ 2.2 – Design and Development	5.4.1 + 5.4.2 + 5.4.3 + 5.4.4 + 5.4.5 + 5.4.6 + 5.4.7 + 5.4.8	8.3
				PQ 2.3 – Order Fulfillment	5.1.1 + 5.1.2 + 5.1.3 + 5.6.8	
		PG 2.2 Purchasing	Pursching Responsible	PQ 2.4 - Purchasing	5.5.1 + 5.5.2 + 5.5.3	8.4
		PG 2.3 Planning	Planning Responsible	PQ 2.5 – Production Planning	5.2	8.5.1
		PG 2.4 Production	Production Responsible	PQ 2.6 – Raw Material Warehouse Management	5.6.8	
				PQ 2.7 – Control of Product Realisation	5.6.1 + 5.6.2 + 5.6.3 + 5.6.4 + 5.6.5 + 5.6.6 + 5.6.7 + 5.6.8 + 5.6.9 + 5.7 + 5.9.1	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	PG 3.1 Process Control	Quality Responsible	PQ 3.1 – Control of Documents and Records	4.4.1 + 4.4.2 + 4.4.3 + 4.4.4 + 4.5	7.5
				PQ 3.2 – Internal Audits	6.2.2 + 6.3 + 6.4.1	9.2
				PQ 3.3 – TMMDE Management	5.8.1 + 5.8.2 + 5.8.3 + 5.8.4 + 5.8.5	7.1.5
				PQ 3.4 – Non-conformities and corrective actions	6.4.2	10.2
		PG 3.2 Customers and Interested Parties		PQ 3.5 – Customer and Stakeholders satisfaction	6.2.1	9.1.2
		PQ 3.6 – Supplier Monitoring		5.5.1 + 5.5.2 + 5.5.3	8.4.1	

Procedures Network



Production Flowchart

