QUALITY MANAGEMENT MANUAL



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1. Introduction to GNS

GNS – Georgina Neto dos Santos, Lda. is an industrial company based in Águeda, specialising in the design, manufacture and sale of locks and accessories for doors, windows and framing systems, as well as the provision of surface treatment services.

Established in 2000, GNS has its roots in an industrial activity with several decades of experience. Throughout its history, the company has developed its technical expertise and product portfolio in line with the evolving needs of the industry.

The integration of ANCOSI and OSCILO in 2016, followed by GNS joining the SOTRALU Group in 2018, marked significant milestones in the company's development and strengthened its presence in the aluminium window and door systems industry.

GNS focuses its activities on the quality of its products and services, customer satisfaction and the development of relationships based on trust with its business partners.

2. Mission, Vision and Values

Vision

To be recognised as a leading company in the window and door hardware industry, providing high-quality services; to establish itself as a proactive and innovative company, delivering excellent customer service and supported by employees who demonstrate professionalism and competence.

Mission

To invest in the ongoing improvement of the technical and human resources required to consistently deliver the best possible products and services within our field of activity.

Values

GNS operates according to the following principles:

- Customer focus and understanding of customer needs;
- Quality and rigour in the execution of activities;
- Employee competence and professionalism;
- Collaboration with customers, suppliers and other partners;
- Compliance with applicable requirements;
- Continual improvement of products, services and processes.

3. Quality Policy

GNS considers quality a shared responsibility across the entire organisation and an essential element in the development of its business activities.

Its Quality Policy is reflected in the following commitments:

- ✓ **Customer Satisfaction** — Understanding customer needs and expectations, ensuring that agreed requirements are met and providing appropriate support throughout the business relationship.
- ✓ **Quality and Efficiency** — Carrying out activities with rigour, seeking to ensure the conformity of products and services and the efficient use of resources.
- ✓ **Engagement of People and Partners** — Encouraging employee participation and collaboration with partners in achieving quality objectives.
- ✓ **Compliance with Requirements** — Ensuring compliance with customer requirements and the statutory and regulatory requirements applicable to the company's activities.
- ✓ **Continual Improvement** — Evaluating organisational performance and identifying opportunities to improve products, services and processes.

GNS management is committed to promoting these principles and ensuring that they are communicated and understood throughout the organisation.

4. Scope of the Quality Management System

The Quality Management System covers the design, manufacture and sale of locks and accessories for doors, windows and related products, as well as the provision of surface treatment and related services.

The system is based on the NP EN ISO 9001:2015 standard and encompasses the activities relevant to the quality of the products and services provided by the company.

Its implementation enables responsibilities to be structured, performance to be monitored and an approach focused on customer satisfaction and continual improvement to be promoted.

5. Organisation and Quality Management

GNS adopts a process approach that interconnects the company's various activities and promotes their coordination. This approach seeks to ensure that customer requirements are understood and taken into account throughout the development, manufacture and supply of products and services.

The system encompasses three main areas:

- **Management:** Establishing guidelines, objectives and the resources required for business activities.
- **Operational Activities:** Customer relations, design and development, purchasing, production and supply.

- **Support and Improvement:** Competence development, equipment and documentation management, performance evaluation and continual improvement.

The coordination of these areas contributes to the consistency of the work carried out and to compliance with applicable requirements.

6. Customer Relations

Customer satisfaction is one of the key priorities of the GNS Quality Management System. The company seeks to ensure clear communication, understand product and service requirements and follow up on customer enquiries.

Customer relations include assessing customer needs, monitoring orders and providing after-sales support. Customer suggestions, complaints and other feedback are taken into consideration when evaluating the services provided and identifying opportunities for improvement.

7. Design, Development and Production

GNS develops its products taking into account customer needs, technical requirements and applicable statutory and regulatory requirements. Design and development activities are monitored to ensure that the solutions meet the specified requirements.

Production activities are organised and monitored with the aim of ensuring product conformity. The company promotes the control of quality-related activities and the use of equipment appropriate to the operations performed. Equipment maintenance and the verification of measuring resources contribute to the reliability of operations and the controls carried out.

8. Supplier and Partner Relations

The quality of purchased materials and services plays an important role in the quality of the products and services provided by GNS. The company selects and monitors its suppliers based on their ability to meet established requirements. Collaboration with suppliers and partners seeks to ensure the conformity of supplied products and services and contribute to improved performance.

9. People and Competence

GNS recognises the importance of employee competence, experience and engagement in ensuring the quality of the work carried out. The company promotes the identification of training needs and the development of the competence required to perform different roles.

Internal communication and quality awareness support the understanding of objectives and encourage employee participation in organisational improvement. Occupational health and safety are also taken into consideration in the management of employees and their working conditions.

10. Evaluation and Continual Improvement

GNS monitors the performance of its Quality Management System through the monitoring of activities, analysis of results, internal audits and management reviews. This evaluation enables opportunities for improvement to be identified and actions to be defined to enhance the effectiveness of the system.

Nonconformities are analysed and addressed with the aim of correcting identified problems and preventing their recurrence. Quality objectives are established and periodically reviewed, taking into account the Quality Policy and the organisation's performance.

11. Information and Documentation

The Quality Management System is supported by documentation that provides guidance for activities and records that enable their implementation to be monitored. GNS promotes the control and updating of this information, ensuring the availability of the documentation required for the effective operation of the system.

This version presents the general principles of the GNS Quality Management System for public disclosure. Operational procedures and other documentation intended for internal use are not included in this document.