



# Quality

# Policy

Quality is a major requirement for Legrand, and a decisive competitive advantage for its development strategy.

In order to reinforce it still further and meet the expectations of its stakeholders, the Group is rolling out a global quality strategy for its different brands, based on four pillars:

## **Satisfy our customers, increase their loyalty and seize opportunities to conquer new markets**

- Ensure our recognised level of quality is maintained in the long term, by taking into account the life cycle of our solutions (safety, reliability, ease of implementation and use);
- Stay permanently in touch with the needs of the market and user feedback;
- Provide products and services that are innovative and create value.

## **Ensure that our commitments are met**

- Ensure fulfilment of our requirements and those of our stakeholders;
- Develop and roll out our product platforms;
- Reduce our development cycles;
- Organise and manage our processes to maximise and develop our efficiency;
- Measure and monitor our processes throughout our value chain.

## **Continuously improve our performance and management system**

- Promote risk analysis tools and roll out the Legrand Way (continuous improvement strategy, standards and tools);
- Implement a rapid, proportionate action plan to address the risks detected.

## **Encourage the accountability of all persons involved in our processes**

- Encourage and support staff commitment to implementing this quality policy and the associated programmes;
- Promote a spirit of initiative and both individual and collective performance;
- Develop our knowledge and skills in our current and future business areas;
- Promote the involvement and accountability of suppliers in our processes as early on as possible, as part of a sustainable and balanced relationship.

**The objectives associated with this policy are set out in the Legrand Group CSR Strategy.**

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CEO