



QUALITY POLICY

Legrand Australia is part of the Legrand Group, the global specialist in electrical and digital building infrastructures. Legrand Australia is focused on developing, manufacturing and marketing a complete range of control and command, cable management, energy distribution, ventilation, lighting and emergency lighting systems.

The scope of the quality management system applies to Legrand Australia's head office based in Prestons NSW. It includes: Research and Development, Australian manufacturing, the National Distribution Centre and other front and back office operations.

Legrand Australia endeavours to meet the expectations of its stakeholders and enhance customer satisfaction by applying the four pillars of the Legrand Group global quality strategy:

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.

This policy is communicated to all employees and made available to all interested parties.

7th May 2019

A handwritten signature in black ink, appearing to read 'D Colombo'.

Davide Colombo
Managing Director & CEO