



FOCAL POINT®

Bringing It All To Light®

Quality Policy

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

- Ensure we continue to be recognized as a premier lighting manufacturer, by taking into account the life cycle of our solutions (safety, reliability, ease of implementation and use);
- Stay in touch with the needs of the market and user feedback to anticipate future needs and present the most compelling solution for them;
- Create innovative and inspirational solutions that form a cohesive product and service portfolio.

Ensure that our commitments are met

- Fulfill our requirements and those of our stakeholders;
- Build long-lasting relationships based on trust and integrity;
- Contribute positively to our community and environment;
- Create lighting solutions that enhance architecture and elevate the human spirit;
- Measure and monitor our processes throughout the value chain.

Continuously improve our performance and management system

- Improve our services, products, and processes by leveraging the Legrand Way;
- Reduce our development cycles and manage our processes to maximize our efficiency;
- Implement rapid, proportionate action plans to address risks identified;
- Adhere to ISO requirements for excellence.

Encourage the accountability of all persons involved in our process

- Cultivate a fully engaged and empowered workforce with the knowledge and skills for current and future business needs;
- Develop sustained and balanced relationships with our suppliers by promoting involvement and accountability as early as possible in our processes;
- Promote a culture of both individual and collective performance and the spirit of initiative;
- Encourage and support our staff commitment to implementing this quality policy and associated programs.