



Quality Policy

Quality is a major requirement for Legrand, which places customer satisfaction and protection at the heart of its priorities. In a technologically fast-changing and highly competitive environment, Legrand is constantly adapting its quality approach and implementing continuous improvement plans to guarantee the quality of its products and services over the long term, thereby transforming its quality policy into a decisive competitive advantage for its development strategy.

Legrand's quality policy covers three main objectives:

Satisfying and retaining our customers, and seizing opportunities to conquer new markets

- Remaining constantly attentive to market needs and user feedback (security, reliability, robustness, ease of implementation and use, etc.),
- Securing the quality level of our products and services by integrating quality risk management as early as possible in the offer creation process, considering the entire life cycle of our solutions, as well as compliance with our sustainable development commitments,
- Taking into account, beyond the product, the installation, use and maintenance steps,
- Integrating technological developments and the need for services related to our high-growth segments: connected devices, energy efficiency, datacenters, etc.

Ensuring that our commitments are met

- Promoting risk analysis tools and rolling out the Legrand Way (continuous improvement strategy, standards and tools),
- Ensuring fulfilment of standards, our requirements and those of our stakeholders,
- Organising, measuring and monitoring our processes throughout our value chain,
- Implementing a rapid, proportionate action plan to address the risks detected.

Encouraging the accountability of all persons involved in our processes

- Making sure our employees are committed to applying this quality policy,
- Developing our knowledge and skills in our current and future business areas,
- Rolling out proactive quality approaches focused on our customers' expectations as early as possible in our processes,
- Involving and empowering our suppliers as soon as possible.

Legrand's quality policy is supported by a continuously improving quality management system based on processes and tools rolled out throughout our organisation in accordance with the ISO 9001 standard.

The targets associated with this policy are set out in the Legrand Group CSR roadmap.

Benoît COQUART ▪ CEO