

# Quality Policy for Louis Poulsen A/S

**Purpose**
To ensure that our products and services meet the customers' expectations, protect and develop our brand while adhering to industry standards, certifications and regulations always striving to achieve the highest possible quality.

**Policy Statement**
At Louis Poulsen our dedication to quality is fundamental, for our brand, creating long lasting products that fulfill our purpose: "to improve quality of life" through exceptional lightning and our mission to:" design to shape light".

**Applicability**
This quality policy applies to all employees, management, vendors and suppliers in the design, manufacturing, distribution, and support of our high-end lightning products.

**Key Principles – Delivering the right quality**

1. **Customer Focus**
   We prioritize our customers' needs and strive to understand their requirements. We actively seek and monitor feedback from our stakeholders and requirements from the surrounding society to continuously enhance our products and services to avoid overprocessing.

2. **Continuous Improvement**
   We are committed to ongoing improvement of our processes, products, materials and services. We have a quality management system in place that respects the requirement of ISO9001.

3. **Compliance and Standards**
   We adhere to all applicable laws, regulations, certifications and industry standards related to the design, manufacturing and distribution of lightning products. We ensure that our products at tested rigorously for safety and performance.




4. **Employee Engagement**
   Our employees are vital to our success. We foster a culture of quality through value-based management and provide training, documentation, resources, and empowerment to encourage proactive contributions to quality assurance.

5. **Supplier Partnerships**
   We work closely with our suppliers to ensure that materials, components and products meet our stringent quality standards. We evaluate our suppliers regularly to maintain high performance and compliance.

6. **Transparency and Accountability**
   We maintain open communication with all stakeholders regarding our quality practices. Accountability is essential at every level, ensuring that we meet our quality objectives.

**Review and Update**
This quality policy will be reviewed annually to ensure its relevance and effectiveness. Updates will be communicated to all employees and stakeholders.

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**Commitment to Quality**
By adhering to this quality policy, Louis Poulsen A/S aims to be a leader in the high lightning products market, ensuring that our customers receive products that lives up to their expectation and are reliable, long lasting and safe to use.

**Approved by CEO, Søren Eskildsen on Feb 21st, 2025**