



QUALITY POLICY

Lyreco is committed to providing a service to customers which consistently fulfils and regularly exceeds their expectations.

This aligns with the company mission statement: "To simplify life at work".

Lyreco will only obtain its extensive range of products from the world's leading manufacturers of Office Supplies, most of which are registered to international standards.

Lyreco undertakes to supply only safety equipment that fully complies with the standards and regulations relating to those products. Where appropriate, this company will maintain up to date technical files to ensure that regulatory compliance information can be supplied upon request. Where products are sourced from external organisations which hold technical files relating to the products being offered, this company will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced."

Our guiding principles are aligned with company values of

- Passion, Excellence, Agility and Respect.
- Making the customer the focus of everything we do.
- Pursuit of excellence striving for perfection in all our activities.
- Believing in trust, respect and ethical behaviour.
- Engaging in continuous improvement of our quality management system and our services through the setting and reviewing of objectives and targets.
- Adapting, innovating and moving faster as a team to market changes in order to deliver a first-class service.
- Complying with all company applicable requirements.

Adherence to this policy is the responsibility of the Senior Management Team of Lyreco. The policy is reviewed annually for appropriateness and approved by the Managing Director.

A handwritten signature in black ink, appearing to read "M Milward", written over a horizontal line.

Michael Milward
Managing Director

Reviewed May 2023

