



## Our quality policy

*Ensuring the lasting satisfaction of our clients, both from a technical delivery and a human perspective.*

From our clients' perspective, the quality of our products and services contribute substantially to the added value that we provide. We place current as well as prospective clients squarely at the centre of our attention, focusing every effort on the delivery of satisfactory outcomes to all their requirements.

By developing a company policy focused on delivering quality, synergies in expertise, as well as innovation in its products and services, EOL aims to achieve sustained growth that will enable it to consolidate its reputation as a leading company in Europe.

To this end, EOL Group is undertaking an extensive certification process that will encompass all of the product ranges that we manufacture (aiming for 80% coverage). The ultimate objective is to ensure maximised cost-efficiency, product safety, sustainable development and overall client satisfaction.

Our quality guarantee policy is based on successfully meeting regulatory and legal requirements, complying with EU standards relating to office furniture, as well as with certification requirements established by the NF Environment, NF OEC and GS labels.

A weekly meeting held by the "Product Quality Committee" will deal exclusively with matters and grievances pertaining to Quality. Whether raised by internal or external stakeholders, these issues will be investigated and solutions developed, with a particular emphasis on ensuring a thorough follow-up of customer complaints. Each and every claim will be recorded, analysed, followed-up on and handled through a dedicated monitoring table that will form the basis of a "quality assurance manual".

Key performance indicators will be developed and comprehensively assessed during the monthly meetings of the Board of Directors:

- Quality Deficiency Rates: the purpose of this KPI is to establish the definitive ratio of complaints to orders received.
- Objective for 2015: less than 7%
- Average claim resolution time: since the risk of a claim arising can never be fully avoided, the aim here is to ensure that any potential issue is handled and definitively rectified in the shortest possible timeframe.
- Objective for 2015: under 5 days
- % of certified product ranges: this KPI tracks the number of fully certified product ranges against the total number of product ranges that we produce in our own facilities.
- Objective for 2015: over 80%

EOL's Quality Policy in brief:

- Deliver continuous improvement in quality, products and processes whilst at the same time ensuring employee satisfaction and self-realisation;
- Consistently deliver Quality through the systematic updating of our knowledge base;
- Place our best in class Quality expertise at our clients' disposal, for their own satisfaction;



- Select suppliers in accordance with our exacting requirements and our clients needs, whilst always following our code of ethics.