



Quality Policy

- Everything we do starts with our customers, by listening to their needs and expectations, and ends with our customers by ultimately satisfying them.
- We are thus committed to providing the highest levels of customer satisfaction by delivering quality, sustainable lighting products, systems and services that improve people's lives.
- Our focus is to deliver quality and operational excellence, and as a learning organization, drive continuous and permanent improvement in our processes. We use the Net Promoter Score as the primary indicator for customer satisfaction to listen to and learn from our customers and partners to further improve.
- Together with our suppliers, we ensure that our lighting products, systems and services fulfill our brand promise, are safe, fit for use and comply with local regulatory and environmental requirements.
- Our Quality System is based on ISO 9001 to reach world class performance. Our Environmental System is based on ISO 14001 and we comply with the Electronic Industry Citizenship Coalition (EICC) Code of Conduct.
- We develop, support and stimulate our employees to achieve world class performance, nurturing an environment in which we all live our values: Customer first; Greater together; Game changer, Passion for results - while always acting with integrity.
- We are responsible for quality. It is what we stand for – everyone; everything; everywhere; every time. Our Quality System Portal provides constant access to all of the current standard processes, procedures and work-instructions to enable each employee to be knowledgeable about and to live our Quality Policy in their daily work.

Our personal commitment in Signify is that "Quality comes first and starts with each and every one of us".



A handwritten signature in black ink, appearing to read 'Eric Rondolat'.

Eric Rondolat
CEO Signify