

# 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.

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.



Peter Hradisky, Managing Director

Reviewed April 2017