

EFG is a leading manufacturer of interior office solutions. With sustainable design at our core since 1885, EFG European Furniture Group delivers excellence with products inspired by Scandinavian design.

## **EFG Quality Policy**

**Relations (customer needs)** Every interior solution we deliver should be based a through, professional and individual customer needs analysis. It is via this methodology that we can create the most value for our customers and every project could become a reference for the future.

- We should understand customer needs and solve their problems wherever we can.
- We should live up to, or exceed customer expectations.

## **Products (sustainability and safety)**

The basis is that the technical quality of our products should be of a high standard and allow us to offer the industry's best warranties.

- EFG has a zero vision when it comes to product quality defects.
- Our design should consider and be responsible for the ergonomic, functional, safety and visual needs.

## **Processes (responsibility)**

We should have well documented processes and continuously work to improve them. Applicable requirements placed on us, including legal requirements, shall be satisfied. The starting point should be to:

- Achieve the best customer value as a result of exceptional products and services.
- Compare ourselves to others and apply best practice by learning from others.
- Quickly and efficiently solve problems when they arise.

## **Commitment (personal responsibility)**

All EFG employees should clearly understand how form part of our quality standards and ensure that take responsibility for the quality of their own work.

- All employees should have a long-term perspective and a holistic approach to environmental work and they are expected to contribute so that the EFG's quality targets are attained.

## **Partners**

We set high standards for ourselves, our suppliers and our partners.

- We should prevent quality defects by means of clear requirements and the common understanding of our customers' needs.
- We should cooperate and seek new smart solutions together.

These principles are linked to EFG's CSR Policy and Code of Conduct.