

Group Quality Policy

Electrolux is committed to market products that are of such high quality that this alone would be a defining reason why consumers and customers choose our products over competition, whether it's a first-time buy, recommendation or repurchase.

Electrolux Management requires that products fulfil the following principles:

- Deliveries of products to consumers and customers should occur when quality requirements, safety standards and compliancy requirements are fully satisfied.
- Marketing activities should not create consumer and customer expectations that are not reasonably fulfilled by the product

Our Quality Policy summarizes the essential elements of our commitment to excellence and includes:

- Fostering a quality mindset with the objective of developing, manufacturing and providing products and services that satisfy and exceed consumers' and customers' expectations.
- Being compliant with relevant international and national safety standards for the specific country, or region the products are to be supplied in.
- Being compliant with relevant laws and regulations for the specific country, or region in which the products are to be supplied, as well as with internal requirements for example the Electrolux Restricted Material List (RML).
- Continuously challenging ourselves to improve the quality management system to understand consumers' and customers' needs, expectations and experiences, ensure product safety and compliancy, prevent quality incidents, eliminate defects and ensure regular training and auditing activities.

Quality targets are established for the key activities and processes and the progress is reviewed periodically defining the adjustments to the activities and processes to continually improve their effectiveness.

At Electrolux, teamwork, engagement, ownership and support by everyone are vital for achieving our quality objectives. In this context, we are committed to provide the required leadership, management and resources and we will ensure that the Quality Policy is reviewed annually and communicated to employees and third parties.

The present declaration of Group Quality Policy is prepared with a view to coordinate the Group's activities and to define the approach to carrying them out in order to deliver product and services of appropriate quality.



Electrolux