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Introduction

L&L LUCE&LIGHT is an Italian company specializing in the design and manufacture of LED lighting fixtures that combine high performance with a minimalist, functional design. In a constantly evolving market, L&L LUCE&LIGHT strives to be a benchmark in the lighting industry through in-house production, product excellence, and the provision of technologically advanced solutions designed to enhance architectural spaces—with a particular focus on responsible lighting.

L&L LUCE&LIGHT has always prioritized customer satisfaction, focusing on:

- continuous improvement of operational methodologies;
- compliance with legislation and directives regarding products, safety, and the environment;
- product quality and conformity with required specifications.

In recent years, the company has worked to improve product and service quality in order to compete in the market, and the actions taken have always proven consistent with its strategies and objectives.

To strengthen this commitment, management has adopted a Quality Management System compliant with the UNI EN ISO 9001 standard, supporting and sharing the standard's principles, integrating them into company strategies and processes, and promoting an organizational culture geared toward continuous improvement and the active participation of all staff.

Quality is, in fact, the key element that allows us to remain competitive in the market in order to:

- put into practice the company's philosophy regarding work organization;
- encourage staff to participate more actively in the life of the company;
- foster the greatest possible cohesion among the company's various production departments by encouraging collaboration;
- drive the company's growth to ensure it remains innovative and flexible—capable, that is, of continuously adapting to the needs and demands of the market and customers.

Fundamental principles of the Quality Policy

1. Customer-centricity

The customer is the constant focal point of all our activities. Active listening, understanding needs, and a commitment to meeting expectations guide our design, production, and organizational decisions. Customer satisfaction is the fundamental prerequisite for generating the economic value needed to sustain the Company's development, consolidation, and continuity, thereby contributing to the well-being and growth of all stakeholders: owners, employees, and suppliers.

2. Strategic objectives for market competitiveness

- Management is committed to organizing company activities in order to:
- maintain high product quality standards by utilizing the best available technologies and investing in Research & Development and laboratory capabilities;
- ensure key competitive advantages—such as rapid delivery and quick response times—to satisfy customers;
- regularly monitor customer satisfaction through objective indicators and direct feedback to ensure continuous service improvement;
- identify and qualify suppliers of products and services deemed critical to quality, establishing relationships based on mutual collaboration and trust;
- elevate the Company's quality standards to a level that enables qualification by customers and certification by accredited bodies;
- enhance human resources through targeted training programs and technical skills development;

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- adopt a process-based approach utilizing key performance indicators (KPIs) to measure effectiveness and efficiency, thereby driving corrective measures and preventive actions;
- strengthen our commercial presence in international markets by participating in major industry events and trade fairs and by opening representative offices in strategic geographic regions;
- build and consolidate collaborative relationships with lighting designers, planners, architects, and contractors, positioning ourselves as a trusted partner for consulting on technical design choices and solutions;
- enhance sustainability through conscious production decisions: the majority of our products are designed to be refurbished and allow for component recycling; our facility is powered by a photovoltaic system; product packaging is optimized for transport, and we are working to eliminate plastic packaging entirely; and we reduce our products' environmental footprint by prioritizing local suppliers.

These objectives are shared by all personnel, who—in addition to committing to the proper management of the System—also provide input to Management regarding the implementation and continuous improvement of the System itself.

3. Concrete benefits for the customer

The consistent implementation of our Quality Policy generates tangible benefits for our customers:

- product reliability and cost optimization, thanks to the quality of materials used to create products designed for durability;
- tailored solutions based on specific customization requests;
- specialized, rapid, and expert technical support;
- fast delivery times, thanks to a short supply chain and efficient production organization;
- product safety and compliance, certified according to national and international standards.

4. Management responsibility

During periodic reviews, Management establishes the best corporate strategies aimed at the continuous evolution of primary objectives and the Management System itself, ensuring its consistency, effectiveness, and suitability. It also defines specific objectives and commitments related to the Policy, ensuring the availability of appropriate and necessary technical, human, financial, and material resources, as well as suitable working environments.

Management promotes the dissemination of the principles contained in this Quality Policy to all personnel, ensuring they are understood, embraced, and implemented at all levels, thereby making staff aware of their individual obligations and responsibilities. This document is also shared to communicate this commitment to customers, suppliers, and all parties maintaining business relationships with L&L LUCE&LIGHT.

Date
26/01/2026

Sign

