



QUALITY POLICY STATEMENT

Delattre Bezons Nigeria Limited (DBN) is unreservedly committed to providing quality products and excellent services that consistently meets or exceeds the quality standards set by our customers and interested parties.

Our motto is

**Customer satisfaction,
Leadership by example,
Risks and Opportunities analysis,
Process approach &
Continual Development.**

We achieve the above strategic goals by:

- ✓ Ensuring that customer and applicable statutory and regulatory requirements are determined, understood, and consistently met.
- ✓ Establishing measurable quality objectives at relevant functions, levels and processes needed for the quality management system.
- ✓ Ensuring that the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
- ✓ Promoting the use of the process approach and risk-based thinking.
- ✓ Effective analysis of data arising from monitoring and measuring activities to ensure customer satisfaction.

Top management shall demonstrate leadership and commitment with respect to the quality management system by taking accountability for the effectiveness of the system.

Every Manager shall, by personal commitment, motivation, and example

- ✓ Lead his or her personnel to identify, analyse, assess, and control the risks arising from their activities, products, and services.
- ✓ Provide the necessary leadership to maintain a culture of awareness and continuous improvement for the quality of work.
- ✓ Ensure that all employees under their supervision are competent based on knowledge, education, training, and experience.

This Policy shall be enforced on all our worksites and adhered to by everyone. All employees are encouraged to participate in the formulation or improvement of work processes towards quality and efficiency.

The successful operation of the quality management system relies upon the co-operation and involvement of personnel at all levels. This will facilitate the achievement of the company's strategic goals and objectives.

This policy shall be reviewed for effectiveness, efficiency, and suitability at least annually as part of the management review process.

This statement represents my commitment on behalf of the company.

A handwritten signature in black ink, appearing to read 'Segun EZEKIEL'.

Segun EZEKIEL
Deputy Managing Director
January 2025