

Quality Policy

Lyreco is committed to providing a service to customers which consistently fulfils and, regularly exceeds their expectations.

This aligns with the company vision statement

“To delight our customers and be proud of what we do”.

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, Professionalism and Respect.**

- Making the customer the focus of everything we do.
- Pursuit of excellence in all our activities.
- To strive to continually improve our services through the setting and reviewing of objectives and targets.
- Working across departments as a team; acting professionally and respectfully in order to deliver a first class service.
- Complying with our Quality System to ensure consistency of service and long-term company success.

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.

David Walmsley, Managing Director

Reviewed January 2011

Revised: April 2011

