



Purpose

At L&L Products, product quality and safety are fundamental commitments. In all our decisions, we prioritize attention to our customers, the quality of our products, and strong teamwork.

We strive to ensure that our solutions meet international standards, regulatory requirements, and customer expectations for reliability and performance. In line with our values and social responsibility, we are dedicated to risk prevention, compliance, and continuous improvement of our processes.

This policy outlines the principles that guide our actions to deliver safe, innovative, and sustainable products, contributing to customer satisfaction and user protection.

Scope

This policy applies to all L&L Products entities in the European region. All entities shall define objectives and actions to reach the targets and fulfill the commitments described in this policy.

All employees must comply with this policy and actively contribute to maintaining high standards of safety and quality. Suppliers and contractors are also expected to comply with relevant quality and safety requirements.

Policy Statement

L&L Products specializes in the design, manufacturing, sale, storage, and shipping of engineered solutions for sealing, bonding, structural reinforcement, and acoustic purposes for aerospace, automotive, commercial vehicles, and industrial applications.

Commitment to Sustainability and Quality

As a responsible corporate citizen, we adopt a sustainable approach in all our activities and strive to provide solutions that meet or exceed customer expectations for safety, reliability, and performance. We adhere to the highest standards of quality management and continuously improve our processes to ensure customer satisfaction and compliance with regulatory requirements.

Strategic Approach

Our long-term strategy is designed to guarantee the sustainability of our activities by integrating all processes and functions into a coherent framework that supports innovation, risk mitigation, and prevention. Operating throughout the entire value chain—from suppliers to customers—we focus on enhancing company-wide performance and creating a systemic basis for growth.

Compliance and Continuous Improvement

We are committed to complying with all applicable laws, regulations, standards, and customer-specific requirements, including product and consumer safety legislation and relevant industry codes of practice. We regularly review our quality, product safety, and compliance performance, setting targets and implementing

improvement programs to maintain excellence. Our goal is to continuously progress toward achieving and maintaining certifications such as ISO 9001, IATF 16949, and EN9100.

Risk Management and Product Safety

Risk Management-based thinking is embedded in all our processes to prevent defects and ensure product safety and compliance. Risks are assessed during design, development, and production, and monitored throughout the product lifecycle. This approach includes product traceability and conformity management, the use of defect prevention tools such as FMEA, Control Plans, and error-proofing methods, and robust change management processes. We also monitor customer-specific requirements, audits, and field performance, including warranty data, to ensure continuous improvement and compliance.

People and Culture

We empower our employees by emphasizing individual and collective responsibility and encouraging active participation to improve teamwork, professional rigor, flexibility, and speed in execution. We invest in developing competencies, fostering creativity, and promoting entrepreneurship to strengthen our culture of excellence.

Innovation and Growth

Innovation is at the heart of our strategy. We continuously diversify our activities by increasing proximity to customers, understanding their needs, and making the right investments to support growth and diversification.

Supply Chain and Partnerships

Operational excellence extends across our entire supply chain. We involve suppliers upstream in product and process innovation and collaborate to ensure the quality and safety of raw materials, components, and services. These partnerships are built on mutual trust and a commitment to continuous improvement.

Stakeholder Engagement

We actively engage with stakeholders to ensure their interests are considered and integrate their feedback into our actions, reinforcing transparency and trust.

Management Commitment

L&L Products management is fully committed to the implementation, maintenance, and continuous improvement of our product safety and quality management system. We provide the necessary resources, support, and leadership to ensure the effectiveness of our policies, objectives, and processes.

L&L Products strive to ensure our customer satisfaction and remain market leader in our industry by controlling the quality and reliability of our products throughout their life cycle to strive towards zero defects product manufacturing and delivery.

Questions

Questions about this Policy can be addressed to your Quality Department.



First effective date: February 21, 2020

Last review date: January 3, 2026

Next review date: January 3, 2028

Jean-Michel Hollaender

Director Europe

