VERSION OCTOBER 2025

LEGRAND CUSTOMER EXPERIENCE POLICY – OCTOBER 2025

CONTEXT

Legrand's business model is built on the strength of its leadership positions and its ambition to be a benchmark in customer experience. It is therefore strategic to consistently deliver the best possible experience to its customers.

This policy defines the Group's priorities to ensure customers enjoy a successful experience that meets their needs while guaranteeing the quality and safety of products and solutions.

MAIN THEMES OF THE POLICY

1. Customer Satisfaction Survey System
Legrand has implemented a global annual relational survey covering all its customers. This survey evaluates a wide range of criteria such as product quality and functionality, the quality of commercial relationships, and processes related to ordering, invoicing, delivery, as well as pre- and post-sales support.
This system is complemented by transactional surveys focused on specific customer journey touchpoints such as websites, training sessions, products, and services.

2. Analysis and Actions Based on Customer Feedback
Survey results, including those from the customer satisfaction survey, are analyzed, customers are re-engaged when necessary, and improvement action plans are implemented and monitored through a "Customer Room" process. This process ensures the follow-up and resolution of pain points at country and regional levels and then consolidated at Group level.

3. Training and Awareness
Training sessions are organized for Legrand teams to raise awareness of the importance of customer experience. These sessions are led by experts from Legrand's Customer Experience program ("Best of Us") and cover various aspects of customer satisfaction.
An internal network of customer experience experts, known as "CX Champions," has been progressively established. Employee empathy toward customers is measured annually through a "Voice of Customer through Employees" survey.

4. Management of Customer Pain Points
A methodology for resolving customer pain points is deployed for each identified issue, involving all relevant stakeholders to address problems encountered by customers.

5. Information Sharing and Best Practices
An internal platform, "Best of Us," is available to all Group employees, including CX Champions, to facilitate rapid information exchange and sharing of best practices in customer experience.

6. Performance Indicators
Customer satisfaction indicators are included in Legrand's CSR Roadmap and represent a key element of this policy. Monitoring is carried out through the following indicators:

- **NPS (Net Promoter Score)** – measures loyalty and likelihood to recommend
- **CSAT (Customer Satisfaction)** – measures overall satisfaction
- **CES (Customer Effort Score)** – measures ease of interaction between customer and company

7. Commitment to Quality and Safety
The quality and safety of Legrand products throughout their lifecycle are critical to customer satisfaction. Legrand continuously strengthens its organization and quality processes and implements continuous improvement plans to guarantee product quality.
The Group's Quality Policy is available via the following link: *Quality – Health & Safety – Environment Policies_EN*.

8. Data Protection
Legrand is committed to protecting customers' personal data in compliance with applicable regulations, such as the European GDPR (General Data Protection Regulation). The Group applies the principle of "privacy by design" from the product design stage, collecting only strictly necessary data and adhering to ISO 27001 requirements.

OBJECTIVES AND COMMITMENTS

- Monitor the **CX Maturity** criterion composed of 25 items (such as relational and transactional satisfaction, definition of customer profiles or "personas," description of typical customer journeys, and team awareness of customer-centric principles).
- Improve the CX Maturity score of each entity by **4 points annually**.
- Track and publish performance indicators such as NPS and CSAT.
- Comply with the highest safety standards, including IEC and CENELEC norms, to ensure user protection.
- Protect customers' personal data in compliance with applicable regulations, such as GDPR, and adopt the principle of "privacy by design" from the product design stage.

RESPONSIBILITIES AND SCOPE OF APPLICATION

The Digital Department, reporting to the Strategy, Brands & Digital Division, and local CX Champions are responsible for implementing the Customer Satisfaction Policy and deploying it across Legrand entities, with support from the Group Quality Department.

This policy applies to all Legrand entities, covering both **Business-to-Business (B2B)** customers and end consumers.

Benoît Coquart – Chief Executive Officer
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