



Quality Policy

Commitment

SGD Pharma is committed to improving and protecting consumers' and patients' health by providing high quality, reliable and innovative primary glass packaging. Patient and consumer safety are core values and the foundation of every decision we make.

Quality is a strategic pillar of our performance and sustainable growth.

Through excellence in quality, we strengthen our position as a trusted, innovative and best-in-class partner for our customers worldwide.

Ambition

We aim to remain the preferred and most trusted glass packaging partner for the pharmaceutical and beauty industries, recognized for:

- Excellence in Quality and compliance
- Best-in-class process capability
- Reliability and consistency of supply
- Value-creating innovation

Accountability

Quality is the responsibility of each and every employee at SGD Pharma:

- Management is accountable for setting clear expectations, providing resources, and ensuring a culture where quality, compliance, and integrity are never compromised.
- The Quality function ensures the robustness of the Quality System, drives compliance, supports operations, and provides independent oversight to guarantee product quality and patient safety.
- All employees are accountable for the quality of their work, applying procedures, reporting deviations, and contributing to continuous improvement.

Employees are empowered to escalate any activity that may impact Quality, fostering a strong quality culture.

Pillars

COMPLIANCE AND REGULATORY LEADERSHIP

We strictly comply with all applicable regulations and standards by:

- Maintaining ISO 9001 and 15378 certification and GMP compliance
- Ensuring deep understanding of regulatory requirements
- Anticipating regulatory evolution and industry expectations

➤ **Our commitment to compliance is absolute**

QUALITY AND OPERATIONAL EXCELLENCE

We lead Quality and Process Control to Excellence and continuously improve our performance by:

- Embedding a Right First-Time mindset across all operations
- Driving process capability, robustness and consistency
- Leveraging science-based and data-driven approaches

➤ **Our goal: Zero defects**

CUSTOMER PARTNERSHIP AND TRUST

We build strong, long-term partnerships with our customers by:

- Understanding and anticipating their needs and regulatory constraints
- Co-developing solutions aligned with future market expectations
- Acting with transparency, responsiveness, and accountability

➤ **Our goal: Zero customer complaint**

CONTINUOUS IMPROVEMENT AND INNOVATION

We leverage innovation as a key driver of quality, performance, and customer value by:

- Investing in technologies, processes and digitalization
- Developing robust and reliable solutions aligned with evolving customer and regulatory expectations

➤ **From compliance to competitive advantage**

Olivier ROUSSEAU
Chief Executive Officer

Eric DANIEL
Chief Operating Officer

Nathalie MARQUES
Group Quality Director