



QUALITY POLICY

COMMITMENT

SGD Pharma is committed to improving and protecting patient's health by providing high quality, reliable and innovative primary glass packaging to our pharmaceutical customers. Patient's Health is a core value. Patients are our primary consideration in how we conduct our business.

ACCOUNTABILITIES

Management is accountable for the quality of the products and services we deliver. All employees must be fully engaged in producing the best quality required by the pharmaceutical industry.

PILLARS

Consider Customers first

- Develop a customer focused, pharma-oriented culture across the company
- Embrace client's quality expectations in everything we do
- Anticipate market trends to provide appropriate solutions
- Ensure that all SGD Pharma employees understand the customer and pharma industry needs
- Implement fast and effective action on client's quality concerns and regulatory needs

Integrate Pharmaceutical and regulatory environment

- Ensure SGD Pharma compliance to all applicable regulations
- Maintain the ISO 15378 (Good Manufacturing Practices for primary packaging) certification at all relevant locations
- Ensure that employees understand applicable regulations and norms
- Control applications of regulations and norms with appropriate depth and frequency
- Anticipate regulatory requirements evolution

Develop our talent

- All employees are fully aware of and actively involved in the Group's quality objectives
- Create the necessary conditions to develop individual skills and facilitate best practices sharing
- Assess employee's qualification and competencies, take preventive and corrective actions
- Train all employees to increase their competencies to meet quality needs

Strive toward zero defects

- Implement continuous improvement culture and tools in the entire organization
- Perform regularly Quality Reviews at site and at group level using data analysis to define quality roadmap
- Using systematic data driven problem-solving tools to increase process robustness
- Set targets to drive regular improvement of quality year on year
- Implement technologies to increase process robustness by eliminating all source of variations
- Sponsor and support new development tools, processes or technologies that lead to guaranteed "zero defects"
- Use FMEA methodology to assess risks and implement robust mitigation

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Christophe Nicoli
Chief Executive Officer

Handwritten signature of Christophe Muguet in blue ink.

Christophe Muguet
Chief Operating Officer

Handwritten signature of Laurent Millet in blue ink.

Laurent Millet
Group Quality Director