

## ty & Regulatory

Quality Mission Statement

(our Quality Mission Statement (Download PDF

OUR QUALITY VISION Quality is embedded in everything we do

As a global leader in the Life Sciences industry, we are committed to high-quality products and services, manufacturing effectiveness, and meeting our customers' expectations.

Quality is embedded in everything we do, meaning we provide quality, compliance and business support in the most effective and efficient way for the entire portfolio of our life science business

### OUR CAPABILITIES

Together with Operations, more than 1,700 quality and regulatory professionals ensure compliance and high quality of our Life Science products and services worldwide.

Our Life Science Quality & Regulatory Management team is responsible for identifying and mitigating risks with the support of a risk management system, and ensuring compliance with regulations related to

chemicals pharmaceutical and food materials Biologics medical devices and equipment Animal byproducts OUR QUALITY CULTURE Quality Control Pyramid Since early on, our company has set standards for the quality of our products. In 1851, Emanuel Merck personally guaranteed the quality of his products and, shortly thereafter, he established his own control lab where he also established quality standards.

The Life Science Quality Mission Statement is based on our company's Quality Vision and demonstrates our commitment to quality. As the foundation of our Quality Culture, we have established the Quality Pyramid with its 5 Behavioral Elements and their respective Excellence Criteria.

:We foster a quality culture based on

Highly qualified and proactive professionals An environment of customer centricity and continuous improvement Robust and standardized processes Integrated risk management and global tools

(Measurements aligned with customers, expectations and regulatory needs. Code of Conduct (Dwnload PDF

### OUR CODE OF CONDUCT

Several guidelines are part of our structured system of policies and help us to implement our values and principles. This system aims to ensure that all employees know the relevant rules and regulations, can apply them to their work. Tried-and-proven management systems ensure that the processes relevant to our Corporate Responsibility strategy are systematically managed and monitored.

: Everything we do is based on our 6 company values

Courage opens the door to the future

Achievement makes our entrepreneurial success possible

Responsibility determines our entrepreneurial actions

Respect is the foundation of any

partnership Integrity ensures our credibility

Transparency makes mutual trust possible

## **OUR SOCIAL RESPONSIBILITY**

Our commitment to the community goes beyond our headquarters in Darmstadt, Germany. As an international company, we are involved in the communities that surround our network of more than 100 manufacturing and distribution sites.

Learn more about Our Good Deeds