



# SGS Quality & Professionalism Policy Statement

Quality and Professionalism are integral parts of SGS's operations and the cornerstones for ensuring high levels of customer satisfaction. Through mutually beneficial partnerships and continued operational excellence we ensure the long-term sustainability of our business.

We are committed to develop, implement and maintain a Quality Management System which conforms to the requirements of the latest versions of all relevant International Standards (ISO 9001, ISO/IEC 17025, ISO/IEC 17020, ISO IEC 17021, ISO/TS 22003, ISO/IEC 17065, ISO 27001, ISO/IEC 17029, ISO 14065 etc) and other statutory or regulatory body requirements.

## IT IS OUR AIM TO

- Deliver world-class services that meet our customers' needs.
- Build strong customer relationships based on trust, mutual respect and the prioritization of the needs of the customer.
- Be known and recognized for our superior knowledge, reliability, accuracy and consistency.
- Nurture and encourage a culture of quality within SGS with the full support of management and engagement of all employees.

## IT IS THEREFORE OUR COMMITMENT TO

- Place customers at the heart of everything we do, engaging proactively with their needs.
- Maintain flexibility, listening to industry and customer needs and expectations and actively evolving our quality statement to meet them.

- Continuously challenge ourselves to improve our quality management system by setting and reviewing our objectives, risks, KPIs, results and customer satisfaction levels.
- Develop and maintain the processes we need to deliver high quality, optimized and coherent services.
- Continuously measure, maintain and increase SGS's knowledge base through a sustainable processes of talent recruitment and training.
- Respect client confidentiality and individual privacy while remaining transparent in all other aspects of our work.
- Undertake and manage all activities impartially without any undue influence.
- Protect SGS's intellectual property and know-how.
- Embody the SGS brand and its independence in all that we do.

We monitor and achieve the below objectives to continually improve the effectiveness of our management system:

- Accuracy in results: We follow the relevant National & International standards, and wherever applicable, we use appropriate validated methods.
- Timely reporting: within the agreed turnaround time.
- Regular quality checks / Internal audits: to ensure reliability in our results.
- Periodic reviews: Management review meetings at planned intervals.

Our Management System ensures that the policies of the Management are understood, implemented and maintained at all levels of the organisation. The integrity of the management system is maintained when changes to the management system are planned and implemented.

Delivering quality and professionalism is an individual responsibility for all of us, at every level within our organization. These commitments apply to all SGS employees and contractors. Management is responsible for ensuring full compliance with SGS policies.

**SHASHIBHUSHAN JOGANI**

Managing Director  
SGS India

**SHOBHNA SHARMA**

Director - Operational Integrity  
SGS India

*This version cancels and replaces all previous Quality policy statements.*

*The English version of this document constitutes the binding version.*

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**WHEN YOU NEED TO BE SURE**