



Compliance & Sustainability

PEOPLE
YOU
CAN
TRUST



Mission

We excel in analytical chemistry for a better world!

- We understand our customers and their needs.
- We think globally and act locally.
- We are a global market leader in ion analysis technology and portable Raman instruments.
- Our pioneering products and services are guaranteed to deliver professional and sustainable solutions.
- Our success is secured by our intensive and innovative in-house development and a maximum possible degree of vertical integration.
- We protect our knowledge through an unparalleled commitment to application development.
- We finance our future ourselves and, as a Metrohm Foundation company, we remain independent of third parties.



Quality policy



We offer the best customer experience and I am contributing to it!

ABSTRACT

- Flawless and outstanding quality of products and services is a central component of our business model.
- We understand customers expectations.
- Our systems and structures are practicable, applicable, transparent and comprehensible.
- We react fast, competent and courteous.
- We pursue a zero defect strategy towards our customers.
- We support integrity, reliability, personal responsibility as well as an open and proactive feedback culture.
- We continually improve our organization, processes, products, application solutions and services.
- We are committed to the protection of the environment and sustainability.
- Our service is professional, uncomplicated, fast and as close to our customers.
- We measure and assess the quality of our products and services.

Code of Conduct Metrohm Responsibility

We are aware of our economic, social and environmental responsibility and act accordingly!

ABSTRACT

- We comply with all applicable laws.
- We are open and transparent about our political interests, and lobbying is managed centrally.
- We do not tolerate corruption or bribery.
- We are responsible for the proper and careful use of company property.
- We treat personal information as confidential in full compliance with data privacy legislation.
- We condemn discrimination and harassment.
- We oppose child labor in any form.
- We respect the right to freedom of expression and the protection of individual rights and privacy.
- In public, we behave and represent the company in a way that preserves the reputation and standing of Metrohm.
- We consider the sustainable protection of the environment and climate to be important corporate goals.





REGULATORY COMPLIANCE

- We are ISO 9001 certified since 1994
- We guarantee CE conformity / UL conformity
- We guarantee GAMP 5 and ERES compliance for Software(FDA 21 CFR Part 11; EudraLex, Vol4, Annex11)
- We provide Product Quality Certificates
- We provide Calibration Certificates for Reference Standards
- We are RoHS compliant
- We are REACH compliant
- We are Conflict minerals compliant
- We are GHS/CLP compliant
- We are Known consignor certified
- We perform Export control of goods (GKV, EG-Dual-Use, EAR/ITAR)
- We provide Standard Postal Audit Questionnaires
- We perform GxP training for employees
- We perform Norms & Standards monitoring

Business Process Development

Risk Management



QMS – QUALITY TARGETS

- To increase product quality
- To optimize process quality
- To meet requirements of customers/interested parties
- To increase customer satisfaction
- To identify problems in a structured way
- To develop sustainable solutions
- To prevent deviations and reduce error costs
- We perform continuous and risk-based process improvement with focus on quality, safety, productivity, transparency, sustainability and conformity.
- We perform project portfolio management, controlling and reporting.



MDM (MASTER DATA MANAGEMENT)

- Providing consistent global and critical data to ensure high product data quality.
- Critical and global data are managed centrally and synchronized to all subsidiaries.

IT STRATEGY

- We are DPA and GDPR compliant
- We execute regular ICT security assessments
- We follow security policies
- We practice disaster recovery
- We have protect / detect / response in place

Employee Health & Safety

Environmental Sustainability



CORPORATE SOCIAL RESPONSIBILITY

- We follow our Code of Conduct
- We are EcoVadis certified
- We provide climate protection certification
- We provide CSR reporting
- We take part in the National Future Day for the promotion of young talent and gender-atypical training
- We have Hazardous Goods Management in place
- We have an emergency compendium in place
- We practice Safety & emergency training days
- We practice Evacuation drill
- We perform HSE/ESD Audits
- We have a COVID-19 protection concept in place

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