

Quality Policy

We do it right consistently, the first time. We do it better continuously.



At Messer we comply with product and service quality based on requirements determined by our customers*, our own quality standards and by regulatory authorities.

Quality Vision:

- Messer is considered an industry leader for product and service Quality.
- Guided by our customers' requirements, we create value for our customers and for Messer.
- Quality is core to everything we do, every day.
- All Messer employees and contractors are required, engaged, equipped and empowered to deliver Quality Excellence.

Quality Principles:

- Quality is everyone's responsibility ... 100% adherence to this Quality policy and the respective procedures is expected.
- Know, understand and efficiently meet customers' requirements.
- Continuously improve processes and systems to deliver better Quality sustainably and efficiently.
- Facilitate continuous learning through replication and sharing of best practices.
- Research, develop and promote technologies, products and services that sustainably enhance Quality and product Safety.

Quality Commitment:

- Comply with regulatory requirements as defined by governments and industry.
- Provide a framework for establishing and reviewing Quality objectives.
- Visibly measure the efficiency and effectiveness of our Quality performance in relation to customers and drive continuous improvement.
- Reduce business risk by transparent and effective management of technological, transactional, and service processes.
- Develop suppliers and maintain mutually beneficial relationships while ensuring their consistent compliance with our requirements.
- Provide training, coaching, support and an infrastructure to ensure adherence to this policy.
- Managers at all levels visibly lead and ensure this policy is appropriately communicated and understood to all and applied by all.

*Customer is used in its broadest definition and includes patients where applicable.

A handwritten signature in blue ink, consisting of a vertical line on the left and a large, sweeping 'C' shape on the right.

Jens Luehring
President and CEO, Americas

A handwritten signature in blue ink, featuring a large, stylized 'J' and 'B' that are interconnected.

James J. (Joe) Brister
Vice President, HSEQ