

Quality Policy

Lonza is committed to being the pre-eminent supplier to the life sciences industry through its chemical and biotechnology platforms. All our activities are guided by our vision which is the cornerstone of an ongoing drive to improve performance and deliver top service to our customers.

The management of Lonza is committed to the implementation of the principles set out below.

Customer Focus

Every effort will be made to ensure that customer requirements are known and understood in all organizational units and at all levels so that the engagements and deliveries agreed with customers can be fulfilled according to their expectations.

Process Management

We manage our core business activities through cross-functional processes. It is the task of management and employees to master and continuously improve these processes in order to ensure the customers' satisfaction and the company's success.

Continuous Improvement

For all processes, we evaluate the critical success factors and lay down appropriate key performance indicators. We set targets for improvement and carry out corresponding measures. All employees participate in the continuous improvement process and share best practice.

Employee Orientation

We give our employees the freedom to aim at challenging targets, both corporate and personal, to fulfill themselves in a motivating environment and to achieve a high level of performance. Employees are individually empowered and enjoy the advantages of cooperation through teamwork and training opportunities. Our culture is centered on trust, responsibility and our people's freedom to act within the framework provided by our systems.

Leadership and Support

We have developed and successfully implemented a specific leadership development program with the aim to ensure continuous optimization of our employees' leadership qualities. Our leaders operate proactively, flexibly and rapidly to further strengthen our position. They see fostering and conveying our culture as a task of the utmost importance.

Partnership with Suppliers

Suppliers contribute substantially to the stability of our processes and thus to the success of our company. Accordingly, they are carefully selected and integrated into our continuous improvement process. Partnership and open communication characterize our relationship with suppliers.

Quality Management System

Lonza operates process oriented quality management systems with common elements which apply across the Group and other elements tailored to the requirements of individual business sectors and corporate functions and/or legal entities. Continuous improvement and sharing best practice are the principles underlying these systems.

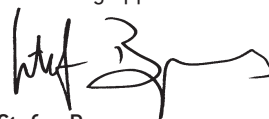
The individual QM systems are defined according to the special needs of the business sectors and corporate functions according to ISO 9001. If the needs of particular customers and/or business objectives justify it, the existing QM systems can be certified by official institutions and/or expanded to meet other recognized national and international standards and guidelines.

The Head of Corporate Quality is the Lonza Management Representative who has the responsibility for ensuring that the quality management systems within the Lonza business sectors are established, maintained and regularly assessed and that the performance of these systems is reported to top management. He also acts as the final authority on any quality issues.

Each business sector appoints a member of its management team to be responsible for the development, maintenance and review of its quality management system. These persons and the Management Representative are also responsible for the implementation of a continuous improvement process and for sharing best practices within the Group.

Scope

This Policy applies to all companies and sites of Lonza.



Stefan Borgas
Chief Executive Officer

September 2004

The legal structure of the subsidiaries and affiliates, as well as the legal structure of their organs and employees will remain unaffected by this policy.