

# Product safety and quality

**We are fully committed to the safety, quality, and optimal performance of our products**

Our products, solutions and services must be safe and meet the required quality and performance to deliver effective, reliable, accurate, and optimal results according to their intended use.

We support the success of our customers and business partners through innovation, reliability and user-friendliness and promote sustainable business relationships and solutions.

Product safety begins in the initial development phase, accompanies the procurement and production process, and is an essential aspect of the installation of our products at customer sites and during service.

A large number of legal requirements for the development, production, approval and sale of our products serve to ensure product safety. ZEISS products must not endanger the safety and health of consumers or users under any circumstances and must comply with the applicable regulatory requirements and quality specifications.

We are committed to complying with the requirements and maintaining the effectiveness of our quality management system. This is how we avoid defective products that can harm not only the company (e.g., reputation), but more importantly users, patients, consumers, or others.

## **This is what we expect from you:**

- » Be guided by the rules relevant to your job.
- » Help ensure that our products, solutions, and services deliver optimal performance and meet the highest standards.

## **The aspiration of ZEISS:**

- » We comply with the applicable standards, regulations, and customer requirements and ensure these are incorporated in internal specifications.
- » We implement business-specific quality management systems, maintain them, and continuously improve them where possible.
- » We define relevant quality targets and review them regularly.
- » We inform our customers and stakeholders and take corrective action when we become aware of hazards posed by our products (e.g., through market observation or consideration of regulatory reporting on product safety).



Andreas Pecher



Sven Hermann



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