



Scan this QR code to find out more about our Fundamentals

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Delivering reliable quality

Overview

Croda quality assurance systems apply across our manufacturing and non-manufacturing sites. 64% of our locations, those with material impact operations, are certified to ISO 9001, the global quality assurance standard.

Our objective is always to deliver consistent and reliable quality. Learning from our mistakes is central to ensuring they are not repeated. We capture and study the underlying quality “near misses” and process deviations to help us achieve and sustain a low number of failures. To take this further, we use a suite of tools and techniques to create a roadmap to support manufacturing sites. This enables each unique location to use the right approach for their situation and maximise progress.

Our performance

Efficiency and Right First Time (RFT)

Efficient manufacturing means very low levels of rejects, which in turn means resources are consumed responsibly and are not wasted. Efficiency at Croda is measured by our ability to make products to the right quality first time every time: our RFT rate. Our ambitious target to improve our Group average RFT to 99.5% by 2030 is driven by a desire to continually do better, recognising this will help us to achieve our other targets such as reductions in greenhouse gas emissions and water usage.

Quality GMP Certificates

We have contributed to the success of EFfCI and EXCiPACT GMP Certification Schemes for cosmetic ingredients and pharmaceutical excipients for 10 years. These certificates provide reliable independent confirmation that operations at our manufacturing sites conform to Good Manufacturing Practice (GMP) standards. Our sites hold 15 EFfCI GMP certificates and nine EXCiPACT certificates.

Many Croda customers now demand physical audits of suppliers to ensure products are manufactured to a suitable standard of GMP, especially in pharmaceutical industries. Increasingly, the cosmetic sector is following this lead. We make our GMP certificates and audit reports available to customers to support their auditing requirements.

Key

Target on track



Target requires additional focus



Progress on our Commitment

Objectives	Targets	Status	Milestones and metrics	Status	2022 progress
Quality assurance We will maximise our resource efficiency and minimise all types of waste energy, water and materials across our operations.	• Achieve a 99.5% Right First Time (RFT) rate		• Achieve a 99.0% RFT rate by the end of 2024.		• We ended 2022 with an RFT rate* of 98.3% (2021: 98.2%)

* performance excluding the divestment of the majority of the PTIC business

SDG targets

12.2 and 12.5



Performance highlights

RFT rate*

98.3%

(2021: 98.2%)

EFfCI GMP certificates

15

held by our sites

EXCiPACT certificates

9

held by our sites