

## IT Policy

Lonza is a worldwide group with versatile relations with internal and external partners. Internal and external company processes are not conceivable without the deployment of Information Technology (IT). The enormous potential offered can only be used if all Lonza companies and sites apply unified guidelines, standards and procedures. IT within Lonza has to be based on an extensively harmonised infrastructure (software, hardware, networks) to ensure optimal support of the business processes. Against this background the present IT Policy defines the fundamental guidelines for the IT deployment within Lonza.

### IT Goals

- The pivotal purpose of applying IT within the Group is to enhance the value provided to customers and to increase our own competitiveness.
  - To support and improve the business processes.
  - To increase the productivity of employees at their workplace.
  - To manage the knowledge base in Lonza.

### IT Principles

- The increase of value creation is the driving force for the deployment of IT.
- Global business process orientation demands an internationally directed and process oriented deployment of information systems.
- Proven and tested IT solutions which are available on the market and can be integrated into the existing system landscape are preferred (buy before make).

### IT Applications

- The Lonza application portfolio is composed of software which is either externally bought or developed in-house.
- IT strives to cover as many processes and functions as possible by purchasing integrated standard software.
- The purchase of external software should be considered even if a 100% solution cannot be attained.
- Modifying standard software should be avoided in order to preserve the advantages (functionality, release ability, resources, introduction time) of purchased applications.

### IT Infrastructure

- The IT infrastructure offers the basis for running applications and managing data. The main components of the IT infrastructure are hardware, system software, communication and technical facilities.
- To ensure group compatibility the optimal combination of the infrastructure components and the deployed applications is essential, and must therefore be agreed at group wide level.
- Lonza applies acknowledged, widespread and de facto standards.

### IT Security

- Information systems are essential for Lonza therefore information systems have to be protected against interference due to defects, errors, carelessness, deliberate acts and environmental factors.
- Companies, sites and employees must meet those IT security measures which are appropriate for protecting the IT systems and applications sufficiently.
- Whether tackling new IT projects, maintaining or utilizing existing solutions, IT security must be taken into account from the beginning.
- IT security has to be reviewed every 2 years by self assessment and periodically by audits.

## IT Policy

### **Cooperation between users and IT**

- Information system management is the responsibility of both the users and the IT specialists. They comprise together the totality of personnel resources necessary for setting up and running information systems.
- The primary responsibility of the users is the definition of the «What». Information system requirements have to be specified according to the company goals and the business needs.
- The primary responsibility of the IT specialists is the «How». IT specifies the necessary infrastructure including software as well as the project procedure and ensures the operation of the information systems.

### **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.

This Policy applies to all companies and sites of Lonza.



**Richard Ridinger**  
Chief Executive Officer