



Alugas Packaging Group Europe

## Looking forward together

Pharmaceutical - Laboratory - OTC - Cosmetics - Food & beverage





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## INTRODUCTION

# Progressive **craftsmanship** packed in *knowledge and quality*

**APG Europe is a packaging specialist in the field of pharmaceutical, medical, cosmetic, perfume, OTC and food packaging. We believe in practical solutions. We deliver our products and services on the basis of your specific wishes. Your products serve a purpose, each of which requires their own packaging solution. Whatever your question is, you can always count on us. Our customer-oriented, professional packaging specialists work from a passion for packaging, which we call: progressive craftsmanship.**

### **Produced with care and attention**

We see your packaging as 'the beginning' - the basis for processes, solutions and developments. These lead to better working conditions, more efficient working methods and a higher quality of care and life. That is why APG Europe pays the utmost attention to developing and compiling a product line that is as complete as possible. With the best possible quality products.

### **Direct and indirect customers**

Our customers are everywhere and our products find their way to the consumer in our pharmaceutical, medical, cosmetic, perfume, OTC and food packaging. Medical laboratories and research centres use our qualitative laboratory glassware and our chromatography accessories.

### **A perfect base**

The result of your production or research partly depends on the products you work with. The base must be perfect. After all, you must be able to rely 100% on it so you can fully focus on your work, your customers and your return. In this way, again and again the great value of the correct application of packaging, laboratory glassware and/or chromatography accessories is shown.

### **Supply chain management partner**

Partnership works for APG Europe in two ways. In the first place we are partners for our customers with customized solutions and comprehensive service. We are also partners for an international network of reliable suppliers and employees. Together, we are focused on innovation, quality and solutions for our customers.

As a supply chain management partner, we continually strive to find and develop new packaging technologies and logistics solutions, tailored to the demands and developments of our customers. From this basis we take customer-oriented steps.

Because we work with customer groups, the customer is central, the process remains efficient; we can learn from each other and challenge each other to go the extra mile for you. There is a team next to you, a committed group of specialists with a passion for packaging.

### **Finger on the pulse**

Society and the market are developing in demand and in possibilities. Success is linked to monitoring these developments. APG Europe assists you in this. Quickly, thoughtfully. This is why APG Europe keeps its finger on the pulse and, together with you, we are constantly looking for innovative solutions in the product field, but also within the logistics field of supply chain management or through expert QA/QC support.

SUPPLIERS

**“The high standards of our suppliers are the starting-point of every solution.”**

- Richard Anspach, Quality Manager APG Europe

Our packaging producers understand the strict regulations of the pharmaceutical and food industry like no other. It is these standards that lay the foundation for consistent quality and high-standard packaging.

This allows us to meet almost all conceivable technical

requirements that customers place with us. APG Europe is at home in all markets, with all products and services according to current regulations and according to our own standards and values; our code of conduct\*.

\* Read about our code of conduct later in this brochure.

### Pharmaceutical standard

The packaging of our manufacturing suppliers worldwide meets the requirements laid down in the various Pharmacopeia, an official handbook of rules for medicine analysis:

- The European Pharmacopeia.
- The United States Pharmacopeia.
- And for specific materials also the Japanese Pharmacopeia.

The pharmaceutical production sites are ISO 15378 certified and comply with the Good Manufacturing Practice (GMP) guidelines.

### Foods standard

All suppliers of packaging materials for the food industry are ISO 9001 certified. They comply with BRC/IoP global standards for packaging materials and work in accordance with the risk assessment for food and food safety in the hazard analysis and critical control points. Materials used in production comply with all relevant industry guidelines and regulations regarding suitability for food contact and environment:

- European Regulation (EC) No 10/2011 and subsequent amendments.
- European Regulation (EC) No. 2023/2006 and the subsequent amendments.
- European Regulation (EC) No 1935/2004 and the subsequent amendments.
- European Directive 94/62/CE and subsequent amendments.





## SERVICE

**“The service is outstanding and makes collaborating real easy.”**

- Anna Maini, Sr. Director Sales Generics EMEA , West Pharmaceutical Services

With good cooperation, such as with West Pharmaceutical Services, service technique is the connecting factor. APG Europe has an unrivalled level of service in combination with a broad technical and substantive knowledge of rubber stoppers. As a result, APG Europe has been chosen by West Pharmaceutical Services as the number 1 key distributor in Europe. As a customer-oriented supply chain management partner, we listen carefully to our customers and think along with them. That is an important reason why the pharmaceutical, food and cosmetics industry likes to do business with APG Europe. In this way, together with reliable suppliers, we can tailor our services perfectly to your needs. Something that is only possible thanks to the quality of our organization, our people and our products.

### **Local requirements mean thinking ahead**

Finding solutions and working together is thinking ahead. When selecting the right packaging components, we take into account the sales area of our customers at an early stage. Mirroring the right Pharmacopeia ensures that all local requirements are met.

We also facilitate access to relevant Drug Master Files at the FDA (Food and Drug Administration).

### **From bulk to Ready to Use**

We continuously develop our services in collaboration with our customers. At APG Europe we think of added value from the customer. Processes such as washing, sterilizing and depyrogenizing are now part of our Ready to Use portfolio and our Clinical Kits. The result? Time-saving, less handling and lower operational costs for our customers.

## QUALITY

**“Their overall quality  
complies with our high  
standards.”**

**- Laurent Zuber, CCO, SGD Pharma Group**

Delivering quality is something that distinguishes us as a partner. APG Europe has been a proud partner of SGD since the 1970s. A supplier who has connected with us because we see quality of paramount importance. The quality awareness of our employees has contributed to the development of our quality management manual and our ISO 9001:2015 accreditation. The organizational capacity to reason logically within the ISO framework contributes to sustainable qualitative innovations.

That is why we only work with professional suppliers. Joint quality awareness. Necessary, because only then can we maximize the safety of the end user.

### **Good Manufacturing Practice**

Good Manufacturing Practice (GMP), freely translated ‘Good Way of Producing’, is a quality assurance system. The quality of your end product is only guaranteed if the entire production process is carried out in a precise and controlled manner.

GMP is often a requirement for production by our customers. APG Europe integrates the relevant parts of GMP as set out in our quality manual. If something goes wrong afterwards with a particular production, we can find out how the consumables were made, who tested it and where which raw materials were used. Such quality processes are administered in our SAP integrated complaint management system.

All our warehouses operate within the framework of Good Distribution Practice (GDP). For storage and management of packaging and Ready to Use materials they are equipped with a high-quality Warehouse Management System (WMS) with barcode scanning.

Our warehouse equipment in combination with WMS barcode scanning provides complete insight into the progress of logistics processes. This allows us to carry out corrective and preventive actions at an early stage and embed them in our procedures.

This leads to:

- excellent traceability and control;
- optimal delivery reliability;
- maximum logistic flexibility;
- fulfilment of individual customer wishes;
- a controlled environment for quality assurance of products;
- supporting operational processes through a steering system.

Within the GMP and GDP framework, we can set up a customer-oriented approach in a responsible manner and produce for our customers decisively. A nice win/win situation.



## INNOVATION

*“Innovation of APG extranet tools in inventory and supply chain management processes leveraged our partnership.”*

- Jacques Kooistra, Head Tactical Purchasing, Sanquin

By listening carefully and listening to the essence of customer requirements, we can start working for you in an innovative way. Add innovative value. This can be done by developing something completely new or choosing specific options, such as developing an appropriate supply chain management solution.

### The advantage of having your own customer portal

At APG Europe we want to give our customers maximum insight into the logistical aspects of our supply chain management model. That is why we have developed a secure online customer portal in an innovative way, in collaboration with Sanquin and two other international pharmaceutical companies. This allows our customers to manage their own safety stock, call-offs, delivery plans, backlog, customer item numbers and batch records 24/7. In addition, all transaction-oriented documents can be downloaded: optimal availability if you need it. From data to information and from hardcopy to EDI applications. A good example of a practical transparent APG Europe total solution.



## COSTS

*“It’s our passion to ensure the lowest cost for our customers by supply chain integration, quality control and waste reduction.”*

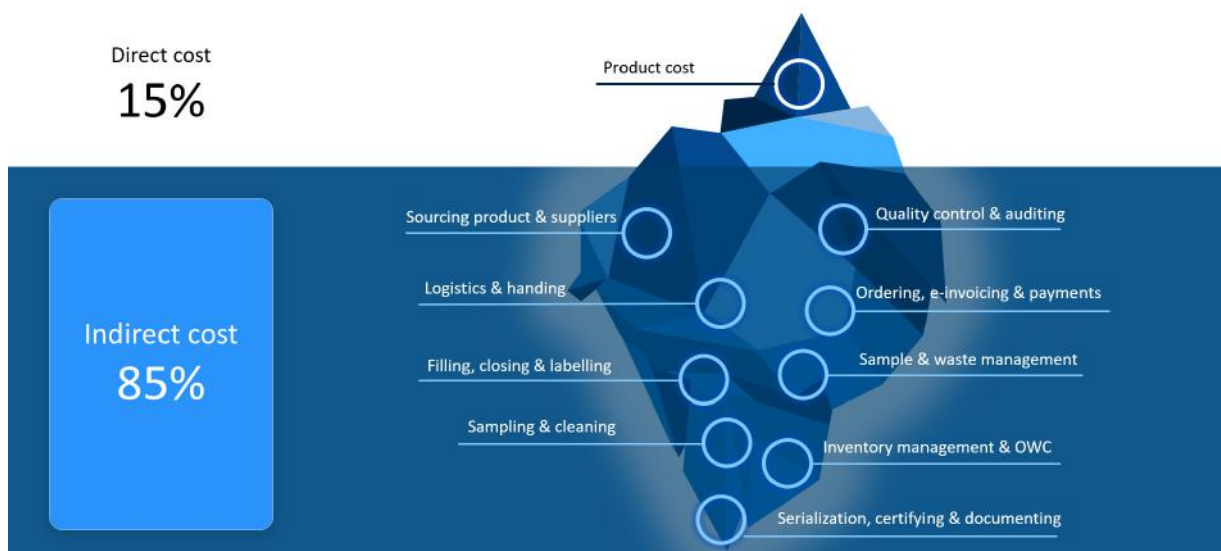
- Ronald van Haften, CEO APG Europe

Low operating costs are more important than ever. APG Europe reduces operational costs by organizing and executing everything as efficiently as possible. Our one-stop-shop philosophy encompasses a large number of operational aspects. We can guarantee the highest quality at a low Total Cost of Ownership (TCO). This includes the total costs, such as purchase, usage and consumption costs. Our TCO philosophy goes hand in hand with supply chain management. Together we look at all the relevant direct and indirect costs. In this way we ensure an efficient, suitable solution and become inexpensive and long-lasting.

### Cost savings with supply chain integration

Achieve low costs? That means optimizing the TCO. APG Europe is your supply chain management partner, who can empathize with specific customer requirements, customer processes and the application. We go beyond a standard cost price determination. TCO is an essential tool for us to save costs and investigate quality improvements between us and our customers.

### TOTAL COST OF OWNERSHIP (TCO) MODEL



ASSURANCE OF SUPPLY

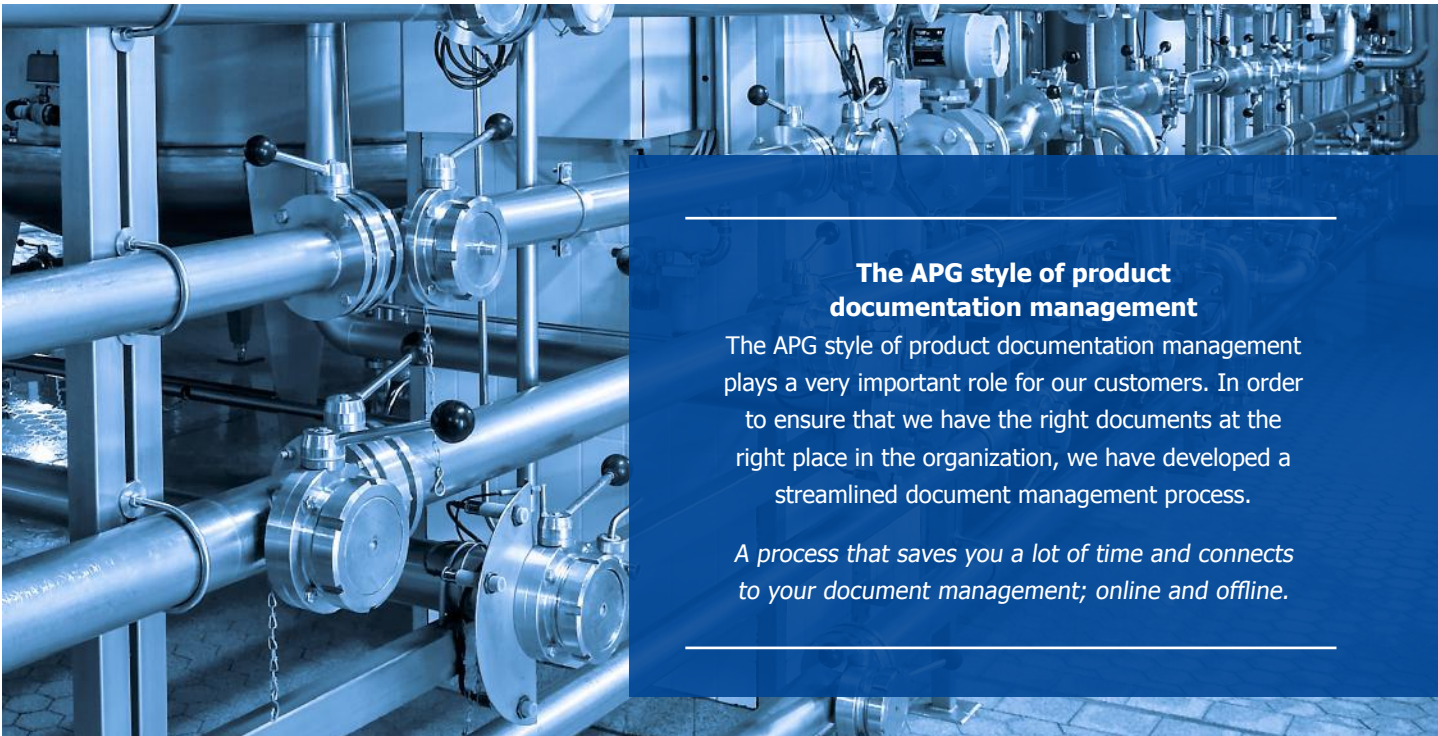
“The fact that **they assure** *the right documents* **with every product is essential for us.**”

- Vincent Jas, Head of the Preparations and Laboratory department, Martini Hospital

Within ultra-sensitive processes and meticulous production methods, the result falls or stands with reliability and accuracy. Documented standards and certifications are of great importance for productions within all sectors.

Having the right documentation/certification available ensures:

- The optimal packaging selection is simplified for projects. It is known in advance what is or will be available in the case of a production order.
- Filing is simplified for registrations. Relevant product and process information of packaging materials has already been documented and can be added to the registration file without additional activity.
- In the case of deliveries, the packaging materials are identified quickly and unambiguously. The approval procedure is optimized.



**The APG style of product documentation management**

The APG style of product documentation management plays a very important role for our customers. In order to ensure that we have the right documents at the right place in the organization, we have developed a streamlined document management process.

*A process that saves you a lot of time and connects to your document management; online and offline.*

## WAREHOUSE

**“In our warehouse we take full responsibility *for the health and safety* of our people and visitors.”**

- Sjaak van Wegen, Logistics Manager APG Europe

Quality and safety go hand in hand in our warehouses. The importance of a logistics team that responds well to each other and an efficient logistics process are evident. Safe logistic processes and safe storage of products are essential for ensuring product quality. And at the same time, logistic quality leads to safe logistics, storage and removal.

Our logistics team is well educated, trained and of course certified. Because of their expertise, work experience and safe means of transport, they work expertly within the bandwidth of GDP. Our structural attention starts with clear aisles and ordered warehouse locations. A tidy and clean warehouse is not only neat, it also reduces the chance of dangerous situations and incidents.

A healthy and safe workplace. We take care of that together by reflecting on the possible risks at our workplace. We take responsibility for our employees, visitors, auditors and products to be able to deliver the products as agreed with you. And we are proud of that.

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### Logistical quality assurance through 5S

From our ISO 9001:2015 certification, standardized procedures are embedded in the process interface of our quality manual. Parallel to this, we work in our warehouses according to the 5S principle: Separation (Seiri), Arranging (Seiton), Cleaning (Seiso), Standardization (Seiketsu) and Sustainability (Shitsuke). The aim is to improve the logistic quality through clear and safe warehouses.

Every morning we start in a fresh and challenging professional working environment. We achieve that by leaving everything neatly at the end of the day. We process waste during the day in separate refuse stations and at the end of the day we also clean the floor with specially impregnated brooms.

Because we work with unique barcodes, we store our products systematically, at the appropriate location. All bar codes and locations are administered in real-time in our WMS so that all materials can be retrieved.

In the end, internal and external audits contribute to our continuous improvement process and with our 5S approach we create well-organized and safe warehouses: the basis for our logistic quality.

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## CODE OF CONDUCT

**“High ethical standards and *integrity* are key in all our business relationships.”**

- Paul Muller, Purchasing Manager APG Europe

Integrity and working according to high ethical standards are in our DNA. That is why we work according to a code of conduct as standard. This code of conduct is an expression of who we are and how we do business at APG Europe. It describes our principles and provides guidance on how we want to behave during our daily work and in our working relationships.

The code of conduct is about important matters; from respect for fundamental human rights to contributions to the local community and environmentally conscious entrepreneurship. The code of conduct applies to all employees of APG Europe in all countries and is an integral part of our listed Swedish holding company Indutrade AB.

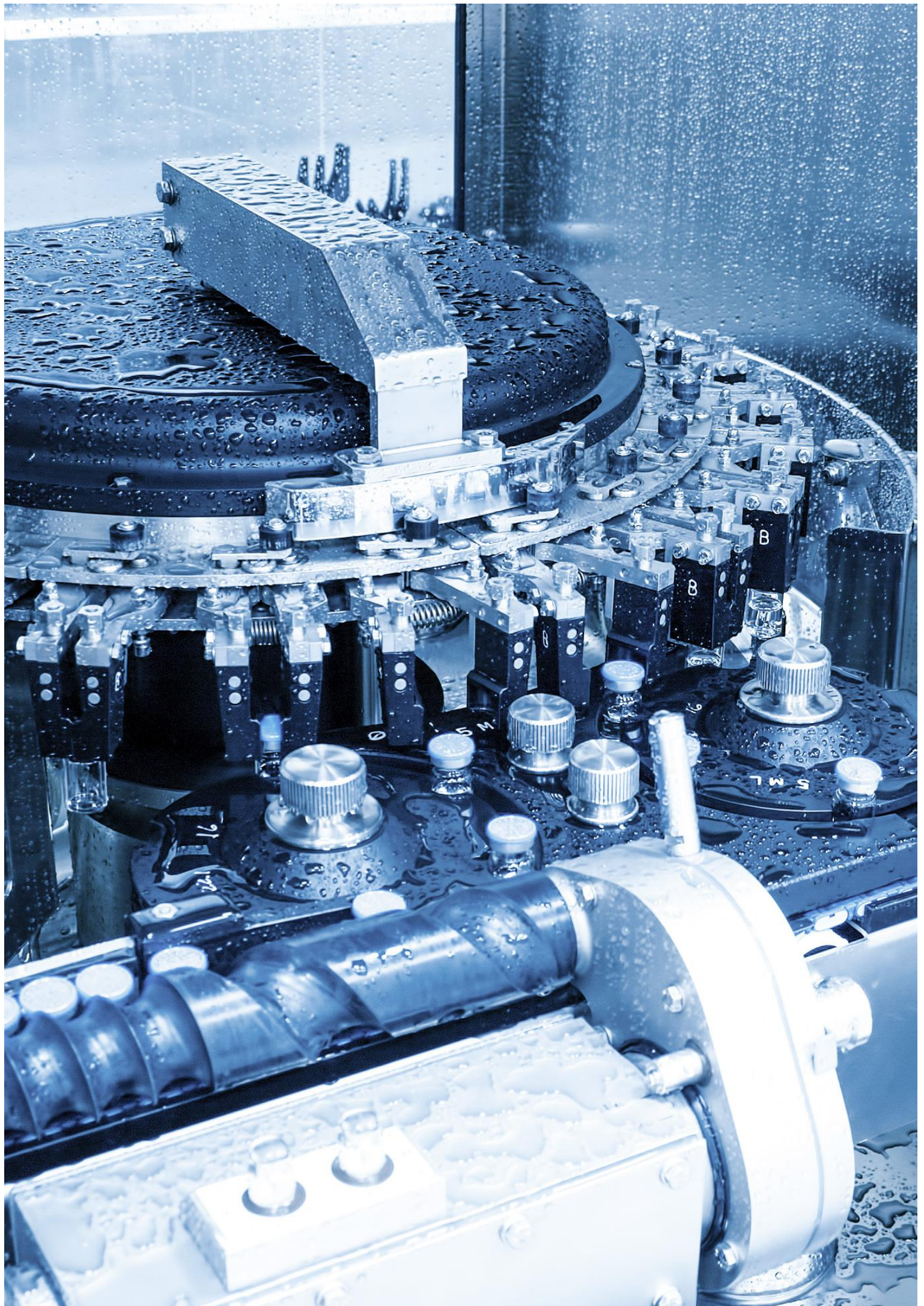
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### **Our code of conduct in practice:**

We take our integrity and social responsibility very seriously. That is why APG Europe only delivers products or services if it is ethically justified. For example, raw materials must be guaranteed to come from a reliable source and we only purchase materials from approved suppliers, to ensure that no child labour is carried out and/or labour discrimination in the production processes is not applied. Ethics is thinking about good action. That is why we say what we do and do what we say. Acting on the basis of norms and values also means that we only deliver to customers who act ethically just like us. That is also APG Europe; ethics above trade.

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TEAM

*“It sounds cliché, but in the end it’s our team that makes it work.”*

- Robert Kruijer, Sales Director APG Europe

In order to be able to offer tailor-made solutions and a comprehensive service, the basis of everything is a solid team. One team of passionate professionals that works together like a well-oiled machine. Diversity is very important to us: dynamic teams with colleagues who complement each other and offer a counterweight. Diversity, in both expertise and character, leads to better results. It simply forces more reflection and clear customer-oriented solutions that truly add customer value. Our experienced customer teams complement each other in discipline and in professional expertise. A healthy dynamic balance to fulfil customer-specific wishes and needs, to achieve viable customer promises.

A precondition for achieving our customer promise is our reflective attitude within our learning company, where our core values are central. You can also see our core values as our ethical compass with the benchmarks of innovation, excellence, partnership and responsibility. Our ‘natural values’ that distinguish us from our peers and make us a valuable partner. Core values that we see in every APG Europe process and in every APG Europe employee. Core values that make us proud of what we do and what we deliver.

Gaining knowledge and sharing knowledge are the engine of our development as a company, as a team and as an individual. By training frequently, both internally and externally and according to the GMP and HACCP guidelines, we learn to better understand the production processes of our customers and to embed pragmatic sustainable solutions. APG Europe adds value without changing the core product. The product is already of top quality. The added value is in our people. They are the ones who optimize the process, turn problems into challenges and come up with suitable solutions. With the ultimate goal of super satisfied customers. That is what we ultimately do it for. For you!

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