

A man and a woman are standing behind a white table in a modern office with large windows. The woman, on the left, has long brown hair and is wearing a light blue button-down shirt. She is smiling and looking at the camera. The man, on the right, has short brown hair and a beard, and is wearing a white button-down shirt. He is also smiling and looking at the camera. On the table, there is an open brochure with 'HPLC' visible on the left page, a closed brochure with 'Chromsystems' on the right page, and a white coffee cup on a saucer. The background shows large windows with a view of a city.

CHROMSYSTEMS

Diagnostics by HPLC & LC-MS/MS

Code of Conduct

Our values and policies

Code of Conduct

At Chromsystems, our actions are guided by respect and tolerance towards our employees, business partners and customers. Our decisions and daily activities are defined by integrity and responsibility. As a result, we are consistently reliable and responsible.

These values form the basis for our Code of Conduct, which applies to all employees around the globe regardless of their position or role in the company, and also covers relationships with business partners, suppliers, medical institutions and other external partners. Our Code of Conduct provides guidance and outlines how we can translate our values into actions.

We expect all employees to be familiar with, understand and actively uphold these principles in their daily work. At the same time, we require our external partners to share our values and comply with our policies to ensure that all of our actions are governed by a clear, ethical baseline.

In this way, the Code of Conduct ensures that all actions at Chromsystems are responsible, ethical and in compliance with our corporate values and that our relationships are defined by trust and respect.*

| | |
|---|---|
| Responsibility towards employees and society | 3 |
| Integrity and compliance with the law | 4 |
| Patient safety and product quality | 5 |
| Protection of information and data | 6 |
| Sustainability and protecting the environment | 7 |

*Any violations of this Code of Conduct you become aware of can be confidentially reported by email to communications@chromsystems.com at any time. Whistleblowers are protected from any retaliation for submitting reports. Each report submitted is carefully reviewed and may lead to repercussions for the person who violated the Code of Conduct, depending on its severity.

Responsibility towards employees and society

Fair working conditions and work environment

We promote fair working conditions and a corporate culture defined by respect, appreciation and equal opportunity. We do not tolerate any discrimination, harassment or bullying. Our work environments are safe places. Occupational health and safety are upheld through safety measures and regular training. We support the personal and professional development of our employees and make sure that the salaries and social benefits we offer always meet or exceed legal standards. We expect our business partners to uphold these principles.

Fair and equal treatment

We do not tolerate any discrimination on the basis of ethnicity, religion, age, gender, sexual orientation, skin colour, health impairments or other impermissible grounds. Employees are appraised solely on the basis of their skills and qualifications. We maintain a strict zero tolerance policy when it comes to racism and discrimination.

Compliance with international human rights standards

We are committed to observing international human rights and the core labour standards published by the International Labour Organization (ILO). We strictly reject any form of child labour, forced labour or modern slavery, both within our company and across our supply chain.

We promote transparency, fair working conditions and responsible actions across our value chains in accordance with the latest European and German standards such as the German Supply Chain Due Diligence Act and the EU Corporate Sustainability Reporting Directive.

Our commitment to diversity, fairness and inclusion

We believe that a workforce made up of colleagues from a diverse range of backgrounds, perspectives and experiences is one of our company's key strengths. Different perspectives foster innovation and help us gain a better understanding of and meet the needs of our international customers.

We provide a work environment that offers all employees the same development opportunities regardless of their gender, age, ethnicity, religion, sexual orientation, disability or other personal characteristics. To us, inclusion entails respecting each individual, giving them a voice and allowing them to grow safely within the company.

This commitment extends to all employees around the globe along with our collaborations with partners, suppliers and customers.

Integrity and compliance with the law

Ethical principles and integrity

At our company, our actions are shaped by open-mindedness, fairness and transparency. Each decision is made solely on an objective basis. Decisions are never to be influenced by personal benefit. We consider contracts and agreements to be binding and reliably fulfil our contractual duties.

Corruption, bribery and criminal acts

We do not tolerate corruption, bribery, blackmail, fraud or embezzlement. Neither employees nor business partners are permitted to grant or accept undue advantages. Compliance systems are in place to prevent and uncover any inconsistencies.

We are also committed to complying with competition and antitrust legislation in order to maintain a fair, transparent market. We strictly reject any forms of money laundering or terrorism financing. Any suspected cases will be reported without hesitation.

Compliance with laws and regulations

We are committed to strictly complying with German and international laws along with regulatory requirements. This includes, in particular, compliance with Regulation (EU) 2017/746 on in vitro diagnostic medical devices, the U.S. requirements set forth in FDA 21 CFR 820, the German Medical Devices Implementation Act (MPDG), Book V of the German Social Book and the EU General Data Protection Regulation in addition to other applicable regulations in countries such as Brazil, Canada and Australia.

We also adhere to international quality and risk management standards, in particular ISO 13485, ISO 9001 and ISO 14971.

Conflicts of interest

All potential conflicts of interest must be disclosed without undue delay. To ensure all actions are unbiased, decisions are always to be made free from the influence of any personal or financial ties.

Patient safety and product quality

Patient safety

Patient safety is our number one priority. Any risks, incidents or complaints are taken seriously, reported immediately and thoroughly investigated.

Product quality

Our products consistently adhere to the quality standards set forth in all relevant legal requirements and international standards, in particular Reg. (EU) 2017/746 (IVDR) and ISO 13485. Our technical documentation is accurate, complete and traceable.

Collaborations with medical institutions

Contracts for studies, external quality assessments, consultations or training signed with medical institutions are solely concluded in writing in a transparent, comprehensible manner. Collaborations with medical professionals take place in strict compliance with all applicable legislation and ethical principles.

Protection of information and data

Protection of information

The protection of confidential information is of vital importance. Trade and business secrets are treated with utmost diligence to prevent any unauthorised access, loss or misuse. All employees are required to handle information with care and to uphold internal company security policies.

Data protection

Personal data are solely processed in compliance with the General Data Protection Regulation (GDPR) as well as other applicable data protection regulations. It is therefore ensured that the rights of each data subject are upheld, in particular their right to transparency, to rectify incorrect data, to erase data and to limit processing. Data are solely collected, stored and forwarded where permitted by law and required for business activities.

Responsibility and awareness

All employees are responsible for handling confidential information with care. Regular training and awareness-raising activities are held to ensure our data protection and security policies are understood and consistently upheld in practice by all employees. As a result, information is kept confidential and personal data protected across the entire company.

Sustainability and protecting the environment

Corporate commitment to the environment

Environmental responsibility is at the core of our work. All business processes are planned in consideration of environmental aspects to ensure resources such as energy, water and raw materials are used sparingly with sustainability in mind. Measures to bring down emissions and waste form a key aspect of our everyday business.

Sustainable procurement and production

Sustainability is consistently incorporated into our innovation and procurement policies. The main aspects accounted for in these policies include the use of green energy, energy-efficient buildings, short transport routes, recycling processes and sustainable packaging. We keep our supply chains transparent and environmentally friendly in order to minimise any impacts on the environment across the entire product lifecycle.

Sustainability across the supply chain

We require our suppliers to comply with all applicable environmental regulations, in particular regulations governing the handling and disposal of chemicals, waste and other resources. In addition, we attach great value to suppliers adhering to our sustainability standards and thereby helping us to maintain a responsible, environmentally-friendly supply chain.

Protecting nature and ecosystems

We strictly reject any business practices that could harm nature or ecosystems. As a company, we support measures that protect the environment, promote biodiversity and contribute to ensuring environmental sustainability in the long term. This encompasses both internal processes as well as our collaborations with partners and customers in the joint pursuit of sustainable development.

CHROMSYSTEMS

Chromsystems Instruments & Chemicals GmbH
Am Haag 12
82166 Gräfelfing, Germany
Phone: +49 89 18930-0
mailbox@chromsystems.com

www.chromsystems.com