

Complaint Reporting System

1. Goals and scope of application
2. Persons reporting a complaint and report content
3. Reporting system, reporting body and confidentiality
4. Time limits and documentation

1. Goals and scope of application

These guidelines describe how employees* of the SARSTEDT Group and external third parties who have serious concerns about the observance of applicable rules by individuals in the SARSTEDT Group can report complaints about violations via the digital SARSTEDT Complaint Reporting System, in addition to the bodies mentioned in the [Code of Conduct](#).

The digital SARSTEDT Complaint Reporting System allows you to report complaints on possible compliance violations under your own name, or anonymously in situations where you feel that direct open exchange or open dialogue is inappropriate.

Below, you will find information on possible report content, reporting bodies, the reporting system and the confidentiality of your reports.

The currently applicable version of these guidelines is publicly available on the [SARSTEDT website](#).

You can obtain further information within the digital SARSTEDT Complaint Reporting System itself.

**Insofar as we mention employees and other persons below, we refer to all genders.*

2. Persons reporting a complaint and report content

The digital SARSTEDT Complaint Reporting System can be used by

- employees of the SARSTEDT Group and
- external third parties (e.g. business partners)

to submit specific complaints if they believe in good faith that someone has done something, is currently doing something or intends to do something which

- would result in SARSTEDT violating applicable legal provisions,
- or its own SARSTEDT Code of Conduct and internal company guidelines or
- in other relevant rule violations by SARSTEDT.

Report content can also cover complaints regarding potential violations of human rights and environmental obligations or other relevant rule violations by business partners of companies of the SARSTEDT Group as well as by indirect and direct suppliers.

For other complaints, please also continue to use the relevant contact addresses.

For employees of the SARSTEDT Group, please note that, independent of and in addition to the digital SARSTEDT Complaint Reporting System, your existing contact persons also remain available for you, for example,

- your direct or immediate superior,
- your human resources department or
- the Chief Compliance Officer of the SARSTEDT Group
(compliance@sarstedt.com, +49 2293-305-2050)

The digital SARSTEDT Complaint Reporting System is not intended for emergencies!

(You may not receive an immediate response when submitting complaints.)

In the event of incidents constituting a direct threat to life and property or an equivalent, direct negative consequence for the environment, please contact the relevant competent official institution, such as the police, the fire brigade or the emergency services.

3. Reporting system, reporting body and confidentiality

In addition to existing communication channels it is possible to report content mentioned under point 2 via the digital complaint reporting system:

Hintbox – Digital Complaint Reporting System of the SARSTEDT Group

After submitting a report, you will receive access data to your personal login area. This will enable you to monitor the processing status of your report. This login area will, of course, also be available to you if you submit your report anonymously.

The system will forward your report to our reporting body, the Chief Compliance Officer of the SARSTEDT Group. In cases of delegation, your report will be forwarded to another designated person.

These reporting bodies are bodies of SARSTEDT AG & Co. KG whose role sees them act as ombudspersons in an independent, impartial, discreet manner not bound by instructions, thus excluding conflicts of interest.

The reporting body will then have the opportunity to get in touch with you confidentially.

This ensures the confidentiality of the identity of the person reporting the complaint and the persons who are the subject of the report while also guaranteeing data protection insofar as judicial decisions do not prevent this.

In the case of non-anonymous reports, the identity of the complaint reporter will only be disclosed to those persons who are responsible for receiving reports (reporting bodies), investigating them or taking subsequent measures.

Although complaints can be submitted anonymously, we prefer reports submitted with a name in order to minimise the risk of abuse.

Employees who truthfully submit complaints in a professional context to the best of their knowledge must not be subject to any disadvantages, even if these complaints are not upheld as part of the investigation.

Complaints which are demonstrably malicious, knowingly untrue or submitted for personal gain can, however, result in appropriate disciplinary measures. There is also no immunity in the event of violations of statutory provisions.

4. Time limits and documentation

You will receive immediate confirmation from the system that your complaint has been received automatically. You will receive a response as soon as possible, and no later than within 3 months of submitting your complaint to the system.

All incoming reports and measures instigated as a result are documented within the digital SARSTEDT Complaint Reporting System.

Data is generally stored until the subsequent measures are complete. Data from a report is generally deleted 2 months after the procedure has finally been completed unless continued storage is required to initiate further legal steps (e.g. initiation of criminal or disciplinary proceedings). We immediately delete personal data associated with reports if we consider it to be obviously without a basis in fact.

You will find data protection information within the digital SARSTEDT Complaint Reporting System itself.

