

A close-up photograph of a petri dish containing a green agar medium. The dish is slightly out of focus, with the text overlaid on it. The background is a light, neutral color.

Development
Code of Conduct
Logistics Sustainability
Raw Materials Future
People Research
Science
Technology

A horizontal bar with a blue gradient and a white dotted pattern, separating the text from the title.

Sustainability at Eppendorf

Foreword


As a family-owned company with a long tradition, Eppendorf has always gone its own way – along a path whose starting point is at the heart of our customers’ daily laboratory work.

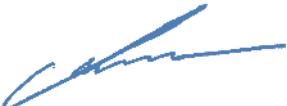
In this context, sustainability plays a very important role, and guides us in our decisions. As a management principle at Eppendorf, sustainability determines how we interact with our stakeholders, and serves as a foundation for long-term growth. We base our practice of sustainability on the implementation of legally prescribed standards: among other certifications, Eppendorf AG is certified according to ISO 14001 and thus fulfills what are currently the highest possible standards. Yet we take a proactive view of the environment and people, and also act above and beyond statutory requirements.


An integrated view of all our company processes enables us to incorporate our claim to sustainability in our daily work from product development to manufacturing and sales, and all the way to disposal at the end of a product’s useful life. Every element of our logistics chain is organized and optimized according to sustainability criteria, and this also applies to our suppliers and sales partners around the world, from whom we expect the same high standards we expect from ourselves. Their codes of conduct are subject to ongoing monitoring, just like ours. In addition, we develop systems for the precise analysis of purchased raw materials and the optimization of material and information flows, and improve them continuously along our entire supply chain.


Another part of our sustainability claim is social sustainability, especially in our treatment of our employees. It is they who determine our success in our markets, thus we promote the development of their special talents and support them through training and continuing education with the goal of retaining them at Eppendorf over the long term.

The Management Board of the Eppendorf Group


Thomas Bachmann


Detmar Ammermann


Dr. Ralf Hermann


Dr. Wilhelm Plüster

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What Does Sustainability Mean?

Scarcely any other term in recent years has undergone so many different attempts to define it as sustainability. In our view, however, only a few of them get it right when it comes to describing what sustainability, at its core, should be and achieve.

One of them – and one of the oldest definitions – comes from the 1987 Brundtland Report to the United Nations: “Humanity has the ability to make development sustainable – to ensure that it meets the needs of the present without compromising the ability of future generations to meet their own needs.”

According to a newer – and more economically oriented – definition from the sustainability expert Dr. Iris Pufé, sustainability means “[...] not earning profits which are then allocated to environmental and social projects, but earning profits in an already environmentally and socially compatible way.”

At Eppendorf, we have used these two attempts at a definition to formulate the principles of conduct that govern how we do business sustainably.



»Humanity has the ability to make development sustainable – to ensure that it meets the needs of the present without compromising the ability of future generations to meet their own needs.«

Source: Definition of sustainability from the 1987 Brundtland Report to the United Nations

Our Environmental Policies

In our awareness of our responsibility for people and the environment, we strive for active, comprehensive and innovative environmental protection. This is why we have had an environmental management system for years that conforms to the DIN EN ISO 14001 international standard. Eppendorf's goal is not just to optimize its environmental management system continuously, but also to improve its environmental performance over the long run.

Wherever it is economically feasible, we orient our activities to the goals of sustainable business, and continuously identify, implement and improve measures that help reduce environmental damage. The high quality, efficiency, and long service life of our products contributes to the careful use of resources. This is why we ensure that environmental requirements are defined for each stage in the life cycle of our products as early as the development process.

Moreover, we are committed to fulfilling all binding obligations. These arise in part from legal provisions and the requirements of regulatory authorities, but also through the expectations and demands of the relevant interested parties – such as customers, employees and suppliers. For this reason, we naturally cooperate with regulatory institutions and maintain an open exchange of information with all our partners.

The employees of Eppendorf are the foundation of our environmental management system, thus we actively promote their environmental awareness through information, training and continuing education, and integration and leadership. In addition, every member of management has the task of introducing and strengthening environmental awareness in his or her departments, because we can only live up to our standards of sustainability and environmental protection by working together.

Our Expertise in Life Science Laboratories

Sustainability begins with listening, paying attention and understanding. This is the key to innovative solutions and performance in product development. We observe our customers holistically in their working environments, and from what we see, we develop future-oriented ideas that contribute to making repetitive laboratory workflows easier, safer, more precise and efficient, and more ergonomic and healthier. And thus more sustainable.

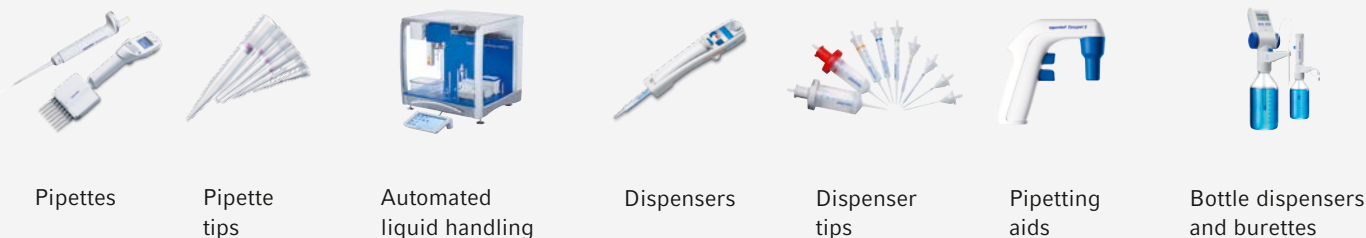
Sustainability is a binding element of all our products and solutions.

Liquid handling

Eppendorf introduced the first piston pipette as early as 1961. Today, our liquid handling portfolio ranges from manual and electronic pipettes to dispensers, burettes and automated pipetting systems. Our devices and consumables are characterized by absolute reliability. We use exclusively highest-quality materials such as pure polypropylene that combine resistance to chemicals and solvents with robustness and a long service life to ensure highly sustainable products.

You'll discover more about our sustainability measures in the following articles:

- > Optimizing our energy supply: commissioning a thermal power station (page 16)
- > Limitless recycling through a closed water cycle (page 17)
- > A holistic view of workflows and ergonomics in the laboratory (page 23)



Pipettes

Pipette tips

Automated liquid handling

Dispensers

Dispenser tips

Pipetting aids

Bottle dispensers and burettes

Cell handling

In addition to manipulators and injectors, Eppendorf produces consumables and incubators for cultivation as well as complete bioreactor systems for cell culture. We also offer detection systems for subsequent analysis. All our solutions for cell handling are characterized by the greatest precision, quality, time savings, a long service life and user-friendliness. Parallel DASbox® mini bioreactor systems enable the parallel operation of multiple single-use bioreactors. With their triple-eccentric drive, Eppendorf shakers deliver high performance even with a heavy workload and at top speeds. Thanks to their seamless chambers, Eppendorf CO₂ incubators are unmatched in their ease of cleaning. And our new Cell Culture Consumables product line sets standards in ease of use, safety and storage – the result of surveying people in hundreds of cell culture laboratories about their wishes and needs.



Fermentors and bioreactors

Single-use bioreactors

Consumables for cell culture and imaging

CO₂ incubators

Biological shakers

Photometers

Micro-manipulators and injectors

Electroporators

Sample handling

Sample handling involves a number of different processes and steps, including centrifugation, heating and freezing as well as mixing, amplification and the analysis of samples. Eppendorf offers the right devices and consumables for each of these steps – such as our reaction tubes, for which we use no softeners, mold release agents or biocides in the source material or during production. This approach to manufacturing is an important contribution to ecological sustainability in everyday laboratory work.

You'll discover more about our sustainability measures in the following articles:

- > New development of an environmentally friendly release agent for use in centrifuge production (page 13)
- > Noise reduction when operating centrifuges (page 8)
- > Eppendorf CryoCube® with low energy consumption (page 8)



Centrifuges and vacuum concentrators

Rotors and accessories

Mixers and temperature control systems

Thermocyclers

Ultra-low-temperature (ULT) freezers

Multiwell plates

Sample tubes



Ecological and Corporate Sustainability

»Wherever possible,
the systematic use of
environmentally friendly
manufacturing processes
is an integral part of our
research and development
work.«

In our competence centers worldwide, we are currently concentrating on two main points – increases in energy efficiency and a reduction in our carbon footprint. There are solid economic reasons for this focus in addition to ecological considerations: a company's rigorous optimization of its environmental balance is often accompanied by improvements in its business efficiency. The synergies that arise in one of our competence centers are often transferable to other Eppendorf sites.

The following examples offer a brief view of the way this holistic approach has proven its value in practice. They represent only a small selection of the measures we use to promote ecological and corporate sustainability, but nonetheless they

show how diverse and varied the starting points are, and how far we've already come on our path toward developing products and services from which everyone benefits – our customers, our staff and the environment.

High-Quality Products Encourage Holistic Thinking

We use a systematic, holistic approach from the very beginning to establish sustainable processes all the way along a complex value chain. This is even more important if – as in our case – we develop and manufacture high-quality products with a premium claim. Quality means offering products that are not only better, but also more sustainable.

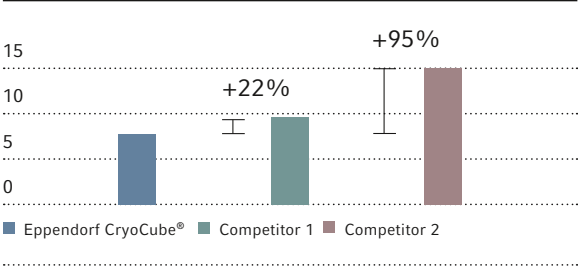
Thanks to the combination of our knowledge of our customers’ needs, our technical expertise and our high-tech manufacturing methods, we can offer high-quality products and services that help scientists around the world reach their goals. Against this backdrop, holistic development at Eppendorf means understanding sustainability as an integral part of our premium claim – and this is why we include it in our research and development processes from the very beginning.

In 2007, Eppendorf ULT freezers were the first hydrocarbon-free freezers to be offered on the market. Through the use of environmentally friendly coolants, we were able to reduce the energy consumption of these devices by up to 10%. These measures deliver cost savings for the user through lower total energy consumption and make an important contribution to sustainability as well.

This is why most of our devices conform to the latest regulatory requirements, such as REACH, the new European Union regulation on chemicals, or the RoHS directive, which restricts the use of certain hazardous substances in electrical and electronic equipment.

»Ongoing development is our key to maintaining energy efficiency values that lead the market.«

Energy requirements of ULT freezers in kWh/day



In our centrifugation product line, we emphasize not just reliability through the highest possible quality, but also sustainability factors such as energy efficiency, environmental protection and the reduction of stress in the workplace. For instance, our newest models feature lower electricity consumption, more efficient and precise cooling, and an automated switch-off function when the units are not used for a longer period of time. We also pay close attention to reducing the noise associated with centrifuge operation in order to minimize the acoustic burden for laboratory users.



»Maximum functionality, optimal sample handling, intuitive operation. All this is just the visible part of a high-quality laboratory device. Only when the materials and manufacturing processes we use uphold the highest standards of sustainability can we, as a manufacturer, be satisfied.«



Sustainably in Motion: Our Logistics Network

Reliable, punctual product delivery is a key factor in the satisfaction of our customers. Research institutes with a high volume of sample throughput need correct, timely deliveries to be able to work efficiently and economically themselves. This makes us an important sustainability link in a long value chain that includes our customers and their needs.



Every day, Eppendorf's logistics experts ensure that the right products get to the right place at the right time. In fact, we have a success rate of nearly 100% in correct deliveries from our central warehouse in Hamburg, Germany.

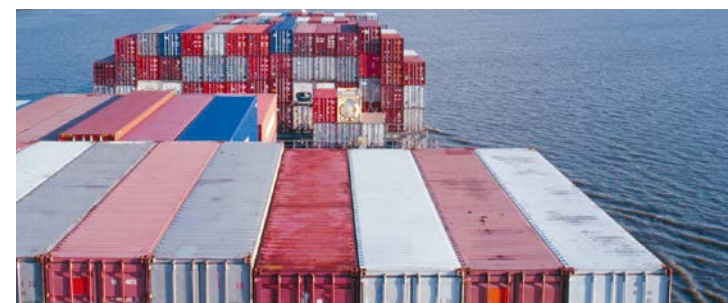
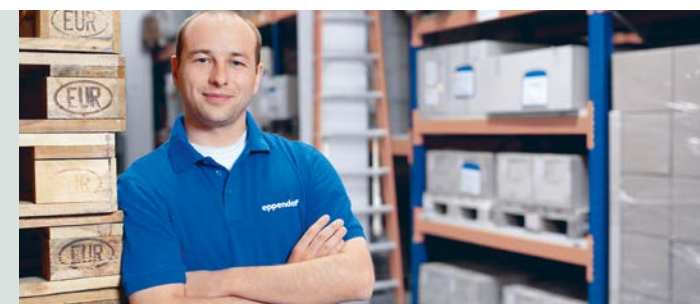
In addition to meeting the challenges of well-planned global logistics, we place great value on reliability and environmental compatibility. Since 2005, we have been able to reduce the carbon footprint of the transport of our products to their final point of delivery by more than 60%.

The decisive difference was to shift our shipping from the air to the sea: the CO₂ emissions produced by sea freight are ten times lower than those produced by air freight. This step was made possible by the introduction of even more foresighted planning that considers real and anticipated customer needs, and by setting up regional and local logistics centers.

We also maintain strong partnerships with our logistics service providers. They support us in the optimal shipping of our products with a high level of quality and reliability – whether by pallet or in complete 20- or 40-foot sea freight containers. In addition, our primary logistics partner has been certified according to several ISO standards (14001, 12798, 9001:2000, 9001:2008) and has a comprehensive quality assurance management system.

From the warehouse...

Timing is everything. Our warehouses are organized using state-of-the-art logistics solutions to ensure that we can deliver every single one of our different laboratory products at the right time, to the right place.



by sea...

Transport by sea reduces CO₂ emissions by a factor of ten compared with air freight. So the greater effort of demand planning for sea freight in order to compensate for longer transit times is definitely worth it.

to the local logistics center...

Our network of regional and local logistics centers is so closely meshed that deliveries to our customers can take place in an economically and ecologically sound manner.



to the customer.

We're proud to say that in tandem with our logistics partners, we have achieved a nearly 100% success rate in correct and on-time deliveries. All over the world.

Energy Self-Sufficiency through Geothermal Energy and Solar Power

Energy is the most important “raw material” of our time. At the same time, it represents a significant cost factor in the balance sheet of most companies. So we take advantage of every opportunity to reduce the amount of energy we purchase. This is also why measures to improve energy efficiency and our ecological footprint are at the top of the agenda for every new construction or building expansion project we initiate.



A common feature of companies that are expanding is the need to physically extend existing facilities or open new ones, both of which require construction measures. In keeping with the general request of Hamburg’s economic authority (Hamburger Wirtschaftsbehörde) to work actively to reduce CO₂ emissions in the Hamburg area, our construction measures offer us the opportunity to improve our ecological footprint.

A good example is the new office building at our company’s main location in Hamburg, Germany. In 2013, we evaluated, planned and implemented the utilization of the site’s existing geothermal energy for heating and cooling the entire building, and since 2014, the heat pumps required by the geothermal plant are

no longer supplied with external electrical power, but with solar power generated by the system on the roof of the new structure. Although it is occasionally necessary to use externally sourced electrical power at night, the new building has a nearly even energy balance.

This new construction project posed a number of special challenges. For example, before the geothermal plant was built, the anticipated heating and cooling capacity had to be carefully calculated and assessed in relationship to the geothermic probes that needed to be installed. The number and installation depth of those probes and the material used for them had a significant impact on the work and expense involved in realizing the geothermic plant.

Eppendorf’s extensive test drilling and the insights it gained from the use of different types of probes and drilling depths were pioneering efforts in the region. We were well aware of the uncertainties of such a project, but it was a challenge we enjoyed meeting, and our efforts were rewarded by the energy self-sufficiency of the building, the valuable insights we gained into the use of geothermic systems in the region, and the concrete contribution the project enabled us to make to the goal of environmentally friendly energy supply.



Environmentally Friendly Release Agents in Centrifuge Production

Refrigerated centrifuges are an important part of our product portfolio. During production, the rotor bowl is isolated with special foam before being attached to the exterior of the centrifuge. This is the only way to ensure that the centrifuge’s temperature can be controlled precisely to guarantee reliable research results for our customers. In the process, a release agent is needed to keep the insulating foam from sticking to the foam mold. The release agents available on the market were unsatisfactory in terms of their functionality and their environmental properties, so our employees at Eppendorf Zentrifugen GmbH in Leipzig, Germany, which is the center of

our centrifuge development and production, seized the initiative: they contacted our foam supplier and cooperated with the company to develop a completely new release agent based on water instead of organic solvents. This agent is harmless to humans and 100% biodegradable. In addition, its use allows the insulating foam to fill the available space precisely, which supports its insulating properties. The greatest gains from this innovation go to our customers, who now need less energy to operate a refrigerated centrifuge from Eppendorf. But the environment wins, too, because our centrifuge production has become environmentally friendlier.

»We were able to set new production standards with the development of the new release agent: it is both environmentally friendlier and significantly more effective for the thermal shielding of our centrifuge rotor bowls.«

Dr. Matthias Schmidt,
Eppendorf Zentrifugen GmbH, Leipzig, Germany

Achieving Great Things with Many Small Steps

Big company projects for increasing ecological and economic sustainability are important, no doubt about it. They also bring in a lot of positive publicity. Less spectacular, but just as important, are the many rigorously pursued small steps like the ones described here. When you add them up, they produce substantial results. In this context, the key to success is keeping your eyes open as you go about your daily work and drawing the right conclusions from what you observe, in line with sustainable business activity and production.



»It's a small additional step in the production process, but one with a whole host of benefits.«

This principle of small steps is embraced and implemented everywhere at Eppendorf, including, for example, our competence center for the development and production of consumables: Eppendorf Polymere GmbH, Oldenburg in Holstein, Germany. It's no secret that the production of plastic single-use items, which are so important for laboratory work, requires the consumption of a lot of energy and resources. So increasing sustainability in their production should be a particular concern at Eppendorf.

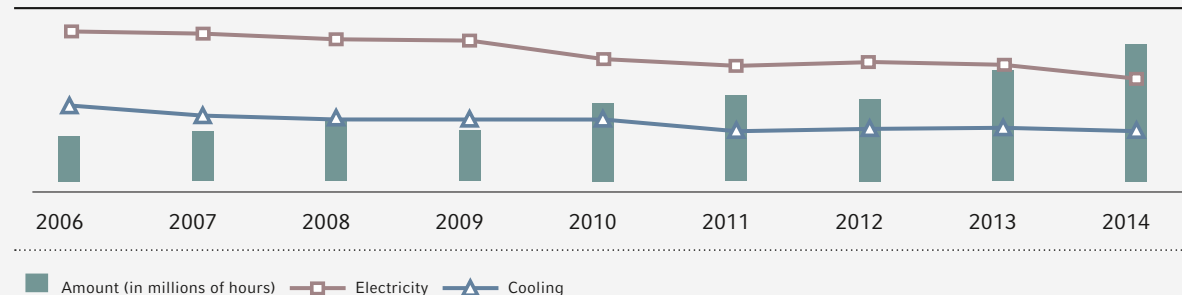
Naturally, the integrity of valuable sample material takes top priority in the manufacture of consumables, because if you can't ensure that, the product is worthless. This fact results in the highest standards of safety and quality at our facility in Oldenburg, but we also aim for the lowest possible environmental load

in our manufacturing processes. A large number of small optimization steps has gone a long way toward helping us fulfill these high standards:

- > The installation of new gas condensing boilers to minimize heat consumption
- > The insulation of all heat distribution components to reduce heat loss
- > The installation of economical fan motors and frequency controls in our climate control system to save electricity
- > An optimized default setting in our injection molding machines to reduce energy consumption whenever the machines are idle

In general, wherever possible we select materials for manufacturing plastic consumables that result in the smallest carbon footprint during production.

Lower energy consumption despite higher production output



Intelligent Recovery

Aluminum is an important material in our manufacturing processes. The amounts we use are considerable – as is the volume of waste aluminum produced during milling and drilling. We don't see this waste aluminum as something to be discarded. To us, it's a valuable raw material that we can recycle for reuse. Our process experts have found an innovative solution for this that is both economically and ecologically sensible.

Our centrifuges have aluminum inserts for holding sample tubes during operation. These inserts are milled in a highly precise CNC (computer numeric control) process that uses high-quality cooling lubricants. These lubricants help dissipate the high temperatures that arise, lubricate the milling cartridges and drill bits, and protect the workpieces from surface corrosion, so they are indispensable. And, naturally, their useful life is limited. Usually, recycling consists of simply capturing the lubricant run-off – but what happens to the lubricant clinging to the aluminum chips? Up to now, it was considered lost forever.

This is where we use a recycling procedure that is both ecologically and economically sustainable: the aluminum waste is collected and compressed into briquettes at high pressure in a hydraulic press. Compression releases most of the cooling lubricant, which can then be collected for reuse as needed.

With the cooling lubricant removed, the aluminum briquettes are easier to sell, and contribute to greater value creation. It's a small additional step in the production process, but one with a whole host of benefits.

Oldenburg's Own Thermal Power Station

»When we commissioned the new thermal power station, we took a big step forward toward optimizing our energy supply. With this system, we can supply around 50% of the electricity we need and meet nearly all of the plant's cold water requirements.«

Dr. Thomas Reimann, Eppendorf Polymere GmbH, Oldenburg, Germany



A thermal power station is a compact power station operated directly where the power is consumed. It consists of a motor, a generator and a heat exchanger, which together supply the building with both heating and electrical power.

The special feature of this technology is its total utilization or efficiency rate. It is significantly higher than for the traditional combination of local heating and a central power plant, since the heat produced by the thermal power station during electrical power generation can likewise be used directly at the site. Depending on their design, thermal power stations can be heat-driven (that is, their output is oriented toward local heating requirements) or electricity-driven (with their output oriented toward electricity needs). Because their efficiency rate is about twice as high as that of a conventional large coal-fired power plant, they are currently regarded as the economically and ecologically most sensible way to generate heat and electricity for larger private, commercial and industrial buildings.



// Closed
water cycle –
limitless
recycling //

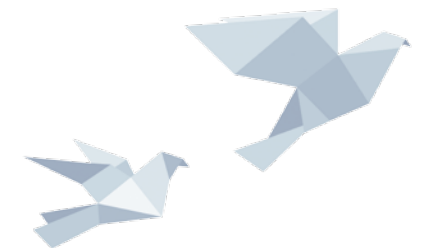
Every drop matters Just as important as heating and power efficiency is our use of one of the most valuable natural resources we have: water. The production of plastic articles requires several cubic meters of water every day, in part to cool the manufacturing equipment. At our factory in Oldenburg, this industrial water is kept in a closed system so that it can be recycled nearly limitlessly.

As with nearly all industrial manufacturing processes, the need for heating and electrical power is one of the most significant environmental factors that a responsible and environmentally conscious company must consider. This naturally applies to our production facility in Oldenburg, whose numerous improvements we described above. In addition to them, in 2014 we took a sizable step in Oldenburg toward greater energy efficiency and sustainability: the installation of a modern thermal power station offers us the opportunity to benefit for the first time from combined heat and power generation. This power station produces both electricity and heat, and with its sophisticated energy recovery technology, it achieves a total utilization rate of around

90%. In other words, the system is perfect for the requirements of our production processes. A large modern coal-fired power plant loses approximately half the energy it produces in the form of waste heat. Not so here: the heat produced by our power station during electrical power generation can be used directly in our operations.

For our facility in Oldenburg, this means more than just economic progress; the environment, too, benefits from the increased energy efficiency in our production there, because the new power station naturally reduces the carbon footprint of our production by a substantial degree.

Using Less Paper to Communicate



Even if Eppendorf actively encourages communication via digital channels, our contacts and exchanges have not yet become completely paperless. Nonetheless, we place great value on a responsible use of renewable raw materials in all our paper and cardboard products.

It is important to us that our advertising and marketing materials are printed using a carbon-neutral process, and we seek out suppliers who can guarantee this. Moreover, we ensure that we use paper certified by the FSC (Forest Stewardship

Council®) that originates in sustainably managed forests. We print our materials on a demand-driven basis to ensure that paper waste and print runs are both minimal, and wherever possible, we offer our customers the option of converting to paperless documentation, such as through the use of the electronic catalogs, brochures and user handbooks available from our Eppendorf website. In addition, our product packaging is manufactured from high-quality, 100% recyclable materials, and Eppendorf no longer uses polystyrene in its packaging.

»Eppendorf should be synonymous with customer-oriented processes, innovative technologies, and premium products and services to improve human living conditions.«

This is how our founders Dr. Netheler and Dr. Hinz described the company mission in 1970, and it has motivated and inspired us at Eppendorf ever since then. As a mid-sized company, we have always been – and will continue to be – very aware of our responsibility to society. This is why we welcome both the heterogeneity and individuality of our employees and customers as well as the diversity of their cultures, world views and personal biographies. Every day, we discover new potential and opportunities for improving our efficiency on the market – and heightening our mutual respect and esteem.

A photograph of a man with short dark hair, wearing a grey long-sleeved shirt and khaki pants, carrying a young boy on his shoulders. The boy is wearing a grey sweater and blue jeans. They are both smiling and looking towards the right. The background is a grassy field with trees in the distance under a clear sky.

Social
Sustainability

Encouraging Excellence is an Investment in the Future

If your goal for tomorrow is pioneering research results and science that is successful in helping people, then you have to invest in excellence today. As a company that equips researchers with laboratory devices and is itself involved in research and development, it is in our own interests to pave the way for the scientific talent of the future.



Eppendorf has promoted talented scientists in their research endeavors for a long time now, because it is they who will determine the course of the scientific achievements of the future.

Since 1995, for instance, Eppendorf has awarded the Eppendorf Award for Young European Investigators every year to a scientist in Europe who is age 35 or under. This prize comes with a stipend of €20,000 and honors outstanding work and new

analytical concepts in biomedical research that are based on molecular biological methods. The winner is selected by an independent jury headed by Professor Reinhard Jahn of the Max Planck Institute for Biophysical Chemistry in Göttingen, Germany, and the prize is awarded in cooperation with the well-known scientific journal "Nature".

The Eppendorf & Science Prize for Neurobiology is a research award that is likewise awarded yearly, but on an international level. It comes with a stipend of USD 25,000 and supports young scientists who have made exceptional contributions to neurobiological research using methods from molecular and cell biology. This prize, too, is for researchers who are 35 or under. It has been awarded since 2002 by Eppendorf in cooperation with the recognized magazine "Science".

Both of these prizes enjoy great renown and create a high degree of visibility and recognition within the research community for the winners, thus offering talented young scientists solid prospects for long-term success.

Transferring Science and Research to Everyday Work

Science and research need a firm anchor in society. This is why we target the sponsorship of activities that make topics such as biotechnology or life sciences accessible to a lay audience. For example, Eppendorf supports the *BIOTechnikum* initiative being carried out by the German Federal Ministry of Education and Research, which focuses on research on healthcare, nutrition and the environment. As part of this program, for many years now an exhibition vehicle equipped with state-of-the-art Eppendorf laboratory devices, among other things, has been visiting schools, universities and trade fairs. This mobile world of experience presents the current state of biotechnology research in a clear and descriptive way.

Support for *Jugend forscht* competitions, which promote scientific research by young people, and our partnership with the international Biology Olympiad for high school students, which is organized in part by the German Federal Ministry of Education and Research, are likewise familiar elements of our promotion of future generations of scientists. In 2013 we have also begun to support the popular science tournament "Science Slam" here in Germany. At this event, young researchers have a set period of time in which to make short presentations of their scientific work to the public. Science slams contribute – sometimes humorously – to making science and research more popular.

»Our programs for promoting future generations of scientists feature laboratory technology and biotechnology that they can touch and experience personally. Here is where students can unlock the researcher hidden in each of them.«

Ralf Claußen, Eppendorf AG , Hamburg, Germany



A Holistic View of Humans in the Laboratory

Workflows in today's laboratories are becoming ever more condensed, and the strain of laboratory work is constantly increasing – making the ergonomics of laboratory devices and the entire work environment more and more important. This trend has also resulted in an increase in demands by users to work with ergonomically sophisticated products.

Today we at Eppendorf benefit more than ever from the fact that we have always placed great value on ergonomics when developing new products, because this ensures the health of our customers during typical laboratory motion sequences that are often repeated thousands of times. Our PhysioCare Concept divides the user's work area into three spheres, and applies ergonomic principles to each of them.

In addition to their technical functionality, Eppendorf products are characterized by their great ease of use. The benefits of this feature are particularly positive when it comes to repetitive standard laboratory applications, such as repeated manual pipetting. The Eppendorf PhysioCare Concept has set itself the goal of making these kinds of standard laboratory applications as simple, efficient and ergonomic as possible, in line with our conviction that products should meet their users' needs – not the other way around.

Eppendorf products fulfill the PhysioCare Concept and thus offer the user a comprehensive solution, from their ergonomic design in terms of form, weight, the effort needed to use them and the operating concept, all the way to the organization of complete ergonomic workstations in the laboratory. The result is the improvement of entire laboratory processes through the use of our products, and this in turn improves the quality of life and work for our users.

Looking, listening and understanding: this is the key to everything. We are internally oriented when it comes to innovative solutions and services in product development, and externally oriented in the promotion of talent in the natural sciences, because we understand this, too, to be part of the sustainability activities of a company that provides products and services for scientific work.



The workstation

With the PhysioCare Concept, the interplay at the workstation between the user, devices and consumables is optimized.

Sphere 2

The product

The PhysioCare Concept stands for ergonomic design and the optimization of each product to meet the individual needs of the user.

Sphere 1

The workflow

The PhysioCare Concept makes a general contribution to improving laboratory processes and thus to the results achieved by the entire company.

Sphere 3



»We observe our customers holistically in their working environments, and from what we see, we develop future-oriented ideas that contribute to making repetitive laboratory workflows easier, safer, more precise and efficient, and more ergonomic – and thus healthier.«

A Holistic View of Ourselves

At Eppendorf we believe that everyone should be able to work to his or her full potential. For this reason, we help our employees define the necessary personal and professional qualification measures that enable them to develop their existing skills and knowledge to meet the changing demands of today's work world.



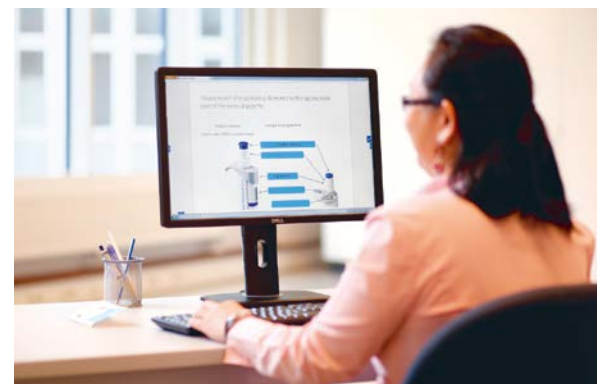
Because our employees are successful in their task areas and contribute their skills with satisfaction, we can maintain high standards over the long term and secure the competitive and developmental competence of our company.

We prefer to fill open positions from our own ranks in order to offer our employees attractive opportunities for development within our company. Yet new faces from outside the company enrich our teams through their individual experiences and perspectives.

The above-average length of service of many of our employees testifies clearly to Eppendorf's attractiveness as an employer. And the company is now enthusiastically looking after the youngest members of the Eppendorf family through an inviting and popular opportunity to get to know other countries and cultures – the Eppendorf Family Network,

a transnational school holiday exchange program for the children of our employees that was founded in 2012. The families of our employees are able to develop personal relationships that transcend their work environments and open their eyes to the fascinating variety of cultures, world views, and routines of daily life.

It's the differences between us, and our individual talents, that help us all move forward together on our path toward improving human living conditions. This is why everyone at Eppendorf should be able to work to full potential and rely on the company to recognize, promote, and develop his or her individual talents – because we know: we owe the success of our company above all to the commitment and motivation of our employees. They are our most sustainable asset.



»New points of view such as these inspire us to go on developing. They strengthen us in the insight that it is people who make up – and make the difference at – our company, who forge its future together, and thus make Eppendorf sustainably successful.«

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