



# Rules of Procedure

pursuant to § 8 Act on Corporate Due Diligence  
Obligations in Supply Chains (LkSG)





# Table of Contents

A. Goals and scope of application .....	4
1. Goals .....	4
2. Scope of application.....	4
B. Course of the procedure.....	6
I. Submission of information or a Complaint .....	6
1. Who can submit information?.....	6
2. Reporting channels in the Eppendorf Group .....	6
2.1.Email / letter .....	6
2.2.IT supported whistleblower system .....	6
3. Type and extent of the content in the report .....	7
4. Persons who handle information and complaints.....	7
II. Course of the complaints procedure .....	8
1. Information about receipt of the report .....	8
2. Examination of the complaint or the information.....	8
3. Investigation of the facts.....	9
4. Remedial measures .....	9
5. Completion .....	9
6. Monitoring effectiveness.....	10
C. General Principles.....	10
1. Fair procedure.....	10
2. Presumption of innocence .....	11
3. Protection of the confidentiality of identity.....	11
4. Protection of whistleblowers .....	11
5. Data protection.....	12
6. Proportionality .....	12
7. Information and involvement of the person providing information.....	12
8. Duration of the procedure.....	12
9. Procedural costs.....	13
D. Contact Partners for the Complaints Procedure .....	13
Annex - Instruction .....	14

# A. Goals and scope of application

As a company we play a key role in the development of a sustainable economy and society, and we have the obligation to identify and, if necessary, prevent, stop or mitigate negative effects of our activity on human rights as well as the environment.

## 1. Goals

The introduction of the complaints procedure serves, in the first place, as an "early warning system" in order to recognize and solve problems in the best case early before people or the environment actually suffer harm. On the other hand, this offers the possibility to provide information about the suspicion of a violation of the law, so that harm can be directly avoided or minimized (Access to a reasonable remedy).

Eppendorf will take every item of information seriously and objectively investigate the facts without any bias. In any event, protection of the involved persons has the highest priority.

These Rules of Procedure regulate the submission and handling of information and complaints about risks related to human rights and the environment as well as violations of obligations related to human rights in the environment.

The Rules of Procedure orient themselves on the handling of complaints procedures at the Federal Office for the Economy and Export Control [Bundesamt für Wirtschaft und Ausfuhrkontrolle, "BAFA"]<sup>1</sup> and these present Rules comply with the mandatory legal requirements for the complaints procedure under the LkSG.<sup>2</sup> Eppendorf reserves the right to revise these Rules of Procedure as needed.

These Rules of Procedure apply for all information or complaints and for all risks to human rights and the environment as well as for the violation of obligations related to human rights in the environment which are caused by the business activity in our own business or business of a direct supplier and which are submitted through our reporting channels.

## 2. Scope of application

Information or complaints can be submitted with regard to risks or violations of duties which are covered in § 2 paras. 2 and 3 LkSG.

---

<sup>1</sup> Organize, implement and evaluate complaint procedure – Handout "Complaint procedure under the Act on Corporate Due Diligence Obligations in Supply Chains"; [https://www.bafa.de/SharedDocs/Downloads/DE/Lieferketten/handreichung\\_beschwerdeverfahren.pdf?\\_\\_blob=publicationFile&v=3](https://www.bafa.de/SharedDocs/Downloads/DE/Lieferketten/handreichung_beschwerdeverfahren.pdf?__blob=publicationFile&v=3)

<sup>2</sup> §§ 8, 9 LkSG

**The risk related to human rights include:**

- Prohibition of child labor
- Prohibition of forced labor and all forms of slavery
- Disrespect for workplace safety and work related risks to health
- Failure to respect freedom of assembly and freedom of association and the right for collective bargaining
- Prohibition of unequal treatment in employment
- Prohibition on failure to pay a reasonable wage
- Destruction of the natural environment as a result of contamination
- Illegal violation of rights to land
- Prohibition of retaining or using private/public security forces which can lead to harm as a result of lack of instruction or control
- Prohibition of action or an omission that goes beyond what is set forth above and which is directly capable of particularly adversely affecting a protected legal interest (resulting from the Human Rights Conventions within the meaning of § 2 para. 1) and the illegality of which is obvious upon reasonably taking into account all relevant circumstances

**Environmental risks include:**

- Prohibited production, use and/or disposal of mercury (Minamata Convention)
- Prohibited production and/or use of substances covered by the Stockholm Convention (POP) as well as all environmentally improper handling of waste containing POP
- Prohibition on the import and export of hazardous waste within the meaning of the Basel Convention

Additional information for employees in the Eppendorf Group can be found in the internal compliance Guideline on Submitting and Handling Information about Violations. The Guideline makes sure that employees who point out a suspected violation based on the best of their knowledge and in good faith will not incur any harmful consequences and will further receive additional information specifically for Eppendorf employees (including additional reporting channels which are available exclusively to Eppendorf employees).

.....

# B. Course of the procedure

## I. Submission of information or a Complaint

The complaints procedure is available both to internal as well as external persons.

Eppendorf obtains knowledge about its risks related to human rights in the environment through the risk analysis and with regard to persons who might be affected by potential violations of duties in the own business or in the supply chain (= potentially affected persons). In light of the complaints procedure, these persons are the primary target group which is supposed to have the possibility under the procedure to submit information and complaints with regard to possible violations of duties.

Eppendorf would like to encourage every individual, especially with priority target groups, to report a suspected violation. This includes persons who are not directly affected by risks or violations.

If a person would like to submit information or a complaint related to risks to human rights and the environment or about violations of duties related to human rights and the environment which arose as a result of conducting our own business or in the economic activity of a direct or indirect supplier, for example, if the individual is personally affected by an instant or knows about it, the person has the following available reporting channel:

The availability of the reporting channel currently depends on the group of persons.

Information or complaints can be sent by email to ***humanrights@eppendorf.de***

Alternativ steht den hinweisgebenden Personen die Möglichkeit offen, Hinweise oder Beschwerden per Brief an folgende Anschrift zu übermitteln:

CONFIDENTIAL  
Eppendorf SE  
Senior Manager for Human Rights  
Barkhausenweg 1  
22339 Hamburg

Whistleblowers in Europe have the Eppendorf Compliance Line as an additional channel which is the electronic whistleblower portal for Eppendorf. The information can then be confidentially forwarded to the Compliance Office for an initial evaluation. The whistleblower can communicate additional messages through a confidential channel after submitting the information.<sup>3</sup>

### 1. Who can submit information?

### 2. Reporting channels in the Eppendorf Group

#### 2.1. Email / letter

#### 2.2. IT supported whistleblower system

---

<sup>3</sup> Eppendorf paid strict attention when setting up the Eppendorf Compliance Line that it is conceived, established and operated in so secure a manner that the confidentiality of the identity of whistleblowers and affected persons mentioned in the information is always maintained. Unauthorized persons have no access.



**The Eppendorf Compliance Line is available throughout the entire year and around the clock in various languages and can be reached at the following link:**

***<https://www.bkms-system.com/eppendorf>***

When submitting information, there can be situations in which a person does not want to express themselves openly. There can be various reasons for this, such as the special sensitivity of a matter or worry about disadvantages upon providing information. In order to handle such situations, there is the option to anonymously submit information or complaints if desired.

**If desired, anonymous reporting is possible**

**Note:**

The system can be rolled out globally in phases, in order to take into account specific national aspects when introducing the system.

**Temporarily limited availability**

The Eppendorf Compliance Line is designed to be accessible for the disabled so that also persons who are blind or have poor vision have full access to the application.

**Disabled capable communication**

The Compliance Line is available in various languages. Additional languages can be added as needed, in order to simplify the access for the complaints procedure for primary target groups.

**Languages**

Every submission of information or a complaint should be as specific as possible so that it can be reasonably processed and investigated.

**3. Type and extent of the content in the report**

The whistleblower should submit as detailed information as possible about the reported facts.

It is helpful if the 5 questions are taken into account:

- Who?
- What?
- When?
- How?
- Where?

Attention should be given that the descriptions can also be understood by a person who is not familiar with the subject matter.

Complaints or information are handled by select (and specially trained) employees of Eppendorf SE and/or the respectively affected companies.

**4. Persons who handle information and complaints**

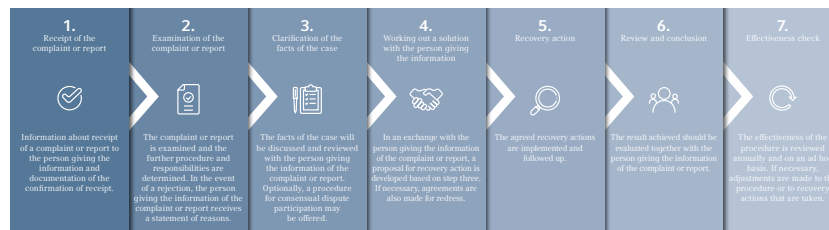
## II. Course of the complaints procedure

The person providing information can submit a report through one of the reporting channels provided by Eppendorf.

A comprehensive instruction about the individual steps when submitting information or a complaint using the Eppendorf Compliance Line can be found in Annex 1.

The temporarily limited availability of the electronic system should be noted.

The illustration shows the general process from receipt until completion.



**Submission of information or a complaint**

**What happens after information or a complaint is submitted?**

Depending on the chosen reporting channel, receipt of the complaint will initially be confirmed in writing or electronically if the contact information has been transmitted.

Persons providing information who have submitted their report or their complaint to the Eppendorf Compliance Line receive a confirmation of receipt within seven days after receipt of their report if such persons have left their contact information or, in the case of anonymous transmission, if they have set up an electronic postbox.

After receipt of the complaint or the information, the Compliance Office initially conducts an examination to classify the facts. Whether the reported facts generally constitute a risk to human rights or the environment or a violation of duties related to human rights and the environment is examined.

There is also an examination

- whether the information is believable, and
- whether the information actually establishes suspicion of a violation of rules or whether the information obviously has no merit or is baseless. Reports which are obviously without merit or have no basis are not investigated.

If the information is not obviously without merit or baseless, the information is forwarded as quickly as possible to the respectively responsible investigative unit within the Eppendorf Group.

**1. Information about receipt of the report**

**2. Examination of the complaint or the information**

**Initial evaluation**

**Forwarded to the responsible investigative unit**



In the next step, the investigative unit examines whether there is a sufficient, initial suspicion for a violation of duty related to human rights or the environment or whether a risk that is relevant under the LkSG exists in the Eppendorf supply chain. The facts are discussed and examined for this purpose. Which company or which supplier is affected by the report is also examined.

### 3. Investigation of the facts

During the entire process, Eppendorf maintains contact with the person providing the information if this is desired and if there is a possibility for contact.

- (i) If the statements or the information of the report are not sufficiently specific, the investigative unit examines whether it is possible to contact the person providing the information.<sup>4</sup>

If contact is possible, the person is asked to answer further questions within a reasonable time period, in order to specify and provide more basis for the facts and solidify any possible, initial suspicion.

If the information or complaint (even after the expiration of the set deadline) is not sufficiently specific and if further conceivable possibilities for specifying the situation have been exhausted, the person providing the information – if possible – will be informed that the complaints process has been concluded due to lack of sufficient, initial suspicion.

The procedure is then terminated.

- (ii) (ii) If the determination is made during the course of investigating the facts that a violation of duties related to human rights and/or the environment is immediately pending or is already taking place, remedial measures which are necessary, suitable and reasonable will be initiated without undue delay.

The agreed remedial measures are implemented and the implementation of these measures is followed up by the employees involved in the complaints procedure.

### 4. Remedial measures

Knowledge with regard to prevention should be used independent of the result of the investigation of the facts.

Every investigation is completed with an investigation report to be prepared by the investigative unit. This report includes, among other points:

### 5. Completion

- The result of the investigation, including any exact description of the violation of rules
- A representation and description of the main evidence upon which the determined result is based

---

<sup>4</sup> This is, for example, not possible in the case of an anonymous report in the electronic whistleblower system without setting up a postbox.

- Recommendations on handling identified violations of rules, including recommendations for stopping illegal situations (remedial measures) and personnel measures with regard to affected persons
- Determinations about the possible causes for the violation and potential weak spots in Eppendorf's internal processes as well as recommendations to correct weaknesses and reduce the risk of repetition (analysis of cause), for example: improving existing processes, issuing additional or supplementing available requirements for action and conducting compliance training

The subject of the complaint is completed.

All received information and the investigation of relevant information and investigative processes, independent of the chosen internal reporting channel, are documented in the IT-based Case Management System.<sup>5</sup> This includes the investigative report, evidence, interview transcripts and decisions made in the course of the investigation.

The effectiveness is regularly (at least once annually) examined. Based on specific situations, effectiveness can additionally be examined if Eppendorf has reason to anticipate a materially changed or expanded risk situation in its own business or at a direct supplier.

## 6. Monitoring effectiveness

# C. General Principles

The following described principles apply for handling information about violations of rules. These principles apply during the entire time period of the investigations and afterwards.

Eppendorf has in general an open culture for discussion and trust. All persons should be able to openly address information about instances of suspicion and irregularities at any time.

The principle of fair procedure applies in every investigation. This means, among other aspects:

## 1. Fair procedure

- Both negative as well as positive information should be collected in investigations.
- Only legally obtained information and evidence will be taken into account for the investigative process.
- No investigations are conducted without there existing a suspicion.
- All circumstances are dealt with reasonably and with respect.

<sup>5</sup> Strict principles of confidentiality also apply here. Access to the Case Management System is strictly limited to those persons who must receive access to investigative documents (normally the Compliance Office and the Senior Manager for Human Rights).

The presumption of innocence applies for all persons in every investigation.

Independent of which reporting channel you chose, the confidential treatment of information and the complaint is assured.

The electronic whistleblower system makes it possible to install a postbox through which the whistleblower can communicate with Eppendorf SE and its companies while maintaining confidentiality about identity.

If whistleblowers have not submitted their information anonymously, their identity is disclosed without their express consent to the persons who are responsible for receiving information and for taking subsequent measures in the course of internal investigations. This also applies for other information from which the identity of the whistleblower can be directly or indirectly derived.

As a deviation from this, the identity of the whistleblower or other information with which the identity of the whistleblower can be directly or indirectly determined is disclosed only in accordance with the requirements in the law.

Eppendorf applies a strict need-to-know principle. Only those necessary persons are involved in the processing and investigation of the information who in each case only receive the information they need. This also applies in connection with the principle of data minimization.

All persons who are involved in conducting an investigation must treat as confidential the information they have obtained in the course of the investigation. This applies especially for information which directly or indirectly might permit conclusions about the identity of the whistleblower or the persons affected by the investigation.

Other persons who need to be involved in the investigation and who do not belong to the Compliance Office or who are not the Senior Manager for Human Rights must have imposed on them separate obligations to maintain confidentiality.

Whistleblowers are protected.

Violations of the principle of protection of whistleblowers are themselves considered to be violations of the rules.

Eppendorf protects employees who submit information in good faith as whistleblowers and the persons who are close to them (e.g. colleagues and relatives) against every form of extortion, intimidation or harassment and against other harm (reprisals) which they experience or might experience as a result of providing information. Other persons who contribute to investigating suspicions are also protected by Eppendorf against reprisals.

## **2. Presumption of innocence**

## **3. Protection of the confidentiality of identity**

## **4. Protection of whistleblowers**

It can be difficult for whistleblowers in a specific situation to fully understand and correctly evaluate a set of facts. Therefore, the situation can arise that a suspicion turns out to have no merit after it has been examined in more detail.

However, if whistleblowers have sufficient reason to believe that the reported information about potential violations of rules corresponded to the truth at the time the information was provided, they have the full protection of Eppendorf. However, Eppendorf appeals to the own reasonable and sensitive assessment by the whistleblowers. Attention must be given to the fact that it is prohibited to knowingly transmit false or slanderous information or submit information which contains baseless accusations or denunciations. Whistleblowers should consider that they are not acting on the basis of unfair motives.

In the event that it turns out that whistleblowers have intentionally submitted false or misleading information, this will also be considered to be a violation of the rules. Eppendorf reserves the right to take legal action. Whistleblowers who are proven to have acted in this manner do not have any whistleblower protection under the law or protection by Eppendorf. Furthermore, they might potentially make themselves subject to criminal prosecution. Eppendorf does not tolerate denunciation.

During the course of the complaint process, the applicable law on data protection, legal duties to maintain records as well as Eppendorf's internal requirements for handling personal data are noted and complied with.

#### **5. Data protection**

Only those measures are permissible which are suitable, necessary and reasonable for achieving the purpose of the investigation. This applies accordingly also for measures which are taken following the investigation (e.g. as a reaction to a violation of the rules).

#### **6. Proportionality**

If the whistleblower sets up a postbox after initially submitting a report or that person provides contact information, the possibility to communicate between the whistleblower and the person handling the matter exists during the entire complaint process, and also anonymously if desired.

#### **7. Information and involvement of the person providing information**

If the investigation is based on report, the person who has submitted the report will be informed about the status of the investigation within three months after submitting the report. Care must be taken that only that information is notified which does not endanger the conduct of the investigation.

To the extent legally possible, the person providing information will be informed about the result at the latest after the matter has been concluded.

A proper examination of a complaint or an item of information can last from a few days to several months, depending on the complexity and the extent.

#### **8. Duration of the procedure**

The Eppendorf Compliance Line can generally be used free of charge.

## 9. Procedural costs

Costs and expenses which the person providing the information might possibly incur in connection with using the complaint process are generally not covered by Eppendorf. There is especially no assumption of travel costs or costs for legal advice.

If the person providing information transmits information or a complaint by telephone, that person bears the costs incurred in accordance with the rates as the caller.

---

## D. Contact Partners for the Complaints Procedure

The contact partners for the complaints procedure in the Eppendorf Group under the LkSG are the Senior Manager for Human Rights as well as the Compliance Office:

Eppendorf SE  
**Senior Manager for Human Rights**  
Barkhausenweg 1  
22339 Hamburg  
Germany

**Email:** [humanrights@eppendorf.de](mailto:humanrights@eppendorf.de)

Eppendorf SE  
**Compliance Office**  
Barkhausenweg 1  
22339 Hamburg  
Germany

**Email:** [compliance@eppendorf.de](mailto:compliance@eppendorf.de)

---

## Annex

### Step-by-step instruction

Introduction to submitting information or a complaint in the online complaints procedure (Eppendorf Compliance Line)

> Follows on the next pages

# Annex - Instruction

Step-by-step introduction for submitting information or a complaint in the online complaint procedure (Eppendorf Compliance Line)

## 1. Submitting a complaint

### Step 1

Access the electronic complaint procedure (Eppendorf Compliance Line) using the following link or the intended link on the Corporate Website and continue there with step 2.

#### **Short overview of the various areas in the start view (Ill. 1):**

##### **Area 1 (select country):**

The person providing information states here in which country that person is located. This makes it possible to adjust the reporting process to the structuring requirements in the respective country.

##### **Area 2 (select language):**

The person providing information can choose here in which language the reporting process should be displayed.

##### **Area 3 (submit a report):**

The person providing information uses this place to directly go to the reporting process.

##### **Area 4 (postbox login):**

If the person providing information has already submitted a report and following this process has set up a personal postbox, the person goes directly here to the postbox and can view all information as well as messages concerning that person's reports.

##### **Area 5 (FAQ area):**

The FAQs serve to explain the reporting process for the person providing information.

##### **Area 6 (Company details):**

The person providing information can get the publisher's information here.

##### **Area 7 (Privacy Policy):**

The person providing information can view here information about data protection. Please, read the information carefully.



Illustration 1: Starting page



## Step 2

Chose here the country in which you are located and select a language in which the reporting process should be displayed.

## Step 3

- (i) If you are providing information or submitting a complaint for the first time, chose "select report".
- (ii) If you have already submitted information, you can log in to your postbox using the "login" and provide new information.

## Step 4

Please enter the sequence of characters (III. 2) in the field intended for this purpose and read the security information. You subsequently go to select the main point.

### Security Advice

BKMS® Incident Reporting ensures the technical protection of your identity and the content you share. To further enhance your security, please follow these instructions:

- In the event that you would like to remain anonymous, do not submit any personal information, e.g. your name or your relationship to the persons involved. Do not submit any information that contains any reference to you.
- To protect your anonymity, we recommend that you do not use any technical device (e.g. PC, laptop, smartphone) that has been provided by your employer.
- Enter the link to the whistleblowing system directly in your browser address bar and bookmark it to access the system again later on, if necessary (e.g. to log in to your postbox).
- Ensure that you are using a secure Internet connection, which is displayed by the padlock symbol next to the address bar.

I have understood the [data protection information](#) regarding my own responsibility for the protection of my anonymity and accept this by entering the displayed character sequence in the security query.

### Security Query

In order to protect the system from automatic assaults, you must fill in the displayed characters in the text field.

The displayed characters are not part of your report and will not be required again during the process.

Enter the characters here:

PJr3tx

[Reload](#)  
[Read out](#)

[Back](#) [Continue](#)

Illustration 2: Security question

### Step 5

Select the main point **"Violations of environmental protection regulations / social standards and human rights / occupational health and safety regulations"** as well as **"Discrimination / harassment / bullying / ethical malpractice"** (III. 3) in order to submit information or a complaint involving risks or violations related to human rights and the environment in Eppendorf's own business or in the supply chain (direct or indirect supplier). Please, do not use the other choices for this purpose.

Upon pressing the information button, you receive more detailed information and examples about the main area.

End this step with a click on "Continue" in order to go to the entry screen.

The screenshot shows the Eppendorf incident reporting interface. The main heading is "Choosing the category". Below it, instructions state: "Please select from the following list the category that best indicates the focus of your report and click the 'Continue' button." and "If you wish to report on a topic that is not included in the listed categories, your report may be rejected." The user is prompted to "Please make your selection." and "For a detailed explanation and examples of your selection, please click the information button." A list of categories is shown with radio buttons. The category "Violations of environmental protection regulations / social standards and human rights / occupational health and safety regulations" is selected and highlighted with a blue box. A blue arrow points from this category to a detailed information pop-up. The pop-up contains the following text:

**Violations of environmental protection regulations**  
Intentional or accidental contamination of the water, ground or air.  
Examples:  
Leakage of substances that are hazardous to the environment; improper disposal of waste; lack of safety signs for sources of danger; accidents caused by insufficient safety measures

**Violations of social standards and human rights**  
Violations of basic human rights. Basic human rights are violated or cases of child labour, forced labour or new slavery. New slavery refers to exploitative situations that a person cannot refuse or escape due to threats, force, coercion, deception or abuse of power.  
Examples:  
Use of forced labour or child labour; restrictions of individual freedoms, religious freedom, freedom of opinion, information and association

**Violations of occupational safety regulations or health protection regulations**  
Violation of regulations on health and safety in the workplace.  
Examples:  
Failure to indicate sources of danger; accidents due to insufficient safety measures

Illustration 3: Selection of the main point

## Step 6

Complete at least all mandatory fields marked with an asterisk in the entry screen (Ill. 4) as described and submit the complaint or the information by clicking on "Send". You have the possibility in the entry screen to decide whether you want to remain anonymous.

**Report to be sent to:** Eppendorf SE, Compliance  
**Category:** Violations of environmental protection regulations/ social standards and human rights/ occupational health and safety regulations

**\* Subject:** [Text field]

**\* Would you like to provide your name?**  
☐ Yes  
☐ No

**\* Please describe the incident in as much detail as possible:**  
[Text area]

**\* In which country did the incident take place?**  
Select country - [Dropdown]

**At which location did the incident occur?**  
[Text field]

**\* In which department of the company did the incident take place?**  
Please select - [Dropdown]

**\* What is your relationship with our company?**  
Please select - [Dropdown]

**Have you already reported the incident in another way?**  
☐ Yes  
☐ No  
☐ Not specified

**Are managers directly or indirectly involved in the incident?**  
☐ Yes  
☐ No  
☐ Unknown

**Are managers aware of the incident?**  
☐ Yes  
☐ No  
☐ Unknown

**Has harm already occurred?**  
☐ Yes  
☐ No  
☐ Unknown

**\* Is the incident still ongoing?**  
☐ Yes  
☐ No  
☐ Unknown

**Are any other organisations involved in the incident?**  
☐ Yes  
☐ No  
☐ Unknown

**Attachment:** You can attach a file of up to 5 MB.  
**Note on sending attachments:** Files may contain hidden personal data that could jeopardise your anonymity. Please remove all such information before sending a file. If you are unable to remove such information, copy the text from your attachment into the report text or send a printed copy of the document anonymously to the address shown in the footer using the reference number provided at the end of the reporting process.  
☐ Note has been acknowledged.  
Durchsuchen... Keine Datei ausgewählt.

If you wish to send more than one file, set up a secured postbox at the end of this reporting process. You can send more attachments as an addition there.

[Back](#) [Clear](#) [Send](#)

Illustration 4: Entry screen

1 enter name 2 describe incident 3 structured questions 4 option for data upload

## Step 7

When you have sent the report, a new window opens. You have the possibility here to set up a personal postbox. Please note that we can only contact you – in case of anonymous report submitting- if you have set up a postbox (for example, in order to ask questions, confirm receipt to you or provide additional information).

## 2. Following up a complaint or information in the further course of processing

### Step 8

Please, actively personally check in regular intervals whether Eppendorf has any further questions for you with regard to the complaint.

You go to your postbox using the login button on the start page of the Compliance Line. You can use the postbox (Ill. 5) to add and send additional information as well as add data files to your complaint and send them. You also have the possibility to view the content of your report.

During the further course of the processing, you can view the response from Eppendorf to your complaint. You can answer questions (answers) and send the answers.

NOTE: Following up is only possible if you have set up a personal postbox (Step 5). Subsequently setting up the postbox is not possible for information or a complaint that has already been submitted.

We recommend in such a situation that you write down the generated number of the report and again submit a report which refers to this number and include information that the postbox was not set up which is now supposed to be done.

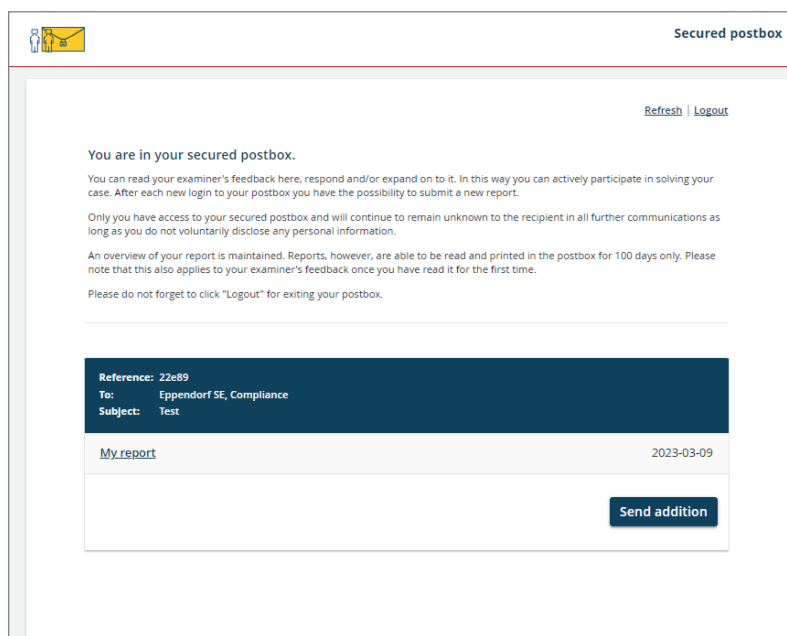


Illustration 5: Example view of the protected postbox

## 3. Submitting a new report

If you have already set up a postbox when submitting a report, you can "Submit a new report" at any time using the login.



Eppendorf SE  
Barkhausenweg 1  
22339 Hamburg  
Germany  
[humanrights@eppendorf.de](mailto:humanrights@eppendorf.de)  
[corporate.eppendorf.com](http://corporate.eppendorf.com)

status May 2023 / version 1.0