

CODE OF CONDUCT





Immenhausen, 10/2022

The **sera** Group is an independent family-owned group of companies with headquarters in Immenhausen near Kassel/ Germany. **sera** stands for innovation, reliability and flexibility and has been one of the world's leading German companies in the field of dosing and hydrogen technology since the company was founded in 1945. **sera** offers efficient application solutions that are optimally tailored to customer needs, where the precise dosing, conveying and compression of liquids and gases are essential.

With more than 250 employees in Germany and in the subsidiaries in Great Britain (**sera Technology UK Ltd.**), South Africa (**sera Technology SA (PTY) Ltd.**), Spain (**sera Tecnología Iberia S.L.**), Austria (**sera Technology Austria GmbH**) and Switzerland (**sera Technology Swiss GmbH**) as well as the strong more than 30 partners, who represent **sera** in more than 80 countries, **sera** guarantees optimal support, consulting and service worldwide on site.

The *Code of Conduct* is the globally applicable and standardized code that guides and controls the values, basic principles and corporate conduct of **sera's** employees or affiliates.

As an environmental technology company and family-based company, we have a social responsibility towards our customers, business partners, employees, the society and the environment. Being a globally operating company, we must comply with various regulatory, social, cultural and political conditions within the country and abroad.

This implies that **sera** and its employees undertake to act lawfully and in accordance with ethical values at all times and in all situations. The senior management has an important role to play in implementing this. The objective of this *Code of Conduct* is to provide the employees with an orientation for acting on one's own responsibility when facing legal, cultural, and ethical challenges in their daily work. At the same time, the *code of conduct* shall ensure that all the employees adhere to laws and norms as well as ethical principles and values.

We have ensured that each employee as well as our business partners can access the **sera Code of Conduct** on our webpage. It is an integral part of our employees' introduction programs and trainings. Additionally, we ensure that it is adhered to and implemented in business practice. Infringements of the *Code of Conduct* shall not be tolerated and shall result in employment- and labor law related consequences, depending upon the severity of the infringement.

Carsten Rahier
Managing Partner **sera Group**
Chairman of the Executive Board

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Scope of application and principles

This *Code of Conduct* applies worldwide to all **sera** employees and is in line with our corporate guiding principles. It is our effort to ensure that not only our own employees act responsibly in accordance with the above-mentioned

basic principles, but also suppliers and business partners, as well as their employees. If conflicting bodies of rules and regulations come into play during business relations, we strive to act by mutual agreement.

Laws and directives

Compliance with all the applicable laws and regulations (including internal guidelines) is the indispensable basis for all of **sera's** actions. This code of conduct only represents the basic principles for the responsible conduct of our employees. All the employees are responsible for being informed about the regulations and internal guidelines applicable to their area of responsibility within the company and, where required, obtaining further information, e.g. if there are any legal

doubts. At the same time, **sera** will do everything that is needed to inform the employees about the regulations applicable to them and to instruct them in how to comply with them. In particular senior managers shall see to it that the code of conduct is implemented in the areas under their supervision. It is our foremost objective to meet the requirements of the code of conduct and to move within this predefined and constantly evolving framework for action.

Respectful cooperation

The success of our business depends to a great extent upon our employees. We respect every employee's dignity and personality and regard it as our duty to be a fair and just employer. Our interaction with each other is characterized by mutual respect, team spirit and frankness. The **sera** guiding principles (**...be sera, solid, effective, responsible, added value oriented**) pay an important role here. The senior managers assume their function as role models and are competent

contact persons and coaches, primarily in conflict situations. Similarly, we promote equal opportunity and diversity as the prerequisite for entrepreneurial success. We promote employees with outstanding talents and support work-life balance. Personal insults, malicious gossip or sexual harassment shall not be tolerated by us.





Data protection

sera is expressly committed to the protection of personal data and compliance with all applicable data protection laws and regulations. In particular, data that relate or may relate to individuals may only be collected, used and processed in accordance with the principles of lawfulness, transparency, proportionality and data economy. We expect our business partners to comply with these principles in the same way and that they protect the data and information

from **sera** and not to pass it on to unauthorized third parties. **sera** does not only respect our employees' personalities but also we protect their personal data. We shall, therefore, ensure that the data privacy regulations are observed and shall demand the same from our employees.

Health and safety at work and environmental protection

We ensure the employee's health and safety at the workplace and provide a health-oriented work environment. At the same time, we work continuously towards improving safety and health at work. All **sera** employees are responsible for the protection of human beings and the environment in their work environment. **sera** creates added value for people and nature. To ensure this, they shall observe all the applicable laws and regulations. As an environmental technology company, **sera** has a broad product range that offers the right solutions worldwide for

many areas of application, such as water and waste water treatment, disinfection or the precise and resource-saving dosing and delivery of chemicals and liquids. In their interface with products and processes, employees shall pay attention to the efficient use of energy and resources and shall strive for the highest possible environmental compatibility. The senior managers shall instruct and support the employees in the discharge of their duties.

Human rights, labor and social standards

As a globally active company, **sera** respects in particular the principles of the International Bill of Human Rights, the ten principles of the UN Global Compact and the labor and social standards of the International Labor Organization (ILO). **sera** does not tolerate any disadvantage or discrimination based on age, ethnic background, skin color, gender, sexual orientation, identity or national origin, religion, disability or personal characteristics and preferences. We strictly reject any form of forced or child labor. The

right to adequate remuneration for all employees is recognized. The remuneration and fringe benefits shall at least comply to the applicable national and local laws or the basic level of comparable national economic sectors, industries, and regions.

Conduct towards customers, suppliers and competitors

We offer to our customers a wide portfolio of products and services in the area of dosing- and compression technology. Our aim is to be the most customer-oriented supplier of dosing- and conveying solutions for fluids. In the process, our highest priority is to satisfy the needs of our customer through innovative and efficient solutions. We ensure this by continuously checking the service portfolio and by foresightedly adjusting to new market demands. We furthermore guarantee that all our customers are treated fairly and in a trustworthy manner. Suppliers are to be selected only based on objective criteria. Cooperation with

them is based on trust and honesty. When awarding contracts, it is expected that a fair and unbiased check of all the bids has been carried out. Any preferential treatment or obstruction of suppliers on personal or subjective grounds is unacceptable to us. Current competition laws protect free, undistorted, and fair competition, which creates incentives for innovation and product quality, thus benefiting us all – this is something we have internalized, and we also expect this from our business partners.

Fair competition

We comply with laws that protect and promote competition. This applies to prohibitions on unfair benefits (corruption) and unfair agreements (cartels). Applicable anti-corruption regulations must be always complied with. We also expect from our business partners. In principle, no gifts, payments, invitations, or services may be offered, promised, or granted to obtain an unfair advantage. This is prohibited if the recipient of the benefit improperly influences a business relationship or if, due to the value or nature of the

benefit, there is a risk of jeopardizing the professional independence of the business partner. As competitors, we bank on performance, customer orientation and product quality. **sera** employees abide by the rules of fair play. Therefore, fixing of prices and terms with competitors is prohibited, also any other anti-competitive practices, including arrangements with the competitors serving the purpose of market- and customer allocation. We expect this from our competitors as well.

Conflict of interest

Company-related decisions must be objectively justified and must be oriented to the good of the company. Under no circumstances, decisions may be made based on private interests, in order to gain personal advantages. If there are indications that there may be a conflict of interest, i.e., personal interests conflict

with the interests of the company (conflict of loyalty), this conflict of interest must be disclosed prior to the conclusion of the contract - we also expect this from our business partners. Even the appearance of such a Conflict of interest must be avoided.

Public relations and politics

All notifications by **sera** shall be completely, factually correct and comprehensible and shall be issued promptly. This is applicable to reporting within the **sera** group as well as to employees who have to report to third parties (e.g. auditors, authorities and the press). Only authorized persons are allowed to transmit information concerning **sera** or its subsidiaries to the public, the media or other third parties.

In politics, we assume a neutral position towards political parties and do not make any donations to political parties, as well as organizations or foundations, that are in a close relationship with political parties. However, we welcome civic, democratic, and social involvement by our workforce as private citizens.

Other kinds of gifts and donations (Compliance)

In principle, **sera** rejects corruption in its domestic and overseas business transactions. In connection with our activities, promising or conceding personal benefits to other organizations' organs and employees as well as office-bearers as a return performance for preferential treatment is not allowed.

sera's employees are likewise non-corruptible and, therefore, shall not accept any gifts (other than the usual promotional gifts), invitations that go beyond the usual convention (e.g. holiday travel or leisure activities) or other direct advantages. Contributions are allowed only in connection with the usual customer retention measures. Special attention should be paid to the propriety of the context.

Social responsibility

Assuming societal and social responsibility is a significant factor of enduring entrepreneurial success at **sera**, as we carry out a structurally and economically important duty through our products, services and our role as employer. It is our endeavor to primarily promote societal and social development at the regional and local level. This is done, e.g., by providing training- and study positions over and above our own requirement, as well as promoting education, sports, science, social service programs, arts and culture. Donations with the objective of generating business profits are forbidden.

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