













A MESSAGE FROM OUR CEO

Dear Kedrion family,

In an ideal world, a company's Code of Conduct wouldn't be necessary.

Every individual would instinctively know the right thing to do in any situation.

However, recognizing the complexities of the real world, at Kedrion we have chosen to issue this document, which is intricately woven upon our five core Values - Together As One, Care, Integrity, Sustainable Impact, and Courage.

It contains practical instructions on how to translate these values into everyday decisions and behaviors - a handbook designed to illuminate the inherent principles within each of us.

In a world that's evolving at an incredibly fast pace, the ethical foundations upon which we navigate become increasingly crucial. Hence, the significance of the following pages.

As CEO and one of the leaders of this company, my commitment to this Code goes beyond meeting the company's expectations; it's about fulfilling **the expectations the world has of Kedrion**.

This commitment is personal, and I'm sure that everyone in this company will share it. We understand that the first handbook anyone reads on a company's ethical rules is the behavior of its people, and we take that responsibility seriously.

Together, let us uphold these values and principles, not just as a set of guidelines, but as the living embodiment of what Kedrion stands for in the world.

















OUR VALUES











Because every company thrives on strong foundations



















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Why we have a Code

It's a guide to personal responsibility, ensuring that our actions reflect who we are and what is important to us, regardless of the role. This Code of Conduct (the "Code") helps us acting with Integrity and it directs us to the proper channels when we are unsure about the right course of action.

Who is responsible for the Code

It applies to everyone in our organization, everywhere, from our offices, plants and plasma centers to the boardroom, including all Kedrion shareholders, officers, directors and employees.

We expect that also our consultants, contractors, suppliers, business partners comply with the principles and rules contained in this Code.

Because the world changes so fast, we need to update the Code regularly. This Code may be amended at any time when deemed appropriate.



Management Commitment and Responsibility

Kedrion Leaders, including Managing Directors and General Managers of each of our subsidiaries, are expected to wholeheartedly embrace our values, to act responsibly, and to be accountable for their choices. Through leading by example, they will guarantee that our ethical guidelines are not only well-known and comprehended by all but also serve as a source of guidance, assistance and clarification whenever needed. Management is tasked with conveying that any breaches of the Code will not be accepted.

WE ARE ALL RESPONSIBLE FOR ACTING ETHICALLY AND IN COMPLIANCE WITH THE LAW

Compliance with laws and regulations

We are all responsible for acting ethically and in compliance with the law. Kedrion has adopted policies and procedures to enable each function and business area to achieve its objectives in compliance with applicable laws and industry standards, adapting them from time to time as a continuous effort to reflect changes in Kedrion organization and in the environment in which we operate.

Using this Code to take the right decisions

This Code serves as a valuable reference, yet it may not address every work-related scenario we encounter. Therefore, exercising sound judgment in our actions is crucial. The key is to seek assistance when uncertain about the appropriate course of action.

Is the decision/activity aligned with Kedrion values and with the principles provided by our Global Code of Conduct?

Is the decision/ activity compliant with Kedrion policies and procedures?

Can the decision/activity put Kedrion's image and reputation at risk?

Can the decision/activity violate a law or an industry code of ethics applying to Kedrion?

Ethical decision matrix

To help think through a particular dilemma related to our Code, work through some ethical questions that will help to align with the Code, internal policies, and Ethical Principles.

Every time you have a doubt in answering one of those questions, seek advice from your manager, from other colleagues in your team and from other company functions who have the expertise to support you in analyzing different risks and taking the right decision (e.g., Legal, Human Resources, Quality, EHS, Pharmacovigilance, etc.).

Although risk-taking decisions are part of our daily job, we need to make sure that our decisions and actions are aligned and consistent with our Company Values at all times.

















Striving for an inclusive working

environment

WHAT WE MEAN: we are committed to creating a culture of inclusion and belonging, respectful of the uniqueness and valuable contribution of each employee. At Kedrion, any diversity - may it come from nationality, culture, age, gender, ethnicity, religion, health condition, professional background, etc. - is considered an added value.

WHY IT'S IMPORTANT: an inclusive and diverse workplace allows all employees to thrive and unleash their potential, affording Kedrion the benefit of different perspectives, experiences, and abilities.







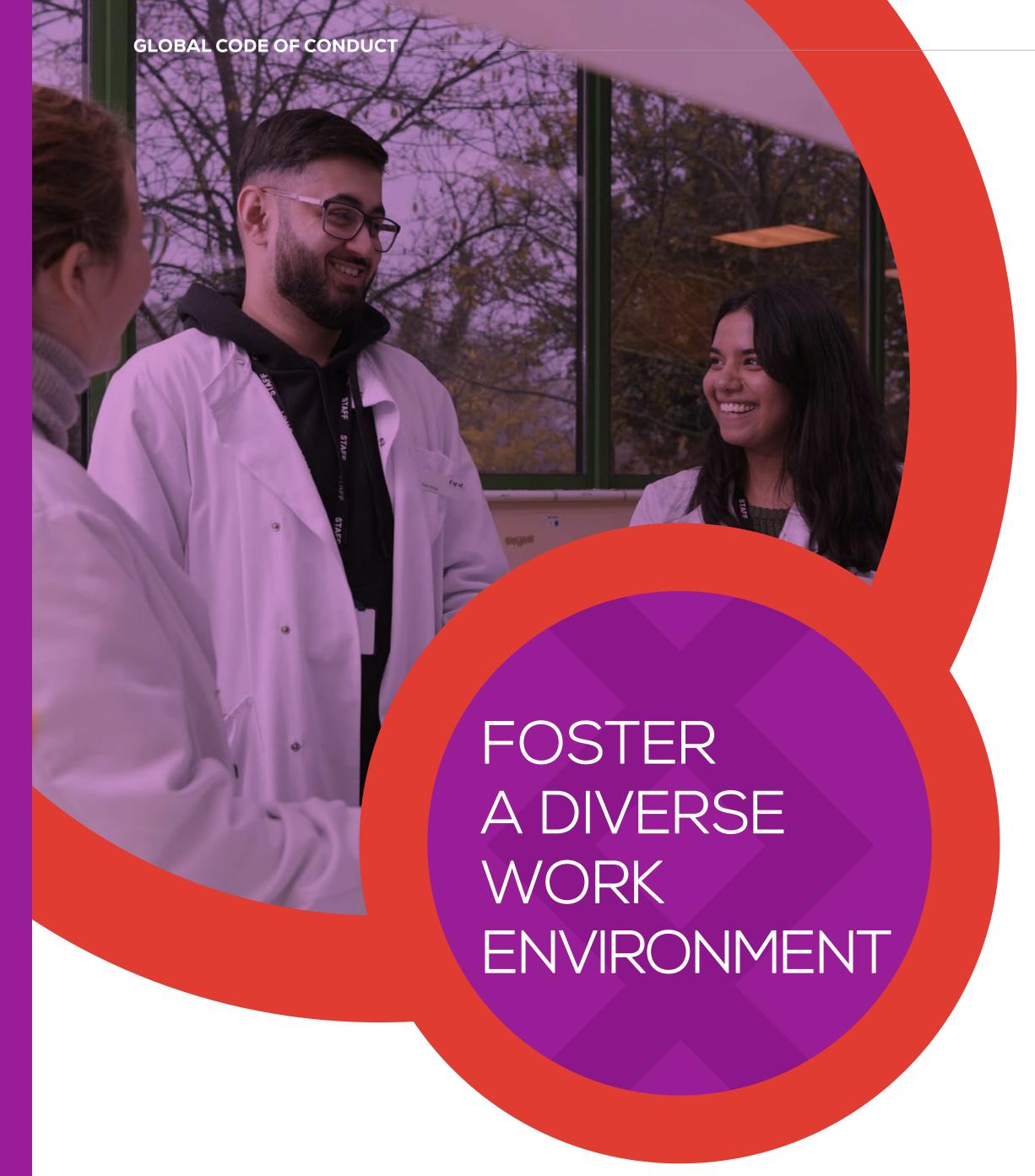












HOW TO ACT:

- Treat everyone **as you would like to be treated**.
- SPEAK UP when you see or suspect discrimination or harassment based on race, color, sex, national origin, age, religion, citizenship, disability, medical condition, sexual orientation, gender identity, veteran status, marital status, or any other condition protected by the law.
- Foster a work environment free from
 harassment, bullying and abusive behavior
 – whether physical, verbal, or visual. You can
 raise your concerns knowing that Kedrion will
 not tolerate retaliation against anyone who
 makes a report in good faith.















Affirming Zero Tolerance towards Harassment and Discrimination

WHAT WE MEAN: we observe a zero-tolerance policy when it comes to any form of discrimination, harassment or any acts or threats of violence. Conduct, including speech, that is disrespectful of our staff or any other individual interacting with Kedrion could lead to corrective actions and appropriate disciplinary measures.

WHY IT'S IMPORTANT: at Kedrion, we care about people, including employees, donors and patients our products ultimately serve. We honor diversity while seeking common values.

HOW TO ACT: read our relevant policies. There may be specific policies which apply to your activity or in your entity. Contact your Human Resources Manager for more details.

WHAT IF one of my colleagues makes offensive remarks to another employee? Should I say something?

Yes. You should remind your colleague the Kedrion values and ask to stop. Or you can SPEAK UP, sharing your concerns with your manager, the Ethics and Compliance Team, or the HR Team. We do not tolerate any form of harassment, whether the act originates from or is directed at an employee, a customer, a supplier or anyone else in our workplace or at work-related activities.



Respecting all Human Rights and Fair Employment practices

WHAT WE MEAN: we are dedicated to upholding the dignity, health, freedom, and equality of individuals, in compliance with all applicable legislation. This includes the prohibition of any form of discrimination and exploitation of child or forced labor. Everyone has the right to working conditions which respect health, safety, and dignity. Kedrion promotes respect for all internationally recognized human rights and fundamental freedoms. We support the principles contained in international conventions, including the UN Universal Declaration of Human Rights and the Convention on the Rights of the Child, and in country-specific legislations (e.g., UK Anti-Slavery Act).

WHY IT'S IMPORTANT: human rights and fair employment conditions are relevant to everyone and impact us all daily. Our business is built on an interconnected supply chain, and our goal is to ensure the strength and integrity of every link in this chain.

TREAT OTHERS WITH RESPECT AND DIGNITY

HOW TO ACT:

- Treat others with respect and dignity and do not engage in or facilitate human rights abuse or conduct business with those who do.
- Follow the employment laws where you work and, if you suspect a human rights abuse within our direct operations or in our relationships with suppliers or business partners, SPEAK UP by reporting it to your manager first and, if needed, to the Ethics and Compliance Team.

Protecting the Health and Safety at workplace

WHAT WE MEAN: health, safety and wellbeing of each individual is our priority. We care about the physical and mental health of our employees at workplace (e.g., including when working at the office, at home or while travelling for work).

WHY IT'S IMPORTANT: when we say our business is about people, that extends to the people who work with us. This reflects our history as a community-based company. People safety is one of our imperatives, and we will always put safety above any other business goal.

HOW TO ACT: each and every one of us – depending on our role – is required to ensure that his/her/their activities are carried out in compliance with applicable Health & Safety laws and regulations.

Get involved with the local Health & Safety and wellbeing initiatives. There may be specific health, safety and wellbeing policies that apply to your activity or in your entity. Contact your local EHS or HR Manager for more details.

WHAT IF my team is behind schedule on a project, and we could save time by skipping some safety procedures and still be careful?

WHAT IF I am invited to a conference abroad and the destination is classified as a high-risk destination in the travel advice?

Never sacrifice your safety or the safety of your colleagues by cutting corners. Safety procedures are in place to keep you safe and to protect the integrity of our products and the health of those who use them. If you are ever asked to do something unsafe, report it immediately through the proper channels.

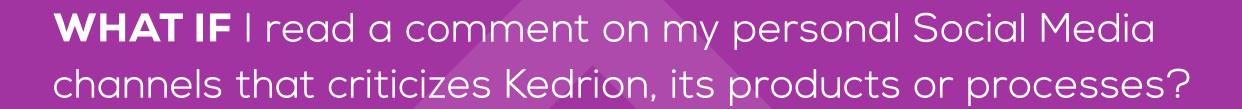
Employees are responsible for taking care of their own health and safety by complying with the internal Policy and any regulations issued by the countries' authorities. Travel to countries or areas classified as high risk in national government travel advisories (usually with the words "do not travel", "advise against all travel", "avoid all travel", etc.) is not permitted.

Responsible communication when using Social Media

WHAT WE MEAN: in the world of Social Media, there is often no distinction made between private and professional profiles. Kedrion respects its employees' freedom of expression, but it is important to remember that colleagues, clients, and other stakeholders may be able to view your online content.

WHY IT'S IMPORTANT: within Social Media, every post and every piece of content may remain available to a wide audience for a long time. Always remember that information may be accessible on a global level and that anything that an employee says may be attributed to the company. Always use caution and think carefully about the subject and the possible repercussions of your posts.





You must report this to the Global Communication department via the e-mail address pressoffice@Kedrion.com

WHAT IF a colleague invites me to share on one of my Social Media profiles a post by a journalist that refers to a product distributed by Kedrion?

Always remember that only authorized persons may speak on behalf of Kedrion, about the company and its products. This also applies to the sharing of third parties' posts regarding company's products.

HOW TO ACT:

- Individual employees cannot publish information about Kedrion products or mention aspects linked to their efficacy or security. If you are asked for information about Kedrion products, follow company guidelines or direct all questions to Kedrion's dedicated channel for providing scientific and medical information (MedInfo@Kedrion.com).
- When commenting on online statements about Kedrion and its initiatives, it is very important to always state your role at Kedrion and that the views expressed are purely personal and should not be attributed to the company.















Because saving lives is a responsibility

Being transparent while protecting Kedrion's confidential information

WHAT WE MEAN: transparency means that information about Kedrion shall be truthful and accurate. This applies to all information contained in company documents as well as in official reports and financial reports provided to stakeholders or made available to the public. Anyone who has access to information or documents about Kedrion that are not public must obtain authorization from the owner of the document before sharing it outside the company.

WHY IT'S IMPORTANT: transparency and integrity are key to communicating Kedrion's services and products. On the other hand, disclosure of confidential information or documents can seriously harm our Company.

HOW TO ACT: make sure that information about Kedrion is accurate and be careful not to disclose confidential information in an unauthorized way. If in doubt, contact the Legal or the Ethics & Compliance functions.





Upholding Zero Tolerance on corruption, bribery and money laundering

WHAT WE MEAN: we strictly prohibit any form of bribery embezzlement, fraud, theft and/or the granting of improper benefits. In all activities, we take preventive measures to ensure that business and financial activities are not associated with any form of bribery, corruption, fraud or money laundering. To this end, Kedrion has adopted "Know Your Business Partners" and "Know Your Customers" policies and procedures to prevent business relationships with individuals or companies that are suspected or known to have links to organized crime or illegal activities, or that are associated with money laundering, drug trafficking or bribery.

WHY IT'S IMPORTANT: we win business through fair competition and never give or receive anything of value to improperly influence a business decision. Not only is corruption illegal wherever we operate, but corruption also hinders the achievement of a healthy and sustainable social and business environment.



- know and follow anti-corruption laws and our relevant policies in all places where we do business;
- even if a "facilitation payment" is legal in a country, it is prohibited by Kedrion policies;
- never offer anything of value to influence a business decision;
- keep accurate and detailed books and records of all transactions;
- in case of doubts or concerns, first contact your manager and, in case of need, the Ethics and Compliance Team.

WHAT IF a colleague of mine shares with me his idea to send a gift to a client? Could it be considered bribery?

In many cases low value gifts and different forms of hospitality linked to business events can be considered standard and legitimate business practices. However, in many countries there are requirements and limitations coming from laws and industry codes of practice that must be followed. It is particularly important to be mindful of any benefit or transfer of value to government officials and healthcare professionals (HCPs) that must comply with applicable laws and regulations.

Interacting with Governments or Public Officials

WHAT WE MEAN: in all interactions with individuals who serve as Public Officials, oversee public services, or act on behalf of Governments or Public Institutions, we are committed to complying with the law and the highest ethical standards. All interactions with these stakeholders should be based on principles of honesty, transparency, and respect for different roles.

When offering/selling our products and services to a Government or Public Institution, we comply with applicable public procurement laws and execute contracts in accordance with terms and conditions contained in the agreements.

WHY IT'S IMPORTANT: Governments and Public Officials must act in the interest of the administration and the communities they represent. Improper dealings with Governments and Public Officials may expose Kedrion and its representatives to serious legal consequences.



HOW TO ACT: Kedrion strictly forbids its employees and representatives to promise, offer or give anything of value - whether in the form of money, goods / in kind benefits, services, favors, or any other advantages, directly or indirectly to Public Officials or their relatives:

- that may constitute or be perceived as a form of bribery;
- that is intended to improperly influence any decision or action by a Government/Public Official.

Strictly follow local laws on public procurement when offering products / services or negotiating contracts with Governments and Public Officials.

Once a contract is signed, make sure we fulfill our contractual obligations.

WHAT IF a Public Official asks me if
I can help her son getting an internship
in our company, adding that it may be
worth it?

Don't do it. The phrase "it's worth it" suggests that the Public Official wants to do something inappropriate in return for the favor. You can share the official information about an open internship allowing her son to apply like all other applicants. Anything beyond that can be considered a bribe.

Interacting with Healthcare Stakeholders (Healthcare Professionals, Healthcare Organizations, Patients and Donors Organizations and their representatives)

WHAT WE MEAN: we may engage with various Healthcare Stakeholders. All exchanges with them must conform to applicable laws and industry codes of practice. Promotional and scientific educational materials must be submitted to internal approval processes. Every interaction must be based on a legitimate and well-documented need.

WHY IT'S IMPORTANT: we value our collaboration with Healthcare Stakeholders as a crucial aspect of enhancing our ability to meet the needs of donors and patients.





Our partnership with Healthcare Stakeholders enable us to continue to provide best healthcare solutions by:

- a) sharing information, in a fair and balanced way, about benefits and risks of Kedrion's products;
- b) offering scientific and educational information;
- c) assisting medical research and training;
- d) seeking feedback and advice from medical experts, patients and donors organizations regarding their experience in a certain therapeutic area or with a specific disease.

HOW TO ACT: interactions with Healthcare Stakeholders must be based on legitimate and documented scientific or educational interest and be kept separate from commercial interests. They must be disclosed to the authorities and to the general public according to the Transparency regulations applicable in different countries.

Avoiding conflicts of interest

WHAT WE MEAN: a conflict of interest exists whenever a person's private interests collide or conflict (or even appear to collide or conflict) in any way with the interests of the company.

A conflict of interest may arise when one of us takes actions or has interests that make it difficult to perform his/her/their work for the Company objectively and effectively.

Conflicts of interest may also arise when an individual's personal interests – family, friendships, financial or social factors – may interfere with their judgment, decisions, or actions in the workplace.



• an employee and/or his/her/their family have a personal or financial relationship with a Kedrion supplier or business partner;

• an existing or potential Kedrion supplier or business partner is promising or offering to an employee a benefit or something of value (gifts, hospitality, etc.) with the intent to influence the employee's decision regarding that supplier/business partner;

- an employee and/or his/her/their family have a personal relationship with a Government/Public Official or an HCP than can prescribe or influence decisions regarding Kedrion's products;
- an employee having a family relationship with one or more of his/her/their team members;
- an employee holds another role of any kind paid or unpaid - with a Kedrion competitor, customer, or supplier.



NTEGRITY. BECAUSE SAVING LIFE IS A RESPONSIBILITY

WHY IT'S IMPORTANT: as part of Kedrion, we all have a mutual interest in safeguarding our company, by maintaining transparency in business transactions and by avoiding situations that might lead to a conflict of interest.

HOW TO ACT: Employees should always act with the highest legal and ethical standard and remain objective.

If we become aware of a potential conflict of interest, it is our responsibility to immediately bring it to the attention of our line management and, depending on the nature of the potential conflict, the appropriate function (e.g., Human Resources, Procurement, Ethics and Compliance Team).

Each conflict-of-interest situation requires specific actions to ensure that decisions are always made in the best interest of the Company and its stakeholders and in compliance with applicable laws and regulations.

Conflicts of interest may not always be clear-cut, so if you have a question, ask your manager, Senior Officer, or the Ethics and Compliance Team.

WHAT IF I decide to take on additional part-time job or do other work after hours, such as consulting or other paid services?

This type of work does not in itself violate our Code. However, the outside employment must be separate from your job at Kedrion and must not disrupt your ability to complete your duties. Full-time employees can't take on outside activities that compete with us or help our competitors or partners. These activities can't happen during working hours or use company resources. Also, you can't advertise or sell Kedrion's products and services in your additional job.

Complying with International Trade and Customs regulations

WHAT WE MEAN: We comply with export controls, economic sanctions, and customs regulations. We must know the goods and the technology we are exporting or importing to/from different countries and the import/export rules and restrictions.

WHY IT'S IMPORTANT: Failure to comply with export controls, economic sanctions, and customs regulations could subject our business to severe sanctions and disruptions and negatively impact our reputation.



HOW TO ACT: Before exporting/importing goods, technology, and know-how to/from a certain country:

- check whether the country is subject to trade sanctions or restrictions on the import/export of goods and the transfer of technology or knowledge;
- identify our counterparties (customers, suppliers and business partners) and conduct due diligence to ensure compliance with international trade regulations;
- obtain the necessary import/export permits and licenses;
- strictly follow customs procedures and provide accurate and complete documentation. Our representatives and customs agents do not make direct or indirect payments to customs or government officials to "facilitate" or "expedite" the import and export of goods.

We do not boycott or engage in restrictive trade practices prohibited by the laws of the countries where we operate. WHAT IF I am planning to travel to a country that is subject to international sanctions and restrictions regarding the possibility to export certain products and I want to bring with me the company laptop and cellphone?

Be careful because export restrictions very often include a wide range of technologies (hardware and software). When visiting countries that are subject to sanctions and export limitations, and you need to bring with you company devices, check with your Legal or Compliance Business Partner if that is allowed.



Competing fairly

WHAT WE MEAN: at Kedrion, we view competition and fair dealing as more than just legal requirements: they embody our firmly-held corporate values. We are committed to promoting an open and competitive market, where our services and products excel based on their quality and value.

Failure to comply with antitrust and competition laws could lead to criminal and civil penalties and significant business disruptions, as outlined by national and international regulations.

WHY IT'S IMPORTANT: the primary aim of antitrust regulation is to encourage a competitive, free-market economy. We believe that fostering open and fair competition among companies enhances the efficient distribution of goods and services, resulting in fair prices, improved quality, and cutting-edge innovation.

HOW TO ACT: when interacting with competitors:

 do not share any pricing information, including discounts or rebates, commercial strategies and any other non-public information regarding Kedrion and its products;

 do not engage in any coordinated actions, informal discussions, or agreements that aim at limiting competition or have a similar effect.

Everyone should be aware of the core principles of fair competition.

If you have any questions or concerns regarding this matter, please contact the Global Antitrust Compliance Officer (ACO) at antitrust@Kedrion.com



Protecting Data Privacy

WHAT WE MEAN: Kedrion processes personal data in compliance with applicable data protection laws. In the ordinary course of business, Kedrion may collect, process and transfer personal data of various categories of individuals with whom it has a relationship, including but not limited to employees, customers, donors, patients, suppliers, business partners and healthcare professionals.

WHY IT'S IMPORTANT: right to privacy, fundamental freedoms and dignity of all human beings are of vital importance to Kedrion.

HOW TO ACT: we shall handle personal data by:

- Following rules, ensuring fairness and transparency.
- Collecting data explicitly and only for legitimate, specified purposes, in a suitable and limited way;
- Ensuring data accuracy and updating when needed;
- Keeping data identifiable only for as long as necessary for its collection purposes;
- Protecting data through appropriate security measures to prevent accidental loss, destruction, or damage.

KEDRION PROCESSES PERSONAL DATA IN COMPLIANCE WITH LAWS



















Ensuring quality, reliability, and safety of our work

WHAT WE MEAN: we are committed to safety and quality of our products, everywhere and always, as a **result of the application of excellent standards** in terms of research & development, plasma collection, manufacturing, and distribution, aimed at granting Patient and Donor safety.

Our aim is consistent adherence with effective standards of excellence, to meet expectations of patients and families, Healthcare Stakeholders, Donors, Authorities, and our entire Community at large. Wherever we operate, we do our best to ensure an adequate supply of plasma-derived products for medical and scientific purposes.

Our Pharmacovigilance processes ensure that we report to the Regulatory Authorities the Adverse Events of which we become aware of, according to the applicable laws, and that we maintain current and accurate information about the risks and benefits of our products.





WHY IT'S IMPORTANT: Quality is one of the distinctive features that gives our company a competitive advantage. This means our business activities and decisions are dictated by strict adherence to good practice standards (GxP) and focus on the voice of our employees, donors, and patients.

HOW TO ACT: we all must comply with national and international laws regulating the industries in which we operate. Our Global Quality Assurance program seeks to ensure that all parts of the company and supply chain understand and adhere to the same standards of quality.

We fulfill our Pharmacovigilance obligations and report adverse events following the procedures that apply in each country.

Take action or **SPEAK UP** if you believe or become aware that our company is not complying with a product safety or quality law or regulation.

Investing in R&D, improvement and continuous innovation

WHAT WE MEAN: Kedrion significantly invests in Research and Development to bring innovative products to patients and to grow in the long term in a sustainable way. We are constantly seeking to create new products and improve existing ones as well as to increase efficiency and adequate capacity of our manufacturing sites.

We create value through open innovation: sharing of knowledge and skills is one of the key values that motivate and inspire our daily activities in the communities where we operate.

WHY IT'S IMPORTANT: our ultimate objective is to encourage innovation so as to improve, one step at a time, how we serve patients worldwide.

HOW TO ACT: we should always carry out these activities with integrity, upholding ethical standards, ensuring that every stage of development – from basic research to preclinical studies, clinical trials, and ongoing pharmacovigilance – is conducted according to the highest medical and scientific rules, while also complying with applicable laws and regulations, as well as in accordance with the standards set by the industry codes of practice.































Building responsible sourcing and purchasing

WHAT WE MEAN: we value our business relationships. We work to be a good, responsible partner and we maintain mutually beneficial relations with suppliers and partners, that must partake in our commitment to integrity and compliance with international and local laws and regulations.

WHY IT'S IMPORTANT: responsible sourcing fosters ethical, sustainable, and socially responsible practices while enhancing our reputation and reducing risks.

HOW TO ACT: principles and rules for our negotiations are communicated to all suppliers and partners. In interactions with potential or current suppliers and partners, Kedrion employees and representatives must act ethically and in the best interests of the company. No form of corruption or bribery by third parties of Kedrion employees and representatives is permitted or tolerated. The selection of suppliers and partners is based on the principles of fairness and transparency and avoids conflicts of interest that could influence our decisions on the purchase of goods and services. We then monitor our ongoing relationships with suppliers.



















Protecting the environment

WHAT WE MEAN: we recognize our ethical responsibility towards the community and society when it comes to the impact our activities as a company have on the environment... For this reason, we have incorporated environmental sustainability into our strategy, ensuring compliance with applicable laws, continuously improving efficiency using state-of-the-art technologies while measuring and enhancing environmental performance.

WHY IT'S IMPORTANT: taking care of people - whether they are patients, employees or those who live in the territories where we operate - means taking on the responsibility of dedicating our utmost attention to protecting the surrounding environment.

HOW TO ACT: on the environmental side, we will take actions to keep minimizing waste and resource use, as well as promoting environmental awareness among employees, suppliers, and partners.













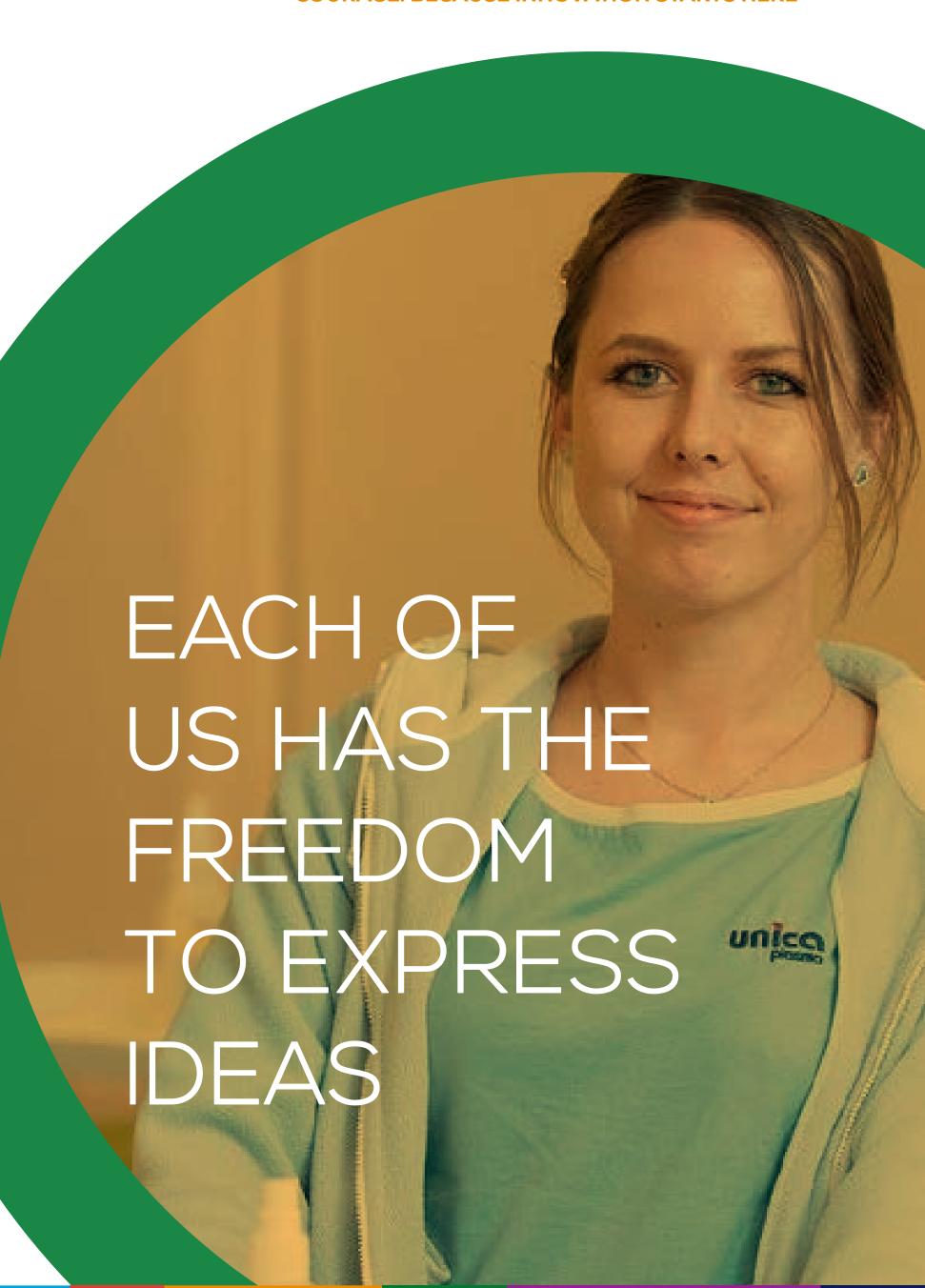


Fostering a Speak Up culture

In all business-related discussions, including those related to Ethics & Compliance. This means that each of us has the freedom to express ideas, pose questions, and voice doubts. We recognize our individual responsibility to raise any concerns or doubts we may have about Ethics & Compliance to safeguard the company, the employees and stakeholders.

We don't tolerate retaliation

As a company, we know it takes courage to share your concerns. We will not retaliate or allow retaliation against anyone who raises in good faith questions or concerns, reports potential wrongdoing or violations of law or internal policies to us or to a government agency, or who assists in an investigation of wrongdoing or violation of law or internal policies.



How to raise a concern

- Kedrion employees are encouraged to share their questions, concerns, suggestions, or reports with someone directly, such as a Supervisor, Line Manager, Human Resources, Global Ethics & Compliance, or any other member of Management.
- External Stakeholders (i.e., suppliers, business partners, customers) are invited to reach out to their **contact-person in Kedrion** for any compliance-related question or concern.
- Speak Up channels are also available in different countries through our local intranet and website pages.

What happens after a concern is raised:

- each report is taken seriously and first analyzed by the Ethics and Compliance team;
- when appropriate, internal investigations are conducted independently and confidentially by the Company's department with the appropriate expertise, with the assistance of external consultants as necessary;
- when a reporter requests to keep his/her/their identity confidential, we ensure maximum confidentiality to extent allowed by applicable laws;
- feedback is provided to the reporter, when contacts details are available;
- actions taken or to be taken are reported to relevant actors;
- in order to prevent the possibility of repeating wrongdoings, corrective and remediation actions are put in place.



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