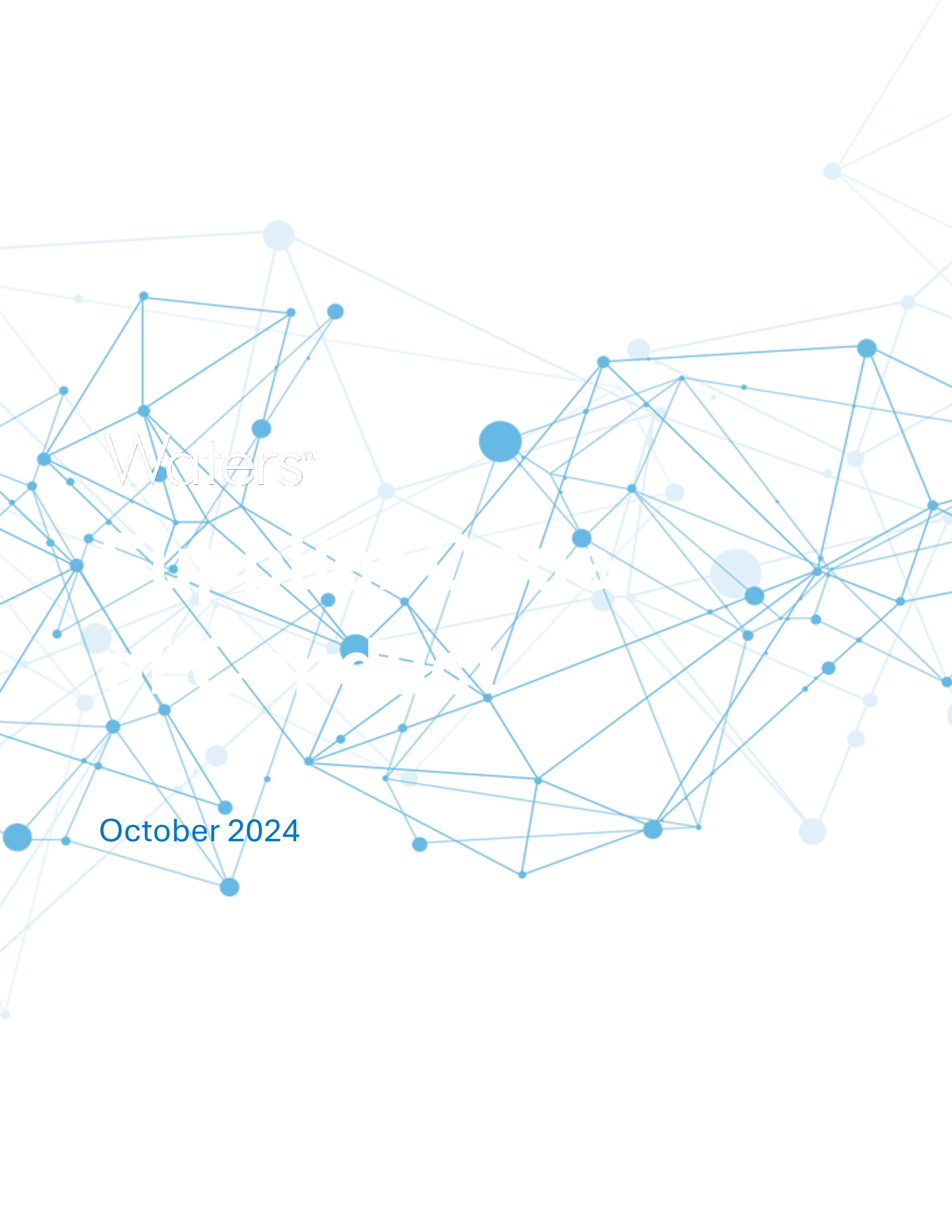




Waters™

Hydro
Flow
Cell

October 2024

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About Waters

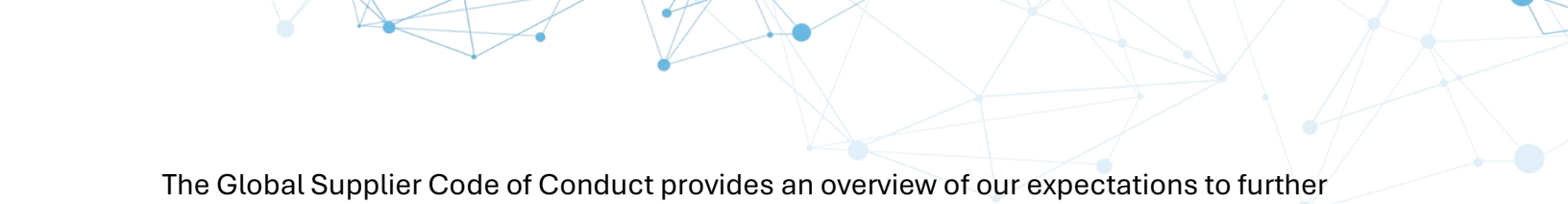
Waters Corporation, a global leader in analytical instruments, consumables, and software, has pioneered chromatography, mass spectrometry, and thermal analysis innovations serving the life, materials, food, and environmental sciences for more than 65 years.

Waters ensures the efficacy of the medicines we take, the safety of the food we eat and the water we drink, and the quality of the products we use every day.

Together with our customers in labs around the world, we deliver scientific insights that improve human health and well-being, helping to leave the world better than we found it.

Foreword

Waters products, and the components, assemblies, software, and services our suppliers provide, are some of the most innovative and precise in the industry, allowing us to provide high-tech, high-quality products to the world. Our customers expect the best and we in turn expect the best from our suppliers. The standards we expect from our suppliers go far beyond that of quality and include high ethical standards and environmental sustainability as key criteria, among other areas listed in this document. We routinely screen our suppliers for compliance with our unwavering commitment to industry-leading practices.



The Global Supplier Code of Conduct provides an overview of our expectations to further support the strong relationships we have built with our suppliers over the years. Our goal is to grow through innovation, exceeding our customers' expectations, and providing the highest quality product in our industry. To meet that goal, strong supplier relationships are a critical prerequisite.

Purpose and Scope

The purpose of the 'Supplier Code of Conduct' is to clearly communicate Waters values, requirements and expectations to its existing, new and potential future suppliers.

Suppliers have a direct impact on the quality of the product that is delivered to our customers. It is important to understand expectations, identify gaps, and continuously improve to drive best-in-class practices. Waters is committed to establishing long-term partnerships with its suppliers, ensuring success by meeting or exceeding product and quality requirements for our customers, while maintaining high ethical standards at all times.

If conflicting information of standards, specifications, or documentation from Waters Corporations arises, the following order of precedence applies unless otherwise noted contractually:

- Specification Requirements (Engineering Drawings, Product Requirements, etc.)
- Agreements (Quality, Purchase Orders, Supply, Etc.)
- Additional Contracts (OEM Requirements, other as needed)
- Waters Supplier Code of Conduct



Waters Supplier Requirements

Supplier Ethics and Business Conduct

Waters values fair, reliable business relationships with suppliers, and encourages those with whom we do business to share in our vision of responsible and ethical business practices. Waters expects their suppliers to adhere to all applicable laws, rules, and regulations of the countries in which they operate. We expect that suppliers will act in accordance with the principles outlined in this document and with our [Global Code of Business Conduct and Ethics](#).

The practice of social and environmental responsibility is at the core of Waters values. We expect our suppliers to demonstrate the highest standards of business ethics. As a responsible organization, Waters reserves the right to discontinue business relationships with suppliers that fail to conduct business in a legal, responsible, and ethical manner.

Waters employees, suppliers and other stakeholders should immediately contact the Waters Ethics Helpline if they suspect any violations of our Supplier Code of Conduct and Global Code of Business Conduct and Ethics. Concerns can be raised by visiting the [Waters Ethics Helpline](#) or by calling 1-844-960-3537 in the United States. Other country-specific numbers are available on the aforementioned website.



Discrimination and Harassment

Waters expects suppliers to treat their employees with respect and dignity and will not tolerate any unlawful harassment and discrimination. Suppliers must not discriminate against any individual based on race, color, creed, religion, gender identity or expression, age, sex, sexual orientation, national origin, genetics, marital status, veteran status, handicap, or disability, or any other characteristic protected by law.

Human Rights & Employment Practices

Waters is committed to the prevention of human trafficking, forced labor, slavery, child labor, discrimination, harassment, and other human rights issues throughout our supply chain. We take this commitment seriously and have a zero-tolerance approach.

Under no circumstances may our suppliers engage in forced labor, child labor, discrimination, harassment or use any products our source materials where human rights and labor violations such as these have taken place.

We work with our suppliers to ensure that local laws regarding wages, working conditions, and working hours are observed and to ensure that child or forced labor is not used in the manufacture of our products or in the components they contain. It is critical that our suppliers uphold the human rights of workers and treat them with dignity and respect while ensuring a safe and healthy working environment. To ensure compliance, Waters conducts periodic supplier visits and audits to review their processes and adherence to the UK Modern Slavery Act.

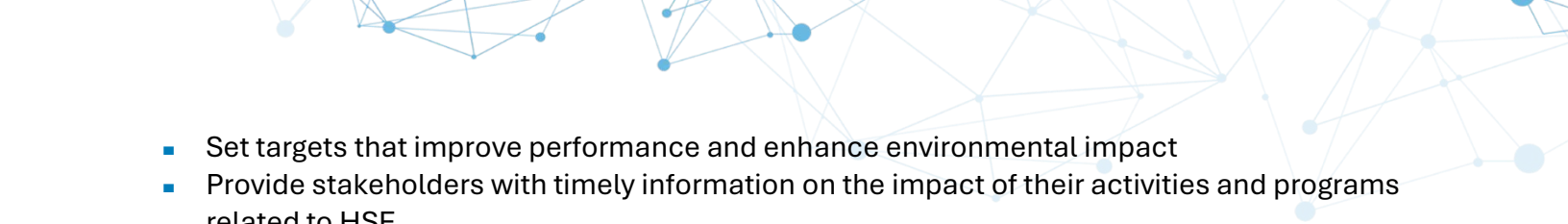
Environment and Sustainability

Waters is dedicated to conducting business in an environmentally responsible manner, aligning our practices with applicable laws and regulations to protect the environment, conserve energy, and reduce our operational impact globally, including our Scope 3 emissions. This commitment, which is foundational to our corporate objectives and [Waters Health, Safety, and Environmental Policy](#), is essential for our ongoing success.

We communicate our environmental expectations to our suppliers and contractors, requiring them to comply with local environmental laws and align their practices with our standards. Our commitment to sustainability and environmental protection is reflected in our alignment with the United Nations Sustainable Development Goals and with our commitment to set a science-based emission reduction target aligned with the Science Based Targets Initiative's (SBTi's) target-setting criteria.

Our expectations for suppliers are to:

- Have health, safety, and the environment considered in business decisions
- Fulfill all regulatory requirements to minimize the risk of their operations
- Conserve and preserve natural resources by minimizing water use, energy consumption, and greenhouse gas emissions while managing waste effectively.
- Seek to engage in land conservation and encourage biodiversity where possible at corporate sites while not engaging in deforestation activities.

- 
- Set targets that improve performance and enhance environmental impact
 - Provide stakeholders with timely information on the impact of their activities and programs related to HSE

To support our long-term ESG and sustainability goals, we expect our suppliers to implement an Environmental Management System aligned with ISO 14001 or similar standards.

We invite our suppliers to collaborate with us in achieving our shared ESG and sustainability objectives and to learn more about Waters commitment to sustainability.

Supplier Diversity

Diversity in the supply chain is essential for Waters success in delivering benefit to our key stakeholders. A high-quality and diverse supply chain helps Waters support our customers and the wide range of markets served by our products. Waters supplier diversity program includes a wide range of businesses including but not limited to small businesses, minority-owned, small disadvantaged businesses, lesbian, gay, bisexual, transgender businesses, veteran-owned, disability-owned, historically underutilized businesses, and woman-owned business enterprises.

Cybersecurity

At Waters, we recognize the importance of protecting our company and customers' data and maintain measures to protect the integrity and security of our technology infrastructure and internal and external data. We expect suppliers to also uphold these standards and have appropriate cybersecurity measures and procedures in place to protect any information from unauthorized access. For more information, see [Waters 2023 10-K, pages 27–28 \(“Item 1C: Cybersecurity”\)](#).

Privacy

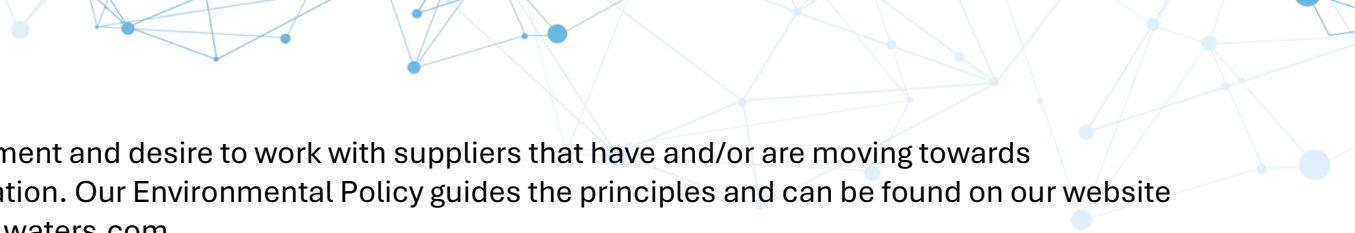
Our Employee Privacy Notice, General Privacy Notice, and Confidential Information Policy provide the foundation for how Waters employees and business partners should conduct themselves to preserve the confidentiality of all third-party personal, sensitive, or non-public information, including from customers. Waters maintains policies and location-specific notices to govern and manage data privacy.

Waters expects suppliers to follow all applicable data protection and privacy laws and to have the proper policies and procedures in place for their suppliers to ensure that all personal data processed for Waters is done so securely and in compliance with all applicable laws and regulations.

For additional information regarding Waters Privacy Program please visit [Privacy Notice | Waters](#).

Global Environmental Compliance

Waters adheres to and is certified to ISO 14001:2015. Included in this certification is the



requirement and desire to work with suppliers that have and/or are moving towards certification. Our Environmental Policy guides the principles and can be found on our website at www.waters.com.

All Waters suppliers are expected to support Waters in meeting the following requirements, as they apply:

- **RoHS (EU Directives 2011/65/EU and 2015/863):** prohibits the use of lead, mercury, cadmium, hexavalent chromium, certain poly-brominated flame retardants, and certain phthalates in electronics sold in the European Union. Certain uses of these materials are “exempt” from the RoHS requirements.
- **REACH (Registration, Evaluation, Authorization, and Restriction of Chemicals; EU Directive EC 1907/2006):** requires that all companies importing manufactured goods (“articles”) into the European Union to take steps to mitigate the use of Substances of Very High Concern (SVHC) in their products and to disclose any SVHCs used. The roster of SVHCs is updated every six months.
- **Conflict Minerals Rule:** Waters is dedicated to fully complying with all obligations set forth under the Conflict Minerals Rule. We emphasize the importance of sourcing components and materials from partners who share our commitment to human rights, ethical practices, and environmental stewardship. It is essential for Waters suppliers to be aware of and adhere to these requirements, ensuring that they supply materials identified as “DRC (Democratic Republic of Congo) Conflict Free.” Waters follows the guidelines established by the US Dodd-Frank Act, commonly referred to as the “Conflict Minerals Rule.”
 - Waters expects our suppliers to provide materials that are classified as “DRC Conflict-Free” and to establish robust policies and management systems regarding conflict minerals to uphold Conflict-Free supply chains. Waters will periodically request Suppliers to provide their Conflict Minerals Reporting Template (CMRT) and anticipates receiving a completed version upon request.

Waters suppliers are expected to understand these requirements and to communicate to Waters any challenges they may face in meeting them. Waters evaluates the design, sourcing, and manufacturing processes of every component used in our products against these requirements. Our product designs explicitly mandate RoHS compliance. Suppliers are expected to promptly respond to Waters inquiries by providing documentation of each component’s REACH and RoHS status, and by completing a Conflict Minerals Reporting Template (CMRT).

Trade Compliance

Waters is a global corporation headquartered in the US and is mandated to comply with US Trade sanctions and import/export control laws, including those affecting its suppliers. In alignment with its corporate policy, Waters ensures adherence to regulations governing international business transactions in every country where it operates. Waters expects all its suppliers to:

- Comply with all import and export regulations.
- Provide and support Waters with critical information about the product being furnished such as country of origin, tariff codes, and dual-use classification, and when requested,

information regarding the product to enable Waters to validate the classification.

- As Waters is a member of Supply Chain security initiatives (CTPAT, AEO), suppliers must have and be able to demonstrate business security practices to allow Waters to ensure that its global operations are consistent with the requirements of these programs. Waters may require suppliers to fill out a Supply Chain survey with details of their practices that address various areas of the supply chain security.

Anti-Corruption & Bribery

Suppliers must conduct their activities in full compliance with all applicable anti-corruption and anti-bribery laws, including without limitation, the U.S. Foreign Corrupt Practices Act (“FCPA”), the U.K. Bribery Act (“UKBA”), the Anti-Unfair Competition Law of the PRC (“AUCL”), and any other anti-corruption and anti-bribery laws that are in effect in the countries in which the Company does business (“ABAC Laws”). To uphold this commitment, Waters has established procedures and practices that align with these requirements, and we expect our suppliers to adhere to all appropriate laws and regulations.

We also expect suppliers to act in accordance with the principles outlined our [Global Anti-Bribery & Anti-Corruption Compliance Policy](#).

Competition & Antitrust

Competition and antitrust laws are designed to foster free enterprise and prevent actions that undermine fair competition. These laws address illegal practices such as price fixing, market or customer allocation, and the abuse of dominant market positions. Waters is dedicated to upholding the principles of fair competition and does not tolerate any violations of competition and antitrust laws by its suppliers.

Global Product Stewardship

All Waters suppliers are expected to support Waters in complying with global transportation, hazard communication, import declarations, and chemical control laws including but not limited to:

- TSCA (The Toxic Substances Control Act)
- GHS (Globally Harmonized System of Classification and Labeling)
- DOT 49CFR
- IATA Dangerous Goods Regulation

To support Waters efforts, additional information may be required in the form of certifications, full composition disclosures, raw material sourcing, and animal origin information. Suppliers are expected to promptly provide this information upon request.



Quality

Waters suppliers are responsible for ensuring that the products, processes, or services they provide meet established specifications and quality requirements. Audits, approvals, or verification by Waters Corporation of the supplier's facility, quality system, process controls, acceptance activities, or other aspects of the site, does not absolve the supplier of the responsibility to provide acceptable products or services. The expectation from suppliers is to provide a high level of customer service, based on mutual trust and collaboration.

Waters expects our suppliers to implement and maintain an effective Quality Management System (QMS). Most purchased product suppliers are expected to have a QMS in place that is aligned with or similar to ISO9001, ISO13485, TS-16949, AS-9000, FDA 21 CFR Part 820, or other comparable standards or regulations. Updates to certifications should be communicated to Waters where appropriate.

Suppliers that provide Finished IVD Devices (OEMs) are required to have a QMS in place that complies with the requirements of ISO9001, ISO13485, FDA 21 CFR Part 820, and/or other comparable standards or regulations. OEMs that provide Finished IVD Devices are also expected to complete FDA establishment registration and device listing requirements per FDA 21 CFR Part 807, as applicable. Our OEM suppliers are expected to notify Waters Corporation of any regulatory inspection. The OEM is expected to also provide timely notification to Waters Corporation if it receives a 483 warning Letter, or any other finding from a regulatory agency.

Existing suppliers that are not certified to ISO9001 or any other standard are expected to develop a plan to become certified and demonstrate progress toward that plan. All suppliers are expected to follow Good Manufacturing Practices.



Waters Corporation may require that a Quality Agreement be in place with suppliers whose product is deemed to be critical or high risk. The agreements outline the supplier-specific quality requirements. Once the need for a Quality Agreement is determined, it is expected that the supplier will work with Waters to put this agreement in place.

Change Control and Notifications

Knowledge of any changes in product, process, or materials is essential to ensuring Waters maintains the quality of our products. We recognize that continuous improvement efforts may require changes to manage cost, quality, delivery, and technology. Waters requires that Quality and Global Procurement are notified of changes to ensure that they do not have unintended effects on our products, our operations and, more importantly, our customers. In the event of significant changes, suppliers and Waters will work together to ensure proper qualification and transition planning.

Sub-Tiered Supplier Management

Waters expects our suppliers to disseminate all quality expectations to their sub-tiered suppliers, derived in risk-based processes. Suppliers are responsible for ensuring that the product that they provide complies with all requirements as defined in the specifications provided by Waters.

Waters requires that our suppliers have purchasing and supplier control processes in place to manage sub-tiers. These controls are expected to include:

- Nonconforming Product Control
- Corrective Actions Preventative Actions (CAPA)
- Material Traceability
- Product Qualification
- Material Acceptance
- Change Control
- Selection, Evaluation, Approval, and Monitoring of Sub-Tiered Suppliers

Suppliers are responsible for ensuring the quality of all components and raw materials utilized in the manufacturing of Waters products. Waters may require a supplier to engage with a specified sub-tier supplier. In these cases, relationship management will be established between Waters and the supplier.

Process Controls

Suppliers are expected to have defined manufacturing processes with appropriate controls in place to ensure all products meet specifications. These controls should include, but are not limited to:

- A documented and qualified manufacturing process
- Monitoring of Process Parameters and Product characteristics
- Trained and Qualified Personnel with robust work instructions
- Criteria for workmanship (Dimensional and/or Functional Specifications)
- Monitoring and Measurement of Incoming, In-Process and Final Acceptance

- Material Lot Traceability and/or Serialization

Robust process controls will ensure the mitigation of quality issues, minimize risk, and reduce the cost of poor quality over time.

First Article Inspections

Waters may require a supplier to provide a First Article Inspection (FAI) in the following activities (not limited to):

- New Product and or/ Process Qualification
- Product, Process, or Manufacturing Site Change
- Corrective Actions Preventative Actions
- Upon request from Waters

Measurement Systems Analysis

Suppliers are expected to develop and maintain capable, accurate, and stable measurement methods and systems that meet the needs the specifications required by the design of the product they provide. Measurement System Analysis (MSA) is recommended in determining whether measurement or test equipment has sufficient accuracy, precision, or resolution to adequately provide information about process performance, or the effects of variation. One recommended tool is Gage Repeatability and Reproducibility (Gage R&R or GR&R).

Process Capability

Waters expects its suppliers to develop and maintain highly capable processes to produce quality products consistently. The use of Statistical Process Control (SPC) for special parts and process characteristics is recommended. Suppliers are recommended to use process capability indexes such as Cp / Cpk / Pp / Ppk.

Corrective Action Preventative Action (CAPA)

Suppliers are expected to establish and maintain a CAPA system. The CAPA system is expected to include the trend analysis of quality data from returned Product or similar Product, to identify existing and potential causes of nonconforming product or other quality problems. It is expected that a formal investigation will be conducted to identify the root causes of the non-conformance. An outcome of the investigations is the defined actions needed to correct and prevent the nonconformance. Verification or validation of corrective and preventative actions for effectiveness need to be conducted to confirm that the product is not adversely affected by the action(s) taken. The supplier's management should review all quality problems associated with CAPA activities.

Nonconforming Product Disposition

Suppliers should have processes and procedures in place for the disposition of nonconforming products, including review and documentation of decisions. There should be proper segregation and quarantine of nonconforming products to prevent potential escapes to the customer. Procedures for rework, retest, and re-evaluation of nonconforming products are expected to be agreed upon with Waters Corporation to ensure no adverse effects to Waters



products. Suppliers are expected to document rework activities in the Device History Record (DHR) or equivalent (where applicable) and submit the results of the rework report to Waters, when requested.

ESD-Sensitive Parts, Devices, and Assemblies

Any components, materials, or assemblies that are susceptible to Electrostatic Discharge (ESD) damage should be controlled and processed at the supplier within an acceptable ESD program consistent with ANSI/ESD S20.20. Antistatic or static dissipative packaging material should be used for all ESD-sensitive components and assemblies. The packaging must be clearly identified as containing ESD-sensitive material.

Identification and Traceability

Suppliers are expected to establish and maintain a process for identifying and tracking product during all stages of receipt, internal processing, testing, storage, distribution, and shipment. Traceability to the lot/batch level is expected for any and all materials associated with the manufacture of the product, process information pertaining to the manufacture of the product, and details around the shipment of the product. Where required, suppliers are expected to track all traceability data under serialization of the product with Waters Corporation's direction.

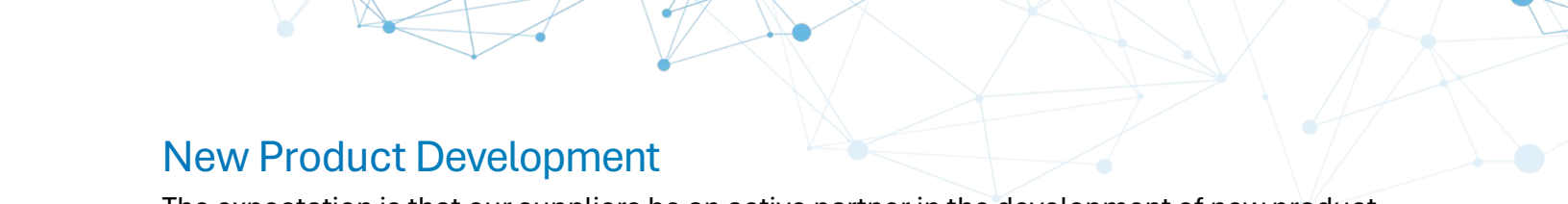
Packaging, Handling, and Labeling

Suppliers are expected to have processes in place to ensure that damage, deterioration, contamination, or other adverse effects do not occur during the handling, storage, and distribution of their products. Any special packaging and/or labeling requirements will be specified on Waters specification or purchase order. All other products should be shipped to Waters Corporation in a manner that assures proper protection from damage during shipment and proper identification of each shipment container. All packaging should be capable of meeting the test requirements of ISTA 1A or 1B. International shipments may require meeting ISTA 2A or 2B packaging test requirements. Individual containers should be clearly marked/labeled with the appropriate purchase order, Waters part number, serial number (if applicable), and any necessary lifting and/or handling instructions.

Record Retention

Records are expected to be stored in an environment that will prevent deterioration, damage, or loss, and are expected to be readily accessible to Waters, upon request. Suppliers are expected to make available any and all quality records, in a timely manner, upon request by Waters, or any regulatory body such as the FDA. All quality records are expected to be retained for a specified period of time equivalent to the design and expected life of Waters Products plus 15 years. Some examples of records include, but are not limited to:

- Device History Records (DHRs)
- Deviations (Process or Product)
- Inspection and Test Records (minimum of 5 Years)
- Complaints
- Nonconforming Product Records



New Product Development

The expectation is that our suppliers be an active partner in the development of new product solutions and technologies. As an active partner, suppliers should support Waters by properly planning and staffing new product development projects adequately to support activities in the time frame needed. Investing in new technologies to improve product features/performance/capability/cost is fully supported by Waters Corporation and should be developed and qualified collaboratively. Waters is committed to supporting our suppliers by providing clear and regular communication through the development process, engaging suppliers and their expertise, and building long-term successes for our supply base.

Supply Base Management

Waters Corporation is continually developing and introducing new technologies and solutions. Partnering with innovative, cost-effective, high-quality suppliers is critical to Waters future success. New suppliers, depending upon their classification, will go through a qualification process which will include an assessment audit designed to evaluate the supplier's capabilities to meet Waters Corporation needs from a quality and cost perspective. Waters Corporation is committed to providing benefit to our customers and evaluates potential new suppliers based on:

- **Quality:** Capability to repeatedly produce product that meets or exceeds the product specifications and quality expectations
- **Technology:** Technological solutions in support of Waters Corporation Strategies
- **Customer Service:** Demonstrated high level of support and responsiveness, minimizing impact to Waters customers
- **Value:** Competitive pricing, year-over-year continuous improvement capabilities driving down cost, and active participation in inventory management initiatives
- **Corporate Responsibility:** Ethical and responsible business practices globally

Monitoring of Performance

Waters is committed to providing suppliers with regular feedback through scorecards and business reviews concerning quality, delivery performance, service level, strategic goals, projects, and business needs. All suppliers are objectively monitored and evaluated for quality, customer service and responsiveness, impact, cost performance, on-time delivery (OTD) performance, and overall risk.

Global Procurement

The Waters supplier selection process is structured to be a complementary process between Waters Global Procurement and Waters Quality with support from our suppliers. Each organization has responsibilities and obligations to ensure the best suppliers are selected to produce the best quality product, at a competitive price, and to form a long-lasting business relationship. For suppliers, the goal is to support Waters with quality product, fulfill demand, and provide exemplary customer service in regular business interactions. The ultimate end goal is mutual success for all organizations.

Supplier selection by Waters involves a review of the supplier's business model, production

capabilities, financial health, and quality management system. Waters seeks suppliers that can meet our needs over the long term, with flexible and capable production processes, high-quality standards, available capacity, and the ability to support multiple Waters manufacturing sites.

Waters Quality Policy

At Waters, our dedication to quality is reflected in our comprehensive approach to managing quality.

Waters Quality Statement

“Waters is committed to delivering superior products and services that provide reliable, innovative solutions through a steadfast focus on solving customer unmet needs, meeting and exceeding customer expectations, ensuring regulatory compliance, and promoting a culture of continuous improvement.”

Our Responsibility

We recognize that our customers rely not only on our innovative technologies to enable customer success, but also on the exceptional quality that supports all of Waters products, services, and support. Since perceptions of quality can differ, we listen closely to our customers to understand how they define it, ensuring that we consistently meet and exceed expectations. This dedication is what allows us to achieve some of the highest brand preference scores in the industries we serve.

Waters is a trusted brand in serving applications that relate to the quality testing of medicine that reaches patients and detecting the presence of contaminants in food and environmental testing applications, among other areas. In our business, particularly regarding safety, test reliability, and regulatory compliance, variety and inconsistency are simply not acceptable. We take this responsibility very seriously.

As such, we maintain and frequently review the effectiveness of our quality management system and foster an environment of continual improvement while meeting statutory and regulatory requirements.

We are dedicated to quality and customer experience excellence through our quality statement, our core values, the engagement of our people throughout the organization, and our strategic vision around solving customer unmet needs.

Leadership and Quality Commitment

Commitment to Customer Experience Excellence:

At Waters, we are committed to delivering exceptional customer experiences. We uphold the effectiveness of our Quality Management System (QMS) and cultivate a culture of continuous improvement while ensuring compliance with all statutory and regulatory requirements. Our product safety and quality program is overseen by our Vice President of Global Quality and



Senior Vice President of Global Operations.

To ensure that quality-related requirements are identified and fulfilled, we implement comprehensive management reviews at all relevant organizational levels. Any issues that arise within the quality system are swiftly addressed and resolved, maintaining alignment with Waters policies, procedures, and objectives.

Waters leadership is responsible for the following key areas:

- Prioritizing customer satisfaction across all teams
- Guiding support functions to align with customer needs and business objectives
- Ensuring that quality processes are effective, suitable, and sufficient
- Acting consistently to meet and exceed organizational expectations

Procurement Practices & Supplier Expectations

Waters overall supply chain management practices are overseen by our Vice President, Global Procurement, who has authority for direct (product) and indirect (capital) procurement. Our Vice President, Global Supply Chain, has authority for demand planning, distribution and logistics, and trade compliance. Our Global Supply Chain organization works in conjunction with our engineering, manufacturing, quality, and product stewardship teams to ensure that purchased goods and services meet technical, quality, and regulatory requirements.

Our supply chain management practices are optimized around several guiding principles. First and foremost, our suppliers must be able to meet technical and quality requirements. Furthermore, we expect that suppliers will act in accordance with the principles outlined in our Supplier Code of Conduct and Global Code of Business Conduct and Ethics. Finally, Waters must be able to procure materials on terms that allow us to deliver good value to our customers and shareholders.

We periodically engage our suppliers with business review meetings to ensure that our expectations are met, to maintain open channels of communication, and to address any issues that may arise.

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