Dear Customer,

Thank you for contacting Cell Signaling Technology, Inc. (CST) about our products and services. To assist with requests to complete customer questionnaires, CST has compiled the following information that highlights the elements of our ISO9001:2015 Quality Management System. We hope that you will find this information sufficient for your continuing assessment of CST as a supplier but, if necessary, we welcome any additional questions or comments. For additional information please contact Quality@cellsignal.com or visit www.cellsignal.com.

Our Company

Cell Signaling Technology (CST) is a privately-owned company headquartered in Danvers, Massachusetts, USA. Founded in 1999, CST employs over 600 people worldwide. CST prides itself in being a *different* kind of life sciences company—one founded, owned, and run by active research scientists, with the highest standards of product and service quality, technological innovation, and scientific rigor for over 20 years. We consistently provide fellow scientists around the globe with best-in-class products and services to fuel their quests for discovery.

Our Mission

CST is dedicated to providing the world's highest quality research and diagnostic products that accelerate biological understanding and enable personalized medicine.

Our four core values are the basis for our decision-making, leadership, and culture. They are the principles that the company was founded on and continue to guide our path.

Innovative Science

We believe in the power and promise of science to solve the challenges we face as a global community. Innovation and collaboration are the tools we use to advance life sciences.

Engaged Employees

We believe in creating a stimulating environment that engages all employees, drives innovation, and fosters a culture of inclusion and respect.

Best-In-Class Products

We believe that by empowering scientists and clinicians with best-in-class tools and an excellent customer experience, we can accelerate new discoveries that lead to a better understanding, diagnosis, and treatment of disease.

Social Responsibility

We believe that business must be more responsible, working in partnership with local communities and seeking to minimize its environmental impact.

Corporate Commitments

As a good corporate citizen, CST is committed to conducting business with integrity, fairness, and in a sustainable manner. At CST, we believe in the power and promise of science to solve the challenges we face as a global community. We're a company of caring people driven by a devotion to facilitating good science—a company committed to doing the right thing for our customers, our communities, and our planet. For additional information regarding our mission please view our Story Brochure.

We recognize that people will always be our most important asset. As a commitment to our employees, CST provides a safe, inclusive and stimulating working environment that understands the importance of diversity and human dignity. We believe meaningful work is important. CST has established company policies that incorporate excellent health insurance, and pay benefits. Engaging our employees in committees and philanthropy that benefit the environment and our local communities helps maintain loyalty and long-term work relationships.

As a part of CST's strong environmental social responsibility program, our employees are engaged partners in our communities. Additional information may be found on our Environmental Social Responsibility page.

CST values the critical role its suppliers play in its operations and understands it cannot achieve its mission without their assistance. To review the minimum standards with regards to business ethics, labor, health, safety, and environmental responsibility please view our Supplier Code of Conduct. In addition, CST aligns with current privacy regulations. To learn more about your region please visit CST's Privacy Policy page.

Quality Management Systems (QMS)

CST is an ISO9001:2015 certified company. This certification attests to the rigor of CST's Quality System, our comprehensive approach to achieving the highest possible quality, lot-to-lot reproducibility, and continuous improvement in product development, manufacturing, quality assurance, documentation, and customer support. Link to certification: ISO9001:2015 FM592035

Quality Policy: Cell Signaling Technology is committed to developing and producing the highest quality products and services that enable and support our customers while complying with relevant standards and/or regulatory requirements for research use only (RUO) materials, through the continued effectiveness of our Quality Management System.

Quality Scope: Manufacture and distribution of antibodies, assay kits, and companion products.

CST is open to discussion on providing appropriate and relevant documents for review during a mutually agreed upon onsite visit or audit. Below are some of the fundamental processes that are documented within CST's ISO 9001:2015 Quality Management System:

- CST Quality Manual
- Document Control
- Employee Training
- Records Control
- Management Review

- Internal and Process Auditing
- Supplier Evaluation & Management
- Nonconformance Process
- Corrective Action and Preventive Action
- Customer Complaint Handling

Sincerely,

DocuSigned by:

Brian McDonough

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Brian McDonough
Associate Director, Quality Systems

General Business Information						
Company Name:		Cell Signaling Technology, Inc.			Years in business:	~25
Address:		3 Trask Lane, Danvers, MA 01923				
Description of Products and Services:		Manufacturer and supplier of a complete range of research use antibody, assay kits, and companion products.				
Employees	Total:	~600	Quality:	2	Manufacturing: ~120	Logistics: ~35
Tax Identification Number:		04–3485744		Dunn and Bradstreet Number:		12–513–1669
Customer Payment Remittance Address:		PO Box 3843, Boston, MA 02241–384				

Customer Service Department:	Technical Support:
Hours: 8:30 AM to 8:00 PM (EST) Phone: 978–867–2388 Fax: 978–867–2488 Email: orders@cellsignal.com Invoice requests: invoicerequests@cellsignal.com	Hours: 8:00 AM to 6:00 PM (EST) Phone: 877–678–8324 Email: support@cellsignal.com Website: www.cellsignal.com
EU–Customer Support and Sales: Hours: 8:30 to 18:00 (CET) Call: 31 (0)71 7200 200 Fax: 31 (0)71 891 0019 Email: order.eu@cellsignal.com	EU–Technical Support: Hours: 8:30 to 17:00 (CET) Phone: +31 (0)71 7200 200 Email: eusupport@cellsignal.com Website: www.cellsignal.eu

Quality Contact Information					
Contact:	Brian McDonough, Associate Director, Quality Systems	Email:	Quality@cellsignal.com	Phone:	978–867–2388

Facility Information				
Research and Development	3 Trask Ln. Danvers, MA 01923	Manufacturing and Distribution	32 Tozer Rd. Beverly, MA 01915	
Total Space	212,000 ft^2	Manufacturing Space	~45,000 ft^2	
Warehouse Space	~1,600 ft^2	Lab Space	~72,000 ft^2	
EU – Distribution	Dellaertweg 9b 2316 WZ Leiden The Netherlands	EU – Warehouse	Einsteinweg 5n 2333 CC Leiden The Netherlands	
EU – Warehouse Space	~200 m^2			

Frequently Asked Questions			
Facilities	YES	NO	Comments:
Is there a documented, planned preventative maintenance program for facilities equipment?	☒	○	SOP–00246
Is access to the facility controlled by electronic and/or physical security?	☒	○	
Is there a documented pest control program?	☒	○	
Is there a documented cleaning program?	☒	○	
Separate air handling systems to prevent contamination, system for controlling air pressure and temperature?	☒	○	
Does your company have a business continuity plan	☒	○	SOP–20016
Are eating, drinking and smoking limited to designated areas?	☒	○	

Do your manufacturing locations have Good Manufacturing Processes certification?	O	☒	Not required for RUO products
Are your sites inspected by the FDA or national health authorities?	O	☒	Not applicable
Quality Management System	YES	NO	Comments:
Are you certified to a standard?	☒	O	Yes, ISO9001:2015 FM FM592035
Is there a separate Quality group within your organization?	☒	O	
Do you maintain a Quality Manual?	☒	O	POLICY-00046
Is there an Electronic Quality Management System?	☒	O	Qualityze eQMS
Are monitoring and measuring instruments calibrated and maintained on set intervals	☒	O	SOP-00248
Are monitoring and measuring instruments calibrated to known standards?	☒	O	As applicable
Do you maintain records of calibration?	☒	O	SOP-00024
Is there a documented preventative maintenance program for equipment used in production?	☒	O	SOP-00246
Do you have a formal documented employee training program?	☒	O	SOP-00011
Are training records maintained?	☒	O	Within the eQMS
Are personnel evaluated periodically to determine competence?	☒	O	
Are there written procedures for manufacturing processes?	☒	O	
Are manufacturing procedures reviewed and approved by subject matter experts, area management and the quality group?	☒	O	SOP-00001
Is there a formal document revision review and approval process?	☒	O	SOP-00001
Are documents and records maintained?	☒	O	Retention varies by document type; SOP-00024
Are procedures reviewed on periodic basis?	☒	O	SOP-00001
Are there established criteria for the release of new materials (lots/batches)?	☒	O	
Are all lots/batches tested or inspected to ensure they meet established criteria?	☒	O	
Are inspection or test records for released lots retained?	☒	O	
If required, can you provide material origin information (human origin, animal origin, etc.)?	☒	O	Upon request to Quality@cellsignal.com
If required, can you provide a Certificate of Analysis?	☒	O	Located on the website product page
Is there a system or procedure for addressing customer complaints?	☒	O	SOP-00040
Is there a process for handling nonconforming materials?	☒	O	SOP-00009

	YES	NO	Comments:
Is nonconforming material segregated and/or identified to prevent unintended use?	☒	○	
Is there an internal audit program?	☒	○	SOP-00031
Are internal audits conducted on a set schedule?	☒	○	
Are internal audit records maintained?	☒	○	
Is there a documented CAPA process?	☒	○	SOP-00026
Is there a system to verify the effectiveness of CAPAs?	☒	○	SOP-00026
Does senior management periodically review the performance and effectiveness of the organizations systems and processes?	☒	○	Annually at minimum during Quality Management Review
Is there a formal change control management system in place?	☒	○	SOP-00260
Supplier Management	YES	NO	Comments:
Are suppliers qualified prior to purchases?	☒	○	SOP-00037
Is an Approved Supplier List maintained?	☒	○	
Is there a supplier corrective action system in place?	☒	○	SOP-00009
Are incoming raw materials inspected prior to use?	☒	○	SOP-00717
Are inspection records maintained?	☒	○	
Are Certificate of Analysis or Conformity reviewed for incoming raw materials?	☒	○	
Are incoming materials handled, identified and stored in a manner that will prevent damage, contamination, mix-up and loss?	☒	○	
Does CST have reliable sources of supply for key components?	☒	○	
Does CST require notification of changes in critical processes or materials from suppliers?	☒	○	Maintained in Supplier Quality Agreements
Does CST track supplier performance, on-time delivery and quality?	☒	○	
Customer Notification	YES	NO	Comments:
Will CST notify customers of changes to form, fit or function of product?	☒	○	As required; SOP-00654
Are customer returns handled through a formal and written procedure?	☒	○	SOP-00040
Are customers notified and is corrective action taken if necessary?	☒	○	
Product Management	YES	NO	Comments:
Are there documented procedures for new product approval and release?	☒	○	SOP-00136
Are there procedures in place for translating customer requirements into design requirements?	☒	○	
Are any production processes subcontracted?	○	☒	
Are products manufactured on dedicated equipment?	○	☒	Not applicable for RUO

Are lot/batch numbers defined? How?	☒	○	The majority of CST lot numbers are system generated and are sequential
Is there an inventory tracking system used for lot traceability?	☒	○	
Is there traceability to all raw materials and component lots that are used in the finished product?	☒	○	
Does the facility have adequate space to prevent mix-ups and permit material segregation?	☒	○	
Is nonconforming material segregated and clearly labeled?	☒	○	
Are final products released by quality?	○	☒	Final products are approved and released by the applicable Production Director and applications expert (as required)
IT/Data Security	**YES**	**NO**	**Comments:**
Is CST compliant with 21CFR Part 11	○	☒	Not compliant with 21CFR Part 11 but electronic records are maintained.
Are systems regularly backed up at set intervals?	☒	○	Systems are backed up nightly
Is data archived electronically?	☒	○	
Is data information retained? For how long?	☒	○	Retention time varies upon the nature of the data
Is there a written information security policy?	☒	○	POLICY-80001
Is there a written patch management policy?	☒	○	POLICY-80002
Is there a written email access policy?	☒	○	POLICY-80003
Sustainability Practices	**YES**	**NO**	**Comments:**
Does your company subscribe to a sustainability rating service?	☒	○	Ecovadis EVID: QA338467
Does your company have a written mission statement that includes a commitment to a positive environmental impact?	☒	○	See website: https://www.cellsignal.com/about-us/environmental-and-social-responsibility
Do you have corporate Sustainability goals and are they mapped to the UN's Sustainable Development Goals?	☒	○	
Does your company monitor water usage with the goal of reducing use?	☒	○	
Does your company have a recycling program?	☒	○	
Does your company utilize eco-friendly packaging materials?	☒	○	
Does your company have or are you working toward achieving any Green/ Sustainability certifications (LEED, etc.)?	☒	○	Certain areas are certified by My Green Lab
Does your company have policies or plans for reducing energy consumption or greenhouse gas emissions?	☒	○	

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Does your company utilize renewable energy onsite at your facilities?	☒	O	
Does your company consider sustainability scores when choosing suppliers?	☒	O	
Have you implemented any green chemistry practices?	☒	O	
Does your company have ISO 14001 certification?	O	☒	
Diversity, Equity, and Inclusion (DEI)	**YES**	**NO**	**Comments:**
Is your company considered minority owned?	O	☒	
Does your company have a program/policy on Corporate Social Responsibility?	☒	O	
Does your company have programs or policies addressing Diversity, Equity and Inclusion?	☒	O	
Does your company have an internal committee to oversee DE&I strategy?	☒	O	
Does your company have DE&I policies that are explicitly designed as recruiting and retention tools?	☒	O	
Does your company offer employee groups that foster inclusion among minorities within the organization?	☒	O	
Does your company have metrics in place to monitor the success of your DE&I initiatives?	☒	O	
Does your company have a supplier diversity program in place?	☒	O	
Fair Working Conditions, Health and Care	**YES**	**NO**	**Comments**
Does your company have written personnel policies in place for hiring, salary, benefits, termination, and retirement practices to prevent discrimination based on age, disability, gender, nationality, race, color, religion, social or ethnic origin, sexual orientation, health condition, political opinion, etc.?	☒	O	
Does your company have a formal, written policy that clearly states a commitment to prevent harassment and abuse in the workplace?	☒	O	
Does your company have policies that prohibit forced labor and child labor?	☒	O	
Does your company offer accessible and affordable healthcare for all employees?	☒	O	
Are labor, health, and safety policies, practices, and expectations communicated to all employees and suppliers in local or appropriate languages?	☒	O	
Does your company have procedures to ensure appropriate machinery is well-maintained and equipped with the necessary safety devices?	☒	O	
Are all your employees trained on relevant health and safety matters, such as personal protection equipment, machine safeguarding, hazardous materials handling, emergency management, etc.?	☒	O	

Cell Signaling TECHNOLOGY®

Cell Signaling Technology High Level Organization Chart

CEO/President

- **Global Functions**
  - Cheif Financial Officer
  - Exec Dir, Global HR
  - General Counsel
  - Exec Dir, Global IT

- **Research and Development**
  - Cheif Scientific Officer

- **Global Operations**
  - Cheif Operations Officer
    - GM CST China
    - GM CST Europe
    - GM CST Japan
    - Commercial Operations
    - VP Global Supply Chain
      - Manager, Procurement
      - Sr. Dir, Finance & Operations (EU)
    - Sr VP, Production Operations
      - Sr. Dir, Facilities
      - Sr. Dir, Production
      - Dir, Antibody Manufacturing
      - Assoc Dir, Quality Systems
      - Dir. Lab Operations and EHS
      - Sr Manager, Global Technical Support

- **Business Development**
  - Sr VP, Corporate Strategy