

# Customer Health and Safety Statement

## Introduction

At BBI Solutions ('we'), we are committed to ensuring the highest standards of health and safety across every aspect of our operations, products and services. As a trusted global provider in the biotechnology and diagnostics industry, the safety of our customers, partners, and end-users is important. We prioritise the health and safety of our customers by embedding safe practices into the design, manufacture, handling and distribution of all BBI Solutions products and services. Our goal is to prevent harm and deliver quality with confidence.

## Compliance and Legal Responsibility

BBI Solutions operates in full compliance with all relevant local and international health and safety regulations, including those related to chemical safety, product handling and workplace standards. Our policies and procedures are regularly reviewed and updated to reflect current laws and best practices.

## Product Safety

We apply quality assurance and safety controls across our product lifecycle. This includes:

- Safety data sheets (SDS)
- Certificate of Analysis (COA)
- Product Information Sheet / Product Specifications
- Clear labelling and handling guidance
- Validation of safety critical processes
- Traceability and quality assurance systems
- Quality Control Processes
- Recall Procedure
- Complaint Procedure
- Customer Sales and Enquiries Procedure

## Customer Guidance and Support

We provide comprehensive product documentation, including usage instructions and safety precautions to support safe handling and application. Our support teams are trained to provide expert advice on safe product use and respond promptly to any safety related concerns. Customer feedback and complaints are assessed through a structured process which supports our vigilance and continuous improvement systems.

## Risk Management

BBI Solutions proactively identifies and assesses health and safety risks that may impact our customers. We mitigate risks through:

- Robust ISO13485:2016 certified quality management systems
- Robust ISO 45001:2023 certified health and safety management systems
- Failure Modes and Effects Analysis (FMEA)
- Post market surveillance
- Vigilance reporting
- Incident and near miss reporting systems

## **Training and Awareness**

We actively engage our employees in ongoing training on health and safety, quality and best practices.

## **Continuous Improvement**

We are committed to the continuous improvement of our customer health and safety performance and we welcome customer feedback. Responsibility for implementing and maintaining these standards lies with the senior management team, supported by trained and accountable personnel across the business.

## **Contact Us**

If you have any concerns, questions or feedback related to product health and safety, please contact our Customer Services Team at [customerservices@bbisolutions.com](mailto:customerservices@bbisolutions.com).

## **Statement Review Frequency**

The Customer Health and Safety Statement is reviewed annually and updated when required to align with any changes to legislation.