



ESG Report 2023

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Environmental, Social & Governance Charter

We are delivering lifesaving solutions that improve patient outcomes and contribute towards the effective healthcare of the entire UK population

Canon Medical Arena

UK's first carbon-neutral built community arena with multi-purpose sports facility & integrated Medical Diagnostic Centre



We carry the responsibility for the next generation's inheritance on our shoulders

Recognition

As signatory to the UN Global Compact, Canon Medical Systems Ltd (CMSUK) have issued a clear signal to be standing among the companies that work for the betterment of our global society through our innovative healthcare technology products and services, delivered under the umbrella of sound and ethical business practices.

Canon's 'Made for Life' philosophy has always been people-centric. As our world changed, we recognised that more needed to be done. Since 2007 CMSUK have operated an environmental management system, and since 2008 this has been certified to ISO14001. In addition, we have been carbon neutral since 2014. We achieved this through United Nations backed Gold Standard accredited schemes which, in turn, support UN Sustainable Development Goals. This carbon neutrality has been independently certified to PAS2060, which started us on the journey to net zero.

Recognition of the need to operate sustainably has been the beginning of change. Now is the time to align our efforts to the wider context of the UN Global Compact and its Ten Principles, comprising the topics of Human Rights, Labour, Environment and Anti-Corruption.

Action

Through our Social Values Policy we commit to work on a series of tangible global, international and national initiatives which focus on the health of the environment and creating a better society for people in the UK and developing nations. Testimony to our commitment is our partnership status for four UN Sustainable Development Goals: (3) Good Health and Well-being, (6) Clean Water and Sanitation, (13) Climate Action and (5) Gender Equality. Whilst maintaining our current partnerships we are working to attain the same for (7) Clean and Affordable Energy and (14) Life below water.

Our commitments to Environment, Social & Governance

Our vision is to be the 'best customer partner and best employer in our sector'. We strive to meet both commercial and societal expectations, reflecting more environmentally conscious and healthier behaviours. As a leader in the medical imaging market it is incumbent on us not only to respond, but also to advocate the need for change.

Canon Medical Systems Ltd will:

1. Be the best employer in our sector

- 1.1 To provide a meaningful work environment which supports growth and development, which is safe both physically as well as mentally, with equal opportunity for all, and which fosters excellent job satisfaction and employee engagement.
- 1.2 To have a work culture where everyone feels respected and valued for who they are.
- 1.3 To have a strong Corporate Social Responsibility programme: Be a good corporate citizen, enabling and fostering better outcomes for communities near and far.

2. Contribute to climate change mitigation and continuously reduce the environmental impact of our products and operations:

- 2.1 To limit greenhouse gas emission as far as practicable. Offset what cannot be eliminated in a manner that yields maximum impact. Consider going beyond and become a Carbon Negative company.
- 2.2 To reduce waste at every opportunity, prevent the extraction of scarce raw materials where we have influence, choose recycled materials over virgin ones. Select sustainable alternatives whenever available. Zero waste to landfill.
- 2.3 To actively reduce the consumption of energy where possible, and where unavoidable choose renewable energy where available.
- 2.4 Within the capability and sphere of influence, adhere to circular principles and promote such within the organisation upstream from us.
- 2.5 To recognise biodiversity as essential for a sustainable society. To promote and carry out activities (whether directly through our business process or indirectly through CSR activities) to conserve, protect and rebuild biodiversity.

3. Be the best customer partner and a transparent and reliable ally of our stake holders and society:

3.1. To adhere to the highest standards of governance possible and follow the UNESCAP definition of Good Governance, i.e. for our organisation to be participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive, and to follow the rule of law.

<https://www.unescap.org/resources/what-good-governance>

3.2. To ensure that risks are managed appropriately at every level of the organisation. That risks are escalated and reviewed at appropriate levels and reported to the board and parent organisations.

3.3. To report periodically and publicly on the organisation's ESG performance.

3.4. To have in place adequate controls for critical processes within the organisation. Typically, this is through ISO certified management systems.

3.5. To ensure appointments to the board reflect the needs of the organisation in terms of diversity, representation, competence and rewards.

Environmental Report:

1. Background

Canon Medical Systems Limited has been operating an environmental management system, certified to ISO14001 by SGS UK Ltd, since October 2008. This was further enhanced in 2014 when the company decided to become PAS2060 carbon neutral certified. We have maintained both ever since, with the aim to reduce our carbon footprint on a year-by-year basis. In that time the company has been enjoying consistent growth in terms of employees and turnover.

This is our first ESG report. So what have we been doing?

We started our carbon journey back in 2008 and since then we have set objectives aimed at reducing our carbon footprint. Below is a brief synopsis of what we have done so far.

Emission scope	Improvements
Scope 1	We have been monitoring fuel usage of company vehicles since 2014 as part of our PAS 2060 certification, and now have a company car fleet which is comprised of 41% electric vehicles. The remainder are all EURO 6 compliant. We have replaced our central heating gas boilers which reduced our gas usage by over 30%.
Scope 2	We have improved the energy efficiency of our offices by the introduction of improved: <ul style="list-style-type: none">- Roof insulation- LED lighting (over 10 years ago)- Improved efficiency air conditioning- Improved double glazing This reduced our electricity usage by over 55% by the year 2014. Since then we have moved almost all of our electricity contracts to renewable energy to negate our scope 2 emissions. By the end of the year all will be renewable energy contracts.

After our improvements, the residual carbon footprint will be offset. To achieve this we have partnered with a company called CO2balance who run United Nations (UN) gold standard carbon offsetting projects. We have achieved the PAS2060 carbon neutrality standard, which requires a company to set carbon reduction targets and offset any residual carbon footprint. This has been verified by CO2balance.

2. United Nations (UN) Sustainability Development Goals (SDG's)

In 2019 we were awarded partnership status by the United Nations for four SDGs. This was in recognition by the UN of our continued support for the 'gold standard accredited' carbon zero projects in Kenya and Uganda since 2014. (See our PAS2060 report on our website.)

SDG - What have we been doing to achieve this?



- Our bore hole projects supplying clean water in Uganda have helped reduce fatalities and outbreaks of illness related to water-borne pathogens.
- Our efficient wood burning stoves have reduce respiratory related illness for homes in Kenya.



- Our projects in Uganda and Kenya have meant that women and girls are no longer to either searching for water or foraging for large amounts of wood to fuel open fires for cooking or sterilising water. This means girls can go to school and women have been able to setup cottage industries.



- In Northern Uganda, 50% of boreholes are broken due to lack of maintenance or large animal damage. Our partner CO2balance set up seven-year maintenance programs and make sure bore holes are secure from damage. We have provided 35.3 million litres of clean water since 2014 (5.6 million in 2022).



- In Kenya we have provided 8,741 efficient wood burning stoves since 2014 (1,394 in 2022). This has prevented 28,321 tonnes for CO2e since 2014 (4,517 in 2022).
- In Uganda, by not having to burn wood to sterilise water, this has prevented 28,321 tonnes for CO2e since 2014 (4,517 in 2022).

For the future we are aiming to achieve partnership status with the UN for two further SDG's.

SDG - What are we doing next?



- We are working with CO2balance to support the building of wind farms in provinces of India. These are Verra Global Carbon standard accredited projects. Most electricity in India is produced from fossil fuels, and in many rural areas there is an energy supply deficit as they are not connected to the grid. One windmill can supply energy to approximately 9,000 homes in this part of the world.
- In addition our staff raised funds to place solar panels on a field medical clinic in Northern Uganda that had no electricity. This has meant they can store lifesaving drugs and vaccines that require refrigeration. This staff are currently raising funds for solar panels on a second clinic.



- We are working with CO2balance to plant mangrove trees off the coast of Kenya .In FY22 we planted 2,000 mangrove trees aimed at helping to stop coastal erosion, promote life under water, and absorb CO2.

3. Where are we now?

3.1 Carbon Footprint

We have recently published a carbon reduction plan to reduce our carbon footprint by 28% by 2027 (based on 2014 data). This is in line corporate guidelines. To achieve this we have set our first key improvement objective:

- To reduce the carbon footprint of our company car fleet by 20% by 2025. This will mean the replacement of Phev powered vehicles with more fully electric vehicles.

Our carbon footprint increased last year by 20 tonnes of CO₂e (measured by CO₂ balance as part of our PAS2060 FY22 submission). This can be attributed to the dropping away of Covid restrictions and staff flying on company business again.

3.2 Scope 1, 2 and 3 Emissions

Our scope 1 emissions in FY22 are generated from the purchase of fuel for staff driving on company business, and natural gas used for heating of our offices and warehouse.

Our scope 2 emissions for our two main sites, Crawley Head Office and Dinnington Warehouse, are currently zero as we purchase electricity from renewable sources, and our third site's (Stirling office) contract will be 100% renewable by the beginning of 2024. At present, the Stirling office accounts for only 1.4% of our total electricity usage.

From the beginning of 2024, we will be generating our own electricity at our Dinnington site from solar panels. It is expected that at times we will be exporting electricity into the national grid.

Our scope 3 emissions as extracted from our verified PAS 2060:

- Number of hotels stays by staff on company business
- Air miles flown on long haul and short haul flights
- Company train travel

For 2024 we will be reporting:

- The above hotel stays and air miles flown
- Employee commutes to work
- Travel by train
- Upstream delivery transport of systems
- Downstream delivery transport of systems

3.3 Waste

Although we are not a large producer of waste (estimated currently at less than 50 tonnes per year), we are exploring more accurate methods of measuring our waste. Bearing in mind the limited accuracy at this stage, waste is dealt with in the following ways:

Waste type	Site	Method of disposal	Amount disposed of
General	Crawley HQ	Non landfill	8.8 tonnes
Mixed recyclables	Crawley HQ	Recycled	5.76 tonnes
Cardboard	Crawley HQ	Recycled	4.08 tonnes
Wood	Crawley HQ	Recycled	3 cubic yards
General	Dinnington Warehouse	Non landfill	1,100 litre euro cart emptied weekly
Mixed Recyclables	Dinnington Warehouse	Recycled	1,100 litre euro cart emptied weekly
Hazardous waste Batteries	Dinnington Warehouse	Recycled	296kg
WEEE	Dinnington Warehouse	Recycled through ATF	520kg
Mixed Recyclable	Rushden Warehouse	Recycled	6.48 tonnes
General Waste	Rushden Warehouse	Non Landfill	5.88 tonnes
Mixed packaging waste	Installation sites	Recycled	28.31 tonnes

98.91% of waste does not go to landfill.

3.4 Circular Economy

Our head office in the Netherlands has established a 'Second-life' facility to refurbish used CT/X-ray and ultrasound systems back to original factory specifications, in line with COCIR European trade association guidelines.

In the last two years we have managed to recover **11 CT Scanners** and **17 Ultrasound** machines from hospitals. These have been sent back for refurbishment and will be sold as pre-owned refurbished systems back into the clinical market. This will extend the life of the unit and avoid extraction of virgin raw materials.

In addition, many customer-owned scanning equipment, which has come to the end of its commercial/clinical life in the UK, is being resold or donated to brokers who sell it as second hand units in other markets or strip for spare parts.

Social Report:

4. Background

The company has the following policies:

- Occupational Health and Safety Policy
- Delivering Change Learning and Development
- Prevention of Harassment and Bullying Policy
- Social Values Policy
- Ethical Sourcing Policy
- Modern Slavery Policy

5 Occupational Health and Safety

The company has been operating an Occupational Health and Safety management system, certified by SGSUK to OHSAS18001 up until 2018, and since then to ISO45001. The scope of the system covers all our business activities and aims at keeping all our staff safe. To this end, we report all accidents and near misses. Our accident statistics for the last five years are as follows:

Year	Reportable (riddor)	Accidents	Near misses
FY22	0	8	6
FY21	0	4	5
FY20	0	2	1
FY19	0	3	3
FY18	0	2	0

All accidents in the last year have been very minor resulting in only 1.5 days off work. For 2022 for the first time, we have measured:

- Lost time injury (LTI) frequency rate for direct workforce – (total number of loss time injury events) x 1,000,000 / total hours worked company-wide, which was 2.08.
- Lost time injury (LTI) severity rate for direct workers – (number of days lost due to injuries) x 1,000/total hours worked, which was 0.00313.

6. Employee Forum

The company has set up an employee forum at the beginning of January 2023, with terms of reference on how they will operate. They meet on a monthly basis. The forum's mission statement is:

"The Employee Forum is here to empower and encourage all employees at CMSUK to have a voice. We aim to represent your views and ideas and to offer constructive consultation on your behalf, promoting communication and inclusivity across our business."

7. Equality, Diversity and Inclusion

The company has a special project focus group working on E, D & I within the business, which is fully supported by senior management. Our vision is "To have a culture where everyone feels respected and valued for who they are. By actively promoting equality, championing diversity and encouraging a mindset of inclusion, everyone can thrive."

Over the last year, the main objective has been increasing awareness and education internally across the business. This has been achieved through a number of "awareness spotlights" communications (e.g. International Women's Day, Pride Month, and Ramadan), "Inclusive Companies" membership status / resource sharing, and regular updates at large company meetings and events.

Objectives for the medium and longer term are focused on creating a "speak up" culture and fostering psychological safety. Through these ongoing activities and focus, we aim to achieve tangible improvements in measurable data, including employee engagement surveys, and demographic statistics such as gender pay gap reporting.

CMSUK has an Equality, Diversity and Inclusion Policy which outlines the company commitment to E, D & I, and makes clear the rights and responsibilities of managers, employees and the business, focusing on the protected characteristics described in the Equality Act 2010. The policy covers many areas, such as training, recruitment, promotion, monitoring, complaints, discrimination, bullying and harassment.

CMSUK also issues mandatory annual e-Learning for all employees. It also offers additional voluntary modules covering selected E, D & I related topics, such as "Introduction to Equality and Diversity", "Unconscious Bias" and "Promoting Dignity and Respect in the Workplace".

E, D & I related questions have appeared in our 2019 and 2022 Employee Engagement Surveys, and we will be running an E, D & I specific engagement survey later in 2023 to enable us to get more in depth data and feedback from the organisation. This will drive strategies and priorities for 2024 and beyond.

8. Employee Engagement

As part of the company vision to be the 'Best Employer', CMSUK conducts an Employee Engagement Survey every two years. Results are analysed and action and implementation plans are generated to evidence improvements and measure satisfaction going forward.

Results are communicated into the business through internal communications, and the Engagement Survey is regularly discussed at the Operational and Senior Management meetings. Employees are invited to participate in special focus groups which help to build consensus over outcomes and deliver initiatives.

In the FY2022 Survey, performed with the rest of the Canon Medical Group in Europe, CMSUK have the highest scores, with 78% of staff taking part in the survey, the highest response rate throughout the European group of Canon Medical companies.

From the respondents, some examples of results show:

- 89% engagement
- 95% saying I am proud to work at the company
- 91% saying my manager treats me with respect
- 90% saying my work gives me a sense of accomplishment

9 Training and Career Development

9.1 Training

Ensuring our staff are competent to perform their job is a given, especially as many of our staff are either training/ advising clinical staff or servicing medical devices. To that end, in 2022, the company undertook more than 10,000 hours of training. That is an average of over 40 hours per year, per employee.

Examples of training undertaken by employees are:

- Skills based training for job roles
- Corporate training on such subjects as:
 - Anti-bribery
 - GDPR
 - Engineering ethics
 - Whistle-blowing policy
 - Information security

9.2 Career Development and Succession Planning

Our corporate headquarters in Japan has set gender targets of 70% male and 30% female. CMSUK have already surpassed this target with 69% male versus 31% female. The youngest member of the board of directors is also female.

The board of directors carries out formal succession planning of the leadership and management team to identify career development opportunities/priorities and establish where business continuity risks can occur.

10. Corporate Social Responsibility (CSR)

CMSUK is involved in many CSR related projects. The main focus in FY22 has been in the following areas.

10.1 Carbon offsetting in Uganda and Kenya

These projects have an enormous environmental impact, but also have huge social benefits. We started working with CO2balance in 2014. Since then the key social impacts have been as follows (from our CO2 Balance 2022 impact report).

10.1.1 Kenyan Wood Burning Stoves

Impact Sector	Quantitative Data	Impact	Total impacts 2014 to end of 2022
Environment	CO2e prevented (through the stove project)	4,517.47 tonnes	28,321.69 tonnes
	Wood saved	3,639 tonnes	22,815 tonnes
Social	No. of stoves	1394	8,741
	Time saved	93,696 hours	587,413 hours
	Young people impacted	4,322	27,098
	Elderly people impacted	1,394	8,741
	Total people impacted	7,529	47,203
Economic	Working time saved	93,696 hours	587,413 hours
	Working days equivalent	11,712 days	73,427 days

Health Impacts	Quantitative Data Quarter 1 2022	Total impacts 2014 to end of 2021
Condition	Likely reduced from project support	Likely reduced from project support
Respiratory illness (lover Chest/Lung)	1,074	6,731
Asthma	976	6,119
Ear nose and throat irritation	390	2448
Total reduced instances of serious illness attributable to indoor smoke	2,440	15,297

10.1.2 Ugandan Borehole Projects

Impact Sector	Quantitative Data	Impact	Total impacts 2014 to end of 2022
Environment	CO2e prevented	4,517.47 tonnes	28,321.69 tonnes
	Wood saved	3,191.59 tonnes	20,009.27 tonnes
Social	Infants (< 5) impacted	567	3,553
	Children impacted	876	5,491
	Total impacted	2,576	16,149
Health	Clean water supplied	5,541,290 litres	35,367,364 litres
	Likely cases of Diarrhoea avoided	44	276
	Likely cases of Fatalities avoided	2.6	16.5

10.2 RESPECT Programme

CMSUK have supported, both financially and with time, the Sheffield Sharks basketball team's RESPECT programme. The programme focuses on improving opportunities for young people (under 11 year old) to break away from a cycle of disadvantage, giving hope and confidence and practical skills to better opportunities in life. In 2022 this was widened to encompass RESPECT TOO, aimed at children up to 16 years old. During the Commonwealth Games this program was extended to Birmingham, with 20 schools participating: 10 primary and 10 secondary schools.

10.3 Support Dogs

Since 2019, CMSUK have provided financial support to Support dogs for Autism, Epilepsy and Disability. Support Dogs provide specially trained dogs that help to improve the quality of life for people with the aforementioned conditions.

<https://uk.medical.canon/partnerships/sheffield-sharks-basketball-club>

11. Modern Slavery

CMSUK has a modern slavery policy signed by the UK Managing Director, and has conducted its second annual independent audit of our activities. An Ethical Sourcing Policy and a CMSUK partner Code of Conduct are now in place and will be issued to suppliers in 2024.

There is currently ongoing work that has evaluated all suppliers with a 2022 spend of above £2,000. From this there have been a total of 128 suppliers initially evaluated by desk study, based on their scope of supply. 42 of these have been risk assessed as high risk, and work is currently ongoing to evaluate these through a questionnaire being sent. This will then be reviewed by the ESG consultant. This evaluation could support the high risk status, reduce the risk based on actions already been taken, or require an on-site audit of the supplier. 49 suppliers were deemed medium risk and the remainder deemed low risk.

Governance Report:

12. Background

In 2022, CMSUK set out on an ESG journey that aims to put the management of the company on a better-defined footing. We reviewed our existing CSR (Corporate Social Responsibility) programme and decided this was too narrow an expression of who we are as organisation. Instead, 'ESG' (Environment Social, Governance) was adopted as a better way of enabling and realising our vision to be 'The best customer partner and the best employer in this sector'.

We have set out a series of high-level strategies for E, S and G, and tangible goals for each. This ESG report is one of the activities to achieve our goal of increased transparency (ESG report point 3.1).

13. Organisational Controls

● Quality Management System

The company has been running a QMS, certified to ISO 9001 and ISO13485, since 1995. A QMS ensures that we continually focus on meeting and exceeding customer expectations. At the same time it ensures consistent performance and quality, as well as continued safety of products, both new and those already supplied.

● Environmental Management System

As stated at the beginning of this report, our EMS, certified to ISO14001, was first certified in 2008. The EMS is an indispensable tool for mapping our environmental aspects and reducing our impacts on the natural environment: resources, air, water, land and waste.

● Occupational Health & Safety Management System

Our ISO45001 Occupational Health & Safety Management System, which started in 2010, is an important tool to provide a clean and safe working environment for our employees. In addition, we have a team of mental health first aiders, offer occupational health support through a specialist occupational health company to our staff, and have been offering well-being webinars on a monthly basis since the beginning of 2023. Essential for 'being the best employer', it is as much about mental health as it is about physical.

● Information Security Management System

In 2023 CMSUK was recommended for ISO27001 certification by BSI. The company is currently awaiting its certificate. This is a significant extension of effort on top of our Cyber Essentials plus accreditation, which we have held since April 2020. ISO27001 and Cyber Essentials are key elements to protect our organisation's information and are important to ensure the personal data of both employees and customers is safeguarded.

● Risk Management

CMSUK have been operating a risk management system since we installed our new Compliance management system in September 2019. Risks to our organisation can take many forms. We ensure that risks, wherever they occur, are migrated at the appropriate level in the organisation, and that they are treated and monitored on an ongoing basis.

● Whistle Blowing

The company has a policy and procedures for whistleblowing, and has provided training for employees. This now includes a third party website that allows stakeholders to report concerns anonymously. The whistleblowing policy protects the source and reports into both Regulatory Affairs Director and HR Director. The link is available on CMSUK's web landing page.

To date there have been no whistleblowing reports received within CMSUK.



Assurance Statement

JD BUSINESS ENHANCEMENT'S REPORT ON ASSURANCE OF CANON MEDICAL SYSTEMS LIMITED ESG REPORT 2023

TERMS OF ENGAGEMENT

JD Business Enhancement LLP, (hereinafter referred to as JDBE) was commissioned by Canon Medical Systems Limited (hereinafter referred to as CMSUK) to conduct an independent assurance of their 2023 ESG Report (hereinafter referred to as the Report).

INTENDED USERS OF THIS ASSURANCE STATEMENT

This Assurance Statement is provided with the intention of informing all CMSUK's Stakeholders.

RESPONSIBILITIES

The information in the Report and its presentation are the responsibility of the directors and management of CMSUK. JDBE has not been involved in the preparation of any of the material included in the Report. Our responsibility is to express an opinion on selected KPIs within the scope of verification with the intention to inform all CMSUK's stakeholders. JDBE's responsibility is only to CMSUK. JDBE disclaims any liability or responsibility to others.

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

The purpose of this assurance engagement was, by review of objective evidence, to independently verify whether the KPI data is as declared by CMSUK, and included in the Report, is accurate, complete, consistent, transparent and free of material error or omission. This assurance has been conducted at a limited level according to ISAE3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information and according to JDBE procedures, including the Principles contained within the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) 101: Foundation 2016 for report quality.

SCOPE OF ASSURANCE

The scope of the assurance included evaluation of quality, accuracy and reliability of specified performance information, including all text, and KPI data for the 2023 report, dated 14th Nov 2023.

ASSURANCE METHODOLOGY

The assurance comprised a combination of pre-assurance research, interviews with relevant KPI data owners (conducted both in person and remotely with individuals based in the UK.). Also undertaken were examination of processes and platforms used for collection, collation and calculation of data for relevant KPIs; documentation and record review.

Data and extracts taken from PAS 2060 reports have not been verified, merely checked for accuracy of copy.

LIMITATIONS AND MITIGATION

Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process.

STATEMENT OF INDEPENDENCE AND COMPETENCE

JDBE is a Limited Liability Partnership, based in the UK and provides services including management systems consultancy; quality, environmental, health and safety, security, business continuity, social and ethical auditing and training; and environmental, social, sustainability and ESG report assurance. JDBE affirm our independence from CMSUK, being free from bias and conflicts of interest with the organisation and its stakeholders. The assurance was conducted by Jeff Dowson, one of the JDBE Partners.

FINDINGS AND CONCLUSIONS ASSURANCE/VERIFICATION OPINION

On the basis of the methodology described and the verification work performed, nothing has come to our attention that causes us to believe that the information contained in the report dated 14th Nov 2023, is not fairly stated and has not been prepared, in all material respects, in accordance with the reporting criteria.

We believe that the organisation has chosen an appropriate level of assurance for this stage in their first report. The opinion expressed is formed on the basis of a limited level of assurance and at the materiality of the professional judgement of the verifier.

Signed: For and on behalf of JD Business Enhancement LLP.



Jeff Dowson Lead Verifier and Partner – JD Business Enhancement LLP

29th November 2023

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