

Sustainability Report 2024

BioSystems

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BioSystems in 2024

Our 10 highlights of 2024

01

807 people around the world.

02

Present in over 100 markets through distributors.

03

18 own centers in 17 countries.

04

2 production plants: Spain for global distribution and India for local distribution.

05

Consolidated sales of €81M.

06

Compound annual growth rate (CAGR) for the last 6 years (2019–2024) of 6%, which implies a solid and sustained growth.

07

Implementation of the LMS mySpace, an online tool that facilitates training management in an agile and simple way, addressed to all BioSystems Barcelona personnel.

08

BioSystems Mexico and BioSystems Portugal celebrated their 25th anniversary, consolidating themselves as references of trajectory, commitment, and capacity for adaptation and reinvention to continue growing.

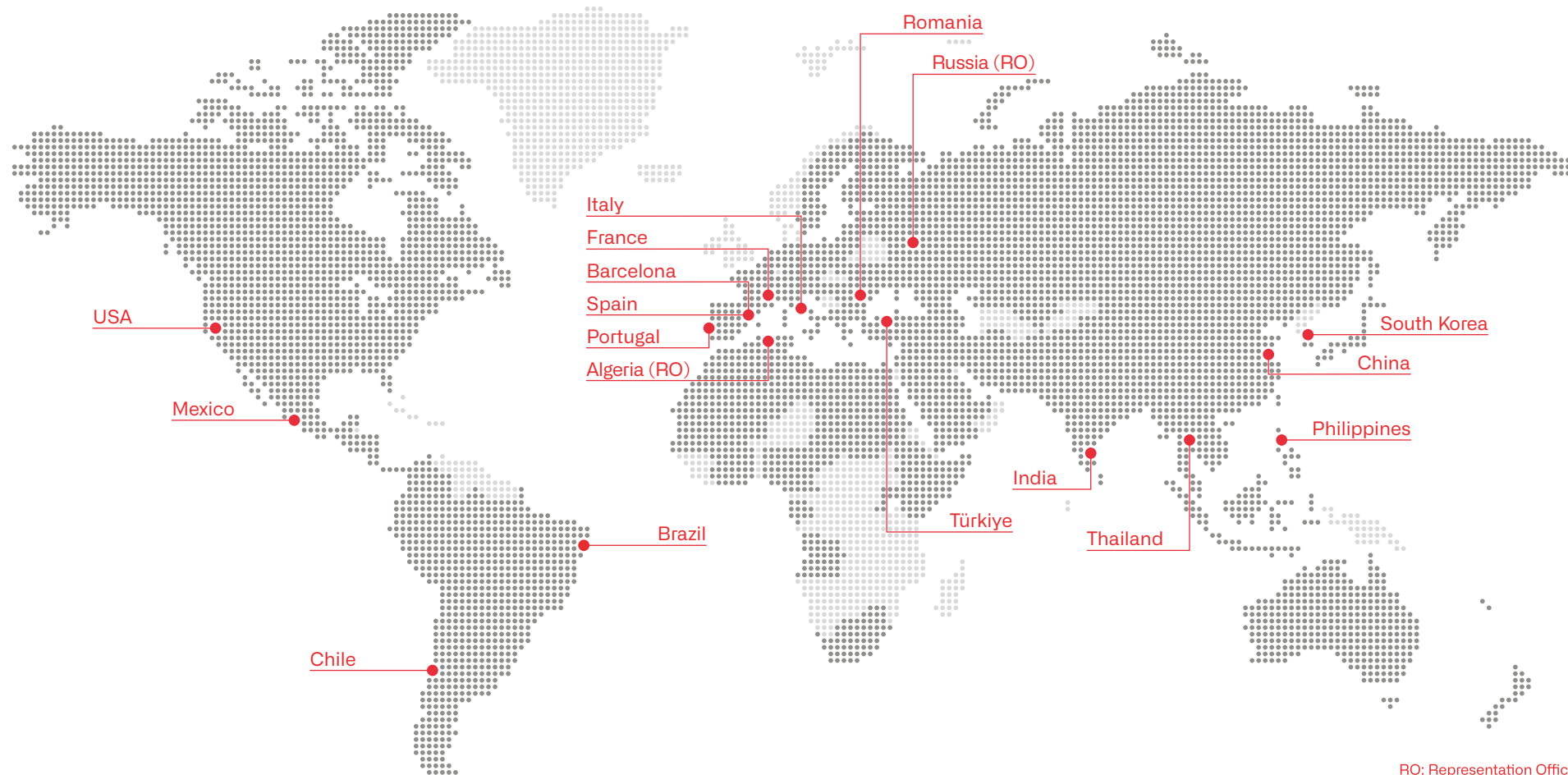
09

Launch of an automated system for immunoturbidimetric analysis of gluten in food. This new method is an innovation in gluten quantification, often analysed by immunoassays, providing fast and accurate results.

10

Start-up of the new ERP SAP S4 Hana at BioSystems Barcelona, Spain, France and Italy. This project will allow us to be more efficient and competitive, providing an improved customer service.

Where to find us



Letter from the CEO

In 2024, we expected it to be a "normal" year. A year in which we could develop our activity without major disruptions, whether internal or external. A year that would allow us to rebuild our capacity to generate the resources needed to continue rolling out the strategic plan set in motion in 2020, a plan that has sustained our reputation as a company that designs and manufactures its products in Barcelona, and which purpose is to contribute to the **global health** improvement —human (IVD), animal (veterinary) and food health— by providing biotech-based **analytical solutions**: with robust, reliable and user-friendly products, and competitive for our distributors. A **global company** that aims for further **sustainable growth**.

But the reality is that 2024 was not a normal year after all. We had hoped to regain the growth trend of recent years (a 6% compound annual growth rate over six years), but we fell short. We grew by 3% and closed the year with €81M. Nevertheless, we accomplished many things, and some of them were truly remarkable.



Pau Vila Cases,
CEO of BioSystems

Improving competitiveness

Implementing our new internal management system, ERP SAP S/4HANA, has been a two-and-a-half-year journey, one that required us to review, rethink and reimagine a large part of our business processes. This project meant redefining our entire value chain, taking into account that we manufacture over 1,000 products including liquid reagents, suspensions, cell and tissue products, reference materials, instruments, consumables and all the spare parts that our analytical systems need to function properly. All this work has been carried out by many BioSystems professionals, managing heavy workloads and exercising complex leadership. I can never fully express my gratitude to all these individuals —over 50 in total— for their dedication, their willingness to give their very best, to reinvent themselves, and above all, for believing in BioSystems.

Admittedly, once we went live with the new management system in October 2024, we did not foresee all that it entailed, despite all our hard work aimed at ensuring a smooth transition. As such, the last few months of the year, the availability of all the products in the expected quantities to meet our customer needs was affected. This service crisis had a major impact, both in terms of our customers and of internal matters. We lost almost two months of net sales, and consequently of resource generation.

As a result, we ended the year with sales in Barcelona below those of the previous year. However, we performed very well in many markets and were able to compensate for the deviation in Barcelona, and at Group level we closed the year with a 3% growth compared to our 2023 sales.

Today, as I write these lines —half a year on from the start-up of the new ERP (SAP), with the first quarter of 2025 now ended— it's clear we've made strong progress, with our product grades and quality of service returning to normal. Our processes —all of them— are becoming more robust, our operations smoother, our professionals more diligent. Clearly, we are better prepared.

To that end, we are working towards excellence in **product service**. This means serving over 95% of the purchase orders received —from over 160 distributors in over 100 countries— with over 95% of the products ordered, within the expected time: A maximum of 60 days for regular replenishment products (such as reagents, reference materials, consumables and fast-moving spare parts) and up to 90 days for slower-moving products, instruments and special products (OEM).

I extend my apologies to all our colleagues, clients, and partners for any unintended disruption or discouragement experienced during this period. These last few months have been tough, but also vital to face the future on a firmer footing.

Markets and events

In 2024 we marked the **25th anniversary of BioSystems Mexico and BioSystems Portugal**, two subsidiaries that stand as prime examples of effective management and excellence in customer service.

As regards Mexico, I would be keen to highlight the substantial organic growth in sales in that territory over the last four years, as well as an exemplary alignment with BioSystems' strategy. The company has successfully fostered and developed a client-user focused culture in the three areas of health in which we operate —human, animal and food— as well as a strong team spirit. It has changed and redefined relationships with distributors, customers and all its stakeholders through objective, healthy and transparent communication, and has offered end-customer service and support that has earned it the reputation and trust of major players in the healthcare sector. Thanks to all these efforts, BioSystems Mexico now stands as one of the Group's top contributors to our global performance. My heartfelt thanks therefore go to the entire team in Mexico. Congratulations!

BioSystems Portugal —a small but long-established company within the Group— operated under the Iberia umbrella until last year, but is now entering a new chapter aimed at gaining greater autonomy and improving both its management and visibility. We wish all our Portuguese colleagues every success in this new phase!

Both companies have been able to adapt to the changing context and reinvent themselves in order to continue growing, a considerable strength.

The year 2024 was also the "first year of life" of the youngest of the Group's companies: **BioSystems Spain**. Despite being the newest, it has actually enjoyed the longest presence in the human and veterinary clinical diagnostics market, as well as in the Food & Beverage analysis field in Spain. BioSystems Spain is the evolution of the commercial distribution company for health products founded by Dr. Bach over 50 years ago, and which was the original seed of BioSystems. At the time, some products doctors needed were not readily available, so Dr. Bach decided to start developing them in a small premises in the Gràcia district of Barcelona, together with chemist Dr. Antonio Elduque —who would later become the General Manager— and, later on, to start manufacturing them in the Bon Pastor neighbourhood (in Barcelona's Sant Andreu district) around 1983.

However, much has changed since then, and 2024 was the first year of activity for BioSystems Spain, a spin-off from BioSystems. This year has seen the streamlining of processes and procedures, a redefinition of team roles and responsibilities, and the implementation of the new ERP system (SAP), in parallel with BioSystems Barcelona, the Group's largest entity. 2024 has been a year of empowering the team with greater autonomy while continuing to serve our clients, many of whom have remained loyal for over 25 years. We have achieved a sales figure of over €6M, making Spain one of the top three markets where BioSystems products are sold, following India and Mexico.

Our legacy, present and future

On an internal level, I also wish to highlight a significant change in the organisation of our activities in Barcelona. Since 2020, as part of our commitment to continuous improvement in the development of products, we have started to work on a project basis, in multidisciplinary, cross-cutting teams. This way of working allows us to put the customer at the centre and to be more efficient in providing reliable, robust and quality solutions for biological sample analysis. Such a transformation is not only procedural, but **cultural**, and this involves the constant evolution of everybody working at BioSystems, learning, adapting and contributing to the team.



New main entrance, Barcelona centre, Spain.

Along these lines, in 2024 we created the **Field Leader** role, a torchbearer and leader figure who coordinates and makes decisions regarding each of the health markets in which we operate.

At the Barcelona headquarters, there have also been improvements, specifically in the **main entrance hall**. This endeavour represents a personal project of Dr. Bach, a long-standing dream and hope that he was able to celebrate in the year of his 90th birthday. We now have an entrance at our corporate headquarters that is more in line with what we are: A global, sustainable biotech company. An entrance that seeks to make our colleagues, customers and business partners feel welcome when they visit us; an entrance that conveys our heritage and our history. Our growth has taken place in an industrial building built in another era and intended for other uses, but we remain here by choice, committed to adapting, evolving, and getting better every day. As such, this new entrance hall also symbolises a **door to the future**.

Pau Vila Cases
Chief Executive Officer

A sustainable purpose

Purpose and legacy

BioSystems is a family company, founded in 1981 in Barcelona by Dr. Josep Bach. Today, Marc Bach, the next generation, leads the business project, which continues in the same spirit of building long-term relationships with customers, partners and suppliers through conversation, debate and active listening. A spirit that fosters the free flow of ideas without fear of making mistakes, since mistakes are understood as valuable learning opportunities.

Our purpose is to contribute to improving the health and well-being of people, animals, and all living things on our planet. This is made possible by a great team that works to design, develop, manufacture and market biotechnological analytical solutions, devising both the tests (i.e. reagents to perform the analyses) and the analyser instruments for both *in vitro* diagnostic (IVD) laboratories and industrial purposes. BioSystems also offers continuous service and support to the products users.

We work to ensure that our solutions are accurate, reliable and robust, so that users of our products can carry out their work satisfactorily and thus make the best possible decisions. All of this is undertaken with a focus on being a key tool for doctors and veterinarians, so that they can produce an effective diagnosis and work on prevention. It focuses also on being a key partner for the food and environmental industry, aiding health and safety checks. In addition, we also have our own solutions for the analysis of bioprocesses such as fermentation and cell culture.

Our motto is "**human-centred biotech**", because **people** are at the heart of our business model and company philosophy. We focus on the needs of the people who use our products, while caring for the well-being of those who are part of BioSystems, bearing in mind at all times that our activity has global health as its ultimate goal.

Our purpose is
to contribute to
improving health and
well-being through
biotechnological
analytical solutions.

Business strategy

Coinciding with the generational change of the owner family, headed by Marc Bach, there was a change of management. Since 2019, Pau Vila Cases has been the General Manager of BioSystems, outlining the company's business strategy with his management team and Marc Bach as a board member of the Group.

Furthermore, BioSystems is led by professionals with diverse knowledge, experience, initiative and a vision of the future.



Pau Vila,
Dr. Josep Bach
and Marc Bach

We now have a strategy with a long-term vision for 2019–2030, including concrete actions:

↗ Transformation 2019–2022

- Period marked by a review of the purpose (Mission and Vision) of the company
- A focus on product development and innovation alongside the customer is at the heart of our decisions
- Changes in the organisational structure
- Organisational renewal and change
- Cultural transformation
- Transition to the new IVD product regulation
- Evolution of the brand image
- Focus on being a global company

↗ Consolidation 2023–2026

- A period marked by strategic investments in business development and new Group companies
- Product launches
- Renovation and extension of infrastructures in all areas and at the headquarters of several Group companies
- Expansion of new market niches, sectors and segments in the 4 Global Health domains
- Implementation of the new ERP
- Personal and professional development of the Group's personnel, with a focus on the company's values and responsible leadership
- Focus on the Sustainability pillar (ESG) and reinforcement of our aim to improve "Global Health"

↗ Acceleration 2027–2030

- Responding to all the opportunities generated and created from the partnerships initiated, and from newly-developed products
- Strengthen strategic alliances with IVD companies and other global health care companies to access new market niches, new segments, customers, sectors and opportunities for collaboration
- New subsidiaries around the world
- The Globality axis is converging with that of Sustainability
- This stage should prepare the Group for the next stage, restarting the cycle of continuous TCA evolution

Strategic pillars

The **3 strategic pillars** that established our course for 2024 are detailed in our Quality Policy, a document that describes the essence of the company and the summation of our raison d'être. The pillars are as follows:

R+D²+i/a+Q+UX

Focusing activity on **research, design** and **development**, with a clear vocation for **innovation** and **agility** with the aim of providing a satisfactory user experience through our **quality products and services**.

Our contribution:

- Design of a complete system
- Maintenance of control of the entire value chain: supply of raw materials and development of our own products when they are not available on the market, design, production and distribution
- Conversation with the client as a basis for design, with the aim of exceeding their expectations
- Maintenance of a specialised, multifunctional team to meet customers' needs

Global presence

Fostering nodal communication of all BioSystems people with all stakeholders, and exploring collaboration and synergy between all of them.

Our contribution:

- Continuing to grow and strengthen relationships with our partners
- Strengthening our international presence
- Working globally as one team, leveraging local talent
- Providing high-quality technical support anywhere in the world

Sustainability

Creation of a long-lasting, stable project that allows it to operate efficiently and effectively, generating value for present and future generations.

Our contribution:

- Willingness to reinvest profits in the sustainability of the business
- Measurement, monitoring and implementation of measures to reduce our environmental impact
- Maintenance of safe, pleasant spaces that facilitate innovation and teamwork
- Collaboration with our local community
- Implementation of compliance measures
- Transparent explanations of our project

New product development



Other highlights of 2024 included the launching of multiple new products for which we have high hopes. One of the most significant is our immunofluorescence platform, comprising the **BioSystems MIRA** automatic microscope and **ARA**, a software solution for managing samples, reagents, and results in autoimmune diagnostic laboratories. The system has now been installed for the first time in hospitals in Spain, Turkey, and Chile.

In parallel to the launch of this new platform, we have worked on improving the performance and quality of products, facilities and workspaces. In terms of products, human tumour cells of the HEP-2 type have been improved for screening for anti-nuclear antibodies (**ANA-HEP-2**), along with **ANCA**, manufactured from human neutrophils for the detection of anti-neutrophil cytoplasmic antibodies. In terms of facilities, we have completed the improvement of the Cells and Tissues production areas located on the 5th floor of the Costa Brava Building in Barcelona, a project begun in 2022.

The enormous effort of the Autoimmunity team, together with the support of other areas and departments of the company, as well as investment in new equipment and production machinery, have been key in this process. This has been accompanied by a commitment to doubling both the production team and output in the preparation of microscope slides across the product line—whether for cell culture or tissue sectioning—along with rigorous batch-by-batch quality control for each of these products. All these developments have posed a formidable challenge, considering the growing sales of our lines, the ever-increasing demands of our customers and the agreements we maintain with various key industrial partners with whom we collaborate.

We are now much better prepared for the future, encouraged and confident in our ability to deliver better products and services. We aim to continue to compete with the best internationally, and to be recognised as a manufacturer of the highest-quality autoimmune disease screening products available, in a consistent and sustainable manner.

Sustainable value generation

At BioSystems, we take a balanced approach to integrating the development of people and their surrounding communities with protecting the environment, driving economic development and upholding good business practices in all our activities, meeting the needs of the present without compromising those of future generations.

In this way, we work on **sustainability** in order to:

- Understand and minimise our impact
- Make conscious decisions
- Extend sustainability throughout the value chain

We do all this by focusing on 3 axes: Business management, environment and facilities, and people and communities.

We also support the principles of the United Nations Global Compact and are committed to the **Sustainable Development Goals** (SDGs). The SDGs represent a common framework for action to end poverty, protect the planet and improve people's lives all over the world. That common framework is composed of 17 goals adopted in 2015 by the Member States of the United Nations. As we are aware of the importance of each and every one of them, we wanted to focus our efforts on those where we can have the greatest impact:

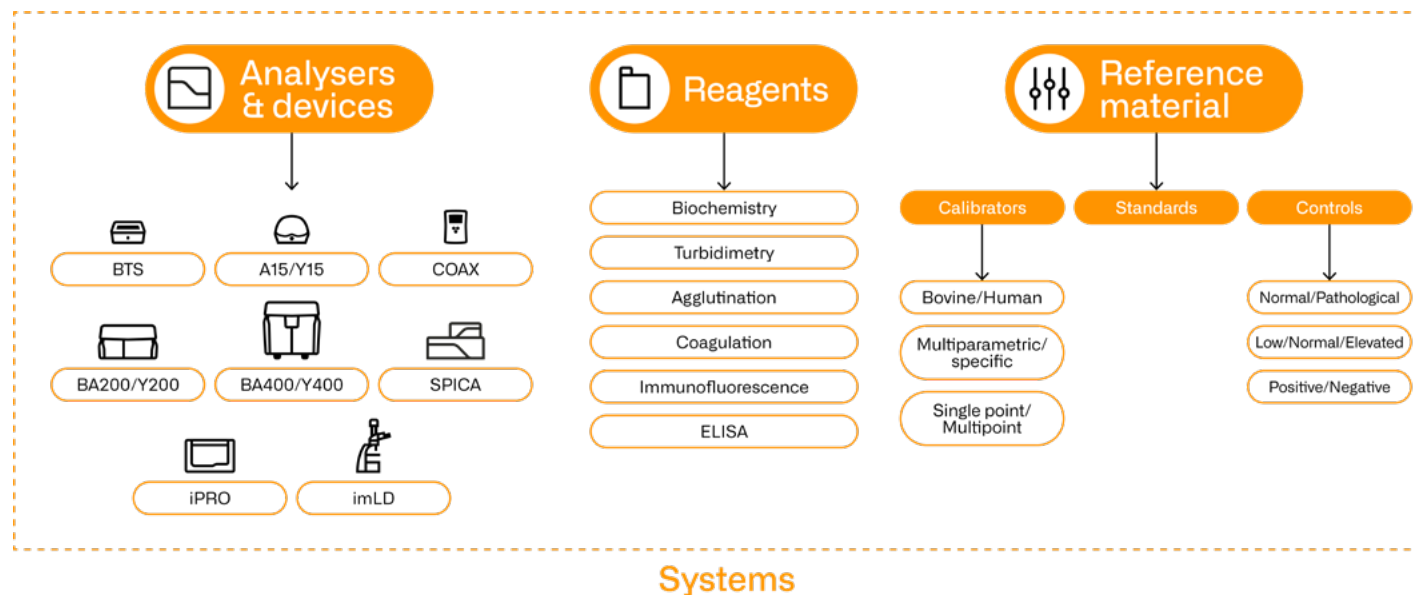


Biotechnological analytical solutions

Our activity

Our **analytical solutions** are —for the most part— designed, developed and produced by BioSystems in our two in-house production facilities (Spain and India):

- We manufacture the **instruments**: photometers, clinical analysers, industrial analysers and devices for preparing and processing samples for analysis.
- We manufacture the **reagents**: Components containing the active principles (enzymes, antigens, antibodies, etc.) that react with certain specific analytes in the samples, if any.
- We develop **reference materials**: These enable the calibration of analytical systems and the quantification of analytes in samples.
- We also design the management systems for handling the analysers and the information generated, as well as communication with the corresponding laboratory management systems.



Our presence in the biotechnology field

Our solutions support *in vitro* diagnostics (IVD) for clinical analysis in both humans and animals. Additionally, we offer industrial analysis solutions for food and beverages, as well as environmental testing. We also provide analytical tools for bioprocess monitoring.

We understand health as a broad concept, that is, we believe in a global approach to health, more widely known as **One Health**, for human health is closely linked to animal health, as well as to food and environmental health.

More than half of all communicable human diseases are zoonotic —meaning that they are transmitted to humans from animals—, or were originally, and up to 70% of emerging pathogens are of animal origin. The climate crisis is increasing and accelerating this pathway, with more and more diseases being transmitted from animals to humans and increasing emergence of diseases hitherto considered tropical in non-tropical regions.

The food we consume has a direct impact on human and animal health alike. The same applies to the water we use, its availability (or more accurately, its scarcity), its quality, and the condition of the soil in which we grow crops and raise livestock, and upon which we all ultimately depend, and each of these elements clearly plays a role in shaping health outcomes.

We offer **solutions** for:

Clinic analysis

Human



Clinical analysis of the most common biochemical parameters in diagnostic laboratories, along with specialised tests for less routine profiles; diagnostics for autoimmune diseases and infectious diseases.

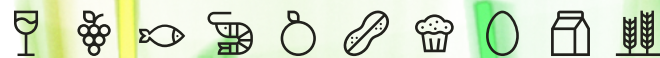
Animal



Biochemical profiles and infectious diseases in companion animals, livestock, and competition animals.

Industrial analysis

Food & Beverage



Oenology: Production and quality control of wine and all types of fermented beverages; Fish: Freshness and/or preservation indicators; Allergens: Detection of allergens in food products; Fruit and vegetable juices: Analysis of concentrates and juices; Cereals: Quality and composition analysis.

Environment



Analytes present in water and soil.

Bioprocess



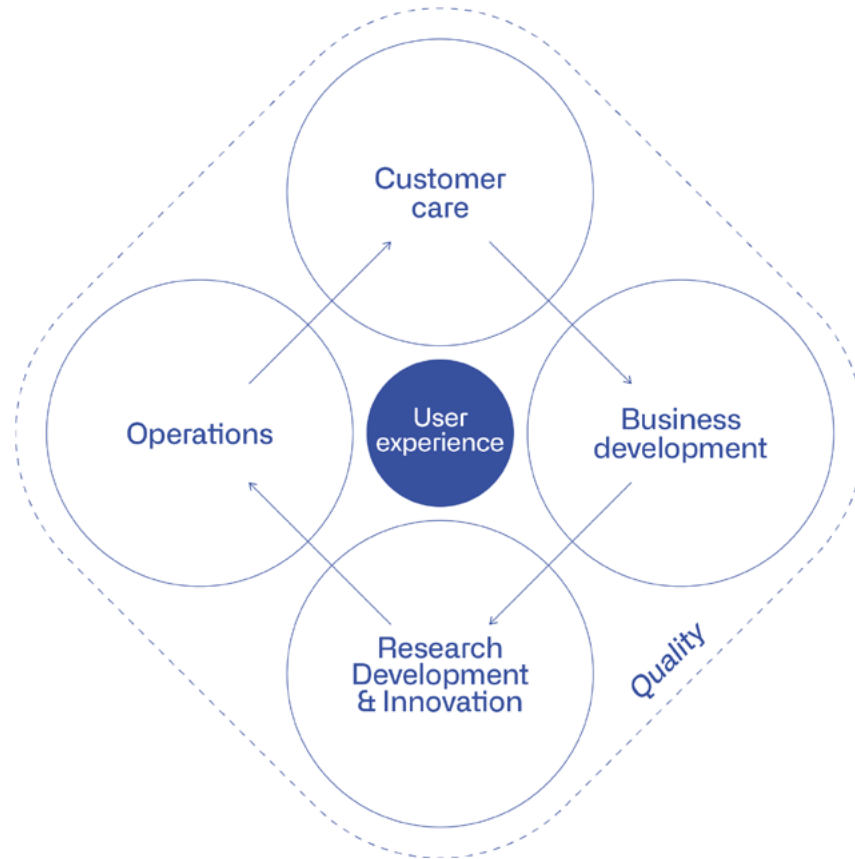
Bioprocess monitoring by controlling and monitoring key metabolic parameters in bacterial, yeast and animal cell cultures.

Innovation and quality throughout the value chain

Complete value chain

We work along the entire value chain. We like to start the process by listening to the lab technicians. These conversations often lead to an opportunity to meet a need or to improve their experience as users of our products with a new solution.

From there, we conduct research aiming to cover the analytical needs of the sector, we develop a solution at the highest level, then we produce and market it —either directly, or through a large global network of distributors—. Throughout the process, and after the sale, we support the users who rely on our solutions. We continue to listen and look at how we can help, improve and contribute to offer more robust solutions better adapted to users' expectations. To make your experience with BioSystems as good as possible.



Medlab.
Dubai, United
Arab Emirates.

Projects for 2024

In 2024 we have continued to work to improve user experiences through various projects. These are classified according to fields and specialisations:

Field	Expertise/sector	Project title	Description
HUMAN HEALTH	Autoimmunity	MIRA (Automatic Microscope)	Design and development of an automatic microscope for immunofluorescence analysis
	Biochemistry	European IVD regulation	Adaptation of Human Health tests to comply with European IVD regulations
		HbA1C	Design and development of a new immunoturbidimetric test for the measurement of haemoglobin A1C
		SW interface platform	Design and development of an analytical laboratory information management software platform
		Analytes in Stool	Development of a stool analysis system for occult blood, calprotectin, elastase, transferrin and <i>Helicobacter pylori</i>
FOOD HEALTH	Allergens	Gluten	Design and development of an immunoturbidimetric test for the determination of gluten in food
		Allergens in milk and egg	Design and development of immunoturbidimetric tests for the determination of ovalbumin, beta-lactoglobulin and casein in foods
	Oenology	SPICA	Improvements to the SPICA analyser
ANIMAL HEALTH	Infectious	Zoonosis (ZoonDx)	ELISA and IFA tests for human and animal health: <i>Leishmania</i> , <i>Rickettsia</i> , <i>Babesia</i>
GLOBAL HEALTH	Analyser	Enhancing the BA	BA analysers improvements: Software, optics and contaminations
	Software	New Software Ax5	Redesign of A15/A25 software

Collaborations

In order to carry out our R&D&I activities, we have built a network of partnerships, aimed at helping in the different phases of the Product Design process:

- Network of technology centres:
 - LEITAT, Technology Centre (www.leitat.org)
 - Institut Català de Nanotecnologia (www.icn2.cat)
 - Planta Pilot de Fermentació de la UAB (www.uab.cat/ca/enginyeria-quimica/planta-pilot-fermentacio)
 - Plataforma de Producció de Proteïnes de la UAB (www.ibb.uab.cat)
 - Joint Research Centre, Reference Materials (European Commission)
 - CPC Biotech (Italy)
- Universities network:
 - Universitat Autònoma de Barcelona (Spain)
 - Universitat de Barcelona (Spain)
 - Universitat Politècnica de Catalunya (Spain)
 - Universidad de Cantabria (Spain)
 - Universidad de Murcia (Spain)
 - Hospital Universitario Marqués de Valcédilla (Spain)
 - Institut des Sciences de la Vigne et du Vin (ISVV) de l'université de Bordeaux (France)
 - Universidad Nacional Autónoma de México (UNAM)
 - Jiangnan University (China)
 - East China University of Science and Technology (China)
 - Pontificia Universidad Católica de Chile
 - Universidad Diego Portales (Chile)
 - California Polytechnic State University (Cal Poly SLO), College of Agriculture, Food and Environmental Sciences (USA)
- The Australian Wine Research Institute (Australia)
- Universidad de Guadalajara (Mexico)
- Universidad Autónoma de la Baja California (Mexico)
- Universidad Austral de Chile
- Universidad de Maltepe (Türkiye)
- Facultad de Medicina-Saint Luke Hospital (Philippines)
- Universidad Busan Nat'l (Korea)
- UC Davis University (USA)
- Cornell University (USA)
- Validation network:
 - CATLAB (www.catlab.cat/es), Barcelona
 - Reference Laboratories (www.reference-laboratory.es), Barcelona
- Clinical consultants network
 - Experts in clinical biochemistry. Universidad Diego Portales (Chile)
 - Experts in autoimmunity. Laboratorio Rossi (Argentina)
- Companies network:
 - Château Latour-Martillac (France)
 - Tentamus CheLab GmbH (Germany)
 - Idneo Technologies, Barcelona (Spain)

Quality management

BioSystems' Quality Management System provides the necessary framework to establish and maintain high quality standards in all our processes, especially those directly involved in the design, development, manufacturing, marketing, review and monitoring of marketed products. All of this is undertaken with a clear objective: To promote continuous improvement to meet the needs of our customers.

To this end, we have various policies and procedures in place, as well as the identification of risks, opportunities, mitigation actions and areas for improvement. This system is regularly reviewed, both internally and externally, through auditing processes.

Product recall and health surveillance system

Our products have an impact on health and well-being. For this reason, we use traceability records and have procedures in place for product recalls and notifications to health authorities and health professionals. These involve both BioSystems and distributors, to ensure an efficient recall and replacement of products in the event that we detect that they are not working properly. In addition, we have a customer service centre to report any incidents present in the market that may compromise safety during use.

We have a Medical Device Technical Manager under licence to operate and a Person Responsible for Regulatory Compliance (PRRC), as required by Regulation (EU) 2017/746 regulating In-Vitro Diagnostic Medical Devices, meaning that the safety of patients and users of IVD medical devices is guaranteed.

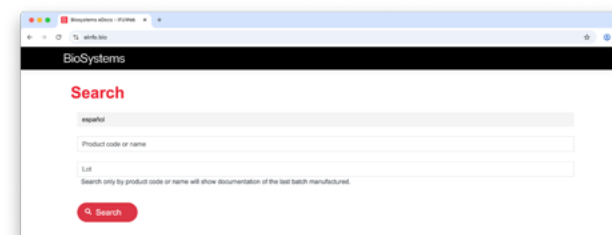
Communication to the user of product features and its handling

BioSystems provides for all its products labels, instructions for use (IFU) and safety datasheets (SDS), which comply with the European regulations for labelling and user protection in the handling of products under the REACH and CLP Regulations, and the standards for product information (ISO 15223 and ISO 18113).

Any limitations or contraindications are also indicated in the instructions for use, together with any risk mitigation actions, as indicated in the ISO 14971 standard regulating medical device risk management.

Our clients can access a tool for digital distribution of all documentation associated with a given product. This tool, called eINFO, can be accessed via the BioSystems website or via the QR codes indicated on the kits.

Promotional, informational or communication material is reviewed by the parties involved, with the final approval of Quality Assurance to ensure that the information included is accurate and reflects the actual characteristics of the product indicated in its instructions for use.



eINFO
platform



External Certifications and Licences

We have the following certifications and licences for the design, manufacture, marketing and after-sales follow-up of our products. These certifications or licenses are granted by Notified Bodies, Certification Bodies and Competent Authorities.

- ISO 9001: Quality Management Systems.
- ISO 13485: Medical Devices – Quality Management Systems.
- ISO/IEC 17043:2010: Intercomparison Provider (Prevecal).
- Preliminary Medical Device Operating Licence.
- Licence for the manufacture and importation of animal health products.

In 2024, we underwent and successfully passed external audits regarding the certification of our products in relation to Regulation (EU) 2017/746 regulating *In-Vitro* Diagnostic Medical Devices, and subsequently underwent a follow-up audit which we also successfully passed.

As of 2024, we are also actively working with the Notified Body on the review of the technical documentation and certification of our *in-vitro* diagnostic products according to Regulation (EU) 2017/746 regulating *In-Vitro* Diagnostic Medical Devices.

This new regulation raises the levels of thoroughness and stringency in terms of quality and user safety, approaching the standards required of the pharmaceutical industry.

Metrology unit,
Quality Control

Responsible environmental performance

BioSystems is directly present in 17 countries on four continents. The size and structure of each work centre is very diverse, ranging from centres such as the Barcelona headquarters where activities are carried out throughout the value chain —with an area exceeding over 21,000 m²— to smaller centres with commercial activity and customer support in centres measuring less than 100 m².

In all our centres, we strive to make efficient and sustainable use of resources, as well as to implement proper waste management to preserve the environment and mitigate the effects of climate change. We therefore monitor the main aspects that make up our environmental impact: Energy consumption, water management and waste generation.

In 2024, we created the **Sustainability Department**. It is responsible for promoting and coordinating initiatives to reduce our impact, both environmentally, socially and in terms of governance.

Throughout the year, structures have been implemented to improve the monitoring of environmental aspects, including work to obtain the **ISO 14001** certification. We have also implemented a waste management system that allows containers to be reused rather than incinerated, improved the photovoltaic energy plant in Barcelona, carried out an energy audit and initiated the calculation of our carbon footprint in accordance with ISO 14064-1.



Measures to mitigate the effects of climate change

We measure our environmental impact by calculating our carbon footprint, which allows us to implement measures aimed at reducing greenhouse gas (GHG) emissions.

In 2024 we will calculate the carbon footprint of the activity of BioSystems Barcelona, in accordance with the ISO 14064-1 standard. We have established 2023 as the base year, obtaining the following results:

Category 1	Category 2	Category 3	Category 4	Category 5
Direct GHG emissions from stationary combustion and mobile combustion	Indirect GHG emissions from imported energy	Indirect GHG emissions from transport derived from: <i>In itinere</i> journeys, business trips and freight transport	Indirect GHG emissions caused by products used by the organisation	Indirect GHG emissions associated with the use of the organisation's products
30	1	23.820	3.568	9.664
37.082 tCO ₂ eq				

Our production processes are mainly dependent on electricity. Therefore, our commitment to renewable energies means that the weight of Categories 1 and 2 is very low.

In terms of the supply chain, around 50% of the suppliers of BioSystems Barcelona —our main production centre— are located less than 300 km away.

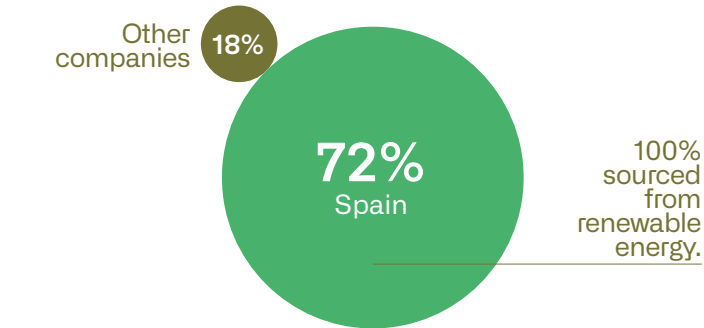
Efficient use of resources:

Energy consumption

Energy consumption per company (Kwh)

Chile	36.717
China	5.681
Spain	2.361.570
India	590.077
France	-
Italy	-
Korea	49.537
Mexico	74.264
Philippines	71.363
Portugal	5.523
Romania	28.047
Thailand	23.325
Türkiye	32.300
Grand total	3.278.404

Global energy consumption v/s Spain



The lack of energy consumption data in some countries is due to the fact that we do not have our own sites, with our teams working in shared or remote workplaces.

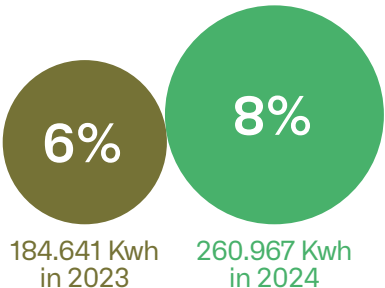
Most of the energy consumption is for air conditioning and refrigeration equipment in refrigerators and freezers.

72% of our total global energy consumption occurs at our Barcelona headquarters, and it is **100% renewable energy** of certified origins.

Furthermore, we generate 8% of our consumed energy ourselves via our photovoltaic power plant.

Energy intensity relative to revenue has worsened in 2024, due to increased energy consumption while revenue remained stable.

Self-generated energy in Spain in 2023 and 2024



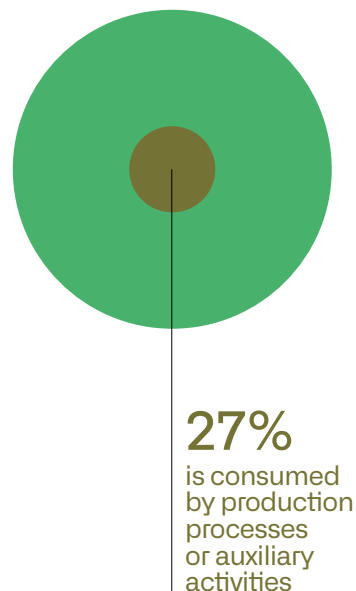
Efficient use of resources:

Water consumption

Water consumption per company (L)

Chile	438.000
China	1.200
Spain	5.331.000
India	3.138.000
France	-
Italy	-
Korea	47.000
Mexico	312.000
Philippines	657.000
Portugal	7.230
Romania	170.000
Thailand	-
Türkiye	42.000
Grand total	10.101.430

Water consumption in Spain in 2024



Water is an essential resource in the production of most of our products. We estimate that approximately 27% of the total water consumption at BioSystems is due to production or auxiliary production processes. This is possible thanks to the implementation of different water circulation circuits, which allow us to optimise water use. The rest of the consumption is for sanitary use.



Reagents Production, Barcelona centre.

Circular economy and waste management

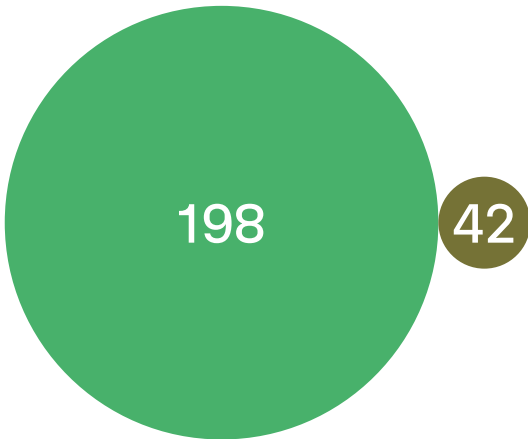
Forty per cent of the total waste generated in 2024 was sewage sludge. This year, some waste was categorised as hazardous, and so the volume of hazardous waste has increased. Throughout 2024, we have initiated measures to reduce the amount of hazardous waste generated.

All hazardous waste is safely rendered inactive and/or neutralised in line with applicable regulations, prior to collection by authorised handlers.

The reduction in the amount of non-hazardous waste is due to our efforts to improve the efficiency of use of products intended for production.

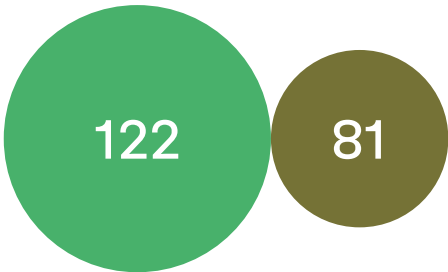
By 2024, we will carry out circular economy actions through the direct recovery of 44% of the waste generated, such as recycling or composting.

Waste in 2023 (t)



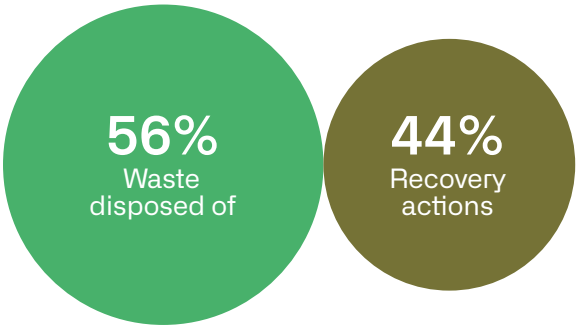
198 tonnes of non-hazardous waste,
42 tonnes of hazardous waste

Waste in 2024 (t)



122 tonnes of non-hazardous waste,
81 tonnes of hazardous waste

Tonnes of waste according to purpose



Positive impact on people



Visit from the BioSystems Korea team.

Corporate culture

BioSystems' corporate culture is a key competitive advantage of the company and the backbone for making the business sustainable in the long term.

This culture is based on respect, trust and individual responsibility. We believe that when people are given the space to manage their time, strike a healthy work–life balance, and grow –both as professionals and as individuals– throughout their journey with us, they are empowered to make their very best contribution, whatever the project. Feeling committed to a purpose, and sharing the same culture, values and strategy, helps them to work more efficiently and effectively. This will result in better products, services and solutions, all of which will lead to greater satisfaction for our customers and business partners alike.

We therefore promote policies in line with this cultural vision, applying them whenever possible, depending on the nature of each workplace and the legislation in force in the country where we operate.

Time management

As of 2020, we have established flexible start and finish times, from 06:30 to 22:00 h (except for shifts that may start at 6:00 and finish at 22:00 h), adapted to the needs of each team, person and process.

Flexible start and finish times allow people to achieve a better work–life balance, embodying the values of trust and individual responsibility.

At the end of 2024 we launched Sesame, a time management tool that helps BioSystems people in Barcelona to coordinate with the various teams.

Blank calendar

Our employees are provided with a blank holiday calendar where they can manage their days off in consultation with the team they work in and according to the allowance set under the collective bargaining agreement.

The blank holiday calendar –a flexible scheduling approach developed in Spain– is grounded in freedom, trust, responsibility, and leadership; it promotes flexible time management to enhance process efficiency and results, while enabling a broad framework for work–life balance.

Remote working

We have the necessary infrastructure and resources available to our staff to make teleworking a feasible option, as long as the needs of the process allow it and the relevant team is in agreement.

All workspaces are maintained, giving teams and individuals the freedom to choose the most efficient option: Working on-site or remotely.

Feedback

We promote continuous **feedback** within teams and encourage constructive critical thinking, initiative and teamwork.

In 2024, we scheduled a 3-month feedback programme to ensure that everyone has the necessary tools to put it into practice. We have also included it in a natural manner, through conversations or online forms, in more activities to reinforce the habit and thus achieve continuous improvement.



Climate survey

For BioSystems, corporate culture is a key driver of good performance, well-being and satisfaction for the people behind our projects.

In 2023, we implemented a climate survey in Spain for the first time, and in 2024 we successfully conducted it twice; once in Mexico and once in Thailand, scoring above 7.5 out of 10 in both.

These results represent an interesting starting point for continuous improvement. We will work on providing tools to team coordinators to continue fostering personal and professional development.

Training

In September 2024 we launched **LMS mySpace**, an online training platform aimed at the BioSystems Barcelona team. Since its implementation, there has been a clear improvement in the quality of training received by individuals. In 2025 we will continue to use it to its full potential.

Mentoring Programme: A mentor is assigned to each new recruit to help them get to know, live with and grow within the BioSystems culture. All of this takes the individual beyond their regular department, process or job, promoting communication and diversity as a source of enrichment with neither vertical nor horizontal barriers, because we believe that every single person brings valuable contributions to the table.

In 2024 we carried out training for mentors, to accompany the people who accompany our new recruits.

We believe in **accompanying people and teams** to promote their development and growth, both professionally and personally. In this way, we ensure that each person is able to focus on realising their fullest potential and improving every day.

We work both on self-leading —supporting personal development to improve self-knowledge— and team-leading, which aims to develop those teams and individuals that coordinate other people, so as to improve team performance.

In this respect, we launched a number of activities in 2024:

Self-leading:

- 3 leadership workshops in 2024 at global level (Chile and Barcelona)
- 2 assertive communication and conflict management workshops at BioSystems Barcelona
- 1 inclusive leadership workshop at BioSystems

Team-leading:

- 15 team building events, organised so as to involve various teams

We consider the provision of meeting spaces — both formal and informal— and the systematic renewal of work spaces essential to create this culture of communication.

In 2024, we renovated our facilities in Barcelona, including the refurbishment of the autoimmunity line manufacturing plant and improvement of the R&D team's spaces —now with an environment that facilitates collaboration between multidisciplinary teams and innovation— and the inauguration of a new entrance hall. All of the above was undertaken simultaneously with maintenance and improvement works required to ensure that our facilities remain safe and sustainable.



BioSystems
Chile Team

Contribution to the community

We remain committed to contributing to the creation of a fairer, more equitable society in which everyone has access to the same opportunities. To this end, we have 3 lines of action that allow us to focus our cooperation resources on:

- Improving health
- Having a positive impact on the communities near our workplaces
- Knowledge sharing

In 2024, our most prominent collaborations were the following:

Vicente Ferrer Foundation

A foundation focused on the most vulnerable children and families in India. We at BioSystems provide support by collaborating with its hospital laboratories in India. Furthermore, we donate a portion of the profits from BioSystems India once a year.

Laia Foundation

Since 2018, we have been collaborating annually with the Laia Foundation, an organisation that contributes to the social and economic development of communities at risk of exclusion in southern India.

CEL Foundation

An organisation in the Bon Pastor district of Barcelona that supports children, young people and families in vulnerable situations. BioSystems contributes financially to ensure that children in the local community can enjoy summer camps, while also engaging in more hands-on initiatives, such as hosting youth visits to our facilities.

In 2024, BioSystems also collaborated with the entity through Blanquerna (Ramon Llull University), offering training that will boost employment integration and access to greater funding opportunities and support.

Banc de Sang i Teixits

This is a public company and part of the Health Department of the Generalitat of Catalonia in Spain, the mission of which is to guarantee the supply and proper use of blood and tissues in Catalonia, acting as the reference centre for diagnostic immunology and development of advanced therapies. BioSystems Barcelona and Montcada carry out an internal blood donation campaign.

Eurofirms Foundation

Grants for the training of women with disabilities and their entry into the workforce. In 2024, inclusive leadership training has also been provided.

Obra Social Sant Joan de Déu

In 2024 we started a partnership to support programmes that help people in vulnerable situations, as well as biomedical research and international cooperation projects.

Furthermore, donations of food and furniture were made to various local entities that same year. In addition, a donation was made to the **Proteectora de Animales de Sabadell** in Barcelona, in support of animal care and welfare.

Sustainable governance and transparency

How are we organised?



Functional areas of BioSystems Barcelona

The medium and long-term strategic vision is defined by the General Manager (the CEO) and the company owners, backed by the Management Team at all times. This team is composed of eight Chiefs responsible for the various functional areas, who adopt a critical and collaborative approach to aiding the definition and implementation of established strategies.

The functional areas strive for their best performance and collaboration in order to work through processes and projects.

- **Process-based working** helps us to identify everything we do at BioSystems to bring value to the customer, linking all people and activities throughout the whole process. This working method allows the value contribution of each part of the process to a common goal to be known, and promotes communication between the organisation's staff while facilitating teamwork.
- **Projects** help us to focus and establish clear completion dates, thereby achieving better results.

Strategic Processes	01 Strategy	02 Finance	03 Quality Management	04 People	
Customer Focus	05 Product Design & Development	06 Product Realization	07 Customer Relationship		
Support processes	08 Administration Processing	09 Facilities	10 Legal	11 Communication	12 Information Technology

Each of our business processes has an identified process owner who has knowledge of the process from start to finish. The process managers, also known as Process Owners, collaborate with the rest of our staff and are responsible for identifying risks and opportunities that may help or hinder the achievement of the process objectives.

Risks and opportunities are influenced both by the activity itself and by the situation and changes in the environment. Therefore, the Management and Strategy team (management team) conducts a periodic analysis of the context and stakeholder expectations.

The analysis carried out by the Process Owners and the Strategy and Management team provides a structured view of risks and opportunities, as well as the necessary mitigation measures, which are implemented on a routine or ad hoc basis. Process improvements are then defined and their objectives, projects and implementation are continuously monitored (respecting our robust quality system at all times), thus closing the improvement cycle.

The Business Process Management unit is responsible for coordinating all these actions, as well as proposing actions to help improve process efficiency.

One of our most impactful improvement actions in 2024 was the project to implement SAP S4Hana in all the Group's centres. This change will allow us to have a single point of reference for detailed analysis and insight into most of our processes. It also enhances our efficiency and our customer service.

This cross-cutting project has forced us to improve communication and organisation between the various areas and processes, in order to rethink how we will be working in the coming years.

Ethical and legal standards

We are aware of our responsibility as a company towards our stakeholders, society and our environment. In a changing and demanding environment in which we interact with a wide range of people, conflicts and doubts about the best way to deal with a situation can arise.

For this reason, and seeking at all times to offer confidence and security to all stakeholders, we at BioSystems employ a compliance model whereby we show a clear commitment to respecting human rights and current legislation, most notably taking an anti-corruption and anti-bribery stance in line with that which is described in the Sustainable Development Goals. In this regard, we have not identified any incidents related to corruption or bribery in any of our activities throughout 2024.

In addition, our teams regularly review our legal obligations and put in place the necessary measures to enable us to comply with them, relying on external advisors where necessary.

The measures imposed are mainly aimed at preventing and detecting possible breaches of regulations in order to react appropriately in the event that they are found. For this reason, our policies and procedures provide for the imposition of employment sanctions if any non-compliance incidents are detected.

The measures implemented include training and awareness-raising regarding compliance obligations for all staff, as well as the establishment of an Alert Channel that allows all stakeholders to report any situation anonymously and confidentially. In addition, all BioSystems employees can access communication and query channels allowing direct contact with those parties responsible for compliance, via which they can report any doubts or concerns about any situations that may potentially conflict with their existing commitments.

All these aspects are detailed in the **Code of Conduct** available on our website.



In 2024 we extended the scope of the Compliance Model to companies in Mexico, Italy, France and Portugal. To this end, risk analyses were carried out in each of these countries and the necessary policies and procedures were developed to mitigate risks.

Conclusions and future commitments

At the time of writing these final lines of the 2024 Sustainability Report, we have already seen out the first quarter of 2025. Today, after a particularly challenging end to 2024, during which our product supply from Barcelona fell short of meeting the needs of our markets and clients, I look to the future with optimism and confidence, as much as at any other time, if not more. And I feel compelled to share this, because, ultimately, what makes the effort worthwhile and drives us forward is our **shared purpose**, which, let us remember, is none other than contributing, through BioSystems, to making the world a better place by advancing **Global Health**: whether it be **human, animal, food or environmental**. All of this is undertaken in our own distinctive way —the way we’ve built together, all of us who are part of BioSystems— and that’s what makes us proud of our work every day.

So why do I say that I “look to the future with optimism”?

Because, **here at our Barcelona centre, we’ve made significant efforts** —both as a business, and as people— **to renew ourselves, to grow and to boost the growth of our teams overseas**. Barcelona is our main manufacturing centre and global supplier.

During this period, we have worked intensively on **renewing our structures** —such as the implementation of a new ERP system— on modernising our production and product development **infrastructures**, and on modernising (virtually all) **products** in all areas.

We have also made progress in **project and teamwork management**, in *in-vitro* diagnostic (IVD) product **certification**, in adapting to new regulations —which are increasingly numerous and demanding— and in successfully passing audits.

We have focused on optimising our **processes** and process management (as well as risk and mitigation actions) and on increasing safety and accident prevention in the workplace to improve **personal well-being**.

We have also worked to promote inclusion and non-discrimination, in support of an organisational **culture** where everyone is empowered to become the best version of themselves —personally and professionally— with a particular emphasis on advancing **women in leadership**.

And we continue to improve day by day. Now that we have a powerful future-proof platform in the shape of SAP, it opens the door to a whole host of new digital tools to help improve everything we do. Some of them will help us to be more efficient and effective when it comes to demand planning and critical raw material stock management, as well as inventory and shelf life (IBP) control. Others will enable us to optimise production sequencing based on real demand, capacity and availability (PPDS), or on real-time data analysis of the production process (DM-MES).

We will also make progress in improving product service to distributors by optimising shipping costs and improving logistics operations. In addition, we are close to commencing roll-out of our **E-Order tool**, which will allow orders to be entered directly into the system via an online platform, with all shipments subsequently trackable in real time once accepted.

On another level, we are already working on preparing the **Technical Files (TF) for the product** —a set of files and documents containing all the information required by the authorities for CE certification—, with data being generated in SAP and automatically uploaded to these files.

We will continue to add new features to **Sesame**, our time management tool, and to use the **Concur** module for expense management.

All of these tools will help us to be more efficient and therefore more competitive. Some of these are already operational, while others will be progressively developed and integrated into our day-to-day work, initially in Barcelona before extending to other companies.

We will also continue to improve our infrastructure, completing the new **Product Development** plant in Barcelona with the aim of further boosting this key activity. We want this space, the site of BioSystems' most significant activity, to be an environment that fosters communication, creation and innovation simultaneously with rigorous, meticulous and high-quality work.

We will also continue to certify products according to the new European regulation for IVD products. In February 2025 we obtained certification of the initial product package, which includes 11 generics and 39 commercial references including glucoses, amylases, and creatine kinase, as well as their respective calibrators and biochemistry controls.

This achievement reinforces BioSystems' position as a leading European manufacturer of IVD products, providing **safe and effective solutions** for both our customers and patients alike, our most important goal.

Our sincere congratulations to all those who have made this milestone possible, in particular the teams in Quality Assurance, R&D+i, Analytical Validation, Quality Control, and Transfer, as well as everyone whose daily work contributes to this achievement. We now have five additional product groups under review and certification, and we look forward to celebrating their completion in 2025. Our goal is to complete this process for almost all the products we market today by 2026.

This process has also meant the discontinuation of some chromatography columns (including HbA₂, Cetos OH and VNM, among others) —the very product that motivated the foundation of BioSystems in 1981— as well as manual agglutination tests, both for serology (PCR, ASO and FR) and for febrile antigens (*Salmonella*, *Proteus* and *Brucella*).

We will continue to invest in improving our infrastructure and production processes, not only in Barcelona but also at our Indian facilities, where we have been manufacturing reagents and instruments for the local market for 15 years—a region with a population comparable to that of the entire African continent (with 1.5 billion inhabitants), and almost as large as Europe and America combined (at 1.7 billion)—. In 2025, production areas, warehouses, offices, meeting rooms, a new canteen and changing rooms are being expanded at this South Asian site. Our thanks go out to all the team at BioSystems India!

We will also be celebrating the 20th anniversary of BioSystems Romania in 2025, a moment of great pride as we reflect on how this team, in a relatively small country, has continued to evolve, expand, and make the most of all BioSystems business lines and while biochemistry and the BA analyser series remain key strengths, the veterinary and food analysis sectors, particularly wine testing, have also shown consistently strong growth.

Romania is the fifth largest wine producer in Europe, after Italy, France, Spain and Germany, and is similar in size to other wine-producing countries such as Chile and Portugal, although it is less well known on the international scene.

BioSystems Romania is actively contributing to the growing recognition of the country's excellent wines as products of increasing quality and prestige. Today, Romania continues to make strides in day-to-day management, thanks to a team that blends youth and experience, a committed, enthusiastic group with confidence in its own capabilities and a clear drive to keep growing. Felicitări, România!

And to close these reflections on why I look to the future with optimism, I'd like to mention the launch of a product that we believe could represent a turning point in our agri-food analysis portfolio. This is the new automated system for turbidimetric analysis of **gluten** in food, designed as the first of a family of tests that detect and quantify allergens (naturally occurring proteins) in those foods or ingredients that require mandatory reports. This system—consisting of the Y15 analyser and the combined solutions, reagents, controls and calibrators needed to perform the test—which saw initial use in some laboratories and industries during 2024, has had its worldwide launch delayed, as its acceptance and certification as a standardised method required pre-approval by the AOAC (Association of Official Analytical Chemists).

We are confident that in the coming months, we will secure authorisation from this body and will be able to start the marketing campaign on an international scale.

Meanwhile, we are enthusiastically implementing a whole host of other initiatives, and I must apologise for not comprehensively listing them here, this would be all but impossible. But one stands out above all the rest: the **people of BioSystems** around the world, who have truly made our project their own. Those whose eyes light up, whose quiet smile reveals how much they enjoy what they do, who strive every day to improve their work and help make everything run more smoothly. People who make this a company where you can learn, grow, and enjoy being part of an environment that encourages collaboration, teamwork, and the continuous improvement of every process, in every department, in every country. Because we all feel like part of the same family: **We are BioSystems!**



BioSystems

human - centred biotech