

METTLER TOLEDO

Mettler-Toledo Ltd

Quality, Safety and Environmental Management Systems

Customer Information Pack

Overview

We supply and service equipment for many thousands of customers and as a result we receive a large number of questionnaires about our Safety, Health, Environment and Quality management systems.

This document is intended to provide a comprehensive data package which we hope will answer all of the frequently asked questions.

If the information included in this document does not answer any specific question you may have, we invite you to contact the Customer Support Desk.

Contents

Overview.....	2
Contents	3
Introduction	3
Company Details and Departmental Contacts	5
Headquarters.....	7
Management Contacts	8
Insurances	9
Banking Details	10
Financial Auditors.....	10
QMS - Certification & Accreditation Bodies.....	11
Safety Management System	13
Accident Statistics.....	15
Social Responsibility.....	16
Data Protection	17
Insurance Certificates.....	19
Accreditation Certificates.....	21
Policies	30
Other Certifications/Memberships.....	34

Introduction

METTLER TOLEDO is a leading global manufacturer of precision instruments. The company is the world's largest manufacturer and marketer of weighing instruments for use in laboratory, industrial and food retailing applications.

Our activities in the UK cover the supply and service of pipettes and an extensive array of laboratory instrumentation and consumables to scientists across all disciplines within academic, pharmaceuticals, environmental and clinical areas.

The company also holds top-three market positions in several related analytical instruments and is a leading provider of automated chemistry systems used in drug and chemical compound discovery and development. In addition, the company is the world's largest manufacturer and marketer of metal detection systems used in production and packaging.

Mettler-Toledo Ltd is a UK subsidiary of the worldwide METTLER TOLEDO Group. Our activities in the UK cover the supply and service of weighing, analytical and product inspection instruments in the Laboratory, Industrial and Retail sectors.

We operate from a modern office building in Leicester and have approximately 230 employees. Our turnover in the UK is approximately £60m. Mettler-Toledo Ltd does not carry out any manufacturing of goods or processing of raw materials in the UK.

Company Details and Departmental Contacts

METTLER TOLEDO specialise in precision instruments for professional use. In addition to a wide product array, we offer the most comprehensive range of services in our industry.

In the Laboratory	Laboratories are a key market for Mettler-Toledo Ltd; our instruments are used in research, clinic, scientific, drug discovery, and quality control labs, amongst others in the pharmaceutical, chemical, food and cosmetics industries. Our solutions apply to virtually every laboratory, we are a global market leader within the three instrument groups most frequently used in the laboratory (balances, pipettes, and pH meters), and we are a pioneer in the field of Automated Chemistry.
In Industry	<p>Our comprehensive industrial solutions cover the diverse steps in a host of manufacturing processes at many of the same customers served by the laboratory. Solutions range from receiving raw materials through various manufacturing processes, in-line process control and end-of-line packaging control, to logistics and shipping. Increasingly, these solutions are fully integrated into the customer's IT environment, helping automate their workflows.</p> <p>Wherever quality control or laboratory analyses are conducted within industry METTLER TOLEDO has a solution for the necessary liquid handling applications.</p>
In Retail	In food retail, we are offering solutions for the management of fresh food ranges from receiving and pre-packaging, to in-store solutions for self-service departments, deli counters, and checkout terminals. METTLER TOLEDO products can all be networked and collect data at the item level. Our software assists customers with pricing and inventory management and provides valuable information for merchandising decisions.
In Service	Our service capabilities give our customers peace of mind across the whole spectrum of support needs including repair, preventative maintenance, validation, and calibration. Our service resources are spread across the whole of the UK and Ireland in providing services tailored to each individual customer's requirements and are centrally managed from our Leicester head office. As we are part of the METTLER TOLEDO global service network, we easily and seamlessly provide multi-national contracts for some of the leading global brands in Manufacturing, Pharmaceuticals and Retail.

Name	Mettler-Toledo Ltd	
Registered Office	64 Boston Road, Beaumont Leys, Leicester, LE4 1AW	
Postal Address	64 Boston Road, Beaumont Leys, Leicester, LE4 1AW	
Number of Employees	260	
Telephone	Sales & Enquiries	0116 2357070
	Pipette Sales :	01162346703
	Service Mettler-Toledo Ltd	0116 2340484
	Pipette Service	0116 2346705
	Customer support desk	0116 2350888
	Accounts department	0161 6417101
Fax	General :	0116 234 6704
E mail	General :	Enquire.mtuk@mt.com
	Sales Mettler-Toledo Ltd	Orders.mtuk@mt.com
	Pipette Service	pipetteservice.mtuk@mt.com
	Pipette Sales :	pipetteorders.mtuk@mt.com
	SHEQ	Mtuksheq@mt.com
	Accounts/Credit department	Co-mtuk@mt.com
	Service Mettler-Toledo Ltd	Service.mtuk@mt.com
	Learning & Development	Training.mt-uk@mt.com
Type of Company	Limited Company	
Company Established	Mettler-Toledo Ltd – 11 August 1969 (then known as Toledo Scale Limited)	
Company Registration No	959974	
Company Web Site Address	www.mt.com	

Headquarters

Mettler-Toledo Ltd is classed as a marketing organisation within the METTLER TOLEDO worldwide group.

Ultimate Holding Company	Mettler-Toledo International Inc (USA)
Headquarters Address	Mettler-Toledo International Inc, 1900 Polaris Parkway, Columbus, Ohio, 43240 USA
Immediate Parent Company	Mettler-Toledo Gmbh
Parent Company Address	Ockerweg 3, PO Box 11 0840, D-35353, Germany
Subsidiary Companies	None

Management Contacts

Director and General Manager	Mr. E.Legros
Director, Company Secretary and Head of UK Finance	Miss R.Patel

Other Contact Details

Human Resource Manager	Mrs K Fitzpatrick
Business Manager Laboratory	Mr G Craig
Business Manager Industrial	Mr P Tyler
Business Manager Product Inspection	Mr B Naegelen
Business Manager Service	Mr W Tomlinson
Sales Manager Process Analytics	Mr D Meehan
Business Manager Volume & Distribution	Mr M Sacranie

Management Representative

Quality Manager	Troy Smith
E-mail Address	Troy.Smith@mt.com
Tel No:	0116 235 7070

H&S

H&S Officer	James Sinclair
E-mail address	James.Sinclair@mt.com
Tel No:	0116 235 7070

Service Information

Service business hours	8:30am – 5:15pm
Service phone	0116 234 0484
24/7 technical support Product Inspection	08700 663152

Insurances

Employers Liability Insurance

Insurer	Aviva Insurance
Policy Number	100751199CCI
Limit of Indemnity	£25,000,000 any one occurrence
Period	01 January 2024 – 31 December 2024

Public/Product Liability

Insurer	XL Insurance Company SE
Policy Number	UK00001163LI22A
Limit of Indemnity	£10,000,000 per occurrence and in the annual aggregate for bodily and property damage combined in respect of Product Liability
Period	01 July 2023 to 30 June 2024
Public+ Products	GBP 10,000,000 per occurrence and in the annual aggregate for bodily injury and property damage combined.
In addition to the limits in respect of Public & Products Liability there is in force a global umbrella excess of loss policy which provides a limit of SFr120, 000,000 over the private limit noted.	

Further information can be obtained from: MARSH Ltd, Telephone: +44 (0) 161 954 7278

Banking Details

Bank Address	HSBC Bank Plc 4 Hardman Square Spinningfields Manchester M3 3EB
Account Name	Mettler-Toledo Ltd
Account Number	00096660
Sort Code	40-20-80
Rémittance E-mail :	ca-mtuk@mt.com
VAT Registration No	485 6786 79
EORI number	GB485678679000
D&B Duns Number	28-865-3140
Swift Code	HBUKGB4B
IBAN	GB88HBUK40208000096660
Payment Terms	Payment terms are 30 days from date of invoice
Tax Reference	5397014971

Financial Auditors

Auditors	PricewaterhouseCoopers LLP Donington Court Pegasus Business Park Castle Donington East Midlands DE74 2UZ
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QMS - Certification & Accreditation Bodies

ISO 9001 – 2015

Name of the Certification Body	DQS
Certificate Number(s)	0783 QM15
Accreditation Obtained and Assessment Criteria	ISO 9001:2015 Quality Management System
Validity Period	3 rd August 2024 to 2 nd August 2027
Scope of Accreditation	The Quality Management System for the sale, servicing, calibration, routine maintenance and repair of laboratory liquid handling equipment.

ISO 14001:2015

Name of the Certification Body	SGS
Certificate Number(s)	GB10/81827
Accreditation obtained and Assessment Criteria	ISO 14001:2015 Environmental Management System
Validity Period	18 th November 2022 to 18 th November 2025
Scope of Accreditation	The sale, servicing and calibration of precision instruments

Directive 2014/31/EU

Name of the Certification Body	SGS United Kingdom Ltd Systems & Services Certification
Certificate Number(s)	GB08/75856
Validity Period	18th November 2022 to 18th November 2025
Accreditation Obtained and Assessment Criteria	Mettler-Toledo Ltd have been assessed and approved meeting the requirements of the Non Automatic Weighing Instruments Directive (2014/31/EU) and the Non Automatic Weighing Instrument Regulation (SI 2000 No 3236) for the EC verification and UK re-verification of a range of weighing instruments
Scope of Accreditation	The full scope of registration appears on the attached certificate.

UKAS

Name of the Certification Body	UKAS (United Kingdom Accreditation Service)
Certificate Number(s)	UKAS Mettler-Toledo Ltd (Calibration Laboratory number 0433)
Accreditation Obtained and Assessment Criteria	ISO /IEC 17025:2017
Last Surveillance Audit	25 th October 2023
Details of Accreditation	
Volume Calibration of PCR Machines and Thermal cyclers and temperature controlled dry block incubators	Volume of liquids: 0.1 µl to 100ml Temperature: 30°C to 95°C
Non-Automatic Weighing Machines Mass	0.1 mg to 1000 kg 0.001 g to 30,000 g

Safety

Name of the Certification Body	Alcumus
Certificate Number(s)	BB6877
Accreditation Obtained and Assessment Criteria	SafeContractor accreditation has been achieved following an assessment of our contractor Health and Safety documentation, and compared against the SafeContractor Charter Standards, which set out the Health and Safety standards required to achieve accreditation

Memberships

Name of Membership Body	British Safety Council
Membership Number(s)	Membership no. S0391966
Name of Membership Body	UK Weighing Federation
Membership Number(s)	1066

Environmental

Name of Membership Body	Beyondly- WEEE waste compliance
Membership Number(s)	Membership no. WEE/DG0116XU

Safety Management System

Health and Safety Policy	Mettler-Toledo Ltd has a comprehensive Health and Safety Policy, which is designed to protect the health and welfare of all our employees. As well as the policy statement, we have a Health and Safety Handbook, which is distributed electronically to all our employees.
Responsibility for Health and Safety	The General Manager is the appointed executive with responsibility for Health and Safety. Day to day management for all Health and Safety has been assigned to the H&S Officer.
Customer's Site Work	<p>When working on customers' premises our service technicians will always follow any local health and safety rules in addition to our own guidelines. The technicians will always take advantage of any induction training when this is offered. Our guidelines for working on customers' sites state that it is the individual's responsibility to comply with the customers' 'on site working conditions for contractors'.</p> <p>Our staff must always:</p> <ul style="list-style-type: none"> • Report to a responsible person to ensure that they are aware of our presence on site. • Read and comply with the relevant regulations, if they are not readily visible or available, they must ask to see them. • Restrict their movements to those areas they have been cleared to go. • Wear such protective clothing as may be specified by the site rules and conditions. • Obtain 'Permits to work' whenever these are specified. • Ensure that any accidents or near misses are recorded in both the customer's reporting systems and on ours. • And they must never compromise the Health and Safety of themselves or others by taking risks or short-cuts.
CDM Regulations	<p>On all projects we will :</p> <ul style="list-style-type: none"> • Plan, manage and monitor our own work • Check the competence of all our appointees and workers • Train our own employees • Provide information to our workers • Ensure that there are adequate welfare facilities for our workers

Health and Safety Committee	<p>As required by the Health and Safety (Consultation with Employees) Regulations 1996. Mettler-Toledo Ltd has an active Health and Safety Committee, which meets regularly to consider the Health and Safety aspect of the company's operations.</p> <p>All accidents and near misses at Head Office and customers' premises are reported and reviewed by the Health and Safety committee.</p>
Training	<p>All our service engineers and Sales representatives have undergone Health and Safety training.</p> <p>Mettler-Toledo Ltd has an ongoing training programme covering product and Health and Safety issues. This training is recorded, and competence assessed against strict criteria.</p>
Provision of PPE	<p>It is company policy to provide free of charge all personal protective equipment which is required to protect our employees from harm after all possible steps have been taken to minimise the risk. All items of PPE are inspected regularly and replaced as necessary.</p>
Policy Regarding Subcontractors	<p>Mettler-Toledo Ltd does not use subcontractors for the installation or servicing activities on our equipment.</p> <p>In special cases where subcontractors are required, for example the civil works, provision of high-capacity test weights and barrier installation for a weighbridge, we use specialist companies to provide this support. A risk assessment is required for each installation and the project is controlled through our service department.</p> <p>Subcontractors are required to conform to all current legislation and the site requirements of our customers.</p>
COSHH	<p>Other than industry standard cleaning solutions and lubricants which do not require any special handling or disposal our service engineers do not carry any materials covered by the Control of Substances Hazardous to Health Regulations 1999.</p> <p>Other chemicals used in testing at head office are covered by MSDS and COSHH regulations.</p>
REACH Statement	<p>Based on the REACH requirements and regulations we do not see any immediate need to seek reach registration since:</p> <p>We do not deliver chemicals which are listed on CMR</p> <p>We do not deliver chemical products in quantities over 10 tons (mostly below 1 ton).</p>

Risk Assessment	<p>All critical activities carried out at head office or on customers' premises have been assessed for risk. These assessments are reviewed regularly and updated if required.</p> <p>Because of the nature of service work it is not practicable to produce a risk assessment for each operation. All our service technicians have been trained and declared competent in the techniques of servicing and repair of our equipment.</p>
Ionising and Non-ionising Radiation	<p>The General Manager of Mettler-Toledo Ltd has overall responsibility for Health and Safety including radiation safety.</p> <p>Mettler-Toledo Ltd has appointed a Radiation Protection Supervisor (RPS) to advise on the safe use of ionising radiation and compliance with the current relevant legislation. The RPS employed by Mettler-Toledo Ltd is appointed to supervise the work with ionising radiation and ensure compliance with the Local Rules for working with ionising Radiation, and the effective control of radioactive substances for all its employees.</p> <p>The use of ionising radiation will be carried out in accordance with the Ionising Regulations 2017, the approved codes of practice, guidance notes and local advisory documents as well as any other current relevant legislation. These will be interpreted by the Local Rules for working with Ionising Radiation at Mettler-Toledo Ltd and by Mettler-Toledo Ltd employees.</p>

Accident Statistics

Year	Minor accidents	Of which - RIDDOR reportable	Near miss reports	Total	Days lost due to accidents
2021	5	1	2	7	23.5
2022	2	0	12	14	0
2023	4	0	8	12	0

RIDDOR - minor accidents causing > 7 days absence from work.



Social Responsibility

For METTLER TOLEDO Policies:

<https://www.mt.com/gb/en/home/microsites/sustainability/policies.html>

Business Ethics	The success of Mettler-Toledo Ltd and our sound reputation for ethical business practice has been achieved with the commitment of the Company and its employees to conduct that is lawful, honest, dependable, and fair.
Anti-Bribery	Our core values prohibit paying bribes or providing improper payments to secure business or permitting others to do so on our behalf. These practices are also illegal in most countries and subject us to severe sanctions, including civil and criminal liability, and jail time for individuals.
Equal Opportunities	Mettler-Toledo Ltd is an equal opportunities employer and makes decisions based on merit. We want to have the best available person in every job and our actions and company policies are based on these principles of Equal Employment opportunity. Company policies prohibit unlawful discrimination.
Data Protection	Mettler-Toledo Ltd takes data protection seriously and respects individuals' right to privacy. We are committed to meeting our obligations about how we collect and use personal data, including compliance with the General Data Protection Regulation (GDPR)
Business Continuity	Mettler-Toledo Ltd faces potentially severe consequences from business disruptions that can be avoided through effective business continuity planning. Business disruptions can have many undesirable consequences, such as reduced employee safety, direct or indirect financial loss, dissatisfied customers, damage to business reputation, and legal liabilities. Whilst locally we have an IT continuity plan to recover systems and data, due to the international inter-company relationships between manufacturing and sales operations within the METTLER TOLEDO Group structure, business continuity is managed at corporate level. The corporate guidelines cover Serious Incident reporting, IT Disaster recovery and IT support, Pandemic Preparedness.

Data Protection

Information about Antivirus software and Malware protection

General information

Mettler Toledo INC. and all subsidiaries uses CrowdStrike Falcon as our Antivirus software and for protection against malicious code on our computers.

All our computers get CrowdStrike automatically when they are deployed with an operating system. If for some reason, the deployment of CrowdStrike should fail during the OS deployment the whole deployments stops and the computer needs to be redeployed. A computer cannot be taken into production without a successfully installed CrowdStrike.

CrowdStrike scans all connected external storage media, for example USB-drives or external hard drives. All computer clients are configured to get real-time daily software updates. All computers with CrowdStrike is also centrally monitored by the Global corporate Security Department. Local IT gets detailed reports if the software finds any suspected code on our computers.

CrowdStrike is recognized as a better solution compared to many other antivirus software. This is mainly due to that you get protection across the entire threat lifecycle by combining machine learning, artificial intelligence, behavioural analytics and proactive threat hunting in a single solution — all powered by the CrowdStrike Threat Graph, the security industry's largest cloud analytics platform.

CrowdStrike runs a single lightweight agent that works everywhere, including virtual machines and data centres — providing endpoint security even when endpoints are offline.

How does CrowdStrike work?

CrowdStrike is an agent-based sensor that can be installed on Windows, Mac, or Linux operating systems for desktop or server platforms. These platforms rely on a cloud-hosted SaaS Solution, to manage policies, control reporting data, manage and respond to threats.

CrowdStrike Falcon Sensors communicate directly to the cloud and are leveraged for agent updates, data sync, and threat uploads.

CrowdStrike can work offline or online to analyse files as they attempt to execute on the endpoint. This is done using:

- Pre-defined Prevention Hashes
- Behavioural Indicator of Attacks
- Known Malware
- Exploit Mitigation

Pre-defined Prevention Hashes

Pre-defined Prevention hashes are lists of SHA256 hashes that are known to be good or bad. The hashes defined may be marked as "never block" or "always block".

SHA256 hashes defined as "always block" may be a list of known malicious hashes that your environment has seen in the past, or that are provided to you by a trusted third party.

Prevent hashes do not have to be uploaded in batches, and manually defined SHA256 hashes can be set. When singular or multiple hashes are provided, any detail on those hashes is requested from the CrowdStrike back-end, and ancillary information (file names, vendor information, file version numbers, etc.) for those hashes (if they are present in your environment on any devices) will populate based on information from your environment.

Behavioural Indicator of Attacks

Any item defined as an attack based on its behaviour is typically indicated as such based on the Machine Learning values set for either the Sensor or the Cloud. CrowdStrike's Falcon platform leverages a two- step process for identifying threats with its Machine Learning model. This is done initially on the local endpoint for immediate response to a potential threat on the endpoint. This threat is then subsequently sent to the cloud for a secondary analysis. Based on the prevention policies defined for the device, additional action may be required by the endpoint if the cloud analysis differs from the local sensor's analysis of the threat.

Additional Indicators are being added constantly into the product to strengthen the detection of threats and potentially unwanted programs.

Known Malware

CrowdStrike's centralized intelligence offers a wide array of information on threats and threat actors that work globally. This list is leveraged to build in protections against threats that have already been identified.

Exploit Mitigation

Various vulnerabilities may be active within an environment at any one time. If a critical patch has not yet been released for a known vulnerability that affects an environment, CrowdStrike will monitor for exploits against that vulnerability and will prevent and protect against malicious behaviours using those exploits.

Industry Validation

CrowdStrike is consistently recognized as a leading endpoint protection solution by industry analysts, independent testing organizations and security professionals. If you need more information regarding this, please visit <https://www.crowdstrike.com/why-crowdstrike/crowdstrike-industry-validation/>

Insurance Certificates



Laura Balshaw
Client Advisor

Marsh Ltd
Manchester (PO Box)
Manchester Postal Address:
PO Box 3265
NR7 7BH
01619547221
Laura.Balshaw@marsh.com
www.marsh.com

To Whom It May Concern

1 July 2024

Dear Sirs,

CONFIRMATION OF INSURANCE – Mettler-Toledo Limited

As requested by the above client, we are writing to confirm that we act as Insurance Brokers to the client and that we have arranged insurance(s) on its behalf as detailed below:

Public & Products Liability

INSURER: XL Insurance Company SE
POLICY NUMBER: UK00001163LI24A
PERIOD OF INSURANCE: 1 July 2024 to 30 June 2025
LIMIT(S) OF LIABILITY: GBP 10,000,000 per occurrence

Employers' Liability

INSURER: Aviva Insurance Limited
POLICY NUMBER: 100751199CCI
PERIOD OF INSURANCE: 1 January 2024 to 31 December 2024
LIMIT(S) OF LIABILITY: GBP 25,000,000 per occurrence

We have placed the insurance which is the subject of this letter after consultation with the client and based upon the client's instructions only. Terms of coverage, including limits and deductibles, are based upon information furnished to us by the client, which information we have not independently verified.

This letter is issued as a matter of information only and confers no right upon you other than those provided by the policy. This letter does not amend, extend or alter the coverage afforded by the policies described herein. Notwithstanding any requirement, term or condition of any contract or other document with respect to which this letter may be issued or pertain, the insurance afforded by the policies described herein is subject to all terms, conditions, limitations, exclusions and



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cancellation provisions and may also be subject to warranties. Limits shown may have been reduced by paid claims.

We express no view and assume no liability with respect to the solvency or future ability to pay of any of the insurance companies which have issued the insurance(s).

We assume no obligation to advise yourselves of any developments regarding the insurance(s) subsequent to the date hereof. This letter is given on the condition that you forever waive any liability against us based upon the placement of the insurance(s) and/or the statements made herein with the exception only of wilful default, recklessness or fraud.

This letter may not be reproduced by you or used for any other purpose without our prior written consent.

This letter shall be governed by and shall be construed in accordance with the law of England and Wales and any disputes as to its terms shall be submitted to the exclusive jurisdiction of the courts of England and Wales.

Yours faithfully,

L Balshaw

Laura Balshaw
Client Advisor

Certificate of Accreditation



Mettler-Toledo Ltd

Calibration Laboratory No. 0433

Is accredited in accordance with International Standard ISO/IEC 17025:2017 – General Requirements for the competence of testing and calibration laboratories.

This accreditation demonstrates technical competence for a defined scope specified in the schedule to this certificate, and the operation of a management system (refer joint ISO-ILAC-IAF Communiqué dated April 2017). The schedule to this certificate is an essential accreditation document and from time to time may be revised and reissued.

The most recent issue of the schedule of accreditation, which bears the same accreditation number as this certificate, is available from www.ukas.com.

This accreditation is subject to continuing conformity with United Kingdom Accreditation Service requirements.

A handwritten signature in black ink, appearing to read "Matt Gantley", is positioned above a horizontal line.

Matt Gantley, Chief Executive Officer
United Kingdom Accreditation Service


Initial Accreditation: 15 March 1994
Certificate Issued: 25 January 2021



Scan QR Code to
verify

UKAS is appointed as the sole national accreditation body for the UK by The Accreditation Regulations 2009 (SI No 3155/2009) and operates under a Memorandum of Understanding (MoU) with the Department for Business, Energy and Industrial Strategy (BEIS).

Schedule of Accreditation
issued by
United Kingdom Accreditation Service
2 Pine Trees, Chertsey Lane, Staines-upon-Thames, TW18 3HR, UK

 UKAS CALIBRATION 0433 Accredited to ISO/IEC 17025:2017	Mettler-Toledo Ltd	
	Issue No: 024 Issue date: 04 March 2024	
	64 Boston Road Leicester LE4 1AW	Contact: Mr Troy Smith Tel: +44 (0)116 2357070 E-Mail: Troy.Smith@mt.com Website: www.mt.com
Calibration performed by the Organisations at the locations specified below		

Locations covered by the organisation and their relevant activities

Laboratory locations:

Location details		Activity	Location code
Address 64 Boston Road Leicester LE4 1AW	Local contact Troy Smith	Mass Volume	P

Site activities performed away from the locations listed above:

Location details		Activity	Location code
At customers premises The customers' site or premises must be suitable for the nature of the particular calibrations undertaken and will be the subject of contract review arrangements between the laboratory and the customer.		Calibration of non automatic weighing machines Volume Calibration of PCR Machines and thermal cyclers	S



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Mettler-Toledo Ltd

Issue No: 024 Issue date: 04 March 2024

Calibration performed by the Organisation at the locations specified

Calibration and Measurement Capability (CMC)

Measured Quantity Instrument or Gauge	Range	Expanded Measurement Uncertainty ($k = 2$)	Remarks	Location Code
Mass	Nominal value (g)	(mg)	NOTES 1 Calibrated using Borda substitution method. 2 Intermediate values can be calibrated with an uncertainty not less than that interpolated from the next higher and lower nominal value in the table. 3 Calibrations can be given in other units as required	P
	30 000 20 000 10 000 5 000 2 000 1 000 500 200 100 50 20 10 5 2 1 0.5 0.2 0.1 0.05 0.02 0.01 0.005 0.002 0.001,	30 20 10 5.0 1.0 0.50 0.25 0.10 0.050 0.030 0.025 0.020 0.015 0.012 0.010 0.0080 0.0060 0.0050 0.0040 0.0030 0.0020 0.0020 0.0020 0.0020		
NON-AUTOMATIC WEIGHING MACHINES	See notes 1 and 2 1 mg to 5 mg 5 mg to 10 mg 10 mg to 20 mg 20 mg to 50 mg 50 mg to 100 mg 100 mg to 200 mg 200 mg to 500 mg 500 mg to 1 g 1 g to 2 g 2 g to 5 g 5 g to 10 g 10 g to 20 g 20 g to 50 g 50 g to 100 g 100 g to 2.3 kg 2.3 kg to 10 kg 10 kg to 64 kg 64 kg to 1000 kg See notes 3 and 4.	0.0036 mg 0.0039 mg 0.0055 mg 0.0071 mg 0.009 mg 0.011 mg 0.015 mg 0.018 mg 0.022 mg 0.028 mg 0.043 mg 0.055 mg 0.067 mg 0.12 mg $m(1.1 \times 10^{-6})$ $m(2.9 \times 10^{-6})$ $m(6.5 \times 10^{-6})$ $m(6.1 \times 10^{-5})$ See note 5	3. Weights are available in OIML Class: E2 1 mg to 1 kg. max grouped load 2.3 kg F1 1 g to 10 kg. max grouped load 64 kg M1 10 kg. max grouped load 1000 kg 4. Other loads within the overall listed range may also be used. 5. Where m is applied mass 6. Method in line with Euramet guide cg-18	S



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ISO/IEC 17025:2017

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2 Pine Trees, Chertsey Lane, Staines-upon-Thames, TW18 3HR, UK

Mettler-Toledo Ltd

Issue No: 024 **Issue date:** 04 March 2024

Calibration performed by the Organisation at the locations specified

Measured Quantity Instrument or Gauge	Range	Expanded Measurement Uncertainty ($k = 2$)	Remarks	Location Code
VOLUME of liquids (See Note 7) Single channel instruments	Nominal value		<p>Note 7. For water delivered from piston and/or plunger operated volumetric apparatus using procedure as defined in ISO 8655 (gravimetric method).</p> <p>Users requiring conformity to ISO 8655-6 should note that this cannot be demonstrated using fewer than 10 readings.</p>	P, S
	0.1 μ L to 2.0 μ L 2.0 μ L to 20.0 μ L 20.0 μ L to 100 μ L 100 μ L to 200 μ L 200 μ L to 500 μ L 0.5 mL to 1 mL 1 mL to 2 mL 2 mL to 5 mL 5 mL to 10 mL 10 mL to 20 mL 20 mL to 50 mL 50 mL to 100 mL	0.030 μ L 0.060 μ L 0.20 μ L 0.30 μ L 0.70 μ L 0.002 0 mL 0.003 0 mL 0.007 0 mL 0.015 mL 0.020 mL 0.030 mL 0.050 mL		
Multi-channel instruments up to 12 channels simultaneously calibrated	1.0 μ L to 20 μ L 20.0 μ L to 50.0 μ L 50.0 μ L to 100 μ L 100 μ L to 200 μ L 200 μ L to 600 μ L 600 μ L to 1200 μ L Above 1200 μ L to 1250 μ L	0.10 μ L 0.20 μ L 0.30 μ L 0.50 μ L 1.5 μ L 5.0 μ L 7.0 μ L		P, S
TEMPERATURE (See Note 8) Static and dynamic calibration of: 1. PCR [®] cyclers 2. Thermocyclers 3. Temp controlled dry-block incubators	30 °C to 95 °C	0.22 °C	<p>Note 8. Single point or multi-point calibration</p> <p>Calibration against digital thermometer with an array of sensors.</p> <p>The PCR[®] (Polymerase Chain Reaction), process is covered by patents owned by Hoffman-LaRoche Inc</p>	S
END				



0433
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ISO/IEC 17025:2017

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Mettler-Toledo Ltd

Issue No: 024 Issue date: 04 March 2024

Calibration performed by the Organisation at the locations specified

Appendix - Calibration and Measurement Capabilities

Introduction

The definitive statement of the accreditation status of a calibration laboratory is the Accreditation Certificate and the associated Schedule of Accreditation. This Schedule of Accreditation is a critical document, as it defines the measurement capabilities, ranges and boundaries of the calibration activities for which the organisation holds accreditation.

Calibration and Measurement Capabilities (CMCs)

The capabilities provided by accredited calibration laboratories are described by the Calibration and Measurement Capability (CMC), which expresses the lowest measurement uncertainty that can be achieved during a calibration. If a particular device under calibration itself contributes significantly to the uncertainty (for example, if it has limited resolution or exhibits significant non-repeatability) then the uncertainty quoted on a calibration certificate will be increased to account for such factors.

The CMC is normally used to describe the uncertainty that appears in an accredited calibration laboratory's schedule of accreditation and is the uncertainty for which the laboratory has been accredited using the procedure that was the subject of assessment. The measurement uncertainty is calculated according to the procedures given in the GUM and is normally stated as an expanded uncertainty at a coverage probability of 95 %, which usually requires the use of a coverage factor of $k = 2$. An accredited laboratory is not permitted to quote an uncertainty that is smaller than the published measurement uncertainty in certificates issued under its accreditation.

Expression of CMCs - symbols and units

It should be noted that the percentage symbol (%) represents the number 0.01. In cases where the measurement uncertainty is stated as a percentage, this is to be interpreted as meaning percentage of the measurand. Thus, for example, a measurement uncertainty of 1.5 % means $1.5 \times 0.01 \times q$, where q is the quantity value.

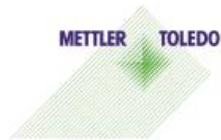
The notation $Q[a, b]$ stands for the root-sum-square of the terms between brackets: $Q[a, b] = [a^2 + b^2]^{1/2}$



CERTIFICATE



This is to certify that



Mettler-Toledo GmbH

Zentrale
Ockerweg 3
35396 Gießen
Germany

with the organizational units/sites as listed in the annex

has implemented and maintains a **Quality Management System**.

Scope:

Sales and service of precision instruments.
Organizational and operational aspects for providing calibration services.

Through an audit, documented in a report, it was verified that the management system fulfills the requirements of the following standard:

ISO 9001 : 2015

Certificate registration no. 000783 QM15
Valid from 2024-08-03
Valid until 2027-08-02
Date of certification 2024-07-09



DQS IS A MEMBER OF



DQS GmbH

Christian Gerling
Managing Director

Accredited Body: DQS GmbH, August-Schanz-Straße 21, 60433 Frankfurt am Main, Germany
The validity of the certification can only be verified by the QR-code.

1 / 5



Annex to certificate
Registration No. 000783 QM15

Mettler-Toledo GmbH

Zentrale

Ockerweg 3
35396 Gießen
Germany

Location

Scope

530521
Mettler Toledo SAS
18-20, Avenue de la Pépinière
78222 Viroflay
France

Sales and service of precision instruments.
Organizational and operational aspects for
providing calibration services.

530522
Mettler Toledo SAS
264, rue Abraham Lincoln
62400 Béthune
France

Sales and service of precision instruments.
Organizational and operational aspects for
providing calibration services.

530523
Mettler Toledo Ltd
Boston Road 64
Beaumont Leys Leicester
United Kingdom

Sales and service of precision instruments.
Organizational and operational aspects for
providing calibration services.

530524
Mettler-Toledo AB
Virkesvägen 10
12008 Stockholm
Sweden

Sales and service of precision instruments.
Organizational and operational aspects for
providing calibration services.

530525
Mettler Toledo AS
Ulvenveien 92B
0581 Oslo
Norway

Sales and service of precision instruments.
Organizational and operational aspects for
providing calibration services.

530526
Mettler Toledo A/S
Naverland 8
2600 Glostrup
Denmark

Sales and service of precision instruments.
Organizational and operational aspects for
providing calibration services.

This annex (edition: 2024-07-09) is only valid in connection
with the above-mentioned certificate.

3 / 5

Certificate GB10/81827

The management system of

Mettler Toledo Ltd

64 Boston Road Beaumont Leys Leicester LE4 1AW United Kingdom

has been assessed and certified as meeting the requirements of
ISO 14001:2015

For the following activities

The scope of this certification applies to the approved Environmental Management Systems relating to the following activities: Sales, service and calibration of precision instruments.

This certificate is valid from 18 November 2022 until 18 November 2025 and remains valid subject to satisfactory surveillance audits.

Issue 9. Certified since 18 November 2010



Authorised by
Jonathan Hall
Global Head - Certification Services

SGS United Kingdom Ltd

Rossmore Business Park, Ellesmere Port, Cheshire, CH65 3EN, UK
t +44 (0)151 350-6666 - www.sgs.com



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Page 1 / 1

Revision 84. Issued: 15/08/2024

Date Last Printed: 15/08/2024

Certificate GB08/75856

The management system of

Mettler Toledo Ltd

64 Boston Road Beaumont Leys Leicester LE4 1AW United Kingdom

has been assessed and certified as meeting the requirements of

Non-Automatic Weighing Instruments Regulations 2016 (SI 2016 No 1152 as amended) (Formerly Directive 2014/31/EU)

For the following activities

The Scope of Registration appears on pages 2-6 of this certificate

This certificate is valid from 18 November 2022 until 18 November 2025 and remains valid subject to satisfactory surveillance audits.

Issue 12. Certified since 14 October 2008.



Authorised by
Jonathan Hall
Global Head - Certification Services

SGS United Kingdom Ltd
Rossmore Business Park, Ellesmere Port, Cheshire, CH65 3EN, UK
t +44 (0)151 350-6666 - www.sgs.com



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Page 1 / 6



Revision 84. Issued: 15/08/2024

Date Last Printed: 15//08/2024

December 2023

METTLER TOLEDO

European Market Organizations

Quality Policy

The strategic orientation of METTLER TOLEDO is to deliver high quality products and services to our customers and is consistent with the fundamental vision and Corporate Policy Guidelines. [Corporate Values](#)

Our Quality Policy for METTLER TOLEDO European Marketing Organizations is to support the strategic alignment through defined and verified quality related metrics. We are committed to continuous improvement and to meet customer requirements and relevant legal requirements. The Quality management system is implemented by top management, reviewed regularly, and adjusted as necessary.

The scope specified in the Quality Management System is valid for the area: Sales and service of precision instruments. Organizational and operational aspects for providing calibration services.

The relevant requirements for Quality Management of the interested parties: customers, suppliers, employees, business owners and the authorities are regularly sighted and documented in the Quality Management Handbook. [Management Handbook Europe](#) in compliance with EN: ISO 9001:2015

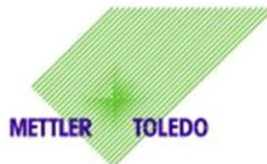
The organization monitors and reviews at minimum following information about the interested parties mentioned in the [Context of the organization](#): customers - information to leads, complaints and customer satisfaction; suppliers – information to delivery performance; employees – information to number and trainings; company owners – information to public financial ratios; authorities – information to relevant laws and regulations.

Dedicated people are named, in compliance with the required resources, for the effective implementation and continuous improvement of the Quality Management System. All people who perform activities under the supervision of the organization are conscious of their responsibility and contribution to the effectiveness of the Quality Management Systems.

The Quality Policy is governed immediately and valid for all employees of the European Market Organization mentioned in the actual EN ISO 9001:2015 certificate.

Marc de La Guéronnière
Head of European Market Organization

Marc de La Guéronnière
Marc de La Guéronnière (8. Dezember 2023 14:36 GMT+1)
8. Dezember 2023



Health & Safety Policy

The Executive Management of Mettler-Toledo Ltd regard the promotion of health and safety measures as a two way function to be entered into equally by both management and employees. The Executive Management will make sufficient resources and funding available to ensure that the Health and Safety Policy is properly implemented and that all statutory obligations are complied with. It is company policy to do all that is reasonable to prevent injury to persons and plant and to protect all from foreseeable hazards at work, including others who are not employees who have reason to come to us or can be affected by our work systems; here we remember the public who we can affect. It is our aim to achieve a working environment, which is free of work related accidents and ill-health and to this end we will pursue continuing improvements from year to year.

The Company through its managers and supervisors has a responsibility to:

- Set high standards of example, behaviour and methods at all stations, establishing and enforcing safe methods of work
- Provide good working conditions that are safe and healthy at all times and all protection necessary to include safety equipment and clothing
- Provide induction and continued training, through the provision of refresher training as appropriate, so that all work is performed safely and efficiently, and to provide information so keeping employees up to date with changing conditions and ensuring that tasks given to employees are within their skills, knowledge and ability
- Maintain a constant and continued interest in health and safety matters by promoting awareness of health and safety and of good practice through the effective communication of relevant information
- Ensure all statutory obligations are complied with and furnishing sufficient funds to meet these objectives
- Identifying hazards in the workplace, assessing the risks related to them and implementing appropriate preventative and protective measures
- Recruiting/appointing personnel who have the skills, abilities and competence commensurate with their role and level of responsibility

The employee is responsible for:

- Looking after themselves and others who may be affected by the way in which they do their work
- Co-operating with the company in bringing about compliance with all relevant statutory provisions applicable to the health, safety and welfare of themselves at work and others who may be affected by their work
- Wearing, maintaining, looking after and not causing neglect to items and articles provided for their safety and health at work
- Reporting any untoward or foreseeable untoward happening that is likely to cause injury of any description to persons or plant
- Regarding the foregoing points as part of their contract of employment under the Health and Safety at Work etc Act 1974

Our Health and Safety Policy will be reviewed annually to monitor its effectiveness and to ensure that it reflects changing needs and circumstances. I give my full support to the above policy which shall be fully implemented.

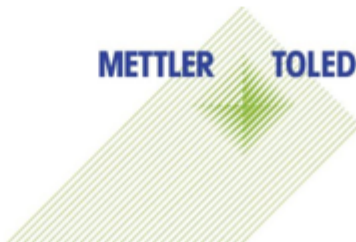
Erwan Legros

General Manager



ERWAN LEGROS

METTLER TOLEDO



IMS-35-01 Rev 18
Date of issue: 15/01/2024

Environmental Policy

METTLER TOLEDO produces a broad range of precise weighing equipment and systems with accuracies to one tenth of a millionth of a gram and capacities of up to hundreds of tonnes, as well as instruments which measure a multitude of values in a host of analytical techniques.

Our activities in the UK cover the sale, installation, commissioning, routine maintenance, repair, and re-calibration of a range of weighing, analytical, liquid handling, and product inspection instruments in a variety of sectors.

It is the overall policy of Mettler-Toledo Ltd to operate the business employing the best environmental practices possible. The policies stated below will give guidance on the achievement of this overall policy.

Mettler-Toledo Ltd will:

- Implement and maintain an Environmental Management System which meets the requirements of the current version of ISO 14001
- Meet all relevant environmental legislation and regulation appropriate to the business plus any other requirements to which the company subscribes. Also make every effort to be in the forefront of environmental thinking prior to it becoming legislation
- Ensure control of any waste discharge
- Review the environmental impact of its activities and act on any areas that have significant adverse effect on the environment. Continual improvement to enhance performance with reviews carried out periodically to confirm that there have been no additional activities with any significant impact on the environment
- Commit to the protection of the environment, including the prevention of pollution and other aspects | relevant to the context of the organisation

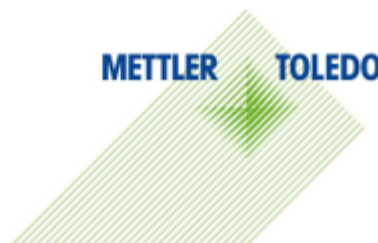
The principal aim is for a programme of continual improvement in Mettler-Toledo Ltd environmental performance. To this end we will set objectives and targets to reduce our significant environmental impacts.

All employees will be made aware of the impact of their actions on the environment and Mettler-Toledo Ltd environmental policies and objectives.

Employees with specific responsibilities for processes with an environmental impact will be trained in the company's requirements.

Mettler-Toledo Ltd environmental policy will be available to all persons with a legitimate interest in the company's environmental performance. I give my full support to the above policy which shall be fully implemented.

Erwan Legros General
Manager



IMS-35-03 Rev 22
Date of Issue 15/01/2024

Mettler-Toledo International Inc.

Slavery, Human Trafficking, and Transparency in the Supply Chain

Mettler-Toledo International Inc. and its subsidiaries, including its UK based subsidiaries ("METTLER TOLEDO"), are committed to conducting their business ethically, legally, and in a socially responsible manner. This statement sets forth METTLER TOLEDO's actions during its 2022 financial year to prevent slavery, human trafficking, and uphold human rights in its supply chain. The statements and processes outlined here apply throughout METTLER TOLEDO and its global supply chains. This statement addresses the requirements of the UK Modern Slavery Act and the California Transparency in Supply Chain Act.

Commitment

METTLER TOLEDO's Ethical, Social and Quality Standards, available at www.mt.com/policies, outline METTLER TOLEDO's commitment to the issues of slavery, human trafficking, and human rights. METTLER TOLEDO is committed to upholding universal human rights and creating safe and healthy work environments. METTLER TOLEDO does not use child labor, slavery, or forced, indentured, or involuntary labor. These commitments are reinforced throughout the organization in the METTLER TOLEDO Code of Conduct, available at www.mt.com/policies. All METTLER TOLEDO employees receive regular training on the METTLER TOLEDO Code of Conduct.

Partner Commitment

The METTLER TOLEDO Business Partner Code of Conduct, available at www.mt.com/policies, requires each of METTLER TOLEDO's business partners, including suppliers, to commit to safe working conditions and a healthy work environment for all of their workers. Specifically, business partners must commit to uphold the human rights of workers and employ them according to working laws and regulations. METTLER TOLEDO requires its business partners to create and maintain an environment where all of their employees are treated with dignity and respect and they cannot use child labor, slavery, or forced, indentured, or involuntary labor. Trade or trafficking of human beings is expressly prohibited. METTLER TOLEDO has comprehensive third party due diligence processes in place to reinforce these expectations with select business partners.

Accountability

METTLER TOLEDO's Global Terms and Conditions of Purchase, available at www.mt.com/supplierportal, require suppliers to comply with all laws, regulations, and standards, and establish METTLER TOLEDO's right to conduct supplier audits. Suppliers must comply with the METTLER TOLEDO Business Partner Code of Conduct and more detailed requirements, including on-site audits and training, apply to select suppliers via master purchase agreements.

Contact

Any questions related to this information can be addressed to sustainability@mt.com.

Approved by the Mettler-Toledo International Inc. Board of Directors in February 2023



METTLER TOLEDO



Certificate of Accreditation

This is to certify that
Mettler Toledo Ltd

has achieved SafeContractor accreditation

Date: 7th February 2024

This certificate is valid until: 7th February 2025

Certificate number: BB6877

Signed:

Alyn Franklin
Alcumus CEO



Alcumus SafeContractor Ltd is a UKAS accredited Type C Inspection body under ISO17020:2012 covering the SSIP Core Criteria element of the SafeContractor Assessment Standard.

Full Validation of this certification should be made via the SSIP Portal <https://www.ssiportal.org.uk/>

WEEE Compliance Certificate 2023

Mettler-Toledo Ltd

Has registered as a WEEE Producer for the compliance year 2023
as required by The Waste Electrical & Electronic Equipment Regulations.

00959974

Company registration number

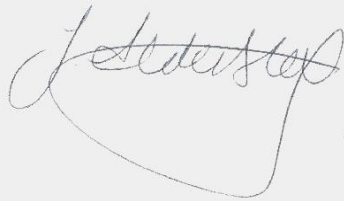
BLY01/00716

Beyondly scheme membership number

WEE/DG0116XU

WEEE producer registration number

Issued by



Jessica Aldersley, Managing Director, Beyondly Global Ltd

This certificate has been issued in accordance with any guidance issued by the appropriate Agency under section 94(4) of the 1995 Act.