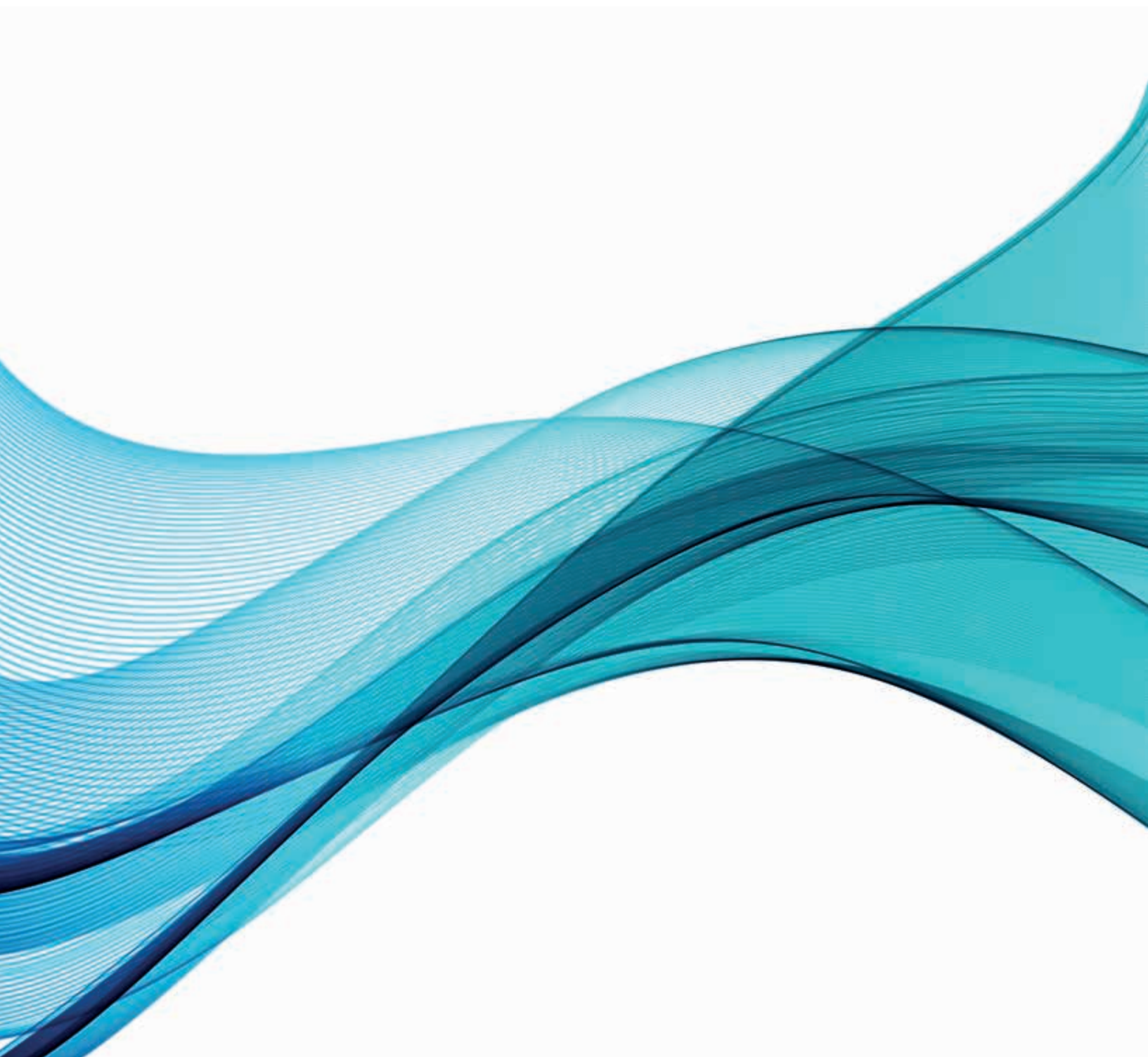




A guide to our services



“Our responsive and flexible service models and product ranges enable healthcare organisations to optimise their clinical capacity, secure longevity of their existing assets, manage clinical risk and maximise cost efficiencies whilst achieving the best standards in the sector.”

STERIS INSTRUMENT MANAGEMENT SERVICES | EMEA



STERIS Instrument Management Services began as Synergy Health over 20 years ago delivering high quality, surgical instrument sterilisation and decontamination services. We rapidly became the leading industry experts in the infection protection field by working in partnership with NHS and other healthcare partners.

In November 2015, Synergy Health combined with STERIS, a leading provider of infection prevention and other procedural products and services.

At STERIS, we help our Customers create a healthier and safer world by providing innovative healthcare, life science products and service solutions around the world.

Who are STERIS?

STERIS global headquarters are based in Mentor Ohio, USA providing healthcare solutions globally. STERIS are uniquely positioned to focus on products and services that meet the needs of its Customers and their patients.

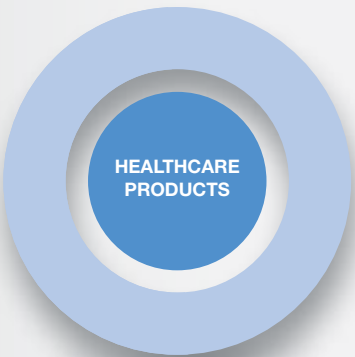
At STERIS we take our responsibility for public health and safety of patients and providers very seriously. We strive for excellence across all facets of our business and we are committed to compliance with established legal and ethical standards.

STERIS Heritage

Founded as 'Innovative Medical Technologies' in 1985 and renamed STERIS in 1987, our heritage dates back to 1894 with the founding of 'American Sterilizer Company', a long time, global leading innovator of sterilisation products.

Today through a series of strategic acquisitions and continual innovation of new products, STERIS holds one of the strongest portfolios of products and services in the industry. It stands firmly at the forefront of efforts to prevent infection and contamination in healthcare and pharmaceutical environments.

The business is segmented into four streams



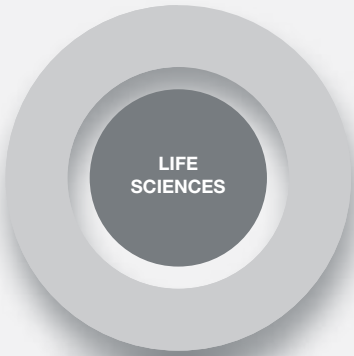
- Infection Prevention and Procedural Solutions for Healthcare Providers Worldwide
- Capital Equipment and Related Maintenance Installation Services
- Consumables



- Surgical Instrument and Device Sterilisation
- Surgical Instrument and Device Repair
- Consumables and Instrument Sales
- Animal Health Products and Services



- Contract Sterilisation and Laboratory Services

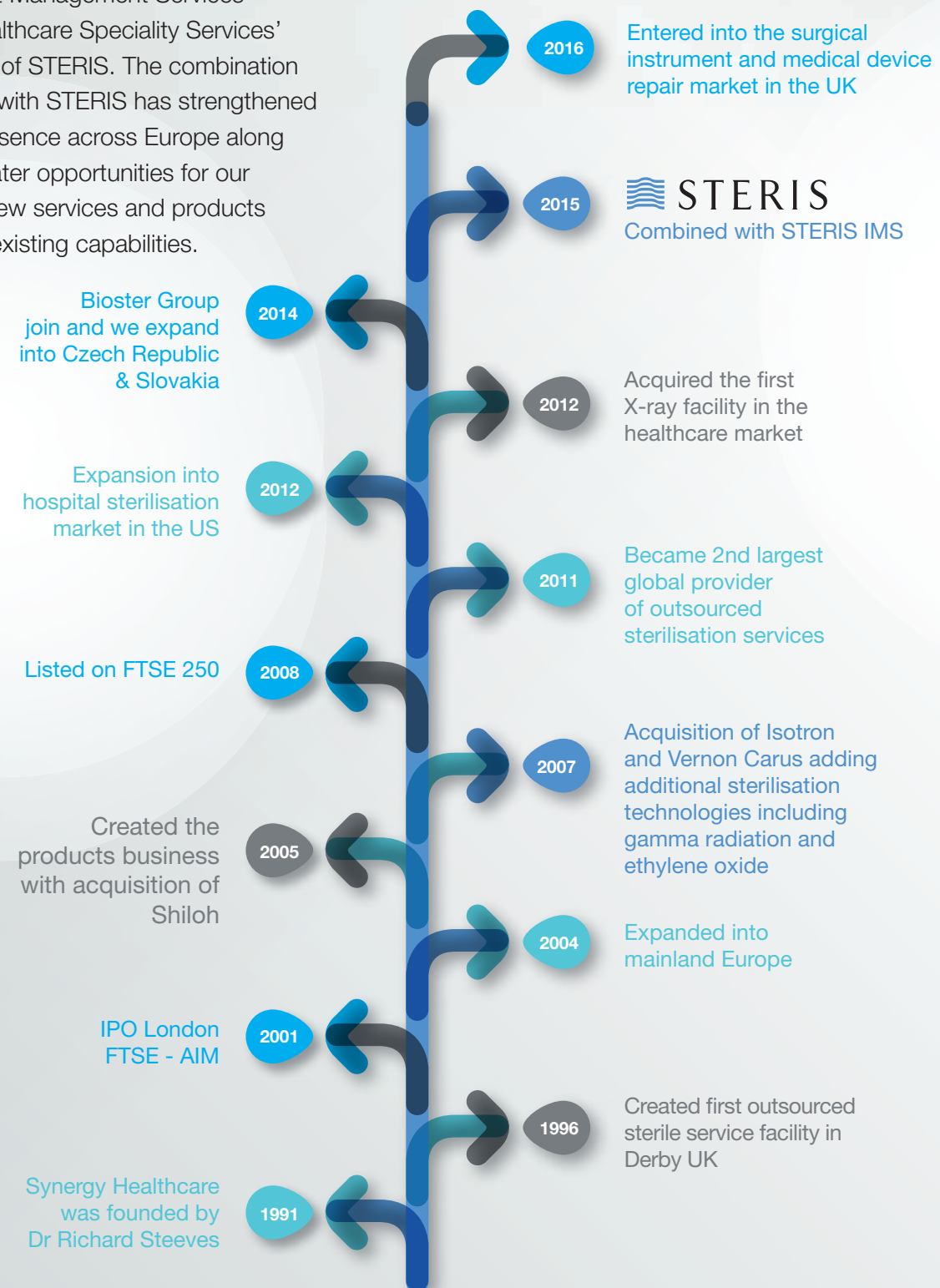


- Capital Equipment and Consumable Products
- Equipment Maintenance and Speciality Services
- Pharmaceutical Manufacturers
- Research



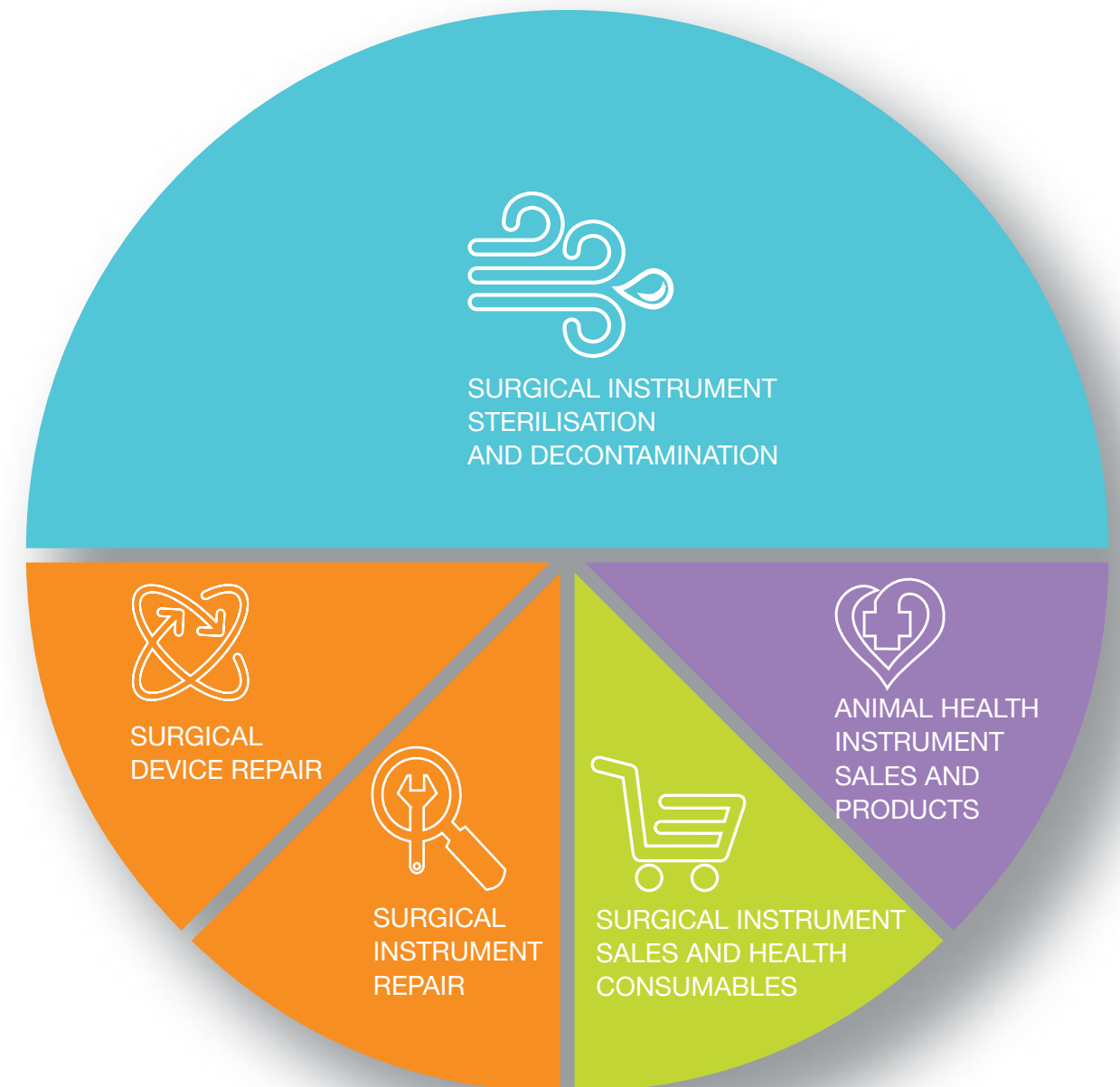
Our timeline

STERIS Instrument Management Services sits within the 'Healthcare Speciality Services' business segment of STERIS. The combination of Synergy Health with STERIS has strengthened the company's presence across Europe along with providing greater opportunities for our Customers, with new services and products added to our pre-existing capabilities.

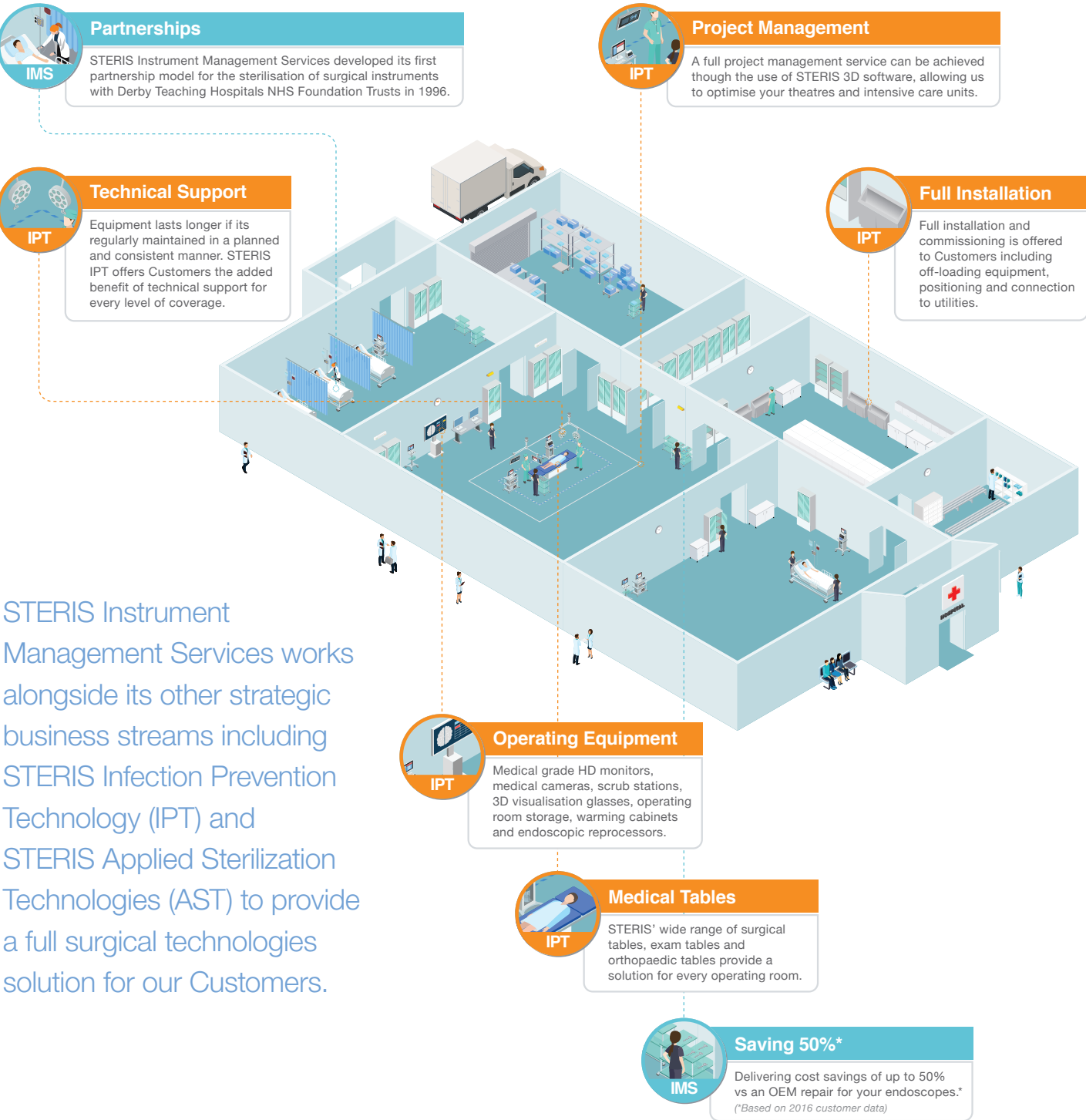


Our services in Europe

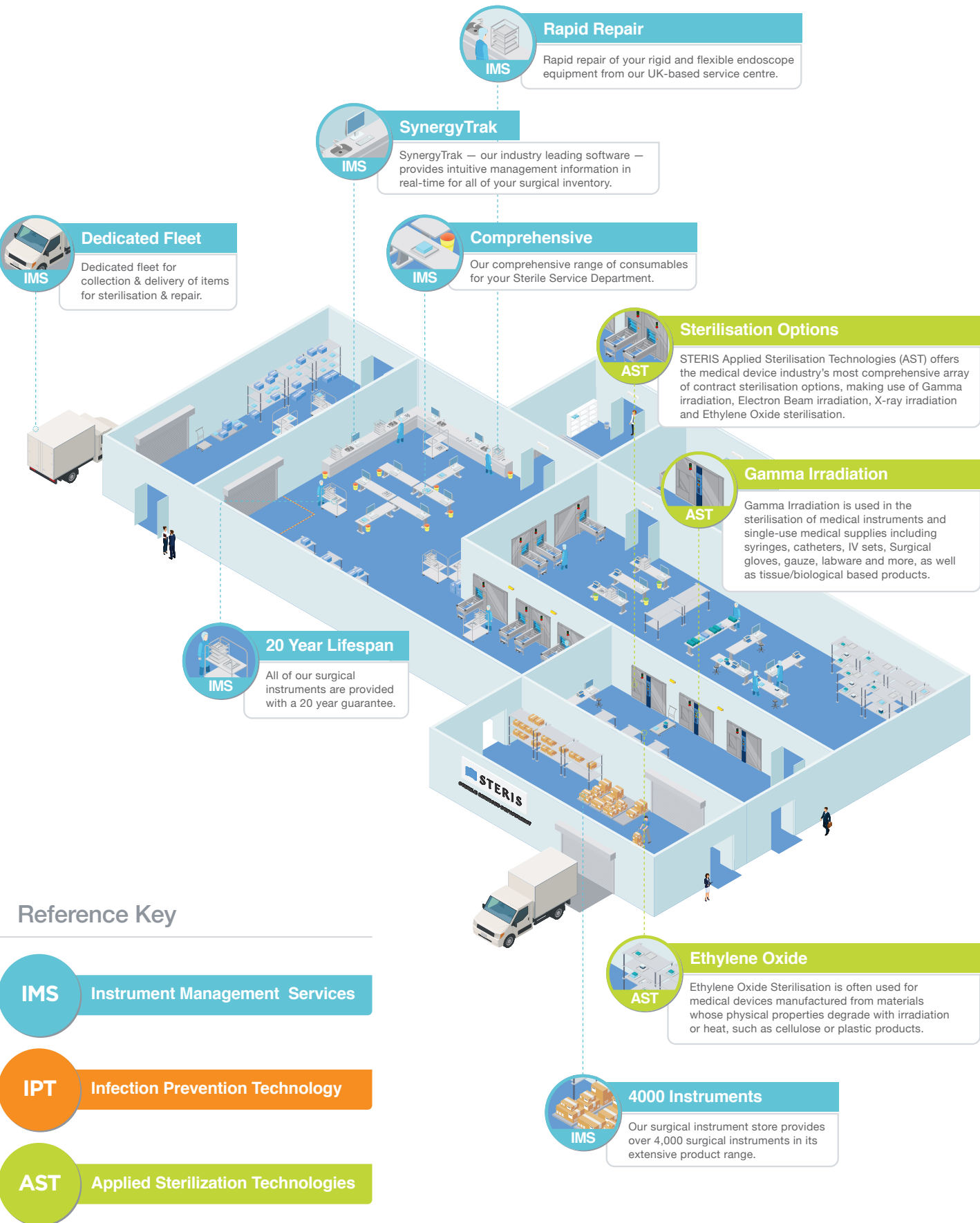
We provide the following products and services to the healthcare sector globally



How we support hospitals with our products and services



STERIS Instrument Management Services works alongside its other strategic business streams including STERIS Infection Prevention Technology (IPT) and STERIS Applied Sterilization Technologies (AST) to provide a full surgical technologies solution for our Customers.



Reference Key

- IMS** Instrument Management Services
- IPT** Infection Prevention Technology
- AST** Applied Sterilization Technologies

Our Mission

At STERIS,
we help our
Customers
create a healthier
and safer world

by providing innovative
healthcare and life science
product and service solutions
around the world.

As a global business, STERIS Instrument
Management Services aims to conduct its
business in a socially responsible way, giving back
to the communities and patients we serve and
respecting the needs of employees, Customers,
suppliers, regulators and other stakeholders.

Our people

OUR PEOPLE

We place great importance on our employees and their wellbeing, aiming to create a positive and healthy working environment for everyone, promoting and contributing to a more effective and productive workforce, and success of the business overall.

STERIS Instrument Management Services is an equal opportunities employer committed to fair practices in the workplace.

We promote healthy lifestyle choices to our employees and provide every member of our team with access to fresh fruit, encouraging more active lifestyle choices (such as swapping the car for walking or cycling) and at most of our facilities there is access to showers and a safe area to store your bike whilst at work.

We recognise the contribution our employees make to the success of our company and are committed to making the most effective use of talent and skills within our workforce, this includes considering the personal wellbeing of every team member we support through our partnership with an occupational healthcare provider, whereby we offer access to a free General Practitioners service, this cover also extends to all employees immediate family and includes the issuing of prescriptions if required. In addition to this we also provide a free occupational health service and confidential guidance counselling for personal matters relating to: home, relationship, mental health and debt.

Rewarding dedication

'Celebrating Success' is a STERIS Instrument Management Services initiative which gives recognition to employees who have gone beyond what is expected of them in their role and in turn encourages: motivation, high standards, innovation and the highest levels of Customer service. Each quarter an awards ceremony is held in a unique location and brings together all the high achievers to celebrate with colleagues their individual successes.

Career Progression in the business

We advocate career progression across the business, by promoting skill sharing, mentoring and providing secondment opportunities we aim to develop skills and knowledge that exists within the business to maximise the potential of our workforce and their personal career journeys.

Our teams are selected for their personal and professional qualities of : integrity and skill - it's these traits that makes STERIS Instrument Management Services successful.

Graduate Employment

STERIS Instrument Management Services supports graduates in industry, each year selecting the most promising and bright minds, leveraging investment in the future of the business.

Our Senior Management Team

STERIS Instrument Management Services Europe

At STERIS Instrument Management Services we recognise the importance of our Customers, working in partnership to develop effective services and products that are both relevant and effective for our Customers needs.

We operate a partnership model based on communication, led by a passionate and caring managerial team. Aligned to our European senior management team are our operational directors.



Adrian Coward
Senior Vice President, Global Healthcare Services

Adrian leads the company's global healthcare services business across North America, Europe and China. Prior to his current role, Adrian was Managing Director and later European COO of Synergy Health plc prior to the combination with STERIS.

His experience working within the healthcare sector also includes research and development consultancy for the pharmaceutical and life sciences sector.



Kevin Holder
Managing Director

Kevin is Managing Director of the STERIS Instrument Management Services business for Europe and the Middle East, focused on the sterilisation and repair of surgical devices, he joined the business in 2013 as Business Development Director.

Appointed in various CEO positions within the independent healthcare provider sector.

Kevin is an advocate for talent progression within the business and promoting the benefits derived from true partnership working with Customers in the NHS and other clinical settings.



Mark Capel
SynergyTrak Director

Mark began his career as SynergyTrak Director in 2014 having previously held the position of Group IT Director from January 2012.

Mark graduated from Salford University in 1994 and began his career at Southern Derbyshire NHS Trust as a Medical Physicist. He joined the business (then Synergy Health) in 1997 as an IT Manager.

Mark oversees the development and delivery of SynergyTrak our bespoke instrument management software.



Doros Polydorou
Business Development Director

Doros took up his current role as Business Development Director in October 2016, his role encompasses the successful acquisition and retention of new business and in driving the commercial direction.

Prior to his current role Doros was Operations Director at STERIS Instrument Management Services, Doros has also worked in senior operations roles within the technology sector.

Doros is a member of both The Institute of Decontamination Sciences and Central Sterilising Club and is passionate about patient care outcomes, derived from the quality of services provided to our Customers, the continued development and investment in our people and innovation in our sector.



Kat Holt
Head of Marketing

Kat joined STERIS Instrument Management Services in April 2016 having previously worked in technology and prior to that, a number of healthcare organisations including a leading independent healthcare provider and the Department of Health.

Kat oversees the development and delivery of the business': marketing, communications and engagement activity as well as identifying sources of insight and research to help inform key business decisions to benefit our Customers.

Passionate about evidence based marketing and Customer focus, Kat works alongside the business development team and business leaders to create effective commercial and marketing strategies.



Charlotte Johnson
HR Associate

Charlotte leads the HR function at STERIS Instrument Management Services, ensuring our vision and values are embedded into all HR and recruitment activity across Europe.

Charlotte joined STERIS Instrument Management Services in November 2009, providing HR support to the UK Midlands region. Prior to that, Charlotte worked within the manufacturing and automotive industries.



Stephen Weedon
Business Finance Manager

Stephen provides financial and commercial advice to support the business and its Customers, identifying and mitigating economic and commercial risk, whilst supporting growth and the creation of value. Stephen took up his current role in February 2017 but joined the company back in 2000 as a Finance Manager.

In 2005 Stephen moved across into the business development function as a Commercial Manager, responsible for the financial and commercial elements of winning bids and contracts.

Stephen has been instrumental in closing multiple large service contracts, positioning STERIS Instrument Management Services as one of the UK's leading sterile service providers and is also a Trustee of the 'UK defined benefit pension scheme'.

Operational Senior Management Team

STERIS Instrument Management Services Europe



Nolan Hodkinson
Operations Director - UK

Nolan joined the business over 10 years ago as a General Manager. Nolan leads the successful operation of our UK sterilisation and decontamination services, supported by a team of Regional Managers who work closely with our facility General Managers.



Peter Woolston
Instrument Sales and Repair Director (EMEA)

Peter joined the business in 2017 to manage the effective operations of our Instrument Sales and Instruments and Device Repair Services. At STERIS Instrument Management Services we recognise the importance of our Customers, working in partnership to develop effective services and products that are both relevant and effective for our Customers needs.



Giorgio Ramponi
Operations Director - Italy and NL

Giorgio has operational oversight of Italy and the Netherlands supported by a team of local managers. Giorgio has gained extensive experience in the sterilisation and decontamination market.

Vision & Values

Our vision

Inspired by our Customers’ efforts to create a healthier and safer world, and guided by our legacy of leadership and innovation, we strive to be a Great Company. To STERIS, this means we will make a difference by providing world-class product and service solutions for our Customers, safe and rewarding work for our People, and superior returns for our Shareholders.

Our values

Customers first – always

Our Customer is the most important person in our business, to be treated with the utmost respect. No business activity, other than safety, is more important than listening, learning and providing superior product and service solutions to our Customers.



Innovation – the best

We are leaders not followers. **Our company is built on a collection of innovative ideas and a passion for continuous improvement.** We challenge the status quo and take measured risks, exploring big and small ideas that improve our quality, delivery and cost performance daily. We provide meaningful value to our Customers with our product and service solutions.



Accountability – right now

We say what we mean and we honor our commitments. **We hold ourselves and each other accountable for our results. We prefer action today versus tomorrow.** We understand that value is created in our product development centers, our factories and at our Customer’s sites.



People – the foundation

We are committed to the safety and success of our people. **We expect the performance of every person to continually improve with personal initiative and proper support.** We treat each other with mutual respect and have fun in our work.



Teamwork – winning together

We believe unity of purpose and teamwork enables us to do far more than we could individually. We draw strength from each other and communicate with fairness, candor, respect and courage respectfully stating what we think even if it is unpopular. Our collaboration turns interesting ideas into great product and service solutions.



Integrity – stewardship commitment

We are stewards of the long-term success of our business - we create superior value for our people and our shareholders. **We are trustworthy and honest, and carry out our work in a professional, ethical, and legal manner.** We challenge actions inconsistent with our values.



Education

Our sterile technicians are at the core of our training initiatives - each new employee is required to complete a product training process within the first year. Our training programme combines the use of nationally recognised and in-house educational programmes.

Training is delivered by our national team of experienced trainers who form part of the in-house learning and development team, along with local site coaches and support staff. These trainers aim to ensure employees understand the impact of their work on patient safety. Training is supported by our e-learning modules, developed specifically for sterile services with a focus on delivering a high-quality service. We are an IDSc Accredited Training Centre for the new 'Healthcare Scientist Apprenticeship Scheme' which illustrates the respect and credibility we hold with leading professional bodies.

Our non-technical employees who hold administrative or managerial roles are also encouraged to identify opportunities for self-development, this may be done through an external educational provider or trainer, internally through STERIS University online seminars or by gaining experience through mentoring or secondment opportunities within the business.

"All employees are trained with the ultimate focus of patient safety – many of our employees attend theatre sessions to further understand the importance of their work."

Kevin Holder, Managing Director



We are increasingly being recognised for our collaboration with the NHS. This year our STERIS Instrument Management Services team at Tameside Hospital (Manchester) won the award for “Outstanding NHS Partner”. We continue to work in collaboration, supporting and adding value to local communities through educating and promoting the public in partnership with our NHS partners. As an example Royal Berkshire NHS and STERIS Instrument Management Services recently held a media open day which provided an overview of theatre sterilisation for the general public to learn about the vital role of sterility in infection protection.

Awards and Affiliations



“This is a super facility and our partnership with STERIS Instrument Management Services is a great example of public and private sector working well together. It is incredibly important for the teams at the trust to be confident that the instruments they use every day have been thoroughly cleaned, checked and through a rigorous sterilisation process”

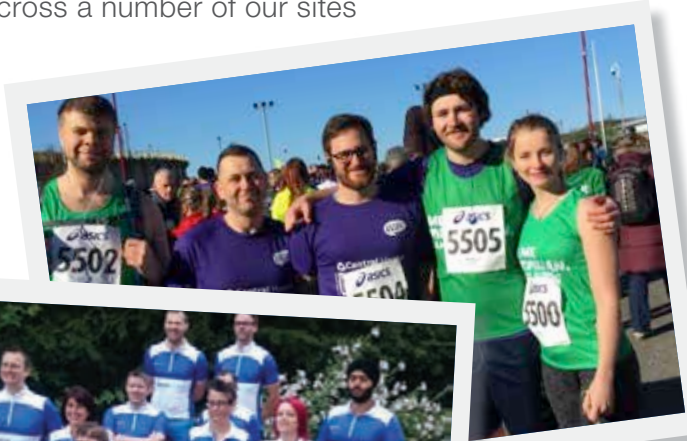
Jean O Callaghan, Chief Executive

Royal Berkshire NHS Foundation Trust – July 2016

Our team donations to Charity through Fundraising

Individual team members of STERIS Instrument Management Services, have been involved in numerous fundraising activities, supporting both local and national charities. Recent events employees have participated in include:

- Derby 10K – supporting Macmillan
- Pink Ribbon Walk – Chatsworth Estate
- Cycle Derby Sportif – supporting Macmillan
- Macmillan Coffee Morning – across a number of our sites



Improving Clinical outcomes



In the UK and Europe

At STERIS Instrument Management Services, we recognise the importance of not only what we do for our Customers and their patients, but also contributing to the wider surgical community. That's why, we have chosen to work with 'The Royal College of Surgeons' who, as a charitable organisation independent of the NHS, rely on donations to continually advance surgical care for everyone.

We contribute through corporate support of events and activities and this enables us as a business to give back to the communities we serve through vital pioneering surgical research and educational activity in the UK and overseas.





Our Commitment to the Environment

We recognise that, as a business the responsibility we have to promote a broader sustainability agenda is integral to our activities and the management of our organisation. We aim to follow and to promote good sustainability practice to reduce the environmental impact of our activities and to help our Customers and partners do the same.

STERIS is committed to providing the best service to our Customers whilst acting in an environmentally responsible manner in its day to day operations. We have a number of policies and processes to encourage environmentally friendly practices within our business, from vehicle tracking systems to the exploration of solar power generation within our facilities. In addition, we encourage all employees to adopt their own best practice.

We have in place our own environmental management system, adopting the principles of ISO14001 into our everyday business.



Environmental

A greener vehicle fleet

We use Ingenium Dynamics on our vehicle fleet, which enables us to monitor and evaluate the efficiency of how our drivers operate their vehicles including :

- Efficient accelerating
- Braking styles
- Fuel consumption

As such, this system enables us to reduce the carbon footprint of our fleet through economical driver behaviours.

We demand the most effective and sustainable outcomes from all our suppliers and our corporate fleet is no exception. Through our auto lease arrangements we are committed to minimising pollution, continually improving our fleet to adopt new green technologies (where they are available) and in complying with all relevant environmental legislation and regulations.



Our global footprint



WHERE WE OPERATE

European offices

STERIS Instrument Management Services
Corporate Office European HQ
Rutherford House
Stephensons Way
Derby DE21 6LY
United Kingdom

STERIS Instrument Management Services
Hoddersdon Repair and Production Facility
14b Pindar Road
Hoddesdon EN11 0BZ
United Kingdom

STERIS Instrument Management Services
Northampton Repair Facility
Moulton Park Business Centre
Red House Road
Northampton NN3 6AQ
United Kingdom

STERIS Instrument Management Services
Via Volta 20
24069 Trescore Balneario (BG)
ITALY

STERIS Instrument Management Services
Amsterdam B.V.
Sterilisatie Dienst DO-310
Academisch Medisch Centrum
Postbus 22660
1100 DD
NETHERLANDS

North American Offices

STERIS Instrument Management Services
3316 2nd Avenue North
Birmingham
Alabama 35222
USA

STERIS Instrument Management Services
Repair Facility
3316 2nd Avenue North
Birmingham
Alabama 35222
USA

STERIS Instrument Management Services
Surgical Optics and IMS Research
Engineering and Repair Facility
12229 SW 53rd Street
Cooper City
Florida 33330
USA

401 East Jackson Street
Suite 3100
Tampa
Florida 33602
USA

Asia Offices

STERIS Instrument Management Services
No 26 Xinchang Road
Sozhou Industrial Park
Sozhou
Jiangsu Province
China 215125
Telephone ??

FIND OUT MORE

Find out more about us

You can find out more about STERIS Instrument Management Services products and services by visiting our website



You can find out more about STERIS products and services by visiting our website



You can email us



Or talk to us on





Head Office EMEA

Rutherford House, Stephenson's Way, Derby, Derbyshire, DE21 6LY.

T: 01332 387100 | W: www.steris-ims.com

E: Sterisims.enquiries@steris.com

As our policy is one of continual improvement, we reserve the right to modify designs without prior notice.

Synergy Health UK Ltd trading as STERIS Instrument Management Services