

## Scope of the Integrated Management System

### **Introduction:**

Brother UK has established, documented and implemented an integrated management system, which is maintained, reviewed and evaluated on an ongoing basis with an aim to deliver continuous improvement. Documented process flows and procedures have been developed in order to ensure compliance with the requirements set by the standards.

### **Scope:**

The management system is applicable to the procurement, customisation, sales and marketing, supply and repair of Brother products, services, consumables and accessories. The scope therefore covers Brother UK and all its processes and procedures and interactions with stakeholders including customers, suppliers, associates, business partners and the local community. Outsourced services and subcontractors are covered by the integrated management system including first level technical support, TPM companies and BIE Shared Services both in terms of MIS and HR functions. However, manufacturing of Brother's products is excluded from the scope of the system along with recycling of products which is conducted and monitored via the head office in Japan.

The integrated management system encapsulates our values, beliefs, culture and business ethos, which all derive from the Brother Group Global Charter and our corporate objectives. Policy manuals and statements have been developed in line with this and are highly valued and implemented across the company by our senior leadership team.