

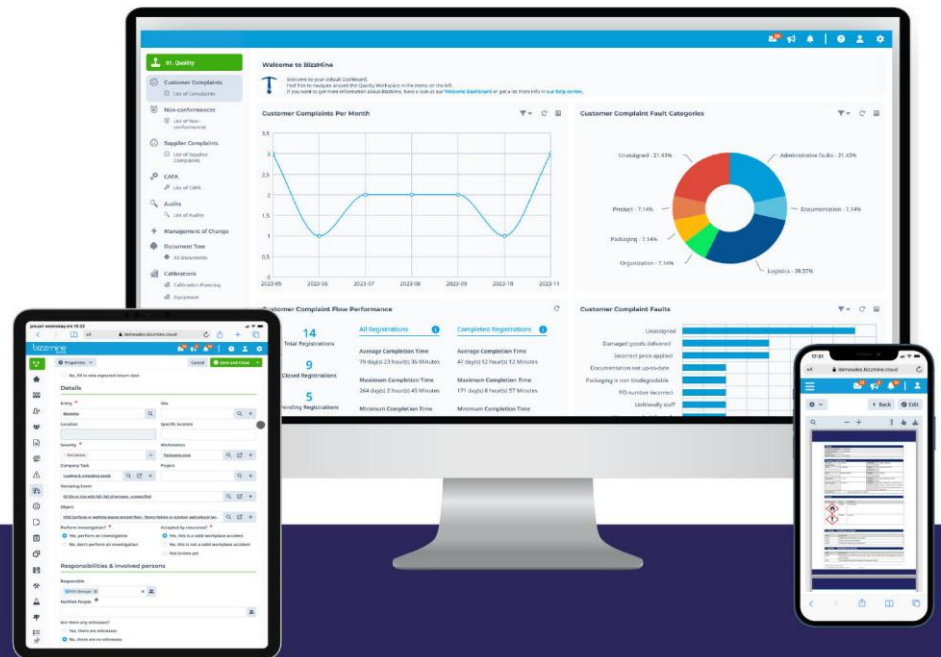


Electronic Quality, Health, Safety & Environmental Management Software

Bizzmine

G-Cloud 15

Lot 2b: Software as a service (SaaS)



One Software Platform for Quality and EHS
management to simplify your business processes



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1. Service Delivery Overview – What we offer

Electronic Quality, Health, Environmental Management Software (QHSE) suite which is cloud-based and designed for desktop and mobile devices.

The solution is a cost-effective way to help companies meet the needs of **quality and regulatory compliance** and functions across a wide range of ISO quality standards.



The platform is hosted on the **Microsoft Azure platform** which is managed by Microsoft and the developers of the software Bizzmine.



Benefits of implementing Bizzmine QHSE to **public and private sector** organisations:

✓ **Improved Efficiency**

Bizzmine can automate many manual processes and procedures, reducing the time and effort required to complete tasks. This can help organisations to operate more efficiently and effectively.

✓ **Enhanced Accountability**

Bizzmine can help to establish clear responsibilities and accountabilities, which can increase the level of transparency and visibility in public and private organisations. This can lead to improved governance, increased trust and confidence, and reduced risks of fraud and corruption.

✓ **Improved Customer Satisfaction**

Organisations can use Bizzmine to capture and analyse customer feedback, which can help to identify areas for improvement and enhance the level of service provided to citizens.

✓ **Better Decision Making**

Bizzmine can provide real-time data and insights that can support evidence-based decision making in organisations. This can help to identify trends, track progress, and enable continuous improvement.

✓ **Cost Savings**

By streamlining processes and reducing errors, a QHSE can help public sector organisations to reduce costs and increase operational efficiency. This can enable organisations to redirect resources to other areas of need.

1.1 How we deliver the QHSE solution

Bizzmine consists of several **modules/processes**:

Document Control

Store, track, and manage documents/SOP's/Manuals throughout their lifecycle, from creation to version changes, change approvals, distribution and archiving.

Workflow Module includes the following processes:

Deviations, Incidents & Occurrences

The ability to capture deviations in expectations across the organisation.

Change Control

Track any changes you wish to make to products or processes with full traceability.

Customer Complaints

Track complaints from your customers from initiation to conclusion.

Calibration/Asset Management

Perform internal calibration or track external calibration requests.

CAPA

Create and assign Corrective or Preventative actions across the organisation.

Supplier Management

Manage your new suppliers, supplier audits and supplier actions.

Audits

Perform scheduled or Ad-hoc audits and manage and remediate findings.

Meeting Management

Track quality/safety or other meetings with objectives, agendas, and actions.

Inspections

Perform scheduled or Ad-hoc Inspections and manage and remediate findings.

ORM/JHA Risk

Identify, assess, and manage operational risks and job hazard analyses to reduce incidents and support proactive risk mitigation.

Waste Register

Track and manage waste streams, disposal methods, and compliance requirements to support environmental reporting and regulatory obligations.

Observations

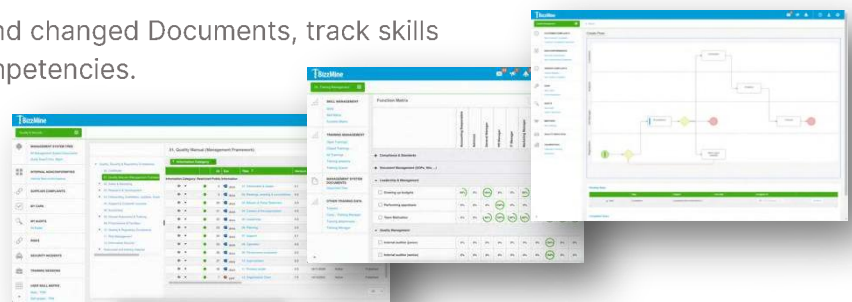
Capture safety, quality, or environmental observations to promote proactive reporting, trend analysis, and continuous improvement.

Hazardous Substances (SDS)

Maintain a central register of hazardous substances and Safety Data Sheets (SDS), ensuring controlled access and regulatory compliance. AI-powered capabilities automatically extract and populate SDS information directly into system fields, reducing manual effort and improving data accuracy.

Training Manager / Exams/ Competencies / Qualifications

Confirm understanding of new and changed Documents, track skills and training. Identify gaps in competencies.



1.2 Industries

We have a **strong knowledge of working** with a wide range of **Government Agencies, NHS** and **Private Enterprises**.

Some of the sectors we are currently working with include:

NHS

Pharma Manufacturing

Pharma Distribution

Medical Devices

Police Constabularies - Forensics

Engineering

Packaging

Logistics

Oil & Gas

Food Industry



1.3 Example Client Implementations

Geodis – Pharma Distribution

Bizzmine has had a considerable impact for Geodis for their GDP compliance. They were struggling to manage quality across all departments using a paper-based system and SharePoint, but Bizzmine has made the entire process more streamlined and efficient. Now, all departments are using Bizzmine for full quality management across all functions, and it's transformed their quality culture.

What they love most about Bizzmine is that it brings quality and business excellence into the scope of all departments. Function owners are taking more responsibility for nonconformities, CAPA's, risk management, and change control. Plus, process distribution is a breeze, and they have full traceability on who's received the Read & Understood feature for their procedures.

After deployment they have expanded the scope of use to include:

Health and Safety Reporting, Temperature Excursions, Supplier Complaints & Training

Bizzmine has also connected quality management with full visibility and traceability, and regulatory bodies have had nothing but praise for them since they started using it.

NHS Wales – Pharmacy Technical Services

NHS Wales approached Bizzmine to design, implement and customise a quality management software for their new program to centralise and support the alignment of common processes within their regional hubs.

Bizzmine's features allowed for the management of multiple licenses, accreditation and ISO requirements, clear audit trails, notifications, and customisability of all processes.

Custom workflows were created, including risk analysis, deviation processes, CAPA, audits, and near miss reporting, to produce a solution that was highly configurable and flexible.

Furthermore, the features of Bizzmine made it ideal for the agility and accountability that the programme required.

Bizzmine was able to bring 7 different implementations of eQHSE over into one platform and created a national service with uniformity.

EMSOU – Constabularies – Forensics

EMSOU is one of the largest constabulary collaborative units in the country. They deliver specialist capabilities on behalf of the five East Midlands police forces: Derbyshire, Leicestershire, Lincolnshire, Northamptonshire and Nottinghamshire.

EMSOU are utilising Bizzmine under their requirements for ISO 17025, 17020 & FSR

Their Bizzmine implementation included processes such as:

Document Management, Non-Conformances, Corrective Actions, Improvement Actions, Customer Feedback & Audits.

They have been using Bizzmine for many years and have created a uniform solution for each of their joint constabularies. Bizzmine has allowed them to centralise quality management and also to build out separate processes for specific departments that require greater flexibility.

Bizzmine has helped them achieve greater transparency of their quality data across the forces.

Warrington NHS Trust - Radiology

At Warrington NHS Trust Hospital the Radiology Departments had a paper-based quality management system (QHSE). Bizzmine was initially implemented to help the Radiology Department to achieve QSI – Quality Standards for Imaging. Their focus was to streamline their paper-based documentation system. The ability to complete full document searches, create a formalised change process on procedures and allow users to read and understand documents was a great benefit for the department.

1.4 QHSE & Software Features: General Bizzmine Features

- ✓ Customisable out of the box processes
- ✓ Cloud-based with access via a web browser
- ✓ Nothing to install
- ✓ Integrate into other systems via an API interface
- ✓ Accessible from Computers/Tablets/iPad/Mobile Devices
- ✓ Dashboard orientated Charts, KPI's & graphical user Interfaces to identify trends within each of the processes
- ✓ Permissions and rights assignable to admins, departments, job functions and users
- ✓ Task notifications and reminders via task system within the EQHSE and Emails
- ✓ Escalation notices to managers and other key personnel via EQHSE notifications and emails
- ✓ Provide a unique reference numbers for each of the processes
- ✓ Audit trail of changes made on the system (whom/what/when)
- ✓ Link content held in one area of the system to other areas
- ✓ Easy forms and field Creation
- ✓ Fully automated and customisable workflow for all processes ✓ Add attachments to any process
- ✓ Process scheduler to run events such as an audit, calibration, maintenance on a regular timeframe.
- ✓ Digital Signature – signatures via password confirmation or drawing of the signature on the image field.
- ✓ CFR Compliant

1.5 Each flow has its own features:

CAPA

- ✓ Maintain a central register of CAPA's
- ✓ Check Effectiveness of CAPA's
- ✓ Logging and assignment of tasks against CAPA's to individuals and functions
- ✓ Priority Level and deadlines matched according to priority level
- ✓ Notify registration user of outcomes of CAPA
- ✓ View history and track changes of a CAPA
- ✓ Ability to see overdue CAPA in one screen
- ✓ Ability to flag records that could significantly affect customers, attract adverse public interest, or lead to a miscarriage of justice.
- ✓ Dashboard of new & existing CAPA broken down by status
- ✓ Permission-based control to determine who can raise CAPAs, upload evidence and view with management functionality to update outcomes, allocate to specific and capture decision content.

ASSETS

- ✓ Stores asset details, and whether the asset is in or out of use
- ✓ Linked to quality event management for non-conformances against a specific asset
- ✓ Store service and technical agreements against asset
- ✓ Store and prompt validation activities associated with asset
- ✓ Maintenance and servicing logged against asset

AUDITS

- ✓ Raise Non-conformities/CAPA's/Risk from an audit
- ✓ Pre-stored Audit checklists & schedule future Audits, identity last performed and future audit dates
- ✓ Assign departments for audits from picklist/tables
- ✓ Assign auditors, auditees and additional auditees to audits
- ✓ Ability to create new non-conformances and CAPA from an audit
- ✓ Automated QM review triggers via actions and emails
- ✓ Update fields such as QM Review, Investigation findings
- ✓ Identify open, closed and overdue registrations
- ✓ Audit dashboards of key audit information

SUPPLIERS

- ✓ Allow supplier review and approval
- ✓ Schedule and store supplier audits and outcomes
- ✓ Link suppliers to quality event management, flag issues and trends
- ✓ List and store supplier details and products supplied
- ✓ Store service level agreements, technical agreements associated with supplier
- ✓ Alert system for supplier approvals

COMPLAINTS

- ✓ Ability to initiate new complaints as concerns/complaints/positive feedback
- ✓ Provide email and task updates on each stage of the workflow process
- ✓ Ability to provide direct link access to records
- ✓ Ability to see complaints assigned to the current user
- ✓ Capture details such as details of concern/complaint, service area, source of complaint/concern, case numbers, faults, causes, final review comments and outcomes
- ✓ Record due dates/timescale dates for complaints
- ✓ Ability to add attachments
- ✓ Record appeals and timestamp of appeals

CHANGE CONTROL

- ✓ Management of change control, incorporating prioritisation and escalation
- ✓ Allow for pre- and post- risk assessments
- ✓ Effectiveness checks and evaluation reviews
- ✓ Allow detailed action plans/time frames, automatically assign actions
- ✓ Collate input automatically from stakeholders and present feedback to make informed decisions
- ✓ Link to preventative actions from quality event management
- ✓ Link to training, ensuring all training associated with the change is completed

DOCUMENT CONTROL, SOP's, TRAINING DOCUMENTATION

- ✓ Full document search of document library including full-text search within documents
- ✓ Ability to create a library of templates that can facilitate new document/procedure creation
- ✓ Use of bookmarks to automatically update documents and reduce the risk of errors
- ✓ Store assessors & distributions lists against documents and notify users of actions
- ✓ Read and understood function of document changes, confirmation by users via password entry at the point of confirmation
- ✓ Capture properties such as reason modification, hard copies information, keywords, linked documents
- ✓ Version archives, history and track changes across documents
- ✓ Ability to see outstanding read and understood notifications
- ✓ Auto convert documents to PDF on publication
- ✓ Full document tree of documents which can be linked to multiple folders ✓
Permission based access to documents and folders
- ✓ Storage of documents such as SOP's, Policies, Documents, Training Documents and other types of documents
- ✓ Manage both internal and documentation of external organisations
- ✓ Obsolete document storage
- ✓ Document expiry/renewal Dates i.e 12 months
- ✓ Link documents to QHSE clauses and other documents
- ✓ Document approval workflows on create, minor and major Changes
- ✓ Bulk Document Import tool available

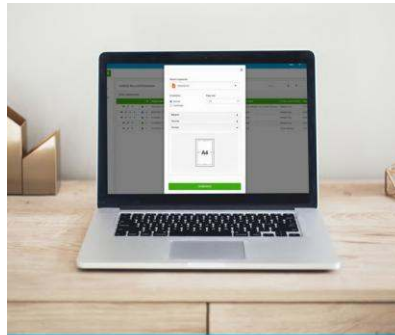
TRAINING MANAGER

- ✓ Display competency matrix and track training status of personnel
- ✓ Log competencies and validations against personnel
- ✓ Log completion of courses/CPD and mandatory training activities against personnel
- ✓ Allow uploading of observations (videos and checklists)
- ✓ Set line management and team relationships
- ✓ Store job descriptions for personnel
- ✓ Allow uploading of operator validations linked to competency
- ✓ Escalation pathways automatically set via line management responsibilities
- ✓ Group training, multiple personnel sign off
- ✓ Allow multimedia materials and use of learning platforms
- ✓ Link to the quality events if there was an issue with personnel
- ✓ Ability to group personnel into their teams
- ✓ Show team competency achievements
- ✓ Ability to create job roles with common competencies for a team
- ✓ Ability to add new competencies to personnel separately, especially if their role changes
- ✓ Linked to job descriptions to form the basis of job plans for personnel at different levels in different teams

2. Bizzmine Outputs



Data Tables display data wherever you work



Generate PDF reports on any registration



BizzMine Dashboard capturing key QMS information

3. User Licences

All users who need to have access to Bizzmine need a user license. User licenses are named licenses which means you assign a license to a specific person. (This is in contrast to software with concurrent licenses where the limitation is set to the number of users that can simultaneously use the software.)

There are two types of licenses: **Full** and **Light Users**. Each licence will determine the access level to the system and what changes they can make to the system and the documents within it.

Document Control

Full User

- ✓ User can edit a document
- ✓ User can approve a document

Light user

- ✓ User can read a document
- ✓ User can request an edit of a document
- ✓ User will be on the distribution list of documents
- ✓ User can receive notifications for new versions of documents
- ✓ User can confirm that they have read and understood the document

Workflow

Full User

- ✓ User can create a new registration
- ✓ User can complete additional steps over and above the registration

Light user

- ✓ User can complete the first step in a workflow process i.e. enter a customer complaint to the system following which a full licence would be required

External Users

- ✓ Allow external users of the organisation to complete individual steps within a process without a licence (credit based)

Training Manager

Full User

- ✓ Ability to update training records

Light user

- ✓ Participate in exams

We can provide the following services:

- ✓ Software Licences
- ✓ Planning Support
- ✓ Installation
- ✓ Configuration/Implementation
- ✓ Training
- ✓ Custom Documentation
- ✓ Software Support
- ✓ Validation Service



4. Services

We will host your solution on Microsoft Azure Platform within the UK. This will consist of the following:

Premium Hosting

- ✓ Microsoft Azure Virtual Machine
- ✓ (Windows Server)
- ✓ **Private** SQL Database (Data + Files)
- ✓ **Private** Web Application / API
- ✓ **Private** Background Services
- ✓ Shared Infrastructure
- ✓ Controlled Updates
- ✓ Test environment

Updates to software

We will provide multiple updates to the software per year, this will be a mix of minor and major updates. Your updates are frozen and a discussion/assessment with you regarding when an update is applied will be completed first before any updates take place. Change logs are downloadable by a portal user to see the differences between the versions. The system admin/owner can determine on that basis if an update needs to be applied. We will inform you of any security concerns that will indicate an update must be applied.

Test Environments

We can provide one or multiple test environments. While the number of environments is not limited, each additional environment requires extra resources and ongoing maintenance for updates. These environments may be used to test workflow changes, application configuration updates, or system patches.

One test environment is included; additional test environments are subject to extra charges.

OS/Server Updates

We will perform updates and ensure critical windows and SQL security updates are performed on the server. We will assess the criticality and perform in a timely manner. Updates that will cause downtime will be arranged with customers in advance and downtime kept to a minimum.

Backup and Recovery

Backups of the application are done on a nightly basis; these are stored in different geographical locations within the UK via Microsoft Azure Security Vaults. We guarantee daily retention of backup of 30 days and our systems are configured for weekly retention backups for 6 weeks. We perform backup integrity check procedures to test backups on a monthly basis. Our RTO (Recovery Time Objective) is set to 6 working hours with an RPO of a maximum of 24 hours. (Other agreements are possible upon discussion)

Uptime

We have monitoring tools to monitor the uptime and logs of Bizzmine and background services. Bizzmine is set up with the goal of uptime of 99.9%, excluding scheduled downtime for updates or maintenance services.

Customer Data/Offboarding

Upon termination, all customer data will be deleted within 30 days. A request to receive a backup of the data can be made and will be provided as an MS SQL database.bacpac file.

We can also provide services to export data into spreadsheets or other data formats. Data exports with correct permissions can be achieved by customer without intervention.

Support

All Support Services shall be provided in English during normal business hours (from 09:00 to 17:00) on normal working/business days in the applicable country. Support will not be provided on public holidays or weekends unless the issue is deemed critical and results in a total system access failure. The Recovery Time Objective (RTO) is based on working hours.

Support Services are limited to technical issues and do not include questions regarding the functionality or use of the software. Such assistance is covered under Training Services.

Notwithstanding the above, 24/7 Support Services are provided for Severity Level 1 issues, defined as situations where the Software, or a critical component thereof, cannot be used and business operations are significantly compromised. No workaround is available, and the issue is reproducible across multiple user accounts and multiple devices.

Capacity and Scalability

Increases in computing resources, such as CPU cores and memory, are covered as part of the service. Additional storage and bandwidth can be provisioned and will incur additional charges, as outlined in the applicable price list.

As users and transaction volumes increase, system performance is continuously monitored, and additional capacity and resource scaling are applied as required to ensure optimal system operation.

5. Connectivity

We have a lot of experience of connecting our applications to external data. For example, using data from CRM, ERP systems. We can present data in views or extract data for BI Tools.

We can use different methods for this from import tools, API or linked servers

6. Migrations

We can support customers migrating from legacy systems or competitor systems. Our team member can view the current data and adapt the layouts/field to accommodate the information as closely as possible. Ensuring minimum disruption between systems. We can provide clients with spreadsheet templates or work with existing spreadsheets and import data into Bizzmine.

7. Security

Audit Trails

With Bizzmine, you can access a comprehensive audit trail that tracks updates made to records. The "Track Changes" feature lets users view any modifications made to fields in forms, along with details such as the time of the change, the person who made it, and the new values after the update. Additionally, Bizzmine offers a detailed overview of workflow history, which provides information on when each step was completed and who completed it.

HTTPS/SSL - Encryption

To address the continuous threats in the cyber world, Bizzmine has transitioned to hosting over HTTPS exclusively, with HTTP no longer being supported. By encrypting data transfers to and from the website, SSL ensures that even if intercepted, the data's level of encryption makes it unreadable.

All data stored on the Bizzmine infrastructure is encrypted using technologies such as TDE, Disk Encryption. Data in transit is encrypted by SSL.

Password Encryption

Bizzmine uses RFC 2898 encryption, which means passwords are not visible in the database

Password Expiration Policy (optional)

Bizzmine recognises the importance of keeping credentials secure by allowing administrators of the system to enforce password expiration policies. This feature allows administrators to prevent constant access to the system, limit access by keystroke loggers and prevent the use of saved passwords. Administrators can determine the length of time a password remains in use.

Failed Login Attempt Policy with Lockout

Bizzmine will detect multiple failed attempts at login and disable a user account should the threshold be met. The threshold is definable by the administrator.

Firewall IP – Including and excluding IP addresses

With Bizzmine, administrators have the ability to establish a group of authorised or prohibited IP addresses in the system. Implementing an IP whitelist or blacklist can bolster security, optimise system performance, ensure compliance, and streamline access management. Nonetheless, it's critical to periodically review and revise these lists to ensure their effectiveness and accuracy.

Session Expiration

Bizzmine allows admins to implement session expiration policies in the system to help improve website security by automatically logging users out after a certain period of inactivity. This helps to prevent unauthorised access to sensitive information and reduces the risk of session hijacking attacks. By expiring sessions, the policy can also limit the time that a user's credentials are valid, making it more difficult for attackers to gain access. Overall, implementing a session expiration policy helps to enhance website security and protect against various types of attacks.

Single Sign-On (SSO)

The platform integrates seamlessly with industry-leading identity providers such as Microsoft Entra ID (Azure Active Directory), Okta, and Ping Identity, allowing customers to leverage their existing authentication infrastructure without disruption. This enables secure single sign-on (SSO), centralized access control, and faster user onboarding, while reducing administrative overhead and strengthening security.

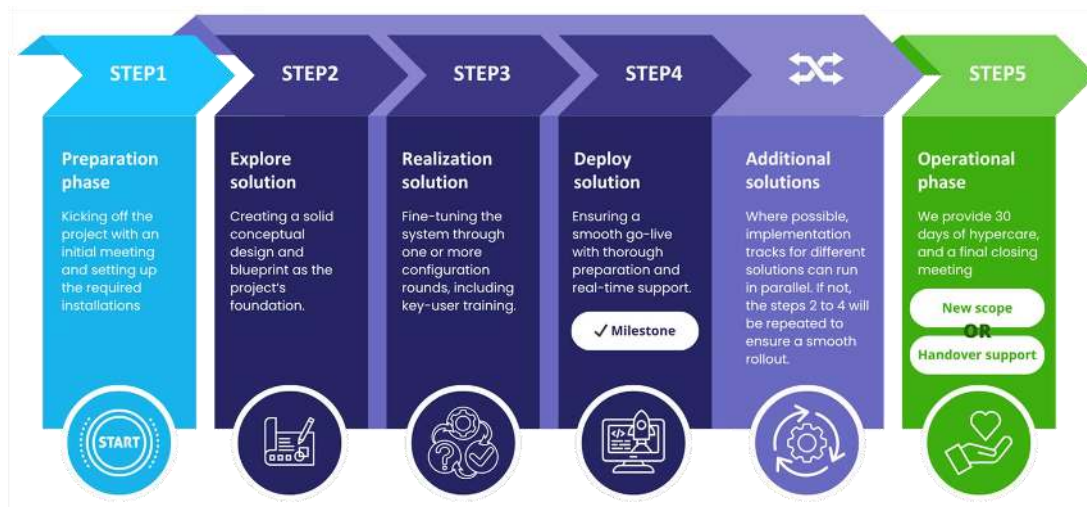
8. Information Assurance

BizzMine operates a formal information security management framework and is certified to ISO/IEC 27001 and UK Cyber Essentials Plus, demonstrating independent assurance of its information security controls. These certifications confirm that appropriate technical and organisational measures are in place to protect information assets and manage cyber security risks in line with recognised standards and UK Government guidance.

Information security and data protection governance are overseen by the Risk and Compliance Director, who works closely with technical and operational teams to ensure that security controls are implemented, monitored, and reviewed on an ongoing basis. The BizzMine service is hosted on the Microsoft Azure cloud platform, benefiting from Microsoft's enterprise-grade security, compliance, and resilience controls. This approach supports the confidentiality, integrity, and availability of customer data and aligns with UK public sector security and data protection requirements.

9. Implementation Method - PROMAR

The PROMAR Methodology is applied across all projects and delivered by our dedicated project teams to ensure a structured and consistent implementation approach. It provides a defined project plan with clear phases, activities, roles, and deliverables, supporting requirements confirmation, system configuration, data setup, testing, training, and go-live. Regular checkpoints are built into the methodology to monitor progress, manage risks, and ensure alignment between all stakeholders throughout the project lifecycle.



10. Module Training

We provide standard training across all modules, equipping users with the knowledge required to use and populate the system effectively. Given the breadth of available workflows, we collaborate closely with clients to identify priority processes and focus implementation and training efforts on those key flows.

Administrator training is also provided to ensure a comprehensive understanding of system configuration and process customisation. This enables administrators to become fully self-sufficient, reducing ongoing reliance on vendor support.

End-user training is available upon request, and all training programmes are tailored to each client's specific requirements and objectives.

11. Validation

Bizzmine's validation framework ensures your implementation is **compliant, efficient, and value-driven**, so you can focus on operational excellence instead of administrative burden.

Our Philosophy

At Bizzmine, validation is built on three guiding principles:

Check

Verify that all functionality works as intended and meets user and regulatory requirements.

Control

Maintain compliance with relevant standards (FDA, GxP, ISO) through structured, traceable, and documented processes.

Improve

Continuously enhance validation efficiency and scalability across implementations to ensure long-term value.

Our Validation Models

To provide clarity, consistency, and flexibility, Bizzmine offers two tailored validation paths:

Option 1 – Template-Based Validation

- Predefined templates built on standard configurable solutions
- Includes essential sample documentation and baseline guidance
- Ideal for customers with in-house validation expertise
- Enables faster startup while maintaining full compliance

Option 2 – Full Validation Guidance

- Collaborative validation with dedicated Bizzmine experts
- Support for framework definition, documentation, and testing
- Perfect for teams requiring hands-on assistance or limited capacity

In both models, the customer remains the end-responsible for validation, while Bizzmine ensures a robust, proven methodology aligned with regulatory expectations.

Our Process

1. **Kick-Off Meeting** – Define scope, intended use, and planning
2. **Validation Plan & Risk Assessment** – Establish approach and assess potential risks
3. **Documentation** – Share applicable templates and sample deliverables
4. **Validation Guidance** – Align Bizzmine expertise with your industry context
5. **Test Execution** – You perform testing; Bizzmine remains available for support
6. **Final Documentation** – Review, finalize, and sign off on the validation package

Let's Validate Together

Bizzmine's validation approach ensures every customer benefits from a **clear, compliant, and efficient validation journey**, built on partnership and continuous improvement.

12. Environmental Management and Net Zero Commitment Environment Values

Environmental Sustainability and Net Zero Alignment

We are committed to operating our business in a manner that supports environmental sustainability and aligns with the UK Government's Net Zero by 2050 target. As a software-based service provider, we focus on reducing emissions associated with energy consumption, hosting infrastructure, and business operations.

Energy efficiency and low-carbon hosting

We reduce energy consumption by using energy efficient equipment and ensuring devices are powered down when not in use. Our services are hosted on the Microsoft Azure cloud platform, which supports sustainability through energy-efficient data centres and a commitment to 100% renewable energy usage and carbon reduction initiatives.

Reducing waste and resource usage

We aim to minimise waste by promoting recycling, reducing paper usage, limiting single-use plastics, and encouraging digital-first processes. Waste reduction practices are embedded into day-to-day operations and communicated to employees as part of responsible working practices.

Reducing travel-related emissions

We support remote and flexible working arrangements where feasible to reduce travel requirements and associated emissions. The use of online collaboration tools and remote meetings is encouraged, and where travel is required, lower-emission transport options such as public transport or car sharing are promoted.

Continuous improvement and awareness

We recognise that environmental sustainability is an ongoing process and commit to reviewing and improving our practices over time in line with evolving government guidance and industry best practice. We also promote employee awareness of environmentally responsible behaviours in both workplace and home-working environments.

Through these measures, we aim to minimise our environmental impact and contribute to the delivery of the UK Government's Net Zero objectives.



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