

Salient Bio's Wiki

(the "Wiki")

Introduction

Salient Bio is a biotech company based in London that develops and operates state-of-the-art molecular diagnostic laboratories.

Salient Bio offers a complete end-to-end testing solution, from ordering a sample kit to delivery of test results, and everything in between. Customers can pick and choose which elements of the service that they would like to use so that they can be supplied with a solution that best meets their own requirements.

Underpinning this service, Salient Bio has designed and built its own software to provide a genuinely digital-first user experience across its service.

The purpose of this Wiki is to provide additional information and guidance on how to use the laboratory services that Salient Bio provides to its business customers.

The Wiki is a supplementary resource to Salient Bio's Terms of Service, in which it is referred to as the 'Supplier's Wiki'. The Terms of Service can be found on <https://salient.bio/legal>. Salient Bio may update the Wiki from time to time to reflect changes in Salient Bio's service offerings and operations.

If you are an existing or prospective customer of Salient Bio, and have any questions or comments on this Wiki, please contact contact@salient.bio. This is welcomed.

Thank you for taking the time to read through this Wiki.

Address and Opening hours

Salient Bio Laboratory address:

Units 502-510 Cocoa Studios
The Biscuit Factory
100 Drummond Road
SE16 4DG, London
(Please ring buzzer 502 for entry)

Opening hours:

Monday-Friday: 0800 to 2000
Saturday: 1100 to 1800
Sundays and Bank Holidays: Closed

Contact information

For all inbound enquiries we endeavour to respond within 2 working days.

For any enquiry that you may have, please send an email to contact@salient.bio indicating the nature of your enquiry. This inbox is checked regularly during our opening hours. The team monitoring this inbox will be able to direct your enquiry to the appropriate team. If you are an existing customer, please feel free to email your dedicated account manager.

Complaints and Feedback

The quality of the service we provide to our customers is extremely important to us. If our service has not met your expectations and you would like to make a complaint, you can contact us –

By email: complaints@salient.bio

By post: Attn: Complaints Team, Unit 503 Cocoa Studios, The Biscuit Factory, 100 Drummond Road, SE16 4DG, London

In person: Ring buzzer 503 and ask for the Complaints Team at Unit 503 Cocoa Studios, The Biscuit Factory, 100 Drummond Road, SE16 4DG, London

All complaints will be appropriately investigated by our Complaints Team in accordance with our Complaints Standard Operating Procedure.

Similarly, if you have any suggestions for improvement to our service that are not complaints, we welcome and actively encourage this feedback. If you would like to provide feedback, please email contact@salient.bio and we will get back to you.

Our Services

The services we provide can broadly be split into the following three categories: Diagnostic Assays, Digital Solutions, and Kit Solutions. More details about each of these three service types are provided below.

Diagnostic Assays

Salient Bio is accredited by UKAS to ISO/IEC 17025:2017, under reference number 22223. All assays that we offer have been verified and validated to the highest possible standards. Quality control is independently assessed on an ongoing basis with our participation in relevant external quality assessment (EQA) programmes in addition to our internal quality control procedures. We are continually launching new assays. Where possible and appropriate, we will seek to extend the scope of our UKAS accreditation to cover these assays. This will be done in batches from time to time. The following assays have been validated and approved by our Quality Control Team and are UKAS accredited or are pending UKAS accreditation.

Product Code	Biomarker	Sample type	Collection device ¹	TAT ²
ACA	Adjusted calcium	Blood	SST/Gel (5ml)	n/a
ALB	Albumin	Blood	SST/Gel (5ml)	24 hours
ALP	Alkaline phosphatase (ALP)	Blood	SST/Gel (5ml)	24 hours
ALT	Alanine aminotransferase (ALT)	Blood	SST/Gel (5ml)	24 hours
AMYL	Amylase	Blood	SST/Gel (5ml)	24 hours
AST	Aspartate transferase (AST)	Blood	SST/Gel (5ml)	24 hours
TBILNBD	Total bilirubin	Blood	SST/Gel (5ml)	24 hours
CA125	Cancer Antigen 125 (CA 125)	Blood	SST/Gel (5ml)	24 hours
CA	Calcium	Blood	SST/Gel (5ml)	24 hours
CALP	Calprotectin	Stool	Faecal - FIT	24 hours
CGSTI	Chlamydia/Gonorrhoea	Urine/Vag Swab	FCRU / VSwab	24 hours
ISE Cl	Chloride	Blood	SST/Gel (5ml)	24 hours
CHOL	Cholesterol	Blood	SST/Gel (5ml)	24 hours
CK	Creatinine kinase (CK)	Blood	SST/Gel (5ml)	24 hours
COVPCR	COVID-19	Orophar. Swab	OroSwab	24 hours
CREA	Creatinine	Blood	SST/Gel (5ml)	24 hours

¹ Please refer to the list of validated sample collection kits for detail on these sample collection devices.

² TAT means target test turnaround time – the period of time from when the sample is received at our laboratory to the time that the corresponding results are made available.

CRP	C-reactive protein (CRP)	Blood	SST/Gel (5ml)	24 hours
EGFR	Estimated glomerular filtration rate	Blood	SST/Gel (5ml)	n/a
FERRITIN	Ferritin	Blood	SST/Gel (5ml)	24 hours
FIT	FIT	Stool	Faecal - FIT	24 hours
FA	Folate	Blood	SST/Gel (5ml)	24 hours
FSH	Follicle stimulating hormone (FSH)	Blood	SST/Gel (5ml)	24 hours
FPSA	Free prostate-specific antigen (F-PSA)	Blood	SST/Gel (5ml)	24 hours
FAI	Free androgen index	Blood	SST/Gel (5ml)	n/a
FT3	Free triiodothyronine (FT3)	Blood	SST/Gel (5ml)	24 hours
FT4	Free thyroxine (FT4)	Blood	SST/Gel (5ml)	24 hours
FBC	Full Blood Count (+ 5 diff)	Blood	EDTA (4ml)	24 hours
GGT	γ -glutamyl transferase (GGT)	Blood	SST/Gel (5ml)	24 hours
GLOB	Globulin	Blood	SST/Gel (5ml)	n/a
GLU	Glucose	Blood	SST/Gel (5ml)	24 hours
HBA1CIFCC	Glycated haemoglobin (HbA1c)	Blood	EDTA (4ml)	24 hours
HDL	High-density lipoprotein (HDL)	Blood	SST/Gel (5ml)	24 hours
HDL%	HDL% of total cholesterol	Blood	SST/Gel (5ml)	n/a
IGE	Immunoglobulin E (IgE)	Blood	SST/Gel (5ml)	24 hours
FE	Iron	Blood	SST/Gel (5ml)	24 hours
LDL	Low-density lipoprotein (LDL)	Blood	SST/Gel (5ml)	24 hours
LIPASE	Lipase	Blood	SST/Gel (5ml)	24 hours
LH	Luteinising hormone (LH)	Blood	SST/Gel (5ml)	24 hours
MG	Magnesium	Blood	SST/Gel (5ml)	24 hours
nonHDL	Non-HDL cholesterol	Blood	SST/Gel (5ml)	n/a
E2	Oestradiol (E2)	Blood	SST/Gel (5ml)	24 hours
PI	Inorganic phosphate	Blood	SST/Gel (5ml)	24 hours
ISE K	Potassium	Blood	SST/Gel (5ml)	24 hours
PROG	Progesterone	Blood	SST/Gel (5ml)	24 hours
PRL	Prolactin	Blood	SST/Gel (5ml)	24 hours
PSAR	PSA ratio	Blood	SST/Gel (5ml)	n/a
SHBG	Sex hormone binding globulin (SHBG)	Blood	SST/Gel (5ml)	24 hours
ISE Na	Sodium	Blood	SST/Gel (5ml)	24 hours
T3	Triiodothyronine (T3)	Blood	SST/Gel (5ml)	24 hours
T4	Thyroxine (T4)	Blood	SST/Gel (5ml)	24 hours
TEST	Testosterone	Blood	SST/Gel (5ml)	24 hours
TIBC	Total iron binding capacity (TIBC)	Blood	SST/Gel (5ml)	n/a
TPROT	Total protein	Blood	SST/Gel (5ml)	24 hours
PSA	Prostate-specific antigen (total)	Blood	SST/Gel (5ml)	24 hours
TRANSF	Transferrin	Blood	SST/Gel (5ml)	24 hours
TRSAT	Transferrin saturation	Blood	SST/Gel (5ml)	n/a
TRYGL	Triglycerides	Blood	SST/Gel (5ml)	24 hours
TSH	Thyroid stimulating hormone (TSH)	Blood	SST/Gel (5ml)	24 hours
UREA	Urea	Blood	SST/Gel (5ml)	24 hours
URAC2	Uric acid	Blood	SST/Gel (5ml)	24 hours
VITB12	Vitamin B12	Blood	SST/Gel (5ml)	24 hours
25OHVITD	25-OH vitamin D (calcidiol)	Blood	SST/Gel (5ml)	24 hours

Often multiple biomarkers will be analysed for in a sample. We call these biomarker groupings 'Profiles'. We have compiled a series of Salient Bio Profiles, which are described in the following table. Please note that, subject to written agreement by both parties, you can compile your own Profiles by discussing your needs with our Sales Team. For enquiries regarding constructing bespoke Profiles, please email contact@salient.bio or, if you are an existing customer, your dedicated account manager.

Salient Profile	Biomarkers included
Wellperson	Adjusted calcium, Albumin, Alkaline phosphatase (ALP), Alanine aminotransferase (ALT), Aspartate transferase (AST), Total bilirubin, Calcium, Creatinine, Estimated glomerular filtration rate, Ferritin, Free thyroxine (FT4), Full Blood Count (+ 5 diff), γ -glutamyl transferase (GGT), Globulin, High-density lipoprotein (HDL), HDL% of total cholesterol, Low-density lipoprotein (LDL), Non-HDL cholesterol, Inorganic phosphate, Total protein, Triglycerides, Thyroid stimulating hormone (TSH), Urea, Uric acid
Liver Function	Albumin, Alkaline phosphatase (ALP), Alanine aminotransferase (ALT), Aspartate transferase (AST), Total bilirubin, γ -glutamyl transferase (GGT), Globulin, Total protein
Kidney Function	Creatinine, Estimated glomerular filtration rate, Potassium, Sodium, Urea
Lipid Profile	Cholesterol, High-density lipoprotein (HDL), HDL% of total cholesterol, Low-density lipoprotein (LDL), Non-HDL cholesterol, Triglycerides
Cardiovascular Risk	Cholesterol, C-reactive protein (CRP), Ferritin, Glycated haemoglobin (HbA1c), High-density lipoprotein (HDL), HDL% of total cholesterol, Iron, Low-density lipoprotein (LDL), Non-HDL cholesterol, Triglycerides, 25-OH vitamin D (calcidiol)
Thyroid Function	Free triiodothyronine (FT3), Free thyroxine (FT4), Thyroid stimulating hormone (TSH)
Fatigue	C-reactive protein (CRP), Ferritin, Free thyroxine (FT4), Full Blood Count (+ 5 diff), Iron, Total iron binding capacity (TIBC), Transferrin, Thyroid stimulating hormone (TSH), 25-OH vitamin D (calcidiol)
Iron Levels	Ferritin, Iron, Total iron binding capacity (TIBC), Transferrin, Transferrin saturation
Female Hormone	Follicle stimulating hormone (FSH), Luteinising hormone (LH), Oestradiol (E2), Prolactin
Male Hormone	Follicle stimulating hormone (FSH), Free androgen index, Luteinising hormone (LH), Prolactin, Sex hormone binding globulin (SHBG), Testosterone
PCOS	Cholesterol, Follicle stimulating hormone (FSH), Free thyroxine (FT4), Glycated haemoglobin (HbA1c), Luteinising hormone (LH), Testosterone, Thyroid stimulating hormone (TSH)
Gut Inflammation	Calprotectin, FIT

Digital Solutions

Our Digital Solutions are only available to existing customers of the Diagnostic Assays and/or the Kit Solutions.

The Salient Portal

Salient Bio offers a digital-first experience from start to finish. To enable this we have built a suite of software - the Salient Portal - that is the digital backbone of our operation. Amongst other things, the Portal removes the need for paper order forms or patient information forms, as well as providing live-tracking on the progress of samples, sending automated status update emails, and automatically sending results reports by email. The Portal itself comprises three main components (or “Apps”):

(1) Sample kit ordering and test requests (the “Ordering App”)

If we are supplying you with sample collection kits, the Ordering App allows users to place orders directly with our sample kit fulfilment team by specifying the recipient’s contact and delivery details, the type of sample collection kit(s) required and the number of each kit type required for each delivery location.

Once your order has been accepted and processed by our fulfilment team, you will be notified. Where available, a tracking code from the delivery service used (usually Royal Mail) will be provided. For every order that has been accepted, a corresponding request for analysis of the sample (“**Test Request**”) will automatically be made to our laboratory.

If you are supplying your own sample kits, you will need to request specific compliant Salient Bio barcodes. Please note that if a sample is received at our laboratory without a compliant Salient Bio barcode, then unfortunately we must reject this sample and cannot perform any analysis of it. Please also note that if we receive a sample but the associated Test Request has not been made then we will not be able to report test results on this sample.

(2) Patient information and sample registration (the “Registration App”)

If you are relying on us to collect information, such as personal information, from the end user that is providing the sample, then you must provide this information using our Registration App. For example, if you would like us to generate test results reports that are sent to your end users, then you will need to provide us with specific additional end user information via the Registration App.

The Registration App enables the pairing of the end user’s digital data (e.g. name, email address, sample date and time) with the end user’s ‘wet’ biological data (i.e. the sample itself), and consequently the end user’s test results. This pairing of data is done by referencing the unique Salient Bio barcode. Please note that if you are not providing us with additional end user information via the Registration App, we can only provide you with the test result data (not a report) associated with the unique barcode, and it will be your responsibility to carry out the data pairing of this test result data to the end user.

(3) Sample tracking and reporting (the “Reporting App”)

If you use our Registration App, you will also be able to use our Reporting App. The Reporting App allows authorised users to (i) deregister end user information that has been provided via the Registration App, (ii) check the progress or stage of sample processing, (iii) download test results reports, and (iv) search for end user tests currently being or previously conducted by our laboratory.

You can also request that the Reporting App automatically sends emails with updates on progress and/or test results reports. These emails can be sent to you, the customer, or they can be sent to your end users or they can be sent to both you and your end users. Please note that this is only possible for samples that have been registered in the Registration App.

You can also invite your end users to create their own Reporting App account when registering their information using the Registration App. This provides them with end user specific access (i.e. they can only see data associated with their unique sample barcodes) to the Reporting App data via a web-based portal.

Please note that it is your responsibility to manage and control who has access to your client account on the Reporting App.

Accessing the Portal

Each of the Apps described above can be accessed via (i) our API, and (ii) our website.

For any inquiries about use of our API or to request a copy of our API documentation, please send an email to contact@salient.bio

If you are accessing the Portal using our website –

- The Ordering App can be found here: <https://orders.salient.bio>
- The Registration App can be found here: <https://portal.salient.bio/register>
- The Reporting App can be found here: <https://portal.salient.bio>

Whitelabelling of the Portal

If you are accessing the Portal via our website, we offer a whitelabelled version. With this whitelabelled version, elements of your own branding – company colours and company logo – are applied to your own dedicated subdomain of the salient.bio parent web domain. These dedicated subdomains will be of the format <https://COMPANY-X.salient.bio>, where COMPANY-X is an alphanumeric string of your own choosing (assuming it has not already been assigned to another customer). Whitelabelling can also be applied to our test results reports – company colours, logo, and specific text can be added to your specification.

Please note that whitelabelling the Portal is purely a presentational modification. It does not change the function or methods of access to the Portal, unless agreed in writing by both parties.

Maintenance of the Portal

Whilst we do not guarantee 24/7 uninterrupted access to the Portal, we invest considerable resources into maintaining the Portal and aspire to provide seamless access to the Portal all of the time. If you are having any issues or would like to provide feedback on the Portal, please email contact@salient.bio.

Privacy Notices on the Portal

Please note that if you are collecting personal data or information of end users (whether via your own website, a whitelabelled Portal, or through other mechanisms) you are obliged to serve users with your own privacy notice which references the processing of their data through our services.

If users use our Registration and/or Reporting App and input their own data, we will serve them a privacy notice which covers the relevant personal data processing.

Kit Solutions

Using your own kits

Salient Bio has validated a range of Sample Collection Kits (“Kits”) that are made by third parties but which work well with our laboratory’s diagnostic platforms. These validated Kits are the kits that we would recommend you use, and are listed in the following table. If you would like to use your own kits, you must ensure that these kits are on the list of validated Kits. If they are not, you can ask by email at contact@salient.bio whether we can approve use of your alternative kits. **Please note that you must not send samples for analysis to our laboratory unless they have been collected using the validated kits in the table below, or have been approved by us explicitly in writing.**

Product code	Product	Description	Suggested supplier	SKU reference
FCRU	Urine for STI PCR	First Catch Random Urine 30ml Universal Container	R & L Slaughter	128B/P
VSWAB	Vaginal Swab for STI PCR	Vaginal e-swab with Amies liquid tube	R & L Slaughter	480CE
SST	SST for Blood	VACUETTE® 5ml CAT Serum Gel, gold cap	Greiner Bio-One	456018
EDTA	EDTA for Blood	VACUETTE® 4ml K2EDTA, purple cap	Greiner Bio-One	454209
OROSWAB	COVID-19 PCR Swab	Tubes with 2.0ml Inactivation Medium	Wuxi NEST	202135 or 202001
qFIT	qFIT for Calprotectin and FIT	OC Auto Sampling bottle 3 2.0ml	Mast Group	V-PZ26

If you are supplying your own kits, to enable your use of our Digital Solutions and to prevent delays in analysis of samples, your sample kits will need to include Salient Bio barcodes. These will need to be applied to your kits according to specific instructions that will be provided to you on request. Please note that it is your responsibility to ensure that a member of our Fulfilment Team has provided you with adequate training and that you understand our instructions.

If you are supplying your own kits, these must be returned to the lab in packaging that meets the UN3373 guidelines, which can be found here: <https://www.un3373.com/category-biological-substances/category-b/>.

Using our kits

If we are supplying you with Sample Collection Kits, we can do this in several ways. You can choose (i) what type of kit design you would like – own-branded or default-branded; (ii) method of distribution to client; and (iii) method of return of completed sample kit to the lab. Further detail on each of these options is below.

(i) Kit design

Our kit design service is a premium service where we use your instruction and guidance on the design to manufacture, assemble and, if required, maintain an inventory of your kits. Please email contact@salient.bio to request further detail on this service.

If you would like to use our default-branded sample collection kits, these are in a discreet Salient Bio branded format. To request examples of our default kits, please email contact@salient.bio.

(ii) Kit distribution

We can distribute Kits anywhere in the UK to a place of your choosing. If you are an existing customer, sample collection kits can be ordered either using the Ordering App within the Salient Portal (see 'Digital Solutions' below) or by emailing our sample kit fulfilment team at orders@salient.bio. If you are ordering sample collection kits by email, you will need to specify the following information:

- The name of the recipient of the parcel,
- The contact details (email and phone number) of the recipient,
- The delivery address,
- Your Client ID,
- The Kit types required, and
- The number of each Kit type required.

(iii) Kit return

When the sample has been collected and you wish to return the kit to our lab you must deliver these to our laboratory site in Bermondsey, London during our opening hours.

You can return samples to our lab using UK carrier services such as the Royal Mail. We can include Royal Mail Tracked Return postage labels in our sample collection kits if you require them. Please note that we do not take responsibility for or actively monitor the service levels of these carriers. You should be aware that interruptions in service levels may cause significant delays to delivery times when returning samples to our laboratory for analysis.

If you are returning samples to our lab using a courier service, please ensure that samples are handed over in person to a member of our team on site. **Please note that we can only accept deliveries from trained professionals (e.g. couriers or paramedics) and not from end users.**

Please note that we cannot accept the return of unused Kits after they have been delivered to you. This is because we do not have control of how they are stored or handled by you. Accepting the return of unused kits would result in us breaching our own internal quality control standards and guidelines set out by UKAS (the United Kingdom Accreditation Service, the UK's national accreditation body).

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