



Sysmex

Sustainability Data Book 2019

Contents

Management and CSR

CSR Management	2
Materiality	6

Society

Resolution of Medical Issues through Products and Services	16
Responsible Provision of Products and Services	22
Realization of an Attractive Workplace	32
Respect for Human Rights	49
Corporate Citizenship Activities	51

Environment

Environmental Consideration	57
-----------------------------------	----

Governance

Compliance	75
Risk Management	81

External Evaluation	83
---------------------------	----

Fiscal 2018 Performance Data

Environmental Data	86
Independent Practitioner's Assurance	92
Social Data	93
Governance Data	96

Disclosure System / Editorial Policy	98
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Basic Policy and Structure

Message from the Executive in Charge

We will contribute toward the realization of a sustainable society through initiatives targeting our priority issues (materiality).

Since entering the 21st century, many companies have become more proactive in their CSR activities, with corporate social responsibility extending to address climate change and other environmental problems, as well as such social issues as harassment, discrimination and other human rights problems. In 2015, the United Nations adopted the Sustainable Development Goals (SDGs), which promote initiatives to resolve issues globally. In addition to pursuing sustainable growth in operating performance, including sales and profits, corporate management is being called upon to also prioritize the environment, society and governance (ESG).

Taking such social changes into account, Sysmex has identified priority issues (materiality) from an ESG perspective, set non-financial targets in its Group mid-term management plan, and is pursuing initiatives to resolve these issues. Sysmex’s business itself contributes to the resolution of social issues. Through our products and services, we address medical issues. In addition to the responsible provision of products and services, we are environmentally considerate throughout the product life cycle, and work proactively to reduce the environmental burden at our business and production facilities. Through a host of corporate activities, we promote bilateral communication inside and outside the Group to earn the trust of our stakeholders and engage in initiatives to further enhance corporate value.



Yukio Nakajima
Member of the Managing Board
and Senior Executive Officer
Senior Managing Director
CFO

Basic Policy

Sysmex believes its corporate responsibility is to instill trust and confidence among stakeholders by putting into practice the “Sysmex Way”, the corporate philosophy for the Sysmex Group.

The “Sysmex Way” indicates the way the most basic corporate activities ought to be conducted, consisting of three elements necessary for continued growth through contributing to society: Mission, Value, and Mind. Our mission expresses the expansion of our business from activities centered on the field of *in vitro* diagnostics—a focus since our establishment—to the broader healthcare domain with its even closer connection to human health. In this manner, our mission asserts our aim of contributing toward the realization of a society filled with abundance, health, and joy.

The Sysmex Way’s Core Behaviors clarify the provision of specific value to customers, employees, business partners, shareholders, society, and all other stakeholders. For example, to instill trust and confidence in all members of society we carry out our business in strict compliance with laws and regulations, as well as in adherence to high ethical standards. We also consider it important to play an active role in resolving environmental issues and other problems that impact our society today.

▶ [Please click here for our corporate philosophy and core behaviors.](#)

CSR Management Structure

Systemex has established the CSR Promotion Department as a specialized department for planning, drawing up proposals for, and promoting CSR activities, and disseminating CSR-related information both inside and outside the Company. The department's activities are conducted under the control and management of senior managing director and member of the Managing Board, Yukio Nakajima.

The Group mid-term management plan (fiscal years ending March 31, 2020 to 2022) sets ESG-related targets tied to materiality, clarifying the position of CSR activities within the overall management scheme. Individual departments will roll out execution plans and activities to achieve these ESG-related targets and report their progress at management meetings. Targets are then reviewed and new measures considered, in a PDCA cycle.

The UN Global Compact


Systemex signed the United Nations Global Compact in February 2011 to proactively promote its CSR initiatives. Systemex refers to the Ten Principles of the Global Compact and the Sustainable Development Goals (SDGs) that the United Nations adopted in September 2015, when identifying priority issues (materiality) and promoting CSR activities.



The UN Global Compact



The Sustainable Development Goals (SDGs)

- ▶ [Click here for information about the relationship between the Sustainable Development Goals \(SDGs\) and our priority issues \(materiality\).](#)
- ▶ [Click here for information about the UN Global Compact's Ten Principles.](#) 

Stakeholder Relations

Stakeholder Communications

Through communication with its stakeholders, Sysmex checks whether it is responding to their requests and expectations through our business activities. The results are reflected in various business activities.

Main Dialogue Achievements in Fiscal 2018

Dialogue with Customers in Each Region

- Conducted survey on degree of customer satisfaction
 - Held scientific seminars
 - Held user group meetings to communicate accurate product information
 - Held customer training programs incorporating customer feedback
- ▶ For details, see “Responsible Provision of Products and Services”.

Dialogue with Employees

- Conducted employee questionnaires and interviews
- Held hearings for all employees about their aspirations in relation to career design (voluntary reporting system)¹
- Held dialogues with labor unions²

1 Sysmex Corporation

2 Sysmex Corporation, Sysmex Shanghai, Jinan Sysmex, Sysmex Wuxi, Sysmex Vietnam, Sysmex Thailand, HYPHEN BioMed

- ▶ For details, see “Realization of an Attractive Workplace”.

Dialogue with Business Partners

- Conducted supplier briefings
 - Held meetings for distributors
- ▶ For details, see “Responsible Provision of Products and Services”.

Dialogue with Shareholders and Investors

- Held Ordinary General Meeting and informal meetings with shareholders
 - Held Financial Results Briefings and Technology Presentations for institutional investors and analysts
 - Held informational meetings and Company tours for individual investors
- ▶ For details, see the “IR Library”.

Dialogue with Members of the Local Community

- Sponsored the Kobe Marathon and fielded employee volunteers, who provided operational support
 - Held event for local community interaction at R&D core Technopark
 - Engaged in dialogues with the community through social contribution activities around the world
- ▶ For details, see “Corporate Citizenship Activities”.

Engaging in Dialogue with Stakeholders

Activity to Commemorate our 50th Anniversary of Establishment: Future Project (MIRAI LABO)

In 2018, Sysmex celebrated the 50th anniversary of its establishment. To commemorate this milestone, we engaged in future project (MIRAI LABO) activities, with employees from all regions of the world taking part in this anniversary project.

Themed on “Workplace Communication: Taking on the Challenge toward the Future of Sysmex”, the MIRAI LABO involved discussions, including about the roles of the employees themselves, with regard to “Work and Sysmex: Looking 5–10 Years into the Future” and “Ideas and Challenges for Invigorating Communication throughout the Group”. A variety of opinions and proposals were shared via Sysmex’s internal social network, which was put in place for the 50th anniversary project, encouraging two-way communication. Going forward, we will continue to invigorate workplace communication through interdepartmental exchanges, study sessions, and our internal social network.

Discussions



Materiality













Identified Materiality

Systemex's Materiality

In May 2017, Systemex identified priority issues (materiality) with a view to realizing a sustainable society and achieving sustainable growth for the Group. We are currently developing a specific action plan based on these identified materialities and are taking actions accordingly.

▶ [Please click here for details on the consideration of materiality \(identification process\).](#)

Systemex's Materiality

Materiality	GRI Standard Related Perspective	SDGs Targets
<p>Resolution of medical issues through products and services</p> <ul style="list-style-type: none"> Resolution of medical issues through business activities Improvement in accessibility to medical services by means such as familiarizing products 	<ul style="list-style-type: none"> Indirect economic impact Local communities 	  
<p>Responsible provision of products and services</p> <ul style="list-style-type: none"> Securing of product quality and safety Appropriate disclosure of information regarding products and services Assessment and management of the supply chain 	<ul style="list-style-type: none"> Supplier environmental assessment Supplier social assessment Customer health and safety Product and service labeling 	 
<p>Realization of an attractive workplace</p> <ul style="list-style-type: none"> Provision of a comfortable working environment Development of human resources Promotion of diversity 	<ul style="list-style-type: none"> Employment Training and education Diversity and equal opportunity 	 
<p>Environmental consideration</p> <ul style="list-style-type: none"> Environmental consideration through the product lifecycle Reduction in environmental burden through activities at business offices 	<ul style="list-style-type: none"> Raw materials Energy Water Emission into the atmosphere Effluents and waste 	   
<p>Governance</p> <ul style="list-style-type: none"> Corporate governance Compliance Risk management 	<ul style="list-style-type: none"> Ethics and integrity Governance Environment compliance Anti-corruption Anti-competitive behavior Socioeconomic compliance 	 

Recognition of the Issues, and Approaches to Them

Resolution of Medical Issues through Products and Services

<Why it is Important>

In relation to aging populations in advanced countries, in recent years the need has been growing to reduce healthcare costs and extend healthy lifespans. At the same time, medical infrastructures have been unable to keep pace with growing populations in emerging markets and developing countries, and some 400 million people around the world are not receiving necessary levels of healthcare.* Boosting access to healthcare services is therefore an issue. Meanwhile, the Sustainable Development Goals (SDGs) set targets for human health and welfare, prompting growing expectations for global companies to undertake initiatives to resolve medical issues.

Under these conditions, the *in vitro* diagnostics (IVD) domain, which plays an important role in disease prevention, early detection, and determining courses of treatment, is expected to create high-value testing and diagnostic technologies and solve healthcare issues, including the three most deadly infectious diseases (HIV/AIDS, tuberculosis, and malaria).

By addressing issues such as these, Sysmex works to contribute to the development of healthcare and the healthy lives of people. At the same time, we believe the emergence of new technologies and markets provides new business opportunities and will enable us to achieve sustainable growth.

* Source: WHO, "[Universal Health Coverage](#)"

<Approach>

Since our founding, Sysmex has expanded its product lineup and strengthened its services and support in response to testing needs, working to swiftly provide accurate test data. In recent years, we have been conducting research and development on gene testing and other advanced high-value testing and diagnostic technologies that lead to early detection and treatment, with a view to realizing personalized medicine. To boost access to healthcare in emerging markets and developing countries, we are promoting business activities aimed at raising local levels of healthcare by enhancing lab quality and promoting the training of healthcare professionals.

By leveraging the unique technologies we have cultivated to date, as well as our global network, we will continue to contribute to the development of healthcare and the healthy lives of people.

▶ [Please click here for information on activities in relation to the resolution of medical issues through products and services.](#)

Responsible Provision of Products and Services

<Why it is Important>

Quality and recall issues are making society more vigilant about the quality and safety of products and services. In addition, the scope of corporate responsibility has expanded to the entire supply chain, including business partners. Furthermore, the Sustainable Development Goals (SDGs) identify responsibility for sustainable production, and raise targets for working environments.

Systemex conducts business in the medical sector, which plays an important role in people's lives and health. Accordingly, we are called upon to provide products and services of increasing quality and safety, as well as to manage our supply chain appropriately. We believe such activities are important, as they help improve the quality of healthcare and enhance customer satisfaction, thereby building brand strength.

<Approach>

Systemex has created a global quality management system, through which it is consistently striving to maintain or increase quality levels. As initiatives to enhance customer satisfaction, we offer services and support that are closely tailored to customers' needs, creating a framework we call the "Voice of the Customer" (VOC) to incorporate customer input into our product development and quality improvements, and provide the most recent scientific information. Furthermore, as a company developing its business globally, we are reinforcing our systems for delivering a stable supply of products, promoting CSR-appropriate procurement activities, and aiming to grow in a sustainable manner in tandem with our business partners.

Going forward, we will continue striving to earn the trust of our stakeholders and instill confidence by offering responsible products and services.

- ▶ [Please click here for information on activity results in relation to the responsible provision of products and services.](#)

Realizing an Attractive Workplace

<Why it is Important>

Achieving sustainable growth requires a company to recruit excellent personnel. To do so, companies need to promote diversity and provide workplaces that are easy to work in, fulfilling, and appealing. Also, the SDGs include goals pertaining to gender equality, decent working conditions, and reduced inequalities. Systemex considers human resources an important management asset necessary for sustainable growth. We believe that creating attractive workplaces helps ensure superior personnel, reinforcing our corporate competitiveness.

<Approach>

Systemex has in place a human resource development system that develops capabilities in an ongoing and systematic manner. We promote diversity and inclusion, and have introduced various systems to create a workplace that provides peace of mind and enables diverse employees to maximize their skills.

As we strive toward sustainable growth, we will continue in our efforts to build a workplace in which diverse human resources can maximize their potential, and will provide opportunities for their individual growth.

- ▶ [Please click here for information on activity results in relation to the realization of an attractive workplace.](#)

Environmental Consideration

<Why it is Important>

We recognize that mitigating climate change, using water, mineral and other resources, and protecting biodiversity are critical to the sustainability of the global environment. As the coming into force of the Paris Agreement and the Sustainable Development Goals (SDGs) demonstrate, a growing number of initiatives around the world make addressing environmental problems a priority issue, and companies are being called upon to play a greater role.

As a company developing its operations globally, Sysmex recognizes increasingly serious environmental issues as a topmost priority. We understand that large-scale environmental damage due to climate change is a significant business risk because it has the potential to halt our resource procurement and manufacturing functions. At the same time, we believe consideration for the environment is connected with coexisting with local communities and ensuring the trust of our stakeholders.

<Approach>

To guide the Group's environmental management over the long term, along with long-range management goals for the Sysmex Group, Sysmex has formulated our Sysmex Eco-Vision 2025. This vision sets long-term environmental targets to be achieved by fiscal 2025. We are promoting environmental preservation across product and service life cycles and throughout the value chain of our business activities. Going forward, along with the pursuit of sustainable growth we will continue striving to reduce environmental impact – a vital social issue.

▶ [Please click here for information on activity results in relation to environmental consideration.](#)

Governance

<Why it is Important>

Corporate scandals occur due to a lack of governance, and their impact on society is increasing. In June 2015, Japan's Corporate Governance Code went into effect, calling on companies to take governance into consideration in non-financial areas as well as on the financial front.

In addition to strengthening governance and internal controls, Sysmex is being called upon to buttress its risk management and compliance structures to enhance our management foundations. Sysmex believes these initiatives will help reduce business risks, ensure stakeholder trust, and are an important management issue connected to enhancing medium- to long-term corporate value.

<Approach>

Sysmex has established an Audit and Supervisory Committee and is strengthening the supervisory function of external members of the Managing Board, as well as enhancing the Managing Board's effectiveness and reinforcing governance in other ways. In line with these changes, we are putting in place systems to fortify Group-wide risk management functions, and have established a Compliance Committee and an internal reporting system as initiatives to strengthen our base with a view to sustainable growth.

We will continue aiming to maximize the overall corporate value of the Group through management robustness, better transparency and improved management speed and efficiency.

▶ [Please click here for information on activity results in relation to governance.](#)

Non-Financial Targets (KPIs)

The Group Mid-Term Management Plan (fiscal years ending March 31, 2020 to 2022) sets ESG-related targets tied to materiality, clarifying the position of CSR activities within the overall management scheme. Individual departments will roll out execution plans and activities to achieve these ESG-related targets and report their progress at management meetings. Targets are then reviewed and new measures considered, in a PDCA cycle.

Materiality		KPI	Definition	Target value for fiscal year ending March 31, 2022	Target value for fiscal year ending March 31, 2026 (Eco-Vision)
Resolution of medical issues through products and services	Resolution of medical issues through business activities	Hematology market share	Within the hematology field, consolidated sales as a percentage of the market for instruments, reagents and services	Note 2	—
		Number of patents	Total number of patents, utility model rights and design rights held	Note 2	
		Number of new patents	Total number of applications filed for patents, utility model rights and design rights	Note 2	
		Number of scientific papers	Number of scientific papers presented by users of the Company's products	Note 2	
	Improvement in accessibility to medical services by means such as familiarizing products	Percentage of sales in emerging markets	Sales in emerging markets as a percentage of consolidated sales	Note 2	
Responsible provision of products and services	Assessment and management of the supply chain	Number of CSR surveys	Number of business partners responding to CSR surveys	Note 2	
Realization of an attractive workplace	Provision of a comfortable working environment	Engagement score	Corporate Culture Survey results	75%	
		Turnover ratio	Turnover ratio of regular employees, excluding people who have reached the mandatory retirement age ¹	Note 2	
		Lost-time injuries frequency rate	Number of employee deaths or injuries resulting from work-related accidents per million work hours ¹	Less than 0.35%	

Materiality		KPI	Definition	Target value for fiscal year ending March 31, 2022	Target value for fiscal year ending March 31, 2026 (Eco-Vision)
Realization of an attractive workplace	Provision of a comfortable working environment	Lost work day rate	Ratio of the number of days absent from work due to work-related injuries per thousand hours worked ¹	Less than 0.05%	—
	Promotion of diversity	Female managers ratio	Percentage of women at director level or above	16.0%	
	Development of human resources	Training time per employee	Average hours of training per employee provided by the Human Resources Division	25.0 hours	
Environmental consideration (Note: From Eco-Vision 2025) Base year: Fiscal 2016	Environmental consideration through product lifecycle	Reduction of CO ₂ emissions (instruments)	Percentage reduction in CO ₂ emissions per instrument	10% reduction	15% reduction
		Reduction of water consumption (instruments)	Percentage reduction in water volume per instrument	10% reduction	15% reduction
		Reduction of CO ₂ emissions (shipping)	Percentage reduction in CO ₂ emissions during shipping and distribution per unit of parent-only sales	10% reduction	15% reduction
	Reduction in environmental burden through activities at business offices	Reduction of CO ₂ emissions (business activities)	Percentage reduction in CO ₂ emissions during business activities per unit of consolidated sales	10% reduction	50% reduction
		Reduction of water consumption (business activities)	Percentage reduction in water use during business activities per unit of consolidated sales	10% reduction	15% reduction
		Recycle rate	Recycling volume divided by total waste volume	88% or more	93% or more
Governance	Compliance	Number of internal reporting	Number of internal reporting	Note 2	—
		Number of unethical incident	In the event of violations of law or the Global Compliance Code, the number of incidents involving disciplinary action	Note 2	

1 Target: Sysmex Corporation on a non-consolidated basis

2 Set as a monitoring index; no target value has been set

Considering Materiality

The Process of Identifying Materiality

Systemex has used the following process to identify priority issues (materiality). Going forward, we will revise our materialities as needed, taking into account the most recent trends in international society and changes in the business environment.

The Process of Identifying Materiality

STEP 1:
Understand
and Organize
the Issues

We analyzed society's requirements based on international guidelines, such as the GRI Sustainability Reporting Guidelines (G4), the United Nations Sustainability Development Goals (SDGs) and ISO 26000, as well as screening content from sustainability assessment bodies. We compared these requirements against the current state of Systemex's CSR activities, extracting and identifying related aspects.

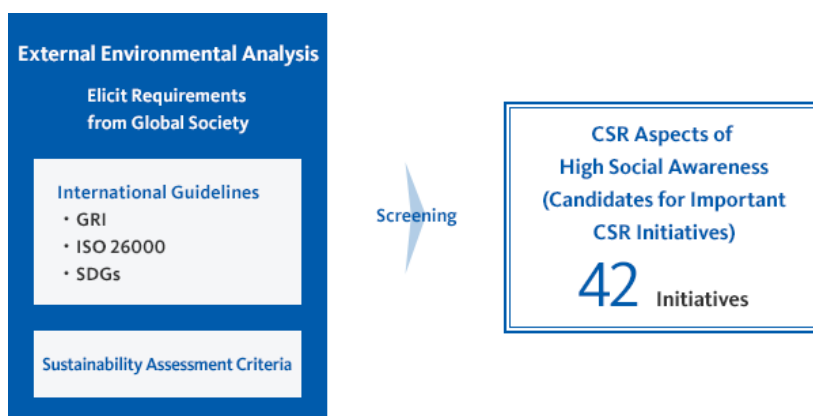
STEP 2:
Prioritize

We then conducted an overall assessment of the related aspects identified in STEP 1 along two axes: the degree of importance for Systemex's stakeholders (the size of the impact on decision-making by stakeholders) and, from the perspective of risks and opportunities, the degree of importance to Systemex (the size of the Company's impact on the economy, environment, and society). Through this process, we discovered the most important issues requiring priority initiatives.

STEP 3:
Confirm Suitability,
Establish Materiality

The materialities organized as a result of STEP 2 were approved at a management meeting chaired by the chairman and CEO.

STEP 1: Understand and Organize the Issues



STEP 2: Prioritize

Sysmex's business activities impact society in various ways throughout the value chain. The Sysmex Group comprehensively evaluates these impacts along two axes, according to the degree of importance for Sysmex's stakeholders and, from the perspective of risks and opportunities, by the degree of importance to Sysmex. We then select aspects of topmost importance requiring priority initiatives. The Company contributes to society by promoting CSR initiatives across the value chain.



Recognized Social Issues and Expectations of Sysmex

In advanced countries, as populations age the need is growing to reduce healthcare costs and extend healthy lifespans. Emerging markets and developing countries, meanwhile, face the issues of building healthcare infrastructures in line with population growth and ensuring the availability of healthcare. We recognize the need to contribute to the resolution of these various healthcare issues through research and development.

Main CSR-Related Aspects*

- Resolution of medical issues through business activities
- Improvement in accessibility to medical services by means such as familiarizing products
- Securing of product quality and safety
- Environmental consideration through the product lifecycle



Recognized Social Issues and Expectations of Sysmex

The scope of corporate responsibility is broadening. In addition to the quality of raw materials, companies are being called upon to take into account human rights, labor practices and consideration for the environment in their procurement activities. We believe in the importance of working with our business partners for the responsible provision of products and services.

Main CSR-Related Aspects*

- Securing of product quality and safety
- Assessment and management of the supply chain
- Compliance
- Environmental consideration through the product lifecycle



Recognized Social Issues and Expectations of Sysmex

In recent years, society's demands have increased in relation to product quality and safety. Accordingly, we believe in the importance of thorough compliance with laws, regulations and standards, and assurance of high product quality and safety.

Main CSR-Related Aspects*

- Securing of product quality and safety
- Reduction in environmental burden through activities at business offices
- Environmental consideration through the product lifecycle
- Compliance



Recognized Social Issues and Expectations of Sysmex

We believe in the importance of addressing environmental issues such as reducing GHGs through improved distribution efficiency and raising our recycling rate.

Main CSR-Related Aspects*

- Environmental consideration through the product lifecycle



Recognized Social Issues and Expectations of Sysmex

As a global company, we develop business in countries and regions that face healthcare issues, and we are called upon to help address these issues. Furthermore, we believe in the importance of creating long-term, trust-based relationships with customers through initiatives to enhance customer satisfaction, appropriate information disclosure, and a stable product supply.

Main CSR-Related Aspects*

- Resolution of medical issues through business activities
- Improvement in accessibility to medical services by means such as familiarizing products
- Appropriate disclosure of information regarding products and services
- Compliance



Recognized Social Issues and Expectations of Sysmex

We believe in the importance of building long-term, trust-based relationships with customers through initiatives to boost satisfaction, the collection of quality information globally and in a timely manner, responses in the event of problems, and sharing information globally about quality issues and malfunctions, as well as corrective and preventive action.

Main CSR-Related Aspects*

- Reduction of environmental burden through activities at business offices
- Appropriate disclosure of information regarding products and services
- Compliance

* CSR-related aspects: Aspects selected after analyzing GRI Guidelines (G4), United Nations Sustainability Development Goals (SDGs), ISO 26000 and other international guidelines, screening content from SRI and other assessment bodies, and reflecting on the status of Sysmex's CSR activities.

Sysmex's Materiality Matrix



STEP 3: Confirm Suitability and Establish Materiality

The materiality topics organized as a result of STEP 2 were approved at a management meeting chaired by the Chairman and CEO.

- ▶ [Please click here to see the materiality topics that were identified.](#)

Resolution of Medical Issues through Products and Services

Resolution of Medical Issues through Business Activities

An R&D Structure That Generates a Variety of Technologies

Sysmex develops technology platforms to analyze genes, proteins and cells. Through their multifaceted application, we will create new testing and diagnostic technologies that are useful to patients. At Technopark, our hub for R&D, a variety of researchers and engineers in a host of fields collaborate and engage in R&D on instruments, reagents, and software in response to customer needs. In April 2019, we opened Technopark East Site, a bio-diagnostic reagent base. Bio Port, one of the base's facilities, develops reagent substances and utilizes reagents' analytical functions to augment reagent performance and quality, as well as contributing to faster development. We have built a global R&D structure comprising R&D facilities in the United States, Germany, and other countries. In addition, through open innovation we are pursuing collaboration with research institutes, universities, and medical institutions in Japan and around the world. As part of this effort, we have set up an open innovation lab within Technopark, where we can conduct collaborative R&D with researchers from outside the Company, and we are promoting R&D toward the realization of personalized medicine.

- ▶ [Click here for details on our R&D structure.](#)
- ▶ [Click here for information on open innovation.](#)

Cancer Genomic Medicine Initiatives

In addition to a confirmed diagnosis, in recent years cancer treatment requires numerous tests using genes and proteins for efficacy prediction, recurrence monitoring, and other aspects of treatment. One such aspect, clinical sequencing tests for cancer, involves the simultaneous measurement of several hundred genes in tumor tissue, comprehensively profiling abnormalities in a patient's cancer-specific genes. This profiling provides useful information to help in cancer diagnosis and treatment, including the selection of anti-cancer drugs. Sysmex has developed the OncoGuide™ NCC Oncopanel System, for use in cancer genome profiling, in collaboration with the National Cancer Center. This system was the first in Japan to receive manufacturing and marketing approval following designation under the Ministry of Health, Labour and Welfare's Sakigake Designation System. The system was launched in January 2019, and RIKEN GENESIS has begun providing an assay service. On June 1, 2019, this became the first cancer genome profiling system in Japan to receive insurance coverage. This is expected to increase opportunities for more patients to receive testing.

Provision of Tests That Reduce the Burden on Patients

Hemophilia is caused by a deficiency in a coagulation factor, which causes hemostatic irregularity. Diagnosis and treatment monitoring require quantitative testing of the coagulation factor. In the past, tests using an APTT¹ reagent were widely used. However, with this method, measurement values are known to deviate, depending on the type of reagent used. In recent years, demand for tests using chromogenic assay has emerged. With chromogenic assay, drugs to extend the half-life of coagulation factors² are expected to reduce the burden on



Revohem FIX Chromogenic

patients by decreasing the frequency of intravenous injections, and the chromogenic assay has demonstrated clinical usefulness in post-therapeutic monitoring.

In addition to Revohem FVIII Chromogenic, a blood coagulation factor VIII measurement kit which helps to diagnose and assist in the treatment of hemophilia A, in December 2018 Sysmex launched Revohem FIX Chromogenic to help diagnose and assist in the treatment of hemophilia B. Revohem FIX Chromogenic is the first kit on the market in Japan for measuring coagulation factor IX in blood plasma using chromogenic assay as its measurement principle. With this product, Sysmex aims to enhance the quality of testing and help reduce patient burden. In addition, using current methods, measuring the function of high-density lipoprotein (HDL), which transports cholesterol clogging the arteries to the liver for recovery, was complicated. Obtaining stable test results quickly was an issue, as obtaining consistent measurement values was problematic and test required several days. Through joint research by the Division of Evidence-Based Laboratory Medicine (Sysmex) and the Kobe University Graduate School of Medicine, Sysmex has created a new measurement method for assessing HDL function. This method uses the Company's platform, the HI-1000—an Automated High-sensitive Immunoassay System for Research Applications—to automate this new measurement system, allowing HDL function to be assessed in around 30 minutes. In December 2018, we began providing HDL function measurement as a research assay service. Through this service, we aim to aid in the amassing of broad-ranging clinical evidence, including HDL-targeted drug discovery and epidemiological research, and contribute toward the creation of new methods for diagnosing and treating atherosclerosis-related diseases.

- 1 Activated partial thromboplastin time (APTT): This testing parameter is used when determining activation and abnormalities among intrinsic coagulation factors. This parameter is used along with prothrombin time (PT) to determine activation and abnormalities among extrinsic coagulation factors when screening for hemostatic function.
- 2 These drugs extend the half-life of blood plasma beyond that of conventional blood coagulation factor drugs, allowing for regular administration only once every three to five days—or once per week depending on the patient's disease state. Such drugs are therefore expected to decrease the frequency of intravenous injection, reducing the burden on the patient.

Improvements to Healthcare Environments Using IT

In March 2018, Sysmex launched Caresphere™, a new network solution.

Caresphere™ utilizes the Internet of Things (IoT) and the Cloud to link and analyze a variety of information in real time, such as that from testing instruments and laboratory information systems. In addition, Caresphere™ provides a standardized global platform that is seamless and safe. This platform facilitates centralized information management to reinforce operational efficiency and quality control in hospitals and commercial laboratories. This solution flexibly extracts information and makes it visible to help increase operating efficiency, raise quality, and enhance patient satisfaction.

In the future, we intend to expand the platform, developing applications and services for regional healthcare facilities and the broad range of healthcare professionals involved with them. We aim to offer solutions that help improve productivity and quality in clinical testing and healthcare as a whole.

- ▶ [Click here for information on Caresphere™, a new network solution.](#)
- ▶ [Click here for information on offering solutions utilizing IT.](#)

Resolution of Medical Issues through Products and Services

Improvement in Accessibility to Medical Services by Means such as Familiarizing Products

People in some parts of the world have difficulty in receiving appropriate healthcare due to poverty or because healthcare environments and systems for providing healthcare are underdeveloped.

Addressing one of its responsibilities as a company developing its business globally, Sysmex is working to improve access to healthcare so that as many people as possible can receive appropriate medical care.

Initiatives Targeting the Three Major Infectious Diseases

Known as the three major infectious diseases, HIV/AIDS, tuberculosis, and malaria claim about three million lives each year. Of the many infectious diseases in existence, these three have long existed on a global scale. In recent years, the spread of therapeutic drugs and vaccines has helped to stem the scale of infection, but economic, social and cultural factors also come into play, and the medical services required for prevention and treatment have not yet reached many poor and socially disadvantaged people. Impaired health can also affect economic growth, as it lowers labor capabilities, reduces productivity, and leads to rising healthcare costs.*

By leveraging the detection technologies we have accumulated in the area of clinical testing, Sysmex is moving forward with the development of products that assist in diagnosing diseases. We are also collaborating with government and academia on initiatives to address the three major infectious diseases.

* Source: "Knowing the Three Major Infectious Diseases", Friends of the Global Fund, Japan

Helping Improve the Quality of HIV Diagnosis and Treatment in Emerging Markets and Developing Countries

Around the world, 36.9 million people are living with HIV, particularly in Africa.¹ Tests to measure the number and percentage of CD4+ lymphocytes play an important role in determining treatment methods and monitoring treatment effects for HIV-positive patients.

Sysmex provides the CyFlow™ Counter System, a CD4+ lymphocyte testing system developed and produced by Sysmex Partec, in emerging markets and developing countries. This system measures, within three minutes, the number and percentage of CD4+

lymphocytes in the blood. In addition to being compact and portable, the system is easily maintained, facilitating testing that is simple, swift, and stable.

In August 2018, Sysmex obtained prequalification² for this system from the World Health Organization (WHO). WHO prequalification is a certification system indicating WHO endorsement of performance, helping to provide peace of mind when using medical instruments and medicines in countries with limited medical resources. The Company is taking this prequalification as an opportunity to make further inroads in introducing the system in countries with limited medical resources. In doing so, we will help improve the quality of HIV diagnosis and treatment in emerging markets and developing countries.



CyFlow™ Counter

1 Source: Number of people (all ages) living with HIV (WHO, 2017)

2 WHO prequalification aims to ensure that diagnostics, medicines, vaccines and immunization-related equipment and devices for high-burden diseases meet global standards of quality, safety, and efficacy, in order to optimize the use of health resources and improve health outcomes. The system was established in 2001 in response to the HIV/AIDS pandemic. Today, it is used in emerging markets and developing countries as a reference list for purchasing. Organizations such as the Global Fund give purchasing priority to products with this prequalification.

<http://www.who.int/topics/prequalification/en/> 

Initiatives to Eliminate Malaria

Malaria is one of three major infectious diseases. Although the number of cases has trended downward over the past several years, each year some 200 million people are infected and around 440,000 die from the disease.¹ Africa accounts for more than 90% of these deaths, with one child under the age of five losing its life to the disease every two minutes.²

To eliminate malaria, Sysmex is working to improve access to healthcare through its testing and diagnostic domains.

In April 2019, the Automated Hematology Analyzer XN-31, a new

product in the hematology field, obtained CE Certification in compliance with the European IVD Directive.

Accordingly, we are launching the analyzer in Europe. To date, microscopes and rapid diagnosis tests have been used for malaria testing, but such testing can take from 15 to 30 minutes, and microscope testing requires skilled technicians. By comparison, the XN-31 can determine in approximately one minute whether red blood cells are infected by malaria parasites. The analyzer is also capable of indicating the quantity of infected red blood cells and the species of malarial plasmodia. In clinical evaluations in South Africa and India, the XN-31 determined the presence of red blood cells infected by malaria parasites with a high degree of sensitivity and specificity. As a clinical application, therefore, the instrument can be used as a diagnostic aid for malaria.³ The Company will promote efforts to obtain regulatory approval in various countries. Through broad-based introduction of the product in countries where malaria is endemic, and in advanced countries that are working to prevent and manage imported malaria cases, we will contribute to global initiatives to eliminate malaria.

Since 2016, Sysmex has been participating in the Malaria Consortium, a joint effort by industry, government, and academia, and we are taking a leading role in the field of blood testing. In April 2018, the Malaria Consortium proposed to the Japanese government the "PPP (Public-Private Partnership) from Japan for Malaria Elimination" in Asia and Africa. It aims to eliminate malaria by combining Japanese companies' technologies.

1 Source: WHO World Malaria Report 2018

2 Source: Malaria nomore.org.uk

3 Diagnosis is not possible using these results alone. A confirmed diagnosis is the result of a doctor's overall judgment, including the use of other clinical information.



Malaria Consortium Initiatives

Participating in the Global Health Innovative Technology Fund (GHIT Fund)

Since 2015, Sysmex has participated in the Global Health Innovative Technology Fund (GHIT Fund) which states its vision for action as “one in which the crushing burden of infectious disease no longer prevents billions of people in the developing world from seeking the level of prosperity and longevity now common in the industrialized world”. The GHIT Fund has entered its second phase of activity (2018-2022), shifting from its initial focus on product development to activities to provide these products to the people who need them. We will continue to participate in the Fund's second phase activities. By promoting initiatives aimed at developing and providing new reagents for infectious diseases through Japanese technological innovation, we will contribute to the eradication of infectious diseases in developing countries.

Helping to Raise Local Healthcare Levels

Systemex works to promote the development of healthcare infrastructure and raise healthcare levels. As part of this initiative, we provide external quality control support in several Asian countries and engage in other measures to enhance the quality of clinical testing. In Africa, we work with organizations focusing on international cooperation, such as the Ministry of Foreign Affairs of Japan and the Japan International Cooperation Agency (JICA), to help educate healthcare workers and provide products and services.

Helping to Improve the Healthcare Environment in the Republic of Ghana by Promoting the Dissemination of Automated Urinalysis Diagnosis Technology

African countries are seeing an increase in the number of people with non-communicable diseases, such as cancer, diabetes and renal disease. Prevention, early detection, and early treatment are important to counter NCDs. However, urinalysis testing, which is an effective and simple screening method, has not been widely adopted. Furthermore, urinalysis testing performed manually may lead to unreliable test results.



Kick-off ceremony

Against this backdrop, Systemex's proposal, "Dissemination of Automated Urinalysis Diagnosis Technology in the Republic of Ghana", was selected under JICA's Collaboration Program with the Private Sector for Disseminating Japanese Technology for the Social and Economic Development of Developing Countries.

In addition to introducing Systemex's fully automated urinalysis testing system at a national teaching hospital in Ghana, we will provide training programs for local health professionals on clinical value, test quality management, and analyzer maintenance. Through this project, Systemex aims to contribute to the prevention, early detection, and early treatment of NCDs in Ghana.

Supporting the Configuration of Quality Control Structures at Clinical Laboratories to Match International Standards

Systemex provided support for the creation of a clinical laboratory quality control system in the Republic of Namibia, which faces shortages of healthcare personnel and an insufficient healthcare infrastructure, as well as the issue of ensuring the quality of healthcare. Systemex introduced its products at three facilities under the jurisdiction of the Namibia Institute of Pathology, and provided training through a mentorship program* that makes use of the Systemex Quality Guidance Manual—a quality control system for clinical laboratories conforming to international standards (ISO 15189).



Mentorship training

To date in Africa, we have already engaged in the same type of initiatives to raise laboratory quality in the Republic of Zambia and the Republic of Zimbabwe. We will use this track record as a stepping stone to promote horizontal development in surrounding African countries.

* Rather than simply managing people, mentorship is the concept of seeking the growth and success of all people related to a business after making the organization's directions and values clear. This concept encompasses management that motivates people, provides guidance on positions and skills that lead toward enhanced capabilities, and provides a framework to invigorate an organization.

Conducting Scientific Support Activities to Standardize and Raise the Quality of Clinical Testing

To date, Sysmex has entered into agreements with government institutions, core hospitals, universities, and other institutions in China, Mongolia, Cambodia, Myanmar, Thailand, and the Philippines to provide scientific support activities.

In Mongolia, Sysmex continues to provide support activities in the fields of hematology, clinical chemistry, and immunochemistry. In 2017, we expanded this support to include the field of blood morphology testing. In addition to providing technological and academic expertise to local clinical laboratory technologists, Sysmex contributes to the improvement of the level of healthcare in Mongolia by supporting the construction and operation of a nationally implemented external quality control framework for blood morphology testing.

Our Record of External Quality Control Services in Asia

Country	Service results
Mongolia	Conducted external quality control in the hematology, clinical chemistry, immunochemistry and blood morphology testing fields
Myanmar, Philippines, Cambodia, and Thailand	Conducted external quality control in the hematology field

Other Support for the Education of Healthcare Professionals

In addition to preparing healthcare infrastructure in place, having appropriately trained healthcare professionals is an essential part of improving access to healthcare. Sysmex provides educational support to raise the quality of clinical laboratories and to standardize and raise the quality of clinical testing. We also conduct seminars and study sessions targeting healthcare professionals, imparting leading-edge scientific information.

▶ [Click here for information on Customer Relations.](#)

Responsible Provision of Products and Services

Securing of Product Quality and Safety

Product Quality and Safety Policies

Systemex has constructed a system to ensure compliance with laws and regulations around the world based on our Quality Policy, our Core Behaviors, and the Systemex Corporation Quality Compliance Policy, and we act accordingly.

Quality Policy

By shaping the advancement of healthcare, our global business activities contribute to the creation of a fulfilling and healthy society.

Core Behavior

1. We understand our customers' needs, and provide products and solutions that meet or exceed their expectations.
2. We act based on our customers' viewpoints by realizing that "Quality is customer satisfaction".
3. We seek to reassure our customers by establishing the highest quality assurance standards, and using them to enhance the quality of all aspects of our business.
4. We continually create innovative value for our stakeholders by developing and applying new and unique technologies and knowledge.
5. We comply with all relevant national or regional regulations and standards to provide safe products.
6. We maintain and continually improve the effectiveness of our quality management system.
7. We establish quality objectives consistent with this quality policy, and measure our performance against them.

Revised May 2007

Quality Management

Building a Global Quality Management System

All of Systemex's production facilities* have obtained ISO 9001 or ISO 13485 certification. Out of the 77 companies in the Systemex Group, 33 have been ISO 9001 certified and 19 have been ISO 13485 certified. To ensure that these management systems are properly implemented, we conduct management reviews and quality audits of major Group companies. In fiscal 2018, 33 cases of nonconformity were identified in an internal quality audit, and one case was identified in an external quality audit. All of these issues have been resolved.

In addition, we regularly hold a Global RAQA (Regulatory Affairs Quality Assurance) Meeting, at which people in charge of quality assurance at Group companies in Japan and overseas gather. In this way, we are working to share quality information throughout the Group and reinforce our QA structure.

* Wholly owned subsidiaries

Sustainable Improvement Programs

Reinforcing Structures for Maintaining and Enhancing Quality

Used in laboratory testing, Sysmex's products play a vital role in protecting people's lives and health. Being fully aware of this responsibility, Sysmex is making constant efforts to maintain and improve product quality by building various systems, as well as complying with safety standards around the world in the design and development stages.

In the product development stage, we verify product quality by setting five "quality gates" in the process leading up to market launch. Also, when we market products that are manufactured by others, we verify their quality by conducting audits of the manufacturers and meticulously inspecting the products. As well as these efforts, in the unlikely event of a defective product we have systems in place to quickly identify and respond to the problem. At factory sites, each month we monitor manufacturing processes and the status of supplier conformity. We stipulate appropriate quality improvements for suppliers with high nonconformity rates, and have a system to ensure quality through regular quality audits. In addition, our global quality complaint processing system allows us to gather quality information in a timely way from markets around the world. When we receive information about a problem or malfunction, we immediately look into the cause and cease distribution of the product. Sharing information globally about problems and malfunctions, as well as corrective and preventive actions, helps us maintain and enhance product quality.

Providing High Quality Products and Services through Third-Party Certification

To enhance credibility, we are strengthening our quality assurance system regarding product inspection results. Through these efforts, Sysmex International Reagents, which produces reference materials, received ISO Guide 34 certification in April 2018, an international standard concerning the competence of reference material producers. This was the first ISO Guide 34 certification granted in the hematology field in Japan, which certifies a manufacturer's competence to provide reference materials of proper quality. This certification will strengthen our credibility concerning the quality of data in our products and services, enabling our customers in global clinical laboratories to verify their own competence to provide proper test data.

Sysmex has obtained the following additional certifications:

- ISO/IEC 17025 (General requirements for the competence of testing and calibration laboratories)
- ISO/IEC 17043 (Conformity assessment — general requirements for proficiency testing)
- ISO 15195 (Laboratory medicine — requirements for the competence of calibration laboratories using reference measurement procedures)

Employee Training

Focusing on Specialized Quality and Safety Training

In addition to quality policy education for all employees, Sysmex Corporation conducts basic and specialized quality education targeting specific departments and job types.

As a company that provides products and services in more than 190 countries and regions around the world, we conduct training on individual countries' regulatory systems for engineers in development divisions, ensuring that we develop products in accordance with applicable laws and regulations.

Activities in FY2018 (Examples)

Company	Activity
Systemex Corporation	<ul style="list-style-type: none"> • Conducted training on Good Vigilance Practice (GVP) for safety management employees in charge of manufacturing, sales, and investigation of defects; this training was intended to ensure an accurate understanding of how to gather and use safety management information related to the causes of health hazards (784 employees) • Conducted training on our Quality Policy, Systemex Group's quality objectives and regulations concerning QMS (i-Square and Kakogawa Factory, 389 employees)
Systemex International Reagents	<ul style="list-style-type: none"> • Conducted training on our Quality Policy and Systemex Group's quality objectives (Ono Factory and Seishin Factory, 265 employees)
Systemex Medica	<ul style="list-style-type: none"> • Conducted training on our Quality Policy and Systemex Group's quality objectives (145 employees)
Systemex RA	<ul style="list-style-type: none"> • Conducted training on our Quality Policy and Systemex Group's quality objectives (195 employees)
Systemex Europe	<ul style="list-style-type: none"> • Conducted training on information management systems, including quality management, environment, and energy information • Conducted technical training on a periodical basis for all employees subject to laws pertaining to medical device consultants (primarily those in charge of sales, marketing, and service)

Responsible Provision of Products and Services

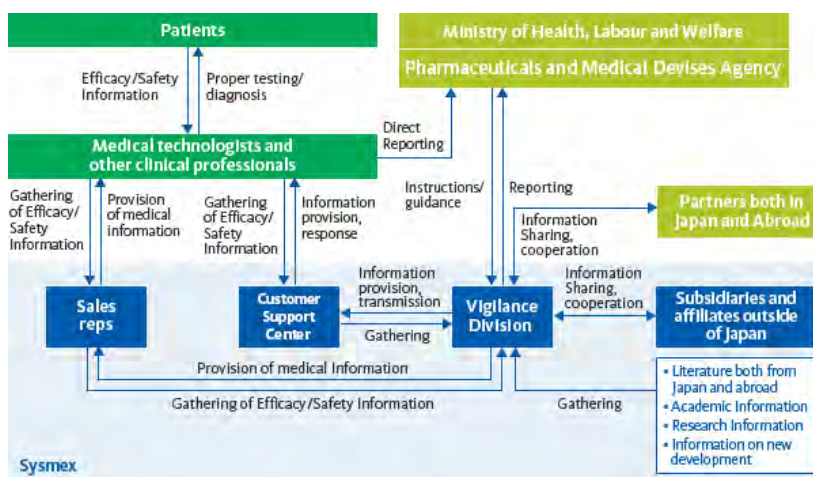
Appropriate Disclosure of Information Regarding Products and Services

Quality and Safety Information

Sharing Customer Feedback within the Group

A direct link exists between a manufacturer’s ability to provide safe, quality products and the trust it engenders. Sysmex established the Post-marketing Quality Assurance Department, which controls information regarding the quality and safety of products. Its function is to field the various inquiries it receives from outside the Company, as well as to investigate and analyze the information it receives; share this information with the design, manufacturing and other divisions; and improve quality. In addition, we have put in place a structure for incorporating this information in the next generation of products.

Product Quality and Vigilance Control System



Product Recall and Repair Information Posted on Our Website

Sysmex posts information about product recall and repair on its website under “Important Product Notices”.

▶ [Please click here for important product notices. \(Information for Japanese market\)](#)

Working Aggressively to Stamp out Counterfeit Reagents

To assure accurate testing results, Sysmex asks its customers to use Sysmex-branded instruments and reagents together. In recent years, however, reagents whose names and container shapes have been disguised to look like Sysmex reagents have been found in circulation in some areas. The use of such counterfeit reagents cannot guarantee the reliability of testing results and, in some cases, can be harmful to patients’ health.

For this reason, Sysmex continuously monitors markets for counterfeit reagents. When they are discovered, we work with local government institutions and judicial bodies to ensure the swift and thorough enforcement of our intellectual property rights. We also caution medical institutions against the use of counterfeit reagents by placing advertisements in newspapers.

Responsible Provision of Products and Services

Assessment and Management of the Supply Chain

Core Behaviors

We deliver commitment to our client companies through broad-ranging partnerships. We strive to be a company that can grow in step with our trade partners, through respect and mutual trust.

Supply Chain Management

Promoting Socially Responsible Procurement in Our Supply Chain

Systemex considers procurement fundamental to supporting its business activities. We have formulated a procurement policy in line with our Core Behaviors, and we select suppliers and build our supply chain on that basis. We have also created green procurement standards that indicate our fundamental perspective regarding environmental consideration in relation to procurement activities.

Systemex has publicized its statement on the Systemex UK website, indicating its appropriate response to the UK Modern Slavery Act, which went into effect in March 2015 and provides for the elimination of forced labor, child labor, human trafficking, exploitation, and other such practices in the supply chain.

- ▶ [Click here for information on green procurement.](#)
- ▶ [Click here for information on the UK Modern Slavery Act \(Systemex UK website\).](#) 

Procurement Policy

In "shaping the advancement of healthcare," the Mission set forth in the Systemex Way corporate philosophy, we deliver commitment to our business partners through equitable and fair procurement activities. We also strive to be a company that can grow in step with our trading partners in a spirit of mutual trust and encouragement. Operating in strict compliance with laws, regulations, and contracts, and adhering to high ethical standards, we carry out consistent procurement of components and raw materials that meet the levels of quality required by healthcare providers. We closely follow these policies in our endeavors to supply products that customers worldwide can use with confidence. Similarly, we hope that our business partners will cooperate with us in the following seven areas as we continue to create and enhance unique and creative values.

We ask our valued business partners to:

1. Assure quality to the requisite degree for healthcare products.
2. Build a system for reliable supply.
3. Refine technological capabilities that contribute to the development of healthcare.
4. Create stable business foundations and formulate business continuity plans (BCP).
5. Promote business activities and CSR in compliance with the laws, regulations and social conventions of host countries.
6. Carry out environmental management to help conserve the global natural environment.
7. Supply products at reasonable prices and engage in aggressive cost-reduction programs.

Revised March 2014

Conducting CSR Surveys

To confirm its business partners' CSR activities, Sysmex Corporation conducts surveys of existing and new business partners on the status of these activities. In fiscal 2018, we surveyed some 230 existing business partners and three new ones. The implementation ratio was 85%, exceeding our target of 80%. In fiscal 2019, we are aiming for an implementation rate of 90% or higher, and we will follow up on CSR survey results. We also conducted surveys of some Tier-2 suppliers.

For the surveys of existing and new trading partners, we use the CSR/Sustainable Procurement Self-Assessment Tool Set, which was developed by Global Compact Network Japan. This survey covers a number of items, including those related to human rights, labor practices, corruption, the environment, and conflict minerals. Sysmex Corporation has been involved as a subcommittee member in the production of this tool and other types of outputs.

We elect not to conduct business with new business partners who have problems with their CSR initiatives. In addition to CSR surveys, we conduct management interviews with new business partners. We conduct the same sort of initiatives for overseas partners. In particular, personnel in charge of procurement make local visits to determine the status of child labor and the workplace environment to confirm that no problems exist.

- ▶ [Click here for information on the CSR/Sustainable Procurement Self-Assessment Tool Set, the common CSR survey form prepared by Global Compact Network Japan.](#)

Improving the Quality of Supplied Parts and Raw Materials

Sysmex designates a Quality Assurance Agreement that clearly defines quality requirements. Counterparties sign this agreement after confirming their understanding of our procurement policy. We confirm the quality of supplied parts and conduct quality audits when we determine that corrective or preventive measures are needed. We conduct quality audits of new suppliers and ensure that appropriate quality control is in place. We also conduct periodic quality assessment of existing trading partners in an effort to maintain and improve quality.

Relations in the Supply Chain

At Sysmex, we strive to strengthen our relationships with trading partners so we can conduct business together based on their understanding of our business directions and procurement policy.

In fiscal 2018, we held a partners' celebration with a theme of "gratitude and challenge" for our major trading partners in Japan on the occasion of our 50th anniversary. There, we commended the suppliers that have been doing business with Sysmex for a long time, as well as suppliers with a high level of technical expertise.

Furthermore, to strengthen and promote CSR initiatives in the supply chain, we select suppliers implementing superior CSR initiatives, and hold a dialogue session that is joined by our CSR staff.

We will continue working to maintain and strengthen a stable supply chain.

Conducting Internal Awareness Activities to Ensure Compliance with Legislation

Sysmex Corporation has in place an electronic procurement system (Sysmex Trade Mission, or STM). In addition to preventing the reduction of payments at inappropriate levels, as well as avoiding product returns, each year we conduct training on this system. In addition, all members of the Procurement Department undergo training on the Subcontract Act. For people newly assigned to this department, we also provide training on our procurement policy, CSR, green procurement and procurement risks.

Customer Relations

Enhancing Customer Satisfaction

Conducting Customer Satisfaction Surveys in Japan and Overseas

Sysmex conducts customer satisfaction surveys in various countries and regions, which include China and Japan in addition to major countries in the Americas, EMEA,* and the Asia-Pacific region. These surveys use indexes customized for each country and region in accordance with the products and services offered in each market. Sysmex America has ranked number one among manufacturers of hematology analyzers in an IMV ServiceTrak survey of customer satisfaction for 18 consecutive years. Sysmex America was also one of four recipients of Supplier Excellence Awards (sponsored by Quest Diagnostics) that recognize companies offering excellent products and services.

We also conduct regular customer satisfaction surveys in EMEA and the Asia Pacific region, which have reported high levels of customer satisfaction.

▶ See ["Fiscal 2018 Performance Data"](#) for the results of our customer satisfaction surveys.

* EMEA: Europe, the Middle East and Africa

Creating Original Solutions to Meet Customer Needs

Sysmex endeavors to create original solutions to meet customer needs by integrating its technological expertise in testing instruments, reagents, and IT. In recent years, we have realized automated testing by connecting multiple instruments, which reduces infection risks in sample handling and prevents sample mix-ups, built transportation systems fully utilizing robotics technologies to increase laboratory productivity, and offered concentrated reagents to dramatically reduce the frequency of reagent replacement.

In addition, Sysmex New Zealand and Diagnostic Services Manitoba (DSM), a public sector diagnostic healthcare service provider, have jointly developed a Laboratory Information System (LIS) for medical institutions in Manitoba, Canada. This LIS, besides providing standardized diagnostic services across the province, increases efficiency in patient care and service flow concerning diagnostic results. New Zealand Health IT (NZHIT) recognized this achievement and nominated the company as a finalist for the 2018 NZHIT Innovation Awards.

▶ [Click here for information on the NZHIT Innovation Awards.](#)

Enhancing Service and Support

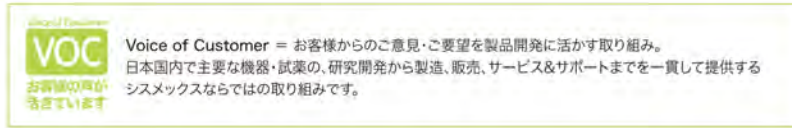
Responding to Inquiries Rapidly and Responsibly

In Japan, Sysmex Corporation maintains a Customer Support Center, where experienced staff members with expert knowledge cater to customers 24 hours a day, 365 days a year (separate agreement required). By creating a database containing maintenance histories and the details of past inquiries from customers to ensure quick reference, the center responds to inquiries and requests both quickly and carefully.

Requests and other comments received through the support center and other means are gathered by the Voice of the Customer (VOC) Group. After analyzing this information from various angles, it is provided as feedback to related divisions so it can be utilized in new product development and operational improvements. In fiscal 2018, we gathered some 17,600 customer comments in the Japanese market. We have received a positive response to

instruments with new functions and instruments that we have added as a result of customer input, which is indicated by the VOC mark we use in our product catalog.

The Sysmex Group has established regional customer support centers to respond quickly and carefully to inquiries, as well as responding promptly to customer requests.



Offering Solutions Utilizing IT

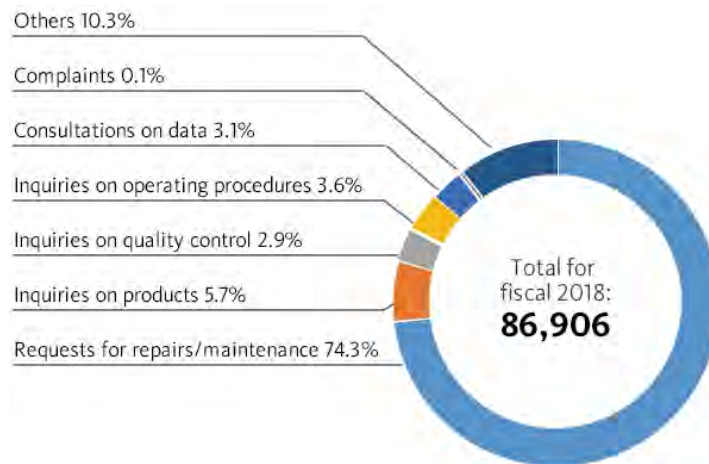
Sysmex offers SNCS™,¹ a network service that supports stable operation of test instruments at hospitals through such functions as instrument quality control,² automated monitoring, and failure prediction based on real-time analysis.

Amid rising demand for increased efficiency and enhanced quality, which has been accelerated by the development of global information, we started offering a new network solution known as Caresphere™ in fiscal 2018.

Caresphere™ offers application services that increase efficiency in the operation and management of testing laboratories, and support test instrument and operation quality control at hospitals through the use of the IoT and a cloud service. In future, we plan to offer other services to facilities engaging in community healthcare and to a broad range of healthcare professionals working at those facilities.

- 1 Sysmex Network Communication Systems (SNCS™) is an online support service that connects to the Sysmex Customer Support Center and customers' instruments via the Internet to provide real-time external quality control, scientific information, and the monitoring of instrument conditions. The content of these support services varies by region. A separate (paid) agreement is required to use this service.
- 2 Quality control is a management method used to guarantee the values measured by testing equipment and to confirm that a customer's equipment is functioning correctly.

Responding to Inquiries at the Customer Support Center



▶ See "Fiscal 2018 Performance Data" for results over the past three years.

Providing Online Training Support

Sysmex conducts instrument and maintenance training in each region as part of its customer support.

In the United States, where medical institutions are scattered over a large area, Sysmex America offers real-time virtual training via network so that customers can receive training as necessary without going to a Sysmex training facility. Due to the rise in demand resulting from our business expansion, we opened a new "Center for Learning" in fiscal 2018, integrating former training facilities into a larger central facility.

Disseminating Useful Information

Sysmex disseminates information useful for customers in the “Support Information” section of its website.

Up-to-date information is sent out using an email magazine distribution service. We also offer a “Personal page” function for managing content and viewing history. In these ways, we are continuously enhancing functionality to facilitate customer use.



“Support Information” Site

Utilizing the ISO to Increase the Quality of Clinical Testing

Recently, the field of clinical testing has met with strong demand for improvement in the quality of test results, and awareness of international standards is increasing around the world. One such standard is ISO 15189 (Medical laboratories – requirements for quality and competence). The number of clinical laboratories that have obtained this certification is increasing, with the certification having become obligatory in some countries.

Sysmex has received certification under the ISO/IEC 17025 international standard for clinical testing calibration institutions and the ISO 15195 standard, verifying that Sysmex meets the international standards for the quality of the calibration service it provides with its automated hematology analyzers. We were the first company in Japan to receive such accreditation in this field.

A calibration certificate that Sysmex issues is accepted as a globally recognized document that ISO 15189 requires to ensure traceability and calibration. As of March 31, 2019, Sysmex had issued such certificates for more than 4,800 instruments.

Furthermore, SNCS/eQAPi,* an external quality assessment service provided by Sysmex, is the first in Japan in any industry to receive certification under ISO/IEC 17043 (Conformity assessment – General requirements for proficiency testing).

* Sysmex Network Communication Systems (SNCS™) is a service that uses a network to provide quality assurance for diagnostic instruments, monitor failures and offer maintenance support.
eQAPi is an external quality assurance service that covers multiple instruments and reagent manufacturers.

Scientific Activities

Sysmex holds seminars targeting healthcare professionals in Japan and other Asian countries to provide them with the most up-to-date medical information. We also work with various countries' ministries of health, other national institutions, and major academic societies on scientific activities aimed at increasing the level of healthcare.

Holding Scientific Seminars for Clinical Professionals

41st Sysmex Scientific Seminar

Sysmex hosts scientific seminars and study sessions in various regions for doctors, clinical technologists, and other professionals working on the front lines of healthcare.

We have held scientific seminars every year since 1978 to share the latest information on the field of clinical testing. June 2018 marked the 41st year of such seminars. In fiscal 2018, the seminar was held at 15 venues in Japan, aside from the main venues of Kobe and Tokyo, plus two venues outside Japan, with the theme of “Millennium Advanced Medical Has Come a Long Way”, with about 1,200 participants attending. In addition, we held scientific seminars on coagulation and immunochemistry testing in Malaysia, the Philippines, and Vietnam, as well as a user meeting in the field of cytogenetic testing at our Group company, Oxford Gene Technology.

Through initiatives such as these, we build trust-based relationships with numerous healthcare professionals. At the same time, our accumulated medical knowledge helps to raise the quality of healthcare.



Scientific Seminar (Japan)



Scientific Seminar (Indonesia)



Workshop (Vietnam)

Conducting Activities to Enhance the Quality of Clinical Testing

Through various efforts, Sysmex is working to raise the quality of clinical testing in every country.

Sysmex is working in Asia's emerging and developing countries to support the standardization of testing through external quality control programs. In fiscal 2018, we provided external quality control in the Philippines, Thailand, Mongolia, Cambodia, and Myanmar.

Sysmex America provides hematology analyzers to universities, along with support such as lectures and training on proper instrument operation. Sysmex Shanghai has developed free software for professionals to compete in skills to morphologically identify cells related to diseases such as urinary tract infection and diabetes, to contribute to the improvement of technical knowledge of technologists.

- ▶ Conducting scientific support activities to standardize and raise the quality of clinical testing.

Realization of an Attractive Workplace

Provision of a Comfortable Working Environment

Fair Evaluation and Treatment

Equitable Personnel Evaluation Based on Abilities and Accomplishments

Systemex values the spirit of independence and challenge, provides employees with opportunities for self-fulfillment and growth, and rewards them for their accomplishments. We remunerate employees appropriately, according to factors such as their occupations and qualifications, and base salaries are the same regardless of gender.

Based on the principle of fair treatment, our basic approach toward evaluation is to "reward employees for capabilities that contribute to the enhancement of corporate value as well as for accomplishments." In addition to evaluating employees for their successes, we evaluate the process of producing achievements (competency evaluations). To achieve fairness and ensure that employees understand their evaluations, we show employees their evaluation results and their superiors' comments.

Basic Principles of the Personnel Management System

1. Ensuring long-term employment

- Establishing a double-linear-type competence-based rating frame that enables a diversity of employees to maximize their skills, and providing opportunities for self-realization and growth

2. Promoting the development and cultivation of diverse human resources

- Establishing competence-based rating standards and promoting cultivation of human resources and normalization of career advancement through clarification of promotion criteria
- Evaluating not only accomplishments but also the processes of producing achievements (capability realization) in order to promote human resource development and the reform of corporate culture

3. Rewarding employees for capabilities that contribute to the enhancement of corporate value as well as for accomplishments

- Simplifying the relationship between evaluation and reward
- Creating a remuneration structure that is easy for everyone to understand and that rewards employees in accordance with their contributions, role, competency and accomplishments

Supporting Employee Career Design

Systemex Corporation employs a voluntary reporting system for all employees. Under this system, each year we hold meetings with each employee to learn about their medium- to long-term career, overseas work, and job category aspirations. The system affords each employee with the opportunity to consider their own career directions and life plan, as well as to effect their own skills development and placement.

Improving the Treatment of Contract and Temporary Employees

Sysmex Corporation actively hires contract employees and temporary employees as regular personnel. We have clarified our internal regulations for hiring people working on fixed-term contracts, offering them fair opportunities for promotion. We put this information on our intranet to encourage a thorough understanding of these rules. To provide a more comfortable working environment, we extended the flex-time system and began applying our welfare program's "cafeteria plan"* to contract employees as well as regular employees. This system enables employees to efficiently arrange their own working hours to suit individual circumstances, such as visiting the hospital or raising children. Going forward, we will revise our systems as appropriate to enhance our treatment of employees.

* This is part of our welfare system. Each year, the Company provides employees with "cafeteria points", which they can use as they choose to pay the costs of specific types of welfare to improve work-life balance.

▶ See "Fiscal 2018 Performance Data" for results over the past three years.

Introducing Internal Awards Systems to Motivate Employees

Sysmex introduced the Group CEO Award system to recognize individuals, divisions, or groups that contribute most significantly to the realization of the Sysmex Way, our Group corporate philosophy, sharing these achievements throughout the Company each year. We provide awards to one individual and one group. To motivate R&D engineers and heighten awareness of intellectual property, we have also introduced three patent award systems: the Patent Grand Prize/Patent Prize of Distinction, the Patent Meister, and the Filing Commemoration Prize. In addition, we present a Quality Award for success in quality improvements.

Efforts to Enhance Employee Satisfaction

Sysmex conducts "corporate culture surveys" once every two years targeting all employees of the Sysmex Group. Employee satisfaction is one aspect of these surveys. Survey results are fed back to individual departments, where they serve as a basis for enhancing satisfaction levels. Departments with poor survey scores receive visits from the Human Resources Department, which offers advice for improvements. The Human Resources Department takes actions, such as conducting interviews at the individual and department levels, to identify problems and consider improvement measures for reforming organizational culture.

Understanding of and Support for Work-Life Balance

Promoting the Use of Systems that Support a Work-Life Balance

Sysmex Corporation provides a dedicated site on its Intranet to provide easy-to-understand explanations of its programs for supporting work-life balance. We also hold briefings to promote awareness. In addition, we promote the use of these programs during diversity roundtables where employees exchange opinions freely on such broad-ranging themes as careers, work motivation, balancing work and private life, and cross-cultural understanding.

▶ [Click here for information on diversity roundtables.](#)

Systems to Support a Balance between Work and Child-Rearing

Providing a Host of Leave Systems and Supporting Child-Rearing with an In-House Daycare Center

Systemex Corporation has created diverse programs to provide family support, from pre-natal care to child-rearing. In addition to leave systems for fertility treatments and morning sickness, we offer child nursing leave until a child reaches two years of age, a system for shorter working hours until a child reaches junior high school age, a work-at-home system, and a flex-time system that differs by type of work. When an employee needs to take time off work to nurse a child, they can do so under a program that allows them to use accumulated paid leave in half-day increments in addition to statutory leave. We also smooth the return to work following childcare leave by conducting seminars prior to employees returning to work, and distributing newsletters to employees on childcare leave.

In line with the growing demand for male employees to participate in childcare, we are considering a system that would allow men to take special leave prior to their spouse giving birth, offering two additional days to be taken within one month of the birth to make any necessary preparations. Employees are also eligible for "nurturing leave", under which they can take a special leave of three consecutive days to care for children up to one year of age. We have established Systemex Kids Park, an in-house daycare center that accepts babies and toddlers, at Technopark, our core R&D base. The center offers short-term as well as fulltime daycare, so that employees whose spouses work on a part-time basis or who find it difficult to take care of their children due to a caretaker's illness, bereavement, or other circumstances may also temporarily utilize the service.

In recognition of its planned implementation of such systems, Systemex Corporation received the next-generation support certification logo (nicknamed "Kurumin") from the Ministry of Health, Labour and Welfare.

* Based on the Act on Advancement of Measures to Support Raising Next-Generation Children, companies that formulate business plans as general business operators, meet the targets designated by these plans, and meet certain standards may receive "Kurumin" certification as "companies that support child-rearing" by the Minister of Health, Labour and Welfare.

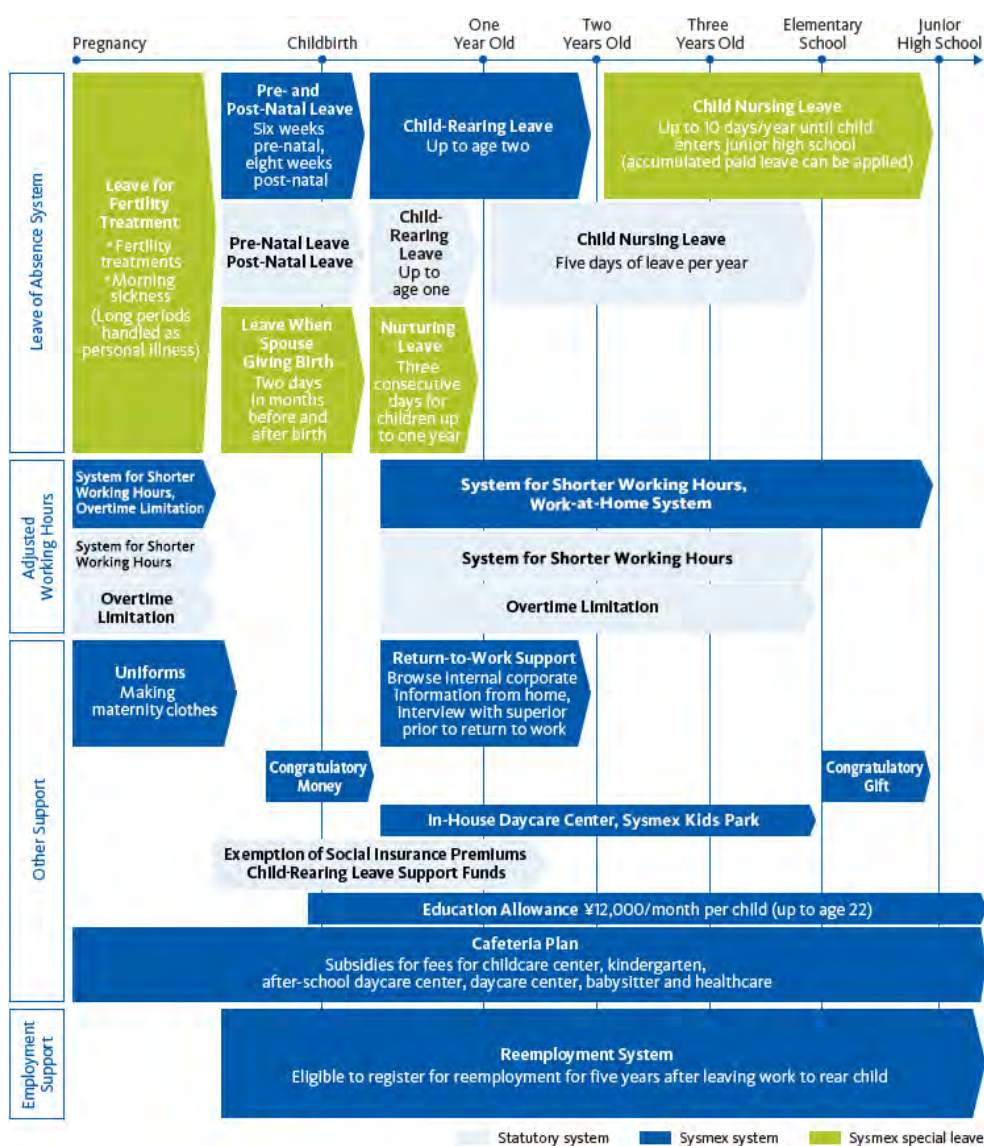


In-house daycare center, Systemex Kids Park



Next-generation support certification logo (nicknamed "Kurumin")

Systems Related to Children



Other Systems to Support Work-Life Balance

Supporting Nursing Care, Corporate Citizenship Activities, and Others

Among its programs aimed at promoting work-life balance, Sysmex Corporation has prepared various types of programs related to nursing care.

We have introduced a program of that allows employees who need to attend to family members in hospital to take short-term nursing care leave and accumulated paid leave for up to 40 days in half-day increments. We also have a work-at-home system that enables employees to care for family members who require nursing care or other types of support.

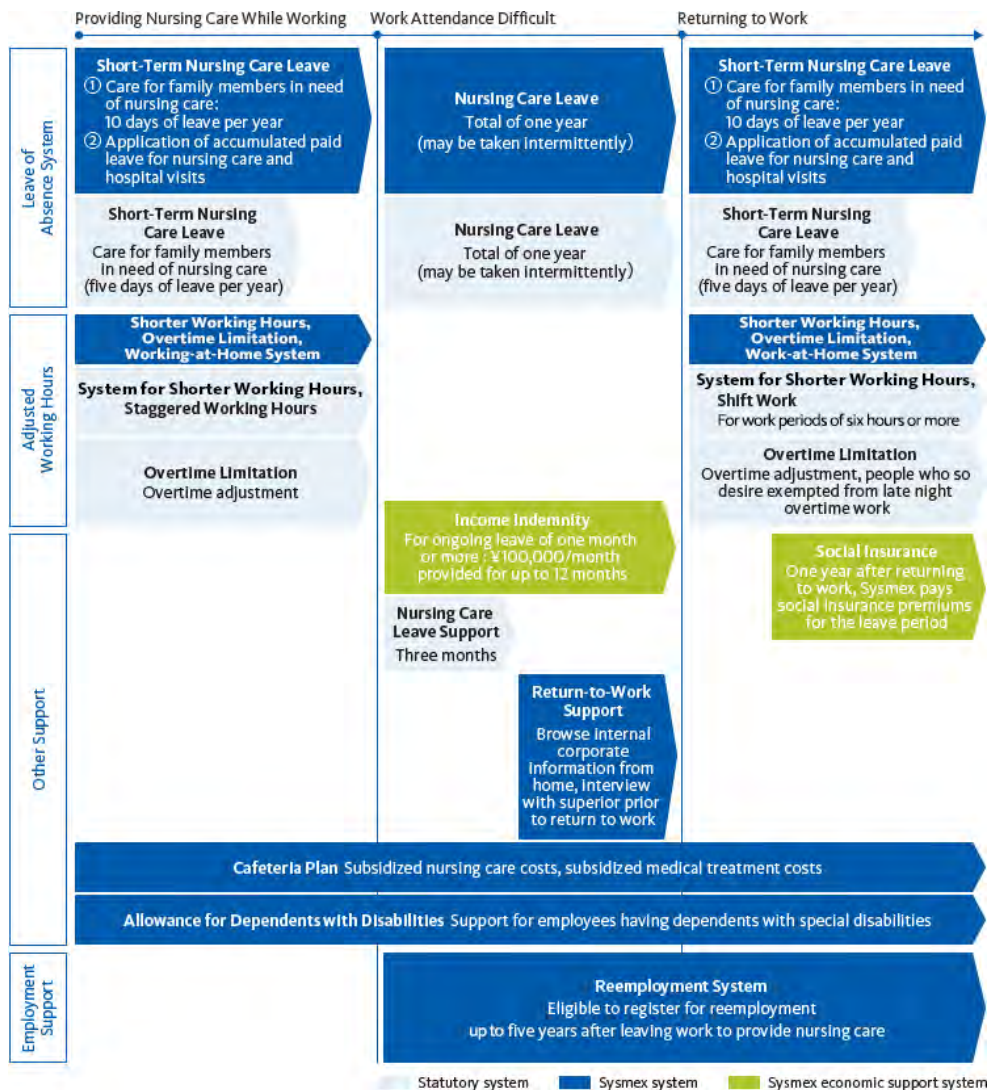
In addition, we have introduced a unique “income indemnity system” to provide a nursing care leave stipend, aiming to help offset the loss of income from taking leave, as well as unexpected expenses, for people taking one month or more of nursing care leave. Furthermore, we have a system for rehiring employees whose careers have been interrupted due to nursing care.

We hold briefing sessions to explain the purpose of these systems, as well as to prepare for nursing care to alleviate the uncertainties surrounding the balance between nursing care and work.

Aside from these programs, we have introduced a volunteer leave system (up to 10 days of leave per year, two of which are counted as paid leave) and a system of donor leave, whereby organ donors receive up to five days at the

time of each donation. These systems are aimed at making it easier for employees to take leave and support their work-life balance in various ways.

Systems Related to Nursing Care



Supporting a Return to the Workplace Following Leave

To facilitate a smooth return to work following leave for child rearing or nursing care, three months prior to their return to work Sysmex Corporation provides employees with tablets and notebook PCs that give them access to internal email and allows Intranet access. This system provides support from an IT perspective. Enabling access to Company information in real time facilitates communication with the workplace, helping to avoid a sense of feeling lost upon their return and eliminate gaps returning employees feel with their coworkers. When returning employees start to use these devices, we also provide them an opportunity to meet with superiors in their departments. We also hold seminars on preparing to return to work after child nursing leave.

Activities at Other Group Companies

Company	Activity
Systemex America	<ul style="list-style-type: none"> • Introduction of a flex-time system and a work-at-home system • Introduction of a childcare leave system (for fathers and mothers) that exceeds statutory requirements • Introduction of family support systems (child-rearing support, family leave, and assistance payments when employees need to use support systems offered by outside institutions when family members are ill)
Systemex Europe	<ul style="list-style-type: none"> • Introduction of a flex-time system and a work-at-home system • Establishment of a parent-child room • Introduction of a childcare leave system (for fathers and mothers) • Child-rearing support system (assistance payments when employees need to use support systems offered by outside institutions)
Systemex Shanghai	<ul style="list-style-type: none"> • Introduction of a flex-time system • Child-rearing support system (medical insurance assistance)
Systemex Asia Pacific	<ul style="list-style-type: none"> • Introduction of a flex-time system and a work-at-home system • Child-rearing support systems (medical insurance assistance, provision of scholarships) • Two days of volunteer leave

Commendations and Third-Party Awards to Group Companies

Company	Award/Commendation
Systemex America	<ul style="list-style-type: none"> • Selected for the Companies That Care Honor Roll for 11 consecutive years ▶ Click here for information on selection for the Companies That Care Honor Roll.
Systemex Europe	<ul style="list-style-type: none"> • Top Employer SME 2019, ranked 8th in the “Electronics and Electrical Engineering, Medical Devices” category (by FOCUS-Business) • The Family Friendliness Award (German Federal Ministry for Family Affairs, Senior Citizens, Women and Youth)
Systemex Malaysia	<ul style="list-style-type: none"> • HR Asia Best Companies to Work for in Asia 2018 (sponsored by HR Asia)
Systemex Korea	<ul style="list-style-type: none"> • Listed among the top 100 companies in Korea by “Great Place to Work 2018” for the first time



Parent-child room (Systemex Europe)



Great Place to Work 2018 (Systemex Korea)



HR Asia Best Companies to Work for in Asia 2018 (Systemex Malaysia)

Employee-Related Data

▶ [Click here for employee-related data.](#)

Realization of an Attractive Workplace

Development of Human Resources

Basic Policy on Human Resource Management

As a global company based in Japan, we promote the development and cultivation of the capabilities of diverse human resources based on the assumption of long-term employment. We also reward employees for capabilities and successes that contribute toward increased corporate value.

Core Behaviors

To our Employees

We honor diversity, respect the individuality of each employee, and provide them with a workplace where they can realize their full potential.

We value the spirit of independence and challenge, provide employees with opportunities for self-fulfillment and growth, and reward them for their accomplishments.

Development of Human Resources

Promoting Global Human Resource Development

Systemex Group has approximately 8,700 employees globally, with overseas employees accounting for more than 60% of the total.* In order to put the “Systemex Way”, our Group corporate philosophy, into practice under these circumstances and instill confidence in people around the world, augmenting the skills of individuals is important. We believe it is also essential to foster communication among diverse human resources, encouraging the mutual sharing of values and fostering insights that will lead to new values and deepen cultural awareness through the joining of creative forces.

In this spirit, we created a Group-wide global human resource development system in fiscal 2014. We cultivate a sense of unity in business activities and the workplace, and develop next-generation human resources. We are also reinforcing networks within the Group and undertaking various measures to foster intercultural understanding.

* As of March 2019

Human Resource Development Based on Four Concepts

Systemex Corporation established the Human Resources Development Department under the supervision of senior managing director and member of the Managing Board, Yukio Nakajima, to drive human resource development. Based on its four concepts for human resource development, which are “link training, evaluation, and work (show results)”, “promote globalization of the Systemex Group”, “invest in ongoing human resource development”, and “be a company that cultivates human resources and personal growth,” we operate a training system offering selective, rank-based, and elective training. This system aims to nurture personnel in a planned and gradual manner. In fiscal 2018, on average each employee underwent 16.6 hours of training, and average per-employee expenditure amounted to ¥109,000, with a total of 971 employees participating in training.*

We have also opened the Global Communication Center (GCC) in Ashiya, Hyogo Prefecture, to serve as a gathering place for people of diverse cultures and values, both inside and outside the Company. At the GCC, we conduct various types of training based on Systemex’s human resource development system, as well as cross-divisional study sessions and joint retreats.

* These figures are for training provided by the Human Resources Division of Sysmex Corporation. They exclude e-learning, self-development, on-the-job training, and other training provided as part of employees' duties.

▶ See "Fiscal 2018 Performance Data" for results over the past three years.

Three Core Training Systems

Training Type	Objective
Selective training	<ul style="list-style-type: none"> • Cultivate global leaders • Cultivate future management personnel
Rank-based training	<ul style="list-style-type: none"> • Deepen our employees' understanding of the Group corporate philosophy and history • Acquire the level of understanding and expertise in management and issue resolution required at each level • Promote communication between departments
Elective training (Sysmex College)	<ul style="list-style-type: none"> • Obtain practical expertise, knowledge, and skills in business execution • Gain business management expertise

Examples of Programs for Developing Human Resources

Company	Program / Measure	Objectives, Overview
Sysmex Corporation	Global Exchange Program	Promote exchanges of Group employees, strengthen ties through deeper mutual understanding.
	Global Apprentice Program	Dispatch young employees to Group companies overseas for six months to develop human resources competent for global operations through work experience.
	Training at the Monozukuri Training Center	Provide hands-on training in the knowledge and skills necessary to manufacture Sysmex instruments.
	R&D Innovation Activities	Strengthen teamwork and proposal-making capabilities among R&D personnel.
Sysmex Europe	Tsunagari	Program to develop the next generation of leaders and help them develop human networks. Provide training on business planning, coaching, and leadership skills.
	Sysmex Days	Three-day new-hire training for mid-career hires. Includes sessions on the Sysmex Way, basic knowledge about the Company and the corporate climate, as well as a discussion with upper management and a reagent factory tour.
	Sysmex School	Lectures and workshops for all employees on a broad spectrum of topics from general business skills to technical issues, to promote skill improvement and internal networking among employees.
Sysmex Asia Pacific	LinkedIn Learning	Online training on an SNS (LinkedIn) platform for all employees to develop and strengthen their skills in management, leadership, critical thinking, business analysis, data analysis, Microsoft Excel/Access, and other areas.
Sysmex America	Sysmex Mini MBA	Talent development program for all employees to develop and strengthen their skills in finance and accounting, management, business strategy, marketing, business, technology, sales, and management.
	Sysmex Management Academy	Six-month selective training for first-time managers to strengthen management skills, including insight into the roles and responsibilities of the business management of Sysmex.

Company	Program / Measure	Objectives, Overview
Sysmex Shanghai	First-time manager training	Training for first-time managers to develop their management and team-building skills.
	WeChat-based training	WeChat-based training to develop product-related knowledge and skills.



Cross-cultural experience training



Exchanges of Group employees through operational experiences

Realization of an Attractive Workplace

Promotion of Diversity

| Diversity and Inclusion

Significance of the Initiatives

Systemex considers human resources an important management resource for achieving sustainable growth, and we have evolved from practicing “diversity”, which simply involves welcoming diverse human resources, to practicing “diversity and inclusion”. This new approach involves creating an inclusive working environment that is suitable for a wide variety of human resources.

Through synergies arising from different values, perspectives, experiences and capabilities, we are working to create a culture of innovation and to generate value.

Working to Achieve Diversity and Inclusion

Systemex Corporation has established a diversity promotion function under the supervision of senior managing director and member of the Managing Board, Yukio Nakajima, to cultivate an organizational culture that promotes further understanding of diversity and LGBT* issues. For example, we have set up a diversity web portal on our Intranet as a platform for disseminating information and promoting understanding.

We also conduct awareness surveys on diversity to undertake initiatives that reflect employee feedback. Systemex America conducts measures based on its affirmative action program, aiming to erase prejudice and discrimination.

* Acronym referring to sexual orientation and gender identification (lesbian, gay, bisexual and transgender)

| Ensuring Diverse Human Resources

Aiming to Equalize Employment Opportunities

Systemex Corporation recruits new employees based on the evaluation of individuals, without regard to nationality, race, gender, age, employment history, or disability status. Specifically, we instituted year-round hiring to offer equal opportunities to people who have already graduated or have studied overseas and therefore might be at a disadvantage under standard hiring practices. Furthermore, to recruit personnel from around the world, we conduct Company briefings and interviews overseas, as well as conducting web-based briefings and interviews via the Internet. As in the previous year, we have continued our internship program in fiscal 2018, strengthening our measures to help overseas human resources gain better knowledge of Systemex.

Systemex Asia Pacific signed TAFEP's* Employers' Pledge of Fair Employment Practices in 2008, and continues to provide employee training.

* The Tripartite Alliance for Fair & Progressive Employment Practices (TAFEP) was founded in May 2006 to promote fair employment through an alliance of three parties: government (Ministry of Manpower of Singapore), labor (National Trades Union Congress), and employers (Singapore National Employers Federation). It is co-chaired by the representatives of the Singapore National Employers Federation (SNEF) and the National Trades Union Congress (NTUC).

Promoting Employment of People with Disabilities

Systemex encourages the employment of people with disabilities. Targeting long-term employment, we design working conditions to maximize individuals' aptitudes and skills. In fiscal 2018, people with disabilities constituted 2.21% of Group employees in Japan.

In April 2017, we established Sysmex Harmony Co., Ltd., a special subsidiary, in Kobe, Hyogo Prefecture.* By creating a workplace where people with various sorts of physical, intellectual, and psychological disabilities can work in keeping with their characteristics and disabilities, we aim to foster an environment in which everyone, regardless of disability, can work and grow together enthusiastically and with peace of mind.

Sysmex Europe works with an organization that endeavors to support the independence of people with disabilities. The company subcontracts packaging work at a manufacturing line of its reagent factory in Germany to people with disabilities. We strive to maintain high levels of motivation among these workers by sharing our mission, as well as through periodic training and support from other employees.

* A subsidiary that has been certified by the director of a public employment security office for special consideration in the employment of people with disabilities. Subsidiaries with labor regulations different from those of the parent company can give more consideration to the work capabilities and labor conditions of people with disabilities in their labor regulations and workplace environment, which makes it easier to increase employment for people with disabilities.



Employees working at Sysmex Harmony

Employing Seniors - System for Reemploying Post-Mandatory Retirement-Age Workers

Sysmex Corporation's mandatory retirement age is 60, but we have in place a system for rehiring until age 65 people who have retired at the mandatory retirement age and still wish to work. In fiscal 2018, 18 people who had reached the mandatory retirement age were rehired in accordance with these internal rules.

Promoting Women's Career Activities

Sysmex Corporation is an active proponent of diversity. In addition to respecting the individuality of our employees, we strive to provide them with a workplace where they can realize their full potential. One aspect of these activities involves establishing an in-house daycare center, providing childcare leave that exceeds statutory requirements. Also, based on the Act on Promotion of Women's Participation and Advancement in the Workplace, in April 2016 we formulated the "Action Plan Under the Act on the Promotion of Women's Active Participation" to cultivate female leaders and promote diverse working styles.


As a result of these efforts, the percentage of female employees at Sysmex Corporation has risen from 19.9% in fiscal 2005 to 30.8% in fiscal 2018.¹ The percentage of female managers has also increased over that period, from 2.4% to 8.1%.² Also, the percentage of female managers for the Sysmex Group as a whole was 15.2% in fiscal 2018.

1 Based on the number of people employed

2 Director level or above

Receiving the Highest-Level “Eruboshi” Certification as an Excellent Company Based on the Act on Promotion of Women’s Participation and Advancement in the Workplace

Systemex Corporation honors the individuality of each employee and provides them with a workplace where they can realize their full potential. In September 2016, we met all five criteria set by the Ministry of Health, Labour and Welfare for the promotion of women’s participation and received the highest ranking, Level 3, as an “Eruboshi” company, indicating superior initiatives to promote the active participation of women.

- ▶ [Click here for social data.](#)
- ▶ [Click here for information on the Act on the Promotion of Women’s Participation and Advancement in the Workplace \(Ministry of Health, Labour and Welfare\).](#) 



“Eruboshi” mark

Promoting and Showing Understanding

Diversity Education

Systemex Corporation holds diversity roundtables, where employees exchange opinions freely on broad-ranging themes such as careers, balancing work and private life, cultural understanding, and creating a community that goes beyond internal divisions. Themes in fiscal 2018 included “LGBT and Diversity,” “Islam and Malaysia,” and “Involving Fathers in Childcare.” As part of the learning activities on diversity and inclusion, we distributed copies of the “D&I (Diversity and Inclusion) Book” and offered an e-learning program.

Systemex America and Systemex Europe have formed employee groups to conduct diversity education and promote diversity and foster understanding.

Occupational Health and Safety

Assurance of Health and Safety in the Workplace

“Assurance of Safety and Health in the Workplace” in the Global Compliance Code

Systemex's Global Compliance Code clearly states the Company's goal of the "Assurance of safety and health in the workplace", and we are conducting a number of activities to this end.

[Click here for information on the Global Compliance Code. \(PDF format / 294KB \)](#)  

Promoting Cooperation between Executives and Employees on Health and Safety Issues

To ensure the health and safety of its employees, Systemex has formulated Regulations on Safety and Health, and strives to create a safe working environment. It has established the Central Health and Safety Committee, which works with Group companies in Japan and meets twice a year. This committee aims to reinforce and enhance domestic Group companies' occupational health and safety systems. To this end, the committee formulates policies and targets, ascertains the status of occupational health at individual business sites, considers improvement measures, and reports its results to executives via the Risk Management Committee.

The committee set health and safety targets for fiscal 2018: zero work-related injuries, and the promotion of health and productivity management for an increase in employee vitality and productivity through investment in improving employee health. Each of our companies and offices worked to carry out these initiatives, centered on their Health and Safety Committees.

At the Health and Safety Committee meetings held regularly at each site, preemptive measures are taken from both short- and long-term perspectives based on the idea of risk management, which includes eliminating risks identified in walk-around checks.

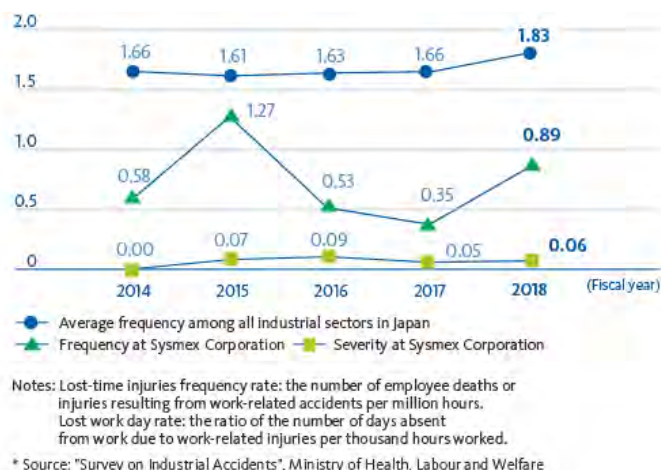
In addition, employees are given safety training on appropriate emergency and evacuation measures to be taken in the event of an accident or sudden illness, and on handling hazardous machinery and raw materials. We also regularly hold comprehensive fire drills based on hypothetical large-scale disaster scenarios, conduct training on the use of AEDs (Automated External Defibrillators), and offer courses to train citizen emergency medical technicians.

In particular, we hold initial-response drills that involve checks to be performed in the event of a disaster: quickly confirming and ensuring employees' safety, and checking and sharing the disaster situation of offices and customers as well as the status of product supplies.

Systemex Brazil has acquired OHSAS 18001* certification, an international standard for occupational health and safety management systems.

* This standard, issued in 1999 based on BS 8800, which was developed by the British Standards Institution (BSI) in 1996, consists of some 30 certification bodies and standardization organizations in various countries.

Lost-Time Injuries Frequency Rate / Lost Work Day Rate (Sysmex Corporation)



Preventing Overwork

To prevent overwork, we focus on reducing long working hours, which can impair physical and mental health. In addition to complying with applicable laws and regulations, we have in place internal standards for working outside regular hours or on holidays based on the attendance and entry/exit time from IC card records, which are stricter than the guidelines set by the Ministry of Health, Labour and Welfare. When we find employees exceeding the specified limits, we communicate this fact to their superiors and seek to make workplace improvements. We ask employees to submit a self-check form and organize a meeting with an industrial physician based on an internal standard stricter than regulatory requirements.

In April 2018, we began automatically recording when individual PCs were booted up and switched off in an effort to ascertain working hours. We also began training aimed at preventing overwork and introduced specific measures. In March 2019, we conducted refresher training for "Workstyle Reform." This training included briefings on the introduction of a flex-time system without core times, management of working hours, and measures to control overwork/overtime.

Promoting Health and Productivity Management

Maintaining and Improving Employees' Health

Sysmex Corporation believes that maintaining and improving employees' physical and mental health is an essential part of creating a safe and comfortable workplace. We encourage employees to undergo thorough physical examinations and cancer tests, specifically for women, in addition to regular health checkups, for the early detection of illness. As a company in the business of handling medical instruments, our employees could come into contact with infectious substances in the course of their duties. For this reason, in addition to statutory special health examinations we conduct our own medical checkups twice each year that include testing for hepatitis B and C.

We are registered as a partner company in the Cancer Screening Corporate Action¹ and Know about Hepatitis² projects. We also have employees receive training for hepatic medicine coordinators, and signed the Agreement to Promote an Increase in the Rate of Cancer Screening with Hyogo Prefecture.

Kokoro no health Checks are also performed annually to confirm mental health and uncover any harassment-related situations. We track results over time and strive to make workplace improvements.



Furthermore, we provide channels for health consultations throughout the Company, and have in place systems in which employees can meet with industrial physicians and public health nurses. We have also established an employee assistance program (EAP), enabling employees to seek help easily.

We also organized initiatives such as walking events as part of our 50th anniversary project, and consultation services for specific health guidance during working hours in cooperation with the corporate health insurance society.

As welfare facilities to encourage health maintenance, on the grounds of our Solution Center we provide sports grounds and tennis courts, as well as a gymnasium with fitness equipment, along with systems for ongoing assistance in using sports facilities. We hold events and seminars as needed to raise employee awareness of physical health maintenance. In addition, we have introduced a “cafeteria plan”³ which includes programs to promote health. We also offer healthy menu options in employee cafeteria.

As a result of an evaluation of these efforts, in February 2019 we were recognized for the third time by the Ministry of Economy, Trade and Industry for excellence in health management as one of the “Companies that excel in health management” (White 500).

- 1 This project is undertaken on behalf of the Ministry of Health, Labour and Welfare. The ministry aims to raise Japan’s cancer screening rate to 50% through workplace initiatives.
- 2 The Ministry of Health, Labour and Welfare’s campaign aims to encourage early detection and treatment by disseminating easy-to-understand information about hepatitis and the importance of testing for the hepatitis virus.
- 3 This is part of our system of welfare programs. Each year, the Company provides employees with “cafeteria points,” which they can use as they choose to pay the costs of specific types of welfare to improve work-life balance.

50th Anniversary Project: Health Challenge projects “Walking Journey” and “My Health Challenge Declaration”

Sysmex marked its 50th anniversary in 2018. As a 50th anniversary project, we introduced the Walking Journey, which is one of our “Health Challenge” projects. This was a global endeavor voluntarily joined by Sysmex employees across the world, in which we aimed to walk a total distance of two million kilometers (equivalent to walking 50 times around the earth), as a company working for the advancement of healthcare. Participants installed a walking distance logging app on their smartphones and signed up with Walking Journey to participate in a variety of walking events held across the world. More than 2,000 employees joined the Journey to successfully reach the target distance in March 2019. Prizes were awarded to those who walked the longest distances.

In the “My Health Challenge Declaration” project, employees shared their personal health goals on the internal SNS, which helped promote health awareness among employees.

In addition to the efforts described above, overseas Group companies engage in a variety of measures to ensure employee health.

Company	Activity
Sysmex America	<ul style="list-style-type: none"> • Establishment of an in-house fitness room • Provision of a health and fitness allowance • Subsidies for health checks and influenza vaccines
Sysmex Europe	<ul style="list-style-type: none"> • Establishment of an in-house fitness room • Provision of a health management program in which sports professionals and dieticians are invited to provide advice • Provision of free lunches at the cafeteria
Sysmex UK	<ul style="list-style-type: none"> • Establishment of a 24-hour telephone health counseling system related to health • Third-party stress risk assessments • Provision of free fruit and water in the cafeteria
Sysmex Spain	<ul style="list-style-type: none"> • Assistance with sports club membership fees • Provision of health management programs related to relaxation and diet • Provision of free fruit in the cafeteria
Sysmex Partec	<ul style="list-style-type: none"> • Provision of sporting courses which employees can participate in at lunch time or after work
Sysmex Shanghai	<ul style="list-style-type: none"> • Establishment of an in-house fitness room
Sysmex Taiwan	<ul style="list-style-type: none"> • Subsidies for a half-day health check for each employee and his/her spouse or one parent
Sysmex Asia Pacific	<ul style="list-style-type: none"> • Assistance with sports club membership fees • Introduction of commendations for participating in health events conducted by health ministries, and an award system • Provision of free fruit in the cafeteria
Sysmex Malaysia	<ul style="list-style-type: none"> • Support for marathons and cycling events by lending folding bicycles to employees, and other measures • Holding yoga classes and badminton events
Sysmex Indonesia	<ul style="list-style-type: none"> • Provision of free fruit and water
Sysmex Vietnam	<ul style="list-style-type: none"> • Holding of sports activities targeting all employees

Respecting Workers' Rights

Upholding the Freedom of Labor Association and Recognizing the Right to Collective Bargaining

Participating in the UN Global Compact and Supporting the ILO's Core Labour Standards

Systemex respects workers rights to labor association and collective bargaining, based on its participation in the UN Global Compact and support for the ILO's Core Labour Standards.

All Systemex Corporation employees, except executive employees and some in managerial posts, are members of the Systemex Union, the in-house labor union. In fiscal 2018, membership consisted of 61% of employees. Labour unions have also been formed at overseas Group companies, including Jinan Systemex, Systemex Wuxi, Systemex Thailand, Systemex Vietnam and HYPHEN BioMed.

Labor-Management Dialogue

Engaging in Dialogue with Labor Unions at Group Companies

Each year, Systemex Corporation engages in collective bargaining with the Systemex Union.

In addition to regular council meetings, in fiscal 2018 labor and management met to discuss the promotion of health and productivity management, the management of working hours including work style reforms, welfare and benefit systems, and other measures. We also hold similar types of dialogue with the labor unions of overseas Group companies.

Employee Opinions Reflected in Management

- ▶ [Click here for information on provision of a comfortable working environment.](#)

Respect for Human Rights

| Policies and Initiatives Related to Respect for Human Rights

Participating in the UN Global Compact and Adhering to the Universal Declaration of Human Rights and ILO's Core Labour Standards

In accordance with Item 8 of our Global Compliance Code, “To Respect Human Rights and to Improve Occupational Health and Safety”, we practice corporate management that respects the human rights of all employees and engage in initiatives to enhance the working environment. This code is in keeping with the Universal Declaration of Human Rights provision that “All human beings are born free and equal in dignity and rights”, and the spirit of the ILO’s Core Labour Standards, which define minimum labor standards that must be preserved in the workplace. To ensure that these principles are effectively put into practice, Sysmex has clarified conformance rules and action guidelines proscribing discrimination, harassment, forced labor, and child labor. We also conduct various types of training to ensure employee awareness. Sysmex began participating in the UN Global Compact in February 2011, and we have clarified our corporate stance in relation to the Compact’s ten principles regarding human rights, labor, the environment, and anti-corruption.


In view that we promote human genome and genetic analysis research, as well as clinical research, in addition to complying with related laws and regulations, Sysmex has established an internal committee to ensure thorough consideration for subjects’ human rights, and we follow specific guidelines in this regard.

[Click here for information on the Global Compliance Code. \(PDF format / 294KB \)](#) 

▶ [Click here for information on research ethics.](#)

| Identifying Risk to Human Rights (Human Rights Due Diligence)

In accordance with Item 8 of our Global Compliance Code, “To Respect Human Rights and to Improve Occupational Health and Safety”, we believe it is necessary to conduct “human rights due diligence”, which involves identifying negative impacts on human rights, and preventing or reducing them through our business activities throughout the entire supply chain. Specifically, we have incorporated into CSR surveys of our business partners such topics as prohibiting forced and child labor, and eliminating discrimination due to gender, disability, race, or other factors. To ensure that Sysmex’s activities are not involved or complicit in human rights abuses, we ascertain impacts on human rights in advance and put in place measures to ensure prevention. With the U.K. Modern Slavery Act going into effect, Sysmex UK has publicized its statement in this regard on its website and operates in compliance with this Act.

- ▶ [Click here for information on the U.K. Modern Slavery Act \(Sysmex UK website\).](#) 
- ▶ [Click here for information about procurement policies that take into consideration human rights in the supply chain.](#)

Consultation and Reporting Systems Related to Human Rights

Systemex has established internal reporting systems in Japan and overseas to handle human rights consultations, including those related to sexual harassment and workplace bullying.

▶ [Click here for information on our internal reporting system](#)

Education and Training On Understanding Respect for Human Rights

Conducting Training to Prevent Human Rights Abuses

Systemex strives to prevent human rights abuses by conducting training on prevention of harassment and regulations related to labor standards.

In fiscal 2018, we conducted training for 100 newly appointed managers on such topics as harassment, including LGBT* and personnel administration. We held similar training for new employees and mid-career hires.

* Acronym referring to sexual orientation and gender identification (lesbian, gay, bisexual and transgender)

Corporate Citizenship Activities

Policy on Corporate Citizenship Activities and Philanthropy

Systemex actively carries out corporate philanthropic activities to promote a healthy society and vibrant community, and also facilitates our employees' personal participation in volunteer efforts.

Contribution to a healthy society

Systemex actively utilizes its resources in the healthcare field to carry out philanthropic activities and promote the building of a healthy society.

Cooperation toward a vibrant local community

Systemex acts as a responsible and socially-conscious corporate citizen by cooperating with the local community through donations, sponsorships and involvement in philanthropic programs.

Facilitation of employees' volunteer efforts

Systemex will facilitate employees' participation in volunteer efforts as citizens of the world, members of Systemex group that contribute to healthcare in the world, and emphasize community involvement and development.

Established May 2012

Systemex contributes toward the creation of a healthy society and the establishment of a vibrant community through activities based on "To society" as defined in the Systemex Way's Core Behaviors and the Company's policy on corporate citizenship.

Creation of a Healthy Society

Contributing to Healthcare by Funding University Courses

Since 2004, Systemex Corporation has been funding a course on Evidence-Based Laboratory Medicine (Systemex) at the Kobe University Graduate School of Medicine, and is involved in collaborative research on new clinical testing technologies. Participants in this course have been collaborating with Systemex's Central Research Laboratories on the development of highly precise yet simple diagnostic technologies for determining the risk of cardiovascular disease by evaluating the function of high-density lipoproteins (HDL). This collaboration has revealed the possibility of using the HDL function as a biomarker for the risk of cardiovascular disease.

In fiscal 2017, we established two endowed chairs in the university's Division of International Clinical Cancer Research and Promotion, Department of Surgery. This research collaboration aims to apply leading-edge technologies, such as artificial intelligence and robotics, to the surgical domain and establish surgical treatment methods for cancer that are minimally invasive. In collaboration with these funded courses, Systemex will promote R&D in next-generation medical care and new medical devices by utilizing its liquid biopsy technologies and Medicaroid's robotics technologies.

Contributing to Healthcare through Foundations

In 1984, Taro Nakatani, the founder of TOA MEDICAL ELECTRONICS CO., LTD. (currently Sysmex Corporation) established the Nakatani Foundation of Electronic Measuring Technology Advancement. In 2012, the foundation changed its name to the Nakatani Foundation for Advancement of Measuring Technologies in Biomedical Engineering. The foundation's core activity is to provide grants for leading-edge technology development in the field of biomedical engineering measurement, providing awards to researchers and offering technology exchange grants.

The foundation has been expanding its programs since its 30th anniversary in 2014. It has funded programs for the promotion of science education from elementary to high school, and international exchanges of undergraduate students in science. In fiscal 2017, it started a scholarship (grant) program for doctoral candidates in measuring technologies in the field of biomedical engineering, and a long-term, large-scale research grant program amounting to 300 million yen offered over a period of five years. The current activities of the foundation focus on assisting the development of a broad range of human resources, from elementary school children to researchers.

In fiscal 2018, it gave a total of about 530 million yen in grants.

50th Anniversary Project: Global Corporate Citizenship Activities

Sysmex marked its 50th anniversary in 2018. Among the events conducted in this commemorative year, corporate citizenship activities focused on five key topics: cancer, infectious diseases, lifestyle-related diseases, dementia/Alzheimer's disease, and blood donation, under the global theme "Aim for a Healthier Society." A total of 13,000 people participated in these events around the world.

A variety of activities were organized around the world, and in Japan, we participated in the Relay for Life organized by the Japan Cancer Society, a Public Interest Foundation. Relay for Life is a charity event for encouraging and supporting patients combating cancer, and those who fight for patients. About 100 employees from Sysmex participated as volunteers in events held at ten locations across Japan.

Activities

Theme	Content	Company
Healthcare-Related Physical Support	Provision of purified water, reagent containers, and other supplies needed for laboratory tests to medical institutions affected by the torrential rain in western Japan in 2018.	Sysmex Corporation
	Provision of hematology test instruments, urinalysis instruments, reagents, and other supplies to fire stations and other facilities.	Sysmex Philippines
	Launch of Sysmex Award program to recognize outstanding research in personalized healthcare, selected by the Hematology Society of Taiwan	Sysmex Taiwan
Awareness Activities	Participation in charity runs and charity walk events in support of cancer patients and combating cancer	Sysmex America Sysmex UK, Oxford Gene Technology Sysmex Canada
	Participation in the "Hair for Hope" hair donation drive for cancer patients	Sysmex Asia Pacific Sysmex Malaysia
	Production of illustrated books to promote education and awareness	Sysmex Corporation

Theme	Content	Company
Awareness Activities	Awareness activities for thalassemia (inherited genetic disorder resulting in hemolytic anemia) and HIV	Systemex Indonesia
Contributions to International Cooperation	Hosting JICA trainees (a cumulative total since 1994 of approximately 800 trainees from 110 countries)	Systemex Corporation
Donations and Sponsorship	Donations to child patients, donation of goods Examples: Donation to Kidney Kids NZ, an organization that provides support to children with kidney disease (New Zealand).	Systemex Shanghai Systemex Philippines Systemex Malaysia Systemex Partec Systemex Inostics Systemex New Zealand



Relay for Life (Systemex Corporation)



Macmillan Cancer Support (Systemex UK)



Breast Cancer Walk (Systemex America)

Establishment of a Vibrant Community

Sponsorship of the Kobe Marathon 2018

Systemex Corporation has been a special sponsor of this event since its inception. With the theme of “Thanks and Friendship,” the Kobe Marathon is meant to express the gratitude of the people of the Kobe area to everyone who assisted in the reconstruction of the region following the Great Hanshin-Awaji Earthquake.

As a special sponsor of the Kobe Marathon 2018, held in November, we provided the runners’ bib numbers and exhibited at the Kobe Marathon EXPO. We also fielded volunteers who provided operational support.



Employee volunteers handing out water

Holding Events for Communication with the Local Community

Every year, Systemex Corporation invites community residents to its offices to strengthen our relationship with the local community. In May 2018, we opened the gardens at Technopark for an event in which some 800 members of the local community joined and strolled about the grounds. The main events of the day included “health seminars” on cancer, Alzheimer’s disease, and diabetes, and a “Blood lecture” to familiarize people with blood testing, which is our main business.



Technopark Festa (Systemex Corporation)

Helping to Repair Homes for Low-Income People and Being Selected for the Companies That Care Honor Roll

Systemex America supports activities conducted by Habitat for Humanity, an international NGO. This organization takes part in efforts to provide homes for low-income people in more than 70 countries around the world. The company provided donations for home repairs and support through employee volunteers. The company was also selected for the Companies That Care Honor Roll 2019, sponsored by Companies That Care, a U.S. nonprofit organization. For 11 consecutive years, Systemex America has been selected for this honor, which identifies companies of excellence in a variety of areas, such as cultivating leaders, employee compensation, extensive welfare, work-life balance, a pleasant working environment, and volunteer activities in their region.



Helping to repair homes for low-income people through Habitat for Humanity (Systemex America)



Selected for the Companies That Care Honor Roll for the 11th consecutive year (Systemex America)

Major Activities

Theme	Content	Company
Cultivation of the Next Generation	Visiting lectures on blood, genes, and health checkups	Systemex Corporation
	Participation in the Science Fair in Hyogo, an event including companies, universities, and research institutions	
	Hosting students in workplace experience programs and internships	Systemex Corporation Oxford Gene Technology
Support to Stimulate the Local Economy and Contribute to Cultural Development	Opening of Minato Ijinkan to the public	Systemex Corporation
Support for the Promotion of Sports	Renewal of affiliation agreements with figure skaters Mai Mihara and Kaori Sakamoto	Systemex Corporation
	Sponsorship of Vissel Kobe, a Japan League soccer club	
Nature Preservation and Clean-up Activities	Forest conservation activities and "Forest Observation Events" at the Systemex Forest to promote public understanding of the natural environment	Systemex Corporation
Local Communities	Activities through Kobe High-Tech Park Industrial Association <ul style="list-style-type: none"> Community cleaning activities Participation in traffic safety seminars 	Systemex Corporation
	Food aid for poor families	Systemex Spain Systemex New Zealand

Theme	Content	Company
Local Communities	Donations and assistance to hospitalized children and orphans Examples: Giving presents Holding Christmas parties Hospital wall painting by volunteer employees Inviting orphans to breakfasts	Sysmex Polska Sysmex Shanghai Sysmex Malaysia Sysmex Philippines Sysmex Korea



On-site lecture (Sysmex Corporation)

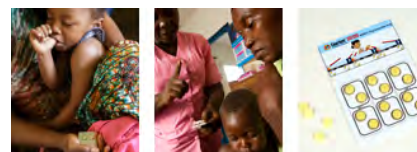


Supporting childhood leukemia patients (Sysmex Korea)

Encouragement of employee volunteer activities

Sysmex has declared its support to employees' volunteer activities in its policy on corporate citizenship activities and established a volunteer leave system. It has also introduced a program to encourage employees to participate in volunteer activities on their own initiative.

Under this program, employees earn points for participating in social contribution activities, as well as social contribution events sponsored by the Company, and the Company makes donations based on the number of points. Some 60% of Sysmex employees in Japan, or 2,120 people, participated in this program, resulting in around 2.30 million yen in donations. One of the recipients of the donations under the point system is Japan Heart International Medical Volunteers, an incorporated nonprofit organization. It invites children with cancer and their families to KidZania Koshien, and holds planetarium events at children's wards. Our employees participated in these events as volunteers to assist participants or help with photography. There were also social service activities at business sites planned by employees, which included donating used books and clothes to NPOs.



(Left) © UNICEF/UNI150956/Asselin
 (Center) © UNICEF/UNI108970/Asselin
 (Right) © UNICEF/UNI179689/Markisz
 Courtesy of: Japan Committee for UNICEF

About 60% (2,120 employees) of all employees of Group companies in Japan participated. Sysmex donated about 2.3 million yen

Antimalarial: about 105,000 tablets (UNICEF), support for healthcare-equipped travel and excursions for children affected by childhood cancer and their parents (Japan Heart)



Volunteer activities during a planetarium event in a children's hospital ward



Volunteer activities at KidZania Koshien

Employees at Sysmex are active participants in blood donations. Sysmex Corporation was registered as a “blood donation supporter company” in 2014. We regularly conduct a blood donation campaign involving Group companies in Japan in June and October, designating these as “blood donation months”. We also regularly conduct blood donation campaigns in other parts of the world, and about 1,700 employees have donated their blood across the Group.

Likewise, we have designated June and October as “Environment Months”, in which all Group companies in Japan promote cleaning activities.



Blood donation activities



Environmental Management

Environmental Policy

Environmental Policy

By shaping the advancement of healthcare, our global environmental conservation activities contribute to the creation of a fulfilling and healthy society.

Core Behaviors

1. We deliver reassurance to all people by carrying out business activities in an environmentally conscious manner.
2. We promote environmental management in throughout the life cycles of products and services and the value chain of our business activities, so that we can contribute to climate change mitigation, sustainable resource use (waste reduction, recycle, water conservation), protection of biodiversity, and proper control of chemical substances.
3. We comply with all applicable national or regional environmental regulations, standards and agreements.
4. In order to improve environmental performance, we continually improve our environmental conservation activities and work diligently prevent pollution and minimize the impact our products and services have on the environment.
5. We contribute to society through environmental conservation activities as a member of the community, while educating and raising the environmental consciousness.
6. We establish environmental objectives consistent with this environmental policy, and measure our performance against them.

Revised April 2018

[Click here for information on Item 11, "To Preserve the Global Environment" of the Global Compliance Code. \(PDF format / 294KB \)](#)

Systemx Eco-Vision 2025

Formulating Systemx Eco-Vision 2025

To coincide with the formulation of the new long-term management goals for the Systemx Group, we formulated "Systemx Eco-Vision 2025". This sets forth the long-term environmental vision that Systemx aims to attain by 2025, and requires us to promote environmental conservation more than ever throughout the product/service life cycle and across the entire value chain of our business activities.

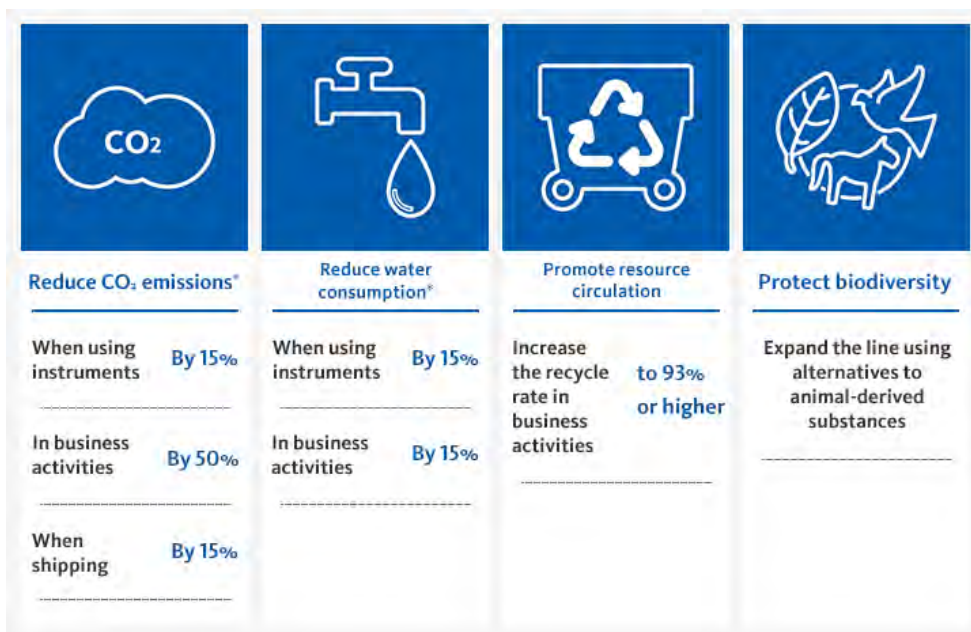
Long-Term Environmental Vision

Systemx remains committed to protecting the global environment by setting environmental objectives for the product/service life cycle and the value chain of its business activities through the year ending March 31, 2026.

1. We will reduce CO₂ emissions to contribute to prevention of climate change.
2. We will promote resource consumption reduction and resource circulation to help to enhance sustainability of natural resources.

3. We will contribute to biodiversity protection under a full awareness of the impact of our business activities on the natural environment.

Long-Term Environmental Objectives (Fiscal 2025)



* The per-unit target, taking fiscal 2016 as the base year

▶ [Click here for details on environmental data.](#)

Response to TCFD Recommendations

In recent years, the impact of climate change has begun to present a major risk to financial markets. In December 2015, the Financial Stability Board (FSB)—an international organization tasked with fostering the financial system’s stability—introduced the Task Force on Climate-related Financial Disclosures (TCFD). In June 2017, the TCFD issued final recommendations for companies to disclose the impact on their corporate finances of climate-related risks and opportunities.

Sysmex discloses information as recommended by the TCFD, as follows:

1. Governance

▶ [Click here for information about our system of climate change risk governance.](#)

2. Risk management

Every year, as part of our environmental management system we assess the impact of our business activities from two perspectives: “compliance with laws and regulations” and “impact on the environment.” Taking the TCFD recommendations related to climate change into account, we assess climate-related risks and opportunities and discuss these results at a meeting of the Environmental Management Committee and a management meeting chaired by Sysmex’s chairman and CEO. In this manner, we are working to reduce risks and create business opportunities.

In addition, as part of our risk management system we conduct an exhaustive risk assessment every two years that also incorporates risks other than those related to the environment and climate change.

▶ [Click here for information about our risk management system.](#)

3. Risks and opportunities

In line with the framework outlined in the TCFD recommendations, we identify climate change risks and opportunities at a management meeting chaired by Sysmex's chairman and CEO.

Risks	Scenario	Approach
Transition Risks	<ul style="list-style-type: none"> Product supply will become difficult as a result of the prohibition of certain substances and technologies by regulatory changes. 	<ul style="list-style-type: none"> RA/QA are set at each regional headquarters, and dedicated staff respond to the laws and regulations of each country.
	<ul style="list-style-type: none"> Over- or under-investment in development of low carbon products will result in investment loss and missed opportunities. 	<ul style="list-style-type: none"> Product and technology development based on hospital laboratory requirements as well as market and industry trends.
	<ul style="list-style-type: none"> Energy and raw material costs will increase. 	<ul style="list-style-type: none"> Energy saving measures, and greater efficiency of equipment will be introduced. We will introduce renewable energy.
	<ul style="list-style-type: none"> Changes in customers' environmental awareness leads to criticism of the environmental impact of our products, and reduce demand. 	<ul style="list-style-type: none"> We have established a system that utilizes customer feedback for product development and quality improvement (VOC: Voice of the Customer).
Physical Risks	<ul style="list-style-type: none"> Large natural disasters and regional water shortages make it difficult to provide a stable supply of products and services. 	<ul style="list-style-type: none"> We have formulated a Business Continuity Plan (BCP) to disperse risks such as raw material supply, supply systems, and transportation routes.
	<ul style="list-style-type: none"> Long-term global warming will adversely affect the health and safety environment and increase the disease rate of our employees. 	<ul style="list-style-type: none"> We have clarified "Assurance of safety and health in the workplace" in the Global Compliance Code and have developed various activities such as identifying risks through workplace visits.

Opportunities	Scenario	Approach
Resource Efficiency	<ul style="list-style-type: none"> We will optimize use of transportation methods and operations using IoT. 	<ul style="list-style-type: none"> We will reduce CO₂ emissions by reviewing our distribution process/system corresponding to diversification of distribution and packing. We will continue to provide remote services through Caresphere™, etc.
Energy Source	<ul style="list-style-type: none"> We will reduce energy costs through energy saving and shifting to low-carbon energy which improve social evaluation. 	<ul style="list-style-type: none"> We will introduce energy saving measures and efficiency through equipment improvements. We will introduce the use of renewable energy.
Products and Services	<ul style="list-style-type: none"> Changes in customers' environmental awareness promote the purchasing of environmentally-friendly products. Creation of new testing opportunities and expansion of demand due to long-term disease trend changes. 	<ul style="list-style-type: none"> We will continue to promote environmentally-friendly product development. We will undertake new product development such as products contributing to the eradication of malaria and other infectious diseases.
Resilience	<ul style="list-style-type: none"> Stable supply of products and services in the event of a natural disaster improves customer trust. 	<ul style="list-style-type: none"> We will implement a global supply system and backup system by multiple procurement of raw materials.

Environmental Management System

Group Environmental Management System

Sysmex has formulated Global Environmental Management Regulations to clarify the responsibilities and roles of each Group company. We have assigned a senior executive officer, a managing director as an environmental management officer to oversee and control Group environmental management centered on the Environmental Management Committee.

We have integrated the environmental objectives as part of the Group Management Plan and, through the Managing Board's supervision and the executive officer system, are executing business with the aim of increasing the speed of decision making.

Promoting the Acquisition of ISO 14001 Certification

Sysmex is working toward the acquisition of ISO 14001, the international standard for environmental management, for the Group's principal affiliated companies. As of April 30, 2019, 16 Group companies had acquired ISO 14001 certification, and these companies account for 68% of the net sales of the Group.

By centralizing the environmental activities at certain Group companies, we are working to ascertain the state of progress on activities and issues as well as reinforcing management activities, and four companies (Sysmex Corporation, Sysmex International Reagents, Sysmex RA and Sysmex Medica), comprising nine locations, have obtained integrated certification. As a result, we are now able to systematically share information related to environmental management.

Status of ISO 14001 Certification

Region	Companies
Japan	Sysmex Corporation, Sysmex International Reagents, Sysmex Medica, Sysmex RA
Americas	Sysmex America, Sysmex Reagents America, Sysmex Brazil
EMEA	Sysmex Europe,* Sysmex Deutschland, Sysmex France, Sysmex Espana
China	Sysmex Wuxi, Jinan Sysmex
AP	Sysmex Asia Pacific, Sysmex India, Sysmex New Zealand

* Received certification along with ISO 50001

Conducting Environmental Auditing

In line with environmental management system requirements, we perform regular internal and external environmental audits at locations that have obtained ISO 14001 certification.

In fiscal 2018, no nonconformities were found during internal environmental audits of the four Group companies and nine locations for which certification in Japan has been integrated. One slight nonconformity was found in external environmental audits. Corrective measures have been completed.

Environmental Education

Conducting Environmental Education and Training

Systemex conducts general education for all employees to foster an awareness of the impact of the Group's environmental activities and individual actions. We conduct specialized training for individuals designated by their divisions as people responsible for environmental management system promotion. We also conduct specialized and emergency response training for each division, as necessary.

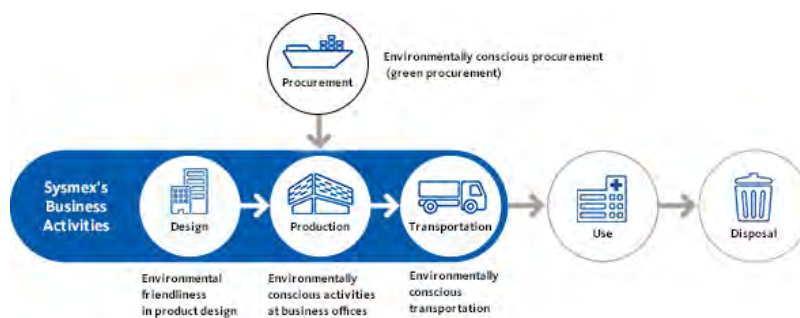
In fiscal 2018, we conducted general environmental training via e-learning for all employees at business sites having integrated ISO certification and a regulatory system seminar for people in charge of business sites and product lifecycles.

Environmental Consideration

Environmental Consideration through the Product Lifecycle

The Product Life Cycle and Initiatives at Each Stage

Systemx undertakes a variety of initiatives at different stages of its business activities to reduce environmental impact throughout the product life cycle.



- ▶ For information about environmental considerations at business offices, please see “Reduction in Environmental Burdens through Activities at Business Offices: Climate Change”, “Reduction of Environmental Burdens through Activities at Business Offices: Resource Circulation”, and “Reduction in Environmental Burdens through Activities at Business Offices: Preventing Pollution”.
- ▶ See the section titled “Environmental Data” for details on material balance.

Eco-friendly Products and Services

Environmental Friendliness in Product Design

Systemx has formulated regulations related to product life cycle management in an effort to contribute to energy conservation and waste reduction when customers use our products. These guidelines, aimed at conserving IVD instruments’ use of electricity and lowering reagent consumption, are incorporated into technical development.

Examples of Initiatives

Method	Results of Initiatives
Adopting Concentrated Reagents	<ul style="list-style-type: none"> • Reduced resources used in containers and packaging materials • Substantially reduced waste generated at laboratories • By reducing weight and volume, improved transportation efficiency and reduced CO₂ emissions
Use of Environmentally Considerate Raw Materials	By switching to more environmentally friendly and safer reagents, eliminated the need for processing waste liquid with neutralizing agents

XN-Series Using Reagent Concentrated 25 Times Compared to Conventional Reagents



Environmental Consideration in the Production of Raw Materials

To reduce the use of natural resources, Sysmex has established a production method using recombinant silkworms as an alternative to the use of animal-derived proteins in its reagents. In the past, producing these substances used substantial amounts of energy. However, as silkworms can be cultivated at room temperature, simply by using shelves and breeding containers and providing them with food, we anticipate a stable supply as well as energy savings and waste reduction.



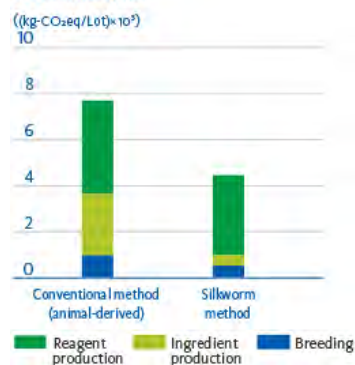
Production of raw materials by using silkworms

We use proteins produced by silkworms in Revohem PT, a reagent we launched in fiscal 2017. This is the first such product to obtain regulatory certification.

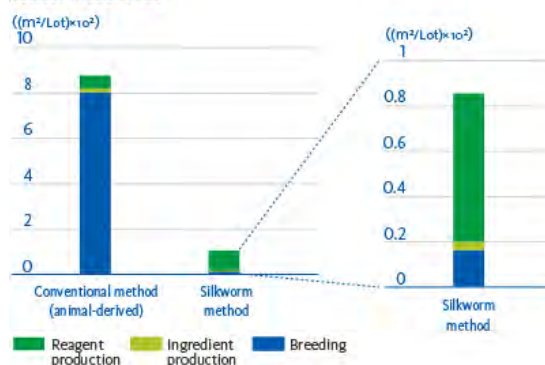
Our protein production contracting business using this technology has been fully operational since fiscal 2012, and we are already taking orders from a number of pharmaceutical companies.

Comparison of Method Using Silkworms and Conventional Method (Revohem PT)

CO₂ Emissions



Water Resources



* Comparison of in-house product (through joint research with Tokyo City University)

Environmentally Conscious Procurement (Green Procurement)

Cooperating with Business Partners to Promote Environmentally Conscious Procurement

Sysmex has established Green Procurement Standards, which describe the company's fundamental stance on environmental considerations in procurement activities.

We also conduct annual CSR surveys of our business partners to confirm that they have environmental management policies in place, as well as targets and plans for CO₂ reduction and energy conservation.

▶ [Click here for information on our procurement policy.](#)



Green Procurement Standards

Through our global corporate activities in the healthcare field, we are contributing to the creation of a fulfilling and healthy society.

1. Objectives

In accordance with its environmental policy, the Sysmex Group strives to fulfill its corporate social responsibility by promoting global environment conservation. Accordingly, we endeavor to promote the manufacture of environmentally friendly products by encouraging the procurement of raw materials and parts that have low impact on the global environment. Sysmex aims to cultivate motivated environmental conservation activities among our suppliers and enable us to work together toward the development of a sustainable society.

2. Green Procurement Initiatives

The Sysmex Group practices "green procurement" to ensure that its procurement activities promote a reduction in the environmental impact of the Company's products and reduce the environmental impact of all production activities, including those of our suppliers. We promote the two items below as specific green procurement initiatives.

- 1) Promote the procurement of raw materials and parts that have lower environmental impact.
- 2) Expand business with suppliers that take a proactive approach toward environmental conservation.

3. Scope of Application

These standards apply to the procurement of raw materials, parts and products by Sysmex Group companies.

4. Control of Chemical Substances in Products

The Sysmex Group requires the selection of materials and parts for the products it develops and produces to be based not only on the requisite quality, performance and economic feasibility, but also on the minimization of environmental impact. Therefore, raw materials and parts that do not employ the chemical substances described below shall be adopted:

- 1) Substances prohibited according to restrictions on chemical substances contained in products shall not be contained.
- 2) Those in which the chemical substance amounts defined under restrictions on chemical substances contained in products shall be monitored.
- 3) Those for which the environmental impact of the chemical substance in terms of atmospheric pollution, water contamination, soil pollution, etc. shall be low.
- 4) Environmental impact data for materials shall be disclosed.
- 5) In relation to packaging materials, when all of the aforementioned factors are identical, that with the lowest volume of contained chemical substances shall be selected.

Revised November 2014

1. Configuration and Operation of Environmental Management Systems

When commencing transactions with business partners, the Sysmex Group indicates clearly the importance it places on motivated environmental conservation activities. To this end, we confirm whether potential suppliers have in place environmental management systems certified by third parties.

- 1) ISO 14001 certification
- 2) Simplified environmental management system certification

2. Provision of Environmental Information on Raw Materials and Parts

The Sysmex Group asks suppliers to provide the following environmental reports in cooperation with Sysmex's environmental conservation activities:

- 1) Data on harmful chemical substances contained in raw materials and parts
- 2) Certification against the use of substances targeted by European RoHS regulations
- 3) Information on raw materials and parts compliant with European RoHS regulations

3. Environmental Measures by Suppliers to Their Outsourcing Partners

The Sysmex Group also asks suppliers to request that their outsourcing partners configure environmental management systems and cooperate in providing environmental information. We ask suppliers to take responsibility for managing their outsourcing partners in this respect.

Revised November 2014

Specifying Prohibited Substances, Substances to Be Reduced, and Target Countries

Based on its green procurement standards, Sysmex discloses the following items regarding chemical substances (substances with an environmental impact) contained in the products we manufacture and sell, as well as their constituent parts, devices and materials.

1. Prohibited substances (revised May 31, 2019)

[Prohibited substances \(PDF format / 646KB \)](#) 

2. Substances to be reduced (revised May 31, 2019)

[Substances to be reduced \(PDF format / 756KB \)](#) 

3. List of target countries (countries and regions whose environmental laws and regulations provide the basis for prohibited substances and substances to be reduced), revised May 31, 2019

[List of target countries \(PDF format / 208KB \)](#) 

Environmentally Friendly Logistics

Efforts to Lower CO₂ Emissions in Japan-Domestic and Inter-Regional Transportation of Products

As Sysmex's global business continues to expand, it is working to curtail CO₂ emissions by reviewing its logistical processes and systems as distribution grows increasingly diverse, while also moving forward with packaging reforms.

Fiscal 2018 Results

Numerous natural disasters occurred in Japan and overseas in fiscal 2018, necessitating a large number of urgent deliveries. As a result, CO₂ emissions were 1% higher than in fiscal 2016, the base year for Sysmex Eco-Vision 2025.

Results of Logistics Process Review

Method	Result of Reviews
Increasing Transportation Efficiency	Following the China and Asia Pacific regions, we set up a regional logistics hub warehouse in Germany. Concentrating transportation within the region is reducing CO ₂ emissions.
Loading Simulations	We continue to enhance loading simulations to reduce transport frequency. Although frequent disasters have increased the number of sudden shipments, we kept the container loading ratio high, at 64% or more.

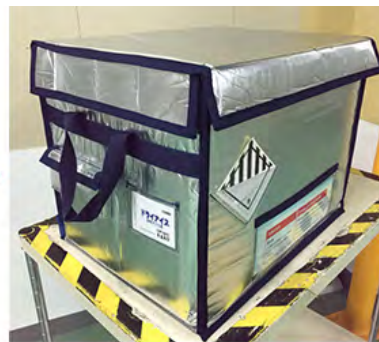
Saving Resources by Revising Packaging Materials

To conserve resources, Sysmex has introduced reusable packaging for instruments shipped within Japan. In fiscal 2018, we introduced special boxes that can be used repeatedly for transporting gene mutation analysis sets. In addition to maintaining temperature during transport, which directly impacts quality, and enhancing deliveries to customers, the fact that these boxes are reusable means less waste, reducing our environmental impact.

Boxes for transporting gene mutation analysis sets (for use in cancer gene profiling)



Cardboard box



Reusable box

Environmental Consideration

Reduction in Environmental Burden through Activities at Business Offices: Climate Change

Reducing Greenhouse Gas Emissions

Efforts to Reduce Greenhouse Gas Emissions at Business Offices

We are undertaking a variety of efforts to reduce direct and indirect greenhouse gas emissions by our business offices.

Fiscal 2018 Results

Greenhouse gas emissions (per unit of consolidated sales) decreased 21% compared with the 50% reduction target set in the Sysmex Eco-Vision 2025, which uses fiscal 2016 as its base year.

Initiatives to Reduce Greenhouse Gas Emissions

Initiative	Company	Details
Energy Conservation Measures	Sysmex Corporation	<p>We introduced an electricity management system (demand monitoring function)¹ to understand and control overall electricity use. We used this analysis to introduce energy-saving measures tailored to business office characteristics.</p> <ul style="list-style-type: none"> Monitoring room temperatures in summer and winter Installing motion detectors to activate staircase lighting Upgrading to energy-saving air conditioning equipment Introducing LED lighting
	Sysmex RA	<ul style="list-style-type: none"> Made factories more airtight by converting windows to double-paned glass Saved electricity by revising air conditioning operating times
Shifted to High-Efficiency Equipment	Sysmex Corporation	At the Solution Center, switched to high-efficiency air conditioning equipment that does not use gas
	Sysmex America	<ul style="list-style-type: none"> Converted all lighting to LED Switched to fleet with better fuel efficiency
	Sysmex Europe	Switched to LED lighting in principal reagent filling rooms
	Sysmex Wuxi	Switched to a refrigerant with lower global warming potential for cold storage
Introduced Renewable Energy	Sysmex Corporation	At i-Square, installed solar panels and introduced natural lighting in work areas to save electricity
	Sysmex Europe	Used all renewable energy for electricity
	Sysmex UK	Shifted to renewable energy for some electricity

Initiative	Company	Details
Employee Awareness	Systemex Malaysia	<ul style="list-style-type: none"> Gave “Greener Systemex Points” to employees who use hybrid vehicles to commute to work, reduced energy use and decreased CO₂ emissions Encouraged the use of natural gas vehicles (NGVs) as taxis and airport limousines.
	Systemex Inostics	Subsidized employee use of public transportation for commuting
	Systemex India	Confirmed that all employees who use their own cars to commute to work have received PUC certification ²

- 1 Functions for continuously measuring maximum electrical demand (demand value) for 24-hour periods and sounding an alarm if the level exceeds target values, as well as reporting on electricity use on a daily and monthly basis.
- 2 An acronym for pollution under control, PUC certifies that vehicle emissions are below pollution control standards. Indian law requires vehicles to undergo semiannual PUC testing, and PUC certification is obligatory. (The PUC certification period is one year for new vehicles.)

[Click here for details on environmental performance data. \(PDF format / 36KB \)](#)  

Decreasing CO₂ Emissions from Fleet in Japan

To curtail fuel use and reduce CO₂ emissions from some 400 fleet in Japan, we are making use of our intranet to visualize travel distances and gasoline used by each fleet and heighten driver awareness. We are also introducing fuel-efficient and hybrid cars and reducing the number of fleet.

Fiscal 2018 Results

- Decreased the number of fleet by approximately 20
- Reduced CO₂ emissions by approximately 10% (compared with fiscal 2017)

Complying with Related Laws and Regulations

Based on the Energy Conservation Act, Systemex Corporation has submitted to the Ministry of Economy, Trade and Industry a medium- to long-term plan that summarizes its regular reports aggregating annual energy usage amounts and its energy reduction plan. Going forward, we will continue promoting energy conservation activities throughout the Company to achieve these nonbinding targets in Japan.

Environmental Consideration

Reduction in Environmental Burden through Activities at Business Offices: Resource Circulation

Managing and Recycling Waste

Reducing Waste and Promoting a Stable Recycling Rate

Sysmex engages in ongoing initiatives to reduce waste and increase the recycling rate.

Fiscal 2018 Results

As our business grows, the total amount of waste increases due to the establishment and expansion of new locations and a rising number of employees. Due to the expanded scope of environmental data, the recycling rate came to 76%, down 13 percentage points from the preceding fiscal year.

Waste-Reduction Initiatives

Company	Initiative
Sysmex Corporation	<ul style="list-style-type: none"> Reused the glass waste formerly processed at landfills as a road paving material, achieving material recycling of glass waste Shifted from the use of cardboard boxes to reusable boxes for transporting gene mutation analysis sets (for use in cancer gene profiling) in Japan, reducing cardboard box waste
Sysmex RA	Introduced ethanol reuse equipment to process previously incinerated waste ethanol, reducing seven-fold the amount emitted as waste
Sysmex Malaysia	Recycled cardboard boxes and plastic materials and donated them to charitable institutions
Sysmex Wuxi	Reused as trash bags the polyethylene bags used to package purchased parts

[Click here for details on environmental performance data. \(PDF format / 36KB \)](#)

Using Water Resources Effectively

Reducing Water Use and Appropriately Processing Wastewater

Sysmex uses both above-ground and underground water in its business activities, such as our core reagent production. Recognizing the reduction of water use as an important social responsibility, Sysmex sets targets for the reduction of water use in Sysmex Eco-Vision 2025, and is working to improve the efficiency of water use at individual sites.

Fiscal 2018 Results

Water used per unit was down 7% compared with emissions (per unit of consolidated sales) in the base year (fiscal 2016) targeted by the Sysmex Eco-Vision 2025.

Major Initiatives at Business Offices

Company	Initiative
Systemex Corporation	Promoted improvements in production efficiency, reduced work hours and decreased water use
Systemex Asia Pacific	<ul style="list-style-type: none">Upgraded the ultrapure water plant and recycled waste water through reverse osmosis when the factory was not in operationInstalled a degasifier for raw water pretreatment for effective water use
Systemex India	Recycled industrial wastewater after treatment and used it for watering greenery around the factory

[Click here for details on environmental performance data. \(PDF format / 36KB \)](#)

Reducing Paper Use

Promoting Digital Data

Systemex Corporation is working to reduce the use of paper by utilizing personal computers, tablets and smartphones to send and receive data electronically. These efforts have boosted operating efficiency and cut down on paper use and waste volume.

The use of electronic data facilitates the sending of agendas to meeting attendees ahead of time. Checking and considering this information in advance has made meetings more efficient and shorter. Eschewing the use of paper for storing materials also helps reduce the risk of internal information leaks. In 2017, Systemex Korea installed an approval system that allowed it to reduce paper use by 20,000 sheets annually. We have also begun cutting down on paper use by providing suppliers with product drawings as electronic data rather than on paper.

Environmental Consideration

Reduction in Environmental Burden through Activities at Business Offices: Preventing Pollution

Managing Chemical Substances

Determining the Status of Storage and Use and Managing Harmful Substances

Symex uses chemical substances in its R&D and manufacturing processes. In addition to preventing losses or leaks, we strive to manage chemical substances appropriately to prevent damage to the health of employees working onsite.

Methods for Managing Harmful Substances

Company	Initiative
Symex Corporation	<ul style="list-style-type: none"> • We established a Chemical Substance Management Committee and are reducing chemical accidents, educating related divisions and otherwise enhancing the management system. • At the Scientific Laboratory, we conduct thorough chemical substance management based on the Scientific Affairs Division Standards for Laboratory Management.
Symex International Reagents	We use ID cards and fingerprint recognition to prevent unregistered personnel from entering areas where deleterious and hazardous substances are stored.

Emission of Harmful Substances and Management and Processing with Regard to Their Release into the Water and Atmosphere

Managing and Processing Harmful Substances

As a precaution against the danger of infection by biological substances, we strictly control the locations where such substances are stored and used, based on manuals. Also, these substances are carefully segregated from general waste for proper disposal.

For other harmful substances, we work to prevent aerial drift, dispersion and groundwater permeation through countermeasures addressing both facilities and management methods. In these ways, we endeavor to keep emissions below statutory standard values.

Wastewater Management and Processing

Symex prioritizes the protection of water quality. We have created our own emission standards that we use to manage the wastewater from development locations and factories that use chemical substances, ensuring that waterways and underground water are not affected.

Methods of Managing and Processing Wastewater

Company	Method
Systemex International Reagents	At the Ono Factory, we introduced a system that sounds an alarm when biochemical oxygen demand (BOD) exceeds standards, preventing the emission of liquids containing organic matter.
Systemex RA	We introduced waste liquid processing equipment to heat-sterilize infectious waste, rendering it harmless before direct release into sewage systems.
Systemex America	We introduced a wastewater processing system, removing boron-containing compounds from the wastewater produced during reagent manufacturing.
Systemex Asia Pacific	We installed a wastewater processing system to purify water emitted during reagent production before being released into sewers.

Management and Processing Related to Atmospheric Emissions

In response to the Fluorocarbons Emission Control Law, a revised version of which went into effect on April 1, 2015, Group companies in Japan established response manuals for individual companies. We identified fluorocarbon-containing equipment we own or manage and worked to determine appropriate use, conducting inspections and determining calculated leakages.

Biodiversity Protection

Involvement with Biodiversity

Sysmex uses water in its core reagent production and understands that it receives a host of benefits from the world’s living things as part of its business activities. Accordingly, we recognize that preserving the forests that contribute to local watershed protection is an important social responsibility. We also aim to contribute to the preservation of biodiversity.

- ▶ [Click here for information on our shift in animal-derived protein materials \(recombinant silkworms\) in our diagnostic reagents.](#)

Forest Conservation Activities

Contributing to Biodiversity Preservation through the “Sysmex Forest”

In fiscal 2013 we began taking part in forest maintenance activities based on the "Enlist the Participation of All Citizens in Creating Woodland" project being promoted by the Hyogo Prefectural Government. To this end, we took responsibility for a two-hectare portion of the 17-hectare Kawai Kaiteki Forest near our reagent factory in the city of Ono, Hyogo Prefecture. We dubbed this portion the "Sysmex Forest" and set about making the *satoyama* (a humaninfluenced natural environment) a place of tranquility for people and wildlife.

In fiscal 2018, a total of 171 people participated in these activities, which took place 14 times.

Initiatives at the Sysmex Forest

Initiative	Activity
Preservation of Biodiversity	<ul style="list-style-type: none"> • Protection of endangered species (such as protecting the habitat of the clouded salamander¹ and planting plants to attract the chestnut tiger butterfly)² • Protection of rare wild plants (cultivating the Japanese lily to aid its recovery and protecting the habitat of <i>Cephalanthera falcate</i> (Golden Orchid))³
Education and Awareness	<ul style="list-style-type: none"> • Conducting programs so that children can enjoy coming into contact with nature (held a forest observation tour, cultivating plant cuttings, vegetables and shiitake mushrooms, and other activities) • Registered for the Green Wave 2018, a program being promoted by Japan’s Ministry of the Environment, Ministry of Agriculture, Forestry and Fisheries, and Ministry of Land, Infrastructure, Transport and Tourism. (invited by the United Nations to take part in the International Day for Biological Diversity (May 22) in 2018)

1 These small Cryptobranchioidea (primitive salamanders) are designated as Vulnerable II in the Ministry of the Environment’s Red Data Book.

2 These butterflies are unusual for their long migratory routes; most of them arrive in Japan in spring and migrate around 2,000 kilometers in autumn to Taiwan and other southern climes. They are designated as a quasi-endangered species in Chiba Prefecture’s Red List.

3 Designated as Endangered Species II on the Ministry of the Environment’s Red List

- ▶ [Click here for information on our system for encouraging employee volunteers.](#)
- ▶ [Click here for information on the “Sysmex Forest”.](#)



Systemex Forest (participants in forest maintenance activities)



Systemex Forest (cultivation of thoroughwort to provide a destination for the chestnut tiger butterfly)

Activities in Other Regions

Company	Activity
Systemex Europe	Within the reagent factory's grounds, the planting of autochthon to provide food for insects
Systemex Spain	Participation in a biomass energy project to promote renewable energy and preserve the environment
Systemex New Zealand	Participation in a volunteer tree-planting day on Motuihe Island, planting more than 300 trees
Systemex India	As part of World Environment Day activities, 110 trees planted by employees
Systemex Thailand	A debris dam using bamboo was constructed to route water to arid land and prevent flooding



Afforestation activities in New Zealand



Afforestation activities in India

Group Policy

Pursuing Open and Aboveboard Business Activities

Based on our Group philosophy, the "Sysmex Way," we define our view of compliance as "the conduct of open and aboveboard business activities on the basis of observance of laws and regulations and high ethical standards." In accordance with this definition, we have established a Global Compliance Code, in which particularly important conformance rules and behavioral guidelines for all Group executives and employees are detailed. In addition to Japanese, the Global Compliance Code has been translated into English and many other languages.

[Click here for the full text of the Global Compliance Code. \(PDF format / 294KB \)](#)  

Global Compliance Code (Overview)

1. Ensuring the Safety of Our Products and Services to Customers

In all our corporate activities, we shall make it a matter of priority to provide our customers with safety and security in the operation and use of our products and services.

2. Promoting Fair Dealing and Free Competition

We shall comply with the laws and regulations of each country and region concerning the promotion of fair and free competition, deal fairly with all our customers and other business partners and conduct transactions under appropriate conditions. In addition, in relation to other companies in the same business, we shall not illegally, dishonestly or unreasonably restrict their business, nor shall we defame them.

3. Fair and Proper Information Disclosure and Exercise of Complete Information Control

Our corporate information, such as our Group's financial condition and business activities, shall be disclosed in a fair, prompt, correct, and clear manner in accordance with applicable laws and regulations, and we shall exercise strict control over confidential information collected through our business activities so as not to infringe the rights of third parties.

4. Implementation of Appropriate Research and Development Activities

When carrying out research and development, we shall protect the dignity, privacy, and human rights of trial subjects, and shall comply with applicable laws and regulations to carry out our research activities in accordance with high ethical standards.

5. To Respect Intellectual Property

We respect both the rights of our Group's intellectual property and the intellectual property of others. We shall not unlawfully acquire or use any confidential business information or the proprietary assets of others.

6. To Maintain International Peace and Safety

We shall comply with export-related laws and regulations, and shall not engage in any transaction which may impede the maintenance of international peace and safety.

7. To Conduct Proper Accounting and Appropriate Tax Payments

We shall always apply the appropriate accounting measures and recognize the tax obligations set forth in applicable tax laws and accounting regulations and standards.

8. To Respect Human Rights and to Improve Occupational Health and Safety

We shall support the Universal Declaration of Human Rights and Core Labour Standards, and respect fundamental human rights, and shall not commit acts such as discrimination or harassment. We shall also comply with applicable laws and regulations and endeavor to improve occupational health and safety. Further, we shall not commit any unfair labor practices against the personnel of the company.

9. Prohibition of Conflicts of Interest

We shall not attempt to gain any personal profit in the performance of our duties, and shall not make any unauthorized use of our Group's assets, goods or information, nor shall we perform personal acts that may cause harm to the Group's business activities or reputation.

10. To Maintain Sound Relationships with Society

We shall comply with applicable laws and regulations related to anti-bribery statutes and comply strictly with applicable laws regarding making political donations. The company shall not be intimidated by antisocial activities, behavior and groups, nor maintain any relationship with them.

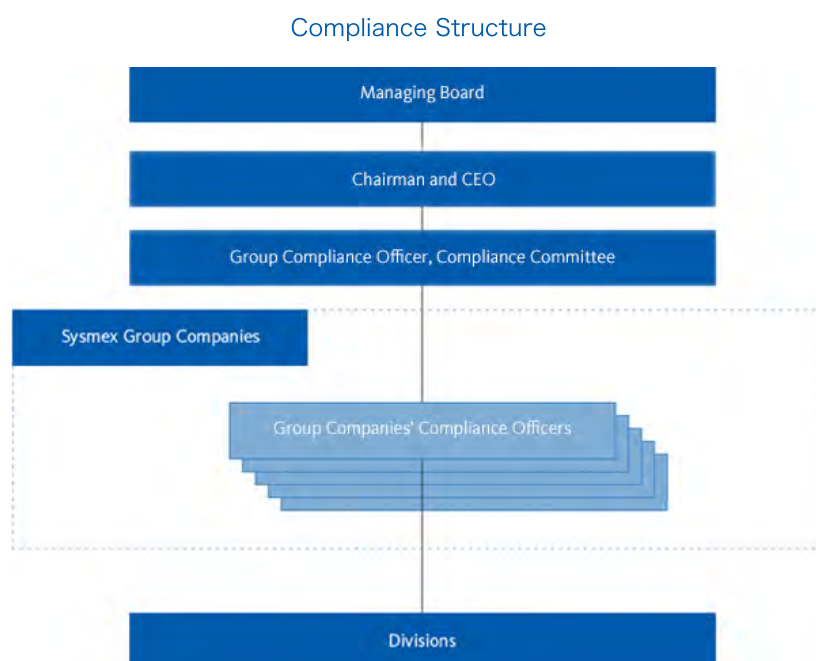
11. To Preserve the Global Environment

We shall comply with environment-related laws and regulations, and respect the environment throughout our business activities, based on applicable laws and international standards, in an endeavor to preserve and improve the global environment.

Compliance Promotion Structure

Systemex has put in place internal rules related to compliance. We are also working to enhance compliance awareness among employees.

The Group compliance officer chairs the Compliance Committee, which promotes compliance throughout the Group. Compliance officers in place at individual Group companies promote compliance at those companies.



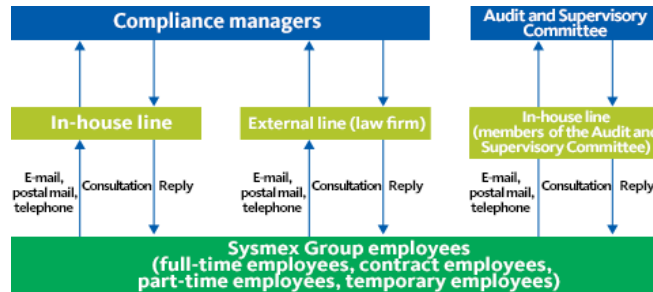
Internal Reporting System

Systemex has established and operates an internal reporting system for all Group companies.

In Japan, we have set up an internal reporting system known as the “Campanula Lines”. Through this system, we offer field consultations related to compliance-related issues such as bribery and human rights abuses, and work to

resolve any issues quickly. The “Campanula Lines” allow our employees to seek consultations and file reports via e-mail, postal mail, or telephone through two lines (in-house and external). We have also established a line via the Audit and Supervisory Committee that enables employees to seek consultations and file reports related to the management team. Information received through these lines is handled anonymously and based on the Whistleblower Protection Act to shield from any disadvantage people consulting or providing information.

The “Campanula Lines” Internal Reporting System



Overseas, consultation and reporting lines provide local-language responses.

In fiscal 2018, we fielded 14 enquiries from Japan and overseas. We conducted investigations regarding these enquiries and dealt with each of them appropriately.

Compliance Education

Providing Continuous Education on Compliance

To instill compliance, Sysmex positions employee education and awareness activities as the foundation of compliance promotion. Based on the Group compliance training program, we conduct various types of compliance education on an ongoing basis. During new employee and rank-based training, we take the opportunity to foster compliance with the Global Governance Code.

We are expanding our educational tools to provide more detailed explanations of the Global Compliance Code on such themes as promoting fair trading and prohibitions against bribery, insider trading, and discrimination or harassment. Through autonomous, planned educational and awareness efforts, we instill and promote compliance awareness within individual divisions and companies.

Main Compliance Education in Fiscal 2018

(Japan)

- Conducted compliance training for new employees
- Conducted compliance training for newly appointed managers
- Conducted training on the control and protection of trade secrets for Group employees in Japan
- Conducted human rights training related to harassment, including LGBT* employees, as well as on personnel administration and the Workers Dispatch Act, for new employees, mid-career recruits, and newly appointed managers
- Conducted training on the Sysmex Promotion Code as well as other training to promote fair trade
- Conducted training related to laws, regulations, and industry rules on ensuring transparency in relationships with medical institutions

* Acronym referring to sexual orientation/gender identification (lesbian, gay, bisexual and transgender)

(Overseas)

- Conducted compliance training for new employees
- Conducted compliance training for managers
- Conducted training related to the European General Data Protection Regulation (GDPR)
- Conducted training about rules to promote fair trading in the medical device industry

Compliance

Compliance Promotion Initiatives

[Click here for the full text of the Global Compliance Code. \(PDF format / 294KB \)](#) 

Anti-Corruption

Preparation of Standards and Provision of Education on the Prevention of Bribery

As one of its voluntary corporate efforts in accordance with the spirit of the UN Global Compact, Sysmex undertakes thorough efforts to prevent bribery, in line with Principle 10, which states that “Businesses should work against corruption in all its forms, including extortion and bribery.”

Efforts to eradicate corruption are gathering momentum throughout the world, and various countries are enacting laws and stepping up enforcement. Against this backdrop, Sysmex clearly prohibits bribery in Item 10 of the Global Compliance Code, “To Maintain Sound Relationships with Society”, which applies to all executives and employees. In addition, we are encouraging a thorough understanding throughout the Group of our anti-bribery regulations, which cover such topics as banned activities, due diligence, the provision of education, and management systems. We have also put in place rules and regulations for each region and promote compliance with them. These rules and regulations are designed to ensure compliance with unique regional laws and regulations and commercial customs while preventing bribery.

Overview of Anti-Bribery Regulations

1. Sysmex prohibits the provision of money and other tangible or intangible benefits to public officials, and people who are not public officials, for the purpose of obtaining illicit profits, such as acquiring business or for the sake of business convenience.*
2. Prior to conducting new transactions, or during mergers and acquisitions, in addition to routine checks of a counterparty’s origin, background, and business details, Sysmex investigates whether the counterparty has relationships with public officials or past involvement in bribery cases.
3. Sysmex prohibits the payment to business partners and other parties of bribes or other payments that could be construed as bribes.
4. Sysmex has in place and operates a system for conducting regular education and training of Group executives and employees in relation to bribery prevention.
5. Group officers and employees who become aware of actions that contravene, or that could be construed as contravening, these regulations must report such actions promptly to a compliance manager.

* Such acts include avoiding or simplifying administrative procedures, obtaining or maintaining business opportunities, obtaining accommodation on bids, or obtaining confidential information.

Transparency in Relationships with Medical Institutions

Transactions based on a high level of ethics are required at every stage of Sysmex’s operations—from research and development to manufacturing, sales and after-sales support—as the number of opportunities for collaboration with medical institutions and medical professionals is increasing.

In Japan, Sysmex Corporation and Sysmex International Reagents, which are members of the Japan Association of Clinical Reagents Industries, concur with the philosophy outlined in the association’s “Guidelines on Transparency of Relationships between Corporate Activities and Medical Institutions”, and disclose information related to funding provided to such institutions.

Overseas, Sunshine Acts have been enacted in the US, France, and Belgium. We report relevant payments or transfers of value to each government regularly, and also disclose this on our web site.

- [Click here for Funding details. \(Governance data\)](#)
- [Click here for Funding details. \(Details on the Japan region\)](#)
- ▶ [Click here for information on the Japan Association of Clinical Reagents Industries' "Guidelines on Transparency of Relationships between Corporate Activities and Medical Institutions". \(Japanese only\)](#)

Research Ethics

Conducting Appropriate R&D Activities

As defined in Item 4 of the Global Compliance Code, "Implementation of Appropriate Research and Development Activities", when carrying out research and development, Sysmex protects the dignity, privacy, and human rights of trial subjects, and complies with applicable laws and regulations in individual countries and regions to carry out its research activities in accordance with the highest ethical standards. In addition, Sysmex has adopted the "Ethics Regulations on Clinical Research and Development and Human Genome and Genetic Analysis Research", and also established a Research Ethics Examination Committee, which includes outside members such as legal and scientific experts, in order to review research content. The list of committee members and deliberation results are disclosed on our website to ensure transparency.

- ▶ [Click here for information on the "Ethics Regulations on Clinical Research and Development and Human Genome and Genetic Analysis Research."](#)
- ▶ [Click here for information on the activities of the Research Ethics Examination Committee.](#)

Consideration for Animal Experiments

Item 4.4 of the Global Compliance Code, "Animal experiments", states that when conducting animal experiments, we shall comply with applicable laws and regulations related to animal protection, and we shall limit such experiments to a minimum by studying the use of alternative methods. When animal experiments are necessary, we shall take all reasonable steps to minimize the animals' pain. We conduct animal experiments in line with internal regulations that conform with public guidelines. Our Testing Control Committee rigorously deliberates testing plans to ensure their regulatory conformance.

Guidelines Followed by Sysmex

- Act on Welfare and Management of Animals (Ministry of the Environment)
- Standards Relating to the Care and Management of Laboratory Animals and Relief of Pain (Ministry of the Environment)
- Fundamental Guidelines for Proper Conduct of Animal Experiments and Related Activities in Academic Research Institutions (Ministry of Education, Culture, Sports, Science and Technology)
- Guidelines for Proper Conduct of Animal Experiments (Science Council of Japan)
- ▶ [Click here for information on our shift from animal-derived protein materials to those derived from recombinant silkworms.](#)

Fair Marketing Activities

We have formulated a code of ethics in marketing for our global promotion activities, described in Item 2 of the Global Compliance Code, "Promoting Fair Dealing and Free Competition". In accordance with this code, we promote fair marketing activities in every region of the world, based on industry standards and regulations we have created. We formulated the Sysmex Promotion Code to cover our activities in Japan. In fiscal 2018, we conducted training for 155 people from sales departments in Japan and East Asia on such topics as the "Code of fair practices in the advertising of drugs and related products" and the "Surveillance and monitoring system for ethical drugs".

[Click here for information on the Sysmex Promotion Code. \(PDF format / 220KB \)](#)  

Systemex Promotion Code

1. Systemex's Responsibilities
2. Code of Conduct
3. Ensuring Fair Competition and Fair Dealing
4. Advertising and Promotion (Expression in Printed Promotional Materials, Advertisements, etc.)
5. Prohibition of Slander and Defamation
6. Prohibition against Unfair Comparison Tables
7. Provision of Services

| Tax Strategy

Systemex has established Item 7 of the Global Compliance Code, "To Conduct Proper Accounting and Appropriate Tax Payments", to heighten tax transparency. This section describes how, in transactions with foreign affiliated companies, we shall calculate appropriate transfer prices in accordance with OECD Guidelines and the transfer pricing tax system of each country. The text also states that tax havens shall not be used solely for the purpose of tax avoidance or benefit.

In addition, we disclose Group payments of taxes in financial and other reports, as well as the reasons for any differences from effective statutory tax rates.

- ▶ [Click here for our annual securities report \(Japanese only\).](#)
- ▶ [Click here for the Sysmex Report \(Financial and Other Information\).](#)

Tax Strategy in the United Kingdom

[Click here for information on our tax strategy in the United Kingdom. \(PDF format / 26KB \)](#)  

| Respect for Intellectual Property

Systemex accords third-party intellectual property rights the same level of respect as it does its own. As defined in Item 5 of the Global Governance Code, "To Respect Intellectual Property", we will not unlawfully acquire or use any confidential business information or the proprietary assets of others. We promote a thorough understanding of these rules by all executives and employees throughout the Group. When developing new products, members of the Intellectual Property, R&D, and Business Development departments conduct and discuss global patent reviews for each new product development project.

| Promotion of Security Trade Control

In line with Item 6 of the Global Compliance Code, "To Maintain International Peace and Safety", we comply with export laws and regulations of individual countries and regions, and do not engage in transactions likely to impede the maintenance of international peace and safety. Systemex has established the Security Trade Control Committee, which is under the direct control of the president, to prevent illegal exports. We have also assigned people at overseas regional headquarters to oversee security trade control, and have configured a global operational structure. Every year, we conduct basic e-learning for all employees. We also provide ongoing education through various training sessions on recent world affairs and laws and regulations, to raise awareness of security trade control.

Risk Management

Risk Management Structure

Risk Management Structure

Promoting Risk Management by Establishing a Dedicated Committee

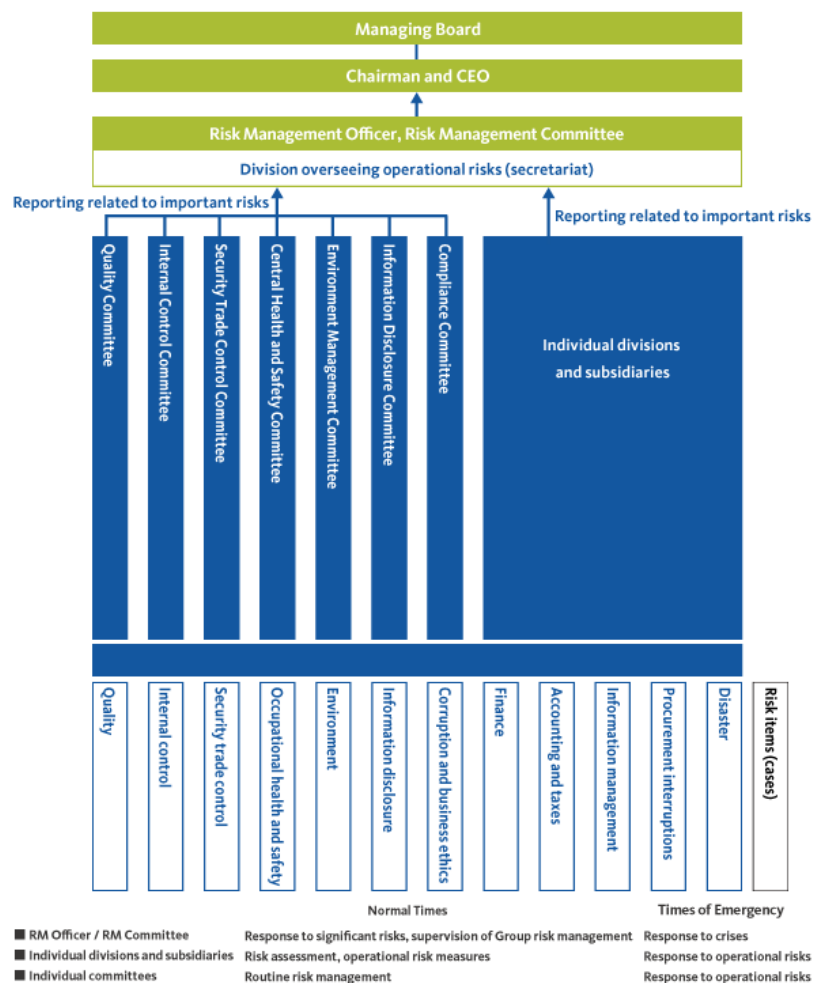
To control Groupwide risk management activities, Sysmex has established a Risk Management Committee (RM Committee).

The committee is chaired by the Risk Management Officer, a senior managing director.

The RM Committee regularly assesses various risks, such as those related to corruption, business ethics and other aspects of compliance, human resources, occupational safety and health, the environment, and accounting and finance, including tax payments. The Committee identifies major risks affecting the Group’s operations and prepares countermeasures.

The RM Committee monitors the status of risk management being conducted by the Compliance Committee, other related Committees, individual divisions, and subsidiaries. The committee also deliberates responses to any emerging risks that have a major impact on Group management, and thus continues to follow the PDCA cycle.

Risk Management Structure



► [Click here for information on corporate governance.](#)

Risk Management

Disaster Response

Business Continuity Plans (BCP)

Systemex has formulated business continuity plans (BCPs) for production, procurement and other functions to ensure the continuity of important operations in the event of an earthquake, tsunami or other large-scale disaster, as well as rapid recovery. Our BCPs identify products to be given priority so that our products can continue to function in a stable manner at healthcare institutions, even in crisis situations. We have also prepared disaster-response regulations and manuals, putting in place systems that enable us to respond swiftly in emergencies. We conduct regular simulation training based on the assumption of a disaster.

To diversify risks related to reagents, we procure key raw materials from multiple sources. Also, we select production locations based on the concept of “local production for local consumption”. At the same time, we are building a system through which factories can provide supplies to each other in emergencies, and we have secured alternative transportation routes. In fiscal 2018, we swiftly determined the impact of flooding in western Japan and of the Hokkaido Eastern Iburi Earthquake, and successfully implemented countermeasures.

As a means of emergency communication, we have introduced safety communication tools at Group companies in Japan. This system allows us to quickly confirm the safety of each member of the Group. Systemex has also installed wireless digital equipment at business offices in Japan, putting in place a system for communicating in the event of a disruption of conventional communications. We have also amassed stockpiles of supplies and other items to assist stranded personnel, setting aside enough items for every employee. Furthermore, we conduct e-learning on disaster prevention and response, BCP awareness education and simulation training to augment BCP effectiveness. The backbone of our Group-wide IT system is located at external, disaster-resistant data centers. In addition, we created an IT structure so that we can quickly switch to a backup system in the event that disaster renders our regular systems inoperable.

Information Security

Enhancing Information Security

Systemex enacts cyber-security measures for our products and services. We have formulated a Group-wide product security policy and have begun risk management initiatives from the time of product design through manufacture and post-launch.

In addition, the Group handles data about its customers, and on the entities with which it collaborates on R&D and other testing, as well as information on the Company’s proprietary technologies. We recognize the importance of protecting information such as this, as well as other important corporate secrets, and view any leak of such information as an important risk to the Group. Accordingly, we have in place structures to prevent this risk from materializing. We have formulated consistent global regulations for information security and corporate secrets for all Group companies, strengthening measures to prevent information leaks and to counter cyber threats. Group companies in Japan also regularly conduct e-learning related to information security and corporate secrets.

To allow the Skyfront Research Campus to conduct research involving gene sequences and other personal information, in 2019 we obtained international ISO 27001 certification related to our information security management system (ISMS). The Service and Support Division at Systemex CNA has also received certification, ensuring the confidentiality, completeness, and availability of the information it handles.

External Evaluation

| Incorporation in Sustainability Indexes and Rankings

Selection for Global Sustainability Indexes

A growing number of investors are evaluating companies' sustainability not only from a financial perspective, but also from non-financial, environmental, social, and governance (ESG) perspectives, in the aim of responsible investing from a long-term viewpoint. Around the world, a number of sustainability indexes are used to benchmark responsible investment. Being a highly sustainable company, Sysmex has been selected for numerous sustainability indexes and rankings.

- Dow Jones Sustainability World Index¹ (from fiscal 2016)
- Dow Jones Sustainability Asia Pacific Index¹ (from fiscal 2012)
- FTSE4 Good Index² (from fiscal 2008)
- FTSE Blossom Japan Index³ (from fiscal 2017)
- MSCI ESG Leaders Indexes⁴ (from fiscal 2011)
- MSCI SRI Indexes⁴ (from fiscal 2013)
- MSCI Japan ESG Select Leaders Index⁵ (from fiscal 2017)
- MSCI Japan Empowering Women Index⁶ (WIN) (fiscal 2017 and 2019)
- Ethibel Excellence⁷ (from fiscal 2011)
- Ethibel Pioneer⁷ (from fiscal 2014)
- Ethibel Sustainability Index (ESI)⁸ (from fiscal 2015)
- Global 100 (100 most sustainable companies in the world)⁹ (fiscal 2017, 2016 and 2012)
- Euronext Vigeo Eiris World 120 Index¹⁰ (from fiscal 2018)
- SNAM Sustainability Index¹¹ (from fiscal 2018)

- 1 An ESG investment index developed through collaboration between S&P Dow Jones Indices of the United States and Robeco SAM of Switzerland. This index evaluates corporate sustainability through the perspectives of the economy, the environment, and society, and selects companies that are expected to achieve long-term sustainable growth based on comprehensive and advanced initiatives. The World Index targets the world's listed companies, while the Asia Pacific Index targets listed companies in the Asia-Pacific region.
- 2 An ESG investment index announced by FTSE Russell, of the London Stock Exchange Group of the United Kingdom. Excellent companies are selected, based on an evaluation of ESG information disclosed by these companies to the general public.
- 3 FTSE Russell of the United Kingdom selects Japanese companies based on superior responses on ESG matters. The index uses FTSE4 Good standards derived from international standards, such as the United Nations' Sustainable Development Goals (SDGs).
- 4 An ESG investment index developed by MSCI Inc. (Morgan Stanley Capital International), of the U.S. Morgan Stanley Group. Companies are selected based on an evaluation that includes ESG issues considered important by various indexes based on the industry characteristics of the companies it targets.
- 5 An ESG investment index of MSCI of the United States. This index selects companies with relatively high ESG ratings in individual sectors from among the top 500 Japanese stocks by market capitalization.
- 6 An ESG investment index by MSCI of the United States. The index selects companies, from among the top 500 Japanese stocks by market capitalization in various sectors, that excel in gender diversity.
- 7 An index developed by Forum Ethibel, a Belgian non-profit organization. Companies are selected that exhibit high performance from the perspective of corporate social responsibility. The index includes two sub-indexes, Pioneer and Excellence. Companies in the Pioneer index are selected from among those deemed best in the Excellence index.
- 8 This index comprises companies selected for Ethibel Excellence, based on such limiting conditions as floating market capitalization.
- 9 The 100 Most Sustainable Companies in the World, selected by Canada-based Corporate Knights. The selections are announced during the World Economic Forum held in Davos, Switzerland.

10 This is an index developed through collaboration between NYSE Euronext (United States), which operates a number of security exchanges in the United States and Europe, and Vigeo Eiris (France and the United Kingdom), an ESG research company. The index, which covers Europe, North America, and the Asia Pacific region, has selected for inclusion 120 companies demonstrating superior ESG initiatives.

11 This index was established by Sampo Japan Nipponkoa Asset Management Co., Ltd. (SNAM). The SNAM Sustainability Index selects approximately 300 companies that excel in environmental, social and governance (ESG) initiatives.



Recognition and Commendations by Third Parties

2019

- May • Ranked eighth in the medical devices category in “Top Employer SME 2019”, sponsored by FOCUS-Business.
- April • Received “Supplier Excellence Awards,” sponsored by Quest Diagnostics. (Sysmex America)
- March • Selected as a finalist for the NZHIT Innovation Awards. (Sysmex New Zealand)
- March • Selected for the “Companies That Care Honor Roll* 2019”. (Sysmex America)
 - * Companies That Care Honor Roll: A corporate ranking that designates companies that contribute to the welfare of employees, their families, and the local community, based on a survey conducted by the Center for Companies That Care, an NPO.
- February • Recognized for the third time by the Ministry of Economy, Trade and Industry as one of the “Companies that excel in health management” (White 500).
- February • Received the Award for Excellence at the 22nd Environmental Communication Awards for the *Sysmex Sustainability Report 2018*.

2018

- December • Won the Encouragement Prize for the first time in the 6th WICI Japan Award for Excellence in Integrated Reporting.
- November • Received awards at the 2018 Kinki Local Commendations for Innovations.
- November • Ranked 9th among “The Best-Performing CEOs in the World 2018,” published by *Harvard Business Review*.
- October • Sysmex Malaysia rated among the “HR Asia Best Companies to Work for in Asia 2018”.
- October • Selected as a “Great Place to Work” (Korea Top 100). (Sysmex Korea)
- May • Received the “Medal with Purple Ribbon,” a spring 2018 medal of honor.
- March • Selected for “The Companies That Care Honor Roll 2018” for the tenth consecutive year. (Sysmex America)

- March • Recognized for the second time by the Ministry of Economy, Trade and Industry for excellence in health management as among the “Companies that Excel in Health Management” (White 500).
- February • Received an award for excellence in the environmental report division at the 21st Environmental Communication Awards for the Sysmex Sustainability Report 2017.

2017













- November • Super-resolution fluorescence microscope received the Good Design Gold Award 2017.
- November • Ranked 18th among “The Best-Performing CEOs in the World 2017”, published by the Harvard Business Review.
- October • Sysmex Asia Pacific selected as among the HR “Asia Best Companies to Work for in Asia 2017”.
- September • Selected for inclusion in the Dow Jones Sustainability World Index.
- August • Ranked 27th in Forbes’ “The World’s 100 Most Innovative Companies”.
- June • Received the “Work & Family in 2017 Award”. (Sysmex Europe)
- April • Received the “Fiscal 2017 Commendation for Science and Technology” by the Minister of Education, Culture, Sports, Science and Technology, Prize for Science and Technology.
- March • Selected for the “Companies That Care Honor Roll 2017”. (Sysmex America)
- February • Recognized by the Ministry of Economy, Trade and Industry for “Companies That Excel in Health Management” (White 500).
- February • Received the Award for Excellence at the 20th Environmental Communication Awards (Jury Awards) for the Sysmex Sustainability Report 2016.
- January • Selected for the 2017 Global 100 (100 most sustainable companies in the world), for the third time.

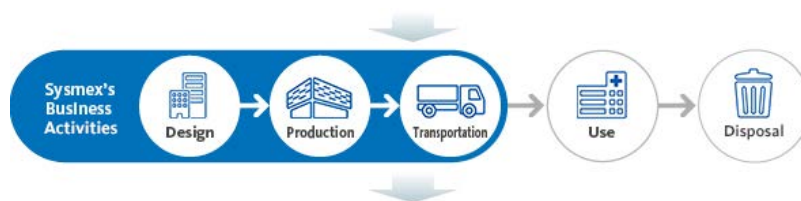
2016







- November • At the fiscal 2016 Kinki Local Commendation for Inventions, received the “Minister of Education, Culture, Sports, Science and Technology Prize” for one invention and the “Encouragement Prize for Inventions” for three other inventions.
- November • Sysmex Asia Pacific and Sysmex Malaysia selected for “HR Asia Best Companies to Work for in Asia 2016”.
- October • Ranked 27th of 462 Companies in the Nikkei ranking of “Companies that Motivate People”.
- September • Received the highest ranking, Level 3, as an “Eruboshi” company, based on the Act on the Promotion of Women’s Participation and Advancement in the Workplace.
- September • Selected for the first time for inclusion in the Dow Jones Sustainability World Index.
- September • Sysmex’s automated blood coagulation analyzer certified under the 5th Heritage Program of Legacy Analytical Instruments/Scientific Instruments.
- September • Ranked fifth in Forbes Japan’s “Managers that Move Japan” and 28th on the Forbes 2016 List of the “World’s Most Innovative Companies”.
- August • Won the 14th Annual Merit Award from the Minister of Economy, Trade and Industry for Collaborative Achievement Between Industry, Academia and Government for the world’s first practical realization of a system for diagnosing hepatic fibrosis using glycosylation.
- June • Sysmex International Reagents’ Ono Factory received the City of Ono Firefighting Society Excellent Business Site Award.
- May • Received the ACE-Award, sponsored by Confrimit (Voice of Customer and Contact Center divisions). (Sysmex America)
- March • Selected as a “Great Place to Work” (Sysmex Europe)
- March • Selected for the “Companies That Care Honor Roll 2016” (Sysmex America).

Environmental Data

Material Balance

INPUT				
		FY2016	FY2017	FY2018
	Electricity (thousand kWh)	37,403	39,701	41,959
	City gas (thousand m ³)	1,474	600	1,097
	LPG (t)	21	24	19
	LNG (t)	0	0	57
	Heavy oil (kL)	0	35	0
	Kerosene (kL)	31	29	29
	Diesel oil (kL)	21	17	38
	Gasoline for fleet in Japan (kL)	734	689	619
	Diesel for fleet in Japan (kL)	25	23	18
	Water use volume (thousand m ³)	406	418	449
	Office paper (t)	42	45	38
	PRTR (t)	0	0	0



OUTPUT				
		FY2016	FY2017	FY2018
	Greenhouse gas emissions from business locations (t-CO ₂)	22,760	22,187	22,349
	Greenhouse gas emissions from fleet in Japan (t-CO ₂)	1,768	1,661	1,483
	Waste emissions (t)	2,106	1,482	2,255
	Recycling rate (%)	91	89	76
	Wastewater volume (thousand m ³)	189	273	292
	PRTR (t)	0	0	0

[Click here for detailed performance data. \(PDF format / 36KB \)](#)

Data Related to Sysmex Eco-Vision 2025

Target		FY2017	FY2018	Calculation method and other notes
Reducing CO ₂ emissions*	Reduce emissions from the use of instrument products by 15%	+1%	+3%	Total CO ₂ emissions from the use of instrument products ÷ number of instrument sets produced
	Reduce emissions from business activities by 50%	-17%	-21%	Total CO ₂ emissions from business activities ÷ consolidated sales
	Reduce emissions from shipment and logistics by 15%	-17%	+1%	Total CO ₂ emissions from shipment and logistics ÷ sales of Sysmex Corporation
Reducing water use*	Reduce emissions from the use of instrument products by 15%	+1%	+3%	Total emissions from the use of instrument products ÷ number of instrument sets produced
	Reduce water use from business activities by 15%	-8%	-7%	Total water use from business activities ÷ consolidated sales
Recycling resources	Recycle 93% or more of waste emissions from business activities	89%	76%	Recycled waste emissions ÷ total waste emissions from business activities

* The per-unit target, taking fiscal 2016 as the base year

▶ [Click here for information on non-financial targets \(KPIs\).](#)

Environmental performance data

Item	Indicator		Unit	Scope ¹	
INPUT	Energy consumption	Consumption of non-renewable energy	Electricity (non-renewable)	1000 kWh	Major business locations, instrument factories, reagent factories, sales offices, and other business sites in Japan; major business locations, factories, and other business sites in other countries
			City gas	1000 m ³	
			LPG	t	
			LNG	t	
			Heavy oil	kL	
			Kerosene	kL	
			Diesel oil	kL	
		Consumption of renewable energy	Electricity (renewable)	1000 kWh	
		Total consumption		GJ	
	Consumption of other non-renewable energy	Gasoline (fleet)	kL	Major business locations, instrument factories, reagent factories, sales offices, and other business sites in Japan	
		Diesel oil (fleet)			
	Water use volume	Groundwater		1000 m ³	Major business locations, instrument factories, and reagent factories in Japan; major business locations, factories, and other business sites in other countries
Purchased water					
Total volume					
Amount of office paper used			t	Major business locations, instrument factories, and reagent factories in Japan	
PRTR input			t	Major business locations, instrument factories, reagent factories, sales offices, and other business sites in Japan	
OUTPUT	Greenhouse gas emissions Scope 1 ³	CO ₂ emissions of energy consumption from stationary combustion sources		t-CO ₂	Major business locations, instrument factories, reagent factories, sales offices, and other business sites in Japan; major business locations, factories, and other business sites in other countries Scope of CO ₂ emissions from fleet is only in Japan
		CO ₂ emissions from fleet			
		Total emissions			
	Greenhouse gas emissions Scope 2 ³	Total emissions		t-CO ₂	Major business locations, instrument factories, reagent factories, sales offices, and other business sites in Japan; major business locations, factories, and other business sites in other countries
	Greenhouse gas emissions Scope 3 ³	CO ₂ emissions from logistics		t-CO ₂	Systemex Corporation
	Waste emissions	Total emissions		t	Major business locations, instrument factories, reagent factories, sales offices, and other business sites in Japan; major business locations and factories in other countries
		Total emissions (excluding sales offices in Japan)			
		Waste used for material recycling			
		Recycled waste (including energy recovery)			
		Total amount of waste disposal			
Material recycling rate		%			
Recycling rate (including energy recovery)					
Wastewater volume	Total volume		1000 m ³	Major business locations, instrument factories, and reagent factories in Japan; major business locations, factories, and other business sites in other countries	
PRTR output	Emissions		t	Major business locations, instrument factories, reagent factories, sales offices, and other business sites in Japan	
	Transfers				

	FY2014	FY2015	FY2016	FY2017	FY2018	Coverage ²	Calculation method and other notes
	35,779	37,233	37,193	38,399	40,670	85%	
	852	1,544	1,474	600	1,097		
	15	19	21	24	19		
	0	0	0	0	57		
	0	0	0	35	0		
	70	35	31	29	29		
	19	19	21	17	38		
	209	243	210	1,302	1,288		
	395,043	439,654	440,124	414,136	461,370		
	778	750	734	689	619	37%	Gasoline consumed by fleet in Japan
	20	24	25	23	18		Diesel oil consumed by fleet in Japan
	51	50	58	53	65	85%	Groundwater intake
	317	341	348	365	384		Tap water and industrial water
	368	391	406	418	449		
	49	44	42	45	38	37%	
	0	0	0	0	0		The amount of PRTR substances handled at business sites that handle chemicals in Japan
	2,237	3,757	3,559	1,749	2,964	85%	Emissions = Σ (fuel consumption \times CO ₂ emission factor ⁴)
	1,856	1,802	1,768	1,661	1,483		CO ₂ emissions from fleet
	4,093	5,559	5,327	3,410	4,447		
	19,195	20,278	19,201	20,438	19,385	85%	Emissions = Σ (purchased electricity consumption \times CO ₂ emission factor ⁵)
	-	-	19,573	16,711	21,571	-	Emissions = Σ (freight weight \times transport distance \times CO ₂ emissions intensity ⁶) Shipment in Japan: CO ₂ emissions due to the physical distribution from warehouses in Japan to customers in Japan, etc. (including branches and sales offices) Overseas shipment: CO ₂ emissions due to the physical distribution from warehouses in Japan to ports and airports in other countries
	1,557	1,701	2,106	1,482	2,255	83%	Waste emissions = general waste emissions + industrial waste emissions
	1,419	1,535	1,436	1,361	2,117		
	788	986	814	1,044	1,264		Amount of wastes converted into valuables as a result of a third-party process. Includes waste converted into fuel (such as RPF)
	1,283	1,411	1,309	1,213	1,617		Amount of wastes reused, used for material recycling, or used for energy recovery (thermal recycle)
	137	124	128	148	500		Total amount of waste disposal = total emissions - recycled waste (including energy recovery)
	56	64	57	77	60		
	90	92	91	89	76		
	164	192	189	273	292		85%
	0	0	0	0	0	37%	Amount of PRTR emitted from business sites that handle chemicals in Japan
	0	0	0	0	0		Amount of PRTR transferred from business sites that handle chemicals in Japan

Item	Indicator		Unit	Scope ¹
Compliance	Violations of environmental regulations	Total amount of large fines	100 million yen	Major business locations, instrument factories, reagent factories, sales offices, and other business sites in Japan; major business locations, factories, and other business sites in other countries
		Number of sanctions other than fines	Cases	
	Significant spills and losses of chemical substances	Total number of cases	Cases	
		Total leakage volume	t	

1 Results in respective years cover the scopes shown for respective indicators. See below for details of the scopes for fiscal year 2018.

Major business locations in Japan: Sysmex Corporation (Head Office, Technopark and Solution Center)

Instrument factories in Japan: Sysmex Corporation (Kakogawa factory and i-Square), Sysmex Medica, and Sysmex RA

Reagent factories in Japan: Sysmex International Reagents (Ono Factory and Seishin Factory)

Sales offices in Japan: Sysmex Corporation (Tokyo Office and other 20 branches)

Other business sites in Japan: Sysmex Corporation (Research and Development Center and other 5 sites)

Major business locations in other countries: Sysmex Europe, Sysmex Deutschland, Sysmex America, Sysmex Shanghai, and Sysmex Asia Pacific

Major factories in other countries: Sysmex Europe, Sysmex do Brasil, Sysmex Reagents America, Sysmex India, Sysmex Asia Pacific, Jinan Sysmex Medical Electronics, Sysmex Wuxi, Sysmex Partec, Sysmex Inostics, and HYPHEN BioMed

Other business sites in other countries: Sysmex Taiwan and Sysmex Korea

2 Coverage is calculated based on net sales by company

3 Scope 1: GHG emitted directly by company facilities and factories

Scope 2: GHG emitted indirectly by the company due to energy use

Scope 3: GHG emitted throughout the supply chain in relation to products and services

4 Conversion factors and emission factors are based on the "Act on Promotion of Global Warming Countermeasures"

5 Japan: Emission factors are specific to the electric power company based on the "Act on Promotion of Global Warming Countermeasures"

Other countries: Emission factors are provided by the IEA "CO₂ Emissions from Fuel Combustion"

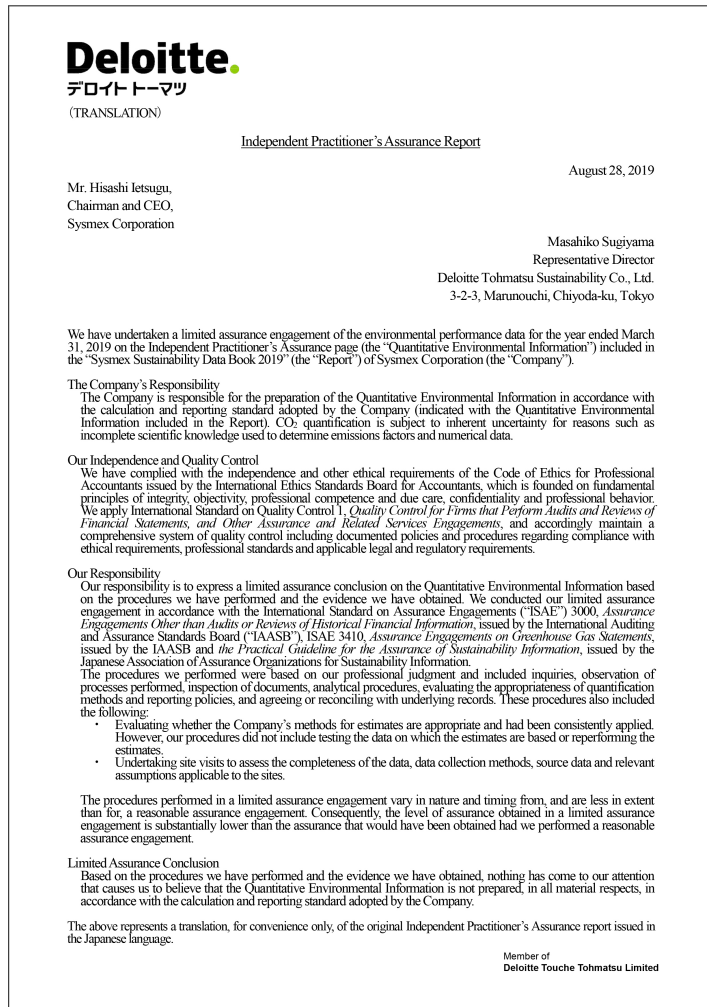
(The Emission factors from IEA are used starting from fiscal year 2018)

6 Emissions intensity is based on the "Common Guidelines for the Method of Calculating CO₂ Emissions in the Logistics Field"

	FY2014	FY2015	FY2016	FY2017	FY2018	Coverage ²	Calculation method and other notes
	0	0	0	0	0	85%	
	0	0	0	0	0		
	0	0	0	0	0		
	0	0	0	0	0		

Independent Practitioner's Assurance

In order to improve the reliability of data disclosed, Sysmex Corporation has obtained an Independent Practitioner's Assurance from Deloitte Tohmatsu Sustainability Co., Ltd. for the environmental performance data (table below) reported in the Sysmex Sustainability Data Book 2019 in the Japanese version.



Scope of Assurance:

Environmental performance data	FY2018 results
Greenhouse gas emissions Scope 1 ¹ (CO ₂ emissions of energy consumption from stationary combustion sources)	2,964 t-CO ₂
Greenhouse gas emissions Scope 2 ¹	19,385 t-CO ₂
Greenhouse gas emissions Scope 3 ¹ (CO ₂ emissions from logistics)	21,571 t-CO ₂
Water use volume ¹	449 thousand m ³
Industrial waste emissions in Japan ^{1 2}	563 t

1 For scopes and calculation methods, refer to page 88–page 91
 2 Scope: Major business locations, instrument factories, and reagent factories in Japan
 Emissions based on the "Waste Management and Public Cleansing Law"

Social Data

Customers

Category	Fiscal 2016	Fiscal 2017	Fiscal 2018	Related Articles
Inquiries received by the Sysmex Customer Support Center	88,909	89,583	86,906	Details
Customer satisfaction rating in the United States* (On a scale of 1 to 10) * Research by Sysmex America	9.2	9.2	9.2	Details
Customer satisfaction rating in the United States* (On a scale of 1 to 10) * Research by IMV ServiceTrak	9.3	9.29	9.37	Details

Employees

Employees (All figures are results for Sysmex Corporation)

Category	Fiscal 2016	Fiscal 2017	Fiscal 2018	Related Articles	
Newly graduated recruits	Total	68	64	76	Details
	Of which, men	38	32	44	
	Of which, women	30	32	32	
	Of which, non-Japanese	15	5	8	
Mid-career hires	Total	73	30	42	Details
	Of which, men	56	23	36	
	Of which, women	17	7	6	
	Of which, non-Japanese	4	2	0	
Turnover* * Regular employees only, excluding people who have reached the mandatory retirement age	Turnover (employees)	74	101	87	-
	Turnover (%)	3.22	4.34	3.78	
Employment of people with disabilities* * Due to the establishment of Sysmex Harmony, figures indicated from fiscal 2017 onward are the employment rate including affiliated companies in Japan	Number of people	54	51 (Group companies in Japan 69)	50 (Group companies in Japan 76)	Details
	Percentage	1.94	1.84 (Group companies in Japan 2.04)	1.81 (Group companies in Japan 2.21)	
Reemployment of workers after the mandatory retirement	Applicants	22	38	18	Details
	People reemployed	22	38	18	
	Percentage reemployment	100	100	100	

Reemployment of personnel leaving for reasons of childcare or nursing care	New registrants	5	3	2	Details
	People reemployed	0	0	1	
	Percentage reemployment	0	0	50	
Promotion to regular employees	Contract employees	7	16	21	Details
	Temporary employees	4	10	9	
	Total	11	26	30	
Industrial accidents	Work-related deaths	0	0	0	Details
	Work-related injuries	3	2	5	
	Frequency of work-related injuries	0.53	0.35	0.89	
	Severity of work-related injuries	0.09	0.05	0.06	
	Total work days lost	494	308	325	
	Total actual number of working hours	5,641,249	5,635,447	5,612,498	
Paid leave	Days granted	51,667	49,177	52,116	Details
	Days taken	31,305	32,063	35,232	
	Percentage of days taken	60.6	65.2	67.6	
People taking pre-and post-maternity leave		48	39	41	Details
People taking childcare leave	Women	56	32	40	
	Men	3	1	3	
People taking shorter work hours for childcare	Women	47	58	56	
	Men	0	1	2	
People taking nursing care leave	Women	2	5	1	
	Men	0	0	1	
Percentage of people returning after childcare leave	Women (%)	98	97	99	
	Men (%)	100	100	100	
People taking accumulated paid leave		78	104	130	
People on work-at-home arrangement		-	100	112	
People on flex-time arrangement		1,949	2,086	2,008	
Children in in-house daycare center	Total during year	32	34	32	
	At fiscal year-end	26	30	26	
Training results	Training expenditure per employee (yen)	108,000	103,000	109,000	Details
	Training time per employee (hours)	19.4	15.4	16.6	
	Number of training programs	23	14	20	
Number of interns accepted	Total	135	128	125	Details
	Of which, non-Japanese	1	9	6	

Note: Some figures have been revised from previous reporting, owing to changes in definition.

	Fiscal 2016	Fiscal 2017	Fiscal 2018
Employees (people) ¹	2,083 (497)	2,046 (504)	2,049 (501)
Average age (years old)	40.5	40.7	41.1
Average years of employment (years)	11.6	12.0	12.3
Average annual salary (thousands of yen) ²	7,853	7,826	7,822

1 The number of employees excludes workers dispatched from Sysmex Corporation, but includes workers dispatched to Sysmex Corporation. For the number of temporary employees, the average for the year is indicated in parentheses.

2 The average annual salary amount includes wages outside basic wages, as well as bonuses.

Employees (All figures are results for Sysmex)

Category		Fiscal 2016	Fiscal 2017	Fiscal 2018	Related Articles
Female managers (%) (Director level or above)	Sysmex Corporation (%)	8.8	8.6	8.1	Details
	Overall Group (%)	16.2	15.2	15.2	

Category			Fiscal 2017		Fiscal 2018	
Percentage of men and women in the Group	Japan	Men (%)	59.1	Regular employees, employees on loan, and contract employees (except executives and temporary employees)	58.4	Regular employees, employees on loan, and contract employees (except executives and temporary employees)
		Women (%)	40.9		41.6	
	Americas	Men (%)	63.7		61.1	
		Women (%)	36.3		38.9	
	EMEA*	Men (%)	55.7		55.2	
		Women (%)	44.3		44.8	
	China	Men (%)	65.7		66.0	
		Women (%)	34.3		34.0	
	Asia Pacific	Men (%)	61.4		61.9	
		Women (%)	38.6		38.1	

Category			Fiscal 2017		Fiscal 2018	
Number of the Group employees	Japan	Men	2,077	Regular employees, employees on loan, and contract employees (except executives and temporary employees)	2,071	Regular employees, employees on loan, and contract employees (except executives and temporary employees)
		Women	1,440		1,475	
	Americas	Men	740		731	
		Women	422		465	
	EMEA*	Men	1,318		1,355	
		Women	1,049		1,099	
	China	Men	412		452	
		Women	215		233	
	Asia Pacific	Men	474		516	
		Women	298		318	
	Total		8,445		8,715	

* Europe, the Middle East and Africa

Corporate Citizenship Activities

Category	Fiscal 2017	Fiscal 2018
Expenditures for corporate citizenship activities (Sysmex Corporation, yen)	Approximately 510,000,000	Approximately 530,000,000

Governance Data

▶ [Click here for information on corporate governance.](#)

Information on Funding Provided to Medical Institutions*

Japan

(Amount: 1,000JPY)

Category	Details	Fiscal 2015	Fiscal 2016	Fiscal 2017
Research and development	Expenses for trials, reports, and surveillance studies conducted under public regulations (clinical trials for new devices, post-marketing clinical studies, nonconformity and infection case reports, post-marketing surveillance studies, etc.) in addition to those for independent investigations.	233,911	132,347	297,106
Academic research support	Expenses for scholarships, general and academic conference donations, as well as academic conference co-sponsoring expenses	120,520	1,950,674	312,138
Manuscript writing fees, etc.	Expenses for lectures, manuscript writing, and the consignment of services, including consulting, to provide information regarding the appropriate use of medical devices and clinical reagents.	43,264	39,246	42,990
Expenses related to information provision	Expenses for lectures, workshops, and seminars to provide healthcare professionals with relevant information regarding appropriate and safe use of medical devices and clinical reagents.	162,655	157,657	233,292
Other expenses	Expenses for receptions and social courtesy	37,144	21,374	35,902
Total amount		597,494	2,301,298	921,428

US

Category		Fiscal 2016	Fiscal 2017	Fiscal 2018
Relevant payments or transfer of value	Number	242	477	667
	Amount	US \$137,658	US \$99,210	US \$152,027
Research	Number	21	26	9
	Amount	US \$209,370	US \$342,614	US \$228,092

France

Category		Fiscal 2016	Fiscal 2017	Fiscal 2018
Relevant payments or transfer of value	Number	226	346	351
	Amount	€34,611	€53,700	€27,603
Remuneration	Number	1	9	7
	Amount	€4,000	€51,776	€58,500
Contracts	Number	12	16	19

Belgium

Category		Fiscal 2016	Fiscal 2017	Fiscal 2018
Relevant payments or transfer of value	Number	-	6	7
	Amount	-	€11,563	€9,261

* This information might be modified after our disclosure according to review by government authorities or medical institutions.

* Some figures have been revised from ones disclosed before.

Targets of Disclosure

US

Payments or transfers of value to, or research agreements with, the following recipients:

- Registered US physicians
- Teaching hospitals in the US

France

Payments, remuneration, or transfers of value to, or contracts with, the following recipients:

- Physicians, medical professionals and medical students in France
- Health institutions (educational institutions or medical companies) in France

Contract amounts are not required under the French Sunshine Act.



Belgium

Relevant payments or transfers of value to the following recipients:

- Healthcare professionals registered in Belgium
- Healthcare organizations in Belgium
- Patient associations in Belgium

► [Click here for information on corporate governance.](#)

Disclosure System

Non-Financial Information	Financial Information
<p>Integrated Report "Sysmex Report" (Annual report) This report summarizes financial and non-financial information to help stakeholders understand Sysmex's medium- to long-term value creation.</p>	
<p>Sustainability This site discloses details of sustainability initiatives</p>  <p>· Sustainability Data Book PDF</p>	<p>IR Information This site discloses details of financial, stock and shareholder information.</p> <p>· Financial statements, etc.</p> 
<p>Corporate Governance Report</p>	

Editorial Policy

The *Sustainability Data Book* complements the *System Report*, an integrated report (which provides a concise summary of financial and non-financial information in terms of value creation over the medium to long term), and contains more detailed information pertaining to Sysmex's corporate social responsibility (CSR). Along with the *System Report*, this report—which was first published in fiscal 2019*—aims to enhance dialogue with stakeholders, enabling them to make an overall judgment about Sysmex's value.

* Until fiscal 2018, published as *System Sustainability Report*.

Guidelines Referenced

- The Global Reporting Initiative (GRI)'s Sustainability Reporting Standards
- The Japanese Ministry of the Environment's Environmental Reporting Guidelines (2018 ed.)

Organizations Covered

System Group (System Corporation and its subsidiaries both in Japan and abroad). In this report, "System" refers to the System Group as a whole. "System Corporation" refers to the Company on a stand-alone basis.

Period Covered

Primarily fiscal 2018 (from April 1, 2018 to March 31, 2019). Some activities conducted outside this period are also included. The most recent information is provided on our CSR topics on the CSR site.

Date of Publication

September 2019

Inquiries about This Report

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Cautionary Statements

This report contains both forward-looking statements, plans, and facts regarding the past about System. These forward-looking statements and plans are based on judgments and assumptions of System in light of the information currently available to it. Uncertainties inherent in such judgments and assumptions, the future course of our business operations, and future events may cause our actual results, performance, or achievements to be materially different from any future results, performance, or achievements, either expressed or implied, within such forward-looking statements.

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