The Business Management System is comprised of a number of mandatory procedures, primary and supporting processes without which the business could not operate. These processes interact to form the Sysmex Business Management System. (See diagram)

This Business Management System is certified by the British Standards Institute and meets the requirements of ISO 9001, ISO 14001 & ISO 27001 and as such, ensures that the business strategy is supported by continual improvement throughout the organisation.

Scope of the Business Management System

The effective management and delivery of the sales and supporting services of Sysmex UK including warehousing and distribution for medical equipment and supplies.

This is in accordance with the Statement of Applicability.
By developing excellent services supported by an established BMS, Sysmex is now able to set the following aims:

- Ensure that the Business Management System is fully understood, supported and practiced at all times through staff training, regular audit and assessment. This will provide a framework within which business objectives can be established and reviewed for effectiveness and suitability, thereby continually improving the system.
- Understand the needs of our customers and the dynamics of changing markets, so that we may continually improve our business offering.
- Dynamically develop our technology and infrastructure such that we may continue to offer the highest levels of service when meeting customer expectations.
- Instil a “Business Excellence” culture within our workforce to ensure that we provide optimum support and service to our customers.
- Consult with key stakeholders in order to involve them in how we deliver and develop our products, services and activities.
- Be an employer of choice by providing employee satisfaction through: support, recognition, equality, values, training, development, and by maintaining a safe and pleasant working environment.
- Promote a Health and Safety Management System which safeguards the health, safety and welfare of our employees, business partners and the general public.
- Manage all risk and impact, associated with our activities, to the environment by assessment and making consideration to this within our business model.

Anti-Corruption and Bribery / Compliance Code
All staff must comply with the Sysmex code of practice which is intended to support good decision making and correct actions, to help legal compliance and adherence to the rules, regulations and ethics that apply to Sysmex UK's business.

Risk Management and Business Continuity
We manage the risks associated with our activities and minimise the impact of undesired and unexpected events, as part of our Business Management System.

- Risks are identified, appraised for probability and impact, prioritised and action taken as required.
- The response to major incidents and accidents is based on a defined Business Continuity Plan (BCP) and major incident response (crisis management plan). This has been tested using realistic crisis scenarios and is reviewed and exercised in line with the associated risk.
- A corporate business environment is in place that minimises economic loss and business disruption, safeguarding the confidentiality, integrity and availability of assets.

Managing Director, Sysmex UK Ltd
15/02/2016

Health & Safety
Integral to our Business Management System (BMS), is the Health and Safety Policy. Sysmex proactively maintains a safe, healthy and pleasant working environment for its employees (whether at Sysmex UK or on customer premises), visitors and general public, thereby fulfilling its obligations under the Health and Safety at Work Act of 1974 (HASAWA). The general policy is to:

- Provide adequate control of the health and safety risks arising from our work activities;
- Consult with our employees on matters affecting their health and safety;
- Provide and maintain safe plant and equipment;
- Ensure safe handling and use of substances;
- Provide information, instruction and supervision for employees;
- Ensure all employees are competent to do their tasks, and to give them adequate training and information;
- Prevent accidents and cases of work-related ill health;
- Maintain safe and healthy working conditions
- Review and revise this policy as necessary at regular intervals.

Environmental Policy
Sysmex understands the need to prevent pollution of the environment and strives to minimise any adverse environmental effects caused as a direct result of its activities, products and Internal Services. Our Environmental Policy commits the organisation at all levels to ensure that we:-

- Identify the environmental impacts arising from our activities, products or services, which will then be either eliminated or effectively controlled, and meet all compliance obligations.
- Reduce to a minimum where possible usage of: materials, resources and energy.
- Reduce waste to the lowest practicable level ensuring responsible disposal of waste created or received.
- Advocate employee involvement in all environmental matters, providing suitable training, information and support to all employees with regard to this environmental policy.
- Minimise any adverse environmental effects caused as a result of our activities.
- Ensure that any persons working on our behalf are made aware of and agree to comply with this policy.
- Ensure that products and services supplied by third parties can be safely used, handled, stored and disposed of safeguarding the environment and H&S of all.
- Review the policy in the light of any new knowledge, legislation or public concern.

Information Security Policy
The objectives of information security are to ensure business continuity and minimise business damage by preventing and minimising the impact of security incidents. In deploying the Information Security Management System (“ISMS”), the Board of Directors aim to reduce risks to an acceptable level. The purpose of the Policy is to protect the organisation’s Information Assets from all threats, whether internal or external, deliberate or accidental. It is the Policy of the organisation to ensure that:

- Information will be protected against unauthorised access.
- Confidentiality of information will be assured.
- Integrity of information will be maintained.
- Regulatory and legislative requirements/contractual will be met.
- Business Continuity plans will be produced, maintained and tested.
- Information security training will be available to all staff.
- All breaches of information security, actual or suspected, will be reported to, and investigated by the Information Security Manager.