

# Scope of Business Management System

*The BMS is comprised of interacting mandatory procedures, primary and supporting processes without which the business could not operate.*

The scope of the BMS is the sales and supporting services including warehousing and distribution for medical, veterinary equipment and supplies, and the effective management and provision of managed service contracts in a medical laboratory environment (this is in accordance with the statement of applicability). This Business Management System (BMS) is certified by the British Standards Institute and meets the requirements for quality management (ISO 9001), environmental management (ISO 14001) and information security management (ISO 27001). Clear objectives are set by the Senior Management Team and regularly reviews to ensure they are in line with the business strategy and requirements of the organisation. As such, the BMS ensures that the business strategy is supported by continual improvement throughout the organisation.



## Governance

All employees must comply with these policies and the Sysmex Compliance Code, which is intended to support good decision making and correct action, to help legal compliance and adherence to rules, regulations and ethics that apply to Sysmex UK's business.

These policies, as defined in the BMS, are regularly reviewed and updated in light of any new knowledge, legislation or public concern.

## Quality Policy

Our mission is to develop excellent services, supported by an established BMS, that shape the advancement of healthcare. We are committed to:

- Instil a 'Business Excellence' culture within our workforce to ensure that we provide optimum support and service to our customers and their patients.
- 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.
- 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.

## 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 our Business Management System, risk management process and Business Continuity Plan (BCP) Policy.
- A corporate business environment is in place that minimises economic loss and business disruption, safeguarding the confidentiality, integrity and availability of assets.

## Health & Safety

Integral to our BMS, is the Health and Safety Policy. Sysmex proactively maintains a safe, healthy and pleasant working environment for its employees.

- The elimination of hazards where reasonably practicable. Where hazards cannot be eliminated, to provide adequate control to minimise the health and safety risks arising from our work activities.
- Consult with employees on matters affecting their health and safety.

- Provide a safe and healthy working environment
- Prevent accidents and cases of work-related ill health and investigate all incidents reported to support continual improvement.
- Ensure all employees are competent to do their tasks, and to give them adequate training and information.
- Fulfil all applicable requirements of legislation relating to health and safety.

## Environmental Policy

Sysmex is passionate about reducing our environmental impact. We are committed to:

- Identify the environmental impacts arising from our activities, products or services, which will then be either eliminated or minimised.
- Fulfil all applicable requirements of legislation relating to environmental protection.
- The prevention of pollution and to reduce to a minimum the usage of materials, resources and energy and the production of waste, in line with our commitment to continually improve.
- Advocate employee involvement in all environmental matters, providing suitable training, information and support to all employees with regard to this environmental policy.
- Ensure that products and services supplied by third parties can be safely used, handled, stored and disposed of safeguarding the environment and the health and safety of all.

## 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. The purpose of the Policy is to protect the organisation's Information Assets from all threats, whether internal or external, deliberate or accidental.

- Information will be protected against unauthorised access.
- Confidentiality of information will be assured.
- Integrity of information will be maintained.
- Applicable requirements of legislation relating to personal data and information security, including GDPR, will be fulfilled.
- Contractual requirements will be identified and met.
- All breaches of information security, actual or suspected, will be reported to, and investigated by the Information Security Officer.



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