

Performance Data

Social Data

Customers

Item	Fiscal 2018	Fiscal 2019	Fiscal 2020	Related Articles
Inquiries received by the Sysmex Customer Support Center	86,906	86,716	80,885	Pursuit of Quality and Trust
Customer satisfaction rating in the United States* (On a scale of 1 to 10) * Research by IMV ServiceTrak	9.37	9.22	9.28	

Employees

► “Realization of an Attractive Workplace” on the Status of Sustainability Targets

Other Results¹

Item	Fiscal 2018	Fiscal 2019	Fiscal 2020	Related Articles	
Employees taking childcare leave	Of which, women	40	33	32	Provision of a Comfortable Working Environment
	Of which, men	3	11	27	
Employees taking shorter work hours for childcare	Of which, women	56	70	81	
	Of which, men	2	1	1	
Employees taking nursing care leave	Of which, women	1	2	1	
	Of which, men	1	1	0	
Percentage of employees returning after childcare leave	Of which, women	99	98	100	
	Of which, men	100	100	100	
Employees taking accumulated paid leave	130	129	84		
Employees in work-at-home arrangements	112	134	142		
Employees in flex-time arrangements	2,008	2,600	2,668		
Children in in-house daycare center	Total during year	32	25	17	
	At fiscal year-end	26	22	17	
Reemployment of personnel leaving for reasons of childcare or nursing care	New registrants	2	2	3	
	Employees reemployed	1	1	0	
	Percentage of reemployment	50	50	0	
Turnover (Regular employees only, excluding people who have reached the mandatory retirement age)	Turnover (employees)	86	67	57	
	Turnover ratio (%)	3.79	2.89	2.39	
Female managers ratio (Percentage of women at director level or above)	(%)	8.1	7.8	7.9	Promotion of Diversity and Inclusion
Reemployment of workers after mandatory retirement	Applicants	18	32	17	
	Employees reemployed	18	31	17	
	Percentage reemployment	100	97	100	

Item	Fiscal 2018	Fiscal 2019	Fiscal 2020	Related Articles	
Newly graduated recruits ²	Total	62	77	52	Development of Human Resources
	Of which, men	32	45	35	
	Of which, women	30	32	17	
	Of which, non-Japanese	5	12	4	
Mid-career hires ²	Total	48	63	76	
	Of which, men	36	43	64	
	Of which, women	12	20	12	
	Of which, non-Japanese	0	2	6	
Promotion to regular employees ²	Contract employees	13	22	18	
	Temporary employees	10	10	3	
	Total	23	32	21	
Number of interns accepted	Total	125	144	594	
	Of which, non-Japanese	6	13	0	
Training results	Average training cost per employee (yen)	10,300	98,000	63,000	
	Average training time per employee (hours)	28.9	27.7	34.0	
	Number of training programs	26	27	82	
Industrial accidents ²	Work-related deaths	0	0	0	Promotion of Health and Occupational Safety
	Work-related injuries	5	2	2	
	Lost-time injuries frequency rate	0.89	0.86	0.67	
	Lost work day rate	0.06	0.08	0.06	
	Total workdays lost	325	458	336	
	Total actual number of working hours	5,612,498	5,828,206	5,987,268	

¹ Target: Sysmex Corporation on a non-consolidated basis

² Some figures have been revised from previous reporting.

Item	Fiscal 2018	Fiscal 2019	Fiscal 2020
Employees (people) ¹	2,049(501)	2,108(512)	2,175(552)
Average age (years old)	41.1	41.2	41.4
Average number of years of employment (years)	12.3	12.4	12.5
Average annual salary (thousands of yen) ²	7,822	8,002	7,390

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 of basic wages, as well as bonuses.

Item		Fiscal 2018	Fiscal 2019	Fiscal 2020	Target	
Percentage of men and women in the Group	Japan	Men (%)	58.4	57.7	57.0	Regular employees, employees on loan, contract employees (excluding executives and temporary employees)
		Women (%)	41.6	42.3	43.0	
	Americas	Men (%)	61.1	60.9	61.2	Regular employees, employees on loan, contract employees, and executives
		Women (%)	38.9	39.1	38.8	
	EMEA	Men (%)	55.2	57.1	54.1	
		Women (%)	44.8	42.9	45.9	
	China	Men (%)	66.0	67.3	66.5	
		Women (%)	34.0	32.7	33.5	
	Asia Pacific	Men (%)	61.9	58.7	61.9	
		Women (%)	38.1	41.3	38.1	

Item		Fiscal 2018	Fiscal 2019	Fiscal 2020	Target	
Number of Group employees	Japan	Of which, men	2,071	2,107	2,180	Regular employees, employees on loan, contract employees (excluding executives and temporary employees)
		Of which, women	1,475	1,598	1,646	
	Americas	Of which, men	731	755	769	Regular employees, employees on loan, contract employees, and executives
		Of which, women	465	494	488	
	EMEA	Of which, men	1,355	1,388	1,446	
		Of which, women	1,099	1,154	1,227	
	China	Of which, men	452	527	520	
		Of which, women	233	256	262	
	Asia Pacific	Of which, men	516	583	602	
		Of which, women	318	369	370	
	Total		8,715	9,231	9,510	

Corporate Citizenship Activities

Item	Scope	Fiscal 2018	Fiscal 2019	Fiscal 2020
Expenditures for corporate citizenship activities	Sysmex Corporation	Approximately 530,000,000	Approximately 460,000,000	Approximately 303,000,000