



Responsibility to Our Customers

Examples of Initiatives

Initiative for Access to Healthcare

Sumitomo Chemical started its pharmaceuticals business as the first Japanese company to manufacture synthetic pharmaceuticals based on its advanced organic synthesis technology. Our Group company Sumitomo Pharma Co., Ltd. considers the below listed items to be part of its duty to its customers in the pharmaceutical business.

Fair Marketing

(Refer to section “12. Cooperation with Healthcare Professionals, etc.,” “13. Sales, Marketing and Information Communication Activities” of Sumitomo Pharma’s Compliance Standard for more details.)

https://www.sumitomo-pharma.com/profile/compliance_risk-management/compliance/

● Transparency in Partnerships with Patient Groups and Medical Institutions

As a member of the Japan Pharmaceutical Manufacturers Association (JPMA) which issued its Transparency Guideline for the Relation between Corporate Activities and Medical Institutions and its Transparency Guideline for the Relation between Corporate Activities and Patients’ Groups, Sumitomo Pharma established its own Guidelines for Transparency in Partnerships with Medical Institutions in October 2011 and Guidelines for Transparency in Partnerships with Patients’ Groups in April 2013. In accordance with these guidelines, the company publicly discloses information on its corporate website on such issues as payments that the company makes to medical institutions, healthcare professionals, patient groups and patient advocacy groups.

● Our Approach to Promotional Activities for Healthcare Professionals

In compliance with the IFPMA Code of Practice, the JPMA Code of Practice, and Guidelines for Prescription Drug Marketing Information Provision issued by the Ministry of Health, Labour and Welfare, Sumitomo Pharma has drawn up the “Rules for Marketing Information Provision” and established the Department Responsible for Supervising Marketing Information Provision. The Department Responsible for Supervising Marketing Information Provision supervises and provides guidance to departments that implement detailing activities, examines and approves materials, carries out monitoring as well as education and training for officers and employees, operates a complaints desk and handles complaints.

As an advisory body to the Department Responsible for Supervising Marketing Information Provision, we have established the Review and Supervisory Committee, which is held regularly. It has an external chairperson who is completely independent of our company.

Sumitomo Pharma has drawn up internal rules for the examination of materials for use in promotional activities titled “Rules for Examination of Materials Used in Marketing Information Provision” and created an internal structure for examination and approval of such materials.

https://www.sumitomo-pharma.com/sustainability/healthcare_innovation/fair_marketing.html

Contribution to Global Health

● Countermeasures to Antimicrobial Resistance (AMR) and Initiatives for the Appropriate Use of Antibiotics

Sumitomo Pharma is conducting joint research with a drug discovery group of Kitasato Institute.

In 2019, as a partnership initiative with the Ministry of Health of Vietnam, Sumitomo Pharma and the National Center for Global Health and Medicine jointly commenced the first antibiotic susceptibility surveillance study in Vietnam in order to contribute to antimicrobial resistance (AMR) countermeasures and promote the proper use of antibiotics in Vietnam. In 2020, we completed a data analysis of the first year of research, reports of results to each hospital facility, and exchanges of opinions. In 2021, we presented this content at the European Society of Clinical Microbiology and Infectious Diseases (ECCMID). The second antibiotic susceptibility surveillance study began in February 2023.

● Efforts for the Eradication of Malaria

Sumitomo Pharma is working on the research and development of malaria vaccines in collaboration with Ehime University and the global organization PATH, and supports initiatives for the eradication of malaria in several countries in Asia and Africa. The Company has cooperated with NPOs, local governments and communities to provide insecticide-treated mosquito nets, rapid diagnostic test kits for malaria, and educational activities in Zambia, Tanzania, and Indonesia, as well as advocacy initiatives for public awareness of malaria in Japan.



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● Participation in the Global Health Innovative Technology Fund (GHIT Fund)



Through participation in the GHIT Fund, Sumitomo Pharma seeks to improve access to medicines by exploring the possibility of utilizing our innovative drug discovery technologies to tackle neglected tropical diseases (NTDs), malaria, and other diseases with significant unmet medical needs.

https://www.sumitomo-pharma.com/sustainability/social/contribution_to_global_health.html

Initiatives to Improve Access to Medicines

● Targets and KPIs for Material Issues

As described below, Sumitomo Pharma established the targets and KPIs for initiatives to improve access to medicines and advocacy, which is a material issue linked to value creation.

Material Issues	Targets	KPIs	Targets of KPIs
Improving access to medicines and advocacy  	Attempt to improve access to medicines by promoting disease awareness from patient-centered perspectives, which is expected to reduce illness stigma and facilitate early treatment, and by working to lessen a drug lag, which will increase treatment options for patients. Contribute to the betterment of the healthcare system in countries/regions that struggle with equal access to necessary healthcare, by developing healthcare professionals, raising awareness of the public, and making policy recommendations through collaboration with the industry, governments, and NPOs/NGOs	<ol style="list-style-type: none"> Further increase in health literacy of the public, including patients Number of products, and policy recommendations contributing to access to medicines Number of partnerships contributing to improvement in healthcare access in developing countries 	<ul style="list-style-type: none"> Number of public lecture participants by FY2027 cumulative total of 10,000 since FY2023* Total annual visits to schizophrenia and bipolar disorder disease awareness website (Kokoro Share) 40% increase over FY2022 by FY2027* Responding to requests for development of unapproved and off-label drugs of high medical necessity* Continued participation in policy recommendations* Constantly two or more

* Targets of KPI for Sumitomo Pharma non-consolidated

https://www.sumitomo-pharma.com/sustainability/assets/pdf/material_issues_kpi_en.pdf

● Partnership Initiative “Access Accelerated”

Sumitomo Pharma has participated in a partnership initiative called “Access Accelerated” since its launch in 2017. Access Accelerated is a coalition of more than 20 pharmaceutical companies and six international institutions, including the World Bank. In fiscal 2021, a total of 121 individual access programs were implemented by different companies in 126 low- to middle-income countries in Africa and Asia, while programs on pharmaceutical regulatory easing, healthcare specialist development, and public education for citizen awareness were promoted centering on three target countries: Kenya, Ghana, and Vietnam.

● Initiatives to Fight against Counterfeit Pharmaceuticals

As a member of the Pharmaceutical Security Institute (PSI), the Company maintains close contact with other global pharmaceutical manufacturers in information gathering and promoting anti-counterfeit enforcement operations. Sumitomo Pharma donated to the International Criminal Police Organization (INTERPOL) a total of 4.5 million Euro over a three-year period beginning in 2013. The donation was used to fund activities to promote public awareness of counterfeit pharmaceuticals and efforts to prevent pharmaceutical crime as well as for the training of specialist pharmaceutical crime investigators.

https://www.sumitomo-pharma.com/sustainability/social/improvel_access.html

Looking Ahead

Collecting information through close consultation with internal and external partners, and maintaining a proactive attitude when listening to our customers’ opinions, Sumitomo Chemical remains committed to continuously providing products that satisfy the needs of its customers. Moreover, the Company is expanding information disclosure in order to provide our customers with vital information in the most appropriate manner.