

Responsibility to Our Customers

Basic Stance

Throughout the Group, Sumitomo Chemical is working to provide high-quality products and services that can be used safely while satisfying customers' recently diversifying needs, and sales managers and customer consultation offices provide support tailored to products and specific details.

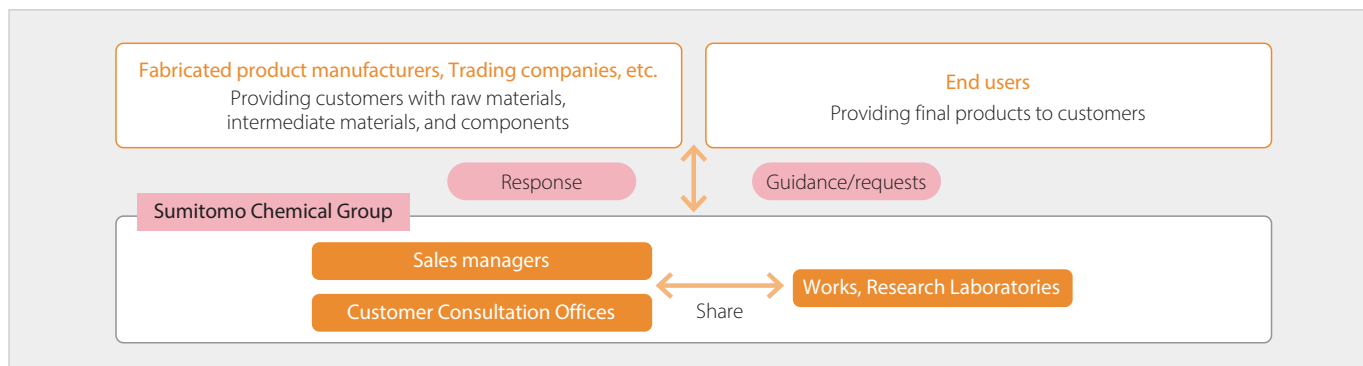
Business & Products

<https://www.sumitomo-chem.co.jp/english/products/>

Management System

Sumitomo Chemical works to accurately and rapidly reflect customers' requests in product development and improvement by sharing this information among Works, Research Laboratories, and sales personnel. In addition, data on customer inquiries and requests for improvements in product quality are stored on an internal database to prevent similar issues from occurring.

Customer Communication System



Examples of Initiatives

In this section, we will introduce the Sumitomo Chemical Group's initiatives in agriculture related products that are closely entwined with customers' daily lives.

Product Development for Sustainable Agriculture

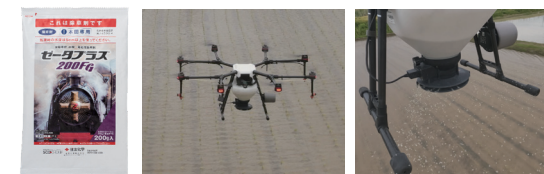
Sumitomo Chemical's AgroSolutions Division-Japan is focusing on developing new sustainable agricultural technologies and products for smart agriculture and new biorational products, with an eye on developing and promoting new formulations with new effects and on the changing structure of agriculture going forward.

● Fertilizers

The amount and rate of release of a fertilizer into the soil can be adjusted by coating the surface of the fertilizer particles with resin. The Company helps reduce environmental impact by developing coated fertilizers cloaked in resin films calibrated to degrade in soil.

● Weedkillers for Rice Paddies

In smart agriculture, to make operations more efficient and less labor intensive, more agricultural drones are being utilized. In the field of herbicide for rice paddies, the Company is working to expand its series of the new formulation called FG (Floating Granule), which is self-diffusing and suitable for being sprayed by drones.



FG formulation product packaging and aerial photos of drone spraying

● Biorationals and Botanicals

The Sumitomo Chemical Group defines biorational products as naturally-derived microbial-based crop protection products, plant growth regulators, and rhizosphere microbial materials, as well as the solutions that use them to protect crops from pests or improve the quality or yield of crops. In addition to biorationals, we vigorously work to research and develop new botanical products. In the field of biorationals and botanicals, we further accelerate the research and development of products that contribute to sustainable agriculture.

“Natural Products” Symbol Mark for Naturally Derived Products



(Registered trademark of Sumitomo Chemical)

“Natural Products” is our brand name which is used for our naturally derived products and products that contain ingredients derived from natural products, which are offered by Sumitomo Chemical and the Group companies SC Environmental Science Co., Ltd., and Sumika Technoservice Corporation.

In response to increasing environmental awareness and initiatives toward achieving the SDGs, there is a growing demand for products with low environmental impact across a wide range of fields, including agricultural pest and disease management, household insect control, and public hygiene. The Sumitomo Chemical Group, a leader in providing a wide range of naturally derived products, including biorational and botanical items, is carrying out unified branding activities to increase public awareness of these products in Japan.

■ Target Fields of Naturally Derived Products Sold by Group Companies

Company name	Target fields of naturally derived products
Sumitomo Chemical Co., Ltd. (AgroSolutions Division - Japan)	Crop protection products for agriculture
Sumitomo Chemical Co., Ltd. (Environmental Health Division)	Household insecticides Termite Control Operation Pest Control Operation
SC Environmental Science Co., Ltd.,	Household insecticides Termite Control Operation Pest Control Operation
Sumika Technoservice Corporation	Natural enemy insects

Natural Products | Sumitomo Chemical Co., Ltd. (sc-natural-products.com) (Japanese only)

<https://www.sc-natural-products.com>

Communicating with Customers

● Enhancement of Information Dissemination Tools

In 2002, Sumitomo Chemical AgroSolutions Division-Japan launched the website “i-nouryoku” as a means of supporting agricultural producers by providing a variety of relevant agricultural information. In addition to the website, we also provide farmers with simple and easy-to-understand product information through social media platforms like Facebook and YouTube via posts and videos.

The division established a customer support office related to Sumitomo Chemical’s crop protection chemical products, fertilizers, and plant growth regulators. The division promotes business operations based on the basic stance of prompt, appropriate, and sincere service provided with an awareness of the customer’s perspective and ensuring legal compliance.

Furthermore, we respond to questions about crop protection. Consultants strive to closely engage with customers to ensure that they can properly and effectively use the Company’s products.

Sumitomo Chemical i-nouryoku (Japanese only)

<https://www.i-nouryoku.com/index.html>

The YouTube channel of Sumitomo Chemical AgroSolutions Division-Japan (Japanese only)

<https://www.youtube.com/channel/UCk0GEjn4LXD7dxEf9uSfnlw>

The Facebook page of Sumitomo Chemical AgroSolutions Division-Japan (Japanese only)

<https://www.facebook.com/住友化学アグロ事業部-101167691634705/>



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.

Development of Innovative Products and Healthcare Solutions

As a research and development-oriented pharmaceutical company with a global presence, the Sumitomo Pharma Group is striving to enhance its innovation base with new approaches to drug discovery and to deliver unparalleled clinical development. We will contribute to not only treating patients but improving the quality of life (QOL) of patients and their families by continuously developing innovative pharmaceuticals and healthcare solutions that address unmet medical needs.

Targets and KPIs for Material Issues

Material Issues	Targets	KPIs	Targets of KPIs	Fiscal 2024 Results
Development of innovative products and healthcare solutions  	Support the betterment of healthcare and fuller lives of people worldwide by continually creating innovative products and healthcare solutions that respond to diverse medical needs, including predictive, preventive, personalized, and patient-participated medicine (i.e., solutions that enable optimization of the conventional therapeutic systems and radical cures), as we always stay close to patients	1. Number of products launched	Target number of products launched from fiscal 2023 to fiscal 2027 <ul style="list-style-type: none"> Psychiatry & Neurology: 7 products (including 2 regenerative medicine/cell therapy and 4 non-pharmaceutical solutions) Oncology: 2 products Others: 3 products (including 1 non-pharmaceutical solutions) 	Cumulative results since fiscal 2023 <ul style="list-style-type: none"> Psychiatry & Neurology: 0 products Oncology: 0 products Others: 1 product
		2. Number of products in the development pipeline	Number of products that have achieved phase transition from fiscal 2023 to fiscal 2027 <ul style="list-style-type: none"> Phase 3 transition: 4 products Phase 2 transition: 6 products Start of corporate clinical studies for regenerative medicine/cell therapy: 5 products Start of corporate clinical studies for DTx: 5 products 	Cumulative results since fiscal 2023 <ul style="list-style-type: none"> Phase 3 transition: 0 products Phase 2 transition: 0 products Start of corporate clinical studies for regenerative medicine/cell therapy: 3 products Start of corporate clinical studies for DTx: 0 products
		3. Work motivation of research & development staff	<ul style="list-style-type: none"> Use SMP Opinion*1 to maintain/increase their satisfaction*2 with work motivation*3 	(SMP Opinion was not conducted.)

*1 Company-wide engagement survey using Qualtrics Employee XM by Qualtrics, Inc. *2 Average score out of 5 points in the research & development departments *3 KPI Targets for Sumitomo Pharma (Non-Consolidated)

Sumitomo Pharma's website: New Drugs Approved

https://www.sumitomo-pharma.com/rd/pipeline_new-medicine/new_medicine.html

Sumitomo Pharma's website: Development Pipeline

https://www.sumitomo-pharma.com/rd/pipeline_new-medicine/pipeline.html

Sumitomo Pharma's website: Compliance

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

Sumitomo Pharma's website: Compliance Standard

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

Fair Marketing

Regarding pharmaceutical sales, marketing, information communication activities, and cooperation with healthcare professionals, Sumitomo Pharma has established a compliance standard, fully complies with laws and regulations, and promotes transparent and fair marketing with a strong commitment to ethics. This allows Sumitomo Pharma to respond to societal expectations and improve value for stakeholders, such as patients and healthcare professionals (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).

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.

● **Targets and KPIs for Material Issues**

Material Issues	Targets	KPIs	Targets of KPIs	Fiscal 2024 Results
Provision of high-quality product information and promotion of proper use 	Provide information on the safety and efficacy of our products based on scientific objectivity and ethics in a way that best suits target customer groups, in an effort to ensure that healthcare professionals, patients, and their families can always use our products with confidence and peace of mind. At the same time, gather information on the safety of our products accountably to ensure the safety of patients	1. Assessment by doctors in focus areas	• Rated number one in the focus areas of diabetes and schizophrenia in our own survey conducted by an external organization *	Overall assessment of MRs by doctors • Diabetes: 9th • Schizophrenia: 2nd (As of February 2025)
		2. Ensure appropriateness of sales information provision activities	• Number of guidance from the Ministry of Health, Labour and Welfare’s monitoring program for sales information provision activities: 0 in any year*	• 0
		3. Education on safety information collection	• At least four times a year for MRs and once a year for all employees to raise employee awareness of safety information collection* • Number of delayed adverse drug reaction reports to regulatory authorities: 0*	• Number of times of training in collecting safety information actually conducted For MRs: 7 times For all employees: Once
		4. Education on harmful incident concerning pharmaceuticals	• Annual educational program for all employees to form and maintain a mindset that does not cause harmful incident concerning pharmaceuticals	• Number of delayed adverse drug reaction reports to regulatory authorities: 0 • We educated all employees about harmful incidents concerning pharmaceuticals.

* KPI Targets for Sumitomo Pharma (Non-Consolidated)

Sumitomo Pharma’s website: Fair Marketing

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

Corporate Regulatory Compliance and Quality Assurance

In order to have patients and healthcare professionals use our products with peace of mind, complying with the Act on Securing Quality, Efficacy and Safety of Products including Pharmaceuticals and Medical Devices (hereafter, Pharmaceuticals and Medical Devices Act) as well as ministerial ordinances and guidelines related to GLP*¹, GCP*², GMP*³, GQP*⁴, GVP*⁵, GPSP*⁶ and GDP*⁷, Sumitomo Pharma makes efforts to maintain and enhance the corporate regulatory compliance and quality assurance system by auditing work procedures in research, development and post-marketing activities to ensure reliability. Also, through collecting and centrally managing information obtained from patients and healthcare professionals and preventing problems through providing information on proper use, we are proactive in predictive and preventive activities.

*¹ GLP (Good Laboratory Practice): Standards for Non-Clinical Studies Concerning Safety of Pharmaceuticals
 *² GCP (Good Clinical Practice): Standards for Clinical Studies of Pharmaceuticals
 *³ GMP (Good Manufacturing Practice): Standards for Manufacturing control and Quality control of Pharmaceuticals and Quasi-Pharmaceutical Products

*⁴ GQP (Good Quality Practice): Standards for Quality Assurance for Pharmaceuticals, Quasi-Pharmaceutical Products, Cosmetics and Medical devices
 *⁵ GVP (Good Vigilance Practice): Standards for Managing Post-marketing Safety of Pharmaceuticals, Quasi-Pharmaceutical Products, Cosmetics, Medical devices and Regenerative medicine products
 *⁶ GPSP (Good Post-marketing Study Practice): Standards for Post-marketing Surveillance and Testing of Pharmaceuticals
 *⁷ GDP (Good Distribution Practice): Standards for proper Distribution of Pharmaceuticals

Sumitomo Pharma’s website:
Corporate Regulatory Compliance and Quality Assurance

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

Contribution to Global Health

Sumitomo Pharma believes that working on the establishment of healthcare systems in developing countries, training and developing human resources, and educating the public will contribute not only to the realization of the SDGs, but also an increase in its presence as a global pharmaceutical company. Sumitomo Pharma has set the goal of “Contribute to the betterment of healthcare systems in countries and regions that struggle with equal access to necessary healthcare by developing healthcare professionals, raising public awareness, and making policy recommendations through collaborations with the industry, governments, and NPOs/NGOs.”



● **Efforts for the Eradication of Malaria**

With support from the Global Health Innovative Technology Fund (GHIT Fund), Sumitomo Pharma conducts joint research on a new vaccine to prevent clinical malaria with Ehime University, the European Vaccine Initiative (EVI), and Instituto de Biología Experimental e Tecnología (iBET) as well as R&D on a malaria transmission-blocking vaccine with Ehime University and the U.S.-based global organization PATH in several countries in Asia and Africa. Sumitomo Pharma also supports initiatives to eradicate malaria. 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.

● **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.

● **Targets and KPIs for Material Issues**


Material Issues	Targets	KPIs	Targets of KPIs	Fiscal 2024 Results
<p>Improving access to medicines and advocacy</p>  	<p>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.</p> <p>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</p>	1. Further increase in health literacy of the public, including patients	<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* 	<ul style="list-style-type: none"> Public lectures: 9,989 participants (FY2024: 4,787) Kokoro Share visits: 35% decrease compared to fiscal 2022
		2. Number of products, and policy recommendations contributing to access to medicines	<ul style="list-style-type: none"> Responding to requests for development of unapproved and off-label drugs of high medical necessity* Continued participation in policy recommendations* 	<ul style="list-style-type: none"> Number of responses to requests for development of unapproved and off-label uses of drugs: 1 Number of policy recommendations: 19
		3. Number of partnerships contributing to improvement in healthcare access in developing countries	<ul style="list-style-type: none"> Constantly two or more 	<ul style="list-style-type: none"> Four in total

* KPI Targets for Sumitomo Pharma (Non-Consolidated)

● **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 Physiology or Medicine for the purpose of creating drugs for the treatment of AMR infectious diseases. In 2019, as a partnership initiative with the ministry of Health of Vietnam and the National Center for Global Health and Medicine, Sumitomo Pharma jointly commenced an antibiotic susceptibility surveillance study in Vietnam in collaboration with major local hospitals in order to contribute to AMR countermeasures and promote the proper use of antibiotics in Vietnam. In 2020, we completed the data analysis of the 1st antibiotic susceptibility surveillance study, reported detailed results and exchanged opinions with each hospital. In 2021, we presented the results at the European Congress of Clinical Microbiology & Infectious Diseases (ECCMID). In 2024, we completed the second antibiotic susceptibility surveillance study, which covered 11 hospitals, including the establishment of a central laboratory to improve testing capabilities within Vietnam, and have provided support for the establishment of a self-sustaining system.

Sumitomo Pharma's website: Contribution to Global Health

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

Initiatives to Improve Access to Medicines

In addressing challenges related to "access to medicines" or "access to healthcare," in addition to R&D efforts on innovative medicines, Sumitomo Pharma is actively working with international organizations, governments, and research institutions as well as civil society to strengthen healthcare systems and thereby improve access to medicines.

● **Fight against Counterfeit Pharmaceuticals**

To ensure the safety of and trust in its products, Sumitomo Pharma joins together with peer pharmaceuticals companies in initiatives undertaken by industrial associations and international organizations to collect and exchange up-to-date information in the fight against counterfeit pharmaceuticals.

Sumitomo Pharma's website: Initiatives to Improve Access to Medicines

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

Sumitomo Pharma's website: Patient Support and Advocacy

<https://www.sumitomo-pharma.com/sustainability/social/advocacy> 