

Society and the Environment

A Company That Has Society's Trust

As a company providing medical and pharmaceutical products, Santen is committed to becoming a company trusted by all stakeholders, including healthcare professionals, members of the community, patients and their loved ones.

To define the Company's goals for fulfilling its corporate responsibilities and strengthen the trust within its relationships with society, Santen developed the Santen Corporate Ethics Mission in 1999. The Santen Corporate Ethics Mission consists of a corporate action declaration and a corporate code of conduct, which have been revised in line with changing social conditions.

All the executives and employees of Santen fully understand its content, act accordingly and make decisions based on this shared awareness.

Relationships with Patients and Customers

Santen strives to understand the needs of patients and their loved ones, healthcare professionals and members of the community. With such an approach, we have established strong, trusted relationships with customers through novel products and innovative services.

The Medicine Act requires strict quality control of medical and pharmaceutical products and their post-market safety management; Santen continues to satisfy all of these requirements. In hospitals, clinics and other medical institutions, Santen must provide accurate and timely information to healthcare professionals. Santen employs approximately 400 medical representatives (MRs) nationwide who provide information to healthcare professionals, addressing medical needs quickly and accurately, in an effort to improve patients' quality of life (QOL).

We also receive feedback and advice from patients and members of the community through our Customer Service Center, which was established in 1996. By addressing people's inquiries accurately and sincerely, we promote the appropriate use of medical and pharmaceutical products and conduct specific activities including product improvements reflecting customers' feedback.

Relationship with Society

Santen intends to be a company that contributes to global medical and pharmaceutical advances, while complying with all laws and their underlying spirit, cooperating with society and enhancing harmony within international society.

Santen continuously engages in beneficial social activities including: establishing a joint course of lectures in association with the NARA INSTITUTE OF SCIENCE and TECHNOLOGY, contributing to a scholarship fund to nurture outstanding

ophthalmologists in China, funding ophthalmic training in South Korea, and donating to charitable organizations which include Helen Keller International, an international nonprofit organization, the Japan Eye Bank Association and the Japan National Society for the Prevention of Blindness.

Relationship with Employee

To encourage employees to strengthen their expertise and add ever-higher value, Santen believes it is important to respect the human rights and individuality of each employee. Santen has a nondiscriminatory workplace environment and a personnel system that does not tolerate unfair treatment and discrimination due to nationality, race, gender, age, academic background or physical disability. We also respect privacy and take the utmost care in safeguarding employee information. Furthermore, Santen strives to implement occupational health and safety initiatives, support the health of employees, improve educational and training systems for employees, thereby creating an ideal work environment in which employees can optimize their capabilities.

Conservation of the Global Environment

In line with our Basic Environmental Policy formulated in 1998, and the subsequent Environmental Guidelines in 2000, Santen has been aggressively promoting environmental protection through the voluntary activities of its employees.

Specifically, we have established a management system based on ISO14001 certification in all of our domestic offices, thereby promoting companywide efforts to reduce our environmental burden. The actual results of such efforts during the year ended March 31, 2007 included energy saving and the reduction of CO₂ emissions, which will assist in the prevention of global warming.

Moreover, Santen actively promotes the procurement of environmentally friendly products. We identified a need to organize environmental plans and measures to address the entire life cycle of products. Based on such an understanding, Santen formulated green procurement guidelines, which the company will use to raise environmental awareness not only within Santen but also at suppliers.

We are also striving to raise employee awareness through an online in-house information system and promotion of participation in local environmental activities.



Environmental Report

Santen publishes an Environmental Report (in Japanese only) to foster a deeper understanding of its social and environmental initiatives. The same information is also available on the Company's Web site.

Basic Environmental Policy



Under Santen's basic core value, the Santen Group continues to protect, preserve, and improve its environmental quality through various corporate activities. Such efforts, which also respond to international movements to address global environmental problems, are consistent with our common aim to pass down the beautiful mother earth to our offspring. Each company within the Santen Group recognizes its commitment as a member of society.

All the Group companies and their related divisions or departments understand this Basic Environmental Policy (the Policy). They determine their own environmental policy to present specific measures for the Policy, and implement and maintain an environmental management system to realize the Policy.

(Formulated in December 1998 and revised in March 2004)

Environmental Guidelines



- 1. Establish and maintain an environmental management system**
Specify objectives and set targets for environmental activities, continue improvements and enhance effectiveness through environmental audits
- 2. Comply with environment-related laws, regulations and ordinances**
Comply with laws, regulations, ordinances, industrial guidance and our own voluntary standards
- 3. Promote the conservation of raw materials, energy saving and recycling**
Reduce the environmental burden through the conservation of raw materials, energy saving, waste reduction and increased recycling
- 4. Educate employees and develop their awareness**
Familiarize all directors and employees of the Company with environmental issues and measures, educate and enlighten employees, and raise awareness, thereby encouraging volunteer activities
- 5. Publicize our environmental policy**
Disclose our environmental policy to the public as necessary