

Society and the Environment



Earning the Trust of Society

As a company involved in medicine, Santen is committed to becoming a company trusted by all stakeholders, including healthcare professionals, members of the community, patients and their loved ones. Aiming to deepen the relationship of trust we have fostered with society at large and fulfill our corporate duties and responsibilities through robust business practices, we formulated the Santen Corporate Ethics Mission in 1999.

This mission expresses our fundamental approach to society, customers, shareholders, business partners and employees, and we revise it in accordance with changes in society. Santen aims to be a good, socially responsible corporate citizen based on the high ethical principles outlined in the Santen Corporate Ethics Mission.

Relationship with Society

Santen makes a variety of social contributions, which include supporting advances in medical treatment and benefiting local communities.

To achieve advances in medical treatment, developing personnel is important. Santen has formed a joint lecture program with the Nara Institute of Science and Technology, in which Santen's research personnel instruct students at the Company's training facilities. Also, Santen continuously donates to a number

of charities, including the Japan Eye Bank Association, the Japan National Society for the Prevention of Blindness and the non-profit organization Helen Keller International, which is devoted to fighting and treating preventable blindness in developing countries. In those Asian nations where standards of medical treatment have not yet reached globally accepted levels, we aim to raise the standard of medical treatment by supporting the education of ophthalmologists. We also support the Chinese Ophthalmology Scholarship Program in China and the Ophthalmology Training Fund in South Korea. Further, we donated IOLs to Sri Lanka to support cataract surgery in September 2008.

Santen contributes to the local community by making concerted efforts to beautify and promote the greening of the areas surrounding its research facilities, manufacturing plants and offices. In recognition of these efforts, our Noto Plant received the *Furusato Kigyo Taisho* Minister for Internal Affairs and Communications Award in 2008.



Santen donates IOLs in Sri Lanka in September 2008

We make donations and provide free supplies of such pharmaceuticals as *Cravit* ophthalmic solution in response to relief efforts for large-scale natural disasters, including the earthquake that occurred on the Noto Peninsula, Japan, and the major earthquake in Sichuan, China.

Relationship with Customers and Business Partners

Santen strives to discover innovative new drugs that improve quality of life of patients and their loved ones and can be used by patients in a safe and appropriate manner.

Japan's Medicine Act strictly details the standards required for pharmaceutical quality control and post-marketing safety supervision. In addition to adhering to these requirements, Santen has established its own world-class quality assurance system based on an in-house product quality policy. It is necessary to provide information about indications, side effects and method of use in order to ensure correct usage of products. Santen has a sales force of approximately 400 medical representatives (MRs) in Japan. Through our MRs, we provide quick, accurate and pertinent information to healthcare professionals, and by continuously updating MR professional training we are able to keep our standards high.

Further, we established a Customer Service Center to deal comprehensively with customer requests and suggestions.

By responding to this feedback, we are able to improve our products and enhance our information services. Winning a Good Design Award in October 2008 underscored the high acclaim our ergonomically designed Dimple Bottle has earned for its patient-friendliness. In addition, viewing our suppliers as important business partners, we aim to evolve with them by working together to realize and bring to market even higher quality products.

Relationship with Employees

Santen promotes the creation of pleasant working environments.

Santen works to maintain safe, clean and comfortable workplace environments and provides support systems for employees' physical and emotional well-being. To ensure no discrimination or harassment occurs in the workplace, we continually promote human rights awareness activities and encourage understanding and consideration.

To create a culture that encourages our employees' individual abilities to shine, we set up a range of training systems and instituted an employee performance evaluation system that better recognizes individual achievement. To assist employees in balancing work and raising children, we actively support employees' family responsibilities. In October 2007, we were approved Industry Participant status in Supporting the Development of the Next Generation. Further, in October 2008 we received an award from the Minister of Health, Labour and Welfare, in the Family-Friendly Company category, in recognition of our initiatives to support employees combining work and child rearing or nursing care of family members.



Training for new MRs

Conserving the Global Environment

Protecting the Earth's resources and preserving the natural environment for future generations is a major concern for everyone. Santen has placed environmental conservation high on its list of management goals. In order to clarify our basic approach to the environment and environmental conservation activities, we formulated a Basic Environmental Policy in 1998 and set up our corporate Environmental Guidelines in 2000. Based on these, we have been pushing forward with environmental conservation activities. To increase the effectiveness of these activities, all of our plants in Japan have now been certified to ISO 14001 standards. Throughout the Company, Santen has established environmental management systems which now operate continually. Overseas, Santen Oy built a system integrating environmental management and health and safety management and acquired ISO 14001 certification in September 2008.

Aiming for green procurement, Santen chooses environment-friendly goods when sourcing product raw materials and manufacturing materials. Having drawn up Green Procurement Guidelines, we are advancing green procurement by seeking the understanding and cooperation of our suppliers.

Moreover, we follow a policy of Green Purchasing by purchasing environment-friendly office supplies.

To make our environmental conservation activities even more effective, we try to inspire all our employees to be more environmentally aware. In addition, we conduct environmental education and environmental awareness campaigns as well as participate in regional environmental conservation activities.



Inspection for ISO 14001 certification (Santen Oy)

Initiatives to Prevent Global Warming

To help prevent global warming, we are taking ongoing measures to reduce our CO₂ emission volumes. Our emission volumes have decreased every year since peaking at 36,489 t-CO₂ in the year ended March 31, 2003. In the year ended March 31, 2009, Santen achieved a 3.7% year-on-year reduction in CO₂ emission volume, to 32,624 t-CO₂.

CO₂ Emission Volumes (10,000 t-CO₂)

