

# Human Resources with Advanced Specialized Capabilities

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Amid the great change in social needs in a super-aging society, we support sustainable growth by fostering human resources with not only a strong ethical sense, but also wide-ranging specialized knowledge.

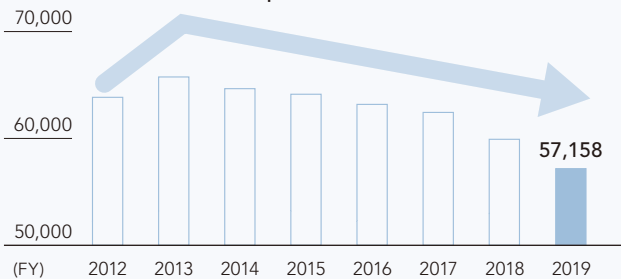
## Human Resources with Specialized Knowledge

(Number of personnel)

Qualification	Fiscal Year Ended March 31, 2019	Fiscal year Ended March 31, 2020	Fiscal year Ended March 31, 2021
MR qualification <sup>1</sup>	2,298	2,391	2,581
DMR* qualification <sup>1</sup>	344	344 <sup>2</sup>	375
Pharmacists (including supervising pharmacists) <sup>3</sup>	522	513	503
Veterinarians <sup>3</sup>	6	7	8
Hazardous material security officers <sup>3</sup>	42	38	39

1. Cumulative total of qualified personnel
2. The qualifying examination for the fiscal year ended March 31, 2020 was not held.
3. As of March 31

## Number of MRs in Japan



Source: 2020 White Paper on Medical Representatives, MR Education & Accreditation Center of Japan

## Positioning of ARs

The Prescription Pharmaceutical Wholesale Business has been implementing its own education program since 2009 to support employees who take the MR (Medical Representative) qualification exam. An AR combines the agility of an MS with the expertise of an MR. In addition to carrying out extensive and high-level sales activities, ARs also promote business as creators of new value.

### The agility of an MS

- Relationships of trust with medical institutions
- Routine consultations with doctors
- Connections with nationwide network of medical institutions

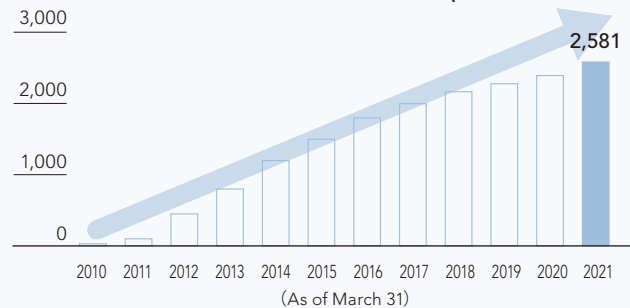
### The expertise of an MR

- Possess information and knowledge concerning medicine and disease
- Solid relationships with doctors

AR

Note: Please refer to page 73 for explanations of technical terms.

## Number of ARs in the MEDIPAL Group



(As of March 31)

### Pharmacists

## Support for AR training to contribute to the appropriate use of pharmaceuticals

The AR Training Department where I work provides integrated education from initial training as an AR to subsequent skill and knowledge enhancement training. To support MSs (marketing specialists) who want to become ARs by passing the MR qualification examination, I arrange lecturers and create training materials. I help break down complicated terminology into more accessible language using my specialized knowledge as a pharmacist. I work every day to improve my ability to help them steadily acquire the basic knowledge required to pass the exam. This includes deepening their understanding of specialized terminology, pharmaceuticals, and different diseases.

Going forward, I want to continue to help develop as many ARs as I can because their work not only supports pharmaceutical distribution but also contributes to medical treatment by promoting the appropriate use of pharmaceuticals.



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