

Message from the Chairman of the CSR Committee

We will concentrate on establishing even more rigorous compliance and making progress toward achieving the SDGs.

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Achievements and Issues in Promoting Sustainability

Looking back over the past year, the Group's external environment has changed significantly, due partly to the impact of COVID-19 and climate change issues. Given these circumstances, as a company that supports people's healthy lifestyles, we have safely and securely delivered the required products at the required time in just the required amount with business activities linked to the SDGs.

Our no-contact system, using inspection by individual scans that reduces the risk of infection, is representative. Customers appreciate it, and rollout is moving forward. Our environmental strategies have been designed to optimize the number of deliveries, and our customers have let us know that they want to collaborate in meeting SDG needs. In addition, we have proudly fulfilled our mission of delivering pharmaceuticals in Japan, with carrying out our responsibility to deliver COVID-19 vaccines being a good example.

MEDIPAL Group management prioritizes a comfortable work environment. Both MEDIPAL HOLDINGS CORPORATION and MEDICEO CORPORATION were recognized as an "2021 Certified Health & Productivity Management Outstanding Organization" in recognition of their initiatives to maintain and improve employee health. Our efforts to improve the health literacy of employees is particularly noteworthy. Since 2017, the Group has encouraged employees to take the Japan Health Master Exam,* and 4,068 people had passed as of March 31, 2021. We provide support for employees to lead healthy lives both mentally and physically while working in a supportive environment that places importance on their lifestyles and values.

The Group has identified six materialities (important issues). We will focus on compliance, respect for human rights, and environmental conservation, and will set medium-to-long-term goals toward their achievement. The issue of climate change is particularly

important among the SDGs and is closely related to the business activities of the Group and its distribution responsibilities, so we will further reduce CO₂ emissions.

Companies need to think about others "altruistically" as they make progress toward the SDGs. I strongly feel that all of us must keep the human element of sustainable development in mind to understand the SDGs and achieve them.

Rigorous Compliance and Enhanced Corporate Governance

In 2019, a consolidated MEDIPAL subsidiary received an on-site inspection by the Japan Fair Trade Commission. Taking this matter seriously, the Group appointed the Representative Director, President and CEO as the Chief Compliance Officer and he is taking the initiative in promoting compliance management. Our system includes the newly established Compliance Committee as an advisory body to the Board of Directors, and we have enhanced continuous monitoring functions. In addition, we have implemented measures to raise compliance awareness in our sales activities, such as assigning a person in charge of compliance to each operating company and appointing sales managers as compliance leaders. Our new Guiding Principle for Business Activities also clarifies the commitment to compliance among senior managers, who are visiting offices nationwide to inculcate a corporate culture of legal compliance with the goal of improving corporate value.

In addition, the presence of outside officers with extensive experience and expertise is extremely important for the sustainable development of the Group. Open discussions with outside officers will help MEDIPAL to further enhance governance and establish a system that contributes to increased corporate value.

* Japan Health Master Exam: Conducted by the Japan Health and Life Promotion Association, this program enables participants to gain health literacy based on the latest health information, and acquire qualifications.