

Shared Values

As the basis for decision making in daily operations, we have set forth three shared values – integrity, morality and a sense of mission – in addition to realizing our management philosophy.

Integrity

Always take a sincere approach and behave with fairness and honesty

Morality

Act with general common sense as well as in compliance with laws and industry rules

Sense of mission

Take responsibility and behave in accordance with what is right for the organization and oneself

Source of
Our Growth

Human Resources with Integrity, Morality, and a Sense of Mission

Amid the great changes in social needs in a super-aging society, we support sustainable growth by fostering human resources with a strong ethical sense in addition to advanced and specialized knowledge.



Human Resources with Advanced and Specialized Knowledge

As a “medical coordinator” that links customers, manufacturers, and patients, the MEDIPAL Group supports its sustainable growth by developing human resources with a strong ethical sense and specialized knowledge to enable them to propose solutions.

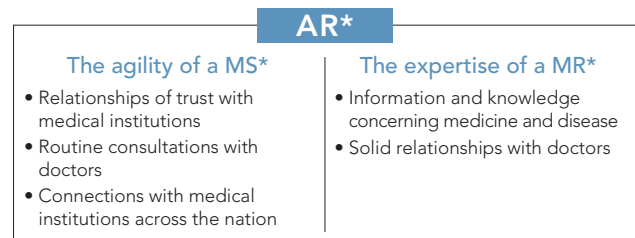
Examples of Human Resources with Specialized Knowledge (Number of personnel)

Qualification	Fiscal Year Ended March 31, 2022
MR qualification ¹	2,531
DMR* qualification ¹	435
Pharmacists (including supervising pharmacists) ²	495
Veterinarians ²	7
Hazardous material security officers ²	52

1. Total number of qualified personnel
2. As of March 31, 2022

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 a MS with the expertise of a MR.



Highlight Regional Medical Coordinators

Leveraging AR Expertise to Provide Value in Distribution

With their specialized knowledge and skills, ARs conduct a wide range of high-quality sales activities while also playing a role in promoting businesses that create new value.

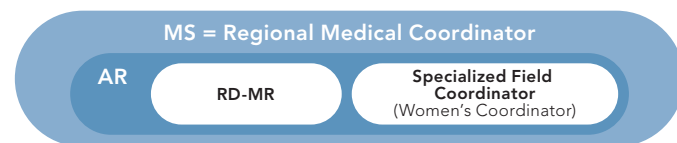
ARs who specialize in rare diseases are designated as RD-MRs (Rare Disease MRs), and mainly provide and collect information on orphan drugs in the hospital market. They gain experience in MR duties at a pharmaceutical company and acquire more advanced knowledge about diseases and conditions as they conduct activities in compliance with our guidelines for providing sales information.

Female sales ARs with expertise in the field of women’s medical care are designated as Women’s Coordinators. They utilize their ample training in the products they sell under contract to provide and collect information and to ensure compliance with the guidelines for providing information.

Employees in both of the above designations create social value as regional medical coordinators by identifying healthcare issues faced by customers, medical institutions, and local governments in their regions and proposing solutions to those issues.

What Is a Regional Medical Coordinator?

This new sales approach helps to realize regional cooperation in medical care by making both real-world and digital connections with medical practitioners. Regional Medical Coordinators raise awareness of diseases, identify new patients, and introduce patients to core hospitals through activities that range from collecting qualitative information through surveys on regional cooperation to holding lectures on coordination between local clinics and hospitals and “Doctor to Doctor” study sessions.



RD-MR sales activities



Women's Coordinators

* Please refer to page 82 for explanations of technical terms.