

Measures against COVID-19

We express our deepest condolences to the loved ones of people who have lost their lives due to COVID-19, and extend our sincere sympathies to all persons who have been infected by the virus, their families, and other affected persons.

Thorough Implementation of Infection Prevention Measures

So that employees can continue to work safely during the COVID-19 pandemic, the Otsuka group introduced new work style systems including telework, implemented appropriate infection prevention measures and urged employees to make wide-ranging lifestyle changes.

Measures for Business Continuity

At every stage of the value chain, the Otsuka group has been working to increase operational efficiency, including by promoting diverse and flexible work styles as well as digital transformation. We are further accelerating these initiatives under the “new normal” thereby contributing to people’s health worldwide.

Clinical Development

Each group company is striving to minimize any delay the pandemic might cause to clinical studies. For example, measures at Otsuka Pharmaceutical include the launch of fully remote clinical studies.

Production, Quality Control and Patient/ Customer Safety

We formulated the COVID-19 Infection Prevention and Control Manual and implemented thorough infection control measures such as regular checking of body temperature, staggered lunchtimes, and avoidance of the “Three Cs” (closed spaces, crowded places and close-contact settings). We are also enhancing business continuity planning and developing for labor-saving technologies, among other measures to maintain a stable supply system. As additional measures to ensure stable supply, Otsuka Pharmaceutical has been placing advance orders for raw materials, evaluates second vendors, and increasing stocks of raw materials.

The product quality departments of the Otsuka group promote thorough measures to maintain or improve quality maintenance and ensure safety management, in accordance with the business characteristics of each company. For example, Otsuka Pharmaceutical has replaced direct visits with remote auditing at the manufacturing sites of contractors. Using video footage of the site, Otsuka personnel in a range of roles from multiple locations across Japan are able to participate in the verification process. This is contributing to energized communication and further quality improvement.

Sales and Marketing

At major group companies in the Pharmaceutical Business, to enable the continuous provision of information to healthcare professionals while there are restrictions on visits to medical institutions, we pursued hybrid approaches that combine real-world and digital (e.g. enhancing digital promotion, strengthening online access for healthcare professionals, and introducing smartphone apps).

Customer Service

pharmaceutical DI operations¹ telephone inquiries can now be taken by staff working from home, thereby ensuring business continuity and supporting the medical settings in this time of restrictions on visits to medical institutions. In the Contact Center Awards 2020,² initiatives at Otsuka Pharmaceutical Factory’s Intravenous Drug Information Center received the BCP Award, which recognizes the sustainability and stability of call centers.

1. DI (Drug Information) operations: Pharmaceutical information management operations
2. An award program for initiatives at contact centers, determined through assessment by review panel and participating firms; organized by Call Center Japan Editorial Department, RIC TELECOM Co., Ltd.,; co-organized by e.Partners, Inc.

Otsuka Pharmaceutical regards responsiveness to the COVID-19 pandemic as one of its social responsibilities, and since September 2020 has co-marketed *Quick Navi-COVID19 Ag*,³ a rapid-diagnostic test kit that confirms test results in only 15 minutes.

3. Manufactured and co-marketed by Denka Company Limited



As the entire world is forced to mobilize against this novel viral threat, the Otsuka group is implementing measures to prevent its spread, placing top priority on the safety and health of all stakeholders.

Ongoing Initiatives toward Maintaining and Improving Health

Under the “new normal” environment, the Otsuka group is continuing initiatives to support the resolution of local health issues and activities to communicate the importance of health maintenance and promotion. While many events have been suspended or postponed during the pandemic, Otsuka Pharmaceutical has provided innovative support through information provision. For example, during the inter-high school competition season, we provided *POCARI SWEAT* along with updated information concerning measures against heat disorders and physical condition management during exercise, in order to support high school students and enable safe, substitute competitions in each prefecture.

In Dubai, Singapore and Indonesia, Otsuka Pharmaceutical co-hosted the *POCARI SWEAT* Virtual Run, a running event utilizing a smartphone app, in collaboration with national governments. In addition to online seminars for communicating the importance of hydration and exercise, Otsuka personnel working in the nutraceuticals and pharmaceuticals fields provided information to help address issues related to a lack of exercise and mental health.



A project combining the blue color of *POCARI SWEAT* and the virtual run with #SeeltBlue, part of the global campaign on mental health #MakeltBlue, aimed at increasing awareness of the mental health crisis amidst COVID-19 pandemic (Singapore).

Support Activities

In Japan, we provided *POCARI SWEAT*, *BODYMAINTÉ*, *Calorie Mate*, *OS-1* and other Otsuka group products, as well as medical masks and protective suits, through local governments and related organizations.

Overseas, in addition to providing our beverages, food products and pharmaceuticals, we made donations to local medical facilities, the Red Cross and others. For example, our U.S.-based Sozosei Foundation⁴ donated a total of 939,000 U.S. dollars (approximately 100 million yen) to four organizations related to mental health and kidney diseases and five charitable organizations.

4. A public interest foundation established by Otsuka in the U.S. in 2019 that carries out activities in accordance with Otsuka’s Sustainability Mission, including awareness activities for mental health and kidney diseases, disaster relief, and contribution to local communities



Support for municipalities under the COVID-19 pandemic (photo provided by Suginami-ku)