

Material Issues	Related SDGs	Code of Conduct	Major Initiatives	FY2019 Results	FY2018 Results	Region	Related MOS Indices <sup>*1</sup>	
① Pharmaceuticals and healthcare services with differentiated value	 	1. Creation of Pharmaceuticals	Creating new drugs, adding indications, changing dosage and administration, adding formulations, and improving products	Number of approvals	27 (past 6 years)	23 (past 5 years)	(Global)	H-1 (Contribute to medical treatment) H-2 (Contribute to the prevention and early detection of diseases)
				Number of product improvements	13 (past 6 years)	13 (past 5 years)	(Global)	
				Awards received for drug discovery (total since 2007 merger)	20	18	(Global)	
				Number of vaccines shipped	19 million	17 million	(Japan)	
				Number of patients using orphan <sup>*2</sup> drugs provided by MTPC	83,000	100,000	(Global)	
② Reliable products and sustainable supply	 	3. Quality Assurance 4. Supply Chain	Building systems for a sustainable supply of reliable pharmaceuticals	The rate of complaints attributed to manufacturing process at group manufacturing plants	1ppm	1ppm <sup>*3</sup>	(Global)	C-1 (Endeavor to earn greater recognition of corporate trust from society)
				Satisfaction rating of responses to customer complaints	88.0%	92.4%	(Japan)	
③ Appropriate use of products	 	2. Safety 5. Product and Medical Information	Establishing a drug consultation center, collecting safety information, and providing information related to the appropriate use of products.	Number of external presentations on clinical research (papers/academic conferences, etc.)	84	56	(Global)	C-1 (Endeavor to earn greater recognition of corporate trust from society)
				Instances of safety information collected by MRs	7,620	7,419	(Japan)	
④ Ethics, fairness and sincerity in business practices	 	11. Respect for Human Rights 12. Assurance of Fair Business	Working to cultivate an awareness of compliance issues, establishing and observing a variety of policies, and establishing hotlines related to compliance and harassment.	Compliance training participation rate	96.5%	97.7%	(Japan)	C-1 (Endeavor to earn greater recognition of corporate trust from society)
				Employee compliance awareness (Perfect score: 5 points)	4.41 points	4.34 points	(Japan)	
⑤ Stakeholder engagement		9. Disclosure	Implementing timely, appropriate information disclosure, implementing dialogue with stakeholders including investors and employees	Number of briefings and interviews of investors	109	198	(Global)	C-2 (Promote communication and work in concert with stakeholders)
				Employee understanding of management (employee survey) (total favorable)*4	45%	3.68 points (perfect score: 5 points)	(Japan)	
				Number of next-generation educational support activities (visiting lectures, company visits, etc.)	13	10	(Japan)	
⑥ Employee health, diversity and inclusion	  	7. Our Employees	Taking steps to establish a work environment that enables all employees to participate actively, including promotion of health management; maternity leave, childcare leave, and nursing-care leave, telework and initiatives for LGBT employees.	Total working hours (per employee, per month)	150.0 hours	153.9 hours	(Japan)	C-2 (Promote communication and work in concert with stakeholders)
				Usage rate of paid vacation days	72%	68%	(Japan)	
				Smoking rate	17.6%	19.8%	(Japan)	
				Employee awareness of diversity (employee survey) (total favorable)*4	77%	3.72 points (perfect score: 5 points)	(Japan)	
				Percentage of women in managerial positions	21.4%	20.2%	(Global)	
				Number of employee nationalities	27	29	(Global)	
⑦ Social contribution activities for health	  	13. Responsibilities as a Corporate Citizen	Providing support for patient organizations and research, providing information related to diseases, the provision of vaccines in developing countries, and the GHIT Fund	Number of visitors to health support websites	10.36 million	7.29 million	(Global)	C-2 (Promote communication and work in concert with stakeholders)
				Rate of employee participation in social contribution activities (employee survey)	49.2%	42.3%	(Japan)	
				Number of organizations supported by Tenohira Partnership Program (total since start of grant in FY2013)	110	91	(Japan)	
				Number of supports provided by health contributing programs in developing countries	15,001 meals, vaccine 9,361 doses	12,236 meals, vaccine 14,500 doses	(Japan)	

\*1 : For further information about MOS Indices, please see the MCHC website.

<https://www.mitsubishichem-hd.co.jp/english/sustainability/kpi/>

\*2 : Medicines for diseases that are said to be intractable disease for which there are few patients and for which no cure has been established.

\*3 : 1ppm=0.0001%

\*4 : Total favorable is the total score of the top two response choices (Agree/Tend to Agree).