

Quality

Risk Management

In order to fulfill its social responsibilities as a company that is involved in the life sciences, the Otsuka Group works to manage risks under normal conditions and prepares to continue operations safely even at times of disaster or emergency.



Otsuka Chemical: Firefighting drill by the company fire brigade (Tokushima Plant)

VOICE



Advancing BCP Efforts

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Otsuka Pharmaceutical has acquired ISO 22301 certification, the international standard for BCP. In 2014, we held a BCP meeting with Otsuka Holdings, Otsuka Pharmaceutical Factory, and Otsuka Warehouse. In April 2015, the Otsuka Group additionally acquired ISO 22301 certification regarding the stable supply of Otsuka Pharmaceutical Factory's I. V. solutions in addition to the production and stable supply of Otsuka Pharmaceutical's drugs, beverages, and foods. Going forward, we will continue to advance BCP efforts in cooperation with the Group companies to ensure the stable supply of the Otsuka Group's products even in an emergency.

BCP and BCM Establishment

The Otsuka Group has business continuity plans (BCP/BCM) in place to ensure that we are able to continue to operate as much as possible and maintain stable supply of necessary items when large-scale earthquakes and disasters strike. In addition, Otsuka Pharmaceutical has acquired ISO 22301 certification (the international standard for business continuity management systems). This certification verifies that Otsuka Pharmaceutical provides the framework to ensure the production and the supply of pharmaceutical, nutraceuticals, and related products in both normal and emergent conditions. In April 2015, the stable supply of I.V. solutions was added to the scope of the certification.

In terms of risk management, we regularly practice for an emergency situation. For example, Otsuka Pharmaceutical, Otsuka Warehouse, and Otsuka Pharmaceutical Factory use a teleconference system in order to adjust supply and demand distribution during an emergency situation. The Group companies also consider responses to maintain stable supply of drugs, foods, and beverages during an outbreak of pandemic influenza.

In addition, the Group companies practice regular drills and disaster prevention training. In particular, in preparation for large-scale disasters that are anticipated to occur in the future, including an earthquake strike directly under Tokyo and severe earthquakes along the Nankai trough, they conduct practice drills including coordination between the head office and a disaster response headquarters, and also strengthen disaster preparedness in cooperation with local communities. These efforts are centered on the Group companies in the areas predicted to be affected. Furthermore, each site conducts drills of the safety verification system that would be used to verify the safety of employees and their families in a disaster and takes appropriate action

swiftly. They also put up stores of water, food, blankets and other supplies and periodically review their lists of nearby hospitals.

Handling of Personal Information

The Otsuka Group has established a management system to protect customers' valuable personal information and, where necessary, has acquired PrivacyMark certification*1 and Information Security Management System (ISMS) certification.*2 Further, it holds regular meetings to work on Group-wide comprehensive information security measures and operation, and also regularly implements emergency drills on the key systems that manage its database.

Training to Prevent Insider Trading

The Otsuka Group provides training to all employees and officers in each Group company, in order to prevent insider trading. The training is conducted via e-learning. In fiscal 2014, one of the training topics was insider trading associated with information leaks which encouraged trainees to understand the importance of information management and in-house systems for the buying and selling of shares. Furthermore, it uses the services of outside organizations to distribute compliance-related information as part of its efforts to ensure thorough compliance.

CSR Procurement

Recognizing the importance of working with business partners to implement sustainability initiatives, the Otsuka Group is committed to socially responsible business throughout the entire value chain, including business partners. Broadly, these initiatives encompass compliance, information security, environmental initiatives, and safety and security initiatives. When initiating business with a business partner, it conducts investigations and verifications to ensure the quality of raw materials and establishes stable procurement. In addition, it signs basic transaction agreements in advance in an effort to prevent risk and to build relationships of trust with the business partners.

*1: Otsuka Pharmaceutical, Otsuka Warehouse, and Heartful Kawauchi
*2: Otsuka Warehouse