

# Social (Together With Local Communities)

As a comprehensive healthcare company supporting healthcare in Japan, the Nihon Chouzai Group will actively contribute to the development and growth of society and healthcare.

## Pharmacists Cooperate in COVID-19 Mass Vaccination Efforts

Based on requests from local governments, pharmacist associations, and other organizations nationwide, the Nihon Chouzai Group joined in helping to carry out the mass COVID-19 vaccination efforts that are underway across the country. As of June 8, 2021, a total of 604 Nihon Chouzai pharmacists had taken part in vaccination programs set up in 23 prefectures (including scheduled cooperation).

As mass vaccination efforts got underway nationwide,

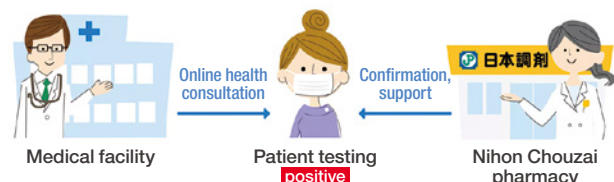
issues such as a shortage of medical staff to take charge of vaccinations became apparent. Various regional government bodies have responded by building frameworks to move forward with vaccinations quickly and accurately. Government departments responsible for the vaccination efforts in various regions in Japan have reached out to Nihon Chouzai, requesting the cooperation of pharmacists.

## SocRTes PCR Testing Offered at 74 Health Check-Up Stations

The Group collaborated with Keio University School of Medicine on research into building a PCR testing framework for COVID-19 using saliva samples, which was accepted for a program grant from the Japan Agency for Medical Research and Development, and moved forward with building screening infrastructure. Based on the infrastructure developed by this research, Nihon Chouzai began rolling out a PCR testing service on April 12, 2021. As of June 2021, 74 Health Check-Up Stations nationwide are providing the service.

The main purpose of the “SocRTes” (from “social testing”) PCR testing is to determine whether or not a person is

infectious. In other words, the test mainly seeks to protect other people, and as such, is highly useful as a PCR test that can be carried out prior to encountering important persons, such as before participating in events, attending important ceremonial occasions, joining in business discussions, or visiting elderly relatives or other family.



## Group-Wide Initiatives to Prevent COVID-19 Infection

Nihon Chouzai is implementing various measures across the Group to prevent the spread of COVID-19 infection. Major initiatives are summarized below. As a company that provides healthcare, we are reinforcing initiatives to ensure that no one from within the Group gets infected or infects others.

### Major Initiatives to Prevent Infection in Pharmacies

- Regular disinfecting, mainly in pharmacy areas with a lot of contact, such as automatic door buttons, customer prescription counters, and seats; seating that incorporates social distancing
- All employees wear masks, register daily body temperatures and attendance status online; confirmed by supervisors
- Acrylic and vinyl partitions installed at reception and medication guidance counters to prevent droplet transmission

### Major Initiatives to Prevent Infection in Administrative Departments (Head Office, Branches)

- Revised working days and hours; working from home and flexible working hours; work systems distributed across multiple locations
- Cancellation of internal meetings; shift to online meetings; cancellation of welcome/farewell parties and social gatherings
- All employees wear masks; daily temperature measurement and attendance reports
- Cancellation of customer visits, business trips; introduction of video conferencing systems; securing laptops
- Shift from group training to online training



## Health Check-Up Stations

Nihon Chouzai has been actively establishing Health Check-Up Stations in its pharmacies since fiscal 2016. As of the end of June 2021, the number of Stations nationwide has increased to 76. Health Check-Up Stations provide various services for pre-symptomatic diseases and disease prevention for community residents. In addition to hosting a variety of health-related events and drug consultation services open to the public, registered dietitians provide nutrition-related consultation and other services at our main pharmacies to help community residents stay healthy and improve their daily lives.



Pharmacies  
with Health Check-Up  
Stations

76

(as of June 30, 2021)

## Certified Nutrition Care Stations

As of September 1, 2021, 25 Nihon Chouzai pharmacies have been designated Certified Nutrition Care Stations.

Certified Nutrition Care Stations are facilities certified by the Japan Dietetic Association as community-based hubs where registered dietitians and nutritionists provide nutrition-related care. By providing nutritional care support and guidance, registered dietitians and nutritionists aim to create local communities where residents can lead productive, fulfilling, and healthy lives. Certified Nutrition Care Stations take a multifaceted approach to supporting community health promotion. In collaboration with medical institutions, Station

staff visit residences to offer nutrition consultation for people undergoing medical diets or who have difficulty going to the hospital. They also run cooking classes and devise menus for local governments, health insurance associations, companies, and healthcare institutions, and provide specific health guidance and a range of other nutrition-related services. Further reinforcing collaboration with medical institutions and long-term care facilities, the Group will heighten its focus on health promotion for community residents as well as long-term care and preventive healthcare.

Pharmacies  
with Certified  
Nutrition Care Stations

25

(as of September 1, 2021)

## Sending Prescriptions through Okusuri Techo Plus Helps to Prevent COVID-19 Infection

One of the Group's efforts to prevent COVID-19 infection involves our electronic medication notebook, *Okusuri Techo Plus*. To minimize waiting times in the pharmacy, the application offers a feature that allows patients to send prescriptions to pharmacies in advance. This makes it possible to deliver medications promptly when the patient arrives. This feature was used more than 1.28 million times in FY2020, and, in conjunction with the Group's other infection prevention measures, helped to establish a framework that puts priority on protecting patients and staff from infection.

The Group's initiatives drawing on our electronic medication notebook *Okusuri Techo Plus* were posted as a model example for pharmacies on a website\*, established through a collaboration led by the Distribution Economics Institute of Japan, that features various examples of efforts to prevent the spread of the pandemic.

\*<https://distribute-dei-taisaku.jp> (Japanese only)

Okusuri Techo Plus  
subscribers

850,000

(as of August 31, 2021)



## Building an End-to-End, Non-Face-to-Face Healthcare Provision System

Following the lifting of restrictions on online medication guidance in Japan in September 2020, moves to build an end-to-end online healthcare provision system based on non-face-to-face interactions are accelerating. To promote this development, Nihon Chouzai in October participated in trial flights to transport medications by drone to Japan's outlying islands. The trial flights are associated with the remote healthcare and online medication guidance initiatives being undertaken by Chita Kosei Hospital in Aichi Prefecture.

In addition, in collaboration with delivery locker operator Fulltime System Co., Ltd., Nihon Chouzai in November 2020 launched trials of a prescription delivery service that does not involve person-to-person contact. In July 2021, in collaboration

with leading convenience store chain operator FamilyMart Co., Ltd., we also started trials of a prescription delivery service utilizing pick-up boxes equipped with an authentication function that are installed at FamilyMart convenience stores. Trials began with three stores in Yokohama, in Kanagawa Prefecture.

By making use of non-face-to-face delivery formats, patients can receive prescriptions safely, without interpersonal contact and at any time, even outside pharmacy business hours. This is expected not only to reduce the risk of COVID-19 infection but also heighten convenience.

