

Santen, Together with Nonprofit Organization, Japan Blind Football Association, to Support People with Visual Impairments Facing the COVID-19 Pandemic

April 28, 2020 - Santen Pharmaceutical Co., Ltd. (Head office: Osaka city, hereinafter “Santen”) announce today that it will be supporting the telephone hotline “For Anyone with a Visual Impairment! Telephone Hotline (hereinafter “this service”)” set up by the Japan Blind Football Association (Shinjuku-ku, Tokyo; Chief Director: Shiro Shiojima; hereinafter, “JBFA”).

The telephone hotline was set up by JBFA on April 18, 2020, in light of the spread of the novel coronavirus disease (COVID-19), to support people with visual impairment. As the situation surrounding us changes every day, this service aims to serve as a point of contact for those who are having trouble in their daily lives or who are unable to obtain necessary information. Since many of the inquiries received at the hotline service are related to eye health, we decided to participate in this initiative as both Santen and JBFA continue to consider initiatives that take advantage of the strengths of both organizations. Santen, as a specialty company in ophthalmology, will support this service in the following ways by utilizing the expertise it has cultivated over the years.

1. Provide knowledge on eye health issues
2. Provide know-how on call center operation*

Santen entered into a partnership contract with JBFA in March 2017 in support of JBFA’s mission of “through blind football, we hope to create a unified, borderless society for all” and since then, has supported many of JBFA’s activities. We will continue to contribute to realizing a better life for the people around the world through eye health by providing a broader range of solutions with a focus on patients as well as consumers.

*Santen cannot directly answer questions through the hotline. Please contact a medical institution for professional medical advice on individual cases and treatment.

Overview of the “For Anyone with a Visual Impairment! Telephone Hotline”

Telephone hotline

050-3627-5015 (dedicated telephone line for the hotline)

Hours: 10:00 - 12:30 / 2:00 pm - 4:30 pm (Monday through Sunday *Excluding holidays)

* Public holidays are basically outside the hours, but we are open on holidays only from May 3 to May 6.

Service for:

- People with visual impairments
- Family members of people with visual impairments (those living with people with visual impairments)

Notes in using the service

- The caller will be required to pay the toll charges that arise when using this service.
- The call will be recorded to improve the quality of the service.
- Personal information such as the caller name and contact information provided during the call will only be used for this service.
- The hotline can only respond to inquiries over the phone.

- The phone consultation itself will be free of charge.
- As a rule, the hotline will respond to an inquiry within 72 hours of receiving the call.
- Depending on the content, the hotline may not be able to help with the caller's inquiry. Thank you for your understanding in advance.
- If all lines are occupied, the call may not be connected immediately. Please try calling back after a while.

Thank you for your cooperation.

About the Japan Blind Football Association

A non-profit organization, Japan Blind Football Association was established as "Japan Football Association for the Blind" in 10, 2002, to promote blind soccer in Japan and supervise all the games played in Japan. In August 2010, the name was changed to "Japan Blind Football Association" and in October 2015, the company was incorporated as a non-profit organization, developing diversity businesses such as "Supo-iku" and "OFF TIME Biz". We are expanding our range of activities beyond traditional sports organizations that focus on strengthening.

JBFA's website (in Japanese): <http://www.b-soccer.jp/>

Santen's approach to supporting sports for people with visual impairments

Santen has a mission to provide products and services to contribute to the well-being of patients, their loved ones, and consequently to society as a specialty company dedicated to ophthalmology. In an effort to act by this mission, we are committed to supporting sports for the visually impaired, with the aim of increasing society's understanding and interest in eye diseases as well as fostering an awareness of the patient's perspective among our employees. Santen is committed to supporting the dreams and hopes of all people including those with eye disease and their families by supporting sports for the visually impaired.

Partnership with Japan Blind Football Association (JBFA)

Santen entered into a partnership agreement with JBFA in March 2017 in support of JBFA's vision of "Through blind football, we hope to create a unified, borderless society for all" and its mission of "We strive to contribute to life fulfillment for all the people involved in blind football." Santen supports JBFA's activities by serving as a sponsor for the Japan National Men's and Women's Blind Football teams, as a partner for the "BURASAKA Kids Camp (Kansai Region)" which allows visually-impaired children with few opportunities for exercise to engage in and take up sports, and as a partner for the "Spo-iku" program, which provides a diversity education program for elementary and junior high school students.

About Santen

As a specialized company dedicated to ophthalmology, Santen carries out research, development, marketing, and sales of pharmaceuticals, over-the-counter products, and medical devices. Santen is the market leader for prescription ophthalmic pharmaceuticals in Japan, and its products now reach patients in more than 60 countries. With scientific knowledge and organizational capabilities nurtured over a nearly 130-year history, Santen continues to contribute to society by providing valuable products and services centered on the well-being of patients and their loved ones.

For more information, please visit Santen's website (www.santen.com).

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