

CORPORATE SOCIAL RESPONSIBILITY REPORT

OUR CREDO

We believe our first responsibility is to the doctors, nurses and patients, to mothers and fathers and all others who use our products and services. In meeting their needs everything we do must be of high quality. We must constantly strive to reduce our costs in order to maintain reasonable prices. Customers' orders must be serviced promptly and accurately. Our suppliers and distributors must have an opportunity to make a fair profit.

We are responsible to our employees, the men and women who work with us throughout the world. Everyone must be considered as an individual. We must respect their dignity and recognize their merit. They must have a sense of security on their jobs. Compensation must be fair and adequate, and working conditions clean, orderly and safe. We must be mindful of ways to help our employees fulfill their family responsibilities. Employees must feel free to make suggestions and complaints. There must be equal opportunity for employment, development and advancement for those qualified. We must provide competent management, and their actions must be just and ethical.

We are responsible to the communities in which we live and work and to the world community as well. We must be good citizens – support good works and charities and bear our fair share of taxes. We must encourage civic improvements and better health and education. We must maintain in good order the property we are privileged to use, protecting the environment and natural resources.

Our final responsibility is to our stockholders. Business must make a sound profit. We must experiment with new ideas. Research must be carried on, innovative programs developed and mistakes paid for. New equipment must be purchased, new facilities provided and new products launched. Reserves must be created to provide for adverse times. When we operate according to these principles, the stockholders should realize a fair return.

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OPENING MESSAGE

Since the very beginning, the success of Johnson & Johnson has been driven by the desire to help individuals as well as to improve the lives of people across the globe. Using a portfolio of innovative and high-quality medical devices and pharmaceutical and consumer products, our company strives to enhance the quality of life as well as the overall level of healthcare. Every day, our actions touch the lives of more than a billion people worldwide. And it is not just our offering of products and services: We also constantly focus on making the world a better place through activities and projects that support the continuous enhancement of healthcare quality and which seek to provide disadvantaged groups of people with improved access to healthcare as well as with an improved quality of life, information, and preventive care.

We believe in the positive effect of regular and continuous health education for all. As a part of providing services of the best quality, we focus on educational programs for our customers, while also supporting a transparent business environment and maintaining high ethical standards. In addition to our own activities and projects, we also participate in the initiatives of organizations that Johnson & Johnson belongs to, including the American Chamber of Commerce in the Czech Republic and the Czech Association of Medical Device Suppliers (CzechMed). Through these organizations and in cooperation with other partners, we strive to improve healthcare in the Czech Republic as well as to identify possible solutions to a variety of issues.

We are honored that in 2012 our company continued its long tradition of providing CSR support. For us, becoming the "Most Generous Corporate Donor" as part of the "TOP ODPOVĚDNÁ FIRMA 2012" awards, organized by the Business for the Society platform, was an important acknowledgement of our CSR efforts. At the same time, this reward serves as a challenge and motivation for the future, inspiring us to continue our current projects and to develop new ones. I would also like to use this opportunity to express my sincere gratitude to all colleagues and partners, whether corporations or individuals, that joined us in our CSR endeavors. Each project presents a chance for mutual inspiration and sharing and, as such, is a very enriching experience. While our business activities help people improve their lives, our CSR programs take this mission a step further.

For me personally, 2012 was very important. It was my first year as the General Manager of Johnson & Johnson Czech Republic and Slovakia, and brought many new experiences. Most importantly I was introduced to a new culture and a new market. The Czech Republic is a very beautiful and inspiring country. I am happy that it is here that I have been offered the opportunity to shape the future of a company as strong and stable as Johnson & Johnson undoubtedly is.

The year 2012 for me also marked an important personal anniversary: Ten years of being with Johnson & Johnson. I consider myself very lucky to be able to work for a company that works for the benefit of people in many locations across the globe. In each of these countries, our support focuses on specific local issues as well as on areas where we may have the most significant impact. Besides the corporate grant program, there are many smaller projects in which our employees may participate and are quite often the ones who initiate them. In the Czech Republic, I have found a team whose actions and values fulfill Our Credo and I am very pleased by that. I cherish the opportunity to head Johnson & Johnson in this beautiful country and to work with the people who consider their work a true mission.

Gavin Wood General Manager, Johnson & Johnson, s.r.o.

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A TOPIC FOR (NOT JUST) 2012: EDUCATION

Education and its importance for the development of individuals as well as all of society in today's knowledge-based economy is a topic of crucial importance. It is an important constituent of the competitiveness of individual countries, regions, industries and companies. It is becoming increasingly apparent that in order to succeed in the labor market, good initial education no longer suffices; the knowledge acquired must be continuously maintained, developed and deepened. Across all industries today, skills gained must be constantly updated so that they keep up with new technologies and the ever-changing environment.

Johnson & Johnson takes great interest in medical education, a topic that may be approached from many different perspectives. Professional education, for example, involves the formation of healthcare professionals, enabling them to gain the necessary qualifications and continuously improve, keeping up with the newest trends and treatment options, etc. Every individual and society as a whole should be made aware of their responsibility for their own health via awareness-raising campaigns concerning the principles of preventive care as well as through up-to-date information on treatment options. Education is also important in raising public awareness of various diseases or disabilities, and helps fight prejudice and reduce discrimination against the disabled, thus facilitating their inclusion into the everyday life of the society.

As an important player on the market of healthcare products, Johnson & Johnson is aware of and acknowledges its responsibility. We focus on health-related education and organize our own preventive programs and awareness-raising activities. The aim of our professional education programs is to enhance the knowledge level of healthcare professionals as well as the overall quality of the care provided. Our educational projects aimed at the public promote a more responsible approach towards one's own health. Even within our company, the learning process never stops, ranging from the development of knowledge and skills of individual employees to innovative strategies that respond to the ever-changing environment presented by our market. With its internal training and educational programs, the company develops the knowledge and skills of its employees who often pass them on by training other professionals or by sharing their experience with youth within the Bridge to Employment program.

Preventive care programs for the public

Johnson & Johnson deems preventive care of special importance given the previously unknown challenges of the fast-paced lifestyle we experience today. As most of us struggle with a lack of time and an overload of information, ever more important are quality programs that remind us that responsibility for our own health lies, to a large degree, in our own hands.

We at Johnson & Johnson lead by example: The company organizes programs for employees as a part of its "Health Days" which focus on the prevention of various health problems. In 2012, for example, employees had an opportunity to have their eyes checked at the workplace by an experienced optometrist, as a part of "Eye Health Days", organized by the Vision Care division. The Consumer division prepared a lecture on allergies, while the colleagues from the Pharmaceutical division organized a program for "Cancer Day". Other events included regular checks of glucose levels and the program "Get Rid of Back Pain". All programs were targeted at prevention and, besides having a direct benefit for our employees, the information was also naturally disseminated among their families and friends.





www.zrakprozivot.cz



Our preventive awareness-raising programs are designed so as to provide the public with the longlasting and more responsible approach to one's health. That is why a number of these activities are carried out in cooperation with schools. Our goal is to make these topics a part of school curricula and to provide teachers with educational materials and aids that will motivate students to adopt the right habits. The multi-year campaign "Healthy Teeth" focusing on dental hygiene in children is an example of such a program. For three years now, Johnson & Johnson has supported the project that has educated approximately 630,000 children in the Czech Republic. Using worksheets, the pupils learn how to care for their teeth and mouth, while the teachers receive guidebooks prepared in cooperation with renowned oral care experts. The civic association Healthy Tooth (Zdravý zoubek) also focuses on the topic of oral care by offering a project to children in elementary schools, with our company being one of the project's main supporters. The educational program "On Adolescence and Menstruation", which has been organized across elementary schools in the Czech Republic and Slovakia since 2006, has received accreditation from the Ministry of Education, Youth and Sports. During the 2011/2012 school year, the program was implemented across 1,500 schools in the Czech Republic and 1,000 schools in Slovakia. Its main goal is to support the quality of education concerning adolescence-related topics. Teachers were provided with an educational manual and worksheets, while girls received informational brochures and sample items for intimate hygiene.

"Eye Health Advisor" is a program for the public that focuses on the importance of having the eyes examined regularly by optometrists as well as of preventive eye checks by ophthalmologists that can be instrumental in the timely identification of various eye diseases, in addition to other benefits. The first round of the campaign was launched in September 2012, with the second round beginning in the spring 2013. The program is implemented in both the Czech Republic and Slovakia. In each country, the program is supported by a website that offers advice and the best tips on eye care, including expert opinions and other useful information related to eyesight. Besides this, Johnson & Johnson Vision Care also organized local campaigns at companies and in shopping malls, during which more than 1,000 people had their eyesight checked.



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Professional education

Our activities in professional education also begin with the employees. Our sales representatives, for example, who are in everyday contact with doctors, need to constantly maintain and improve their knowledge so that they are able to support customers as equal partners.

The need for the continuous education of health professionals arises from the ever-increasing demands as to the quality of provided healthcare services. Healthcare professionals have to deal with increasingly complex technologies and devices requiring highly professional skills. The fast pace of development coupled with new findings across all medical fields requires that doctors and health staff be provided with the appropriate level of training and education. That is why Johnson & Johnson works with health experts globally, helping them develop their professional skills throughout their career. In the Czech Republic, we have offered a carefully planned system of professional education for more than twenty years. Our educational programs are aimed at advanced surgeons as well as residents and medical students. The programs usually combine a theoretical part, including an anatomical overview of the operation site and possible surgery techniques, as well as practical training that is led by experienced facilitators recruited from the ranks of leading surgeons in the Czech Republic and Slovakia. For more advanced surgeons, we offer an opportunity to watch live surgeries or to assist to the trainer (facilitator) in the operating room. In both cases, there is an additional advantage for course participants, who can not only watch the procedure up close, but also observe the work of the entire surgical team.

The educational project "Colorectal Learning Continuum", for example, has been implemented in cooperation with the Surgical Clinic of the Hradec Králové Teaching Hospital, and focuses on laparoscopic colorectal operations. What makes this program unique is that it takes doctors through all training stages necessary to acquire the knowledge indispensable for every good colorectal surgeon, ranging from the theory to practical training. Participants are able to assist one of the trainers during an actual operation and can perform an independent operation with the faculty at the participant's home hospital. Professor MUDr. Alexander Ferko, CSc., is the program's expert supervisor and, annually, two training cycles are organized for 12-15 participants. Similar comprehensive training programs are available for professionals in urology, gynecology and thoracic surgery.

Courses within the program "Science of Tissue Management" are of a more theoretical nature. They focus on accepted and effective techniques of tissue management, including the use of energy devices and staplers. Similarly, "Pure Progress" introduces the best techniques for using suture materials and offers courses to clinical and non-clinical health professionals, with a current focus on the sutures used in cardiac surgery and general surgery.

Educational activities offered by Johnson & Johnson take into account the comprehensive nature of the work of healthcare professionals and do not focus merely on the development of professional skills. For example within our preventive programs, we pay close attention to stress management in the work-place. Long-term stress may trigger various health problems, with certain professions (e.g. nurses) being at high risk in this respect. That is why our professional training programs include preventive workshops where nurses can master the techniques for managing stress in their everyday working life.

An initiative started by a group within the EMEA Marketing and Professional Education Department gave birth to a special project that interconnects two concepts: professional education support and work opportunities for people with disabilities. PONAP, a sheltered workshop in the town of Breclav, provides employment to patients after cancer treatment and heart attacks, as well as to people suffering from back pain, asthma, etc., as it can be very difficult for these kinds of patients to find employment in the regular job market. Johnson & Johnson approached PONAP with an offer to collaborate on the production of Arroyo's Anastomotic Simulator, a tool for training future surgeons. PONAP employees participated in taking the product from a prototype into mass production, all the while ensuring that the final product meets the demanding requirements of surgeons and is yet reasonably priced. The unique new simulator was introduced in Spain in September 2012 and is currently being distributed to many countries worldwide.

As a part of our commitment to professional education in the Czech Republic, we are also involved in the global program "Bridge to Employment", which is aimed at future healthcare professionals and supports secondary nursing schools and their students.









Bridge to Employment: A program for students of secondary nursing schools

Bridge to Employment

Bridge to Employment (BTE) program was launched in 1992. The employees of Johnson & Johnson Corporate in New Brunswick, New Jersey, piloted an initiative aimed at assisting local high school students improve their work-readiness skills. The program's focus and scope has widened over the time. The AED National Institute for Work and Learning became involved in the preparation and management of the projects, seeking to implement a successful pilot project across the United States. In 2005, the program was implemented outside of the United States for the first time and a project was launched in Cork, Ireland. It has continued growing ever since, assisting young people in different countries on different continents. In each program center, the activities follow specific local needs, although the underlying focus stays the same: helping youth aged 14-18. Local Johnson & Johnson staff are always involved in each of the programs. As a rule, the projects have a long-term focus and are prepared by the AED professionals along with selected secondary schools, from which program participants are recruited. The program also involves a local college-level institution in order to show participating students the potential for pursuing higher studies as a way of improving their qualification and, ultimately, career prospects. Over its twenty years of existence, more than 3,500 students have benefited from more than 60 BTE programs. In many locations where the BTE program has been implemented, the institutions involved continue to help young people by developing at least some of its activities. Presently, there are four new BTE programs launched annually, with the Bridge to Employment being implemented in at least 12 different countries at any given time.

The Czech Republic has become the first country in Central and Eastern Europe to enjoy this unique educational project. Thirty-one students from three nursing schools were selected for the pilot (Prague's 5th of May Secondary Nursing School and Nursing College, the Secondary Nursing School and Nursing College in Kladno, and the Secondary Nursing School and Nursing College in Mladá Boleslav). The aim of the Czech BTE program, which is locally managed by Junior Achievement, is to enhance the interest of young people in healthcare professions, improve the social status of general nurses and nursing assistants, and to inspire students in secondary nursing schools to pursue higher education. The project activities focus most notably on developing skills that students do not have a chance to acquire as a part of their studies, and give special focus to soft skills (including presentation and communication skills, teamwork, etc.). At the same time, the aim is to support the development of professional knowledge and to broaden the students' horizons. For the purposes of the project's implementation in the Czech Republic, the BTE has partnered with the Czech Nurses Association, the Ministry of Health of the Czech Republic, the Ministry of Education, Youth and Sports as well as the First Faculty of Medicine, Charles University. Johnson & Johnson employees play a very important part in the BTE, working as mentors (ambassadors) with students within individual activities as well as during the entire three years of the project. The ambassadors' aim is to help the participants fulfill project tasks while sharing their professional and personal experience and guiding the students as they identify, formulate and achieve their personal goals. The mentors have their coaching skills developed through special training that AED professionals prepare

annually, giving them an opportunity to share experience and discuss various ways of dealing with the difficult situations that arise between the mentors and students.

The Bridge to Employment program was launched in the Czech Republic in September 2011. At the end of the first school year, we were pleased to see that the program has met our expectations. Students went through a series of five one-day seminars that helped them develop their soft skills as well as acquire practical information and experience during their visit to the prestigious Na Homolce hospital or when meeting healthcare professionals with international work experience. During the closing seminar in May 2012, the students were given the unique opportunity of watching a coronary bypass operation live from the Morristown Medical Centre in the United States. Besides witnessing the real-time operation, the students were able to ask the operating surgeon questions, while also learning about the most advanced medical technologies. MUDr. Petr Kačer, a heart surgeon from the Prague-based IKEM hospital, guided the students through the live broadcast, while also assisting them with any language issues. The improvement of language skills, including professional terminology, is also one the program's goals: "Mini" English courses focusing on various topics are, therefore, a part of each seminar.

At the end of the first school year, the project partners met to discuss the course and results of the project. The headmistresses of the schools from which the participants had been selected valued the first year very highly, especially in terms of its importance for the students' personal development, as well as the possibility of meeting new people and learning new skills and knowledge. They saw the program as very beneficial not only for the students, but also for their schools as they had established closer ties even outside of the BTE. This is especially encouraging as it proves that the program meets its ambitious long-term goal of improving cooperation among the schools and other entities while providing healthcare staff with training and introducing new educational elements to their study programs.

Each local BTE program is subject to assessment by a selected independent organization that monitors its course and evaluates its annual outcome in terms of the program's impact and effectiveness. In the Czech Republic, the team of assessors includes experts from the University of Economics (VŠE). Jakub Fischer, the team's head and VŠE's Vice President for Strategy, believes one of the greatest benefits of the program is its focus on the development of skills that are not usually addressed through traditional school instruction. According to Mr. Fischer, higher education alone does not guarantee better career prospects. In order to gain a real advantage on the job market, a little "extra" is necessary: communication skills, teamwork, presentation skills as well as the ability to think critically. All these facets are developed within the BTE via team tasks that students work on within each activity, through practical lectures and exercises as well as via consistent cooperation with the employees of Johnson & Johnson. At the same time, the final assessment report for the first year has recommended that more focus in the upcoming year be on the development of teamwork, which represents a vital part of the professional and personal lives of the students.

In accordance with the recommendation, the second year of the program focuses on the further development of soft skills. The umbrella topic for the 2012/2013 school year is the very topical issue of obesity and eating disorders. During the school year, the students, divided into several teams, are to prepare an educational brochure about the topic. Besides working on this specific project, they are to participate in many other activities that provide them with new knowledge and experience. During the first seminar

held in September 2012, students were able to speak with the renowned Czech professor MUDr. Martin Fried, CSc., about the causes and consequences of obesity as well as options for its treatment. The issues discussed included opinions concerning obese patients, external influences, major risks and related diseases. Professor Fried presented the students with current statistical data, modern treatment methods as well as experience from his clinical practice. The November seminar provided the students with the unique opportunity to acquire first-hand experience at the OB Klinika, a state-of-the-art medical facility. There the students were able to look in on an actual operation via a video link from the operating room. The next seminars, planned for the first half of 2013, will also include an introduction to the ethical issues and etiquette in clinical practice as well as detailed information on the options and prerequisites for pursuing university studies, which will be conveyed as a part of a guided visit to the 1st Faculty of Medicine at Charles University, Prague.

Without the help of the volunteers at Johnson & Johnson who are committed to guiding students through the three years of the program, the BTE could not attain one of its principal aims: to help the students formulate and achieve their own career goals. Discussing personal values, setting goals and planning for their achievement, having someone to ask for help when things go wrong... the long-term targeted support provided by the adults is not only invaluable, but is also a brand new experience for some of the students and is greatly appreciated. For the ambassadors, on the other hand, working with the students is an opportunity to develop their own mentoring skills. Lucie Meixnerová, BTE coordinator, sums up the view of the team of the Czech ambassadors: "The volunteers who work with the students as ambassadors agree that the program enriches both parties involved. It is not just the students who learn something new; the ambassadors broaden their horizons as well. Having the opportunity to witness the achievement of specific goals to which they contribute as well as the development of the individual students is very valuable. We were all pleasantly surprised when three Czech students were selected from an international field to represent the Czech Republic at Johnson & Johnson's annual Alliance Building and Training Session (ABTS) conference in the U.S. in October 2012. This was a success for the entire team. We tried to prepare our candidates well and I'm happy it worked out. We use the BTE experience of the ABTS participants from other countries when planning the continuation of the Czech program."







CORPORATE SOCIAL RESPONSIBILITY AT JOHNSON & JOHNSON: A COMPREHENSIVE APPROACH

The year 2013 marks 70 years since Robert Wood Johnson Jr., son of the company's founder, created Our Credo. At the time of its conception, the document was truly revolutionary: It emphasizes the responsibility of the company to its customers, healthcare professionals, business partners and the company's employees. The need to generate a profit is only mentioned in the final paragraph, which deals with the company's responsibility to its shareholders. Mr. Johnson was convinced that as long as the company provides for the interest of all of these groups (stakeholders in today's terminology), it would achieve results that will benefit shareholders as well.

Building on its heritage, adopting modern trends in corporate social responsibility (CSR) comes naturally to Johnson & Johnson. Throughout its history, the corporate activities and actions of the employees of Johnson & Johnson follow the principles laid down in the Credo. It remains the beacon providing our company with guidance in decision-making and further development. Throughout the years, minor linguistic changes have been made and several new topics added to the Credo (e.g. the protection of the environment and natural resources and work-life balance). In its current form, the Credo also serves as a basis for outlining four pillars of social responsibility as perceived by Johnson & Johnson Czech Republic.



WORKPLACE (Employee care)

- Equal opportunities
- Education and development
- · Health and safety
- Benefits
- Flexibility

MARKETPLACE

(Responsible and ethical business)

- Transparency and ethics
- Health Care Compliance (HCC)
- Safety and quality
- Anti-corruption policy

COMMUNITY

(Social responsibility)

- Partnership and cooperation with non-profit organizations
- $\cdot \, \text{Bridge to Employment} \\$

ENVIRONMENT

(Environmental care)

- · Reducing CO₂
- Recycling
- · Energy conservation

What follows is a description of the activities in each of these areas. We also recognize the non-profit organizations that we were honored to work with in 2012 as well as the individual projects that we supported within our corporate grant program.

Responsible and ethical business

As the leading medical company in the world, Johnson & Johnson is aware of the great responsibility it has to its customers, business partners and the environment. The emphasis on ethical behavior and moral integrity in all facets of our business life is central to our corporate culture.

We all become patients at some point. Then, we want doctors to consider merely clinical arguments when deciding on the treatment. At the same time we want health facilities and doctors to be as experienced and familiar with the newest trends in medicine as possible. Our goal at Johnson & Johnson is to speed up the introduction of new modern procedures and methods in clinical practice, making them available to patients in the Czech Republic and Slovakia. To this end, we discuss with our customers how we may support their training, enabling them to take advantage of our educational programs. This support is unconditional. That means it does not oblige customers to buy any Johnson & Johnson products. The improved availability of information on new trends in medical devices is greatly beneficial to the patients, doctors as well as the entire healthcare system.

Ethical behavior protects both parties, the seller and the buyer. Faithful to this philosophy, we have welcomed the establishment of the Platform for Transparent Public Procurement, which strives to make public procurement in the Czech Republic more transparent. Our company has co-signed the Recommendations for Public Procurement Suppliers and our website presents all calls for tenders in which Johnson & Johnson Czech Republic participates. We support calls for tenders that are open to the greatest number of bidders who may guarantee that the client receives the quality it requests. This ensures fair competition and a good price for the client.

Johnson & Johnson is among the founding members of Czechmed and Skmed, associations of suppliers of medical devices in the Czech Republic and Slovakia. We are also members of similar organizations in Europe (EUCOMED) and the United States (ADVAMED). One of the functions of these associations is to oversee compliance on the part of their members with ethical and moral standards. We are proud that Johnson & Johnson, specifically its MD&D EMEA division, is one of the first eight holders of a EUCOMED certificate recognizing our compliance with high ethical standards.

As of 2012, EUCOMED has offered its members a new service: an assessment of conventions in terms of their educational value, location, as well as an evaluation of the suitability of the overall program. We welcome the opportunity to make the distinction between "convention tourism" and truly beneficial professional education. Johnson & Johnson follows convention assessments in accordance with EUCOMED standards and exclusively supports participation in conventions that have been approved as genuine educational events.







Employee care

In the course of 2012, our company underwent a series of changes that have brought us closer to our customers, while they have also provided us with greater flexibility as well as the ability to quickly respond to changes in our specific market. These changes have also affected our organizational structure and our employees. Our sales team has benefited from the recruitment of new employees to junior positions. As a part of our dedication to talent development, we have also offered internships to several college and MBA students.

Traditionally, Johnson & Johnson has dedicated a lot of attention to the professional development of its employees. This includes upgrading their sales-related knowledge as well as the development of their soft skills. We use a number of local educational programs, both internal and external. We also implement global educational programs that our company deploys worldwide. Individual training plans are developed within our assessment process, which puts an emphasis on feedback and dialogue between each employee and his/her manager. Important constituents of the assessment process include the setting of annual goals and the assessment of the past year's results. Continuous monitoring provides an opportunity to adjust the set goals, specify the details of career plans or consider requests to change positions within the organization.

The company is also dedicated to supporting the health of its employees. Employees undergo health checks at the beginning of their employment as well as periodically afterwards and the company organizes lectures and health-awareness days, while also offering special health check options (e.g. vision, sugar levels, etc.). Johnson & Johnson also provides a number of employee benefits, such as life or accident insurance coverage, contributions towards supplementary pension insurance, public transport passes, etc. Other benefits include language courses, gift certificates, and meal vouchers. Where possible given the nature of the position, we support part-time employment, an arrangement especially popular with colleagues returning from parental leave.

Every year we organize an employee survey, the results of which define an action plan for the following year. In 2013, we are planning to launch an Employee Assistance Program to provide help to the employees who face difficult situations (whether personal or work-related) and need advice or another form of assistance. We also organize regular activities for families, including a Family Day and St. Nicholas party for the children of our employees.



Environmental care

Johnson & Johnson is aware of the close link between human health and the health of our planet. The company set its first environmental goals twenty years ago, focusing on a reduction of toxic emissions. Since then the company has regularly assessed the impact of its activities on the environment using a comprehensive system of environmental management as well as program documents to set the goals for the following period. The current global environmental policy forms an integral part of the program Healthy Future 2015 that the company launched in 2011. It sets the goals and priorities of sustainable development for the next five years and in addition to environmental protection, also includes goals focusing on the global improvement of healthcare and the support of ethical and responsible business endeavors. To learn more about the program and to see its interim results and reports, please visit www.jnj.com.

In 2009 Johnson & Johnson developed the EARTHWARDS™ process to monitor the environmental and social impacts of individual products throughout their lifecycle. The evaluation consists of seven criteria related to the production, distribution and use of a product: materials used, packaging reduction, energy reduction, waste reduction, waster reduction, positive social impact or benefit, and product innovation. For a product to become recognized as EARTHWARDS™, it has to show minimum 10% improvement in at least three of the seven categories. All such products also undergo an annual assessment to check their compliance with the high standards, while also monitoring further improvements. As of the end of 2012, 36 Johnson & Johnson products carry the EARTHWARDS™ label (including 20 consumer products, 10 medical devices and diagnostics products, and 6 pharmaceutical products). To learn more and to see the current list of products, visit www.earthwards.com.

Social responsibility (community)

The main mission of our company is to take care of the health of people. To this end, we set our programs and projects that are to improve the living conditions and prospects of individuals and communities across the world. Globally, Johnson & Johnson is among the leading corporate donors. In 2012 our company provided direct support in the form of financial assistance and products worth 966.3 million dollars. This contribution supported the implementation of more than 600 projects in more than 50 countries; these were managed by our company or our partners and dealt with healthcare issues.

Johnson & Johnson is among the prominent corporate donors also in the Czech Republic. Besides supporting selected projects of non-profit organizations, we try to contribute to an overall improvement of the situation in healthcare and participate in educational projects, while we also partner with others to support programs that strive to achieve further improvements in healthcare quality. The key areas of our focus include supporting healthcare quality and increasing patient safety across Czech hospitals. To this end we continued our partnership with the Project HOPE foundation in 2012, while also continuing to support the nationwide "Safe Hospital" contest.



Project HOPE and Nil Nocere

Project HOPE is a health foundation established in the United States in 1958. It is currently active across five continents, organizing trainings and educational programs in healthcare, coordinating humanitarian assistance, and publishing the magazine Health Affairs. The major focus of Project HOPE in the Czech Republic is on the organization of educational programs for healthcare professionals. A course aimed at top and middle management of the healthcare establishment and attended by almost 1,000 managers from 1992 to 1998, became one of the most successful Project HOPE programs. Project HOPE partnered with Johnson & Johnson in its preparation. Since 2009 our cooperation has continued on the "Nil Nocere" program, which is focused on patient safety. During the three-year pilot project, 64 professionals from 16 hospitals were trained in risk management and the identification and prevention of adverse events. Among the four working groups representing four hospitals, participants shared their experience and best practices. A total of 16 projects to increase safety were created, as was the document "Best Practices in Patient Safety", which summarized the project's findings. In 2013, the project continues as "NIL NOCERE - Saving Patients from Harm", and continues its focus on the key issues of reporting adverse events, their identification and prevention, and subsequent staff training to prevent the repetition of mistakes. The overall goal of the program is to continue improving patient safety in healthcare establishments through the implementation of projects dealing with the fundamental aspects of adverse events.

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Safe Hospital

Johnson & Johnson has become a long-term partner of the "Safe Hospital" project that strives to increase awareness of safety issues in inpatient health facilities. At the same time, its goal is to recognize the hospital that has adopted the highest number of safety-improvement measures in the Czech Republic in a given year. A total of 16 projects competed in the 5th annual Safe Hospital contest, the results of which were announced at Safety Days, a national conference for healthcare professionals focused on the issues of quality and safety. The "System of recording and documenting the work of the clinical pharmacist at the Na Homolce Hospital – A basic tool for ensuring pharmaceutical safety" was chosen as the contest's overall winner. In second place was the Institute for Clinical and Experimental Medicine (IKEM), Prague, for its project "Electronic reporting for the purposes of Ordinance no. 11/2005 – improved safety for patients, less work for heal-thcare staff", which took first place in the Technology and Operation category. Johnson & Johnson awarded each of the two teams with a special prize of 100,000 CZK to support their future professional education.







Cooperation with non-profit organizations is an important part of our social responsibility. Besides grant-based support of selected projects, Johnson & Johnson also lends a helping hand to non-profit organizations via small locally-targeted activities that are oftentimes initiated by individual employees and come as a response to a current problem or need. In 2012, such an initiative gave rise to a charity collection on behalf of the Na Počátku civic association. This was also the second year that Advent gifts were delivered to Klokánek, an organization dedicated to providing temporary family-style foster care, during the pre-Christmas season. Several computers were also donated to the individual "families" at Klokánek in the Prague borough of Štěrboholy, after the IT Department had written them off in accordance with applicable corporate procedures.

A companywide collection for Na počátku

In the autumn 2012, the employees of Johnson & Johnson had an opportunity to take part in a charity collection for mothers and children supported by the Na Počátku civic society. During the week-long charitable activity clothes, toys, school supplies, miscellaneous domestic appliances and other household equipment were collected at the Prague office of Johnson & Johnson. The initiative was topped off with a visit from representatives of Na Počátku to our corporate office. This provided our employees with the chance to meet the organization's staff and learn about their experience with fieldwork, while also hearing some of their real-life stories. Ms. Eva Vondráková, director of Na Počátku, personally expressed her gratitude to Johnson & Johnson:

"I greatly appreciate your assistance and we thank you for your humane and genuine approach to CSR. We also thank you for the financial resources that we've received in the form of grants. Our organization has strongly felt the effects of the economic recession marked by reduced grant availability. Yet, at these uneasy times, the demand for our services is actually growing. That's what makes us appreciate your help even more."

This event added a human dimension to the financial support that Johnson & Johnson awards to the organization through its grant program.



A Dream-Come-True Christmas Tree for Klokánek children

The Klokánek project is part of the Fund for Children in Need and aims to provide alternatives to classic institutionalized forms of care. Children in the program receive temporary family-style care until they can return to their original families or are placed in a permanent foster home. Klokánek in the Prague borough of Štěrboholy is one of more than twenty facilities of its kind in the Czech Republic, providing a temporary home to up to 48 children. For the first time in 2011, the employees of the Medical Devices division at Johnson & Johnson came up with the initiative "A Dream-Come-True Christmas Tree" to donate gifts to the children at Klokánek.

The children first prepare letters by drawing the gifts that they wish to receive and addressing them to baby Jesus, who traditionally brings Christmas presents. Based on their financial possibilities, our employees then choose to purchase one of the gifts that the children, to their great joy, receive on Christmas Eve. We purchased the gifts again in 2012 and intend to continue this great tradition also in the future. Thanks to our employees, the secret dreams of children who find themselves in a difficult situation can come true. Jan Vaněk, director of Klokánek in Prague-Štěrboholy, expressed his appreciation to all Johnson & Johnson employees who purchased the gifts in 2012, speaking on behalf of the organization and, most importantly, the children:

"The children living in Klokánek often face terrible life situations. Rest assured that the gift that you have given them will help the children forget whatever troubles them, making them carefree again for at least a short time. Children have the right to be children and we should give them the opportunity. You are the ones making this happen, and I genuinely and wholeheartedly thank you for that. Your company and Klokánek have one very important and essential thing in common: helping others. I thank all who are not oblivious to the suffering of others."

In 2012 Johnson & Johnson's Pharmaceutical and Consumer divisions joined Christmas tree initiative, with their employees purchasing gifts for the Klokánek facility in Hostivice.

SUPPORTING PROJECTS IN THE CZECH REPUBLIC AND SLOVAKIA: AREAS AND GOALS

The choice of areas that Johnson & Johnson supports with grants in the Czech Republic and Slovakia is based on the support strategy in the EMEA region. At the same time, Johnson & Johnson tries to direct its philanthropic undertakings globally towards long-term activities so as to contribute to the development of countries and regions where the company pursues its business activities. The goal is to support projects that may result in a genuine change in attitudes and an improvement of the overall situation. As opposed to one-off events, Johnson & Johnson emphasizes preventive and educational programs or programs that seek to facilitate the integration of people with disabilities within the society.

In 2012, in accordance with the strategy deployed across EMEA, we primarily supported projects that developed the skills of people involved in health-related services, be they health professionals, employees of non-profit organizations, or volunteers caring for people with disabilities or those experiencing social exclusion. Other projects focused on preventive and awareness-raising activities and on programs having a long-term benefit for the disabled. The same criteria also apply to the selection of projects to be supported in 2013.

Supported areas and goals:

Care for mother and child

- Supporting mothers and children who face critical life situations or emergencies;
- Assisting underage mothers with children;
- Reducing the number of children taken away from their parents and put into foster care or institutionalized care.

Hygiene, adolescence and sex education

- Creating a methodology for teachers of primary and secondary schools;
- Increasing the number of experts on the topic;
- Including topics of sex education and hygiene within the regular curriculum taught to adolescents.

Nurses

- Improving the social status of the nursing profession;
- Motivating young people to become nurses;
- Retaining nurses, reducing the number of nurses who leave the health sector.

Palliative care

- Increasing the number of trained experts in palliative care (educational support);
- Reducing the number of people dying in hospices and long-term care hospitals (LDN).

Reducing the stigma of disability

- Overcoming prejudice vis-à-vis various disabilities through awareness-raising and educational activities aimed at both professionals and the public;
- Reducing discrimination toward the disabled;
- Facilitating the social inclusion of the disabled within mainstream society.

The areas and goals subject to project support are identified by experts from the sectors of healthcare and social services as well as from patient organizations. To learn more about the areas subject to support and the conditions of Johnson & Johnson's grant program, including the application procedure and deadlines, visit www.jnj.cz.

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ORGANIZATIONS AND PROJECTS SUPPORTED IN 2012

AMELIE, O.S.

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For seven years now, the civic association Amelie has helped oncological patients and their families to overcome the difficulties that arise in connection with cancer. Amelie offers its services before, during and after the actual treatment. Its mission is to provide and develop professional psychological/social counseling for adults with cancer, regardless of their specific diagnosis. Along with services provided by professionals and volunteers at its centers in Prague, Olomouc, and Rakovník, Amelie also operates a helpline and an online counseling service. Amelie's own volunteer program focusing on cancer-related issues was accredited by the Ministry of the Interior of the Czech Republic in 2009. The association cooperates with the teaching hospitals in Prague and Olomouc, the Na Pleši Institute of Oncology and Rehabilitation, and with selected communities and towns in Central Bohemia. Amelie's professionals offer accredited education focused on the psychological and social needs of cancer patients and their families.





Project:

AMELIE VOLUNTEERS HELP CANCER PATIENTS

The project's aim was to increase the information available about cancer, as well as providing psychological and social support and palliative care, to increase the quality of life of patients and their families. The program also focused on reducing social exclusion and demystifying oncological issues. As a part of the project, a methodology and informational materials were drafted for volunteer counselors. The project was instrumental in increasing the number of trained and professionally backed volunteers who visit patients in the oncology clinics of the teaching hospitals in Prague and Olomouc or work directly in Amelie centers. The volunteers socialize with patients confined to hospital beds, prepare creative activities for groups of patients or spend time with patients in the waiting room where they help create an atmosphere of trust and safety. They also communicate with patients and staff, offer beverages, company, games and books as well as information on available supportive care outside of the hospital. With their presence and activities, the volunteers contribute towards a more relaxed atmosphere in the hospital. At the same time, they support medical professionals who may be too busy to spend any time with the patients outside of their professional duties, adding a more human dimension to the health facilities.

SELECTED PROJECT OUTPUTS:

- Within the project, the volunteer program has been introduced in other departments of the teaching hospitals in Prague and Olomouc where cancer patients are treated (including gynecology, dermatology-venereology, and other departments as agreed with the respective hospitals). In 2012, Amelie's volunteers paid a total of 305 visits to the hospitals.
- A total of 26 volunteers were trained during two four-day courses.

"Volunteers become an increasingly important part of hospitals, bringing the most beneficial offering to inpatient and outpatient facilities: a human touch, entertainment and the willingness to listen. This is very helpful and important in this depersonalized era of modern technologies," says Pavla Tichá, Amelie director.

ČAPZ - CZECH ASSOCIATION FOR MENTAL HEALTH

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The mission of ČAPZ (Czech Association for Mental Health) is to create an environment that would support the mental health of people. The organization was founded in 1996 as a civic association of stakeholders in psychiatric care, including patients and their families, psychiatric care providers and the general public. The association strives to fulfill its mission, pursuing different activities and services. It operates an emergency helpline, organizes awareness-raising and educational programs, seminars and conferences. ČAPZ also issues professional publications and organizes a therapeutic community for young people with mental disorders. ČAPZ also supports the development of modern community-based methods of mental care, striving to interconnect Czech organizations caring for patients with mental health problems. While preparing the project "Going Crazy is Human", the association was able to build on its vast experience in awareness-raising activities.

Project:

GOING CRAZY IS HUMAN – A DESTIGMATIZATION CAMPAIGN FOR SECONDARY SCHOOL STUDENTS

The campaign Going Crazy is Human is aimed at secondary school students, a group that has the highest risk of developing mental (e.g. psychotic) disorders. The project's long-term goal is to encourage schools to include into their curricula topics related to mental disorders and mental health thereby destigmatizing the issue of mental illness. To this end, ČAPZ has prepared various learning tools and materials including practical manuals, instructional worksheets, a DVD with the "Bob" commercial, video interviews with people suffering from mental disorders and their families and friends, as well as a teacher's manual. These materials help teachers inspire students to reassess their own stereotypes, behaviors and attitudes about people suffering from mental illness, as well as those of their friends, schoolmates and parents. Students are also influenced to assess their own mental health and to actively pursue self-development and mental hygiene.

SELECTED PROJECT OUTPUTS:

- In September 2012, a set of instructional materials was distributed to 800 secondary schools across the Czech Republic where it received a lot of attention from teachers and students alike.
- The campaign has helped stir interest in the topic of mental illnesses at schools. A total of 35 schools have subscribed to the ESPRIT magazine published by ČAPZ.

"We've built the 'Going Crazy is Human' project to prevent risky behavior that may trigger mental disorders in youth while also influencing young people's attitudes towards people with mental illnesses. By providing suitable guidance especially during the critical age of adolescence, the onset of mental disorders may be prevented or a suitable form of treatment may be timely provided," says Mgr. Jan Martínek, ČAPZ director.





FRPSP - FEDERATION OF FAMILIES AND FRIENDS OF THE HEARING IMPAIRED

Hábova 1571, 155 00 Praha 5 - Stodůlky, tel. (+420) 235 517 313 E-mail: frpsp@frpsp.cz, http://www.frpsp.cz

The civic association FRPSP (Federation of Families and Friends of the Hearing Impaired) is the only organization in the Czech Republic providing a comprehensive array of social services that fully cover the needs of hearing impaired children and their families. The federation operates the Tamtam centers for early intervention in Prague and Olomouc as well as PIPAN, a bilingual kindergarten for children with hearing difficulties. Besides this, the Activation Centre operated by the federation organizes a number of programs for parents and children. The organization also provides nationwide counseling on hearing disabilities and offers information through its Deafness Information Centre, which also features a special library. Other activities include educational programs and awareness-raising events for professionals and the public. FRPSP seeks to provide hearing-impaired children with full and fair access to education and social life.







Project:

EARLY DIAGNOSIS OF HEARING IMPAIRMENT AS A WAY TOWARDS LIVING A FULL LIFE

In 2012, FRPSP launched a program for the early diagnosis of hearing impairment in children and for professional assistance for their families. The project, whose primary mandate includes the creation of educational materials and the development of a network of cooperating professionals, could set the foundation for the introduction of blanket hearing screening, which has not yet been implemented in the Czech Republic. Education and awareness activities targeted at professionals and the public represent an important aspect of the project as, according to FRPSP's experience, the information available to pediatricians on the issue of hearing impairment, its diagnosis and the severity of its impact is often very limited. This lack of knowledge often results in a hearing impairment being mistaken for a mental disorder or speech delay. As a result, hearing impairment can be underestimated and children may be denied any form of a specialized examination. With a financial contribution from Johnson & Johnson, FRPSP created a set of informational and methodological materials: a poster for pediatric offices, guidelines for professionals to update and complete their knowledge of hearing issues, as well as a set of materials for parents of hearing-impaired children.

SELECTED PROJECT OUTPUTS:

- Professionals and the public have taken a great interest in a DVD wherein experts from different areas (phoniatry, psychology, speech therapy, early intervention, etc.) introduce the topic of hearing impairment in understandable terms and show examples of how they work with small children.
- In 2012 alone, the materials helped as many as 120 families. In 2013, their nationwide distribution to pediatric offices will continue, followed by their distribution to parents whose children will be diagnosed as hearing impaired.

"The trickiness of hearing impairment is in the fact that it is not visible at first sight, yet, if it goes unnoticed, a child's ability to establish social contacts and gain information from his/her environment is limited, as is the child's personal development and his/her ability to learn and communicate by speaking," says Jana Fenclová, FRPSP executive director.

HOSPICE OF ST. JOHN N. NEUMANN

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In 2005 the Hospice of St. John N. Neumann started providing its services to terminally ill patients. Since then, it has provided relief to almost a thousand dying patients and their relatives. In November 2012, a new facility launched operations: The Home of Mother Vojtěcha cares of people with various types of dementia, most notably those with Alzheimer disease. Supported by Johnson & Johnson, the project dedicated to home-based hospice care was launched in 2011, with the aim of reducing the number of people who unnecessarily spend the end of their lives in hospitals or in long-term care facilities. The project also aimed at increasing the involvement of relatives in caring for their loved ones. Educating professionals and the public on hospice care options and its advantages is one of the ways of attaining that aim. An effort to minimize the number of patients who spend the last moments of their lives in an institutionalized facility drives the constant development of educational activities offered by the hospice. Besides accredited educational programs for workers in social services and social workers, the hospice organizes courses for in-home caregivers. Conferences for professionals also help promote the idea of hospice care.

Project:

BRINGING PALLIATIVE CARE CLOSER TO THOSE WHO NEED IT

The project enabled the continuation of the home-based hospice care program for people with serious health problems, mostly cancer-related, whose health condition however does not require hospitalization. This service was launched based on requests from patients who wished not to have to spend the end of their lives in hospitals or long-term care facilities, as well as requests from relatives wanting to care for them. Registered nurses provide care in cooperation with general or other medical practitioners, supported by other members of the hospice team (a priest and social workers). Even though the majority of health insurers do not cover home-based hospice care, the hospice strives to increase its scope and availability, while also continuing to organize awareness campaigns to persuade professionals as well as the public of its benefits.

SELECTED PROJECT OUTPUTS:

- Visits of the mobile hospice team to patients' homes in the Prachatice area have enabled the dying to live their last moments with dignity.
- In 2012, ten courses were organized within an accredited educational program for professionals (doctors, nurses, and social workers). At the same time, three courses devoted to caring for the incurably ill in the home were offered to in-home caregivers.

"Courses teaching how to care of the incurably ill are primarily aimed at relatives who need assistance with the difficult task of caring for their loved ones in the home. After completing the course, even people with no previous experience have the practical knowledge of how to position a patient, how to feed them and how to care of their spiritual needs," says Patrik Coufal, project manager at the Hospice of St. John N. Neumann.



NA POČÁTKU, O.S.

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The Na počátku association helps pregnant women facing difficult situations. The assistance provided is of a systematic character: Besides providing counseling and support for clients as they deal with various issues, the association offers women in difficult social situations accommodation in a shelter (the Home for a Child's Life). By offering educational programs and temporary lodging in the halfway house, it also facilitates their reintegration into normal life. The women are free to visit the association in person (there is a counseling office at their head office in Brno) or call a 24-hour help line. Counselors help clients deal with difficult situations by proposing various options, such as seeking help from the women's family and friends. Clients are also supported in dealing with authorities and, if necessary, are referred to other institutions. In emergency situations, they are offered accommodation in the Home for a Child's Life. There, in a calm and safe environment in an undisclosed location, the women carry their children until birth and, after they give birth, may either offer the child for adoption or keep the baby and raise it in a shelter for up to one year, with a subsequent option of moving to the halfway house where they benefit from the support services and temporary accommodation.







Project:

PROVIDING COMPREHENSIVE, SYSTEMATIC SUPPORT TO PREGNANT WOMEN AND MOTHERS WITH CHILDREN WHO FACE DIFFICULT SOCIAL SITUATIONS

The grant support provided by Johnson & Johnson enabled the further development of an array of comprehensive services offered by Na počátku: The operation of the counseling office, safe accommodation in the shelter and halfway house, as well as educational programs enhancing parenting skills and facilitating the transfer from the shelter to normal life. These programs include, for example, courses on mother and child care, household care, an introduction to the system of social protection, cooking, PC skills, handicrafts, arts, ceramics, and sewing. The association also offers a Mothers' Club led by a psychologist. Upon leaving the shelter or halfway house, clients should already have a new home, their household management skills should be solid, and they should know how to take care of their child, how to maintain a job, and how to manage their budget, while also being aware of their rights and obligations. Clients should also have the skills to care of themselves, i.e. their health and emotional stability.

SELECTED PROJECT OUTPUTS:

- In 2012, the counseling office assisted 150 women in dealing with difficult situations. Sixteen of the women received accommodation in the Home for a Child's Life and three children were born later that year.
- Counselors led seven interactive workshops that were attended by more than 200 students from secondary schools and colleges. The aim was to introduce the students (prospective social workers) to the organization and its activities, including social counseling for women and the most frequent types of problems that the clients deal with.

"Our association is contacted by pregnant women in difficult situations, by those dealing with material or housing emergencies. Some have gone through institutionalized care, and some have experienced different dependencies and domestic violence, while others have a mental or physical disability. They are often under a lot of pressure from their relatives or due to limited means consider an abortion. Yet, quite often an abortion is not what they want and they look for help that would enable them to deal with the situation," says Michaela Klírová, member of the Na Počátku board.

SHTD - SOCIETY FOR THE HARMONY OF THE BODY AND SOUL

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For twenty years now, the non-profit organization SHTD (Society for the Harmony of the Body and Soul) has organized extracurricular activities for children and young people. The name of the society is a reference to the necessary harmony of the physical and mental, which also serves as a point of departure in all of SHTD's activities. Its aim is to help healthy children and, even more importantly, those with physical disabilities or the socially disadvantaged as they deal with their problems and handicaps. The organization also strives to show them the right values and lifestyle. SHTD cares of children who suffer from epilepsy, enuresis, asthma, allergies, brain illness, obesity, multiple disabilities, or who undergo post-injury convalescence. Additionally, the organization also provides for children in institutionalized or foster care, including the Roma and other minorities. The wide array of extracurricular activities offered by SHTD help improve the health and development (both physical and mental) of the children, while supporting their physical and psychological development. Programs organized by SHTD include medium- and long-term recreational stays during school vacations, as well as weekend events and regular club activities.





Project:

A PROGRAM FOR THE HEALTH, EDUCATION AND INTEGRATION OF CHILDREN AND YOUTH WITH DISABILITIES

In the long run, all activities pursued by SHTD aim to improve the physical and mental health of individuals, with care being based on a modern approach that emphasizes the importance of one's personal initiative in supporting his/her health and mental wellbeing (the concept of salutogenesis). To this end, SHTD programs employ physical education, cold water hardening, sauna, rehabilitation and regeneration including massages, as well as drama education, music therapy, art therapy, psychotherapy and a range of cultural and educational activities. Thanks to the holiday stays, the children have an opportunity to spend time outdoors as part of an organized program that emphasizes physical education, cold water hardening, a balanced diet and regeneration. The grant support has improved the effectiveness of the year-round care of handicapped children and youth and a number of activities have been made available to children from economically disadvantaged families, children in foster care and children with serious health conditions.

SELECTED PROJECT OUTPUTS:

- A total of 121 children participated in two recreational stays in the summer, 40 of whom were epileptic. Other participants included children suffering from enuresis, asthma, allergies, brain illness, obesity, and multiple disabilities as well as 23 children in foster care that suffered from various health conditions and psychological and/or social deprivation.
- The grant support enabled a new informal education project to be implemented, with the aim of
 offering the handicapped people a job opportunity. Led by SHTD staff and other professionals,
 twenty young people with various disabilities or social handicaps completed the course "Training
 for Personal Assistants to Disabled Children".

"Our program has two goals. Firstly, we strive to integrate the handicapped into society and, using a suitably adjusted program, to support the healthy development of the disabled. Secondly, we educate the public on these issues, using direct forms of contact. Thus we are paving the way for mutual understanding," says Dr. Vladimír Bílek, SHTD head.



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