

GLOSSARY

Specialised terms and expressions used by Galenica

ActivePOS

_The expansion module of **TriaPharm®** pharmacy software designed for POS cash register usage.

Algifor®

_The leading **ibuprofen**-based OTC analgesic in Switzerland; developed and sold by Vifor Pharma.

Amavita

_The brand name of GaleniCare's own pharmacy chain, launched throughout Switzerland in 2005.

Amavita partnership

_Franchise system developed by GaleniCare for pharmacists wishing to enjoy the benefits of the **Amavita network** while retaining their independence.

AMNOG

_«Gesetz zur Neuordnung des Arzneimittelmarktes»: German Pharmaceutical Market Reform Act.

Anaemia

_A deficiency of red blood cells or haemoglobin in the bloodstream, frequently caused by iron deficiency.

Antibrumm®

_The leading insect repellent spray and lotion in Switzerland, also widely sold in other European countries; a proprietary product of Vifor Pharma.

Arzneimittel-Brevier (Basis-Brevier™)

_Specialised drug information for professionals who deal with the prescription, dispensing and reimbursement of medications; developed and marketed by Documed.

Aspreva Lupus Maintenance Study (ALMS)

_An international clinical study by Vifor Pharma that is being carried out in over 20 countries to determine the efficacy of CellCept for the treatment of **lupus nephritis**.

Audit

_Investigation of processes with regard to compliance with requirements and guidelines. The examination is carried out by an external expert such as an **FDA** inspector or by a representative of an accredited auditing company such as SGS.

Autoimmune disease

_The general term for diseases caused by an overreaction of the immune system to the body's own tissues. In such conditions, the immune system mistakenly perceives the body's own tissues to be foreign bodies that need to be attacked. This leads to acute inflammation reactions that result in damage to the affected organs.

Autoimmunology

_The branch of medicine dealing with **autoimmune diseases**.

Azathioprin

_An active ingredient in medications to suppress the immune system.

Basis-Brevier™

_See **Arzneimittel-Brevier**.

Benchmark

_Analysis whereby something is compared with a standard point of reference.

Blister pack

_A type of packaging that allows the customer to see the packaged product (see-through packaging).

Bolus injection

_The administration of a medicine by injection using a syringe.

Bramitob®

_A product for the treatment of **cystic fibrosis**, a hereditary disease that leads to severe respiratory and digestive difficulties; sold under licence in Switzerland by Vifor Pharma since 2009.

Broncho-Vaxom®

_Biotech drug for the prevention and alleviation of respiratory tract infections; developed and marketed by OM Pharma.

CAPA concept

_Corrective and Preventive Action: Corrective action is taken in order to eliminate the cause of a discrepancy, while preventive action is intended to ensure that a discrepancy does not occur or reoccur.

Cardiology

_The branch of medicine dealing with the heart and cardiovascular diseases.

CardioTest

_A cardiovascular check-up and individual risk profile (heart passport) offered by GaleniCare in its pharmacies in cooperation with the Swiss Heart Foundation.

careINDEX®

_A fully compatible database designed to meet the needs of care or nursing homes and home care services. It supports electronic invoicing of service providers; developed and sold by e-mediat.

Case management

_A form of organised assistance given to employees to meet their individual needs in the event of inability to work due to illness or injury.

CellCept

_A drug developed by Roche for the treatment of rejection reactions following organ transplants. Vifor Pharma holds the global rights (excluding Japan) to develop and market this drug for all applications involving **autoimmune diseases**.

Central registration authority

_The authority that collects, manages and updates basic data (master data) relating to all items in use in the Swiss healthcare system.

Change management

_All tasks, actions and activities designed to bring about comprehensive and radical change in a company in order to implement new strategies, structures, etc.

Chondroitin sulphate

_Chondroitin sulphate is an important component of cartilage and contributes to its resistance to compression. Used to treat rheumatism, often in combination with **glucosamine**.

Chronic Kidney Disease (CKD)

_A slow, progressive loss of renal function, over months or years.

CIS

_CIS (Clinical Information System) is a module that supports electronic drug prescription in hospitals on the basis of **hosp INDEX®** data.

Clinical development/clinical studies

_Trials carried out as part of the development process for new drugs in which the drugs are extensively tested as to their efficacy and safety. The clinical study programme is broken down into several phases.

Code of conduct

_A collection of the principles of conduct that are to be followed in specific situations and consequently promote uniform conduct by groups of individuals within the corporation.

Cognitive disorder

_Disruption of the processing of sensory impressions (as in **hyperactivity**) that may lead to learning difficulties, inattentiveness, etc.

COMCO

_The Swiss Competition Commission.

Comité des Jeunes

_A Galenica advisory committee composed of young staff members from the Galenica Group.

compendiumPORTAL

_New editorial system for the Swiss Drug Compendium (**Arzneimittel-Kompodium der Schweiz®**), developed and distributed by Documed.

Compliance

_The willingness of patients to follow medical instructions. With regard to taking medications, following a diet or making lifestyle changes, compliance is particularly important for individuals suffering from chronic diseases or psychological disorders.

Consumer healthcare products

_Non-pharmaceutical healthcare products sold directly to the consumer in pharmacies and drugstores (example: **Antibrumm®**).

Content management

_The development and digital management of content from initial creation to archiving or deletion.

Coop Vitality

_A pharmacy format run jointly by Coop and GaleniCare.

Copy products

_See **Generic**.

Corporate design

_The visual image of a company. The totality of all clearly defined visual elements of a company such as its logo, printed materials, and signs on buildings or vehicles, including the production of these elements in the corporate font, colour, etc.

Corporate management development (CMD)

_CMD includes all the staff development activities that Galenica offers to employees and managerial staff.

Crohn's disease

_Crohn's disease is a form of chronic inflammatory bowel disease that affects the lower small intestine and the large intestine in particular, and less frequently the oesophagus and the mouth.

CTI

_CTI, the Innovation Promotion Agency, is a division of the Federal Office for Professional Education and Technology (OPET) in Switzerland.

Cystic fibrosis

_Cystic fibrosis, also known as mucoviscidosis, is a congenital metabolic disease that causes chronic coughing and frequent lung infections due to viscous mucus in the bronchial tubes.

Cytostatics

_Naturally occurring or artificially produced substances that inhibit cell growth and division. Used primarily in the treatment of cancer (chemotherapy) or **autoimmune diseases**.

Data warehousing

_The management and evaluation of stored data.

Decentralised procedure

_A specific drug authorisation process in Europe.

Dermatology

_The branch of medicine that deals with the diagnosis, treatment and care of patients with non-infectious and infectious skin diseases as well as benign and malignant skin tumours.

Dialysis

_A blood cleansing process used in cases of kidney failure, also called **haemodialysis**.

Diavita

_An exclusive service provided by Amavita pharmacies specifically to diabetics; includes therapy support enabling patients to have their blood sugar levels checked and documented, for example.

Dicynone®

_Synthetic drug for the prevention and treatment of capillary haemorrhages, a circulatory disorder; developed and marketed by OM Pharma.

Dispensing check

_A service provided by pharmacists as defined by the **service-based remuneration (SBR)** agreement, which requires pharmacists to keep patient files.

Doxium®

_Synthetic drug to normalise capillary permeability and improve venous blood flow; developed and marketed by OM Pharma.

EDL

_Essential Drug List.

EEV emission standard

_The voluntary EEV emission standard (Enhanced Environmentally Friendly Vehicle) is an emission standard for vehicles that produce lower emissions than the currently valid Euro 5 standard without increased fuel consumption.

eHealth

_A general term for IT-supported networking efforts in the healthcare industry.

e-MED

_Electronic prescription software designed to enhance patient safety in the medication process. The pilot project at the Bern University Hospital in cooperation with e-mediat was successfully completed in 2009.

EPO (erythropoietin)

_A hormone that promotes the formation of red blood cells. Classified as an erythropoiesis-stimulating agent (ESA).

Equazen eye q™

_A nutritional supplement designed to improve **cognitive** functions, based on **omega-3** and **omega-6 fatty acids** derived from fish oils. The leading product of its kind in the UK and Switzerland, it also has a strong presence in South Africa, Norway, Sweden, Denmark, Australia and various other countries. It is produced and marketed by Vifor Pharma.

Equazen IQ™

_The brand name used in Switzerland for **Equazen eye q™**.

ERA-EDTA

_European Renal Association – European Dialysis and Transplant Association (ERA-EDTA)

ERP

_Enterprise Resource Planning: Software providing an integrated administrative solution for planning the application of available resources and functionalities within a company as efficiently as possible to company operations, thus optimising management of business processes.

Extended-release form (or sustained-release form)

_A dosage form in which the pharmaceutical substance is released slowly over an extended period.

FAIR-HF study

_Ferinject® Assessment in patients with IRon deficiency and chronic Heart Failure; a major, multi-centre, randomised, double-blind, placebo-controlled study that examined whether correction of iron deficiency with Ferinject® could improve patient health.

FDA

_The US Food and Drug Administration, the agency in the United States that regulates drugs.

Feelgood's

_A network of around 100 independent pharmacies in Switzerland; **Winconcept** customers.

FERGI-COR study

_FERinject in GastroIntestinal disorders to CORrect iron deficiency; a major, multi-centre, randomised, prospective, comparative, open Phase III study that examined the efficacy, tolerability and safety of a simplified and standardised dosing scheme of **Ferinject®** in the correction of iron deficiency anaemia in patients with inflammatory bowel disease.

FERGI-MAIN study

_A follow-on from the **FERGI-COR study**.

Ferinject®

_An innovative iron replacement product for the **intravenous** treatment of iron deficiency, developed and produced by Vifor Pharma.

Film-coated tablet

_A tablet coated with only a single thin film. Unlike a sugar-coated tablet, a film-coated tablet is coated with a polymer rather than sugar.

FIND CKD study

_A clinical study examining the benefits of **Ferinject®** over oral iron replacement products for the treatment of anaemia in patients with chronic **kidney disease** (without **dialysis**).

Footprint

_The term environmental footprint defines how much of the Earth's surface it would take to support humanity over the long term with a given lifestyle and standard of living.

FPH

_FPH, which stands for Foederatio Pharmaceutica Helvetiae (Swiss Association of Pharmacists), is also a professional title used in general and clinical pharmacy in Switzerland that is analogous to the FMH title for physicians.

galdat®

_A commercial and scientific database of around 200,000 pharmaceutical and non-pharmaceutical products. It includes reference data in a standardised and uniform structure for all IT systems in the Swiss healthcare industry – for pharmacies, physicians, hospitals and health insurers; galdat® forms the basis of all INDEX products. Developed and sold by e-mediat.

GALecoline®

_The brand name of a line of equipment for medical practices that is sold by Galaxis.

GAL e-Learn

_An online training platform for customers (particularly pharmacies); developed and distributed by Galaxis.

Galenica Economic Profit (GEP)

_An internally defined parameter used in capital management and capital employment based on income components, free cash flow components and invested capital. The goal of the Galenica Group is to achieve a sustainable increase in GEP in all business sectors.

Galenics

_Pharmaceutical technology for preparing the dosage form of medications (e.g. tablets or injection solutions).

Gastroenterology

_The branch of internal medicine that deals with the gastrointestinal tract or digestive system.

Gelclair®

_An **oncology** product manufactured by Helsinn; sold under licence in Switzerland by Vifor Pharma.

Generic

_A drug that contains the same active ingredient as a brand-name pharmaceutical product (originator product) already on the market. Generics can differ from the originator products with respect to non-active ingredients and manufacturing technologies.

Ginkgo

_A species of tree from East Asia, the leaves and seeds of which contain substances that promote circulation.

Global Compact

_An international initiative of the United Nations and participating corporations established to achieve socially responsible and environmentally compatible globalisation.

Global Reporting Initiative (GRI 3)

_An international organisation established by investors and environmental organisations in partnership with the United Nations Environment Programme (UNEP); it develops guidelines, through a participatory process, for the preparation of sustainability reports by companies, governments and NGOs.

Glucosamine

_An active ingredient in many pharmaceutical products used to treat rheumatism. Often used in combination with **chondroitin sulphate**.

Good Distribution Practice (GDP)

_Guidelines for good logistics practice followed by Switzerland, the EU and the **FDA** for quality assurance in the storage, handling and shipment of pharmaceuticals, active substances and other medicinal products.

Good Manufacturing Practice (GMP)

_Guidelines followed by Switzerland, the EU and the **FDA** for quality assurance in the production of pharmaceuticals, active substances and other medicinal products.

Green Code of Conduct

_Internal guidelines aimed at promoting ecological behaviour (**Code of Conduct**).

Gynaecology

_The branch of medicine concerned with women's health issues.

Haematology

_The branch of medicine concerned with the physiology, pathophysiology and diseases of the blood and blood-forming organs. It includes, for example, malignant blood diseases and diseases of the bone marrow.

Haemodialysis

_A blood cleansing process used in the treatment of kidney diseases.

HCFC

_Refers to a group of chlorofluorocarbons (e.g. freon and halons).

Heart failure

_Heart failure can lead to impaired performance in persons affected due to a lack of oxygen and blood supply to the organs.

Home nurses

_Qualified nursing professionals with specific additional training in home nursing; a form of patient care offered by MediService in conjunction with **Pharma Care**.

hospiNDEX®

_A medical database for all processes such as logistics, invoicing and prescription that replaces **galdat**® in hospitals; developed and distributed by e-mediat.

Hyperactivity

_Excessively active behaviour that cannot be adequately controlled by the person affected. Also referred to as attention deficit disorder (ADD).

Ibuprofen

_An active ingredient that relieves pain, reduces fever and is anti-inflammatory.

IFAS

_Trade fair for medical and hospital supplies held annually in Zurich.

Immunology

_The science concerned with the biological and biochemical principles of the body's defence against pathogens, such as bacteria, viruses and fungi and other foreign substances such as biological poisons.

Immunoprophylaxis

_The prevention of infectious diseases via the stimulation of the immune system.

IMS Health

_An international consulting and market research company based in Hergiswil, Switzerland, that is active in the pharmaceutical sector.

Indication

_A reason for a medical treatment or procedure.

Inflammatory Bowel Disease (IBD)

_Inflammation of the digestive tract.

Injectafer®

_The brand name under which **Ferinject**® will be marketed in the United States.

insureNDEX®

_A database for cost units in the healthcare sector that replaces **galdat**® in health insurance companies; developed and distributed by e-mediat.

Intravenous (iv)

_A term referring to the administration of a medication or a liquid directly into a blood vessel.

Iron deficiency anaemia

_Anaemia due to iron deficiency: The production of haemoglobin, the red pigment in the blood, is disrupted by the lack of iron. Iron deficiency anaemia is the most common form of anaemia throughout the world. According to the World Health Organisation (WHO), two billion people suffer from iron deficiency anaemia worldwide.

Iron deficiency syndrome

_A mild form of iron deficiency characterised by symptoms such as fatigue and exhaustion, irritability, paleness and brittle nails.

Jarsin®

_A plant-based antidepressant that is also prescribed increasingly for mild forms of multiple sclerosis; developed, produced and sold by Vifor Pharma.

Key Performance Indicator (KPI)

_A measurement of performance in terms of progress made or level of achievement with regard to important objectives.

KUKO®

_Customer-specific conditions, a Galexis service for customers and suppliers.

Life cycle management

_Refers to a strategic concept for managing a product throughout its entire life cycle.

Lipids

_General term for natural substances that are insoluble in water such as fatty acids, fats and oils. This group also includes the **omega-3** and **omega-6** unsaturated **fatty acids**, which are the active ingredients of **Equazen eye q™**.

Lupus nephritis

_Inflammation of the kidneys as the result of a systemic **autoimmune disease**.

Lysinate

_Any salt resulting from the combination of the amino acid lysine with another chemical component.

Magnesium® Vital

_A magnesium replacement product for cramps in the calf muscles; developed and distributed by Vifor Pharma.

Maltofer®

_An oral iron replacement product for the treatment of iron deficiency that is sold worldwide; developed and produced by Vifor Pharma.

Medical affairs

_A general term covering the following activities: contact with physicians who are opinion leaders, planning and coordination of clinical trials, interface between marketing and medicine, medical-scientific training and continuing education for sales representatives.

Medical technology

_Equipment and technical procedures used in medical practices and laboratories.

Medicare Improvements for Patients and Providers Act (MIPPA)

_Medicare is a public health insurance programme in the USA for elderly and/or disabled individuals. The MIPPA is part of the US healthcare reform package and covers areas such as the reimbursement system for medicines.

Medication check

_A service provided by pharmacists under the **Service-Based Remuneration (SBR)** agreement; includes remuneration for checking prescriptions, checking for interactions (compatibility with other medications), writing instructions for use, etc.

medINDEX®

_A medical database that replaces **galdat**® in medical practices; developed and sold by e-mediat.

MediService

MediService is a specialty pharmacy that delivers prescription-only medications directly to its patients at home, and, through **Pharma Care** offers specialist in-home therapy counselling and patient support for chronically ill people with rare diseases requiring complex therapies.

mediVISTA.ch

_Web-based information platform for physicians in private practice and those working in hospitals which complements **medINDEX**®.

Mg5®

_An oral magnesium replacement product for the treatment of magnesium deficiency; distributed by Vifor Pharma.

Minergie standard

_Minergie is the main energy standard in Switzerland for low energy buildings.

Nasmer®

_A moisturising nasal spray produced and distributed by Vifor Pharma.

NDA (New Drug Application)

_The NDA is the official means by which manufacturers of pharmaceutical products in the United States apply to the **FDA** for approval to market a drug in the United States.

Nephrology

_The branch of medicine dealing with the kidney and with the diagnosis and treatment of kidney diseases.

Neurology

_The branch of medicine concerned with diseases of the nervous system.

Nova

_An invoicing system for Galexis customers.

OLPCockpit

_Payment control function of the pharmacy management tool **TriaPharm**®.

OLPFact

_Function of the pharmacy management tool **TriaPharm**® that supports invoicing to health insurers.

Omega-3 and omega-6-fatty acids

_Polyunsaturated fatty acids that are essential for human life and are found in substances such as fish oils.

Onco-haematology

_The branch of medicine concerned with cancer diseases that affect the blood system.

Oncology

_The branch of medicine that deals with cancer.

Ophthalmology

_The branch of medicine concerned with the anatomy, functions, pathology and treatment of the eye.

OPINIO

_The Galenica Group employee survey.

Oral

_A term referring to a medication ingested through the mouth.

Osteoporosis

_A disease (of old age) involving a greater vulnerability to bone fracture due to an overly rapid reduction in bone mass; often associated with calcium deficiency.

Otalgan®

_A product for the treatment of earache and inflammation of the eardrum; the leading product of its type in Switzerland, Italy, the Netherlands, Austria and Germany; produced and distributed by Vifor Pharma.

OTC

_Over the counter, a term used to refer to medicines available without a prescription.

OTX

_OTX medications are drugs which are not prescription-only, but are nonetheless largely prescribed by physicians; they are not always reimbursed by health insurers.

PA21, phosphate binder

_A new product currently under development by Vifor Pharma. PA21 binds excess phosphate in the blood and thus promotes phosphate elimination. It is intended primarily for haemodialysis patients.

Parapharmaceuticals

_Products such as wound dressings that are sold along with pharmaceuticals but do not meet the legal definition of a pharmaceutical.

Parenteral

_A term referring to administration of a medicine by a route other than the gastrointestinal tract; generally by infusion (such as with **Venofer®**), injection, through the skin (**transdermal**) or mucous membranes.

Pemphigus vulgaris

_An **autoimmune disease** in which the immune system produces antibodies against certain proteins of the skin and the mucous membranes.

Perskindol®

_A product line that provides relief from aching muscles and joints; the leading product of its type in Switzerland, with a strong presence in Austria, the Netherlands, Hungary, Thailand and various other countries; manufactured and distributed by Vifor Pharma.

Pharma Care

_Comprehensive medical in-home care of patients with chronic and rare diseases; provided by **MediService**.

pharmavista

_An Internet-based product information platform developed and sold by e-mediat.

Phytopharmacy

_The science that deals with the effects and manufacture of plant-based pharmaceuticals.

Pipeline

_All future products currently in various stages of development.

Polymedication check

_A **compliance**-related check by the pharmacist to ascertain whether various medicines being taken simultaneously by the patient are tolerated in combination.

Predialysis

_The stage of **renal insufficiency** prior to commencement of dialysis.

Prewholesale

_The logistical link between the manufacturer (pharmaceutical industry) and the **wholesale** trade. For example Alloga in the Galenica Group.

Process management

_The design and management of entire processes.

Promologistics

_A logistics system for pharmaceutical companies' promotional materials; marketed by Galexis.

RefData

_Independent foundation promoting low-cost, socially responsible and economically relevant referencing of products, services, people and institutions.

Regulatory affairs

_A general term for the activities that are required in order to obtain approval from the authorities for the development, manufacture, marketing and distribution of pharmaceuticals.

Relapsing-remitting multiple sclerosis

_Multiple sclerosis (MS) is a chronic inflammatory disease of the central nervous system, the cause of which is still unknown. Symptoms include visual problems, numbness, movement and speech disorders and fatigue. The disease frequently adopts a pattern of relapse interspersed with periods of partial or complete remission.

Restless legs syndrome

_A **neurological** condition affecting the legs and feet with sensory disturbance and the urge to move.

Revalid N®

_A range of fortifying haircare products distributed by Vifor Pharma.

Rheumatology

_The branch of medicine dealing with the diagnosis and treatment of chronic diseases which mostly become evident through musculoskeletal pain.

Roll-out

_The market launch of a product or service. The term refers primarily to technical applications.

Rx

_A designation for prescription drugs or medicines.

Self-dispensation

_Direct dispensation of medicines by physicians.

Serum phosphate level

_Concentration of phosphate in the blood.

Service-Based Remuneration (SBR)

_The agreement between santésuisse (the Swiss association of health insurers) and pharmaSuisse (formerly the Schweizerische Apothekerverband – the Swiss Association of Pharmacists), under which a pharmacy's income is no longer linked to the product price.

SmartLOG

_The name of a pilot test performed in connection with the development of a system for tracking drug deliveries. Its goal is to improve protection against counterfeit drugs. Documed is collaborating in the feasibility study at the request of **RefData**.

Specialty Pharma, a strategic area

_The strategic focus by the Galenica Group on the development, production and commercialisation of its own medicines in international markets, particularly products for **iron deficiency**, as well as its own infectious diseases/**OTX** and **OTC** products.

StarCard

_Customer card offered by **Amavita** and **Amavita partnership**.

Subanalysis

_Analysis of data relating to one or more **clinical studies** following their completion for further interesting findings.

Sublicence

_A portion of a licence that is granted to another company or another person.

Sun Store

_Leading pharmacy chain in Switzerland with points of sale in high-traffic locations; acquired by Galenica in 2009; continues to operate under its own name.

Surgery

_The branch of medicine that uses operative manual or instrumental techniques on a patient to treat diseases and injuries.

Swiss Aids Care International

_A foundation established by Professor Ruedi Lüthy to provide assistance to people in Zimbabwe suffering from HIV and Aids. An out-patient Aids clinic and a reference laboratory have been built with donations to this foundation.

SwissDocu®

_A service that provides information on products and on scientific and non-scientific questions from pharmacies and drugstores; operated by e-mediat.

Swiss Drug Compendium (Arzneimittel-Kompendium der Schweiz®)

_A standard reference work for medical professionals that contains extensive technical product information; developed and marketed by Documed Ltd.

Swiss HealthCare Services, a strategic area

_The focus by the Galenica Group on a business model providing integrated services for the Swiss healthcare market. This model integrates the **Amavita**, **Sun Store**, **Coop Vitality**, **MediService** and **Winconcept** pharmacy formats, logistics services and information management.

Swissmedic

_The Swiss Agency for Therapeutic Products; the regulatory agency for medicines and medical devices based in Bern. No pharmaceutical products for humans or animals may be marketed in Switzerland until they have been licensed by Swissmedic. All **clinical trials** in Switzerland must also be approved by Swissmedic.

Symfona®

_A **ginkgo**-based product for the treatment of age-related impaired cerebral blood flow, for enhancing the power of concentration and for increasing memory retention; developed and distributed by Vifor Pharma.

TOP HOMECARE

_A sales and consulting concept in the home care area for pharmacies and drugstores; developed and marketed by Galexis.

Toxicity profile

_Profile of the toxicity of a substance. Determinations of toxicity are generally made in animal studies.

Track'nTrace

_IT-based tracking and tracing of deliveries.

Transdermal

_A type of treatment (generally patch systems) in which the active ingredient is absorbed through the skin.

TriaMed®

_A management software solution for medical practices; developed and marketed by Triamun, a department of HCI Solutions.

TriaMed® Box

_A small computer, fully preconfigured with **TriaMed®**. An entry product launched by Triamun, a department of HCI Solutions.

TriaMed TS®

_Management software for medical practices which runs via an external server of Triamun, a department of HCI Solutions; developed and sold by Triamun, a department of HCI Solutions.

TriaOne®

_Integrated administrative solution with complete coverage of all necessary functionalities of a company (**ERP**); based on the former product Arizona, developed by BMC, which was merged with Triamun in 2007.

TriaPharm®

_A management software solution for pharmacies; developed and marketed by Triamun, a department of HCI Solutions.

TriaScan®

_Expansion software from **TriaPharm®** to scan in and digitalise prescriptions; developed and marketed by Triamun, a department of HCI Solutions.

Triofan®

_Nasal spray for colds, the leading product of its type in Switzerland; produced and sold by Vifor Pharma.

Trittico®, Trittico® retard

_Pharmaceutical products for the treatment of depressive disorders; sold in Switzerland by Vifor Pharma under a licensing agreement.

Ulcerative colitis

_Ulcerative colitis is a form of chronic inflammatory bowel disease that affects the rectum and large intestine.

Uro-Vaxom®

_Biotech drug for the prevention and alleviation of urinary tract infections; developed and marketed by OM Pharma.

Value-based management

_A management approach that ensures that companies are focused on improving enterprise value (corporate value).

Venofer®

_An **intravenous** product for the treatment of **iron deficiency**; developed and produced by Vifor Pharma and sold worldwide.

Vial

_A small bottle with various types of closure (e.g. capsule closure with a membrane for piercing).

VIT91

_A **pipeline** product currently in chemical development at Vifor Pharma.

VOCs

_Volatile organic compounds; a collective term for organic, i.e. carbon-containing substances that evaporate easily and are present as a gas at low temperatures. Term used primarily in connection with air pollutants.

WHO

_The World Health Organisation of the United Nations based in Geneva, Switzerland.

Wholesale

_Link between the various stages of distribution; purchases goods that it does not generally process or manufacture itself (merchandise) and distributes these to processing companies, retail, industrial or other commercial companies, etc. For example, Galexis and Unione Pharmaceutica Distribuzione in the Galenica Group.

Winconcept

_The management and marketing company for **Feelgood's** pharmacies. Winconcept develops marketing concepts designed to promote communication and quality, with a strong focus on the consumer.

Xulux®

_A pharmaceutical product for bronchitis; sold under licence in Switzerland by Vifor Pharma since 2009.