

We accompany and support our customers – throughout their entire lives!

Daniele Madonna, Head of Healthcare
Annual General Meeting, 11 May 2022

Galenica – Health and Wellbeing are at the heart of what we do.



We are there for **everyone**.
At any age! In good health or on the way to it.



Developments that need to be taken into account so that we can keep our customer promise!

Meeting customers

The customer used to come to the pharmacy > now we also go to the customer

Health services

Expanding the range in pharmacies:
Products AND services

Patient journey

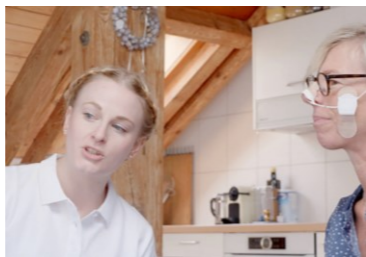
Outpatient treatment
Going home soon after surgery
Staying at home independently for as long as possible

How and where do we support our customers?

B2C & B2B4C



Local Pharmacies



Pharmacies at Home



Services for Professionals

Retail B2C



Professionals B2B4C

AMAVITA 

bichsel

bichsel

coop
vitality 

MEDI  SERVICE

medifilm 

  **SUN STORE**

apodoc 

 **Lifestage**
SOLUTIONS


emeda
Die Heilmärkte

Home care: Potential and opportunity

Indirectly via a range of services for institutions – delivered right to the patient's home

Homecare@Galenica

Care institutions

B2B & B2B4C / indirect

Home care

B2C / direct

Care homes



Home care
organisations

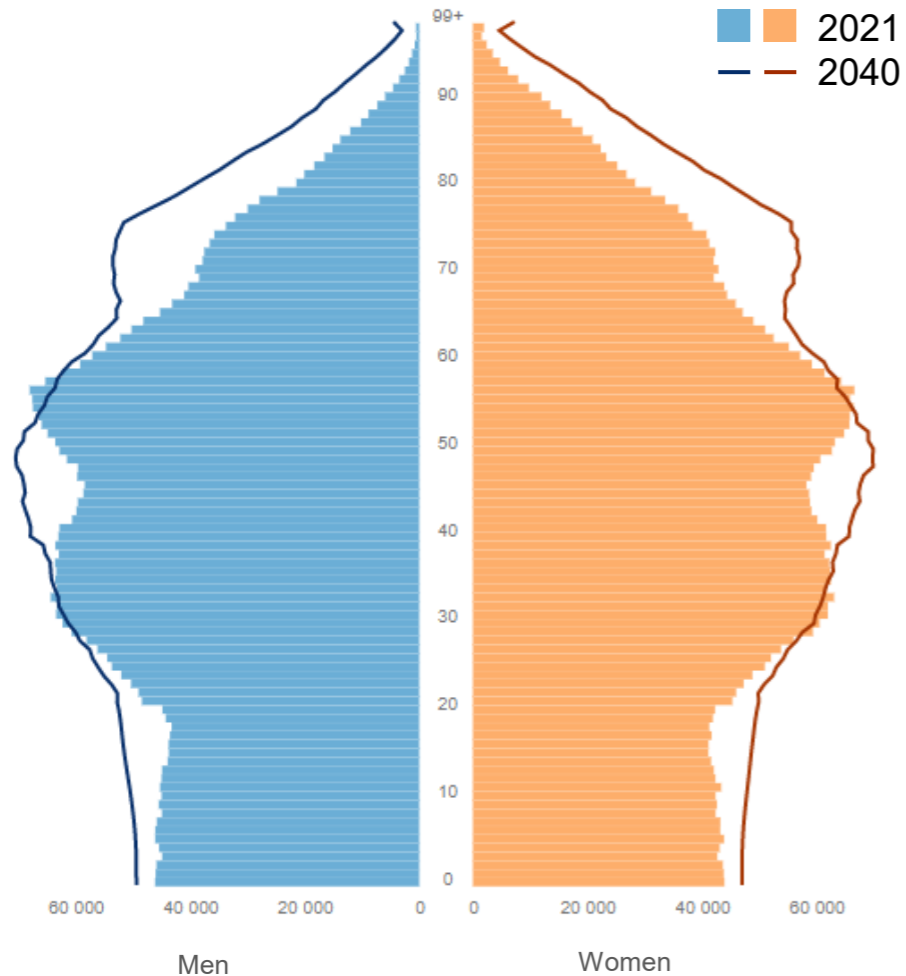


Care at home



A growing market

Age pyramid Switzerland, 2021/2040



Source: bfs.admin.ch

- **2021:**
~ 460,000 inhabitants over 80 years of age
- **2040:**
> 1,000,000 inhabitants over 80 years of age

B2C: We support and care for customers at home

Home care

B2C / direct

Care at home



B2C: Home Care Mediservice

Specialty and Chronic Care

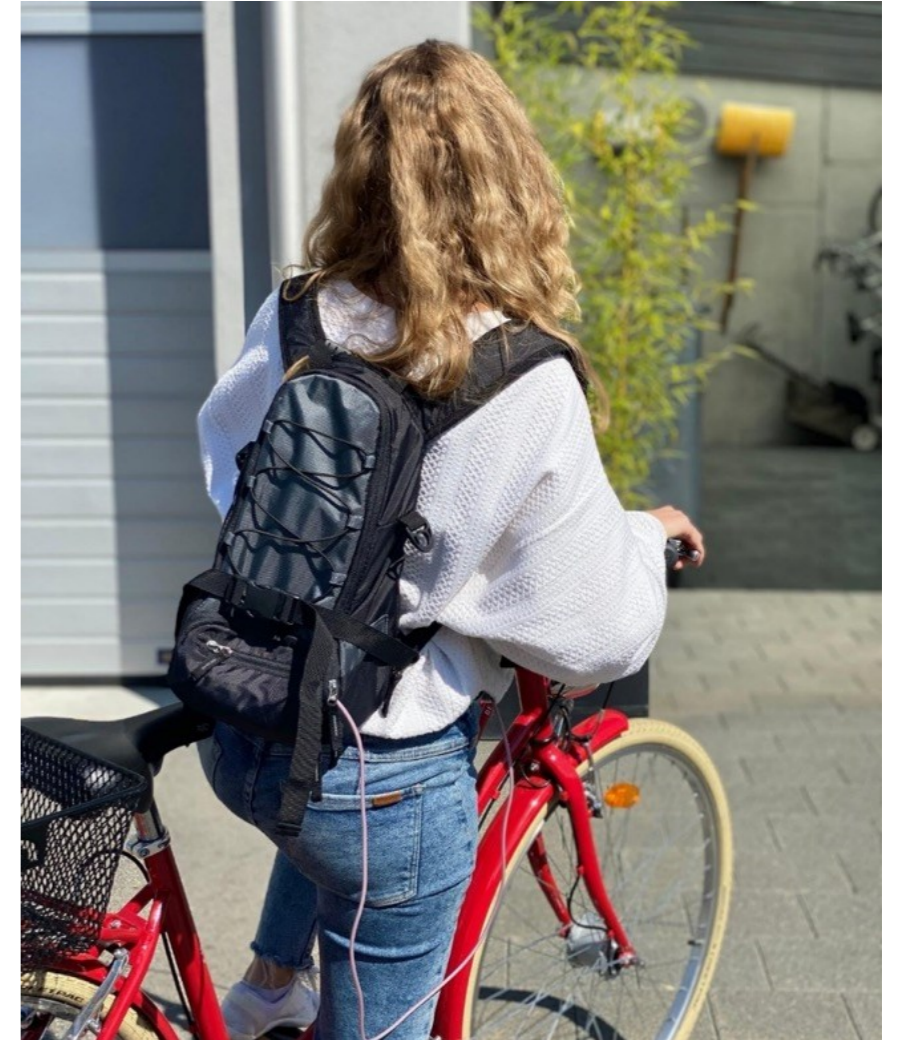


- Focus on **complex** medications/therapies and the care and support of **chronic** patients
- Active in **more than 50 special indications**, primarily in neurology, immunology, rare diseases and oncology
- Approx. **3,000 patients**
- **25 Home Care employees**

B2C: Home Care Bichsel

Specialised in clinical nutrition

- Improvement in **quality of life**, e.g. improved mobility, staying in a familiar environment
- **Personalised** therapies, e.g. infusions prepared according to individual prescriptions
- **Efficient** delivery of services compared to inpatient alternatives
- **> 9,000 patients:** from infants to the elderly, both acutely and chronically ill
- **50** Home Care employees



Backpack solution for enteral feeding

B2B4C: We support and care for clients via **institutions**, care homes and home care organisations

Care institutions
B2B & B2B4C / indirect

Care homes



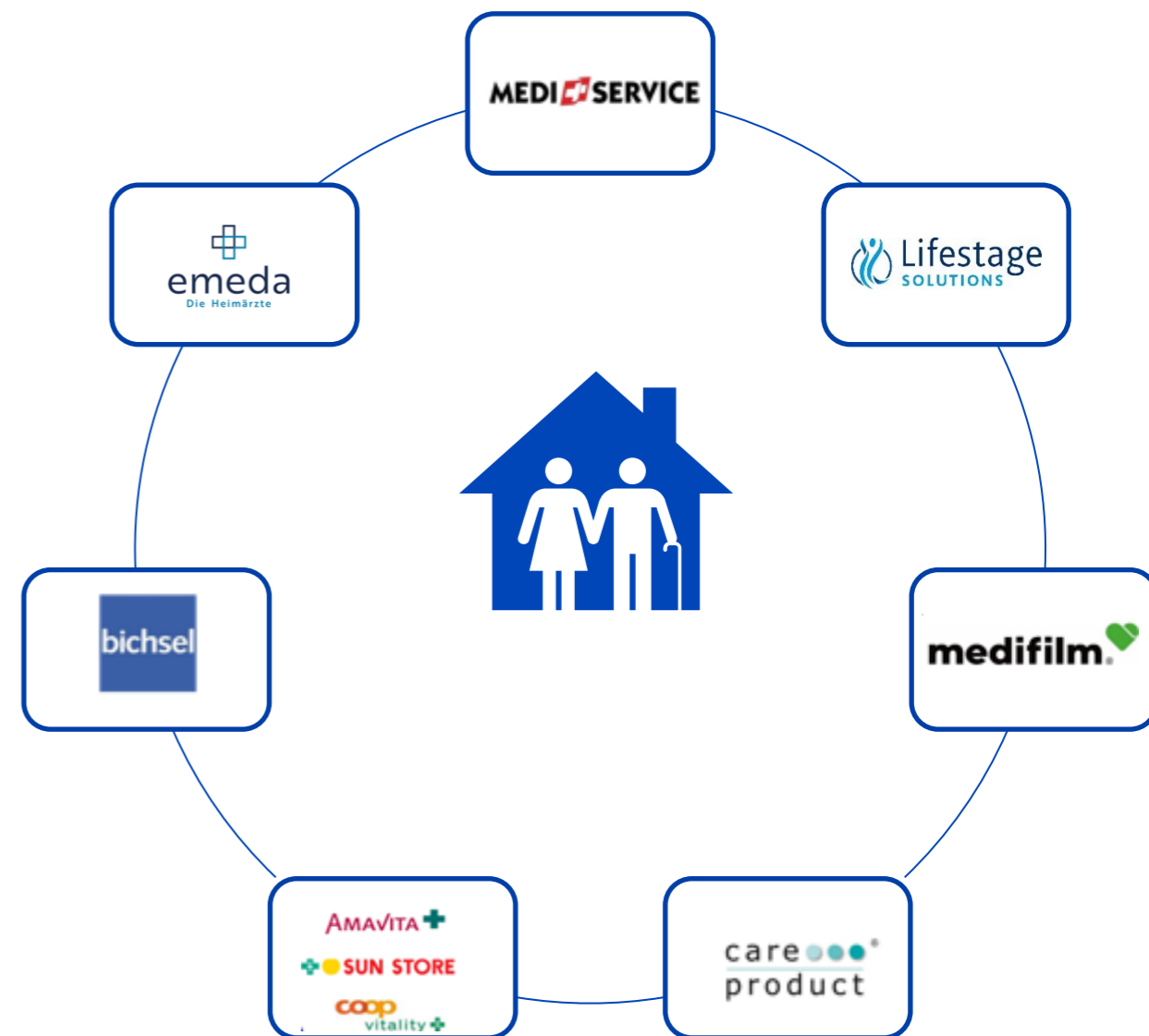
Home care
organisations



B2B4C: Caring for the elderly – Galenica's response

- Modular range of services for institutions from existing services – medication, nutrition, rehabilitation
- Benefit from existing customer relationships in the Business Units
- Coordinated customer care by Healthcare with all business sectors

Unique range of services with a high level of expertise



With Home Care we are meeting an increasing customer need



Disclaimer

Disclaimer Galenica

Certain statements, beliefs and opinions in this presentation are forward-looking, which reflect the Company's or, as appropriate, the Company's directors' current expectations and projections about future events. By their nature, forward-looking statements involve a number of risks, uncertainties and assumptions that could cause actual results or events to differ materially from those expressed or implied by the forward-looking statements. These risks, uncertainties and assumptions could adversely affect the outcome and financial effects of the plans and events described herein. A multitude of factors including, but not limited to, changes in demand, competition and technology, can cause actual events, performance or results to differ significantly from any anticipated development. Forward-looking statements contained in this presentation regarding past trends or activities should not be taken as a representation that such trends or activities will continue in the future. As a result, the Company expressly disclaims any obligation or undertaking to release any update or revisions to any forward-looking statements in this presentation as a result of any change in expectations or any change in events, conditions, assumptions or circumstances on which these forward-looking statements are based. Neither the Company nor its advisers or representatives nor any of its of their parent or subsidiary undertakings or any such person's officers or employees guarantees that the assumptions underlying such forward-looking statements are free from errors nor does either accept any responsibility for the future accuracy of the forward-looking statements contained in this presentation or the actual occurrence of the forecasted developments. You should not place undue reliance on forward-looking statements, which speak only as of the date of this presentation.

Disclaimer IQVIA

The analyses, their interpretation, and related information contained herein are made and provided subject to the assumptions, methodologies, caveats, and variables described in this report and are based on third party sources and data reasonably believed to be reliable. No warranty is made as to the completeness or accuracy of such third-party sources or data. In all cases where historical results are presented or past performance is described, we note that past performance is not a reliable indicator of future results and performance.

Copyright ©2022 IQVIA. All rights reserved. IQVIA® is a registered trademark of IQVIA Inc. in the United States and various other countries.