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# One step ahead

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Head Retail Business sector

Galenica Investor Day, 25 June 2019

# Retail Business sector

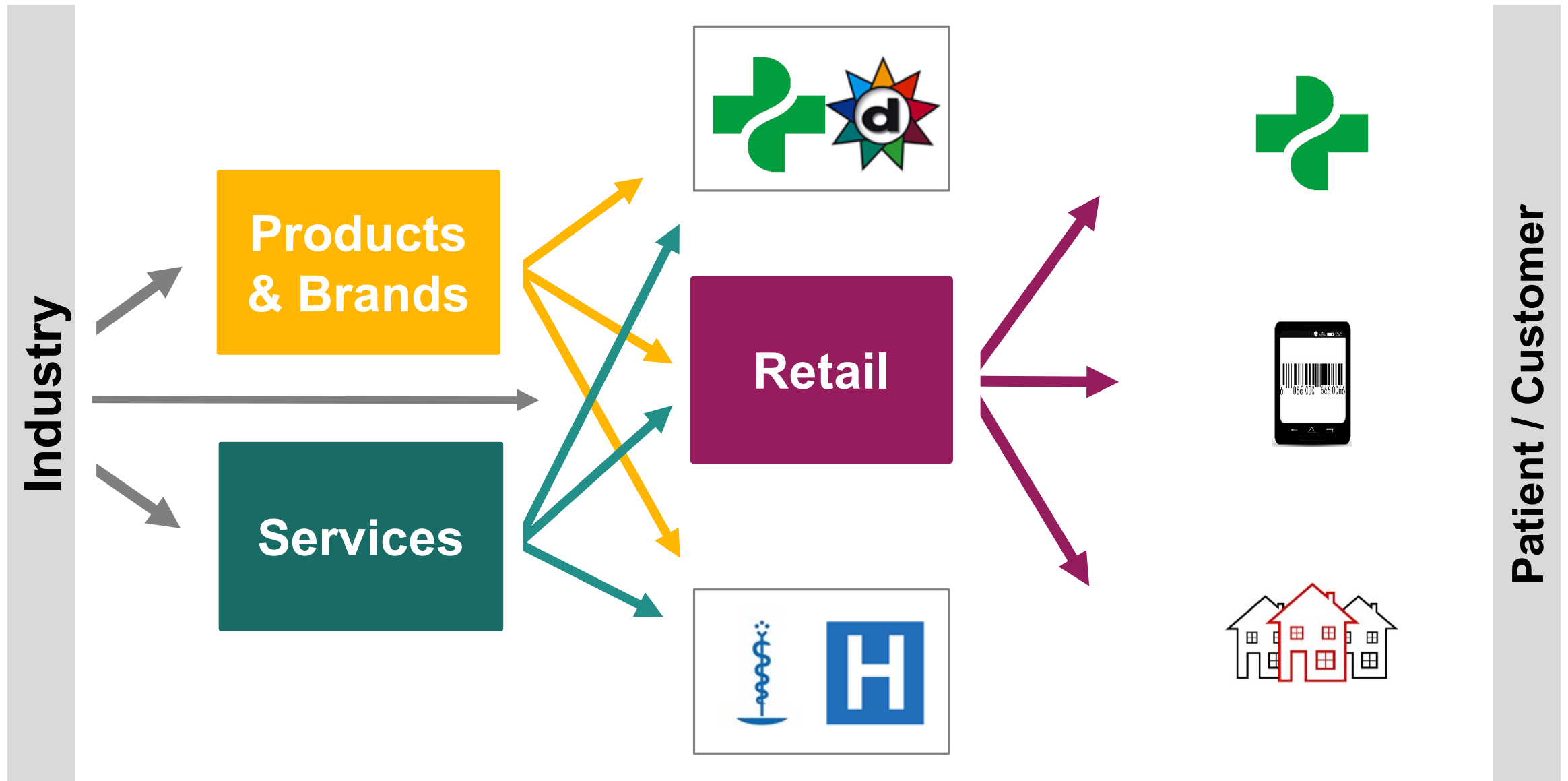
## One step ahead!

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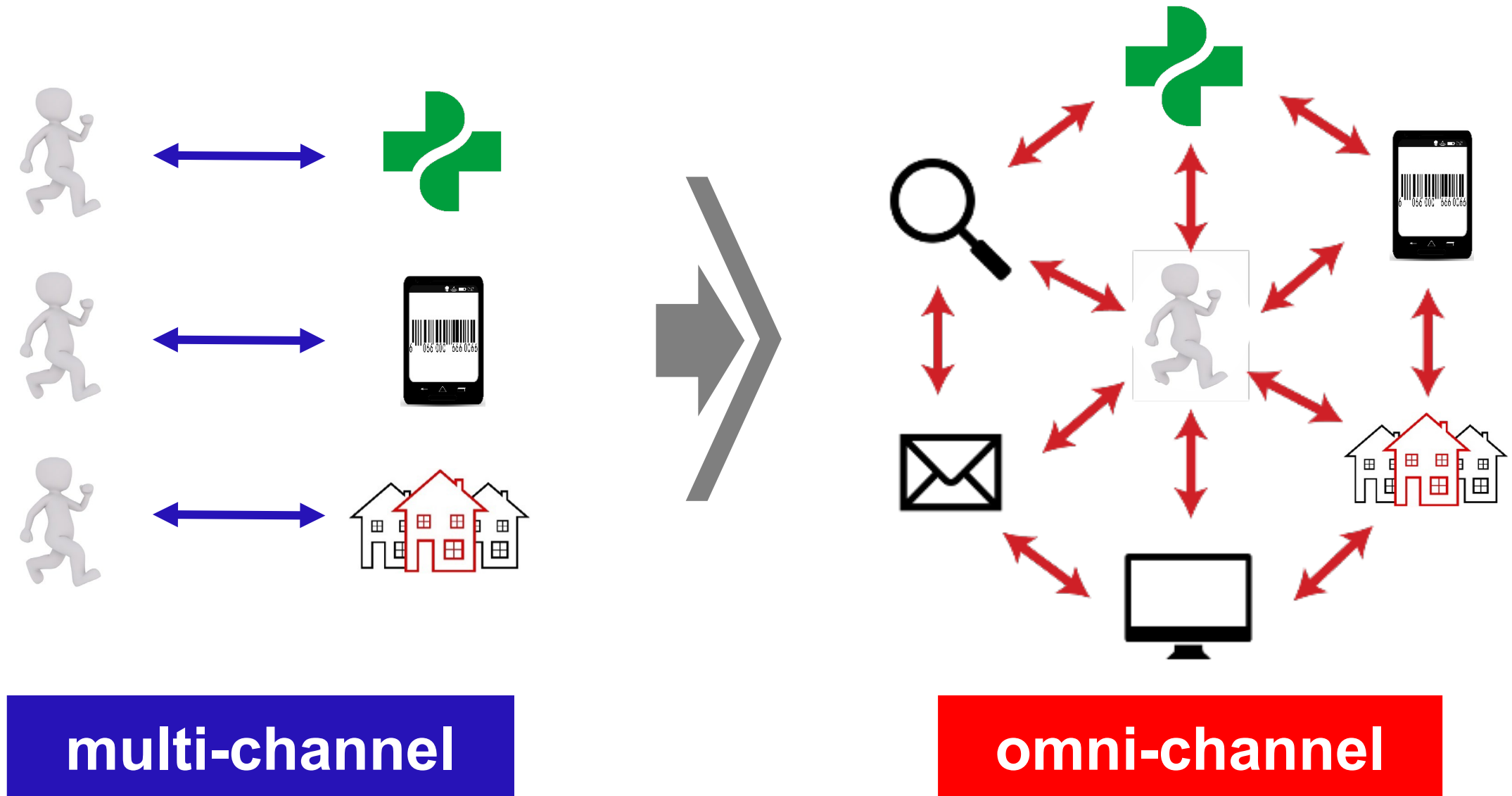
# Multi-channel

Networked with all healthcare market players across all channels



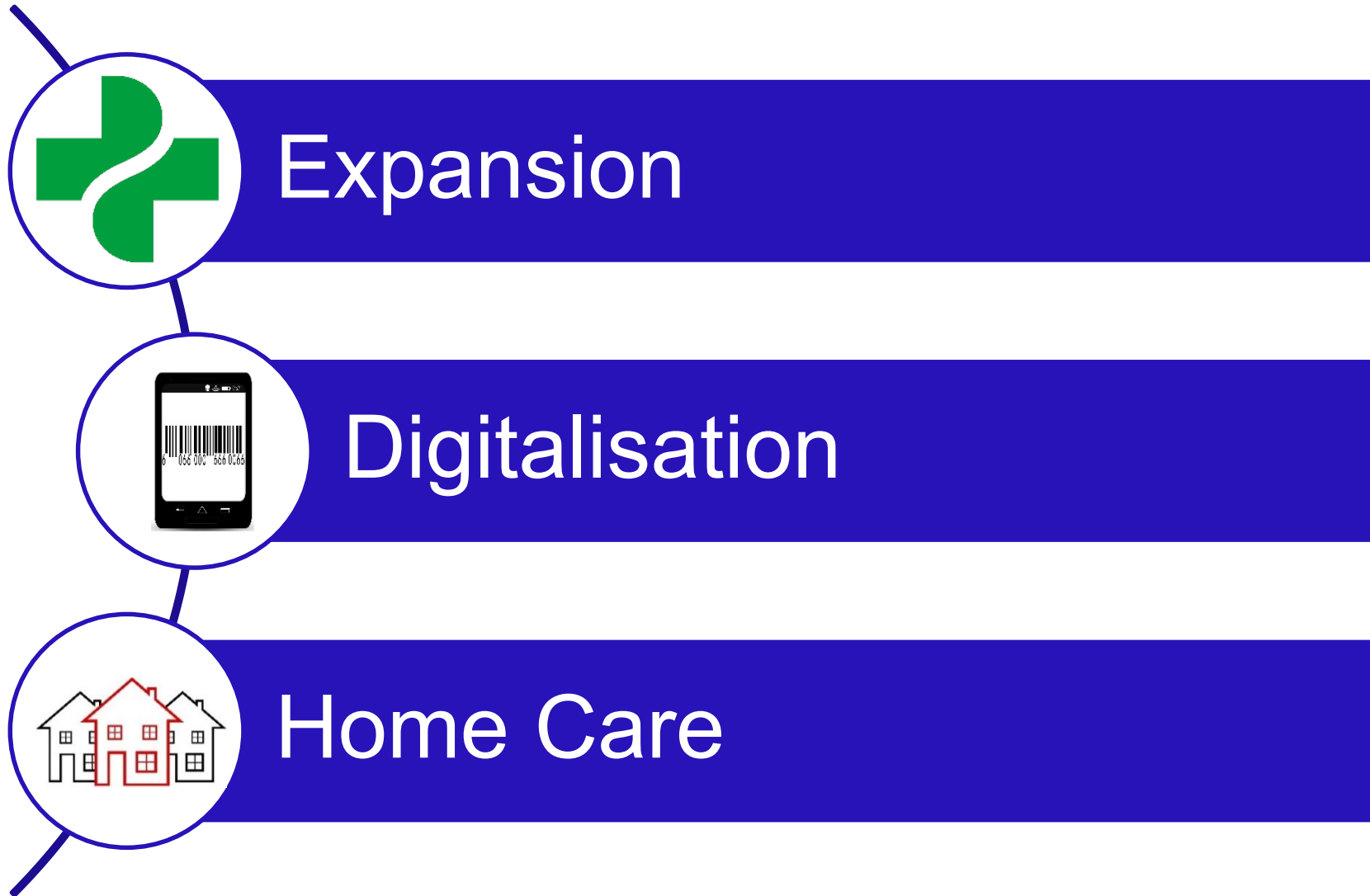
# Goal:

## From multi-channel to omni-channel



## Our 3 axes of strategic development

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# Reason why Trends for the future



## Demographic changes

age pyramid, lack of primary care physicians, special needs, ...



## New therapies

increased complexity, technologies and research  
-> specific know-how



## From inpatient to outpatient

shorter hospital stays, more home care



## Digitalisation

behaviour of Y/Z generations, 24/7 access, ...



## 2019: further expansion and optimisation of the pharmacy network



AMAVITA+

APOTHEKE  
SUN STORE

coop  
vitality+

# Our latest acquisition

## The Bichsel Group

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# Our latest acquisition

## The Bichsel Group

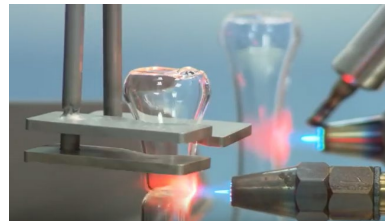
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**Pharmacy store**



**Magistral  
Prescriptions**  
customised production



**Manufacture**  
infusions, rinsing solutions



**Home Care**

# Bichsel Group Pharmacy at the best location in Interlaken



# Bichsel Group

## Magistral prescriptions platform

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# Magistral prescriptions

## High quality standards demanded

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Magistral medicines are medicinal products prepared for an individual patient according to a prescription.





# Magistral prescription at Bichsel Group

## High demand in several indications

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### Paediatrics

- Most dosages and dosage forms are for adults  
→ Adaptation to children
- Production of liquid dosage forms that are easier to administer to children  
→ also for home care patients for application via probe



### Geriatrics and palliative medicines

- Nose spray for acute pains or sedation  
e.g. Fentanyl, Midazolam nose sprays

# Magistral prescriptions

## Example

*"We are very interested in Procaine 1% 5ml ampoules **without additives** with approval for neural therapeutic injections. Unfortunately, there is also an international supply shortage at the moment. Could you please let us know as soon as possible whether, when and under what conditions an order or delivery is possible?"*



Grosse Apotheke Dr. G. Bichsel AG

Versorgungszentrum für Heimdialyse- und Heimernährungspatienten

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Ansprechpartner :  
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Offerte Nr.: OF2000077      Datum : 14.05.2019      Seite 1 / 2

Verandart :      Gew. Lieferdatum :      Kundennr. : 140092  
Offertengültigkeit : Ende Juli 2019

Nr.	Beschreibung	Menge	Einheit	Publikums- preis (exkl. MWST)	VK-Preis (exkl. MWST)	MWST %	Betrag (exkl. MWST)
FE2010176	Procain HCl 1% ohne E223 10 Ampullen 5 ml Haltbarkeit: vorauss. 12 Monate Lieferung mit Analysenzertifikat Lieferbarer Jahresbedarf: 100 Packungen	100	Packung				

Total CHF ohne MWST

2.5% MWST

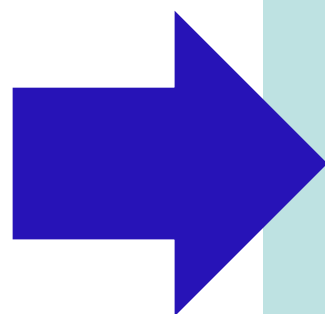
Total CHF inkl. MWST



# Bichsel Group

## Access to hospitals

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# Bichsel Group

## Examples of manufactured products




# Bichsel Group

## Customisation – Swiss hospital needs



# Medicine shortage: an issue also in Switzerland

## Bichsel offers solutions



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Federal Office for National Economic  
Supply FONES

Topics

Documentation and Publications

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Therapeutic products

Measures >

Reporting office



The aim of the reporting office is to rapidly identify interruptions in the supply of medicines and to take measures to ensure that supplies reach patients when the private sector is no longer able to cope with the situation on its own. The medicines for which there is a reporting obligation are listed in the relevant ordinance.



### Current shortages

The document below provides an overview of the current supply shortages in the medical sector that have been reported to us in accordance with the Ordinance on the Essential Human Medicines Reporting Office (SR 531.215.32). The document also lists proposals for action and measures taken by the federal authorities.

 [Interruptions in the supply of medicines](#) (PDF, 331 kB, 11.06.2019)

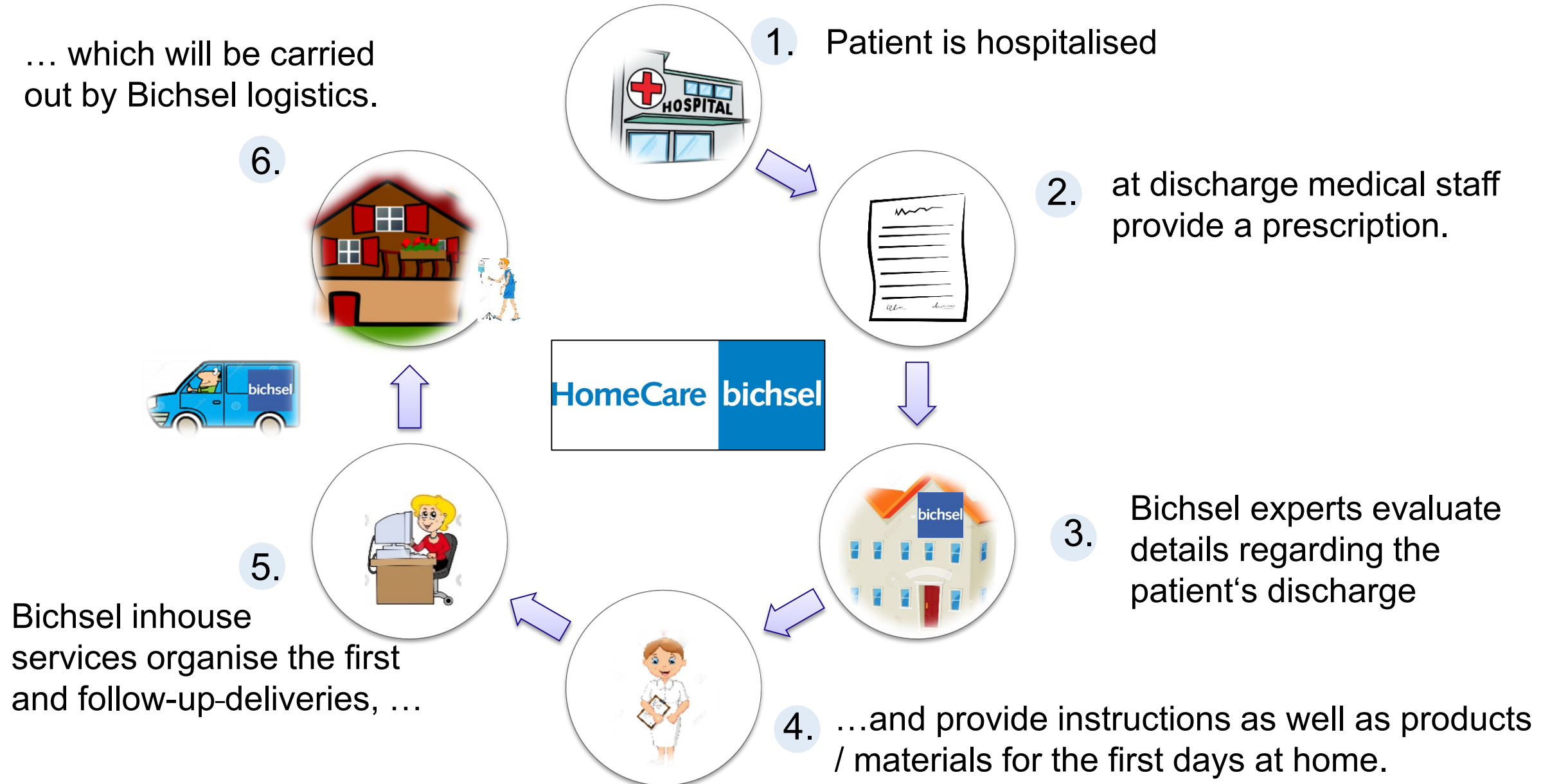
 [Interruptions in the supply of vaccines](#) (PDF, 249 kB, 07.06.2019)



# Home Care Bichsel

## Specialised in home nutrition and home dialysis

... which will be carried out by Bichsel logistics.

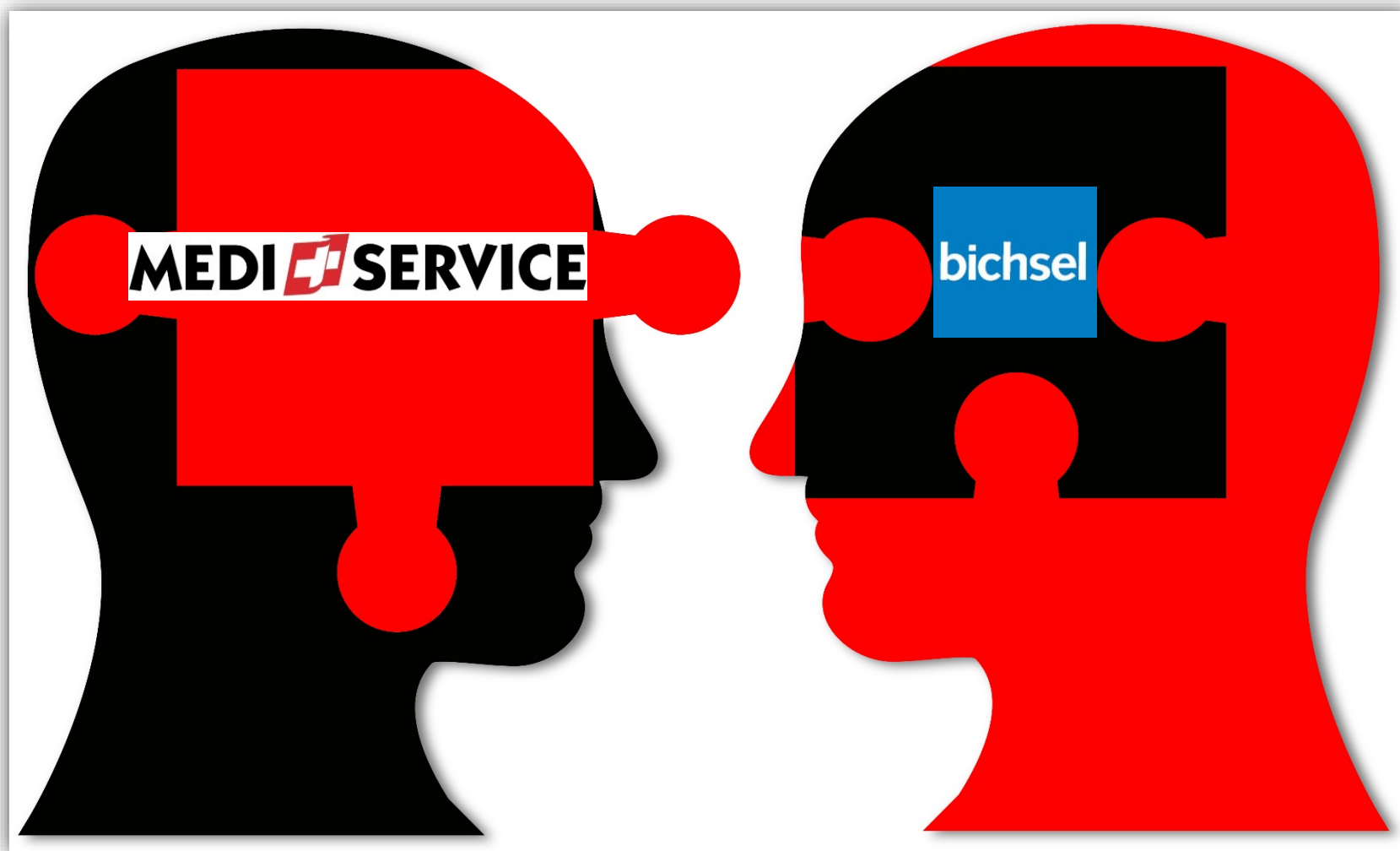


### Field Team 22 employees

- 14 nutritionists
- 8 nurses
- supported by 3 call centre operators







# Our latest acquisition

## New opportunities

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# Our latest acquisition

## We approach our customers with an all-around service!



# Our central focus is the customer and their needs!

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# That is how Galenica Retail will continue staying ... **One step ahead**

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# Disclaimer

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