

From a logistics provider to
a fully integrated, interconnected healthcare service provider

Galenica's next transformation journey

Marc Werner, CEO

Investor Day, 14 October 2021, Interlaken

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

From a logistics provider to a fully integrated, interconnected healthcare service provider

1927



Joint purchasing centre founded by pharmacists for pharmacists ...

From 1995

Pharmacies
AMAVITA+ + SUN STORE
coop vitality+ MEDI+SERVICE

Logistics

≡ Galexis ≡ Alloga ufd
≡ HCI Solutions

Products

✓ VERFORA



... vertical diversification ...

From 2020

Patients & Customers



At the pharmacy

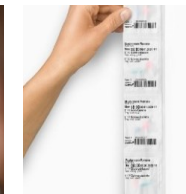


or at home

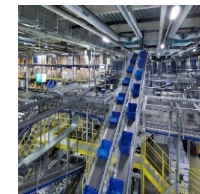
Service providers



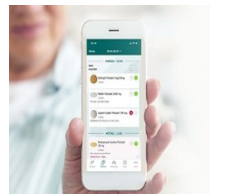
Products



Services



Logistics



Digital Services

... customer focus, fully integrated and interconnected.

Jean-Claude Clémenton

1 July 1962 – 16 September 2021



The future is not an extension of the past.
We want to actively shape it!



“The greatest danger in
times of turbulences
is not the turbulence,
it is to act with
yesterday’s logic.”
Peter Drucker

Transformation

Transformation means process of change,
of moving from the current state to
an envisioned target state in the near future.

Transformation represents
a fundamental and lasting transition.



Trends and changes



The Galenica Story

Vision



Health and wellbeing are at the heart of what we do.
They are the reason we give our best every day.

Values



We build
trust

We show
respect

Together,
we are stronger

We act as
entrepreneurs

We participate
with passion

Customer promise



We support people at every stage of life on their journey towards health and wellbeing.
With personal and expert advice and a unique range of products and services.
Anytime and anywhere in Switzerland.

Strategic programmes

Omni-Channel

Care

Professionals

Efficiency

Transformation

Offering customers and patients the best customer experiences on every channel

Patients & Customers (B2C)



At the pharmacy or at home

Service providers (B2B)



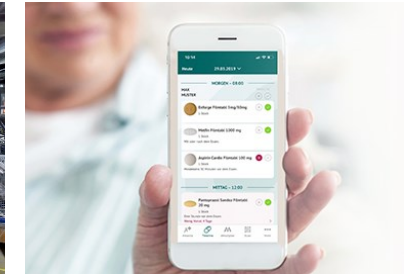
Products



Services



Logistics



Digital Services

Omni-Channel

Care

Professionals

Efficiency & Transformation

Offering customers and patients the best customer experiences on every channel

Patients & Customers (B2C)



At the pharmacy or at home

Service providers (B2B)



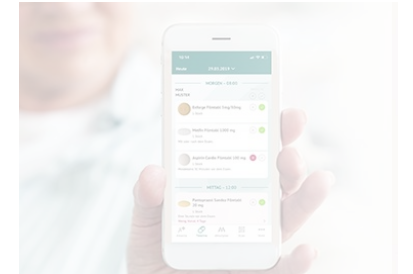
Products



Services



Logistics



Digital Services

Omni-Channel

- Pharmacy network
- Digital infrastructure
- Contact points
- Product range

- Acquire new customer groups
- Increase number of loyal customers
- Sales and profits

Offering customers and patients the best customer experiences on every channel

Patients & Customers (B2C)



At the pharmacy or at home

Service providers (B2B)



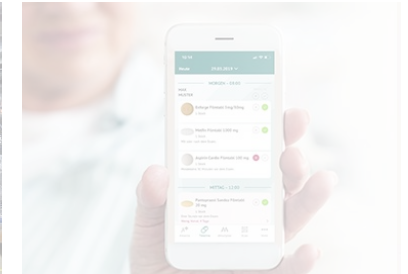
Products



Services



Logistics



Digital Services

Care

- Healthcare and therapeutic services
- First point of contact for healthcare advice
- Partnerships

- Strengthen customer loyalty
- New customers
- Provide services that contribute significantly to the results

Offering customers and patients the best customer experiences on every channel

Patients & Customers (B2C)



At the pharmacy or at home

Service providers (B2B)



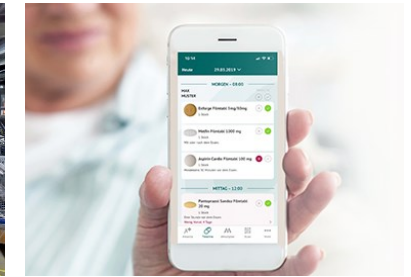
Products



Services



Logistics



Digital Services

Professionals

- First choice for logistics services
- Patient safety
- Efficiency
- Digitalisation & e-health

- Pool expertise of the entire Group
- Create unique packages with added value for the B2B market
- Substantial contribution to success

Offering customers and patients the best customer experiences on every channel

Patients & Customers (B2C)



At the pharmacy or at home

Service providers (B2B)



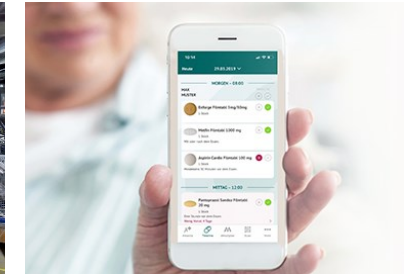
Products



Services



Logistics



Digital Services

Efficiency & Transformation

- Synergies
- Processes and systems
- Employee development
- Servant leaders
- Agile

- Simplify Galenica
- Create better customer experiences
- Cut costs
- Sustainably contribute to success

Our transformation journey: From a logistics provider to a fully integrated, interconnected healthcare service provider

Patients & Customers (B2C)



At the pharmacy



or at home

Service providers (B2B)



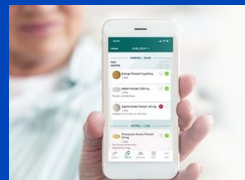
Products



Services



Logistics



Digital
Services

Focus on customers and patients through

- products and services provided directly
- services for all professionals
- a high level of expertise and professionalism
- groundbreaking digital solutions and databases

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 or 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

© 2021, IQVIA AG

All rights reserved. The information may not be duplicated, stored, processed further, nor be made accessible in whole or in part to any third party without prior express and valid written permission of IQVIA AG. Terms used in connection with data/figures such as „patient“, „doctor“, „medical practice“, „prescriber“, or „pharmacy“ do not designate any personal data but exclusively anonymous information (according to applicable, valid data protection laws).

IQVIA utilizes highly sophisticated technologies and methods in order to ensure that all its Information Services meet the applicable data protection requirements, regardless of the way data are combined.