

Media and analysts' conference

9 March 2021

Welcome!



A difficult year managed with success & important course-setting for the future

Marc Werner, CEO



Annual financial statements 2020

Felix Burkhard, CFO



The pharmacy - first point of contact for healthcare advice

Virginie Pache Jeschka, Chief Pharmacies Officer



Q&A

All

A difficult year managed with success & important course-setting for the future

Marc Werner, CEO

Media and analysts' conference, 9 March 2021

COVID-19 Facts & figures 2020

Higher volumes at Galenica

+60%

Logistics
volumes in
spring

+200%

Online
Sales

+550%¹⁾

Septoclean®

+3,000%

Masks

> 10,000

Rapid tests



¹⁾ Figures Copyright © 2021 IQVIA –
Switzerland year-end data 2020

Market declines also affected our business

-30%¹⁾

Anti-Brumm®

-20%¹⁾

Rhinitis & cold
products

-8%

Algifor®

-30%

Customers in
Galenica high-
traffic locations



¹⁾ Figures Copyright © 2021 IQVIA –
Switzerland year-end data 2020

Yet

we still successfully further developed the operational business!



+17 new pharmacies



Generic substitution rate increased



Mail-order pharmacies



Comeback of Vita-Merfen®



Expansion: new partner products, Hedoga acquisition



New partnerships

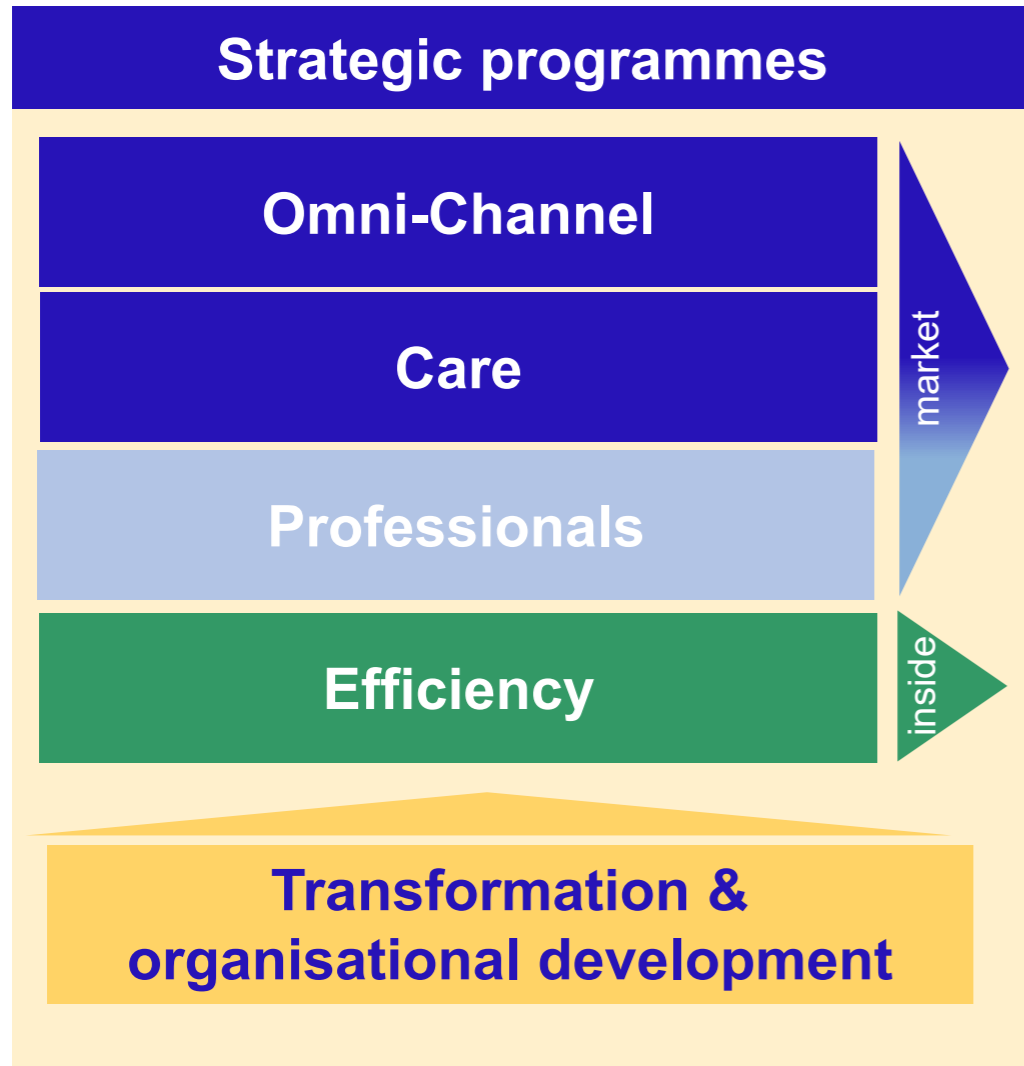


New ERP software



Modernisation of distribution centre in Lausanne

Definition of strategic programmes



”
IMPLEMENT
STRATEGY IN A
FOCUSED, TARGETED
AND SWIFT MANNER.

Strategic programmes

Targets

Omni-Channel



- Best customer experience, anytime and anywhere
- Online and offline channels
- Product range

Care



- First point of contact
- Health services
- Preferred cooperation partner

Professionals



- Partner of first choice
- Leader in e-health

Efficiency



- Simple and efficient
- Process and cost optimisation

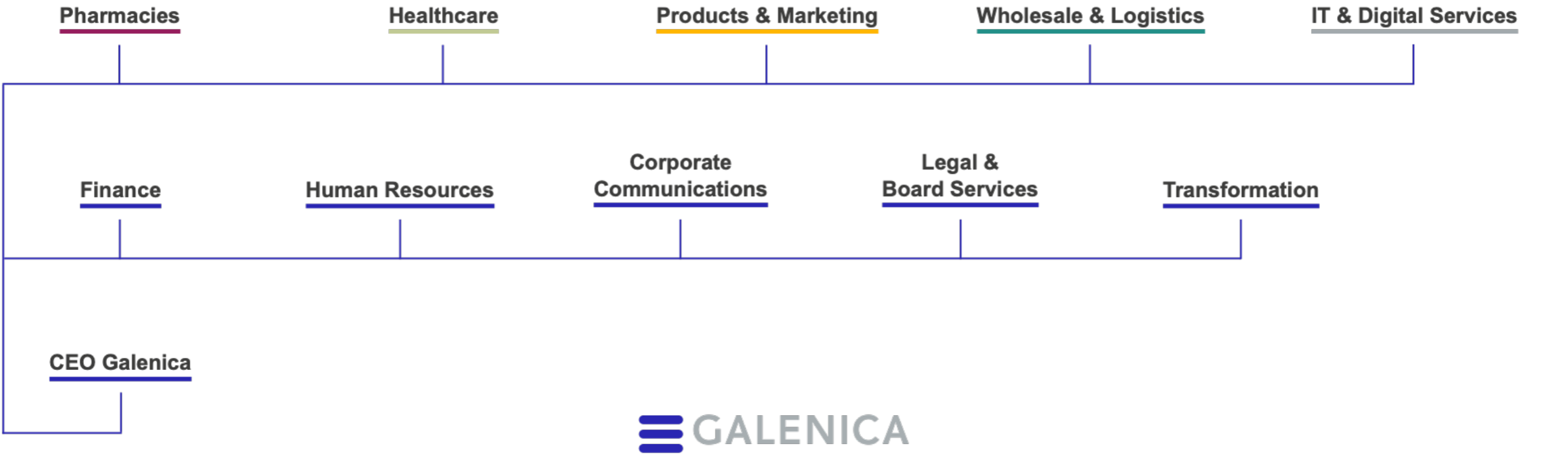
Transformation



- Employees fit for the future
- Competent, agile teams

Since 1 January 2021

Management structure of Galenica Group



1) Joint venture with Coop

Management team

Executive Committee



Marc Werner
CEO



Felix Burkhard
CFO



**Virginie Pache
Jeschka**
Chief Pharmacies
Officer



Daniele Madonna
Chief Healthcare
Officer



Thomas Szuran
Chief Products &
Marketing Officer



Andreas Koch
Head of Wholesale &
Logistics

Extended Executive Committee



Lukas Ackermann
Chief IT & Digital
Services Officer



**Marianne
Ellenberger**
Head of Human
Resources



Christina Hertig
Head of Corporate
Communications



Jürg Pauli
Chief Transformation
Officer



Barbara Wälchli
General Counsel
& Secretary of the
Board of Directors

Strategic programmes

FOCUS 2021

Omni-Channel



- Range, product portfolio, pharmacy network, online offering
- Interlinking of online and offline worlds

Care



- E-prescription → Mail-order pharmacies
- Healthcare offers & partnerships

Professionals



- Growth of care homes and doctors
- Digital networking
- Specialist retail offering

Efficiency



- ERP & distribution centre in Lausanne

Transformation

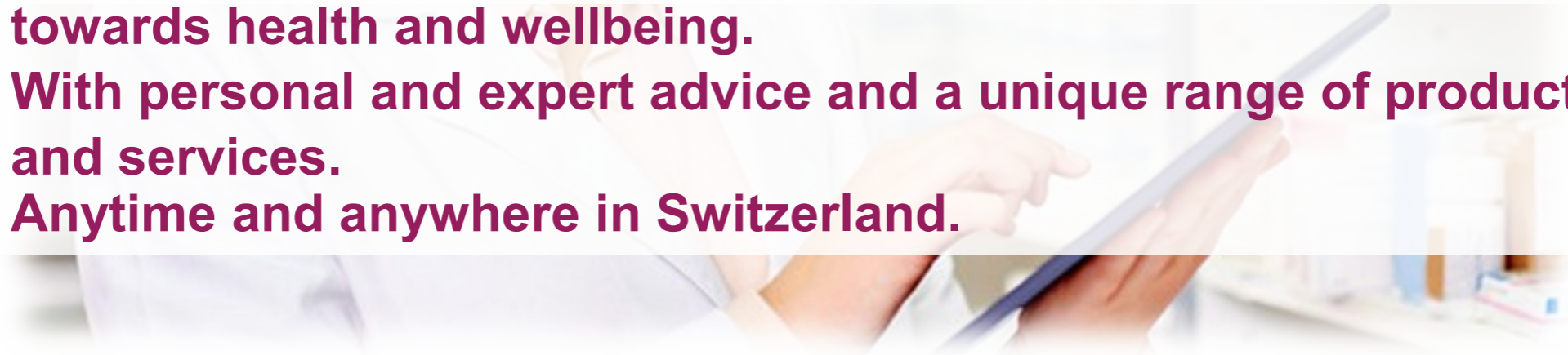


- Implementation of new organisation

Our 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.**



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

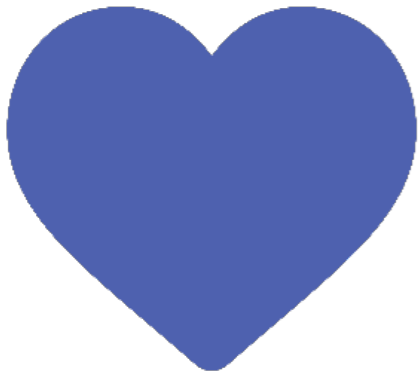
Omni-Channel

Care

Professionals

Efficiency

Transformation



”

If we correctly and consistently implement vision and customer promise, the fruits of our labour will drive the success of Galenica.

