

The Novartis Commitment to Patients and Caregivers

Only by working together and delivering on the four pillars of our Commitment, can we improve outcomes for patients and change the practice of medicine

40+

PATIENT ORGANIZATIONS representing

200m

PATIENTS contributed to its development

108 514

NOVARTIS ASSOCIATES¹ own it as an aspiration to embed the perspective of patients and caregivers systematically in our decision-making

Our Commitment is based on four pillars



Respecting and understanding the patient community perspective



Conducting responsible clinical trials



Expanding access to our medicines



Recognizing the importance of transparency and reporting

Sharing our fourth year of progress

84%

EARLY RESEARCH PROGRAMS in general medicines obtained patient insights before first-in-human trials (healthy volunteers). Piloted patient panels for five Proof of Concept indications.

8 092

PATIENTS REACHED THROUGH MANAGED ACCESS PROGRAMS⁴ 95% of requests approved for 62 compounds in 95 countries - providing pre-approval access to Novartis medicines. At the end of 2021, more than 13 000 patients were receiving treatment through MAPs.

57

CLINICAL DEVELOPMENT PROGRAMS² comprising 70 clinical trials, had a patient engagement component to obtain the patient perspective on the design and/or conduct of clinical trials.

89

CLINICAL TRIALS included Patient Reported Outcomes (PRO) conducted in 72 countries.

150

SIMPLIFIED SUMMARIES³ from Phase 1 - 4 clinical trials sent to investigators to share with 27 013 trial participants and posted on [novartis.com/clinicaltrials](https://www.novartis.com/clinicaltrials).

56.2 m

PATIENTS⁵ reached through access approaches.

¹ 2021 data ² Patient engagement component defined as interaction with patients to seek input, advice or guidance. ³ www.novartd.com/#/terms. ⁴ www.novartis.com/our-focus/healthcare-professionals/managed-access-programs. ⁵ Includes patients reached with medicines through Novartis Global Health, as well as patients reached with support programs, emerging market brands and donations. www.novartis.com/reportingsuite.

Our Commitment to Patients and Caregivers

2021 facts and figures



Respecting and understanding the patient community perspective

162 patient organizations in 48 disease areas from 39 countries engaged in global initiatives to inform decision-making.¹

Connecting 450 patient advocates from 37 countries across North America, South America and Europe with digitally enabled technology, for the European Patient Innovation Summit (EPIS).

The inaugural Asia Pacific, Middle East and Africa Summit (APPIS) in March 2021 brought together 881 external attendees, representing 303 patient organizations from 34 countries.

#3 ranking in Corporate Reputation – evaluated by over 1 920 patient organizations.²

#2 reputation ranking in Autoimmune disease.²

#3 reputation ranking in Cancer, Neurological disorders and Multiple Sclerosis.²



Expanding access to our medicines⁴

#2 in Access to Medicines Index – assessing companies' performance in providing access to medicines for patients.

1 bn antimalarial treatments delivered to patients since 1999, with more than 90% supplied without profit.

In 2021, we launched 26 Emerging Market Brands (EMBs) in our Novartis Pharmaceuticals portfolio and five in Oncology. These launches helped Novartis reach 483 459 patients through EMBs, a 31% increase from 2020.



Conducting responsible clinical trials

415 patients participated in three studies to inform decisions on the type of devices, technology or services to be developed for use in clinical studies for 3 APPs that help reduce the burden of treatment and trial participation.

Trial feedback questionnaires from 36 clinical trials sent to patients to obtain insights on their participation experience; 4 158 patient responses were received from 43 countries.

226 clinical trials listed for secure, voluntary data-sharing on ClinicalStudyDataRequest.com (CSDR).³

15 clinical trials set up to pilot return of individual results to trial participants (IRR) once the clinical trial report is publicly available.



Recognizing the importance of transparency and reporting

2 877 clinical trials posted on novartisclinicaltrials.com, sharing results of clinical trials with society.

Returning to society with 23 manuscripts and 48 posters/abstracts published on insights obtained from the patient community, to share the learnings.

Reported engagement with and support for 1 284 patient organizations in 76 countries in Transfer of Value report.⁵

¹ Refers to global and regional initiatives/activities only. ² The Corporate Reputation of Pharma in 2020, published April 2021. ³ www.clinicalstudydatarequest.com/
⁴ www.reporting.novartis.com. ⁵ www.novartis.com/our-company/corporate-responsibility/reporting-disclosure/transparency-disclosure/patient-group-funding.