

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

200 m

Patients contributed to its development

78 000+

Novartis employees¹ 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



Expanding access to our medicines



Conducting responsible clinical trials



Recognizing the importance of transparency and reporting



Sharing our seventh year of progress

90%

Early research programs

in general medicines obtained patient insights before first-in-human trials (healthy volunteers).

31

Clinical development programs²

with 32 diseases comprising 52 clinical trials, had a patient engagement component to obtain the patient perspective on the design and/or conduct of clinical trials.

320

Simplified summaries³

from Phase 1-4 clinical trials sent to investigators to share with over 59 000 trial participants and posted on [novartis.com/clinicaltrials](https://www.novartis.com/clinicaltrials).

5 998

New patients reached through managed access programs (MAPs)⁴

95% of requests approved for 43 compounds in 74 countries. MAPs provide access to locally unlicensed Novartis medicines when treatment options have been exhausted and enrollment into a clinical trial is not possible. At the end of 2024, more than 9 000 patients were receiving treatment through MAPs.

184

Clinical Trials

with Patient Reported Outcomes (PRO) conducted in 75 countries.

30.2 m

Patients reached⁵

through access programs, predominantly in low- and middle-income countries (LMICs).

1. 2024 data. 2. Patient engagement component defined as interaction with patients to seek input, advice or guidance. 3. www.novartis.com/clinicaltrials. 4. www.novartis.com/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

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Our Commitment to Patients and Caregivers



2024 facts and figures



Respecting and understanding the patient community perspective

199 patient organizations in 21 disease areas from 29 countries engaged in global initiatives to inform decision-making.¹ Average satisfaction score of engagements: 9 out of 10.

In 2024, the Alliance & Partnerships for Patient Innovation & Solutions (APPIS) convened 676 stakeholders, including patient organization representatives, policymakers and healthcare players from over 44 countries, at its annual regional Summit to address barriers to healthcare access. Additionally, 10 country-level APPISx engagements were held, bringing together more than 400 representatives to discuss pain points and unmet needs experienced by local patient communities, and develop solutions to broaden access.

#5 ranking in Corporate Reputation – evaluated by over 2 500 patient groups²

#3 reputation ranking for multiple sclerosis²

#2 reputation ranking for neurological conditions²

#4 reputation ranking for cancer²

#2 reputation ranking for cardiovascular conditions²



Conducting responsible clinical trials

Trial feedback questionnaires from 46 clinical trials sent to patients to obtain insights on their participation experience; patients rated their trial experience highly, with an overall average score of 4.54 out of 5.

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



Expanding access to our medicines⁴

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

Invested USD 132.9 million in 2024 to advance new treatments for neglected tropical diseases and malaria.

15% increase in patients reached with strategic innovative therapies in low- and middle-income countries vs. 2023.

100% new medicines launched with a global access strategy.



Recognizing the importance of transparency and reporting

3 216 clinical trials posted on novartisclinicaltrials.com, sharing results of clinical trials with society.

Returning to society with 23 manuscripts, 47 posters and 37 oral presentations/abstracts published on insights obtained from the patient community, to share the learnings.

Reported engagement with and support for 1 223 patient organizations in 68 countries in Transfer of Value report.⁵

1. Refers to global and regional initiatives/activities only. 2. PatientView 2023 Corporate Reputation Reports, published in 2024: www.patient-view.com
3. www.clinicalstudydatarequest.com 4. www.reporting.novartis.com (2024 data). 5. Publication referent to the 2023 Global Patient Organization Transparency report: www.novartis.com/sites/novartis_com/files/patient-organization-funding-report-2023.pdf

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