The Novartis Commitment to Patients and Caregivers

Only by working together can we improve outcomes for patients and change the practice of medicine

Celebrating a year of progress

40+
PATIENT ORGANIZATIONS representing

>200 million
PATIENTS contributed to its development

129 000+
ASSOCIATES OWN IT as an aspiration to drive the systematic inclusion of patient and caregiver perspectives in decision-making processes

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

We committed to provide baseline data on three meaningful KPIs for patients

28
SIMPLIFIED SUMMARIES from phase 1-3 clinical trials sent to investigators to share with 4 652 trial participants and posted on novartisclinicaltrials.com.
New standard: Simplified summary and thank you letter for all trials as of September 2018.

21
CLINICAL DEVELOPMENT PROGRAMS HAD A PATIENT ENGAGEMENT COMPONENT¹
2x the number of programs where we engaged with patients compared to last year.

5 798
PATIENTS REACHED THROUGH MANAGED ACCESS PROGRAMS²
96% of requests approved providing access to investigational medicines for 10 compounds in 70+ countries.

¹ Patient engagement component defined as interaction with patients to seek input, advice or guidance
² https://www.novartis.com/our-focus/healthcare-professionals/managed-access-programs
Building trust with society
Our Commitment to Patients and Caregivers

2018 highlights

Respecting and understanding the patient community perspective

Dialogue sessions with the patient community and senior leaders including the Executive Committee of Novartis (ECN).
100+ patient organizations from 19+ countries engaged in leadership councils and projects in 18+ disease areas.
Digitally-enabled technology reaching the patient community where they live, connected 270+ patient advocates in 13 hubs across Europe with the European Patient Innovation Summit (EPIS).
Building trust with the patient community:
#1 in Skin, Cancer and Multiple Sclerosis
#4 in overall company reputation amongst participating patient groups

Conducting responsible clinical trials

25 patient organizations engaged in early research across 7 therapeutic areas.
26 clinical trials (50%) starting enrollment in 2018 had a patient engagement component.
108 clinical trials listed on ClinicalStudyDataRequest.com (CSDR) consortium for secure Novartis voluntary data sharing.
New standards of engagement:
- All development programs and target product profiles with a patient engagement plan
- Launched project to establish fair compensation to clinical trial participants and for individual results reporting to participants in clinical trials

Expanding access to our medicines

#2 in Access to Medicines Index.
Launch of Access Principles.
24m patients reached through access programs.
220 000+ patients reached through local brands in more than 30 developing markets.
1.5m patients reached through Novartis Access, offering a portfolio of 15 on- and off-patent medicine addressing key noncommunicable diseases (NCDs).
17m people reached through training, health education and service delivery.

Recognizing the importance of transparency and reporting

Authoring partner to the guiding principles on Reasonable Agreements between Patient Advocacy and Pharma Industry (RAPP) initiative.
Contributor to global industry – patient community discussion on Fair Market Value (FMV) to patients.
30+ posters/abstracts and 10+ published manuscripts co-authored on patient insights including:
- Multi-dimensional aspects of burden of disease and impact on patients’ quality of life
- Discrepancies in patients’ and physicians’ treatment goals and outcomes
- Patient preferences regarding future treatment needs

1 Patient View Report 2018
2 https://www.clinicalstudydatarequest.com/