

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 sixth year of progress

90%

Early research programs

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

32

Clinical development programs²

with 45 indications, comprising 51 clinical trials, which had a patient engagement component to obtain the patient perspective on the design and/or conduct of clinical trials.

266

Simplified summaries³

from Phase 1 - 4 clinical trials sent to investigators to share with over 40 000 trial participants and posted on [novartis.com/clinicaltrials](https://www.novartis.com/clinicaltrials).

6 118

Patients reached through managed access programs⁴

95% of requests approved for 50 compounds in 72 countries providing 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 2023, more than 13 300 patients were receiving treatment through MAPs.

197

Clinical Trials

included Patient Reported Outcomes (PRO) conducted in 79 countries.

33.2 m

Patients reached⁵

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

1. 2023 data. 2. Patient engagement component defined as interaction with patients to seek input, advice or guidance. 3. www.novctrd.com/#/terms. 4. <https://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.

Our Commitment to Patients and Caregivers



2023 facts and figures



Respecting and understanding the patient community perspective

158 patient organizations in 18 disease areas from 31 countries engaged in global initiatives to inform decision-making.¹ Average satisfaction score of engagements: 9 out of 10.

The Alliances and Partnerships for Patient Innovation and Solutions (APPIS) brought together 629 attendees from patient organizations and healthcare communities across 65 countries in its annual region-wise Summit, held in March 2023. Country-level APPIS engagements were also held in 11 countries to contextualize topics at a country level with multi-stakeholders on the ground.

#6 ranking in Corporate Reputation – evaluated by over 1 400 patient organizations.²

#2 reputation ranking for Multiple Sclerosis.²

#4 reputation ranking for Neurological disorders.²

#7 reputation ranking for Cancer.²

#2 reputation ranking for Arthritis.²



Conducting responsible clinical trials

Trial feedback questionnaires from 41 new clinical trials sent to patients to obtain insights on their participation experience; 568 new patient responses were received from 53 countries.

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



Expanding access to our medicines⁴

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

Invested USD 98.4 million in 2023 to advance new treatments for neglected tropical diseases and malaria.

31% increase in patients reached with strategic innovative therapies in low- and middle-income countries vs. 2022.

100% new medicines launched with a global access strategy.



Recognizing the importance of transparency and reporting

3 092 clinical trials posted on novartisclinicaltrials.com, sharing results of clinical trials with society.

Returning to society with 26 manuscripts and 12 posters/oral presentations published on insights obtained from the patient community, to share the learnings.

Reported engagement with and support for 1 433 patient organizations in 76 countries in Transfer of Value report.⁵

1. Refers to global and regional initiatives/activities only. 2. PatientView Corporate Reputation of Pharma in 2022, published April 2023. www.patient-view.com/corporate-reputation-of-pharma-2021-2022/. 3. www.clinicalstudydatarequest.com. 4. www.reporting.novartis.com. 5. Publication referent to the 2022 Global Patient Organization Transparency report: www.novartis.com/sites/novartis_com/files/patient-organization-funding-report-2022.pdf