



# Group at a glance

## Pharmaceutical company services

Alliance UniChem aims to work in partnership with all major pharmaceutical companies. As a wholesaler we stock a full range of products from manufacturers, and are their primary route to the patient, playing a vital part in the success of their businesses.

This relationship is, however, a two way process. At the same time that we physically distribute pharmaceutical companies' products, we are able to offer them access to, and data on, areas of the healthcare supply chain that are otherwise closed to them. We have the ability to support them in safeguarding and developing their market positions, educating the consumers taking their products and providing them with more timely and detailed information on the markets.

Where we are able to foster and develop these true partnerships with pharmaceutical companies, we can work with them to bring mutual benefit in many areas, be it exploiting the benefit of our skills in logistics, our pharmacy skills, our access to information gathering systems or our close and trusting relationships with our pharmacist customers.



## Pharmaceutical wholesale

Our pharmaceutical wholesale division is a core activity of the Group. We operate wholesale businesses in 11 countries, providing an essential service to over half the pharmacists in our territories.

With thousands of products available for doctors to prescribe, many of high value, it is neither physically nor financially practical for the average pharmacy to stock more than a small fraction of the drugs that they may need to dispense.

Providing high service levels, with accurate, reliable and timely delivery means that the pharmacist can effectively use us as their off-site stockroom. This allows pharmacists to offer their patients high product availability without tying up capital in stock in-store. It also limits the quantity of controlled drugs stored in the community, improving security to the benefit of society in general.

We also recognise that, as a wholesaler, the health of our business is linked to the health of our pharmacist customers' businesses. We therefore offer a wide range of additional services aimed at improving the efficiency and professional service that our customers can offer their patients, while strengthening their links with Alliance UniChem.



## Retail pharmacy

Alliance UniChem operates the third largest retail pharmacy network in Europe, with over 1,000 outlets in five countries. The majority of our pharmacies are in the UK, where the Group acquired Moss Pharmacy in 1992.

In many countries of Europe the ownership of pharmacies is restricted, making it impossible for companies to establish chains of outlets. Where it is possible and economically viable, we seek to establish chains based on the precept of offering high quality service and advice to communities. Our heavy focus on professional pharmacy services and coupling dispensing with professional advice, brings high levels of customer loyalty and repeat business to our pharmacies. This is complemented by our work to optimise the locations of our outlets to ensure they are in the best possible position to serve their patients.

We continually work to enhance the level of professional pharmacy service offered and to benefit all our customers across the Group. Much of this work is done in our retail division, which works closely with our wholesalers to develop initiatives which can be implemented in our own pharmacies and offered to our preferred independent pharmacy customers, to enhance and develop their own businesses.



## Services to the patient

One of the fundamental beliefs at the heart of the way we approach our business is that pharmacists are more than dispensers. They are skilled and highly trained healthcare professionals and we recognise the key role that they can and do fulfill in the provision of primary healthcare.

Patients visiting our owned pharmacies can expect to find an environment geared to allow them maximum access to pharmacists who are specially trained in key advisory skills and have the facilities and resources to spend time with their patients and provide informed assistance with their medication.

Many of our pharmacies have specially equipped consultation rooms, allowing pharmacists to discuss confidential issues with patients.

In addition, we operate programmes to improve patient awareness of chronic illnesses, such as asthma or diabetes, which are run by pharmacists who have undergone specialist training. We also run programmes to promote general health and well-being both within our own pharmacies and in partnership with our pharmacist customers.

We believe that it is both sound business sense and our ethical duty to strive continuously toward professional excellence in pharmacy and work hard to achieve this both within our own and our customers' pharmacies.



▼ The Alliance UniChem network



As at 31 December 2002

Country	Number of employees	Wholesale customers	Wholesale depots	Retail pharmacies
United Kingdom	11,340	7,258	11	782
The Netherlands	1,328	763	5	39
Czech Republic	457	2,190	8	–
Norway	1,241	581	1	89
France	5,101	13,242	58	–
Italy (including associates)	1,592	10,729	46	28
Spain	763	7,139	26	–
Portugal	428	1,585	8	–
Turkey*	4,239	31,042	37	–
Switzerland*	3,035	6,500	3	83
Greece*	330	1,200	6	–
Total	29,854	82,229	209	1,021

\*Associate interest.