

The importance of delivery

by Jeff Harris



In 1997, UniChem PLC and Alliance Santé S.A. merged in order to become **Alliance UniChem**.

Retail

Jan 1999: Alliance UniChem Retail International (AURI)
AURI is formed by Alliance UniChem

Jun 1999: AURI goes into Italy (Eight pharmacies in Rimini)

Jan 2000: AURI goes into Switzerland (Joint venture with Galenica)

Aug 2000: AURI goes into Holland (De Vier Vijzels acquisition)

Mar 2001: AURI goes into Norway (Market deregulation)

Wholesale

Aug 1998: SAFA Spain
Founded in 1919

May 1999: Alliance UniChem CZ Czech Republic
Integration of Plus spol s.r.o. and Pragopharm S.r.o

Dec 2000: Interpharm Holland
Founded in 1896

Mar 2001 (25%); Sep 2002 (25%): Hedef Alliance Turkey
Founded in 1987

Jun 2002: Holtung Norway
Founded in 1896

The heart of any business is its people, and for the people of Alliance UniChem their great skill and motivation is the delivery of perfect service to our customers and patients.

With tens of thousands of pharmaceutical products available to be prescribed in every country in Europe, and our pharmacist customers physically or financially constrained in the range of products that they can practically stock, our wholesaling businesses effectively act as the stock room for the pharmacist. If we are to fulfill this service properly the pharmacist must be able to rely on us to have the products that they need in stock, and to deliver them accurately and at the appointed time and to do this every time they deal with us.

By providing consistently high service levels, we can improve and maintain high standards of medicine distribution in Europe. Our customers also look to us for advice and services to complement the core professional dispensing business.

As pharmacists, our skill at delivering medicines and advice to patients with great accuracy, easy access and dependability is essential to their health and well-being. We couple this skill with the offer of professional advice and service, as part of the primary healthcare team in the community. This combined service of distribution and retail pharmacy is equally important to pharmaceutical manufacturers who need a smooth and efficient supply of their product to the marketplace, and to national governments, who must guarantee that people have access to a cost-effective and dependable supply of pharmaceuticals.

Of course our business is not only about its customers and partners – we must deliver for other stakeholders: our shareholders, our employees, and for the communities in which we work. We have worked hard to ensure that we maintain reliable and dependable results for our shareholders. In seemingly more volatile investment markets we continue to focus on delivering strong and reliable financial growth, reflected both in a growth in sales, profits and earnings and through our progressive yet prudent dividend policy.

For our employees we are working hard to ensure that we offer a rewarding and professional working environment within which we can actively encourage employee participation in the development of our business, and provide them with the skills and resources to grow with the business in the future.



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01 "Consolidation of volume creates more efficient wholesalers"; Alliance UniChem works with all the world's major pharmaceutical wholesalers.

02 "The integration of pharmaceutical wholesaling and retail pharmacy into one group brings many commercial benefits for us"; sharing skills and experience between our businesses makes us more efficient pharmacists and better wholesalers.



Extracts from the interviews with senior management are available on-line at:
www.alliance-unichem.com

'videos of the senior management'

