

Group at a glance



Wholesale

Our wholesale business model is to provide customers, suppliers and payers with an efficient distribution service for the supply of medicines and other healthcare products to pharmacies, supported by related value added services

We aim to achieve this by:

- providing the highest level of distribution service to dispensing pharmacists, in terms of product availability, delivery accuracy, timeliness and reliability;
- helping pharmacists to develop their businesses through the provision of a range of innovative value added services;
- helping suppliers optimise the economic and therapeutic performance of their pharmaceutical products through the provision of value added services;
- running the most efficient and lowest cost logistics operations; and
- recruiting, developing and retaining highly motivated, skilled management teams.

We aim to become indispensable to suppliers and customers by adding more value to their businesses than our competitors. This will make us the wholesaler of choice in each of the markets we serve.

Country	Wholesale depots at 31 December 2003
United Kingdom	11
The Netherlands	5
Czech Republic	6
Norway	1
France	57
Italy (including associates)	48
Spain	26
Portugal	7
Turkey*	52
Switzerland*	3
Greece*	6
Total	222

*Associate interest



Country	Retail pharmacies at 31 December 2003
United Kingdom	816
The Netherlands	46
Norway	109
Italy (including associates)	28
Switzerland*	93
Total	1,092

*Associate interest

We aim to achieve this by:

- locating pharmacies in the heart of the communities they serve, often close to doctors' surgeries or within healthcare centres;
- having a pharmacy offering which is heavily orientated towards healthcare, led by friendly and professional pharmacists providing patient advice in close conjunction with local primary care teams;
- using geodemographic analysis and local knowledge to tailor our pharmacy offering to the particular requirements of the individual communities in which we operate;
- helping suppliers optimise the performance of their pharmaceutical products through dispensing disciplines and pharmacist relationships with patients and doctors; and
- providing an attractive professional environment for pharmacists and other staff, with opportunities for career enhancement and development.

We aim to make ourselves indispensable to patients, payers and suppliers by adding more value to their activities than our competitors. This will enable us to maintain our position as a leader in our chosen markets.

Retail

Our pharmacy business model is to provide superior patient care through the operation and development of community pharmacies