

Service

We offer the highest levels of service to our pharmacy customers, suppliers, and to the patients we serve in our pharmacies. We deliver reliably, consistently and on schedule with rapid order turnaround times. Service levels are monitored hourly in every one of our 208 wholesale branches and are regularly surveyed in our retail outlets.

Excellence

Our Group's priority is simple: to be the first choice for pharmacists, patients and manufacturers, and the leader in our market by achieving excellence in everything we do.

Partnership

Working together with our customers and suppliers we create mutual added value and improve the health of the millions of patients who depend on us.

Innovation

As a European leader in healthcare distribution, wholesaling and retailing, we realise the importance of looking to the future. Our vision can be seen not only through the development of state-of-the-art systems which provide a more efficient service to pharmacies, but also in our unique support and service solutions to our customers. Such innovative thinking keeps us one step ahead in the pan-European market.

Vision



Group at a glance

Alliance UniChem

Pharmaceutical
Company



Wholesale &
Distribution



Retail



Patient

Alliance UniChem works with all major pharmaceutical companies in our role as a pharmaceutical wholesaler.

We also see the pharmaceutical companies as customers for many of our services and partners in the provision of healthcare to the community.

Medicine distribution to pharmacies and physicians.

Medicine & med/surgical distribution to UK, Dutch and Czech hospitals.

975 retail pharmacies across the UK, Italy, The Netherlands, Switzerland and Norway.

73 other healthcare related retail outlets.

Our primary customers are patients, seeking medicines and advice.

We reach out to these patients directly, or through our independent pharmacy customers, doctors, hospitals, and other healthcare professionals with whom we work in partnership to offer the highest levels of care possible.

Value Added Services

Alliance UniChem offers a wide range of value added services to pharmacists in programmes designed to develop their own businesses and bring them closer to us as a wholesaler.

These programmes culminate in membership of one of our virtual chains, currently comprising over 1,850 independent pharmacists in the UK, The Netherlands, and France.

Value Added Services

Our retail chains offer patients advice, guidance, and monitoring services in a range of initiatives aimed at supporting the provision of community healthcare.

The division develops skills and disciplines which the wholesale division is able to share with their independent pharmacy customers.

Over

2 billion

units delivered a year

More than

2,200

vans delivering to over

78,000

customers several times a day

Over

52.5 million

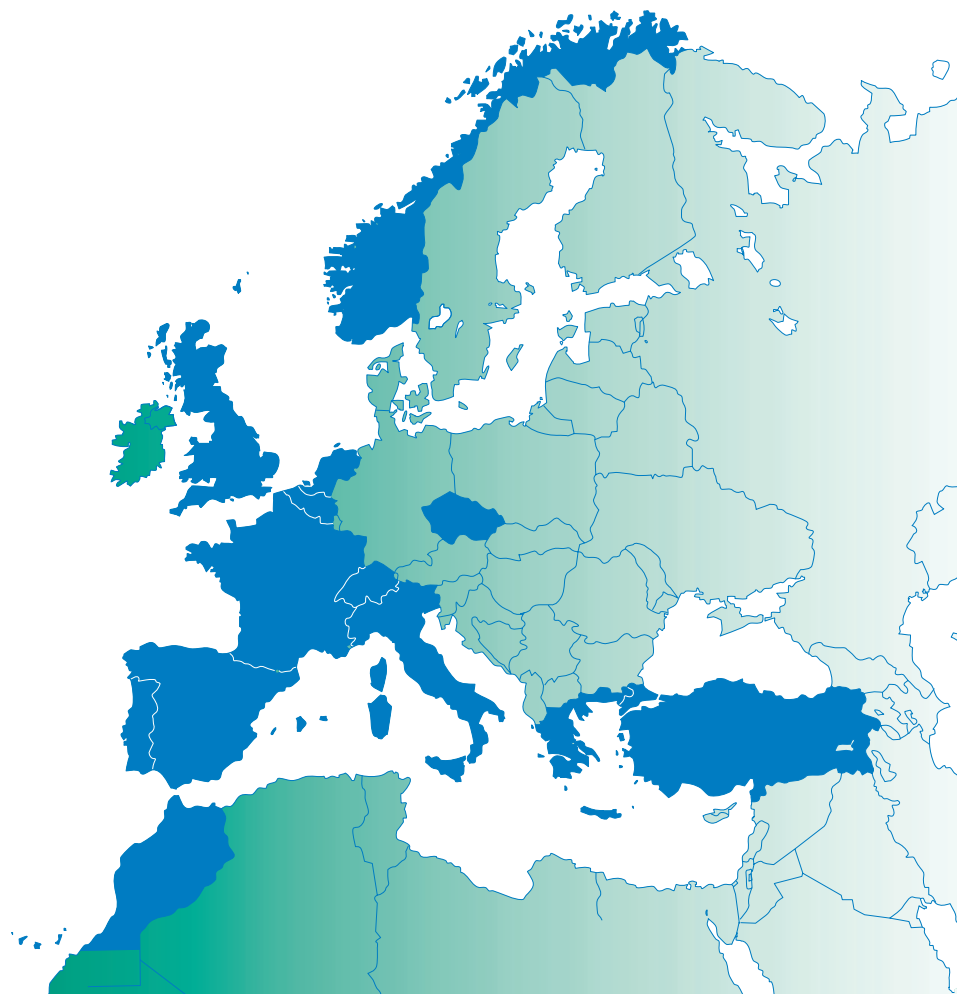
prescriptions dispensed every year

More than

20%

of all medicines dispensed across our territories pass through some part of our network on the way from the pharmaceutical company to the patient.

■ The Alliance UniChem network



	Employees	Wholesale customers (pharmacies & others)	Wholesale depots	Retail pharmacies
Czech Republic	470	2,000	8	–
France	4,121	15,380	55	–
Greece*	330	1,200	6	–
Italy	1,039	11,565	49	20
Morocco*	140	680	6	–
Norway	1,137	363	1	78
Portugal	440	1,540	8	–
Spain	779	6,989	26	–
Switzerland*	1,850	5,600	4	68
The Netherlands	1,235	843	5	36
Turkey*	4,270	25,500	29	–
United Kingdom	11,077	6,377	11	773

*Associate business