

## Novartis (Bangladesh) Limited – Embedding Swiss Pharmaceuticals Innovation in Bangladesh Since 1973



With the purpose to reimagine medicine to improve and extend people’s life, Novartis (Bangladesh) Limited has been contributing to the health of people of Bangladesh since 1973. Novartis use science-based innovation to address some of the society’s most challenging healthcare issues. Novartis discover and develop breakthrough treatments and find new ways to deliver them to as many people as possible. As part of a highly dynamic pharmaceuticals sector, Novartis has had more influence than most in shaping the health of populations worldwide. Bringing the current and all upcoming life-saving innovative solutions for the patients in Bangladesh is our utmost priority.

Novartis ensures the access to global breakthrough innovative solutions for the patients in Bangladesh through its two divisions – **Innovative Medicines division** which commercializes innovative patented medicines to enhance health outcomes for patients and healthcare professionals and our **Sandoz division** is a global leader in generic pharmaceuticals and biosimilars that pioneers novel approaches to help people around the world access high-quality medicines.

To manufacture our innovative products locally, Novartis Bangladesh brings knowledge from Novartis global through technology-transfer. It’s manufacturing site located at Tongi in Gazipur. The facility strictly



maintains cGMP as per WHO & Novartis Global internal guidelines in all levels of its manufacturing process with advanced excellent equipment, machinery, HVAC & Water System. The plant has EU GMP (AGES Austria) and ANVISA Brazil GMP Certification. Fulfilling local demand, NOVARTIS started exporting their products in 40 different countries, including Asia, Europe (Italy, France, Germany, Austria, Netherlands, Sweden), Africa, and Latin America & Canada. As the country’s leading pharmaceutical exporters, Novartis

*“3-time winner of National Export Trophy (GOLD)”*

received the National Export Trophy (GOLD) three times.

### Pioneer in bringing the most advanced healthcare solutions

Novartis takes pride in providing access to world class most advanced Biologics available to the people of Bangladesh. It is amongst the pioneers in bringing these biologics in Bangladesh. Biologic medicine is produced from living organisms or contain components of living organisms which includes a wide variety of products derived from human, animal, or microorganisms by using biotechnology.

Novartis’s biologics became ‘A New Hope’ for thousands of Bangladeshi patients in several disease areas like Cancer, Psoriatic arthritis (PsA), Ankylosing Spondylitis (AS) & Psoriasis (PsO), Retinal blindness etc. Since it’s journey in Bangladesh, Novartis played significant role in developing specialized health care professionals in the respective disease areas through latest knowledge, information, and trainings. For example, during 2007, Bangladesh had a few numbers of Retina Specialist to serve a large number of patients. To improve the overall care, Novartis launched academic programs to train up existing ophthalmologists which helped developing new Retina specialists in the country over the years.

### Healthcare System Strengthening

As one of the country’s leading pharma company, Novartis not only manufacture and market medicines, but also actively collaborate with different organizations in enhancing knowledge and building capabilities of HCPs through different programs. One such program is our recent collaboration with Diabetic Association of Bangladesh (BADAS) to introduce “**Certificate Course on Cardiovascular Disease (CCVD)**” which will

support to train thousands of general Physicians on Hypertension (HTN), Acute Coronary Syndrome (ACS) and Heart failure. These (HTN, HF and ACS) are global challenge among the non-communicable disease (NCD), particularly in countries like Bangladesh. The early detection, awareness and subsequent management would be major milestone for combating these conditions.

### **Access to Innovator medicines at Affordable price**

Novartis medications reach more than 750 million people worldwide every year, but many more people still lack access to essential medicines and healthcare. Novartis is committed to ensure that its medicines are accessible to as many patients as possible, irrespective of where they come from. Novartis have therefore embarked on a journey to fundamentally shift the way Novartis do business and reimagine how to expand access to critical healthcare innovations specially in a self-pay driven country like Bangladesh.

Since 2003, our Access program “Glivec International Patient Assistance Program (GIPAP)” for CML (Chronic Myeloid Leukemia) patients served life-long free treatment (YTD approx. 12 crore BDT worth medicine) to Bangladeshi patients and committed to serve as long as they need. Besides with our different access programs for different cancer types, e.g. breast cancer, myelofibrosis, renal cancer, carcinoid tumours etc. more than 850+ patients are enrolled, and YTD Novartis have provided free medicines worth approx. 35 Crore BDT to these patients. Recent significant (up to 60% for some products) price reduction of Novartis’s breakthrough medicines in several disease areas like Heart Failure (HF), Psoriatic arthritis (PsA), Ankylosing Spondylitis (AS), Psoriasis (PsO) and Retina helped improving access to thousands of additional Bangladeshi patients who were unable to get the benefit of innovator medicines due to affordability challenge.

Another access initiative Emerging Market Brands (EMB) initiative enabled Novartis to make available treatment of the unmet therapeutic areas at affordable price in Bangladesh. This reinforces Novartis’s commitment for our patients who are unable to pay for the cost at the level of developed countries. Recent launch of Innovative Brand as EMB in Bangladesh helped retina patients receiving treatment at affordable price.

### **Novartis’s Global sponsored CSR initiatives in Bangladesh**

#### **ASTHA Project executed by Swisscontact**



There is a scarcity of trained healthcare workforce in Bangladesh which is more acute in rural areas as HCPs are mostly stationed around urban areas. To improve the access to healthcare service for the community people of remote and rural areas in Bangladesh, Novartis in collaboration with Swisscontact joined forces with the Government of Bangladesh to develop and support an accredited mid-level healthcare workforce Community Paramedic (CP) through project ASTHA which is helping to address the acute shortage of skilled healthcare workers in remote areas.

ASTHA produced over 5’000 of CPs nationwide so far, who are providing quality primary healthcare services in their communities. It has further given them employment opportunities. Additionally, through various free health camps and awareness activities in remote areas, hundreds of thousands of rural people got access to and information about quality healthcare services. The contribution has been mostly meaningful in mother and child health. As of now, at least 400,000 rural people throughout the country received quality treatments through the professional CPs.

*“Over 5000 Community Paramedic (CP) developed to support as mid-level healthcare workforce through ASTHA serving more than 400,000 rural people till now”*

## Support for distressed people during calamities



Novartis is always committed to extend its support for the distressed people of the society to fight against the odd as and when necessary. The crisis is locally managed by the partner organizations e.g; Swiss Red Cross, Swiss Contact etc. funded by Novartis Global. Over the years, Novartis continue it's donation and support for Bangladeshi people through Swiss Red Cross to manage calamities like flood, Covid 19 etc.

## Extending Support for COVID19 Crisis



To support the efforts of the Government during COVID crisis Novartis has taken all out efforts to ensure uninterrupted supply of their medicine for their patients. Starting from opening a dormitory at their Tongi manufacturing plant for the continuation of production to arrange home delivery of medicine to prevent any potential delivery disruptions. Being one of the pioneer, Novartis donated Medical Grade Personal

*“BDT 2.27 Crore worth PP equipment donation for the HCPs during Covid19”*

Protective Equipment (PPEs) Medical Gown, Masks and Goggles worth BDT 2.27 crore to Swiss Red Cross Bangladesh for the use of Health Care Professionals who are working at the designated COVID-19 hospitals in Bangladesh.

## Culture, Values & Behaviors

Novartis always consider **People** as the most valued asset for the organization. It continuously strives to unleash the power of people to reimagine medicine. To fulfill this purpose, Novartis is focused on transforming culture and providing support and opportunity to their people to grow and develop, so that they can be their best self personally and professionally – inspired, curious and unbossed. Novartis take pride in building and nurturing talents in Novartis. Today, the Country Leadership Team of Novartis comprise of Bangladeshi talents with diverse experiences both at home and abroad. As **Talent Exporting Hub** Novartis’s home-grown Bangladeshi talents are proudly working in the global leadership positions in many countries like Switzerland, Canada, Malaysia etc.



- Our Purpose**  
Why we're here and what we're striving for
- Our Strategy**  
How we fulfill our purpose
- Our Values and Behaviors**  
The way we show up and interact with each other
- Our Culture**  
Behaviors, symbols and systems

*“Culture is the way we do things around here – it's the way we show up, the way we interact and the way we get stuff done”*



Novartis’s **Values & Behaviors** provide the foundation for how Novartis do things at Novartis. Through culture, Novartis believes that it can drive innovation, performance and reputation as well as enhance people’s work experience. To enable our people to balance work and personal commitment, Novartis introduced hybrid working model **Choice with Responsibilities** in 2020. Choice with Responsibility means Individuals and teams have the choice to collaboratively redesign **how** they work (of which **when** (flexible timing) and where (in person/virtual) are a subset) for greatest



*“Activity Based Work (ABW) style Head Office and hybrid working model “Choice with Responsibilities”*

collaboration, impact, performance and wellbeing. Novartis have also redesigned it’s Head Office with **Activity Based Work (ABW) style** allowing employees to choose from a variety of

*“First ever company in Bangladesh to introduce 26 weeks of equal parental leave”*

settings according to the nature of what they are doing, combined with a workplace experience that empower them to use those spaces throughout the day. Diversity and Inclusion is of utmost importance to Novartis. Novartis are amongst the few organizations in Bangladesh to announce **26 weeks of equal parental leave** in 2020 for birth and adoption for both birthing and non-birthing parent.

Novartis continuously strive to provide the best experience to our employees in their life cycle at Novartis. Through our periodic survey **Our Voice**, Novartis continuously monitor our employee's feeling and motivation beyond their job satisfaction. Sense of ownership, growth opportunities, belongingness, work life integration etc. are measured to ensure that their voices are heard and reflected in decisions taken at all levels. Novartis was



awarded the **“Dream Companies to Work For”** in Bangladesh Best Employer Brand Awards-2018.

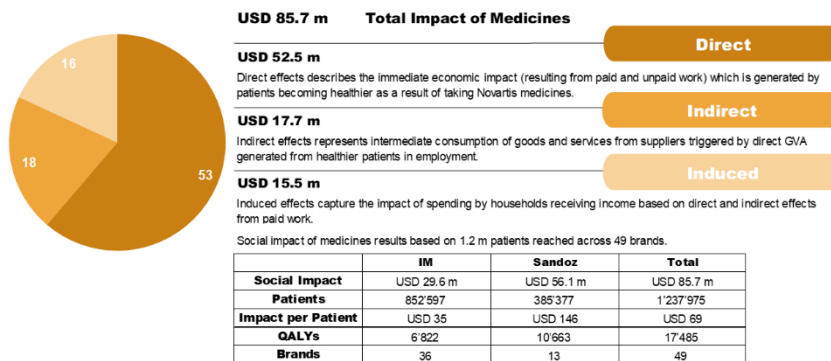
### Return more to society

**The Community Partnership Day** is a company-wide initiative, which encourages all Novartis Group associates to engage in volunteering for charitable causes. It has been operating every year since 1997. In Bangladesh every year Novartis observe this day as part of our commitment to social responsibility. Observing Community Partnership Day to engage with the students of JAAGO Foundation, a charitable school for underprivileged slum children, facilitating “One Taka Meal” for the underprivileged children in partnership with BIDYANONDO Foundation are few examples through which Novartis associates showing their commitment to social responsibilities in Bangladesh.

### Environment Sustainability

#### Social, Environmental and Economic (SEE) impact valuation

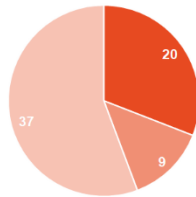
“Impact is a change in an aspect of people’s well-being, or the condition of the natural environment caused by an organization that is measured in monetized terms.” Definition by: G7 Impact Taskforce December 2021; Impact Management Platform 2021



*“2021 social impact of medicines in Bangladesh is USD 85.7 Million”*

In Bangladesh, the full Novartis portfolio reached 2.6 m patients (0.9 m patients IM and 1.7 m patients Sandoz).

**“2021 GDP contribution in Bangladesh is USD 65.8 Million”**



**USD 65.8 m Total GDP Contribution**

**USD 20.3 m** thereof USD 0.8 m from innovation (R&D)  
GDP contributions arising from Novartis own business activities.

**Direct (Own Operations)**

**USD 8.8 m** thereof USD 0.1 m from innovation (R&D)  
and USD 4.6 m (52%) from direct suppliers (tier 1)

**Indirect (Supply Chain)**

GDP contributions which come from Novartis buying goods and services from vendors in Bangladesh. This figure also includes the purchases by vendors in Bangladesh along the entire supply chain.

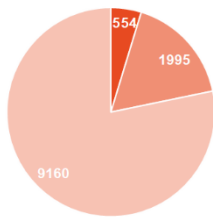
**USD 36.6 m** thereof USD 4.1 m from innovation (R&D)

**Induced**

GDP contributions which come from the consumption of goods and services by Novartis employees as well as from the employees of the businesses along the entire supply chain.

8% of total GDP contribution in Bangladesh stems from investment in innovation (R&D).

An indirect and induced GDP contribution of USD 18 m comes from goods and services bought from vendors located in Bangladesh by Novartis entities outside Bangladesh.



**11709 jobs Total Employment Impact**

**554 FTEs** thereof 9 FTEs from innovation (R&D)

**Direct (Own Operations)**

**1995 jobs** thereof 41 jobs from innovation (R&D)  
and 926 (46.4%) jobs from direct suppliers (tier 1)

**Indirect (Supply Chain)**

Employment impact which comes from Novartis buying goods and services from vendors in Bangladesh. This figure also includes the purchases by vendors in Bangladesh along the entire supply chain.

**9160 jobs** thereof 1033 jobs from innovation (R&D)

**Induced**

Employment impact which comes from the consumption of goods and services by Novartis employees as well as from the employees of the businesses along the entire supply chain.

A total of 4602 jobs are generated through goods and services bought from vendors located in Bangladesh by Novartis entities outside Bangladesh.

**“2021 Total employment impact Bangladesh is 11,709 Jobs”**

At Novartis, our ambition is to be a catalyst for positive change and a leader in environmental sustainability. Our continued investment in our planet supports our purpose to reimagine medicine to improve and extend people’s lives. It is also a way to build trust with society, if our actions are guided by a commitment to transparency and creating enduring change.

Novartis aim to drive sustainability through our own operations, as well as those of our suppliers, and Novartis have set ambitious targets to minimize our impacts on climate, waste and water.



**Waste:** Novartis will ensure plastic neutrality at all our commercial & technical sites by 2030. Novartis Bangladesh head office has successfully become the very first “single-use-plastic (SuP) free office” among all Novartis offices in the world. Paperless office is also part of that program and Novartis have already implemented at our

**“Novartis Bangladesh Office recognized as the First “single-use-plastic (SuP) free office” among all Novartis offices in the world”**

Dhaka head office. It is already a paper-lite office and where possible, Novartis do maximum of our office documentations electronically.

Novartis provide related trainings to our associates with a basic understanding of key aspects of environmental sustainability strategy, and an option to focus on particular business unit features, as appropriate. Equipping associates with these trainings, help us to embed the sustainability mindset across business units.

Doing business responsibly is a core part of Novartis. Novartis are committed to creating a culture of integrity and demonstrate ethical leadership – because as a global leader in healthcare, Novartis have a responsibility to serve as a role model in how Novartis conduct our business.