

Novartis India response to COVID-19

As COVID-19 continues to spread globally, Novartis is responding to the situation with the safety of our associates and patients we serve as our main concern.

COVID-19 India Information Center

Novartis is responding to COVID-19 with the safety of our associates and patients we serve as our main concern. At a global level, Novartis is contributing to global research efforts, supporting local communities and ensuring stable supply and price of essential medicines. This information center provides updates, guidance and other resources for India.

Novartis India response to COVID-19

Our primary concern through the on-going pandemic continues to be the health and safety of our associates and patients. We especially appreciate all those on the frontline as well those of our associates who need to work on site to ensure that patients continue to have access to our life-saving medicines.

External Efforts

- As we continue to work through this pandemic, we are committed to making sure that our medicines are delivered to patients countrywide, and while not all aspects of delivering medicines are in our control, we are doing everything we can to avoid supply chain disruption at this time.
- We are committed to supporting the efforts of the government in addressing the crisis.
- As a first step OPPI, the industry association of which we are members, has made a contribution on behalf of all members to Americares India Foundation, toward Personal Protective Equipment (PPEs) to key government centres managing COVID-19 cases across the country.
- In addition, we have launched a number of efforts to support those on the front lines. Novartis India has made several in-kind donations to government agencies via its not-for-profit partners. These include more than 1,000,000 high quality 3-ply masks, 8500 pairs of latex gloves, 260,000+ units of hand sanitizers, 18,355 liters hand sanitizers, 8,500 N-95 masks, 5000 liters specialty disinfectant, 1,370 PPEs and 100 inflatable beds. These have gone to hospitals run by the government, to the police force, to the army involved in relief efforts as well as to healthcare workers and anganwadi workers on the frontline. We have also provided food kits to 50 homes run for the underprivileged elderly and continue to provide 2000 lunch packs a day to migrant workers.
- The India initiatives complement the larger global efforts that Novartis is leading including donations of hydroxychloroquine, monetary funds and equipment donations, and contributions to R&D programs and collaborations. More information about the Novartis response to COVID-19 is available on novartis.com/coronavirus.

Internal Efforts

Novartis is also committed to doing our part to help slow the spread of the disease and requested that all associates, excepting those who need to be on site, work from home starting mid of March until we get further directives from the local authorities at a central and state level. We also recognize the impact that COVID-19 has had on our associates who, like so many, are juggling increased at-home responsibilities – be it taking care of young children or being a caregiver to the elderly, or even doing additional house work in the absence

of part-time help – that were not part of the normal working day prior to the pandemic.

With so many schools closed, we understand that many parents must now fulfill the role of being a teacher in addition to their day job. We are increasing our rich range of learning resources and extending access to these to family members:

- Through our partnership with Coursera, associates can access over 3,800 courses from over 190 renowned global universities and industry leaders, in multiple languages. We are now offering two additional Coursera licenses per family, so that partners and children can also benefit from these amazing online learning opportunities.
- Another great resource for kids is Khan Academy. We are proud that Novartis globally is helping this not-for-profit virtual home-schooling resource expand their reach and continue their important work, and by doing so take our commitment to learning to the broader society.

For employees in manufacturing, labs and other critical roles where schools and childcare are closed, Novartis will provide childcare assistance support. In situations where it is not possible for an associate to work from home or this does not allow them to perform their responsibilities as a caregiver, we are also offering a global commitment of 12 days paid leave, in addition to vacation and personal time off.

To help our people stay well and maintain healthy habits, Novartis is giving all associates and their families worldwide access to the new Tignum X app, which provides advice, strategies and support in areas like nutrition, movement, mindset and recovery. This is just one of the many resources available to associates through our Energized for Life initiative, which includes a range of programs such as virtual yoga sessions and meditation to improve employees' health and well-being.

We have an Employee Assistance Program available to associates and family members to help deal with any issues in a confidential manner – be it personal or professional – that may be impacting productivity, morale and wellbeing.

One of the most important ways we can look after our emotional well-being is to stay connected. We are supporting our people to do this through new collaboration tools, including the accelerated rollout of Microsoft Teams, and lots of tips and resources to help them work and lead successfully from home. None of this would be possible without the wonderful efforts of our IT colleagues. The fact that more than 8,000 of our associates across the country are now logging in successfully from their homes is an outstanding testament to their hard work.

Novartis is grateful to all associates for the amazing resilience, positivity and adaptability they have shown under these unprecedented circumstances - the care and empathy they have shown for one another is truly commendable, as is their outstanding commitment to continue the vital work of delivering life-saving medicines to our patients everywhere.

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