



Creating better futures



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BUSINESS PRESENTATION





STRIDES AUSTRALIA v2.0



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OUR HISTORY IN AUSTRALIA

- Strides and Genepharma (founded by Dennis Bastas) merged Australian and SE Asian businesses in 2007 to form Ascent Pharmaceuticals
- By 2012 we had also created:
 - 4th largest Pharmacy Wholesaler – CHS
 - 6th largest Pharmacy Banner – Pharmasave
- With strong management team the Ascent business grew to A\$130m in Sales and A\$20m EBITDA in 2012
- Ascent was sold to Watson (US) for A\$400m in 2012



STRIDES AUSTRALIA - v2.0 VS v1.0

	ARROW Strides Aust v2.0	ASCENT Strides Aust v1.0
Wholesaler Partnership	Sigma Healthcare: Signed 10-year exclusive preferred partnership.	No Wholesale partnership. Acquired direct wholesaling through CHS.
Retail Partnerships	20 major retail banner partners (1,100 Stores). Owned – Pharmacy Alliance (600 Stores).	5 major retail banner partners (200 Stores). Owned – Pharmasave (150 Stores).
First-Line Pharmacy Customers	1,400 Stores	700 Stores
Generic Range	190 Products	85 Products
OTC Range	Full product range (300 SKU's) Market leading Private Label	Selected products (60 SKU's) No Private Label

STRIDES AUSTRALIA v2.0 - OUR 2020 GOALS

- Growing to largest generic pharmaceutical business in Australia by 2020
- Arrow First-line customer base of 2,000 pharmacies
Pharmacy Alliance growing to 1,000 pharmacy buying group by 2020
- Generic portfolio to grow to over 240 products by 2020
 - Includes a number of first-to-market generics through Generic Partners pipeline
 - 50% of portfolio to be manufactured at Strides facilities



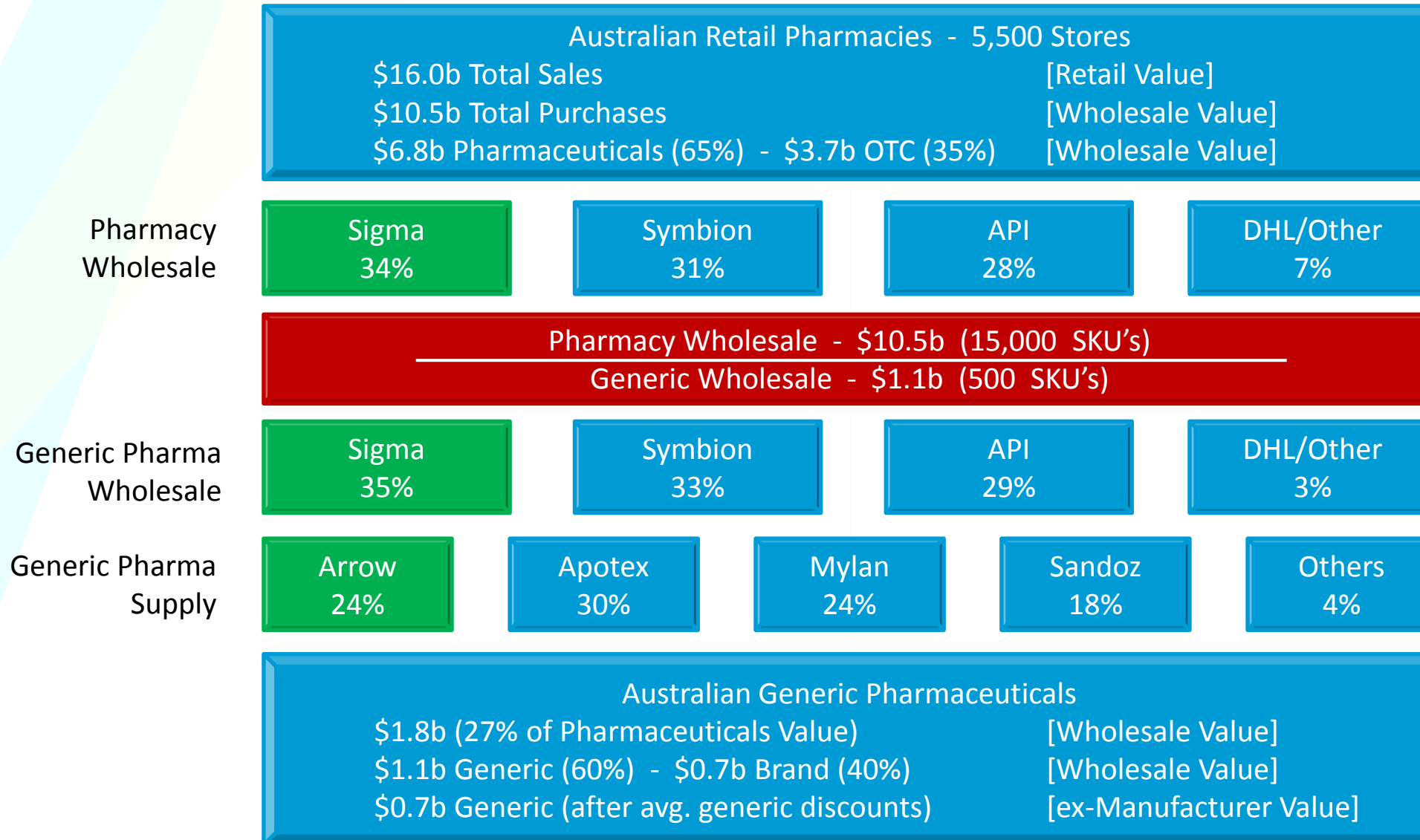


AUSTRALIAN INDUSTRY OVERVIEW

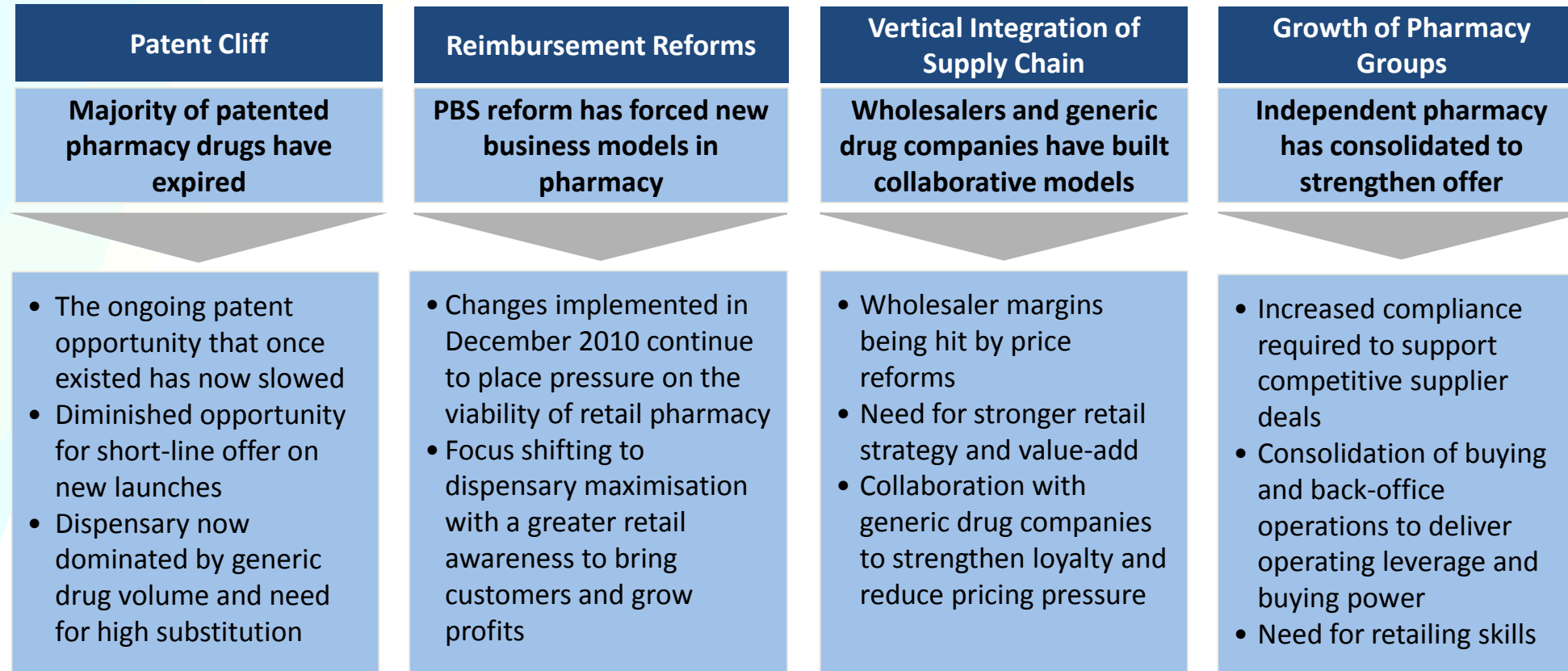


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PHARMACY INDUSTRY - VALUE BREAKDOWN



MAJOR INDUSTRY CHALLENGES

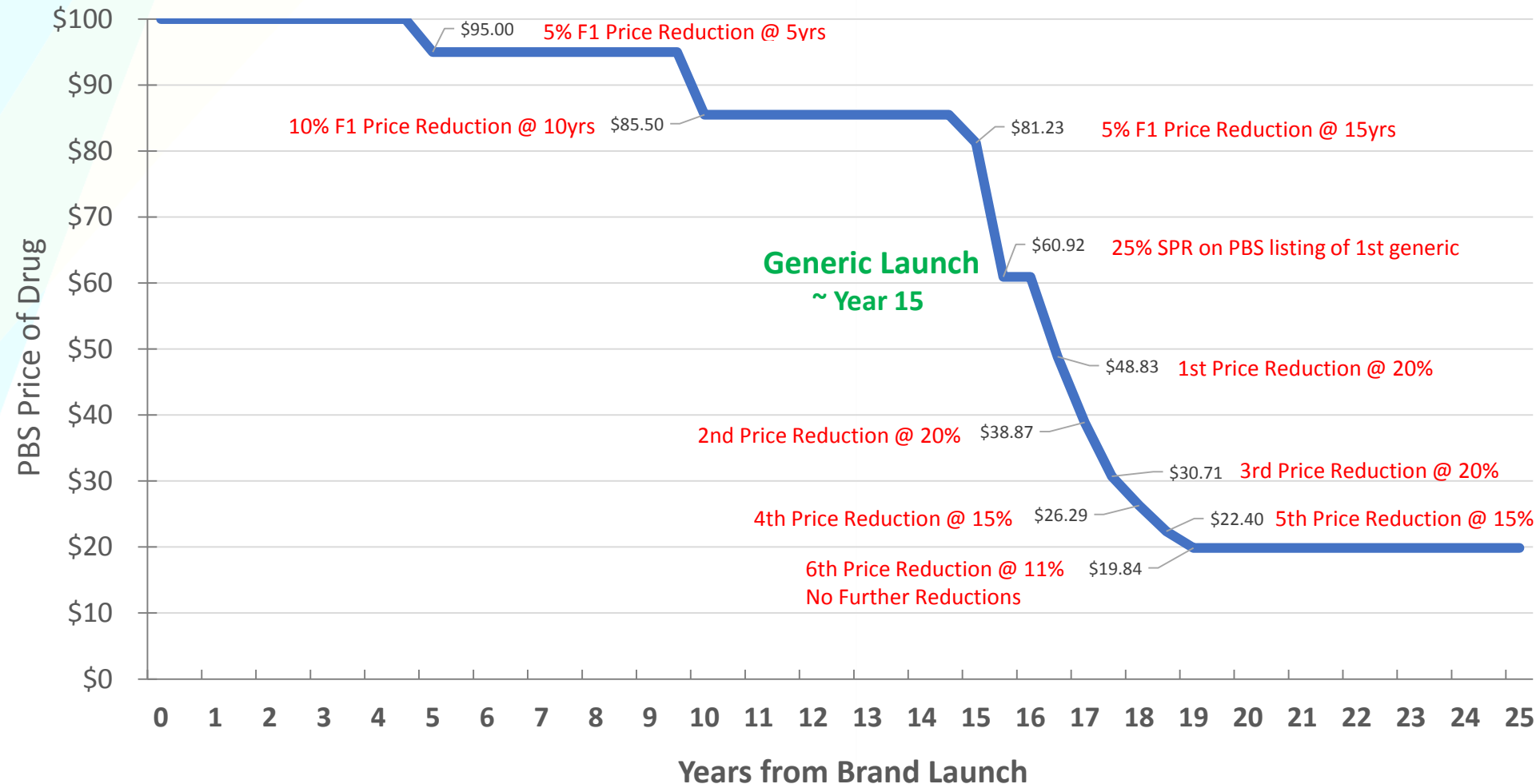


Environmental and regulatory change will force originator companies, generic companies, wholesalers and pharmacists to change the way they operate in order to remain competitive.

Playing field is no longer even – Innovative business models key to success and profits

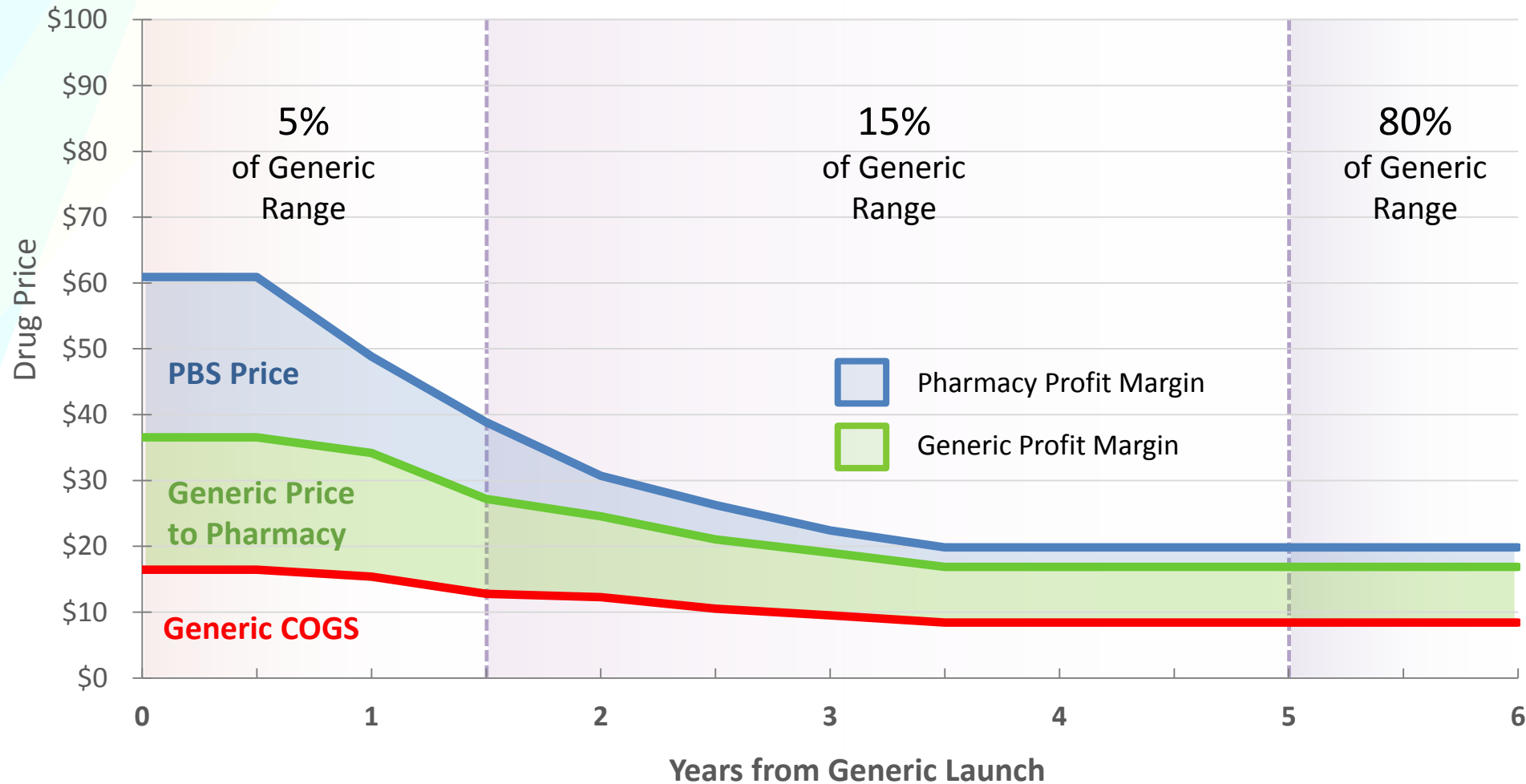
PBS PRICING LIFECYCLE

PBS Price - Typical Price Profile over Product Lifecycle



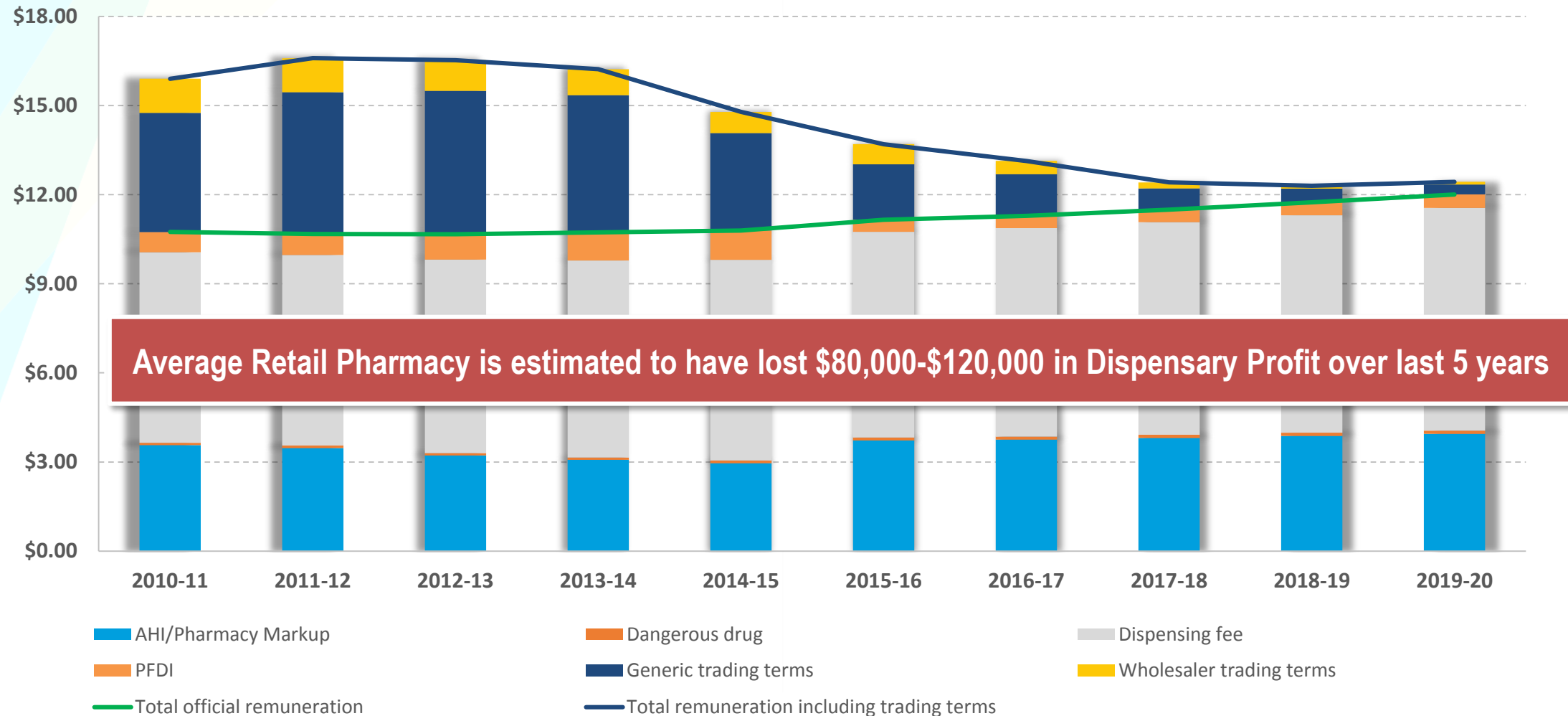
GENERIC PROFIT LIFECYCLE

Generic Value Profile over Product Lifecycle

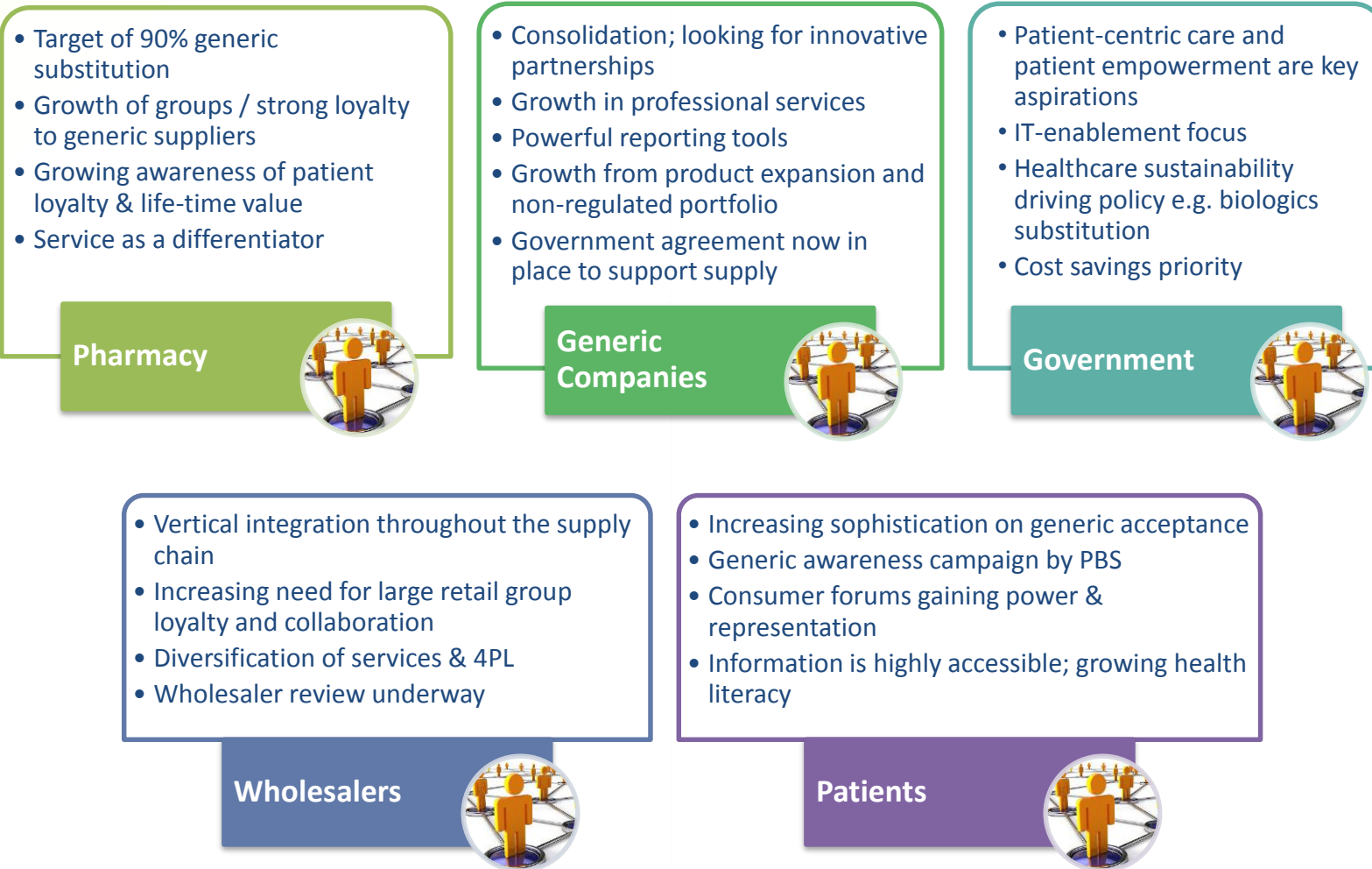


PHARMACY REMUNERATION HAS BEEN REDUCED

Average pharmacy remuneration per script 2010 - 2020



STAKEHOLDER IMPACTS



\$6.6 billion being removed from the sector via revised PBS rules across 19 measures

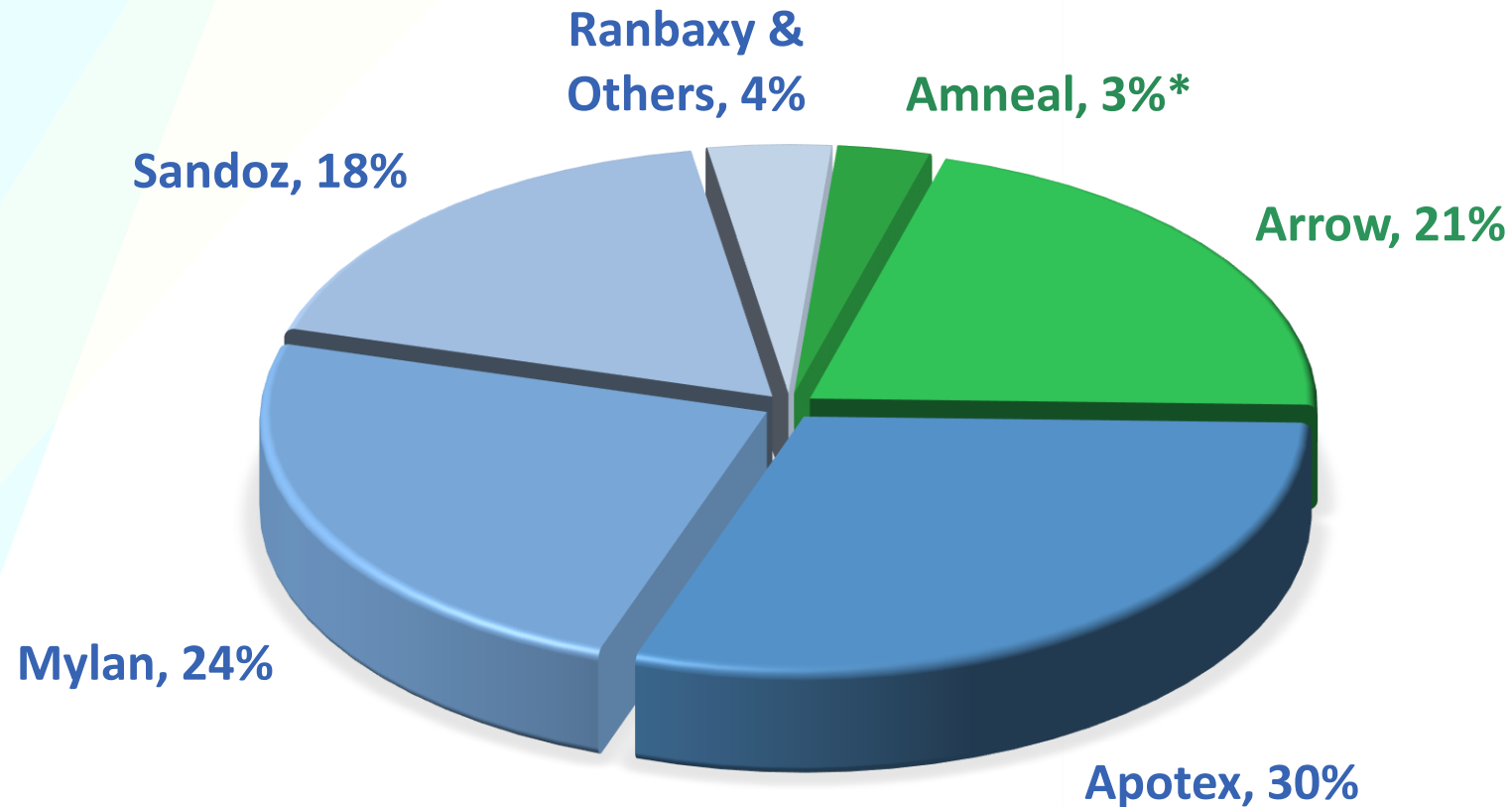


GENERIC MARKET OVERVIEW



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GENERIC LANDSCAPE



Current Generic Market Shares 2017
Source: Sinapse data analytics

4 Major Players dominating the Retail Market

4 major Generic companies all have their market positioning and customer base.
Total range across 4 major companies is between 160 - 220 molecules

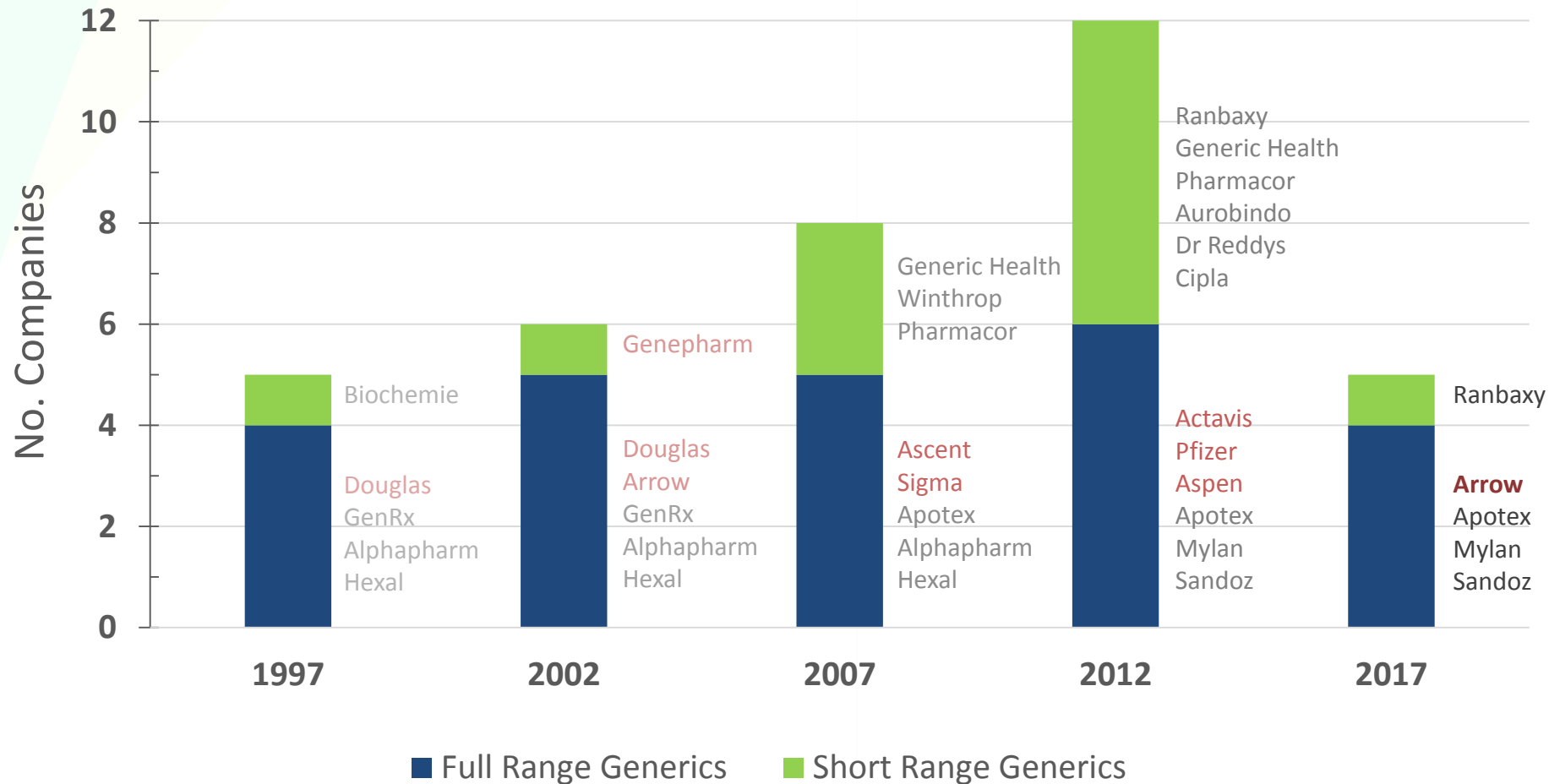
High Barriers to Entry:

- ✓ **RANGE**
- ✓ **RELATIONSHIPS**
- ✓ **COST OF BUSINESS**

*Amneal was acquired by Arrow in Sep 2017

GENERIC COMPETITION - PHARMACY

Market consolidation due to high cost of operation and high competitive barriers



GENERIC COMPANY OVERVIEW



Strong share due to
Generic, Brand and OTC
portfolios

Portfolio of around 190
molecules
Decisions made locally

Amcal, Guardian,
Pharmacy Alliance, DDS &
PharmaSave

30+ Field force across
Generics and OTC
(incl. BDM's/Hospital)

1400 First Line Accounts
4000 Pharmacy Accounts

APOTEX
ADVANCING GENERICS

Market Leader (Retail)
Recently launched OTC
range

Portfolio of around 190
molecules
Decisions made locally

Terry White, Chemmart,
Blooms &
Pharmacy Choice

30+ field force
across all states
(incl. KAM's/Hospital)

1800 First Line Accounts
4000 Pharmacy Accounts

 **Mylan**
 **alphapharm**

Maintains share due to
heritage relationships and
large portfolio

Portfolio of around 220
molecules
Decisions made overseas

Priceline & Soul Pattinson

Limited Field Force
Primary focus on 1st line
and Key accounts

1200 First line Accounts
4500 Pharmacy Accounts

 **SANDOZ**

Market Share largely from
Chemist Warehouse in retail

Portfolio of around 160
molecules with decisions
made overseas (Novartis)

Chemist Warehouse

15+ field force
plus Hospital KAM Team

600 First Line Accounts
1500 Pharmacy Accounts

All Players have publically stated their intent to play in the biologics market

AUSTRALIAN RETAIL MARKET



GENERIC ALIGNMENT- BANNER & BUYING GROUPS



- Pharmacy Alliance
- Amcal
- Guardian
- DDS
- Pharmasave
- Caremore
- Quality Pharmacy
- Chemist King
- SmarterPharm
- Malouf Pharmacy
- Capital Chemists
- LiveLife Pharmacy
- Calanna Pharmacy

1,100
Group Stores



- TerryWhite Chemmart
- Pharmacy Choice
- Advantage
- Pharmacy 777
- Optimal Pharmacy
- Wizard
- Cincotta
- Mega Save
- Blooms
- U Pharmacy
- IPG

1,400
Group Stores



- Priceline
- Soul Pattinson
- API Club Premium
- Pharmacist Advice
- Chemist Outlet
- United Discount Chemists
- Chemsave
- National Pharmacy
- Chempro

900
Group Stores



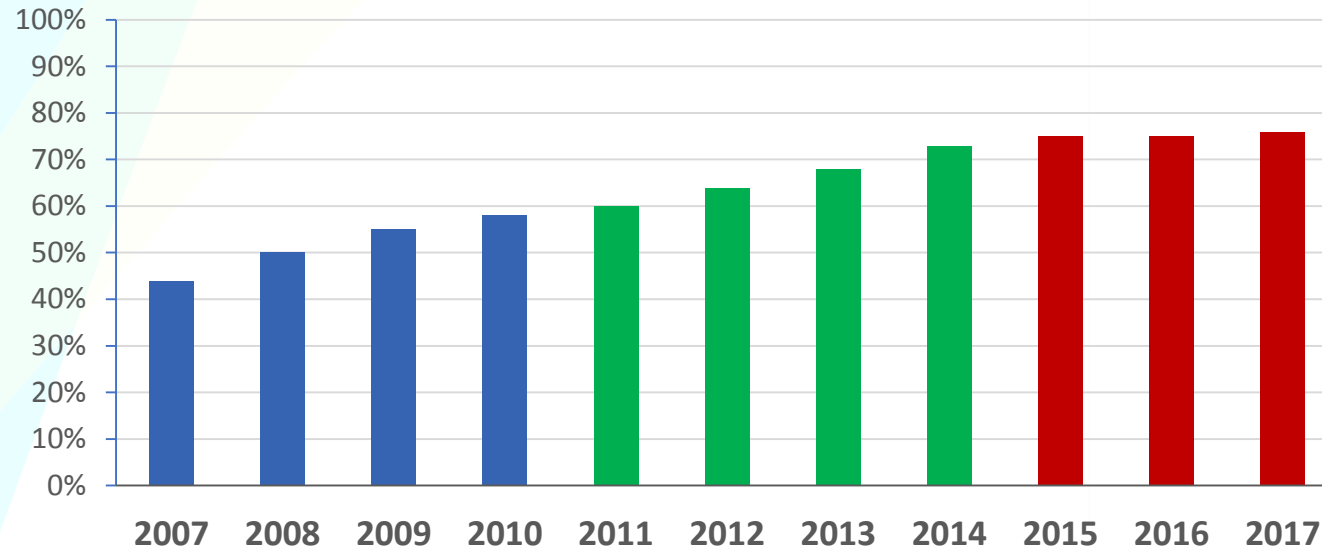
- Chemist Warehouse
- QVIC
- Good Price
- United Discount Chemists

500
Group Stores

GENERIC SUBSTITUTION RATES

Increasing consumer acceptance and pharmacy generic substitution ability....

Generic Substitution Levels



Substitution has increased on the back of major patent expiries that have occurred in the last 10 years

With ongoing PBS Reform impacts, these are expected to continue to rise in the coming years

Generic companies are continuing to push not only Substitution but are insisting on Loyalty to their portfolio at a minimum of 90%

Estimated Aust market substitution rate 2017

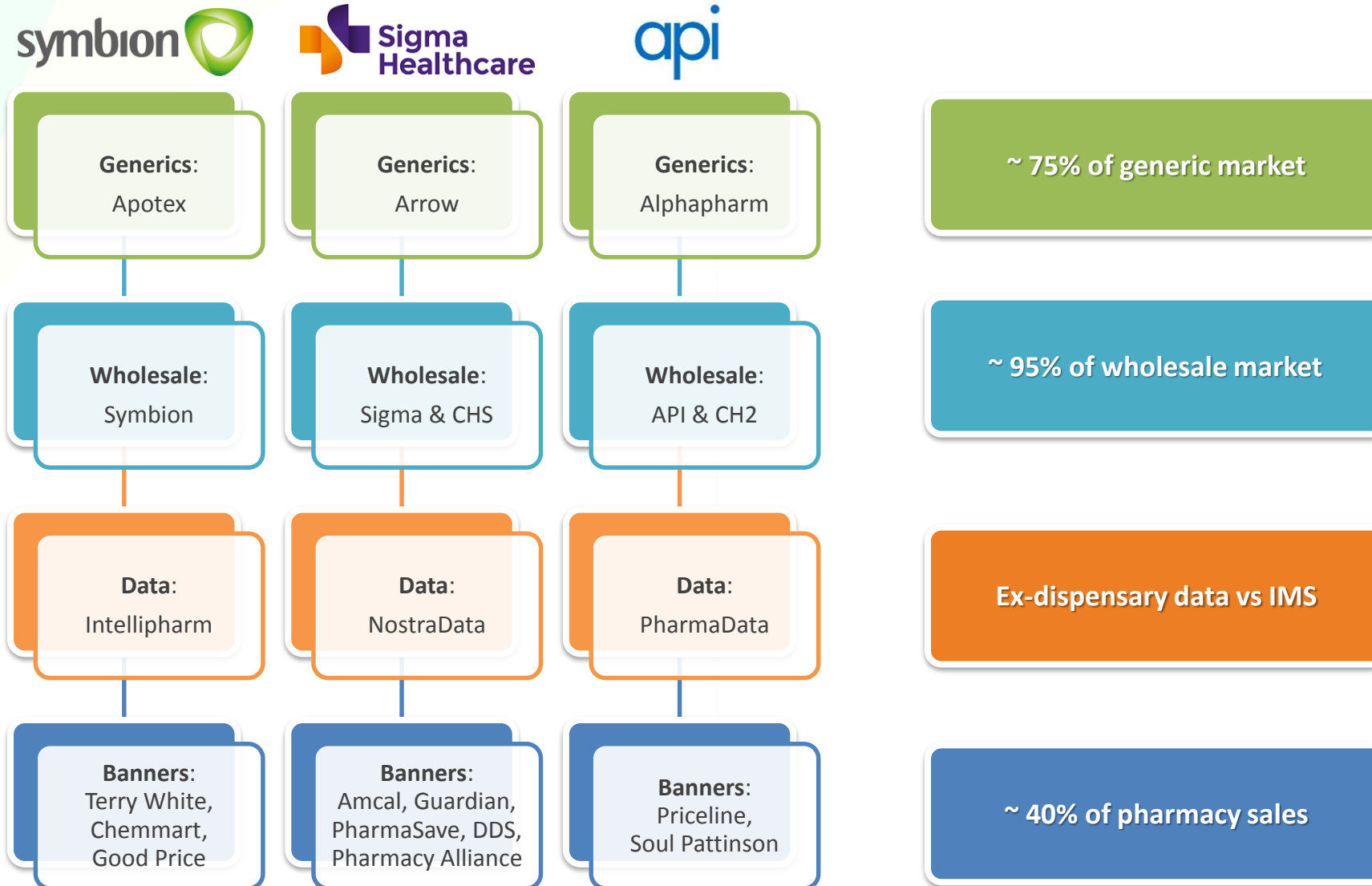
Type	Share
Generic	76%
Brand	24%

Generic Loyalty rates 2017

Type	Share
Preferred Generic	90%
Competitor Generic	10%

Pharmacy approaches substitution as a non-negotiable process in their workflow

VERTICAL INTEGRATION



Support from key pharmacy groups is critical to successfully implement any program in the channel

WHOLESALER CHANNELS





PERFORMANCE UPDATE



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TWO YEARS IN OPERATION

- Acquisition of Aspen Generics (Arrow) closed 1 September 2015
- Business was fully exited from Aspen from 1 March 2016
- First year required the establishment of stand-alone operations and back-office
- Successful re-launch of Arrow brand with strong customer support
- New management team bringing together the best of the old Ascent and new Arrow people
- Positive growth performance achieved in second year
- Successful acquisitions have strengthened competitiveness and profitability of core business
 - Pharmacy Alliance
 - Generic Partners
 - Amneal



Arrow launch at Australian Pharmacy Conference
April 2016

GROWING CUSTOMER BASE

Customer Growth (Arrow/Amneal)	2016	2017
Generic First-Line Customers	1,151	1,382 (+20%)
Growth - Avg. Sales/Store/mth	-	-2%
Growth - Total First-Line Sales/mth	-	+17%
Chemist's Own First-Line Customers	790	952 (+20%)
Growth - Avg. Sales/Store	-	+12%
Growth - Total First-Line Sales/mth	-	+34%

Note: Total number of Australian pharmacies = 5,400

SALES GROWTH

Growth on Last Year - YTD (Arrow)	Like-for-Like Products	New Products	Total Products
Generic Drugs - Volume Growth (units)	+3%	+6%	+9%
Generic Drugs - Sales Growth (\$)	-9%	+15%	+6%
Generic Drugs - Avg. Price/Unit (\$)	-12%	+9%	-3%
Chemist's Own - Volume Growth (units)	+14%	+6%	+20%
Chemist's Own - Sales Growth (\$)	+9%	+6%	+15%
Chemist's Own - Avg. Price/Unit (\$)	-4%	0%	-4%

MARGIN GROWTH

- Initial establishment of stand-alone operations and sales reorganisation had a one-off impact on resetting base EBITDA margin
- Growth in business has created operating leverage, resulting in improved EBITDA margins
- Expense base now stable for further deleveraging of business and EBITDA margin growth

Margin Improvements (Arrow)	% Change on LY	Change in %-Sales ratio on LY
Gross Profit growth	+14%	+4%
Expenses growth	+8%	+1%
EBITDA margin growth	+10%	+2%

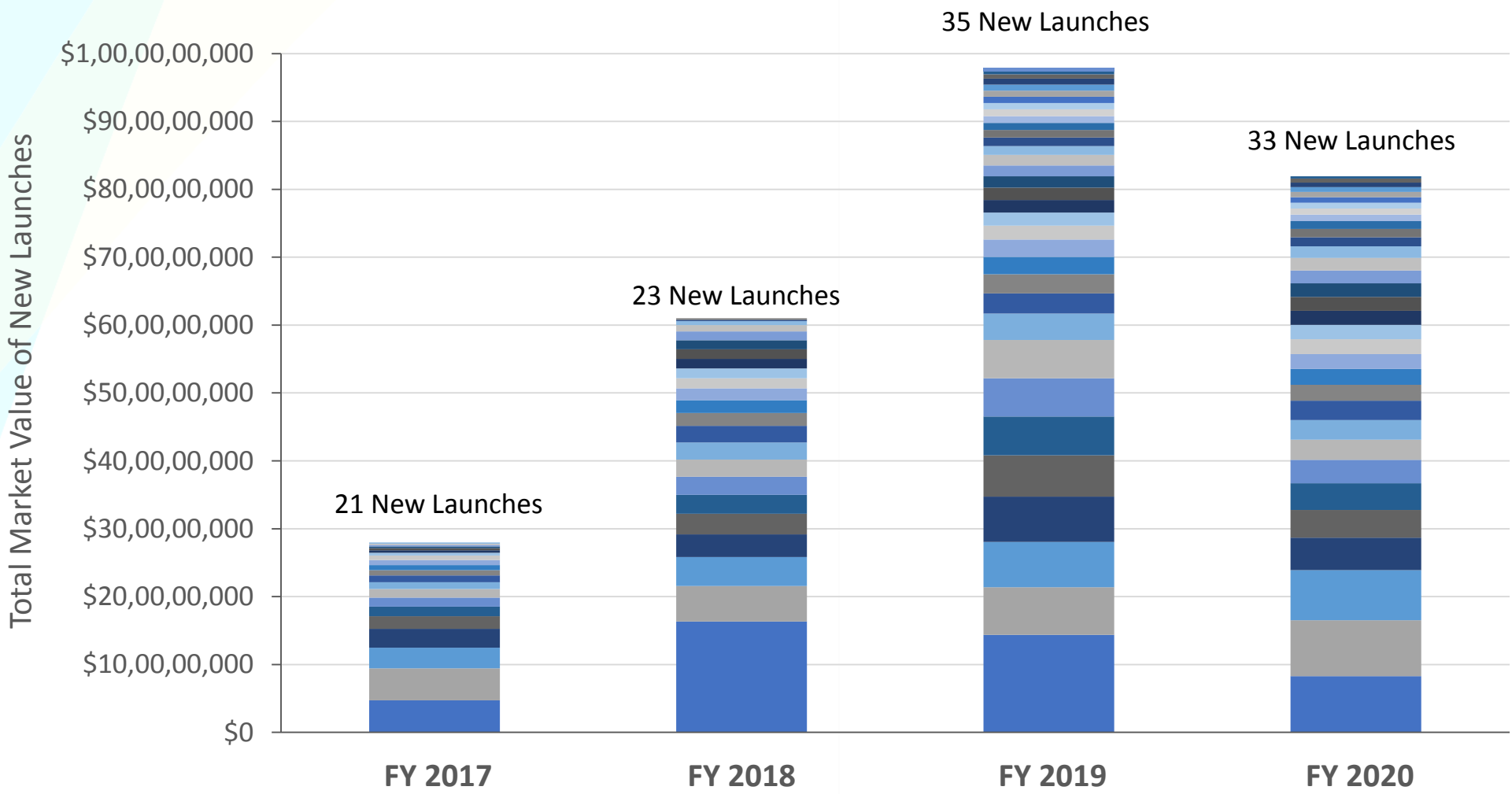


GENERIC DRUGS PRODUCT STRATEGY



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PRODUCT DEVELOPMENT



Note: Values based on Oct 2017 IMS MAT market values



COGS IMPROVEMENT

- Volume growth has provided supply benefits resulting in lower supply pricing which has absorbed a significant proportion of PBS pricing impact
- Strides manufacturing program has seen the transfer of 26 products to lower cost manufacturing at Strides
- A further 30 products are under submission to transfer to Strides manufacturing

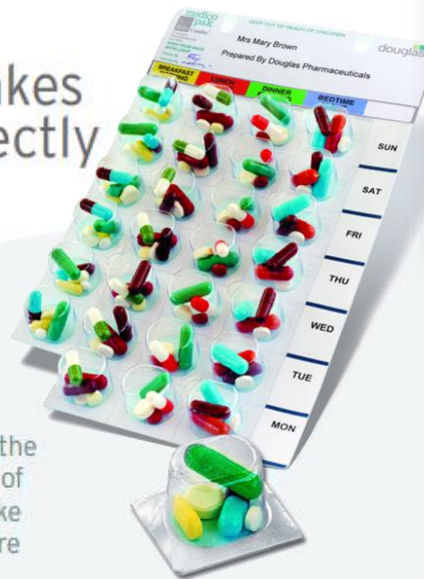
Cost-of-Goods Improvements	\$ Benefit Annualised	% Change
COGS pricing 2017 vs 2015 products	\$9.5 m	+22%
COGS pricing benefits from Strides transfers	\$2.5 m	+6%

VALUE-ADD PRODUCTS & SERVICES

medico pak *Medico* Combo

Medico Pak makes
medication perfectly
clear

See-through blister paks with the
right dose, for the right time of
day, so you don't forget to take
your medication even if you're
away from home





CHEMIST'S OWN PRODUCT STRATEGY



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Chemists' Own®

Your trusted brand in pharmacy



RICH HERITAGE SPANNING 23 YEARS

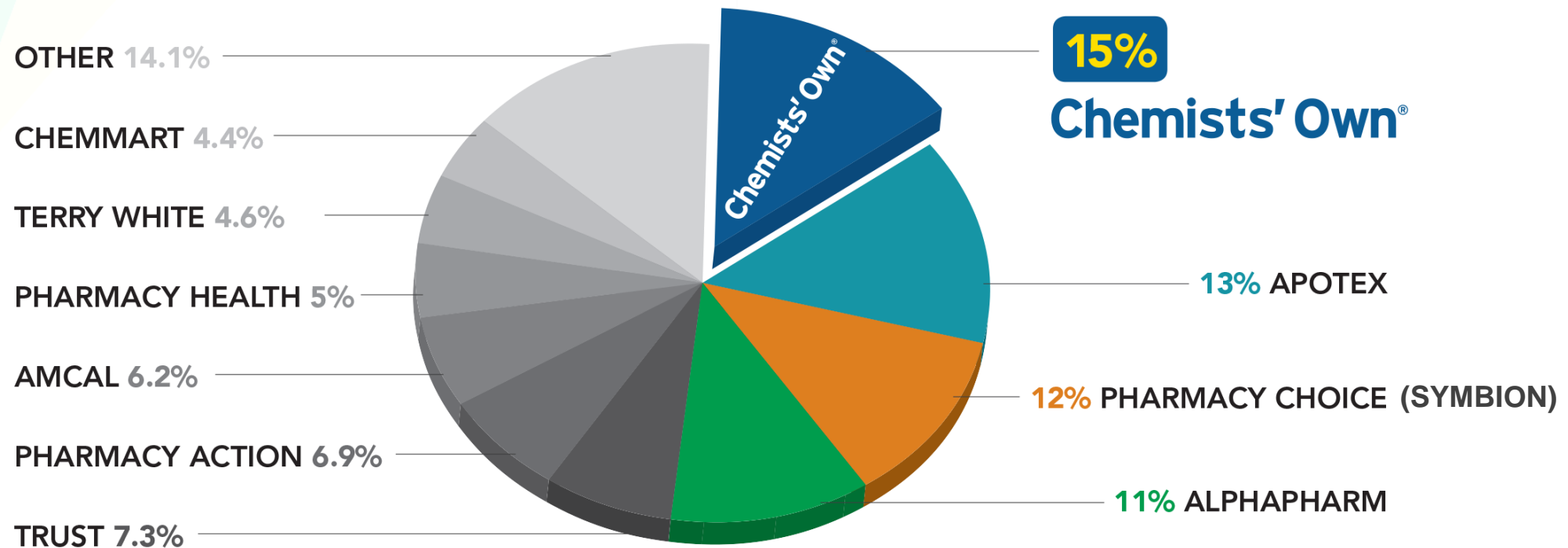
*Strong brand equity, trust & loyalty
with pharmacies and patients*



Depth of range in key pharmacy categories

CHEMISTS' OWN – MARKET LEADER

Relative Market Share – Private Label OTC Brands



IMS Australian Pharmacy Data MAT September 2017

Engagement of

BAIN & COMPANY 
global consulting firm

- Pharmacists value **margins** and **discounts**, followed by **stock availability** and **product range**
- Second to this, they value **money back guarantees**, **training**, **customer programs** and **merchandising**
- Pharmacists also recommend **20%** as the right **price gap** versus the brands

154 pharmacists surveyed November 2016

Engagement of **BAIN & COMPANY** global consulting firm

- Chemists' Own has **strong consumer awareness** (10-25% points higher than other Private Label brands)
- **1 in 4** try Chemists' Own and 1 in 9 try Pharmacy Care.
Chemists' Own aided awareness **49%**, Pharmacy Care 24%.
- **Professional recommendation** is the most important influencer in the purchase decision of consumers
- **80%** of consumers receive pharmacist recommendation and the **majority purchase based on this**
- Consumers perceive **20-30%** as the **optimum price gap** to brands
- Most consumers are willing to pay higher for **quality generics** and if **professionally recommended**

404 pharmacy customers surveyed November 2016

CHEMISTS' OWN PERFORMANCE

Strategy driving growth since acquisition in September 2015

1

ON-BOARD
ALIGNED GROUPS

2

DRIVE COMPLIANCE IN
SUPPORTING GROUPS

3

MAXIMISE NEW
PRODUCT LAUNCHES

Dollar

+
28%

Unit

+
29%

Sept-Nov 2017 versus Sept-Nov 2015

ENSURING FUTURE GROWTH

With extensive *New Product Pipeline*



12+ products planned for launch FY19

ENSURING FUTURE GROWTH

*By aligning with **Strategic Partners***

Sigma Retail Banner Supporters 163/392

Other Supporting Pharmacies 582/3958

Pharmacy Alliance Supporters 368/500

Total 1st Line Supporters – **1,113**
Total 2nd Line Supporters – **1,012** / 4,850





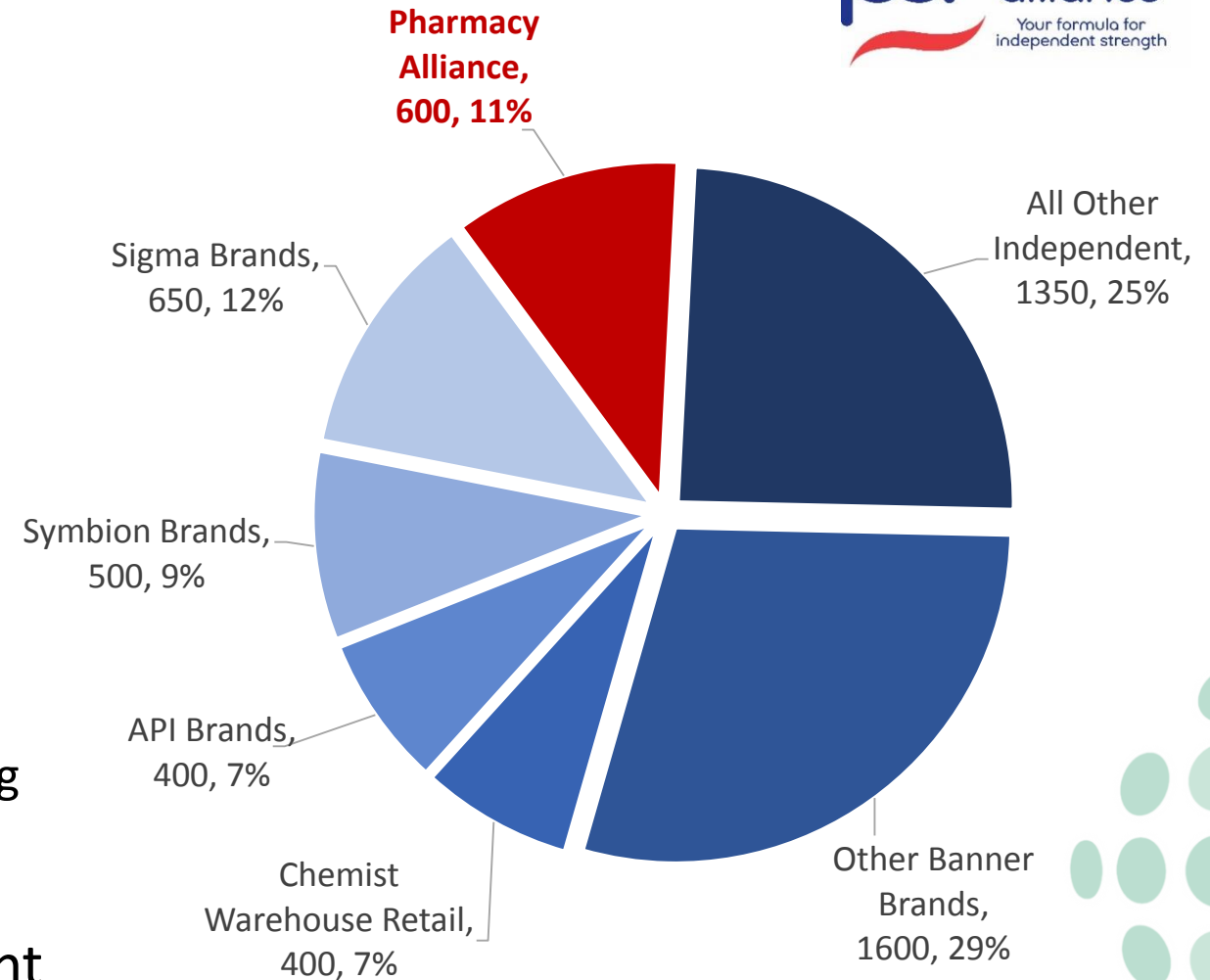


PHARMACY STRATEGY



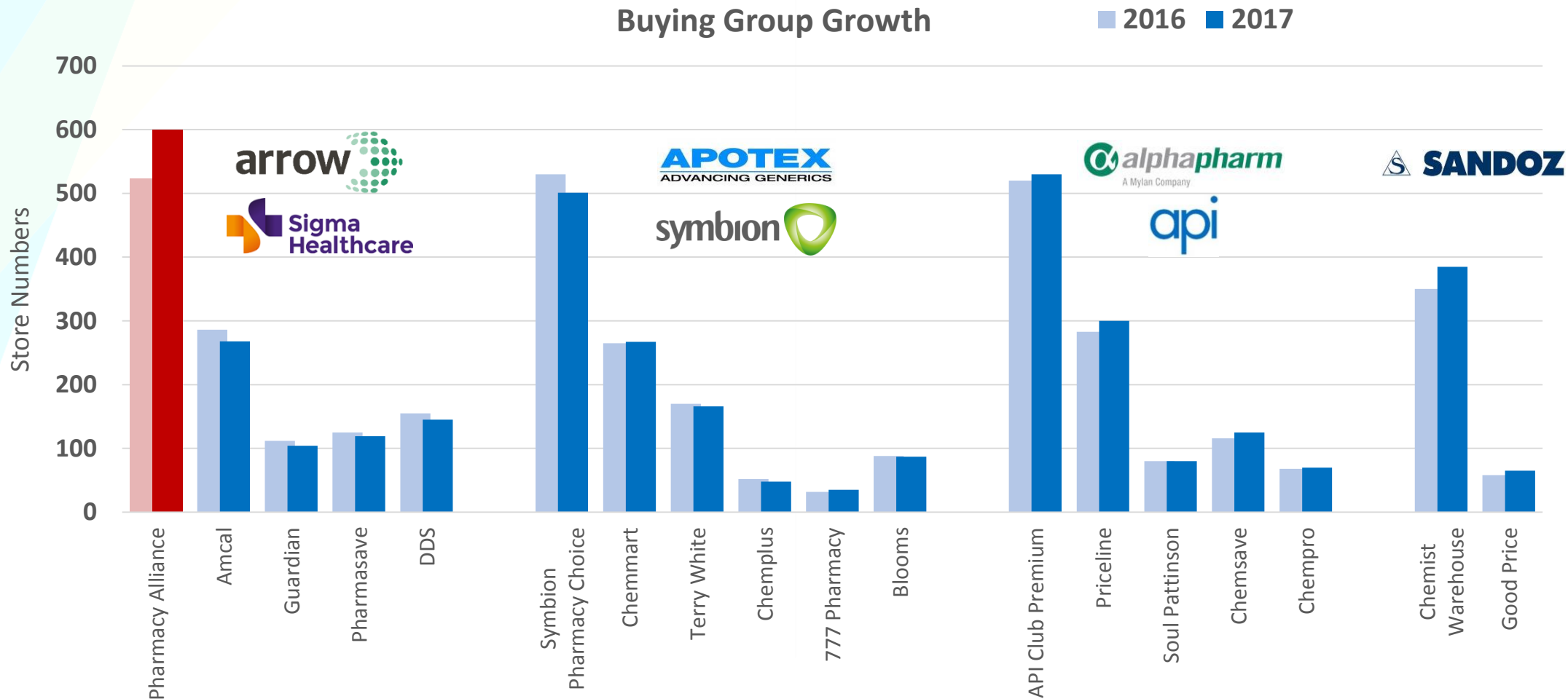
PHARMACY INDUSTRY

- ❑ Competition in Australia for pharmacy memberships & franchises is crowded
- ❑ ~30% of the market is made up by Wholesaler owned banner and buying groups
- ❑ ~30% of the market is made up by:
 - Low level banner, and
 - Owner operated groups
 - Small marketing and buying groups targeting market share with free or low fees
- ❑ ~25% of the market remains Independent



INDUSTRY GROUP PERFORMANCE

- The average group growth is flat across the industry – Except for PA

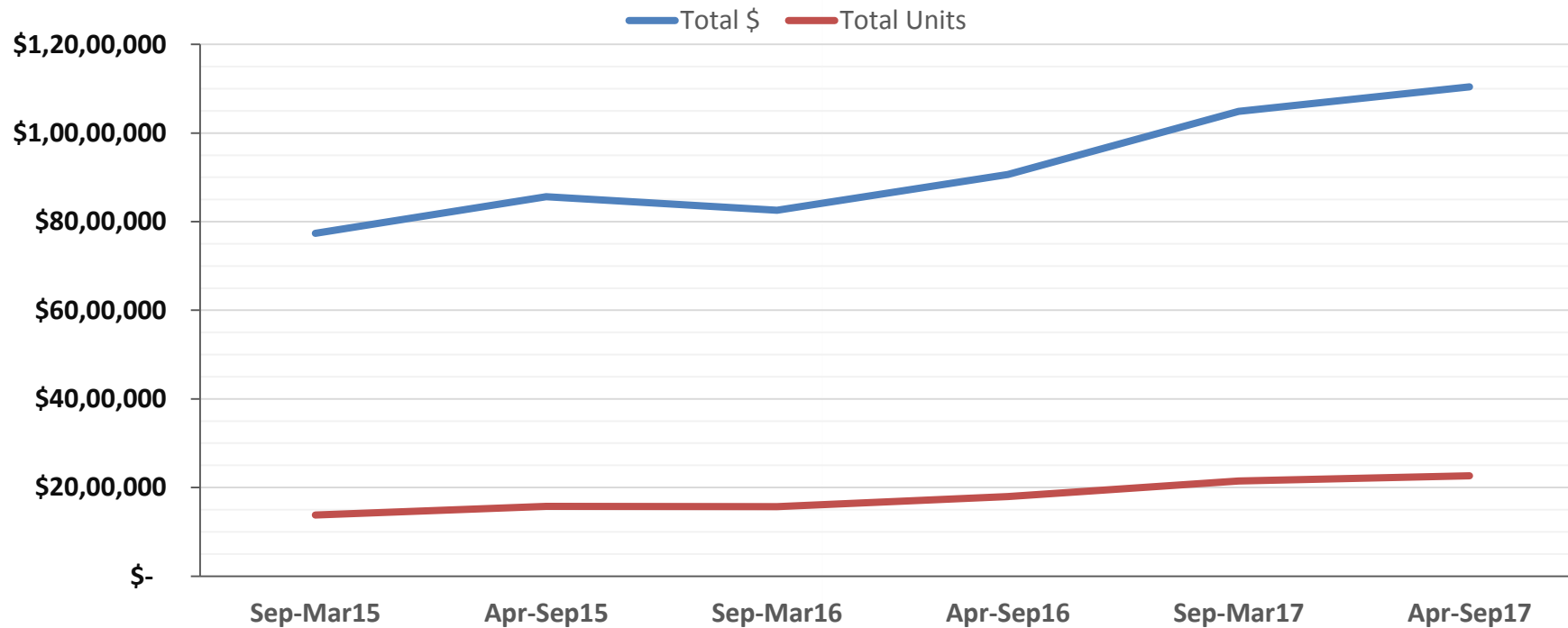


RETAIL BRAND STRATEGY – 100 BRANDED STORES



ARROW PERFORMANCE

- From March 2015 Arrow branded generics have seen consistent growth within the membership
 - Arrow First-Line 2016 = 220 Stores
 - Arrow First-Line 2017 = 300 Stores



OPERATIONS – PARTNER PROGRAM

❑ Complete pharmacy management program, including:

➤ Full Financial, budget and P&L management

- Actual to budgets reported monthly
- Stock/purchases/expense control

➤ Compliance/brand standards

- Merchandising and presentation

➤ HR management

- Recruitment and team performance
- Roster/wage management

➤ IT System – POS and Dispensary

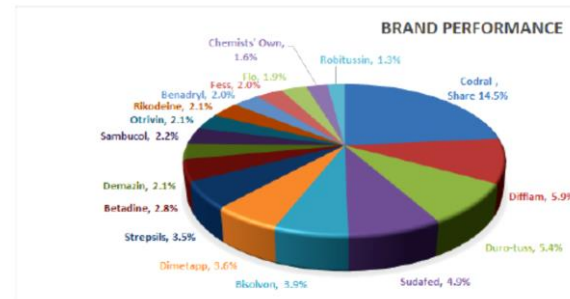
➤ Marketing programs

- LAM
- Loyalty

➤ Day to day operation of the pharmacy



MANAGING STORE & STOCK LAYOUT



TOP SKU PERFORMANCE

STRICTLY CONFIDENTIAL



MAXIMISING PROFITABILITY THROUGH UNLOCKING S3 - PHARMACIST ONLY MEDICINE



KEY VALUE ADD - MARKETING

- ❑ Complete catalogue/campaign program
 - Monthly promotional catalogue program
 - Additional Christmas promotional program
 - Consumer competitions / giveaways
- ❑ Health focus
 - Social media
 - EDMs



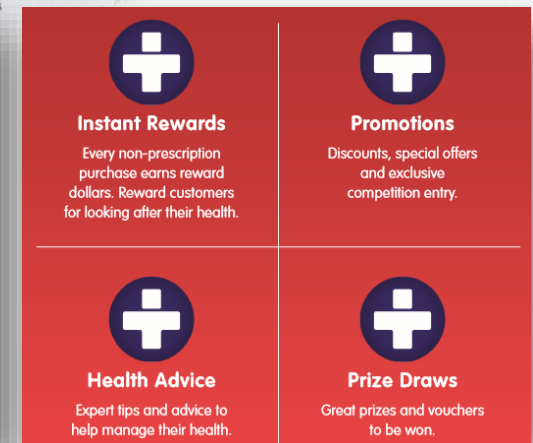
LOYALTY PROGRAM

□ Loyalty program

- Re-engage
- Email marketing capabilities
- In-pharmacy promotion's/bonus points promotional options

□ Management

- Business reporting includes
 - Data allows for key targeting
 - Customer demographic analysis
 - Average basket size
 - Percentage of loyalty member transactions

An infographic titled 'RETAIN AND GROW YOUR CUSTOMER BASE' introducing the Alliance Pharmacy Healthy Rewards Loyalty Program. It lists key facts of offering a loyalty program: 81% of customers prefer cash-based loyalty rewards, 58% of customers think loyalty programs are important to keep returning, 28% average increase seen in loyalty customer basket size, and 22% average increase in loyalty customers' spend per transaction. It also lists program inclusions: POS NAG and dedicated reward software, POS pack, Direct marketing (emails and SMS promotions), Customer lead generation, Customer online portal, and Loyalty reporting portal. The infographic concludes with a call to action: 'Are you interested in offering the Alliance Pharmacy Healthy Rewards Loyalty Program in your pharmacy?' and a website link: 'Visit pharmacyalliance.com.au/healthy-rewards to find out more about the program.'A grid of four red boxes, each with a white cross icon and a title. The boxes are: 'Instant Rewards' (Every non-prescription purchase earns reward dollars. Reward customers for looking after their health.), 'Promotions' (Discounts, special offers and exclusive competition entry.), 'Health Advice' (Expert tips and advice to help manage their health.), and 'Prize Draws' (Great prizes and vouchers to be won.).



THANK YOU

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