

Novartis Global Service Center, Dublin **Building a culture of trust and empowerment**

Presenters: Pedro F. López, Niamh McNamara

CIPD Ireland Annual Conference, May 2019

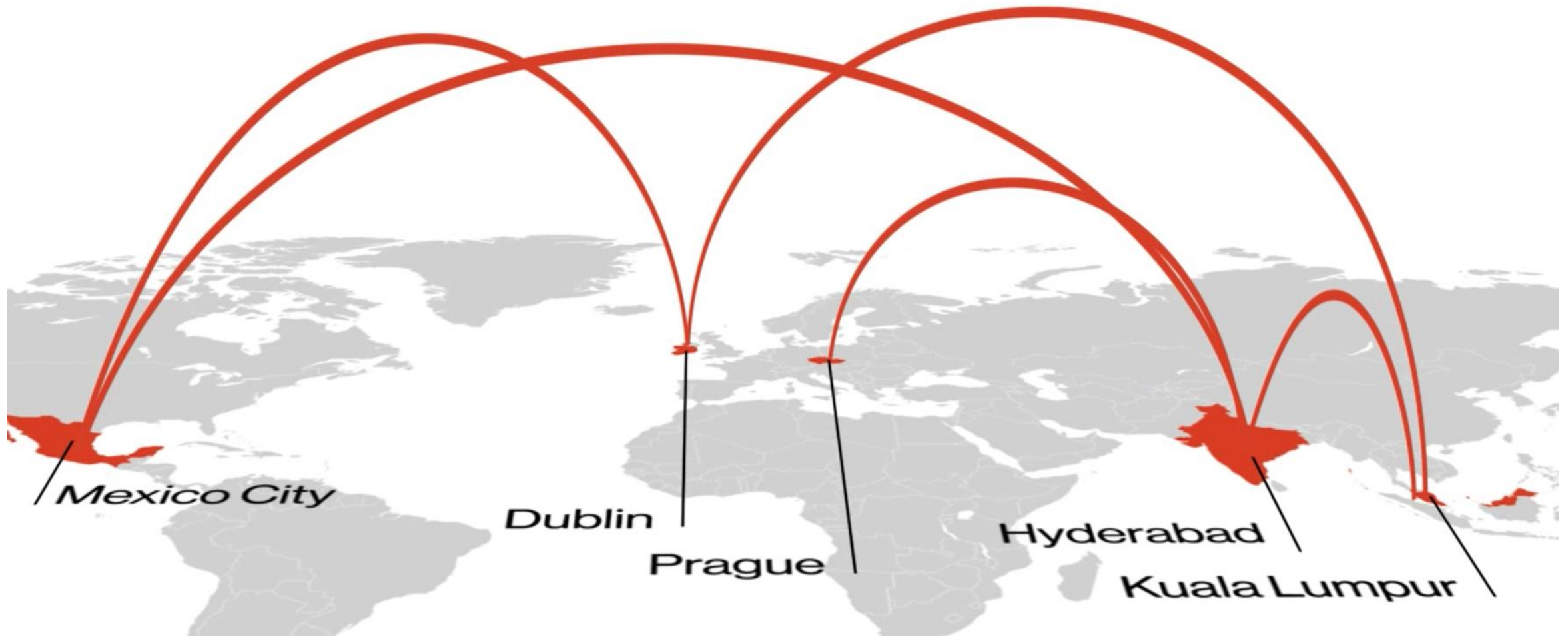


Our mission is to
discover new ways
to improve and
extend peoples lives

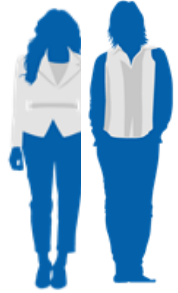
Our vision is to be a
trusted leader in
changing the practice
of medicine

To do this we need to unleash the power of our people

Novartis Global Service Centre in Dublin



Our unique NGSC Dublin value proposition



Swift access to **qualified and experienced talent** in complex services requiring extensive business partnering



Solutions created from an English speaking base, **leveraging the entire NGSC network**



Continuous business innovation to meet diverse and evolving customer and patient needs

We partner with you to deliver quality end-to-end solutions through our global networks

What people do we need?



Collaborative

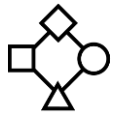
Curious

Unbossed

Our NGSC Team

Experienced and diverse workforce, with true global mindset

A workforce with **diverse demographics**



50/50 gender diversity across NGSC
54/46 M:F at leadership levels too



50% Gen Y
43% Gen X
7% Baby Boomers
40 years avg. associate age



40+ Nationalities
Speaking over **32** languages

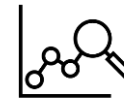


20% PhD
66% Masters
92% Degree

... developed and retained in a **competitive talent market**¹ over the past 4+ years



91% locally hired (**41 Day** avg.)
100% hired by internal teams
10.34% internal promotion rate



4 years avg. tenure of managers
16 years avg. post qualification experience
74% > 2 years with Novartis
44% > 3 years with Novartis

5.2%
voluntary
turnover

vs

15%
voluntary
turnover in
industry²

¹ Unemployment has dropped from 15.9% Dec 2011 to 5.1% July 2018 (Ireland)

² Deloitte GBS report

Thank you