Today, our patients are knowing and active at any stage of their care journey. The patient perspective and engagement in our business have never been more valued. This document outlines our commitment to responsible, transparent, ethical relationships with patient communities. It highlights how we partner with them, our values and principles, and our position to working with patient communities.

Our chief patient officer represents the needs of patients at the highest levels of our company.

Our core principles

- Character and patient communications, as we are guided by these principles:
  - Human connection: We listen to our fellow human beings
  - Purpose and transparency
  - Independence
  - Commitment to health equity
  - Human connection

As a pharmaceutical company, we have a responsibility to work in partnership with patient communities to develop medicines and vaccines that will be made available to patients all around the world.

Our work with patient communities

- Input into our research: We work directly with patient communities at all stages of research to the time that a medicine is widely available.
- Patient advocacy: We strive for our interactions with patient communities to be "human" – in other words, authentic and uncomplicated (clear), meaningful, natural.
- Patient access: We focus on improving access and affordability because we believe no one should go without the medicines they need.
- Health equity: We are actively working to reduce health inequities, as we believe everyone should have the same chance to be as healthy as possible. This means seeking more chances to work with patient communities so that they have a single voice regarding their right to health care.

Examples of our work with patient communities

- In the U.S., we have a partnership with the National Multiple Sclerosis Society to develop a guide for medical staff to better understand their needs.
- In the Middle East, we helped form a community of young cancer patients, and supported their work in advocating for their needs.
- In Europe, we work closely with patient advocates to ensure patient voices and giving ongoing, thoughtful input that we can apply to our business and research decisions.

Our position on working with patient communities

- MSD’s commitment to patients is a fundamental value of our business. We are committed to working with patient communities and respecting their values, and we embrace every opportunity to engage with patients and learn about their experiences and needs.
- We believe that it is essential that we work in partnership to achieve better outcomes for our patients. MSD is an active and moral leader in the patient community relationship. We believe that our partnerships should be characterized by respect, transparency and fairness.
- It is critical that we understand, respect and value the unique experiences of patient communities. It is central part of our work to engage with and listen to patient communities at every opportunity possible. They share their health experiences, their own health advocates, make informed decisions, and be equal partners in engaging with the health care system.

Our goal is to make our medicines and vaccines available to people so they can live longer, healthier lives. We have an ongoing and evolving commitment to develop and deliver medicines that meet the needs of patient communities. Today, more patients are becoming active and engaged in their health care than ever before. As patient advocates, we are engaged and involved in ensuring they have the right to make informed decisions and be equal partners in their care journeys.

We believe that patient perspectives help us innovate and improve health outcomes, and we embrace every opportunity to engage with patients and caregivers to inform how we can best serve their needs.

Rob Davis, CEO and president

MSD's commitment to working with patient communities

To learn more about our commitment to patients, visit www.msd.com/patients.