



— SANOFI CHC —
ENHANCED
EXCELLENCE

— POWER UP! —
2018

PURPOSE & VALUES

AN ONGOING JOURNEY TRAVELLED EVERYDAY

TARGET DESTINATION:

Understand, personalise and live confidently everyday



“We want to look for opportunities to bring our purpose and values to life for our employees in their daily work. By living these values, they will have the confidence to achieve the impossible.”

Paul Carolin (GM CHC Southern Africa)

THE ROAD MAP:

How will we get there and achieve our objective



RESPONSIBILITIES

- Nominated a Values Champion and ambassadors
- Management "walks the talk" and shares values in coaching



ROLL OUT

- Activate and engage with the team in a fun way
- Survey monkey to test understanding and acceptance



REINFORCE

- Office space – Branded wall and door hangers
- Monthly Touchbase



REFLECT & REWARD

- Quarterly value awards



REPEAT

- Share values through activates with business and external partners

1 RESPONSIBILITIES:

Create a local project team supported by management and global project team

Team was structured with a leader and 4 ambassadors



Project Leader

Sarianne Opie

Courage



Bev Jones

Teamwork



Lainah Mapolisa

Integrity



Rene Kotze

Respect



Juanita Goeda

2 ROLL OUT:

Exposed and engaged the team to the values

Sanofi CHC Values were introduced with various *FUN* activities at Start up in April 2017 with the team



COURAGE
Dare to risk



RESPECT
Embrace and value differences



INTEGRITY
Ethics before profit



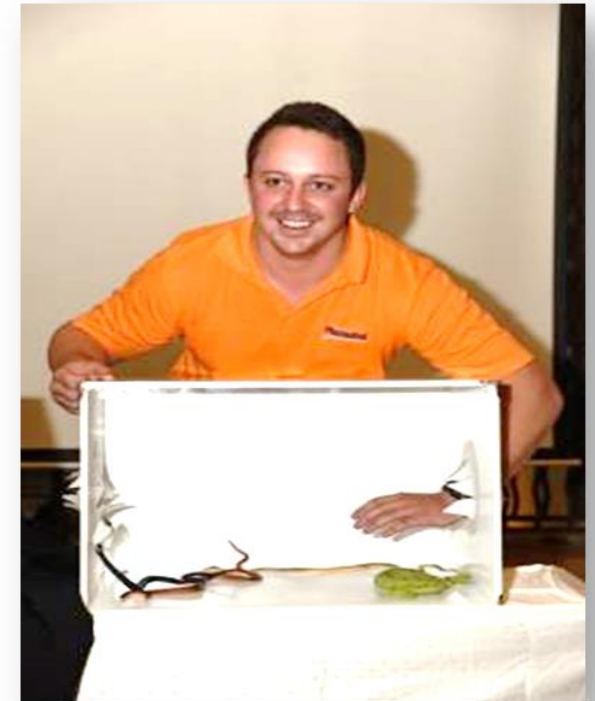
TEAMWORK
Grow and win together



2 COURAGE: What's in the Box



Courage was demonstrated with the nominated person taking a risk by placing their hands in a box.



2

RESPECT:

Make a Movie



RESPECT
Embrace and value differences



Respect was interpreted by each team in the form of a movie and song while embracing each others ideas and styles



2 INTEGRITY:

4-Way Tug of War



4 teams, each representing a charity, completed simultaneously at a game of tug of war - fighting for the right choice



2 TEAMWORK:

Paint by Numbers



Everyone needed to mix paint and paint a puzzle piece – no one knew what the puzzle looks like completed but needed to work together to complete it

3 RE-INFORCE:

Consistent reminders through visibility and monthly TC hosted by Paul



4

REFLECT & REWARD:

Review impact and recognise behaviour

Q2 2017

TEAMWORK

Team collaboration (Detailers and Pharmacy PSRs working together)
Increased distribution/range at key pharmacies
Detailing / recommendation/educating staff (PSR Doctor detailers input) driving sales out
In store excellence – extra GE @ key outlet



Team KZN

Q3 2017

TEAMWORK

The Western cape sales team has shown dedication to the business through working after hours to support their sales team at wholesaler days, the doctor team at trainings, and the brand team at activations.
They did this as a full regional team, always smiling and never leaving a member behind.



Team WC

4

REFLECT & REWARD:

Review impact and recognise behaviour



The overall winners of the South African P&V Award for 2017 was the **KZN Regional team** for the Teamwork Value.

This team not only fostered cooperation and open communication amongst each other, they also built collaborative relationships with their customers and placed team goals above personal goals to surpass their targets.

Feedback received from their customers were very positive.

REFLECT & REWARD:

Feedback from Customers

The Relationship has certainly been mutually beneficial and we look forward to even greater interaction in 2018. – **Mount Edgecombe Pharmacy**

I would like to say once again thank you to you for all the support you have given to the store it is highly appreciated. – **Dis-Chem South Coast**



We just want to say thank you for the excellent service we received from your company. – **Val-U-Health Pharmacy**

Thanks for the great and friendly service. For always resolving issues promptly and constantly upskilling our staff. We know that when it comes to Sanofi Consumer division, we are in good hands. – **Todd Street Pharmacy**

Well done to both Sherwin Moodley and your entire team in ensuring that Independent pharmacies become a popular choice again with all of South Africa!!. – **Alpha Pharm**

5 REPEAT:

Share with external and internal business partners

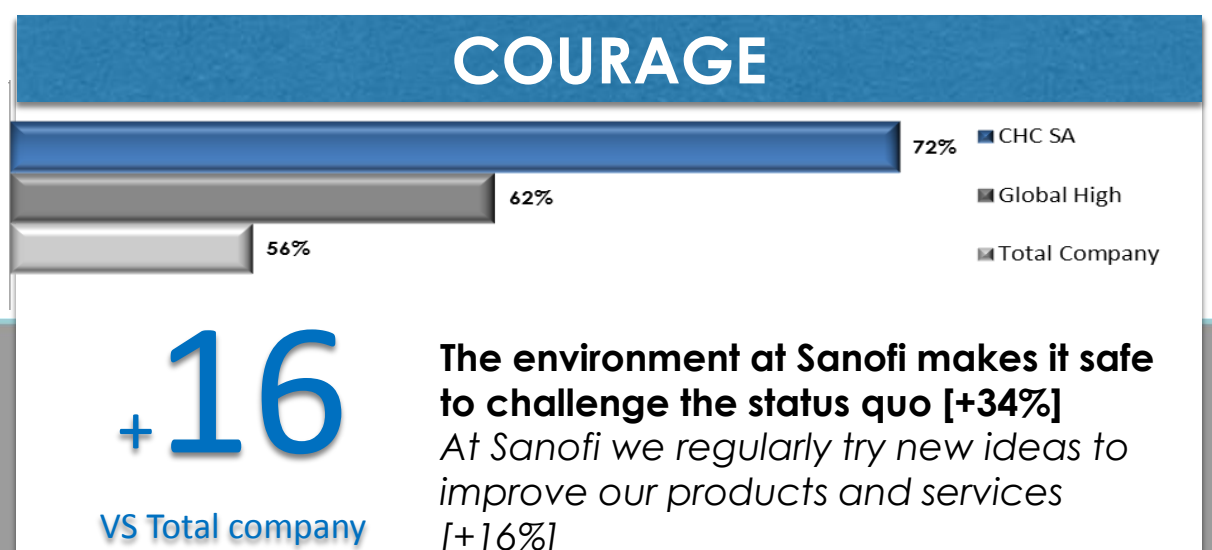
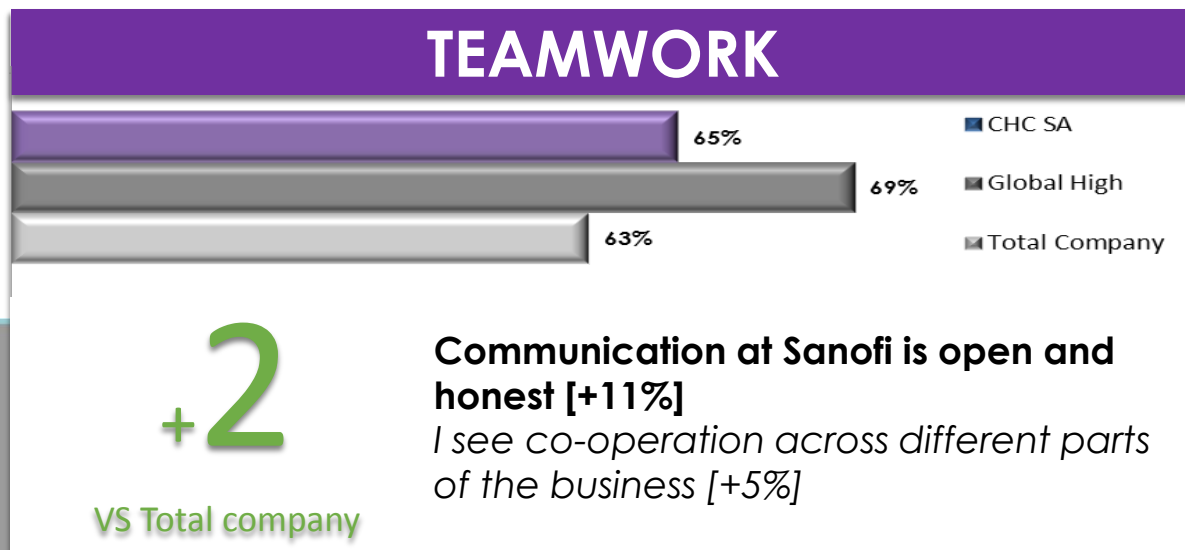
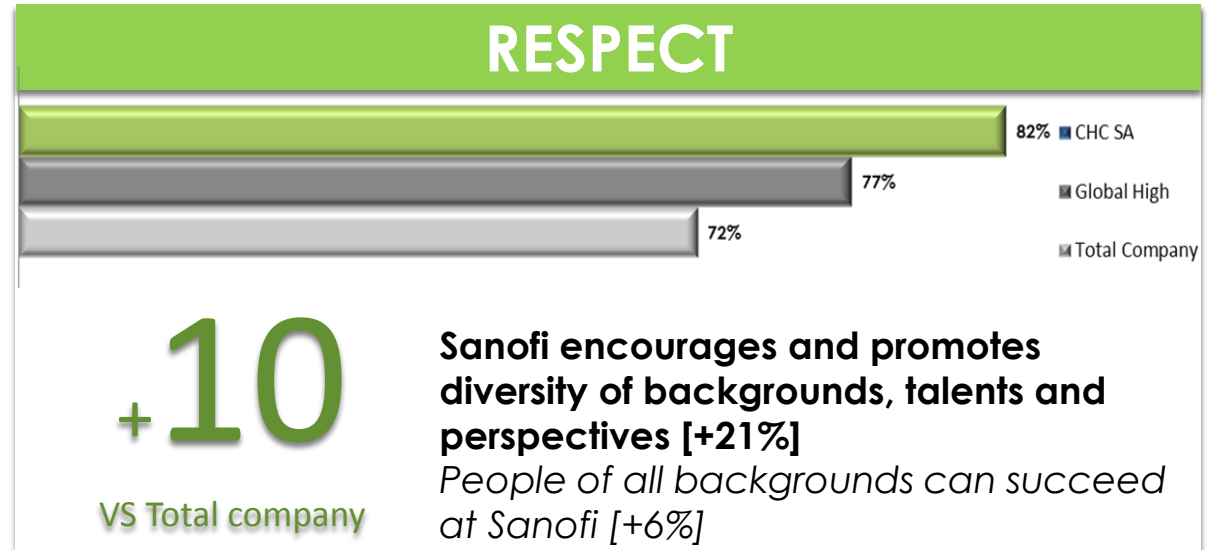
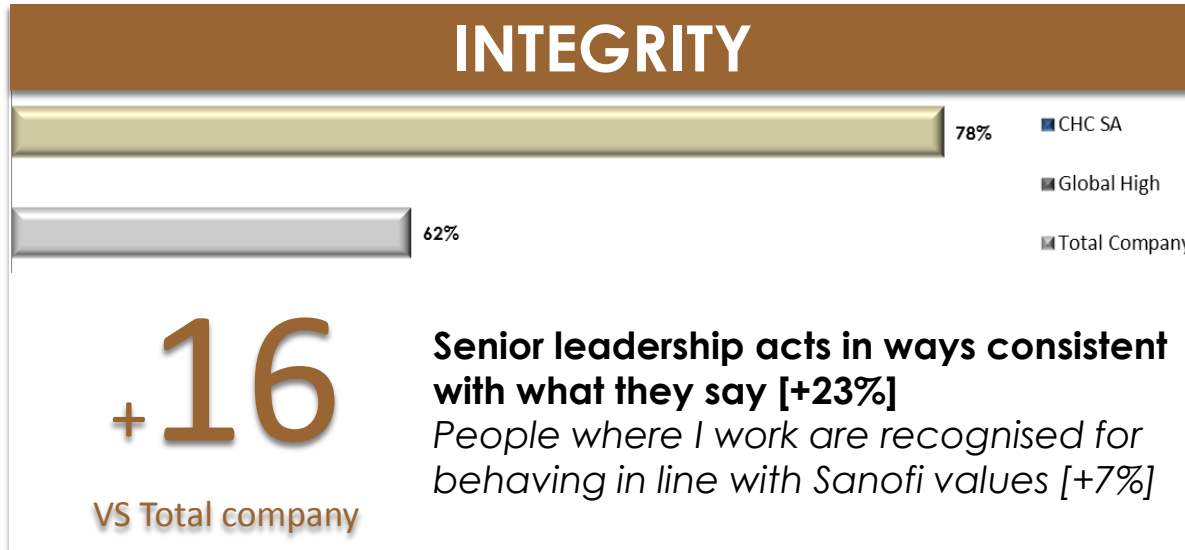
CHC invited ask our business partners including Regulatory, Medical, Blue Bottles! Finance, to help us finish our CHC painting.



RESULTS:

2017 Sanofi People Survey

SA CHC results showed strong results against total company



TEAM TALK:

Feedback from the team



2018 ROADMAP:

Plans and activities to address opportunities highlighted in the survey

	Courage	Teamwork	
Opportunity	Sanofi accepts mistakes in the process of trying new things	People willing share what they know with those from other parts of Sanofi	The people I work with cooperate to get the job done
Plan	<p>Establish an “Ideas Committee”</p> <ul style="list-style-type: none"> ➤ Peers & managers will sit & review ideas that are put forward by the team on a national level. <p>This “Ideas committee” will also provide an environment where the team can talk through their ideas & ways of thinking with their peers in a non-judgmental space.</p>		<p>Cross Functional partnerships</p> <p>Focus on 2 key functions & Workshop and align on keys ways of working and communication flows (reco T&R and Supply Chain)</p>
Expected outputs & improved behaviour	<p>Simple Execution</p> <p>Innovation, & accountability</p>	<p>Informed Choices</p> <p>Shared learnings & best practice</p>	<p>Learn fast</p> <p>Improved agility & business process</p>
Other supporting activities	<p>One Sanofi day Continue with Qtry Awards Charity events Business Partner Breakfast</p>		



THANK YOU!