

Lumantity's Patient Promise

Striving for patients, caregivers and advocates to be recognized as formal stakeholders in medicine development and commercialization

Supporting strategic and tactical planning, co-creation and delivery of meaningful innovation



When engaging with patients and advocates **WE CARE**

- Co-create and keep informed
- Accessible and easy-to-understand contracts
- Roles and responsibilities defined transparently
- Equitable remuneration in line with fair market value



When working with our clients on behalf of patients, we will act **WITH PACE**

- Proactively flag patient promise
- Advocate Fair Market Value (FMV) remuneration
- Case studies and positive impact evidence
- Evidence expertise and commitment



To ensure our people are familiar with our promise we will be **BEST**

- Best practice is understood and followed
- Engagement training basics for all Lumantity staff
- Specialized training for patient engagement professionals
- Training on the Patient Promise in Lumantity's onboarding



For both colleagues and patients, we are committed to improving **the RIDE**

- Representation and diversity
- Inclusion and equity
- Deliver with respect, compassion, and dignity
- Education on Patient Engagement Principles