Johnson Johnson

Johnson & Johnson Customer and Logistics Services (CLS)

George Harry Regional Director, North America Transportation July 11, 2017



Our Organization

Johnson Johnson Celebrating 125 Years

- Our reach is global
 - 114,000+ employees
 - 250+ operating companies
 - 60+ countries
- We have a heritage of trust
 - 125 years of outstanding performance
 - Trusted across generations
 - Trust from Patients and Consumers that our products will be available when needed



Our Business Sectors At Johnson & Johnson







Our Consumer Business Segment

- 2016 sales of \$13.3 billion
- Broad portfolio of iconic brands
- Touching a billion lives every day



SKIN CARE



WOUND CARE/OTHER



OTC/NUTRITIONALS



ORAL CARE



BABY CARE



WOMEN'S HEALTH



Our Pharmaceuticals Business Segment







A well-positioned pipeline



INVEGA® SUSTENNA®

Growing demand



Emerging markets



Unmet needs around the world



 Core therapeutic areas of focus are Immunology, Neuroscience, infectious disease, Cardiovascular and Oncology















Our Medical Devices Business Segment

- 2016 sales of \$25.1 billion
- The world's largest medical technology business
- Focused on emerging markets and an aging population
- A recent acquisition
 - **(9) SYNTHES***

A premier manufacturer of orthopedic devices



















Ortho Clinical Diagnostics

a Johnson Johnson company



Our Values speak volumes

Our Credo helps us remember what matters most

CUSTOMERS / EMPLOYEES / COMMUNITIES / STOCKHOLDERS

OURCREDO

WE BELIEVE OUR FIRST RESPONSIBILITY IS TO THE DOCTORS NURSES AND PATIENTS TO MOTHERS AND FATHERS OUR COSTS IN ORDER TO

WE ARE RESPONSIBLE TO THE COMMUNITIES IN WHICH WE CHARITIES AND BEAR OUR FAIR SHARE OF TAXES. WE MUST ENCOURAGE CIVIC IMPROVEMENTS AND BETTER HEALTH PROPERTY WE ARE PRIVILEGED TO USE PROTECTING THE ENVIRONMENT AND NATURAL RESOURCES

OUR FINAL RESPONSIBILITY IS TO OUR STOCKHOLDERS BUSINESS MUST MAKE A SOUND PROFIT EXPERIMENT WITH NEW IDEAS RESEARCH MUST BE CARRIED PROVIDED AND NEW PRODUCTS LAUNCHED. RESERVES MUST BE CREATED TO PROVIDE FOR ADVERSE TIMES. WE OPERATE ACCORDING TO THESE PRINCIPLES. THE STOCKHOLDERS SHOULD REALIZE A FAIR RETURN

Johnson Johnson

Johnson Johnson

BE VITAL

Our first responsibility Serving our customers and patients through 3 segments





CONSUMER

PHARMACEUTICALS

MEDICAL DEVICES





Our Supply Chain Delivers Our Patient and Customer Commitments

CLS at a Glance

365
DISTRIBUTION CENTERS

100,000
ORDERS
A DAY

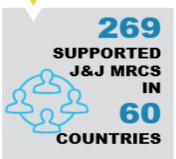


239
CUSTOMER
SERVICE
CALL
CENTERS















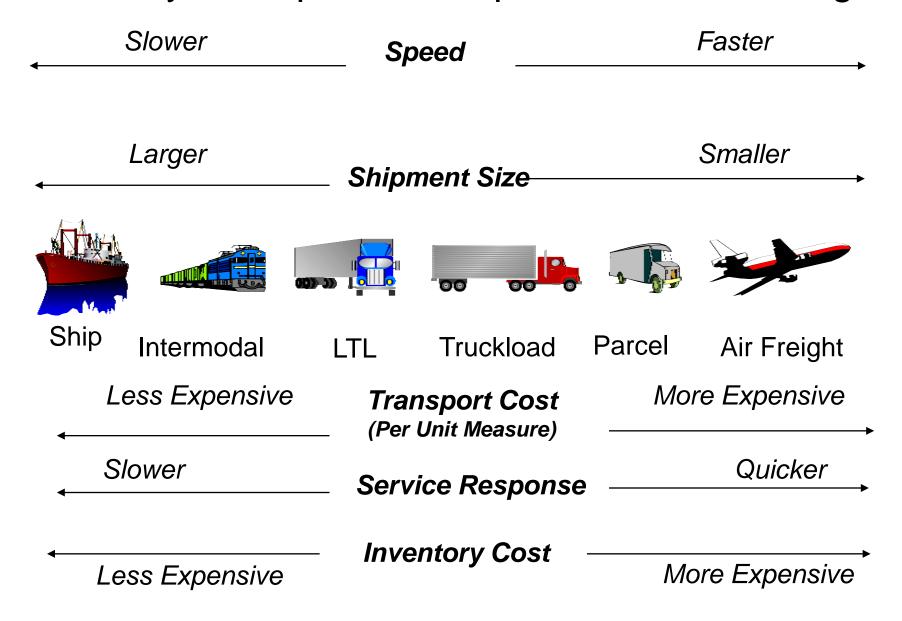




We deliver Johnson Johnson

Johnson Johnson Customer & Logistics Services

The Daily Transportation Optimization Challenge



The U.S. Transportation System is Critical to the Delivery of important Medicines and Medical Devices

- Reliable Airfreight System
 - High-value, Life-saving, and Promotional Products to meet commitments to patients
- Reliable Port System
 - Exportation of US produced products
 - Importation of off-shore Finished Goods for Sale and Raw Materials for Domestic Production.
- Reliable, uncongested Highway System
 - To meet the needs of Regional Distribution System that responds to urgent patient care needs and consumer demand for our products.
- Reliable Rail System
 - To take trucks off the road and deliver longer-haul, less time-sensitive products and materials via Intermodal Transportation systems.

WE PROTECT OUR BRANDS

WE TRANSPORT CRITICAL PRODUCTS TO OUR CUSTOMERS

WE PACKAGE THE PRODUCTS THAT SAVE LIVES

WE CREATE CUSTOMER RELATIONSHIPS

WE RESPOND WHEN CUSTOMERS CALL

WE ENSURE TRANSACTIONS ARE DONE RIGHT

We deliver Johnson Johnson











Our third responsibility

Our communities



Fulfilling Our Credo responsibilities so people, planet, and business can all live in good health today and tomorrow.

\$1.1 billion

55.7 MW^{green}

35%

Cash & Product Contributions

Toward nearly 600 philanthropic programs in 100+ countries in 2014

Clean Energy

On-site renewable/clean energy capacity (installed or in progress)

J&J Sales

Delivered a total shareholder return of almost 35% (including dividends)

Recognition From Others



#12 Best Global Green Brands 2014



#3 Biannual Survey 2014







Our final responsibility When we operate according to these principles...

- \$74.3 billion worldwide sales in 2014
- 31 consecutive years of adjusted earnings increases
- 52 consecutive years of dividend increases
- One of only three industrial companies to hold a

AAA Credit Rating







