



WORLD-CLASS INNOVATION AND EXCEPTIONAL CUSTOMER EXPERIENCE



Our goal is to change the trajectory of eye health



We **strive to improve** the lives of all patients and communities we serve



We accomplish this by elevating **eye health** through innovation



We deliver this through **exceptional partnership** with our customers



Mission

Bringing science and sense of sight to life through world-class innovation and customer experience

We offer a comprehensive portfolio of products and value-added services

1

A wide range of IOLs **providing high-quality vision** to suit patients' diverse needs



2

Innovative surgical systems and products designed to **deliver efficiencies and mitigate surgical risks**



3

Programs and services that provide value beyond the product, including training and professional development, comprehensive customer support, and programs aimed at **optimizing outcomes and practice management**



OUTSTANDING TRAINING

*Vision Experience Centre
Biometry Excellence Program*



PRACTICE DEVELOPMENT

*Premium Value Program
Efficiency Optimization Program
Outcomes Measurement Program*



BEST-IN-CLASS SUPPORT

*J&J Customer Support Programs
CHiME™*

1

J&J Vision Intraocular Lenses

A range of IOLs to suit patients' diverse visual needs



= Astigmatism-Correcting IOLs

Monofocal IOLs

TECNIS™
Monofocal IOLs

TECNIS™
Toric II 1-Piece IOL
Toric II

Enhanced Monofocal IOLs

TECNIS
Eyhance™ IOL

TECNIS
Eyhance™ Toric II IOL
Toric II

Extended Depth of Focus IOLs

TECNIS
Symphony™
OptBlue™ IOL
Powered by IntelliLight™

TECNIS
Symphony™
OptBlue™ IOL
Toric II
Powered by IntelliLight™

Hybrid/Multifocal IOLs

TECNIS
Synergy™ IOL
with TECNIS SIMPLICITY™ Delivery System

TECNIS
Synergy™ IOL
with TECNIS SIMPLICITY™ Delivery System
Toric II

TECNIS™ IOLs – A Proven IOL Platform

- ✓ High-quality, sharp vision¹
- ✓ High image contrast in all lighting conditions²
- ✓ Not associated with glistenings³
- ✓ High rates of patient satisfaction⁴⁻⁶
- ✓ Associated with low rates of PCO and need for Nd:YAG laser capsulotomy⁷

Latest innovations for optimized outcomes:

TECNIS Eyhance™ IOL

First monofocal IOL proven to provide improved intermediate vision in addition to 20/20 distance vision in RCTs vs. standard monofocal IOLs^{2,8-9}

TECNIS™ Toric II IOL

Excellent rotational stability* may reduce need for subsequent repositioning surgery (currently performed in ~2% of cases, impacting reimbursement margins)^{10,11}

TECNIS Synergy™ IOL

Continuous, high-contrast vision from far through near and high rates of spectacle independence may help ensure high patient satisfaction^{12,13}

* ≤5° rotation in 99.5% of eyes at 1-week post-operation in a post-market, prospective, multicentre, single-arm, open-label clinical study of the TECNIS Toric II IOL (N = 202 eyes) conducted in the United States.

Abbreviations: IOL = intraocular lens; Nd:YAG = neodymium:yttrium-aluminum-garnet; PCO = posterior capsule opacification; RCT = randomized controlled trial.

Equipment and products that help minimize surgical risks and deliver efficiencies

Surgical Systems

VERITAS™ Vision System



Excellent POS performance of the **VERITAS™** Vision System¹⁴ could **decrease the risk of complications related to anterior chamber collapse**, such as PCT¹⁵



Average added cost per patient with PCT:
£405.85^{16,*}



Surgeon-centred ergonomic design of the **VERITAS™** Vision System is **intended to improve well-being and reduce productivity losses**, providing an opportunity for surgeons to serve more patients^{15,17,18,†}

CATALYS™ Precision Laser System



Precise, circular capsulotomies made using the **CATALYS™** Precision Laser Vision System allow for quicker procedures and reduce risk of IOL decentration and tilting^{19,20}

✔ >99% complete capsulotomies and low risk of subconjunctival hemorrhage and transient vision loss^{21,22}

* Based on the incidence and additional costs of PCT in the UK between 2009 and 2010.

† One hour of gained productivity/week, may translate to 13% increase in annual surgical volume and 125 more patients served.

Surgical Products/Consumables



The preloaded and preassembled **TECNIS Simplicity™** Delivery System provides a sterile, controlled, touch-free method of IOL delivery²³

- Designed to minimize risk of infection related to contamination (eg, endophthalmitis), which is associated with pain, tissue damage, vision loss, and substantially increased cost of care^{24,25}
- Reduced number of steps needed for IOL preparation with the **TECNIS Simplicity™** Delivery System could lead to shorter intraoperative times, potentially translating to increased case volumes^{23,26,27,*}



HEALON™ PRO OVD aids in-tissue manipulation and protects corneal endothelium and other ocular tissues from trauma during surgery²⁸



SmartLOAD™ Delivery Technology is designed to optimize IOL delivery and offers sustainability benefits with the reusable **UNFOLDER VITAN™** inserter^{29,30}

* Preloaded IOL delivery systems were demonstrated to reduce mean total case time by up to 12%, translating to increased annual case volumes (up to 4-10%).

Abbreviations: IOL = intraocular lens; OVD = ophthalmic viscosurgical device; PCT = posterior capsule tear; POS = post-occlusion surge; USD = US dollars.

J&J Vision Programs & Services

Programs and services that provide value beyond the products



Biometry Excellence Program to help ensure optimized results with J&J IOLs

Provides access to expertise and proctoring support for initial cases



E-learning Module

Pre-operative examinations, patient selection/IOL selection, ocular surface disease, topography, IOL constant optimization, new-generation formulae, refractive target



Individual and Personalized Peer-to-Peer Excellence Session



Case Analysis

Key factors analysis for each case; patient selection; IOL model; power implanted + expected outcome; A-constant and formulae used; incision location; alignment axis and SIA (if toric lens); target refraction



Outcomes Follow-up

Continuous monitoring providing best-in-class support for optimal results and patient satisfaction



Professional development through the **Vision Experience Centre (VEC)** to help HCPs gain new skills, knowledge, and experience



On-demand Learning

Online course offerings on a variety of topics as well as clinical training certifications



Tailored Learning

Anytime, anywhere program-based learning providing health professionals with access to interactive courses, mastery assessments, and a personalized dashboard with your learning transcript



Virtual Reality Training

Offers health professionals a powerful new way to learn at every stage of their career



Resource Library

Articles and videos on a variety of topics to help HCPs stay up to date in their field



On-site Training

Dedicated training centre in Barcelona with >1000 m² of dedicated lab environment where HCPs can learn and discover the full range of J&J surgical cataract & refractive products*

* For on-demand demo and wet lab, visit us at: <https://jnjinstitute.com/en-emea/location/barcelona-spain>

Abbreviations: HCP = Health Care Professional; IOL = intraocular lens; SIA = surgically induced astigmatism.

J&J Vision Programs & Services (Cont.)



Outcomes Measurement Program to improve and reduce variation in patient care

Standardized assessment of outcomes through J&J Vision's **Outcomes Measurement Program** may improve the quality of care, attract patients, and help differentiate as a leading healthcare practice



COLLECT

CROMs and PROMs before and after surgery



TRACK

Patient data via an easy-to-use platform interface



COMPARE

Data across institutions and improve patient care based on validated outcomes



Premium Value Program to help expand practice capabilities and expertise*

Premium procedures require a high level of precision and expertise, placing a high demand on surgeons

The **Premium Value Program** provides training to increase surgeon confidence with premium procedures and use of innovative J&J IOLs to help meet high patient expectations



Grow expertise and expand practice capabilities



Attract premium patients



Become leaders in innovative technology

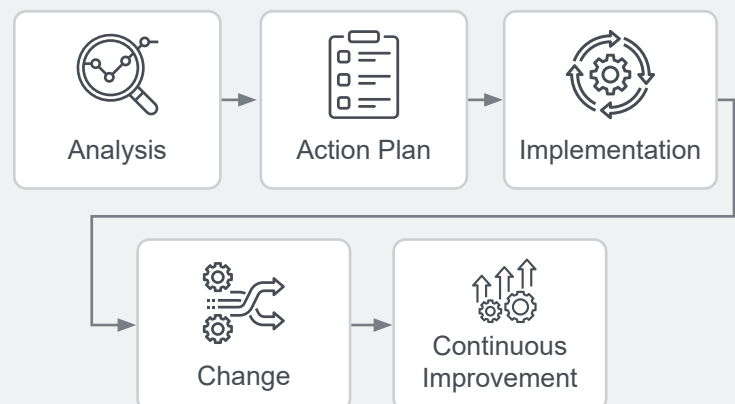
* Available in the CEMA region.

Efficiency Optimization Program to help provide high-quality care to more patients

There is a need for increased efficiency to provide high quality of care to more patients, without overextending budgets and resources

J&J Vision's Efficiency Optimization Program can:

- ✓ Analyze customer's needs, identify potential areas of improvement, and provide tailored solutions
- ✓ Result in cost savings and improved resource use
- ✓ Establish a culture of improvement to achieve sustainable results



Abbreviations: CEMA = Central and Eastern Europe, Middle East, and Africa; CROMs = clinician-reported outcomes; PROMS = patient-reported outcomes.

J&J Vision Programs & Services (Cont.)



CHiME™ Suite of Services to lessen the effort needed to do business with J&J Vision

CHiME™ Solutions are designed to reduce the time and administrative burden associated with tasks like product ordering, inventory management, monitoring performance and servicing of equipment — freeing customers to focus on patient care

CHiME™ Advisor



- AI Service Solution that monitors equipment performance, predicts imminent downtime, and enables proactive repair³¹
- Anticipates, predicts, and monitors equipment performance remotely to maximize equipment uptime³¹

CHiME™ Connect



- E-commerce platform with all the information you need when you need it (24/7)
- Gateway to view and/or place orders, consult products, track shipment, and manage inventory

The Future of Equipment Performance: CHiME™ Advisor

At an ophthalmologic centre, **CHiME™** Advisor detected a performance variation on a piece of equipment used on 11 patients a day. J&J Vision scheduled annual maintenance two months ahead of time to proactively assess and repair the issue, **preventing two days of equipment downtime.**



CHiME™ Advisor detected performance variations indicating imminent malfunction



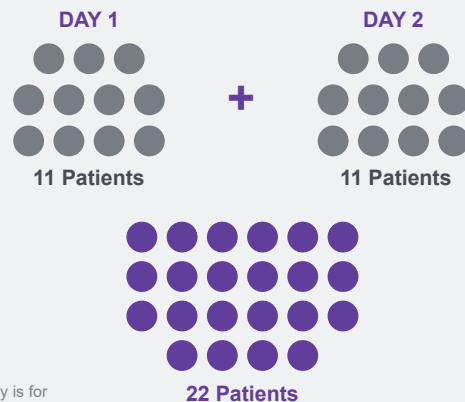
J&J Surgical Vision immediately contacted the customer



Proactive maintenance scheduled at a convenient time for the customer

No further performance variations were detected

Potential 2-day Patient Cancellation Avoidance*



*Case study is for illustrative purposes only.

Abbreviation: AI = artificial intelligence.

J&J Vision Programs & Services (Cont.)

J&J Customer Support Programs



Field service representatives to coordinate any diagnostics, maintenance, upgrades, offsite troubleshooting, and/or onsite repairs



Dedicated customer support specialists to aid with order entry/fulfillment, coordinate with IOL and equipment specialists, and provide supply chain/logistics support



Medical affairs teams to support surgeons on product use, deliver specific scientific/medical information, and support clinical studies addressing evidence generation



98% of J&J customers rated their overall service satisfaction as above or exceeding expectations*

* Based on ~276 responses from customers surveyed between January 2020 and October 2021.



Value-added Services



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**Vision Experience Centre
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PRACTICE DEVELOPMENT

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Efficiency Optimization Program**



BEST-IN-CLASS SUPPORT

**CHIME™ Suite of Services
Customer Support Programs**

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