

LETTER OF ANNOUNCEMENT
EMVO Organisational Change

26th July 2019

Dear all,

As part of EMVO's continuous efforts to optimise efficiency and continue working towards completion of our mission, EMVO has entered into a reorganisation process.

This aims at ensuring that our decision-making procedures and information flows meet the needs of the organisation and that we are able to respond to the expectations of our stakeholders, NMVOs and other important partners.

In light of the above, the following changes have been put in place:

- **The Operations Department** has been restructured in order to more efficiently handle all Operations related activities and to facilitate information exchange amongst its members. The new structure will incorporate change request management and enhanced technical expertise. In order to increase quality and leverage synergies, customer support will be integrated within the Operations department and will be solely managed in-house;
- **The Commercial and Partner Management Department** has become **Legal and Partner Engagement Department**, with its main tasks comprising of the management of legal topics, relations with the NMVOs and other partners and communications;
- As the number of the EMVO employees has grown since its foundation, **the Finance and Administration Department** has now become **HR and Administration Department**. In this way, it will address the increasing needs of the organisation and will mainly focus on all HR matters and administrative related tasks (strategic and office related);
- Given the importance that the collaboration with the NMVOs represents for EMVO, as well as the fact that EMVO and the NMVOs will be putting in place a new dialogue platform with respect to EMVO's budget establishment, it was decided that all financial matters will need to be addressed and handled separately. These tasks have been now transferred to a new Department, **Finance and Business Development**;
- At the higher management level, a mandate has been granted to the **Chief Operating Officer**, who will focus, at a horizontal layer, on operational and procedural matters as well as on directing and steering the internal Departments.



EMVO is confident that the above structure will increase the organisation's productivity and efficiency, accelerate challenges resolution through appropriate escalation and strengthen its employees' engagement. These essential elements will enable EMVO to increase the quality of its deliverables by exceeding its objectives at all working levels.

EMVO Team

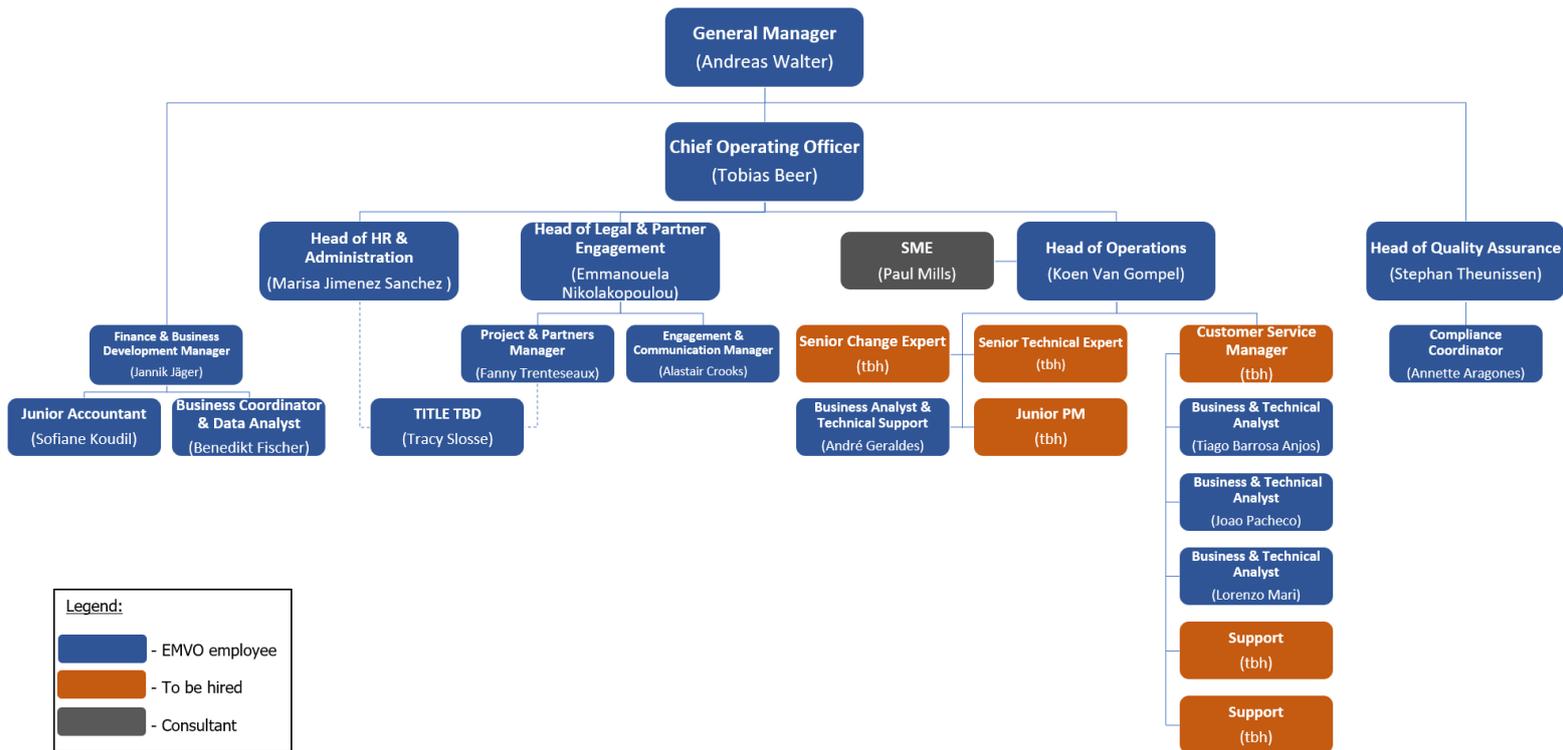
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www.emvo-medicines.eu

helpdesk@emvo-medicines.eu

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Annex: New EMVO Organisational Chart



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