

Internship Certificate

30 April 2018

Ms Yuan Lyu, born on 2 March 1993, Chinese citizen,

completed an internship with our company from 1 November 2017 to 30 April 2018 in the Finance Compliance (FinCom) and Finance Shared Service Center (FSSC) IT department.

Ms Lyu's main duties and responsibilities were as follows:

- Support the team in driving the innovation agenda in the fields of usability principles and user-centered design (UCD) methodology
- Assist in user experience skill building and innovation sessions to team members
- Contribute to a key project as User Experience (UX) Design Expert

We would like to highlight Ms Lyu's following achievements:

- Successfully designed and implemented a UCD curriculum for our team
- Played an important role in a key project in our area as UX Design Expert
- Coordinated the Innovation session with our customers
- Delivered other materials, including team profile infographics, team engagement videos as well as templates for design sprint workshops

Ms Lyu possessed excellent specialist knowledge. She applied her expertise effectively even when faced with challenging tasks. In the process, Ms Lyu planned her approach carefully. Her rapid grasp of new concepts enabled her to acquaint herself with new subjects, content and correlations quickly and respond to them flexibly. We were very satisfied with the accomplishments of Ms Lyu's work. She was able to organise her tasks well and used tools purposefully. Ms Lyu set priorities and adhered to all deadlines. She completed her tasks in an exceptionally independent, systematic and careful manner. Ms Lyu contributed suggestions for improvements to processes and procedures and implemented these within her field of responsibility.

We appreciated Ms Lyu as a very committed employee who was prepared to take on additional tasks. She was very resilient, maintained an overview even in hectic situations and remained calm and composed. We valued Ms Lyu as a particularly friendly and pleasant person who integrated well within the team and approached others in an open and obliging way. Her behaviour towards line managers and colleagues was always very courteous and facilitated excellent cooperation at all levels.

Ms Lyu is leaving our company today at the end of her internship. We very much regret her departure, thank her for her most valuable contribution and wish her every success in the future.

F. Hoffmann-La Roche Ltd



Ricardo Camacho De Pass
Head of FinCom and FSSC IT



Patricia Alioth
Head of HR Employee Life Cycle Teams & Executives