

# Healthcare Logistics

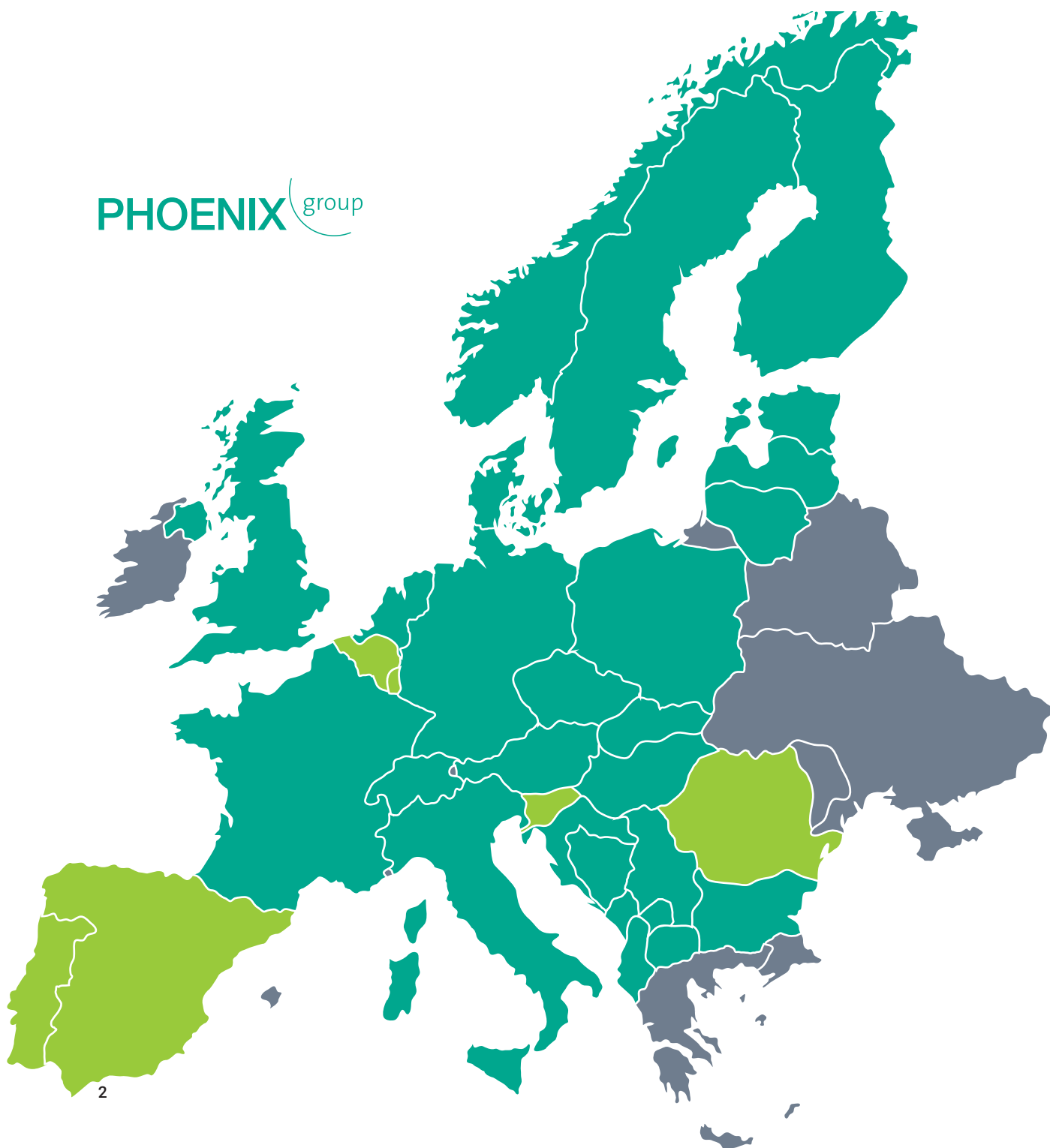
European high-quality logistics with PHOENIX group



# Expertise, quality and coverage

PHOENIX group, the leading  
European Healthcare Provider

PHOENIX group



## PHOENIX group –

### Leading European Healthcare Provider

PHOENIX group is a leading healthcare provider in Europe. Every day, we reliably provide people with drugs and medical products. Our approximately 34,000 employees thus make an important contribution to comprehensive healthcare in Europe.

**Pharmaceutical wholesale** is the company's core business – with its unique level of geographical coverage in Europe. In a total of 26 countries, we supply pharmacies, doctors, and medical institutions with drugs and health products from more than 150 distribution centres.

Millions of people throughout Europe can rely on our services day in, day out. To ensure it stays this way, we have developed country-specific logistics processes that allow us to supply our customers across the continent reliably and quickly. We support pharmacies with goods management systems and cooperation programmes, as well as in the area of patient advice. We have become the market leader in ten European countries.

## Excellent market position in Healthcare Logistics

Our Healthcare Logistics services which consist of pre-wholesale logistics and related value added services are carried out from over 40 distribution centres in 23 countries serving more than 200 pharmaceutical manufacturers. With a European capacity of over 300,000 pallets, full logistic services in all product groups, business intelligence solutions based on modern and flexible reporting tools and value added services based on the requirements of our customers, PHOENIX group Healthcare Logistics is your partner in Europe.

### Regional Approaches

#### 1 - CEE Bridge network

CEE Bridge is a network solution for Central and Eastern Europe with HUBs in Poland, Czech Republic and Serbia

#### 2 - Nordics

Denmark serves all Nordic countries

#### 3 - Baltics

Latvia serves all Baltic countries

#### 4 - Benelux

Netherlands serves all Benelux countries

#### 5 - Balkan

Serbia serves all (non EU-)Balkan countries

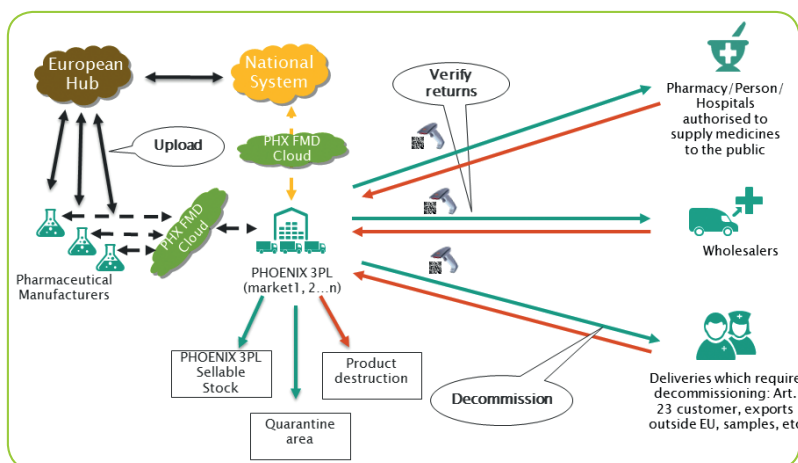
The newly opened Healthcare Logistics warehouse near Belgrade in Serbia.



PHOENIX group is ready for the  
European Union Falsified Medicines Directive

## Central PHOENIX FMD Cloud

The cornerstone of our solution is the **PHOENIX FMD Cloud**, which offers a flexible, reliable and cost-effective means to support our partners in their quest for full compliance with regard to the verification and decommissioning activities associated with FMD-impacted processes. The PHOENIX FMD Cloud acts as the **interface** between the PHOENIX systems and the different National Medicine Verification Systems (NMVSs), and as a connection to the cloud systems of our partners. This allows PHOENIX to route the serialised information either to the NMVSs or to the cloud of our partners, depending on the latter's preferred option.



For further information  
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# Nordic Gateway Køge



## Biggest Healthcare Logistics warehouse in the Nordics

The new Healthcare Logistics warehouse in Køge near Copenhagen in Denmark with a space of 100,000 square meters and a height of 30 meters is nearly finished. Take-in-operation is planned for summer 2018.

### State of the art gateway to the Nordics near Copenhagen in Denmark

In June 2017, Nomeco, the Danish PHOENIX group company, celebrated the top-ping out of the warehouse. From **summer 2018** on, more than 60,000 pallet places will be available in the facility close to Copenhagen Airport and all major roads.



With high-bay storage, high-bay cool area, case warehouse, manual storage area and cubby warehouse, the modern warehouse and gateway to the Nordics will set standards. Frank Große-Natrop, PHOENIX group board member, stated that *"PHOENIX group has the vision to become the best integrated health-care provider – here in Køge, this vision becomes very concrete in a double sense with a lot of concrete used to build our 100,000 square meters warehouse"*.

The Køge warehouse with state-of-the-art equipment, quality management and optimised automated processes brings our Healthcare Logistics services in the Nordics to a new level and offers you, our industry partners, additional options and services for the entire region.

# New Brno Warehouse



## High-tech Healthcare Logistics warehouse

The new Healthcare Logistics warehouse in Brno, Czech Republic offers 10,500 square metres and 3,500 sqm extension potential. Additional 350 sqm of mezzanine space (suitable e.g. for high value goods) are also available. The warehouse has a capacity of 19,000 pallet spaces in ambient, 560 pallet spaces in cold chain (potential to double space if needed) and 1,000 pallet spaces for controlled drugs.



The Brno high-tech Healthcare Logistics warehouse will meet all your expectations:

- Fully GDP compliant operations in all temperature zones
- GMP licensed
- New and ultra-modern technology in warehouse operations
- Highest quality and security standards
- Excellent location on the central highway D1
- Ideal starting point for CEE distribution (CZ, SK, HU, HR, SK, PL, AT)

# Strong in Benelux



## Brocacef Healthcare Logistics covering the region

PHOENIX group is well represented in the Benelux Healthcare Logistics market with Brocacef, following the acquisition of Mediq. Brocacef Healthcare Logistics is one of the key players in the Benelux market, with over 25 years of experience and approximately 40,000 pallet locations.

Brocacef Healthcare Logistics, part of the Brocacef Group, the Dutch PHOENIX company, is a specialised service provider of supply chain solutions for the pharmaceutical, medical supplies and veterinary industries, and has the ability to meet all logistic needs in this field. Brocacef Healthcare Logistics offers logistics services that cover the entire supply chain with operations ranging from receipt, storage, picking, packing and distribution to full-service financial management. Our modular service approach enables us to fulfil tailor-made services according to the requirements of our customers.

Aside from the high quality standardised processes, Brocacef Healthcare Logistics also has the ability to offer additional value to our customers by providing tailor-made reports for all aspects of the logistics services offered.

The Brocacef Healthcare Logistics facility is centrally located in the Netherlands and meets the highest quality and safety standards. The total area of over 14,000 square metres is divided into conditioned areas of 15 to 25°C (ambient) and 2 to 8°C (cold), and an opiate vault.



# Logistics Experts



## International GDP compliant transportation

The logistics experts from **transmed**, part of PHOENIX group, offer local and international transportation solutions with 20 locations in Germany (1 main hub in Hanau) and several commercial units in Austria, Switzerland, Slovakia, Serbia and the Czech Republic.

Overall the transmed fleet consists of more than 4,000 vehicles (vans/trucks), either owned, leased or sub-contracted for exclusive transmed use.

A full-fledged last-mile distribution in Germany, Austria, Switzerland, Slovakia, Czech Republic and in Serbia is also part of transmed's offer.

Furthermore, transmed is fully GDP compliant, in line with local regulations, and offers active temperature monitoring as well as track-and-trace for international shipping lanes.



# All-in-One European Quality Approach



## New European roof for robust and mature systems

Quality in Healthcare Logistics – both in our warehouses and our transportation network – is one of the most important topics for the PHOENIX group. We ensure product quality and patient safety during the entire supply chain under consideration of the according EU guidelines and national legislation. All PHOENIX group warehouses are in possession of the wholesale distribution authorisations and several ISO certificates (e.g. 9001:2015, 14001:2015; 50001:2012, 27001:2014). All 26 PHOENIX group country companies work permanently on continuous improvement of their local Quality Management Systems.

Especially the upcoming European business and tenders require a common and uniform approach and interpretation of regulations and customer needs – independently from the existing robust and mature local quality systems. Our new All-in-One Quality appearance underlines our vision to be the best integrated healthcare service provider in Europe.

The implementation of a new central European Quality Director is another important milestone on the way for an All-in-One Quality appearance. The European Quality Director, based in the PHOENIX group headquarters in Mannheim, acts as a single point of contact on EU level for customers, potential customers and authorities.

He ensures and coordinates a consolidated and agreed approach over the European affiliates of the PHOENIX group by creation and implementation of a European Quality Policy and European guidances/policies.

Furthermore, he coordinates and supports European projects like the FMD implementation from quality perspective.

*„It is very important to have a European Quality Approach to best serve our customers' requirements“ (Ingo Florian)*



**Dr. Ingo Florian**, European Quality Director, PHOENIX group and **Manuela Flock-Hornek**, Head of Quality, PHOENIX Austria.



### Warehouse Excellence at PHOENIX group

Warehouse Excellence (WE) is a PHOENIX group initiative for continuous improvement in our more than 150 warehouses.

Based on a lean culture, we aim to increase quality and performance, identify improvement potential and provide support with the implementation. Our focus lies on skill development and continuous improvement and on the support and the empowerment of local warehousing colleagues.

# Value adding services for our industry partners



Business Intelligence



Clinical Trial Supply Services



Commercial Partnerships



Healthcare Logistics



Patient Services



Sales Support



Specialty



Supply Chain Optimisation

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