

DHL MEDICAL EXPRESS



CONNECTING PEOPLE. IMPROVING LIVES



MEDICAL BREAKTHROUGHS & ACTUAL TRENDS

Trends in transformation



The Life Science sector is in a transition and main shifts we experience

More personal, direct, colder, smaller & digital

CONVENTIONAL DRUGS TO BIOPHARMA

By 2030, about
45%
of pharmaceutical market
will be BioPharma

PATIENT CENTRICITY

Direct to Patient is
estimated to grow **15%**
over coming 2-3 years

DIGITAL HEALTH

7 of 10
consumers feel personally
responsible for managing
their own health

1895



X-ray discovery

1928



Penicillin
1st use

1967



World's 1st
heart
transplant



1996



1st cloning
'Dolly the
sheep'

2001



Sequencing of
the Human
Genome

2012



Tumor profiling

2013



HIV virus
suppressed in a
mouse

2015



Editing the
Genome

2016



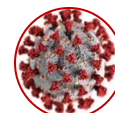
Needle-free
connector
system

2018



Advances in
immune system
therapy
DNA home test
kits

2019



Covid-19
Pandemic
vaccines

FUTURE



Augmented
Reality used for
the first time in
surgery
Artificial organs

GROWING SECTORS

In Life Science & Healthcare



Medical Devices

Medical devices and
expendable supplies
manufacturers



Pharma

Pharmaceutical
product manufacturers



Clinical Trials

Clinical trials
laboratories &
pharmaceutical and
biotech manufacturers



Consumer Healthcare

Direct to Patient &
home deliveries of
medicinal products





MEDICAL EXPRESS

The beating heart of our service



DHL MEDICAL EXPRESS

PREMIUM service combining our logistics **EXPERTISE** with a dedicated and **UNIQUE** range of features to create a **FLEXIBLE** solution for the Life Sciences industry

 RELIABILITY	 SPEED & FLEXIBILITY	 CONTROL & VISIBILITY	 COMPLIANCE
<ul style="list-style-type: none">▪ Global coverage▪ Dry Ice provision & pre-conditioning▪ Temperature controlled solutions through TCP▪ Contingency▪ 24/7 monitoring	<ul style="list-style-type: none">▪ Priority handling▪ Earliest possible delivery	<ul style="list-style-type: none">▪ Quality Control Centers▪ LSH Dedicated Customer Service▪ Customized booking tools	<ul style="list-style-type: none">▪ Customs expertise▪ Dangerous Goods compliance▪ GDP Friendly *

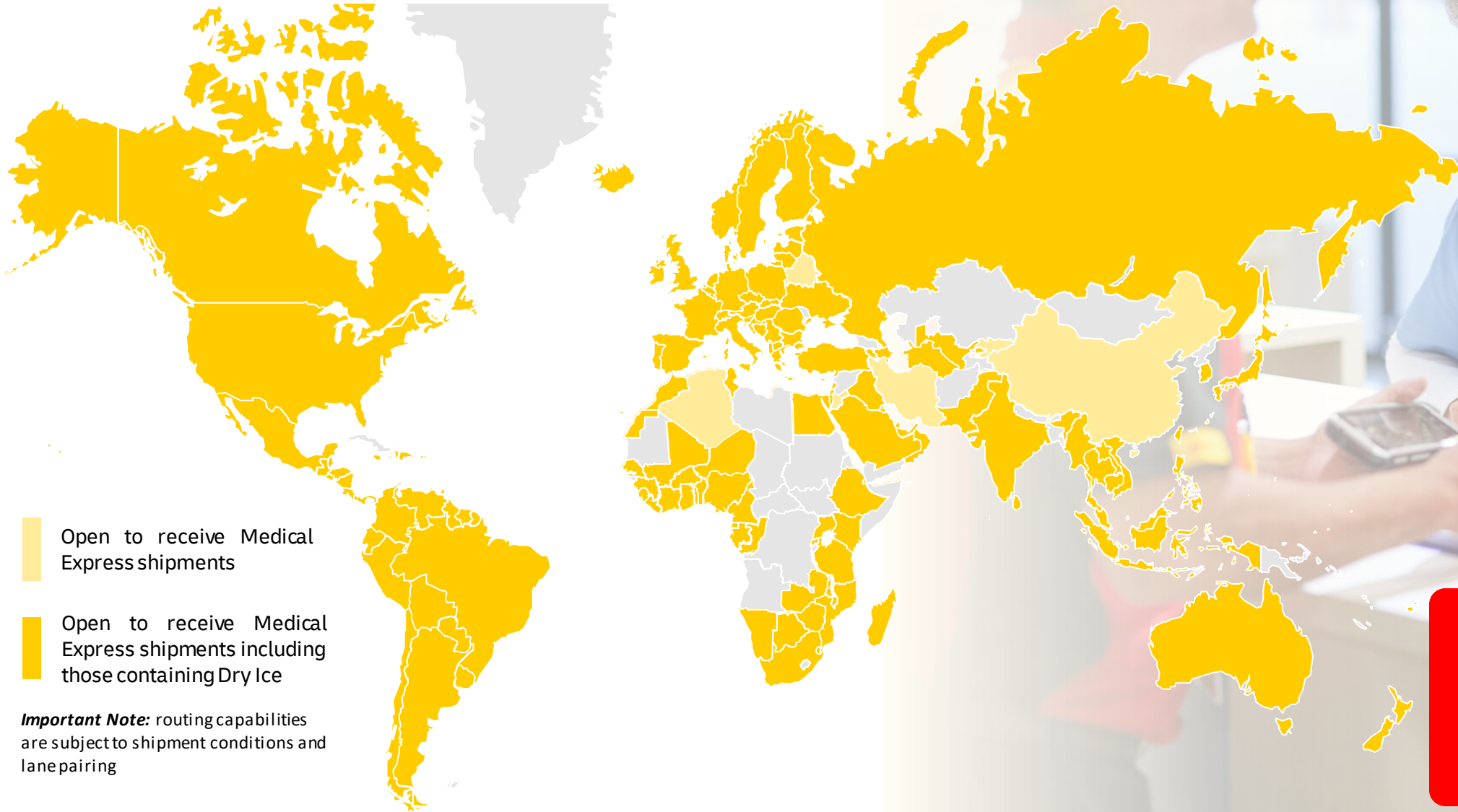
CONNECTING THE WORLD



CONNECTING PEOPLE. IMPROVING LIVES



MEDICAL EXPRESS GLOBAL COVERAGE



Open to receive Medical Express shipments

Open to receive Medical Express shipments including those containing Dry Ice

Important Note: routing capabilities are subject to shipment conditions and lane pairing

>180
COUNTRIES
SERVED

CONNECTING PEOPLE. IMPROVING LIVES

QUALITY CONTROL



GLOBAL QUALITY CONTROL CENTRES

Our 6 Global Quality Control Centres monitor shipments in real time – from pick up to delivery – as they travel across the entire globe.

GQCC SERVICES COVER

- Live tracking
- IT platform with traffic light system
- Contingency rescue team
- Interact with network to keep shipments moving



GLOBAL KEY ACCOUNT SERVICES

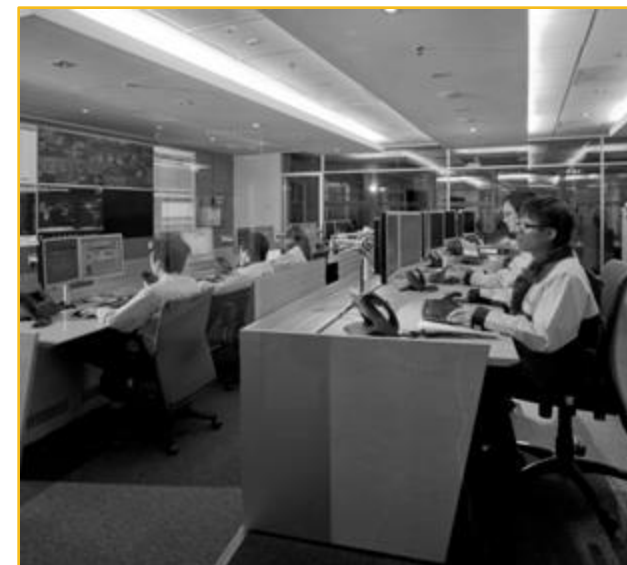
When you partner with us, you will have a dedicated team to assist you in managing your transportation flows effectively. These logistics professionals have supported development and growth of many multinational companies.

EKAS MAKING THE DIFFERENCE

- One point of contact
- Exception management and recovery
- Customized reporting
- Proactive track & trace of your shipment 24/7
- Customs support
- Multilingual, over 20 languages
- Reversed logistics

This gives you peace of mind that you are receiving the best possible service, maximum safety and minimum risk

24/7 365 DAYS A YEAR



TEMPERATURE CONTROL

DHL Express offers passive conditioning of medical shipments to transport goods under required conditions

Our capabilities allow us to accommodate a range of temperature needs:

- Ambient
- Chilled* (refrigerated) 2-8°C
- Controlled* (room temperature) 15-25°C
- Frozen < -20°C

SUSTAINABILITY

Chilled and Controlled options are available as disposable or reusable

FULL LOOP SERVICE

Temperature controlled shipments. Under control



PRE-CONDITIONING

DHL prepares packaging, ready for usage



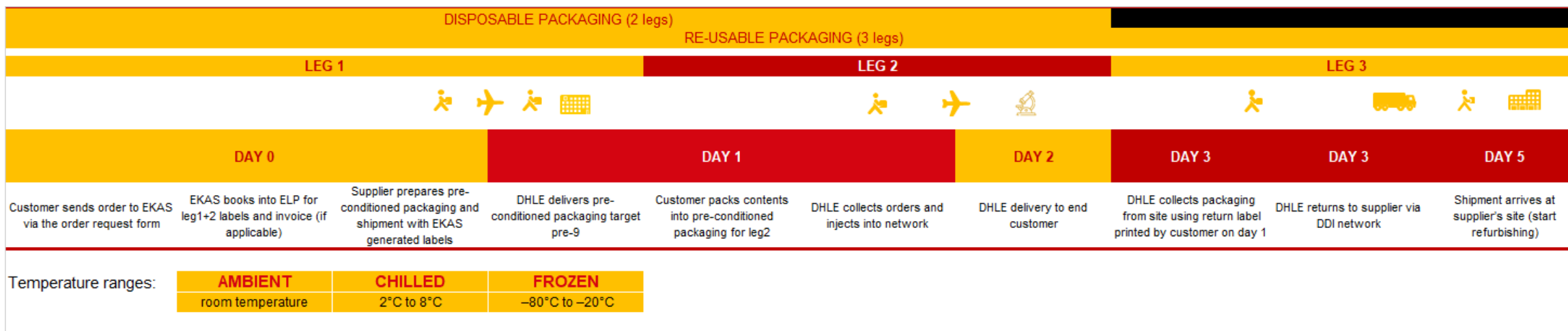
THE FULL LOOP



ALL INTEGRATED SERVICE

- Integrated program for pre-conditioned thermo-controlled packaging
- From initial customer order, pre-conditioning supplies, shipping leg 1-2 until final mile delivery and if applicable leg 3 to refurbishment center
- Including all temperature ranges, full monitoring, exception handling and reporting

Process



DATA LOGGER SOLUTIONS



- Our Smart Sensors monitor the conditions of the shipment and content during its entire journey to ensure consistency
- Wide range of passive- and active loggers, one-off purchase or reusable rental

Measure to be safe



KEY FEATURES

Temperature logger

- Sensors can be linked to individual shipment IDs
- Passive temperature loggers: use of standard smartphones or capable handheld scanners for data read out
- Active temperature loggers: global connectivity for near to real time data uploads

Pharma compliant DHL system

Visualization of temperature data in a LSH compliant system



USE CASES



Keep an eye on temperature data and ensure warehousing, transport and delivery compliance of pharmaceutical products



Monitor product safety and reduce spoilage risk of perishable products



CUSTOMER BENEFITS

1

Compliant pharma graded supply chain solution with more than a decade experience

2

Get proactive alert notifications via E-mail or SMS

3

Highly secure web platform and encrypted data transmission



GOODS DISTRIBUTION PRACTICE

WHAT IS IT?

GDP applies to the receiving, storage and distribution of pharmaceuticals and is either regulated or produced as a guideline by national security.

OBJECTIVE

Every consignment is delivered on time, in good condition and with no change to the quality.

QUALITY ASSURANCE

Although DHL Express is not GDP certified, but –friendly, and above all have a full trust in our service quality, we are more than happy to conclude a Quality Assurance Agreement

“

We are GDP FRIENDLY and
adhere to legal regulations





THANK YOU.

CONNECTING PEOPLE. IMPROVING LIVES

