

# 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



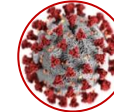
Needle-free  
connector  
system

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

- Global coverage
- Dry Ice provision & pre-conditioning
- Temperature controlled solutions through TCP
- Contingency
- 24/7 monitoring



### SPEED & FLEXIBILITY

- Priority handling
- Earliest possible delivery



### CONTROL & VISIBILITY

- Quality Control Centers
- LSH Dedicated Customer Service
- Customized booking tools

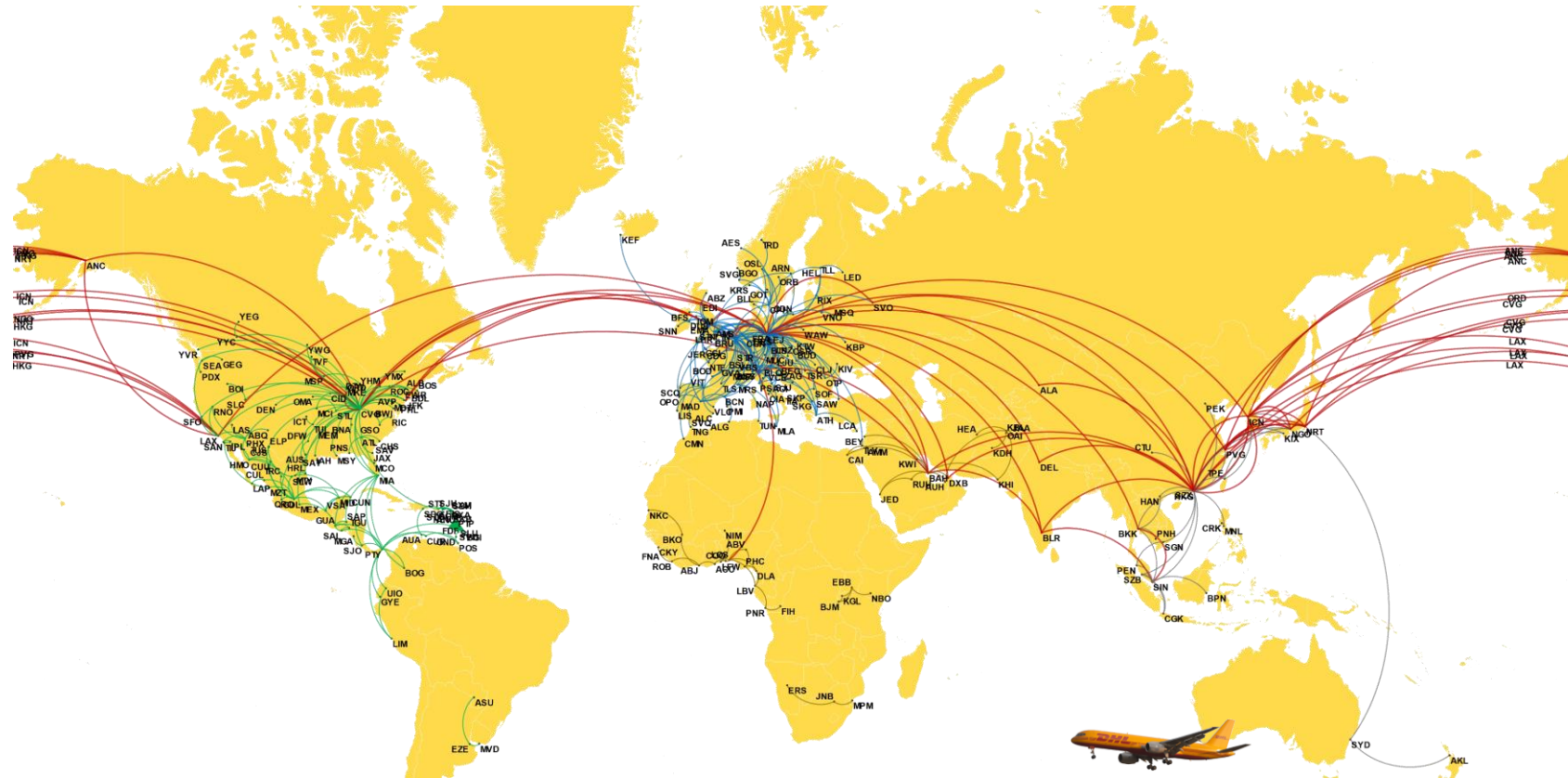


### COMPLIANCE

- Customs expertise
- Dangerous Goods compliance
- GDP Friendly\*



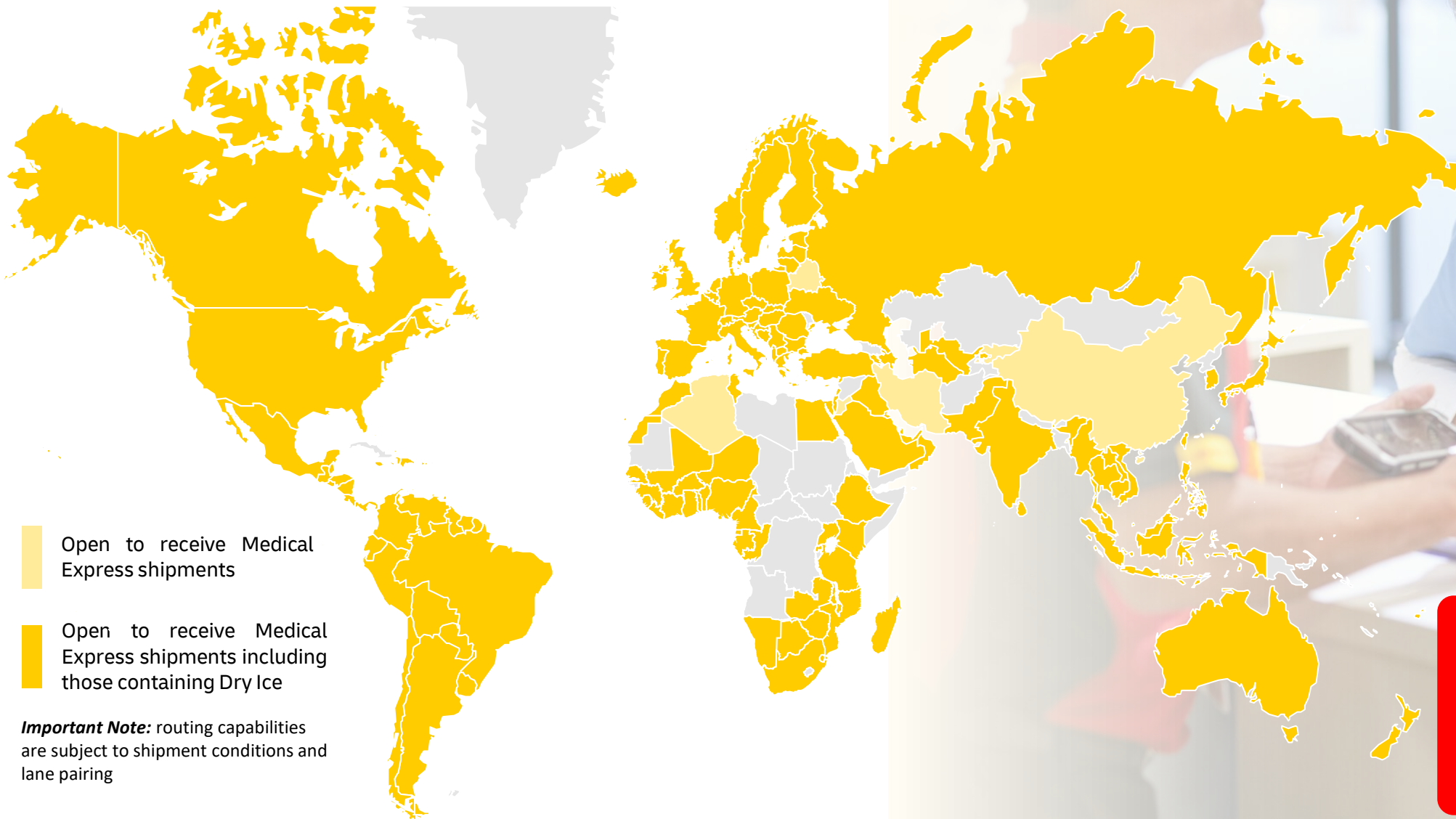
# CONNECTING THE WORLD



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

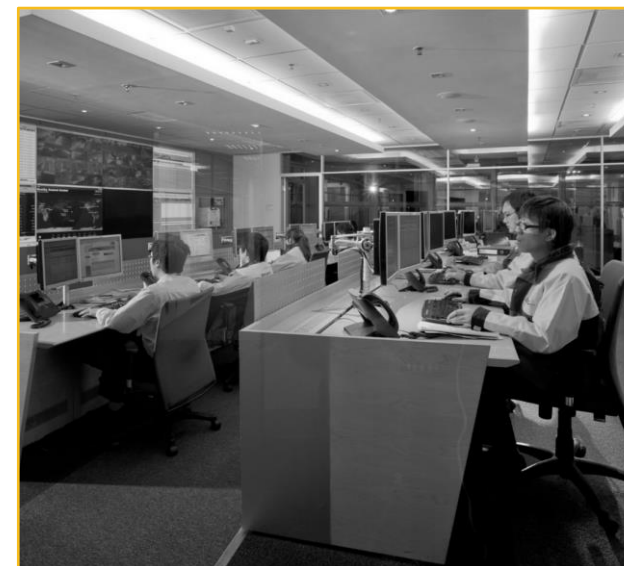
When you partner with us, you will have a dedicated team to assist you in managing your transportation flows effectively. These logistics professionals have supported development and growth of many multinational companies.

### 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





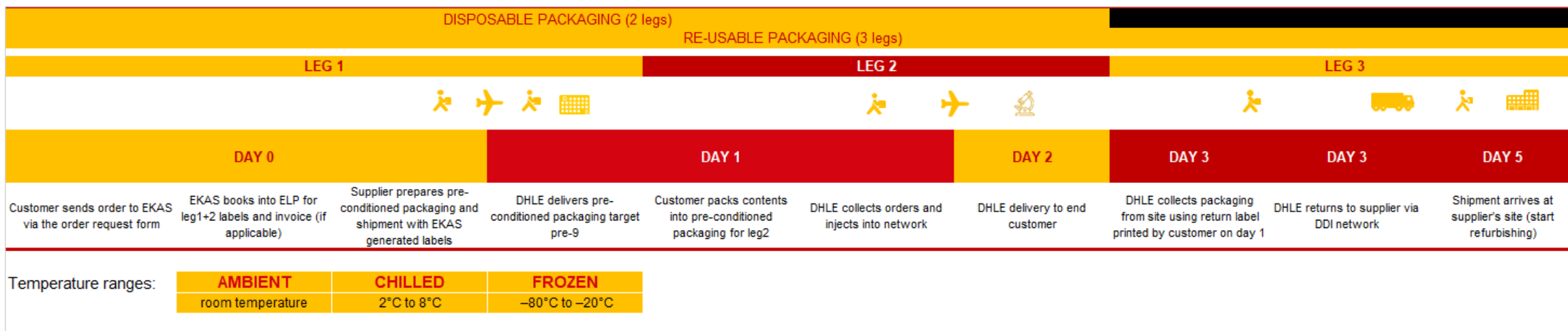
# THE FULL LOOP



## 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





CONNECTING PEOPLE. IMPROVING LIVES



**THANK YOU.**

