

UNCLASSIFIED

LIFE SCIENCE & HEALTHCARE SECTOR

Marketing and Communication Italy

DHL Global Forwarding – Excellence. Simply delivered.



DHL Life Sciences & Healthcare sector

Ensuring **product integrity** and **security** throughout the supply chain has always been a high **priority** for Life Sciences and Healthcare manufacturers. However, a convergence of new forces – a changing product portfolio, stricter regulations, extended geographic coverage, increasing risk and intense cost pressure – is significantly raising the stakes.

The industry is experiencing accelerated supply chain transformation, an increased need for efficiency, differentiated routes to market and access to new geographies, and is being challenged to enable digital supply chain solutions.

DHL Global Forwarding understands the undertaking and is ready to help you navigate the challenges and opportunities of the healthcare landscape through a holistic range of patient-centric, forward-thinking, intelligent healthcare logistics solutions.

We call it our **DHL Healthcare System**.



Connecting, Caring, Complying and Innovating

Through the **DHL Healthcare System**, we enable you to leverage our ability to **connect, care, comply** and **innovate**, accessing our unparalleled expertise within a compliant global network.

We bring you a more connected experience along the entire patient journey – from clinical trials to point of care, and everything in between.

We ensure your pharmaceutical, medical devices and clinical trial logistics and supply chains are treated with care as we understand what is at stake – a life that will be saved or improved. We do this because **at DHL, WE CARE!**



Life Sciences & Healthcare sector for DHL Global Forwarding Italy

+70 mio €	Annual Revenue (API, Finished Products, Medical Equipment)
15%	Life Sciences & Healthcare sector share of DGF volumes
2	Life Sciences & Healthcare national Competence Centers
30	Life Sciences & Healthcare dedicated and trained professionals
3.300	Cooltainers shipped per year
> 4.500	Ocean Freight TEUs shipped per year
> 13.000	Air Freight shipments per year



● Pharma Desks & Competence Centers
● GDP Warehouses

Life Sciences & Healthcare Competence Center Added Value

Organization

- Business Development Managers
- Quality & Compliance Manager
- Life Sciences & Healthcare desks and Temperature Controlled warehouse (+2° to +8° / +15° to +25°) in Milan and Rome
- GDP trained office and warehouse staff

Certification

- TAPA-A / C-TPAT
- SQAS Safety and Quality Assessment System
- ISO 9001:2015
- ISO 14001:2015
- OHSAS 18001:2007
- AEOF
- HACCP/GDP Compliant
- IATA CEIV Pharma
- QEP Qualified Envirotainer Provider
- WDA – Wholesale Distribution Authorization

Air Freight and Ocean Freight Products and Solutions

- In house X-ray scanning
- Active and Passive Container management
- DHL Thermonet
- SameDay for Clinical Trials
- In house simplified Customs formalities
- Thermal blankets supply
- DHL Ocean Secure
- Special Cool Chain solutions
- Integrated solutions



In House Customs Simplified Procedures

- Electronic Data Interchange with Customs Authority
- Export Custom clearance completed in five minutes from electronic data transmission
- Customs goods inspection at DHL temperature controlled warehouse when required
- Bonded and Fiscal VAT warehouse performed in temperature controlled environment



Milan Competence Center

Facility & Infrastructure

- Bonded/Fiscal VAT temperature controlled warehouse CCTV monitored (590 square meters)
- Cold room -20° (cooling elements preconditioning)
- Capacity for 200 skids in +15°/+25° C room
- Capacity of 160 skids in +2°/+8° C room
- Dedicated truck bays
- Working room for active containers
- Leakage container
- Temperature and humidity recording
- Security / CCTV / Access control
- Web access to temperature and humidity
- Pest control and cleaning
- Power generator as part of the BCP
- In house X Ray scanning
- Thermal blankets
- Pallet shippers



Rome Competence Center

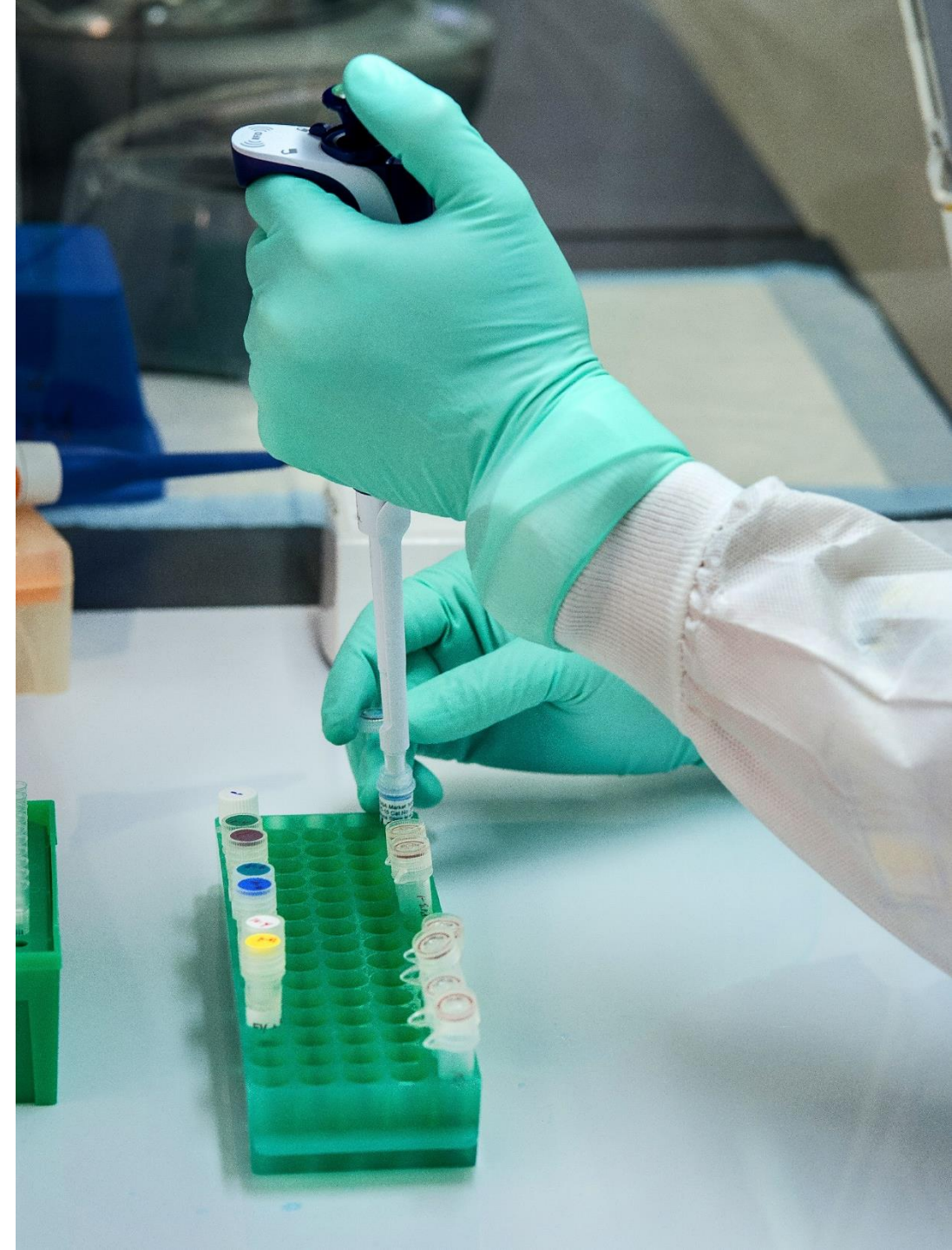
Facility & Infrastructure

- Bonded/Fiscal VAT temperature controlled warehouse CCTV monitored (1.300 square meters)
- Cold room -20° (cooling elements preconditioning)
- Capacity for 300 skids in +15°/+25° C room
- Capacity of 150 skids in +2°/+8° C room
- Dedicated truck bays
- Working room for active containers
- Leakage container
- Temperature and humidity recording
- Security / CCTV / Access control
- Web access to temperature and humidity
- Pest control and cleaning
- Power generator as part of the BCP
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Account Management

- Key Account Manager
- Customized SOPs
- Self & customers audit programs
- KPI system
- Customer Reporting
- Tracking & Tracing
- Complaint & Claim management system
- CAPA - management



Passive Thermal Packaging solutions

- Temperature ranges: + 2 ° C to + 8 ° C ; +15 ° C and +25 ° C
- Kits produced on IATA DGR specifications
- Suitable for any type of packaged product
- Shock Resistant
- High performances in temperature isolation



Active Thermal Packaging solutions

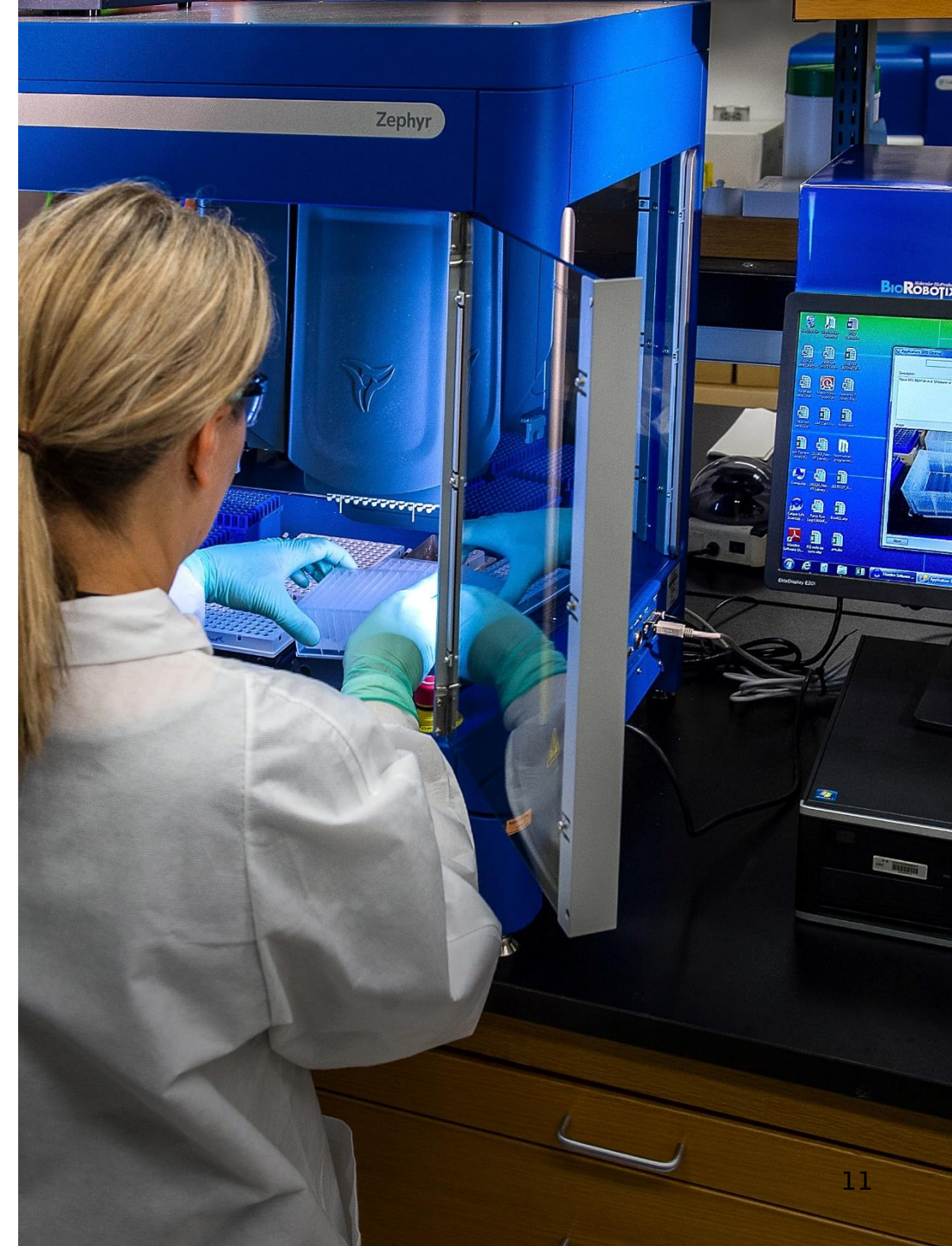
RKN



RAP



- **Dry ice** cooling system
- Internal battery-powered **ventilation system**
- Operating **temperature stability**
- **Temperature monitoring** during transportation cycle
- Operating **temperature range between -20 ° and + 25 °**
- **High security** transportation solution



DHL Air ThermoNet & IATA CEIV Global Network

