



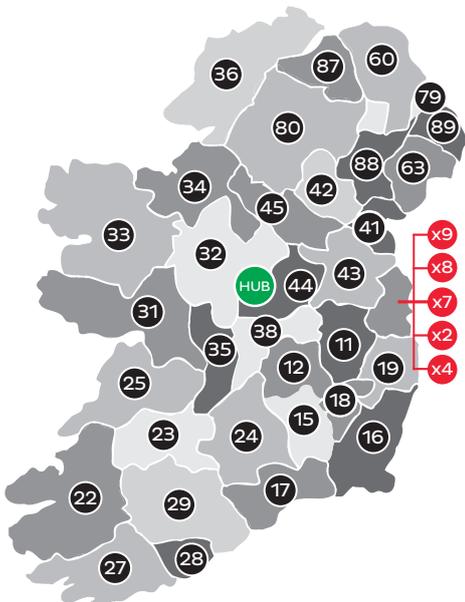
Integrated Supply Chain Solutions for

Life Science Industry



Business Profile

With a Health Products Regulatory Authority (HPRA) approved 'Wholesalers Authorisation' for its warehousing operation, and a fully Good Distribution Practice (GDP) compliant distribution network across Ireland, DPD Ireland delivers a fully integrated supply-chain solution to clients in the life sciences industry. Our direct control of both warehousing and distribution ensures the absolute minimum of handling and a speed to market that cannot be bettered.



Our comprehensive suite of services – including secure storage, order fulfilment, next-day delivery and reverse logistics – helps you to safely and efficiently manage and distribute products, while seamlessly meeting regulatory standards at every point in the process. Our integrated operations enable us to provide you with the ordering flexibility you need – even orders placed late into the evening will reach their destination, to anywhere in Ireland, the next day.

With a sophisticated network of 38 regional depots and a central hub in Athlone behind you, DPD Ireland has the capability to promptly and securely deliver to every pharmacy, hospital, care home and GP surgery in Ireland on a daily basis irrespective of location.

Having amassed more than 30 years of experience serving a distinguished clientele throughout Ireland and beyond, DPD Ireland provides the reliability and supply chain expertise you need to effectively manage and grow your life sciences business.





Capabilities
& facilities
to provide
unequalled
peace of
mind

Summary of capabilities

- Storage facility operates to current regulations on GDP [Directive 2001/83/EC]
- HPRC certified
- ISO 9001 certified
- AEO (Authorised Economic Operator) certified
- Same day fulfilment up to 22:00 hrs & dispatch
- Next day GDP compliant delivery
- Delivery to every hospital, surgery and pharmacy daily
- Delivery to all private addresses provided
- Real time tracking & reporting

Facilities include

- Controlled secure access to storage areas
- 3rd party monitored security systems
- Multi featured Warehouse Management System (WMS)
- Client access & visibility of WMS
- Real time RF scanning of warehouse activity
- 10,000m² of facilities
- A central hub and 38 regional depots
- 76 loading bays
- Real time scan events for track & trace
- In house IT resources to facilitate ease and speed of integration
- Fully managed customer interaction systems
- Bespoke reporting & KPI metrics
- Sector specific account management



Service Suite for the Life Science Industry

☑ DISTRIBUTION

Through its network of 38 depots DPD Ireland provides unparalleled next day distribution services throughout Ireland. With a network at least three times greater in size than that of any other provider in Ireland, DPD Ireland's resilience, flexibility and capacity is unmatched enabling us to offer you greater flexibility and a wider range of service options. And with our sophisticated, fully automated hub in Athlone, we have the capacity to accurately and efficiently sort 150,000 parcels per working night.

Through its parent GeoPost S.A., a wholly owned subsidiary of La Poste, the French postal service, DPD Ireland is part of an integrated network offering services to 40 European countries.

In addition to our standard next-day delivery service, we offer a host of premium services to suit your needs, including; Saturday delivery, Timed delivery, Swapit, Receipt Return, Secure PIN delivery, Questionnaires, Checklists and various customer messaging formats to facilitate customer interaction.

☑ STORAGE & ORDER FULFILMENT

DPD Ireland operates from two sites providing storage and fulfilment solutions for customers located both in Ireland and as far afield as Australia and the USA. Our solutions provide a footprint in Ireland for companies from which orders may be fulfilled and distributed throughout Ireland and further afield.

Our Multi-featured Warehouse Management System (WMS) manages orders through from receipt to delivery assigning product information against them as required to include unique serial numbers if necessary. The WMS controls stock into, through and out of the warehouse to include batch and expiry utilising FIFO (First In, First Out) and FEFO (First Expiry, First Out) rules where required.

Within the warehouse DPD Ireland offers such services as localisation, kitting, labelling, diagnostics, Level 1 repair, screen & clean and disposition. DPD Ireland through its WMS and tracking systems has full product recall capabilities and management.



MANAGEMENT OF SAMPLES

At DPD Ireland, we know the efficient management and distribution of samples to prospective customers is important to growing your business. Whether samples are supported through the sales channel or provided directly to the prospective customer ensuring that they reach their destination on time can be the key to getting a positive result for a new product launch or order.

DPD Ireland has the ability to take and fulfil orders late into the evening and deliver them anywhere in Ireland the following day. Exceed your customers' expectations in your ability to deliver to them quickly and show how much you desire their business.

POINT OF SALE (POS) MATERIAL MANAGEMENT

POS materials may not be core products but they can be crucial in promoting your products in the retail environment, differentiating them from those of your competitors and generating sales.

POS material is often bulky particularly if being supplied to numerous outlets on a national basis. Why allow it reduce the capacity of your facility by taking up valuable space? DPD Ireland can collect POS materials directly from your printer in bulk, confirm quantities and distribute the appropriate materials and quantities to the outlets as directed by you, ensuring that the POS material is delivered to the right place on the day required.

NEW PRODUCT LAUNCH

If you have a national or even a local product launch to fulfil let DPD Ireland take the strain! Why place unnecessary demands on your existing fulfilment & supply chain solution? DPD Ireland has years of experience in providing launch solutions in a number of sectors including; entertainment, health-care, print and technology. Simply supply DPD Ireland the products, the required delivery date, delivery details and any special requirements and let DPD Ireland do the rest.



DIRECT TO PATIENT SERVICES

DPD Ireland has developed an extensive suite of services to facilitate the direct to patient model, and with 38 regional depots, we are always close to any patient's address.

Our flexible delivery options ensure that the patient receives their goods when they need them and when it suits them best.

DPD Ireland's direct to patient services include advance notification of impending delivery with options to amend both the delivery address and delivery day if required. Additionally, the patient can choose to collect from the local DPD Ireland depot. On the morning of delivery DPD Ireland's unique PREDICT™ service notifies the patient of the 1 hour delivery window in which the delivery will be made. At this stage too, the patient can amend the delivery address or change the delivery day.

DPD Ireland's notifications and customer interactions utilise the mediums of SMS, e-mail, phone and web services. DPD Ireland can develop a communications package that is suitable to your business needs and those of your patients. With ParcelWizard.ie and the DPD Ireland App, your consumer can be kept up to date at every stage of the delivery journey.

Should you require feedback from the patient at the point of delivery, you can avail of our questionnaire service, which feeds results back to our system – and to you – in real time.

For even greater delivery security, you can use DPD Ireland's secure PIN process, where the patient must input a personal PIN into the drivers hand held device to enable the delivery to proceed.

FRONT END SUPPORT

DPD Ireland can manage all those non core administrative activities that get in the way of you concentrating on growing your business. DPD Ireland has modern office facilities that may be utilised, extensive purchasing powers that may be leveraged, a team of professional staff to perform accounts, I.T., customer service and credit control on your behalf as well as providing solutions for payroll.



If you as a manufacturer or agent have a product that you wish to bring to the Irish market, DPD Ireland can help you make this step hassle free and cost effective. Don't go to the expense of creating a costly and needless office environment, with associated support, when we can provide a more flexible and superior approach more cost effectively.

BESPOKE SUPPLY CHAIN SOLUTIONS

DPD Ireland is constantly innovating and invests heavily in R&D and systems to ensure that new services and know how come to market ensuring clients are offered cutting edge services. Whilst there are many common areas in most supply chains some will show subtle differences and it is important to DPD Ireland that these may be accommodated and not forced into a one size fits all approach. DPD Ireland has the flexibility to accommodate these nuances.

From personalised letters to accompany consignments to Vendor Managed Inventory and Stock Ownership models we can generate solutions that deliver the supply chain you require.

REVERSE LOGISTICS SOLUTIONS

Reverse logistics solutions have become an increasingly important aspect of companies' supply chains in recent years. In response to this trend, DPD Ireland has developed a dynamic suite of services that address all your reverse logistics needs.

From information provided by the client, DPD Ireland will engage with the customer directly, offering a variety of pre-defined and flexible options so that the customer may select the most appropriate and suitable service for them.

DPD Ireland's reverse logistics service suite includes the ability to include driver check lists, interactive messaging, functional web landing pages, return label solutions, packaging solutions and exchange services. Upon return to warehouse goods may be sorted into appropriate categories as determined by the client for QA, Re-work, disposition etc.



Make DPD Ireland your partner of choice and support your business with the following benefits:

- A partner with a proven track record
- A provider with financial stability
- Experience in your industry
- Enhanced inventory visibility & control from warehouse to customer
- Speed to market
- Integrated solutions from a single provider
- Continuous innovation
- Outsource to DPD Ireland and concentrate on your core competencies & goals
- Supportive partner in the realisation of your business objectives

To have your supply chain reviewed, contact us today!



**DPD Ireland, Athlone Business Park,
Dublin Road, Athlone, Co. Westmeath**
T: 090 64 20500
E: sales@dpd.ie
dpd.ie



Registered office: Dublin Road, Athlone.
Registered in Ireland No. 113012.
All transactions subject to our conditions.
VAT Reg No. IE 480 749 9W.

Rev 1