



THE RIGHT CHOICE

FOR YOUR LIFE SCIENCE & HEALTHCARE SUPPLY CHAIN

“DHL go over and above to make our deliveries a success. They are 100% committed to providing the best level of service.”

Heidi Gledhill – Elekta

“Very strong support by the Customer Team in UK. A recent ‘lift and shift’ operation from the UK to Germany was a remarkable success, involving multiple stakeholders from Novartis and DHL.”

Daniel Gautschi – Novartis

We've got the UK covered

Our Global Credentials

GoGreen

Quality & Compliance

Our Range of Services

Hospital & Health Services

Helping medical professionals to focus on their patients and delivering the most precious cargo.

Medical Device Logistics

Offering tailored solutions through a wide range of specialist services.

Pharma

Ensuring our customers are able to meet the increasing demands of this growing sector.

Clinical Trials

Supporting your clinical trials all the way so they run smoothly.

Procurement Towers

Our experts can help you manage multiple contracts in dynamic and challenging markets.

Transport

Understanding a diverse marketplace and creating a dedicated, high-quality service.

Lead Logistics Partner

Leveraging our global network and specialist Healthcare capabilities to meet patients' needs.

Value Added Services

Providing in-house expertise and innovations to delight your customers.



Hospital & Health Services

We take 1,000 NHS patients each day to their hospital appointments across the UK – taking pride in the fact that there is nothing more precious to transport than a person. Regulated by the Care Quality Commission and with qualified nurses to ensure patient safety, we provide a caring, high-quality service at all times.

Amongst our range of services for clinicians, we manage the movement of pathology samples between hospitals and GPs - enabling the NHS regional pathology networks to achieve savings and improve patient care.

Our Scan4Safety Inventory Management Service will deliver the proven benefits of cost savings and improved patient safety, without the upfront investment. It is also strategically aligned with the Genesis inventory management IT solution and, through supply chain leadership in NHS hospitals, has delivered cash-releasing savings.



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Medical Device Logistics

Not all medical device products should move through the same supply chain. Consumables and capital-intensive products, such as MRI machines, need specialist handling.

Inventory management in the field is an on-going challenge, as the priority for healthcare professionals is their patients. We can provide consignment stock management, with our field-based teams visiting your locations to track inventory.

Manufacturers must respond quickly to customer and country product demands - so DHL operates a worldwide network of GMP facilities that provide a range of value added services. These include packaging services and kitting, as well as postponement or late customisation. We can also offer serialisation, labelling and the assembly of medical device kits and hold ISO 13485 certificates for Medical Devices in the UK and over 22 other countries.

Are you ready for MDR 2020? Being compliant with the new regulations by 26 May 2020 is critical for all manufacturers of current CE marked medical devices. DHL has the expertise to help your business comply with all regulations, including MDR 2020, so talk to us now.



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Human Health

Pharmaceutical manufacturers need to ensure compliance and quality alongside flexible, cost-effective supply chain solutions. Through our dedicated or shared warehousing we provide flexibility, whilst always meeting the quality and regulatory requirements that are vital to product safety.

Counterfeiting of products is a growing problem, intensified by the rise of e-commerce. The need to ensure a safe and genuine product has led to a number of companies working with DHL to re-evaluate their supply chain processes and ensure complete FMD compliance.

As mergers and acquisitions increase within the pharmaceutical industry, DHL helps companies integrate their supply chains in the most efficient and least disruptive way, ensuring cost and efficiency savings.



Animal Health

The commonly held view that 'pets are people too' is resulting in a shift to human grade standards for handling and distributing animal health products.

DHL already handle animal health products to the same highly-regulated quality standards as human health products.

We supply directly to veterinary practices, poultry and fish farms across the UK, using our own temperature-controlled fleet and providing additional value added services through our GMP compliant facilities.



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The key to a successful clinical trial is for all products to arrive at the right time and in the right condition to ensure safety and effectiveness for the patient. This is why we have integrated track and trace capabilities and full visibility of inventory throughout the supply chain, ensuring your trials always run smoothly.

We can also manage your outbound distribution of clinical supplies and the inbound flow of returns, including network design, study management and managed transport. As a DHL customer, you can also take advantage of our kitting, secondary-packaging, postponement and safe disposal services for your trials.

With the majority of clinical trials now being conducted on a global basis, our worldwide network solution of 27 GMP depots can support your needs at both the global and regional level.



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Procurement Towers

At DHL, we understand that complex procurement landscapes mean it can be extremely challenging to achieve savings alongside growth and sustainability.

To help address this challenge, we have the scale and expertise to manage multiple contracts across dynamic markets. In just one example, 18 months into a new NHS contract in a mature market, DHL has delivered circa £416m of savings - the equivalent of 17,007 nurse salaries.

When you choose to work with DHL, you can take advantage of our highly experienced team of procurement professionals. We have specialisms in tendering, category management, project management, stakeholder management and continuous improvement.

Our multi-disciplinary teams bring a clear focus on Strategic Procurement. We strive for a collaborative approach, making sure we fully understand and adapt to your dynamic procurement objectives.



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Transport

With a diverse marketplace that includes end customers with very different needs, it can be challenging to find a single provider to safely transport all of your temperature-controlled medicines and medical devices.

Working in partnership with key customer Janssen to address this challenge, we created DHL Life Sciences Medical van fleet - a national small parcel network dedicated to the Medical marketplace. This is just one element of our Medical Supply Chain solution that encompasses both traditional palletised deliveries to medical wholesalers as well as servicing hospitals, pharmacies and the patient directly.

All DHL Life Sciences transport services are backed up by a 'best in class' Quality Management approach. We work with our customers to continue to develop leading-edge services that put the patient in the centre of everything we do.



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Lead Logistics Partner

Efficiently managing your supply chain, from raw materials to end user, whilst keeping control of costs, inventory and assets, has become an increasingly complex task. Applying traditional solutions to new supply chain demands is not usually the best answer.

At DHL, being a **Lead Logistics Partner (LLP)** means we instigate and manage change across your entire supply chain, providing you with the control you need to meet your fluid business and customer demands.

We drive your entire supply chain visibility with our Total Logistics Cost Management (TLCM) approach. Benefits can include:

- Your distribution, transport, procurement and staffing costs are reduced
- Your working capital is lowered through reduced inventory and shortened order cycles
- This means enhanced product quality, availability and customer service, leading to increased profitability and greater shareholder value



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Value Added Services

To respond to the rapid growth of e-commerce and consumers who demand convenience as well as greener products, we have developed a range of value added services.

Whilst you focus on your core business, we focus on specialised solutions to meet your customers' needs. This includes giving you control and visibility of the full transport and packaging cycle, as well as 'Pack on demand' options. We also offer kitting and assembly, as well as a postponement service, so you only produce the finished goods you actually need.

Working with DHL means you are able to make decisions just before your product is shipped, improving your agility. Our logistics expertise, market knowledge and in-house technology reduce your costs, whilst ensuring you can offer the highest standards of service and products to your customers.

Click here to find out more about



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To get your products to your customers in the right condition at the right time, it is vital to have access to the right infrastructure. As a DHL customer, you can benefit from our network of specialist sites across the UK, all of which have a variety of quality licences and accreditations. From meeting strict MHRA regulations, to carrying ISO and Controlled Drugs Licences, we will ensure that when you choose DHL, your products are always in safe hands.

Fleet Range



Single Temperature Trailers



Dual Temperature Trailers



Curtain Sided Trailers



Dual Temp Trailers 18T Rigid



Dual Temperature Vans



UK Service Offering

We operate our own cold chain van fleet for parcel deliveries.

- Controlled drug store (schedule 2-5)
- GMP Clean rooms
- Serialisation
- Promotional Packaging
- Postponement
- Clinical Trials
- Order to cash
- Pandemic Planning



Storage Environments

- Controlled ambient 15-25°C
- Cold chain 2-8°C
- Frozen -20°C
- Cryogenics -196°C
- IATA security 4
- Clean rooms for GMP packing



Control Tower



Procurement Towers



Patient Transport Services
Operating Location



Warehouses



Outbases

Bellshill

- Leeds
- Normanton
- Alfreton
- Coventry
- Lutterworth
- Banbury
- Stanton
- Enfield
- Hayes
- Barking
- Didcot
- Avonmouth
- Skelmersdale
- Chester



1,200

colleagues employed in Life Sciences and Healthcare across the UK

Working with DHL also means we can connect you to over 220 other countries and territories worldwide.

[Click here to read more about DHL's global network](#)

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Our Global Credentials

DHL is present in over 220 countries and territories across the globe, making it the most international company in the world. We can leverage our global scale and experience to deliver your supply chain needs.



Over
180
Life Sciences & Healthcare
graded warehouses

We implemented
220k m²
GDP warehousing
over the last 3 years

2,026k m²
multi-temperature
warehousing worldwide



Our customers'
portfolios include over
258
companies

Life Sciences & Healthcare
facilities in over
40
countries

We understand the
regulations, licensing
standards and
requirements to operate
a first-class facility



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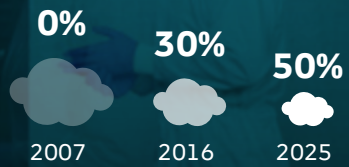
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GoGreen

We have big plans: To get us there we have set four milestones to be reached by 2025.



1 Improve our carbon efficiency by **50%**



2 Use clean pick-up and delivery solutions for **70%** of our first and last mile services



We aim to help limit global warming by reducing our logistics-related emissions to **zero by 2050**



3 We want over **50%** of our customer sales to incorporate **Green Solutions**



4 Train **80%** of our employees as GoGreen specialists and plant **1 million** trees with our partners



The core pillars of our strategy to reach a sustainable future are to **Burn Less** and **Burn Clean**

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Over
2,750
drug licences for storage
and distribution



Over
50
GMP Licensed Contract
Manufacturing Operations
with ISO 14644-1 Class
7 & 8 Cleanrooms



Safe
and secure product
destruction and diversion



Over
30
Drugs Vaults & PSRs DEA
Home Office approved for
storing Narcotics
& Psychotropic drugs



1st
Logistics company in the world
to be certified to ISO13485,
held since 2004,
now in over 22 countries



Over
400
sites are now validated
to the Health & Safety
Management System



Over
100
Life Science Quality
Managers globally



Over
8,000
dedicated GDP-trained
employees, including
170 Pharmacists

**Patient
safety**
is our priority

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It might surprise you to know how much DHL Supply Chain can offer. From kitting and Global Control Towers to Pandemic Planning, we aim to anticipate our customers' needs and go beyond their expectations.

As a global network with **180 Life Sciences and Healthcare facilities in 40 countries**, our wide-ranging expertise can bring you a perfectly tailored supply chain solution, no matter what size your business is today or tomorrow.

“DHL go above and beyond to ensure our customer needs are met. The team take time to understand what is needed and work proactively to ensure solutions are in place. When asked for help or additional services, the reaction is faultless.”

Jason Watts - Elekta



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