

Alloga UK Transport Services



Transportation



Warehousing



Order
Management



Pick & Pack



Labelling &
Documentation



Delivery



Invoicing



Customer
Service

Contents

Welcome to Alloga UK	3
Transport Services	4
Vehicle Fleet	5
Distribution	6
Transport Team	7
Delivery Lead Times	7
Leading Edge IT	8
Account Support & Relationship Management	11
Integrating with Alloga UK	12
Quality	13
Accreditations	15
Additional Information	16
Who We Are	17
Our Values	18
Environmental and Social Responsibility	19
Group Companies	20
Contact Us	21

Welcome to Alloga UK

With 24 Years' experience, we know what it takes to provide the best possible service to our clients; our vision is to be the undisputed leading Healthcare Supply Chain Services provider in the UK.

MHRA approved & GDP compliant, our extensive list of accreditations & licences allows Alloga UK to offer a comprehensive service portfolio designed to optimise client supply chains.

Some of the many ways we can support our clients are:

- Multi-temperature transportation (both pallets & parcels) on our own fleet
- Multi-temperature storage
- Order processing & receipt
- Cash collection & credit management
- Meticulous management of your stock
- Portal information & control platform
- Customer service solutions
- IT service solutions
- Home Office approval for storing & distributing Controlled Drugs for Schedules 1, 2, 3, 4 (parts 1 and 11) and 5
- Quality authorised technical services
- Contract packing
- Sampling Logistics

Alloga UK is authorised by the MHRA for Healthcare & Veterinary activities; WDA(H), WDA(V). We also hold a Manufacturer (assembly) licence MIA & ManA allowing Alloga UK to support clients with GMP contract-packing activities. Furthermore we have Importation Authorisation from the MHRA, assisting clients with the importing & exporting of stock.

We're passionate about providing the best possible service to our clients and their customers; we ensure your products arrive safely in the pharmacies, hospitals, wholesalers, pharmacy multiples, veterinaries, veterinary wholesalers, retailers and supermarkets..



Take a 360 look around our warehouse!
https://www.youtube.com/watch?v=M42b7O_sbY

Transport Services

For our transport service we utilise our own vehicle fleet to distribute across our UK network directly into customers. MHRA-approved, we carry out our distribution following GDP (Good Distribution Practice) standards.

Transport involves collecting loads from clients' facilities or the manufacturer then returning goods to our distribution centre, consigning and labelling stock; before trunking goods out across the UK to be delivered via our fleet of articulated lorries and vans to meet client requirements.

Alloga UK provides a transport service that offers real convenience and efficiency for the client. Using a specially-written, In-house developed, software system called 'Consignit', we have created a transport service solution that enables clients to book collections and deliveries, to label their consignments and communicate all necessary details to us so that we can fulfil those deliveries. Alloga UK is highly experienced in delivering directly into pharmacies, hospitals, wholesalers, retailers, animal health wholesalers, veterinaries, dispensing

How We Can Help

- Fully approved MHRA logistics provider
- Distribution following GDP regulations
- Active temperature controlled ambient
- 15-25°C & chilled 2-8°C transportation
- Delivering parcels & pallets
- Signed PODs available within 1-3 minutes of delivery on our fleet
- Collection for delivery next day

Full Order Tracking

- From receipt of order to point of delivery
- Packing list visibility for customers and clients
- Temperature controlled transportation
- Temperature monitoring of ambient controlled and cold chain compartments
- Printable electronic POD copies
- Delivery discrepancy reporting

Consignit system for Transport clients

Alloga UK's Consignit package is a solution created by our in-house IT team for our Transport clients. Consignit allows clients to book collections and deliveries, getting parcels and pallets from A to B with ease. As Consignit is a web-based solution, clients only need access to a web-browser and a printer to get started.

'Consignit' is designed to interface with Transport clients. The system is simple and intuitive and captures key details as clients process orders during the day. Orders drop into our warehouse management system, then into our Traffic Management System, for scheduling, taking into account the delivery day specified by the client.

When we collect goods they can be scanned on to our vehicle or we can load blind and clients can send details ahead directly, including temperature regimes. Whilst on the way back to Alloga UK the systems are busy scheduling the orders onto trunks and appropriate radial delivery routes so no time is lost when goods arrive.

The client applies a label. Then each parcel can be tracked through the Alloga UK Portal in line with recognised 'track & trace' processes – clients can see when a parcel is due for delivery and, within a few minutes of the delivery having been made, clients can see an EPoD signature for that delivery.

Vehicle Fleet

Our fleet today includes 102 HGVs, 167 temp-controlled trailers, and 104 vans; this is supplemented by selected audited carriers.

All new vehicles are equipped with communication devices, SatNav and GPRS tracking. This technology, when combined with the Traffic Management Centre software will enable SMS messaging of all vehicle and journey excursions, (out of temperature, off-route, late delivery, delivery failure etc).

Our vehicles are qualified in accordance with pharmaceutical validation processes, they are also temperature mapped and security assessed to meet GDP requirements; then calibrated every 6 months to ensure full MHRA compliance.

The multi-temperature radial fleet located at out-bases receive trunked goods overnight for next day deliveries. All vehicles are temperature-monitored from the central Transport office, and an alarm will sound in the driver's cab and in the Transport office should temperatures deviate beyond acceptable levels.



Distribution

Alloga UK is MHRA approved to carry out distribution following Good Distribution Practices (GDP). We maintain our high standards by following detailed SOPs throughout our distribution processes to ensure we're not only meeting MHRA standards but also our own and our clients' high standards set by years of Healthcare Logistics experience.

Alloga UK's extensive vehicles fleet comprises of a range of vehicle sizes from HGVs to vans, we also use temperature controlled trailers and vans. These allow us to provide clients with active temperature controlled ambient and chilled deliveries, fully validated and temperature mapped ensuring full product safety.

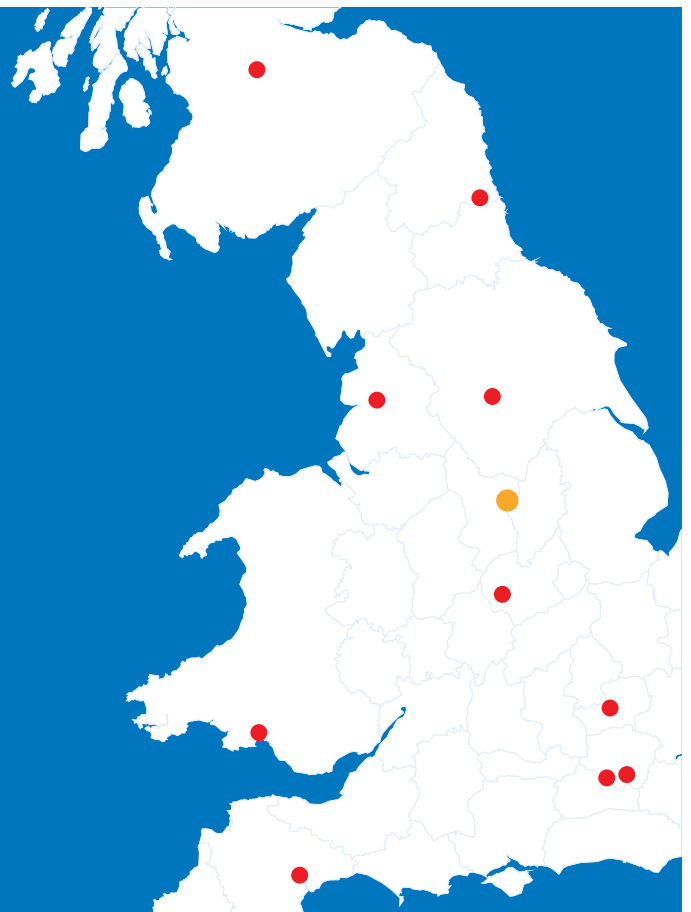
Alloga UK's fleet is able to cover 97% of UK postcodes direct from our distribution centre in South Normanton. Our DC (white) and 10 group (red) shared out bases are shown in the map below.

We can also support clients with export, with Known Consignor status we're able to prepare orders to specification with the appropriate documentation, and then liaise with global shippers for the exportation of client stock. Furthermore across our campus there are Dangerous Goods Safety Advisers (DGSAs) qualified to handle dangerous goods as we support clients with complex product types.

NATIONAL COVERAGE

UK GROUP LOCATIONS

- Coatbridge
- Newcastle
- Preston
- Leeds
- Alloga UK - Distribution Centre
- Hinckley
- Chessington
- Croydon
- Swansea
- Exeter



Alloga UK is part of the Alloga pan-European network

Across Europe Alloga is a leading provider of contract logistics working exclusively for the healthcare industry. We offer a complete range of specialist logistics services across many markets. Our focus on the healthcare sector makes us a safe, long term partner for manufacturers. Our services include warehousing and distribution, multi country contract management, secondary packaging and labelling, distribution of promotional material, clinical trial logistics and much more.

Transport Team

Our transport department operating hours are from 10pm Sunday night to 10pm each Friday. Alloga UK employs over 156 drivers at our NDC in South Normanton in the heart of England's motorway network, with out-bases at the Alliance Healthcare Distribution Centres.

The vast majority of wholesale and grocery deliveries are made directly from South Normanton on Alloga UK's fleet and vehicles. All none emergency refrigerated pallet orders are made on Alloga temperature controlled articulated vehicles

During the course of each working day regular interfaces are run between Dispatcher and the Alloga UK routing and scheduling software, (DIPS). As orders are received, bookings are made, (or confirmed) with the customers and at 7pm the scheduler generates the optimal delivery routes for the Alloga UK fleet and suggests the best sub-contract carrier for any orders which do not 'fit'. The transport staff will then amend / confirm the plan and pass it to the order management team for the allocation of vehicle departure times and loading bays for picked goods.

Every day each driver collects an e-pod hand-held terminal from the transport office before each journey upon which he will capture signatures from each customer on his route. Any failed or clausured deliveries will be noted at the point of delivery. Each terminal has drill-down software which enables this process to be at delivery, order or box/pallet level.

All failures will be reported by instantaneous data feed to the transport office and contract management team and where required, can also be configured to notify the client.

E-pod data is transmitted after each delivery made by the Alloga UK fleet and will be available on Partner Portal within 1-3 minutes of that delivery. For deliveries made by sub-contractors reports are normally available within 24 hours, or up to 48 hours for geographically challenging locations (highlands and islands etc.)

Delivery Lead Times

Providing agreed cut-offs times are met:-

Day 1 - you take orders, pick and pack them, and send us data on Consignit about the customers / parcels (5:30pm cut off for parcels)

Day 2 - we come and collect the parcels from you in the morning and return them to our warehouse for labelling and loading

Day 3 - We deliver the parcel to your customers (dependent on customer booking)

(The vast majority of chilled and ambient controlled will be delivered via Alloga UK's fleet)

- Mainland UK ambient / chill next day
- Daily ambient controlled delivery to Northern Ireland
- Weekly chilled service up to main wholesalers in Northern Ireland

*Dependent on booking; 24 hrs if no booking, or 48 hrs if booking is required.

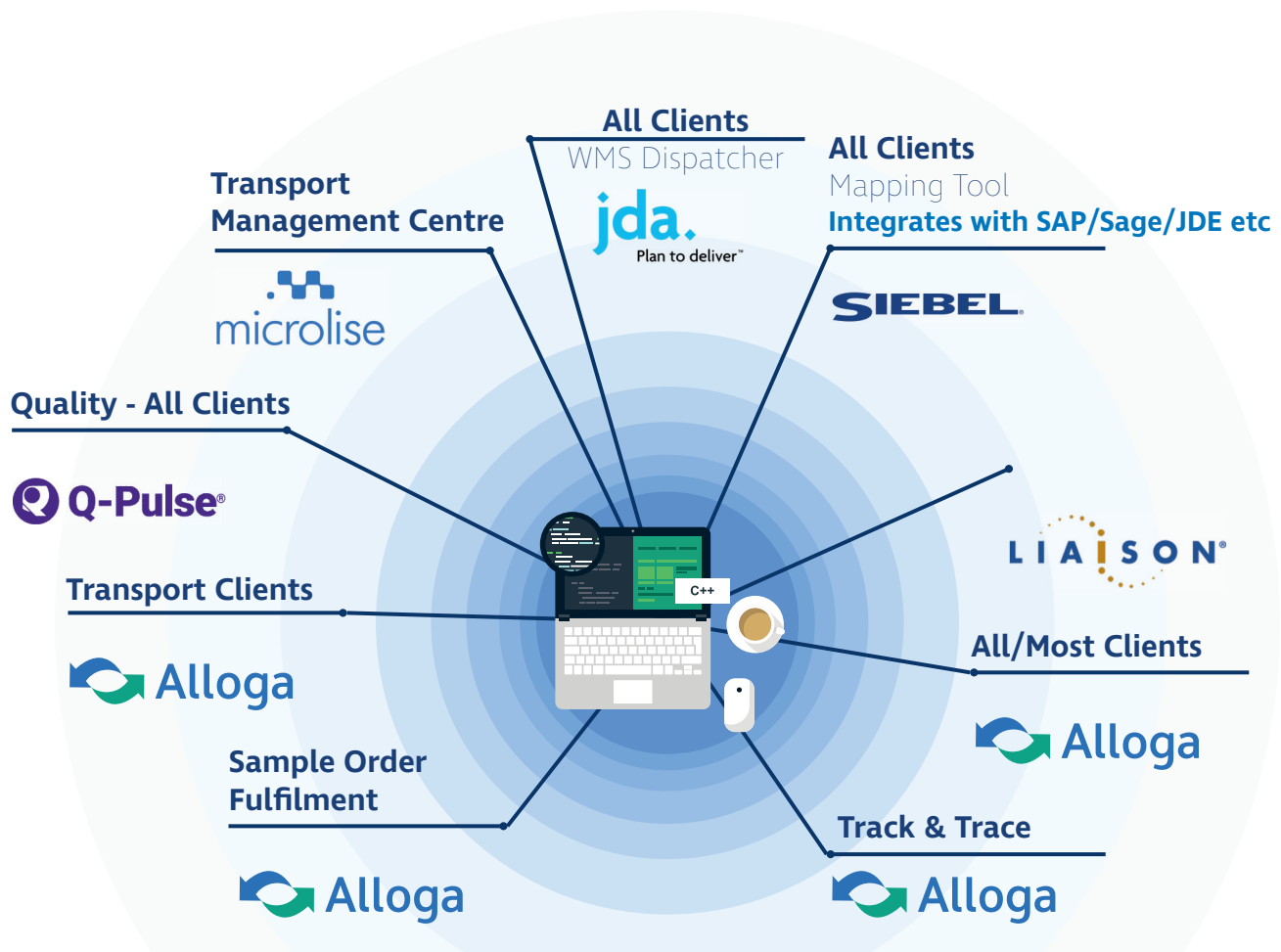
For exceptional delivery locations such as highlands and Islands delivery lead times maybe slightly longer depending on each location.

Leading Edge IT

From our analysis of the Healthcare market - manufacturers, customers, government and consumers – we identified the need to implement a robust but highly flexible business system that could be adapted to changing market needs and able to be upgraded easily as when new systems/technologies became available.

In our review currently ERP solutions had neither the quality of warehouse management capability nor the flexibility to be enhanced with new modules for, say, transport tracking and thus we developed a best of breed solution.

Our business systems are represented in the schematic below:

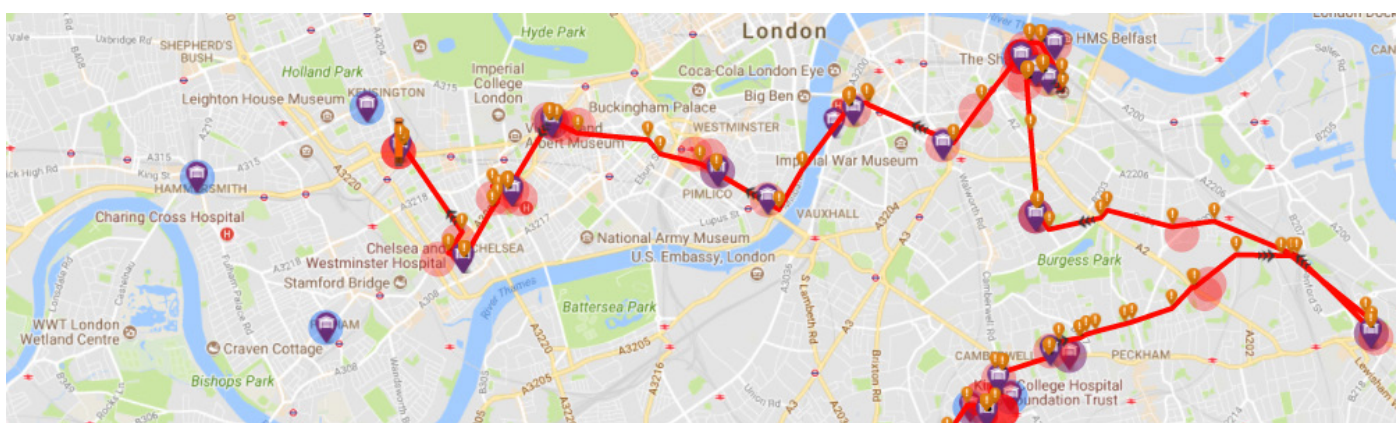


Microlise Traffic Management Centre (TMC)

Planning starts on the evening of day one and is then finished by 5pm day two ready for delivery on day three.

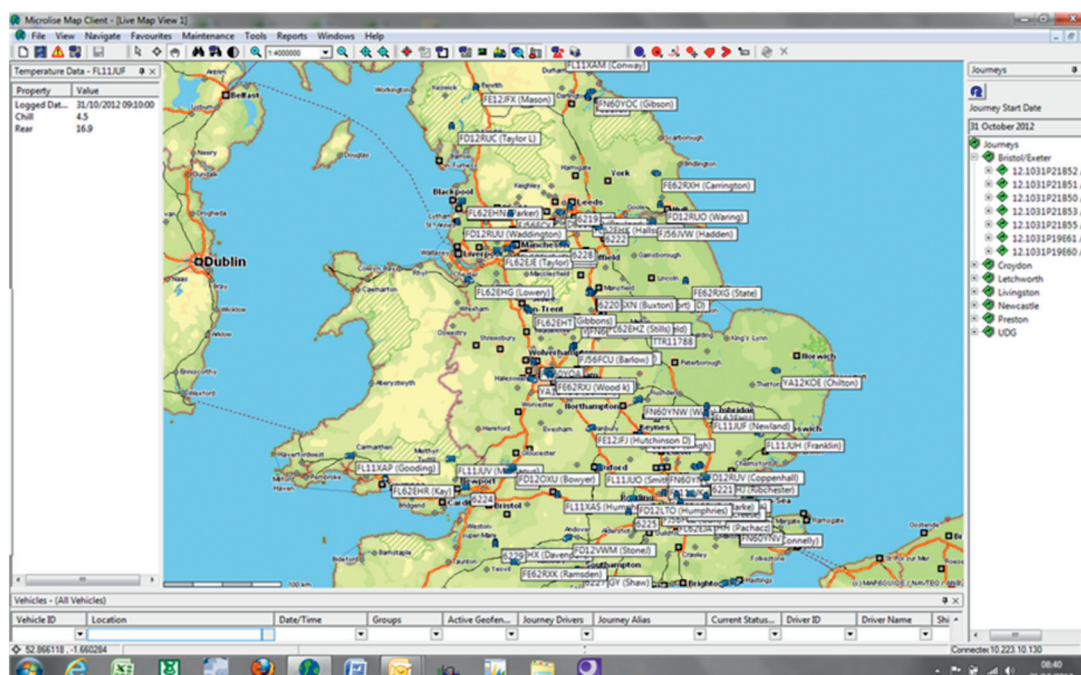
The below is a snapshot from our TMC showcasing our route planning and POD tracking tools.

Customer Services DIPS Finance General Int Transfer Loading Managers Operations Test Training Transport Options									
Tracking Result									
Order	Client	Order Type	Xception Order	Owner ID	Status	Order Date			
CIT0450029	CONSIGNIT	Normal		IS	Shipped	16/04/2018 07:50:59			
Tracking PODs									
Signed By:		Signed on:							
j85pui		17/04/2018 09:25:12		View Signature Img					
Tracking UDO Order18.041020V039									
Consignment Route ID:		18.041020V039		Status:		Active			
Planned Arrival:		17/04/2018 09:20:00		Planned Departure:		17/04/2018 09:28:00			
Estimated Arrival:		17/04/2018 09:25:12		Estimated Delivery:		17/04/2018 09:28:59			
Arrival Confirmed by Driver:				Departure Confirmed by Driver:					
Delivery Volume:		1 BOX/S		Signature:		View Signature			
Signature Name:		jaqui		Site Clause:		CD			
Signature Date/Time:				Additional Text:		No Additional Text			
Container Detail									
ID	Type	Claused	Description						
0450029-1	PALLET		NO CLAUSES						
Site Detail									
Event Description					Event Date/Time				
Departure from site - SE5 8UH					17/04/2018 09:28:59				
Journey Detail									
Actual Time Arrival					Actual Time Delivery				
SE5 8UH									
Tracking UDO Order 3823525									



The visual below is a screen shot from the TMC showing vehicle status and carry information on arrival time and expected departure times.

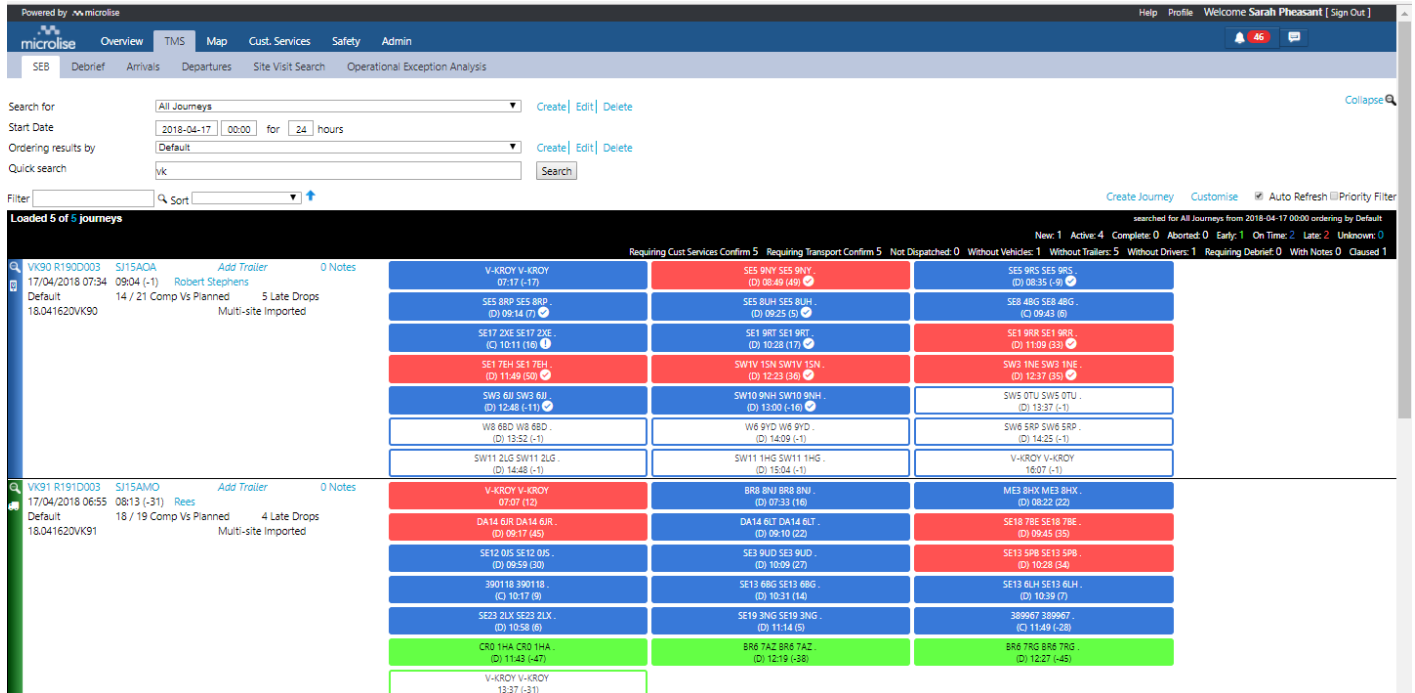
This highlights any issues allowing the Transport team to react quickly to any issues and it gives visibility of chilled vehicle temperature to ensure all products are properly temperature maintained.



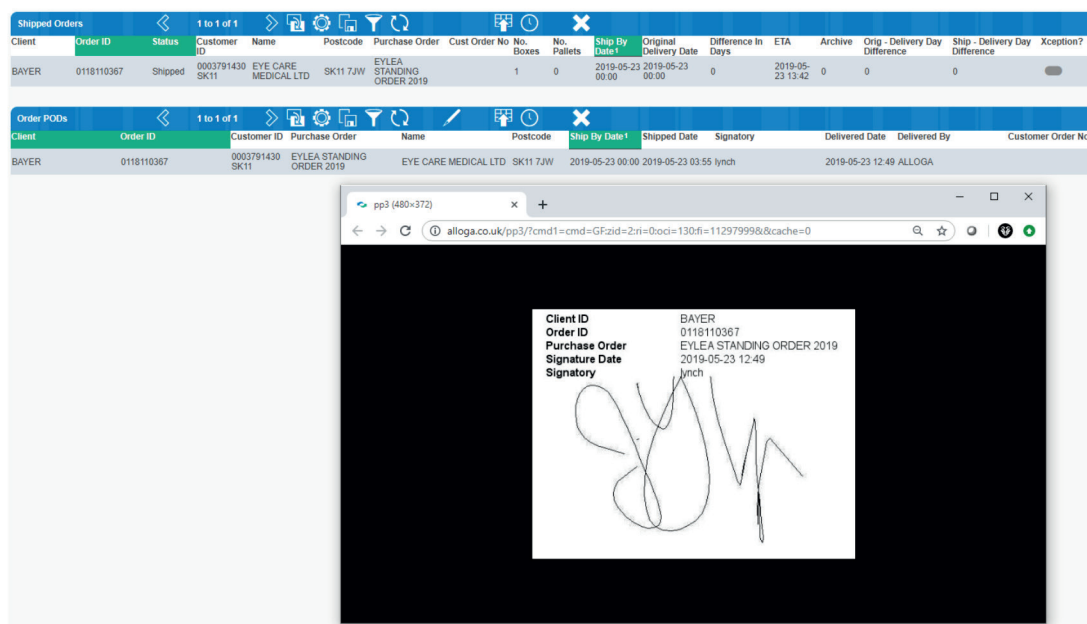
Microlise Traffic Management Centre (TMC)

The visual below is a screen shot from the TMC showing a monitoring our routes throughout the day.

This highlights any issues allowing the Transport team to react quickly to any issues and it gives visibility of chilled vehicle temperature to ensure all products are properly temperature maintained.



Finally, the Traffic Management Centre enables electronic proof of delivery plus the ability to clause any exceptions. These are available for you to see on the Alloga UK Portal normally within 1-3 minutes of the physical delivery being made.



Account Support & Relationship Management

Client Relationships

Our goal is to have complete understanding of the complex customer requirements and government (MHRA) regulations, so that we can offer real expertise to our clients in logistics.

The Alloga UK management team has a wealth of experience in Healthcare marketing, pre-wholesaling and wholesaling. This means that we can bring real and practical knowledge to the table when reviewing supply chain effectiveness and at reviews.

Our business approach is to appoint a Contract Manager who has responsibility to the client. This individual has an in-depth understanding of the client's needs and our passion for service excellence.

This Alloga UK manager will present your monthly KPIs and is responsible for process improvements and new service delivery as well as for ensuring the day-to-day service exceeds expectation. The feedback from our clients highlights this relationship as being a very effective way to ensure their supply chain goals are turned into reality.

Experienced Contract Managers

- **Understanding of customer expectations.**
- **Contract Managers recognise how to look after customers with your interests in mind.**
- **KPIs agreed with you and tailored to meet the needs of your business.**

In addition to Contract Managers we also have National Account Managers who's responsibility is for your upstream customer.

National Account Manager

- **Serving customers on behalf of our clients.**
- **Holding relationships with UK's key Pharmaceutical Wholesalers, Animal Health Wholesalers, Pharmaceutical Retailers and Hospitals.**
- **Providing your customers with the support they individually wouldn't have.**
- **Helps to secure customer payments within a timely fashion.**

Integrating with Alloga UK

Throughout the years Alloga UK has acquired significant implementation experience within all market sectors of the Healthcare industry.

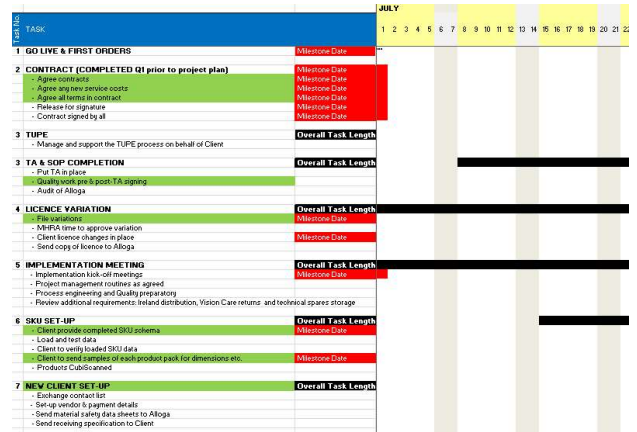
Our team know and understand the potential implementation pitfalls involved and can successfully guide new clients through our tried and tested processes.

Whether a global organisation or a new business start-up, our implementation processes are designed to adhere to the same high quality standards.

With defined kick-off meetings and process mapped implementation plans we ensure all aspects of the client's business are taken into account. At Alloga UK the people who will manage a client's service are the same ones who are involved throughout implementation, so we get to assume responsibility and understand each client's needs are very early on.

Our exceptional in-house IT team offer second-to-none system integration, able to create interfaces between any system and our own. Prior to going live our team offer thorough training and explanations on how clients can get the most out of Alloga UK's industry leading Partner Portal.

Right through the process our comprehensive plans and schedules will track all action progress, and measure the potential risks throughout. Collaborating with clients via a regular project meetings our in-depth processes are designed to be the basis of positive long-term relationships.



- **Alloga UK is experience in servicing all sector implementations**
- **Know & understand potential implementation pit falls**
- **Proven implementation process driven by Healthcare Logistics Experts**
- **Expert in-house IT development & support**
- **Experienced staff deployed to assist your transition to Alloga UK**
- **Defined client implementation roles**

During implementation of new business Alloga UK follow a defined process with identification of risks, management of implementation and risk mitigation actions.

A single point of contact would be involved in the day-to-day management of contact thereafter and hence avoiding any ownership / handover challenges.

Quality

Alloga UK's success is due to the Quality-centric approach the organisation maintains throughout all of its operations.

Alloga UK complies with regulatory guidelines and has placed quality assurance at the heart of our Business Strategy. Our mission is to provide best in class solutions in order to provide operational excellence by achieving both client and customer satisfaction.

- Alloga UK is a **healthcare logistics service provider** regulated and approved by the **MHRA**.
- Alloga UK is **licensed** to store and distribute all categories of **pharmaceutical products**.
- **The organisation is certified to:**
 - ISO 9001 (Quality Management Systems)
 - ISO 14001 (Environmental Management Systems)
 - ISO 22301 (Business Continuity Management Systems)
- **Continuous Improvement tools** are actively used to optimise and align all processes.
- **Standard Operating Procedures (SOP)**, supported by detailed Training Manuals, are implemented covering all **Good Distribution Practice (GDP) & Good Manufacturing Practice (GMP)** activities.
- **Home Office approved** for the storage of all schedules of Controlled Drugs.
- Processes to ensure the **qualification of all quality critical equipment** before use.
- **TAPA security certified** to TAPA Level A.



QUALITY MANAGEMENT SYSTEM

The Alloga UK Quality Management System is certified to ISO 9001 ensuring we have a standardised and repeatable approach to our operations.

However, we also appreciate that each client is different, with varying needs for the standards and stewardship of their supply chains, and we strive to accommodate these needs on an individual basis as a complement to our high standards and processes.

Our Quality Management System uses the Q-Pulse electronic quality management system software to manage key aspects of our quality system including Quality Incident Reports (QIR), SOP reviews and internal and supplier audit requirements. The Q-Pulse system allows Alloga UK to continually monitor itself and ensure all quality data is continually renewed and re-evaluated assuring continuous improvement throughout the whole organisation.



CONTINUOUS QUALITY IMPROVEMENT

Our Quality team work closely with Alloga UK Operations to deliver continuous improvements by reviewing and improving process efficiency, and implementing preventative actions throughout all Alloga UK practices

- **Our National Account Manager collaborates with clients' customers to develop a service central to them**
- **Client & Customer Surveys**
- **Client Forums**
- **Staff development programs**
- **Six Sigma trained Supervisors heading continuous improvement teams and projects**
- **Quality Incident Reports (QIRs)**
- **Corrective Actions & Preventive Action Plans (CAPA)**
- **Prevention and contingency Plans**
- **Leading Q-Pulse Quality Management Systems QMS**



INVESTORS IN PEOPLE™
We invest in people Gold



Accreditations

At Alloga UK we guarantee we are fully compliant with the Medicines and Healthcare products Regulatory Agency (MHRA) and Home Office guidelines.

These allow Alloga UK to store and distribute our clients' healthcare and controlled drug products from our facilities, whilst following Good Distribution Practice (GDP) guidelines.

Alloga UK furthermore always strives to provide best in class solutions by continually improving the quality of our processes hence our company's ISO certifications, TAPA and Investors in People standards. Our approach to further improve our business is unwavering and these awards are simply an example of this continual work.

Accreditations & Associations	Issuing Body
Wholesale Distribution Authorisation for Human and Veterinary Medical Products; WDA (H), WDA (V)	MHRA
Manufacturers (assembly only) Licence MIA & ManA	MHRA
Controlled Drugs Licence for Schedules 1, 2, 3, 4 (parts I and II) and 5	Home Office
ISO 9001:2015 Quality Management Systems	BSI
ISO 14001:2015 Environmental Management Systems	BSI
ISO 22301:2012 Business Continuity Management Systems	BSI
Formally Carbon Footprint measured	Carbon Footprint Ltd
TAPA security accreditation (Class A)	SGS
Investors in People – Gold Accreditation	Investors In People
Known Consignor	Department of transport
Member of the Freight Transport Association	FTA
Member of the UK Warehousing Association	UKWA
Member of the Healthcare Distribution Association	HDA

Additional Information



Transportation



Warehousing



Order
Management



Pick & Pack



Labelling &
Documentation



Delivery



Invoicing



Customer
Service

Who We Are

Founded in 1996, Alloga UK is a specialist in logistics solutions for healthcare. The company was founded through a joint venture between UniChem and United Drug in Ireland when they saw a requirement for a service linking manufacturers to wholesalers, and consistent growth in scale and numbers of clients has been testament to that vision and the quality of service, control and information that Alloga UK provides.

With over two decades of experience in healthcare logistics in the UK, Alloga UK has used its expertise to support clients with a wide range of healthcare products; specialising in Pharmaceutical, Healthcare, Veterinary, Medical Device and Consumer products.

Our client list includes some of the largest blue-chip pharmaceutical companies operating within the UK. With consistent growth through exceptional quality of service, Alloga UK has secured our enviable position in the UK Healthcare logistics market. Our goal is to strengthen our position as the undisputed leading healthcare supply chain service provider in the UK. Centrally located by the M1 (J28) in Derbyshire, we're perfectly positioned to reach the whole of the UK linking up with our own out-based van fleet across the country.

Our multi-user environment supports over 140 clients including over 30 of the top 50 pharmaceutical companies. Our client base ranges from major international Pharmacy companies to small, start-up businesses, all of whom benefit from the same high levels of care and expertise. Clients benefit from our scale and expertise, without the regulatory burden of the fixed costs and issues associated with running their own in-house operations; Alloga UK clients are in safe hands and can concentrate on growing their businesses.

With over 1,300 members of staff, across our eight warehouses Alloga UK offers a full range of facilities from ambient, ambient-controlled (15-25°C), aerosol storage, chilled (2-8°C), frozen, cryogenic and other specialised high security products for Controlled Drugs and high value lines. This scope allows us to offer the most complete range of logistics solutions in the UK for pharmaceuticals and healthcare that Alloga UK provides.

Our Values

Care

- Through the care and passion of our team members we can provide excellent leading healthcare products and solutions to our customers
- We value and develop our team members' diverse talents, initiative and leadership skills
- We care about our team members and recognise they are key to what we do

Trust

- We do what we say we are going to do
- We are open, honest, ethical and fair in our dealings with each other
- We build trust through responsible actions and honest relationships
- We trust and respect all our team members and strive to embed this culture throughout Alloga

Innovation

- We are innovators, forward thinkers, seeking new challenges and promote a winning spirit
- We anticipate, embrace and effectively execute change
- We encourage thoughtful, creative and innovative ideas

Partnership

- We help our partners and team members manage change and create meaningful partnerships and good working practice systems
- We work effectively with our partners
- We leverage best practice for the benefit of all our team members and customers

Dedication

- We look beyond the present to ensure we can deliver future value
- We are strongest when we work together as a team
- We provide our customers with innovative and superior quality, value and service
- We believe that our team members are dedicated to their roles and want to contribute

Inclusion

- To achieve and sustain a work environment in which all individuals are treated fairly and respectfully, have equal access to opportunities and resources, and can contribute fully to the organisation's success
- To embrace all people irrespective of race, gender, disability, medical or other need

Environmental and Social Responsibility

In 2017, Alloga UK attained ISO 14001:2015 certification for our environmental management system after achieving the ISO 14001:2004 certification in 2012.

Alloga UK is determined that the highest standards of excellence are developed in its management of environmental impacts.

Minimising its effects on the environment remains at the heart of Alloga UK's operating strategy and a continuous review of our key priorities will ensure that we focus on the intelligent use of natural resources thereby reducing our impact on the environment.

Alloga UK is committed to the principle of environmental sustainability and recognises that it has a responsibility to comply with all relevant laws and acts with integrity towards its stakeholders.

As part of our environmental plan we have developed key environmental principles to provide guidance on the way we identify and manage our impacts on the environment, these can be found in our Environmental Policy.

Demonstrable improvements we are making

Working in partnership with the Carbon Trust, a program of energy saving measures have been adopted which include changing lighting to energy efficient designs both in our warehouse and office areas while fitting voltage optimisation transformers to control incoming power levels. Staff awareness is raised with a network of energy wardens to monitor and encourage our 'Switch it off' philosophy.

Alloga UK has made major investments in recycling and waste management facilities; we bale cardboard, plastics and paper while recycling wood and metals. This is backed up with a regime of elimination and reuse with NO waste going to landfill but to a Waste to Energy plant.

Alloga UK is proud to be a Zero-to-landfill organisation. We are targeting all areas of the business with environmental improvements which range from lower mission road vehicles to high efficiency refrigeration compressors in our cold stores.

In line with our ISO 14001 certification we are committed to a program of measured continuous improvements.



Group Companies



Alloga European-Network

European Warehousing and distribution services



Alliance Healthcare

A leading distributor and wholesaler of pharmaceutical, medical and healthcare products, in the UK



Alcura

Global services including: clinical homecare, medicine support, dispensing services, medicine preparation and clinical trial support



Skills in Healthcare

Provide customers with a professional set of sales capabilities



Alphega Pharmacy

A leading network of independent pharmacists in Europe



Almus

Provide a wide range of generic medicines in Europe



Alvita

A wide variety of patient care and personal care products



NWOS (North West Ostomy Supplies)

Dispensing Appliance Contractor and a supplier of Surgical Appliances, specialising in Incontinence, Ostomy and Wound care products



OTC Direct

Specialise in the buying and selling of Generic and Parallel Imported Pharmaceuticals as well as UK Surgicals

Contact Us

Alloga UK Ltd
Castlewood Business Park, Farmwell Lane
South Normanton, Derbyshire
DE55 2JX, England

Website
www.alloga.co.uk

Switchboard
01773 582925

New Business Contacts

Andy Roe
Transport Carrier Manager
andy.roe@alloga.co.uk

Ashley Brown
Business Development Manager
ashley.brown@alloga.co.uk