



Genex LogiSolutions Pvt. Ltd.  
Value Creation through process innovations!



**3PL Value Added Solution for Pharmaceuticals**

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## 1. Executive Summary

Genex Logistics fully understands PHARMACEUTICAL COMPANIES efforts to select a trusted logistics partner; a partner who not only understands PHARMACEUTICAL COMPANIES but also understands necessities and complex regulations surrounding Pharmaceuticals and can match up to the growth and leadership aspirations of PHARMACEUTICAL COMPANIES in India and overseas as leading providers of pharmaceutical products. The logistics partner would primarily be responsible for the warehousing and distribution activities of the PHARMACEUTICALS at the identified locations. Warehouse will be used for receipt, storage and dispatch of material to its own manufacturing centers through self as well as authorized and approved carriers of PHARMACEUTICAL COMPANIES. The scope of activity covers 3PL's responsibility in storing the material in good condition at the warehouse, Order processing as per customer requirement and distribution using authorized and nominated transporters of Self or PHARMACEUTICAL COMPANIES or vendors, as per instructions from PHARMACEUTICAL COMPANIES.

PHARMACEUTICAL COMPANIES'S needs to operate in a transparent; cost effective and a robust supply chain throughout the network is fully understood by us.

In highly competitive, regulated and time sensitive Pharmaceuticals markets where time pressures are high and stakeholder's demands are varied, it is imperative that PHARMACEUTICAL COMPANIES be able to remain highly responsive to the customer demands as well as commitments towards the environment and society.

Our proposal will deliver to PHARMACEUTICAL COMPANIES, a value offering that centers on providing a seamless flow through operation, single window of contact & accountability and stringent compliance on GMP, Health, Safety and Environment.

As knowledge powered logistics provider, Genex Logistics is familiar with the high service quality expectations of the Healthcare industry, Genex Logistics is fully geared up to offer 3PL Services to PHARMACEUTICAL COMPANIES at the designated location / geography. In addition, Genex Logistics team's experience and exposure into Healthcare/ Pharmaceuticals and in IT environment shall provide the extra edge by understanding complexities of industry and by maintaining a real time inventory visibility for PHARMACEUTICAL COMPANIES. Genex Logistics offers to PHARMACEUTICAL COMPANIES, a truly dedicated and diversely experienced team which specializes in 3PL activities and is well versed with healthcare sector comprising Pharmaceuticals.

The enclosed document details how Genex Logistics is committed to develop implement and manage the 3PL program. We will demonstrate throughout this proposal that we have the intent, people, knowledge, experience, exposure, commitment and x-factor to deliver the solution to PHARMACEUTICAL COMPANIES.

**We look forward to a long term business association.**



## 1. We Fully understanding the Task - Work Mandate

### Pharmaceuticals - Storage and Transportation

- I. Drug products including Pharmaceuticals are transported, handled and stored in a manner that mitigates the risk of exposure to temperatures outside labelled storage conditions; potentially impacting the safety, quality and effectiveness.
- II. Everyone involved in this chain of handling, storage and distribution are required to maintain the safety, quality and efficacy of the Pharmaceuticals. Every activity is carried out according to requirements of the prescribed regulations, operating procedures, the principles of Good Manufacturing Practices (GMP), as well as appropriate storage and transportation practices. The responsibility of each party is to ensure that the required storage and transportation conditions are met through their respective GMP and prescribed activities.
- III. The maintenance of the chain of storage and transportation conditions is supported by written agreements and operating procedures among the company, distributor, the importer, the wholesaler, and the transportation provider in order to preserve safety, quality and efficacy. Appropriate storage and transportation conditions are maintained from the point of manufacturing up to the delivery of the products to the final distribution point while ensuring Pharmaceuticals integrity, including its appearance.
- IV. Environmental controls play a key role in maintaining safety, quality and efficacy. Temperature is one of the most important parameters to control. Pharmaceuticals are stored, and transported according to predetermined conditions (for example, temperature, humidity etc.) as supported by stability data.
- V. Unless there is an alternative system to prevent the unintentional or unauthorized use of quarantined, rejected, returned, or recalled materials, separate storage area is assigned for their temporary storage until the decision as to their future use has been taken.
- VI. A system need to be in place by which the distribution of each batch of Reagent product can be readily determined to permit its recall.



## 2. We fully Execute the Task - Work Scope

### 3.1 Pharmaceuticals - Warehousing and Storage

1. **Storage conditions are defined and described on the label** of the Pharmaceuticals. All Pharmaceuticals are stored according to the conditions described on the label. As specified, controls for temperature, humidity, light, etc., are put in place. Storage areas are designed or adapted to ensure good storage conditions. In particular, they are ensured to be clean, dry, have adequate circulation and maintained within acceptable temperature limits.
2. **In case label specify any special storage conditions required**, Adherence to these conditions are checked, monitored and recorded. Temperature is controlled and monitored using calibrated monitoring devices and records of temperature and alarms, where applicable, are maintained. Monitoring of storage facilities is conducted at points representing the worst case scenarios of the temperature range.
3. **Refrigerators and freezers used to store Pharmaceuticals (in Case specified) are qualified to**
  - be well maintained, be equipped with alarms wherever necessary, be free from excessive frost buildup,
  - allow for adequate air distribution and orderly storage within the chamber. have sensors for continuous monitoring and alarms located at the points representing the temperature worst case scenarios, be calibrated as required by the calibration,
  - be equipped with a backup power source or have alternate storage available in the event of a power failure for critical refrigeration equipment, including both walk-in and stand alone refrigerators/freezers or warehouses. The use of household type refrigerators and freezers is discouraged.
4. **Written procedures are made available** describing the actions to be taken in the event of temperature excursions outside the labelled storage conditions. All excursions outside the labelled storage conditions is appropriately investigated and the disposition of the stock in question is evidence-based (for example, stability data and technical justification).
5. **Appropriate training**, as determined by the company, is provided for personnel involved in warehousing and storage to ensure appropriate handling of temperature sensitive material. Records of this training is maintained.



### 3.2 Pharmaceuticals-Transportation and Products in Transit

1. Pharmaceuticals products are transported in a manner that **ensures the products are maintained within an acceptable temperature range** as defined in the approved labelling and supported by data.
2. The transport process and containers hired are **adequate enough to prevent damage and maintain the integrity and quality of the Reagent** products.
3. **Written procedures for the shipping of Pharmaceuticals are established.** Such procedures take into account the nature of the products, local conditions, modes of transport and any seasonal variations experienced, as well as describe any special handling precautions. These procedures are qualified to ensure that appropriate conditions are maintained under probable extremes of ambient temperature and also account for possible unforeseen delays which may occur in shipping/transportation.
4. Where controlled storage conditions (for example, temperature, relative humidity, light, etc.) are required during transit, the **necessary environmental controls** are put in place.
5. Within a transportation truck/container, the **packaging configuration**, which provides the primary means of environmental control for the product, are ensured that the product remains within the acceptable temperature range.
6. Refrigerated vehicles/transportation containers are **mapped and monitored**, if they provide the primary means for environmental control.
7. **Temperature and humidity monitoring devices, such as data loggers, are calibrated** at predetermined intervals. Single use monitoring devices are qualified (for example, verification of performance for indicator strips or freeze indicator units).
8. **Transportation practices** by carriers, including any storage and/or transportation activities performed by sub-contractors, are **verified by reviewing documentation**. A record of the review is kept and any discrepancies have its follow up.
9. Vehicles and equipment used to distribute, store, or handle Pharmaceuticals are suitable for their use and appropriately protective of the products to **prevent exposure to conditions that could affect their stability and packaging integrity, as well as prevent contamination of any kind**.
10. **Loading activities (loading and unloading) are done in a manner that preserves the quality** of the Pharmaceuticals.



### 3.3 Pharmaceuticals- Receiving

1. **Receiving bays are handled in way that they protect deliveries from inclement weather during unloading.** The reception area is separate from storage area. Deliveries are examined at receipt in order to check that containers are not damaged and that the consignment corresponds to the order.
2. Where controlled conditions (for example, temperature, relative humidity, light, etc.) are required during transit, the **shipment are examined upon reception**, following written procedures, to ensure the conditions have been met and results are recorded.
3. Products are **promptly transferred to the appropriate, environmentally controlled storage area.**
4. Controlled Pharmaceuticals and **substances subject to specific security requirements are immediately identified and stored in accordance with written instructions** and with relevant legislative requirements.

### 3.4 Pharmaceuticals- Documentation

1. When commercial carriers are used, **all pertinent conditions are specified in a written agreement** between the distributor, importer or wholesaler, and the third-party. Each contractors comply with the written agreement.
2. Distributors, importers and wholesalers **maintain transportation records of inbound and outbound shipments**, including monitoring records where applicable, for a period of one year after expiry date of the product.
3. **Records of investigations** and actions taken in the event of excursions outside predetermined temperature conditions, as per labelled storage conditions are kept for a minimum of one year after the expiration date of the product.
4. Recorded temperature monitoring data and alarm records are available for review. **The maintenance and calibration records** of the equipment used for monitoring are maintained.
5. **Written procedures have a reporting mechanism** in place whereby a management tree is informed in the event that predefined high or low temperature or humidity limits have been exceeded. Records are reviewed as determined by the management system in accordance with established guidelines.



### 3.5 Pharmaceuticals- General Logistics

- I. Identification of good, accessible warehouses for the use of COMPANIES.
  - Genex, through its resource centre would identify warehouse for the use of PHARMACEUTICAL COMPANIES.
  - Warehouses to be strategically located & complying with regulations.
  - Genex to arrange all documents for PHARMACEUTICAL COMPANIES'S registration of these facilities with the requisite authorities (Sales Taxes etc).
- II. Warehouse Management
  - Layout of the warehouse (clearly identifying receiving area, storage area, quarantine area and dispatch area).
  - Storage of material as per the layout and stacking norms.
  - Location mapping in the WMS / PHARMACEUTICAL COMPANIES'S ERP System
  - Reduce retrieval time for Dispatches.
  - Inventory Updation in WMS / COMPANIES'S ERP System.
- III. Receiving Material at the designated warehouse.
  - Unloading of material, Visual inspection and 'scan-in' / receiving.
  - Generating GRN for updating of the inventory in the system
  - Storage as per the norms
- IV. Dispatches to the Dealers / Distributors / Customers
  - Receiving dispatch plan from PHARMACEUTICAL COMPANIES'S logistics planning teams
  - Arranging requisite forms and road permits well in advance
  - Arranging / Planning vehicles
  - 'scan-out' of material & loading the vehicle as per plan
  - Arranging documents for Sales / Stock transfer
- V. Inventory / Stock keeping
  - Stock segregation based on the movement types (Fast, Slow and Non-moving)
  - Stocking of material as per the designated area (Normal Stock, damaged goods, sales returns etc).
  - Monthly stock report, Damage /defective report, Stock Audit Report
- VI. Order processing
  - Generating / receiving documents for dispatches (Invoices, Way Bills etc)
  - Arranging vehicles
  - 'Scanning-out' of material & loading the vehicle as per plan
  - Dispatching the material to distributors / Customers, Delivery confirmations & POD availability



### 3. Genex Logistics – Leadership & Project Team

Person	Role	Transportation Expertise	Inventory Management Warehousing and fulfillment Expertise	CEUTICAL COMPANIES'S	Systems Expertise	Brief Profile
Kishore Thakur	Director & Project Sponsor	●	●	●	●	<p>A management graduate and a hardcore professional with over 18+ years of domestic &amp; international leadership and functional experience in sales &amp; marketing, commercial operations, business development, supply chain and strategy in leading healthcare companies like Ranbaxy and Dr Reddy's with proven credentials in building sustainable business across highly regulated markets of Americas, EU and Emerging markets.</p> <p>Extensive exposure and understanding of Indian as well as different set of global markets, different practices like intricate manufacturing &amp; R&amp;D processes, supply chain initiatives and complex regulatory requirements. Strongly focused on ensuring quality, efficiency, responsiveness &amp; cost-effective management of resources in every initiative.</p>
Mansingh Jaswal	Director & Project Coordinator	●	●	●	●	<p>A prestigious MDI Aluminous, Mansingh brings with him a total of 18+ years' of experience in Logistics and Supply Chain with world's leading Logistics and Supply Chain Organizations like UPS, Expeditors, DHL and BLR in Logistics / Distribution, Business Development and creating &amp; running Supply Chain Management solutions.</p>



#### 4. Why Genex Logistics – Our Key Differentiators

In Genex Logistics, we differentiate ourselves on the following key drivers:

- Value Proposition
  - With thorough knowledge of the healthcare industry, geography and with experienced team's proven track record in managing inventory in a high speed environment, we believe that PHARMACEUTICAL COMPANIES'S will benefit strategically, financially and operationally from the solution that we propose.
  
- Demonstrated Experience of the team
  - Genex Team has rich and varied experience on different aspects of Healthcare, Logistics and Transportation Services.
    - After market Supply Chain management for Automotive OEM
    - After Market Supply Chain mgmt for Automotive Tier 1 supplier
    - In Plant Logistics for a Automotive Tier 1 supplier
    - In Plant Logistics for a leading Fabric Brand
    - Warehouse Management & Pan India Logistics management for leading Apparel brands
    - Warehouse Management & Pan India Logistics Management for leading E-Commerce companies.
    - Warehouse management & Pan India distribution for a leading Power Back up company.
    - Inventory Mgmt & Pan India distribution for leading IT company
    - Pan India Reverse Logistics for a MNC Engineering company
    - Bonding warehousing and distribution for Liquor brands



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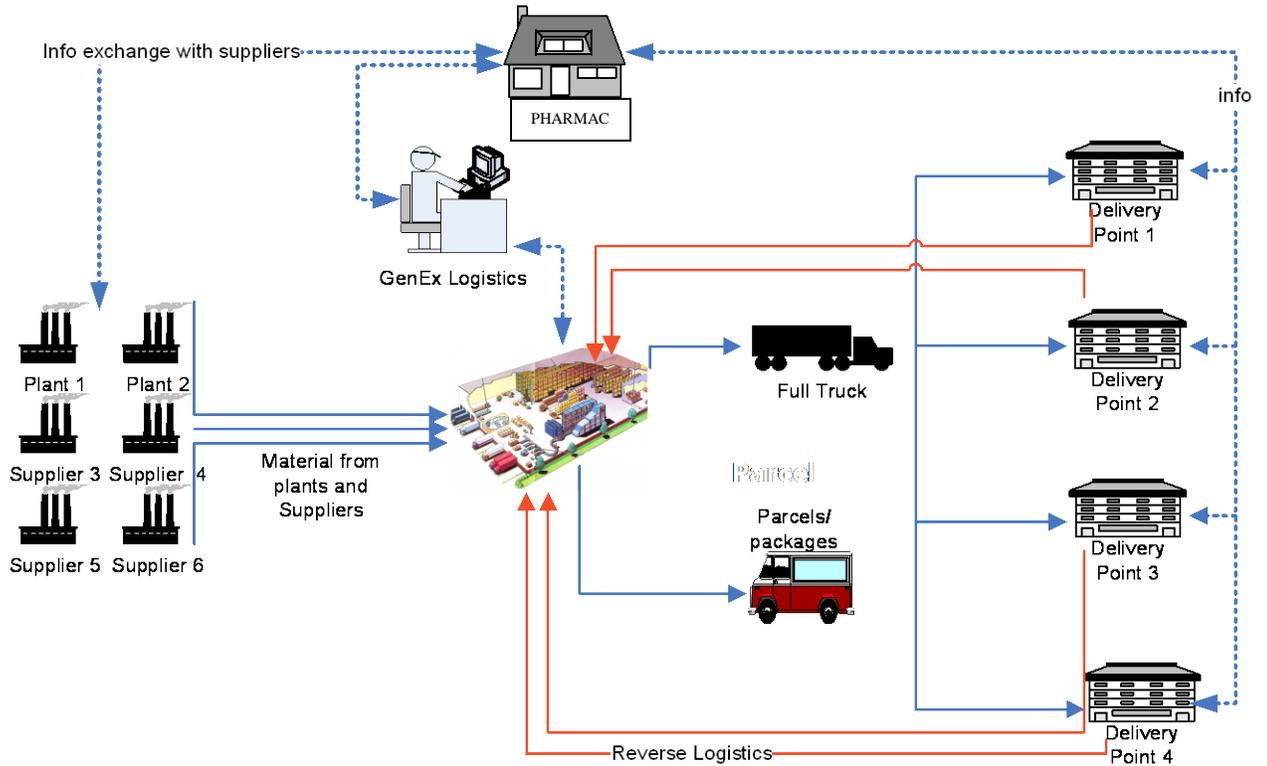
With such varied experience and reach in India, we are confident to provide services to PHARMACEUTICAL COMPANIES'S that will exceed your expectations.

- A Best-in-class perspective from our Leadership
  - Through the proven expertise of our leadership in enterprise setup, organizational development, business integrity, customer delight and their commitment towards **GMP, Employee, Health and Environment Safety**, a huge value is there in offering for PHARMACEUTICAL COMPANIES'S.
  
- Beyond Supply Chain
  - We at Genex Logistics view every business / project from a business-goal perspective and then build & align the supply chain accordingly. This necessarily takes into account the business / project goal, the prevailing environment (regulatory, system, structural) and a compatible / disruptive strategy. We understand that every business / project is unique in itself. Hence, our solutions are not one-solution-fits-all type.
  
- Robust IT Solution
  - 'IT' culture is embedded in the way of working at Genex. The team has the vision and exposure to manage inventories at the high-end IT driven environments which would help PHARMACEUTICAL COMPANIES'S in maintaining real-time inventories.
  
- Established Execution Methodology
  - Genex through its knowledge accumulation has imbibed a proven methodology that can minimize the risks of transition and enhance the chances of a successful implementation on time and within budget.

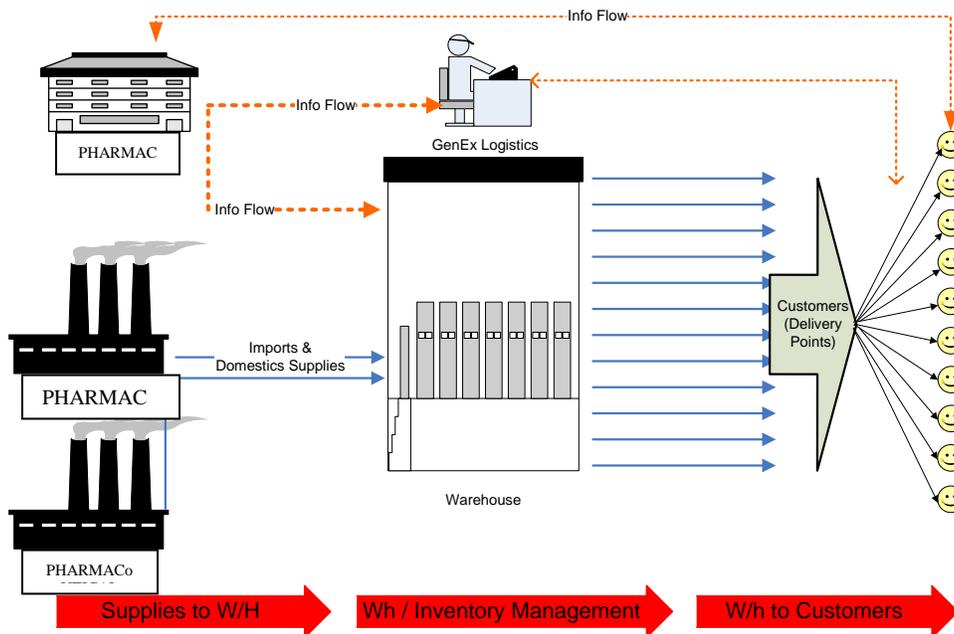
In summary, Genex Logistics proposal will deliver to PHARMACEUTICAL COMPANIES'S a value offering that centers on providing a seamless operation aligned to your leadership position and a single window of contact and accountability.



### 5. GenEx Logistics – Proposed Solution



### Solution Flow Diagram



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## 6. Implementation Plan

### Project Management

Genex Logistics is committed to PHARMACEUTICAL COMPANIES'S at all management levels. This project has high visibility in Genex Logistics and we will commit our best people to ensure that the project is delivered with the highest quality level and on time.

A successful project is very much dependant on strong co-operation and partnership between PHARMACEUTICAL COMPANIES and Genex Logistics teams. We recommend mirror image teams where resources at all levels communicate and work together for a successful implementation.

Genex Logistics understands the need for professional project management to ensure quality analysis, planning and implementation. The Strategic Partner's project implementation methodology has been developed with 'best in class' project management methodologies in order to make sure projects are implemented 'Right First Time' against self imposed high quality standards.

In order to stay on the critical implementation path it is of vital importance that both parties, Genex Logistics and PHARMACEUTICAL COMPANIES, produce, both project Input and Output deliverables in a timely manner.

### Implementation Process

The Genex project implementation methodology consists of 6 well-defined stages, each with their own detailed scope, specific inputs and outputs. The 6 stages are:

#### **I - Kick-off**

This is the official start of project. The objective is to have, within a limited time frame, all parties (PHARMACEUTICAL COMPANIES and GENEX) become familiar with or develop a clear understanding of the exact project scope, the project organization and project control approach. The project board (not involved in day-to-day activities) will be appointed to give project direction. Project deliverables will include documents such as the project initiation document which will provide an overview of the project brief and communication plan.

#### **II - Detailed Solution Design**

The goal is to evaluate / develop, in close collaboration with PHARMACEUTICAL COMPANIES'S key functional experts, in-depth definition of requirements, which will then be summarized into a Solution Specification Document (SSD). At this point, sign off will be obtained from all key players for the SSD (Freeze Scope).



### **III - Development**

Several subprojects (Operations, Billing, Customs, IT, Safety, Compliances) will be defined and managed as such. The objective is to develop the customer specific solution(s), including the corresponding Customer Work Instructions and user manuals. The project deliverables at the end of this phase will include Customer Requirement Specifications (on IT requirements) and Standard Operating Plans (or operating process).

### **IV - Deployment**

Solution(s) will be implemented, followed by full integration testing and training of the appropriate staff. The objective is for GENEX to demonstrate that the implemented solution meets PHARMACEUTICAL COMPANIES'S requirements through 'Proof of concept' testing (based upon limited test volume).

### **V - Activation**

Go live on the deployed phase(s). Solutions are put in an operational mode, all transactions are billed and reporting systems activated.

### **VI - Hand over and Closing**

The objective is to make sure that all outstanding project issues are documented and properly addressed (actions defined). Internal and external closing meeting, focusing on client satisfaction review and lessons learned will be organized. The project will be handed over to GENEX Program Management team.



**Key Performance Indicators – to be mutually discussed and defined  
(e.g. - as per below parameters)**

<b>Key Performance Indicators</b>				
<b>Activity</b>	<b>Description</b>	<b>Measurement</b>	<b>Target</b>	<b>Commitment</b>
<b>Warehouse Inbound Services</b>				
Received Goods Status	Inbound shipment being received into warehouse management system (WMS)	Within 1 working day	100%	99%
Inbound Transaction Accuracy	Accuracy of inbound shipment data being entered into warehouse management system	0 error	100%	99%
<b>Warehouse Outbound Services</b>				
Network Order Fulfillment (Overtime Dispatches)	Handing over of outbound orders to network	All outbound orders accepted before pre-defined domestic cut-off time to be handed over to network before agreed time.	100%	98%
Outbound Transaction Accuracy	Accuracy of outbound shipment data being entered into warehouse management system	0 error	100%	99%
<b>Inventory Accuracy</b>				
Inventory Accuracy	Accuracy between physical and warehouse management system's inventory levels	Physical inventory identical to warehouse management system's inventory	100%	99%
System Transaction Accuracy	Accuracy of stock adjustment being entered into warehouse management system	0 error	100%	99%
<b>Service Quality</b>				
Complaints Resolution	Provision of response to customer complaints	1 working day for provision of response	100%	99%
		3 working days for provision of any corrective actions	100%	99%
Invoice Data Availability	Production of invoicing data	Availability of invoicing data	100%	99%
		Availability of invoicing data based on agreed timeline	100%	100%



## 8. Genex Logistics contact details:

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(Director)

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