



Case Study: safe, secure transportation in accordance with EUGDP guidelines.

Pharma wholesaler Max Pharma guarantees controlled temperatures of valuable drugs along the supply chain. Ever since it was established in 2005, the company has partnered with GO! Express & Logistics. In compliance with GDP guidelines, GO! ensures the safe, secure transportation of the drugs.

Max Pharma, based in Gattendorf near Hof, operates as a full-service, full-range wholesaler and provides pharmacies and clinics with a service that covers all the processes involved in the supply chain from pharmaceutical manufacturer to ultimate buyer. These range from purchasing via proper storage, drug serialisation as well as order processing through to delivery logistics and redistribution. In addition to a full product range, customers can also avail themselves of special services, such as rapid logistics in Europe or late ordering in emergencies. The company's core skill is oncological provisioning – Max Pharma is one of Germany's leading companies in this field. Oncology procedures often involve the use of sensitive, valuable drugs, which after manufacturing may only be stored and



transported in controlled temperatures (between 2 and 8 °C). As a certified express delivery and courier service provider, GO! has been responsible for delivering these drugs since 2005 and provides the company with a fast, pan-European and above all GDP-compliant distribution service.

Particular conditions for human-use drugs

The GDP guidelines describe, for example, the requirements relating to the storage and transportation of human-use drugs, to ensure drug quality and integrity and therefore patient safety along the entire distribution chain. They also specify suitable tools intended to prevent counterfeit drugs entering the legal supply chain. In view of this, GO! has taken all the necessary action to achieve GDP compliance and has embedded GDP in its management system. GO!'s couriers and employees are specially trained in the transportation of pharmaceutical products and separate pharma sections have been set up in all GO! stations and HUBs.

GO!'s entire system has also been really well geared up to transport cytostatic drugs, through the provision of spill kits and specific guidance or instruction. A cleaning and hygiene concept specifies mandatory guidelines on the upkeep of buildings and vehicles and on personal hygiene. Furthermore, the principle of short transit times, clear identifiability and end-to-end shipment tracking applies. These GDP-compliant quality standards enable the human and drug safety aspect to be factored in along the entire value chain through to drug distribution.

GO! achieves delivery rate of 99.78 per cent

Drugs used for oncological treatment purposes are often specially matched to and produced for each patient. That makes reliable, safe delivery all the more vital, to ensure that the valuable drug does not exceed its expiry date. "In the 15 years we have worked together, not one consignment has gone missing or been delivered too late", states Michael Kretzer, CEO of Max Pharma GmbH, "in addition to the exemplary professionalism that GO! demonstrated during its transition to GDP compliance, what we particularly value is the human energy displayed by the employees, who all put their heart and soul into their work." As a rule, the GO! station in Bayreuth delivers the consignments by Overnight service and offers a late pick-up option throughout Germany until

6 p.m. with early delivery the next day until 8 a.m. If required, deliveries are also made on public holidays and throughout Europe. Shipment volumes are consistently high. Short transit times, maximum quality and safety standards as well as specially trained employees are the basic prerequisite at GO! for transporting pharmaceuticals. With customer requirements in mind, GO! worked on a transport solution together with Max Pharma in 2013 to implement the GDP guidelines in full and to coincide with their launch. Therefore the GO! system, featuring more than 100 stations in Germany and Europe, is able to offer its customers from the life sciences sector a transport service appropriate to their products.

About Max Pharma

Max Pharma GmbH operates as a full-service and full-line pharmaceutical wholesaler in accordance with § 52a of the German Medicines Act (AMG) and as a pharmaceutical business in accordance with § 67 AMG. The company supplies medicinal products to pharmacies and clinics throughout Germany. Its portfolio of services includes purchasing, proper storage, the serialisation of medicinal products with tags, order processing as well as delivery logistics and redistribution. Its core skill is in the field of oncology. Innovative technologies, which the company develops in-house, enable it to guarantee absolute protection against drug counterfeiting – and in technology terms it partners with XQS-Service GmbH. The company, which employs 25 people and is based in Gattendorf near Hof, is headed up by CEO Michael Kretzer.

About GO! Express & Logistics

GO! Express & Logistics is Europe's largest independent express and courier service provider. The global partner network was founded in 1984 and currently comprises over 100 GO! stations in Europe. Approximately 1,400 employees and 1,700 drivers and couriers work hard every day to transport over 9.2 million shipments per year (2021).



Under the motto "beyond limits", GO! offers a comprehensive portfolio of logistics solutions ranging from regional courier transportation and global express shipping of goods, documents and extremely time-critical consignments to sensitive shipments or complex customer requirements. Its services also include tailored supply chain solutions and extensive value-added services 365 days a year and around the clock.

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