

Our services at a glance.



“Our goal is to ensure a high level of quality at all times, so that our partners and customers are long-lasting satisfied.”

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Welcome to Alloga.

Dear Reader

For more than 60 years, Alloga has been making an important contribution to the high-quality, prompt, nationwide supply of pharmaceutical products throughout Switzerland. As the market leader in pharmaceutical logistics, we offer integrated services tailored to the needs of the pharmaceutical industry.

Logistics services in the healthcare market are our passion. We are committed to solution-oriented targets and ensure these are implemented in a competent and professional way.

Alloga Ltd. is a company of the Galenica group, is headquartered in Burgdorf and specialised in pharmaceutical logistics services. We are able to draw on a great deal of knowledge and useful synergies within our corporate structure.

As one of the largest employers in the Burgdorf region, Alloga offers some 200 attractive jobs. Alloga is also committed to sustainable energy generation. In cooperation with "Solarstadt" Burgdorf, one of the largest photovoltaic systems in the region has been installed on the roof of our warehouse.

We invite you to get an overview of our company in the following pages.

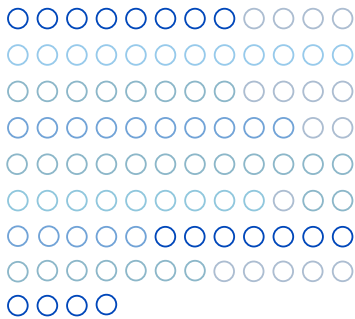
A handwritten signature in blue ink, appearing to read 'R. Siegenthaler'.

Roy Siegenthaler
Head of Alloga Ltd.

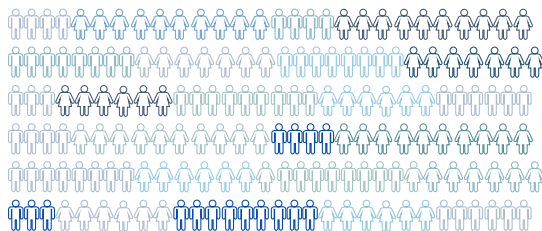
Alloga Ltd. in figures.



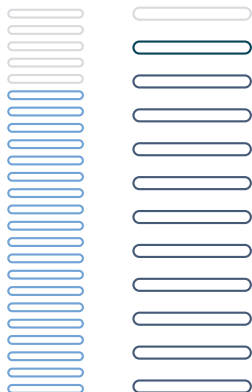
Around 100 pharma partners



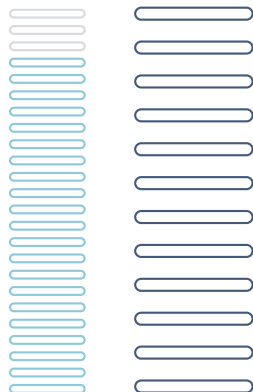
Around 200 employees



Orders
per day
(in lines) **2,000**
per year
(in lines) **500,000**



Packages dispatched
per day **2,100**
per year **550,000**



Pallets dispatched
per day **250**
per year **65,000**



Quality is the foundation
of our business.

**Alloga offers the pharmaceutical industry comprehensive pharmaceutical logistics services.
The foundation of our business is always our uncompromising pursuit of the highest quality.**

Quality management system

- Processes and responsibilities are clearly defined
- Regular checks on compliance with the underlying guidelines and legislation
- Internal audit management
- Implementation through standard operating procedures (SOPs)
- Measurement and analysis, as well as continuous improvement process

**Swissmedic licences
as a quality guarantee**

- Manufacture of drugs
(secondary packaging)
- Packaging of drugs for clinical trials
- Import of drugs
- Wholesale trading in drugs
- Export of drugs
- Handling of controlled substances
- Wholesale trading in TpP/GT/GMOs
(transplant products)

**Quality management system
according to ISO standard**

- ISO 9001:2015 (SGS certification)
- Quality management system according
ISO 9001:2015
- Good distribution practice (GDP)
- Good manufacturing practice (GMP)

Standards
Compliance
Requirements
Regulations

Responsibility towards our employees.

Motivated employees are the key to a company's success.

It is important to Alloga to challenge and encourage its employees. Synergies within the Galenica Group can be utilised for personnel development.

The Galenica Group attaches importance to the following cornerstones of personnel development:

- Culture and values
- Training and development
- Health and safety
- Employee benefit plans
- Social responsibility

The opinion of our employees is important to us:

- Regular employee survey
- Formulation and implementation of improvement measures based on the findings of the employee survey
- Staff committee at each company
- Works Committee of the Galenica Group
- Exchange Committee of the Galenica Group



The five key elements of Galenica

We participate with **passion** and
act as **entrepreneurs**.

We built **trust** with
credibility and competence.

We show **respect** and know,
that **together, we are stronger**.

Proven over decades – the development of Alloga Ltd.

Alloga has been setting standards in the Swiss healthcare market for more than 60 years. Our logistics models are innovative and proven, our solutions reliable and of high quality.



Our services have a modular structure: from pure logistics to full service.

Alloga provides you with modular services along the entire supply chain. The focus is on your needs.

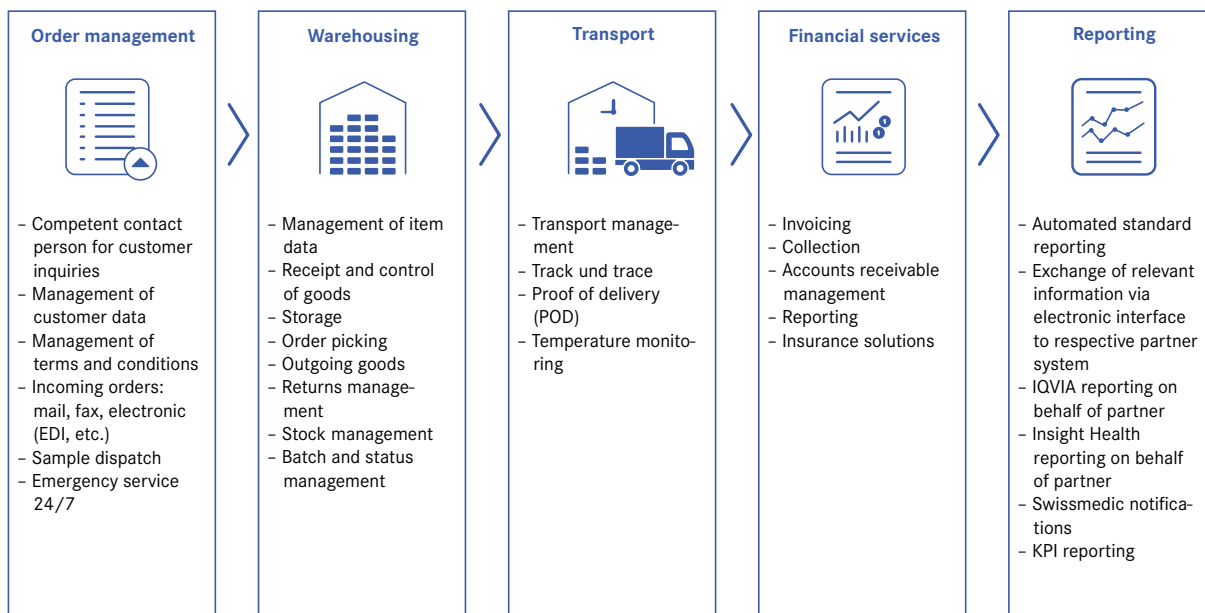
You decide whether you want to benefit from full service or would prefer a logistics-only solution.

Integrated and process-driven

Whichever Alloga services you select, they have been created from proven processes and are customised to your needs. So, you benefit from numerous synergies generated from harmonised processes.

How you benefit

- Modern and secure infrastructure
- System-controlled processes
- GDP and GMP quality
- Guaranteed cold chain with the Alloga Safety Cold Box
- Separate and secure storage areas
- ISO 9001:2015 certification
- Computer system validation (CSV)



Quality management

IT integration

Services

Clinical trial services





Order management – wide range of services.

**Alloga offers comprehensive services in the area of order management.
As a partner, you decide which of these meet your needs.**

Services à la carte

Our order management offering includes all services related to handling orders. From order entry to validation of customer authorisations and alteration of customer conditions to sample dispatch and implementation of price changes, we take care of everything. If needed, you can also take advantage of the benefits of our 24-hour emergency service.

What we offer

- Processing of express orders
- EDI/EDIFACT interfaces
- Customer order entry and processing
- Electronic delivery notification
- Delivery schedules for wholesalers
- Sample dispatches
- Maintenance and alteration of customer conditions
- Verification of purchasing authorisation
- Verification and notification in the event of stockouts
- Implementation of price changes
- Management of customer data
- 24-hour emergency service



≡ Alloga

≡ Alloga



Warehousing – in the best hands, from incoming to outgoing goods.

In the area of warehousing, Alloga leaves nothing to be desired. Our services cover incoming goods, storage, order picking and outgoing goods.

Incoming goods

- Unloading of lorries
- Checking of delivery (physical inspection)
- Inspection of incoming goods (product, batch, quantity)
- Input of incoming goods in system
- Storage under quarantine
- Sampling
- Storage in available space after release
- Notification of receipt of goods to partner

Quality check


- Storage of inspection samples
- System release on behalf of partner
- Returns release on behalf of partner
- Batch blocking/unblocking
- Generation of batch tracking lists
- Inspection and release of packaging orders


Storage

- Consignment warehouse
- Quarantine, blocked inventory, returns zone
- Dedicated batch storage
- All storage spaces are controlled and managed in a computerised system
- Warehouse transfer and picking only on released batches
- Identification of pallets and storage spaces by means of barcodes


Our storage areas

 **Room temperature**
15 to 25°C
30,000 storage spaces

 **Cold room**
2 to 8°C
2,500 storage spaces
Direct docking of lorries to the cold room

 **Ultra-low temperature logistics**
-15 to -25°C
20 storage spaces
-80°C
20 storage spaces

 **Technical rooms for products with special properties**
1,400 storage spaces
8 fire protection rooms
2 of which explosion-proof

 **Picking machine for small quantities**
8,300 storage spaces





Warehousing – order picking and outgoing goods.

Warehousing at Alloga also includes comprehensive services related to order picking and outgoing goods.

Order picking

- Picking on a “first expiry – first out” basis
- Preparation of electronic pick-list information: storage location, product number, quantity, LOT number
- Preparation for dispatch incl. delivery note in shipping boxes or on pallets
- Order picking with state-of-the-art 2D scanners
- Pickomat storage lift
- Automated picking system for small quantities
- Full-pallet order picking

Recall and inventory

- Batch traceability: conducting and managing of inventory at item level, storage location and batch
- Fast response time: information in real time
- Standard and full inventory

Special handling of refrigerated products

- Alloga Safety Cold Box, developed in-house
- Temperature guarantee (2 to 8°C) for 34.5 hours
- Paraffin cooling elements
- Vacuum insulation panels (VIP)
- Active cooling for general cargo (refrigerated transportation)
- Temperature monitoring
- Active shipping of flu vaccines (2 to 8°C)

Outgoing goods

- End-packaging/addressing of returnable boxes
- Shrink-wrapping and weighing of pallets
- Input of outgoing goods in system and provision of dispatch data for our transport partners
- Delivery by our transport partners

2 to 8°C
34 hours





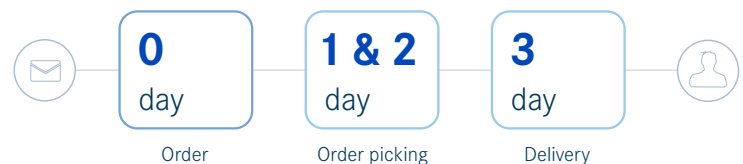
Transport – comprehensive service with temperature control.

When it comes to transport, Alloga caters to almost every wish – including in terms of delivery times and shipment tracking.

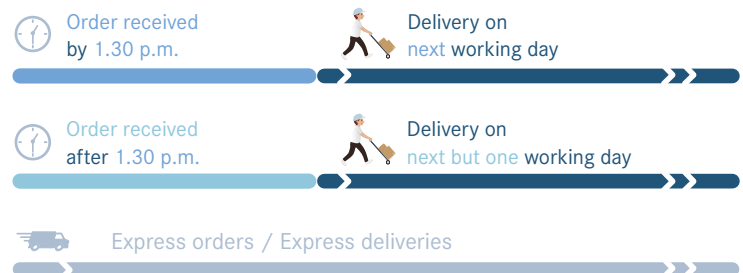
Transport

- Comprehensive temperature-controlled transport at 15 to 25°C
- Pallet shipments (delivery as general cargo)
- Small shipments by parcel service or post
- Shipment tracking (track & trace)
- Export (parcel and pallet shipment)

Delivery time to wholesaler



Delivery time to customer



Returns – processing according to high standards.

On request, Alloga can take over returns management and complaints handling in full – so you can focus on your core business.

SOP standard

Handling of returns and complaints is carried out in accordance with internal standard operating procedures (SOP) and on behalf of the pharma partner.

Returns handling

- Ensuring returned goods are disposed of appropriately
- Handling of returns and return deliveries in the event of incorrect delivery, dispatched quantity not matching order quantity, complaints or cancellations of orders
- Creation of credit notes on behalf of pharma partners





Financial services – the advantages of full service from Alloga.

As a full-service partner of Alloga, you can benefit from our comprehensive range of financial and insurance services.

Finance

- Order to cash / debtor management
- Invoicing via e-invoicing or by post
- Collection
- Payment reminders and prosecutions
- Credit checks

Insurance

- Insurance solutions
- Goods storage
- Goods transport
- Del credere risk

Miscellaneous

- Settlement of stamp duty (Canton of Ticino)







IT integration – extensive knowledge of standard and special solutions.

Thanks to our extensive IT knowledge, we can provide you with competent advice and implement both standard solutions and specific partner requests.

IT services

- Interfaces according to partner requirements
- Process integration in the ERP system
- Dynamic integration of optimisations into existing processes
- GxP-compliant and ISO 9001:2015-certified
- Ensuring a seamless flow of materials and values using a CSV-validated ERP system
- Ensuring the most up-to-date data reporting,

Reporting – so you have an overview at all times.

Professional reporting can determine the market success of products and companies. Alloga offers everything you need for quick decisions.

Automatic updates

- Inventory data
- Master data
- Turnover data
- Sales data
- Movements of goods

KPIs

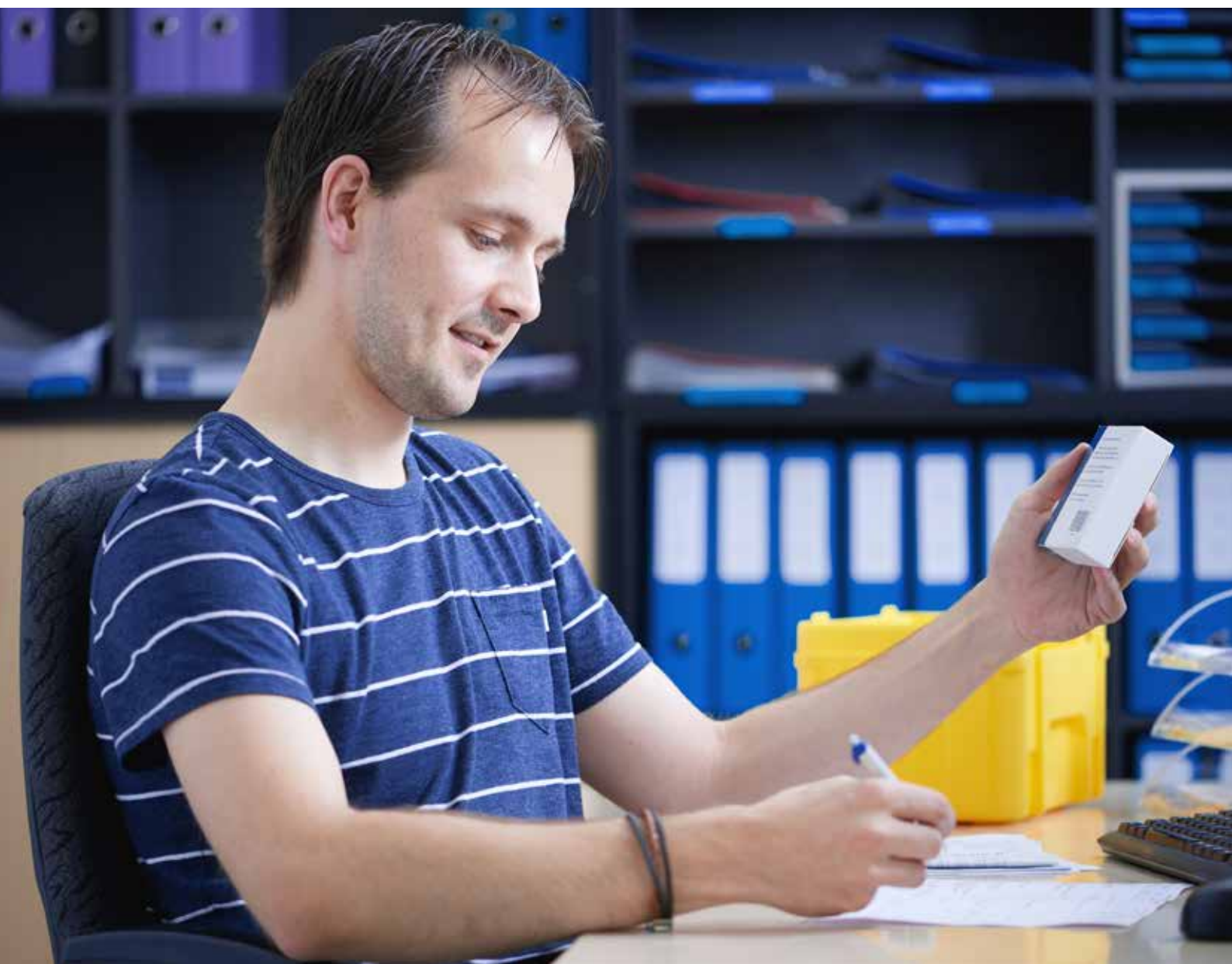
- Individual performance indicators

Swissmedic-notifications

- Narcotics
- Sales tax for self-declaration

Helvecura notifications

- Antibiotics
- Compulsory stocks



Additional services.

Alloga's services also include re-packaging, process integration and clinical trial services.

Clinical trial services

- Ordering
- Goods distribution
- Packaging/labelling according to the study design
- Storage in separate, access-controlled storage rooms for both refrigerated and room-temperature products
- Incoming goods and incoming goods inspection

Services

- Product repackaging
- Banding of special-offer packs
- Production of hospital packs
- Insertion of partner-specific patient information leaflets
- Exchanging of patient information leaflets
- Supply of individual components through to delivery of finished product
- Component stock management
- Secure packaging for cytostatics
- Filling of POS and promotional material

“We bundle competences and provide them to the pharma market.”



Alloga – a company of the Galenica Group.

The business model of Galenica with its three Business sectors – Services, Retail and Products & Brands – constitutes a unique basis for shaping the Swiss healthcare market of the future with innovation and agility.

Services

Alloga is affiliated to the Business sector Services. As a leading partner of all participants in the Swiss healthcare market, Services provides support with integrated logistics and IT solutions from a single source.

Through its unique know-how, Services consolidates its leading market position and cost leadership thanks to high-quality services and innovative offerings.

Products & Brands: Own and partner consumer brands and products

Products & Brands is a significant growth driver for Galenica.

Products & Brands develops and launches own and partner consumer brands and products for the entire specialist retail trade in Switzerland.

Further information about the Business sectors can be obtained at www.galenica.com.

Retail: Largest pharmacy network with the best offerings

Retail offers a unique range of products and services in Switzerland's largest network of locally established pharmacies, as well as online.

Retail systematically utilises potential synergies and orients both systems and processes consistently towards quality and efficiency. Doing so creates added value for the company, customers and partners.

The first choice for health,
beauty and wellbeing.
Galenica



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Contact

Do you have questions about our services or potential collaboration?

Contact us.

Phone +41 58 851 45 45

Monday to Friday
07.30 a.m. to 12 noon
1 p.m. – 5 p.m.

E-mail info@alloga.ch

You can find further information and our
general terms and conditions at
www.alloga.ch.



