

We accelerate the new Africa

Dedicated to better
healthcare in Zambia



MISSIONPHARMA
Zambia Ltd.

We accelerate the new Africa
www.missionpharma.co.zm



'Missionpharma is in Zambia to make a difference. We are here to strengthen healthcare through private and public partnerships, and by exploring the synergies between our local experience and the global opportunities of the CFAO Group. We have great ambitions for Zambian healthcare.'

– Kim Ginnerup, CEO, Missionpharma Group

ZAMBIA

Quality in every aspect

We deliver quality in every aspect in our interaction with partners and customers. We pay meticulous attention to the full experience of collaborating with us. We work with an eye for details.

Intelligent solutions

It takes experience to supply quality products at the right price at the right time at the right place. We strive to constantly develop intelligent solutions in all aspects of our services. We think ahead.

Trusted partner

We build relations that enable us to deliver long-lasting solutions for the benefit of our customers. We are proud to be trusted by the people driving Africa forward. We care about the big picture.

Committed to progress

Africa is a continent on the rise. Efficient healthcare is fundamental to realising potential. By ensuring a constant supply of safe and affordable healthcare products, we take an active part. We contribute to a better tomorrow.

A trusted partner

Missionpharma is committed to making a difference in Africa. We provide tailored intelligent healthcare solutions based on the latest professional insights, and on decades of experience in Zambia and Africa in general. Every year, we supply high volumes of healthcare products via pharmaceutical supply programmes across the continent.

We are a leading global supplier of pharmaceuticals, medical consumables, hospital equipment and medical kits for the benefit of Zambia as well as many other African countries. We know that decent solutions can be provided based on expertise alone, but the best solutions are built on close cooperation and shared goals. Our aim is to strengthen healthcare in Africa through engagement, cooperation and sound reasoning in close partnership with local stakeholders. We are proud to be a trusted partner to those driving Africa forward.

The best of two worlds

Missionpharma Zambia Ltd. was incorporated to merge leading Zambian pharmaceutical wholesaler Ngansa Pharmaceuticals Ltd. with Danish healthcare supply specialist Missionpharma A/S. Missionpharma is one of the world's leading suppliers of generic pharmaceuticals, medical consumables, hospital equipment and medical kits. Missionpharma Zambia is the Zambian branch of Missionpharma.

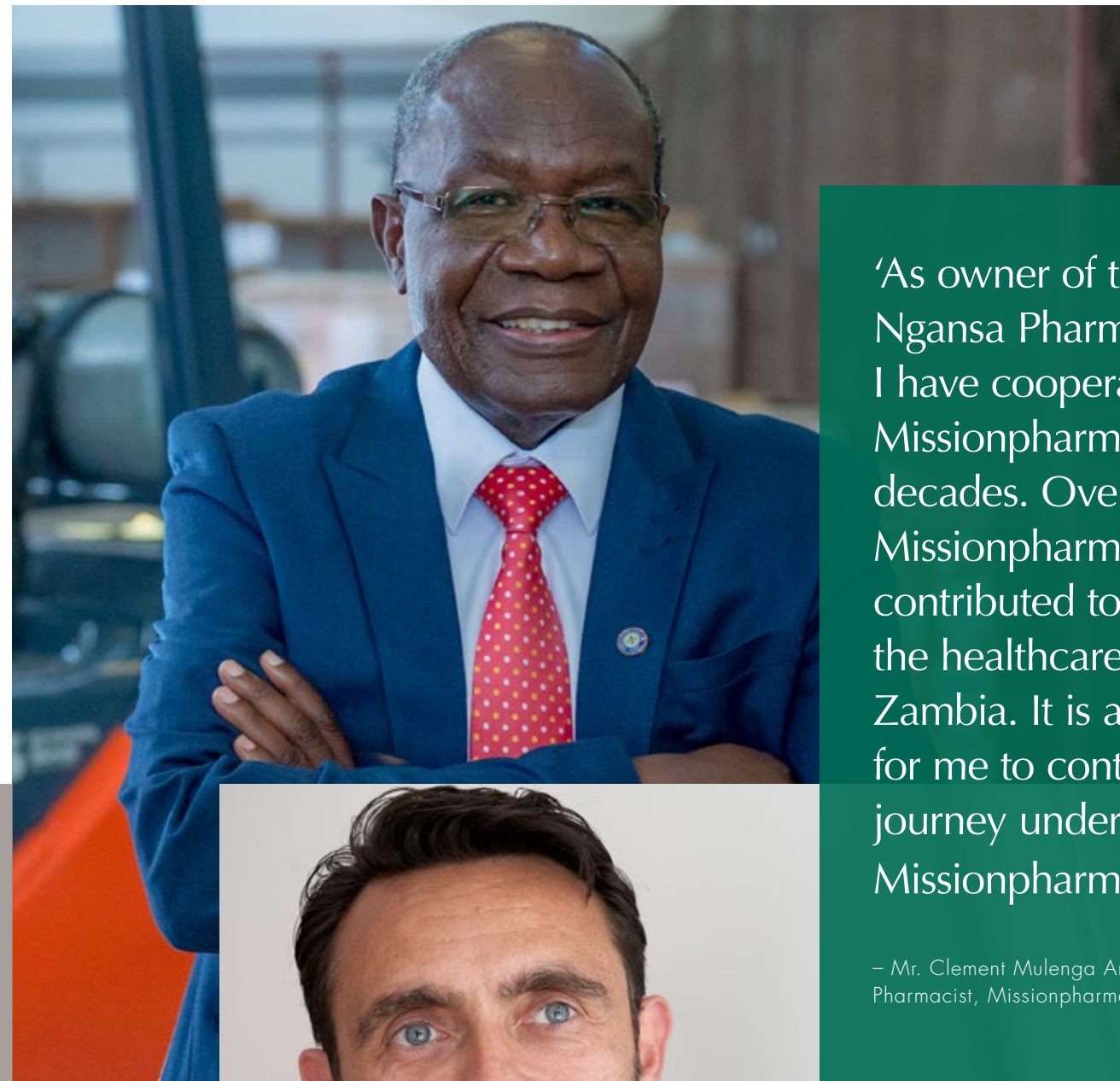
We are the premier one-stop shop for competitively priced quality healthcare supplies. Missionpharma Zambia delivers high-quality branded and generic pharmaceuticals, medical consumables and hospital equipment, as well as associated services, maintenance and after-sales support. Our team has extensive knowledge of pharmaceutical and medical production, logistics, management and quality assurance in Zambia and across Africa. In cooperation with Missionpharma

in Denmark, we are able to design and complete even the most complex projects for Zambia.

Missionpharma Zambia is part of the CFAO Group, Africa's leading distributor of international brands. Being a member of the CFAO Group provides a strong local foundation with a unique supplier network and skill set through our group companies Eurapharma, Laborex and Fazzini, among others.

ABOUT MISSIONPHARMA

- Leading supplier of pharmaceuticals, medical consumables and hospital equipment.
- The world's largest manufacturer of medical kits.
- Leading partner to African stakeholders for the completion of the most complex health projects.
- Part of Eurapharma and the CFAO Group, leading distributors of pharmaceuticals and international brands to the private market in Africa and the French overseas territories.
- Global organisation, headquartered in Denmark, with subsidiaries, affiliates and regional offices in Europe, India, China and Africa.
- Local representatives in more than 40 countries.
- Employer of 200 people worldwide.



'As owner of the former Ngansa Pharmaceuticals, I have cooperated with Missionpharma for over two decades. Over the years, Missionpharma has greatly contributed to developing the healthcare sector in Zambia. It is a great honour for me to continue this journey under the name of Missionpharma Zambia Ltd.'

– Mr. Clement Mulenga Andala, Partner and Pharmacist, Missionpharma Zambia Ltd.



'For more than 40 years, Missionpharma has provided safe and affordable healthcare products to the African continent. With our branch in Zambia, we are now taking important steps to becoming an even more integrated part of the African health community.'

– Kim Ginnerup, CEO, Missionpharma Group

We deliver

Missionpharma is expert at procuring and delivering the right product in the right place at the right time – no matter how complex or logistically challenging the task may be.

Our range of products comprises the development, assembly and packing of health kits on demand, a wide range of pharmaceuticals and medical supplies and a full selection of hospital equipment and complementary services.

To meet demand, Missionpharma has established a global set-up with own facilities in Zambia, India, China and Denmark. All our facilities are fully integrated parts of the Missionpharma Group, and all are subject to comprehensive quality management, which ensures consistent high standards in all our activities.

We deliver practical solutions with long-term impacts. Our record of partnering with national governments and international organisations is built on a business model that emphasises efficiency, economy and effectiveness in everything we do. We place great importance on helping our customers get the most from their investment, and on providing solutions that are sustainable far into the future.

The backbone of Zambian healthcare

In Zambia, Missionpharma is well known as a key supplier to the Ministry of Health and preferred provider of Health Centre Kits – the backbone of Zambia's public sector pharmaceutical supply.

Ngansa Pharmaceuticals, now Missionpharma Zambia, holds a long track record as a trusted partner of the Ministry of Health, Medical Stores Limited, a range of pharmacies, public and private clinics and hospitals, mines and non-governmental organisations. In particular, we are known as the exclusive distributor of a large range of world-leading international branded pharmaceuticals.

Missionpharma is highly respected not only as a reliable and trustworthy supplier but also as a highly qualified and competent adviser and sparring partner, a position personified in Missionpharma Zambia's Partner and Pharmacist, Mr. Clement Mulenga Andala.



WE PROVIDE



GENERIC PHARMACEUTICALS

A complete range of generic pharmaceuticals in all dosage forms for both private and public markets, in line with the WHO Model Lists of Essential Medicines.



BRANDED PHARMACEUTICALS

A large range of branded pharmaceuticals from leading international healthcare providers for private and public markets.



MEDICAL CONSUMABLES

Cost-effective consumables, ranging from syringes and needles to gloves, cotton wool and surgical instruments.



MEDICAL KITS

A variety of standard kits and the ability to develop customised kits – all in strict accordance with customer requirements.



HOSPITAL EQUIPMENT

A large portfolio of hospital equipment, including technical support and after-sales services.



Superior distributor

Missionpharma Zambia represents a range of the world’s leading pharmaceutical brands in Zambia. Through its constant focus on high-quality services and careful selection of representations, Missionpharma Zambia offers an exclusive and complementary range of pharmaceuticals and medical consumables.

We strive to offer Zambia’s best-qualified medical sales team and supply chain services. Our in-depth knowledge of our product range and the specific needs of each individual local customer makes us Zambia’s top full-service distributor of pharmaceuticals and medical supplies.

We are continually expanding our product range and our representation of leading suppliers of pharmaceuticals and medical supplies. We work diligently to offer our customers the most comprehensive selection of products, and to ensure our partners enjoy maximum market access and exclusivity.



‘During the last two decades, we have built very tight relationships with Zambia’s key healthcare providers. We use this deep local understanding to tailor our product offering to Zambia’s specific needs, through an exclusive and comprehensive range of pharmaceuticals and medical supplies. The winning combination of trustful relationships with both our customers and our international representations has made us Zambia’s premier pharmaceutical and medical supplies distributor.’

– Mr. Clement Mulenga Andala, Partner and Pharmacist, Missionpharma Zambia Ltd.

Complexity made easy

Kit production has been one of Missionpharma’s core competences for more than three decades, and has proven to be a safe, reliable and cost-effective way of managing pharmaceutical supplies.

Missionpharma is the world’s largest supplier of medical kits to emerging countries. We develop, source, pack and distribute all types of kits in strict accordance with customer requirements. We have a variety of standard kits in our range, as well as the ability to develop all types of customised kits. We encourage dialogue with customers about the development of specific kits, and offer our technical expertise and advice throughout the process.

A shortcut to efficiency

The kits of today are very different from those of yesterday. They are no longer simply a standard set of products, but rather a shortcut to achieving efficiency in the distribution and practical use of supplies. Kits can be customised and targeted to specific medical purposes, such as delivery kits, caesarean kits, diarrhoea treatment kits or male circumcision kits. Missionpharma meets specific tender and project requirements, down to details such as composition, product specifications, packaging, label language, marking, user instructions and training.

Health Centre Kits constitute a major source of health supplies in Zambia and a vital part of the country’s medical supply system. The kits are developed in close co-operation with local health experts and require continual focus on optimising kit composition to match the specific healthcare needs of the population.

Kit packing facilities

A kit packing process consists of a chain of activities that cannot stand alone and that require complete supply chain overview and integration. Activities

included are sourcing, procurement, QA/QC, warehousing, packing, transportation etc. – all aligned with the specific requirements of the project in question.

Our kit packing facility in India, Missionpharma Logistics, is a fully integrated part of Missionpharma with complete packing and storage facilities, enabling us to handle the requests of any pharmaceutical supply programme. We are also investing in local pharmaceutical kit production to further expand our local engagement and activities. In the future, it is our hope that kits for Zambia will be made in Zambia

We are highly specialised in handling both customised and standard medical kits. No project is too complex, and we have the capacity and experience to manage all kinds of kit projects: from small-scale kits to complex, large-volume projects.

HEALTH CENTRE KITS

During outreach programmes, conducted by Missionpharma Zambia, our end users – primary healthcare workers in the rural health centres – highly praise the fact that the Health Centre Kit, to them, represents consistency in supplies:

‘It makes our work easier and more enjoyable, as we are confident that we have the right medicines to attack the specific disease burden, reduce potential hospital stay and improve quality of life, so helping patients and their families, and contributing to our society. This makes us proud of the work we do in rural areas as Zambian healthcare professionals attached to the Ministry of Health.’



FACTS ABOUT OUR KIT PACKING

- We are the **world’s largest supplier** of medical kits to the public market in Africa
- We operate **11,500 m² of GDP-certified warehouses**
- We have packed and distributed more than **1.8 million medical kits** over the past five years
- We manufacture more than **380,000 large medical kits** every year
- We have the capacity to manufacture up to **5,000 kits per day**

Committed to progress in Zambia

Africa is on the rise and so is Zambia. Since 1997, Missionpharma has been Zambia's preferred supplier of Health Centre Kits developed in close collaboration with the Ministry of Health. The kits have ensured that millions of people have access to necessary medicine.

‘We have come a long way together,’ says Mr. Clement Mulenga Andala, Partner and Pharmacist at Missionpharma Zambia Ltd. ‘Over the years, we have built efficient procedures for providing the Health Centre Kits in a safe, effective and affordable manner. Countries working to provide quality healthcare often face bottlenecks in keeping remote health clinics stocked with essential medicines. It takes expert knowledge to handle the complexity of forecasting, distributing and handling the kits in a country like Zambia,’ he continues. ‘We are proud to take an active part in raising the bar in healthcare in Zambia.’

Thinking ahead is key when it comes to ensuring supplies. Forecasting procurement of medical supplies is a challenge in most countries. Zambia is no exception. Missionpharma's Health Centre Kits work as an easily countable unit, as the kits are specifically designed and ready-packed with pharmaceutical products to cover basic healthcare needs in the country. As a result, kit supplies make forecasting and procurement significantly easier for the Ministry of Health.

‘The local health centres are often located in rural areas with very poor road networks, and the weather often makes transportation challenging’ says Ms. Talitha Hogebrug, part of the management team. Therefore, the kits must be optimally designed and packed to resist heat, humidity and rough conditions. Missionpharma's kits are packed in specially designed five-ply cartons, which are resistant to rough handling. The cartons are equipped with a strong plastic inner lining to protect the contents against moisture and water damage.

‘Over the years, we have developed practical solutions to many of the challenges we face when handling the kits,’ Ms. Hogebrug explains. ‘Rural health centres often lack the machinery, such as forklifts and pallets, necessary for handling the kits. The kits are therefore designed with strong handles to facilitate handling by the local workforce: a simple yet very efficient feature.’

Being able to make a real difference requires the coordination of a large number of elements – from working with the government to finding simple solutions to very practical challenges. ‘We are proud to say that our work in Zambia is a model of good practice in this regard,’ concludes Mr. Clement Mulenga Andala.

HEALTH CENTRE KITS

One Health Centre Kit contains 60 different pharmaceutical products and consumables – enough to supply 1,000 people's general medical needs for one month. The kits have proven to be an effective solution to healthcare challenges, as they ensure that the right products are available in the right quantities at the right time. In addition, the kits facilitate the improved planning, procurement, in-country distribution and on-site handling of essential drugs.



Raising the bar for hospital equipment

Over the past three decades, Missionpharma has supplied and installed hospital equipment in numerous hospitals, clinics, health facilities and laboratories throughout Africa. Our hospital equipment division specialises in providing a complete portfolio of hospital equipment, supported by a full range of services.

We continually aim to offer cost-effective products that are appropriate to the environment in which they will be used, without compromising patient safety or product quality. Our in-depth understanding of local challenges, requirements and conditions supports our ability to achieve this.

All needs covered

We provide a full range of hospital equipment and services, including technical support, installation, training, maintenance contracting and after-sales services. Our line of hospital equipment covers virtually all needs, and ranges from hospital furniture and laboratory equipment to surgical and diagnostic equipment and supplies.

Our essential aim is always to supply products that provide optimal strength and durability, while at the same time catering for patient safety. Through our emphasis on sourcing and on product specification, we ensure that products always match the individual hospital environment in which they will be used.

Our network of manufacturers throughout Asia and Europe enables us to offer our customers an extensive product range at the most competitive prices.

Authorised biomedical engineers provide technical support and a complete range of after-sales services – including installation, maintenance, repair, spare parts and training of medical staff on-site or at the manufacturer's premises. We also provide dedicated show-room facilities and the possibility of supplying from stock.



‘Our customers sometimes face challenges in achieving an optimal use of their purchased hospital equipment due to lack of installation, training or maintenance plans. Our business approach is based on understanding the environment in which the equipment is intended to be used. We specialise in adjusting our services to specific local requirements and customer challenges to ensure that our solutions make a sustainable impact.’

- Julien Mathevon, Director, Hospital Equipment

Getting it right

Making sure that our products reach hospitals, clinics, health posts and pharmacies safely is a complex task made easy by Missionpharma. We have the expertise to handle projects involving just a few products, as well as to manage all aspects of complex, large-volume projects.

Reliable delivery

Missionpharma’s roots in the international trading industry have given us decades of experience in sourcing products globally at competitive prices and consistently guaranteed quality. These sourcing skills allow us to provide exactly the right product at the lowest price to meet precise tender specifications. This is matched by a logistics expertise that helps us excel at delivering what we source. Our proven ability to handle complex supply projects ensures reliable delivery to the end destination, even to the most remote clinics or health posts.

Handling product sourcing with multiple suppliers and performing sufficient quality assurance and quality control can be substantial tasks. Missionpharma specialises in managing the entire range of activities involved, and offers a single-point-of-contact approach throughout the entire project.



SHARING THE KNOWLEDGE

Missionpharma works closely with manufacturers to help them reach a product quality level that allows them to compete internationally. We are proud to be working with pharmaceutical manufacturers across Africa to pass on our experience and knowledge to help them achieve compliance with international levels of quality and process control. In this regard, Missionpharma has functioned as adviser and trusted partner for the international development community, as well as for local stakeholders in a variety of countries and regions.

Quality in every aspect

We believe in delivering high quality in everything we do. That is why our Quality Management Programme encompasses all activities that can influence the quality of our products and services. We are constantly reviewing and expanding our standards and capacity to stay ahead of regulatory developments.

Embracing international standards, Missionpharma complies with all international requirements and standards for pharmaceutical wholesale and distribution. We are vigilant in maintaining our record for delivering quality – held now for over 40 years – and are able to meet the specific quality requirements of individual tenders, as well as the demanding quality standards of the international donor community.

Attaining product registration in our export markets is a key priority for us, and our products are widely registered in over 40 countries worldwide. We continually focus on maintaining existing registrations and adding new registrations to the list.

A sharp eye for quality

We work only with pre-qualified manufacturers, whose performance is continually monitored and evaluated, and who are subject to regular Good Manufacturing Practice (GMP) audits. We maintain a permanent global team of highly trained auditors, who perform over 60 GMP inspections every year. We continually refine our QA/QC programmes to ensure consistency in every batch we deliver. Advanced IT systems support our quality, tracking and safety activities throughout the supply chain.

‘We know that ensuring the quality, safety and efficacy of our products is our ultimate task. Therefore, we incorporate quality in every element of the supply chain.’

– Klaus Sneij Jensen, COO & Chief Pharmacist

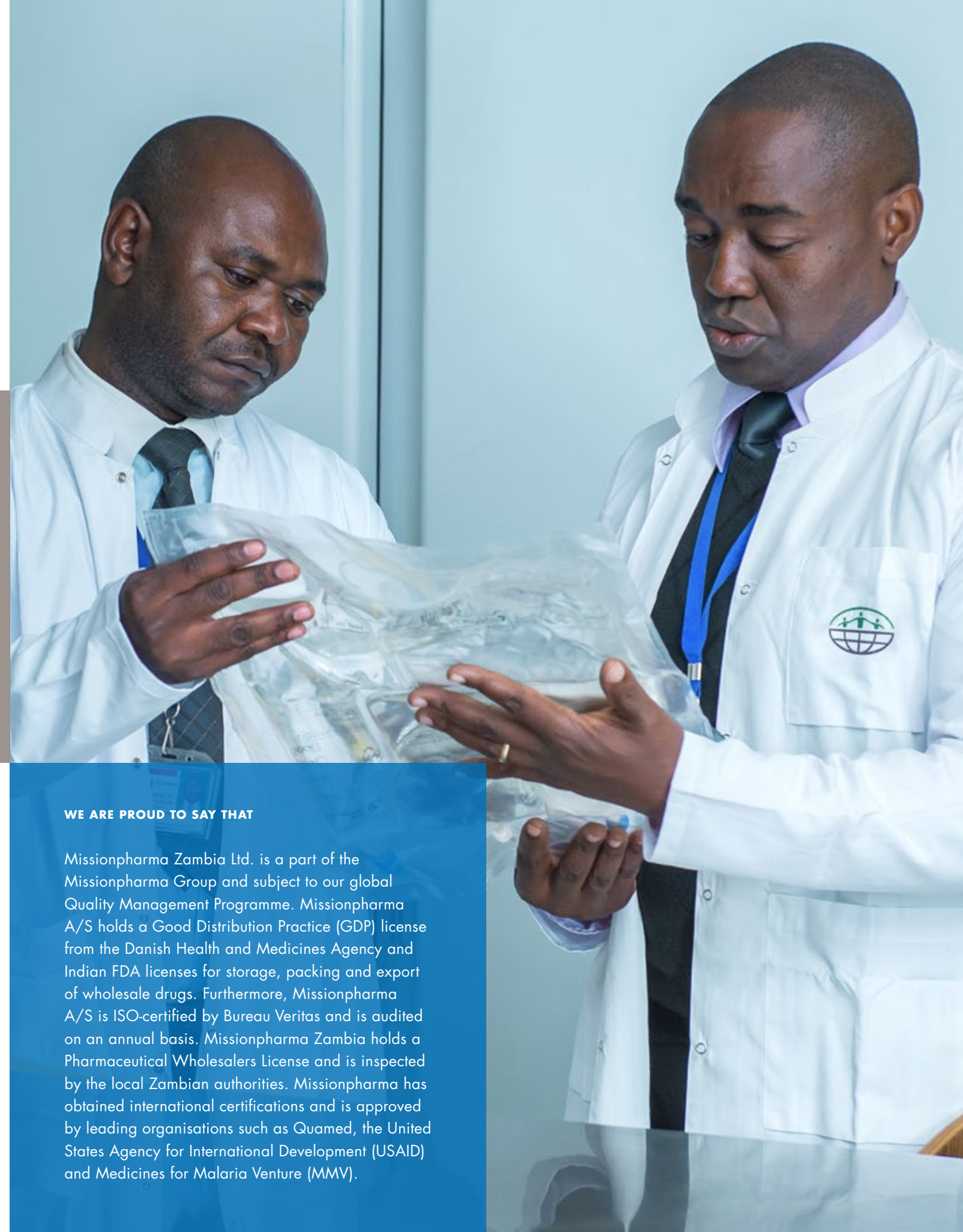
DEVELOPING MANUFACTURERS

By having our own organisations physically based in Zambia as well as in India and China, we secure close contact with our manufacturers and other stakeholders, and ensure the ability to provide a fast and action-oriented approach to any challenges. Missionpharma’s subsidiaries play a vital role in supporting the development of our local African, Indian and Chinese manufacturers.

Our activities include sourcing, inspection of manufacturers, GMP audits, on-site product QC, regulatory affairs, pre-shipment inspections and a range of procurement, logistics and support activities. These activities enable us to optimise our quality standards continually.

WE ARE PROUD TO SAY THAT

Missionpharma Zambia Ltd. is a part of the Missionpharma Group and subject to our global Quality Management Programme. Missionpharma A/S holds a Good Distribution Practice (GDP) license from the Danish Health and Medicines Agency and Indian FDA licenses for storage, packing and export of wholesale drugs. Furthermore, Missionpharma A/S is ISO-certified by Bureau Veritas and is audited on an annual basis. Missionpharma Zambia holds a Pharmaceutical Wholesalers License and is inspected by the local Zambian authorities. Missionpharma has obtained international certifications and is approved by leading organisations such as Quamed, the United States Agency for International Development (USAID) and Medicines for Malaria Venture (MMV).



Backed by the best

Missionpharma has joined forces with the strongest and most progressive companies in the pharmaceutical, retail, automotive and equipment-distribution industries in Africa. Since 2012, we have been a proud member of Eurapharma and the CFAO Group – a multi-billion-dollar group owned by Toyota Tsusho Corporation. This makes us stronger and better equipped to continue to support our customers with sustainable solutions for many years ahead.

The CFAO Group has a strong presence on the African continent as a distributor of brands within retail and equipment. Eurapharma is one of the leading distributors of branded-originator pharmaceuticals to the private market in Africa. Our partnership opens the way for a series of mutually beneficial business synergies and opportunities, and provides us with direct access to a comprehensive distribution network in Africa.

Missionpharma has always delivered flexibility and efficiency in everything we do. By being part of a larger group, we are now backed by global resources and financial strength, while our customer-oriented focus remains the same. Besides supporting our business in taking on future challenges, this partnership enables Missionpharma to further establish and develop our important wholesale operations in Africa, and to extend our operational reach.



A SHARED VISION

‘We share the vision of being important contributors to accelerating the new Africa within a range of industries. Without a doubt, Missionpharma is much better equipped to strengthening tomorrow’s healthcare in Africa as part of Eurapharma and the CFAO Group.’

– Kim Ginnerup, CEO, Missionpharma Group

OUR ORGANISATION

Toyota Tsusho Corporation is a member of the Toyota Group and is a trading specialist within the automotive, machinery, energy, chemicals and food industries.

TOYOTA TSUSHO CORPORATION

Employees: 54,000
Annual turnover: \$82 billion
Operational reach: Over 150 offices and 900 subsidiaries and affiliates around the world

The CFAO Group is a multinational distributor of brands, with a strong presence in Africa, engaged in the sale of brands, particularly within equipment, healthcare and consumer goods.

CFAO

Employees: 12,000
Annual turnover: \$4.1 billion
Operational reach: 145 operating offices in 34 countries in Africa and 9 overseas territories

Eurapharma is a leading distributor of branded-originator pharmaceuticals to the private market in Africa. Eurapharma is represented in Africa by its own distribution companies: Laborex, Continental Pharmaceutique and E.P. DIS.

EURAPHARMA

Employees: 2,500
Annual turnover: \$1.4 billion
Operational reach: 40 operating subsidiaries in 21 countries in Africa and 7 French overseas territories

LABOREX

CONTINENTAL PHARMACEUTIQUE

MISSIONPHARMA

E.P. DIS

FAZZINI

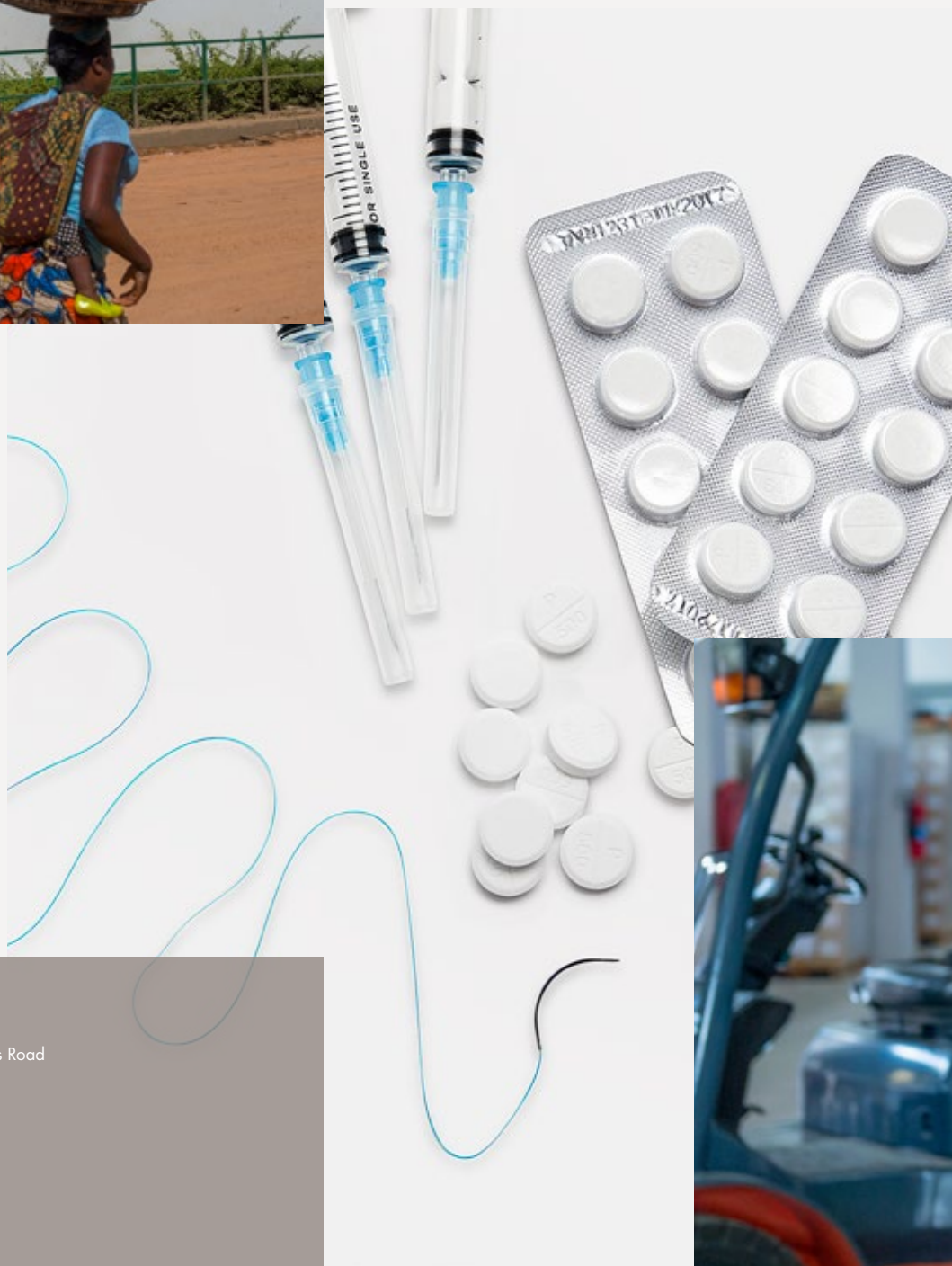
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Missionpharma contributes to progress in Africa
by strengthening tomorrow's healthcare with
intelligent solutions and trustful partnerships.

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