

Deliver health



together for global health

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Deliver a difference

Medical Export Group (MEG) supports UN and non-governmental organisations in their efforts to improve access to good healthcare. Since 1980, we provide medical and laboratory equipment, medication and medical supplies to people in low and middle-income countries all over the world. MEG is an ISO-certified and GDP-compliant pharmaceutical wholesale organisation with more than 100 professional, dedicated and knowledgeable employees working from our integrated office and warehouse in Vuren, the Netherlands. MEG offers a full-service partnership which puts all this expertise to use delivering customised, turnkey solutions.

Partnerships around the globe

We consider every one of our customers as a partner, as we all work together to improve healthcare. Personal contact and a custom-made approach are very important in these relationships, as close collaboration is the only way to determine the best and fastest possible solutions. Everything from establishing the correct aid requirements and taking care of despatch to providing training and installation services is done via consultation with our customers. We do everything within our power to make sure products can make a tangible difference at their destination.



“ Too many people around the globe have no access to even basic healthcare. Ever since we entered the market 40 years ago, it has been MEG’s mission to improve access to healthcare by providing high quality products and services.

Full service cycle

- ◆ Sourcing
- ◆ QA/QC Manufacturer and Product Qualification
- ◆ Warehousing
- ◆ Assembly and Consolidation
- ◆ Transportation
- ◆ Training and Installation
- ◆ Maintenance



Products & services



MEG customers benefit from fast, worldwide access to a wide range of quality medical supplies and medicines for HIV/Aids, Tuberculosis, Malaria, emergency response, reproductive health, mother and child healthcare, personal protective equipment, infectious and non-communicable diseases.

- ◆ Pharmaceuticals
- ◆ Consumables
- ◆ Hospital furniture, supplies and instruments
- ◆ Laboratory equipment and supplies
- ◆ Medical kits (custom-made)



“ We never compromise on quality. Our QA/QC procedures ensure this is upheld in all medicines from suppliers, eliminating any possible risk to patients.





Kitting solutions

STANDARD AND EMERGENCY MEDICAL KITS

In times of crisis, whether natural or man-made, kits are often an all-inclusive solution. Technical experts have worked together with field staff to determine optimal kit content for a range of specific situations. So the correct type of medication and medical supplies gets to patients as efficiently as possible.

MEG has been providing complete pre-packed medical kits to customers dealing with disrupted availability of medical supplies, typically in emergency situations such as war, natural disasters and virus outbreaks.

We offer standard, internationally recognised kits equipped with all the basic materials needed during a crisis, as well as customised kits containing the specific products and materials required for a particular situation.

Customised kits are composed through engaging in conversation with customers to determine optimal content, packing and labelling. As the market leader in the supply of high-quality medical kits, we have a large volume in stock for immediate delivery.

Our standard kits, containing items specified by organisations like UN and large NGO's, include:

- ◆ Interagency Emergency Health Kits (IEHK)
- ◆ Cholera Kits
- ◆ TESK
- ◆ Emergency Reproductive Health Kits (ERH)
- ◆ Voluntary Medical Male Circumcision Kits
- ◆ Midwifery Kits
- ◆ Mama Kits
- ◆ NCD Kits
- ◆ Fistula Repair Modules
- ◆ Severe Acute Malnutrition Kits

MEG can also supply Personal Protective Equipment (PPE) Kits and Severe Acute Malnutrition (SAM) Kits. We supplied a large amount of PPE Kits during the SARS, Avian Flu and Ebola outbreaks. Because every outbreak necessitates specific changes to existing kits, we consult with our customers in each case to respond appropriately.





MEG'S KITTING APPROACH

We follow GDP guidelines to provide high quality kitting solutions which are embraced by parties such as WHO, UNFPA and USAID. Our recognised Standard Operating Procedures (SOP) for Kitting extend beyond the kit content itself to also cover correct labelling, line opening and closure, thereby ensuring adequate traceability of all components. As kits are mostly used in emergency

situations, immediate availability is essential. MEG has multiple agreements in place with customers for holding contingency stocks.

Our experienced logistics department can dispatch emergency kits to arrive deep within Africa within 48 hours of receiving an order. MEG is available 24/7 to respond to disasters. MEG closely collaborates with customers on rolling forecast models to ensure continuous assembly of essential fast-moving kits.

CUSTOMISATION

Even though we have standardised our assembly of kits, the fact still remains that every kit is unique to its recipient's specific demands or preferences. We therefore adjust our assembly, packing, labelling and palletisation instructions accordingly. A step-by-step presentation detailing how this all needs to be done is created for every kit. In addition to minimising the risk of any errors in this process, this presentation ensures that all kit modules are assembled in an identical way. This results in greater ease of use for recipients as it means all components can always be found in the same place in the box.

IMPROVED FACILITIES

MEG's 2018 move to a new larger-scale, state-of-the-art distribution centre, assembly unit, warehouse and offices significantly increased our warehouse capacity and assembly flexibility. All our storage, handling and packing of temperature-sensitive products and dangerous goods is carried out in-house.

Facts & figures

- ◆ Kits supplied to over 40 countries
- ◆ 500,000 kits supplied in 2018
- ◆ Availability of 5 simultaneously running kitting lines
- ◆ 18,000 pallet locations in our 10,000m² GDP-certified warehouse



Local sourcing solutions

MEG continuously and closely follows international evolutions and engages in activities to support positive, constructive developments. The most widely and strongly heard desires in international development aid are for local capacity building, strengthening of local supply chains and support of local industry.

TARGET COUNTRIES

MEG has selected target countries based on our main customers' and donors' recipient countries, where there are strict regulatory requirements and a strong preference for local industry. We have established a network of qualified local wholesalers and manufacturers in the countries listed below, and aim to expand our local sourcing solutions to more countries in Sub-Saharan Africa:

- ◆ Nigeria
- ◆ Ethiopia
- ◆ Uganda
- ◆ Tanzania
- ◆ Zambia

QUALIFICATION OF SUPPLIERS AND PRODUCTS

As a USAID approved wholesaler, MEG's Quality Assurance and Quality Control system is fully relied upon by USAID and its implementing partners. We have designed a tailor-made QA approach to local sourcing which involves qualification of manufacturers and wholesalers through a GMP or GDP audit by MEG staff or an experienced

independent GMP consultant, after which (if required) a CAPA process is initiated. Following satisfactory CAPA implementation, the supplier in question is added to MEG's list of approved vendors. Products from approved suppliers are released after approval based on documentation review and in-country registration validation. Batch documentation review and independent testing and product analysis at qualified laboratories in the Netherlands, India, Tanzania and Nigeria ensures quality is continuously monitored and guaranteed for any batch supplied through MEG.

“ Our local sourcing approach supports local capacity building, strengthens local supply chains and supports local industry.



MNCH products supplied through local sources:

- ◆ Magnesium sulphate injections
- ◆ Sulphadoxine-Pyrimethamine tablets
- ◆ Oral Rehydration Salt (incl. Zinc Sulphate) sachets
- ◆ Oxytocin injections

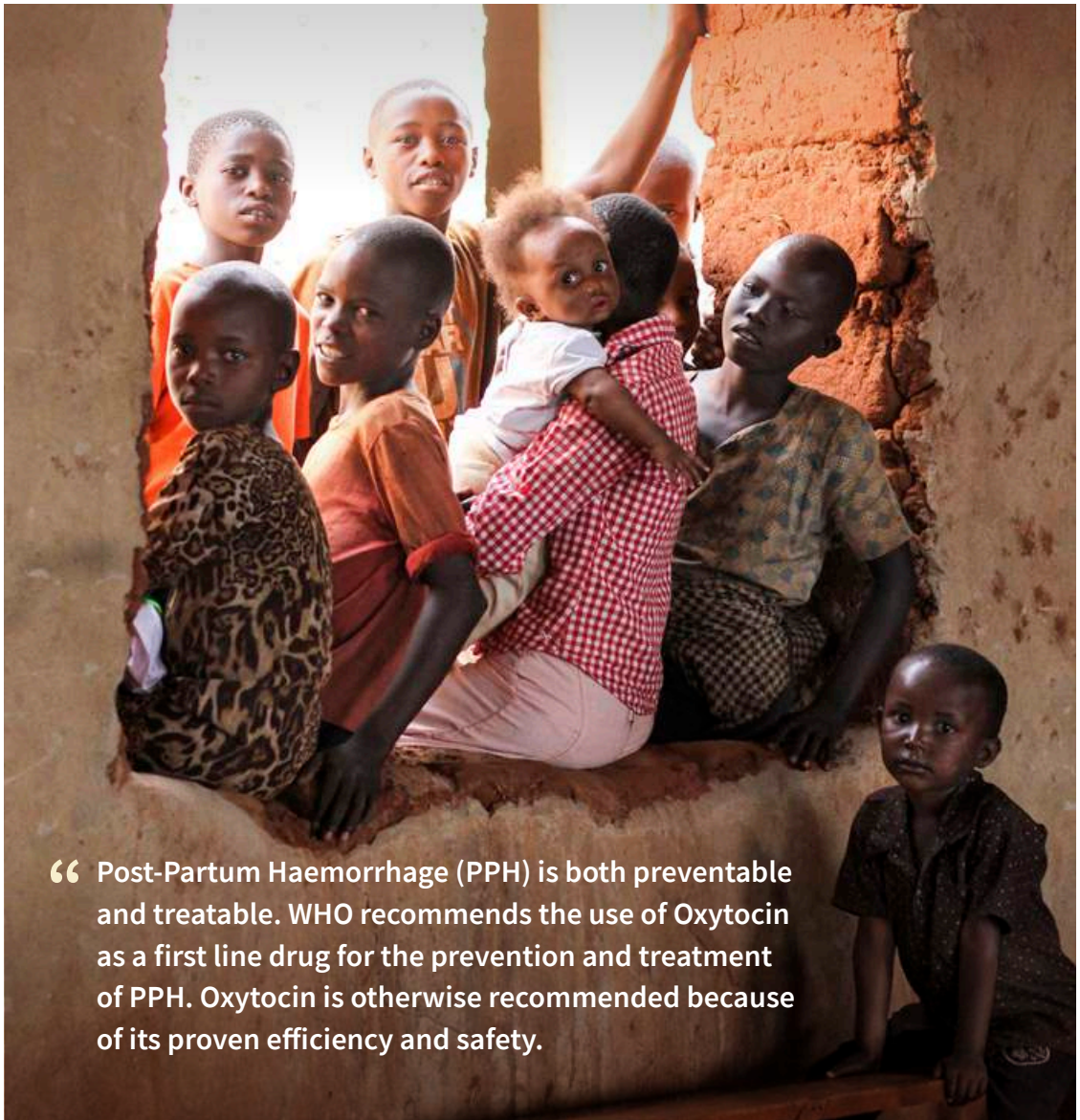
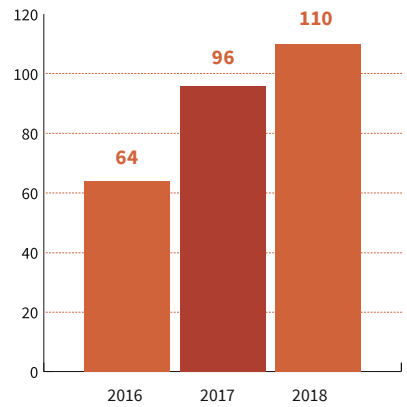
Other high-volume products being supplied through local manufacturers:

- ◆ Antibiotics (such as Co-trimoxazole tablets)
- ◆ Antifungals (Fluconazole tablets)

SUPPLY CHAIN SOLUTION

MEG purchases finished products from registered local suppliers for which quality is assured.

This local procurement, which limits transportation to the customer’s warehouse to within-country, eliminates lengthy transit times and waiver application procedures.



“ Post-Partum Haemorrhage (PPH) is both preventable and treatable. WHO recommends the use of Oxytocin as a first line drug for the prevention and treatment of PPH. Oxytocin is otherwise recommended because of its proven efficiency and safety.

Local sourcing solutions in practice:



CASE 1

Mother, Newborn and Child Health project Nigeria

For a DFID funded MNCH project, MEG supplied over 80 essential medicines to six final destinations in Nigeria. In addition to qualification of in-country manufacturer and product, MEG and its local partners coordinated last mile delivery of more than 1,200 CBM

of pharmaceuticals in a major logistics operation. Keep Cool commodities, including Oxytocin, were shipped either actively cooled or using passively cooled packing. The temperature was monitored accordingly using validated temperature loggers.



CASE 2

Malaria treatment in pregnancy

Malaria infection during pregnancy is a major public health problem, with substantial risks for the mother, her foetus and the neonate.

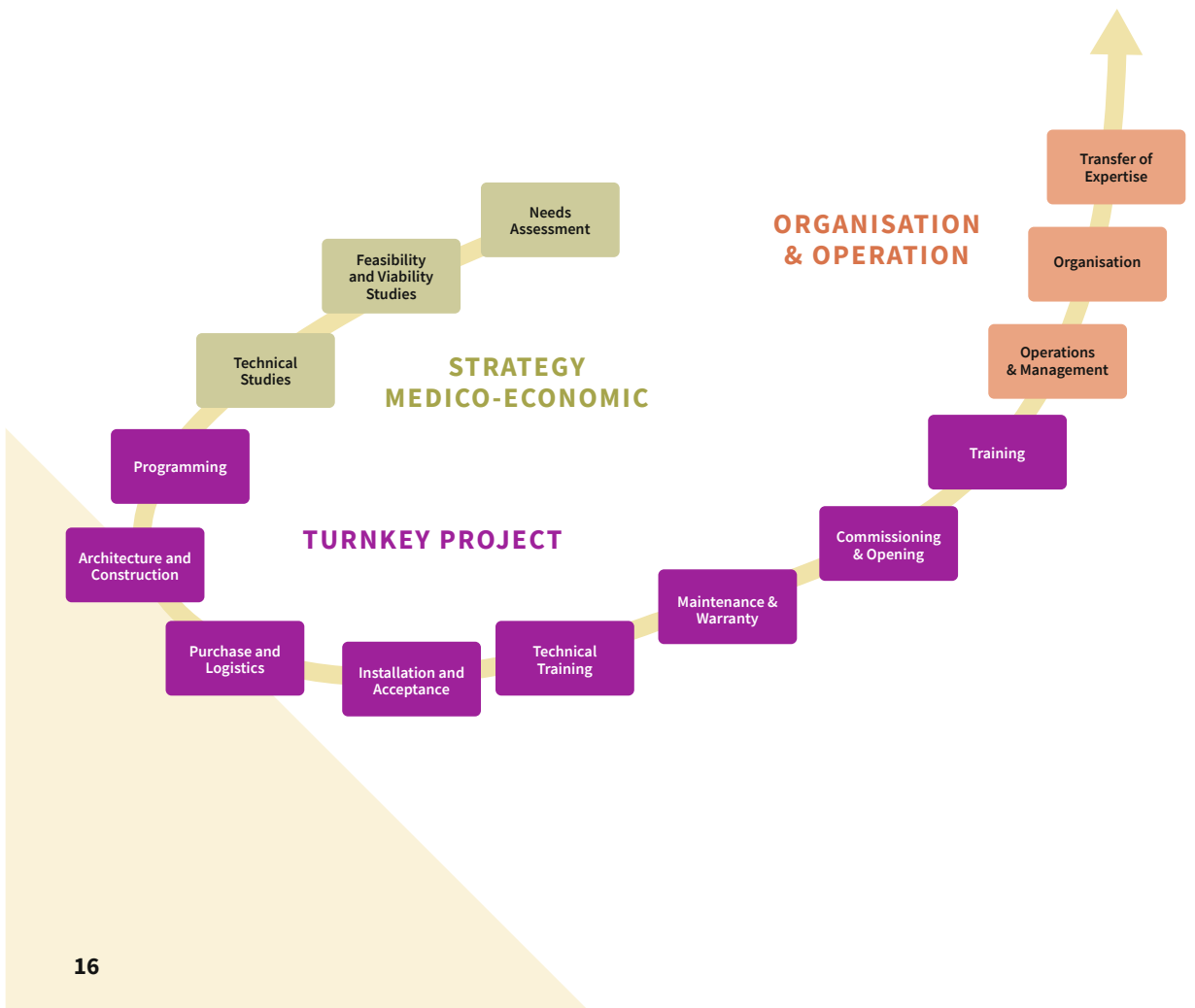
Intermittent preventive treatment of malaria in pregnancy (IPTp) is a full therapeutic course of antimalarial medicine given to pregnant women during routine antenatal care visits, regardless of whether the recipient is infected with malaria or not. IPTp reduces maternal malaria episodes, maternal and foetal anaemia, placental parasitemia, low birth weight and neonatal mortality.

In Nigeria, IPTp treatments are included on the so-called list of items restricted for import. As a rule, no import waiver can be obtained for these items. As a result, products from qualified foreign manufacturers cannot be imported into the country. Lack of access to these medicines leaves the public health care sector at a disadvantage. MEG's market intervention and collaboration with local manufacturers to raise the quality of IPTp treatments resulted in MEG qualification of local NAFDAC-registered products. Accessibility to IPTp medicines has been secured through MEG, which enables international donors to procure and supply these products in-country, thereby avoiding out-of-stock situations.

Turnkey solutions

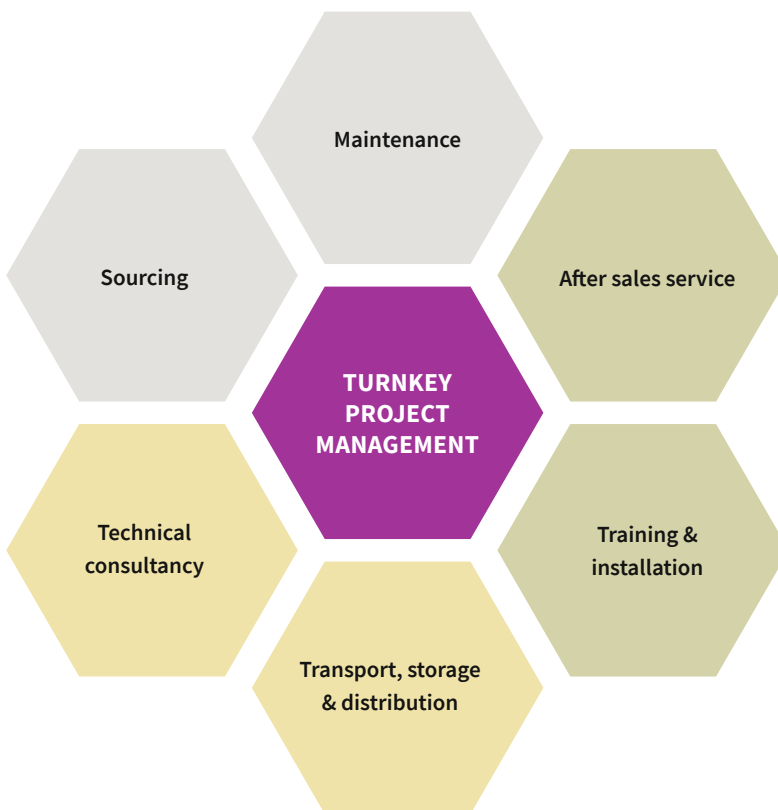
INTRODUCTION

Hospitals play a crucial role in access to healthcare. These establishments depend on high quality products together with well-trained staff who know how to use them. Along with this, essential medical and laboratory equipment must function properly and continuously. Whether this happens is largely determined by the quality of the installation, its maintenance and the availability of spare parts. MEG provides UN organisations, NGOs and public institutions with a total concept in a turnkey solution that successfully addresses all these challenges.



APPROACH

MEG operates via a “Glocal” structure. Making use of our vast global network of donors, customers, vendors and service providers, we determinedly strive to build local capacity when implementing projects by employing and educating local staff. In order to ensure the best service in all areas of expertise, MEG heads and sets up a consortium of qualified subcontractors for each service required. Most of these contractors are longstanding partners of ours, but for very specific cases we might assign new partners. The benefit of this structure is it provides availability of all experts via a single point of contact, as MEG handles all coordination and contracting. Our customers thereby have a lower administrative and organisational burden.





SOURCING, QUALIFICATION AND TECHNICAL ADVICE

Sourcing begins with carrying out thorough vendor and product prequalification via MEG's internationally recognised QA Medical Devices system. This includes ensuring compliance to the required specifications, validation of certifications, verification of international availability in terms of power requirements and more. In order to ensure cost-effectiveness, we perform a competitive bidding

exercise. Our own knowledge, combined with that of our network connections, enables us to make technical product recommendations and give technical advice for hospital setup and requirements.

PROCUREMENT, CONSOLIDATION AND LOGISTICS

During the ordering phase, we procure all required commodities and perform all inbound, in-process and outbound QA/QC checks.

INSTALLATION & COMMISSIONING

MEG can arrange installation at end-users' sites around the globe. This will be executed by one of our prequalified expert installation service providers, manufacturers and/or local supplier representatives, depending on factors such as geographical location, equipment characteristics, cost-effectiveness and timelines.

MEG can also provide technical advice for room setup and requirements. Our service extends to site readiness checks via our assigned installation partner. This includes ensuring the power supply and all other utilities necessary for proper operation of the items concerned are in place. The installation is complemented by provision of all necessary technical, operation/user and maintenance manuals and technical drawings to the relevant staff, in hard copy and/or electronic format. Our service is completed with the drafting and execution of a preventative maintenance plan, in accordance with the manufacturer's advice and our customer's wishes. will be drafted and executed.

TRAINING

Training can be performed on-site by our designated training partner, manufacturers and/or supplier (local) agent. Our programmes combine application training with in-depth professional training. If desired, we can tailor our programme according to a Training of Trainer principle. Training focuses on various areas including safe and efficient use of the hospital equipment, periodic maintenance and first line interventions.

SHOWCASE

- ◆ Turnkey project Ethiopia
- ◆ 80 NICU hospitals
- ◆ 38 medical equipment & furniture items
- ◆ Sourcing & prequalification > consolidation > site survey > installation > training > maintenance
- ◆ 2 years





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