

# Health Distribution

from pharma companies  
to patients

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**NETTLE**



# NETTLE in figures

data for 2023

02

Value of sales  
to pharmacies

> EUR **100** milion



Number of  
deliveries

**340**  
thousands



Number of entities  
served

**11 296**

10,223  
pharmacies  
471 hospitals  
676 others

Value of contracts  
concluded  
within the DTH

> EUR 165  
million



Number of **employees**

**105**

Number of **collaborators**

**180**

The above information and data are confidential information and constitute company secrets of Nettle S.A.

# 03

## NETTLE

- distribution of medicines to pharmacies and hospitals
- financial services
- online marketing services
- storage and transport

## INettle pharma

- service brand for pharmaceutical logistics
- storage and transport
- service to pharmaceutical manufacturers' wholesalers - in the human and veterinary medicine segment

## KFS

Krajowy Fundusz Szpitalny

- factoring for pharmacies and entities in the healthcare sector
- financing the activities of pharmaceutical and medical equipment manufacturers
- financing of medical equipment purchases by hospitals

## net2door

### netmedic

Platform created to integrate patients with both doctors and pharmacists

### nako

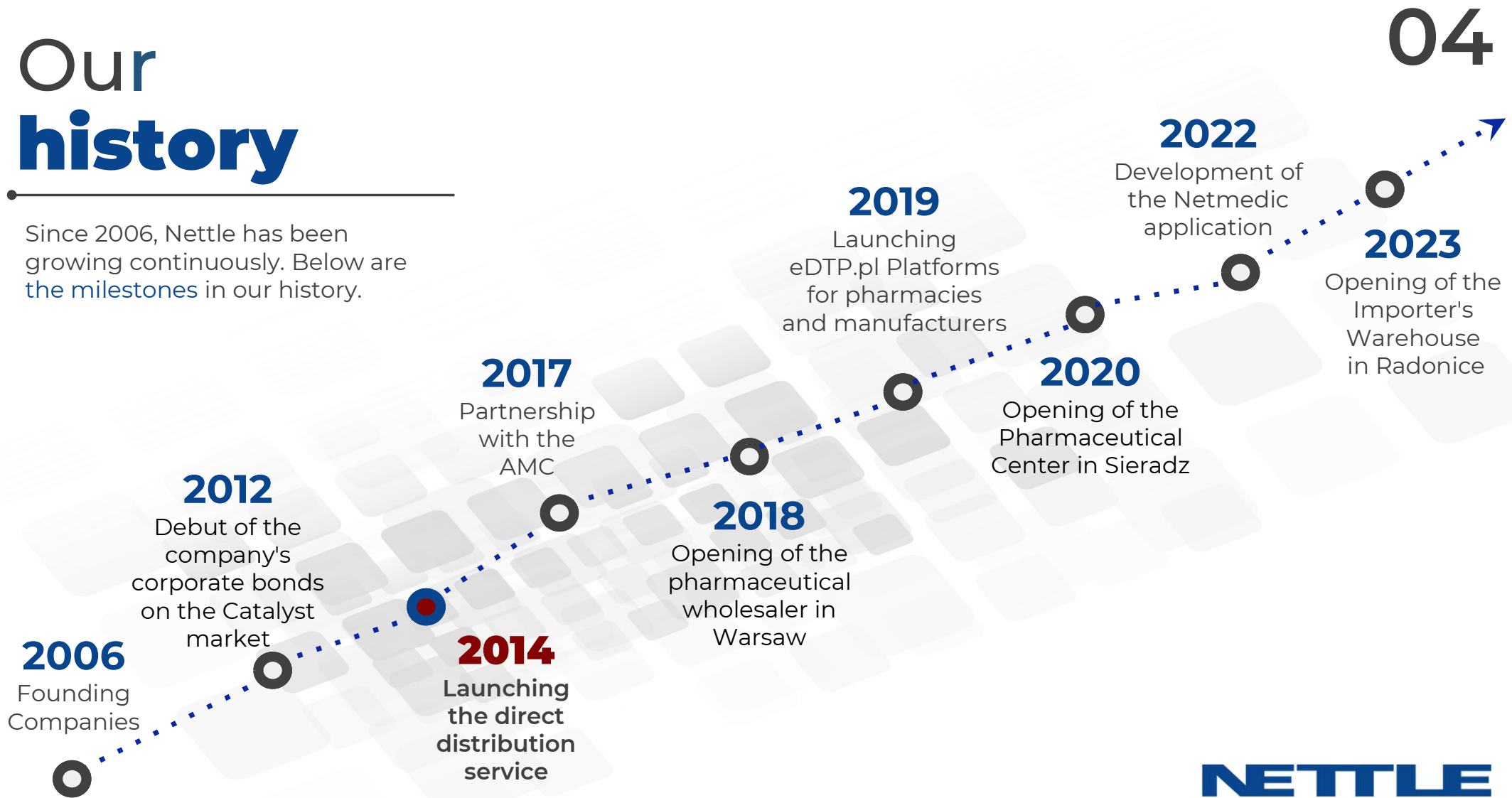
Multibrand online drugstore

### Structure of Nettle Group

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# Our history

Since 2006, Nettle has been growing continuously. Below are the milestones in our history.



**NETTLE**

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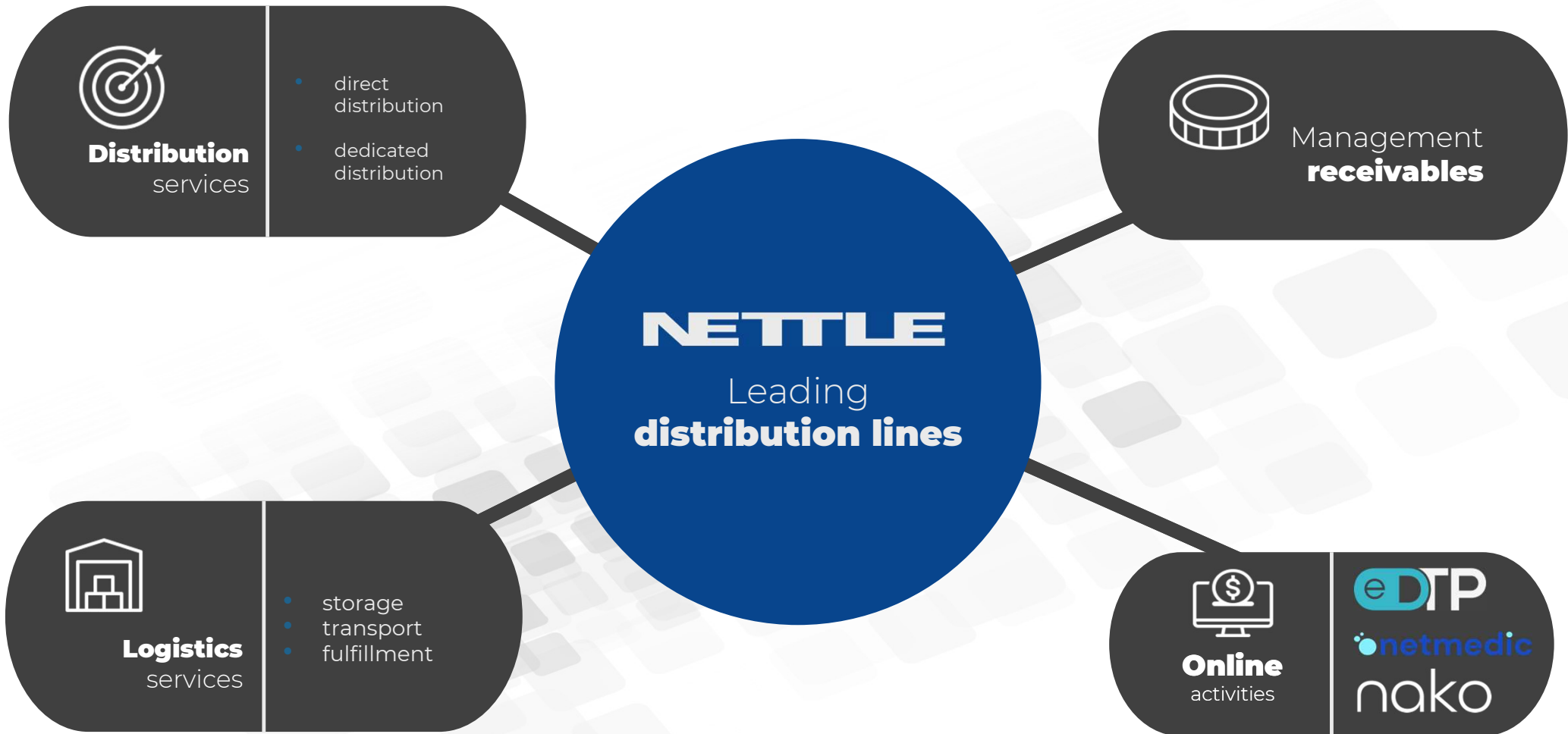
# NETTLE Customers

Our most important implementations

05



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# Direct **distribution** processes

07



## SALES SERVICE

- **edtp.pl** ECOMMERCE PLATFORM for pharmacies (9,500 pharmacies)
- Multi-channel order processing (Kamsoft, FarmaProm, Order Entry, e-dtp.pl, telephone, e-mail)
- Comprehensive handling of tenders (search, preparation and sending of bids, payment of deposits, risk analysis)
- Customer service for pharmacies and hospitals, manufacturer's representatives
- Reporting of adverse reactions
- Handling complaints, returns, recalls
- Hotline, quantity limits



## FINANCE AND ACCOUNTING

- Issuing invoices on behalf of the manufacturer (sales, correction and accounting notes)
- Financial and accounting settlements
- Payment processing (collection of receivables)
- Receivables management
  - monitoring
  - debt collection
  - legal service of court procedures
- Credit risk management - sales limits, customer rating
- Improving hospital and pharmacy liquidity
- Reporting for the commercial and financial divisions



## LOGISTICS

### Storage

- Receipt, storage and picking of manufacturer's medicines at pharmaceutical wholesaler Nettle:
- high-bay warehouse for goods stored at a temperature of 15°C - 25°C
- specialised cold stores for goods requiring a storage temperature of 2°C - 8°C
- separated warehouse prepared for the storage of specialised products
- introduction into the territory of Poland of medicinal products manufactured outside the EU (thanks to the possession of an Importer's Warehouse)

### Transport

- Pharmaceutical pallet and parcel transport (Nettle Pharma) throughout the country under controlled conditions, in accordance with DPD
- Online temperature recording and monitoring
- Delivery to pharmacies and hospitals within 24 hours of ordering

## Dedicated distribution

Nettle as a Pharmaceutical Wholesaler  
*purchase of medicines from the manufacturer*

### Benefits of dedicated distribution

- improving the availability of products in pharmacies
- transparency of accounts
- improving cost efficiency
- 24-hour handling of representative orders plus real-time updates
- full product management and control
- direct access to all pharmacies and hospitals in Poland
- introduction of new products to Nettle in a short period of time, without additional costs
- Improved receivables turnover cycle - shorter payment terms to Nettle vs traditional wholesale





# Logistics in Nettle



## Storage

- Receipt, storage and picking of manufacturer's medicines at pharmaceutical wholesaler Nettle:
  - high-bay warehouse for goods stored at a temperature of 15°C - 25°C
  - specialised cold stores for goods requiring storage at a temperature of 2°C - 8°C
  - separate warehouse prepared for the storage of specialised products
  - introduction into the territory of Poland of medicinal products manufactured outside the EU (thanks to the possession of an Importer's Warehouse)

## Transport

Pharmaceutical pallet and parcel transport (NettlePharma) throughout the country under controlled conditions, compliant from DPD

Recording and online temperature monitoring

Delivery to pharmacies and hospitals within 24 h from the moment of placing the order



# Logistics in NETTLE



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# 10

## Warsaw

### Wholesale Pharmaceuticals

- surface area 1400 m<sup>2</sup>
- 1,346 pallet spaces, including 60 in cold storage

## Sieradz

### Pharmaceutical Centre

- area of 4,500 m<sup>2</sup>, 8,000 pallet spaces,
- veterinary wholesale, LSP
- Nettle's specialist warehouse (e-commerce service)
- loading bay-sorting facility

## Radonice

### Importer's Warehouse

**NEW ON OFFER:** top-class warehouse located in the central part of the country in the immediate vicinity of the A2 motorway junction and in close proximity to Warsaw Airport.

## Transport

The Nettle system uses **12 loading bays** and **3 logistics centres**.

# Warehouse

## models of cooperation

11

### PHARMACEUTICAL WHOLESALE PRODUCER

- Separated Warehouse area adapted to customer's needs
- Comprehensive service: qualified staff, quality system, system validation, ZSMOPL, SENT reporting, serialisation

### PRODUCT WAREHOUSE PHARMACEUTICALS (commissioning of activities covered by the DPD)

- Operating a warehouse for pharmaceutical products requiring controlled conditions (temperature and humidity), subject to GIF
- Provision of qualified personnel and comprehensive logistics processes
- Reporting (e.g. ZSMOPL, SENT, serialisation)

### IMPORTER'S WAREHOUSE

- introduction of medicinal products manufactured outside the EU into the territory of Poland, ensuring batch certification and release of batches of medicinal products for circulation by Qualified Person
- full logistics handling of samples under controlled conditions (cooperation with laboratories in Poland and across the EU)
- comprehensive distribution service

### PRODUCT WAREHOUSE NON-PHARMACEUTICAL

Operating a warehouse for samples, medical devices, cosmetic products, and products requiring controlled conditions (temperature and humidity) which are not subject to GIF.

# System transport

12



## FLEET

- vehicles with a payload of **3.5 t** (3 mpl) for local transport services
- vehicles with a payload of **24 t** (up to 33 mpl) used for nationwide and international transport



## VEHICLE STANDARD

- isothermal body
- load compartments equipped with cooling units and webasto
- easily washable load compartment (sanitary)
- Constant on-line temperature control
- two temperature ranges on the car:  
**2-8 deg.C** and **15-25 deg.C**
- barcode scanners providing the ability to record all events occurring during the distribution process



## TRANSPORT SYSTEM

- The Nettle system uses **12 loading bays** and **3 logistics centres**
- we carry out **groupage deliveries, full truckload deliveries, dedicated deliveries, transport of medical samples and deliveries to patients** in various temperature ranges



## COVERAGE AND DELIVERY TIME

- Nettle's transport system covers the whole country
- standard delivery time from the time of loading is **24 hours**
- **11,500** delivery points per month
- More than **150** validated vehicles

# DirectToHospital DTH

Handling direct sales to hospitals and clinics: processes

## ADMINISTRATIVE SERVICE TENDERS

- monitoring of tendering procedures in healthcare entities
- comprehensive preparation of the tender offer
- legal services for tenders, handling of deposits
- monitoring the process of signing the tender contract
- electronic archiving of tender documents

## TELEMARKETING (SALES), INVOICING

- receiving orders from Hospitals and Non-Hospital Care Centres (e-mail, fax, telephone)
- receiving and handling complaints
- keeping accounts with Hospitals and Non-Hospitality Organisations
- handling bulk payments to Hospitals and Non-Profits
- Confirmation of balances with Hospitals and Non-Hospitals,
- reporting (e.g. sales: daily, weekly, monthly)

## LOGISTICS

- products stored in the warehouse,
- order picking and control,
- printout of documents: download document, WZ document, invoice,
- provision of on-line reports (daily stock: quantity),
- providing online temperature monitoring,
- generation of waybills,
- release of goods from the warehouse,
- transport under controlled conditions to the final consumer

## DEBT COLLECTION , DEBT FINANCING

Two models of collaboration:

- model with full assumption of the insolvency risk by Nettle and improvement of liquidity and receivables (without recourse)
- model with comprehensive receivables management without assumption of risk by Nettle

## REPORTS

Comprehensive and cross-sectional reports tailored to customer requirements -

The reports cover all processes defined in the cooperation agreement.

# Direct distribution

## Sales support

- **edtp.pl** E-COMMERCE PLATFORM FOR PHARMACIES (9,500 pharmacies)
- Multi-channel order processing (Kamsoft, FarmaProm, Order Entry, e-dtp.pl - dedicated sales platform for pharmacies and hospitals, telephone, e-mail)
- Comprehensive handling of tenders (search, preparation and sending of bids, payment of deposits, risk analysis)
- Dedicated customer service office for pharmacies and hospitals, manufacturer's representatives
- Reporting of adverse reactions
- Handling complaints, returns, recalls
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# Marketing services

15

## Online activities :



activities dedicated to specific audience groups:

- pharmacy/pharmacist under e-DTP
- pharmacy/pharmacist - advertisement displayed 2 m from the physical address of the pharmacy
- patient on the internet
- patient in a selected physical location

## COMBINED ACTIVITIES ON THE PLATFORM FOR PHARMACIES AND PATIENTS:

## B2B



dedicated actions at a specific location (physical address)



coherent actions, correlated at various levels (platform, telemarketing, mailing, Internet)



Nettle's experienced team - support in an effective campaign

## B2C





Establishment  
and management  
e- shop



Promotion



Storage  
goods



Handling  
orders



Dispatch of goods  
to the customer

## Our e-commerce offer

Comprehensive service depending on customer needs

**marketing + fulfillment**

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**Thank you**  
for your  
attention

**Pawel Szewczyk**

CEO

**e-mail:** [pawel.szewczyk@nettle.pl](mailto:pawel.szewczyk@nettle.pl)

**cell phone:** +48 501 409 708

**NETTLE S.A.**

44 Hubska Street

50-502 Wrocław

NIP: 899 256 95 22

**NETTLE**