



LOGFARMA 2022

Pina Putzulu

Business Unit Director

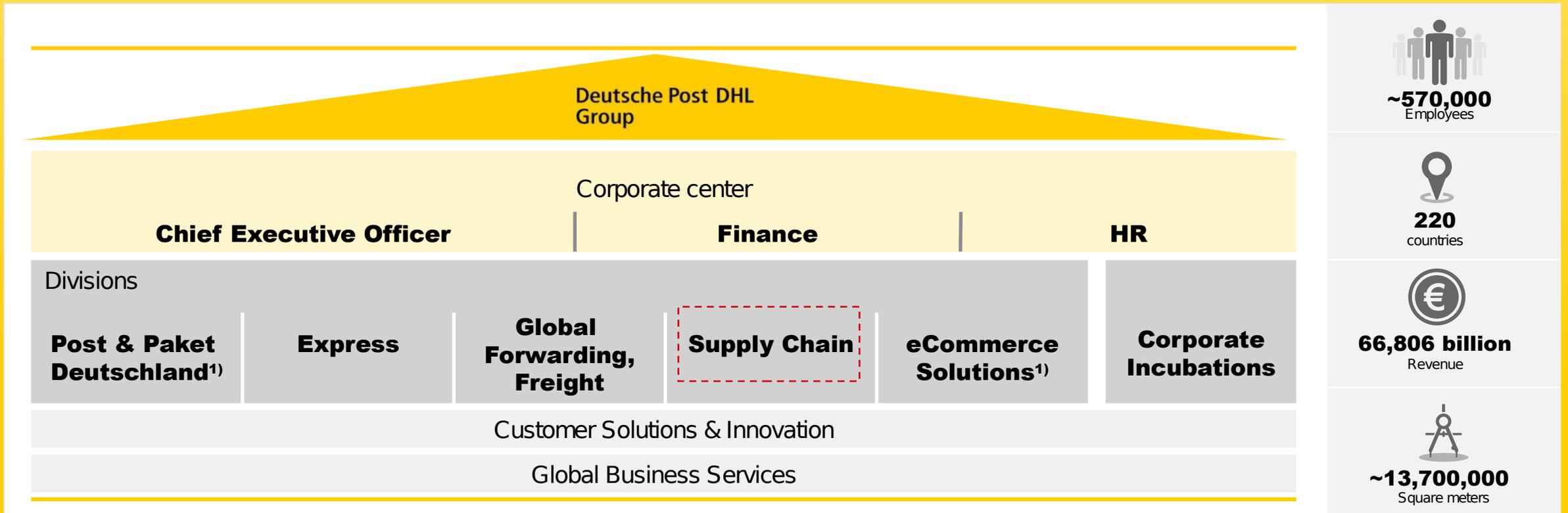
LSH

**L'IMPATTO DELLA ROBOTICA
COLLABORATIVA E DEL DATA
MANAGEMENT**

NELLA LOGISTICA DEL FARMACO



DPDHL ORGANIZATIONAL STRUCTURE



DHL SUPPLY CHAIN ITALY GROUP

2021 REVENUE € million

466
Consolidated



CUSTOMERS

140
DHL

500
EDF

700
MIT



FACILITIES

51
Campus & Sites

825,000
Square meters



PEOPLE

1,050
White Collars

2.850
Blue Collars



Figures as at 1 April 2022

SPECIALIZATION BY INDUSTRY SECTORS



TELECOMMUNICATIONS



ENGINEERING & MANUFACTURING



AUTOMOTIVE



CONSUMER FMCG



ELECTRONICS



FASHION



MEDICAL DEVICES



PHARMA RETAIL



HOSPITAL & SPECIALTY PHARMA

MARKET TRENDS



THE TRANSFORMATION OF INDUSTRY

1950



2022



NEW THERAPIES



DIRECT TO PATIENT



DIGITAL HEALTHCARE



NEW ECO-SYSTEMS

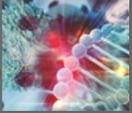


SUSTAINABILITY



TRANSFORMATIONAL TRENDS IN THE LIFE SCIENCES & HEALTHCARE INDUSTRY OFFER OPPORTUNITIES BUT REQUIRE ALSO NEW STRATEGIES AND SOLUTIONS TO ADDRESS THE CHALLENGES

ADVANCED TREATMENTS



New technologies such as mRNA or Cell & Gene Therapies enable advanced treatments



- Shift to BioPharma requires intelligent cold chain storage and transport solutions

PATIENT CENTRICITY



Value Based Care and Healthcare Consumerism put patient experience as success factor



- Higher focus on patient centricity requires new direct X delivery models and processes

DIGITAL HEALTHCARE



Digitalization becomes key value driver for diagnostics, treatments and patient engagement



- New analytical methods to address supply chain visibility, security and compliance and to support warehouse design

NEW ECO-SYSTEMS



New players and more collaborative value creation connecting specialist providers



- Need for effective orchestration of "end to end" supply chain to deliver healthcare

RESPONSIBLE BUSINESS



In an already highly regulated industry, meeting ESG criteria is becoming critical



- Decarbonization of supply chains and circularity models as differentiating factors

DHL LIFE SCIENCE AND HEALTHCARE STRATEGY



DHL DEPLOYMENT JOURNEY STRATEGY

**SPECIALIZED LOGISTIC FOR
SPECIALTY-HOSPITAL AND
CHC-RETAIL**

01



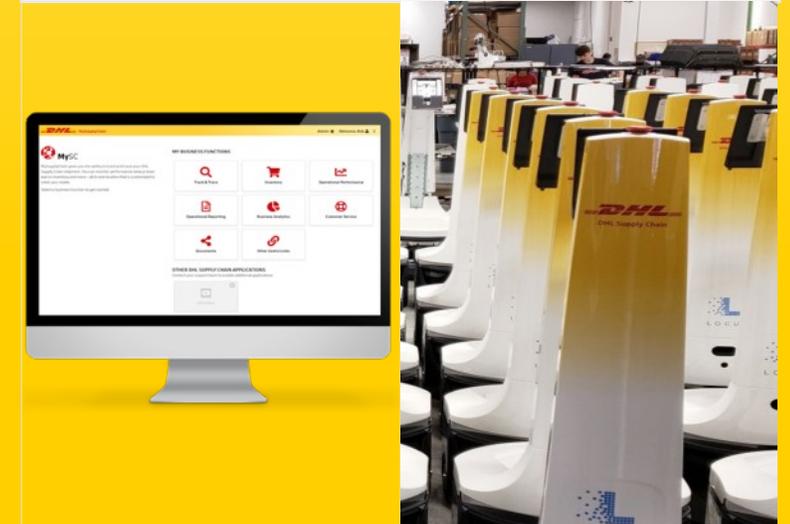
**UNIQUE INTEGRATED
SOLUTION
END-TO-END COLD CHAIN
MANAGEMENT**

02



**DIGITALIZATION TO
ACCELERATE
THE CUSTOMER
EXPERIENCE
AND CENTRICITY**

03



WE HAVE DEFINED 12 FOCUS TECHNOLOGIES WITH CLEAR BENEFITS FOR OUR CUSTOMERS & DSC

12 Focus technologies identified along entire logistics process

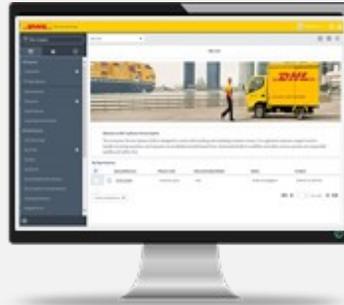
| | | |
|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Assisted Picking Robots  | Inventory Management Robots  | Intelligent Process Automation  |
| Goods-to-Person Technologies  | Robotic Arms  | Data Analytics / Algorithmic Optimization  |
| Packing Technologies  | Smart Operations  | Supporting Robots  |
| Indoor Robotic Transport  | Wearable Devices  | Asset Tracking & Monitoring  |



ITALIAN TOP DIGITAL INITIATIVES



MySupplyChain



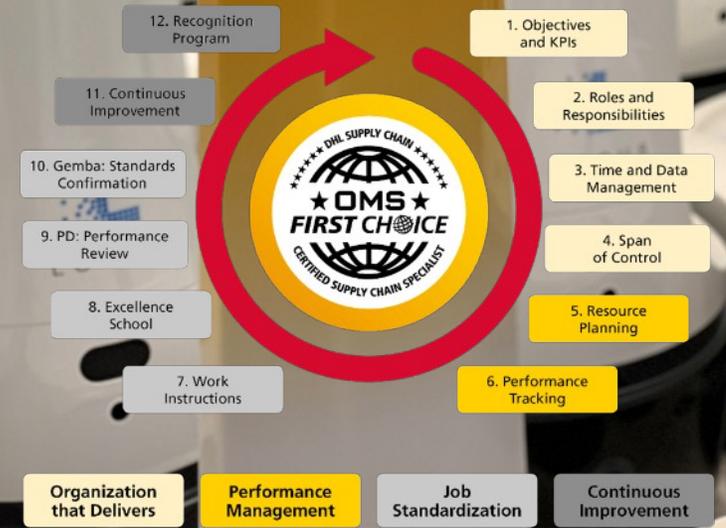
Customer service tool



Smart operations CT60



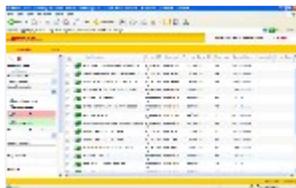
Assisted picking robots



MYSUPPLYCHAIN – DATA MANAGEMENT ECOSYSTEM TO SUPPORT CUSTOMER CENTRICITY

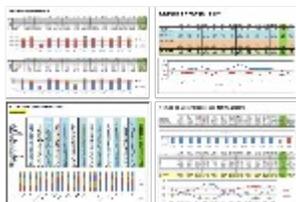
Track & Trace

Customer, warehouse and transport order visibility solution



Operational performance

KPI and exception operational visibility



Business analytics

Reporting, data analysis and insights



MySupplyChain provides a single point of access for integrated Supply Chain functions so you can manage them more effectively

Order to Cash

Orders management



Claims management CSS

Transport claims, create new and view existing



Temperature monitoring in real time (2-8° BFN)



COLLABORATIVE ROBOTICS TO TRANSFORM LOGISTICS IN LIFE SCIENCE



Higher quality while **increasing picking productivity**



Improve picking accuracy through SKU visualization and integrated scanning capabilities



Reduce employee training time



Co-working balancing and flexibility - working in parallel with manual picking

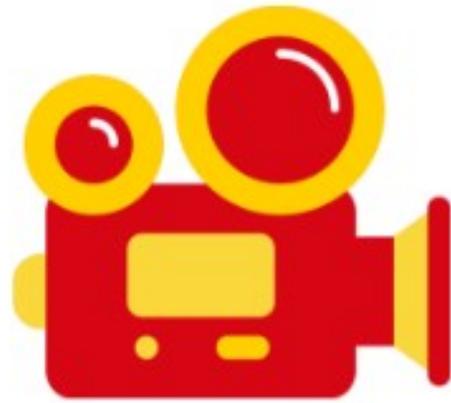


Improve working conditions by reducing employee fatigue



Improve recruitment and retention with a more **attractive working environment**







**WITH OUR MISSION TO ACHIEVE
NET-ZERO EMISSIONS BY 2050
WE STRIVE FOR CLEAN OPERATIONS
FOR CLIMATE PROTECTION.**

Clean operations
for climate protection



THANK YOU