

Maersk connects, simplifies and manages pharmaceutical and healthcare customers' supply chains, from origin to destination. So follow our pharma supply chain to see how we go all the way.

The world's leading pharmaceutical and healthcare companies rely on Maersk to deliver products safely anywhere in the world. With our in-depth expertise, GDP compliance, end-to-end cold chain solutions, state-of-the-art equipment, and long-standing commitment to sustainability – we're your partner for pharmaceutical logistics.

Scroll through to explore our end-to-end pharmaceutical and healthcare logistics service.

MEETING YOU

We provide fast, specialised services whilst taking care of the complexity and administration of your end-to-end logistics.

We provide all shipping services, through an account management team that understands your business:

- Booking services
- VGM filing
- BL validation and release
- Exception management
- Document management
- Global process control

Through our digital platform, you can place bookings at any time (or we manage it for you), manage POs, track cargo, customise issue alerts, generate reports and manage your shipping documents.

We provide temperature mapping and qualifications for our containers in accordance with the container ISO 1496-1/2 certificate, and our dedicated quality team works with your team to ensure effortless coordination.

Collecting your goods

Maersk picks up goods at customer facilities, anywhere in the world. We bring our reefer containers to you.

Once we've confirmed container availability, our technicians conduct a pre-trip inspection with a 28-item checklist. From this point on, we have 24/7 hypercare monitoring for your pharma and healthcare cargo via our smart monitoring enabled reefer containers.

Now, we manage the supply chain. Actions start happening at ports and warehouses and real-time updates are exchanged between operators; so when cargo arrives, it's handled quickly and positioned optimally.

Each year, we ship thousands of reefer containers with strict temperature control between 2 and 8 C.

Inland transport

When moving your cargo by land, each container is fitted with a genset to maintain power for temperature and humidity management during transportation. We carefully manage our sub-contractors to ensure the highest quality standards.

Captain Peter is our Remote Container Management platform and your personal visibility assistant, who monitors your containers temperature and humidity. Automated notifications prompt action; if something breaks you are notified and we fix it. Our reefer technicians intervene immediately to make sure the unit runs efficiently.

With the smart monitoring offered by Captain Peter, you can receive notifications on any device, and experience visibility of your pharmaceutical cargo all the way.

Today, the majority of Maersk's pharmaceutical cargo requires a highly precise temperature controlled environment.

Clearing your goods for departure and at arrival

Maersk ensures your cargo moves through customs promptly and efficiently. This is an administration-heavy and error-prone part of the supply chain. We ensure compliance, and no delays.

We collect the necessary documents to stay compliant: Commercial Invoice, Packing List, Bill of Lading. We verify their accuracy and correct any discrepancies. And we perform Export Declaration Documentation and collect confirmation.

All you have to do is focus on your business, knowing your goods will be where they're needed, when they're needed, with full visibility of your supply chain.

Transporting your goods

As we transport your goods, we continuously collect and monitor container information, including time on genset and transit times, and record any possible deviations.

Our special operational procedures for pharmaceutical and healthcare include a dedicated storage position on terminal and vessel (on deck only), meaning less exposure to high temperatures and faster loading and unloading, including access and spare parts for potential repairs.

We reduce off-power events and prioritise plugging in and out in the terminal and vessel. Our 24/7 hypercare team monitors your shipment, and Captain Peter gives us real-time visibility for better management of your cargo and faster resolution of issues and malfunctions. This operational excellence means even at transshipment ports, we can minimise temperature fluctuations, ensuring your cargo arrives safely and reliably.

Due to Covid-19 and the reduction in commercial air travel, air freight capacity for pharmaceuticals has been impacted. Manufacturers have been forced to explore other options. Ocean shipping has worked hard to develop the technology to make it suitable for the transportation of pharmaceuticals. And it takes around 3g of CO2 emissions to ship by ocean compared to 602g by air. We support and manage air-to-sea conversion for our customers.

YOUR GOODS WILL BE MOVED BY THE WORLD'S MOST SUSTAINABLE FLEET, AND OUR AMBITION IS TO BE CARBON-NEUTRAL BY 2040. OVER THE PAST FOUR YEARS, MAERSK HAS INVESTED AROUND USD 1BN AND ENGAGED MORE THAN 50 ENGINEERS EACH YEAR IN DEVELOPING AND DEPLOYING ENERGY-EFFICIENT SOLUTIONS.

Warehousing

We have pharmaceutical-only warehouses to meet your storage needs, including consolidation, deconsolidation and distribution – all continuously optimised by our industry-leading Warehouse Management System.

Furthermore, Maersk understands and is compliant with all GDP principles.

MAERSK HAS WORKED WITH PHARMACEUTICAL AND CHEMICAL GIANTS FOR OVER 20 YEARS IN POLAND. WE PROVIDE SPECIALISED WAREHOUSING SERVICES FOR PHARMACEUTICAL AND ANIMAL HEALTH, HELPING THEM TO COMPLY WITH STRICT REGIONAL GUIDELINES IN BOTH.

A pharmaceutical warehouse must meet additional requirements for warehousing such as:

- Hiring a pharmacist with proven experience.
- Licensed with local authorities.
- Careful temperature controls and records of evidence.
- Separate delivery and shipping areas.
- Transaction history and record of processes kept for at least 5 years.
- Quality Management System to review and improve processes.
- Stock rotations according to the first-expiry-first-out principle.

Delivering your goods

Maersk completes the end-to-end management of your supply chain by delivering your cargo to where you need it, when you need it.

If the service supplier is not Maersk-owned, we ensure that our sub-suppliers are managed based on our A.P. Moller – Maersk Supplier Code of Conduct, meeting the appropriate quality standards.

To further streamline your operations, our local teams offer a range of services, including:

- Quality control procedures
- Customs clearance
- Reporting
- Delivery documents

Connecting your world in new ways

Our global footprint and extensive network means we have the expertise and facilities ready to handle your supply chain, from origin to destination. You can plan your business, knowing your products will be where you need them, when you need them, in perfect condition.

By combining transport with warehousing, you benefit from a seamless end-to-end solution via a single point of contact. Complexity is reduced; speed, control and visibility are increased.

Our approach to pharma logistics focuses on:

- Deep industry expertise in reefer transport
- GDP compliance
- A robust quality management system
- Sustainability practices incorporated into our business processes

To speak to one of our pharma experts about your logistics needs, and see how our end-to-end solutions can help, please visit:

www.maersk.com/industry-sectors/pharma-healthcare-logistics