



Regulatory compliance made easy

We understand the need for pharmaceutical wholesalers to comply with EU GDP guidelines and have a clear processes in place to ensure product integrity and regulatory compliance.

How we ensure GDP compliance

- **Our Quality Management System** is a validated system ensuring consistent quality and full GDP alignment.

FedEx® Quality Management System

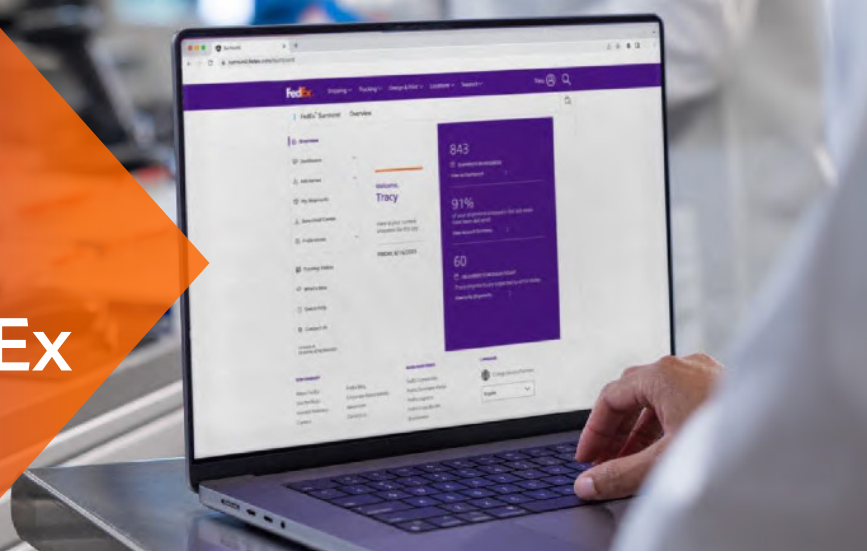
Our electronic Quality Management System (eQMS) provides the framework to manage policies and procedures that drive continuous improvement.

Our validated eQMS system complies with regulatory requirements by supporting:

- **Document control**
- **Complaint handling**
- **Change control**
- **Internal audit**

- **Quality assurance and control** drives continuous improvement maintaining product integrity and regulatory compliance.
- **Trained personnel** to ensure competence and compliance at all levels.
- **Special handling procedures** are in place for sensitive and high-risk products.
- **Security, cleaning and pest control** are some of the measures in place to maintain a safe and compliant environment.

GDP-compliant shipping with FedEx



Quality Assurance Support

Our commitment to quality and regulatory compliance is re-enforced through providing support on the below key quality topics:

- **Questionnaire** to support customer qualification process.
- **Quality agreement** a structured agreement defining roles and responsibilities to ensure mutual compliance with applicable standards.
- **Quality meeting** to review performance, address issues and strengthen collaboration.
- **Customer audit** to demonstrate compliance and transparency.
- **Complaint handling** to ensure timely investigation, resolution, and continuous improvement.

* FedEx Surround service agreement required
- customers need to have a signed FedEx Surround service agreement to use FedEx GDP-service

** Identifies your product in each shipment via the code on the label and in shipment data.

FedEx Surround* offers a whole new level of insight and control to prioritise your critical shipments with enhanced technology, operational capabilities, and dedicated proactive support.

3 tiers to choose exactly what you need

FedEx Surround® Select

Includes:

- Visibility and delay predictions
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- Healthcare GDP identifier**
- Advance FedEx technology for 24/7 visibility

FedEx Surround® Preferred

Adds:

- All healthcare identifiers
- Proactive monitoring & support
- Customised 24/7 support
- In-network recovery
- Dedicated recovery team at key locations

FedEx Surround® Premium

Adds:

- Priority boarding
- Cold chain recovery
- Out-of-network recovery
- Highest level of expert support

For Quality Assurance support, please reach out to your FedEx sales executive.

