

# EFFICIENT IN-COUNTRY INFRASTRUCTURE & SUPPORT FUNCTIONS FOR RAPID & SUSTAINABLE OPERATIONS IN AFRICA

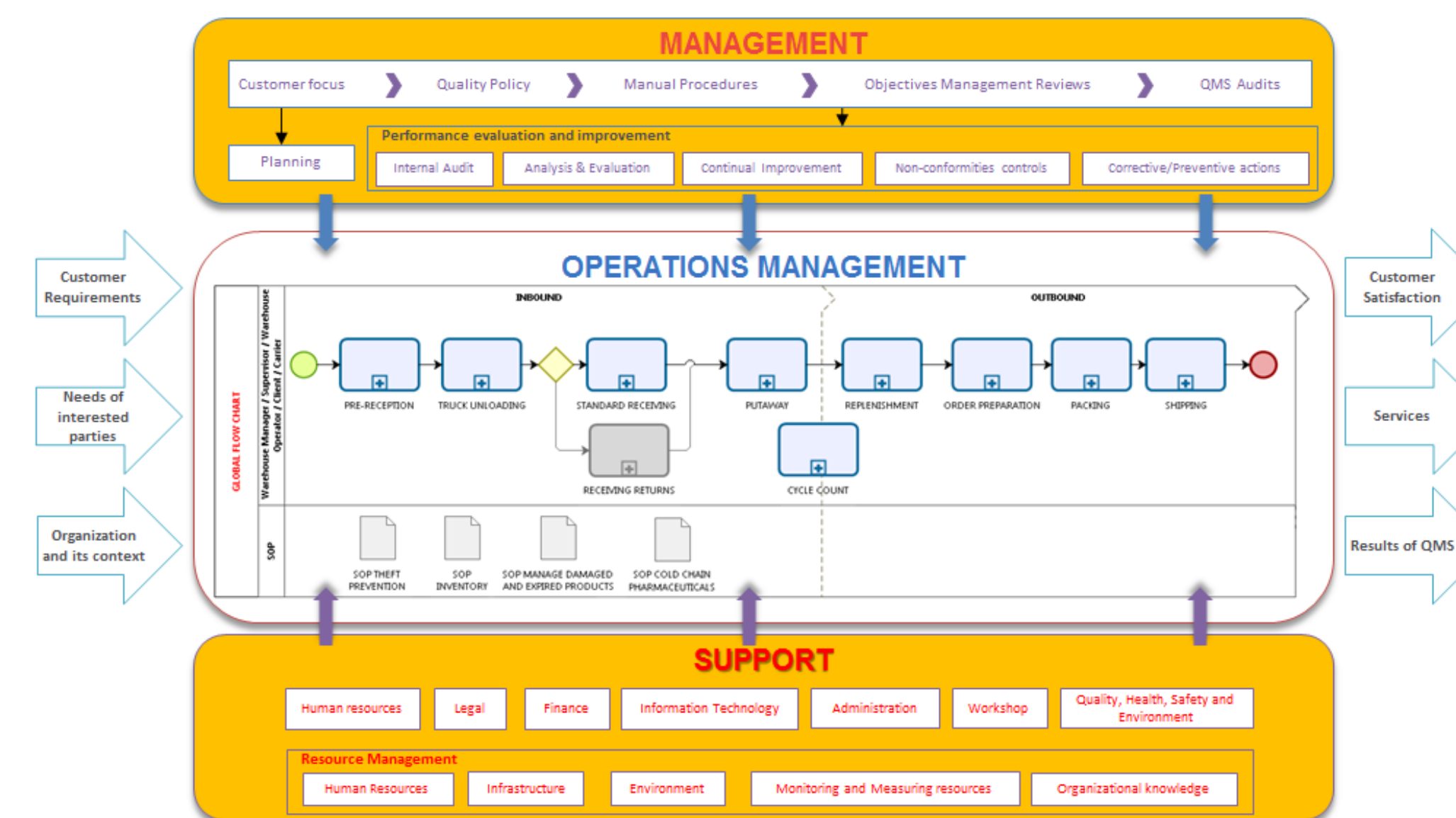
Isabelle Hagner  
Healthcare Director  
Bolloré Logistics



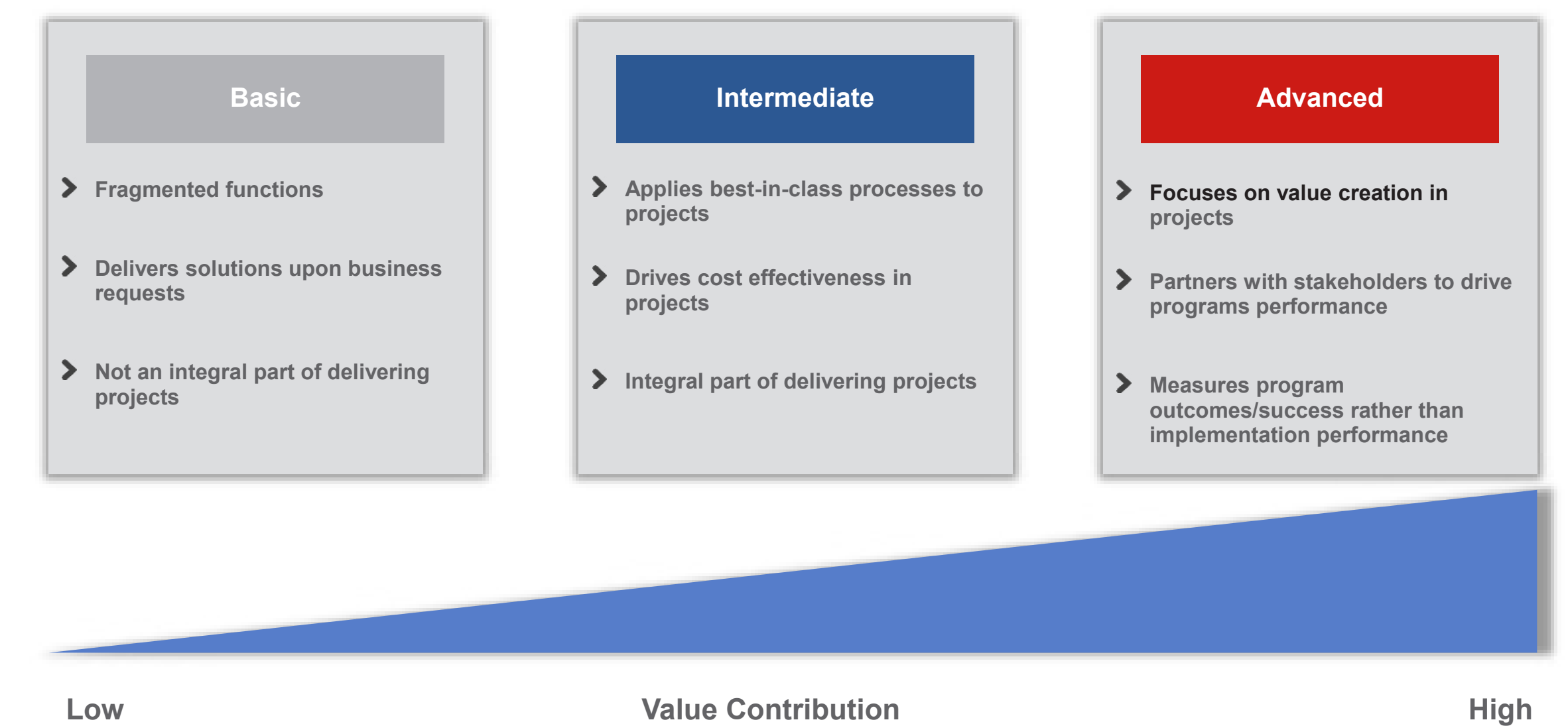
## 1. Market Context & Challenges

| Challenges  | Key Success Factors   |
|---|---|
| <ul style="list-style-type: none"> <li>Frequent Outbreaks, Equatorial Climate and diseases</li> </ul> | <ul style="list-style-type: none"> <li>Rapid response &amp; agility of supply chains</li> </ul>                                     |
| <ul style="list-style-type: none"> <li>Shortage of pharmaceutical warehousing capabilities</li> </ul> | <ul style="list-style-type: none"> <li>Capacity building &amp; scalability of operations both in rural &amp; urban areas</li> </ul> |
| <ul style="list-style-type: none"> <li>Erratic quality of roads network</li> </ul>                    | <ul style="list-style-type: none"> <li>Last mile deliveries</li> </ul>  |
| <ul style="list-style-type: none"> <li>Day to Day operational challenges,</li> </ul>                  | <ul style="list-style-type: none"> <li>Product Integrity, Reduction in wastage</li> </ul>   |
| <ul style="list-style-type: none"> <li>African complexity induces costs</li> </ul>                    | <ul style="list-style-type: none"> <li>Cost efficiencies</li> </ul>   |

## 2. Typical frame for successful operations



## 3. Solutions adapted to different levels of maturity



## 4. CASE STUDY: THE GLOBAL FUND @ KINSHASA

**COUNTRY / CITY** Democratic Republic of Congo Kinshasa

**KEY FIGURES**

- Covered warehouse of **6,000 sqm** divided in **4 main areas**:
  - Cold zone of **3,150m²** between **15-25°C**
  - Cold zone of **164m²** between **2-3°C**
  - Dry storage area of **7,350m²**
  - Storage of **94m³** for dangerous goods
- Sensitive medical and pharmaceutical products stored: Narcotics, Sensitive, Quarantine
- Storage capacity: **3,500** pallets on the ground
- Movements of **1,400 m³** per year with **1,800 SKU** handled
- MHE (Material Handling Equipment):
  - 1 Electric Jack
  - 8 Pallets Jack
- Warehouse fully managed by pharmacists

**SCOPE OF WORK**

- Warehouse built with the latest technology in 2016: fire fighting system with smoke detection, electronic access, 24/7 security guards, CCTV surveillance, stock management with a Warehouse Management System (WMS) - 8 years experience in warehousing and handling of medical and pharmaceutical products
- Value added services: storage in a healthcare compliant warehouse of sensitive medical and pharmaceutical products
- International standard ISO 9001 : 2008 (current), 2015 (coming)
- Activity started in **2010**



## 5. Expected Benefits

| Key Areas                             | Potential gains | Typical initiatives   |
|---------------------------------------|-----------------|---|
| Supply Chain Optimization             | 10 to 30%       | Improve management of demand<br>Optimize stocks & routes                      |
| Infrastructure & Materials Management | 5 to 30%        | Shared facilities/asset base optimization<br>Lean out warehouse operations    |
| Security & Asset Protection           | 5 to 30%        | Centralized sourcing & service procurement                                    |
| IT Infrastructure & Support           | 10 to 25%       | World class systems roll out with remote support                              |
| QHSE                                  | 5 to 20%        | Management systems shared services<br>Cross training                          |
| Local Content Dev                     | 5 to 15%        | Partnership with local suppliers<br>Solution deployment for volume aggregates |
| Certifications                        | 10 to 30%       | Risk based Standards Implementation   |
| Finances                              | 5 to 15%        | Shared services<br>Auditable & Lean processes                                 |
| Human Resources                       | 5 to 20%        | Shared resources across operations<br>Standardized HR Management              |

## 6. AIDS COMMISSION @ LILONGWE – KEY FIGURES

**MALAWI / LILONGWE**

**KEY FIGURES**

- 10,500 sqm** temperature-controlled warehouse, equipped with shelves and racks
- Manage **27** subcontracted carriers with **95** trucks from subcontracted carriers and **3** trucks from our own fleet
- 600** trucks loaded per year on site at Lilongwe by our staff
- 6** full distribution rounds per year, handled every **2** months
- 18** dedicated FTE with **2** fully qualified pharmacists and **2** qualified pharmacy operators. Additionally each truck is accompanied by a Bolloré Logistics staff member to manage the collection of POD.

**SCOPE OF WORK**

- Customs clearance, transit from sea ports and airports to Lilongwe, temperature controlled warehousing of medicines (ARVs, Tuberculosis and Anti malarial drugs) and medical supplies (gloves, laboratory equipment and reagents) of NAC, and distribution into Malawi to 890 delivery points.
- Value-Added Services: Distribution Order management, Invoicing management and subcontracted trucks management.
- Activity started in **2014**



## 7. CONSOLIDATION, ROUTES & DELIVERY OPTIMISATION

