

LifeConEx, DHL's temperature management specialist, enables clients of all sizes to transport temperature-sensitive products globally in the most optimal and efficient way possible.

LifeConEx it & LIVE YOUR LIFE.

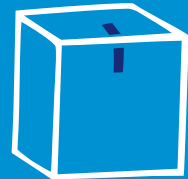
ANY PRODUCT. ANY TIME FRAME. ANYWHERE.



All temperature ranges



All modes of transportation
(air, ocean, ground)



All packaging types, sizes,
weights and dimensions

WE MANAGE **MILLIONS** OF KILOGRAMS AND **BILLIONS** IN PRODUCT VALUE ANNUALLY, AND WE FOCUS ON **EACH** AND **EVERY** SHIPMENT WITH THE SAME ATTENTION TO DETAIL.

As part of DHL Global Forwarding, the world's largest provider of air and ocean freight services, LifeConEx is the specialty logistics partner dedicated solely to the transportation of temperature-sensitive cargo.

We qualify and maintain more than 2,500 trade routes with origins and destinations in over 165 countries. Leveraging the power of DHL Global Forwarding, LifeConEx is also forwarder and carrier neutral, which means we partner with hundreds of trusted carriers and handlers to provide you with the most extensive cold chain network and flexible solutions available.



LIFECONEX DELIVERS.

LifeConEx establishes unparalleled visibility, accuracy, quality and efficiency to maximise cold chain integrity.



ACCURACY. LifeConEx takes a proactive approach to managing and continuously improving your cold chain shipment process to safeguard the accuracy of your product's transit. We ensure precise, environmentally controlled handling to protect your product at every point in the transport process so that your shipments arrive intact and on time.



EFFICIENCY. We combine advanced technologies, processes and in-depth analytics to design your optimised cold chain. Furthermore, our partnerships with the world's leading logistics providers enable us to evaluate all available cold chain networks and pinpoint the most reliable, cost-effective and time-efficient routes for your shipments.



VISIBILITY. By utilising the industry's most advanced tracking technologies, we provide you with control and visibility of your cold chain network. Our proprietary cold chain management system, LifeTrack, puts logic at the heart of your product logistics, providing you with shipment transparency and traceability. Furthermore, LifeTrack is technically and functionally compliant with 21 CFR Part 11 standards and meets all critical cold chain regulatory and quality requirements.



QUALITY. LifeConEx has developed and maintains an industry specific quality management system (QMS), which drives continuous improvement for our clients, partners and employees. Our QMS mitigates the risks of temperature-critical logistics by demanding that all parties involved with your shipment meet our target and product quality standards. Our team, partners and suppliers will adhere to the most demanding temperature and handling protocols from your product's departure to its destination — it's all about good distribution practices (GDP).

HOW DO WE BUILD THE WORLD'S BEST COLD CHAIN FOR YOU?

We incorporate the industry's most advanced technologies and processes and design flexible components to develop the best cold chain for you, regardless of size and complexity.



CHAINLINKS

ChainLinks to Build Your Unbreakable Cold Chain.

From end to end, every link in your cold chain is essential. LifeConEx ChainLinks establish points of visibility and control to strengthen shipment accuracy and quality. By placing enough ChainLinks in the right places, we make certain your shipments are safe, secure and never out of sight. Throughout the transport process, each ChainLink within your cold chain enables frequent checkups and points for intervention should an adverse event take place.



LIFETRACK

Right Time. Right Place. Right in Front of You.

LifeTrack combines custom data collection, reporting and analytics tools with 24/7/365 access to our team of dedicated experts. By enabling active, web-based shipment tracking and near real-time monitoring of sensory data, LifeTrack and our support team give you the best transparency, traceability and collaboration tools to keep your products safe. With LifeConEx, our cold-chain stays aligned with your SOP(s) and everyone involved is held accountable.



CONEXION

Powerful Cold Chain Analytics Within LifeTrack.

ConExion gives you access to cloud-based cold chain analytics and comparison tools that aggregate and present your data in meaningful, insightful ways. ConExion works with LifeTrack and can import data from other sources to compare risk factors and generate user-defined reports for evaluating and improving performance. Moreover, ConExion is backed by our team of expert data interpreters and analysts, so one-on-one assistance is always a call or click away.



LIFECONEX IT.

We utilise three service levels to meet your diverse needs. With each successive service level, more ChainLinks are built into the cold chain, and further expanded capabilities are added to components like LifeTrack and ConExion.



LIFECONEX PRO analyses your product profile and provides expert consultation to design a tailor-made, GDP-compliant, auditable cold chain that supports continuous improvement. LifeConEx Pro assures accurate and secure shipments by providing flexible web-based visibility tools within LifeTrack, 24/7/365 support by cold chain experts and proactive intervention in case of SOP deviation.










LIFECONEX ELITE includes all of LifeConEx Pro's baseline services along with a trade lane risk assessment, which provides insight into transport temperature profiles, infrastructure risk and packaging performance. LifeConEx Elite also incorporates more ChainLinks into your cold chain, enabling enhanced in-transit product monitoring.



LIFECONEX ULTRA provides an unprecedented level of protection for your product. We strengthen your cold chain with complete monitoring, analytics and control capabilities. With LifeConEx Ultra, every aspect of your cold chain is examined to substantially reduce errors. We conduct an in-depth risk analysis, utilising tools such as a failure modes and effects analysis (FMEA) to pressure-test every parameter of your cold chain, making sure your shipments live up to your highest standards.

BUILDING THE WORLD'S BEST COLD CHAIN

With every cold chain that we build, we follow a process that starts and ends with analysis to drive continuous improvement. Within the process, we assure quality, visibility, accuracy and efficiency by supporting your cold chain with customisable features and services such as ChainLinks, LifeTrack and ConExion.

ANALYSE/OPTIMISE	 QUALITY				
		LifeConEx Pro (Air, Ground) Up to 25 ChainLinks	LifeConEx Elite (Air, Ground, Ocean) Up to 25 ChainLinks	LifeConEx Ultra (Air, Ground, Ocean) More than 25 ChainLinks	
	COLD CHAIN AND PRODUCT ANALYSIS				
	Expert cold chain consultation	✓	✓	✓	
Trade lane risk assessment		✓	✓		
In-depth risk assessment (e.g. FMEA)			✓		
GDP-COMPLIANT COLD CHAIN DESIGN/OPTIMISATION					
Change management and contingency planning	✓	✓	✓		
SOP Management and continuous improvement		✓	✓		
Specialised ground handling arrangement			✓		
MANAGE	 VISIBILITY +  ACCURACY	LifeConEx Pro	LifeConEx Elite	LifeConEx Ultra	
	LIFETRACK				
	Shipment Tracking	✓	✓	✓	
	Customisable cold chain dashboards	✓	✓	✓	
	SOP management and reporting	✓	✓	✓	
	Premium reporting		✓	✓	
	Business analytics tools		✓	✓	
	Instant access to expert cold chain advisors	✓	✓	✓	
	SMARTSENSOR RFID DEVICES INCLUDED FOR AMBIENT TEMPERATURE MONITORING	1	Up to 3	Up to 6	
	Additional SST devices	available	available	available	
	Data available upon request	✓	✓	✓	
	SMARTSENSOR RFID NEAR PRODUCT TEMPERATURE MONITORING	available	available	available	
	REAL-TIME TRACKING USING GSM AND OTHER TECHNOLOGY	available	available	available	
	REVIEW/IMPROVE	 EFFICIENCY	LifeConEx Pro	LifeConEx Elite	LifeConEx Ultra
CONEXION					
Powerful cold chain analytics on your LifeTrack desktop		available	available	✓	
View, integrate, aggregate and store your data in LifeTrack		available	available	✓	
Connect to data sources, load, model, automate and build metrics reports and dashboards in LifeTrack		available	available	available	
INVESTIGATIVE REPORTING WITH CAPA		✓	✓	✓	
EXPERT AUDIT SUPPORT			✓		

PROJECT-BASED COLD CHAIN MANAGEMENT AND CONSULTATION SERVICES AVAILABLE

Ambient Temperature Mapping • LifeCUBE • Cold Chain Optimisation • Cold Chain Audit and Consultation

THE BOTTOM LINE.

MORE VISIBILITY. MORE CONTROL. MORE EFFICIENCY.

In the complete product research, development and commercialisation process, distribution costs make up a relatively small piece of the total investment — less than 5 percent of the total cost in general. As companies seek to maximise margins, nonessential transport costs — such as proactive cold chain analysis, design and optimisation — are often overlooked to achieve short-term cost savings.

Minimising cold chain safety and product integrity measures does not achieve short- or long-term savings. Even when the costs of poor quality in the cold chain do arise, they often go unnoticed as a routine expense. In reality, poor quality in your cold chain can lead to many harmful outcomes and side-effects, including remanufacturing costs, negative perceptions of your reliability, elongated cycle times and increased insurance costs, among many others. **The premium cold chain logistics services often viewed as an unnecessary expense are actually a practical way for you to achieve overall cost savings and improve operational efficiencies.**

WHAT CAN AN OPTIMISED COLD CHAIN HELP YOU ACHIEVE?



More Sustainable Sales, Revenue and Customer Satisfaction

- Your customers can plan on your product reaching them on time and in proper condition
 - Shipping time and handling conditions are a direct reflection of your brand image
 - Improved customer service
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Improved Operational Efficiencies and Cost Savings

- Reduced cycle times and inventory optimisation
 - Decreased remanufacturing and redundant shipping costs of damaged product
 - Less need for your internal administrative and quality control efforts
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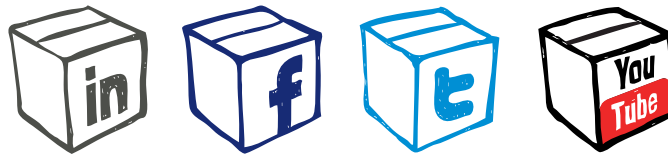


Enhanced Regulatory and Standards Compliance

- Documented process and data collection to verify compliance with GDP and governmental regulations
- Avoidance of legal and regulatory issues as well as penalties and costs of poor quality

LifeConEx and our partners are easy to do business with and give you access to the world's best resources for analysing and optimising distribution operations.

Follow us to receive the latest LifeConEx & industry updates:



www.lifeconex.com