

## Tamro Finland

Tamro is Finland's leading distributor of pharmaceuticals and other products that promote health and well-being. Tamro has a vitally important role in the Finnish well-being chain: we ensure that pharmacies, hospitals and other health care service providers are quickly and reliably supplied with the pharmaceuticals and other products they need. Furthermore, Tamro distributes an expanding range of health products to meet the needs of retailers and consumers.

Tamro is a forerunner in the development of services relating to promotion of well-being. Our wide range of services includes various information, logistics, marketing, sales and registration expert services, as well as Elivo, our own well-being product brand. Our principal customers are pharmaceutical companies, pharmacies, hospitals and retailers.

Tamro Finland has offices in Vantaa (Tamro House), Tampere and Oulu. We are part of Tamro Group, the leading pharmaceutical wholesaler in Northern Europe. The Group operates in the Nordic and Baltic countries and Poland. It also has pharmacies in Norway, Estonia, Latvia, Lithuania and Poland.



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## Tamro Finland

A vitally important link in the Finnish well-being chain

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## A vitally important link in the Finnish well-being chain

### Pharmaceutical companies and manufacturers of health products

Tamro's core business comprises warehousing and distribution of pharmaceuticals and health products. We ensure that the right product is delivered to the right place at the right time – stored and transported in the right conditions. Moreover, Tamro provides pharmaceutical and other companies with a wide range of expert services relating to information, clinical trials management, sample distribution, sales and marketing, for example. Tamro is the market leader in pharmaceutical distribution in Finland with a market share of more than 50 per cent.



### Pharmaceutical company

### Logistics

Tamro is responsible for handling and warehousing products manufactured by pharmaceutical and other companies. We distribute the products from Vantaa central warehouse to the regional service centres in Tampere and Oulu. We ensure that products are available to customers who wish to order them and deliver the ordered products correctly and punctually. Availability of products, correct and timely deliveries and customer satisfaction are the basic cornerstones of our service. We measure these service level indicators on a continuous basis to improve our operations.

### Manufacturer of health products

### Tamro

### The Tamro staff

Tamro Finland employs about 340 qualified professionals in Vantaa, Tampere and Oulu. We emphasise continuous improvement of our staff's competence. Tamro House in Vantaa hosts the company headquarters, the central warehouse and a special products distribution warehouse that serves all of Finland. The regional service centre in Tampere is responsible for product distribution to Southern and Central Finland and customer service. The Oulu regional service centre is responsible for all deliveries to Northern Finland.

### Pharmacy

### Home

### Consumers

To meet the needs of consumers, Tamro has developed Elivo brand that comprises vitality-boosting well-being products of high quality, sold exclusively in pharmacies. Elivo includes skin and hair care products, food supplements and products for the well-being of the stomach. As Tamro's customers, health care professionals can buy products distributed by Tamro at the TamroShop.fi online store for their own use.

### Retail store

### Retailers

The health product selections offered by retail stores, health food stores and other consumer outlets are growing. Retailers need a reliable distributor who specialises in these products. For example, Tamro has developed a Finnish model for nicotine replacement product distribution and is the principal distributor of these products in Finland.

### Health food store

### Pharmacies, hospitals and other healthcare service providers

Each day, Tamro efficiently and reliably delivers pharmaceuticals and health products to pharmacies, hospitals and other health care service providers. Normally the ordered products are delivered to the customer within twenty-four hours of the order – anywhere in Finland. The Tamro Web Direct (TWD) service is an Internet-based real-time application, where customers have access to up-to-date product, availability and delivery information and can easily submit their orders. Furthermore, we continuously develop new forms of co-operation with pharmacies and hospitals.

### Quality and corporate responsibility

Tamro's policy emphasises quality and sustainable development. We are committed to meeting the expectations of our stakeholders, continuous improvement of quality, fair treatment of our staff and responsibility in all of our operations. Tamro Finland's quality management system has the ISO 9001:2000 certificate. We apply the good distribution practices (GDP) for pharmaceutical wholesale business in all of our business activities. In addition to the pharmaceutical wholesale licence, Tamro has a manufacturing licence granted by the Finnish National Agency for Medicines.

