

# PROVIDING GLOBAL ACCESS TO QUALITY MEDICAL CARE



Imres focuses on supplying health programmes in developing countries and proficiently managing health projects that help people and communities in need.

## IMRES IS A LEADING GLOBAL SUPPLIER

of high quality and affordably priced pharmaceuticals, medical consumables, hospital equipment and medical kits.

We are making a global impact on healthcare in the developing world by providing high quality and cost-effective medical solutions for our customers and partners.

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Since the company's inception more than 40 years ago, Imres has successfully managed a multitude of diverse projects, for numerous clients, in many locations.



The world's leading aid agencies, non-governmental organisations (NGOs) and charities, as well as governmental and private organisations, choose to partner with Imres because we always deliver what we promise.



We approach business differently, building partnerships with our customers that are founded on trust and a sense of shared responsibility.



We are as invested as our partners are in the success of their health projects.



We are committed to working closely with our partners every step of the way, and to understanding their specific needs and particular problems in order to provide customised solutions that have real, global impact.



Imres is service and solution-oriented; flexible and focused.



We pride ourselves on our capability to turn challenges into tangible benefits for those who are sick, vulnerable and crisis stricken.



At Imres, we do not see obstacles, but rather opportunities to demonstrate our unmatched ability.





# OUR PRODUCTS AND SERVICES

The expansive Imres product portfolio covers all pharmaceuticals and disposables, from basic, essential medicines and consumables to a full range of hospital equipment that encompasses everything from small thermometers to large CT machines. Our products include our own Imres range of pharmaceuticals and consumables.

Our extensive database of quality suppliers and product combinations enables us to cater to every medical supply need that our customers may have. At Imres, we strive to continuously improve, expand and innovate, and we constantly source new products, manufacturers and suppliers. This ensures that we keep our range up to date, and that we consistently provide our customers with the best prices, products and quality.

## Medical kits

Imres packs and distributes all types of emergency and medical kits, according to our customers' specific requirements.

These range from basic to complicated kits, for a variety of purposes, assembled either from stock or specially developed and sourced for customers.



 x 1000

We stock and distribute Interagency Emergency Health Kits (IEHK) that help **10 000 people** every three months.

Imres has earned a reputation for flexibility and responsiveness. Our highly experienced, multilingual and dedicated staff members are equipped to react quickly and decisively.





## OUR RESOURCES AND EMERGENCY RESPONSE EXPERIENCE

### One-stop shop

Our full product range is held in our GDP-certified warehouses, from where we offer a one-stop shop that takes the risk and complexity out of our clients' health projects.

We are equipped to keep substantial stock for our customers, and to distribute this while keeping track of the customer's inventory. Our ability to manage stock and inventory for our customers simplifies their processes, enabling them to focus on their healthcare visions while we take care of the execution.

We have the skills, experience and resources to manage every type of health project for our customers, from simple, single-product initiatives, to complex multi-country, multi-product projects. Imres's 24-hour emergency response capability means that our customers can be assured that quality products will reach those in need efficiently and without delay. We provide humanitarian aid supplies to regular health programmes, and we also actively respond to disaster situations.

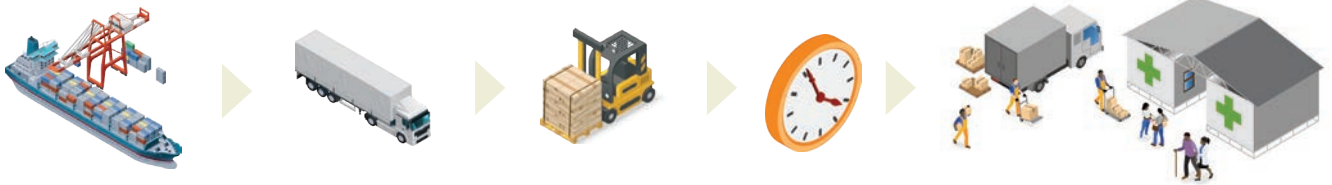
The recent global crises on which Imres is proud but humble to have had a positive impact include:

- **2010** Earthquake in Haiti
- **2013** Typhoon Haiyan in the Philippines
- **2014/2015** Ebola in West Africa
- **2015** Earthquake in Nepal
- **2016** Earthquake in Ecuador
- **2016** Hurricane Matthew and subsequent Cholera outbreak in Haiti
- **2018** Rohingya refugee crisis Bangladesh
- **2019** Venezuelan crisis
- Ongoing crisis situations in Syria, Iraq, Yemen, Ukraine, CAR, South Sudan





## OUR LOGISTICS EXPERTISE



The best medicine is useless if it cannot get to where it is needed, when it is needed.

Recognising this, Imres has made logistics an integral part of the services we offer. Over the years, we have become logistics experts, because we understand that our work - and our responsibility - does not end with the supply of pharmaceuticals and medical consumables. It only ends when our high quality products reach the patient, on time and uncompromised.

We know that delays can cost lives, so our logistics solutions are designed for speed and efficiency. We always keep in mind, however, that many of the aid agencies and NGOs that we serve face cost constraints, so we continuously keep a keen eye on affordability. Imres strives to consistently provide fast, effective and cost-efficient logistics services that include numerous

delivery and transport options for our customers, from worldwide shipping to ports and airports, to last mile delivery. We work with carefully selected and pre-qualified freight forwarders and other logistics service providers that share our commitment to logistics excellence and seamless service. We have an established network of partners whose specific in-country experience and expertise we can rely on. Additionally, we are constantly assessing and looking for improvement to ensure that we give our customers the best and most cost-effective logistics services for their particular project and specific region.

Our logistics solutions include handling all transport documentation for our customers.



## OUR UNCOMPROMISING QUALITY

Counterfeit medicines and medical products is a growing worldwide concern.

Imres's customers and patients benefit from our outstanding and well-tested capability to identify and rate vendors and manufacturing facilities, and to guarantee the quality of our pharmaceuticals and medical supplies.

We do not take any chances when it comes to the quality of the products that we supply, or to safeguarding the health of patients. To this end, we have implemented an uncompromising set of quality controls, including a dedicated quality control department and independent testing in WHO pre-qualified and ISO/IEC 17025:2005 certified laboratories.

Our stringent vendor rating system sees Imres visit and screen vendors around the world. Manufacturers must prove that they meet our high, internationally recognised standards, and those of our customers, and that they adhere to the necessary quality control processes to qualify as an Imres approved vendor or manufacturing facility. All of our products are screened to ensure the quality of every item that we supply.

Some of the other measures that we employ in order to guarantee the quality of our products are specially designed logistics boxes, GMP audits by our qualified pharmacists and re-analysis and contra-analysis of pharmaceuticals.

**Imres is a fully licensed, GDP certified wholesaler and is audited by the Dutch Ministry of Health.**

Our ISO 9001:2015 certification is further testament to the rigorous quality control applied across the business.

### Imres's other certifications include:

- Adherence to WHO Model Quality Assurance System for Procurement Agencies (MQAS)
- Quamed
- GMP / GDP / GSP compliant
- ISO 9001/2015
- Authorised Economic Operator (AEO)
- USAID approved wholesaler (grade A)
- UN Global Compact
- Reproductive Health Supplies Coalition



## OUR FACILITIES

Imres's state-of-the-art infrastructure includes **14 500m<sup>2</sup>** (156076 ft<sup>2</sup>) of climate controlled Good Distribution Practices (GDP) and GSP certified warehouses located in the **Netherlands**. These offer a total of **20 000 pallet locations**.

We have offices and facilities in the **Netherlands, Dubai, India and China**.

Our production areas include 10763 ft<sup>2</sup> of kit production area.

## THE IMRES DIFFERENCE

For **more than 40 years**, Imres has proven that we are a reliable, efficient and trusted partner in healthcare strengthening programmes in developing countries.

As an organisation, we are large enough to make a difference but small enough to give our customers personal attention. We care about the difference that we are making in lives and communities, and in our partners' health projects.

As a supplier, we do not make promises that we cannot keep. If we commit to a project and specific deliverables, it is because we really can deliver, as promised.

Similar to the projects that we are proud to be part of, Imres has heart. We are good at what we do, but we also feel good about what we do. We feel responsible for our partners' projects until each one ends successfully. Then we move onto our next challenge; our next opportunity to turn humanitarian dreams into concrete solutions and decisive action that saves lives.





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