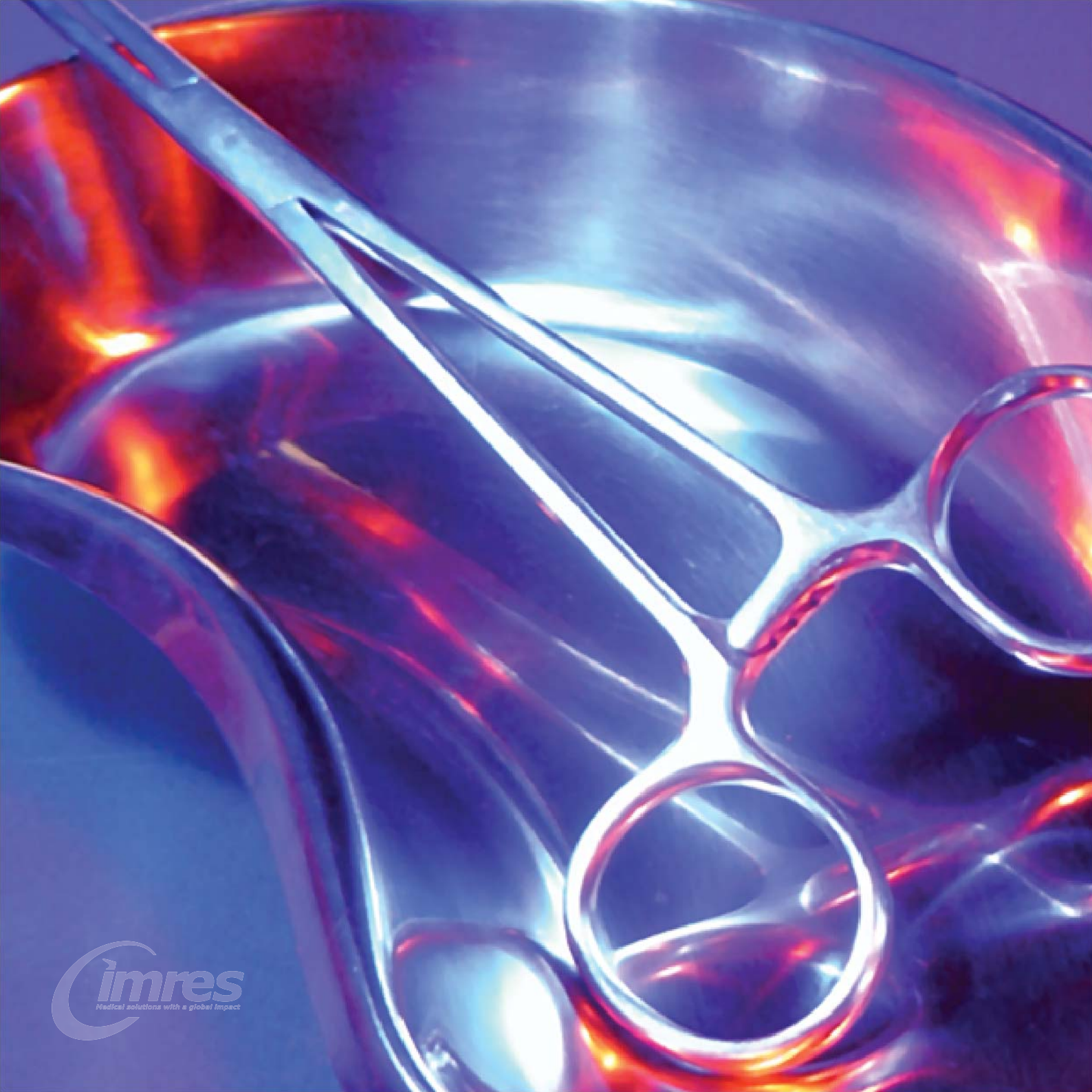


Medical Solutions.





Introduction

For the last 17 years, I have been working on inspiring everyone here at Imres to make you, our customer, our No. 1 priority. Thanks to you, we have been able to expand over the years to become a leading international wholesaler and distributor with top-quality facilities in the heart of the Netherlands. Our commitment to serve you has helped us build good relationships with our customers and provide all of you worldwide with excellent service and dependability.



Mr. Niek Zee, Managing Director

IMRES - experienced, responsive service

IMRES is a dynamic wholesale organisation providing high-quality medical supplies to UN organisations, NGOs, MOHs and institutional organisations, and numerous clients in the private sector as well.

Founded in 1980, we are building on many years of international experience, growth and success. Today, IMRES is a skilled, devoted team with extensive knowledge of Emergency Relief Services, generic pharmaceuticals, and the field of medical supplies.

Located in Lelystad, in the middle of the Netherlands, our extensive facilities are close to major air and sea ports, giving us the ability to provide fast service to our clients.

Our organisation of about 60 people operates with a flat management structure, making us flexible, resolute, and responsive. Because we are not hampered by bureaucracy, we can respond immediately to any sudden change: be it a sudden change in demand from our customers, or the emergency action that must be taken in the case of a crisis or disaster.

Our daughter company, Holden Medical, produces a wide variety of generic pharmaceuticals and medical supplies exclusively for us - and, together with our other suppliers and our experience, we are able to offer you a comprehensive range of high-quality medical products and service.

Kits and more

Responding to human needs

You can come to IMRES for any medically related issue you encounter. Our product range comprises no less than 10,000 items and is still growing. And if we encounter items not in our current range, we source them for you.

Because projects in the field are highly complex and many items are needed quickly, you can benefit from placing your entire order with us alone (and thus avoid the complications of working with multiple providers). We'll take care of all your requirements. For example, our own in-house clean room will package medicines to the unit size you require. If you need labels in a language other than English, we provide any language required: from French to Russian, from Arabic to Korean.

And thanks to our own logistics department, we can ship orders of any volume from our warehouse to the final destination anywhere in the world for what many clients have already found to be very competitive prices. If you are inexperienced with special shipments - of refrigerated items or hazardous goods, for example - our logistics specialists can take that problem out of your hands and arrange everything for you, including all necessary documents.

All our departments work in tandem to guarantee you the best possible service - ranging from immediate delivery from stock, to door-to-door service and installation and training in the field.

4

Our speciality: Product Kits

In addition to supplying individual products, we are specialists in combining products into kits. These kits contain all the items needed to perform a specific task in hospitals or to treat a specific disease: for example, an IUD insertion/removal kit, a Health Center kit, or a TBA kit.

We stay in close touch with the field to know exactly which items the kits should contain, how they are to be packaged, what the local operating procedures are, and so forth.



The most well-known kit we carry in our range is the Emergency Health Kit, which provides emergency health care for 10,000 people for a period of 3 months. We have between 25 and 50 of these extensive kits in stock - so, in case of an emergency, we can be of immediate service.

Our warehouse manager:

"I have been working with Imres for nearly 13 years, and I've watched the kit packing activities become larger and more complex every year. It's a challenge for us to optimize our abilities and facilities to keep the promises that our sales department makes to our customers concerning the contents, quality and delivery time of the kits. I'm proud to say that our customers are always very satisfied with the kits we produce."

Mr. Dick van Beekhuizen



Assured Quality

Your assurance of quality

To assure high-quality products every time, our own in-house quality department checks all incoming batches of pharmaceuticals and every single carton of medical supplies and equipment. They evaluate consignments on the basis of appearance, documentation, packaging, and compliance with standard quality regulations.

We have defined unique product specifications for products that are manufactured for us by audited manufacturers, and all incoming batches are again analysed according to these specifications by an independent laboratory.



Our repackaging projects are performed in our clean-room facility to prevent any kind of product contamination. All our activities and facilities comply with cGMP (current Good Manufacturing Practice) and cGDP (current Good Distribution Practice). Both certificates have been awarded to us by the Dutch Health Authorities.

To co-ordinate, monitor and keep all these activities up to date we have a quality team of 2 pharmacists and 3 pharmacist-assistants. They are all certified, skilled and trained on the job to perform the essential task of quality control and assurance.

One of our Qualified Persons (QP):

"The quality of medicines is of utmost importance. The strict rules that we must follow to comply with the Dutch regulations help us guarantee this quality. The advantage for our customers is that we safeguard the quality of our products even further by performing a second independent analysis on every batch of our own product range. Being aware of its crucial importance, we double-check on quality. "

Mrs. Jacoline Mijnheer-van der Heiden

Speeding registration to maintain service

In order to maintain the highest standards, governments are setting increasingly strict requirements for the registration and importation of medicines into their countries. Registering an item in a country is very time-consuming and costly - but, as we will not compromise our service to our clients, we have appointed a team of people whose sole task is to register medicines in countries throughout the world.



Global/local

Global impact with local presence

Like you, we are usually thousands of miles away from the countries where our supplies are headed, and sometimes we face problems that cannot be solved from a distance. Therefore, we work with local representatives who know the culture, speak the language, are present whenever necessary, perform local customs procedures for us, and advise us and keep us informed regarding local developments. These representatives are our on-site eyes and ears and hands - helping us fulfil our services to you.



We also know that time is of the essence in our business. This means that you are sometimes unable to wait for products to come all the way from the Netherlands after placing your order. The solution: our cooperation with local warehouses who maintain stock for us. This enables us to provide you with your required products immediately - as these are often already in stock just around the corner.

One of our international account managers:

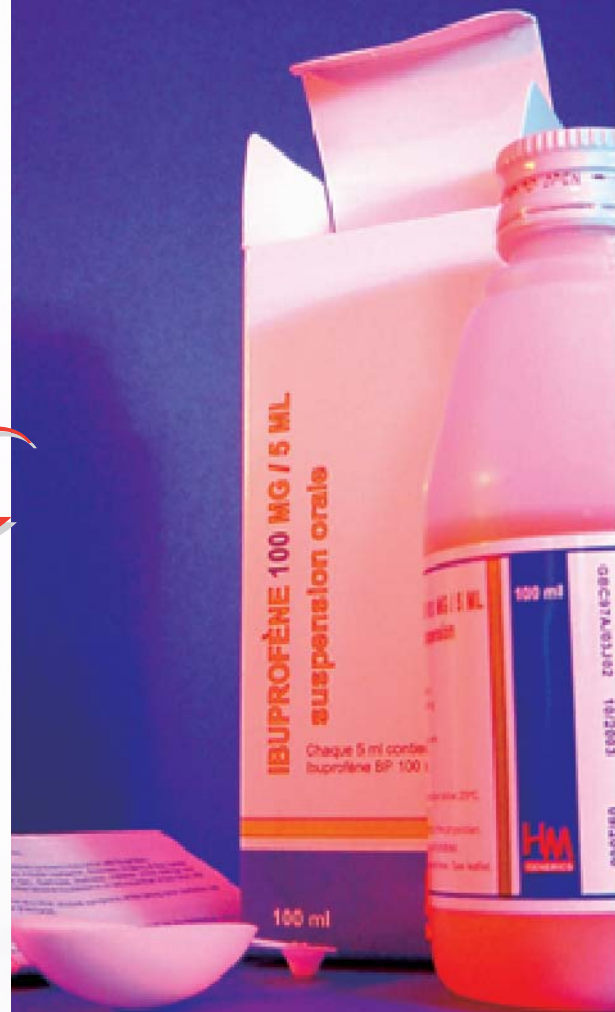
"I have worked in the Imres sales department for over 14 years - and I've worked from the bottom up. Although I knew very little about medicines when I first started, through the years I have expanded my knowledge of the industry and the products available. This knowledge now enables me to help my customers find the products or information they require. The challenge is to do this at the best possible prices, as the competition is fierce. We have been growing steadily in the last couple of years - so we must be doing a good job!"

Mr. Erwin van Boven

Your worldwide solution

You can rely on our extensive range of products and kits to be of immediate service to you under any circumstance.

For all of your needs - concerning complex pharmaceutical projects, questions about pharmaceutical or medical products and supplies, product kits, labelling, leaflets or logistics - IMRES is there for you!



To conclude...

We believe that building relations is all about communication - and we are all committed to sustaining and improving on our relationship with you. So, for any medical problem you encounter, do not hesitate to ask our highly motivated and skilled staff for help - that's what we're here for!

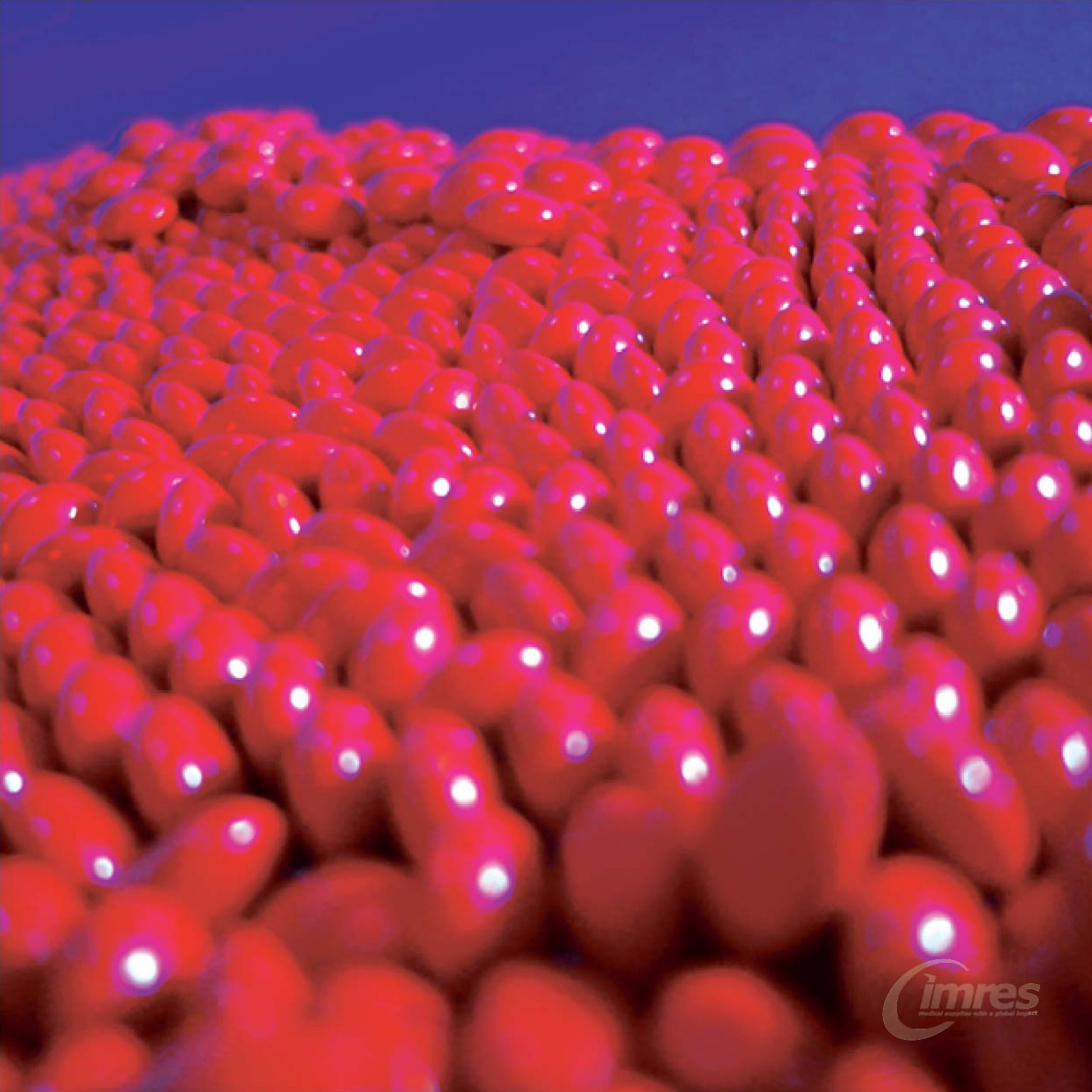
CD ROM

On the next page you will find a CD-Rom enclosed. Besides this brochure in other languages, it stores more detailed information on our organisation. Our website is included and it also contains individual product information and our product list, amongst many other interesting issues. It is worthwhile taking a look and not difficult to use at all as there is no need to download any specific programs to view it.

This CD-rom can be used on all computers using MS Windows, MS Browser version 5.01, SP2 or higher and Netscape 7.1 or higher.

In principle the CD-Rom starts up automatically. If this feature has been switched off on your computer please open the drive used by the CD-Rom and open the file named 'start.exe'.







Imres b.v.
Larserpoortweg 26
P.O. Box 214, 8200 AE
Lelystad
The Netherlands
Tel: +31 320 29 69 69
Fax: +31 320 29 69 29
info@imres.nl
www.imres.nl

