



ROCHE LOGISTICS GROUP

a leading global provider of transportation and logistics services



OVER 25 YEARS IN BUSINESS



Hi-Tech Logistics for the Future



With more than twenty-five years logistics experience, **Roche Logistics Group** prides itself on being one of Ireland's leading logistics providers. Our commitment to customer satisfaction through quality service provision and teamwork is the foundation of our success.

Adopting a customer focused approach has enabled us to become the preferred logistics business partner for many blue chip client companies (see testimonials). This approach allows us to offer a customised service provision so as to exceed customers' expectations.

Our commitment to investing in the latest logistics technologies has automated each customer's supply chain procedures. This results in a swifter and more accurate service that allows customers to track the movement of their goods.

Business Approach

Providing a reliable and responsive logistics service based on the key principles of Total Quality Management has enabled us to achieve the following:

- ✚ Stock accuracy above 99.9%
- ✚ 100% stock traceability for life
- ✚ Highly trained customer focused warehouse staff using system driven processes
- ✚ Real-time stock information
- ✚ 100% current stock visibility
- ✚ Seamless interfacing to all leading Accounting/ERP/Manufacturing Systems
- ✚ Manage and track Product Warranty issues

Roche Logistics Group Objectives

Our core business objectives define exactly what we set out to achieve and how we deliver on our promises.

These core objectives include:

- ✚ To develop and sustain a vibrant and profitable logistics business that offers excellent returns to shareholders, employees, customers and stakeholders.
- ✚ To achieve 99% total customer satisfaction in managing every customer's logistics needs in an efficient and courteous manner.
- ✚ To provide all employees with challenging, rewarding, well paid work, and satisfying working conditions.
- ✚ To achieve a net sales growth of 10% per year.
- ✚ To constantly strive to improve our service provision by adopting the latest ICT logistics technologies and operations systems.
- ✚ To ensure the highest degree of compliance with industry and statutory regulations.
- ✚ To project the company image of being customer focused with a teamwork ethic and to ensure that the Roche Logistics Group brand image is portrayed on all transport vehicles and trailers.



MISSION STATEMENT

We aim to achieve commercial success by exceeding our customer's needs and expectations by the provision of high quality, good value logistics through total quality management and teamwork.

Customer Loyalty

A key priority area for the Roche Logistics Group is customer loyalty achieved by adopting a customer focused approach which means that all key decisions are made with the customer in mind.

Achieved through the creation of cross functional customer care teams responsible for managing each customer's journey of service through Roche Logistics Group.

Each customer care team comprises of personnel from different departments who carry out detailed profiling of each client account to fully understand what customers expectations of the Roche Logistics Group are. This process forms the basis of Customer Service Level Agreements.

Our Service Standards

Our service standards are maintained by our Sales, CRM, Transport, Warehousing, Driver and Accounts Teams with a clear focus on achieving customer care and continuous improvement goals. This process is managed through effective communications within the company's new team working structure.

In addition, we focus on key priority areas for continuous improvement that include:

- ✳ Reliability
- ✳ Responsiveness
- ✳ Assurance
- ✳ Understanding
- ✳ Integrity
- ✳ Compliance





“Having a logistics provider offering a professional, reliable and proactive service is the type of business partner we want. Roche Logistics Group have stepped up to the plate and delivered for us”

Damian Byrne, Byrne's World of Wonder.

“Roche Logistics Group have served us well for over ten years achieving pharmaceutical warehousing objectives by providing a customised solution supported by a first class service”

Jim Sutton, Mendentech.



“Delivering high volume, high quality baby food products for many overseas customers requires a logistics provider that can meet our exacting standards of over 99% on-time delivery. Roche Logistics Group achieves this by embracing our commitment to quality and continuous improvement”

Roelant Van Herwarren, Managing Director, Nutricia Ireland.



“No transport headaches, no excuses and no blunders. Just getting the job done is what I want and what Roche Logistics Group delivers”

Charlie Lyons, Gempack.



“A friendly, efficient logistics service from a responsive and well trained transport team”

Alan Early, Office Depot / Viking Direct.





Roche Logistics Group has a highly specialised storage facility comprising in excess of 100,000 sq ft of secure storage space with a capacity of handling 12,000 pallets.

With strict segregation, temperature control and narrow aisle racking, we store a wide range of products for different companies including, food ingredients, pharmaceutical raw materials, machine parts, toys and finished products.

With a recent investment in an integrated warehouse and transport management system, we can track and trace all materials from collection and storage to final delivery.

Security is of paramount importance to offer peace of mind to our customers. Our warehouse has CCTV, Intruder and Fire Alarms which are monitored offsite on a 24 hour basis.

We operate a fleet of 30 modern vehicles with full satellite navigation systems that allows customers to track and trace their goods as they are being delivered throughout Ireland. Our drivers are fully trained, particularly in communications and customer service skills.



As a founder member of a leading Pallet Network, we can guarantee next working day delivery of a pallet or carton to anywhere in Ireland.

Future Direction

A key component of our future strategic development is the expansion of our warehousing facilities to meet the growth in demand for this service.

Roche Logistics Group has embarked on an ambitious plan to extend our current services to include a pharmaceutical wholesale licence and a dangerous goods safety advisor to enable us to service the pharmaceutical and hazardous goods markets in Ireland. These facilities when built will provide customers with total logistics solutions to both import & export on a Worldwide basis.

The Roche Logistics Group achieves customer satisfaction, retention and loyalty by exceeding customers' expectations in pro-active and positive ways.

Roche Logistics Group's motto is to under-promise and over-deliver rather than over-promising and under-delivering.

Our company wishes to attract, serve and win the loyalty of customers through delivery of a first class logistics service. With this

in mind, we are extending our warehouse facilities in Dublin and Mullingar.

📍 Daily service to and from UK and Europe

📍 Nationwide next day delivery services

📍 Total warehouse logistics services

📍 Worldwide ocean freight services

📍 Worldwide airfreight services





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