

Temperature controlled supply chain and logistics





An introduction to NVS Logistics

Your reliable partner in healthcare logistic solutions



Introduction

Welcome to NVS Logistics, a division of National Veterinary Services, the UK's premier veterinary wholesaler. With over 35 years of specialised experience in healthcare product warehousing and distribution, NVS Logistics is primed to become your trusted partner in navigating the complexities of the healthcare supply chain.

We can offer tailored logistical solutions to meet your needs with services including warehousing, efficient order fulfilment and transportation solutions. You can be confident that our state-of-the-art temperature controlled warehousing and distribution facility can ensure the utmost integrity and safety of your products, whether they are pharmaceuticals, vaccines, controlled drugs, consumables or foods.

Join us as we embark on a journey to streamline your supply chain, optimise efficiency, and elevate your business to new heights in the ever-evolving landscape of healthcare logistics.



Services



Warehousing & Storage

- Pallet storage
- Shelving for smaller items
- Temperature control: 15-25°C and 2-8°C
- Long and short-term storage options
- Secure storage for high value items/drugs, includes a pre-fabricated strong room
- Archiving

Transportation

- Our own fleet of HGVs & LCV's
- Located in the heart of the UK
- UK-wide distribution network
- Integration with carrier networks
- Temperature-controlled HGV and LCV capabilities

Order Fulfilment Services

- Picking and Packing
- Carton Pick
- Container destuffing
- Direct to customer (DTC)
- Reworking
- Labelling

Integrated Systems & Support

- Access Delta – comprehensive logistics management system
- Leading service desk platform
- Online safety platform
- Enterprise Resource Planning (ERP) system

Expertise beyond veterinary logistics

Whatever your healthcare sector or products, we can offer an expert solution for your logistics needs



Animal Health

With over 35 years of experience in animal health distribution, we are the market leader in providing logistics solutions to veterinary suppliers and manufacturers, offering specialised services tailored to the unique requirements of the sector.



Pharmaceutical

We offer end-to-end solutions for pharmaceutical supply chains, including storage (ambient and refrigerated), transportation, picking, packing, and reworking. Ensuring the integrity and safety of pharmaceutical products throughout the process.



Vaccines

Leveraging our experience, we specialise in the storage and distribution of vaccines, ensuring proper handling and temperature control to maintain their efficacy.



OTC Products

From supplements and vitamins to complementary feeds and infant supplies, our tailored storage and distribution models cater to the diverse needs of over-the-counter products, ensuring timely delivery to customers.

Expertise beyond veterinary logistics

Whatever your healthcare sector or products, we can offer an expert solution for your logistics needs



Medical Devices

Whether it's devices themselves or consumables, we provide specialist handling and distribution services, adapting to meet the evolving regulatory requirements such as Medical Device Regulation (MDR).



Health & Beauty

In the fast-paced world of health and beauty, we offer agile logistics solutions that adapt to changing market demands, ensuring seamless distribution of products to meet consumer expectations.



Controlled Drugs

Our expertise, security measures, and regulatory compliance ensure safe and compliant storage and transportation of controlled drugs, meeting the stringent regulatory requirements.



Why choose NVS Logistics?



Temperature Control

At NVS Logistics, we prioritise the integrity and safety of your products through our state-of-the-art temperature-controlled facilities, ensuring optimal storage conditions and product quality maintenance throughout the supply chain.

[Find out more](#)

Regulatory Compliance

Regulatory compliance is ingrained in our DNA. We adhere to stringent regulations and industry standards, ensuring the safety, legality, and quality of our operations, providing you with peace of mind and confidence in our services.

[Find out more](#)

Why choose NVS Logistics?



Service Excellence

Our dedication to service excellence sets us apart, as we'll go above and beyond to meet and exceed your expectations. You can be assured of receiving a completely personalised solution, prompt support whenever you need it, and reliability you can count on.

[Find out more](#)



Sustainability

Choose NVS Logistics and you're not just getting a great service, you're also making a positive impact on the environment. We're committed to sustainability, integrating eco-friendly practices into our operations to reduce our carbon footprint and deliver a greener pawprint.

[Find out more](#)

Our values

At NVS Logistics, we are guided by a set of core values that are at the heart of everything we do.

From our day-to-day operations to how we work together as a team, our values are the cornerstone of our commitment to you, our dedication to earning your confidence and trust, every step of the way.



We are PEOPLE FIRST.

We build lasting relationships and invest in our team members, customers and partners. We are collaborative, responsive and inclusive.



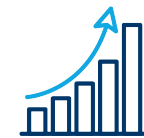
We are PASSIONATE.

We are excited about our business and authentic in our motivation.



We are FOCUSED.

We deliver results the right way. We are clear on our priorities, set high expectations, and are accountable for our commitments to our customers and each other.



We are ALWAYS ADVANCING.

We continually seek fresh ideas and innovative solutions for our business and our customers. We challenge ourselves and strive to become better every day.

Our team



Danny Roberts
Operations Director

Danny joined NVS back in 2010 and has been our Operations Director since 2019. He has overall responsibility for NVS Logistics, as well as NVS warehousing, transport and 3PL.



Shaun Maher
Warehouse Operations
Manager

Shaun joined NVS in 2010, holding various positions within Operations and spending 3 years as an IT Project Manager. He has been in his current role since 2020 and oversees all of the warehousing activity at NVS, including 3PL and DTC.



Ryan Brittain
Fulfillment Services
Manager

Ryan has worked for NVS since 2009. Progressing from FLT Operative to his current role as Fulfillment Services Manager, where he oversees two key parts of the NVS Logistics business - DTC and 3PL services.

Our team



Donna Harding
3PL Manager

Donna has been with NVS since 2001, working in various roles before becoming the 3PL Manager in 2017. She oversees all aspects of 3PL operations, including stock and account management, as well as processes and workflows.



Naithan Walker
DTC Manager

Naithan joined the company in 2012 as a warehouse operative on the picking shift. He progressed to Team Leader and then Warehouse Supervisor, a role he held for nearly eight years. In January 2024, Naithan was promoted to DTC Manager.



Mark Gidlow
Responsible Person

Mark joined NVS in 2012 and has been an integral part of the Regulatory Team throughout, stepping into the role of Responsible Person/WQP in 2023, where he provides regulatory support to all areas of the business, including NVS Logistics and NVS Fulfilment.



Warehousing & Storage Solutions

Meeting your needs with precision and security

Comprehensive Warehousing & Storage Solutions



Pallet Storage

Our warehouse facilities offer flexible pallet storage solutions, accommodating various pallet sizes to suit your inventory requirements.



Shelving for Smaller Items

We provide shelving options tailored for smaller items, ensuring efficient organisation and easy access to your inventory.

Long and Short-Term Storage Options

Whether you need long or short-term storage solutions, we offer flexible options to meet your requirements.



Comprehensive Warehousing & Storage Solutions



Temperature Control

Our ambient storage area (15-25°C) can accommodate a maximum of 15,000 Euro pallets (or 10,000 standard pallets), while our refrigerated storage area (2-8°C) can hold up to 500 Euro pallets.

Secure Storage

Our facilities provide secure storage solutions, including a fabricated strongroom which can offer safe custody of your controlled drugs, ensuring compliance and peace of mind.

Archiving

In addition to inventory storage, we offer archiving services to help you organise and manage documents and records efficiently, freeing up valuable space in your premises.



Comprehensive Security Measures

Protecting your goods around the clock

You can rest assured that your goods are in safe hands, protected by a robust security infrastructure which includes 24/7 surveillance, monitored alarm systems and strict access control policies.



CCTV Surveillance

Our state-of-the-art security system comprises internal and external CCTV cameras, providing comprehensive coverage and real-time monitoring of our facilities.

Manned Gatehouse & Guard Dog Patrols

Our manned gatehouse, complemented by regular guard dog patrols, serves as the first line of defence, deterring unauthorised access and enhancing perimeter security.

Monitored Alarm Systems

Integrated alarm systems, monitored round-the-clock, provide instant alerts and responses to any security breaches, ensuring swift intervention and resolution.



RFID Access

Utilising RFID access technology, we enforce strict access control measures, allowing only authorised personnel to enter designated areas, further enhancing security.

DBS Checks for Staff

Our commitment to safety extends to our team, with all staff undergoing rigorous Disclosure and Barring Service (DBS) checks, ensuring the integrity and trustworthiness of our team.

Random Search Policy

Our proactive approach to security includes a random search policy, ensuring regular checks and inspections to deter illicit activities and maintain a secure environment.



Order Fulfilment Services

Ensuring your orders are processed accurately and delivered promptly

Efficient Order Fulfilment Services



Picking and Packing

Our order fulfilment services include meticulous picking and packing processes, ensuring the accurate and timely fulfilment of your orders.



Carton Pick

With carton pick capabilities, we can optimise order processing by efficiently selecting and packing your items into cartons ready for shipment.

Container Destuffing

Our container destuffing services facilitate the efficient unloading and unpacking of your goods from containers, streamlining the inbound logistics process.



Efficient Order Fulfilment Services



Direct to Customer (DTC)

With direct-to-customer distribution capabilities, we can enable the seamless delivery of your orders directly to your end customers, enhancing convenience and satisfaction.

Speak to us about the other services we could offer you, including:

Product Reworking

Tailoring your products to your exact specifications. Offering customisation and modifications to ensure they precisely match your unique requirements.

Product Labelling

Comprehensive labelling solutions to ensure your products' compliance with regulatory requirements and provide clear identification throughout the fulfilment process.





Reliable Transport Solutions

Delivering your goods safely and on time

Reliable Transportation Solutions



Our Own Fleet

With our dedicated fleet of HGVs, we offer reliable transportation solutions tailored to your specific needs, ensuring the efficient movement of goods across various distances.



Distribution Network

Leveraging our extensive distribution network, we provide comprehensive coverage to deliver your goods to destinations nationwide, optimising efficiency and reducing transit times.

Reliable Transportation Solutions



Integration with Carrier Networks

Through seamless integration with carrier networks, we extend our transportation capabilities, offering additional flexibility and scalability to meet fluctuating demand and your exact requirements.



Vehicle Loading and Unloading

Our facilities are equipped with 22 dock levellers, including direct access into our coldstore, facilitating smooth and efficient loading and unloading of goods, minimising turnaround times and ensuring timely deliveries.

Advantages Of Our Location

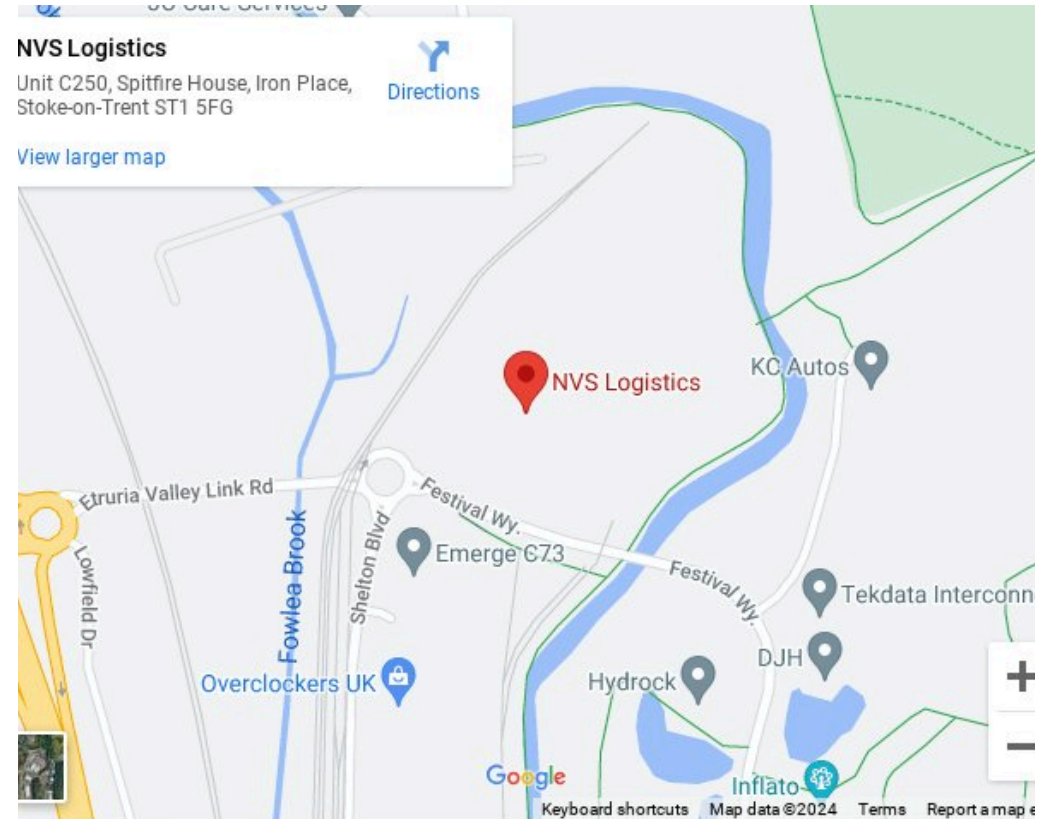
A strategic hub for efficient distribution



Strategically positioned at the heart of the UK distribution network, Stoke-on-Trent provides unparalleled access to major transportation routes, including motorways (M6), railways, and airports.

From centralised access to key markets, to enhanced connectivity and reduced transport costs, our location empowers your businesses to optimise your supply chain operations and drive success.

NVS Logistics
Spitfire House
Unit C250
Iron Place
Stoke-on-Trent
ST1 5FG



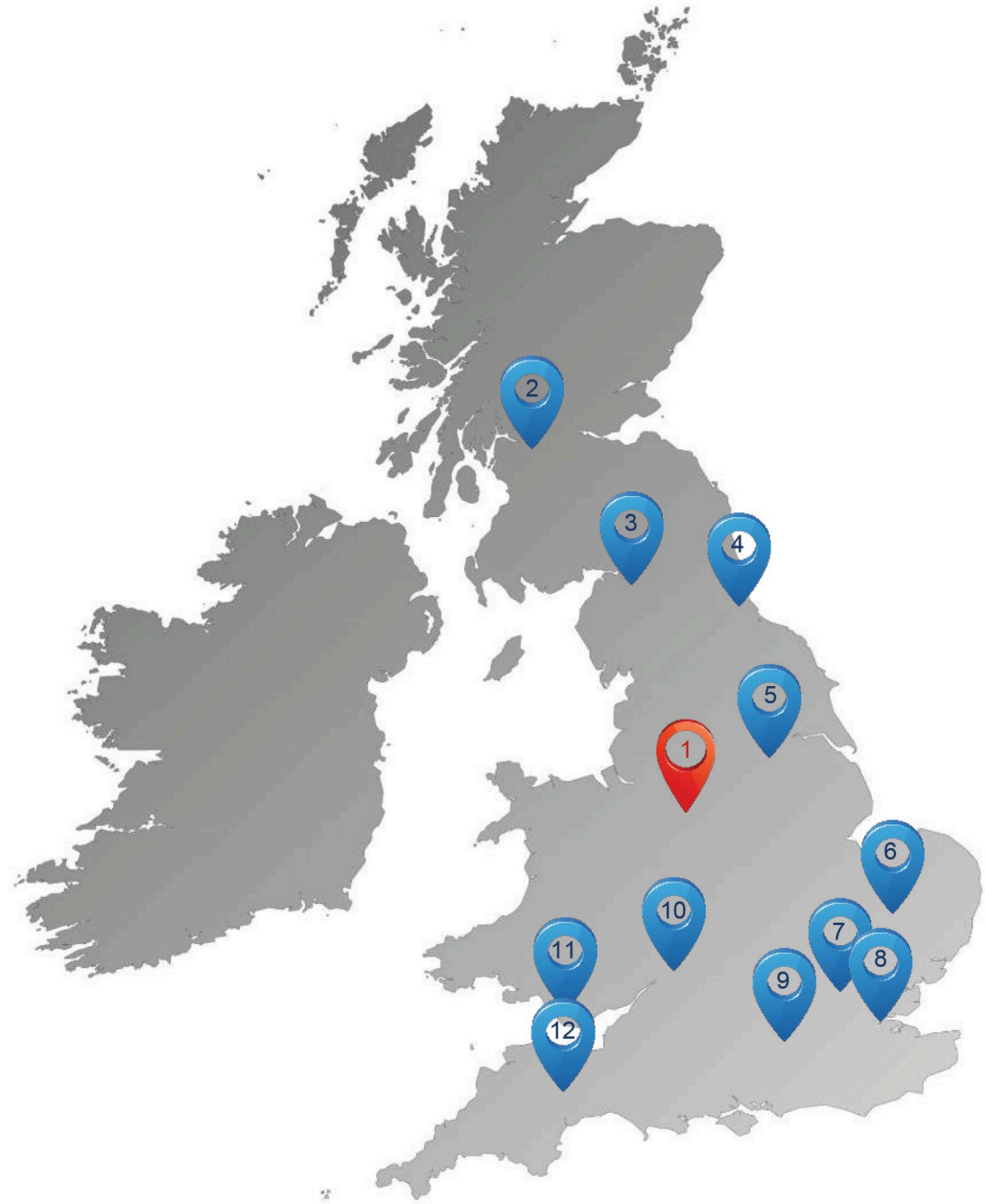
Our Distribution Network

Head office & main warehouse
distribution centre:

1. Stoke-on-Trent

Satellite Depots:

2. Glasgow
3. Carlisle
4. Durham
5. Doncaster
6. Brandon
7. Waltham Abbey
8. Swanscombe
9. Frimley
10. Gloucester
11. Bridgend
12. Tiverton



Refrigerated Transportation

Benefit from seamless cold chain management, with NVS Logistics' structured and proactive approach to refrigerated transportation. At every step of the journey, the quality and safety of your products is prioritised.

This is achieved through the collaborative efforts of our well-trained employees and by using market-leading equipment and systems:

- **Calibrated medical-grade transportation (cube) fridges & fridge passports**
- **24/7 temperature monitoring and alert system**
- **Standardised programme of checks and actions**

[Find out more](#)

The Road To Sustainability

When you partner with NVS Logistics, you're aligning with a company that shares your commitment to sustainability.

We are continually working to reduce the carbon footprint from our vehicle use, exploring the latest technology and ways to reduce our dependence on non-renewable energy sources.

[Find out more](#)

Light Commercial Vehicles (Vans)

We'll be introducing a number of full-electric vans to our delivery fleet in 2024, where routes and geography allow. We also use smart journey planning to reduce our delivery miles.

Reducing the use of diesel for our HGVs

To reduce our diesel consumption we've introduced new box trailers that use battery packs and 'dynamos' fitted to the centre axle of the trailer to power the fridge units rather than diesel.





Integrated Systems & Support Platforms

Enhancing productivity and providing you with excellent customer service

Integrated Systems and Support Platforms

Enhancing your productivity and providing you with excellent customer service

Seamlessly integrate your existing systems with NVS Logistics cutting-edge systems and support platforms and you can benefit from enhanced efficiency and productivity, as well as getting customer satisfaction at every step of the logistics journey.

Access Delta

Our comprehensive logistics management system, Access Delta, offers seamless integration with APIs and courier services for both inbound and outbound operations.

By having everything connected, the systems will send data to each other, removing the need for manual data entry or rekeying, and reducing the risk of costly errors.

What's more, you can view your stock day and night, upload orders and even view the warehouse location of stock.

Our Systems and Support Platforms



Service Desk

Leveraging a leading service desk platform, we provide unparalleled support and assistance to our customers, ensuring prompt resolution of enquiries and issues, and fostering strong customer relationships.

Online Safety Hub

Our online safety hub serves as a centralised platform for all safety-related activities and protocols, enabling proactive management of health and safety measures, ensuring compliance with regulations, and promoting a safe working environment for our staff.

Integration with Carrier Networks

Through seamless integration with carrier networks, we extend our transportation capabilities, offering additional flexibility and scalability to meet fluctuating demand and your exact requirements.

Enterprise Resource Planning (ERP)

Our Enterprise Resource Planning system provides robust capabilities for inventory management, order fulfilment, and warehouse optimisation, enabling efficient and precise management of goods and resources within our facilities.



Cold Chain Logistics

Prioritising the integrity and safety of your products

Cold Chain Logistics

With NVS Logistics, you get peace of mind that your products will be received in optimum condition, without the safety or efficacy of the product being compromised at any point during the supply chain.

We employ a fully active cold chain for the storage and transportation of temperature-sensitive products within our own national distribution network. Offering a stable environment controlled at a refrigerated temperature between 2-8°C, or an ambient temperature between 15-25°C.

Our refrigerated storage and transportation chain

Delivery and Storage

Your products will be delivered to the NVS warehouse by refrigerated transport. On arrival, our Goods-In team will check the product is within the correct temperature range, it will then be stored within our walk-in fridges. These are constantly monitored and maintained at a temperature between 2-8°C.

Picking and Packing

A member of our specially trained fridges team will pick any refrigerated products and pack them in clearly identifiable, sealed packaging and store them in one of our insulated 'cube' fridge units for distribution.

Transport

Our fleet of delivery vans are equipped with insulated 'cube' fridges to ensure the temperature remains compliant during the delivery process.



How do we manage our refrigerated transportation?

Benefit from seamless cold chain management, with NVS Logistics' meticulously structured and proactive approach to refrigerated transportation. At every step of the journey, your products are protected with a tailored approach that prioritises the quality and safety of your products.

Our focus is on harnessing the collective expertise of our well-trained employees and leveraging top-of-the-line equipment and systems. By doing so, we're not just managing potential risks but actively mitigating them, so you can rest easy knowing your products are in expert hands.

Calibrated medical grade transportation (cube) fridges

Each self-contained insulated unit has a protected digital temperature controller to prevent accidental temperature alterations, or the unit being switched off. This also provides the driver with an easy way to verify the temperature of the unit whilst making their deliveries. The units have up to 10 hours of battery power, and can be powered via the vehicle's battery or run-on mains power. They are also re-calibrated on an annual basis.

Fridge passports

Each insulated 'cube' fridge has its own 'fridge passport', which accurately documents the date, time, and temperature of the unit when products were loaded and subsequently reached their destination. Ensuring traceability at each stage of the transportation process.

A 24/7 temperature monitoring and alert system

Quartix is a digital system that manages the temperature of our 'cube' fridges and offers an extra level of temperature verification. An alert email is sent to our team if any fridge breaches an upper or lower temperature threshold, this can then be immediately investigated and rectified.

Standardised programme of checks and actions

We use a comprehensive programme of checks and procedures throughout our refrigerated cold chain. From initial checks by our Goods In team, to a daily vehicle check sheet (DVCS) which is completed by our drivers prior to loading, they will also perform a visual check at each drop point along their delivery route.



Regulatory Compliance

Ensuring the highest level of care, integrity and compliance in the services we provide to you

Regulatory Compliance

When you work with NVS Logistics, you're not just getting logistics services; you're getting a partner who can seamlessly navigate the complexities of regulations, so you can focus on what matters most – your business.

Through collaboration with leading regulatory bodies and adherence to industry standards, we ensure the highest level of care, integrity and compliance in the services we provide to you.



GDP Compliant (Good Distribution Practice):

Our commitment to GDP compliance ensures the safe and secure distribution of pharmaceuticals and healthcare products, safeguarding product integrity and patient safety.



VMD (Veterinary Medicines Directorate):

Working closely with the VMD signifies our dedication to compliance with regulations governing the distribution and use of veterinary medicines, prioritising animal health and welfare.



MHRA (Medicines and Healthcare products Regulatory Agency)

Committed to adhering to stringent regulations governing the distribution of pharmaceuticals and healthcare products, ensuring product safety and efficacy.



Home Office:

Maintaining a positive working relationship with the Home Office underscores our commitment to compliance with regulations related to controlled drugs and substances, ensuring strict adherence to legal requirements.



Trading Standards:

Our collaboration with Trading Standards reflects our dedication to consumer protection and fair trading practices, ensuring transparency and accountability in our operations.



Driver & Vehicle
Standards
Agency

O-Licence (Operator Licence):

Holding an O-Licence demonstrates our compliance with regulations governing the operation of goods vehicles, ensuring safety, reliability, and legal compliance in transportation activities.



SOX Compliant (Sarbanes-Oxley Act):

Being SOX compliant signifies our commitment to financial transparency, accountability, and internal controls, ensuring the integrity of financial reporting processes.



UKWA Accredited Member (United Kingdom Warehousing Association):

As a UKWA accredited member, we uphold the highest standards of warehousing and logistics operations, ensuring quality, reliability, and professionalism in our services.



RHA Member (Road Haulage Association):

Membership with the RHA signifies our dedication to excellence in road haulage operations, adhering to industry best practices, and promoting safety and efficiency in transportation activities.



British Safety Council Member:

Membership of the British Safety Council keeps us updated on changing legislation and best practice and its impact on our business and clients, ensuring our Health & Safety performance remains first class.



Sustainability

Integrating environmental considerations into all aspects of the services we offer you

Sustainability

When you partner with NVS Logistics, you're aligning with a company that shares your commitment to sustainability, ready to collaborate in protecting our planet and fostering a greener future.

Our dedication extends beyond words; we're actively seeking innovative, sustainable solutions that can benefit not just our business, but also you, our valued partner, and the environment. This commitment drives us to seamlessly integrate environmental considerations into all aspects of the services we offer you.



Delivering a greener pawprint

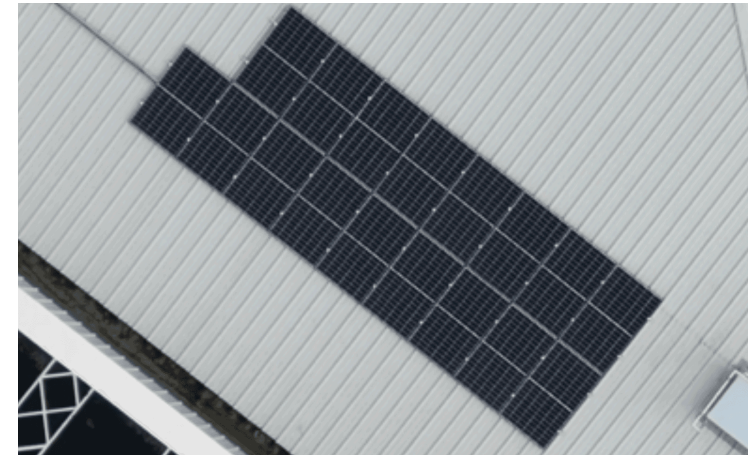
A sustainable workplace

Our warehouse and distribution facility carries an 'Excellent' rating in the [BREEAM](#) sustainability assessment method – placing it within the top 10% of new non-domestic buildings in the UK.

30m² of photovoltaic (solar) panels on the warehouse roof, but it has been designed to accommodate 100% PV panels on the roof structure. This gives us the opportunity to install additional solar panels once the local area has the electrical infrastructure in place to support this.

High-grade enhanced cladding has been installed within the structure's walls to increase the building's thermal energy efficiency and support the temperature control solution installed in the warehouse.

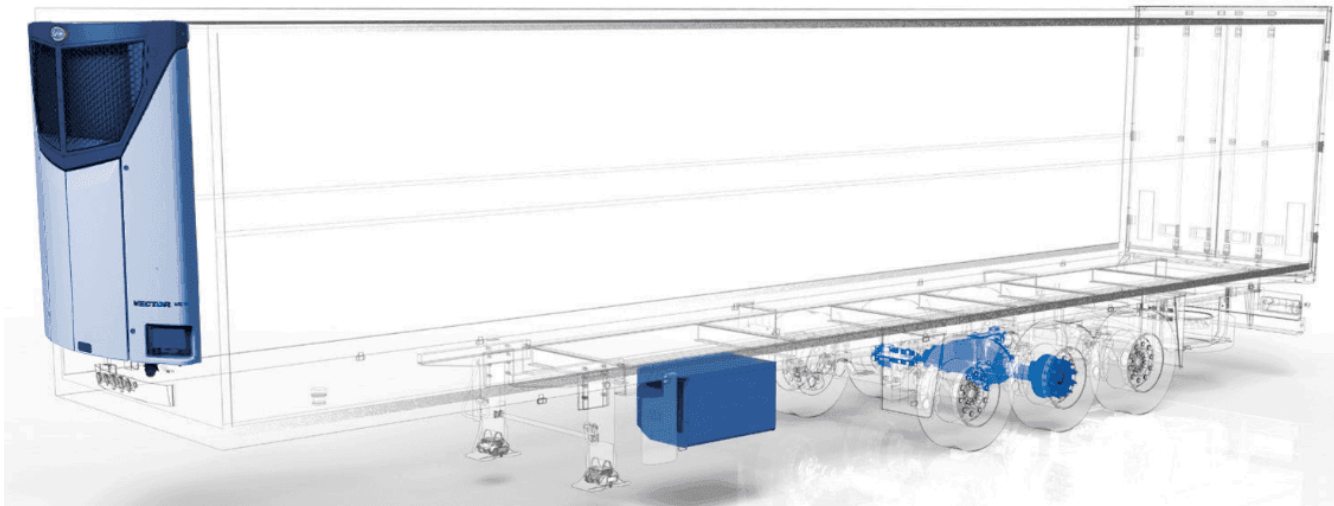
Rainwater harvesting to collect and store the rainwater that runs off the warehouse roof. This 'grey water' is used for the toilet flushes in the main office block.



Internal and external high-efficiency dimmable LED lighting equipped with PIR sensors. This ensures optimal use of natural light and minimises unnecessary energy usage.

Our commitment to sustainability extends beyond the building itself, with **48 electric vehicle charging points** and the infrastructure in place to expand this number. These charging points can be used by our growing fleet of electric cars and vans, employees and visitors to the site. We also offer a **Cycle to Work scheme** to encourage our employees to cycle to work.

What's more, the area surrounding our warehouse and distribution centre is **landscaped using plant species native to the UK.**



The road to sustainability

Transport is an essential aspect of our business; from our HGV trailers to our fleet of delivery vans. We are continually working to reduce the carbon footprint from this vehicle use, exploring the latest technology and ways to reduce our dependence on non-renewable energy sources.

Light Commercial Vehicles (Vans)

Following successful trials, we'll be introducing full-electric vans to our delivery fleet in 2024,

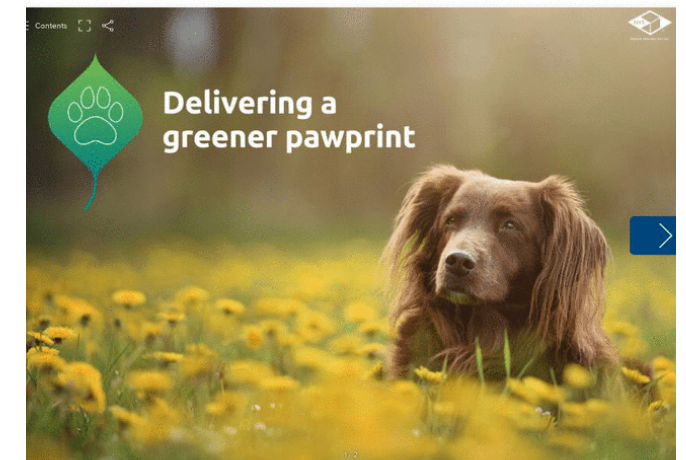
where routes and geography allow. We also use smart journey planning to reduce our delivery miles.

Reducing the use of diesel for our HGVs

To reduce our diesel consumption we've introduced new box trailers that use battery packs to power the fridge units rather than diesel. The battery is recharged through 'dynamos' fitted to the centre axle of the trailer, capturing the kinetic energy generated by the turning wheels and the captured energy from braking.

Find out more...

For more detailed information on all of our sustainability initiatives and how NVS Logistics, as part of the wider NVS Group, aims to deliver a greener pawprint, **click on the image below to browse our sustainability e-brochure.**



To find out more about NVS
Logistics or contact us:

<https://www.nvsweb.co.uk/nvs-logistics>

Email: nvslogistics@nvs-ltd.co.uk