



Innovative Healthcare Logistics

Trusted logistics solutions for human and animal health



LYNDEN



Introduction to Lynden Healthcare

With more than 35 years of experience as a healthcare 3PL provider, Lynden is a trusted partner and seamless extension of our clients' operations. We deliver comprehensive services – from warehousing, logistics, and transportation to quality assurance, customer care, and order-to-cash solutions – all with the highest standards of reliability. Guided by a commitment to quality and supply chain innovation, we help our customers move their business forward while keeping patient safety, both human and animal, at the center of everything we do. The result is dependable service you can count on.

About Lynden

Lynden Healthcare is part of the Lynden family of companies, helping businesses move what matters most for over a century. Our extensive multi-modal network provides transportation and logistics solutions across Alaska, Canada, the Pacific Northwest, Hawaii and around the world, allowing our customers to optimize time and money by shipping via air, land or sea, or in any combination. Backed by a reputation for innovation, trust, and customer-focused service, Lynden is the preferred partner for industries that demand reliability and efficiency. At Lynden, we believe even the most complex transportation challenges can be solved with the right people equipped with the right tools and experience.

The Lynden Healthcare Advantage

- Canada's healthcare logistics market leader
- Proven track record of operational excellence and best-in-class service
- National coverage of GMP distribution centers across Canada, providing regional and national solutions
- Exceptional track record of audits with clients and regulatory bodies
- Strategic transportation solutions with carrier flexibility
- Part of the Lynden family of companies, who have been dedicated to innovative transportation and logistics solutions since 1906

Lynden Healthcare Services

Lynden offers a wide range of capabilities and turn-key solutions, including healthcare logistics and transportation management, quality assurance, temperature-controlled solutions, controlled substance handling, and order-to-cash services.

WAREHOUSING & DISTRIBUTION	TRANSPORTATION	REGULATORY & QUALITY ASSURANCE	CUSTOMER SERVICE	VALUE-ADDED SERVICES
Storage of Pharma Product (GMP)	Transportation of Pharma Product	Governing all Lynden SOP's & CPM's	Dedicated Customer Service	Secure Network
15-25°C 2-8°C -20°C -80°C -130°C	15-25°C 2-8°C -20°C -80°C -130°C	Audit Management & Reporting	Order Processing	EDI Integrations
Cages & Vaults for Controlled Substance	Inbound & Outbound Freight Solutions	QA & QPIC on-site	Electronic & Paper Invoicing	Report Management System
Warehouse Receipts	Carrier Selection	Management Quality Control	Full Order-to-Cash Solution	Proprietary Web Portal
Inventory Management	Tariff Management	License Maintenance	Handling Customer Inquiries	Co-pack & Re-labeling Capabilities
Pick & Pack Operation	Carrier Management	Lot Release	Returns Management	Product Requiring Special Access
Temperature Controlled Packout Solutions	Quality Agreements for Carriers	Retention Samples	Debiting & Crediting	KPI's Across all Departments
Integrated Systems OMS WMS	Integrated Systems TMS	Integrated Systems QMS	Integrated Systems CRM	Integrated Systems RMS

Transportation

With over 100 years of experience in global transportation and logistics, Lynden delivers seamless end-to-end solutions for every stage of your supply chain. As your single point of contact, we manage the entire process – from international manufacturing facilities, through the domestic network, and directly to your customers – consolidating operations with one invoice and one trusted partner.

Once products enter the Lynden network, our strategically located healthcare facilities across Canada provide robust national coverage and just-in-time delivery. Backed by a world-class transportation network and validated carriers, we offer flexible, cost-effective options to meet the unique requirements of both human and animal healthcare.

- Transportation management services
- Complete global coverage
- Air and ocean cargo service
- Trucking (courier, LTL and FTL)
- Charters
- Customs brokerage
- Temperature-controlled
- Chain of signature
- Air and ground
- Expedited white-glove service





Quality Assurance

Lynden is an industry leader in both healthcare and Quality Assurance (QA) within the healthcare field. Our robust Quality Management System (QMS) guides all business functions and operating systems to ensure the highest level of product integrity and patient safety. We have spent years developing consistent and reliable processes to meet regulatory compliance in all facets of the business.

Ensuring Supply Chain Integrity

- Drug Establishment Licensed (DEL) facilities
- Controlled Substance License
- Precursor License
- Multiple Quality Assurance staff managing compliance at all sites
- Fully integrated Quality Management System (QMS)
- Quality agreements for clients, carriers and vendors
- Corporate Standard Operating Procedures (SOP)
- Client-specific procedure manuals
- Regulatory compliance expertise

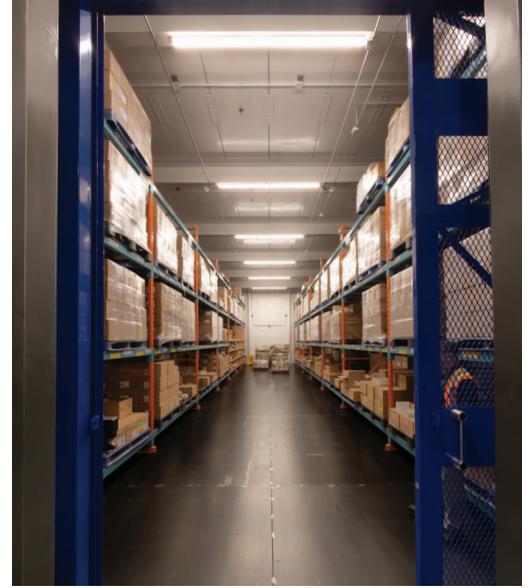
Temperature-Controlled Solutions

Lynden offers customized, end-to-end protection of temperature-controlled products through our entire supply chain network. Each Lynden facility is equipped with a variety of different coolers and freezers designed to accommodate sensitive healthcare products ranging in temperature from deep frozen to ambient temperatures (-80°C to 22°C).

Once the product leaves our facility, our qualified transportation network delivers on time and within temperature range. Our network consists of strategic partners that specialize in temperature-controlled solutions with access to all distribution points within Canada. No matter where you are, we deliver. Even the most challenging locations are within reach with our packout solutions qualified to extreme Canadian conditions. Lynden offers custom single-use packaging solutions as well as turn-key reusable solutions with a managed return logistics and refurbishment process.

All temperature-controlled equipment is in compliance with Health Canada Guidelines and the FDA.





Controlled Substances

We recognize the importance of delivering controlled substances quickly and safely to the people who need them most while meeting needs for visibility and compliance. All Lynden sites are Drug Establishment Licensed (DEL) and Controlled Substances Licensed with dedicated QPICs for safe storage and distribution practices for narcotics and controlled drugs.

Visibility & Control with Critical Product

- Vault construction and consultation
- QPIC located at all sites
- Drug Establishment License (DEL)
- Controlled Substances License
- Chain of signature
- Online portal for visibility of tracking shipments
- Cold chain and temperature control capabilities
- Quality assurance and regulatory affairs

Customer Service for Your Company

We can provide dedicated customer service teams to meet your business needs and provide service to your customers in a way that feels in-house, not outsourced. Using a dedicated phone line and email address, we answer inquiries using your company name. Our bilingual (English/French) services provide national support for customers across Canada. Orders received by phone, fax, email, mail, or electronically are processed according to set procedures. We can scale our customer service solution to meet your business needs, without sacrificing quality.

In addition to customer service, client solution managers are in place to streamline communication with our clients across all departments at all levels of business. These managers are the single point of contact between all departments, ensuring your business is well managed. Furthermore, our client solutions team provides business intelligence and monitors Key Performance Indicators (KPI's) – empowering our clients with quick, accessible information that is essential to optimize business performance.

Lynden has a custom-designed online web portal that provides clients the ability to view activities online and gain more visibility into the status of their inventory, customer orders, sales, receipts, and reports. The system has drill-down functionality, allowing for a more detailed view of any transaction. All systems are validated with multi-layer security to ensure your information is safe.



“[The Canadian Pharmaceutical Distribution Network] CPDN has had the pleasure of working with Lynden Healthcare for over 15 years and their unwavering commitment to quality has consistently exceeded our expectations. Their attention to detail and dedication to delivering world-class service levels have been instrumental in our success. What truly sets Lynden apart is their remarkable flexibility in meeting our growing business needs. They have consistently demonstrated an ability to adapt and innovate, ensuring that our evolving requirements are met with precision and efficiency.

Moreover, Lynden’s commitment to fostering a strong and collaborative partnership has been invaluable. Their team is always approachable, responsive, and willing to go the extra mile to ensure our mutual success. We consider Lynden International Logistics not just a vendor but a trusted partner in our journey towards excellence and leadership in the Canadian market.”—SAV DIPASQUALE, President, CPDN

Technology to Keep you Informed

Our state-of-the-art technology allows us to deliver accurate and timely information on inventory and warehouse management functions with Electronic Data Interchange (EDI) capabilities. The system is designed to allow configurable features based on client needs – all designed specifically for pharmaceutical regulatory requirements.

A custom-designed online portal provides clients the ability to view their activities online and gain more visibility into the status of their inventory, customer orders, sales, receipts, and reports. All systems are validated with multi-layer security to ensure your information is always safe.

Lynden Client Access System (LCAS)

Your decision to outsource your logistics business does not mean losing control over access to your company's information.

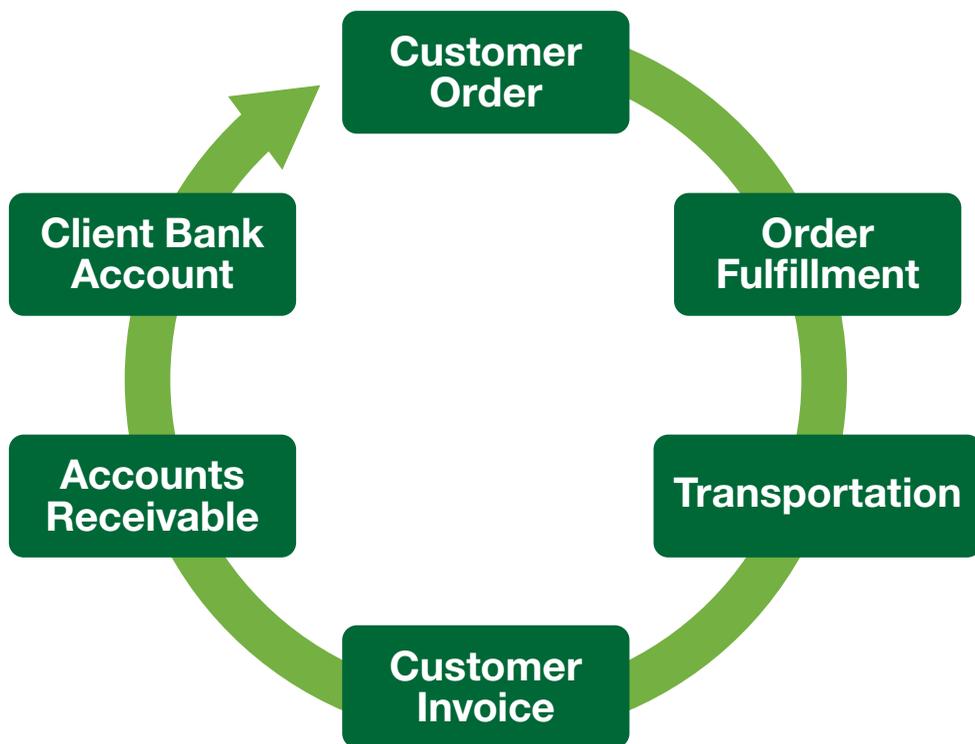
Our LCAS web-based system allows visibility to your logistics activity online and in real time. You have access to view customer orders and previous day's sales, as well as week-to-date, month-to-date, and year-to-date sales. You can also access carrier and final delivery information, view receipt status and inventory status, and run reports in PDF or Excel formats including sales recap, shipped orders, open orders, receipts, returns, and inventory.

Features Available on the Lynden Client Access System (LCAS):

- **Dashboard View** – Previous day recap, WTD, MTD, and YTD orders and lines. Active real time orders, receipts, and returns in progress.
- **Customer Orders** – Order information with tracking details.
- **Receipts** – By ASN, PO, or item – drill down to the line level.
- **Inventory** – Search by warehouse, by item number, by lot number, or by UPC code.
- **Customer Returns** – Search by RMA, ASN, or item number.
- **Reports** – PDF or Excel formats including sales recap, shipped orders, open orders, receipts, returns, and inventory.

AR Solutions, Invoicing, and Order to Cash

Lynden's order-to-cash system streamlines the entire workflow – from order capture through billing and revenue collection – into one process. This turnkey solution accelerates ordering, improves efficiency, and strengthens customer relationships. Offered as a hassle-free extension of your existing operations, it integrates seamlessly with other services we manage for you.





Facilities & Locations

Lynden has a network of specially designed healthcare storage and distribution facilities located across Canada, all licensed with Health Canada and GMP compliant. All facilities maintain the same governing procedures and operating systems, providing a seamless national distribution network and effective business continuity.

Services Include:

- Warehouse and inventory management
- Chain of signature for narcotics and controlled substances
- Cold chain management
- Quarantine and release process management
- Lot control, lot tracking, and 2D barcoding



Our Good Manufacturing Practice (GMP) facilities are strategically located across Canada for complete national coverage



Guelph
Guelph, ON

Vaughan
Concord, ON

Milton
Halton Hills, ON

Delta
Delta, BC

Calgary
Calgary, AB

CONTACT US

Questions? We are here to help.
Please contact us to discuss ways we can
support your healthcare logistics needs!

Email: salesinfo@lynden.com

Phone: **1-800-265-6756**

