

Global Logistics Built to Grow With You

Promega Corporation
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Challenge: Finding a manufacturer, OEM or custom order supplier that has not only the manufacturing capabilities and quality controls you need, but also has the logistics support, infrastructure and supply chain to ensure you receive timely delivery of your product.

Solution: Promega offers an expansive global logistics operation and distribution network, backed by decades of industry expertise and experience to support your needs.

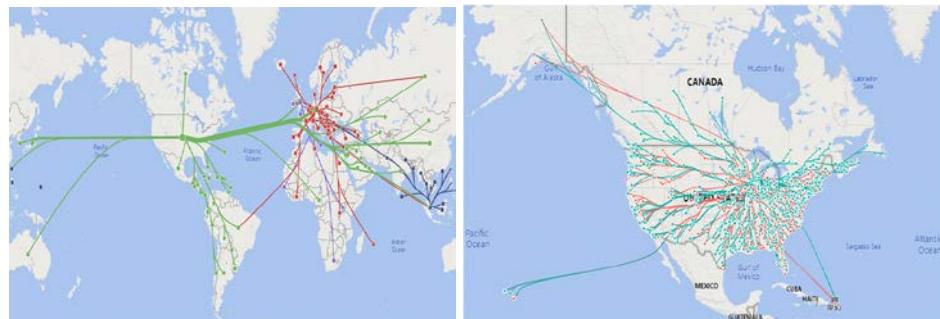
Benefits:

- Reliable end-to-end supply chain from inventory management to warehousing, order processing and distribution ensures accurate and timely product delivery worldwide
- State-of-the-art global distribution centers offer customizable inventory control and full-service capabilities, such as importation, product storage, order processing, distribution and exportation
- We offer specialized “white glove” service to ensure proper handling of instrumentation during transit, including crating, specialized freight arrangements, delivery service and installation
- Environmentally-friendly, sustainable packaging materials
- Helix® units offer RFID technology to provide convenient solutions for on-site stocking

Introduction

Evaluating a potential partner's manufacturing capabilities requires an understanding of how that partner manages and controls their manufacturing operations to ensure your product is delivered to your specifications every time. Once you have found a supplier with the required expertise, manufacturing capabilities and quality controls, you also need to know that the chosen manufacturer has the required logistics support and supply chain in place to meet your delivery requirements.

Promega's global logistics organization and extensive distribution network offer decades of industry expertise and experience supporting Promega's customers on a global basis. Our fully-controlled, reliable end-to-end supply chain, from inventory management to warehousing, order processing and distribution ensures accurate and timely product delivery. With our global capabilities, we can ship to over 100 countries. Your delivery time will be confirmed at the time of order, and will depend upon the product, location and time in transit.



Global distribution from Promega's US Hub, Euro Hub and Singapore Hub (left). North America distribution out of the US main Hub in Madison, WI (right).

Promega owns logistics operations and infrastructure in our key customer markets globally, which allows us to leverage and optimize our global capabilities for fast and reliable delivery. Our state-of-the-art distribution centers offer full-service capabilities, including importation, product storage, order processing, distribution and exportation.

Our main global distribution center, the Kepler Center, is in Madison, Wisconsin. From this site we supply both domestic and international customers. The Kepler Center is a 126,000 square foot (11,706 square meter) facility, with 44-feet high ceilings, that is home to customer service, kit packaging and shipping.

The Kepler Center houses our state-of-the-art warehouse with ample capacity for ambient, +4°C, -20°C, -70°C and -140°C cryostorage space. This includes 1,000 square feet of +4°C storage, 7,500 square feet of -20°C storage and 21,000 unique individual product storage locations.



A look at the inside of the Kepler Center.

In addition to our standard equipment, we utilize the automated storage and retrieval system (VLM or Vertical Lift Modules) which allow for 400lb-capacity, high-density vertical storage up to 35-feet high.



Vertical Lift Module (VLM) storage and retrieval system.

On average, Promega processes approximately 25,000 order lines per month and 300,000 order lines annually. We ship approximately 2.6 million individual items per year, while maintaining an order accuracy rate of 99.99%.

Promega also has two regional distribution centers in Germany (Euro hub) and Singapore, as well as smaller local distribution centers in the United Kingdom, South Korea, China, Australia, Japan, India and Brazil. Promega maintains the inventory stock for local order processing at these sites, ensuring timely global delivery of our products to you.



One of the new distribution facilities in Walldorf, Germany.

Our global logistics staff is well-trained and adheres to the highest level of customer service and quality standards so that we can support our customers in their local language and time zone.

Third Party Logistic Partners

We qualify and partner with our key vendors and freight forwarders who understand our requirements and know our products. We have implemented redundancy in our freight forwarder and carrier networks globally to mitigate against unforeseeable risks.

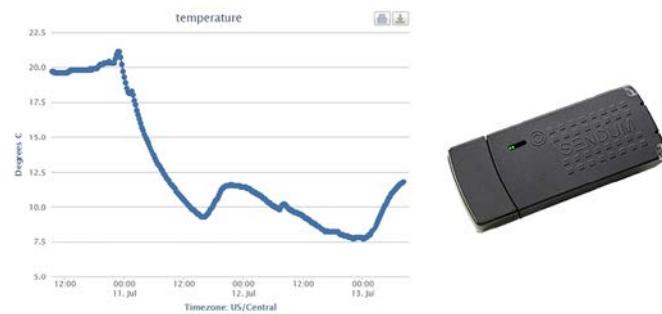
Temperature-Sensitive Transport Solutions

Due to the temperature-sensitive nature of our products, we have developed specialized logistics solutions for warehousing and transportation, to ensure complete control and visibility throughout our supply chain and distribution channels, from the origination point to customers all over the world.

Our standard packaging solutions target a wide range of temperature requirements. We provide specialized packaging and shipping containers (room temperature, gel ice, dry ice or liquid nitrogen) depending on the nature of the materials and the time in transit.

In addition, Promega has developed a customized solution for transportation of cell lines in dry ice. This container is specially designed with multiple layers of packaging to provide ultimate protection to the product inside.

When appropriate, we employ a variety of data loggers to monitor in-transit temperature. With our most recent addition of the wireless Sendum data loggers, we have enhanced the visibility and control of our real-time shipments.



Temperature report (left) from a Sendum Data Logger (right) from a shipment to Promega Australia.

Instruments

Promega offers a comprehensive selection of instrumentation and automated platform solutions to complement our extensive chemical and biochemical product lines and to meet a broad range of customer needs, from low to high throughput.

Our equipment is very complex and sensitive, and some possess a large footprint and require special handling during transit. Promega offers specialized "white glove" service to ensure our instruments are handled properly during domestic and international transit, which includes crating, specialized freight arrangements, delivery service and installation.

To ensure complete control of our shipments, we handle the full door-to-door transit within our own network, and only work with transportation companies who are equipped and experienced in handling this type of cargo.

Helix® Program

With the Helix® On-Site Stocking Program, Promega provides easy, 24/7 access to the reagents and products our customers need. No hassle, no paperwork, just more time to focus on science.

We utilize state-of-the-art RFID technology to provide convenient on-site stocking. Our inventory management system ensures you have what you need, when you need it.



Examples of some different Helix® units.

The Promega Helix® On-Site Stocking Program supports various sizes of cabinets, refrigerators, freezers and ultra-low freezers. A Helix® unit is customized to stock the products that you need and is managed to ensure fresh products are always available.

A Helix® unit helps save the environment through consolidated shipments, efficient restocking plans and reduced packaging.

Environmentally-Friendly Packaging Options

Our new packaging is part of our commitment to sustainability and corporate responsibility efforts that benefit our planet, people, communities and products.

Now Promega uses Sustainable Forest Initiative (SFI) Chain of Custody level certified fiber in our printed packaging material.

The SFI label indicates a commitment to tracking fiber, from forest content to end product, using a third-party internationally-recognized sustainability standard. In addition, the ink, coating and glue are sourced from renewable products containing no controversial materials.



Our sustainable, environmentally-friendly packaging.

Continuous Improvement

We continuously evaluate our supply chain against industry trends and best-in-class benchmarks. We consistently implement process improvements to increase the efficiency and effectiveness of our operations and better support the company's overall business goals.

Global Logistics Support During the COVID-19 Pandemic

The COVID-19 pandemic caused wide-spread embargoes on travel as well as airline flight cancellations, resulting in massive global freight capacity constraints and supply chain disruptions.

At the same time, as a key supplier of materials related to SARS-CoV-2 research (both catalog and custom), Promega experienced an unprecedented global demand for these critical, time-sensitive materials. This combination of tight air freight space availability and extraordinary growth in customer demand created unique challenges for our Global Supply and Logistics teams and was a real test for our organizational agility and responsiveness.

In that time of crisis, we came together to respond by rapidly rethinking and redesigning our internal processes and priorities, developing non-standard solutions very quickly. Our ability to quickly adjust and devise creative solutions within a very short time frame is a testament to our strong organization, our staff professionalism, flexibility and dedication to our customers. As a result, we were able to support uninterrupted supply of products to our customers, even to embargo destinations.

Summary

Promega first certified to international standards in 1998, and that commitment exemplifies our commitment to our customers, our business and all those who rely on and benefit from the use of our products.

Our multiple ISO certifications have demonstrated to a third party that the organization meets all requirements of the standards and has implemented a quality system capable of developing, manufacturing, testing and delivering high-quality products around the world.

The Promega Madison, USA, facility maintains certification in ISO 9001 and ISO 13485, the standard for the manufacture of medical devices. We also maintain certification in ISO 18385, which focuses on minimizing the risks of human DNA contamination in products.

Currently, 15 Promega facilities around the world have certified to ISO standards. You can have confidence in our ability to manufacture products and assay components reproducibly and to provide the required quality documentation.

Through Promega's global logistics organization, you can have confidence that your product will be delivered in a manner that is both timely and protective of your product integrity.

To request information or arrange to visit Promega, please contact us at:

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