

EDITORIAL FEATURE

Market Update

The HPCLC discussions were centered around supply chain efficiencies, innovation and modal shift trends...

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CUSTOMER QUOTES

“There is a real trade off argument going on within my company, balancing quality with cost. Who knows who will win at this point.”

– Quality Manager American Pharmaceutical Manufacturer

“The global regulatory environment is just getting started.”

– Regulator Comment



NEWS FROM THE CEO

As I write this introduction, CSafe Global is celebrating the one-year anniversary of the CSafe/AcuTemp merger. It is an excellent opportunity for us to share with you statistics from our most recent market survey, beginning with those from our airline partners. Additionally, we want to update you on our learnings and experiences from the recent cold chain packaging conference in Chicago as well as the Health and Personal Care Logistics Conference in Florida.

We hope that you are enjoying our new CSafe Global website and, as always, appreciate you sharing your ideas and suggestions about how we can better serve our cold chain customers and partners. Thank you for your business.

“Well done is better than well said.”
– Benjamin Franklin

Brian Kohr,
CSafe Global President and CEO



NEWS UPDATE

- Effective November 15, 2013, CSafe will maintain container inventory in RDU Raleigh/Durham and BOS Boston.
- Mark Mohr, Director Customer Support and Partner Management, was a featured speaker at the August CNS Cold Chain & Temperature Management conference in Miami.
- CSafe is expanding partner and service networks. In the last 12 months we:
 - Increased our global service network by 25%.
 - Increased airline MLA's by 37% and freight forwarders by 30%.
 - Added 35% more airlines that carry the CSafe RKN.
 - Built over 150 new CSafe RKNs.
- We extended the AcuTemp brand reusable mobile hand-held courier product offering to include frozen, 2°-25°C and 2°-8°C, with both 12-hour and 48-hour versions.
- The CSafe website includes a passive packaging consulting tool, making it easy to select and inquire about the AcuTemp brand solutions in 2°-8°C, CRT and frozen from 12 to 240 hours and payload volumes .4 to 48 liters.



SPOTLIGHT

CSafe Airline Industry Cold Chain Survey Results

We completed the analysis of the airline portion of the 2013 survey. This gave us visibility to not only our performance, but also the trends that shape our industry. We thank those of you who participated. Know that your feedback is used to enable us to grow our business and meet your challenges.

Industry Response

- EASA and FAA approval moved from least important in 2011 to most important in 2013.
- The 2009, 2011 and 2013 surveys rated the top shipping challenges as: Availability of equipment, performance of equipment and training of handling staff.
- Ability to lease directly was the highest importance lease requirement.
- The greatest challenge in all 3 years continues to be availability of equipment.
- 80% of shipments were either CRT or 2°-8°C.

CSafe Performance

- The CSafe RKN met the airline requirements for total satisfaction and progressively improved in lease flexibility and customer validated solutions.
- When compared to similar active containers, CSafe was first in pricing options, understanding of partner needs, container performance and quality of responses from sales and support staff.
- The survey revealed the need for improvement in the confusing AcuTemp and CSafe websites. This feedback resulted in a new design website that represents CSafe Global and includes both the AcuTemp and CSafe brands.
- We listen to our customers: Since the first 2009 survey, CSafe has improved service network, response time, understanding of needs, pricing options, flexibility/ease of leasing to now have a rating of "total satisfaction".

EDITORIAL FEATURE

Fall HPCLC Conference

I had the pleasure of once again attending the Health and Personal Care Logistics Conference. The presentations were very thought provoking and topics included: supply chain efficiencies, innovation, modal shift trends and the decision making process around it. There were discussions about "control towers" with the ultimate goal being the ability to stand at the point of demand and look back across the supply chain to provide visibility throughout every point in the supply chain, including distribution, manufacturing and supplier processes, thus ensuring that all processes from manufacturing to customer (end to end) are sufficient. There were questions about the ability of Life Science companies to make this required mindset shift which must be led by senior leadership.

It was noted that an important part of 'ensuring supply chain analysis' was the criticality of the packaging component required for product to get to market. This theme was also used in the analysis of disaster planning to include manufacturing and distribution that must be carried over to suppliers of not just raw material components, but also to the active and passive packaging that is used to get temperature-sensitive materials to market. Many companies may still be sole sourced on the active container side.

One conference focused on the broadened definition of innovation to include not only technology/product/service, but also the knowledge of when and where to deploy and use the technology in order to obtain the greatest value. There were presentations about optimal contracts that are outcome



and not transaction based; focus on the 'what' and not the 'how'; clearly define measurable outcomes; contain pricing models with incentives that optimize the business; and utilize an 'insight' governance structure versus an 'oversight' governance structure.

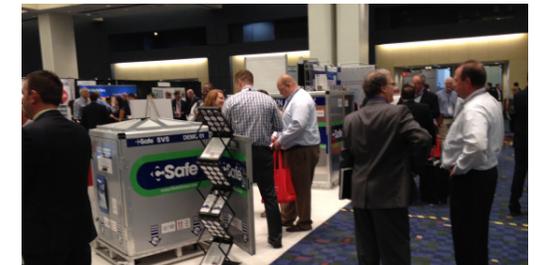
More conference discussions were about the new generation of customer that is now more educated than ever, and has more, and expects more, visibility into the supply chain. When a product is not available, we know customers are now asking "why", and "when will the next shipment will be received?" The expectation from this generation customer is that the answer is known. New customers do not accept that a product is not on the shelf with no other excuse than an Act of God being acceptable.

I highly recommend Life Science companies consider attending the HPCLC conferences. The events are low in cost, extremely educational and allow for great discussions and networking.

Brian Kohr,
CSafe Global President and CEO

IQPC Chicago 2013

- CSafe Global hosted and exhibited in the wifi lounge. We received much positive response about our new green packaging solution. The current AcuTemp cost saving VIP design, that start at \$20 USD, is in use by several of the top ten pharmaceutical manufacturers.
- We also received positive feedback about the cost effective move from bulk passive shippers to active solutions in select lanes.
- A hot topic theme were shipments into Brazil. With the Brazilian government accepting product only if it is held at label claim, it is vitally important that solutions perform without any temperature excursions. CSafe is fortunate to have the solution, relationship and knowledge that allow our RKN to be released off airport into Brazil without a visual opening or inspection.
- The IQPC presentations, our customer conversations and the CSafe survey revealed the growing cold chain requirement for dependable and verifiable product tracking.
- There were discussions about the merits of active vs passive solutions confirmed by the increase we've seen for both the CSafe and AcuTemp brand product in the Life Science industry. CSafe is the only global provider of both active and passive packaging.



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