

## Question & Answer

# Navigating life science logistics in Ireland through the power of partnership

*Exclusive interview with Andrew Moss, Darragh Scannell and Peter Canning.*

A delve into life science logistics in Ireland, including the challenges and opportunities faced within the market post-Brexit and Covid.



### Andrew Moss

*Customer Solutions Manager at Biocair*

Andrew has worked in the logistics industry for over 20 years and has been with Biocair for the past 10 years having worked previously for another specialist logistics provider. Having been instrumental in establishing Biocair's Edinburgh office, Andrew now uses his knowledge and expertise in establishing workable solutions to more complex requests and is heavily involved in the partnership between Biocair and Aramex Ireland.



### Darragh Scannell

*Life Science Logistics Supervisor for Aramex, in partnership with Biocair*

Darragh is renowned for his expertise in handling sensitive pharmaceutical shipments with precision and compliance. With a dedication to excellence and a collaborative leadership style, he ensures the seamless transportation of vital medical supplies while fostering strong client relationships and driving continuous improvement within the logistics industry.



### Peter Canning

*Air Freight Manager for Aramex*

Peter Canning is a seasoned industry professional with extensive experience in the logistics and supply chain industry. With a proven track record in negotiation, freight brokerage and operations management, Peter has successfully overseen numerous overseas contracts in the Middle East and Asia, showcasing his adeptness in delivering efficient and effective freight solutions.



Biocair is an expert in life sciences logistics, providing pharmaceutical professionals, researchers and scientists with industry-leading supply chain solutions since 1986.



Aramex Ireland is a trusted partner solving transportation and logistical challenges for over 40 years, and creating end-to-end solutions to give you peace of mind.

## Question 1

# How does the partnership between Biocair and Aramex benefit life science companies in Ireland?

### Peter Canning

Aramex Ireland brings to the table a wide range of capabilities in logistics beyond life sciences. This means we can provide holistic solutions tailored to the specific needs of life science companies, combining Biocair's expertise with our own to create tailored solutions for customers.

The partnership offers an end-to-end solution for Biocair's customers, integrating services seamlessly between the two companies. This comprehensive approach ensures that customers receive exceptional service and tailored solutions.

### Darragh Scannell

My dual role across both companies ensures we can troubleshoot problems early, and I can operate with an in-depth understanding to deal with issues as soon as they arise.

Our customer feedback has been exceptional, indicating that the partnership is effective and successful in meeting the needs of life science companies in Ireland. It is thriving and growing each month, demonstrating that the collaboration between Biocair and Aramex is beneficial for everyone involved, especially our customers.

### Andrew Moss

Previously, Biocair has not had an extensive presence in Ireland. However, through the developing relationship with Aramex Ireland over the past two years, we're now able to offer a broader range of logistics solutions.

The partnership combines Biocair's 35+ years of experience with Aramex Ireland's local knowledge, expertise and facilities in Ireland. This enables us to offer a fully white-glove service tailored to each customer's requirements.

The partnership ensures that solutions are not one-size-fits-all but are tailored to exactly what the customer is looking for. This level of customisation ensures maximum satisfaction and efficiency.

Furthermore, we have a shared corporate structure which, ultimately, allows us to offer more competitive rates to the customer. Since Covid we have noticed an increase in price sensitivity amongst certain customers and, with this new partnership, we are able to develop innovative, cost-effective transport solutions utilising the shared network. This can be seen in Aramex Ireland's road freight linehaul service between Ireland and the UK linking a variety of MHRA and WDA licensed facilities, ultimately enabling us to be more competitive on certain shipments such as medical devices or bulk equipment.



## Question 2

With Ireland being split across the UK and EU, what risks and challenges does that present?

### **Q** Peter Canning

This is an interesting question, as we see the current situation not as a challenge but as an opportunity. My colleagues and I have extensive experience in dealing with customs and customs regulations. Given our familiarity with customs procedures and our ability to adapt, we view Brexit as a chance to utilise our expertise and provide efficient solutions to customers.

We have a proactive approach to potential customs delays by utilising bonded facilities in Ireland, the UK and the Netherlands. By having these facilities and managing customs clearance efficiently, we ensure that shipments are not held up by customs procedures.

### **Q** Darragh Scannell and **A** Andrew Moss

*Both agreed with all of the points Peter made and had no further comments.*

## Question 3

With export capacities being a big challenge in Ireland, how do you overcome this?

### **Q** Peter Canning

For air freight, especially in the life science sector, there is sufficient capacity available, particularly for shipments under 100 kilos. Carriers like American Airlines and Qatar Airways provide ample capacity, with multiple daily flights from Dublin to various destinations worldwide, including the USA, Asia and the Pacific region.

While there may be some downgrading of capacity during the winter season, it does not significantly affect the life science sector due to the smaller size of the products being shipped. There has been an expansion of long-haul capacity, with increased frequencies of flights to destinations like Dubai and Doha, particularly during the summer season.

There are no capacity issues for road freight, including temperature-controlled vehicles, to the continent and the UK, as they operate all year round.

Overall, we don't see any export challenges related to capacity in Ireland.

### **Q** Darragh Scannell and **A** Andrew Moss

*Both agreed with all of the points Peter made and had no further comments.*



## Question 4

Are the effects of Brexit still being felt at customs?  
How do you continue to navigate this?

### Andrew Moss

Generally, it's an overall lack of understanding about customs requirements within the life science industry that leads to confusion between importing to and exporting from Northern Ireland and the Republic of Ireland.

To mitigate customs-related issues, it's important to ensure that all documentation is complete, accurate and checked before shipments proceed. This thorough approach helps prevent customs delays and ensures smooth operations.

### Peter Canning

There were a lot of preparations made for Brexit and despite some businesses' initial dismissals of potential problems, Brexit did pose challenges, particularly for those unfamiliar with customs requirements. However, for services like ours, which specialises in white-glove service, there haven't been significant issues if documentation is in order.

There is an ongoing effort at customs clearance, including regular customs audits, which we've passed successfully. We're always vigilant in addressing any rare instances of delays or issues with inbound shipments.

### Darragh Scannell

One of the main points of difference from this partnership is our customs brokerage team. They maintain smooth customs clearance processes. They've built strong relationships with customs officials, which facilitate communication and help resolve any potential issues quickly.

Relationships are one of the most important things in customs clearance and the familiarity between our team and customs officials has led to better communication and problem-solving.

## Question 5

What complexities do you face when transporting pharmaceutical goods on a global scale?

### Peter Canning

When exporting pharmaceutical goods globally, we collaborate closely with Biocair to ensure all necessary



documentation, including customs paperwork, dangerous goods certificates and airway bills, are in order. Once the documentation is submitted, we await authorisation from Biocair before forwarding the shipment. Essentially, we have robust processes in place to make global shipping easy.

One of the major challenges we encounter is when shipments consist of multiple boxes, and not all of them travel on the booked flight. But this situation is very rare, and usually caused by events beyond our control. We're always proactive in our approach when issues do arise.

### Andrew Moss

Regulatory compliance when shipping pharmaceuticals on a global scale is key. We must adhere to regulatory requirements in both the destination and transit countries, particularly concerning temperature maintenance and permits for pharmaceuticals containing animal material, such as antibodies. The complexity of the products we ship means we must know each local customs clearance process in detail. As regulations change, Biocair continually works to ensure that we have a thorough understanding of the most current local regulations.

### Darragh Scannell

Agreed with all of the points made and had no further comments.

## Question 6

What does it mean to be a specialist life science logistics provider? What do you provide that general logistics providers can't?

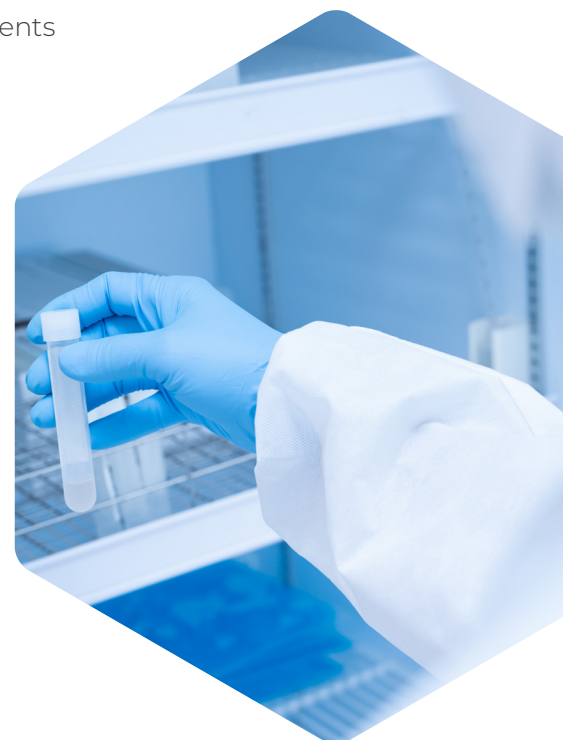
### All

Overall, it comes down to the meaningful nature of the work we do in the life sciences sector. Ensuring that pharmaceutical goods reach patients promptly and safely, potentially saving lives.

Biocair exclusively supports the biopharma sector, so they have in-depth knowledge of the industry and are well-versed in regulatory requirements for shipping pharmaceuticals globally.

They offer personalised care to their customers, which goes beyond traditional logistics services. Some employees have scientific backgrounds, which adds depth to their understanding of the products they handle. This expertise sets them apart from mainstream logistics companies and enhances the quality of service they provide.

Combining their strengths with Aramex Ireland ensures a formidable partnership that delivers for customers every time.





## About Aramex

Since its foundation in 1982, Aramex has grown to become a global leader in the logistics and transportation industry, recognised for its customised and innovative services for businesses and consumers. Listed on the Dubai Financial Market (DFM) and headquartered in the UAE, Aramex's location bridges the path between East and West, enabling its reach to more customers with the provision of effective logistics solutions worldwide.

Aramex currently has business operations in 600+ cities across more than 60 countries worldwide and employs over 16,000 professionals. Aramex Ireland employs over 170 people across 3 depots in Dublin, Cork and Shannon.

For further information on Aramex Ireland, please visit [www.aramexireland.ie](http://www.aramexireland.ie)

Key media contact:

Irene Nolan  
*Marketing, PR and Communications Manager*  
Aramex Ireland  
[irenen@aramex.com](mailto:irenen@aramex.com)





## About **Biocair**

Since 1986, Biocair has established a global reputation as a leading GDP logistics specialist within the pharmaceutical, biotechnology and life sciences sectors. Biocair has built up a unique, client-centric approach by employing scientists in front-line logistics positions and assembling a team of best-in-class industry experts in quality, cold chain and regulatory compliance. Biocair focuses on providing the most comprehensive time-sensitive and temperature-controlled logistics services available whilst delivering flexible, tailored, cost-effective solutions to all its clients. It is committed to delivering complete end-to-end logistics solutions through its 24/7 operation and global network spanning across Europe, Africa, Asia and the Americas.

Biocair employs over 550 people worldwide and provides specialist logistics services to more than 160 countries through a global network of partners. Biocair's offices are located in the UK, France, Belgium, Germany, USA, South Africa, China, Singapore and India.

In 2012 Biocair was acquired as an autonomous division by Geopost. Geopost is the largest parcel delivery network in Europe, which posted sales of €15.69 billion in 2023. Geopost is a holding company owned by Groupe La Poste.

For further information on Biocair, please visit [www.biocair.com](http://www.biocair.com).

For press queries please contact:

Allison Panto  
*Communications Specialist*  
[Allison.Panto@Biocair.com](mailto:Allison.Panto@Biocair.com)

Amy Hayward-Paine  
*PR & Content Account Director*  
[Amy@Anicca.co.uk](mailto:Amy@Anicca.co.uk)

 [www.biocair.com](http://www.biocair.com)

 [enquiries@biocair.com](mailto:enquiries@biocair.com)



NETWORK  
MEMBER OF



