

***Corporate profile***



*good health , great life*





*good health , great life*



*an insight into*

***Oman - the country & her people***

***Ibn Sina Pharmacy - vision & values***

- business divisions***
- support systems***
- principals***
- roadmap***

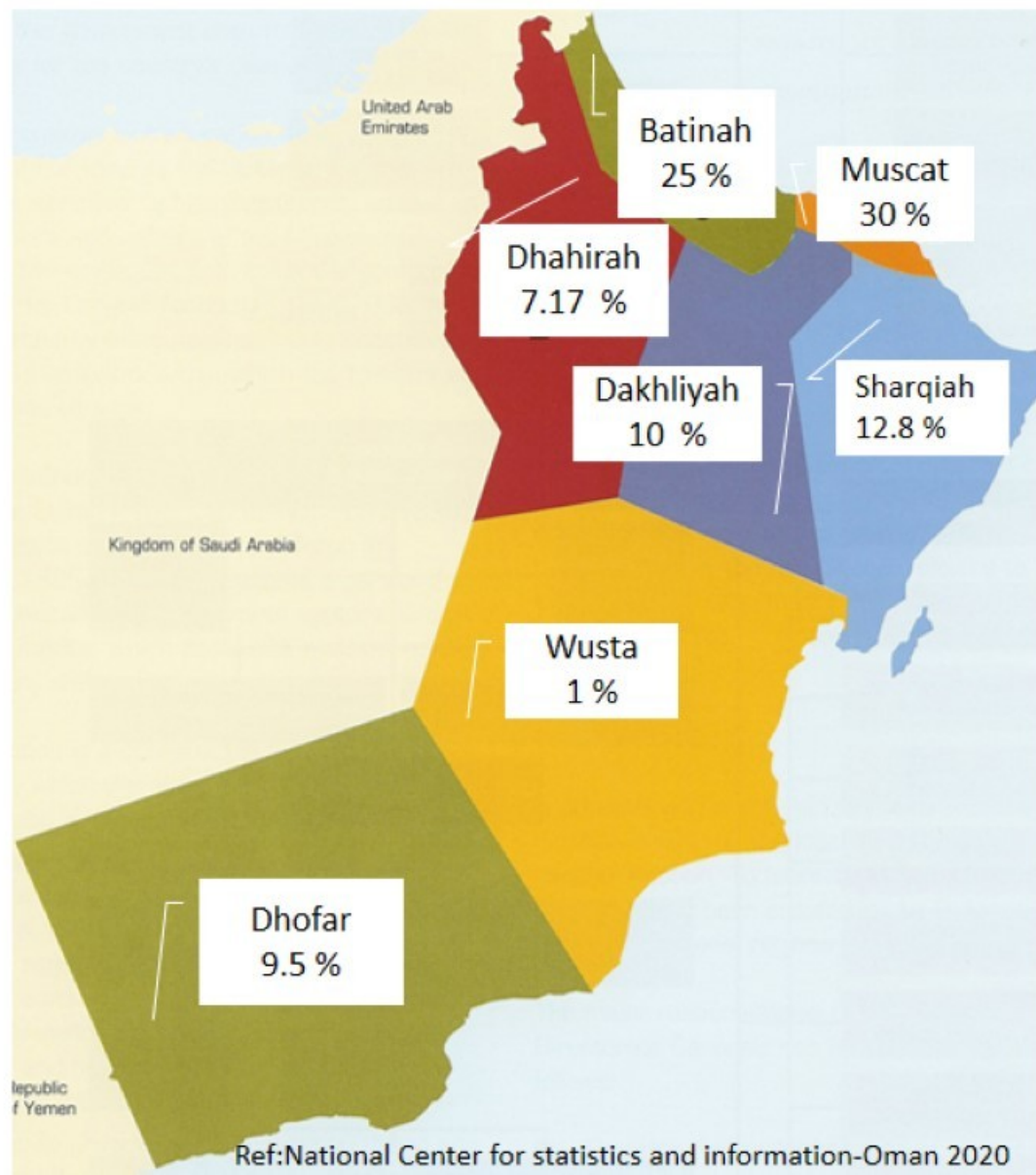


4,571,128

**Population: 4.57 million** ( July 2020 est.)

Nationals: 2.72m – 59.5%,

Expatriates: 1.85m – 40.5 %



### Omani %



Male 50.5    Female 49.5

### Expatriates %



Male 84.3    Female 15.7

# About Oman





***His Majesty***

***Haitham bin Tariq Al Said***



*Born 13 October 1954, His Majesty  
Haitham bin Tariq Al Said is the Sultan of Oman.*

*He succeeded his cousin Qaboos bin Said on  
11 January 2020.*

*He previously served as Minister of Heritage and  
Culture in the Sultanate of Oman.*

*48 glorious years*



- Ibn Sīnā ( Latinized name Avicenna), was a Persian physician and philosopher.
- His most famous works are

**The Book of Healing**, a scientific encyclopedia &

**The Canon of Medicine**, a standard medical text at many medieval universities.

- He was also an astronomer, chemist,
- Hafiz, psychologist, scholar, mathematician, physicist, poet and a scientist.
- He is regarded as one of the most famous and influential personalities of the Islamic Golden Age

## **Ibn Sina** **(Avicenna)**







*good health , great life*

*the organisation*



# Since 1974 ...

*A journey that started  
46 years ago, with a single  
pharmacy in Ruwi*



**OHI**  
PHARMACEUTICAL DIVISION

The Ibn Sina Pharmacy has outgrown its chemist shop image with the ever increasing line of products on sale, and is more of a "drug store" today as are the other two — one in Muttrah and the other in the exclusive residential area of Madinat Qaboos. All three are designed for maximum product display and customer convenience, handling both over-the-counter products and prescription drugs dispensed by qualified pharmacists. Recently a home delivery service has been added along with an after-hours service.

A fleet of vans and outdoor salesmen cover retail outlets spread throughout Oman down to the smallest town.

On the wholesale side, advice on medical supplies and bulk sales is part of the service the OHI Pharmaceutical representatives give Government bodies such as the Ministry of Health, Ministry of Defence and other institutions. This OHI operation is already the second largest pharmaceutical supplier to the Government.



**IBN  
SINA  
PHARMACY**

*Lignith Airdon*



**INNOXA**

**RENE  
GARRAUD  
paris**

**ABBOTT**



**OHI**  
PHARMACEUTICAL DIVISION



*Progressed to distribution, more retail  
branches, government tenders...*

*a humble beginning*



2020

**IBN  
SINA  
PHARMACY**

- Today, representing over 100 principals
- Nation wide distribution
- Second largest retail chain
- Largest supplier of generics
- Retailing in micro-interiors





# *our Vision*

***“To be the  
most preferred  
supplier in  
healthcare”***



# *& Mission*

*To provide  
quality products and services  
with a humane approach  
to healthcare*

*To manage  
business with professional excellence,  
adherence to ethics and  
statutory norms*

*To continue  
to be a reliable and respectable  
supplier and retailer in healthcare*



# GoodHealth



## *Core competencies*

### Distribution & Retail

- *Pharmaceuticals*
- *Infant foods*
- *Blood Plasma products*
- *Neutraceuticals*
- *Perfumes & Cosmetics*
- *Healthcare devices*
- *Consumer products*
- *Surgical & Hospital disposables*
- *Equipments and Hospital Furniture*
- *Nuclear medicine*





**1<sup>st</sup> Certification**  
**ISO 9001:2000**

**Upgradation**  
**ISO 9001:2015**



**BUREAU VERITAS**  
Certification



Certification  
Awarded to

**IBN SINA PHARMACY L.L.C**

Building No.1238, Way No.5011, Al-Wadi Al-Kabir

P.O. Box 682, Postal Code 117, Al-Wadi Al-Kabir

**SULTANATE OF OMAN**

Bureau Veritas Certification Holding SAS – UK Branch certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

Standard

**ISO 9001:2015**

Scope of Certification

**IMPORT, STORAGE, DISTRIBUTION AND SALE OF:**  
**PHARMACEUTICALS, NUCLEAR MEDICINES, SURGICAL PRODUCTS, MEDICAL EQUIPMENTS & INSTRUMENTS, HOSPITAL DISPOSABLES, LABORATORY CHEMICALS AND FURNITURES FOR HOSPITALS AND LABORATORIES INCLUDING THEIR INSTALLATION AND SERVICE**

**IMPORT, STORAGE, DISTRIBUTION AND SALE OF FMCG PRODUCTS**

Original Cycle Start Date	: 18.Dec.2012
Expiry Date of Previous Cycle	: 17.Dec.2015
Recertification Audit date	: 02.Dec.2015
Recertification Cycle Start Date	: 18.Dec.2015

Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on : **17.Dec.2018**

Certificate No. IND15.6683 U/Q

Version 2, Issue date: 04.Jan.2018



0008

Certification body address: 66, Prescott Street, London, E1 8HG, United Kingdom  
Local office: Office 6A, 6<sup>th</sup> Floor, Coral Building, Al-Khuwair, P.O.Box, 110, P.C.134, Muscat, Sultanate of Oman

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation.  
To check this certificate validity, please call: (+968 2447 59 25)

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*good health , great life*

**Setting  
Standards in  
Business  
Excellence**



*HR*

*our real asset*



**360**  
*employees*



*the time is now !*



>>  
**GOFOR100**  
mission one hundred

together, let's do it !

*Destination  
Next*



# *Business Divisions*



*the revenue generators*







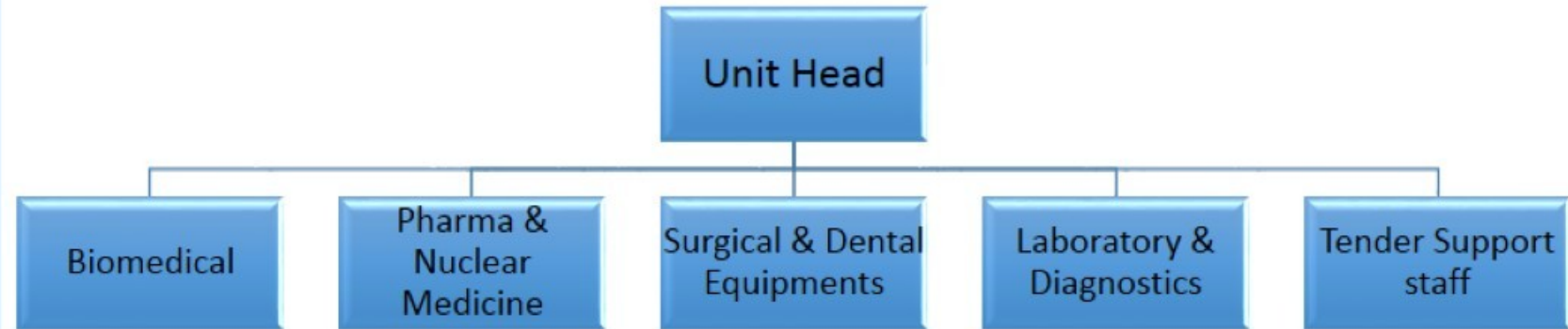


**institutional**  
sales





# Institutional Sales



*Caters to Hospitals & Health Centers managed by the Government.*

*Core business: Pharmaceutical, Installation and service of Medical & Dental Equipments , Laboratory Consumables ,Surgical Instruments & Disposables ,Hospital Furniture & Nuclear Medicine.*

*Facilitates business opportunities in SGH, International Tender etc.*



Ministry of Health  
Sultanate of Oman

**SULTAN QABOOS UNIVERSITY**  
Sultan Qaboos University Hospital



the tender people



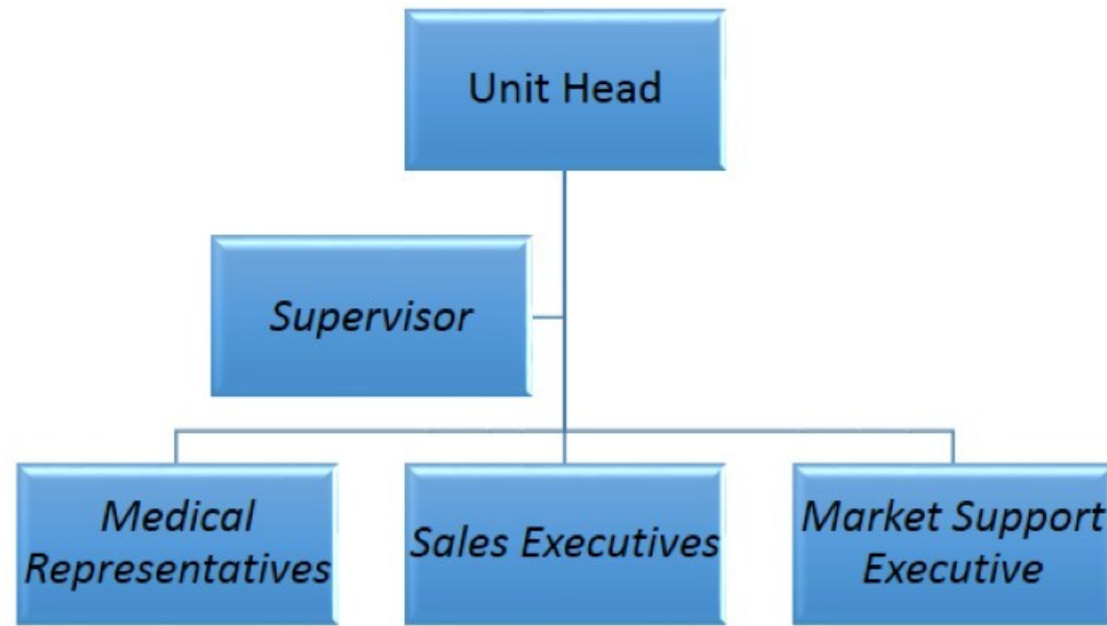


**pharma**  
sales





# Pharma Sales



*This division manages the import and sale of Pharmaceutical products to the Oman private market : Private Hospitals , Polyclinics , Pharmacies & Clinics*

*Healthcare in the private sector in Oman is witnessing a steady expansion. Opening up of newer Polyclinics in the private sector is an indicator of growth and opportunities ahead.*



*private market is ours*



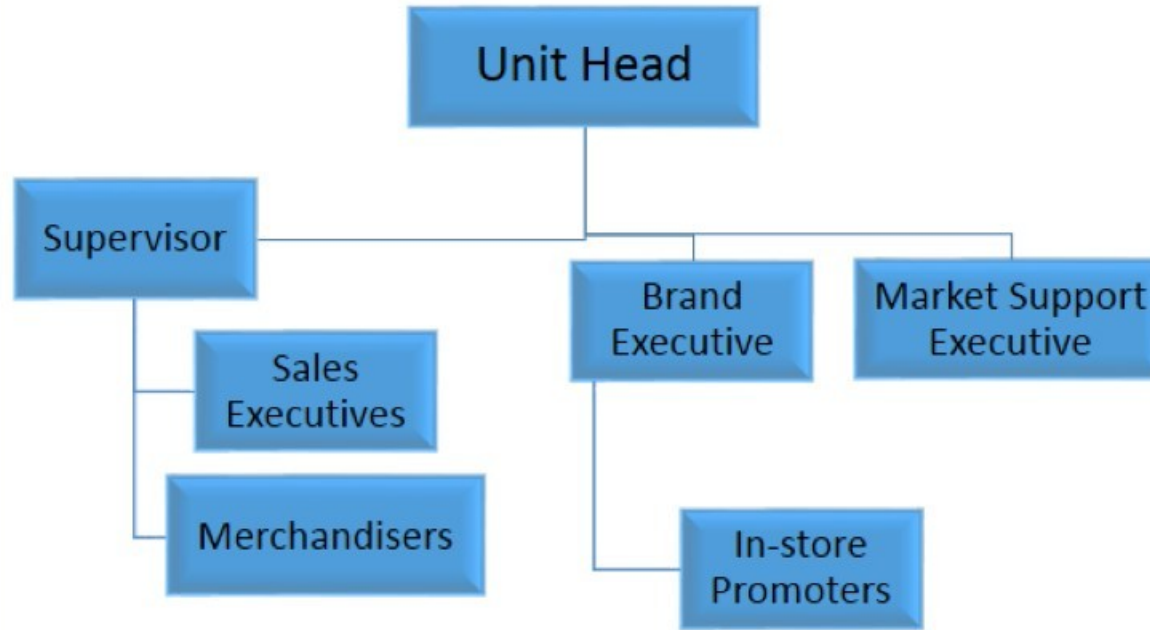
The image features a dark blue rectangular block on the left side, containing the text 'fmcg' in white. To the right of this block is a light blue L-shaped graphic element. The word 'sales' is written in a light blue font, positioned to the right of the 'fmcg' text and partially overlapping the light blue L-shaped graphic.

**fmcg**  
sales





# FMCG Sales



*This division caters to Hyper-markets, Super-Markets, Wholesalers, Pharmacies etc in Sultanate of Oman.*

*Infant foods, Baby care accessories, Cosmetics, Perfumes, Hair care, Toiletries and Depilatories are the main product lines*



*our business -  
consumer products*

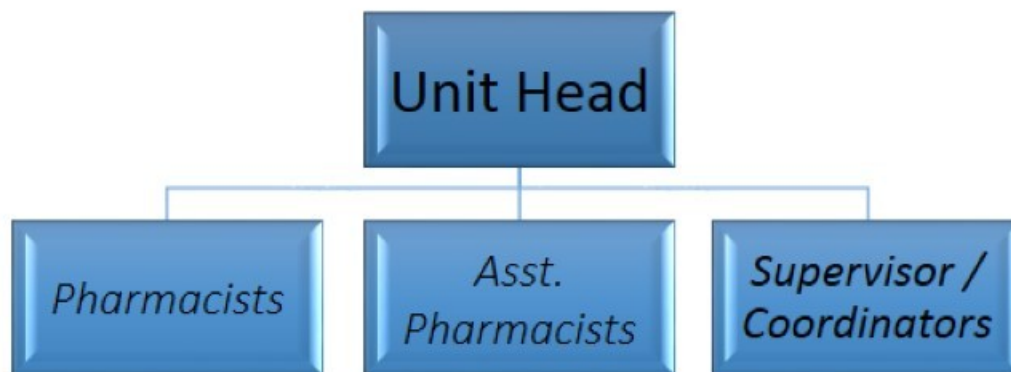


# retail sales





# Retail Sales



*Our Branches are spread across the sultanate – both in the capital, towns and micro-interiors.*

*Qualified and trained pharmacists, dispense quality healthcare products .*

**Capital :** Gr.Muttrah, Rex Road, Al Khuwair, Ghala,  
Al Hail South, Al Khodh and Mabela

**Branches**

**Interior :** Sohar, Sur, Salalah, Thumrait, Haima,  
Duqm, Mahout and Adam



*professional service  
with a personal touch*





# Drug Regulatory Affairs

*A strong and systematic arm of ISP -  
an effective interface between  
Suppliers , ISP and Health authorities*

*\*Provides regulatory support for Principals –  
existing and prospective*

*\*Product registrations, renewals*

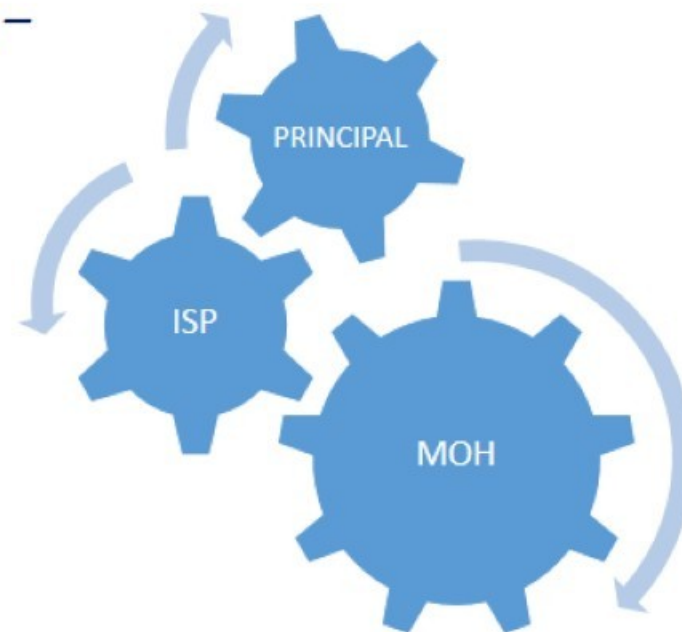
*\*Company Registration & Renewal*

*\*Import clearances*

*\*Advisory for statutory compliance*

*\*Facilitates MoH job pre-requisites for Pharmacists and Medical Reps*

*\*Pharmacovigilance*



*for compliance and clearances*



# *Quality Assurance*

Independent Quality Assurance Department  
formed in 2017 to meet GDP guidelines

- \*Implementation of Quality Management System*
- \*Provide quality assurance activity support for principals – existing and prospective*
- \*Process validation for storage and distribution*
- \* Defining and monitoring QA procedures*

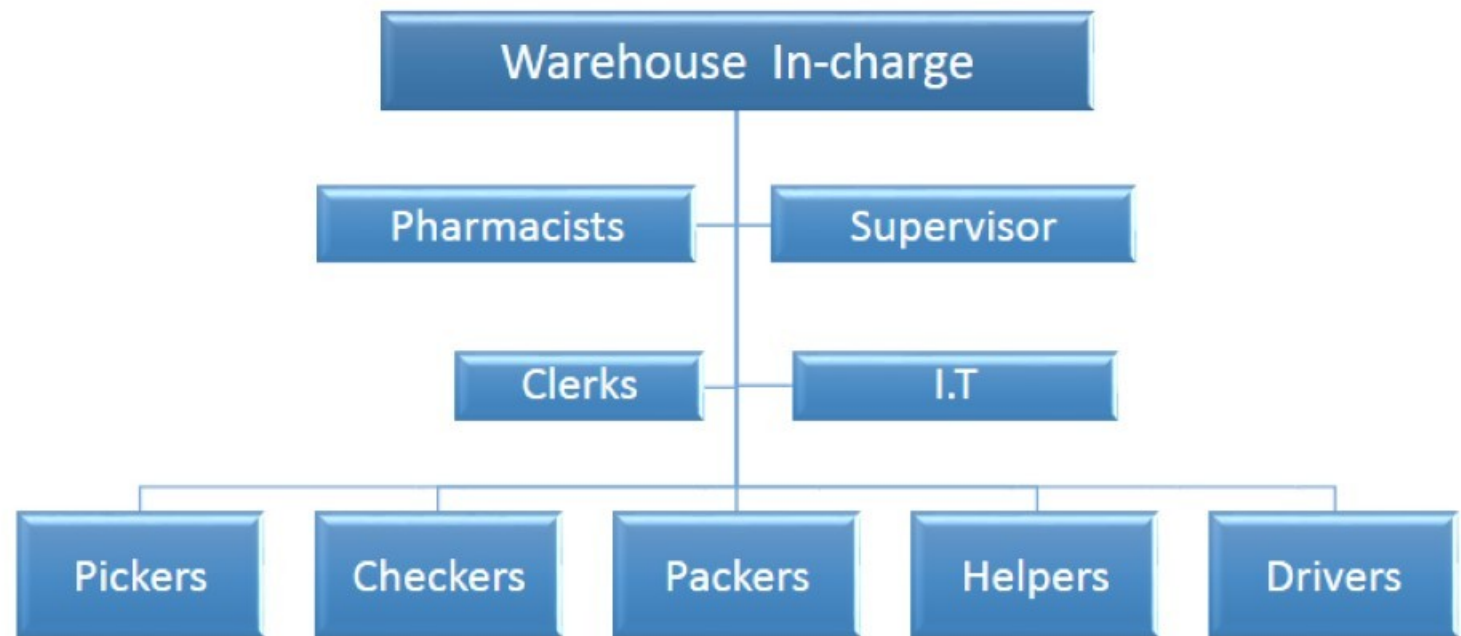


*setting standards towards excellence*



# Warehousing

- 3 Central warehouses
- Sohar and Salalah sub-stores
- 24x7 Temperature maintenance and monitoring
- 2 chiller units to store goods in 2-8 degrees.
- Darsait and Wadikabir Pharma warehouses are backed up by two 250 KV Generator for uninterrupted power supply
- Own fleet of temperature controlled trucks and vans.
- Compliance to MoH and ISO 9001:2015 standards and GDP procedures for Storage & Distribution.



*delivering safe,  
delivering far*



# *Warehousing*

## MAIN WAREHOUSES -3



## SUB-STORES - 2



*delivering safe, delivering far*



*Cartons or containers,  
we move everything*



*Shipments by air, sea or road , the logistic team offers vital support to our business.*



*Obtaining approvals, clearing cargo , safe delivery to stores, liaison with principals ...complex functions carried out with quiet efficiency*



*Logistics*





*Driven by the state-of-the-art technology, a competent team of I.T professionals form the support hub for all departments ,coordinating procurement, warehousing, wholesale, retail sales , financial accounting, data and analytical support.*

# *Information Systems*



*ERP solutions based on an Oracle platform offers efficient networking and communication.*

*the cutting edge to our business processes*



## *Our Business Partners*





abbvie



**Baxter**



**globalpharma**  
A SANOFI COMPANY

**hikma.**



*partners in progress*





# Pharmaceuticals



OMAN PHARMACEUTICAL  
PRODUCTS



**Biotest**

*From Nature for Life*



Pierre Fabre



**SkinMTX**



*partners in progress*









*partners in progress*





# *Medical Equipment / Devices*



**PHYSIOMED®**



TECHNOLOGY FOR THERAPY



*partners in progress*





Pro-Active S.r.l.



*partners in progress*



# *Surgical / Dental Instruments*

Swann-Morton®



**ELCON**  
Medical Instruments GmbH



*partners in progress*



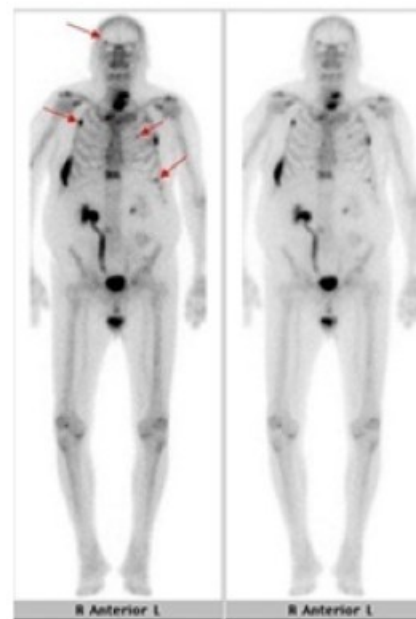


*ISP is a major supplier of Radio- pharmaceuticals in the Sultanate.*

*Supply to SQH & Royal Hospital every week.*

*Special logistics system - delivery van with trained staff*

*partners in progress*







# *Our Bankers & Auditors*

## *Bankers*



## *Auditors, Legal Advisors, QMS Auditors*



DentonWildeSapte...



*ethics & enterprise*



Proud

to be what

we are



&

Prepared

for what

we will be



Dankeschön

どうも

Mange tak

多謝

Grazie

धन्यवाद



شكرا

Merci

감사합니다

Terima kasih

Gracias

спасибо

Teşekkürler

*good health,  
great life*

**Thank you**

**IBN  
SINA  
PHARMACY**

*together we prosper*

