

***Corporate profile***

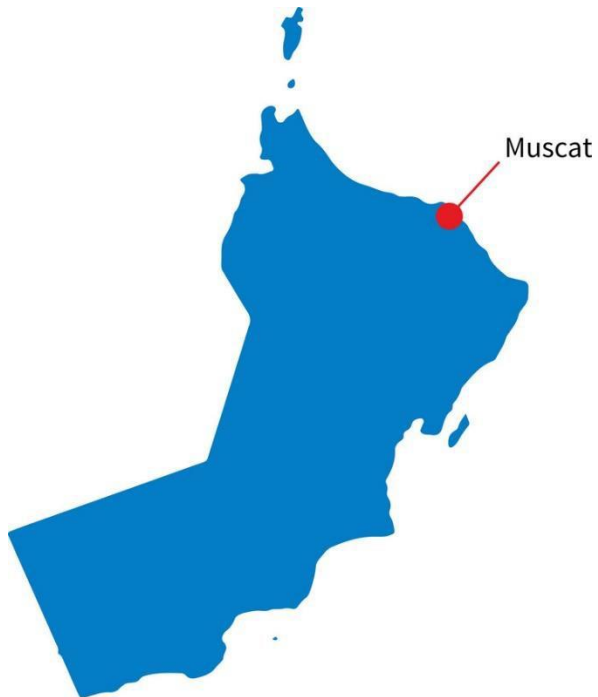


*good health, great life*





*good health , great life*



*an insight into*

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

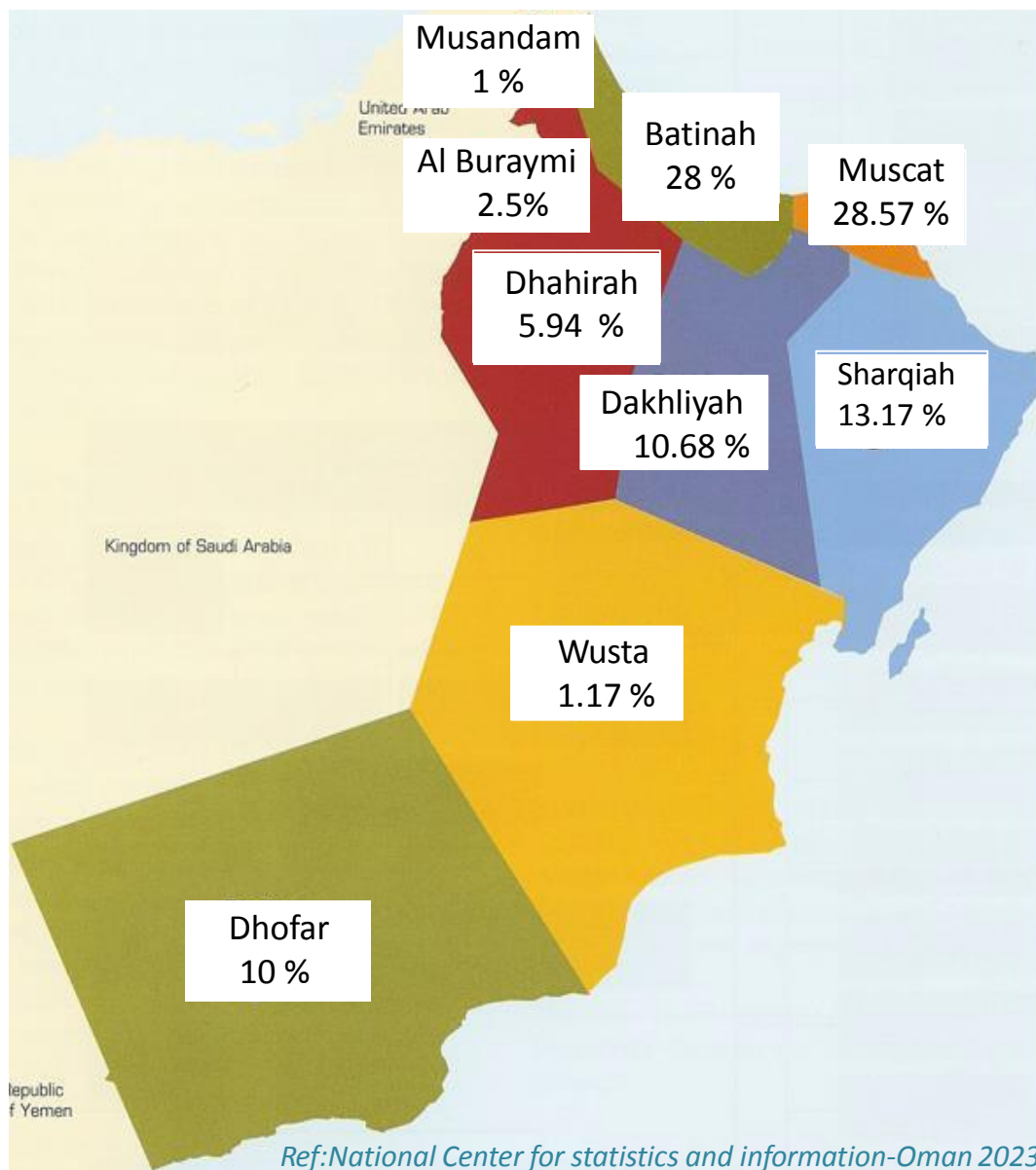
***Ibn Sina Pharmacy*** - vision & values  
- business divisions  
- support systems  
- principals  
- roadmap

5,164,345

**Population: 5.16 million** (Jan 2024 est.)

**Nationals: 2.93 m – 56.90%**

**Expatriates: 2.22 m – 43.10%**



### Omani %



Male 51% Female 49%

### Expatriates %



Male 78% Female 22%

# 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.*

- *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)***



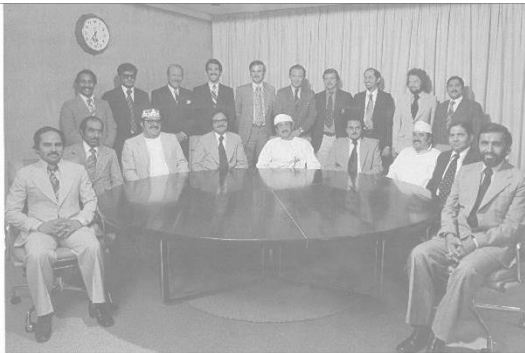


*good health , great life*

*the organisation*

# Since 1974.....

## A journey that started 50 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**

*Lignette Anden*

VICHY

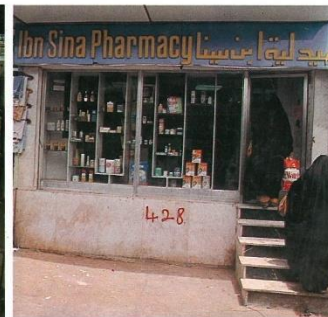
**INNOXA**

**RENE  
GARRAUD**  
paris

**ABBOTT**

**APW**

**OHI**  
PHARMACEUTICAL DIVISION



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

## a humble beginning



2024

- *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



## GreatLife



*good health , great life*

## *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



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

**Head Office:** Building No.1238, Way No.5011, Al-Wadi Al-Kabir

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

### **SULTANATE OF OMAN**

(This is a multi-site certificate, additional site details are listed in the appendix to this certificate)

*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*

## **ISO 9001:2015**

*Scope of Certification*

**IMPORT, STORAGE, DISTRIBUTION AND SALE OF:  
PHARMACEUTICALS, FMCG PRODUCTS, SURGICAL PRODUCTS & HOSPITAL  
DISPOSABLES, NUCLEAR MEDICINE, LABORATORY CHEMICALS, MEDICAL  
EQUIPMENT, INSTRUMENTS & FURNITURE FOR HOSPITALS AND LABORATORIES,  
INCLUDING THEIR INSTALLATION AND SERVICE**

|                                  |               |
|----------------------------------|---------------|
| Original Cycle Start Date        | : 18-Dec-2012 |
| Expiry Date of Previous Cycle    | : 17-Dec-2021 |
| Recertification Audit Date       | : 02-Dec-2021 |
| Recertification Cycle Start Date | : 19-Feb-2022 |

Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on : **17-Dec-2024**

**Certificate No. OM002136**

Version 1, Issue date: 19-Feb-2022

Certification body address: 5<sup>th</sup> Floor, 66, Prescott Street, London, E1 8HG, United Kingdom  
Local office: Bureau Veritas Middle East LLC, 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 and validity of this certificate and the applicability of the management system requirements, please call: **(+968 2496 8000)**



*good health , great life*

**Setting Standards in  
Business Excellence**

***HR***  
***Our Real***  
***Asset***



**Over**  
**425**  
**Employees**



# *Business Divisions*



**Pharmaceutical Sales**  
(Private)



**Institutional Sales**  
(Govt.)



**Retail Sales**  
(18 Outlets)



**FMCG Sales**

*the revenue generators*



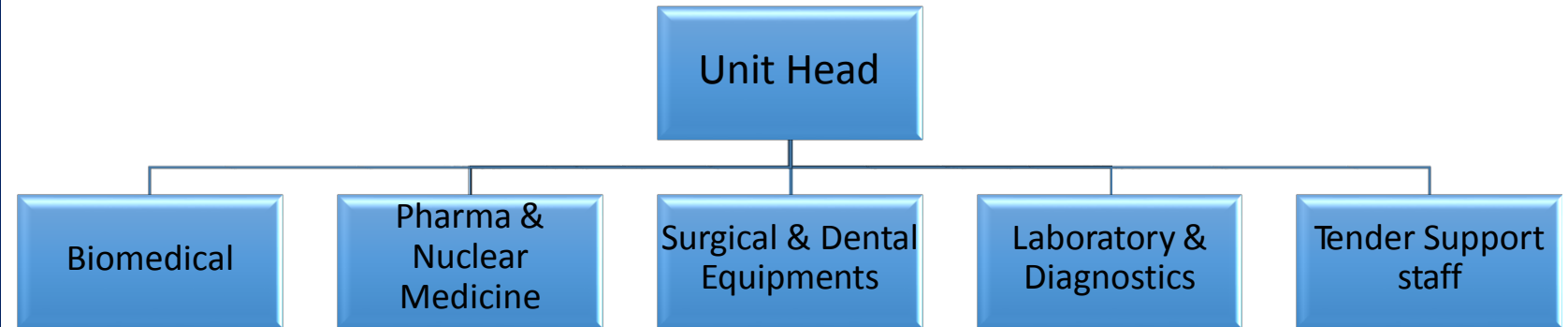
*Support  
Centers*



# **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

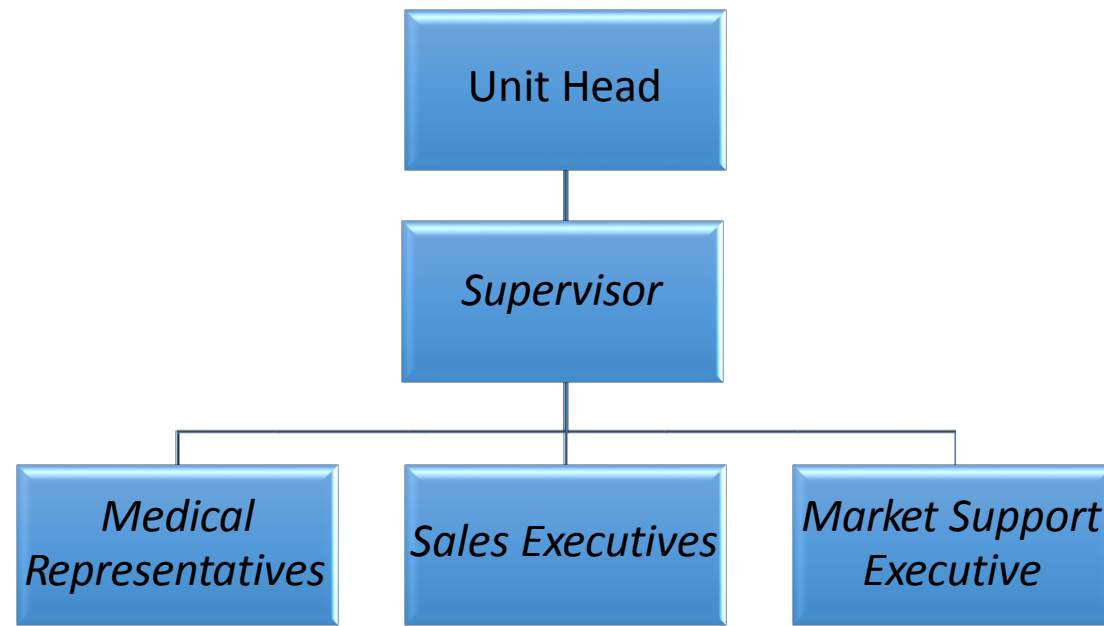


# pharma

## 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

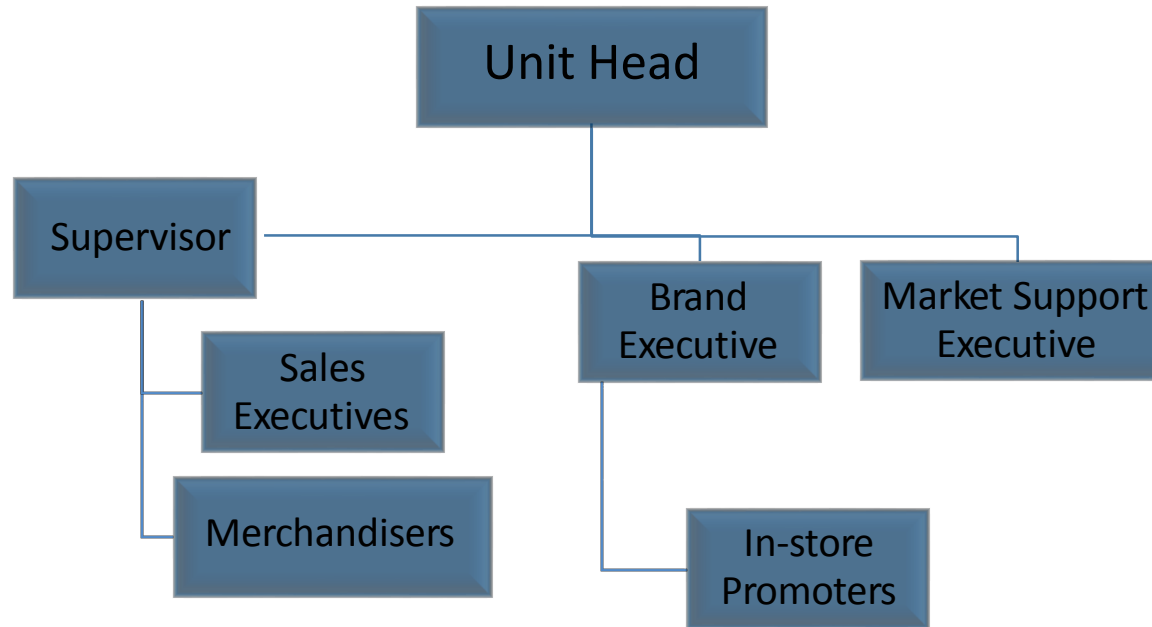
The image features a dark blue rectangular block on the left side, containing the text 'fmcg' in white. To the right of this block is a light blue L-shaped graphic element. The word 'sales' is written in light blue text, positioned to the right of the 'fmcg' text and partially overlapping the light blue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

**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*

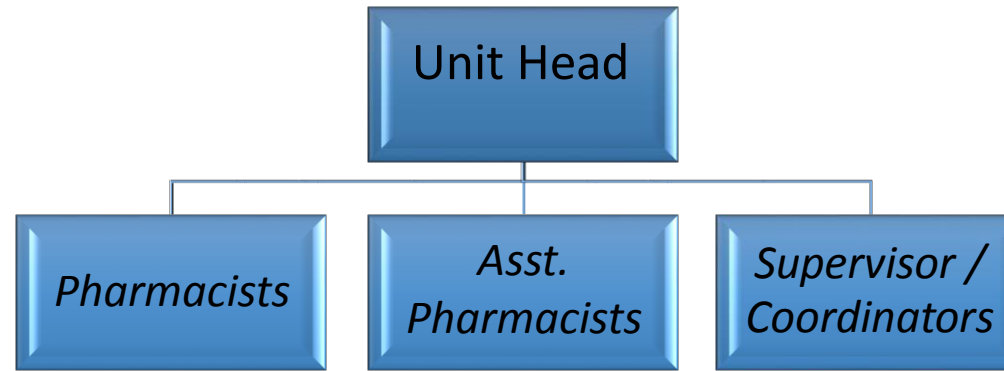


*our business -  
consumer products*

# 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 .*

## Branches

**Capital :** Gr.Muttrah, Rex Road, Al Khuwair, Ghala, Al Hail South, Al Khoud & Mabela.

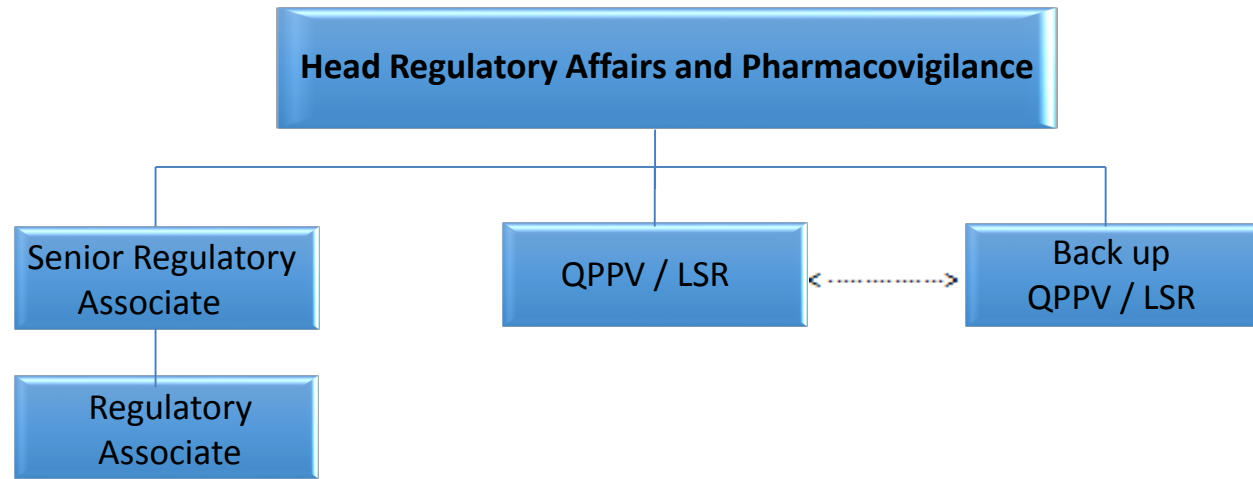
**Interior :** Sohar, Sur, Salalah, Thumrait, Haima, Duqum 1, Duqum 2, Mahout, Adam, Bu Hassan & Nakhal.



*professional service  
with a personal touch*

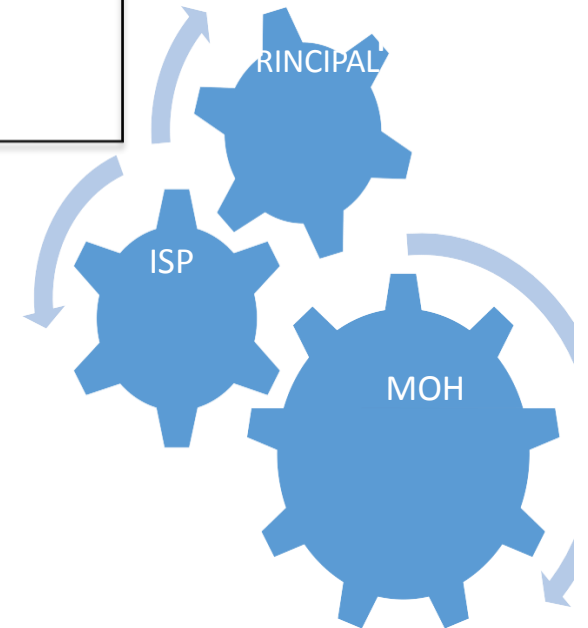


# Drug Regulatory Affairs & Pharmacovigilance



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

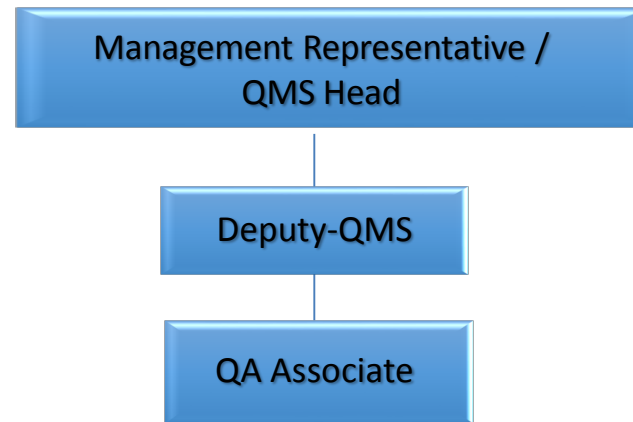
- \*Provides regulatory support for Principals – existing and prospective*
- \*Product registrations, renewals*
- \*Company Registration & Renewal*
- \*Import clearances*
- \*Advisory for statutory compliance*
- \*Facilitates MoH job pre-requisites for Pharmacists and Medical Reps*
- \*Pharmacovigilance*



*for compliance and clearances*



# Quality Assurance



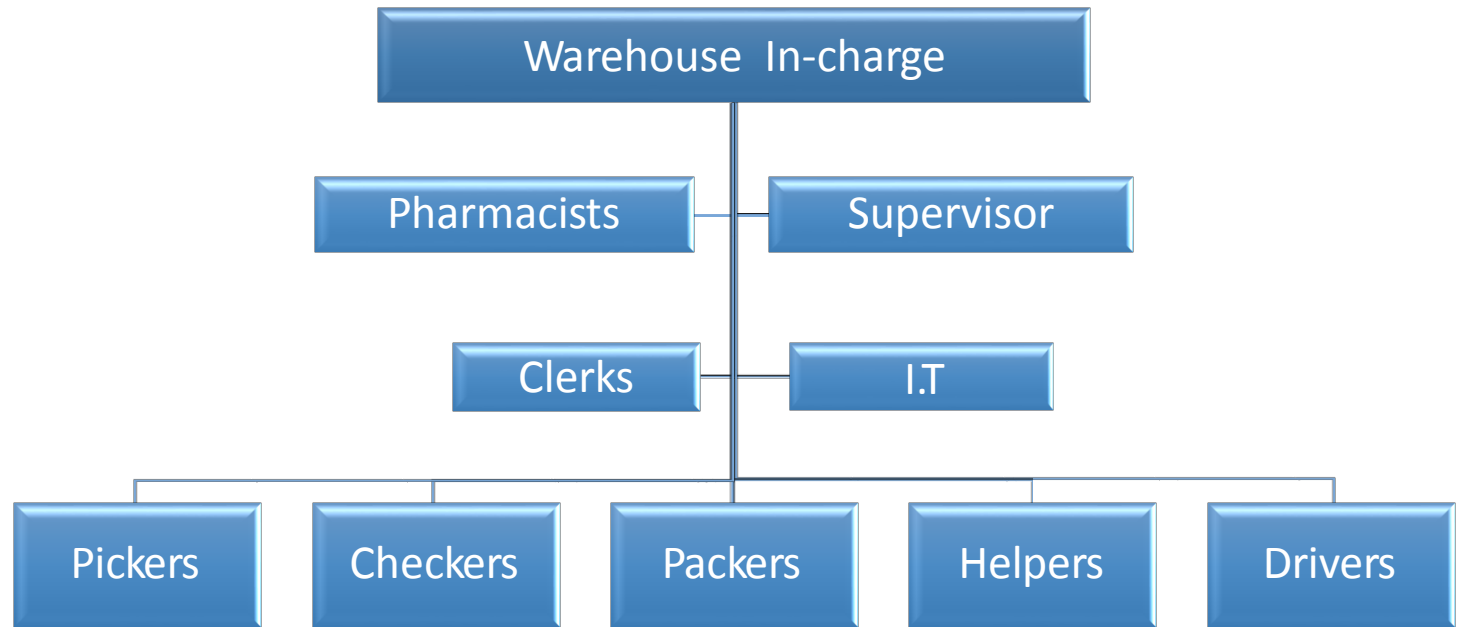
- \*Implementation of Quality Management System*
- \*Provide quality assurance activity support for principals – existing and prospective*
- \*Validation for storage and distribution*
- \*Defining and monitoring QA procedures*



*Setting standards toward  
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



## FMCG



## SUB-STORES - 2



*Delivering safe, Delivering far.*



*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*

*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*

# *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*



# *Surgicals*



*partners in progress*



*partners in progress*



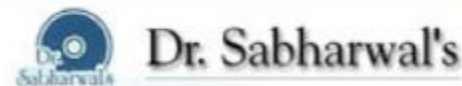
# Medical Equipment / Devices



*partners in progress*



Pro-Active S.r.l.



*partners in progress*

# *Surgical / Dental Instruments*

Swann-Morton®



**ELCON**  
Medical Instruments GmbH



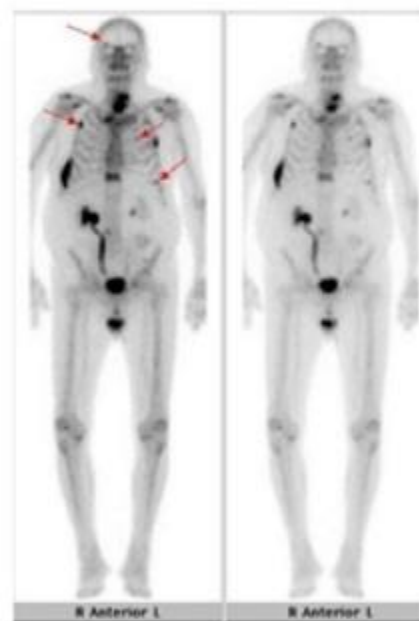
*partners in progress*



*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*



Proud

to be what

we are



&

Prepared

for what

we will be

Dankeschön

ارکشد

どうも

Merci

Mange tak

감사합니다

多謝

Terima kasih

Grazie

Gracias

धन्यवाद

спасибо



Teşekkürler

*Thank you*

*together we prosper*

**IBN  
SINA  
PHARMACY**

