

Our business philosophy is founded on four principles:

Service – we offer the highest levels of service to our pharmacy customers, suppliers, and to the patients we serve in our pharmacies. We deliver reliably, consistently and on schedule with rapid order turnaround times. Service levels are monitored hourly in every one of our 180 wholesale branches and are regularly surveyed in our retail outlets.

Excellence – our Group's priority is simple: to be the first choice for pharmacists, patients and manufacturers, and the leader in our market by achieving excellence in everything we do.

Partnership – working together with our customers and suppliers we create mutual added value and improve the health of the millions of patients who depend on us.

Innovation – as a European leader in healthcare distribution, wholesaling and retailing, we realise the importance of looking to the future. Our vision can be seen not only through the development of state-of-the-art systems which provide a more efficient service to pharmacies, but also in our unique support and service solutions to our customers. Such innovative thinking keeps us one step ahead in the pan-European market.



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