



DurbinDirections

Saving Lives by Saving Time

JUNE 2004

Welcome

to the June issue of Durbin Directions

The last few months have proved to be very busy for Durbin PLC. We successfully launched our new Clinical Trials Procurement service recently, and our marketing team have also been working hard to promote the Pharmaceutical Imports service. You will see that we have improved our website, making it much easier for you to contact us, and to top it all, I even found time to meet Royalty!



Leslie Morgan

Leslie Morgan
Managing Director Durbin PLC

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New Service

We are pleased to announce the launch of our Clinical Trials Procurement service.

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Your supply partner for Clinical Trials Procurement

For the past 40 years, Durbin PLC has been supplying quality assured pharmaceuticals to healthcare professionals and now exports to over 140 countries.

Our expertise in sourcing and delivering medicines from one corner of the world to another makes Durbin PLC your perfect partner for clinical trials procurement.

Comparator Drugs

At Durbin, we understand the problems that pharmaceutical manufacturers and CROs face when procuring comparator drugs from both the UK and overseas. Our experienced dedicated clinical trials team pay close attention to your needs and remove the administrative and regulatory complexities for medicine distribution between countries.

- Fast reply
- Batch number
- Same brand from different countries

Durbin PLC supplies comparator drugs (from most countries) and placebos to many Clinical Research Organisations (CRO's) around the world. With our ability to source medicines globally and logistics know-how, we can fulfil the procurement and delivery needs for multi-centre trial usage of pharmaceuticals.

So for your next comparator drug or multi-centre trial enquiry, call Carmen Gleen, Clinical Trials Manager on 020 8869 6525 or email clinicaltrials@durbin.co.uk

MD meets Prince Charles

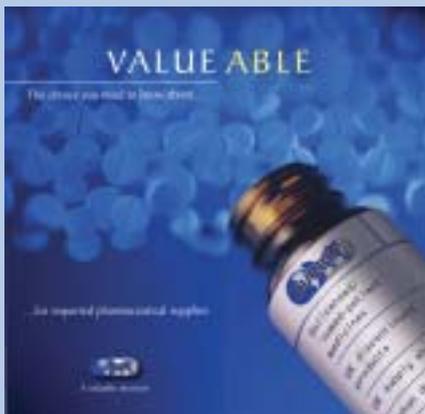


Leslie was thanked by Prince Charles in December for donating and selling pharmaceuticals to charities and relief organisations all over the world. Over the last few years, over £4m of pharmaceuticals has been donated by or through Durbin PLC.

New Campaign

Our latest marketing campaign for the Pharmaceutical Imports service got under way recently.

"We have a good reputation for sourcing hard-to-find medicines and delivering products promptly in critical emergency situations. Our marketing emphasises both these points and our ever increasing product range", says Dipti Amin, Durbin's Pharmaceutical Services Manager. The campaign features a 'ValueAble' slogan, reminding our customers that we provide a reliable, value-for-money service. We are asking Purchasing Pharmacists to look beyond the 'default choice' on their computer and call 020 8869 6555 or email imports@durbin.co.uk



UK Imports

Tel +44 (0)20 8869 6555
Fax +44 (0)20 8869 6582
Email imports@durbin.co.uk

Pharmaceutical Exports

Tel +44 (0)20 8869 6500
Fax +44 (0)20 8869 6565
Email exports@durbin.co.uk

Medical Equipment, Consumable supplies and pharmaceuticals

Tel +44 (0)20 8660 2220
Fax +44 (0)20 8668 0751
Email cataloguesales@durbin.co.uk

Clinical Trials Procurement

Tel +44 (0)20 8869 6525
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Email clinicaltrials@durbin.co.uk

Marketing

Tel +44 (0)20 8869 6540
Fax +44 (0)20 8869 6565
Email marketing@durbin.co.uk

Website Makeover

It is now even easier to find out about Durbin PLC and our services through the re-vamped website.

You can catch up on articles where Durbin has been mentioned in the media, new activities we're introducing and profiles of all other services. We have also listed the contact details for each department so you speak to the relevant people as soon as you call! Take a look at www.durbin.co.uk



Durbin saves the day

We have always been extremely proud of the way we respond quickly to requests for specialist medicines in life-saving situations.

An example of our efficiency? At 13.20 on Thursday 8 April we had a request from Singapore for an urgent medicine for an AIDS patient. As it was the day before the UK Easter holiday, our supplier could not send the package to us on time by the normal delivery route. So one of Durbin's senior managers collected the medicine himself, and we sent the package by 15.30 the same day. The medicine was received in Singapore on Saturday 10 April - just two days after the first phone call. We are happy to report that the patient is doing very well.

On a similar note, our office in Coulsdon had a phone call from Hong Kong on Monday 2 February. An American man working for an engineering company was flying to Mali for a three-day project and was in urgent need of some mosquito nets for his team. Working together with an appropriate freight forwarder and the American Embassy, Durbin was able to send the equipment the same afternoon to his hotel. It arrived before he did!