

Media Release

DKSH Enhances Healthcare Fulfilment Efficiency with “A-Frame” Rollout in Thailand

DKSH has launched an innovative cold chain and automation technology system, the “A-Frame”, at its main healthcare logistics hub in Thailand to boost fulfilment speed, meet the rising demand for specialty medicines and support client growth. The “A-Frame” system marks one of the first large-scale healthcare automation installations in Thailand, setting a new benchmark for the industry. The upgrade is part of DKSH’s broader investments in automation and sustainability.

Bangkok, Thailand, November 14, 2025 – DKSH Business Unit Healthcare, a strategic healthcare solutions partner and leading provider of Market Expansion Services for pharmaceutical, over-the-counter (OTC), consumer health and medical device companies, has introduced the innovative “A-Frame” automation system in its healthcare logistics operations in Thailand. Boosting productivity by 40 percent, the investment underscores DKSH’s commitment to enhancing patient care and enabling client growth by strengthening the reliability, efficiency, and sustainability of Thailand’s healthcare supply chain.

Driven by an aging population and chronic diseases, the rising demand for biologics, vaccines, and specialty medicines is accelerating the need for robust cold chain logistics. DKSH is taking the lead in modernizing the healthcare supply chain by introducing next-generation cold chain and automation technologies that protect product integrity and ensure patient safety.

At the heart of this advancement is the installation of the “A-Frame” automation system at DKSH’s Sripetch Distribution Center, strategically located near Suvarnabhumi Airport, key seaports, and Bangkok. Designed to efficiently handle high-volume, less-than-case orders, the “A-Frame” system dispenses multiple orders simultaneously.

Besides improved productivity and accelerated order fulfilment, it also enables ongoing operations and improves digitalization in line with DKSH’s goal to make value chains more sustainable. To further enhance efficiency and support client growth, DKSH has expanded the facility’s cold chain capacity, strengthening Thailand’s position as a leading healthcare logistics hub in ASEAN.

“At DKSH Healthcare, we continuously enhance our supply chain to ensure it remains reliable and advanced, supporting our mission to enrich people’s lives by providing better healthcare for all,” said Vorrapong Surachaikulwattana, Senior Director, Supply Chain Management, Healthcare, DKSH Thailand. “The A-Frame system helps us speed up fulfilment, minimize errors, and increase capacity, ultimately ensuring critical healthcare products reach the right place at the right time. Just as importantly, these advancements enable our partners to scale their businesses confidently without compromising on compliance, quality, or speed. The ‘A-Frame’ rollout is part of DKSH’s long-term strategy to future-proof healthcare logistics across Asia.”

Strengthening distribution infrastructure through automation

This development forms part of a broader investment in automation at DKSH’s Sripetch Distribution Center. Alongside “A-Frame”, the facility integrates “D-Pack”, a fully automated packing system that boosts productivity, reduces plastic consumption, and improves delivery truck utilization. Another innovation, “ReSnap”, is a post-delivery product verification platform that streamlines product inspections by sending real-time email updates to clients and eliminating the need for in-person warehouse visits.

Established in 2007, DKSH’s Sripetch Distribution Center is the largest healthcare logistics hub in Thailand. Operating to global standards and spanning 52,000 square meters, the center processes over 35,000 SKUs and 750,000 distribution boxes each month. Together with the Medical Device and Srivarin

centers, DKSH's nationwide distribution network serves more than 40,000 hospitals, clinics, pharmacies, and e-commerce platforms. They form the backbone of Thailand's healthcare supply chain, ensuring uninterrupted access to essential medicines and medical products across all regions.

Commitment to sustainable operations

Aligned with DKSH's sustainability objective to achieve net zero-emissions, the company integrates solar panels, LED lighting, automated temperature controls, and electric vehicles into its supply chain to reduce environmental impact while maintaining operational excellence. With nearly 120 years of experience in Thailand and operations across 16 markets in Asia Pacific and Switzerland, DKSH is a trusted partner in advancing Thailand's healthcare infrastructure by delivering scalable, compliant, and purpose-driven solutions that reinforce the market's position as a regional hub for medical innovation and wellness.

About DKSH

For 160 years, DKSH has been delivering growth for companies in Asia and beyond across its Business Units Healthcare, Consumer Goods, Performance Materials, and Technology. As a leading Market Expansion Services provider, DKSH offers sourcing, market insights, marketing and sales, eCommerce, distribution and logistics as well as after-sales services, following its purpose of enriching people's lives. DKSH is a participant of the United Nations Global Compact and adheres to its principles-based approach to responsible business. Listed on the SIX Swiss Exchange, DKSH operates in 36 markets with 28,060 specialists, generating net sales of CHF 11.1 billion in 2024. DKSH Business Unit Healthcare distributes pharmaceuticals, consumer health, over-the-counter products and medical devices. With around 7,940 specialists, the Business Unit generated net sales of CHF 5.7 billion in 2024. www.dksh.com/hec

For more information please contact:

DKSH Business Unit Healthcare

Waralux Mitra

Senior Manager, Marketing & Communications

waralux.mitra@dksh.com