PHARMA SECURE CHAIN

Strengthening the End-to-End Integrity of Your Supply Chain against Counterfeiting, Diversion and Product Loss

Three-Day Conference: July 25th – 27th, 2005
Sheraton University City Hotel • Philadelphia, PA

Hear Industry Case Studies and Gain Practical Knowledge on how to:

• Protect your company against revenue loss and damage to your brand and reputation
• Combat cargo theft to prevent loss of business, loss of profits and increased insurance premiums
• Reduce your exposure to damaging lawsuits relating to the sale of counterfeits
• Minimize your costs by reducing inspection times at border crossings
• Justify internal funding for your anti-counterfeiting and security programs
• Minimize risk of theft and improve efficiency through supply chain auditing and leak detection
• Employ EPC and RFID to reduce costs and loss of brand integrity caused by counterfeits and diversion

PLUS: Don’t Miss the 4 Highly Interactive Workshops:

• Best practices for protecting your products from theft, product tampering and counterfeiting
• The new ‘Authentication at the Point of Dispensing™’ pilot results
• Working through anti-counterfeiting measures for YOUR product
• Cutting edge defensive packaging technologies

MEDIA PARTNERS:

pharmasecurechain

CONFERENCE CHAIRPERSONS:
Ralph L. Dillon
Director
COMPLIANCE SURETY ASSOCIATES
Former Director of Biopharma QA
PFIZER

Joseph F. Noferi
Director
COMPLIANCE SURETY ASSOCIATES
Former Director of Compliance
Biopharma QA, PFIZER

KEYNOTE SPEAKERS:
Tom McPhillips
Vice President, US Trade Group
PFIZER

John Seamer
Senior Director, Industry Development
EPC GLOBAL USA

Rich Widup
Senior Director, Security Operations
PURDUE PHARMA

Jeremy Luczkowski
Program Officer
US CUSTOMS AND BORDER PROTECTION
CUSTOMS-TRADE PARTNERSHIP AGAINST TERRORISM (C-TPAT)

Christopher A. Pierce, Pharm D
Director, Health Care Services
DRUGSTORE.COM

Don deKieffer
Lawyer and Trade Specialist
DEKIEFFER & HORGAN

Scott Rizzo
Head of Global Supply Management and Trade Relations
BARRIER THERAPEUTICS

Hany Salama, ME, MBA
Manager, Supply Management
HOFFMAN-LA ROCHE

Karrie Corbett
Corporate Security Director
GENZYME

Scott Farnsworth
Partner, Intellectual Property
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Eric Niebergall
Director Corporate Security
WATSON PHARMACEUTICALS

Barry Brandman
President
DANBEE INVESTIGATIONS

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Partner
RODRIGUEZ O’DONNELL ROSS

FUERST GONZALEZ WILLIAMS & ENGLAND P.C.
Dear Colleague:

The pharmaceutical market lost approximately $2 billion to the sale of counterfeit drugs and an additional $7 billion to drug re-importation in 2003. According to the US Food and Drug Administration, it is estimated that upwards of 10% of drugs worldwide are counterfeit, and in some countries more than 50% of the drug supply is made up of counterfeits. Drug manufacturers and distributors are faced with potentially crippling lawsuits as these incidents of counterfeiting, tampering and diversion rise and pose increasing health and security problems for the public...a single tragic incident can tarnish the reputation of a drug manufacturer for decades. Additionally, product theft leads to decreased profit margins and increased insurance premiums. These increases in counterfeiting, re-importation, diversion, theft and related lawsuits are fueling the need for improved pharmaceutical supply chain security measures from manufacturers and distributors.

PharmaIQ’s Pharma Secure Chain conference targets the growing need to increase supply chain security by addressing the challenges presented by product theft, diversion, counterfeiting, rough online pharmacies, diversion and much, much more.

Top 4 Reasons to Attend the PHARMA SECURE CHAIN conference:

• 3 Case Studies:
  - The OxyContin RFID case study from PURDUE PHARMA
  - A case study on how to protect your company from counterfeiting and diversion from DEKIEFFER & HORGAN
  - A case study on C-TPAT Implementation from GENZYME

• Presentations from Keynote Speakers John Seamer of EPC GLOBAL USA and Tom McPhillips of PFIZER

• The opportunity to learn about the FDA and Joint Commission on Accreditation of Healthcare Organization’s (JCAHO) viewpoints on RFID

• A presentation from the US Customs and Border Protection office of Customs-Trade Partnership Against Terrorism (C-TPAT)

Join us from July 25th-27th in Philadelphia where we tackle issues related to Pharmaceutical Supply Chain Security and have your questions and concerns addressed. Register now at 1-800-882-8684 or at www.iqpc.com/pharmaiq.

I look forward to meeting you in Philadelphia!

Sincerely,

Kerri Hughes
Conference Director, PharmaIQ
IQPC

P.S. Maximize this educational opportunity by signing up for the four interactive workshops. See pages 3 & 4 for details.
About PharmaIQ Workshops: In addition to hearing case studies from leading industry organizations, PharmaIQ workshops are interactive forums attached to our conferences to give you a deeper grasp of a key issue facing your organization. These sessions are specifically designed to optimize sharing of best practices and an in-depth look at a niche topic, providing you with an "A-Z" roadmap approach for tackling challenges.

A Supply Chain Security: Best Practices for Protecting Your Products
8:00 AM – 11:00 AM

Today's pharmaceutical supply chains have many different layers, making them vulnerable to theft, product tampering, and counterfeiting. This results in the need for improved awareness of these threats and the implementation of additional security measures. Topics addressed in this workshop include:

- The latest threats in logistics security—what you don't know could definitely hurt you!
- Who are these organized crime groups that are victimizing companies in the supply chain and how do they operate?
- The role of the Internet in domestic and international product theft
- How to identify weaknesses in your security program that could result in theft and product tampering
- Are you relying on antiquated, ineffective safeguards: Which asset protection controls are superficial and ineffective?
- Security best practices: tried and proven strategies & techniques that will effectively protect your company's assets
- Cargo tracking and theft prevention
- Case examples and lessons learned

About Your Workshop Facilitator:
Rob Whewell, Director, Aegate Ltd

Aegate launched a three-month pilot with six leading pharmaceutical companies, including Merck Generics UK, Merck Pharmaceuticals, Novartis, Schering Health Care and Solvay; and 50 dispensing outlets to test a new method of detecting fraudulent and counterfeit medicines. The pilot is the first of its kind to provide pharmacists and dispensing doctors with information about the authenticity of the products at the point of dispensing. The pilot combines RFID (radio frequency identification) and bar-coding technologies for both branded and non-branded pharmaceutical products that can be found in any dispensing chemist. This has important patient safety implications, providing a real time check for recalled, expired, and illegal products at the unit-of-use level. In this workshop, the new pilot results will be disseminated for the first time. The workshop will follow as to the fit with other methodologies of securing the supply chain, as well as implications for pharmaceutical companies in following guidance from regulators such as the FDA. Topics addressed include:

- Applying available technology in a novel way
- Incorporating a range of technologies that enable item-level products to be uniquely identified and checked before being given to patients, enabling messaging of product related information direct to pharmacist/end consumers
- Reducing dispensing errors
- Automatically checking expiry dates
- Being able to put an instant stop on recalled products

About Your Workshop Facilitator:
Barry Brandman is President of Danbee Investigations, a Midland Park, NJ, company that provides professional investigative and security consulting services to hundreds of firms globally, including many Fortune 100 companies. Danbee's services focus on all aspects of business crime, including inventory loss, product diversion/counterfeiting, cybercrime, sabotage, cargo theft, corporate espionage, and fraud.

Considered one of the nation's foremost business security experts, Mr. Brandman has appeared on network television and has been a guest speaker for organizations such as the National Association of Chain Drug Stores, the Healthcare Distribution Management Association, the Council of Logistics Management, the Institute for International Research, the International Warehouse Logistics Association, the Logistics & Supply Chain Forum, the International Conference on Cargo Security, and the National Retail Federation.

Lunch will be served during this workshop.

B Authenticating Drugs at the Pharmacy to be Sure They are Safe and Efficacious: New Authentication at the point of dispensing (tm) Pilot Results Published
11:15 AM – 2:15 PM

Aegate launched a three-month pilot with six leading pharmaceutical companies, including Merck Generics UK, Merck Pharmaceuticals, Novartis, Schering Health Care and Solvay; and 50 dispensing outlets to test a new method of detecting fraudulent and counterfeit medicines. The pilot is the first of its kind to provide pharmacists and dispensing doctors with information about the authenticity of the products at the point of dispensing. The pilot combines RFID (radio frequency identification) and bar-coding technologies for both branded and non-branded pharmaceutical products that can be found in any dispensing chemist. This has important patient safety implications, providing a real time check for recalled, expired, and illegal products at the unit-of-use level. In this workshop, the new pilot results will be disseminated for the first public discussion on how RFID can help authenticate medicines at the pharmacy. Workshop discussion will follow as to the fit with other methodologies of securing the supply chain, as well as implications for pharmaceutical companies in following guidance from regulators such as the FDA. Topics addressed include:

- Automatically checking expiry dates
- Reducing dispensing errors
- Reducing dispensing errors
- Being able to put an instant stop on recalled products

About Your Workshop Facilitator:
Rob Whewell, Director, Aegate Ltd, has worked in the pharmaceutical industry since 1987 with Wellcome, Glaxo and Zeneca in a variety of manufacturing and supply chain management roles. Moving into consulting in 1998, Mr. Whewell has developed pragmatic strategies and techniques to support a range of clients in Pharmaceuticals, Medical Devices, Biotech and Agrochemical industries. Securing the pharmaceutical supply chain is a critical step in securing patients against dispensing errors and fraudulent supply, and also protecting manufacturers against revenue loss and damage to brand and reputation. At Aegate, Mr. Whewell and others have been developing processes that can "Authenticate the product at the point of dispensing" by the application of existing technologies to the current supply chains and distribution channels.

Lunch will be served during this workshop.

C Working through Anti-Counterfeiting Measures for YOUR Product
2:30 PM – 5:30 PM

Seminars share good ideas and past practices that seem to have worked for colleagues at other companies. The issue at the end of a seminar is “What can I do the next week when I am back in the office?” To answer this most expeditiously, this pre-conference workshop focuses specifically on the vulnerabilities of the product samples the attendees bring. (Don’t worry, if you forget to bring a product, a product will be given to you.)

The workshop focuses on breaking down systems through their “vulnerable attributes” by putting the attendee in a position to think like a counterfeiter/diverter. Then in turn, attendees will hone skills by putting the attendee in a position to think like a counterfeiter/diverter. Then in turn, attendees will hone skills by putting the attendee in a position to think like a counterfeiter/diverter. Finally, attendees will hone skills by putting the attendee in a position to think like a counterfeiter/diverter.

This workshop has received outstanding reviews when given in conjunction with the WHO, to FDA participants, and internal company executives. This will be the only public opportunity to attend this workshop in 2005. Be prepared to participate. This is intended to direct the learnings but with the critical outcomes to come from the attendees. After this workshop, the attendees will be focused, more insightful and more receptive to the shared practices of the great seminar that follows.

About Your Workshop Facilitators:
Ralph L. Dillon and Joseph F. Noferi are Directors with Compliance Surety Associates. They have led anti-counterfeiting efforts at their respective companies for over 25 years. They have handled without company negative incident, counterfeiting challenges dating back to Indochina sterile solution counterfeiting in the late 1970s/early 1980s, to US acid laced eye drops in 1982, to recent South American counterfeiter’s launch of a blockbuster drug 2 weeks prior to the real company launch. Mr. Dillon & Mr. Noferi recently joined Compliance Surety Associates after leaving Pfizer.
Using Cutting Edge Defensive Packaging Technologies and Strategies to Minimize Vulnerability

5:45 PM – 8:15 PM

Unfortunately, criminals around the globe have found that they can maximize gain with relatively little capital outlay through product fraud. That means that the more fraud that takes place, the more patients are put at risk — and the less legitimate manufacturers see in the way of profit. While there are no guaranteed ways to escape exposure to product fraud, there are ways to minimize vulnerability. The technologies discussed in this workshop can provide pharmaceutical manufacturers the means of maintaining consumer confidence and market share through the employment of the most highly evolved anti-diversion, anti-counterfeiting and anti-fraud printing methods currently available. Printing solutions for pharmaceutical manufacturers include materials with integrated micro-printing, holography, color-shifting inks, varnishes, tags, threads, frangible papers, and digital watermarks. This highly interactive workshop will cover:

- Covert and overt options associated with security ink printing
- Overt options provide color shifting, which utilizes a range of techniques
- Covert options include from reactive inks to a range of tags which are readable under UV or IR. Tags which can be read with specialized digital readers capable of being integrated into your data systems for authentication are also demonstrated. The tags can be customized to your application which will provide a higher degree of security than those with limited features of visual identification under UV or IR.
- A range of security substrates, from tamper evident fibrillages to those embedded with magnetic threads and other features including tags, reactive chemicals that change color with a pen, then change back to their original color, are also discussed.

Dinner will be served during this workshop.

About Your Workshop Facilitators:

Gene Dul is the President of New Jersey Packaging Inc., a wholly owned subsidiary of Menasha Corporation, since January 2002 and has been with Menasha Corporation since October 1984. Mr. Dul joined New Jersey Packaging in 1994, when Menasha Corporation acquired it. His previous roles at NJP include General Manager, Business Unit Manager, Business Development Manager and Sales Manager. Prior to joining New Jersey Packaging, he held sales and production management positions with Promo Edge Company, another wholly owned subsidiary of Menasha Corporation. Mr. Dul also spent four years with Lever Brothers Company in New York as a Sales Executive. He has a BS in Business Management and a MBA in Marketing, both from Fairleigh Dickinson University in New Jersey.

Narendra Srivatsa has been the Business Development Manager, Brand Authentication for New Jersey Packaging, a wholly owned subsidiary of Menasha Corporation, since January 2005. Prior to joining New Jersey Packaging, Mr. Srivatsa worked for 15 years in a number of different key roles in International Paper, helping to create new products and markets. He holds a Ph.D. in Chemical Engineering from SUNY at Buffalo and an undergraduate degree of Bachelor of Technology in Chemical Engineering from I.I.T. Madras, India. He is a member of ACS, NJPHAST and other professional organizations.

8:00 Continental Breakfast and Registration

8:45 Welcome Address and Opening Remarks from the Conference Director and Chairperson

Kerri Hughes
Conference Director, PharmaIQ
ISPC

Ralph L. Dillon
Director
COMPLIANCE SURETY ASSOCIATES,
Former Director of Biopharma QA, PFIZER

9:00 OxyContin RFID Case Study: The Unique Challenges and Lessons Learned

- How counterfeit, adulterated and expired drugs enter legitimate channels of distribution
- The magnitude of the current threat posed by counterfeit and diverted drugs
- How RFID will be used by industry, law enforcement and regulatory officials to ensure patient safety
- Next Steps: The challenges ahead

Rich Widup
Senior Director, Security Operations
PURDUE PHARMA

9:45 A Quality Systems Approach to Supply Chain Security

FDA faces new challenges from consumers, industry, and government. New programs and initiatives, driven by limited resources, are focusing attention on the supply chain. Regulations are dynamic and conventional silos such as GLP, GCP, and GMP cross supply chain boundaries. The systems paradigm is a “macro tool”, providing an approach to analyze organizational capability through an understanding of processes. Forward thinking organizations can use the systems paradigm to design their organization’s capability to:

- Analyze tactical and strategic supply chain environments
- Develop and enact strategies in response to environmental demands
- Sustain an adaptive and productive organizational culture

Unless organizations re-evaluate their compliance objectives, they will traverse a new regulatory minefield using yesterday’s proprietary rules that they developed in response to yesterday’s problems. This session will highlight some of the strategic opportunities that organizations can use to fortify pharmaceutical supply chains and establish world class auditing protocol.

Joseph F. Noferi
Director
COMPLIANCE SURETY ASSOCIATES
Former Director of Biopharma QA, PFIZER

10:30 Morning Refreshment Break and Networking

11:00 Online Pharmacies: Their Benefits and the Risks of Rogues

Consumers should have freedom of choice in obtaining their goods and services from the Internet. Pharmaceutical manufacturers, suppliers and regulators must take appropriate steps to ensure that this important tool remains a viable, reliable, safe, secure, private, cost-effective, and trustworthy choice for consumers who decide online pharmacies serve their health care needs. Topics covered include:

- Examining drugstore.com as a “case study” of the steps that legitimate pharmacies take to add value to, and reduce costs for consumers
- Examples of the harm caused by rogue online pharmacies, based on third party reports
- How WIPPS, the voluntary certification standard administered by the National Association of Boards of Pharmacy, can serve as the basis for a single national standard for online pharmacies

Christopher A. Pierce, Pharm D
Director, Health Care Services
DRUGSTORE.COM

11:45 Facilitating the Safe and Secure Supply Chain: The Role of the Electronic Product Code (EPC)

EPC Global establishes global standards and aids in the development, implementation and adoption of Electronic Product Code (EPC) and RFID technology. This session focuses on the specialized application of RFID and EPC in the healthcare environment and the regulatory implications that drive the healthcare and pharmaceutical industries to deploy RFID and EPC. Attend and hear the FDA and Joint Commission on Accreditation of Healthcare Organization’s (JCAHO) viewpoints on RFID. Key topics addressed include:

- The future of commercialization and industry momentum of RFID in healthcare and life sciences

PURDUE PHARMA
The Carlow Case: A Case Study on How to Protect Your Company from Pharmaceutical Counterfeiting and Diversion

The Carlow Case involves Michael Carlow and 17 others who were indicted on a variety of charges including racketeering, conspiracy and other offenses associated with prescription drug fraud. The charges involve drugs such as Neupogen, which is used to treat cancer and HIV; Gammafor, for HIV patients; and EpoGen, for cancer and AIDS. Consisting of four bogus-drug wholesalers, the ring made millions selling, in some cases, bottles of chalk and tap water to terminally ill patients, according to investigators. The concoctions were shipped by UPS to chain pharmacies throughout Florida and other states, including Maryland, Texas and Missouri. In this presentation, our speaker addresses:

- What happened, who was involved and how they did it
- What was the fallout to the companies involved in terms of damage to their name, reputation and sales
- The measures facing your company due to those who continue to run these kinds of operations today
- What measures you need to take to protect your company from these kinds of predators

Don deKieffer
Lawyer and Trade Specialist
DEKIEFFER & HORGAN

The C-TPAT program aims to reduce inspection times at border crossings and improve supply chain security, resulting in a reduction in a company’s losses to internal/external theft and fraud. This presentation addresses the steps taken to achieve compliance with this program including:

- The validation process from a company’s perspective
- The internal team involved, the areas they covered and the time commitments required
- The learning points and the keys to success

Karrie Corbett
Corporate Security Director
GENZYME

The Value of Supplier Management for Manufacturing Activities and Product Integrity

To become viable in the pharmaceutical industry, pharmaceutical companies need to stay competitive and reduce their manufacturing and supply chain costs while focusing on R&D, licensing activities and other programs that streamline their product portfolio. In particular, many pharmaceutical companies have targeted a reduction in cost of goods by turning to contract manufacturers to support their activities. The issue now is how are these contract manufacturers managed and what are the potential risks involved in using contract manufacturing organizations to supplement the company’s needs.

Hany Salama, ME, MBA
Manager, Supply Management
HOFFMAN-LA ROCHE

The long reach of Sarbanes-Oxley into pharmaceutical manufacturing,• Identifying areas to watch for future rulemaking or regulatory action as a result of federal interaction

Barry Brandman
Facilitated by:
Senior Director, Industry Development
FUERST GONZALEZ WILLIAMS & ENGLAND P.C.

Pfizer
The prospective regulatory landscape and the interaction of several federal agencies that impact the pharmaceutical industry, including the U.S. Food and Drug Administration, Customs and Border Patrol, the Federal Trade Commission, the Internal Revenue Service, and the Securities Exchange Commission

Mitchell S. Fuerst
Partner
RODRIGUEZ O’DONNELL ROSS
Fuerst Gonzalez Williams & England P.C.
July 25th – 27th, 2005 • Philadelphia, PA

Pharma Secure Chain

12:00 Auditing the Supply Chain for Improved Security
This session centers on tactical methods for pinpointing exposed vulnerabilities and solidifying the supply chain and regulating its links. Auditing the supply chain, identifying vulnerabilities in the distribution channels and linking the drug to the consumer, are crucial to minimizing risk and improving efficiency. Companies must deploy and execute these activities in order to strengthen and solidify vulnerabilities. This presentation focuses on best practices for:
- Detecting leaks in the distribution system
- Conducting diversion audits

Eric Niebergall
Director Corporate Security
WATSON PHARMACEUTICALS

12:45 Luncheon for Speakers and Attendees

1:45 How to Financially Justify Your Anti-Counterfeiting and Security Programs
Everyone in the industry agrees improved Anti-counterfeiting and improved product security is a good thing, but in most companies a financial return must be detailed for projects to be funded and resources committed. The problem is a financial return based on ensuring bad things do not happen, is not as well defined as competing productivity and new market efforts.

This session addresses savings across organizational boundaries and tools for putting a value on supply chain threats that at most companies, have not yet occurred. Topics addressed include:
- Cross Functional Areas of Financial Return

2:45 Afternoon Refreshment Break and Networking

3:15 The Liability of Manufacturers to Victims of Third Party Counterfeiting
Pharmaceutical counterfeiting and diversion is a global menace that threatens livelihoods, company profits and consumer safety. The production of counterfeit drugs is big business across many countries and includes many types of products, most commonly antibiotics and products purporting to address major third world diseases including tuberculosis, malaria and HIV infection/AIDS. This presentation will cover the social, shareholder and legal responsibilities and liabilities of pharmaceutical companies in a counterfeit or potential counterfeit situation.

Scott E. Farnsworth
Partner, Intellectual Property
BERYMAN SHACKLOCK LLP

4:00 Fortifying The Supply Chain: Technology as an Enabler - Not a Solution
Scott Rizzo
Head of Global Supply Management and Trade Relations
BARRIER THERAPEUTICS

4:45 Conference Concludes

About our Media Partners

Supply & Demand Chain Executive is the only magazine holistically covering the end-to-end supply and demand chain, uniting the intelligence, news and tools necessary to steer supply and demand chain management professionals through the complicated, yet critical, world of supply and demand chain management as competitive advantage. On the Web at www.SDCExec.com.

The LogisticsWorld Directory offers service and contact information on companies and organizations in the transportation, logistics, and supply chain industry from around the world. Any organization or business is invited to add their service and contact information for free. Let the LogisticsWorld Directory make your products and services known worldwide.

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American Pharmaceutical Review is the leading quarterly review of business and technology for the pharmaceutical industry throughout North America. Each issue offers American Pharmaceutical Review’s 30,000 readers unbiased editorial on the following topics: materials, information technology, research & development, analytical development and control, equipment and facility manufacturing, regulatory affairs and outsourcing.

American Pharmaceutical Outsourcing is a bi-monthly journal dedicated to pharmaceutical and biopharmaceutical contract services. Each issue reaches over 12,000 key decision makers involved in clinical research, regulatory affairs and the outsourcing of contract services in the pharmaceutical and biopharmaceutical industries in North America. For your FREE subscription, please fill out our on-line form at www.americanpharmaceuticaloutsourcing.com

PharmaVOICE is the executive forum that allows business leaders to engage in a candid dialogue on the myriad challenges and trends impacting the life-sciences industry. PharmaVOICE reaches more than 17,000 U.S.-based executives who influence business strategies and affect change. Published monthly, PharmaVOICE provides readers with insightful and thought-provoking commentary in a multiple-perspective format through its forums, topics, and articles that cover a range of issues from molecule through market. To Raise Your VOICE, contact feedback@pharmavoice.com.

RFID Update publishes daily editorial briefings for top-level executives deploying RFID projects. Each issue distills the news of global RFID developments into an analytical summary of the matters pertinent to successful RFID implementation. Sign up now: www.RFIDupdate.com

The RFID Gazette is one of the industry leaders in providing timely news regarding radio frequency identification. Visit us at www.rfidgazette.org and sign up for our free monthly newsletter, the RFID Gazetteer.

Pharmaceutical Manufacturing reaches more than 25,000 operations & engineering professionals in the pharmaceutical & biotech industries. Decision makers turn to our magazine for help in interpreting ever-changing government regulations, & to discover new technologies & best practices that will help them improve process efficiencies.

www.PharmCast.com is the world leading website designed specifically for pharmaceutical, clinical and biotechnology professionals. www.PharmCast.com brings up-to-date information on pharmaceutical patents, FDA, news, jobs and Buyer’s Guide to its visitors. It was created and is maintained by pharmaceutical and biotechnology professionals. Visit www.PharmCast.com and discover for yourself why it is so popular among professionals.

CSO magazine focuses on technology, business, and career strategies vital to the success of the Chief Supply Chain Officer. CSO magazine provides in-depth content on developing supply chain leadership skills and setting and implementing strategies. For more information about the magazine, visit www.cscomagazine.com.

Supply Chain Systems covers the emerging trends, best business practices and implementation strategies used for supply chain management by manufacturing, retail, and related service companies. For more information about the magazine, visit www.scs-mag.com.
### TEAM DISCOUNTS

With all of the critical information that is going to be discussed during this two-day conference, you will want to ensure that all your key team members are present. To encourage team participation in this event, IQPC is pleased to offer you the following discounts:

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Details for making payment via EFT or wire transfer:

JPMorgan Chase
Penton Learning Systems LLC  dba IQPC: 957-097239
ABA/Routing #: 0210000021
Reference: Please include the name of the attendee(s) and the event number: 2327.01

Payment Policy: Payment is due in full at the time of registration and includes lunches, refreshments and detailed conference materials. Your registration will not be confirmed until payment is received and may be subject to cancellation.

IQPC Cancellation, Postponement and Substitution Policy: You may substitute delegates at any time. IQPC does not provide refunds for cancellations. For cancellations received in writing more than seven (7) days prior to the conference you will receive a 100% credit to be used at another IQPC conference for up to one year from the date of issuance. For cancellations received seven (7) days or less prior to an event (including day 7), no credit will be issued. In the event that IQPC cancels an event, delegate payments at the date of cancellation will be credited to a future IQPC event. This credit will be available for up to one year from the date of issuance. In the event that IQPC postpones an event, delegate payments at the postponement date will be credited towards the rescheduled date. If the delegate is unable to attend the rescheduled event, the delegate will receive a 100% credit representing payments made towards a future IQPC event. This credit will be available for up to one year from the date of issuance. No refunds will be available for cancellations or postponements. IQPC is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. IQPC shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labor strike, extreme weather or other emergency. Please note that speakers and topics were confirmed at the time of publishing, however, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary. Any substitutions or alterations will be updated on our web page as soon as possible.

Scholarships Available: IQPC sets aside a limited number of discounts that may be applied to its conferences for delegates from the non-profit sector, government and military organizations and academia. For more information about scholarships to this event, please call Customer Service at 1-800-882-8684.

Special Dietary Needs: If you have a dietary restriction, please contact Customer Service at 1-800-882-8684 to discuss your specific needs.

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### LODGING INFORMATION

Sessions for the Conference and Workshops will be held at:

**Sheraton University City Hotel**
3549 Chestnut Street
Philadelphia, PA 19104
Phone: 215-387-8000
Fax: 215-387-7920

To secure reduced rates, please contact the hotel at least four weeks prior to the conference and be sure to mention the conference name.

Note: Contact hotel for direction and transportation suggestions.

### Register by Phone, Fax, Email or Online

| Phone: | 1-800-882-8684 or 973-256-0211 |
| Fax:   | 973-256-0205 24 Hours A Day |
| Mail:  | International Quality & Productivity Center 555 Route 1 South, Iselin, NJ 08830 |
| Email: | info@iqpc.com Web: www.IQPC.com/PharmaIQ |

**Important! To speed registration, provide the product code located on the back page— even if it is not addressed to you!**

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* CT residents or people employed in the state of CT must add 6% sales tax.

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*See Page 7 for pricing details.*

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