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1. Company details

Smartway Pharmaceuticals Limited is a company registered in England and Wales (Company Number: 8481191, VAT number: GB171095025).

Official Smartway contact details are:

Telephone: +44 (0) 20 8545 7711

Address: 10 Lyon Road, London, SW19 2RL, UK.

Website: www.smartwaypharma.co.uk

Email domains: @smartwaypharma.co.uk
and @smartwaypharma.com

Smartway is authorised and regulated by the Medicines and Healthcare products Regulatory Agency (MHRA) and holds the following authorisations:

- Wholesale Dealer's Authorisation (Human Use) - WDA(H)
- Wholesale Dealer's Authorisation (Veterinary) - WDA(V)
- Manufacturing "Specials" Authorisation - MS

Certain activities typically involving controlled drugs are also subject to oversight by the UK Home Office.

Suppliers should ensure that all communications with Smartway are conducted using these official contact details only. Suppliers should be alert to the risk of domain or email hijacking and must verify that instructions, banking details and regulatory communications originate from Smartway's authorised domains before acting on them.

2. Regulatory framework

Smartway operates in accordance with The Human Medicines Regulations 2012, Good Distribution Practice (GDP), Good Manufacturing Practice (GMP), and applicable UK and international regulatory requirements governing the manufacture and wholesale distribution of medicinal products

3. Opening a supplier account

Suppliers wishing to trade with Smartway must complete the standard supplier onboarding process.

As part of this process, suppliers will be required to provide information and documentation sufficient to allow Smartway to verify regulatory authorisations, authorised premises, contact details, bank details, and any other information reasonably required to satisfy regulatory or compliance requirements.

Completion of onboarding does not guarantee trading. Smartway reserves the right to decline or suspend an account where requirements are not met.

Suppliers must keep onboarding information accurate and notify Smartway promptly of any material change.

Any procurement from suppliers is governed by the standard Terms and Conditions of Purchasing. These are published on Smartway's website and are available at: smartwaypharma.co.uk/regulatory-information.

4. Procurement principles

Smartway procures medicinal products only from manufacturers, wholesalers and distributors who are appropriately authorised to supply medicines to Smartway.

At all times, Suppliers must:

- hold and maintain the necessary regulatory authorisations for the activities they perform;
- operate from authorised premises; and
- comply with all applicable legal and regulatory requirements.

5. Lawful authority to supply and title

Suppliers are required to confirm that they are lawfully entitled to supply the products offered to Smartway, including that:

- they have good title to the products;
- no contractual, regulatory or policy restrictions prevent supply to Smartway; and
- the products are not subject to diversion, misuse or unauthorised resale restrictions.

Suppliers remain responsible for their own upstream compliance, including regulatory and legal obligations, commercial arrangements, internal policies, pricing structures and contractual frameworks.

6. Product integrity, genuineness and falsification controls

Suppliers must maintain robust safeguards to ensure product integrity, genuineness and traceability. At the very least, this means suppliers must comply with GDP, GMP and any other applicable standards.

7. Collection and delivery arrangements

Where practicable, Smartway prefers to collect products directly from suppliers under agreed collection and delivery arrangements, typically supported by a suitable Technical Agreement, using Smartway-approved couriers only.

Where Smartway collects:

- appropriate collection arrangements and responsibilities will be agreed in advance;
- temperature monitoring (including the use of data loggers) is typically expected, particularly at the commencement of a new relationship, to support assurance of storage and transport conditions; and
- collection will be undertaken solely by approved transport partners.

Smartway is also willing to accept deliveries from suppliers, provided that:

- deliveries are made from authorised premises;
- GDP requirements are met, including temperature control; and
- transport arrangements are appropriate for the products supplied.

8. Recalls and notifications

Suppliers must notify Smartway without delay of:

- any product recall (actual or proposed);
- any safety alert, quality defect or field safety action;
- any regulatory issue or emerging concern that may reasonably be expected to affect patient safety, product availability or Smartway's regulatory position; or
- any issue that may reasonably give rise to market action.

Notifications relating to recalls, safety issues or regulatory matters should be sent to regulatory@smartwaypharma.co.uk.

Suppliers are expected to cooperate fully with Smartway in any recall or investigation, including providing relevant information promptly to support patient safety and regulatory compliance.

9. Confidentiality

We recognise that protecting confidential information supports supply-chain integrity, patient safety and the prevention of misinterpretation or misuse of sensitive data.

Smartway treats supplier information, including pricing, sourcing and commercial data, as confidential. These are addressed in Smartway's standard Terms and Conditions of Purchase.

Where a supplier requests a tailored confidentiality agreement, this should be discussed with the relevant Smartway account manager. Such arrangements are used regularly where appropriate.

Disclosure of confidential information is restricted to regulatory authorities where required by law or permitted under contractual arrangements.

10. Corporate policies

Smartway maintains a range of corporate policies addressing areas such as sustainability, ethical conduct, modern slavery and data protection. These policies apply across our operations and are published on the Smartway website. Suppliers are expected to conduct their business in accordance with applicable laws and regulations in these areas.

11. Contact

For regulatory, quality or supply-chain matters, suppliers should contact Smartway using the official details above.

Last updated: **26 December 2025**



**Transforming lives by empowering
access to medicines globally**