



PermaNet[®] Commitment

Soft nets. Strong protection. PermaNet[®]

PermaNet[®] 
by VESTERGAARD

PermaNet Commitment: Quality, customer service and responsibility

PermaNet leads the mosquito net industry with its relentless drive for innovation and positive impact in malaria-endemic regions. It is the brand of choice for donor organisations, malaria control programmes, and end users because it offers the most comprehensive portfolio of performance-proven products.

Our nets are manufactured using leading-edge science and technology, and best practice quality management, to protect millions of people's lives. We have a proven track record of on-time delivery promising risk-free, reliable solutions, for national malaria campaigns and maximising long term impact against malaria.

We aim to be your most reliable long-lasting insecticidal net (LLIN) supplier. We call this the PermaNet Commitment.



PermaNet Commitment

- 1 Best practice quality management system, enabling us to deliver products that perform for their intended lifespan
- 2 Responsive customer service delivering high performance standards for on-time and in full delivery, even in times of global disruption
- 3 Environmental, social accountability and product stewardship

Best practice quality management system

PermaNet is designed and produced to be “Fit for Purpose”. Our LLINs meet customers’ needs and the established WHO product specifications. The manufacturing of our products adheres to a best practice quality management system which enables us to deliver products that consistently meet product specification.

Throughout our supply chain, we implement quality tools, control plans and management systems that help us fulfil our customers’ requirements. We focus on continuous improvement, preventive actions and conforming to certified systems, whilst adhering to relevant international standards.

Zero quality incidents recorded for products and services in the last five years*

ISO certifications

Key materials suppliers are ISO 9001, ISO 14001, ISO 45001, SA 8000 certified
ISO/IEC 17025 accredited Vector Control laboratories

End-to-end product management

For LLINs to be an effective intervention, it is critical to sustain high usage rates. We studied user preference and factored in the design of our nets their choice of polyester as the preferred material, thus increasing the likelihood of utilisation.

All PermaNet mosquito nets are designed to stand the test of real life use as verified in our post-market monitoring activities – as part of our product stewardship / commitment to responsibility. We check physical durability, and confirm that our nets remain in serviceable condition – and for bioefficacy, to confirm that the intended impact on mosquitos is maintained over the lifetime of the net.

*As of 2022

The Quality Control Lab and best practice quality management system

Vestergaard's best practice Quality Management System combines quality assurance and quality control. Quality assurance and quality control both play vital and distinct roles in quality management. It is not possible to establish product quality by testing quality control alone. Quality assurance is vital, to confirm effectiveness over the lifetime of a product.

Quality assurance (QA)

is actions taken to design, manufacture, inspect and deliver a safe effective product, by building quality controls into the product life cycle.

Quality control (QC)

is a set of procedures and tests to verify the product samples meet and adhere to quality requirements during and after manufacturing.

Vestergaard's advanced process and quality control plan for each manufacturing operation

Vestergaard controls the quality of raw materials, the quality of the net fabric at various points during the manufacturing process, and the quality of the finished product. Nine quality control labs at production workshops, and two comprehensive vector control laboratories support our PermaNet manufacturing quality management system.

Quality control at production line

Each production step has a quality control plan and implementation; only products that qualify are released to the next production step.

Vestergaard provides its customers with a Certificate of Conformity (COC) for each shipment, with supporting facts, and data provided in the Certificate of Analysis (COA) and the inspection report (IR).

Acceptance inspection testing

The finished products of the batch are sampled based on the number of sub-batches within the batch. They are tested in the lab and subject to a visual inspection. If they conform, the batch is released, and the order is submitted to the customer for third party inspection.

We see customer feedback as a valuable opportunity for improvement. Where justified, Supplier Corrective Action Response (SCAR) is implemented, and its follow-up is communicated to our customers.

Traceability

Every PermaNet by Vestergaard label bears a batch number which means we can trace the complete production history, including raw material lots, processing history, and detailed quality control data.

A representative sample of product from every shipment we make, together with its full product history, is maintained at the manufacturing unit for the period of its shelf life, plus two years.

All QC and QA data is recorded and stored: testing data at the testing laboratory, QC/inspection data at the manufacturing sites, and acceptance testing inspection data at Vestergaard.

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|-------------------------|---|
| Batch number format | 1 072 22 (1) |
| Explanation format | <ul style="list-style-type: none"> 1st digit: manufacturing site code 2nd to 4th digit: order code 5th to 6th digit: year of production (x) is sub-batch (printed as well on label) |
| Batch size manufacturer | 1 072 17: this is the batch for 1 customer order or shipment. Sub-batch=25,000 nets. |
| Batch definition | Each shipment consists of one batch number which consists of 'n' sub-batches of 25,000 nets each, where 'n' depends on the quantity of nets to be shipped in the specific shipment. The last sub-batch of the shipment might contain less than 25,000 nets. |



Responsive customer service meeting high-performance standards for *on-time and in full* delivery

We have a dedicated and responsive team based in Europe, Asia and Africa, working across time zones.

- Customer support begins from the order allocation and receipt of the purchase order. We coordinate any customer-mandated inspection and freight and assist with export documentation and specific requirements of destination countries
- The team will advise customers of the specific product registration and inspection requirements necessary for import into a destination country
- PermaNet is registered in all countries where registration is needed. Our global regulatory manager monitors evolving country requirements and ensures our products meet the country regulatory requirements
- To reduce shipment costs, we seek to maximise the volume we ship, per container
- We are able to minimise production lead times, thanks to our large production capacity of 4 to 5 million nets per month. This means our production lead time, from purchase order to “goods ready date” at the factory in Vietnam, is normally four to six weeks
- We keep the customer updated on the status of the order all the way through to delivery, working with our supply chain and the selected freight forwarders
- A prudent approach to risk means that orders are always delivered in full and on time. Despite lockdowns and global shipment disruptions, we maintained uninterrupted or increased production through 2020–2022. 99% of our orders were delivered in full, on the customer required date in 2021
- Since June 2022, all products meet global standards for product identification, labelling, and data exchange to support our customers’ traceability goals
- We respond to customer feedback and complaints quickly, and value this as an opportunity to improve our performance and prevent future issues

A tailored approach for humanitarian organisations: At Vestergaard, we value every life equally.

When a humanitarian organisation approaches us, we ensure speed of response with our life-saving tools. We maintain stock for fast and quick delivery in times of emergencies and we work with reliable distributors that maintain stock close to the final users across Africa and Asia.

We have extensive experience in coordinating logistics and transportation of our goods, either by air or sea and our dedicated customer service team is reachable 24/7. Our flexibility and years of experience mean that we can reach the most vulnerable people, at any time, and wherever they are.

Environmental, social accountability and product stewardship

We are driven by our belief that doing good is good business. Building a sustainable future means that we consider the environmental, social and governance impacts of all our activities. At the heart of Vestergaard, there is a desire to become an industry leader in sustainability. We recognise our responsibility to create a sustainable business for our employees, the people our products serve, and the planet where we all coexist.

As a member of the UN Global Compact (UNGC) since 2006, we report annually on our progress in implementing the Ten Principles of the Global Compact and the Sustainable Development Goals (SDGs). Our Code of Conduct mirrors UNGC principles and all Vestergaard employees receive annual compliance training.

We continue to make ongoing assessments in all areas of carbon accounting and environmental impact and to devise proactive strategies to address them. We are also exploring opportunities with industry partners and stakeholders to create a more circular economy, by recycling our products and finding more sustainable sourcing solutions.

Customer support

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