

Bio of Liam Hartnett B.A. (Mgmt.), M.B.A.

For more than 30 years now Liam has had a distinguished career as CEO and Executive Director in small, medium and large organisations and has hands on experience of working within both private and listed companies. He has managed and developed many large Teams, across a variety of functions and disciplines, and is exceptional at managing people, managing change within businesses and is adept at dealing with issues of culture.

Liam is an exceptional Senior Management Professional with many years of extensive management experience, and a proven track record of leading people and developing business units to success. He is an excellent organiser of people and processes, with the ability to select, encourage and develop individuals, at all levels, for the mutual benefit of both the people and the organisations, while always remaining focused on maximising profitability and stakeholder value.

He has extensive professional experience and knowledge of growing and developing business units and the teams within each business. He has also successfully merged and sold a number of business units, and once successfully managing a services business through a difficult examinership process. He has had a very successful business career, rising continually through the ranks of the various organisations on foot of exceptional delivery in each of his roles.

His passion is people, and leading them to success by getting the best out of them and their Teams. He is a very capable Leader with the personal integrity and credibility to persuade and guide others to success.

Liam holds a BA degree in Management from the Irish Management Institute, and an MBA from the Smurfit Graduate School in UCD. He is a current member of the Irish Institute of Directors.

Since early 2023 Liam has been operating as a self-employed Project Manager working on a contract basis. He recently completed a 12 month contract with St. Vincent's Private Hospital in Dublin where he was tasked with managing the implementation of the hospital wide Genesis Scan4Safety stock management and tracking system. Most recently he has been assisting a Pharmacist in identifying and acquiring existing Retail Pharmacy businesses.

Between 2019 and early 2023 Liam worked with McKesson Ireland, (now part of the Phoenix Group), as their Head of Pharmacy services to Nursing Homes and Care Centres. The group is market leader in Irish Retail Pharmacy, through their McCabe & Lloyds Pharmacy group, and also market leaders in pharmaceutical distribution via United Drug Wholesale, pre wholesale and consumer, with a combined turnover in excess of €2 billion.

Between 2004 and 2019 Liam was CEO of a business start-up venture, BOFH Holdings, which established a Retail Pharmacy group from scratch. In 2007 he developed a very successful business within the business, serving the nursing home and care centre sector. That business, Median Healthcare Services, became a separate legal entity in 2014, and was to become the largest fee earning dispensary in the country. In 2018 the group had a turnover in excess of €14m.

Prior to his move to BOFH Holdings Liam worked with United Drug Plc. for six years, following the sale of his previous company to UD. Having been instrumental in successfully managing the merger, he was appointed Head of Operations for United Drug with responsibility for UD Wholesale & Hospital Services Dublin, and Pemberton Sales & Marketing, managing a combined annual turnover of circa €600m. Liam was also appointed to the Wholesale Board of United Drug Plc as an Executive Director.

Through the 80's & 90's Liam developed his leadership skills while working with The Dublin Drug Company, a wholesaler and distributor of product and services to retail pharmacy. Liam was appointed Operations Manager, then GM, becoming CEO in 1996 and tasked with the objective of negotiating the sale of the business. During his tenure as GM and CEO he was responsible for increasing market share, establishing two subsidiary companies, entering export markets, and doubling EBITDA.

Liam has the passion, the energy, and the experience, and is now ready for another challenge, and the next chapter of his professional business career.

Liam Hartnett B.A. (Mgmt.), M.B.A.

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Project Manager • CEO • MD • COO

Results-driven leader with a distinguished career as CEO & Executive Director for more than 30 years with a proven ability to improve all facets of a business. Liam is now operating as a self-employed Project Manager working on a contract basis. Liam continues to create and implement strategic plans that increase shareholder value, improves productivity and reduces costs. Has a proven track record in the successful attainment of optimum profits and results, and the timely completion of demanding projects. Continuously analyses core business processes to identify opportunities for improvement. A first class people person with refined Team building skills, coupled with proven Change Management and Business Development capabilities. A very capable Leader with the personal integrity and credibility to persuade and guide others to success. Experience of developing collaborative environments and cultures.

Leadership • Project Management • Strategic & Tactical Planning • Change Management • Problem Solving • Facilitator
Financial Control • Profit Optimisation • Organisational Development • HR
Role Model • Quality Management • IT • Banking Negotiations • Risk Management • Mergers & Acquisitions • Governance •
Accreditation • Continuous Improvement • Dealing with Regulatory Authorities • Media interaction
IR • Sales & Marketing • Stakeholder Management • Business Start-up • Culture Management

PROFESSIONAL EXPERIENCE

Currently operating as a Self Employed Project Manager

Retail Pharmacy acquisitions • Nov 2024 to date on a contract basis

Working with a Pharmacist to identify and acquire existing retail pharmacy units in the Irish market, and to assist with the regulatory requirements associated with change of ownership.

St. Vincent's Private Hospital Dublin 4 • Nov 2023 to Nov 2024 on a contract basis

Tasked with managing the implementation of the hospital wide Genesis Scan4Safety stock management and tracking system across all departments within the hospital, from stores to theatres, wards & Labs, with the system also managing the flow of all stock & billing data back to finance.

McKesson Ireland • Sept 2019 to Feb 2023

McKesson are market leaders in Retail Community Pharmacy with more pharmacies than any other group in the Irish market. In Pharmaceutical distribution they are leaders in Wholesale, pre wholesale and consumer. Median Healthcare Services managed the pharmaceutical needs and requirements of their Customers in Nursing Homes and Residential Care Centres in Ireland.

Head of Retail Pharmacy Services to Nursing Homes: Median Healthcare was purchased by McKesson in mid 2019 and I was offered the position as Head of Pharmacy Services to Nursing Homes for the entire McKesson group. I successfully merged the Nursing Homes services business of the Lloyds Pharmacy Group with that of Median Healthcare. www.medianhealthcare.ie Under my management Median Healthcare became the largest single unit dispensary in the country, based on items processed and monthly claim to the PCRS/HSE. With the sale of McKesson's Irish businesses to Phoenix Health in late 2022 I was tasked with divesting Median Healthcare from the group, which I did by selling the business to another player in the sector, and then exiting the business by mutual agreement.

BOFH Holdings & Median Healthcare Services, Dublin, Ireland • 2004 - 2019

Retail Pharmacy Group and Service Provider to the Care Services sector, circa €14m t/o per annum.

Chief Executive: Created a Retail Pharmacy Brand from start-up while managing all facets of the business including company formation; legal's; property purchase and leasing, Banking and funding structures, brand development, Team creation, staff training, I.T. systems development, Product selection and sales & marketing. In 2007 I created a very successful business within the business, developing a multi-million turnover business serving the nursing home and care centre sector in Ireland from within our retail pharmacy network.

Key Responsibilities:

- Led all facets of the business, analysing market opportunities and creating and implementing plans and strategies to achieve short and long-term goals and deliver shareholder value.
- Effectively managed qualified professionals and managed their performance.
- Improved processes, customer service and competitive position while driving revenue growth.
- Continuously evaluated operations, while identifying opportunities for improvement.
- Provided open, honest communications within an achievement-based culture, to enhance productivity, morale and overall performance.

Key Achievements:

- Business start-up developed to a turnover in excess of €14m
- Improved profitability and reduced long term debt during a recession
- Created a successful retail brand and offering in a highly competitive industry
- Established an innovative technology driven best-in-class business in the care services sector, which became the largest fee earning dispensary in the country
- Developed organisational capabilities and a strong Management Team, which put the company on an equal footing with much larger competitors.

UDG Plc, Dublin, Ireland • 1998 - 2004

International Healthcare Services Company with €1.8b in annual turnover.

Business Director: Joined United Drug following the acquisition of my previous company (Dublin Drug). The acquisition necessitated the closure and consolidation of some sites and the merger of two different workforces and cultures into one. Overnight the merged entity became the largest player in the served market, which brought its own challenges. Having successfully managed this change process I was appointed Head of Operations for United Drug, with responsibility for UD Wholesale & Hospital Services Dublin, and Pemberton Sales & Marketing. These business units had a combined annual turnover of circa € 600m. I was also appointed to their Wholesale Board as an Executive Director. I departed after six years to become involved in a business start-up venture.

Key Achievements:

- Successfully managed the change process of integrating the Market Share, Customer Base and Employees of two Companies into one, following acquisition and merger.
- Responsible for the successfully project co-design, transfer, and development of United Drug's Wholesale business into a € 24m purpose built, semi-automated, Distribution Facility in Citywest.
- Within one year of joining the company was appointed Head of Operations within United Drug, with responsibility for UD Distributors, UD Wholesale & Hospital Services Dublin, and Pemberton Sales & Marketing. I was also appointed to their Wholesale Board as an Executive Director.

DUBLIN DRUG Plc, Dublin, Ireland • 1979 - 1998

Pharmaceutical Wholesaler and Service provider to Retail Pharmacy, £47m annual turnover.

Chief Executive: Joined this company when it was just on the cusp of introducing its first generation of IT to improve efficiency and facilitate growth and development. I played an integral part in this successful development and in so doing I gained an insight into all facets and functions of the business. I quickly assumed more responsibility and was appointed Operations Manager, then General Manager and Board member. I was eventually appointed CEO in 1996 and tasked with negotiating the sale of the business through '97 and '98. During my tenure as GM and CEO we doubled market share and more than doubled EBITDA, which made the company very attractive for purchase which was the agreed long-term strategy of the Board. While I was with the company I also undertook my management studies by night over a six year period.

Key Achievements:

- Grew and developed the business to a point which enabled me to sell it on in 1998 at a price which maximised the return for the shareholders (share swap worth £ 13.75m at that time)
- Developed Operating Systems and implemented Technologies, to reduce costs, increase Productivity, Profitability, Competitiveness and Service Quality
- Developed an export business to a point of generating a recurring net profit of £ 2m per annum.
- Developed and Implemented the company's first and second generation MIS, Quality Assurance systems as well as achieving ISO accreditation

EDUCATION & PROFESSIONAL AFFILIATIONS**Masters in Business Administration MBA (Honours) 1995**

University College Dublin

Bachelor of Arts in Management (Honours) 1991

The Irish Management Institute Dublin

Member of the Institute of Director of Ireland since 2012

Member of the Pharmaceutical Managers Institute of Ireland since 2000

Non Executive Board Member of GS1 Ireland from 2006 to 2013 and again from 2018 to 2023
GS1 (Global Systems One) is an organisation dedicated to improving the efficiency and visibility of supply and demand chains, globally across business sectors using bar code technologies www.GS1.ie

TECHNOLOGY SKILLS

Microsoft Office Suite • Pro Diver • Genesis Scan4Safety • Fleetmatics • Sage • Microsoft Project
WMS Warehouse Management Systems • OSR Order Storage & Retrieval Systems
MDS Monitored Dosage Systems