



THE STORY OF BOVA WITH FOUNDER NICK BOVA

BOVA Specials UK is a business where vets, pets and the people who care for them sit at the heart of everything it does.

It may be a relative newcomer, having only entered the UK specials market in 2016, but this family owned business has a history of excellence going back more than four decades.

After starting life as a high street pharmacy in Australia, Bova has evolved from those roots into one of the most client-focused manufacturers of unlicensed veterinary medicines in the world.

Bova Specials UK founder and managing director Nick Bova tells the story of how this fascinating evolution came to pass. He said: "My father ran a high street pharmacy for 40 years in Sydney and I went through pharmacy school and became a pharmacist in 2008.

"As soon as I was able, I took over the family business and added the compounding service for both the human and animal health markets and the business grew rapidly from there."

In 2012, Nick sold the high street pharmacy to focus on the

compounding side of the business and it was then he made the decision that would define the future of the business. He added: "About six years ago I decided to focus solely on veterinary because veterinary was something I have always been passionate about. I found it easier to work with veterinarians and there was also a much bigger need for the service.

"I grew up surrounded by animals and have always had that passion, so I soon found myself falling in love with an industry full of wonderful, passionate people who put animal welfare at the top of their priority list. I knew then that was where our focus was going to be and, from a business point of view, once you specialise in something there are a lot of efficiencies that come with that, and we just went from strength to strength."

With BOVA firmly established as the biggest veterinary medicines compounding in Australia, Nick began to explore new markets and it was during a trip to London for a rugby match that he realised where that new market would be.

He added: "I'd often meet vets from the UK at conferences

2017

date BOVA UK
was born

£5million

purpose-built, 10,000
square foot facility

COMPANY FOCUS

24 hours
time taken to fulfil
most orders

40 different
molecules

80
different orders
a day comprising
500 single units of
product a day



around the world who asked for our products, but the answer had to be "no", as we were only able to supply to Australian licensed prescribers and could not export under our pharmacy regulations.

"But I knew there was interest and so when I came to watch the Aussies beat England at Twickenham, I decided to visit some UK vets and that convinced me there was a real need for our service in the UK."

There then followed extensive meetings with the Veterinary Medicines Directorate (VMD) to begin the process of setting up a veterinary medicines manufacturing facility in one of the most heavily regulated countries on earth. Unsurprisingly, this proved to be a relatively lengthy process as – unlike other specials manufacturers – Bova provides the whole range of product classes that vets need, and all for all species, too.

State-of-the-art facility

Delivering that level of service meant a significant investment in a state-of-the-art facility capable of producing bespoke medications for all creatures great and small.

In March 2017, Bova Specials UK opened the doors of its £5 million building in London and immediately began to deliver the kind of service British vets needed.

Nick said: "We are genuinely an innovative company and that sits well with vets, many of whom had complained to me in the past that there was a lack of innovation in the veterinary space."

"An example of our innovative approach is that, since March 2017, we have made 77 different formulations available – all formulations that have been requested by vets. So things that they have asked us to do for them are now available as a matter of course to the rest of the profession – that is innovation."

One of the big challenges with any medicine – particularly those designed for animals – is the issue of compliance. But at Bova every formulation is put together with the human-animal bond in mind from start to finish.

All Bova formulations are designed specifically for the animal, so if a medicine is ordered for a cat, for example, the formulation will be flavoured to appeal to that species and in a small volume if it is to be administered orally, while transdermal options are also available.

Nick added: "It's all about minimising any damage to the relationship between the pet and its owner. Vets do the diagnosing and come up with a great treatment plan, but it's the client that has to get that medicine into the animal, which – as we all know – is not always easy."

"Our medications should be easy to give, which is good for the pet, good for its owner and good for the vet who used our services, as they now have a very happy client."

Safety is paramount

While compliance is a big issue for the Bova team, safety is always paramount at every step of the manufacturing process; it's built into the very fabric of the company's gleaming new manufacturing facility and trained into every member of staff who works there.

Nick continued: "For us, the safety is the absolute priority, for our staff, our products and our clients. We have a purpose-built facility that has certain parts for cytotoxics, certain parts for tablets, etc – this environment is completely controlled."

"We do particulate monitoring, we do microbial monitoring [agar plates can be found throughout the building], we monitor temperature and pressure and that helps control the safety of our staff and reduces the risk of cross contamination."

"That is built into the facility and trained into the staff, and, of course, the VMD comes to check that it is all being done correctly on a regular basis."

Quality management

The other strand of the Bova safety process is its quality management team. Quality is another central pillar that means the quality management system is another huge focus, as Nick explained: "Nothing comes in or out without going through that system; I have nine people in my quality team and they don't do anything else. He added: "Their sole role is to enforce the quality management system and that looks at everything from how we source our raw materials. So we need to find out who supplies that material, make sure they have a good manufacturing practice (GMP) licence and when it comes to us it needs to be tested, too. The same thing happens with our staff and our equipment; the staff need to be trained to make a particular product and we need to make sure we have the equipment to actually make that product. Nothing happens without the quality team being part of it."

Benefits to vets, pets and clients

So what does all this mean for the vet making the request and the end-user client?

Nick concluded: "We increase the arsenal at a vet's disposal to treat a particular condition or specific patient. We also have Bova Scholars, an online webinar platform that we have invested in to provide CPD for vets and nurses. We get key opinion leaders to come to talk on that and vets can access that. That is completely free, and we also sponsor vets giving CPD talks."

"In terms of clients, the benefit for them is that they can have medication they can treat their pet with that is not going to ruin their bond with their pet."

"If they have to chase their cat or their dog every time they wish to medicate then that is not good for that relationship."



THE PROCUREMENT PROCESS: SAFETY FIRST

OPERATIONS director Amar Shar said: "This happens in the same way as a licensed product approvals process based on guidelines specified by the VMD and the Medicines and Healthcare products Regulatory Agency [MHRA].

"The approval team goes through supplier audits, supplier approvals, raw material approvals and checking the specifications of the raw material.

"Once those processes have been carried

out, the materials required are procured and arrive on site, then our quality control team tests everything to make sure it is fit for purpose and there are no impurities - all this is as per the official guidelines. We also monitor the temperature of all material coming in, as that needs to be controlled throughout the journey.

"Following that testing, the material is released for production to use in manufacturing.

"We know everything about every single milligram of product that comes into the facility. Supplier audits are extremely rigorous; we look at the regulators, how and where the material is manufactured and if that site is under licence - we check and we check again.

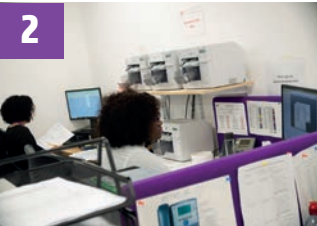
"Once that has been done, that source is approved. It is a very rigorous process because it is the foundation stone of everything we do here."

MANUFACTURING PROCESS

How does your order get processed?



Place your order online at www.bova.co.uk



Our dedicated team in customer service process the order and pass on to the production team



Good manufacturing practices (GMP) are followed in order to manufacture your product to the highest possible standards



The product is analysed by the quality team using new and up-to-date analytical technology



Product is then posted and arrives within 24 hours of the order being placed*

* Orders placed before 2pm, less than 20 items and less than 5kg weight

BREXIT READY

BOVA has completed rigorous assessments on the impact of Brexit, and 18 months ago the company diversified its supply chain to cut out middle men and wholesalers.

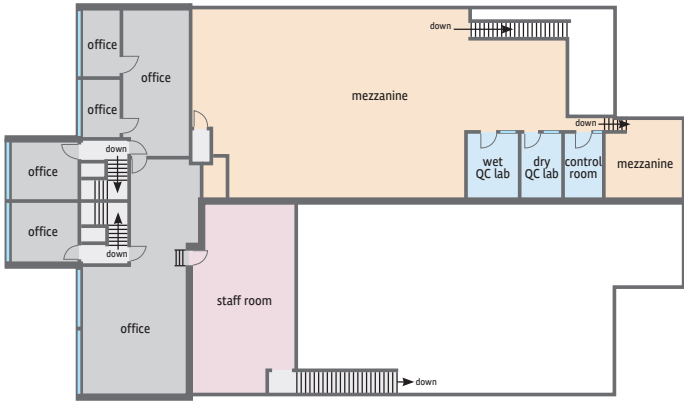
Having recently doubled its warehousing capacity, Bova now stocks eight months of materials, meaning vets will always get their orders filled - regardless of what the future brings.

MANUFACTURING CAPABILITIES

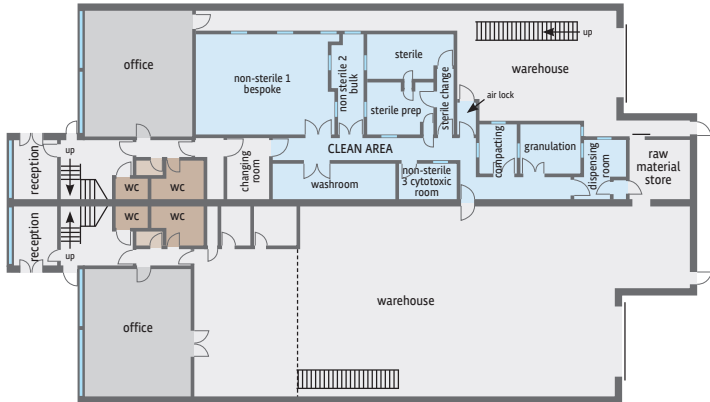
THE PURPOSE-built facility incorporates eight clean rooms, including a sterile suite and a cytotoxic suite, used to manufacture veterinary specials medicine. This includes:

- **Solid dosage forms:** Tablets and capsules, including cytotoxic capsules
- **Semi-solid dosage forms:** Transdermals, oral pastes, tropical ointments

- **Liquid dosage forms:** Flavoured oral suspensions and solutions
- **Sterile injectable dosage forms:** Various sizes, including glass vials and infusion bags
- **Ophthalmic preparation:** Drops
- **Flavours:** Molasses, chicken (plain, grilled, roast) liver, beef, bacon and honeycomb



FIRST FLOOR



GROUND FLOOR



BOVA'S VERY OWN FAB FOUR...

TWO core principles drive the way Bova does business – safety and service. Meet the people leading the teams responsible for ensuring all your orders are filled safely, swiftly and with a smile...

84

products
in stock

400

different materials
on site at one time
(including incipients
and actives)

5,000 miles

longest distance
materials travel

12 countries
4 continents

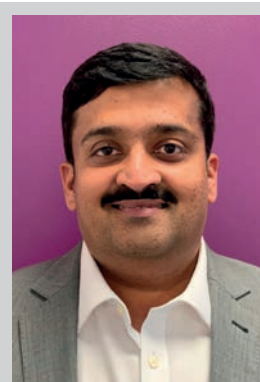
materials sourced
from across the globe



Andy Carranza

Customer service manager

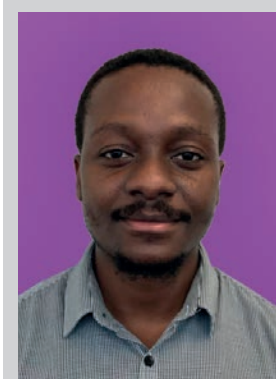
Andy has more than a decade of experience in customer service and performance management. Adapting to the constant growth of Bova UK makes every day a new and exciting challenge for Andy, alongside his diligent team members Steven, Leo and Bhavesh. Their main focus and desire is in showing genuine care, attention to detail and foresight to every aspect and stage of the customer experience, so that Bova's loyal and highly esteemed customers can promptly receive the quality products they require to treat their animals.



Amar Shar

Operations director

Amar is operations director at Bova UK. A pharmacist by profession with 17 years of experience in the pharma industry, he is responsible for all the operations within the Bova UK business. This includes product development, procurement of materials, manufacturing and controlling the quality of the product. He is also responsible for the implementation of the quality management system to provide an assurance to an end-user and veterinarian for consistently safe and superior products.



Tomiwa Balogun

Quality assurance manager

Tomiwa is a chemist by profession, with nine years of experience in various sectors of the pharmaceutical industry. He is responsible for executing and maintaining the quality policy for the business and is also responsible for compliance and regulatory monitoring and leading all the regulatory audits. Tomiwa and his team are responsible for the supplier approval, product approval, product release and application of cGMP principles for the business.



Sanjay Patel

Quality control (QC) manager

Sanjay Patel is a Master of Science in organic chemistry and has more than 16 years' experience working in GMP-compliant pharmaceutical quality control and development. Bova UK has invested in heavily in its QC department to support batch release, material release and microbial monitoring activities and it's Sanjay who is responsible for its smooth operation – from raw materials to finished product testing and release. This is to ensure that Bova UK sends out only the highest-quality formulations to veterinary practices.

QUALITY ASSURANCE TEAM Susan Moinnamini, Lionel Biu, Bernadine Houessou



CUSTOMER SERVICES TEAM Andy Carranza, Olufunke Adeniji, Leonardo Lema, Bhavesh Jani

THE SCIENCE OF COMPLIANCE

THE FINEST raw materials, rigorous multi-level safety checks and the best manufacturing processes count for nothing if the animal won't take its medicine.

This is why Bova has spent many years developing a variety of compliance aids to help pet health and reduce the build up of antimicrobial resistance (AMR).

Vets ordering antibiotic treatments need to be absolutely sure the animal under their care is dosed to the right level and that the treatment plan is completed as AMR can become an issue.

So Bova makes a high concentration product that's tailor made for that species and that animal with the flavours it likes to eat and in a way that's easy to administer.

Vets can be sure if they are using a Bova product they are using the right dose and the right concentration. This not only helps reduce AMR, but also reduces risk and improves clinical outcomes.

Bova also spends a lot of time when it comes to the devices it uses, with dose-dispensing syringes provided that give a specific dose to administer, while its ophthalmic formulations use many different patented devices that can take months to develop.

Adaptability is a big challenge, so Bova looks into species and pedigree lines of animals to see what it can do to make these products more palatable and, thus, easier to administer.

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