

NEWSLETTER

Supplier Newsletter

► October 2025



NL Health
Services

Provincial Health Supply Chain Vision

An integrated supply chain model that ensures the right products and services are available at the right place and the right time at the best price to support safe, efficient and effective health care.

Upcoming Reverse Trade Shows

NLHS Supply Chain will be represented at two upcoming Reverse Trade Shows this Fall! The first, at the [2025 Atlantic Provinces Reverse Trade Show](#) in Moncton on October 21, and the second at GNL's Public Procurement Agency Reverse Trade Show in Corner Brook on November 18. Please visit the [PPA website](#) in coming weeks for more information. We look forward to seeing our valued suppliers and distributors at these events!

Ambulatory Health Hub Opening

As [announced in July](#), NLHS's new Ambulatory Health Hub will be opening this month at 28 Stavanger Drive (the former Costco building). Deliveries have begun and suppliers are encouraged to double check their purchase orders for this new delivery site. Details are included below:

**28 Stavanger Drive
St. John's, NL A1A 5E8
GLN: 7540160020799**

Value of SRM

The Supplier Relationship Management (SRM) division is responsible for managing and developing suppliers in line with the vision of the NL Health Services (NLHS) Supply Chain Department. The division builds and maintains a focused and proactive approach with suppliers. This, in turn, facilitates open and constructive relationships between the supplier community and NLHS which supports contract compliance, continuous improvement and reduces supply chain risk.

Business Reviews are a crucial part of our SRM work as they facilitate structured and open communication regarding performance, risk mitigation, strategic alignment, innovation, and sustainability. Most importantly, these reviews serve as a forum for NLHS and suppliers to provide feedback, discuss challenges, celebrate success stories, and foster collaboration.

BD, one of NLHS's strategic suppliers, recently noted the value of their partnership with the SRM team. ***"Our relationship with the NLHS SRM team has allowed us to openly communicate, ask questions, be more engaged with NLHS, and supports our customer-centric approach to doing business in healthcare. NLHS's SRM team is a leader in advancing productive supplier partnerships while promoting supply chain resiliency and patient safety, and we are happy for our continued collaboration,"*** said Joe Giannini, Vice-President Sales Strategy and Enablement at BD.

As we continue to grow the SRM team, more of our suppliers will be engaged to participate in regular review cycles!

Benefits of Supplier Relationship Management



Increasing supply
chain transparency
and resiliency



Enforcing contract
obligations



Holding **suppliers**
to account for poor
performance



Supporting
sustainability
across supply chain



Increasing
supplier
engagement

NLHS Environmental Sustainability

At NLHS, we understand that the health of people is linked to the health of the planet. As such, we continue our work to develop our first Environmental Sustainability strategy which has included representation from all five health zones, a range of clinical and non-clinical areas, as well as provincial programs such as Public Health and Supply Chain.

While more details will be released with the official strategy, it is fair to say that suppliers will play an important role in our environmental sustainability efforts. And to begin our sustainability journey with suppliers we are happy to feature “*Supplier Sustainability Successes*” in future newsletters. If your organization would like to be featured in our newsletter please contact us via [this link](#) with **your organization name, the name of your sustainably project, brief description of your project, and description of outcomes**. We look forward to hearing and sharing the meaningful and impactful projects (big or small!) our supplier community is doing to keep our planet healthy!

NLHS Supply Chain Team Spotlight – Susan Noseworthy

Name, Title, Personal Fun Fact (e.g. hobbies, interests, accolades)

Susan Noseworthy - Strategic Planner, Purchase Operations

I enjoy being in my greenhouse, reading, travelling to far off places but most of all being a grandmother.

What led you to a career in the Supply Chain field?

When I joined the Military, I chose to work as a Supply Technician.

Can you walk us through “a day in the life” of a Strategic Planner in the Purchase Operations division at NLHS?

Email, emails and more emails 😊 Connecting with the Project Managers for the equipment requirements and contacting suppliers when needed, working with Provincial Buyers to have the PO's issued, issuing limited call when three quotes are needed, and following the ethics of SCMP.

What are you most proud of in terms of your daily contributions to the overall health system in Newfoundland and Labrador?

I would like to think I am adding value to our team. I have offered my knowledge but most of all, I appreciate all the guidance from [our Provincial Manager] Denise, buyers and coworkers have given me. I am where I am because of their knowledge.

There has been a lot of work ongoing in your division with commissioning of new facilities such as hospitals and clinics. What advice do you have for suppliers looking to advance or improve their business with us during projects of this nature?

Suppliers need to reach out and offer their product. Newfoundland suppliers have the advantage of the media to inquire about joining our supplier list. They could avail in a limited/open call for items not under contract. Primarily, we need to educate our supplier community of our processes and advise them of our Fair, Open and Transparent policy.

Suppliers are key contributors to our Provincial Health Supply Chain and overall patient care, what message do you have for our suppliers as we continue to transform health care in NL?

Be proactive, without being bothersome. We realize that some suppliers don't know who to contact to get their foot in the door and can often be too late in a project to be involved in project buys.

We encourage suppliers to stay abreast of NLHS Supply Chain Opportunities via our [webpage](#) and [MERX site](#).

St. Clare's Stores Move

Our St. Clare's Stores Department will be moving to our East White Hills Distribution Centre effective **January 9, 2026**. Suppliers are encouraged to carefully review PO's for ship-to and delivery information, particularly as we make the transition to the new site. The address for the Distribution Centre is:

**Supply Chain Distribution Centre
280 East White Hills Road
St. John's, NL
A1A 5J7**