NEWSLETTER

Supplier Newsletter

► *October 2026*

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.

Supplier Relationship Management Email Update

Supplier Relationship Management (SRM) would like to remind our supplier community that we have a new email address (supplier.relations@nlhealthservices.ca) for all SRM correspondence. Please note that vendor.relations@centralhealth.nl.ca will continue to receive emails during the transition period; however, this email address is being phased out. We kindly ask that you update your records to reflect our new contact information.

Supplier Education Session – save the date!

SRM is hosting a Supplier Education Session, December 1, 2026 at 1:30 Newfoundland Time to engage with our supplier community regarding our **HIRC standards adoption roadmap**, impacts to sourcing and contracting activities, as well as on-going supplier relationship management. This session will highlight the benefits of standards adoption and outline operational updates impacting our supplier community – all of which help strengthen supply assurance and the relationship between providers and suppliers!

Please email Supplier Relationship Management at supplier.relations@nlhealthservices.ca to register for the session.

And please visit hirc.org to learn more about the mission and value in HIRC!

NL Health Services

HIRC Academy Participation

As a HIRC member, NL Health Services was privileged to attend the September HIRC Academy where healthcare leaders, providers, and suppliers came together to explore how supply chain resiliency directly supports continuity of patient care. A key message throughout the event was that supply chain resilience is not an end in itself; its ultimate purpose is ensuring patients continue to receive safe, uninterrupted care when disruptions occur. Discussions emphasized that when critical products become unavailable, the impact extends beyond procurement and inventory management, influencing clinical decision-making, care pathways, and patient outcomes. The event highlighted the importance of embedding resiliency considerations into sourcing strategies, supplier relationships, and day-to-day operational planning.

One of the most valuable takeaways was the importance of moving from reacting to disruptions together to planning for them together. Case studies shared by healthcare providers and suppliers demonstrated how early visibility into demand forecasts, critical product categories, and potential supply risks creates the time needed to proactively address challenges before they become emergencies. Examples included collaborative planning models that use shared risk assessments, recurring resiliency reviews, contingency testing, and clear communication protocols to strengthen continuity and affordability across the supply chain.

A recurring theme was that resilience is built through partnership. Providers and suppliers each have an important role to play by sharing information earlier, aligning around patient care priorities, and making reciprocal commitments that strengthen preparedness. HIRC Academy reinforced that the most resilient supply chains are those where both parties establish common expectations, jointly plan for high-risk areas, and continuously refine their approach based on lessons learned. By fostering greater transparency, collaboration, and long-term planning, healthcare organizations and suppliers can work together to better protect continuity of care for the patients and communities they serve.

Atlantic Provinces Reverse Trade Show

The Atlantic Provinces Reverse Trade Show is an annual event, that rotates among the Atlantic provinces, taking place in each province every four years. The event provides a dynamic platform for suppliers to build meaningful business connections, engage directly with public procurement professionals, and discover new opportunities to grow and innovate.



The 2026 Atlantic Provinces Reverse Trade Show was held on October 6 in Halifax, Nova Scotia. The event saw over 500 suppliers joining over 20 public sector organizations for valuable education sessions and networking opportunities. Thank you to all suppliers who stopped by our booth to learn more about how to do business with NL Health Services!

Looking ahead, the 2027 Atlantic Provinces Reverse Trade Show will be organized by GNL's Public Procurement Agency and take place in Newfoundland – date and location TBD.

Digital Health and IT Purchasing Update

NL Health Services is transitioning its Digital Health purchasing to the Eastern Zone in early 2027.

What does this mean for suppliers?
Existing contracts with Digital Health will be reassigned to the Eastern Zone and IT-related purchases will be made through this zone using our Meditech system. Suppliers will notice a change in format of purchase order and invoicing/payment information. We ask affected suppliers to pay close attention to the bill to/remittance address so invoices are directed to the correct AP department.

When will this change be taking effect?
While some transition work will begin in November, purchase orders will continue to be issued from Digital Health for the remainder of the year with full transition to the Eastern Zone anticipated in January 2027.

How do I know if this affects my organization?
If you have been issued a purchase order or provided services to Digital Health/Centre for Health Information in the past you could be impacted and should check with your NL Health Services Buyer to learn if this change impacts your business.

Further communications will be released in coming weeks via email from our SRM team (supplier.relations@nlhealthservices.ca). If your organization has received purchase orders from Digital Health/Centre for Health Information in the past, please keep an eye out for an update!

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Warehouse Management System Implementation

The Supply Distribution Centre (SDC) in East White Hills has started the process of working with Tecsys to implement a new Warehouse Management System (WMS).

What is WMS?

WMS is technology designed to help manage and coordinate day-to-day warehouse activities. Once fully implemented, the WMS will support how inventory moves through the Distribution Centre, from receiving and put-away to inventory management, picking, packing and shipping.

What Will This Mean for the SDC?

The implementation of a WMS represents an important step in modernizing our warehouse operations. It will provide opportunities to:

- Improve inventory visibility and accuracy
- Create more standardized and efficient warehouse processes
- Improve the way products are received, stored, picked and shipped
- Provide better information to support inventory and operational decisions
- Increase traceability as products move through the Distribution Centre
- Support greater efficiency and consistency in our day-to-day operations
- Build a stronger foundation for the future of our provincial supply chain

What Happens Next?

Implementing the WMS is a significant project and will take place in stages. Over the coming months, the SDC team will work with Tecsys to review current processes, prepare for the new system, configure and test the solution, and support training and implementation activities. Our current timeline is to have the WMS fully implemented by early winter 2027.

More Than a Technology Change

This project is not simply about implementing a new system. It is an opportunity to look at how we work today, where we can improve, and how technology can help us build more efficient, reliable and consistent supply chain operations for the future.

NL Health Services

Supplier Sustainability Successes – submitted by Roche

Lighting the Way to Sustainable Diagnostics: The Roche LightCycler® PRO Achieves First-of-its-Kind ACT Label

Have you ever wondered how to distinguish truly sustainable lab equipment from products that are simply "greenwashed"? This is where the **ACT Environmental Impact Factor Label** comes in.

A Sustainability "Nutrition Label" for Laboratory Products

Standing for **Accountability, Consistency, and Transparency**, the ACT label provides a clear, third-party verified score based on a product's environmental impact. Developed by the non-profit *My Green Lab*, this label moves sustainability from vague marketing claims to measurable data, empowering scientists and procurement teams to make informed choices that significantly reduce the carbon footprint of their research and clinical operations.

With that in mind, Roche is incredibly proud to announce that the **LightCycler® PRO system** has become the first In-Vitro Diagnostic (IVD) instrument to receive the **ACT Environmental Impact Factor Label**. This achievement marks a significant milestone in Roche's journey toward a more sustainable healthcare ecosystem.

This is particularly important news for NL Health Services as two of the first LightCycler® PRO systems installed in Canada are located in St. John's at the Public Health Microbiology Lab and are used to identify and quantify infectious disease by PCR.

Environmental Impact

The certification highlights several key design outcomes that reduce the instrument's environmental burden:

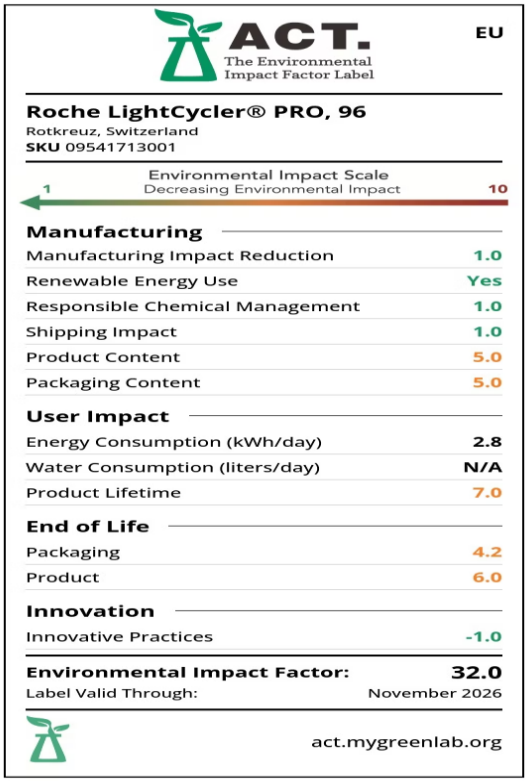
- **Energy Efficiency:** The system consumes just 2.8 kWh per day, placing it at the low end of daily energy consumption for PCR instruments.
- **Dematerialization:** Through innovative redesign, the system's weight was reduced by nearly 30%, decreasing the raw materials required for production.
- **Sustainable Packaging:** An overall volume reduction of 24% in packaging, combined with the use of recyclable materials, has significantly lowered the carbon footprint of distribution.
- **Operational Versatility:** By combining research and clinical diagnostic workflows into a single instrument, labs can reduce the total number of devices needed, further optimizing resource use.

NL Health Services

Partners in Sustainability

For Roche, environmental sustainability is rooted in the fundamental understanding that human health and planetary health are inextricably linked. We recognize that NL Health Services shares this same dedication to environmental stewardship. As partners, we are eager to continue working alongside NL Health Services to advance sustainable healthcare and build a healthier future together.

Learn more here.



ACT. The Environmental Impact Factor Label — EU

Roche LightCycler® PRO, 96
Rotkreuz, Switzerland
SKU 09541713001

Environmental Impact Scale
1 — Decreasing Environmental Impact — 10

Manufacturing	
Manufacturing Impact Reduction	1.0
Renewable Energy Use	Yes
Responsible Chemical Management	1.0
Shipping Impact	1.0
Product Content	5.0
Packaging Content	5.0
User Impact	
Energy Consumption (kWh/day)	2.8
Water Consumption (liters/day)	N/A
Product Lifetime	7.0
End of Life	
Packaging	4.2
Product	6.0
Innovation	
Innovative Practices	-1.0
Environmental Impact Factor:	**32.0**
Label Valid Through:	November 2026

act.mygreenlab.org

