

# V V BASED VACCINE MANAGEMENT



Umit Kartoglu Co-founder and CEO Extensio et Progressio Collonge-Bellerive Switzerland



**Debbie Kristensen** Director, Vaccine Technology Strategy and Policy PATH Geneva, Switzerland



**Ted Prusik** Senior Vice President Temptime Corporation Morris Plains, NJ USA

### THE BOOK OF VVM Yesterday-today-and-tomorrow

When you look at a vaccine vial monitor, you have no idea of the complex chemistry used as it integrates time and temperature in a way that minics how heat affects the vaccine in its container. And until you read Dr. Umit Kartoglu's The Book of VVM, you probably have no knowledge of the scientists, physicians manufacturers, and public health professionals who used their knowledge skills. creativity, passion, and perseverance in bringing this amazing little invention to market. It is not an overstatement to say that the VVM - the small square in a circle - revolutionized vaccination programs around the world, preventing countless cases of disease and death.

With this book, Dr. Kartoglu adds historian to his list of credentials as a physician. scientist, author, illustrator, and educator.

Beyond the detailed history of VVM that Dr. Kartoglu tells is an example of what can happen when people with a shared dream come together and make that dream happen for the common good. That is a lesson that should inspire us all.

#### Dr. James Vesper, MPH, PhD Director of Learning Solutions Valsource





### http://kartoglu.ch/vvm

## **Vaccine Vial Monitors**



There is no temperature monitoring device that has changed vaccine management practices as profoundly as VVM.

SASIA

doza

Latatka |

120

6E

flakon

copé

NR.LOTI

285470224

ASPNBO89AA

X35433

0001717

C2128

D2405

365-1

430-2-1

AOPAASITAA

04.2020

12,2020

10.2019

10.2020

1300A

05.2020

10.2020

181433

09.2022

10.2019

12.03.1024

01.2020

102 2021

the reaction

<sup>lo</sup>myelitis va spension for inje

1 dose (=0

Administ

Store in a

Do not fre

Ven Biologia

TERHEQIA E VARSINAVE I

VAKSINA/

MATERIALE

PCV-10

**DTP-HepB-Hib** 

RRETHIT PER GENOREN SHENIN

Some critical approaches we have today in vaccine management have only been made possible with the help of VVM, and others have been made more effective.

ERTUSSIS VACCINE ADS

8901213051174

### WHO Policy Statement: Multi-dose Vial Policy (MDVP)

Revision 2014

HANDLING OF MULTI-DOSE VACCINE VIALS AFTER OPENING



- The vaccine is currently prequalified by WHO.
- The vaccine is approved for use for up to 28 days after opening the vial, as determined by WHO.
- The expiry date of the vaccine has not passed.
- The vaccine vial has been, and will continue to be, stored at WHO- or manufacturer recommended temperatures; furthermore, the vaccine vial monitor, if one is attached, is visible on the vaccine label and is not past its discard-point, and the vaccine has not been damaged by freezing.

# THE VISUAL CUE

### Proper handling of 2-dose vial Cervarix HPV Vaccine





Vaccine Vial Monitor (VVM) placed on cap

#### Proper handling of 2-dose vial Cervarix HPV Vaccine

1. After opening, this vaccine vial should be handled in the same manner as a reconstituted BCG or measles vaccine vial.

2. Discard any unused dose at the end of the immunization session or six hours, whichever comes first.

3. During the session, put the open vials in the vaccine carrier, do not return them in the refrigerator.

Shake before use

Check the expiry date and the VVM before opening the vial

• Store in the cold chain at +2°C to +8°C

Do not freeze, protect from light



# SMART EXPIRY DATE



										.5 3	510	06/09/018	-8	Coreo	2	10		135		
	RO	Pershkrim	1 4 13.	G S	то	CK	S PV 851	W	ITł	Bilitan Biologiaal Hollong	l.	mertimi Vo		P	OF	45		125		
a e skade	ences <u>11/</u>	2017	(Nr. i dozave pe	r flakon apo Iloji Cmimi <u>34</u>	i shiringes) 3_28					Hollowo 1108/2016	20	(Vaksi	ne, hollues, sł Data e ska	dences 11/	Pershkrimi <sup>rie)</sup>	(Nr. i dozave per	doza) <sup>flakon</sup> apo lioji i	shiringa	Nr Lotit	IPV
Data	Kujt i dergoł	VV-	Hyrje	Dalje	Mungesa/ Teprica	Gjendje	FW	Indikatoret	the Rout L	Shenime		Nr i fatures	Data	Kujt i dergo			Cmimi 343	28	(Vaks	Data
103/017	ASHP.	Girokeste	29287	125		18714	FW	VVM	ССМ	0//0			2/10/	1 2010	bliet malli	Hyrje	Dalje	Mungesa/		-
3/017	-11-13	elvise	1285	40	1 008	18674	(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	1	N. EVO	54 00 and 00		2 227	07106101	2 DSHP		10310	200	Teprica	Gjendje	F
103/017	-1-3	Grande	28189	200	1001	18474	100	1	1- tis	120111 100000	- 3	3 230	09/06/01	and the second s	Taquio	in the co	50	50	10130	
63/017	-4- 1	ezhe	18139	200	O.C.	18274	Gine a	1	1011-9-	calfe It a	- 4	4 23/	0 10 6/02	Ter	1 Cavero	0293	300	031	10080	6
03/017	-4- 5	SH Kooler	188095	800	50	17474	1030	1	1- F10	5 32 dlas	5	232	08106/01		tepin	0.0	160		9780	100
03/017	-4- M	1. Moulte	6285	50	100	17424	4.4	ant -	1- 510	0 735 19165	6	236	12/06/01		Girolato	620	160		9460	S
03/017	-4-2	ushje	183869	550	20	16874	(charles)	1	3- +10	114 9/103	7	23)	-51	0	Sarado	-1-	0		9460	
03/017		ien l	18188	700	100	16174	Gase	21	1-21-1	178 0363	8	242		1	M. Modle		150		9310	
03/017		lore	8639	360	160	15814	1 10	1	4619	Collo 24	2	hu3	Here		- A	-			9210	
63/017		skrapez	8888	60	150	15754	541	110	12-15V	A			-		-	<			240	
3/017	-4- B	bergt	5839	500	50	15254	1.671	1 -	A	201 ·	-						. 11			
3/017	=4- K	4,000	8/39	50	300	15204	262	9 1	1 p	P	-	- Alle								
51017	-1 - 1	Gorge	18882	360	150	14844	2	2		16/0]										
51017	ry - 1	Sexoll	198855	24	1001	14820	3	2												
07017	-1 -10	Colonie	2896	50	280	14770	Asie!	2	- 11	1841/ Carlos	-						100			
51017		Matu	2458	280	230	14490	3	2		LEGERAL TELAN		A DESCRIPTION OF					100			
51017	-4- 1	Bulpize	1159	250	002	14240	6510	2	1 213	and a second										
51017	-1-0	iber.	6559	400	000	13840	1/2	02	1 C1	Callo Tex al										
061017	1- 11	Dujo	2238	200	1520	13640	12.6/	2	1012	100 100 13 10	20	258								
6/017		uspin	1864	260	Cte	133:80		2	4 21.1	105 12100	21	260 2	24							
6/0/2	or De	inos	1639	750		12630	1.110	2	4- 01-1	110 13103	22	261 2	7/06/							
61017	aund	ushije	0539	600		12030	2.29	2	1019 64	115 4562	23	330	Teh							
6/017		ier	1338	800	and a second sec		hate a	2	12- 410h	116 45103	24	10				-				
61017		1050	19135	600		10630	Laple	2	-1-+1a	50/77 4760		11112			1100		30		-	
1017	- 1a	tos	28.99	300	000	10750	100	0			100	100	And and the owner of							
💮 🔘 Teo	chNet-21 ພິຊິຈິ	Extensio et Tem	iptime"								Constant of the local division of the local									

TechNet-21 See Extension (•) Temptime Progressio

## DISPATCHING VACCINES



## **KEEPING VACCINES IN** ORDER

#### Priority DILUENT OPEN VVM VVM EXPIRY Applies only to OPV diluent VVM BACK unopened lighter longer No VVM darker shorter FRONT vaccine open Priority \_ Priority **TOP SHELF** OPEN VVM VVM EXPIRY BACK DILUENT **OPEN VVM** VVM **EXPIRY** vaccines and temperature VVM unopened lighter longer For OPV and Applies only to OPV Iyophilized BACK lighter vaccines and diluent unopened **VVM** longer their diluents open No VVM darker shorter FRONT NUN S Man DIANE 11 -No VVM darker FRONT shorter vaccine open If you have any shelves in the door REMOVE them.

#### Arranging vaccines in front opening refrigerators

All vaccines must be segregated by type and each type must be kept in a tray to prevent vials from getting mixed up.

Vaccines that are already expired and with VVMs at or beyond the discard-point must not be kept in the refrigerator. They must be kept outside the cold chain with a clear marking "not for use" to obtain authorization to discard them.

Only matching quantities of Iyophilized vaccines and diluents must be kept in the refrigerator.

Diluents are not interchangeable.

FREEZER

TOP SHELF

For OPV and

Iyophilized

vaccines and their diluents

MIDDLE and

**BOTTOM SHELF** 

For freeze-sensitive

monitoring device

\*\*\*\*\*\*\*\*\*\*\* ALANN 23:04 6.8 ...

Only for water packs to produce ice

 Fridge-tag®
 Ge CRISPER **Only for water-bottles** DOOR NOTHING **EPELA** Kartoglu, February 2014

GO UTHENTIC

## WHICH VIAL TO USE FIRST?



TechNet-21 D TechNe

## WHEN THERE IS AN ALARM



#### WHEN THERE IS AN ALARM

Interpretation of temperature monitoring devices



## **REMOVING ICE FROM IN-COUNTRY TRANSPORT**

#### RESEARCH

#### Use of Cool Water Packs To Prevent Freezing During Vaccine Transportation at the Country Level

UMIT KARTOGLU<sup>1</sup>, SERGE GANIVET<sup>2</sup>, STEPHANE GUICHARD<sup>3</sup>, VENKAT AIYER<sup>4</sup>, PETER BOLLEN<sup>5</sup>, DENIS MAIRE<sup>6</sup> and BIRHAN ALTAY

<sup>1</sup>Scientist, Family and Community Health/Department of Immunization, Vaccines and Biologicals, Performance, Quality and Safety L267, World Health Organization, 20 Avenue Appia, 27-Geneva 1211 Switzerland; <sup>2</sup>Intercountry Logistician, WHO Regional Office for Africa, Harare, Zimbabwe; <sup>3</sup>Technical Officer, WHO Regional Office for South East Asia, New Delhi, India; <sup>4</sup>World Health Organization (WHO) Consultant, Nepal; <sup>5</sup>WHO Consultant, Myanmar; <sup>6</sup>Technical Officer, WHO Regional Office for Europe, Copenhagen, Denmark; <sup>7</sup>Medical Doctor, Saray Health Centre, Ankara, Turkey © PDA, Inc. 2009

ABSTRACT: Objectives: To study the impact of the use of cool water packs (water packs refrigerated at 2 to 8 °C) on the cold life of vaccine transport boxes and the shelf life of the vaccines. Methods: Data loggers were used to measure the temperatures of vaccine shipments with cool water packs in laboratory studies and country evaluations, The temperature recordings were mathematically translated into reduction of vaccines shelf life, which are illustrated through degrees of color changes of Vaccine Vial Monitors. Findings: Laboratory studies at extreme ambient temperatures (43 °C) showed that, with the use of cool water packs, temperatures inside the cold box rise to around 20 °C within 48 h. When this exposure scenario was repeated four times, the impact of the temperature history on the different heat stability categories of vaccines varied between 2.4 and 36.0% shelf life loss. Oral polio vaccine was found to be the most affected vaccine. All other vaccines were affected with 2.4 to 10.4% life loss. Country assessments (real life situation with temperature variations between day and night) showed between 0.4% to 4.6% life loss when the boxes were exposed to ambient temperatures ranging from 11.7 to 39.8 °C over the 98 h 15 min test period. Conclusions: The use of cool water packs is found to be a legitimate and safe practice for vaccines other than oral polio vaccine, so that cool water packs can safely replace frozen icepacks without any serious consequences on the ability of vaccines to confer protection against disease.

KEYWORDS: Cool water packs, Freezing, Transportation, Vaccines, VVM, Nepal, Myanmar, Turkey, Zimbabwe.

the duration that vaccine is exposed and whether the

vaccine is agitated during that time period. Studies

have shown exposure of vaccines to both subzero and

freezing temperatures at all levels of the cold chain.

Practices that put freeze-sensitive vaccines at risk are

common not only in the developing world, but also in

industrialized countries. Studies have shown freeze

damage to vaccines in Australia (6, 7), Bolivia (8),

Canada (9), Hungary (10), Indonesia (11), Malaysia

(12), Papua New Guinea (13), the United Kingdom

The severity of the problem has been highlighted in a

recent publication in which, of 14 shipments that were

monitored, 12 experienced temperatures below 0 °C at

one or more points in the cold chain in Indonesia (11).

Ten of those were exposed to temperatures below 0 °C

during district or sub-district transport in cold boxes.

11

(14-17), and the United States (18).

#### Introduction

World Health Organization (WHO) guidelines recommend that liquid formulations of vaccines containing diphtheria, pertussis, tetanus, hepatitis B, Haemophilus influenzae type h and their combinations should not be frozen (1). Freezing of these vaccines provokes a loss of potency and, as a consequence, can result in compromised protective immunogenicity in recipients (2-5).

Freezing of vaccines occurs when vials are exposed to temperatures below 0 °C either during storage or transport depending upon a host of factors, including

Author to whom correspondence should be addressed. Email: kartogluu@who.int.

Vol. 63, No. 1, January-February 2009

#### TABLE II

Temperature Recordings of RCW25/CF and RCW2/CF During 48 Hours Exposure to 43°C and 32°C Ambient Temperatures at CSIR (in °C)

Average 11.5 16.3 33.5	Min 2.5 8.2	Max 20.0 23.6			VVM14	VVM30
16.3	8.2		0		0	0
		23.6	0			
33.5					O	0
1	11.6	41.5		0	0	0
10.5	5.0	16.1	0	0	0	0
14.5	8.2	19.2	0	0	0	0
34.1	3.1	42.7		0	0	0
35,1	9.1	42.2		0	0	0
40.9	14,1	43.2			0	0
25.8	4.2	31,3		0	0	0
27.4	10.8	31.7		0	0	0
	10.5 14.5 34.1 35.1 40.9 25.8	10.5         5.0           14.5         8.2           34.1         3.1           35.1         9.1           40.9         14.1           25.8         4.2	10.5         5.0         16.1           14.5         6.2         19.2           34.1         3.1         42.7           35.1         9.1         42.2           40.9         14.1         43.2           25.8         4.2         31.3	10.5         5.0         16.1           14.5         8.2         19.2           34.1         3.1         42.7           35.1         9.1         42.2           40.9         14.1         43.2           25.8         4.2         31.3	10.5         5.0         16.1         1           14.5         8.2         19.2         1           34.1         3.1         42.7         1           35.1         9.1         42.2         1           40.9         14.1         43.2         1           25.8         4.2         31.3         1	10.5     5.0     16.1     0     0       14.5     8.2     19.2     0     0       34.1     3.1     42.7     0     0       35.1     9.1     42.2     0     0       40.9     14.1     43.2     0     0       25.8     4.2     31.3     0     0

#### TABLE II

Remaining VVM Life After Storage in Large Cold Box and Small Vaccine Carrier Loaded with 8°C Water Packs, at an Ambient Temperature of 43°C for 48 Hours, CSIR Laboratory

VVM Туре	VVM End-Point (Days)	Percentage of VVM Life Used	Remaining VVM Life in Day if Kept at 37°C	
	R	CW25/CF large cold box		
VVM2	1.75	6.3	1.64	
VVM7	6.125	1.8	6.02	
VVM14	12.25	0.9	12.14	
VVM30	26.25	0.4	26.14	
	RCW	V2/CF small vaccine carrier		
VVM2	1.75	138.4	Beyond the end-point	
VVM7	6.125	39.6	3.70	
VVM14	12.25	19.8	9.83	
VVM30	26.25	9.2	23.83	

16

#### PDA Journal of Pharmaceutical Science and Technology

#### TABLE IX

Repeated Temperature Exposure Impact on the VVM Life Simulation (Four Times of Transport at Ambient Temperature of 43°C for 48 Hours)

VVM Type (and End-Point Days)	VVM Life Used (%)	Remaining VVM Life if Kept at 37°C (Days)
	1. RCW25/CF (Domestic)	
VVM2 (1.75)	25.2	1.3
VVM7 (6.125)	7.2	5.7
VVM14 (12.25)	3.6	11.8
VVM30 (26.25)	1.6	25.8
2	CB20-50-CF (Blow Kings)	
VVM2 (1.75)	2.8	1.7
VVM7 (6.125)	0.8	6.1
VVM14 (12.25)	0.4	12.2
VVM30 (26.25)	0.4	26.1
3.	Insulated Box (PT BioFarma)	
VVM2 (1.75)	36.0	1.1
VVM7 (6.125)	10.4	5.5
VVM14 (12.25)	5.2	11.6
VVM30 (26.25)	2.4	25.6

#### · Vaccines are transported four times (primary to intermediate 1, intermediate 1 to intermediate 2, intermediate 2 to intermediate 3, and intermediate 3 to health centre)

a different type of VVM. However, in most cases, freeze sensitive vaccines such as DTP are assigned VVM14 and TT and HepB are assigned a VVM30. Figure 5 shows the calculated highest impact on VVM

readings in a scenario (number 3 in Table IX) in which

· Only cold water packs are used

· Ambient temperature is constant 43 °C day and night

· Each and every transport takes 48 h

Repeated temperature exposure is applied to used and remaining VVM life calculation through the Arrhenius equation. Results are shown in Table IX.

In spite of the low impact calculated when the Blow-Kings cold box is used, the VVM2 (OPV) loses 25% of its life with RCW25/CF and 36% of its life with the insulated box. It is therefore obvious that OPV should not be transported with cool water packs. VVMs are classified according to vaccine stability (see Box 1). VVM category to vaccines is assigned by WHO experts based on the stability data of the vaccine examined. It is possible that the same type of vaccines produced by different manufacturers will be assigned



PDA Journal of Pharmaceutical Science and Technology

box.

22









## CONTROLLED TEMPERATURE CHAIN USE OF VACCINES

Controlled Temperature Chain Working Group



- CTC use of vaccines allows for a single excursion of a vaccine into ambient temperatures not exceeding +40°C for a <u>minimum</u> of 3 days, just prior to administration.
- Heat-stable vaccines differ in the length of time they can be stored in a CTC and the maximum temperature they can endure while remaining stable and potent.
- CTC qualification involves regulatory approval and prequalification by WHO.
- CTC is a priority for vaccines used in campaigns and special strategies.

## Status of CTC vaccines

- There are currently three vaccines that are thermostable and qualified for CTC use.
  - Serum Institute of India's MenAfriVac® (conjugate meningitis A vaccine) that can be used for up to 4 days at temperatures not exceeding 40°C.
  - Merck's Gardasil® 4 (quadrivalent human papillomavirus vaccine) that can be used for 3 days at temperatures not exceeding 42°C.
  - Shantha Biotechnics Shanchol<sup>™</sup> (oral cholera vaccine) that can be used for **14 days** at temperatures not exceeding **40°C**.
- A number of vaccine manufacturers are in the process of qualifying their existing and pipeline liquid vaccines for CTC use.
- Some vaccines are inherently heat stable, others may require additional formulation efforts to improve their stability, and some vaccines may never qualify for CTC use.







## **TEMPERATURE MONITORING OF VACCINES IN A CTC**

Although a VVM changes color in response to cumulative heat exposure, its response is not rapid enough at higher temperatures (e.g., above 37°C). A threshold indicator (TI) is therefore also needed when vaccines are kept in a CTC. TIs react rapidly if exposed at or above a defined threshold temperature.

## **TEMPERATURE MONITORING OF VACCINES IN A CTC**

- At present, a standalone TI is used in vaccine carriers and cold boxes.
- The TI is on a card and the indicator changes color from light grey to black as soon as the temperature has exceeded +40°C.
- The need to supply, distribute, and provide training on TI cards is a barrier to CTC vaccine introduction.



### PEAK TEMPERATURE THRESHOLD INDICATOR INSTRUCTIONS Check the indicator as follows: • When you load the vaccines into the cold box • As you remove each vial from the cold box • When the last dose of vaccine for the day is administered



## VVM with THRESHOLD INDICATOR



A combined VVM-TI on primary containers undergoes gradual color change up to the specified threshold temperature and rapidly reacts if exposed at or above the threshold temperature.

Integrates the VVM and TI



## VVM Plus Threshold Indicator - VVM+®

Kon marker@

052@+W11

14 24

HEAT

FLW + @ 250

HEATMarker

NVM + BIBD

HER

HEATmarker®

WM+@250

WM + BUS

TechNet-21
 See Extensio et
 Temptime
 Progressio

## VVM+ developed for Controlled Temperature Chain(CTC)

- VVM+ reacts like VVM up to 37°C
- At 40°C VVM+ reaches end point rapidly to show exposure to critical peak temperature
- VVM+ supports CTC initiatives



## WHO PQS specification for COMBINED VVM and TI

## VVM+250, VVM250 and TI Prequalified



PQS performance specification

WHO/PQS/E006/IN06.1 Original: English Distribution: General

<b>TITLE:</b> Combined Vaccin	e Vial Monitor and Threshold Indicator	
Specification reference:	E006/IN06.1	
Product verification:	E006/IN06-VP.01	
Issue date:	January 2019	
Date of last revision:	New specification	

World Organ			l Health nization		¢ط ∣ عربي	English	Français	Русский	i Español arch	
	Home		Product L	ist						
	About WHO									
	Countries		<u>PQS Catalogue &gt; Pregualified Devices and Equipment &gt; Product List</u>							
	Health topics		E0061 T	mnoraturo m	onitorina da	wicoc				
	Publications		E006: Temperature monitoring devices							
			Product	<b>Description</b>	<u>Company</u>	<u>Mfr refere</u>	<u>nce</u>			
	E006/058	Monit	ine Vial tor Type 250	Temptime Corporation	HEATmarke 250	-	Downloa	id PDF	Copy link	
	E006/057		eshold cator40	Temptime Corporation	LIMITmar	ker I-K	Downloa	d PDF	Copy link	
	E006/059	VVM2 Thr	nbined 250 and eshold cator40	Temptime Corporation	HEATma VVM+:		Downloa	id PDF	Copy link	

## VVM+ shortlisted on VACCINE INNOVATION PRIORITIZATION STRATEGY (VIPS)



# BARCODES



## Gavi announced GS1 barcodes required on secondary packaging



 First step to transition track and trace system technology on vaccines to a labelling requirement

GAVI announcement: vaccine manufacturer GS1 compliance

Starting 1st October 2019, for vaccine tenders backed by Gavi financing and issued by UNICEF, GS1 barcoding on the secondary packaging will be a requirement by latest 31st December 2021.

WHO is developing a Track and Trace Policy Brief



### US CDC 2D barcode update

### >80% compliance of 2D barcodes on vials and prefilled syringes



## US CDC 2D barcode update

### **Essentially all US vaccine vials and syringes have 2D barcodes**

Pfizer – Pneumo

### GSK Hep B



Merck – Gardasil

Sanofi - Tdap

## GTIN, lot number, expiry date

TechNet-21

## **Transformational innovation**

## 2D barcode and digitized VVM (eVVM)



## 2D barcode with embedded temperature sensor

### Digitize chemical indicators with unit of sale level data connection

Enhance the value of 2D barcodes for stock management, patient safety and anti-counterfeiting by incorporating temperature integrity

- Specific area has cumulative (VVM) and/or threshold ink printed as part of barcode
- Rapid reading with phone or scanner
- Connect with cloud-based data set of other sensors







Tests Failed								
Monitor Category:	VVM7							
Remaining Life:	0%							
Expiration Date:	2019-12-31							
Product Authenticity: 🗹 OK								
GTIN: 1012	23451234512							
Batch Number:	16R00150							
Serial Number:	1234							
ConeScan™ (•) Temptime <sup>*</sup>								
• Iemp	time							

## **GS1 2D datamatrix with VVM**

VVM – gradual, irreversible color change from light to dark develops with cumulative temperature exposure over time



## **Demo of** One**Scan**<sup>••</sup> indicator



Before Heat







#### After Heat



## 2D barcode with embedded VVM active

### **Color evolution over time**



Early adoption would likely maintain classic VVM







## Size doesn't matter for product integrity

#### Temperature monitoring and traceability for shipping box, carton box, vial, syringe, ampoule



## Leverage value of VVM with linkage to HMIS

## Link health and logistics management systems

### Improve data quality and integrity



# Thank you...

TechNet-21