

Say hello  
to a world of  
cargo solutions



Hello Tomorrow



**Emirates**  
SkyCargo



From the moment that Emirates first took to the air, we saw the tremendous opportunities presented by transport and distribution as a whole. We determined from the start that cargo would be an integral part of our overall operation and grow hand-in-hand with our passenger airline business.

Ever since then our aim has been to put the customer at the very heart of our decision-making and we tailor all our future investments and expansion strategies to achieve this. We have a number of reasons to feel proud of our achievements.

We are the first airline to provide non-stop freight services to six continents, with a wide-bodied, custom-built fleet that remains amongst the youngest in the world. We pioneered the first non-legacy online cargo management system, providing real-time access to both our customers and all parties across the supply chain. Moreover, we have the ability to reach 1.5 billion customers within an eight-hour period, covering both international and regional markets. We have achieved all this through strict adherence to the principle that drives our business to deliver customised service to each and every one of our clients, in the minimum time with the maximum convenience. Our motivated, committed and highly trained staff are fully equipped to deliver all the benefits of our advanced technology and sophisticated logistics management. Whatever your needs, Emirates SkyCargo will deliver the results.

A handwritten signature in black ink, featuring the letters 'EWT' followed by a stylized flourish.

**H. H. Sheikh Ahmed bin Saeed Al-Maktoum**  
Chairman and Chief Executive, Emirates Airline and Group

# Tomorrow opens you to a new world of possibilities

No matter where your business takes you. Or how valuable and delicate your cargo. No matter how tight the timeline, or unusual the request - tomorrow opens your business to a new world of possibilities, with Emirates SkyCargo.

With Dubai as our hub, we're uniquely placed to help you do business faster and more efficiently. From our strategic location at the crossroads of Europe, Africa and Asia - you can reach more than one and a half billion customers in less than eight hours.

With multiple destinations and serviced by one of the world's youngest wide-bodied fleets, we connect people with the things that are important to them.



# Connecting the world

Move your business further  
and faster across six continents  
by air, sea and road



## Middle East Network

## Route Map

January 2016

- Passenger Routes
- Freightier Routes
- Passenger & Freightier Routes
- Future Routes

Wherever our customers need us is where we go. Through our global network, you can access destinations across six continents. Yet it's about a lot more than simply moving freight by air; it's about reaching all four corners of the globe quickly and efficiently.

From India's floriculture farms to China's manufacturing metropolises. Australia's outback mining townships to France's southern vineyards. No matter where in the world you do business, chances are our integrated air, sea and regional road distribution network can reach you.

With a road feeder service operating across the Gulf, Europe, Australia, India, South Africa, China and the Americas, we provide you with a wider network of regional offline points.

The best part is you're ensured the same high standard of care, reliability and attention to detail from the moment your consignment leaves your hands and right through to its final destination.



A close-up portrait of a woman with a warm smile, wearing a bright red cap with a white band and a white headscarf. The background is a soft, out-of-focus landscape with warm, golden light.

# Service you can depend on

Personal. Professional. Proactive

It all starts with a simple hello. In your own language. With an understanding of your local customs and your way of doing business. We believe our people give us the edge and we're fortunate to attract the very best talent from around the world at each point of our network.

You can rest easy knowing only the most highly-qualified people are working with you at each step of the transportation chain. We set the bar high - with performance monitoring and on-going training development programs that ensure we get better every day, to help you realise all the potential your business has to offer.



# Make the most of your global opportunities

Our fleet - shift cargo faster with our ultra-modern wide-bodied fleet

Whether it's a stable of horses, crate of fresh flowers or heavy-weight machinery parts, our fleet of modern, wide-bodied aircraft have been customised to move all types and sizes of cargo, and are all suited to our vast network of international routes.

The Boeing 777Fs spearheading our fleet are the world's most advanced freighter with a cargo capacity of over 100 tonnes and a main deck door that is wide enough to fit over-sized cargo. Our fleet also consists of the Boeing 747-400ERF with a nose door (as well as main and lower deck side doors) for moving extra long and large items.

We have even more aircraft investments in the pipeline. At an average age of just 63 months, ours is one of the world's youngest and most reliable fleets.

**Our dynamic fleet includes:** Airbus A380-800s, A340-500s, A340-300s, A330-200s and Boeing B777-300ERs, B777-200LRs, B777-300s, B777-200ERs, B747-400ERFs, B777Fs




# Welcome to our ultra-modern cargo handling facilities

Improved capacity, improved efficiency

Emirates SkyCargo has the kind of amenities that can only be described as truly world class.

Our latest facility, Emirates SkyCentral (DWC), home to the Emirates SkyCargo freighter fleet, and our Cargo Mega Terminal (DXB) enables you to move your goods from our strategically located hubs between East and West through Europe, Africa, Asia, Australasia and the Americas even more efficiently.

Fully automated, the facilities provide a combined handling capacity of over 1.8 million tonnes of cargo per year. Linked by dedicated road feeder services and with Jebel Ali Port and Free Zone within close proximity, sea/air connections are fast and seamless.



Now with more state-of-the-art material handling equipment for general and Cool Chain cargo, direct airside access and unlimited landing and take-off slots, cargo retrieval and handover is effortless.

Whether it's live animals or temperature-sensitive goods, our noise protected areas and temperature mapped zones ensure that whatever the cargo, it arrives safely and in perfect condition.

Big business takes off with Emirates SkyCargo.



# Ship with a click

Say hello to SkyChain,  
Emirates SkyCargo's fully  
automated system for  
management of cargo logistics

You need reliable, real time data to make the right decisions. That's why we developed SkyChain, the very first online, completely secure, non-legacy cargo management system.

You stay in total control of your consignments with complete transparency of information in real-time, around the clock. Now everyone across your supply chain works from the same rich, accurate data.

From planning flight schedules and booking up to 250 days in advance to tracking the status of your consignment at any point through to its destination, SkyChain empowers your team to work more efficiently.





# Environmentally-friendly freight transactions

e-freight: for increased visibility and data exchange

Say hello to e-freight, our economical process that streamlines your business —at no extra cost. By eliminating paper printing, handling and processing expenses, e-freight reduces your time by decreasing the waiting period when processing freight.

Not only will we help you increase visibility with data accuracy, but we'll provide EDI messaging to ensure quality information exchange from the source —right from the outset of a shipment lifecycle.

Conserving the environment is another great reason to choose e-freight. Reducing your carbon footprint not only helps your business reduce costs, but you can also achieve legislative compliance and benefit from positive environmental marketing.

## Benefits

- Reduction of paper usage - no air waybill and copies of documents
- Increased data accuracy and transparency during the shipment life cycle
- Increased manpower productivity
- Decrease in the acceptance and delivery process times
- Enabling customs and other stakeholders to work with advanced information to facilitate expedient import clearance and control
- Enables trade facilitation
- Conserves the environment and reduces carbon footprint

Cargo products  
that move  
the world







# Opportunity waits for no one

Priority: for time-sensitive cargo

Impossible deadline? Then look no further than Priority, our premium product designed for fast airport-to-airport transportation.

When choosing to book with us, your consignment is not only guaranteed capacity and flown-as-booked\*, you also gain priority loading with extended reservation, ordering and consignment times.

Most importantly, you can relax knowing your urgent consignment will arrive on time.

\*Conditions apply



# Keeping your business moving

Courier: transporting your  
documents and boxes

Say hello to express deliveries with Courier. We ensure your consignments move with the shortest acceptance cut-off time at origin and highest loading and delivery priority at your chosen destination.

Relax in the knowledge that your important documents and packaged boxes will be carried as unaccompanied baggage (UCB) or courier on air waybills and as an additional feature, tracking can also be activated on your important consignments.

To discover more benefits with Courier, please contact your local Emirates SkyCargo office for further help.

\* Depending on your requirements and local regulations





# All cargo Welcome

General freight: for the safe and reliable transportation of goods

Whether you're transporting your entire home to a new country, or moving new car parts, say hello to shipping with ease.

General freight is the perfect solution for fast and convenient airport-to-airport transportation of all goods. And through our growing network, you can access multiple destinations across the globe — with still more to come.

Once registered, it's easy to make reservations online. We also carry special cargo like dangerous goods, live animals, valuables and vulnerable goods. If you're not already registered, contact Emirates SkyCargo to discover how we can help you and your business.

# Special Services and Solutions







# Say hello to flexible deliveries

Value Added Services:  
your door to door cargo solution

Enjoy the convenience of sending shipments straight from your doorstep, with tailor-made solutions to manage your consignments securely, wherever you need them delivered around the world.

To make things simple, we offer three flexible solutions. All offer you a hassle-free service with customs clearance, import and export documentation and airway bill preparation.

## Door to Door

Relax with our most convenient service. We collect your consignments from your home or office and deliver them directly to your chosen destination. We take care of everything, from import and export, to ensure your package arrives at the perfect time, without the worry of customs clearance at origin and destination airports.

## Airport to Door

We collect your package from your chosen airport and deliver it straight to your recipient's home or office, anywhere in the world. We work to meet your urgent deadlines, and ensure all procedures and formalities are taken care of, including customs clearance, import and export documentation and air waybill (AWB) preparation.

## Door to Airport

We collect your packages from your home or office and deliver them to your chosen airport. We take care of all the

formalities to ensure your shipments move according to your timetable.

## Benefits

- Customised premium service
- Get peace of mind with flexible options to suit your individual needs
- Single point of contact
- Online tracking at [skycargo.com](https://www.skycargo.com)
- Timely and cost-effective service

## Features at a Glance

- Multiple destinations on offer
- State-of-the-art facilities
- Reliable and timely service
- End-to-end transportation solution

To find out about a custom-made package for you, please contact your local Emirates SkyCargo office or agent. Please note that conditions apply for bookings, late acceptance and cargo ready for clearance. Certain cargo services —including security escorts, special storage areas and special containers— are not available for integrated cargo transport services.



# We provide exceptional global coverage for mail delivery

Post Office Mail

Say hello to accurate and on time postal mail deliveries across six continents and over 140 destinations worldwide.

From mailbags carrying letters and documents to parcels and urgent mail, we will make sure it's delivered quickly and accurately.

Compliant with Universal Postal Union regulations, PO Mail is the ideal solution for the individual requirements of local, regional and international postal authorities and service providers. PO Mail is also flexible to meet specific service standards and quality requirements of individual post offices.

Emirates SkyCargo's dedicated mail handling hub at Cargo Mega Terminal (DXB) maintains stringent high standards in accurately handling mail originating, transiting or terminating in Dubai.

To find out how we can facilitate your postal mail deliveries, please contact your local Emirates SkyCargo office or agent.





# Holding on to what matters most

Protect: special handling for vulnerable or valuable cargo

With additional security measures, specifically engineered processes and state-of-the-art facilities, we ensure the safe transportation of your valuable and vulnerable cargo. We ensure the complete security of your goods in special storage areas, with constant monitoring and surveillance by our specialised teams.

Our Skybox (XYV) combines sophisticated technology and a pioneering design to secure shipments and prevent air cargo crime. Skybox is tailored to Europallet sizes and was developed with adjustable height (up to 145 cm). With durable material and an advanced locking system, it withstands the most challenging environmental conditions.

XYP and XYS containers are sealable and are to be used when valuable volumes are insufficient for loading into Skybox or LD-3 container with special sealable solid doors. These special non-structural containers are specially designed for transportation of valuable cargo.

To meet your security requirements, our dedicated Escort Service is offered for transfers in Dubai by trained and skilled security personnel, on request.



# The art of delivering care

Cool Chain solutions for  
pharmaceuticals and healthcare

Whether you're exporting lifesaving medication to remote regions or transporting temperature-sensitive vaccines worldwide, our Cool Chain solutions preserve the high quality of your goods in transit and the integrity of your cool chain wherever your pick-up or delivery destinations are in the world. Created especially for the healthcare and pharmaceutical industries, our Premium and Advanced Cool Chain solutions offers specialised handling, containers and processes, in conjunction with complete compliance with industry and government regulations.

Choose from a range of solutions to prolong the active pharmaceutical ingredients in your products, including various levels of protection and monitoring of your goods during air transportation, complementing the packaging

used by the shipper. With a jointly planned transportation setup, attention to detail, supported by innovative elements such as our pioneering White Cover, the use of Cool Dollies at our Dubai hub and state-of-the-art handling facilities, we have the means to overcome challenging environmental conditions.

For more information on how Cool Chain Premium, Cool Chain Advanced or Cool Chain Basic can transform your business, contact your local Emirates SkyCargo office or agent. You can also refer to our perishable cargo restrictions and requirements (IATA PCR) on [skycargo.com](https://www.skycargo.com) for more information. We comply with the requirements for extra attention, special handling, acceptance and delivery processes by IATA and other governing bodies.

A photograph showing two Emirates SkyCargo staff members in high-visibility vests. One staff member is leading a brown horse, while the other stands nearby. In the background, there is a large cargo container and another staff member. The scene is outdoors, likely at an airport cargo area.

# Animal care – for live animal transport

We move more than just cargo

Whether it's a beloved pet or an entire zoo, with animal welfare in our mind, we provide the highest level of care in an environment custom-designed to ensure each animal is made to feel at home, when away from home and above the clouds.

We also make sure that the often-complex requirements of national and international regulatory authorities are met, and can assist you with the documentation and IATA Live Animals Regulations' (LAR) requirements. To help us make the animals' experience with us stress free and safe, we will advise you also a set of information and requirements we will need additionally, to enable us to arrange the most seamless transport for the animals and satisfaction of all your requirements for their transport.

To find out how you can benefit from Animal Care, contact your local Emirates SkyCargo office or agent and ask about Pet Care, Trade Care, Equine Care and Exotic Care. You can also refer to our Operator Variations in the IATA LAR and the IATA guidelines for the transportation of pets on [skycargo.com](https://www.skycargo.com)

#### Benefits:

- Advance arrangements
- Proactive communication and follow up
- Priority planning
- Supervised welfare-oriented handling
- Protected temperature controlled environment





# Soar in well-chartered skies

Customisable solutions for your  
unique cargo needs

Whether it's heavy machinery, rock concert equipment or an art exhibition, when your business calls for a big, flexible logistics solution we have the perfect answer. Our Charter service empowers you to move all kinds of cargo anywhere in the world economically - at a moment's notice.

Our dedicated specialists are ready to work side-by-side with you to develop a cost-effective, reliable solution that fits your particular business logistics and supply chain needs.



A photograph of two young children sitting on a wooden bench, viewed from behind. They are looking out over a vast, rolling green landscape under a bright blue sky with wispy clouds. The child on the left is wearing a red shirt and dark pants, and the child on the right is wearing a red shirt and blue jeans. The landscape features green hills, a small body of water in the distance, and some trees. The overall mood is peaceful and hopeful.

# Tomorrow is yours

We never stop investing in the future

We believe tomorrow embraces the businesses that strive together. We recognise our own success is only possible by ensuring your success.

With our continuing investments in on-the-ground facilities, technological advances, fleet additions, special handling capabilities, new destinations and increased frequency of our services.

We hope you will join us in the long-term to take advantage of the huge opportunities ahead at Emirates SkyCargo.



skycargo.com

© 2016 Emirates. All rights reserved. January 2016

Hello Tomorrow

