

skycargo.com

© 2013 Emirates. All rights reserved. August 2013

# Say hello to a world of Cargo Products and Solutions

Fast, flexible and economical  
answers to any logistical challenge



Hello Tomorrow



Hello Tomorrow





## Your cargo, your way

The world gets a little smaller every day. The logistical challenges don't. Which is why we've developed a complete range of Cargo Products and Solutions to meet every need. From our economical General Freight service to our urgent Priority service; from Cool Chain to Animal Care – our innovations are designed to meet every logistics challenge.



# 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, visit [skycargo.com](http://skycargo.com) or contact Emirates SkyCargo to discover how we can help you and your business.



# Transporting dangerous goods has never been safer

Dangerous Goods – for superior protection

Imagine, you need to transfer diving equipment to Phuket or Malé for a diving expedition, or you have to send blood samples to a specialist laboratory to save a loved one.

Whatever sensitive or vital cargo you need to transport, we're fully equipped to handle and deliver all classes of IATA Dangerous Goods to multiple destinations worldwide, and with customised solutions catered to your individual freight needs.

With 24/7 security supervision and surveillance in our dedicated handling areas, our expert teams ensure the safe movement of your goods throughout the air transportation chain, with a track record of ensuring time definite delivery in the severest of operating conditions.

## Benefits

- ♦ State-of-the-art freighters for controlled movement of dangerous goods
- ♦ Your goods delivered when and where required
- ♦ Specialised teams to address your immediate needs
- ♦ Access to the vast capacity of the Emirates fleet

## Features at a glance

- ♦ Flexible and dynamic solutions
- ♦ Readily available charters can be arranged on short notice
- ♦ Flown as booked
- ♦ 24/7 security and surveillance
- ♦ Dedicated handling facilities
- ♦ All classes of dangerous goods accepted
- ♦ Strict adherence to IATA and ICAO regulations
- ♦ Specialised in the transportation of classes six and seven medical shipment



# Holding on to what matters most

Protect – special handling  
for all 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. Put your trust in us to ensure the 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 has been developed with adjustable height (up to 145 cm). With durable materials and an advanced locking system, it withstands the most challenging environmental conditions.

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

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

A man in a white shirt and a bright yellow safety vest is holding a handheld scanner, likely a barcode reader, and scanning a red Emirates SkyCargo container. The container is a large, industrial-grade metal box with a barcode label on its side. The background is slightly blurred, showing an industrial or warehouse setting.

# Get peace of mind today, for the security of your valuables tomorrow

Valuables – superior protection for your precious goods

If you're responsible for valuable cargo, then we can offer you a dedicated service you can put your trust in.

With years of specialised experience, you can depend on us to safely and securely transport your jewellery, bullion, documents, bank notes, gem stones and other exclusive items of substantial value.

Benefit from our specially developed containers, highly secured storage areas and constant surveillance, guaranteeing the highest level of security.

Place your confidence in us today. For more information, contact your local Emirates SkyCargo office or agent.

A man and a woman in business attire are looking at a tablet together outdoors. The woman is on the left, wearing a white patterned top, and the man is on the right, wearing a grey suit. They are both smiling and looking at the tablet. The background shows a park-like setting with trees and a paved path.

# Choose security today for reassurance tomorrow

Vulnerables – superior  
protection for fragile goods

Transporting vulnerable goods requires particular attention. With years of specialised experience, you can trust us to transport and distribute your vulnerable cargo, wherever in the world you need it to go.

From mobile phones, computer parts and high-tech equipment, to semi-precious metals or pharmaceutical products, we ensure the highest levels of protection and secured handling, from pick up to delivery.

To find out more about how we can help transport your theft-endangered goods, or to benefit from our secure storage areas, monitoring or surveillance, contact your local Emirates SkyCargo office or agent for more information.



# Opportunities wait for no one

Priority – for  
time-sensitive cargo

Impossible deadline? Then look no further than 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\*, but you also gain priority loading with extended booking, as well as booking and consignment acceptance 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 airway bills. 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



# 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 ensure 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 accept your consignments from your home or office and deliver them directly to your chosen destination. We take care of everything from import and export documentation to ensuring your package arrives at the perfect time and without the worry of customs clearance at origin and destination airports.

## Airport to Door

We accept your packages from your chosen airport and deliver them 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 organise the collection of your packages from your home or office and deliver them to your chosen airport. Through providing all the aforementioned services, your shipments will be ready for collection at your preferred time and all formalities will be taken care of.

## 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](http://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.

A large Emirates Cargo aircraft is parked on a tarmac under a clear blue sky. In the foreground, a white and red 'Cool Chain' container is being moved by a dolly. The container has 'Emirates SkyCargo' and 'Cool Chain' logos. The aircraft's tail features the UAE flag, and the fuselage has 'Emirates' in Arabic and English.

# Cool, every step of the way

Cool Chain – for temperature-controlled cargo

Imagine a process where your temperature-sensitive goods were protected to perfection. How different could tomorrow be, knowing that ground-breaking medicine created in New York could save a life in Japan? Or that a selection of beautiful flowers picked in Holland could remain as fresh for a Dubai wedding the following day?

To secure your time and temperature-sensitive, pharmaceutical and healthcare products along with fresh consumables, we've developed a range of protective techniques and solutions, customisable to your individual needs.

Using innovations like active temperature controlled containers, state-of-the-art warehouses, cool dollies\* and our original White Cover, we pride ourselves on preserving the highest quality of your goods, and the integrity of your cool chain, wherever your pick-up or delivery destinations are in the world.

When it comes to moving Dangerous Goods\*\*, we service the Pharmaceutical and Healthcare industries with a highly dependable network of airport to airport transfers and work hand-in-hand with IATA every step of the way. We begin by ensuring your cargo meets IATA Dangerous Goods regulations. Then we move your goods using solutions specially designed for the utmost safety and efficient delivery of vulnerable, temperature-sensitive cargo: Cool Chain Advanced and Cool Chain Premium.

With the latest heating and cooling technologies, service in the air is always matched on the ground. You can relax in the knowledge that our Cargo Mega Terminal (CMT) in Dubai houses independently-controlled, special storage zones to maintain the critical requirements of your goods.

\*Please note – cool dollies are only available in Dubai hub

\*\*Subject to local and country regulations



# Say hello to freshness

Basic – for perishable and time-sensitive goods

Our Basic solution offers protective measures during ramp transportation, plus temperature-controlled handling and storage in desired temperature zones, in our warehouses and expedited delivery on arrival depending on local infrastructure. To find out how you can secure fresh consumables, contact one of our Cool Chain experts today. Alternatively, you can refer to [skycargo.com](https://skycargo.com) for more information.

## Features at a glance

- ◆ Quick transportation between ramp and warehouse with dedicated trained personnel to provide protection from extreme ambient conditions during transportation
- ◆ Protective measures like thermal blankets or cool dollies\* are available on request basis\*\*
- ◆ Temperature-controlled handling and storage at Dubai Cargo Mega Terminal in different temperature zones
- ◆ Expedited delivery on arrival depending on local infrastructure
- ◆ White Cover Protection, Optional – highly recommended from April to October

\*Please note – cool dollies are only available in Dubai hub

\*\*Subject to availability and local infrastructure limitations apply



# Preserving tomorrow's healthcare

Advanced – for transporting pharmaceutical goods

When transporting your time and temperature sensitive pharmaceuticals, we continue to set the standard by protecting the cool chain integrity of your shipment.

In cooperation with research institutes and leading suppliers, we've developed the latest technology in temperature-controlled cargo solutions to preserve the product quality and integrity of temperature sensitive pharmaceutical and healthcare products in numerous destinations in the world.

When choosing Advanced, we'll help you comply with industry and government regulatory frameworks like IATA – PCR Chapter 17 and provide a range of protective solutions to ensure the integrity of your passive package. This includes our state-of-the-art warehouses with different temperature ranges, modern fleet with temperature-controlled capabilities, our pioneering White Cover and the use of cool dollies in Dubai during transit.

Take advantage of our recovery commitment of making the shipment available within next 24 hours of its original STA (Standard Arrival Time) at destination (subject to schedule availability) in case the shipment misconnects its original booking, while we proactively communicate the recovery plans.

To find out how you can benefit from our Advanced techniques and solutions, contact your local Emirates SkyCargo office or agent. Alternatively, you can visit [skycargo.com](http://skycargo.com) for more information.

The optional use of our White Cover and cool dolly service during transfer in Dubai will be on a confirmed basis among the add-on features incorporated by us.

## Additional info:

For products in Passive Packaging or products that can withstand minor temperature fluctuations during handling and transportation

- ♦ 2°C to 8°C (COL)
- ♦ 15°C to 25°C (CRT)

## Features at a glance

- ♦ Prioritised ground handling, including ready for collection on arrival within pre-agreed time\*
- ♦ Controlled compartment temperature during flight whenever possible (IATA PCR EK-02 applies)
- ♦ Protective measures at Dubai hub on arrival and departure by use of cool dollies for tarmac transportation
- ♦ Specialised temperature-controlled handling and storage at Dubai Cargo Mega Terminal in different temperature zones
- ♦ Temp logger for transport temperature – optional
- ♦ White Cover Protection – highly recommended from April to October

\*Local Infrastructure limitations apply



# Delivering cures, with special care

Premium – delivering vital  
healthcare products

For patients around the world, it's crucial that life-saving drugs reach them in time and in perfect condition. From essential vitamins to highly-sensitive vaccines, we're here to help you deliver your cures all over the world.

With the revolutionary Active Temperature Controlled Container, supplied by Envirotainer®, you'll maintain an unbroken cool chain, whilst complying with the most challenging requirements of the healthcare industry. This pioneering container ensures seamless handling throughout the supply chain worldwide.

With us, service in the air is always matched on the ground. Feel confident that our highly trained handling specialists, global network and state-of-the-art infrastructure, including our Cargo Mega Terminal (CMT) in Dubai, which houses independently-controlled, special storage zones to maintain the critical requirements of your goods, will offer you complete peace of mind for all your temperature-sensitive transport requirements.



# Saving lives leaves no detail overlooked

The benefits of our most  
comprehensive solution

## Our Premium Cool Chain solution includes:

- ◆ Joint-shipment planning allowing fine tuning of SOP\*
- ◆ Special temperature-controlled cargo containers\*\* and innovative protection against heat
- ◆ Assistance in the preparation of shipment
- ◆ Monitoring temperature while on ground
- ◆ Guaranteed reservations with preferred access to capacity
- ◆ Daily flights to multiple destinations
- ◆ Shortened acceptance period and expedited delivery for Cool Chain shipments
- ◆ Monitoring temperature displays (where required), deviation alerts
- ◆ Maintaining temperature levels throughout the shipment cycle
- ◆ Offering status updates throughout the shipment cycle to all supply chain partners including healthcare partners

\*We offer comprehensive airport to airport Standard Operating Procedure (SOP) for active and passive packed shipments

\*\*Supplied by Envirotainer®

## Additional Info:

For Healthcare and High-end Perishables

- ◆ -20°C to +20°C

## Features at a glance

- ◆ Active Temperature-Controlled Containers from leading container suppliers for Dry-Ice based Cooling or Electrical Heating and Compressor Cooling Technology
- ◆ Prioritised ground handling\*
- ◆ Controlled compartment temperature during flight whenever possible
- ◆ Cool dolly – on arrival and departure at Dubai hub if agreed in SOP
- ◆ Qualified Envirotainer® Provider in handling
- ◆ Specialised temperature-controlled handling and storage at Dubai Cargo Mega Terminal in different temperature zones
- ◆ Temperature monitoring available online

For more information about shipping your time-sensitive goods, contact your local Emirates SkyCargo office or agent. Alternatively, you can refer to our perishable cargo restrictions and requirements (IATA PCR) on [skycargo.com](https://www.skycargo.com) for more information.

\*Local Infrastructure limitations apply



# 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 as a top-of-mind priority, we provide the highest level of care in an environment custom-designed to ensure each animal is made to feel at home, in the air.

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 animals' experience with us stress-free and safe, we'll advise you on what information and requirements we will need so that we can arrange the most seamless transport and satisfaction of all your needs.

To find out how you can benefit from Animal Care, choose from the following: PetCare, TradeCare, EquineCare and Exotic Care. You can also contact your local Emirates SkyCargo office or agent. Please refer to our Operator Variations in the IATA LAR and the IATA guidelines on the transportation of pets.

#### Benefits:

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



# All animals can fly

The right solution for  
every animal



Animal Care is comprised of four sub-products, designed to suit your specific requirements.

## **PetCare**

Whether it's your beloved dog, cat, rabbit or any other small pet, this solution ensures your four-legged friend's transition is as smooth as possible.

## **TradeCare**

From the food industry to farming and breeding, our TradeCare solution caters to your large-quantity commercial transportation needs.

## **ExoticCare**

We're trained and highly-qualified to help you transport exotic animals for preservation and breeding purposes, such as for zoo exchange programmes, rehabilitation programmes and commercial shipments of all types of animals. This includes exotic birds, reptiles, tropical fish and exotic pets.

## **EquineCare**

Professional and expert horse transportation.



# Customised Logistics Solutions

Moving the things that move your world

Imagine, an urgently required ship part is needed to maintain the integrity of your supply chain. Or you need an entire racing team to fly halfway around the world for a motorsport championship in record-time. Maybe you need to fly an entire orchestra to perform a concert 10,000 miles away?

## Personalised Solutions

Whatever your charter requirements, we're at your service. Turning today's diverse challenges into tomorrow's solutions and triumphs.

We help you to view the future with confidence. Our robust working relationships with leading regulators enable us to deliver your cargo to any airport in the world in a timely and cost-effective manner. And thanks to our dedicated freighter aircraft and state-of-the-art Cargo Mega Terminal (CMT), we're fully equipped to address any logistical test you face.

If you'd like to find out how we can help solve your charter challenges, please contact our specialised team to hear more about how we can meet your delivery needs of tomorrow.

## Benefits

- ♦ Delivered when and where required
- ♦ Short and long-term charters
- ♦ SkyCargo Load Master sent to remote locations
- ♦ Access to the vast capacity of Emirates passenger flights

## Features at a Glance

- ♦ Flown as booked
- ♦ Accommodation of large and oversized cargo
- ♦ State-of-the-art facilities
- ♦ Security escort in Dubai
- ♦ Rapid turn-around
- ♦ Extensive trucking network
- ♦ Guaranteed capacity

## Customer Partnership

Through a thorough understanding of your logistics and supply chain needs, we offer Customised Logistics Solutions aimed at increasing efficiency, reliability and quality of global transportation and distribution of commodities of all kinds.

This is a custom-made solution developed in close cooperation through a tri-partite contract between the cargo agent, Emirates SkyCargo and the end customer (shipper/consumer) and is designed by understanding the actual needs and just-in-time requirements of end and intermediate customers.

Tailored industry solutions combine the various elements from Products, Special Services and Solutions to meet specific logistical requirements in the many different industries we serve.

# Connecting the world

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

## Middle East Network



## Route Map

August 2013

- Passenger Routes
- Freighter Routes
- Passenger & Freighter Routes
- Proposed New Destination

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 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 large, modern cargo terminal building at night, illuminated by warm lights. The building has a glass facade on the upper floors and a large white section with the 'Emirates SkyCargo' logo in red. In the foreground, a white Emirates SkyCargo truck is parked on a road. The sky is dark blue.

# Welcome to our Cargo Mega Terminal

One of the world's  
largest logistics hubs

Working around the clock, our hub is always on, no matter when your business takes off.

One central hub in the heart of one of the world's most convenient locations, our Cargo Mega Terminal (CMT) in Dubai can handle more cargo to more destinations faster and more efficiently. No wonder the CMT has become the new benchmark in air transport logistics hubs.

Fully automated and designed from the ground up with state-of-the-art handling and tracking systems, the CMT can handle over 1.2 million tonnes of cargo per year.

Whether it's live animals or temperature sensitive goods, our noise protected areas and independently-controlled temperature and lighting zones can meet any critical requirement.



# 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.



# Say hello to tomorrow

If it's an idea, we'll make it happen.  
If it's a barrier, we'll break it down.  
If it's an issue, we'll solve it.

Say hello to service and commitment  
that goes beyond what's on paper.  
That delivers the very highest  
standards. Every time. That wins  
awards all over the world.

We're like you. Passionate,  
committed, professional.

Whatever your logistics, cargo  
and freight needs, talk to us. Today.