EK Operator Variations, IATA PCR (eff. 15 Dec 2012)

EK-01 For goods requiring temperature control in a certain (agreed) range during air transportation and interim storage, a separate Air Waybill must be issued for shipments in different temperature ranges; if shipments requiring temperature control are shipped with general cargo, including consolidation shipments, such mixed shipments must be declared as “temperature sensitive” on the Air Waybill accordingly and the temperature control requirement will be applicable to the entire shipment. Shipments will be handled/stored according to marking and labelling on packages as per the reservation, which must be consistent with the Air Waybill.

Note: “temperature requirement” in this case is that as defined in the IATA PCR for the purpose of transporting temperature sensitive cargo by air.

The following information must be reflected under the Handling Information on all Air Waybills and booking record for temperature sensitive Perishable and Healthcare cargo:

- The storage temperature requirement in the form of range of temperatures (in Celsius) acceptable for each type of perishable produce transported under the Air Waybill: the wording for reflecting the temperature requirement in the Handling Information column of all Air Waybills must be as follows: “Keep between X and Y degrees Celsius whenever possible during transportation and storage”, where X and Y are respectively the minimum and the maximum recommended temperatures.

Note: If temperature requirement is not declared on the Air Waybill, the shipment will be accepted and handled as general cargo.

- 24 hour emergency contact name and number of a person responsible for the shipment.

To help ensure appropriate handling, the following information should be reflected on the Air Waybill and booking record:

- The exact nature or the closest description of the temperature sensitive cargo: e.g. fresh cut salads, mangos, strawberries, healthcare, biomedicals, general pharma, vaccines, insulin, lettuce, roses, chocolate etc.

Wherever possible, all packages should be clearly marked with their contents and the correct storage temperature requirement range (in Celsius). Any contradicting, irrelevant labels, markings reflecting unrelated contents or temperature requirement, must be obliterated.

EK-02 Aircraft are not equipped with refrigerator or freezer facilities. Temperature control facility is available but is limited due to various uncontrollable factors (ground temperatures at departure/arrival, flight duration, effects of other loads etc.). Also, Emirates cannot guarantee ground facilities will be available or operational at all times; they are subject to advanced arrangements and confirmation.

It’s recommended that Perishables offered for carriage are pre-cooled and adequately packed to withstand normal handling and protect from damage due to changes in climate, temperature, altitude or any natural/ordinary exposure which may prevail in flight or on ground, or when available facilities cannot protect shipment from such conditions.

EK-03 Healthcare requiring temperature control, if not shipped in active packaging systems, should be packed in high quality passive packaging, able to sustain the required internal temperature levels independently (by use of gel packs or other phase change materials but without use of the mechanical assistance), for the defined period of transport (e.g. 48 hours or 72 hours). The defined period of time for which the internal temperatures can be sustained independently must be reflected on the Air Waybill. The correct storage temperature must be advised as per EK-01.

EK-04 Emirates is not liable if the destruction, loss or damage to perishable cargo is proved to have resulted from inherent defect, quality, nature or vice of that cargo.
EK-05 All temperature sensitive cargo (healthcare and general perishables) must be:
  • Correctly declared and described in the Air Waybills' “Nature and Quantity” box. Generic descriptions of commodities must not be used.
  • Must have a prior booking.

EK-06 Temperature sensitive cargo can be part of “consolidation” shipment only if:
  • The entire consolidation consists of temperature sensitive cargo and is in the same temperature range OR
  • In case of multiple House Air Waybills, the relevant House Air Waybill must contain information about the number and weight of pieces with temperature sensitive cargo in the Air Waybill Handling Information box. Such packages must be marked and labelled as per these regulations.

EK-07 Shipments or packages within a shipment with incompatible transportation temperature requirements (as defined in the IATA PCR), unless packaged to sustain the product (internal) temperature requirement independently by means of passive packaging and unless all such packaging and parts of shipment have similar temperature requirements which is reflected on the Air Waybill as a single temperature requirement, must not be rendered as a part of a unitised consignment or loaded in the same unit load device.