

FLY BETTER


Emirates
SkyCargo

LIFE SCIENCES AND HEALTHCARE



IN THE LAST

YEARS OF PHARMA



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OVER **450** MILLION KGS OF PHARMA CARGO TRANSPORTED DURING THIS TIME BY EMIRATES SKYCARGO

35 STATIONS: GLOBAL PHARMA GDP NETWORK

TOP 5 PHARMA ORIGINS:



INDIA

30% OF PHARMA EXPORTS



GERMANY

14% OF PHARMA EXPORTS



USA

9% OF PHARMA EXPORTS



BELGIUM

6% OF PHARMA EXPORTS



SWITZERLAND

3% OF PHARMA EXPORTS

EMIRATES PHARMA FACTS:

GDP-CERTIFIED PHARMA HUB

COOL EXPANSION ROOM IN DXB = 94 ADDITIONAL AIRLINE PALLET POSITIONS

382 COOL CELL ULD POSITIONS IN TOTAL

OVER **20,000 M²** GDP-CERTIFIED HANDLING SPACE

52 PHARMA COOL DOLLIES

5 ACTIVE CONTAINER MASTER LEASE AGREEMENTS

PHARMA FREIGHTER HUB IN DWC



PHARMA

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PHARMA AXS

Pharma AXS utilises Emirates Pharma thermal covers from Origin to Destination. Designed for less temperature-sensitive items or shipments that already come with advanced passive packaging.



PHARMA PLUS AXD

Pharma Plus AXD combines both Emirates Pharma covers and our fleet of cool dollies on the ramp in Dubai to mitigate the risk of temperature fluctuations.



Emirates SkyCentral (DWC)

PHARMA ACTIVE AXC

Pharma Active AXC which offers the highest category of protection and closed temperature control using active containers from six suppliers for extremely sensitive pharma products.

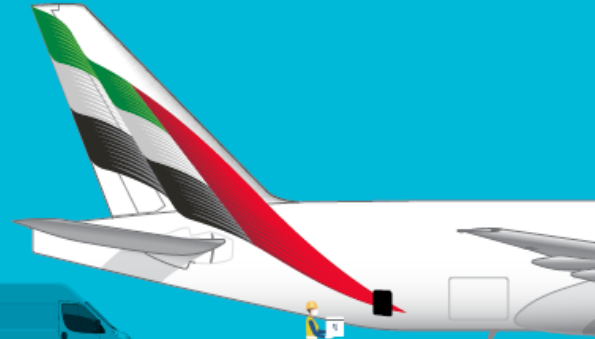


VITAL AXT



HIGH-PRIORITY PRODUCT

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- For the movement of clinical trials, human tissue & organs, cell and gene therapies etc.

- High priority, white glove service monitored by the Emirates control tower team in Dubai.

- Ability to book faster connection times utilising the bulk hold in the aircraft.

MEDICAL DEVICES AXM

- The European Medical Device Regulation (MDR) is a new set of regulations that governs the production and distribution of medical devices. (REGULATION (EU) 2017/745 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 5 April 2017 on medical devices)
- Supports the movement of instruments used for the diagnosis, prevention treatment, monitoring or alleviation of illness.
- Make sure all devices are moved under GDP guidelines.
- Shipments can be booked either with or without temperature controlled.

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ACTIVE SOLUTIONS AVAILABLE

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ENVIROTAINER



Envirotainer offers two technologies:

- e1/e2 compressor cooling and electric heating
- t2 based on dry ice refrigeration

RKN T2 – 2.93m³
 RAP T2 – 8.22m³
 RKN E1 – 2.30m³
 RAP E2 – 6.38m³
 RLP – 4.40m³
 RAP – 6.6 m³

C-SAFE



C-Safe RKN is compressor-driven refrigeration of 4°C - 25°C.

The battery life is over 100 hours at 25°C

RKN – 2.00m³
 RAP – 6.68m³
 APS Single – 1.79m³
 APS Double – 3.21m³

DOKASCH



DoKaSch electric cooling and heating - Cargo temperature range: +2°C - +30°C.

Battery charging time: 4 to 6 hours

RK – 1.87m³
 RAP – 6.50m³

VA-Q-TEC



Va-q-tec are advanced passive containers using vacuum insulation panels based on the principles of the thermos flask. These panels offer unparalleled heat insulation at minimum thickness

EURO – 1.19m³
 US – 1.7m³
 XL – 2.5m³
 TWIN – 3.2m³

SKYCELL



SkyCell uses high end insulation technology and phase change material. Temperature protection under extreme conditions (up to +65°C and down to -35°C) and features permanent inside and outside temperature logging

1500 – 1.54m³
 1500 X – 1.66m³
 2500 – 2.5m³

SONOCO

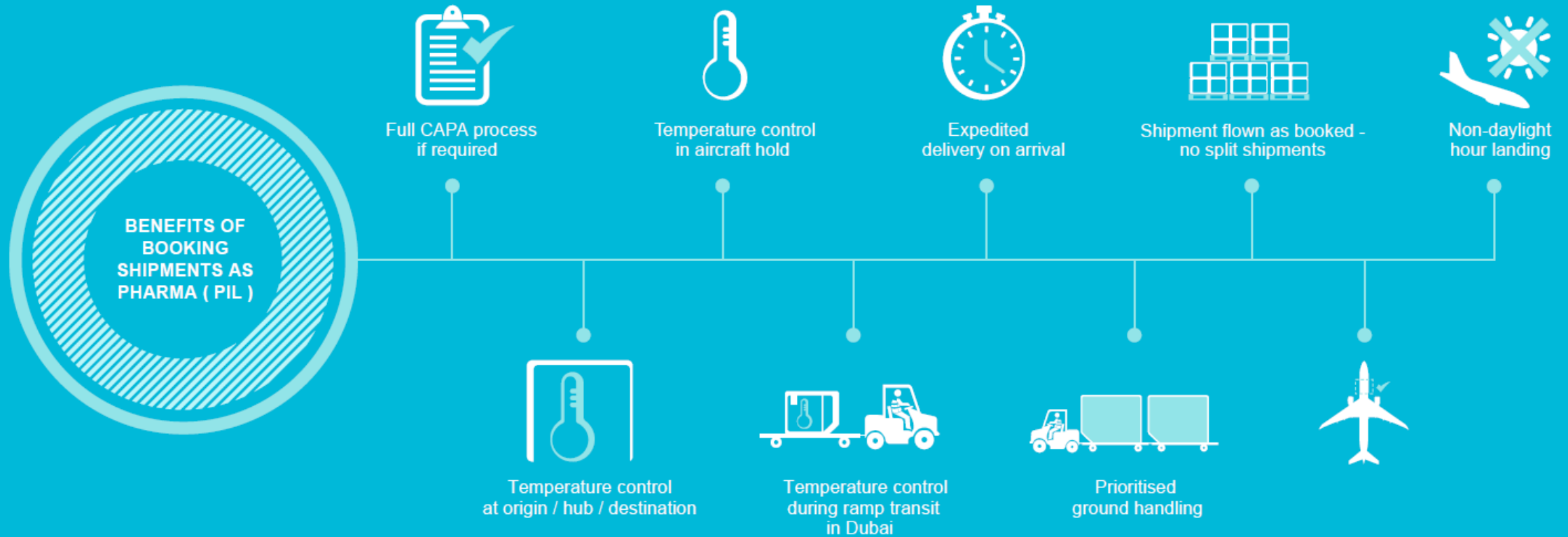


Sonoco Pegasus ULD is an aircraft friendly, passive temperature controlled container with integrated onboard telemetry monitors door to door, on the ground and in the air. Recording everything and transmitting data on real-time temperatures, location, door opening and more.

Pegasus ULD – 1.51M³

KEY AIRPORT TO AIRPORT FEATURES

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ACTIVE SOLUTIONS - ONLINE

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ACTIVE CONTAINERS CHECKED
EVERY 6 HOURS WHEN NOT
IN FLIGHT



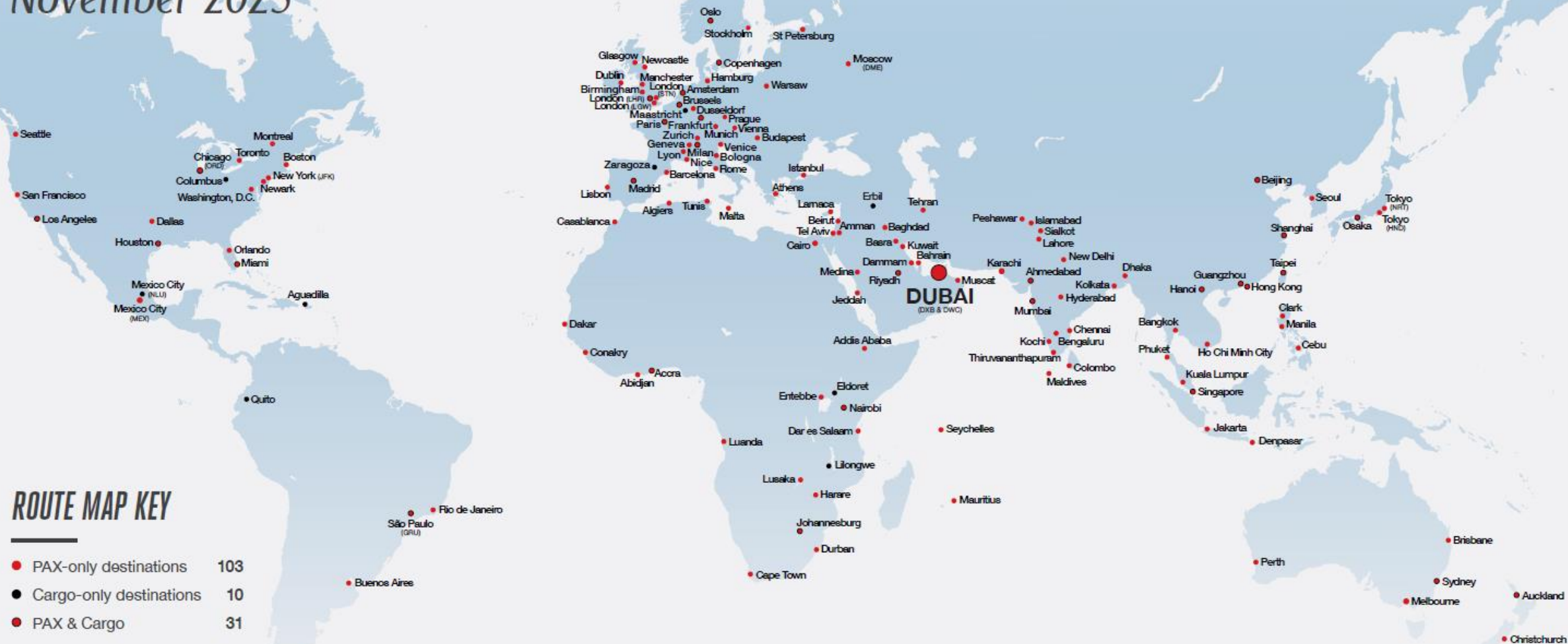
TEMPERATURE INFORMATION
AND BATTERY LEVELS
UPLOADED ONLINE



AUTOMATIC NOTIFICATION WHEN
CUSTOMER SUBMITS EMAIL ON
SKYCHAIN

ROUTE NETWORK

November 2023



ROUTE MAP KEY

- PAX-only destinations 103
- Cargo-only destinations 10
- PAX & Cargo 31

TOTAL DESTINATIONS: 144

PHARMA STATION NETWORK

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Emirates SkyCargo Pharma Station Network represents those stations that are GDP certified and comply fully with all our stringent pharmaceutical handling processes.

GOOD DISTRIBUTION PRACTICE (GDP)

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- **Pharmaceutical air cargo shipment handling at Dubai International Airport (DXB)**
 - Ramp operations at Dubai International Airport (DXB):
 - From warehouse to aircraft staging area
 - From aircraft unloading to warehouse induction
- **Pharmaceutical air cargo shipment handling at Dubai SkyCentral (DWC)**
 - Ramp operations at Dubai SkyCentral (DWC):
 - From warehouse to aircraft staging area
 - From aircraft unloading to warehouse induction
- **Road service between DXB to DWC**

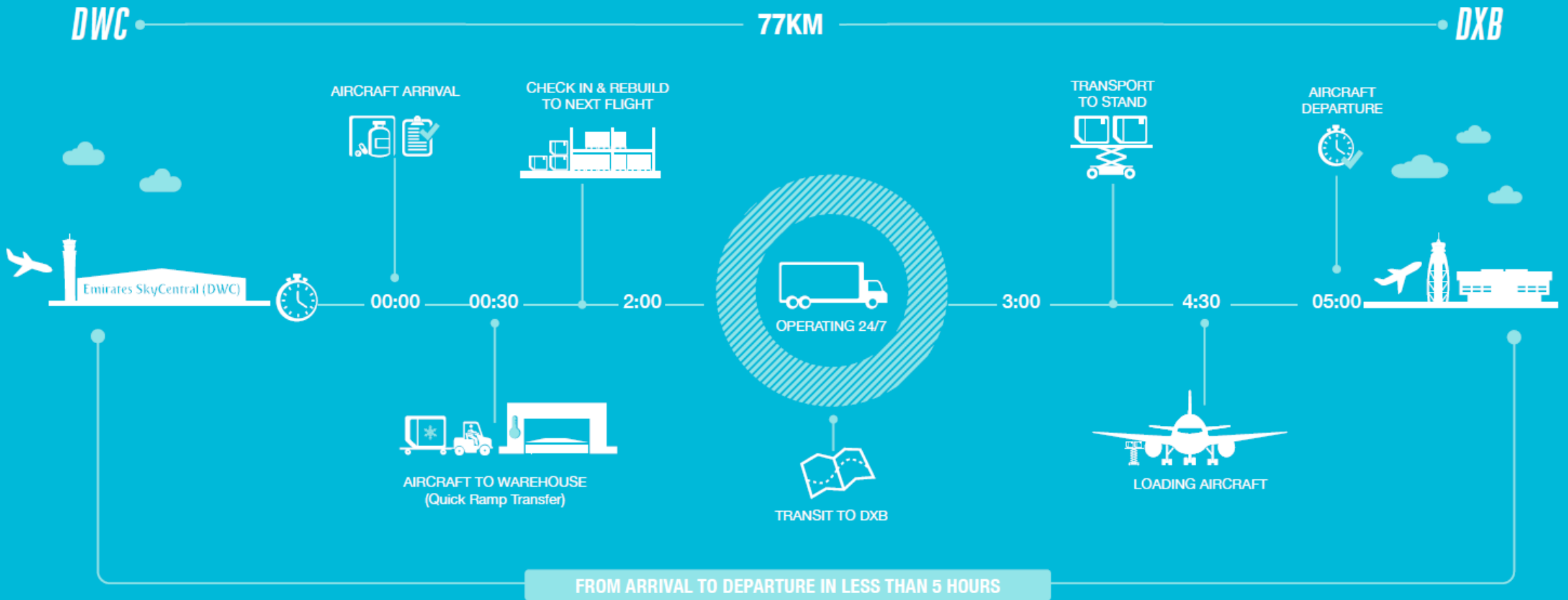


GDP CERTIFICATION*
BY BUREAU VERITAS

*Good Distribution Practice Guidelines of medical products for human use. Verion EU GDP published in March 2013, are applicable as of 24 November 2013

CONNECTING THROUGH OUR TWO HUBS

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EMIRATES LIFE SCIENCES AND HEALTHCARE DEDICATED COOL DOLLIES

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Transports temperature- sensitive cargo between aircraft and warehouse



Can maintain temperatures between 2°C - 20°C



Acts as a temporary storage unit at ramp for quick transfer cargo (connecting onward flights in 1-3 hours)

SYSTEM DRIVEN CAPA PROCESS



• System driven process gives

- Easy access – no delay of info to airline
- Clear and full data capture
- Single source notification – reduce confusion
- Acknowledgement - confirmation of receipt
- Status transparency - updating status
- Investigation – direct focus / reduce time
- Clear lead times – realistic
- Clear reporting – quick release to the market
- Historical data analysis

The screenshot shows the Emirates SkyCargo login interface. At the top, there is a navigation bar with links for 'OUR ADVANTAGE', 'SERVICES & SUPPORT', 'PRODUCTS', 'NEWS', and 'CONTACT'. The main heading is 'Login'. Below it, there are input fields for 'User Name *' and 'Password *', both marked as mandatory. A 'Remember User Name' checkbox is present. A 'Login' button is located below the password field. To the right, a welcome message states: 'Welcome to the registered users services on skycargo.com. Log in to access the complete suite of transactional services that allow you to perform various export & import shipping transactions such as bookings, air waybill capture etc. and track each consignment through every stage of its journey. This privilege is available to customers registered with Emirates SkyCargo. If you are a Registered Customer, please enter your User Name and Password.' There are also links for 'Forgot your password?' and 'Not a registered member? Register Now'.

The screenshot shows the 'Complaint Details' form in the Emirates SkyCargo system. The form has a navigation bar with 'Dashboard', 'Submit Complaints', 'Submit Intent', and 'Submit Claim'. The 'Complaint Details' section includes fields for 'Complaint No.', 'Complaint Date', and 'Complaint Status'. Below this is the 'Complaint Type' section, which is currently set to 'Shipment Service Delivery Issue'. There are two tabs: 'Shipment Service Delivery Issue' and 'Customer Feedback and Quality Issue'. The 'Shipment Service Delivery Issue' tab contains several input fields: 'Document Type *' (set to 'AWB'), 'Customer Type *', 'Document Number *' (set to '176'), 'Total Weight *' (with a unit dropdown set to 'Kilos'), and 'Total Pieces *'. A 'Continue' button is located at the bottom right of this section. Below the 'Continue' button, there is a note: '(Please click on the Continue button to validate the document & proceed)'. At the bottom of the form, there are several checkboxes for selecting the reason for the complaint: 'Did Not Fly as booked', 'Missing Cargo', 'Missing Documents', 'Shipment Delay', 'Cargo Offloading', 'Split Shipment', 'Cargo Damaged', 'Cargo Pilfered', 'Shipment perished', and 'Temperature Deviation'.

EMIRATES LIFE SCIENCES AND HEALTHCARE TRAINING

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EU GDP guideline



Quality system process



Emirates SkyCargo quality assurance programme



Audit



Deviation management



Deviation recording, measurement and monitoring



Quality risk management approach



GDP compliant premises



Hygiene



Cargo 2000 (C2K) shipment milestone



Handling



Contingency plan

New online product training

Emirates Pharma Product Training Resources Menu



Emirates SkyCargo Pharma Product Training

Begin



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Emirates Pharma Product Training Resources Menu

Emirates Pharma – Shipment processing stages

Emirates Pharma Product is a solution developed by Emirates SkyCargo for transporting Pharmaceutical and Healthcare products. The shipment is processed through the following stages:

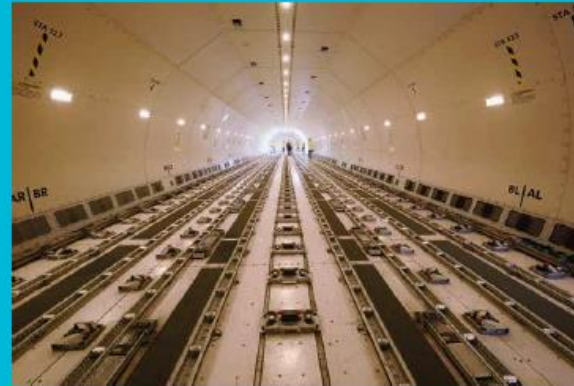
- Identification** (Magnifying Glass icon)
Identify the correct Emirates Pharma Tier.
- Reservation** (Headphones icon)
Identify codes & remarks required to complete a Reservation in SkyChain.
- Rating** (Dollar sign icon)
Recognize rating codes required on the rating line in SkyChain to accurately rate Emirates Pharma Products.
- Handling** (Briefcase icon)
Apply the correct handling procedures for Emirates Pharma Products.

Refer to **SkyCargo Manual** on Groupworld for current guidelines on Emirates Pharma Product.

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OUR FACILITIES

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For more information on
Emirates Life Sciences and Healthcare

please visit [skycargo.com](https://www.skycargo.com)
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