



*FLY BETTER*



# ***LIFE SCIENCES AND HEALTHCARE***



IN THE LAST

**YEARS**  
OF PHARMA



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**Emirates**  
SkyCargo

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

**41** PHARMA  
STATIONS

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** M<sup>2</sup> GDP-CERTIFIED  
HANDLING SPACE

**78** PHARMA  
COOL DOLUES

**6** ACTIVE / HYBRID  
CONTAINER MLA'S

**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.



## 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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SkyCargo



- 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

## 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



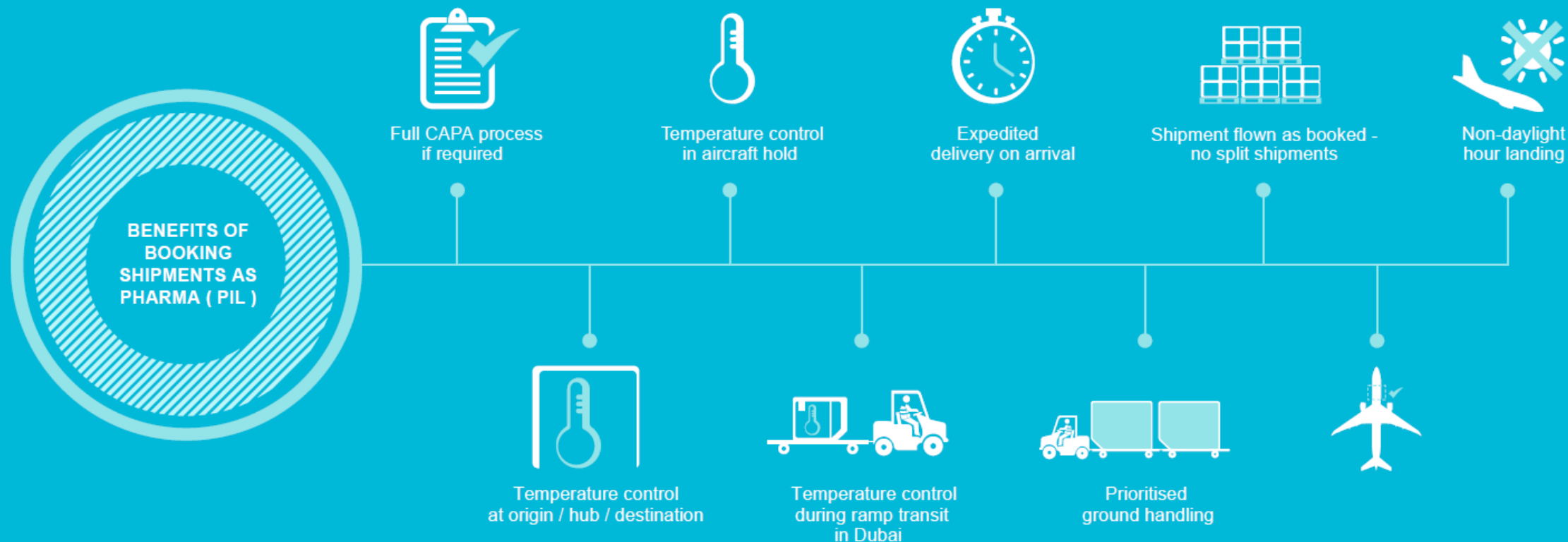
**Sonoco Pegasus ULD** is an aircraft friendly, passive temperature controlled container with integrated onboard telemetry monitors door to door, on the ground and in the air. Recording everything and transmitting data on real-time temperatures, location, door opening and more.

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

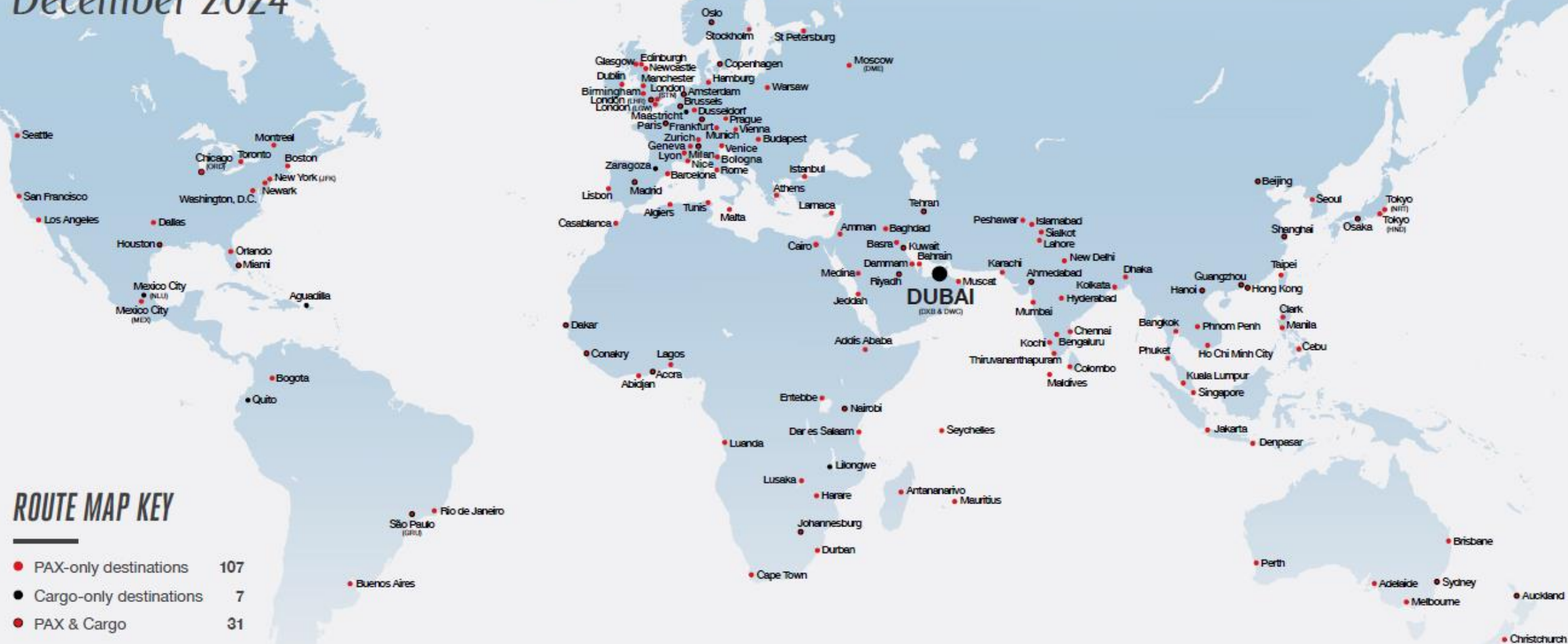


AUTOMATIC NOTIFICATION WHEN  
CUSTOMER SUBMITS EMAIL ON  
SKYCHAIN



# ROUTE NETWORK

December 2024



## ROUTE MAP KEY

- PAX-only destinations 107
- Cargo-only destinations 7
- PAX & Cargo 31

TOTAL DESTINATIONS: 145

# 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**

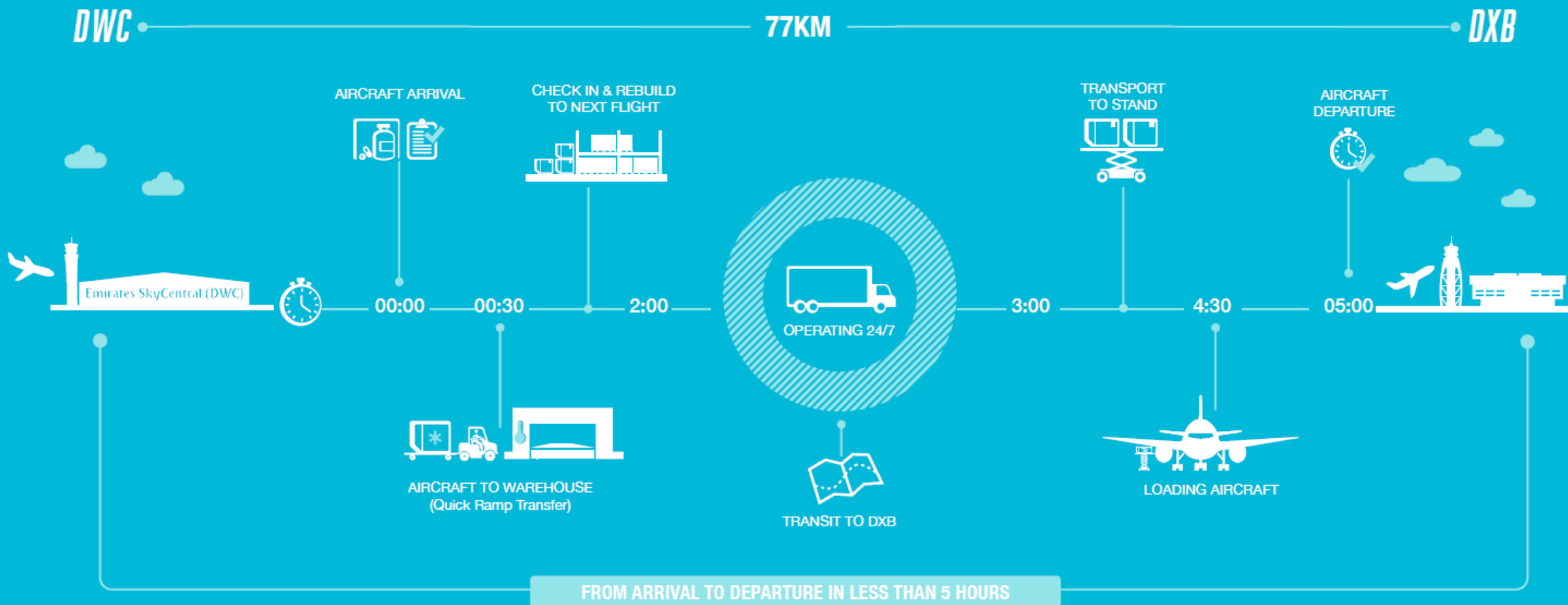


GDP CERTIFICATION\*  
BY BUREAU VERITAS

# CONNECTING THROUGH OUR TWO HUBS

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# EMIRATES LIFE SCIENCES AND HEALTHCARE DEDICATED *COOL DOLLIES*

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Emirates  
SkyCargo



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's 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 with an asterisk to indicate they are mandatory. A checkbox for 'Remember User Name' is present. A red 'Login' button is below the password field. To the right of the login form, there's a welcome message: '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.' Below the login button, there are links for 'Forgot your password?', 'Not a registered member?', and 'Register Now'.

The screenshot shows the 'Complaint Details' and 'Complaint Type' form. The 'Complaint Details' section has three input fields: 'Complaint No.', 'Complaint Date', and 'Complaint Status'. The 'Complaint Type' section has two tabs: 'Shipment Service Delivery Issue' (selected) and 'Customer Feedback and Quality Issue'. Under the 'Shipment Service Delivery Issue' tab, there are input fields for 'Document Type \*' (with a dropdown menu showing 'AWB'), 'Document Number \*' (with a dropdown menu showing '176'), and 'Total Pieces \*'. There is also a 'Total Weight \*' field with a dropdown menu showing 'Kilos'. A green 'Continue' button is at the bottom right. Below the 'Continue' button, there is a note: '(Please click on the Continue button to validate the document & proceed)'. At the bottom, there are several checkboxes for different complaint types: '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



The interface features the Emirates logo in the top left corner. The main heading is "Emirates SkyCargo Pharma Product Training" in a dark grey box. Below this, there is a "Begin" button. The background image shows a large white pill bottle tipped over, spilling a variety of colorful capsules (red, yellow, blue, green) onto a white surface. In the foreground, four small, stylized figures are working with the pills: one is pushing a wheelbarrow, another is carrying a pill, and two others are standing nearby. At the bottom of the interface, there is a navigation bar with an information icon, a home icon, a back icon, a forward icon, and a page indicator showing "1 of 31".

Emirates

## Emirates SkyCargo Pharma Product Training

Begin

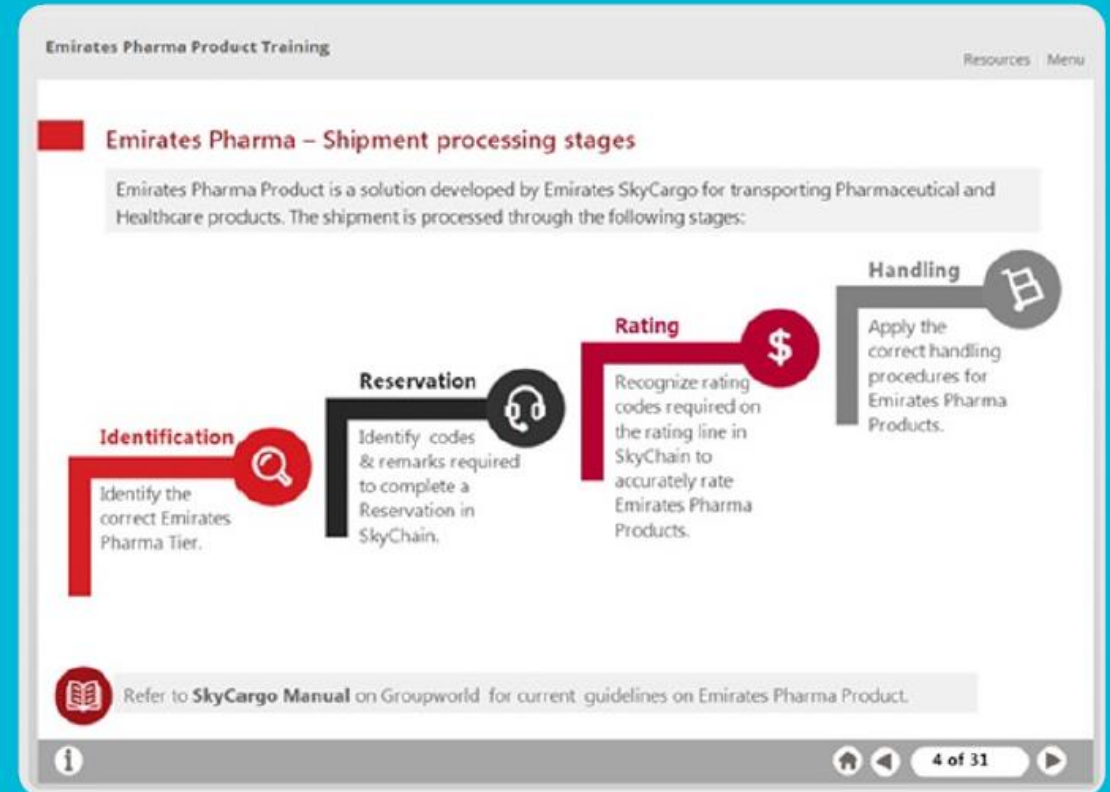
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Emirates Pharma Product Training


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:




The diagram illustrates the four stages of shipment processing in a sequential flow from left to right. Each stage is represented by a colored box with an icon and a brief description. The stages are: Identification (red box with a magnifying glass icon), Reservation (black box with a headset icon), Rating (red box with a dollar sign icon), and Handling (grey box with a clipboard icon). The flow is connected by a red line that turns at each stage. At the bottom, there is a reference to the SkyCargo Manual on Groupworld for current guidelines.

**Identification**  Identify the correct Emirates Pharma Tier.

**Reservation**  Identify codes & remarks required to complete a Reservation in SkyChain.

**Rating**  Recognize rating codes required on the rating line in SkyChain to accurately rate Emirates Pharma Products.

**Handling**  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://skycargo.com)  
or contact the Emirates SkyCargo office  
on +971 600 566 661