

Because, one day, our service may save a life

Specialized Pharma Solution



Meet your needs with comprehensive air cargo service



Expertise in operation quality with top-tier global network

- Coverage in 121 cities in 43 countries
- 23 freighters and 104 wide-body passenger aircrafts
- 24/7 HQ monitoring team & Designated contacts in all gateways



Customized service with regulatory compliance

- Designs and provides optimal service for temperature controlled airlifts with specialized product "Specialized Pharma" since 2002
- Worldwide collaboration with multiple temperature-controlled container companies serving up to 14,000 containers

Our partners :



- 14 Temperature-controlled storage areas in ICN HUB (-18 °C ~ +40 °C)



Integrated quality control with IT-based one-stop service

- Real-time, easy-to-trace web-based platform (cargo.koreanair.com)
- Tailor-made service design + skilled operation for each requirement scope
- Problem analysis and recurrence prevention (CAPA)

For more information on pharmaceutical products, please visit our website.

▪ Visit : cargo.koreanair.com





- ✓ **Service to TTL 121 gateways in 43 countries**
 - 13 cities in Korea, 108 cities in 42 overseas countries
 - + Belly-only passenger operations : **100-120** trips/week (B777-300, B787-9, A330-300)
 - + Regular passengers : **120** trips/week for **103** gateways
- ✓ **140 Freighters operations every week**
 - **12** B777F/ **7** B747-8F/ **4** B747-400F (Total capacity approximately 2,223 tons)
 - Fleet age : Avg **7.4** years
 - Direct regular trips covering **44** gateways

Full experience and expertise in pharmaceutical transportation

- ✓ **Constant quality control for service assurance**
 - Service quality certification by evaluating over 280 criteria for international regulatory compliance
 - IATA CEIV Pharma certification
- ✓ **“QMS” (Quality Management System) program**
 - Headquarters and all gateways conduct regular transport quality audit
 - Problem analysis and recurrence prevention through CAPA (Corrective & Preventive Action)
 - Preliminary analysis and control of risk factors that may occur during transportation through risk assessment procedures (Risk Assessment Manual)
 - Regular maintenance and repair of related facilities and equipment
- ✓ **Skilled and professional personnel**
 - Regular training for all employees on how to handle pharmaceutical based on IATA GDP
 - COVID-19 Vaccine Task Force Team
 - 24/7 operation control group for trouble shooting



Excellent infrastructure

- ✓ **By checking temperature control facilities at departure/arrival/transit points, KE secured maximum dedicated space**
 - Own control for minimized congestion
 - High-quality service with dedicated manpower
- ✓ **Temperature controlled warehouse in Incheon cargo terminal**
 - Cool / Frozen storage : 14 storage areas / 1,292 m² (11 ETV rooms, 3 bulk storage, lots of charging ports in ICN HUB)
- ✓ **Incheon International Airport “Cool Cargo Center”**
 - To be ready for service within H1 of 2021
 - Cool /Frozen/Warm Warehouse 1,872 m²



Tailored Service

Temperature range

Warm
(10 °C~25 °C)

✓ For cargo that needs accurate temperature setting (0°C ~ 25°C)

- Use Active Container
- Storage in temperature controlled storage
- Temperature check every 5 hours
- Insight Report Service (Envirocontainer, Csafe Only)
 - : Provides data related to the temperature inside and outside the container, battery status, door opening and closing records
- Delivery within 3 hours of arrival
- Loading on in-flight temperature control Compartment

Cool
(2 °C~8°C)

Frozen
(-10°C~-20°C)

✓ For cargo requiring temperature setting b/w -20°C & 20°C

- Use Active Container
- Insight Report service (Envirocontainer)
- Storage in temperature controlled storage
- Temperature check once each in Origin/Transit stops/Destination
- Delivery within 3 hours of arrival
- Loading on in-flight temperature control Compartment







Deep Frozen
(-70°C)

✓ If you need to set the temperature below -70°C??

- Use Passive Container
- Storage in frozen warehouse
- Loading on in-flight temperature control Compartment



※ Temperature control container lease company (as of February 2021)

Division	Envirocontainer	Csafe	Dokasch	va-Q-tec	Pelican	Skycell
Picture						
Temp. control system	Active (electric rechargeable, built-in battery) Temperature setting on the outer panel of the container			Passive (power, battery not used) Special refrigerate (PCM) or dry ice setting the required temperature using		
Temp. range	0~25°C	4~25°C	2~30°C	-25~25°C	-25~25°C	2~25°C
	* Use dry ice below -25 degrees					
Duration	100 Hours	130 Hours	130 Hours	120 Hours	144 Hours	168 Hours

※ Please contact the nearest branch for detailed guidance in ULD rental conditions.

※ For shipments with other packaging, please consult with our branch.

Complete integrated management solution from reservation to delivery

5. Transport

- ✓ Minimize exposure time at tarmac
- ✓ Loading on temperature-controllable compartment
- ✓ In-flight temperature control setting



3. Storage

- ✓ Keep in assigned temp-controlled storage area
- ✓ Periodically check the temperature of each product/container battery status
- ✓ Temperature mapping with the periodical calibration



1. Cargo Reservation

- ✓ Customers can reserve and trace through the website
- ✓ Considering transit time, committing all areas with the fastest schedule
- ✓ Considering the shipper's request temperature, making an optimal container reservation



6. Delivery

- ✓ Within 3 hours of arrival



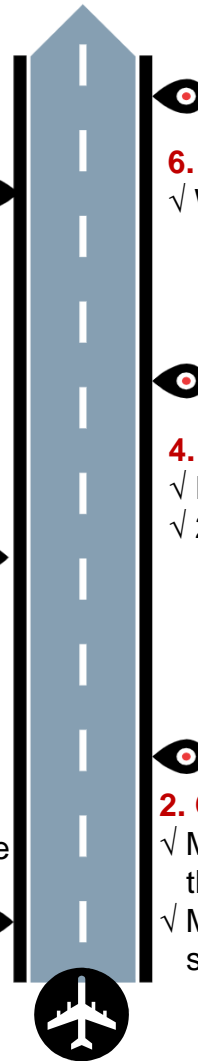
4. Loading

- ✓ Forklift work with skilled personnel
- ✓ 24/7 surveillance camera



2. Cargo acceptance

- ✓ Minimization of traffic lines by arranging the nearest truck duck
- ✓ Minimize exposure to sunlight through storage of canopies



IT-based one-stop service



- ✓ Integrated management with one-stop service through iCargo system
- ✓ Customers can make a reservation directly after checking the schedule and availability through our website
- ✓ 24/7 cargo monitoring service to check the temperature and battery status on the system
- ✓ Real-time tracking information per ULD and loose cargo from cargo reservation to delivery
 - Korean Air Cargo Website Cargo Tracking Service (PC / Mobile)

