



## Introduction

by **Nathan De Valck**

In this October newsletter, we are proud to welcome four new full members. Alongside with two airports - Dallas Fort Worth International Airport and Guarulhos International Airport, global ground handler dnata and trucking and warehousing company Ivemar have also joined the Pharma.Aero family. Ivemar will be our first trucking company member. In addition to these four newly acquired members, we are delighted to see the return of AirBridgeCargo Airlines. You can read more about them in our Members update section below.

Last month has been a busy one for the organisation: Pharma.Aero held its second General Assembly this year. Due to the ongoing COVID-19 pandemic, the General Assembly was organised virtually. We would like to thank our Strategic and Full Members for their support and participation at the event. On the same day, we also organised a Project Update webinar in which we presented our ongoing and future projects.

In the same month, Pharma.Aero and TIACA organised two members webinars on the interim findings and progress of Project Sunrays. The two webinars shared the feedback received from vaccines producers, as well as the results of the global airfreight readiness survey. You can read about the progress of Project Sunrays in the Projects update below.

This month, get to know Mr. Fabrice Panza, Manager Global Cool Chain Solutions, Etihad Cargo in the First Person interview.

Stay safe, enjoy this newsletter and stay connected!

**Nathan De Valck**

Chairman of Pharma.Aero

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## Members Update

Pharma.Aero has recently onboarded four new Full Members: two airports, a ground handler, as well as a transport and warehousing company. We also welcome back a major freighter operator.

**AirBridgeCargo Airlines (ABC)** is the leading all-cargo carrier in Russia and operates among the top ten international cargo airlines worldwide. The airline is committed to operating to the highest industry standards.



**Dallas Fort Worth International Airport** as a certified IATA CEIV Pharma community, is committed to achieving excellence in the special handling requirements of pharmaceutical and life science products.



**Dnata** as global ground handler has the ambition to work with industry stakeholders and provide reliable end-to-end air transportation for pharma shippers across the supply chain. Since the start of the pandemic, the company strives to stay ahead of the curve by making investments in processes and equipment that enables them to offer enhanced services to their customers.



**Guarulhos Airport** is the largest air hub in Brazil for pharma imports. During the past few years, Guarulhos Airport has received important investments in infrastructure, technology and process improvements, aiming at offering the highest quality and reliability to the pharmaceutical industries.



**Ivemar** is committed to high standards and dedicated service in pharma transportation and warehousing. They are ready to play an important role during the current COVID-19 crisis in a thorough and reliable long-term partnership with their customers.



## Projects Update

### **Project “Sunrays”:** Joint project between Pharma.Aero and TIACA on Guidelines for Optimal COVID-19 Vaccine Transportation

Earlier this month, Pharma.Aero and TIACA held two members webinars, as well as a media webinar, to share the initial key findings of the project. The successful media webinar has resulted in wide media coverage by both mainstream and trade media. If you have missed the members webinars, [click here](#) to find the video link.

Read the press release of the media webinar [here](#).

[> Video link](#)

[> Press release](#)

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## Pharma.Aero Second General Assembly 2020 and Project Update Webinar

On October 20, 2020, Pharma.Aero held its second General Assembly, which all Strategic and Full Members were invited to. Both General Assembly and Project Update were held as webinars. We like to thank our Strategic Members, Full Members and Associate Partners for their participation in these webinars. At the General Assembly, 26 out of our 35 Strategic and Full Members were present, whereas 31 members out of our entire membership of 40 members attended the Project Update Webinar.

The presentation deck and the video link for the Project Update Webinar have been sent to all our membership via mail. Please send a mail to [administration@pharma.aero](mailto:administration@pharma.aero) if you have not received this mail.

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## Member in the spotlight

### Your Company and position:

As the Manager for Global Cool Chain Solutions at Etihad Cargo, I lead the company's strategy and direction in pharmaceutical and perishable logistics. Last year Etihad Cargo secured IATA CEIV certification for both Pharma and Fresh, becoming the Middle East's first IATA Centre of Excellence for both, and the second airline in the world to achieve the dual honour. The logistics arm of the UAE's national carrier has made significant investment in enhancing and expanding its cool chain product portfolio, and we continue to work closely with our customers and partners to provide the best quality service that addresses requirements.

### Your relation to airfreight pharma:

During almost a decade, my career has centred on pharmaceutical and cool chain logistics, having held a number of senior positions within the sector. Prior to joining Etihad Cargo this year to lead its cool chain solutions, I held a similar position at AFKLM.

In addition to my roles, my ambition to collaborate with industry leaders to set standards, encourage free trade, and to collaborate with partners, I have actively participated in various industry associations and groups, to share knowledge and best practices with my peers. This has included co-founding the Pharma Logistics Club in France and being a former member of IATA's Time and Temperature Working Group and Live Animals and Perishables Board.

### Any interesting developments within your company in relation to airfreight pharma you want to share?

Etihad Cargo embarked on a digital transformation journey roughly two years ago. This involved the creation of an online booking platform, the development of a mobile app and partnering with disruptor partner platforms.

This digitalisation strategy supported our global reach to revamp Etihad Cargo's pharma offerings to ensure enhanced structure processes, added customer convenience, amplified operations and increased sales. As a result, we recently launched our specialised PharmaLife product. The product reinforces our pharmaceutical logistics capabilities, providing customised solutions to ship pharma and healthcare products. We offer specially designed temperature-controlled equipment, temperature-controlled storage (+2 to +8°, +2 to +25° and +15 to +25°) and a dedicated pharmaceuticals customer service team. Our PharmaLife Passive solutions and Validaide partnership provide additional customer convenience.



**Mr. Fabrice Panza**  
*Manager Global Cool  
Chain Solutions*  
**Etihad Cargo**



Following the rollout of COVID-19 vaccines globally, we continue to reassess our product offering to ensure preparedness for specific requirements, transporting important volumes in a short period of time. As a result, we have started a dedicated COVID-19 vaccines workforce to make sure all elements are taken into account ahead of these shipments.

As online bookings through Etihad Cargo and its partner platforms are increasing month by month, we are expanding our reach across all markets. Our digitalisation journey has allowed us to tap into important data which builds and strengthens our operations across the entire supply chain.

Pharma shipments are part of a global flow, and stakeholders have a huge responsibility to maintain product integrity. In addition to our own certificates, we are proceeding with signed Quality Agreement and performance reviews. We are continuously expanding our pharma trade lanes by ensuring origin and destination are linked by relevant CEIV certified transport companies to ensure the highest quality offerings to our customers.

### **What is the added value that Pharma.Aero can bring to the pharma handling in our air cargo industry?**

We believe Pharma.Aero is the ideal platform to share knowledge, build trust in data sharing, participate in workshops and learn from pharma champions, while delivering critical support to the industry overall. We look forward to collaboration closely with pharma shippers, airport operators and other key air cargo industry stakeholders. Our IATA CEIV certification will support us deliver the highest standards when shipping pharma products.

Our Pharma.Aero membership allows us to provide clarity on what we do as an airline, while continuing to offer new features and specifically clarifying the range of packaging and equipment solutions we can bring to the table. We look forward to our close collaboration with stakeholders, so we can together rise above the industries' expectations while delivering the highest product quality to our customers across the globe.