Pharmaceuticals Track

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LifeConEx
A MATTER OF DEGREE™
Chairperson Opening Remarks

Nina Heinz
Global Head of Network & Quality
DHL Global Forwarding
Welcome Address

John Batten
Executive Vice President – Business Development
Worldwide Flight Services
WFS INVESTING IN DEDICATED PHARMA HANDLING

John Batten – EVP Cargo EMEAA

13th March 2019
WFS: A STRONG & STABLE PARTNER WITH THE No. 1 POSITION IN AIR CARGO
An organization with a pedigree in cargo handling and a track record in financial performance

ExCom
Craig Smyth
Group CEO
John Batten
EVP EMEAA Cargo
Barry Nassberg
Group CCO
François Mirallié
Group CFO
Mike Duffy
CEO Americas
Will Facey
EVP EMEAA
Ground

Financially Stable
- Underlying revenue growth ahead of market
- 2018 Q3 revenue +8.5%
- Operating cash driving deleveraging
- Sep18 Net leverage ratio 3.97 (vs. 4.06 Jun18)
- EUR 82M available liquidity
- +9% YoY increase in Adj. EBITDA (9M 2018)

Strong KPI’s
- € 1.2bn annual revenues
- 198 locations
- 6.3 million tonnes of cargo
- 300 airlines under contract
- 50 million passengers handled
- 22,800 WFS people

Professional Governance
- Formal shareholder and Bondholder financial disclosure processes and structures.
- Heads of Legal, Compliance, Safety & Security & corresponding catalogue of corporate policies.
- ExCom mechanisms to review performance and compliance.
- FIRST company values and culture.

Over 45 years of history in Air Cargo Handling

WFS is a strong & stable partner with the No. 1 position in air cargo. An organization with a pedigree in cargo handling and a track record in financial performance.

Sources: WFS Global Holding SAS Bond Holder presentation.
WFS’s EUROPEAN SCALE, NETWORK AND LABOUR RELATIONS ARE AN ASSET
A winning combination coupled with its mature book of business & skilled workforce

TOTAL VOLUME UNDER MANAGEMENT
over 3,500,000 tonnes

WFS STATIONS IN EUROPE
52 facilities

SERVICE PROFILE
Airlines under contract
over 200 carriers

CEIV / GDP certified facilities
over 12 facilities by 2019

TOTAL STAFF
circa 10,000 FTEs

DAYS LOST TO INDUSTRIAL ACTION
0 days in 26 years

Sources: WFS data sources and best estimates
WFS CORE COMPETENCIES BRING IMMEDIATE VALUE TO OUR PARTNERSHIPS
Opportunity exists to leverage WFS investments to differentiate the project from day one

**SAFETY**

- ISAGO certification. AEO certification. WFS introducing its flagship SMS providing a systematic & proactive approach to identification, assessment and mitigation of all safety risks. New Crisis Control tool enables WFS to immediately coordinate critical situations in real time.

**QUALITY**

- CQC a bespoke BI system enabling real time monitoring of all shipment events (RCS, MAN, DEP, RCF, NFD, DLV) and CiQ performance at airline, station and flight level. Complemented by the roll-out of HHT technology in all stations recording events live. ISO9001 certified.

**PROCESS**

- WFS maintains detailed process documentation, catalogues client airline requirements and maintains a broad set of KPIs which are reviewed on live weekly calls chaired by the CEO. WFS uses its team of Black Belt Six Sigma experts to drive continuous process improvement.

**FACILITIES**

- WFS maintains a dedicated in-house Architecture Team and Optimization Team who have multiple years of experience bringing together facility, GSE and business process design achieving above industry average performance in productivity, utilization and efficiency.

**PEOPLE**

- WFS’s Talent Team provides structured recruitment & HR screening. Compensation practices are regularly externally and professionally benchmarked. WFS’s investment in its Airport College (IATA’s 2ns larges targets) aligns with WFS Core Values (FIRST).

**COMMUNITY**

- WFS places emphasis on its dealing with all key community stakeholders from unions, airports, customs, aviation authorities and regulators. Over 45 years it has built long-lasting and personal relationships with these actors and continually invests in maintaining them.

**SECURITY: e-SOC an industry first**

Flagship state-of-the-art 24/7 Security Operations Centre goes live in March 2019 featuring high-density CCTV across all facilities, new dual view x-ray with piece scanning and AWB association. TAPA EMEA membership & full suite of aviation security training.

**MANPOWER PLANNING: advanced analytics**

Using a proprietary system, WFS sources historical volume flows from its CargoSpot system for each of its clients to model demand profiles and optimally plan a workforce with the right number of personnel, with the right skills at the right time. Potential to link with airline forecasted volumes.
STARING WITH A CLEAR VISION FOR A STATE OF THE ART FACILITY
Understanding customer needs and translating them into a facility design

- CDG Premier
- Opening May 2019
- Multi Million Euro Investment
- CEIV Certification (due Sep 2019)
- Versatile Temperature Range Capability
- Temperature Control Delivery to Aircraft
- Full Temperature visibility at shipment level

### Facility
- 4,136 sqm dedicated facility
- Frontline / airside access
- Dual acceptance zones – landside and airside
- Caster deck flooring for eased handling
- Bookings managed through capacity control system
- Full interface with operations for flight departure / arrival

### Cool storage
- 4 temperature controlled areas
- 2-8 degrees: 175 sqm of storage for loose / bulk cargo
- 2-25 degrees: 2 areas of 490 sqm and 250 sqm
- 108 Euro pallet storage positions in 2-25 degree
- 53 PMC storage capability in 2-25 degree flexible temperature area
- Active container plug in and monitoring

### Monitoring
- Temperature and humidity sensors used throughout the facility
- Active temperature monitoring
- Full CCTV coverage of all zones and doors
- Electric equipment utilised within the facility
- Real time event tracking

### Staff
- Dedicated team
- Pharma handling experts
- IATA CEIV trained
- WFS In house specific pharma training module

### Transport Solutions
- Temperature controlled trailers
- 3 x PMC capacity per trailer
- 20 cool dollies for freighters
- Short travel time to freighter ramp area
- Cool blankets available from warehouse to aircraft
- Proactive risk mitigation for aircraft delivery / collection
An innovative new WFS temperature-controlled facility including:

- A cloud platform collecting in real time all temperature & humidity data through sensors placed. Access to the sensor data from smart device.

- A caster deck system allowing easy ULD multi-directional movement that enables the handling of a capacity flow of 53 palettes type P1P/ P6P/PMC at +2 /+25C and an airlock area of 5 pallets P1P/P6P/PMC capacity. Capacities can be doubled if handling ULD type AKE.

- The facility also includes a 15/25 area of 1076m2 for export/import cargo handling with a storage capacity on rack on 4 levels of 108 euro-palettes.

- Customer focus:
  - Track & Trace at all time (Cargo location and temperature control at the facility)
  - capacity management & space cargo pharma booking
EXCELLENT PROGRESS HAS BEEN MADE AND TRANSFORMATION CONTINUES
Turning a standard 2400M² warehouse into a state-of-the-art facility

BEFORE

NOW
TRAINING AND PEOPLE CAN NEVER BE AN AFTERTHOUGHT
WFS leverages its strong credentials in training and development

- WFS CDG member of the cargo community IATA CEIV Pharma
- Pharma Training module developed by WFS Airport College – WFS IATA World TOP#3 Training Centre - for Handling, Audit, Quality and Risk Management for Temperature Controlled Cargo.
- IATA Provide standard validation methodology and self-assessment tools.

Active participants in:
SUMMARY

- WFS is Global No. 1 in Air Cargo Handling and is investing in the future:
  - Paris
  - Copenhagen
  - Johannesburg
  - Belgium
  - Malpensa
  - Miami

- A clear vision and customer needs must underpin all pharma facility design

- Major facility projects must be executed professionally by a broad team of experts

- Training and development cannot be an afterthought….
The Asian Market
Pharmaceutical Industry Outlook

Dominique Perron
Partner
PricewaterhouseCoopers (PwC)
Pharma 2020 – perspective of the Asian market
IATA, 13th World Cargo Symposium, 12-14 March 2019
Content

1. Global Pharma industry outlook
2. PLS Trends in Asia
3. Pharma challenges facing the transportation industry
4. Opportunities for Air Cargo
Global Pharma Industry: Outlook

Healthcare & PLS

- Global healthcare to reach US 1.17 trillion by 2021
- Pharma and Life Science to reach over US 1 trillion

Growth

- Growth in emerging markets
- Slow down in established markets

New focus

- Biologics with complex medicines
- Supply chains

Largest market and fastest growing

- Largest pharma market: Muculoskeletal drugs
- Fastest growing area: Metabolic disorders treating conditions
Pharma and Life Science trends in Asia

5 Megatrends and possible implications

**Shift in global economic power**
- GDP per capita increase means the potential for more affordability
- Asia takes the 2nd largest Pharmaceutical region after the U.S
- Pharma growth in Asia will be 8.3% by 2021.

**Demographic shifts**
- Increase in specific medicines
- China’s healthcare is set to grow from US$122bn in 2017 to US$175bn 2022.

**Technological breakthroughs**
- Emergence of Blockchain, AI, Machine Learning and digital supply chain
- Major growth in generics business especially in India and China
Pharma challenges facing the transportation industry

- Cold Chain transportation
- FMD Compliance for EU inbound
- Track and Trace
- Cost of emerging tech
- Drone delivery
- Complex medicine distribution
- Increasing cost of airfreight
Opportunities to be considered by air cargo

- Airfreight market growth
- Connected supply chains
- Technology
- Growing demand
Combating Falsified Medicines – What Actions Have Been Undertaken?

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ENABLING THE WORLD’S POLICE TO MEET THE CHALLENGES OF FIGHTING INTERNATIONAL CRIME
194 MEMBER COUNTRIES CONNECTED THROUGH A SECURE NETWORK
INTERPOL For official use only

18 GLOBAL DATABASES
OVER 100 MILLION CRIMINAL RECORDS
18 MILLION SEARCHES A DAY

CONNECTING POLICE
REAL-TIME ACCESS TO CRITICAL CRIMINAL DATA
DAY AND NIGHT

18 GLOBAL DATABASES
OVER 100 MILLION CRIMINAL RECORDS
18 MILLION SEARCHES A DAY
OUR EXPERTISE TO SUPPORT MEMBER COUNTRY INVESTIGATIONS

- FUGITIVE INVESTIGATIVE SUPPORT
- FORENSIC SUPPORT
- POLICE DATA MANAGEMENT
- CRIMINAL ANALYSIS
- CAPACITY BUILDING AND TRAINING
- COMMAND AND COORDINATION CENTRE
- INNOVATION
- SPECIAL PROJECTS
ORGANIZED AND EMERGING CRIME
TARGETING AND DISRUPTING INTERNATIONAL CRIMINAL NETWORKS
BY IDENTIFYING, ANALYSING AND RESPONDING TO EMERGING CRIMINAL THREATS
ILLEGAL GOODS AND GLOBAL HEALTH

Future-oriented policing projects
SUB-STANDARD, FAULTY, AND DANGEROUS

All the day-to-day items we take for granted are at risk of being counterfeited. Police worldwide have identified counterfeit cosmetics, medicines, medical devices, food, alcohol, toys, electronics, engine parts, construction materials, pesticides and many more.
No product is safe from being falsified, counterfeited, or adulterated.

- Cosmetics
- Medicines
- Pesticides
- Vehicle parts
- Alcohol
- Electronics
- Food
- Toys
Profits from the sale of illicit products funds other types of crime

- Trafficking in human beings
- Drugs
- Environmental crime
- Firearms
- Terrorism
- Cybercrime
E-Learning

Perspectives on E-learning as part of modern policing

International IP crime Investigators College
REGIONAL OPERATIONS
INTERPOL For official use only

REGIONAL OPERATIONS

- 651 suspects identified or arrested
- 7.2 million counterfeit & illicit items seized
- 25 million total estimated value (USD)
- 36 participating countries on 4 continents
GLOBAL OPERATIONS

Food fraud
Operation OPSON

Pharmaceutical fraud
Operation PANGEA

Fight against counterfeit/substandard food and beverages

Fight against illicit online pharmacies and medical devices
OPERATIONS OPSON VI & VII
Targeting counterfeit and sub-standard food and drink

17,000
tonnes of fake and sub-standard food

36 million
litres of fake and sub-standard drink

354 million
total value of illicit goods seized (USD)

25.6 million
units in total

12,500
investigations opened

73
organized crime groups disrupted

257
illicit factories dismantled

17,000
suspects identified
OPERATION OPSON VII

JORDAN
Tonnes of 90 flour infested with weevils due to poor storage were seized.

BULGARIA
Seizure of pork meat contaminated with a parasitic disease caused by roundworms which had infected 12 people.

VIETNAM
10,000 kg of noodles containing borax and 6.7 tonnes of bamboo shoots and roots soaked in unidentified chemicals.

RWANDA, SUDAN, TANZANIA
Thousands of counterfeit or expired medicines, which pose a significant risk to public health, were seized.

BURUNDI
24 criminal groups connected to the production or distribution of fake alcohol dismantled. Kalashnikov rifle, ammunition and a hand grenade also seized.

SUDAN
5.5 tonnes of fake food and drink including yoghurt, tomato sauce and cooking oil recovered.

RUSSIA
48 underground factories shut down. 1.6 million litres of illegally produced alcohol seized and criminal proceedings launched against 282 people.

SOUTH AFRICA
Dismantlement of an illicit factory manufacturing counterfeit spices and the arrest of 10 people.
OPERATIONS PANGEA X AND XI
Targeting counterfeit medicines

- 38 million units seized
- 1.7 million packages inspected
- 951,000 packages seized
- USD 74 million estimated value
- 23,700 websites monitored
- 11,200 websites shut down
- 1,300 suspects identified
Origin countries by quantity seized (first 10)

India, 51.87%
China, 11.48%
Sri Lanka, 9.01%
Singapore, 2.58%
Luxembourg, 2.57%
USA, 2.46%
Bulgaria, 2.11%
Hungary, 1.27%
Bangladesh, 1.22%
Russia, 1.16%

Origin countries by number of reports (first 10)

India, 42.31%
Russia, 12.11%
Singapore, 7.52%
USA, 6.51%
China, 4.36%
UK, 3.37%
Thailand, 2.31%
Switzerland, 1.40%
Poland, 1.38%
Germany, 1.25%

Operation PANGEA XI
Follow us for the latest news on our fight against international crime
Thank You-Merci-Gracias

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Networking Break
10:30 to 11:15 in Roselle Simpor Ballroom
Kindly Sponsored by:

Rapiscan systems
An OSI Systems Company
Panel and Interactive Discussions – Addressing Air Freight Operational Challenges

Panel Moderator:
• Joachim von Winning, Executive Director, Air Cargo Community Frankfurt

Panelists:
• Eddy Weygaerts, Transportation Manager, Pfizer
• Fedor Novikov, Deputy General Director Products, AirBridgeCargo
• Ong Geok Suan, GM Key Accounts & Verticals, Singapore Airlines
• Nina Heinz, Global Head of Network & Quality, DHL Global Forwarding
• Winnie Pang, Assistant Vice-President, Coolport and eCommerce AirHub, SATS
• Frank Van Gelder, Secretary General, Pharma.aero
Addressing Air Freight Operational Challenges

Gavish Hurgobin
Manager - Logistics, Supply Chain
Aspen Global Incorporated

(Presented by Nina Heinz)
Addressing Air Freight Operational Challenge

A Case Study to minimise Temperature Excursion during Air Freight
Importance of maintaining products within required temperature ranges

- Ensure Product and Patient Safety
- Ensure Continuity of Supply in the market
- Meet GDP and regulatory requirements
- Avoid product destruction and associated costs
Client’s approach to minimize risks of Temperature Excursions

1. Review Historical data of temperature excursions over 12 months
2. Classify the excursions – Critical, Major, Minor
3. Analyse the occurrences of each type of excursion and classify the lanes: high, medium, low risk
4. Investigate the potential root cause of excursions
5. Define the strategies to mitigate the risks
6. Implement the Solutions identified
7. Review effectiveness of implemented solutions over a period of time
Classification of Temperature Excursions

Classification has been done based on:

- Intensity of excursion
- Availability of stability data
- Dosage form – tablet, liquid, etc.
Route Risk Classification

**HIGH RISK**
- High Occurrence of Critical and Major Excursions
- Minor excursions minimal

**MEDIUM RISK**
- Occurrence of a Combination of Major and Minor Excursions
- Critical excursions minimal

**LOW RISK**
- High Occurrence of Minor or No excursions
- Major excursions minimal and No Critical Excursions
Investigate where excursions occurred during transportation

- Review the temperature reports for the shipments where excursions have been reported.
- Identify the peaks outside the required temperature range.
- Map the full trip using the tracking details of the shipment.
- Assess where the excursions have happened during the trip.
Main Risks of excursions identified

**No. 1:** On the tarmac before loading on or after unloading from the aircraft
- risk of products being exposed to temperatures above 50°C.

**No. 2:** Long transit times (due to frequency of connecting flights or multiple transits)
- risk of exceeding passive packaging validity (usually 120 hours).

**No. 3:** No temperature controlled warehouse at origin, transit or destination airports
- Risk of products being stored under temperatures higher or lower than required.
Client’s Strategy to Minimise Risks of Temperature Excursions

- Partnerships with service provider (DHL) and packaging suppliers.
- Perform Lane Risk Assessments (prioritizing High risk lanes) using DHL’s LRA.
- Run simulation studies with the packaging suppliers to identify suitable solutions per category of lane (high, medium, low risk).
- Test the solution on at least 3 shipments to confirm that solution delivered the desired results consistently.

* Trials are conducted on the worst lane per risk category and then applied to the rest of the lanes within the same category.*
DHL’s Lane Risk Assessment (LRA)

- DHL Lane Risk Assessment (LRA) has been used on both existing lanes and new lanes to identify the risks.
- For new lanes, the LRAs are useful in establishing profiles on routings where records were not available.
- Based on LRA, solutions can be assessed at a lane level to address the risks identified:
  - **Packaging / Storage risks High** => Risk of excursions on Tarmac / Storage – Effective packaging solutions required.
  - **Trans Shipment / Flight risks High** => Long lead-times – direct routing, less trans shipment, or more robust packaging required.
Packaging Solution to minimize risks of Excursions - Ambient

- Thermal covers – available in different thicknesses
Simulation Studies – Thermal Blankets

• 2 types of thermal blankets were selected for simulation on a high risk lane – Ambient temperature +50°C

• Temperatures of the product and below the blankets were simulated.

• For the selected lane, Blanket B was more effective in reducing the intensity of excursion.
Trial – Thermal Blankets (Blanket B)

- Trial was conducted using the selected thermal blanket based on the simulation results.
- 2 sets of tempetales were placed on each pallet – one below the blanket and one above the blanket.
- The temperature reports of both tempetales were compared – results shown on the left.
- The temperature was kept within the required range inside the chosen blanket whilst the outside temperature went outside the range 4 times.
Packaging Solutions to minimize risks of Excursions – Cold Chain

Containers with Gel packs

Cool Boxes / Pallet Shippers
Simulation Studies – Passive Containers (Gel Packs)

- One type of passive container was selected for simulation on a high risk lane for a cold chain product – Outside Ambient temperature +30°C
- Temperatures inside the container were simulated in 3 different positions.
- Temperature within the container was maintained below +08°C for 230 hours (with an outside temperature of +30°C)
Trial – Passive Container (with Gel Packs)

- Trial was conducted using the passive container on a selected high risk lane.
- The temperature outside went up to +50°C
- The temperature was kept between +02-08°C inside the container during the full transportation.
Documenting the process

- Use the DHL’s Lane Level SOPs to document the process and the selected solutions.
- The SOPs are used by the operational team to implement the solutions.
- The SOPs also support in Demonstrating that the logistics process is robust from a compliance perspective.
Stakeholders involved

• Own the project, coordinate with the stakeholders and drive the actions.
• Coordinate Trials

• Review the LRA, SOPs, packaging solutions and provide final approval.

Client’s Logistics Team

Client’s Compliance Team

Service Provider - DHL

Packaging Suppliers

• Provide the lane risk assessments and SOPs

• Run Simulation studies based on LRA and Provide appropriate packaging solutions
Key Success Factors

- Understanding of the available options and potential solutions
- Understanding the risks involved during from pick-up to delivery
- Bring together the expertise of the service providers and suppliers
- Clear objectives, ownership and project plan
- Having a strong Collaboration between the stakeholders
- Dedicated internal team with both logistics and compliance expertise.
Next Steps

Extend the Collaboration to other stakeholders in the industry to address the operational challenges as one Team…
Pfizer
Tri-partite SLA

March 12, 2019

We make difficult choices, but we never compromise Quality, Compliance or Safety.
Suggested forwarding approach 2019

- Overall goal: strengthen connectivity by implementation of operational tripartite (SLA)

- 2019 Approach
  - Specific approach
    - *Note: daily shipments of approx. 4 silverpods in 2019*
    - select Pilot airline based on airline capabilities (airline control tower)
    - Create product specific SLA (Pfizer / forwarder / airline)
    - Pfizer & forwarder to define dedicated pickup time at Essers for the lane *(see next slide)*
    - Ready to ship ex-Essers
      - Have forwarder delegate / printer at Essers (adding labels)
      - Direct to airport of departure (exclude going via forwarder Brucargo warehouse)
      - Selected airline might be using different airports (BRU, FRA, …)
Example of reduced lead time at origin example ex-BRU to ORD

As Is

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<th></th>
<th>LSP</th>
<th>FOR</th>
<th>HA</th>
<th>Flight</th>
<th>Dest.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrival</td>
<td>(soft box packing at 10:00)</td>
<td>13:00</td>
<td>20:00</td>
<td>+1 10:30</td>
<td>Chicago +1 19:00</td>
</tr>
<tr>
<td>Departure</td>
<td>13:00</td>
<td>19:30</td>
<td>+1 09:00</td>
<td>+1 11:30</td>
<td></td>
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Lead time saving of 15H

Suggested To Be

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<td>09:00</td>
<td>11:30</td>
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Estimate average lead time gain expected to be between 8 & 16h for non Brucargo flight departures
Suggested forwarding approach 2020

• 2020
  ▶ Evaluate Pilot end Oct 2019
    - Compare against standard LCZ forwarding approach
  
  ▶ Path forward 2020
    - Continue existing LCZ approach If pilot evaluation is not satisfactory
    - If satisfactory:
      ▪ Extend operational tripartite to other lanes (eg. focus on next major lanes)
      ▪ Ideally 3-5 airlines serving major lanes (hubs and interline within 72h)
      ▪ Have forwarder physical representation at Essers
      ▪ Affix airline labels on the softboxes at Essers

• Outcome: reduced overall lead time and higher control during actual transport
Thank you
Addressing Air Freight Operational Challenges

Frank Van Gelder
Secretary General
Pharma.aero
Pharmaceuticals Track
Addressing Airfreight Operational Challenges

March 13th 2019
IATA World Cargo Symposium
Singapore

Frank Van Gelder
Secretary General Pharma.Aero
Pharma.Aero Milestones

- **34 Members**
- **11 Strategic members**
- **3 Pharma Shippers**
- **8 Airports**
- **15 Airports & Operators**
- **8 Sponsor Partners**
- **5 Airlines**
- **3 Forwarders**
- **3 GHA**
- **4 Airports**

**CORE DELIVRABLES**
- LAUNCH PROJECTS
- GENERATE PUBLICATIONS
- FOSTER COLLABORATION

**DRIVE CONTENT**
Two Projects in relation to the panel discussion

- **DIGI 2.0 GPT**
  - holistic data sharing platform on supply chain data of pharmaceutical shipments
  - project to create transparency and visibility combining different data layers & data sources
  - multi-stakeholder data sharing platform creating a single window of truth

- **PHARMA CORRIDOR**
  - create clear content and uniform model on the definition of “Pharma Corridor”
  - providing:
    - best quality assurance for pharmaceutical shipments to shippers
    - a validated model with a minimum set of common requirements
    - a “road map” for “corridor” validation
DIGI 2.0: GPT

• DIGI 2.0 GPT:

  • **Purpose:** Based on the technical report of DIGI 1.0 (Digitization Project), a conclusive statement in which the need for a follow-up project was identified. As part of the first project, a Used Case Global Pharma Tracker data platform was designed, developed and evaluated.

  • **Purpose:** to assist and support the development of a data sharing platform which makes it possible to monitor and track temperature-controlled pharmaceutical shipments end-to-end, combining standardized cargo documents, available sensor data and quality control data into a coherent and uniform data stream.

  • **Justification:** The decision to launch the project was based on the different feedback from the strategic Pharma Shipper members and the members present during different conferences, demo presentations and meetings
Pilot protocol scope

- BRU
- SIN
- SYD

- TT4 identification
- APT dolly
- transport temperature
- TT4 sensor data

- FWB/FHL
- FFM
- FSU

- FWB/SHC and packaging
- CEIV checklist

Data currently in scope for the pilot shipments
Complexity in air cargo logistics

• Based on the booking or FWB, we can define an expected milestone plan

• However, in real life, the solution needs to be able to handle
  • Different routes (including road feeder) based on flight / capacity availability
  • Delays impacting connecting flights
  • Partial shipments caused by offloads and/or errors
  • Faulty, incomplete or missing Cargo IMP data

• Conclusion
  • Importance of robust, intelligent milestone (re)planning capability
  • Continuous feedback to data providers on their data quality
  • Combination of multiple sources can increase reliability of data
DIGI 2.0: Summary

• Making this disruptive approach work requires **focus**
  • **Shippers** need to include data-based transparency in their tenders
  • **Logistics partners** need to understand the business leverage GPT can bring
  • **Airports** need to foster a transparency culture in their local community

• Visibility will be built **gradually**
  • **Lane-based**: start where volume, risk, cost is the largest
  • **Depth of data**: from basic logistics info to full and real-time tracking eventually resulting in predictive data

• **Technology** is not a limiting factor, **Mindset** is
  • However, automated **data integration** is required to avoid manual overhead / cost
  • DIGITAL maturity internally is **KEY** to success
Pharma Corridor: Project definitions

Definition of KPI categories to be monitored in the BRU-HKG corridor

A. Temperature
B. Operational Performance
C. Documentation
D. Security
E. Integrity of the products
F. Transportation lead-times
Pharma Corridor

Ground Handling Requirements

- CEIV certified ground handler
- Pharma awareness and operational training (CEIV)
- Training records of staff
- Sufficient capacity of staff, equipment and cold rooms space

Airline Requirements

- CEIV certified airline
- PIL service with clear SOP’s
- Providing sufficient space capacity on the flights for the trial shipments
Evaluation Parameters

- Registration & monitoring of all KPI’s of the trial shipments
  - Data sharing on an airport community level
  - **Global Pharma Tracker** used as monitoring tool for the trial shipments
  - Quality dashboard for continuous improvement for pharma handling
- Impact of the use of thermo dollies
- Potential cost saving of packaging material by the shippers
Summary to panel
Digitization & development of the data exchange platform
GPT& Pharma Corridor

1. Digitization is absolutely needed
   1. creation of single version of “truth”
   2. to be able to overview stakeholder independent pharma-supply chain
   3. tools as GPT can be used to map performances of “pharma corridors”
   4. measurable milestones and data to collect

2. To be taken into account
   1. “intra versus extra” company policies and ambitions
   2. “data maturity” mindset: walking the talk
   3. eventually be ready for the “impact” of data transparency
Panel and Interactive Discussions – Addressing Air Freight Operational Challenges

Panel Moderator:
• Joachim von Winning, Executive Director, Air Cargo Community Frankfurt

Panelists:
• Eddy Weygaerts, Transportation Manager, Pfizer
• Fedor Novikov, Deputy General Director Products, AirBridgeCargo
• Ong Geok Suan, GM Key Accounts & Verticals, Singapore Airlines
• Nina Heinz, Global Head of Network & Quality, DHL Global Forwarding
• Winnie Pang, Assistant Vice-President, Coolport and eCommerce AirHub, SATS
• Frank Van Gelder, Secretary General, Pharma.aero
Chairperson Closing Remarks

Nina Heinz
Global Head of Network & Quality
DHL Global Forwarding
Networking Lunch
12:30 to 14:00 in Roselle Simpor Ballroom
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