



Vaccine Import Process and Operation Management

Frosti Lau- General Manager Cargo Service Delivery

HKLA Vaccine Logistics Seminar - 19th February 2021



100
Freighters Per Week

B747F
Fleet

SIN TPE
Places 1 pc Weight 1 kg
Booking Status >
NGTT - Relative humidity 60%
NGTT - Temperature 22°C
Map showing flight route from SIN to TPE
Available on selected routes only. Trackers to be provided by the airline.

Piece Level
Multi Dimensional
Track & Trace

Professional Handling Accreditation
PHARMA AERO
WE CONNECT PHARMA

Vaccines Solution

Envirotainer°

Wide Range of Container Options

Active, Passive and Heating & Cooling

PHARMA LIFT

PRIORITY LIFT

Thermal Dollies

HKG only and subject to availability at the time of request.

24x7
Shipment Monitoring

Priority Space Access

Live Chat Support

Flown As Booked

CX's Vaccine Solution – Key Features



1

Handling Confidence

- CEIV Certified
- Industry recognized standards

2

Priority Uplift

- Priority space access
- Express handling



3

24x7 Monitoring

- Monitored shipment condition
- Proactive support and recovery



IATA CEIV Certification



- CX and our subsidiaries taking part in HKIA pharma handling have all been IATA CEIV Pharma Certified since 2017, recertified in 2020
 - Cathay Pacific Cargo
 - Cathay Pacific Services Limited (CPSL)
 - Hong Kong Airport Services Limited (HAS)



Our Cooltainer Selections for Vaccine Shipments



5 Brands

C-Safe
DoKaSch
Envirotainer
Sonoco
Va-Q-Tec
(more options coming)

For Different Solutions

Active
Passive
Heating & Cooling

Thermal Dolly

- Temperature controlled storage for transshipments at HKG
- IATA CEIV Pharma certified equipment
- 2 containers or 1 pallet per dolly
- Available on request basis

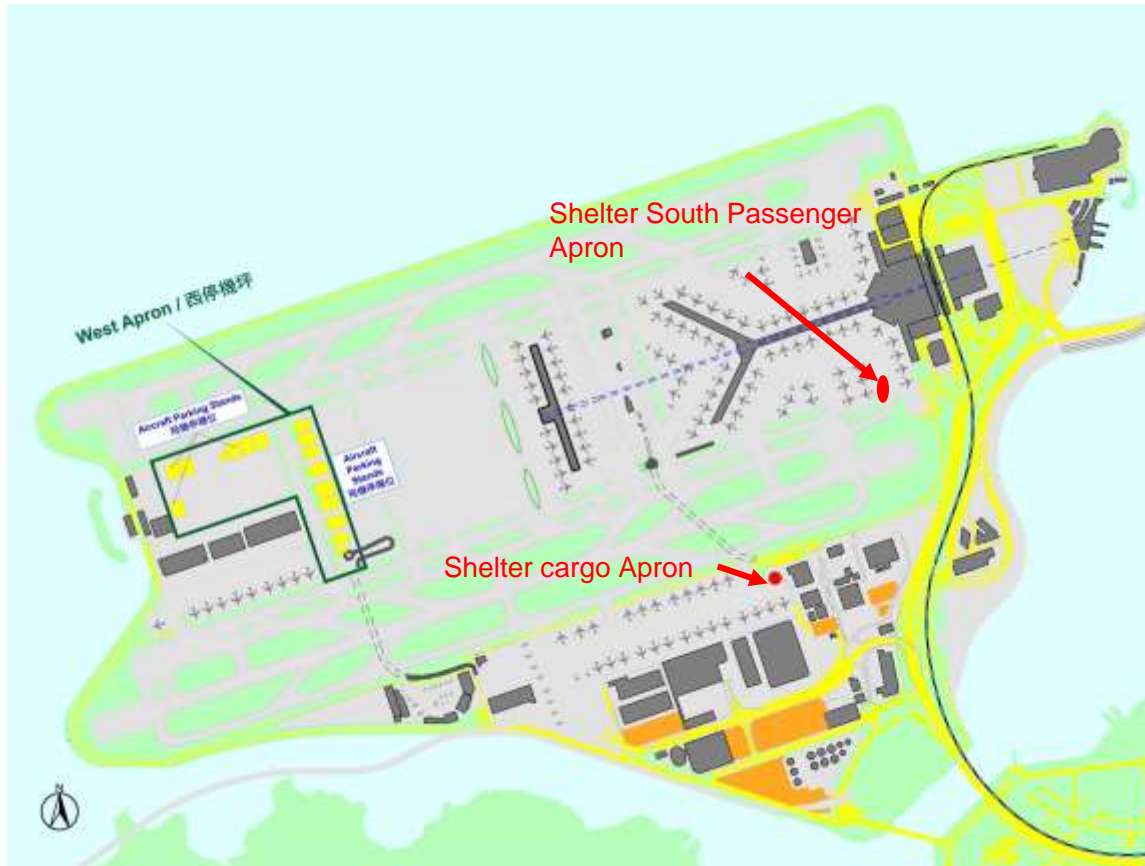


Cathay Pacific Cargo Terminal

- 2000m² of temperature controlled storage space for up to 58 pallets, 126 containers, and 93 skids at any one time.
- 9 chamber rooms with temperature adjustability from -25c to 25c
- 67 power slots available for charging of Cooltainers.
- Capable of handling 7 million doses daily



HKIA Apron Shelter & Parking Bay Arrangements



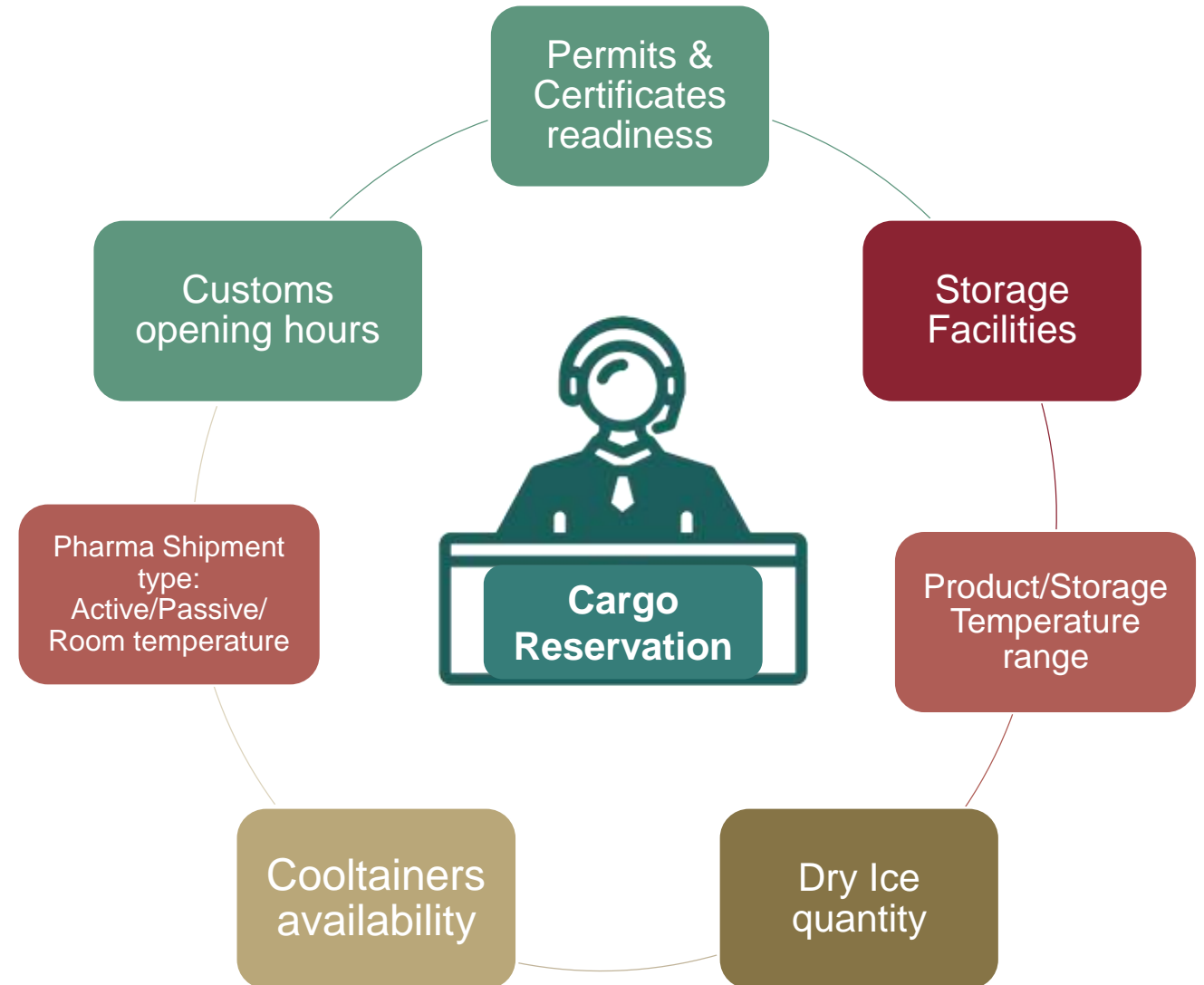
- Two apron shelters at south passenger apron and cargo apron respectively
 - Staging area for cooltainers and thermal dollies
 - Container dry ice replenishing area
 - Charging area for cooltainers
- Airport Authorities will prioritize parking space on south passenger apron and cargo apron for vaccine carrying flights



Pre-Flight Handling - Reservation for Vaccine Shipments



- Cargo reservation staff need to perform checking of general readiness before confirming booking
- Confirmed vaccine shipments will enjoy a higher uplift priority over other cargo shipments onboard flights



Pre-Flight Handling- Vaccine Checklist



- A “Vaccine Shipment Checklist” is required to be completed for all CX vaccine shipments before acceptance to:
 - ensure smooth handling and minimize any handling irregularities
 - ensure accurate and timely flow of information between handling parties
 - assess general readiness in the following areas:
 - Equipment readiness:
 - Cooltainer/thermal dollies availability, data logger
 - Schedule readiness:
 - Shipment ground time between connections
 - Aircraft readiness:
 - Aircraft Serviceability, Aircraft Defects
 - Document readiness:
 - Export/Transit/Import permits
 - Operation Readiness:
 - Shipment Acceptance/Release preparations,
 - Customs and Security arrangements
 - Dry Ice Limitation, Sublimation rate



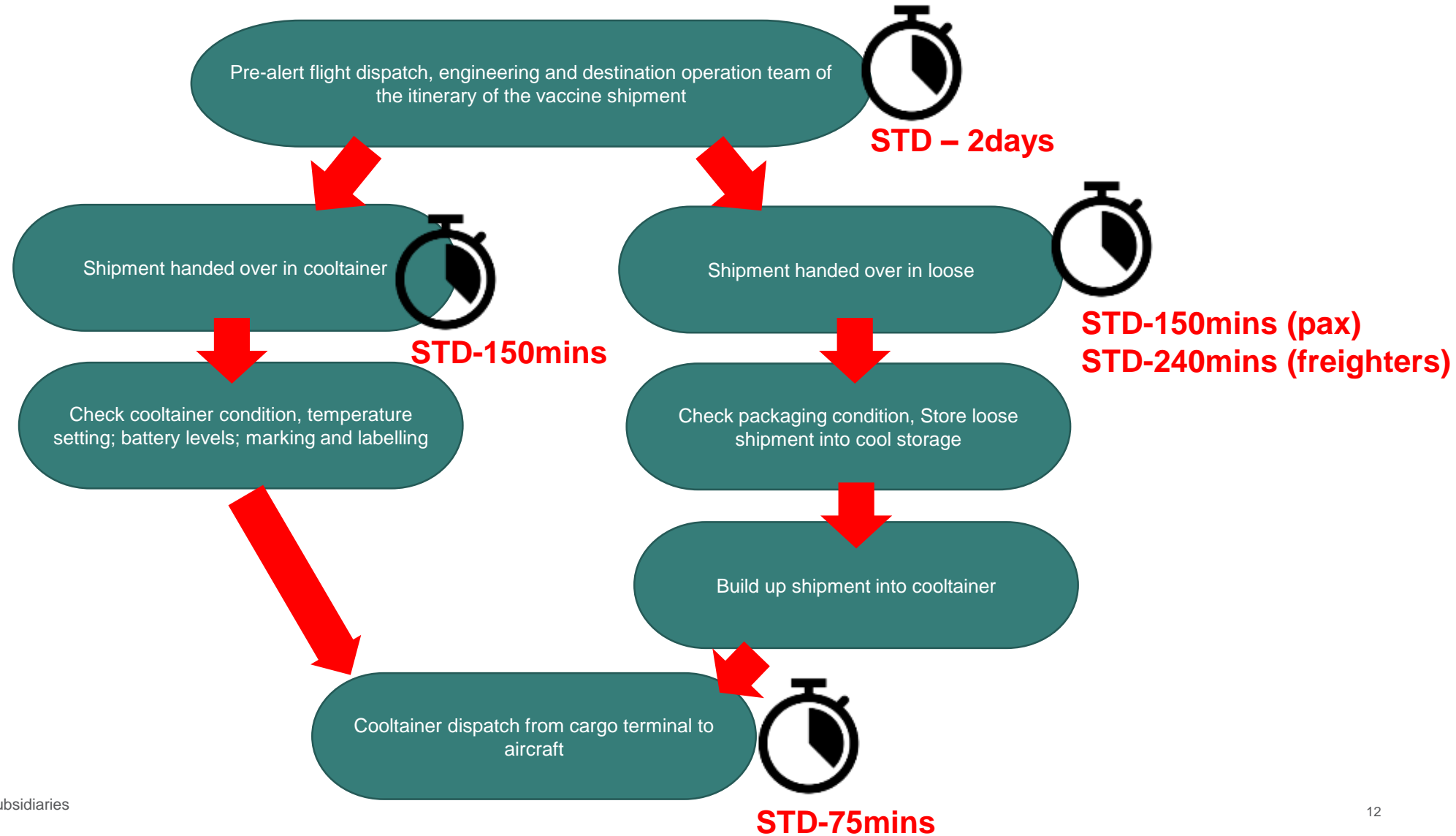
Sinovac (Active Container)



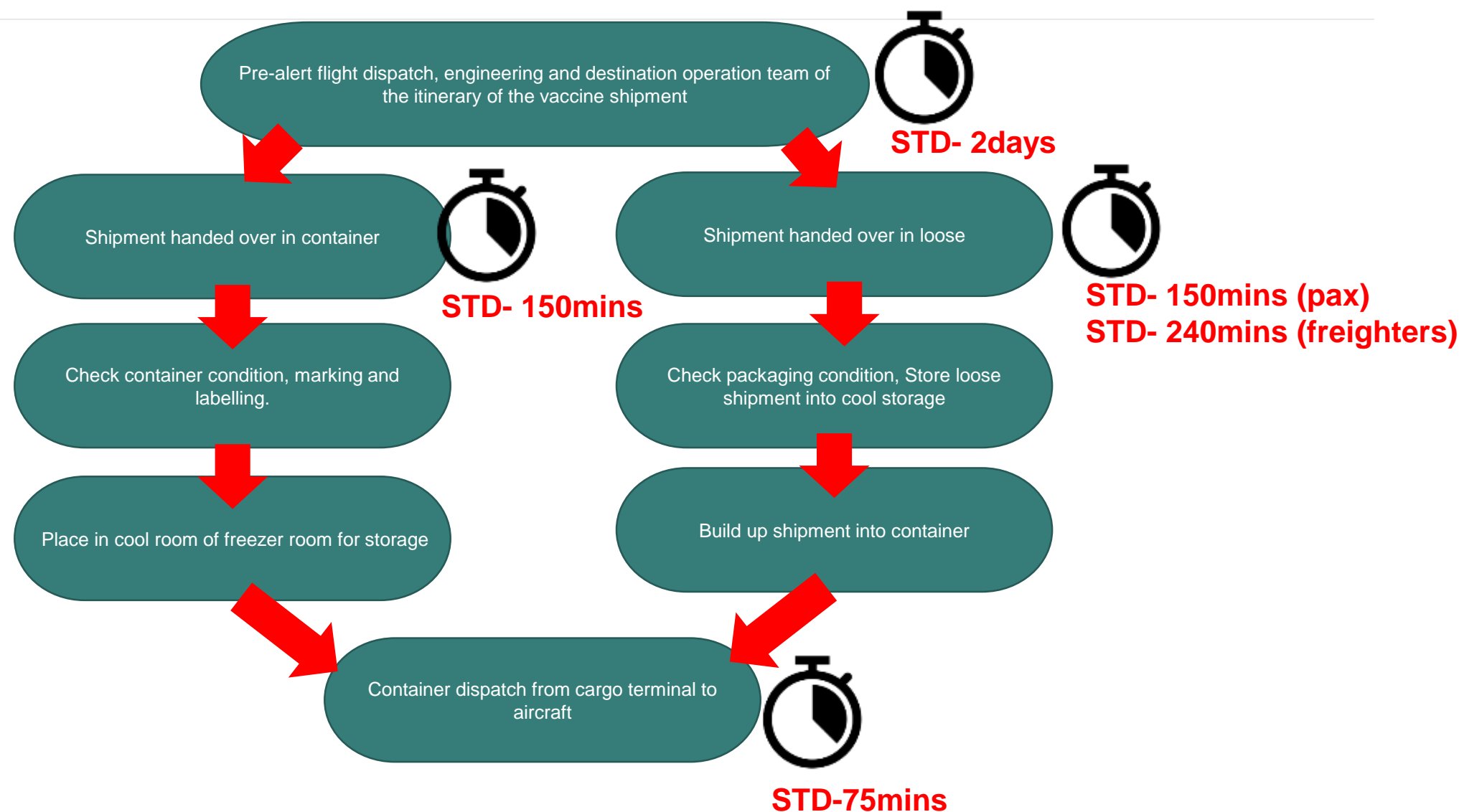
Fosun BioNtech (Passive Container)



Export Flow for Active Temperature Controlled Vaccine Shipments



Export Flow for Passive Non-Temperature Controlled Vaccine Shipments



In-flight Handling of Vaccine shipments



- Itinerary of vaccine shipments sent to Flight Operations Dept and Engineering Dept two day prior departure.
- Load planning
- In flight Temperature Setting (if required)
- In flight monitoring - Ultra Track

Post Flight Handling– Quick Release at Destination



- To ensure vaccine shipments can be quick release to consignee upon arrival, CX station shall:
 - Obtain necessary permit or certificate before departing from origin
 - Notify destination operation teams of incoming vaccine shipment itinerary two days prior departure to:
 - Apply for pre-customs clearance
 - Pre-arrange aircraft parking bay closer to cargo terminal to reducing towing time
 - Arrange equipment and manpower for unloading
 - Arrange consignee for immediate pick up of shipment after clearing customs



Plane side



TARMAC



Cargo Terminal



Priority Parking*



Thermal Dolly
(CEIV + GDP compliant)



Cool Rooms
-20 to 25 C
(CEIV + GDP compliant)



Thermal Dolly
(CEIV + GDP compliant)



Shelter Apron



Priority collection



Priority Towing

Freighter : Starts collection as fast as ~40-50 mins upon arrival #

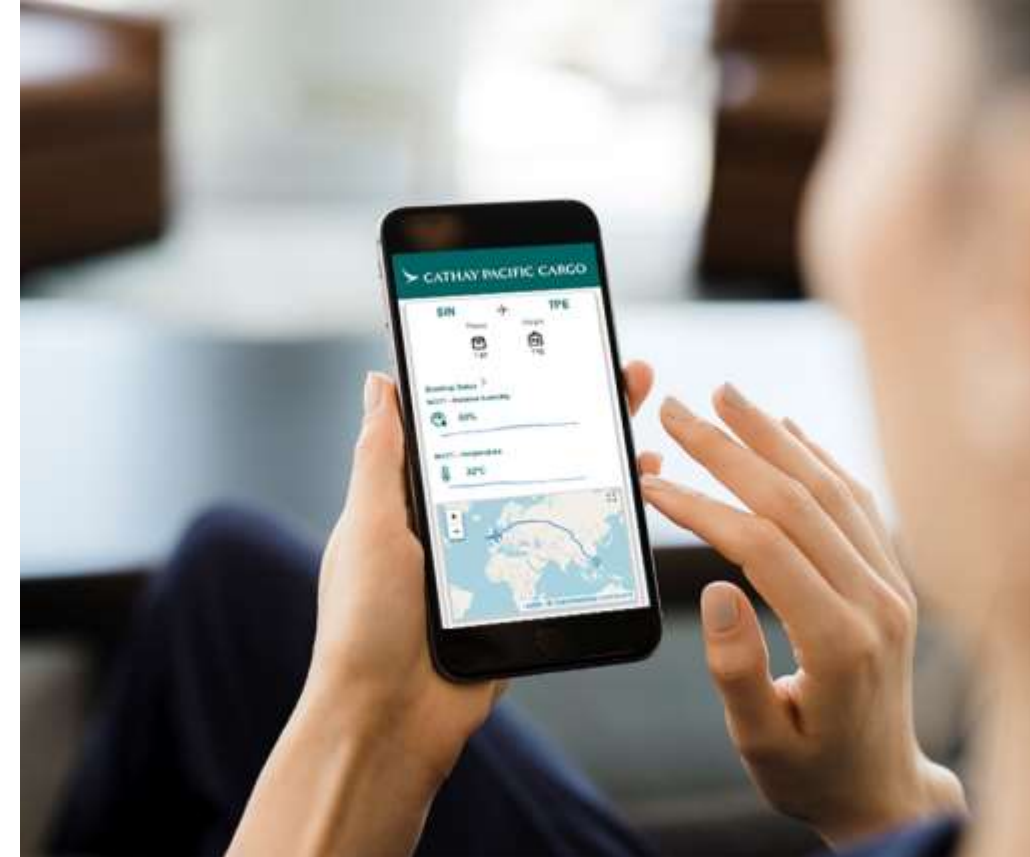
Additional Information
Cathay Pacific Airways Limited and its subsidiaries

*high volume flights
#subject to parking location, volume , customs clearance, usage of thermal dolly or not

Ultra Track



- It is an enhanced track-and-trace service that allows customers to get near real-time information on the conditions of the shipment from airport to airport.
- It uses data logger to capture near-real-time shipment parameters including location, temperature, humidity, shock and light.
- Information is being monitored by CX's Operations Control Centre (OCC) 24x7 with follow-up support.
- Customers will receive notifications on any irregularities and can contact OCC through Live Chat.



25 Ports Eligible For Ultra Track

**JFK, LAX
MEX, MIA
ORD**

**AMS, BRU
CDG, FRA
MAD, LHR**

**CGO, CTU
PEK, PVG**

**KIX
NRT**

**BOM
HYD**

HKG

**HAN, SGN
CGK**

**MEL
SYD**

Ultra Track

Near-Real- Time
monitoring at customers'
finger-tips

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Track Your Shipment

Master Air Waybill 160-10035421

Master Air Waybill

160

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List

Image Time : 13 Jan 2021 11:58

Latest Status

Shipment History

Document delivered to forwarder

Port: BRU Flight: CX99719 Nov 2pc 200kg

19 Nov 2021 08:01

Freight accepted at airport

Port: BRU Flight: CX99719 Nov 2pc 200kg

19 Nov 2021 08:01

Arrived

Port: BRU Flight: CX99713 Nov 2pc 200kg

13 Nov 2021 05:01

Departed

Port: HKG Flight: CX99712 Nov 2pc 200kg
Remarks: AKE20600CX

12 Nov 2021 19:11

Manifest received

Port: HKG Flight: CX99719 Nov 2pc 200kg
Remarks: AKE20600CX

19 Nov 2021 14:58

HKG

BRU

Pieces

Weight

2 pc


200 kg


Booking Status >

Ultra Track - Temperature

6°C (42.80°F)

Last Update Time (UTC): 2020-11-13 09:53



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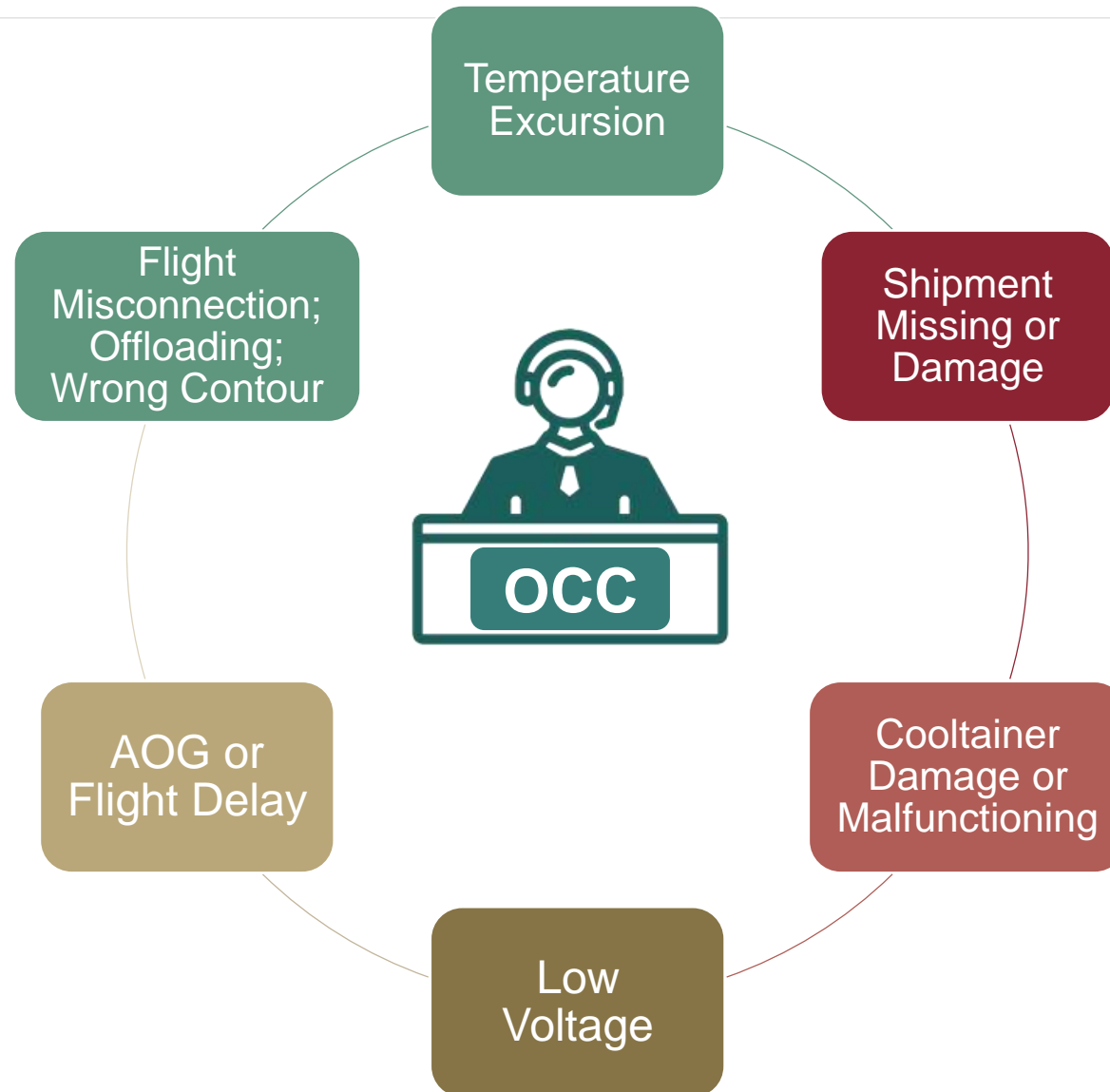
19



Operation Control Centre (OCC)

- 24x7 monitoring
- Shipment protection planning
- Proactive notifications
- Proactive intervention
- Live chat

Types of Irregularities Managed By OCC





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CX Video

