

Pharmaceuticals and Healthcare Products

Transportation of Pharmaceuticals is highly important for Turkish Cargo both due to humanitarian and commercial reasons. Turkish Cargo is aware of the fact that pharmaceuticals are crucial for human life and we feel responsible for each human life.

Geographically, Turkish Cargo's hub, Istanbul is located in a very strategic location. The natural hub status of Istanbul enables us to provide rapid connection between the pharmaceuticals producers and consumers in Europe.

As Turkish Airlines, we have freighter services to many European countries and moreover, we are opening continuously new passenger routes. Besides, when we analyze the growth in the cargo types, pharma shipments have the highest growth rate, as twice as general cargo. To fill our increasing capacity, we have to get share from the growth in the pharma shipments.

Turkish Cargo carry out our cargo operations in line with special schedules established for cold chain logistics and ensure the punctual transport of these supplies, sent via passenger or cargo planes, to over 100 countries around the world.

Transportation processes

Turkish Cargo's cold chain logistics are prepared specifically in order to protect the contents and prevent them from deterioration. All medical supply cargo requests made to Turkish Airlines verbally or in written, are being handled by our offices, foreign agencies and Cargo Reservation Department. In the acceptance stage, cargoes are examined and categorized by our Cargo & Document Acceptance Unit, according to their destinations, types, weight, amount and size. At the acceptance stage, all transportation of drugs and medical supplies are being processed in accordance with the IATA Acceptance Checklist. At the reservation stage, the shipments are assessed for safety, portability and packaging in accordance with aircraft type, country regulations, Turkish Airlines embargoes, international regulations, IATA regulations and IATA Airport Handling Handbook. Later, the cargo that passes these assessments are accepted through special delivery doors dedicated to medical supply shipments and located close to X-ray scanners.

The preparations of flights departing from Turkey are performed on the basis of Preparation Manifest obtained from Cargo Operation System including the cargoes of relevant flight. Pharmaceutical shipments must be displayed with codes on the manifest. For preparation at international stations, location of pharmaceuticals shipments specified in the manifest is determined and shipments are received from the relevant locations. Then, they are included in bulk loading or ULD loading.

If requested by consignor, temperature of temperature sensitive pharmaceuticals are preserved and they are protected from outside temperature fluctuations in line with Instruction on the Use of Thermal Blankets.

The information regarding cargo and documents loaded on the aircraft is then entered into the system right after takeoff and sent to the arrival point as loading information.

Facility qualities, Storage Information

Turkish Cargo opened the brand new cargo facility with high standards in January 2015. Annual tonnage capacity is 1,2 million tonnes, 43.000 m² closed warehouse area, 67.000 m² total construction area, 71.000 m² total floor area used (Land and Air Side) Simplicity during the acceptance of different and functional vehicle types and modern waiting areas which are designed considering customer needs.

At Turkish Cargo, all transportation of medical supplies are executed in accordance with IATA regulations. We offer our customers various services including temperature-controlled active and passive systems. Our new cargo terminal comprises of over 3.000 m² special storage area and 39 separate special cargo rooms which have high quality standards, including climate-controlled storage units designated for drug, vaccine and medical supply shipments. All of our climate-controlled storage units are monitored for temperature and humidity levels via an online tracking system.

Heat-sensitive cargoes are stored safely in storage units suitable for the type of cargo, under the temperature range requested by the sender. Medical supply cargoes containing medicines in our climatecontrolled storage units are then transported from storage and enplaned before take-off. Additionally, there are active cooler cargo containers, which are time and temperature sensitive and as such are kept at a designated temperature from the acceptance stage until their arrival to their destination.

Handling thermal blanket, Temperature controlled area, capacity

We handle temperature sensitive products in temperature controlled areas in our warehouse according to the Pharma Program and Warehouse Storage Instruction. We provide some special equipments like thermal blankets using with cooler blocks. In case of delay or any irregularity we provide dry ice supplementation service. Our services are as follows : Capability of remote temperature and humidity tracking using smart sensors, ability to report the shipments stored within time range at specific cool storage, safe and secure locking system, automatic alert system, automated Telemetry system through which temperature and humidity values of cold chain storage areas and facilities are monitored, alsomonitoring room's temperature, data logging and sending messages automatically.

Envirotainer- Active Temperature Control Containers

Envirotainer Active Temperature Control Containers are used for cargoes due to their frequent exposure to different temperatures during flights. Temperature sensitive cargoes containing health products such as vaccines, insulin and certain cancer drugs can be stored at desired temperature ranges even during long-haul flights by use of active temperature control containers. With the support of Envirotainer, with an active cooling system, cold chain can be ensured including the hold loading and unloading areas

Active container demands of our customers are assessed by our expert teams in our Special Cargo Directorate. On request, our containers are installed with a temperature setting by our certified experts and delivered to our clients ready to be loaded to the plane. After the acceptance of the container, it is carried into the active container storage area at our facility. The temperature and battery charge are monitored in designated periods according to instructions given in Turkish Airlines Active Container Regulations. The temperature and battery charge of the container is constantly monitored until its delivery to the recipient. To this end, we'll continue to carry out related training and certification programs to equip our employees and business partners with the knowledge and competence on this project.

New investments, Pharma products, IATA Certification CEIV, Trainings

Turkish Cargo built local pharma handling expertise and a pharma mindset training the employees on pharmaceutical handling. All Turkish Cargo staff that are involved in the transporting of cargoes, participate in international and in-house training and certification programs. These trainings are carried out in accordance with the regulations established by the Directorate General of Civil Aviation and standards specified in the IATA Airport Handling Manual. In addition to these trainings provided by related companies, we also provide refresher trainings. For instance, standard operating procedures checks on correct use of IATA pharma label, use of IATA pharma acceptance checklist, service providers implementing pharma specific SOP's and dedicated pharma handling.

IATA certification CEIV is recognized as one of the most important indicators of our process for pharmaceuticals shipments. The process has already started working with IATA and continues for having certificate Istanbul Cargo Hub and airline. We signed the contract last year. The training program completed January 2016.

Furthermore, with all this improvements we are planning to launch the new product(s) for pharmaceuticals shipments in 2016.

At Turkish Cargo, we'll continue to provide technology-driven logistics solutions to individual customers and major corporations. We'll work to make our Istanbul Hub the biggest player in the air cargo trade between East and West, benefitting from its strategic location at the center of world trade routes.