



PHARMA BROCHURE



SAUDIA CARGO SPECIALIZED PHARMA

At Saudia Cargo we know and understand the importance of safe and secure transportation for your vital pharmaceutical and life sciences products.

We also know that having an unbroken cool chain is an integral part of the requirements of international Good Distribution Practice (GDP).

That is why we are proud to offer Specialized Pharma - a product specifically designed and tailored to provide World Class Standards in serving this vital life related industry throughout its various requirements from temperature control up to bringing the latest technology in the cool chain Industry to serve Pharmaceutical Business needs.

SPECIALIZED PHARMA

The Saudia Cargo Specialized Pharma product takes advantage of the latest developments in Advanced Active Solution technology. Pallet-sized and robust, these containers offer temperature stability between, either **-18°C, -2°C, -8°C, +2°C, +8°C or +15°C, +25°C.**

To complement this, particularly also where our freighter aircraft can park just meters from the cargo terminal.

KEY FEATURES

- Prioritized break-down of pallets and containers in a temp-controlled area
- Temperature controlled storage and handling at key locations
- Temperature checks at Departure and arrival points
- GDP Quality System and GDP trained staff
- Dedicated "Climate Control" organization and team operating 24/7/365
- SMS or email updates
- Expedited clearance through KSA customs and SFDA

WEEKLY DEDICATED FLIGHTS



ACTIVE

We have enhanced our ground handling procedures to expedite handling and transfer for both PAX & Freighter.

PRODUCT FEATURES

- Access to Integrated lease of Envirotainer, Dokasch or CSafe active containers
- Availability of both T-Type & E-Type (RAP's & RKN's). Replenishment of dry-ice and batteries if necessary
- Inclusive, feasible pricing

Envirotainer°

The Active Cold Chain



PASSIVE

We have enhanced our ground handling procedures to expedite handling and transfer for both PAX & Freighter by using cool dollies in tarmac from Aircraft to station and back.

PRODUCT FEATURES

- Access to Integrated lease of Va-Q-Tec and Sky Cell advance passive containers.



NEW SERVICES

1. MOBILE CONTAINERS

Mobile Containers for transit pharma shipment
Via JED, RUH & DAM.

2. COOL DOLLIES

Cool Dolly for transfer pharma shipment within
the ramp in all Hubs JED, RUH & DAM.

3. PHARMA EXPRESS

Pharma Express dedicated pharma Flight on
weekly bases with pharma only access Shipments.





DEDICATED PHARMA FACILITY

SAL, Saudia Arabian Logistics (Cargo Ground Handling (GH)) has a dedicated Pharmaceutical Handling Facility at its JED, RUH & DAM hubs.

WITHIN ALL PHARMA HUBS, FOR PHARMACEUTICAL HANDLING CENTER AT JED, RUH & DAM, & SPECIALIZED PHARMA WILL OFFER

- Climate Control Team operating 24/7
- GDP Compliant Standard Operating Procedures &
- Enhanced customs procedure
- Expedited Customs and Saudi FDA clearance.
- Prioritized ground handling from flight arrival

QUALITY SYSTEM

- GDP trained staff
- Re-Icing Active Containers if needed emperature monitored and alarmed facilities
- Shipment monitoring
- Prioritized offloading and delivery to facility

STORAGE	JEDDAH	RIYADH	DAMMAM
+15°C / +25°C	760 m2	495 m2	262 m2
+02°C / +08°C	250 m2	309 m2	262 m2
- 02°C / - 08°C	NIL	72 m2	NIL
Breakdown Area	225 m2	650 m2	1284 m2
Active Container Outlet	10	20	5
Climate Control	7/24	7/24	7/24

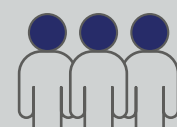
GDP COMPLIANT SYSTEM

In order to comply with a variety of Good Distribution Practice Regulation (including EU34/01 and SFDA guidelines) we have developed a Pharma Handling Quality System.

Using Master SOP's, Service Level Agreements and Local Operating Procedures, we have continuously monitored our Handling practices and use CAPA to adjust and correct as necessary.



TIME & TEMPERATURE SENSITIVE



PEOPLE

Dedicated Pharmaceutical Handling Team
Trained GDP Compliant standards.



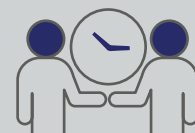
FACILITIES

Dedicated Pharma Facility for variance
temperature requirements in JED, RUH, DMM.



PROCESSES

GDP Compliant Quality System and
Auditable Procedures.



EXPEDITED

Guaranteed and fast service for urgent
shipments from pick up to delivery.



PRIORITY

Prioritized Ground Handling
from flight arrival.



MONITORED

Real-time temperature
monitoring.

SGS CERTIFICATION



FREQUENTLY ASKED QUESTIONS

Q. Is there a dedicated storage area's for Pharma shipments? What is the temperatures available in the storage areas?

A. The pallet and container breakdown area has a capacity of 1830 Cu M. and an environment of +15°C to +25°C. Racked storage capacity of 1745 Cu. M is available at +2°C to +8°C, and there is additional racked storage capacity of 3500 Cu M at +15°C to +25°C.

Q. Is there a dedicated team of handling staff that have been trained in Good Distribution Practice requirements?

A. Saudia Cargo Ground Handling has appointed a 'Climate Control' team and each team member has undergone specific GDP training, and will continue to do so.

Q. How many power outlets have been incorporated into the facility in order that electrical RKN and RAP containers can be properly handled?

A. A total of 30 outlets in our 3 hubs (15 inRUH,10 in JED & 5 in DMM) are available both inside the breakdown area and additionally adjacent to the pharmaceutical handling facility specifically for RKN and RAP containers.

Q. Is the pharmaceutical facility available for shipments arriving on any carrier?

A. Yes, Saudia Cargo Ground Handling operates independently and is pleased to be able to offer use of the new pharma facility to all its customer airlines

Q. What type of temperature monitoring is in place?

A. Remote temperature monitoring and alarms, together with historic data availability has been incorporated into the facility's control processes

Q. What procedures have been put in place to properly handle temperature-sensitive pharmaceutical products?

A. Saudia Cargo Ground Handling has introduced its own Pharmaceutical Handling Quality Manual which includes Standard Operating Procedures covering:

- Quality Management
- Personnel and Training
- Facilities & Facilities Management
- Complaints and Quarantine
- Supplier Management
- Audits, Self-Inspections and Risk Management
- Operations

Q. What about the aircraft arrival process – what improvements have you made to ensure that exposure to high temperatures is limited?

A. Revised arrangements for a quicker delivery of arriving pharma shipments. On freighter aircraft, we anticipate shipments being delivered to the Pharma facility with 45 minutes of aircraft arrival. Although passenger aircraft are parked some distance away from the cargo terminal, SAL have committed to delivery within 60 minutes of aircraft arrival using cool dollies, In both cases, we will be closely monitoring performance times.

Q. Does the facility have the capability for longer-term storage and processing of pharmaceutical products?

A. Yes, we anticipate that there will be an opportunity to provide a range of value-added services such as longer-term storage and we would be interested in discussing individual customer needs

Q. Has the new facility been temperature mapped to ensure that pharmaceutical products can be consistently stored at the correct temperature?

A. Yes, each of the three breakdown and storage areas have been initially temperature mapped and found to be compliant with the requirements of Good Distribution Practice so offering consistent temperatures in the range of +2°C to +8°C and +15°C to +25°C

Q. Have you been able to speed up the customs and SFDA clearance process?

A. Yes, we have worked with Saudia Customs and the SFDA to streamline the clearance process and anticipate a far quicker process. We will be continuously monitoring their performance

