



**CNS PARTNERSHIP
Conference - 2010**

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Making Visions a Reality: An Airline Perspective

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Our Cold Chain 10 years ago?

- No Standard Operating Procedure
 - Ex: No temperature validation - check sheet
- No training
- Originally referred to as “Handling Envirotainers”
- Ambient products handled as “general air freight”
- Communication was little or non-existent
- No internal Quality audits

Our Cold Chain 7 years ago?

- First edition of the Air Canada Standard Operating Procedure (SOP) – 5 pages
- One hour review of handling “perishable” cargo during initial cargo training to new staff.
- Still very little knowledge on how to accept/transport and store ambient shipments.
- Communication improving. Pre-advice SITA messages being sent for most “Envirotainer” shipments.
- Still no internal Quality audits.
- Requirement for all stations in our network to have at least one copy of the current IATA Perishable Cargo Regulations.

IATA Perishable Cargo Regulations

- IATA PCR is currently in the 9th Edition.
- Current board member on the Live Animals/Perishable board.
- Nominated to join the Time & Temperature Task Force.
- Bi-Annual meetings, including airlines and industry representation.
- Review of Chapter 17 completed in 2009 and incorporated in the 9th Edition.
- Providing airlines with the minimum requirements for booking, handling and documentation for temperature-sensitive healthcare products.

The Outcome of Chapter 17?

- The Message from our President: Meet and Exceed Chapter 17!
- Our VISION?
 - ❑ The beginning of AC Cool.
- New Resources:
 - ❑ Manager of Cargo Product Development
 - ❑ Cargo Training Development Team
- Where did we start?
 - ❑ We listened to our Customers !
 - ❑ AND we listened their Customers !

Our Cold Chain 2 years ago?

- **Step 1:** Beginning of a complete overhaul of the Standard Operating Procedure



Product Specifications

Changes have been introduced to AC Cool to reflect the evolution of customer demand. These changes are intended to incorporate temperature monitoring as well as shippers' requests for a unitized option that does not involve Envirotainers (or other certified temperature controlled containers).

AC Cool will have two orientations

1. Shipments using aircraft compatible environmental units (Envirotainers or similar) and
2. Unitized shipments in regular aircraft compatible ULD's

Due to the potential liability for Air Canada, care must be exercised in booking and accepting shipments for AC Cool. Customers must have an understanding of the temperature range required for the commodity as well as the temperature maintenance capabilities of Air Canada's aircraft. Furthermore clients should be made aware of the limited cold storage facilities available at both origin and destination stations. Such cold storage should be understood as merely incidentals to air transport, and recover at destination must be planned as quickly as possible after flight arrival. Bookings for shipments requiring cold storage in Air Canada's facilities over weekends or holidays, for example, are not acceptable.

Except by special authorization, AC Cool will not be accepted for interline transfers or to or from offline stations. Until further notice traffic will be limited to/from the following stations: YYZ, YUL, YVR, YYC, CDG, LHR, FRA, ZRH, TLV, FCO, SEA, BOS, ORD, DUB, GRU, EZE, SCL, BOG, LIM, SYD, MEL, HNL, NRT. Traffic to additional stations may be accepted after prior approval by: Manager, Special Handling Cargo (514) 422-2230.



Our Cold Chain 2 years ago?

- **Step 2: Design and Develop a Comprehensive Check sheet.**

AC COOL CHECK SHEET FEUILLE DE VÉRIFICATION D'AC FRIGO



This form must be completed at every station en-route for every shipment and kept on the Envirotainer at all times.
Il faut remplir ce formulaire à chaque escale intermédiaire, pour chaque envoi, et le conserver dans le conteneur Envirotainer en tout temps.

Shipper name: Nom de l'expéditeur : _____		Agent name: Nom de l'agent : _____	
Origin Acceptance Acceptation – Point d'origine	ULD # Numéro de l'UC _____	AWB # Numéro LTA _____	Origin Outbound Départ – Point d'origine
	Routing Itinéraire _____	24 Hr Emergency #: Numéro de téléphone d'urgence jour et nuit _____	
	Seal # Main Door Numéro de sceau (porte principale) _____	Seal # Battery Door Numéro de sceau (porte au compartiment des piles) _____	Battery Level (charge % e1) Charge des piles (% de la charge e1) _____
	Thermo truck Yes <input type="checkbox"/> No <input type="checkbox"/> Temperature truck set to _____ +20°C Camion à température contrôlée Oui <input type="checkbox"/> Non <input type="checkbox"/> Température du camion réglée à _____ +20 °C	Employee # Matricule _____	Flight # Numéro de vol _____
	Set Temperature (°C) Réglage de la température (°C) _____	Date Date _____	Employee # Matricule _____
	Date Date _____	Time Heure _____	Date Date _____
Transit Airport Aéroport de transit	Alarms/Alerts present? Yes <input type="checkbox"/> No <input type="checkbox"/> Red Alarm <input type="checkbox"/> Amber Alarm <input type="checkbox"/> Présence d'alarmes/d'alertes? Oui <input type="checkbox"/> Non <input type="checkbox"/> Alarme rouge <input type="checkbox"/> Alarme ambre <input type="checkbox"/>	Alarms/Alerts present? Yes <input type="checkbox"/> No <input type="checkbox"/> Red Alarm <input type="checkbox"/> Amber Alarm <input type="checkbox"/> Présence d'alarmes/d'alertes? Oui <input type="checkbox"/> Non <input type="checkbox"/> Alarme rouge <input type="checkbox"/> Alarme ambre <input type="checkbox"/>	Transit Airport Aéroport de transit
	Battery charged? Yes <input type="checkbox"/> No <input type="checkbox"/> Piles rechargées? Oui <input type="checkbox"/> Non <input type="checkbox"/>	Battery level (voltage) Charge des piles (voltage) _____	
	Battery Level (charge % e1) Charge des piles (% de la charge e1) _____	Display Temp (°C) Affichage de la température (°C) _____	Battery Level (charge % e1) Charge des piles (% de la charge e1) _____
	Is NOTOC Instruction given for maintaining ambient temperature on board the aircraft? Est-ce que le document NOTOC comprend des directives sur le maintien de la température ambiante à bord de l'appareil?	Yes <input type="checkbox"/> No <input type="checkbox"/> Oui <input type="checkbox"/> Non <input type="checkbox"/>	Is NOTOC Instruction given for maintaining ambient temperature on board the aircraft? Est-ce que le document NOTOC comprend des directives sur le maintien de la température ambiante à bord de l'appareil?
	Yes <input type="checkbox"/> No <input type="checkbox"/> Oui <input type="checkbox"/> Non <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Oui <input type="checkbox"/> Non <input type="checkbox"/>	
	Outbound Check Vérification au départ	Outbound Check Vérification au départ	
	Display Temp (°C) Affichage de la température (°C) _____	Battery Level (charge % e1) Charge des piles (% de la charge e1) _____	Display Temp (°C) Affichage de la température (°C) _____
	Flight # Numéro de vol _____	Employee # Matricule _____	Battery Level (charge % e1) Charge des piles (% de la charge e1) _____
	Date Date _____	Time Heure _____	Flight # Numéro de vol _____
	Date Date _____	Time Heure _____	Employee # Matricule _____
	Date Date _____	Time Heure _____	Date Date _____

Our Cold Chain 2 years ago?

- Step 3: In-house Online Messaging Tool

Account #: 194 Order #: 9579

ORDER DETAILS

AC CONTACT Name: Phone Number:

ORDER DETAILS *RAP-T2* *RKN-T2* Commodity:

Date Req'd	AWB Origin	AWB Destination	Desired Pickup	Desired Dropoff
<input type="text" value="14/01/2009"/>	<input type="text" value="YUL"/>	<input type="text" value="YVR"/>	<input type="text" value="YUL"/>	<input type="text" value="SEA"/>

AWB #	Flight # - KK	Flight Date	Departure Time
<input type="text" value="014-1234567"/>	<input type="text" value="ac123"/>	<input type="text" value="14/01/2009"/>	<input type="text" value="12:30"/>

Shipper:

Forwarder:

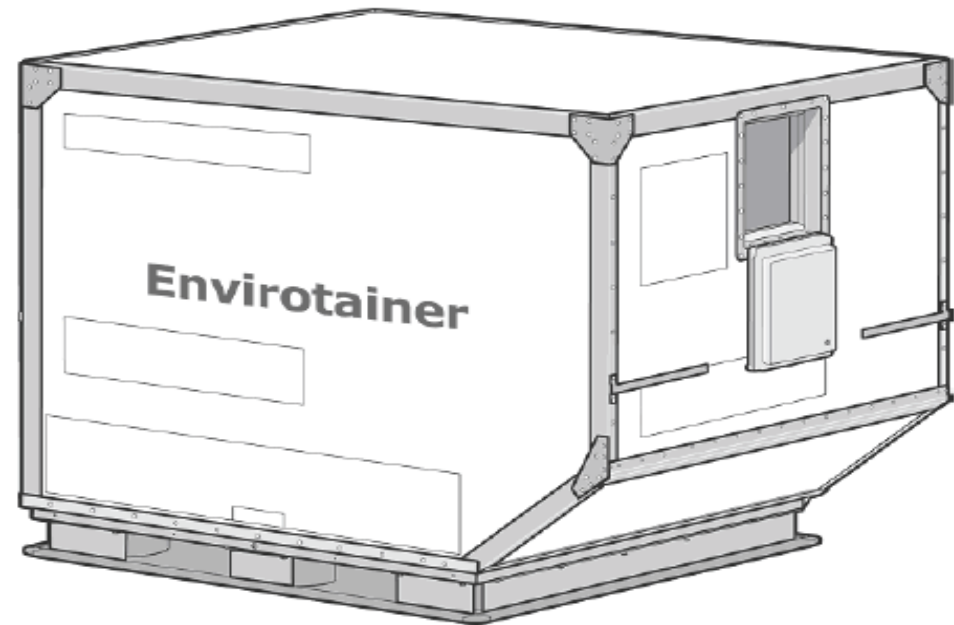
Containers Pick-up Option	Containers Drop-off Option	Action
<input type="text" value="To be picked up by AC"/>	<input type="text" value="To be picked up by Envirotaxi"/>	<input type="text" value="Initiate"/>

CONVERSATION NOTEPAD

Our Cold Chain 2 years ago?

- **Step 4:** Create a Detailed and Extensive Training Package – 1st Edition.

AC Cool



Learning Guide

Our Reality Today?

- AC Cool → AC Cool Chain
- Standard Operating Procedure completed.
 - ❑ 65 Pages (up from 5 in 2003)
 - ❑ Exceeds the requirements in Chapter 17
- Training package developed for all classification of cargo employees.
 - ❑ Including yearly recurrent for all employees, with a developed “highlights guide”
- Certified Stations throughout the network worldwide
- New Audit Protocols added to yearly corporate station audits covering all aspects of the new SOP.
 - ❑ Cargo 2000 – C2K – To improve efficiency and provide operational excellence to our customers.

Our Reality Today? Cont'd...

- Develop SOP & Training for handling Passive Packaging shipments.
- New Check sheet exclusive for passive package handling

AC COOL CHAIN PASSIVE PACKAGING CHECK SHEET FEUILLE DE VÉRIFICATION D'AC FRIGO



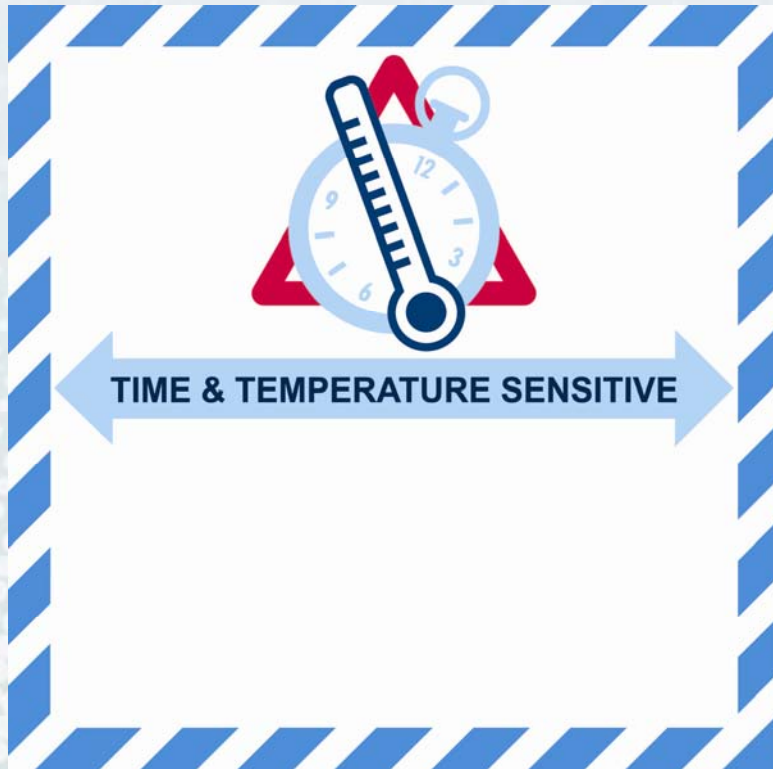
This form must be completed at every station en-route for every shipment and kept on the ULD or package at all times.
Il faut remplir ce formulaire à chaque escale intermédiaire, pour chaque envoi, et le conserver dans le conteneur Envirotainer en tout temps.

Shipper name: Nom de l'expéditeur :		Agent name: Nom de l'agent :		
Origin Acceptance Acceptation – Point d'origine	ULD (if applicable) _____ Numéro de l'UC	A/NB # _____ Numéro LTA	Origin Outbound Départ – Point d'origine	
	Routing Itinéraire _____	24 Hr Emergency #: Numéro de téléphone d'urgence _____		Warehouse Temp (°C) _____ Affichage de la température (°C)
	Room Temperature <input type="checkbox"/> (+15 to +25°C) Refrigerated <input type="checkbox"/> (+2 to +8°C)	Employee # _____ Matricule		Date _____ Date
Date _____ Date	Time _____ Heure	Flight # _____ # Vol	Departure Time _____ Heure	
Inbound Check Vérification au départ		Inbound Check Vérification au départ		
Warehouse Temp (°C) _____ Affichage de la température (°C)	Employee # _____ Matricule	Warehouse Temp (°C) _____ Affichage de la température (°C)	Employee # _____ Matricule	
Date _____ Date	Time # _____ Heure	Date _____ Date	Time # _____ Heure	
Comments: Commentaires :		Comments: Commentaires :		



Our Reality Today? Cont'd...

- New Handling Labels – Used along with the IATA Time & Temperature Sensitive Label



Our Reality Today? Cont'd...

- Reflective blankets/covers



Our Reality Today? Cont'd..

- Expedited Tarmac Time – Exposure to the Elements

AC COOL CHAIN CERTIFIED STATIONS - FOR ACTIVE SOLUTION & PASSIVE MONITORED SOLUTION

Certified Station	Active Packaging	Passive Packaging Solution					
		Coolers		Ambient Facility	Passive-Monitored	Maximum Exposure @ ORG	Maximum Exposure @ DEST
		Yes/No	Yes/No	Size	Yes/No	Yes/No	Min
Canada							
YYZ	Yes	Yes	Pallet size	Yes	Yes	60	60
YUL	Yes	Yes	Pallet size	Yes	Yes	60	60
YVR	Yes	Yes	Pallet size	Yes	Yes	60	60
YYC	Yes	Yes	Pallet size	Yes	Yes	60	60
YEG	Yes	Yes	Pallet size	Yes	Yes	60	60
YOW	Yes			Yes		60	60
YQB	Yes	Yes	Loose	Yes	Yes **	60	60
YHZ	Yes	Yes	Pallet size	Yes	Yes	60	60
USA							
ORD	Yes	Yes	Loose	Yes	Yes **	60	60
SEA	Yes	Yes	Loose	Yes	Yes **	60	60
BOS	Yes	Yes	Loose	Yes	Yes **	60	60
MIA	Yes	Yes	Loose	Yes	Yes **	60	60
South America							
EZE	Yes	Yes	Pallet size	Yes	Yes **	120	120
SCL	Yes	Yes	Pallet size	Yes	Yes **	120	120
GRU	Yes	Yes	Pallet size	Yes	Yes **	120	120
BOG	Yes	Yes	Pallet size	Yes	Yes **	120	120
Europe							
BRU	Yes	Yes	Pallet size	Yes	Yes	60	60
FRA	Yes	Yes	Pallet size	Yes	Yes	60	60
ZRH	Yes	Yes	Pallet size	Yes	Yes	60	60
CDG	Yes	Yes	Pallet size	Yes	Yes	60	60
LHR	Yes	Yes	Loose	Yes	Yes **	120	120
FCO	Yes	Yes	Pallet size	Yes	Yes	60	60
DUB	Yes	Yes	Pallet size	Yes	Yes	60	60
Asia/South Pac							
MEL	Yes			Yes		60	60
SYD	Yes	Yes	Pallet size	Yes	Yes	60	60
HNL	Yes			Yes		60	60
NRT	Yes	Yes	Pallet size	Yes	Yes	60	60
Others							
TLV	Yes	Yes	Pallet size	Yes	Yes	60	60

Note: Yes ** = Exception



Our Reality Today? Cont'd...

- First carrier in North America certified to transport the Envirotainer RKN e1
- QEP to be completed June 2010.
- New partnership developed with C-Safe in 2010.



Where will Air Canada be in 5 years?

- A leading airline in the handling and transporting of time & temperature sensitive products
- Enhance system automation
- RFID Technology
- New aircraft joining the fleet: B777 & B787
- Continued involvement with IATA LAPB & TTTF
- eFreight – Continued support of the IATA initiatives.

Thank You

