

PEOPLE WHO
UNDERSTAND
YOUR BUSINESS

Avianca
Cargo



Introducing our service: **COOLCARE**

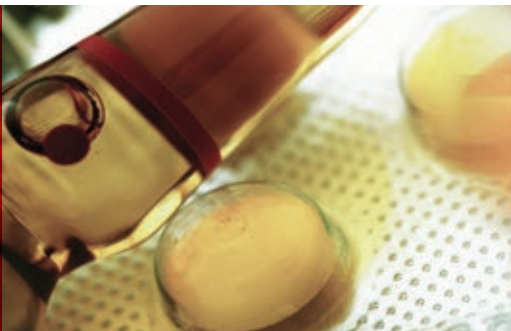
Using active containers (electric and dry ice), we provide specialized services for shipments that require strict temperature control and monitoring

[Aviancacargo.com](https://aviancacargo.com)



MAIN FEATURES OF THE SERVICE

- Re-icing and battery replacement service available
- Expedited delivery at destination
- Expedited tarmac handling
- Highest boarding priority
- Constant monitoring



SPECIAL CARE FOR YOUR BUSINESS

Pharmaceutical Industry: We understand how delicate transporting life-saving medications can be, so we have designed specific procedures that are in line with chapter 17 of the IATA Perishables Manual and the Good Distribution Practices established by the World Health Organization, which allow the safe transportation of healthcare products. We monitor the required temperature during the entire transportation process to avoid any variation in the shipment that might compromise the efficiency of the pharmaceuticals

Some of these products are: vaccines, insulin, biologics and/or any other medications sensitive to changes in temperature

Other industries: With CoolCare, we can also provide the carriage of other perishable commodities, such as high-priced meats and seafood, or technology equipment such as semiconductors that must be transported in active temperature-controlled containers



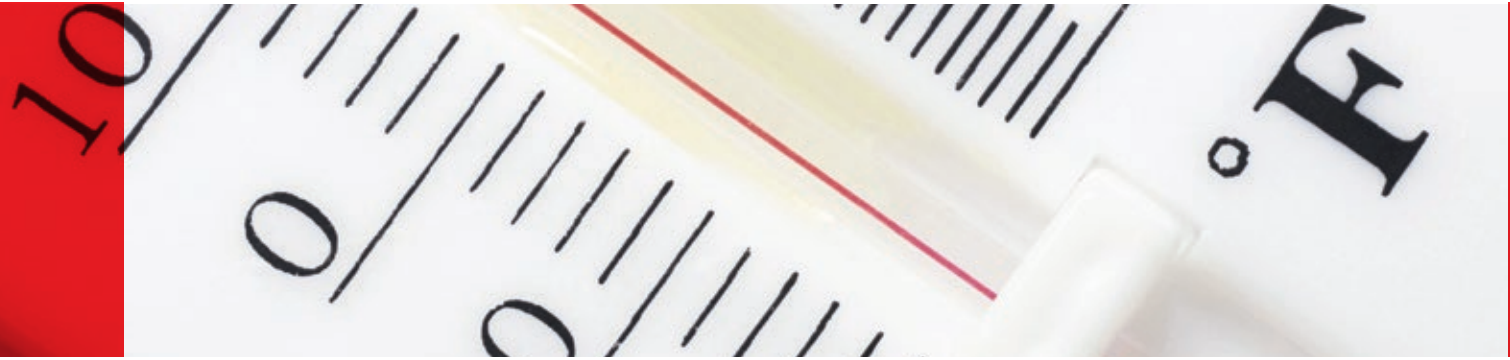
TEMPERATURE CONTROLS

We take special care of shipments that require a constant temperature between -20°C and 20°C (-4°F to 68°F); the most common categories are:

- Controlled Room temperature products (15°C to 20°C / 59°F to 68°F)
- Products that require protection from freezing ($+2^{\circ}\text{C}$ / $+36^{\circ}\text{F}$)
- Refrigerated products (2°C to 8°C / 36°F to 46°F)
- Deep Frozen products ($<- 10^{\circ}\text{C}$ / $<14^{\circ}\text{F}$)

SPECIAL HANDLING PROCESSES:

- Specific procedures designed for the transportation of temperature-controlled containers
- Specialized handling of active containers with dry ice or electric cooling/heating technology, with trained personnel throughout the routes on which we provide this service
- Contingency plans designed to keep temperature within specified ranges
- Constant temperature monitoring at critical control points
- Access to cold storage rooms at our main cargo stations
- Custom made Checklist for each CoolCare shipment
- Battery replacement and re-icing, whenever required



CONSTANT COMMUNICATION

- We use internal pre-alerts to keep all our personnel informed about the CoolCare shipment
- We keep our customers constantly informed of their shipment's temperature and status
- You can monitor your shipment through our online Tracking system



SPECIALIZED PERSONNEL AND STRUCTURED PLANNING

- Our staff is specially trained to efficiently handle temperature-controlled shipments as stipulated in Chapter 17 of the IATA Perishables Manual
- Regarding pharmaceutical shipments, our processes were designed in line with the Good Distribution Practices (GDP) established by the World Health Organization; as well as with the provisions set forth in Chapter 17 of the IATA Perishables Manual



Conditions / Restrictions

- Service is available in Asuncion, Bogota , Caracas , Cali , Curitiba, Guatemala , Guayaquil , Lima, Manaus ,Medellin, Mexico , Miami, Montevidéo , Panama , Santiago , San Jose, San Juan , Quito and Viracopos
 - It is prohibited to transport dangerous goods in active containers (except dry ice as a refrigerant)
 - When handling dry ice containers, please keep in mind that the set temperature cannot be higher than the ambient temperature
 - The Freight Forwarder or shipper must lease the container directly from the supplier
 - For more information about the conditions and restrictions of this service, contact your local cargo advisor
-