



Pharma and life sciences

We offer bespoke solutions for your pharmaceutical and life science shipments, designed to support all sensitivities with our passive and active solutions, which maintain the temperature you need, from the start of the journey right through to the end.

Our global services have GDP accreditation (WDA), representing a stamp of approval from the MHRA across our processes, training and quality management system. Our service offering for temperature sensitive shipments also benefits from the co-location of our handling operation with Delta Cargo at major UK and US gateways, who continue to expand their IATA CEIV programme. Ours in the first Joint Venture providing true end-to-end Compliance and assurance for customers.

Every step of the way

1 Policy and procedures	2 Audits and SLAs	3 Complaints and CAPAs
Quality policy to outline our commitment to you along with 20 dedicated pharma SOPs to ensure the requirements are met for every shipment.	Dedicated audit schedule to work closely with suppliers to identify and mitigate any risks that may occur, creating an open, honest and dynamic relationship	Integrated CAPA System to identify trends and improve services from any Incidents that occur. In 2018 our incident rate was less than 0.5%.

Contact pharma.RP@fly.virgin.com if you have any questions

Read more 



Our hub at LHR

All pharma and life sciences shipments are handled with care by trained staff and SOPs, all managed by QMS to safely transport sensitive products.

Our hub offers:

- A dedicated Pharma Zone
- 2 walk-in pods for loose shipments (COL + 2°C to + 8°C and CRT +15°C to 25°C)
- Temperature control storage for 12 BUPs (4 COL and 8 CRT)
- A team of specialists to process and monitor these sensitive shipments
- Priority unloading for Must ride pharma shipments on acceptance
- 10 charging points for active units

Our services

Passive

Designed to support temperature sensitive shipments offering both 2°C to + 8°C and +15°C to 25°C solutions. Trained staff and specifically designed SOPs will help protect your shipments during their journey.

Active

Active units are needed when a precise temperature is critical to the quality and integrity of the product, as they're designed to maintain a specific temperature throughout the journey. We're approved to carry all CSafe and Envirotainers units, which we can lease for you on request, or you can source them directly from the suppliers.



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Read more 

Our service levels

Must ride

Our premium service, for your urgent or valuable healthcare shipments

- Better access to busy flights
- Highest boarding priority
- Money-back guarantee
- Temperature Control (where possible)
- 14 day booking window
- Priority check-in at LHR
- Expedited handling
- Dedicated QMS
- GDP trained staff
- Pharma SOPs
- Secure service

Just ride

Our general service, for your less sensitive or less urgent healthcare shipments

- Temperature control (where possible)
- 14 day booking window
- Dedicated QMS
- GDP trained staff
- Pharma SOPs

Active

Our active unit service, for highly sensitive shipments, where precise temperature is critical

- All CSafe and Envirotainer units
- Battery and temperature checks
- Better access to busy flights
- Highest boarding priority
- Dedicated QMS
- GDP trained staff
- Active units trained staff
- Active SOPs
- Virgin or self-leased units