

You asked, we listened



Introducing Pharma Secure, our new premium service for your urgent, valuable and vulnerable shipments

Everything we do is driven by you, our customers; listening to your requirements and then working together to provide the best solution to meet your pharmaceutical and life science needs.

At Virgin, we don't over promise or under deliver, we just simply provide what you need. You are the experts and we're here to support you in an open and honest way, providing dynamic solutions for your individual shipment needs.

For those shipments that need that extra special attention, you asked for a product that would give you:

- A 24/7 support team
- Automated status updates for key journey milestones
- Periodical integrity checks and proactive service recovery
- Dedicated email for bookings and quotes* - welcome to welovepharma@fly.virgin.com
- The highest priority access to capacity across our network
- Priority unloading at LHR
- Access to temperature-controlled facilities, to find out more about the temperature ranges available at each of our stations, please [click here](#)
- Ability to handle Active and Hybrid containers

And this is what we have created. We're so confident with our WDA accreditation, processes and GDP trained staff oversight at all our stations, we'll even offer a money back guarantee for any shipments that don't fly as booked.

* UK & US only, for all other gateways please contact your local Virgin team.

virgin atlantic
cargo 



Our products at a glance

We're here to help you every step of the way with your Pharma and Life Science shipments

	Pharma Secure Our premium service for your urgent, valuable and vulnerable shipments†	Must Ride Pharma Our premium service for your urgent healthcare shipments	Just Ride Pharma Our general service for your less sensitive and less urgent healthcare shipments	Active Our active unit service, for highly sensitive shipments where precise temperature is critical
24/7 Support Team	✓			✓ All CSafe and Envirotainer units
Automated status updates	✓			✓ Battery and temperature checks
Proactive service recovery	✓			✓ Active units trained staff
Periodical integrity checks	✓			✓ Virgin or self-leased units
Security escorts (on request)	✓			✓ Dedicated email for bookings and quotes*
Highest boarding priority	✓	✓		✓ Highest boarding priority
Priority unloading at LHR	✓	✓		✓ Dedicated QMS
Money back guarantee	✓	✓		✓ GDP trained staff
Dedicated email for bookings and quotes*	✓	✓	✓	✓ Active SOPs
Dedicated QMS	✓	✓	✓	
Service recovery CAPA	✓	✓	✓	
GDP trained staff	✓	✓	✓	
Pharma SOP's	✓	✓	✓	
Access to temperature controlled facilities for both COL and CRT	✓	✓	✓	

We're pleased to advise that we are approved to carry all Active Units from CSafe and Envirotainer alongside all Hybrid containers from SkyCell and va-Q-tec. Whilst we don't hold a stock of these, we can lease them for you on request or, you can source them yourselves directly from the suppliers.

We've also approved many tracking devices and data loggers and are continuing to add to this list. If you want to use a tracking device, we just need advanced notice, so we are aware of which devices are on board. [Click here](#) for more information.

If you have any questions about our product range or, would like to discuss a tailor made service just for you, please contact your Account Manager or email our Pharma team at welovepharma@fly.virgin.com

† Pharma **Secure** is available for online stations only. * UK & US only, for all other gateways please contact your local Virgin team.

Our network

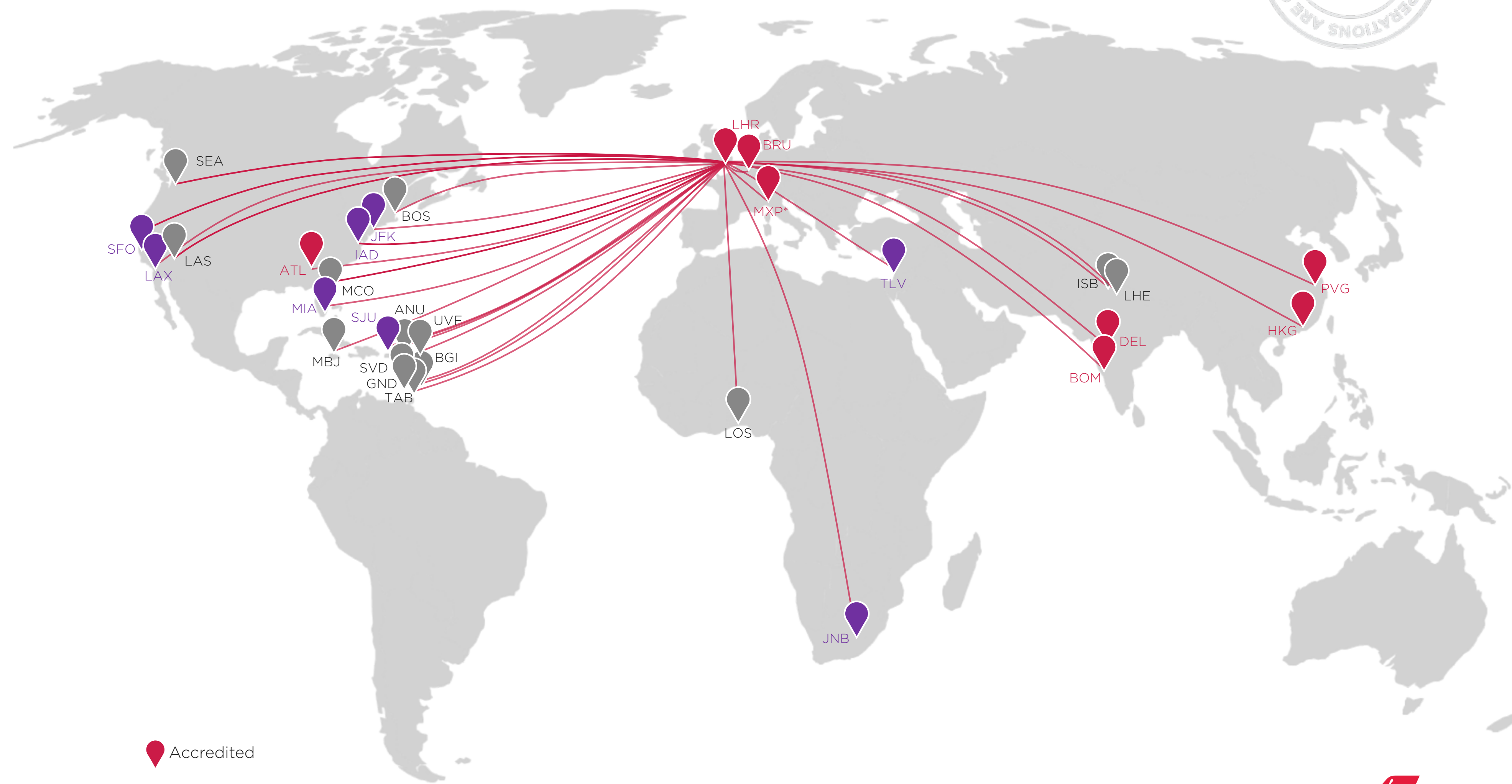
Working with our partners to offer GDP compliance worldwide

Our global network has 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 benefit from the co-location of our handling operations with Delta Cargo at major gateways in the UK and US who continue to expand their IATA CEIV Pharma programme.

To find out more about our station capabilities, please [click here](#).

We feel our pharma and life science products offer true end-to-end compliance and assurance for you and your customers. We don't over promise or under deliver, we just simply provide what you need - that's the Virgin difference.

Need a charter? If yes, please contact our charter team on cargocharterteam@fly.virgin.com. We're able to offer our passenger aircraft with exclusive use of all lower deck capacity and bulk hold. Due to our amazing team, we can also fly to and from destinations in addition to those on our network. Give us a call, we love a challenge.



- Accredited
- GDP Audited
- GDP Audit Underway
- *Pharma on request



Our hub - DCE

A state of the art facility designed especially for you

We're unbelievably proud of our new Headquarters DCE at Heathrow which was specially designed with our customers in mind.

All pharma and life science shipments are handled with extreme care and attention by qualified staff and SOPs, all managed by a Quality Management System to ensure the safe transportation of your shipments.

DCE 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 controlled storage for 12 BUP's
- Dedicated active container storage with 10 charging points
- A team of specialists to process and monitor your sensitive shipments
- Priority unloading for **Must Ride Pharma** and **Pharma Secure** on acceptance

If you want to visit our home at Heathrow, please let us know.



We're here to help you

Every step of your
pharmaceutical and
life science journey

We believe there's no 'end game' with pharmaceutical and life science shipments. It's about continuous improvement and demonstrating our ability to meet the required quality standards for every single shipment. We are committed to offering you the best possible service so if you haven't experienced the Virgin difference yet, why not give us a try - you won't regret it.

Book now for UK and US. For all other gateways please contact your local Virgin team.



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