



Lufthansa Cargo's Pharma Hub in Frankfurt is Europe's largest hub for temperature-sensitive air freight.

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Lufthansa Cargo sets new standards in temperature-sensitive logistics with innovative solutions

- Lufthansa Cargo is one of the world's leading providers of temperature-sensitive transport, offering global availability, certified processes, and many years of expertise.
- Four new product features have been added to the range, providing even greater quality, speed and control
- The company is constantly working on further innovations to meet future customer requirements

Many products, such as vaccines, microchips, and high-tech machine parts,

are sensitive to temperature fluctuations. Lufthansa Cargo has many years of experience in meeting these requirements and offers tailor-made solutions. The company reliably provides stable services for temperature-sensitive shipments throughout the entire global supply chain.

Strong network, certified processes

Two powerful options are available for temperature-sensitive shipments: "Active Temp Control" provides seamless temperature control through state-of-the-art container technology and coordinated processes. Lufthansa Cargo offers one of the world's largest portfolios of special containers for this purpose. "Passive Temp Support" provides optimal protection against temperature fluctuations with infrastructure designed specifically for the product and additional protective measures, regardless of external influences. In combination with sun-reflective covers and temperature-controlled storage, sensitive goods can reach their destination safely, even without active containers.

Both solutions are available worldwide and managed by specially trained staff. With a network of over 350 stations, including 230 for "Passive Temp Support" products and 120 for "Active Temp Control", Lufthansa Cargo provides a consistently high level of quality for temperature-sensitive goods worldwide. The central hub is the CEIV-certified Pharma Hub Frankfurt, Europe's largest hub for temperature-sensitive air freight. Temperature-controlled storage areas and optimized apron processes ensure compliance with the required temperature ranges. This offering is complemented by a global network of 30 CEIV Pharma stations, including the hubs in Munich and Brussels, as well as six GDP-certified stations. Lufthansa Cargo ensures that temperature-controlled pharmaceutical products are reliably and optimally protected throughout the entire transport process.

Four new product features for even greater safety and reliability

In recent months, Lufthansa Cargo has announced various innovations to its product range for temperature-controlled products. Four new improvements have now been introduced to further enhance transport quality and process stability, proactively strengthening the offering for customers.

Pharma Control Tower: Round-the-clock monitoring and communication

Since the end of April, the new customer service, the "Pharma Control Tower," has provided greater transparency and security during transport. A team of experts monitors temperature-sensitive shipments in transit via the Lufthansa Cargo hubs in Frankfurt, Munich, and Brussels 24/7. Customers can use the "Pharma Control Tower" to inquire about shipments to and from our 30 CEIV-certified stations worldwide. They benefit from a central point of contact that enables quick feedback and increased response times in the event of deviations, regardless of whether "Active Temp Control" or "Passive Temp Support" is used.

Thermo Cover: Additional protection against outside temperatures to maintain constant internal temperatures

Special thermal covers are now being used for "Passive Temp Support" shipments to provide additional protection against heat or cold during ramp handling. This service is a new product feature available free of charge. Initially, the Thermo Covers will be used on air freight pallets in the main and lower decks during the summer months (May to September) on routes between Frankfurt and Atlanta, Cairo, Chicago, and Toronto. Lufthansa Cargo is looking into offering this service gradually to other destinations and beyond the current period.

smartULD: Real-time monitoring for maximum transparency and control

With smartULD, Lufthansa Cargo is expanding its portfolio with another add-on service. It can be booked with the "Active Temp Control" product for certain container types and offers a digital solution for tracking temperature-sensitive shipments in real time. Sensors in the containers continuously record temperature data, enabling the creation of a complete temperature profile from delivery to pickup. All information is centrally available in a user-friendly format on the Lufthansa Cargo website under the "eServices" menu in the "Track" section. This is another building block for greater transparency and reliability in temperature-controlled logistics.

Maximum speed for "Passive Temp Support"

"Passive Temp Support" can now be booked with td.Zoom. This offers maximum transport speed for temperature-sensitive products, such as pharmaceuticals, diagnostics, biotechnological materials, and high-tech products. This new combination provides fast, prioritized access to capacity

and the shortest transit times in the network without weight restrictions.

Continuous developments for the benefit of our customers

Lufthansa Cargo will continue to focus on targeted improvements in the coming months. In the future, customers will be able to view their containers' temperature data at selected stations via the website. Additionally, the temperature-controlled truck network shall be adapted further to customer requirements. These measures all contribute to one goal: continuously improving transport quality and process stability for temperature-sensitive freight. Lufthansa Cargo is thus emphasizing its commitment to developing quality and safety in temperature-sensitive air freight with modern technology and a clear focus on customer proximity and continuous improvement.

Lufthansa Cargo

Lufthansa Cargo is one of the world's leading cargo airlines and part of the Lufthansa Group, Europe's largest airline group. Through its four cargo hubs in Frankfurt, Munich, Brussels and Vienna, the airfreight specialist transports an average of 2,500 tons of freight per day. This is based on a strong and reliable airport-to-airport network that covers some 350 destinations in more than 100 countries. Lufthansa Cargo markets the cargo capacities of the passenger aircraft of Lufthansa Airlines, Austrian Airlines, Brussels Airlines, Discover Airlines and SunExpress, as well as its own freighter fleet of 18 Boeing 777F and four Airbus A321F. In addition, some 300 trucks operate daily under a Lufthansa Cargo flight number. Together with its subsidiaries, Lufthansa Cargo offers customized, fast and efficient logistics solutions along the entire supply chain. In this way, the company fulfills its mission "Enabling Global Business" and connects markets and trading partners worldwide. Innovative technologies and investments in sustainability play a central role. In addition to a modern fleet and the use of sustainable aviation fuel (SAF), the focus is on continuous optimization of flight operations. In 2024, the company generated revenues of 3.26 billion euros and a transport performance of 8.5 billion freight tonne-kilometers. It currently employs approximately 4,200 people worldwide.

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