

Storm proof

無懼風暴

Despite the presence of Typhoon Vicente, good teamwork and communication made a valuable pharmaceuticals shipment from Toronto to Sydney possible



在颱風韋森特吹襲下，有賴團隊合作和良好溝通，一批昂貴藥品由多倫多安然運抵悉尼

ON MONDAY, 23 July, Hong Kong was lashed by Typhoon Vicente, the first level 10 typhoon in 13 years, which brought air traffic at Hong Kong International Airport to a halt. While a delayed flight can be a major inconvenience for passengers, for extremely valuable pharmaceutical shipments that must be kept at a narrow band of controlled temperature, delays can be catastrophic.

The shipment arrangements started in late June when logistics company Kuehne + Nagel contacted Anderson Yeung, Cathay Pacific Cargo Manager Eastern

Canada In Toronto, about transporting a huge shipment of pharmaceuticals from Canada to Australia. "When our client asked us to develop uplift options for their product launch into Australia and was looking for an active pharma solution, it was an obvious choice for us to contact Cathay Pacific.

The performance we have received for our pharma clients over the years has been excellent, so Anderson was our natural first call," says a Kuehne + Nagel spokesman.

CX Cargo has always stressed that PHARMA , its specialised solution for pharmaceutical shipments, requires a genuine partnership between the airline, shipper and equipment suppliers and ground handlers. The airline has even embraced what it calls "a PHARMA  culture" involving planning, attention to detail, anticipation of problems and excellent communication. All these things paid off

when Typhoon Vicente caused the shutdown at HKIA.

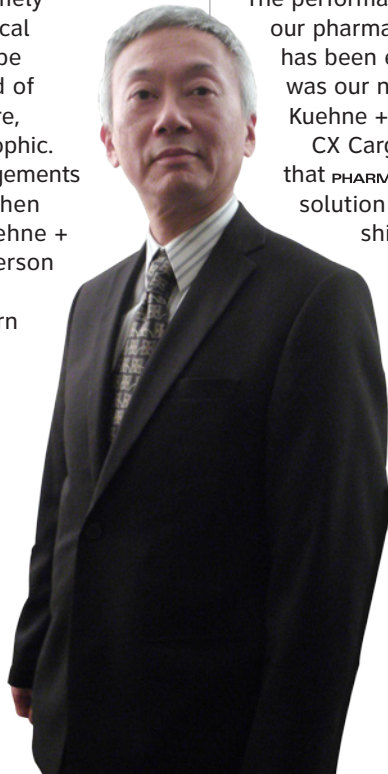
Anderson estimated the shipment would need 12 Envirotainer RAPt2 active containers and Envirotainer said it would need two weeks' notice to assemble such a large number.

The booking – on CX095 on 21 July from Toronto to Hong Kong and then on to Sydney – was confirmed in the first week of July and pre-alerts were sent to CX Cargo in Hong Kong and Sydney. Anderson established a critical path with dates and margins – the Envirotainers had to be booked by 10 July. Envirotainer helpfully agreed to supply two extra RAPt2 and one RKNt2 containers as contingency, and CX Cargo in Hong Kong arranged with Envirotainer for five RAPt2 containers to be standing by. CX Cargo staff in Sydney were alerted to contact Kuehne + Nagel staff in Sydney to organise retrieval logistics.

Anderson and Kuehne + Nagel discussed the size of the skids; the maximum height was required so that the circulation of cool air blown from the dry ice bunker was not interrupted. The amount of dry ice required was calculated: it exceeded

Anderson Yeung,
Cargo Manager
Eastern Canada,
Cathay Pacific

國泰貨運加拿大東部
地區經理楊紹基





Vicente was the first level 10 typhoon in 13 years to hit Hong Kong
颱風韋森特為香港帶來最近13年來首個十號風球

The shipment took 12 RAPt2 active containers from Envirotainer
這批藥物需使用12個Envirotainer的RAPt2主動式溫度控制集裝箱

the amount the dry-ice bunker could accommodate and so re-icing was scheduled for Hong Kong.

The RAP containers were to arrive on the Friday afternoon for a Saturday evening flight and the dry-ice bunker could not hold all the dry ice required, so 90kg of dry ice for each RAP would need to be topped up on the Saturday. Anderson notified ground handlers to have manpower on hand to load the dry ice into each RAP.

The RAP containers arrived on the Friday and by the evening the voltage had started to drop on one of them. Anderson had already arranged for extra batteries. "We replaced it and asked Kuehne + Nagel to supply another complete set just in case."

Batteries were replaced again before departure to ensure there was enough voltage from Toronto to Hong Kong.

At 0045 on 24 July, the Level 10 was declared. Vicente had started as a low-pressure tropical storm off the north-eastern coast of the Philippines and while moving slowly due east did not appear to pose a threat to Hong Kong. However the typhoon abruptly headed north and then north-west and passed within 100 kilometres of

風

韋森特於7月23日（星期一）襲港，為香港帶來13年來首個十號風球，亦令香港國際機場一度癱瘓。航班延誤對乘客固然是極為不便，對必須控制在特定溫度範圍的昂貴藥物貨品而言，更可能會造成很嚴重的影響。

這次貨運計劃始於6月下旬，當時物流公司Kuehne+Nagel聯絡國泰貨運加拿大東部地區經理楊紹基，計劃將大批藥物由加拿大運往澳洲。Kuehne+Nagel發言人表示：「當客戶提出希望以主動式溫度控制集裝箱將一批藥物運往澳洲，並且要求我們制定妥善的運送計劃時，我們毫不猶豫就聯絡國泰航空。因為多年來我們的醫藥用品客戶均對國泰的服務讚賞有加，所以我第一時間聯絡紹基。」

國泰貨運一貫強調，其專業藥物運送服務PHARMA UFT要求航空公司、付運公司和設備供應商，以及地勤人員必須通力合作。國泰提倡「PHARMA UFT文化」，講求周詳策劃、對細節一絲不苟，並配合良好的溝通。當颱風韋森特造成香港國際機場癱瘓時，確保運送的藥物不受影響。

楊紹基預計這批貨品需要動用12個Envirotainer RAPt2型號的「主動式」溫度控制集裝箱，而Envirotainer則表示需要提前兩星期通知他們，才能預備這麼多的集裝箱。

在7月的第一個星期，預訂於7月21日使用CX095航機將貨物由多倫多運至香港，再轉運到悉尼的艙位已經獲得確認，並提早知會國泰貨運在香港和悉尼的職員。楊紹基為這

次貨運制定精密行程，列明每個重要日子和寬限期，例如Envirotainer的集裝箱必須在7月10日前預訂等。在Envirotainer通力合作下，同意提供額外兩個RAPt2集裝箱和一個RKNt2集裝箱，以備不時之需。香港的國泰貨運職員亦與Envirotainer磋商，安排五個RAPt2集裝箱作後備之用，悉尼的國泰貨運團隊則負責跟當地的Kuehne+Nagel職員聯絡，準備收貨的物流程序。

楊紹基跟Kuehne+Nagel商討集裝箱托板的大小，預計需要使用最高的托板，以確保乾冰箱散發的冷空氣順利流通。在計算這次運輸所需的乾冰數量後，楊紹基發現分量超出乾冰箱的容量，因此安排在香港添加乾冰。

RAP集裝箱定於星期五下午運抵，以趕及星期六晚上出發的航班。然而，由於乾冰箱未能完全盛載所需的乾冰，因此需要在星期六於每個RAP集裝箱再添加90公斤乾冰。楊紹基通知地勤服務公司預備足夠人手，將乾冰放入每個RAP集裝箱。

RAP集裝箱在星期五如期抵達，但到了晚上，當其中一個集裝箱的電壓開始下降，楊紹基早已預備後備電池。他說：「我們更換了電池，並要求Kuehne+Nagel再提供一組額外電池，以防萬一。」

在飛機起飛前，所有電池都重新換上，以確保飛機由多倫多前往香港途中有足夠電力。

7月24日凌晨零時45分，天文台發出十號風球。韋森特最初是在菲律賓東北沿岸形成的一股低氣壓熱帶氣旋，其後緩慢地向東移動，看來不會對香港構成威脅。但颱風突然

Hong Kong whipping up winds of up to 140 km/h. More than 100 people in Hong Kong were injured, trees were uprooted and air traffic at HKIA was suspended. The Airport Authority said that between midnight and 0800 local time, 60 flights were cancelled, 60 delayed and another 16 diverted.

The supply of dry ice organised in Hong Kong was adequate for the Hong Kong to Sydney sector but additional supplies were likely to be hard to find as suppliers had closed because of the typhoon. A contingency plan was organised. CX Cargo operations team monitored the amount of dry ice and the condition of the batteries, reported regularly to Kuehne + Nagel on the flight departure time and made use of the online service on CX Cargo to monitor the shipment temperature. The pharmaceutical shipment finally departed for Sydney on 24 July. But the drama was not over: Sydney airport was wreathed in fog and the flight looked

Jack Lo, Cargo Product & Marketing Manager, Cathay Pacific, says cooperation and communication at all levels helped weather the storm

國泰貨運產品及市場經理羅錦彪指出，在各個層面通力合作及溝通協調，有助化解風暴帶來的影響



Brian Pedersen, Vice President Air Freight, Kuehne + Nagel Ltd. – Canada, was delighted with the way that Cathay Pacific handled his company's shipment

加拿大Kuehne + Nagel Ltd. 的空運副總裁 Brian Pedersen 對國泰航空妥善安排運送該公司的貨品感到高興



like being diverted to Melbourne. Cathay Pacific Cargo Hong Kong called Melbourne to start contingency planning and a search for dry ice.

The fog cleared in Sydney and the freighter landed at 1119 on 25 July. The unloading was completed in one hour 16 minutes and the 12 RAPt2 containers were delivered to Kuehne + Nagel in Sydney at 1235.

Cathay Pacific Cargo Product and Marketing Manager, Jack Lo, says the situation was an example of how important cooperation and communication between logistic companies, ULD suppliers and airlines were for valuable pharmaceutical shipments. The planning and attention to detail had prevented several possible mishaps along the route even before Typhoon Vicente entered the scenario. He says it also illustrated how robust the systems were.

Brian Pedersen, Vice President Air Freight, Kuehne + Nagel Ltd. – Canada, says: "Last year we launched a marketing campaign in Canada, which is branded 'OUT + PERFORM'. It is a campaign where Kuehne + Nagel service our clients so they can outperform their competition. This project and the execution by the Cathay Pacific team truly was a show of how you OUT + PERFORM your competition, and on behalf of Kuehne + Nagel, I am happy to extend a big "thank you" to Cathay Pacific. Both our client and Kuehne + Nagel outperformed their competition with this support from you!"

轉向北面，再向西北方向移動，風速高達每小時140公里，在香港100公里以內範圍掠過，造成香港逾100人受傷，無數大樹倒塌，香港國際機場一度癱瘓。機場管理局指出，在午夜至早上8時，共有60班航機取消、60班延誤、另外16班需轉飛其他地點。

香港這邊預先準備好的乾冰，數量應該足以應付由香港至悉尼的一段航程，但額外數量乾冰卻不易找，供應商都因為颶風而暫停營業。為了應付這個突發情況，國泰貨運運作團隊密切監察這批貨物的溫度、乾冰數量和電池耗用情況，並定時向Kuehne+Nagel職員報告航班起飛時間，以及利用網上監察貨物溫度的服務。最終，運送藥物的航班順利在7月24日起飛前往悉尼。

不過，這次充滿戲劇性的旅程並未就此完結。由於澳洲的悉尼機場剛巧被大霧所籠罩，航機或需轉而飛往墨爾本，國泰貨運的香港職員馬上通知墨爾本團隊，展開應變計劃，並搜羅足夠乾冰。

等到悉尼的大霧消散後，貨機於7月25日上午11時19分著陸。機上所有藥品在一小時16分鐘內全部卸下，12個RAPt2集裝箱在下午12時35分運抵Kuehne+Nagel的悉尼辦事處。

國泰貨運的產品及市場經理羅錦彪表示，這次情況反映了運送貴重藥物時，物流公司、集裝箱供應商和航空公司的溝通協調何等重要。早於颶風韋森特未構成威脅時，貨運團隊仔細的計劃和注重每個細節，已成功避免了航程中可能出現的延誤。他說這次經歷亦展示了整個運送系統的周全。

加拿大Kuehne + Nagel Ltd.空運副總裁 Brian Pedersen總結這次經驗時說道：「我們去年在加拿大推出OUT + PERFORM的宣傳計劃，意思是說Kuehne + Nagel提供的服務可讓客戶勝過他們的競爭對手。這次的運送計劃和國泰團隊的表現就是如何戰勝对手的最佳示範，我謹代表Kuehne + Nagel衷心感謝國泰的支援讓我們和客戶都比對手更勝一籌。」 CC