



Fixing the final mile

10,000 miles covered to reach the final mile

Cool Chain partners are seeking new ways to collaborate to deliver a cost effective, high quality service in a rapidly changing pharma landscape. The new normal includes a broad range of options, from low-cost supermarket medicines, to high-value tailored products delivered to the patients' door. Each part of the supply chain is improving, with new infrastructure, standardised certification and an emphasis on training. But all too often the problem comes in the final mile. We need new ways of working together to meet the growing demands of our pharma customers and ensure that when it comes to the last mile, we are part of the solution.

"As an industry, starting from the shipper all the way to the patient we should also think about the challenges faced by the people delivering on the last mile through jungles and up mountains," said Cool Chain Association Chairman, Stavros Evangelakakis

Day 1 – Monday 23rd September

08:00- 17:00 **Registration**

10.00-10.30 – **Opening comments by moderator and Chairman**

[Stavros Evangelakakis, Global Product Manager, Cargolux](#)

10.30 - 11.45: **Final mile innovation**

Arguably the most pressing concern in the air pharma supply chain is the final mile of delivery of freight, as all too often shipments are compromised during this stage. There is a clear need for all stakeholders to investigate ways to collaborate and find solutions to make sure there is a successful end-to-end chain. Embracing new innovations and technology is at the forefront of the debate to help fix the problem. What impact is the poor last mile performance having on the air pharma chain? What can be done to improve the final mile of the supply chain? How can stakeholders work together to fix the final mile? How can innovation and technology help? What innovations have been developed to date? Is there a need to work more with Non-Governmental Organisations (NGOs)?

Moderator - [Stavros Evangelakakis, Global Product Manager, Cargolux](#)

[Ada Palmadottir, Director Business Development, Controlant \(Presentation\)](#)

[Wolfgang Engel, Managing Partner Sales, Head of Competence Center Logistics \(PRESENTATION\)](#)

[Niels van Namen, Global lead for healthcare, CEVA Logistics \(PRESENTATION\)](#)

[Radhika Batra, Founder & President, Every Infant Matters \(PRESENTATION\)](#)

11.45 - 12.00: **Q+A**

12.00 - 13.30: **Networking Lunch**

13.30 - 14.30: **Drones: What are they bringing to the pharmaceutical supply chain?**

The use of drones to deliver pharmaceuticals in remote regions is on the rise, especially on the African continent and they are now being used to move medical shipments in the final mile of delivery. The likes of Astral Aviation have been using drones in Africa while express freight operators UPS and DHL have also been using unmanned aircraft to deliver medical supplies.

What are the benefits of using drones for pharmaceutical companies? How do drones help the final mile of delivery? What are the operational challenges? Will the use of drones to deliver pharmaceuticals become even more widespread in the future? What investment is needed?

[Ivet Arabadjieva, Business Development Manager, Dronamics \(PRESENTATION\)](#)

[Patrique Zaman, Founder, Avy \(PRESENTATION\)](#)

14.30 - 14.45: **Q+A**

14.45 - 15.15: **Networking Coffee break**

15.15 - 15:40: **Avoiding x-ray – Challenges and benefits of a Known Consignor qualification**

All of us wish to travel safely. Security measures at the airports provide a framework to keep criminal energy out. However this comes with regulations that impose additional challenges on the supply chain. One of such challenges are temperature deviations caused by the x-ray process at the airport. A Known Consignor qualification helps to mitigate these risks on the one hand but bears regulatory obligations on the other. What is the legal framework of the Known Consignor qualification? Which challenges and risks should be kept in mind? How can companies benefit from it?

[Ms Agnes Turek, Project Manager Transport, Bayer \(PRESENTATION\)](#)

15.40 – 16.05: **Collaborative approach to minimizing temperature deviations for BioPharma products shipped by Airfreight**

Key points:

- Understanding product stability
- Applying right level of packaging
- Thorough process understanding
- Minimising deviations from agreed process and applying right level of monitoring or supervision

[Navid Choudhury, Senior Manager, Supply Chain Planning, Novo Nordisk \(PRESENTATION\)](#)

16.05 – 16.20: **Q & A**

16:20 - 17:30: **Round table topics - Collaboration and transparency in the pharmaceutical supply chain**

Collaboration and transparency in the air pharma supply chain is on the rise with the growth of organizations like Pharma.aero, the introduction of pharma trade lanes and air cargo communities across the globe but there is still a clear need for more.

What further collaboration and transparency can take place? Is there resistance from some parts of the chain to collaborate and be transparent? Have collaborative initiatives been a success? What lessons can be learnt?

Moderator – Nicola Caristo, Pharma & Special Products Development Manager, Alha Group

[Nathan De Valck - Cargo Business & Product Development Manager - Brussels Airport Company](#)

[Fabrizio Iacobacci – Head of Pharma Business Development – BCUBE Air cargo](#)

[Nina Heinz - Global Head of Network & Quality – DHL Global Forwarding](#)

[Andrea Gruber - Head Special Cargo - IATA](#)

17:30 -17:45: **Day 1 Closing remarks**

[Stavros Evangelakakis, Global Product Manager, Cargolux](#)

19:00: **All participants to meet hotel for the networking dinner.**

END OF DAY ONE

Day 2 – Tuesday 24th September

08:30- 10:00 **Registration.**

09.15 - 09.30: **Welcome - Chairman**

09.30-10:30: **Panel discussion “How to create value in the pharmaceutical supply chain thanks to data? Use cases and next steps”**

Moderator - Eric Mauroux, Global Head of Perishables, Air France-KLM and Martinair

[Jean Francois Bouilhaguet CEO-CIN France](#)

[Philippe Julien Digital and innovation manager-AF KL](#)

[Michael Attlan/New Technologies Platform Head Sanofi](#)

Samuel Demont, Director Digital Practice, Argon Consulting
Prof Dr. Yvonne Ziegler, Professor, Frankfurt University

10.30 -11:00: **Coffee Break**

11:00 -11.45: **Innovation and Digitisation**

Edwin Kalischnig – CEO Xtreme Technologies (PRESENTATION)

Data Sharing - How can the air pharma supply chain benefit?

The air pharma supply chain is complex but if all stakeholders share data in the movement of shipments it can help reduce costs, improve efficiency and ensure temperature excursions are kept to a minimum. How can every part of the supply chain benefit from the sharing of data? Is every stakeholder on board with sharing data? Why has it been so slow to take-off in the air pharma chain?

11.45 – 12.00: **Q & A**

12:00 -12.15: **Closing Remarks Chairman**

Stavros Evangelakakis, Global Product Manager, Cargolux

12:15 -13.30: **Lunch**

14:00-15.00: **CCA Executive Summit – by invitation only**

Cool Chain Ambition - if we listen to each other, we can find new ways to build a pharma supply chain that is for purpose. We are all calling for more collaboration, but first we need to truly understand each other's needs. The CCA Executive Summit will give every stakeholder in the pharma journey a platform to share their wish list for tomorrow's supply chain, and an interactive q and a session with the mission of agreeing a Manifesto for Change with clear targets and a timeline.

Chaired by [Stavros Evangelakakis](#)

On the panel
A shipper/manufacturer
A Forwarder
An airline
A Handling Agent
An Airport
An NGO/Charity

END OF CONFERENCE

