

الإتihad
ETIHAD
CARGO



Fly Culture

from Etihad Cargo





Etihad Cargo recognises that owners and museums place a great deal of trust in their logistic companies and airlines when transporting valuable and rare pieces of art and instruments.

That's why we are proud to introduce our tailored service called FlyCulture from Etihad Cargo.

FlyCulture is designed to transport your customers' valuable paintings, sculptures and musical instruments across the globe safely, securely and discretely.





FlyCulture

FlyCulture is designed with the shipment, the owner and the logistics company at its heart.

Our product focuses on what is important to the owners - safety, trust and discretion.

Safety

Etihad Cargo's number one priority is safety - not only of our aircraft and operations, but also your precious shipments. Our processes and procedures have been designed and tested by a number of specialist logistics companies to ensure that we have the high level of quality demanded by the owners who require safe air transportation.

Trust

Etihad Cargo's vision is to be your trusted air cargo carrier of choice. To achieve our vision, our products and services must deliver and have ingrained in their DNA, the trust of you, our customers.

FlyCulture has built-in trust from the booking process through to delivery at the destination airport.

Alongside your specialist logistics company, we work with police and customs authorities at the origin, destination and at our hub in Abu Dhabi to provide a smooth transition through legal formalities.

Discretion

We understand how important it is that details of movements of valuable art or instrument shipments do not end up in the wrong hands. We operate on a need-to-know basis when FlyCulture shipments are being transported.

If requested, we will keep a courier or nominated person informed of the progress of the shipment at each stage of its journey.

The FlyCulture Service

FlyCulture offers a personal service to manage your shipment through its entire journey. For each shipment, we create a small team from sales and handling to manage the shipment; from booking to delivery at the destination airport.

We work with logistics companies to ensure that everyone who is involved in the shipment knows who is doing what and when.

By providing this co-ordination, the owners have confidence in the processes that are in place, at the same time knowing that Etihad Cargo treat their property with care, respect and diligence.



Our FlyCulture service will provide you and your customers:

- ▶ Dedicated pallets
- ▶ Cool room storage at the temperature required
- ▶ Confirmed booking on requested flight
 - only higher priority is live animals or human organs/remains
- ▶ Contact with an onboard courier or agent
- ▶ No stacking of items on top of each other
- ▶ Requesting positioning of our aircraft close to the Abu Dhabi Cargo Terminal for major and high value shipments (over \$10m)
- ▶ Minimum cut off times for delivery to origin; agreed when size of shipment known
 - ▷ Enhanced handling
 - ▷ Pre-alert messaging from origin and destination
 - ▷ Monitored through the Abu Dhabi Cargo Terminal by a dedicated trained Etihad Cargo handling team
 - ▷ Confirmation from destination of arrival in good order
 - ▷ Priority delivery at destination

The following table shows how the FlyCulture service compares to our General Cargo and FastTrack products, which can also be used for lesser valued items.

If your shipment is large enough to require a freighter aircraft, we will provide a seat for a courier to accompany the valuable shipment. We will also provide a single Economy ticket for the courier to return to the same origin (subject to availability).

Comparison of our Products and Services

Feature/Benefit	FlyCulture	FAST >> TRACK	General Cargo
Dedicated pallet	▶	▷	-
Cool room storage *	▶	-	-
Guaranteed to move on booked flight	▶	▶	-
Contact with courier or agent	▶	In Transit	-
No stacking of items on top of each other	▶	▷	-
Requesting positioning of aircraft	▶		-
Minimum cut off times for delivery to origin	▶	▶	-
Pre-Alert messages from Origin and Destination	▶	Destination only	-
Monitored through Abu Dhabi by dedicated team	▶	▶	-
Priority Delivery at destination	▶	▶	-
Priority Boarding at origin	▶	▶	-
Enhanced minimum connection times	▶	▶	-
Expedited retrieval times	▶	▶	-
Offload to next available flight due to higher priority cargo	-	○	▶
Shared pallet with other Cargo	-	-	▶

*where available
If an agent requests FastTrack and dedicated pallet the full chargeable weight for a pallet space should be charged.

▶ Included in per kilo rate ▷ Extra charges apply ○ Money Back Guarantee if offloaded

Accompanied Travel

We know that there are some items that are too precious or delicate to be carried as cargo and these are carried in the passenger cabin by a courier. Etihad Airways offers a tailored service on board our Abu Dhabi – Paris passenger aircraft to provide a smooth journey from arriving at the airport, on board the aircraft and disembarking at the destination.

We are happy to work with you to introduce this on other parts of our network.



FlyCulture Handling

Abu Dhabi International Airport is the home and hub of Etihad Airways and Etihad Cargo.

Expert handling is provided by Etihad Airport Services – Cargo. Our handling team have been trained in handling of fine art and have regular refresher training and updates to ensure they maintain their skills and most up to date knowledge.

A specific FlyCulture Standard Operating Procedure has been designed, developed and tested alongside art logistics companies to ensure that shipments are handled correctly and safely.

For very valuable shipments, we can request positioning of the aircraft at the cargo terminal which makes loading or unloading of shipment from temperature storage simple and quick – protecting the integrity of the shipment so it arrives at its destination in the same condition as we received it. Whilst this is not always guaranteed due to safety reasons, we work with the flight planning and airport authorities to try to accommodate these requests in Abu Dhabi.

We can provide pallets or containers which can be built up at a museum, gallery or warehouse or provide build up at the cargo terminal. The specialist logistics company should make all arrangements with the airport authorities to seek approval to do this, which could remove the requirement for X-Ray scanning.

Please let us know if you would like to arrange a tour of our facility in Abu Dhabi. Our email address is FlyCulture@etihad.ae.

Data Loggers

When your valuable shipment travels, you want to know that the temperature, humidity and handling of the shipment throughout its journey has been maintained at the right levels. Etihad has approved ShockLog 298 with standard Alkaline AA (LR6) batteries to operate on our Boeing 777, Boeing 787 and Airbus A380 aircraft.

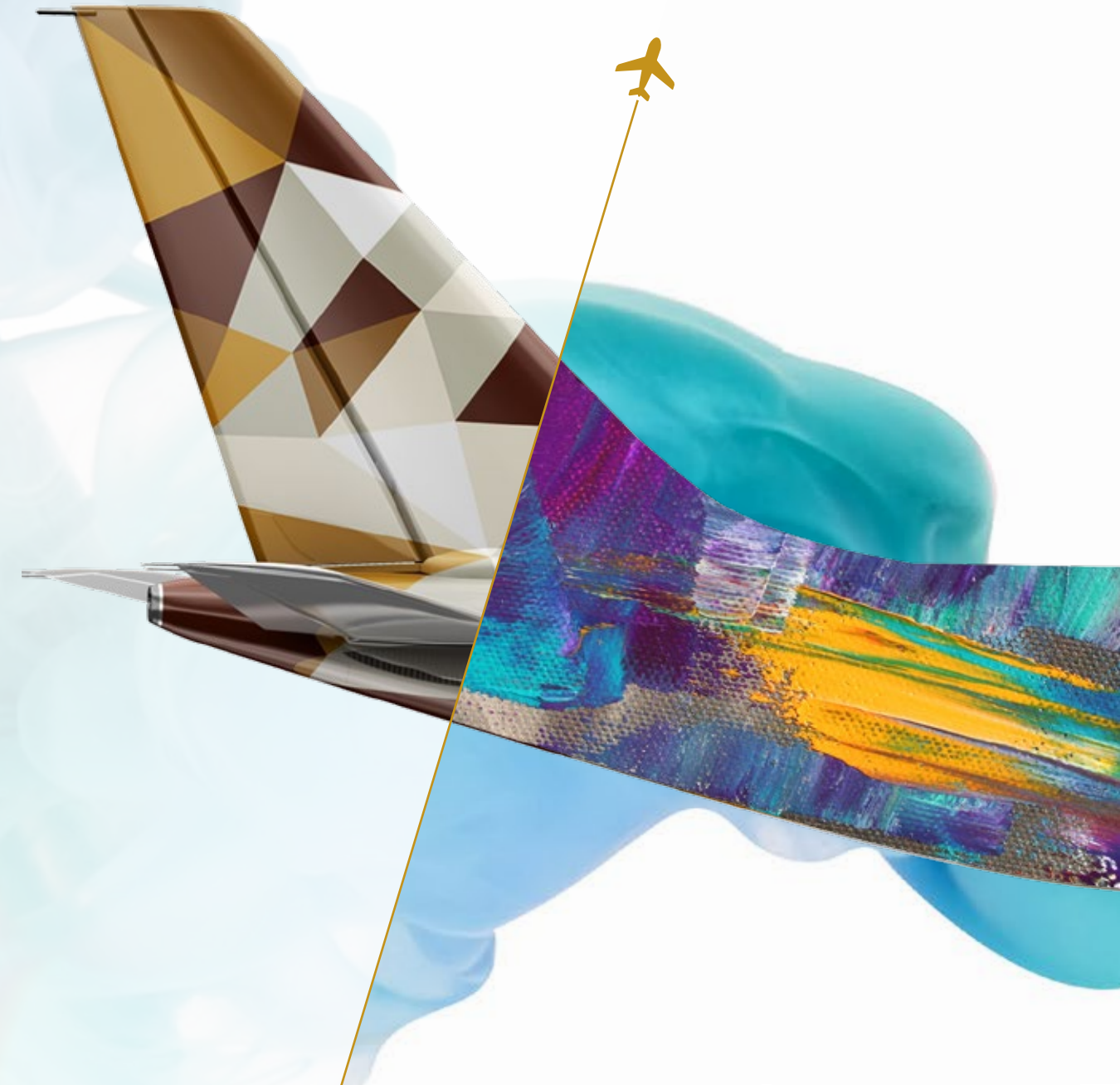
Please contact us to discuss the use of any other data loggers with standard alkaline or Lithium batteries.

Etihad Cargo

Established in 2004, Etihad Cargo is the fast growing cargo division of Etihad Airways, the National Airline of the UAE. From our hub at Abu Dhabi International Airport, we offer our customers a range of cargo services linked to our expanding international route network and aircraft fleet.

Complementing the belly-hold capacity on our passenger fleet of over 100 aircraft, we operate a fleet of 10 dedicated cargo aircraft (freighters) that fly on scheduled services to Europe, North and South America, Asia, Australia, the Middle East, the Indian Subcontinent and Africa. Collectively, we offer our customers access to over 130 existing or announced passenger and cargo destinations, 11 of which are operated exclusively with freighters. In addition, through our partners, we can also offer more frequencies, destinations as well as different routings. For FlyCulture, we will work with partner airlines to deliver as much of the service as possible.

Etihad Cargo caters to varying business segments by offering specialised products and services covering general and premium freight and valuable cargo. We also offer our freighters on charters to enable bespoke routing requiring a turnkey solution. Customers can book their services directly through our network of Etihad Cargo offices worldwide.



Other services for your precious shipments offered by Etihad Cargo

We know that valuables come in all shapes and sizes and at Etihad Cargo we pride ourselves on offering a range of services to offer you peace of mind throughout your shipments' journey.





A service dedicated to moving valuable cargo with the highest degree of care and security designed to support the requirements of global security companies, freight forwarders, companies and individuals.

- Fast and secure airport to airport transportation
- Shipments transported in sealed valuable cargo boxes, or for larger volumes in sealed containers
- Priority boarding and offloading, supported with pre-alerts and security escorts
- Storage of shipments at airports in secure areas, accessible only by authorized staff
- Three hours shipment tender and retrieval at both origin and destination airports

For bookings and enquiries,
please contact your local Etihad Cargo sales office



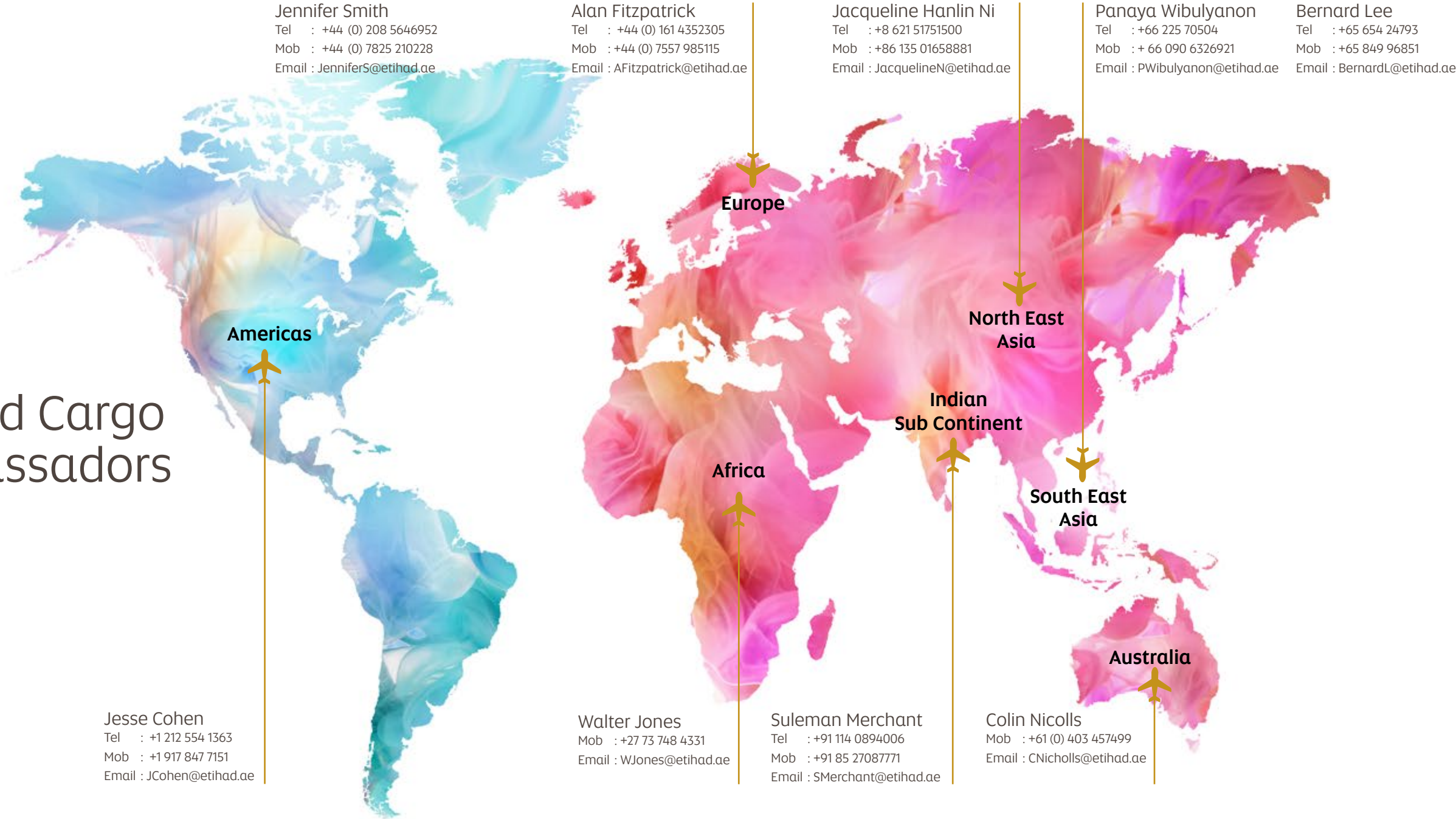
مشروع مشترك مع الاتحاد للطيران
A JOINT VENTURE WITH ETIHAD AIRWAYS

A joint-venture between Etihad Cargo and Armaguard Group based in Abu Dhabi; Armaguard is a specialised service provider with a full suite of secure logistics services to transport your precious cargo around the world. Offering 24/7 customer clearance at Abu Dhabi International Airport, we provide you with the fastest turnaround using our local fleet of armoured vehicles operated by trained and specialised crew. We also offer secure and bonded vaulting facilities within the airport, airside escort and handling, storage and staging.

- Precious cargo
- Import and export
- Domestic transport and dedicated vehicles
- Secure vaulting
- Customs brokerage
- Luxury goods security
- Events management

Armaguard operate to all Etihad online destinations.
For bookings and enquiries, please contact us:
Tel: + 971 2 511 5770, + 971 2 511 4845
Email: sales@armaguard.ae

Worldwide Etihad Cargo FlyCulture Ambassadors





For any questions please email FlyCulture@etihad.ae
or contact your local Etihad Cargo sales office
www.etihadcargo.com/flyculture