

To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Cc: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
From: [REDACTED]
Sent: Thur 2/25/2021 1:40:32 PM
Subject: RE: Temp deviation BON shipment (074-42488423)
Received: Thur 2/25/2021 1:40:34 PM

Hi [REDACTED]

Thank you for your suggestion. The vaccine trays were directly placed in the dry ice (without any protection). The vaccine tray dims are 22.9*22.9*4cm (l*w*h). Will WC supply these ziplock bags? In order to be sure that the ziplock bags will protect as we aim, we would like to perform a (small) test with the ziplock bags before sending the second vaccine batch to the islands.

Kind regards,

[REDACTED]

Van: [REDACTED] <[REDACTED]@worldcourier.nl>

Verzonden: donderdag 25 februari 2021 12:38

Aan: [REDACTED] <[REDACTED]@rivm.nl>; [REDACTED] <[REDACTED]@worldcourier.nl>; [REDACTED]
 <[REDACTED]@worldcourier.fr>; [REDACTED] <[REDACTED]@worldcourier.nl>

CC: [REDACTED] <[REDACTED]@rivm.nl>; [REDACTED] <[REDACTED]@rivm.nl>; [REDACTED]
 <[REDACTED]@worldcourier.co.uk>; [REDACTED] <[REDACTED]@worldcourier.fr>

Onderwerp: RE: Temp deviation BON shipment (074-42488423)

Hi [REDACTED]

Thank you.

I do not know how and with what protection the trays were put in the dry ice and sticking to the trays for me looks like a "problem" that may be solved by using plastic ziplock bags, assuming the trays fit of course. Using plastic bags do not impact the qualification duration of the GDI's.

Hope this helps.

Kind regards,

[REDACTED]

From: [REDACTED] <[REDACTED]@rivm.nl>

Sent: woensdag 24 februari 2021 10:49

To: [REDACTED] <[REDACTED]@worldcourier.nl>; [REDACTED] <[REDACTED]@worldcourier.nl>; [REDACTED]
 <[REDACTED]@worldcourier.fr>; [REDACTED] <[REDACTED]@worldcourier.nl>

Cc: [REDACTED] <[REDACTED]@rivm.nl>; [REDACTED] <[REDACTED]@rivm.nl>; [REDACTED]
 <[REDACTED]@worldcourier.co.uk>; [REDACTED] <[REDACTED]@worldcourier.fr>

Subject: RE: Temp deviation BON shipment (074-42488423)

CAUTION: This email originated from outside of the organization. DO NOT CLICK links or open attachments unless you recognize the sender and know the content is safe.

Goodmorning [REDACTED]

Thank you for your explanation.

For time being we will not consider to purchase the GTC packages, as I believe rental is more cost efficient

Can you still have a look at following?

- Upon arrival at destination it seemed that some dry ice 'sticked' to the vaccine trays, preventing immediate storage into the ultra-low freezer. To prevent recurrence we aim to prevent direct contact between dry ice and vaccine trays. Do you have any idea how to cope with this issue without violating the GDI validation criteria?

Mvgr,

Met vriendelijke groeten,

5.1.2e

5.1.2e



Rijksinstituut voor Volksgezondheid
en Milieu
Ministerie van Volksgezondheid,
Welzijn en Sport

Dienst Vaccinvoorziening en Preventieprogramma's (RIVM-DVP)
Rijksinstituut voor Volksgezondheid en Milieu
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Postbus 1 | 3720 BA | Bilthoven

T +
M

5.1.2e

5.1.2e [@rivm.nl](mailto:5.1.2e@rivm.nl)
<https://www.rivm.nl>

Van: 5.1.2e <5.1.2e@worldcourier.nl>

Verzonden: woensdag 24 februari 2021 08:43

Aan: 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e <5.1.2e@worldcourier.fr>; 5.1.2e <5.1.2e@worldcourier.nl>

CC: 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.fr>

Onderwerp: RE: Temp deviation BON shipment (074-42488423)

Dear 5.1.2e

Thanks again for your email.

Unfortunately there is no assurance that if you book as a Pharma product +15 +25 or +2 + 8, ultimately this temperature is maintained during flight. I believe KLM offers a best effort, but Pharma means more than only maintaining the temperature during flight, it also offers people from the airline/handler that are trained handling Pharma products and that products where possible and required are stored at the right temperature before or after flight arrival. I wouldn't say though that buying a pharma service would also assure or guarantee that your product is kept between the right temperature during flight, I would be inclined to say that it is a commercial best effort from the airline to maintain this temperature. Not being an expert so maybe our OPS people can comment on this as well and probably KLM can answer this question even more better. This is one of the reasons we use qualified packaging that can handle those temperature fluctuations when these occur.

For the dry ice shipment. I can tell that usually when we have both a refrigerated and a dry ice shipment on the same flight/same destination we book those on a separate MAWB. Reason for this; if a dry ice shipment is located close to a refrigerated shipment, the refrigerated shipment may become too cold, due to the dry ice shipment sitting next to it. It simply does release cold, especially since they do need to release cold gasses (sublimation) to prevent the box from exploding. So yes, the logger on top may not be accurately measuring the ambient temperature for that reason, usually we only rely on those outside loggers if there is a product inner temperature excursion as part of the root cause investigation.

Regarding the ORCA single use; this is not a packaging we offer as a standard solution. We may look at GTC's that do not need to be

returned, however in practice this would mean you buy those from us, we did that in the past. If you want us to look at that option we can do that, however this is not a standard practice.

Please let me know if you have any more questions, would be happy to assist.

Kind regards,

5.1.2e

5.1.2e

AmerisourceBergen
World Courier Holland B.V.

5.1.2e

Phone: 5.1.2e
Mobile: 5.1.2e

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2132 WV Hoofddorp
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United in our responsibility to create healthier futures

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From: 5.1.2e <5.1.2e@rivm.nl>

Sent: maandag 22 februari 2021 22:58

To: 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e <5.1.2e@worldcourier.fr>; 5.1.2e <5.1.2e@worldcourier.nl>

Cc: 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>

Subject: RE: Temp deviation BON shipment (074-42488423)

CAUTION: This email originated from outside of the organization. DO NOT CLICK links or open attachments unless you recognize the sender and know the content is safe.

Dear 5.1.2e

Thx for feedback; the product temperature is -75C. I fully agree that the internal/ product temperature is leading. This temperature is safeguarded because of using the validated GDI package.

On the other hand KLM should also fulfill the requirement to ensure the temperature range of +15 - +25 degrees or +2 to +8C. Proper temperature control is one of the reasons to book our shipments as pharma product. To my understanding the (inner) EPS box used in the GDI systems should isolate the dry ice temperature to such extent that 'cold radiation' can be neglected, meaning that the temp reader which was placed on top of the outside part of the package, should measure the proper surroundings temperature. Can you confirm this?

I don't know if Rene already shared following information/ feedback:

- Upon arrival at destination it seemed that some dry ice 'sticked' to the vaccine trays, preventing immediate storage into the ultra-low freezer. To prevent recurrence we aim to prevent direct contact between dry ice and vaccine trays. Do you have any idea how to cope with this issue without violating the GDI validation criteria?

Last question/ remark:

It seems that Intelsius, the GDI manufacturer also offers single use -20C // +2-8C packages, the so-called ORCA single use packages (<https://intelsius.com/wp-content/uploads/2018/08/ORCA-Single-Use-Product-Sheet-V2.pdf>). Do you also offer these packages for our vaccine products? To my opinion single use package eliminates the return logistics for the current GTC packages.

Thx,

Met vriendelijke groeten,

5.1.2e
5.1.2e



Rijksinstituut voor Volksgezondheid
en Milieu
Ministerie van Volksgezondheid,
Welzijn en Sport

Dienst Vaccinvoorziening en Preventieprogramma's (RIVM-DVP)
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A. van Leeuwenhoeklaan 9 | 3721 MA | Bilthoven
Postbus 1 | 3720 BA | Bilthoven

T
5.1.2e

5.1.2e @rivm.nl
<https://www.rivm.nl>

Van: 5.1.2e <5.1.2e@worldcourier.nl>

Verzonden: maandag 22 februari 2021 11:26

Aan: 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e
<5.1.2e@worldcourier.fr>; 5.1.2e <5.1.2e@worldcourier.nl>

CC: 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e
<5.1.2e@worldcourier.co.uk>

Onderwerp: RE: Temp deviation BON shipment (074-42488423)

Hi 5.1.2e

5.1.2e is enjoying a few days off.

There is nothing against it to book a +15 / +25 service, but it can also depend on the stability of the product you are shipping. For example +2 / + 8 storage and distribution might cause dry ice become too cold, even up to -90/-91 in some instances. The packaging we used is perfectly able to maintain the temperature for the required duration of the transport.

More importantly I would consider the internal temperature as leading, maybe I overlooked this but what was the internal temperature so product temperature...do you know? Sorry if I am interfering in a discussion that already started, and maybe my colleagues can add some input as well.

Thanks and kind regards

5.1.2e

5.1.2e
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From: [redacted] <[redacted]@rivm.nl>
Sent: maandag 22 februari 2021 07:47
To: [redacted] <[redacted]@worldcourier.nl>; [redacted] <[redacted]@worldcourier.fr>; [redacted] <[redacted]@worldcourier.nl>
Cc: [redacted] <[redacted]@rivm.nl>; [redacted] <[redacted]@rivm.nl>; [redacted] <[redacted]@worldcourier.co.uk>; [redacted] <[redacted]@worldcourier.nl>
Subject: RE: Temp deviation BON shipment (074-42488423)

CAUTION: This email originated from outside of the organization. DO NOT CLICK links or open attachments unless you recognize the sender and know the content is safe.

Goodmorning World Courier team,

Could you, based on your experience with similar shipments for other customers comment on the findings reported by KLM?

In addition: honestly speaking I don't understand the reason why shipments with dry ice are booked to be kept between +15 - +25 dgr C, and not between +2 - + 8 degr C. The higher the surrounding/ outside temperature the higher the sublimation rate of the dry ice. Should we therefore not opt to keep the outside temperature as low as possible, provided the cool room / freezer is sufficiently ventilated to remove harmful concentrations of CO2?

Kind regards,

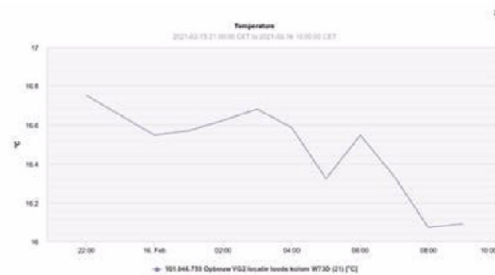
[redacted]

Van: [redacted] (SPLQS) - KLM <[redacted]@klm.com>
Verzonden: vrijdag 19 februari 2021 14:52
Aan: [redacted] <[redacted]@rivm.nl>; [redacted] (SPLFW) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@worldcourier.nl>; [redacted] (PH) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@worldcourier.fr>; [redacted] <[redacted]@worldcourier.nl>
CC: [redacted] (CASD PH) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@rivm.nl>; [redacted] <[redacted]@rivm.nl>; [redacted] <[redacted]@worldcourier.co.uk>; [redacted] <[redacted]@worldcourier.nl>
Onderwerp: [Spam] RE: Temp deviation BON shipment (074-42488423)

Hi [redacted] All,

Please find our preliminary findings.

- Shipment was accepted at 19:15 15 Feb.
 - FOH 15FEB 1844 AMS NL 15FEB 1944 2 (freight on hand)
 - BKX 15FEB 1900 AMS NL KL 779 16FEB BON BQ 2 97.0
 - BKD 15FEB 1900 AMS NL KL 779 16FEB 1105 BON BQ 2 95.5
 - RCS 15FEB 1916 AMS NL 15FEB 2 (received from shipper)
- Shipment was immediately build in AKE container to guarantee container was used as per request of customer. Container was kept in warehouse area where temperature was above 15 degrees for entire time of storage



- Shipment was prepared for transport to aircraft at 8:30 on 16feb. Shipment arrived at gate around 9am on 16 feb.

Time	Date	Event	Event Description	UserId
9:04	16-02	LOCN	EOB	WP071ST
8:54	16-02	ACS-RIDE	08:55 16-02-21	WP071ST
8:31	16-02	LOCN	SPD	WP062LK
21:42	15-02	POS	12*	WP021AK
21:41	15-02	XFUM	XFUM Creation sent for ULD	MQ_XFUMPUT
21:41	15-02	ULD READY	ULD ready for outgoing flight	WP131LE
21:41	15-02	STATUS	T	WP131LE
21:10	15-02	FACT3	STAN BIJ BUILOUP VOOR KANTOOR	WP022BR
21:01	15-02	FACT1	ICES. CRT. CODE RUBY MUSTFLY COVID VACCINE	WP022BR
21:01	15-02	FACT1-CONT	S	WP022BR
20:59	15-02	FACT1	ICES. CRT.	WP041DK
20:58	15-02	FACT1	ICES. CRT. DJOECHRO.	WP041DK
20:48	15-02	FACT1	ICES.	WP041DK
20:47	15-02	FACT1	ICES. DJOECHRO.	WP041DK
20:22	15-02	HEIGHT	180 ACTUAL	WP042KL
20:22	15-02	HEIGHT	180 PLANNED	WP042KL

- AKE97860KL was loaded at aircraft position cargo hold 41R , AFT HOLD TEMP set was 18-24C.
- Actual temp readings in hold:

- o AFT CARGO

During take-off 19 degrees, decreasing to a minimum of 12 degrees for a short time during cruise, climbing to 18 degrees at landing.

Only during transport from the warehouse to the flight has the shipment been exposed to ambient temperatures that are anywhere near the indicated temperatures in the sensor read out. This transport lasted a maximum of 2 hours which is according to our process specs.

We suspect the following has happened:

- This shipment is cooled by dry ice to an internal temperature of -80 degrees Celsius
- A box at such low temperatures will 'radiate' part of this cold
- The box was built in an AKE container as per customer request at 21:00 on 15 February. This corresponds with the decline in temperature in the graph
- An AKE is a closed container from which cold air cannot easily escape
- Next to the cooled shipment, this AWB consisted of packages that require no cooling but had to be built together in this AKE as per customer request. Depending on the way of building the position of the sensor might have been blocked by other shipments resulting in a reading that is inconsistent with the actual ambient temperatures
- Due to the cold radiation in a closed container and potentially blockage by other boxes of the same AWB the readings of the sensor might not be correct or at least not corresponding to the ambient temperatures in which the shipment was kept
- At arrival at BON airport and after breakdown of the container the temperature suddenly rises again.

Why we suspect the above scenario:

- The drop in temperature starts from the moment the shipment is built in the container.
- The temperature stays very constant during the complete journey of the shipment while there are multiple process steps in between that should have had impact on the registered temperature (for instance the transport from warehouse to aircraft)
- All our information indicate higher ambient temperatures than the registered ones (Location and temperature during storage, location and temperature during flight)

- Exactly at the moment the shipment is taken out of the container the temperature rapidly increases again.

Good to mention too that looking at the graph also during transport from Movianto to SPL the same seems to happen as the temperature was below 15 degrees when we accepted the shipment.

From our perspective it seems that handling of the shipment has been done correctly. It is hard to prevent these readings as even when build up on a PMC the box might be directly next to another one of the same shipment leading to inconsistent readings.

Perhaps placement of a temp logger on a different location on the box might be useful but since the internal temperature of the shipment is so low some disturbance of the sensor readings especially for a build-up shipment is to be expected as the temperature during transport from Movianto to SPL also indicates.

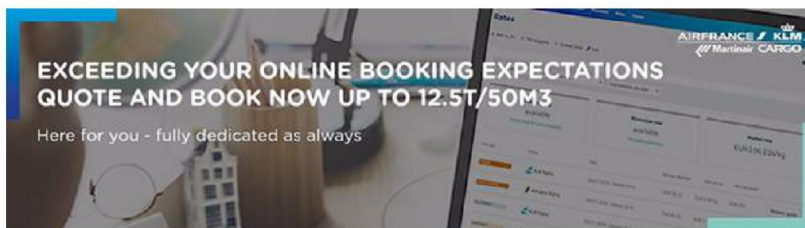
When we have more information, we will let you know.

Regards,

5.1.2e

Air France KLM Martinair Cargo
Handelskade 1, 1118 DA, Schiphol

Air France – KLM Cargo proudly partners with DELTA Cargo



From: 5.1.2e (SPLQS) - KLM

Sent: Friday, February 19, 2021 9:16 AM

To: 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e@worldcourier.fr; 5.1.2e <5.1.2e@worldcourier.nl>

Cc: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

Subject: RE: Temp deviation BON shipment (074-42488423)

Hi 5.1.2e

I've started a CAPA report on this temperature deviation. I'll let you know as soon as I hear the outcome.

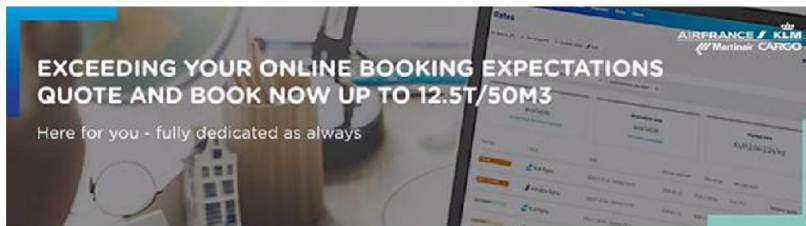
Regards,

5.1.2e

5.1.2e

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Handelskade 1, 1118 DA, Schiphol

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From: 5.1.2e <5.1.2e@rivm.nl>

Sent: Friday, February 19, 2021 9:09 AM

To: 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>; 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>;
 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>;
 5.1.2e @worldcourier.fr; 5.1.2e <5.1.2e@worldcourier.nl>

Cc: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e
 <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

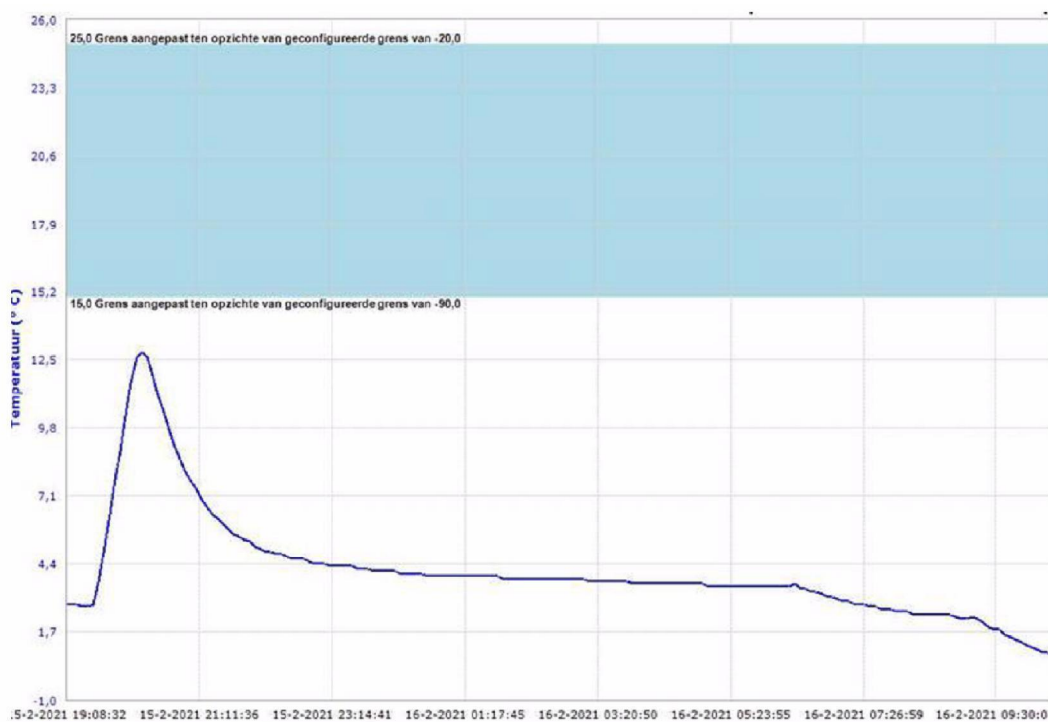
Subject: RE: Temp deviation BON shipment (074-42488423)

Hi 5.1.2e

See below. Shipment time of acceptance @ KLM15FEB/20:16.
 The blue bar in the graph shows the +15 - + 25 °C range.

Awaiting the outcome of your investigation.

Rgds, 5.1.2e



Van: 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>

Verzonden: vrijdag 19 februari 2021 07:55

Aan: 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e@worldcourier.fr; 5.1.2e <5.1.2e@worldcourier.nl>

CC: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

Onderwerp: RE: Temp deviation BON shipment (074-42488423)

Hi 5.1.2e

Thanks for letting us know.
We will immediately investigate.
Do you have the full read out of the sensor?

With kind regards,

5.1.2e

From: 5.1.2e <5.1.2e@rivm.nl>

Sent: Thursday, February 18, 2021 9:09 PM

To: 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>; 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e@worldcourier.fr; 5.1.2e <5.1.2e@worldcourier.nl>

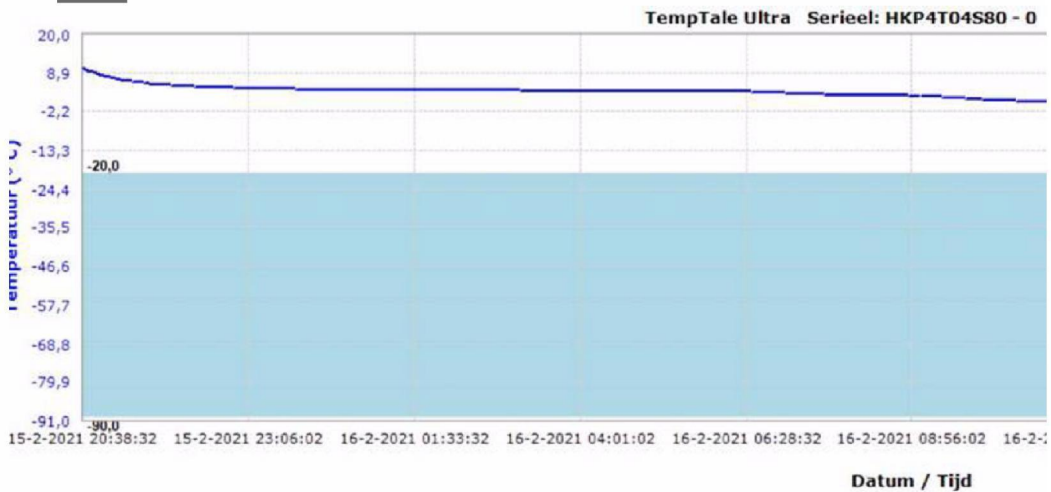
Cc: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

Subject: Temp deviation BON shipment (074-42488423)

Good evening KL team,
 Shipment to BON (074-4248 8423) was booked as Customized Pharma +15+25 shipment.
 Below a print screen of the temp tale read out (located on the outside of shipment box)

Can you investigate internally and revert with outcome?

Rgds, [redacted]



Van: [redacted] (SPLQS) - KLM <[redacted]@klm.com>

Verzonden: donderdag 18 februari 2021 19:53

Aan: [redacted] (SPLFW) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@worldcourier.nl>; [redacted] (PH) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@worldcourier.fr>; [redacted] <[redacted]@worldcourier.nl>; [redacted] <[redacted]@rivm.nl>

CC: [redacted] (CASD PH) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@rivm.nl>; [redacted] <[redacted]@rivm.nl>; [redacted] <[redacted]@worldcourier.co.uk>; [redacted] <[redacted]@worldcourier.nl>

Onderwerp: Re: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

Goedenavond,

Alles is vandaag weer goed afgehandeld ,volgens afgesproken procedure.

Groet,

[redacted]

Get [Outlook for Android](#)

From: [redacted] <[redacted]@rivm.nl>

Sent: Tuesday, February 16, 2021 9:33:54 PM

To: [redacted] (SPLFW) - KLM <[redacted]@klm.com>; [redacted] (SPLQS) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@worldcourier.nl>; [redacted] (PH) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@worldcourier.fr>; [redacted] <[redacted]@worldcourier.nl>

Cc: [redacted] (CASD PH) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@rivm.nl>; [redacted] <[redacted]@rivm.nl>; [redacted] <[redacted]@worldcourier.co.uk>; [redacted] <[redacted]@worldcourier.nl>

Subject: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

Hi 5.1.2e
Good! Thx for confirmation.

Fijne avond,
5.1.2e

Van: 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>

Verzonden: dinsdag 16 februari 2021 19:34

Aan: 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e@worldcourier.fr; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e <5.1.2e@rivm.nl>

CC: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

Onderwerp: Re: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

Hi 5.1.2e

Communication and delivery was clear and timely.
Designed proces was followed and all checks have been performed.
Shipment is safely in storage.

With kind regards,
5.1.2e

From: 5.1.2e <5.1.2e@rivm.nl>

Sent: Tuesday, February 16, 2021 7:29:30 PM

To: 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>; 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e@worldcourier.fr <5.1.2e@worldcourier.fr>; 5.1.2e <5.1.2e@worldcourier.nl>

CC: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

Subject: Re: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

Goodevening KL team,
Kindly confirm if any issues during todays delivery of CUR shipment.

- *FWB data timely & correct?
- *communication with WC in regard to actual delivery time (truck left Movianto around 1620 iso 1600 as we had to wait for customs clearance)
- *Police escort up to KL premises or up to shipment unloading?
- *Cargo delivery at designated trucking dock?
- *dry ice check ok?
- *any other issue?

Thx,
5.1.2e

Van: 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>

Datum: 15 februari 2021 om 22:19:01 CET

Aan: 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e@worldcourier.fr <5.1.2e@worldcourier.fr>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e <5.1.2e@rivm.nl>

CC: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

Onderwerp: Re: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

Hi 5.1.2e

It was not particularly smooth sailing.

The instructions for the delivery process were not adhered to and there was an issue with the DGD that has been solved on the spot by one of our employees. It could have been a reason to reject the shipment.

5.1.2e will plan a meeting first thing tomorrow to evaluate as this has to improve for the next shipments.

The shipment has been excepted, DG check completed and given RCS.

With kind regards,

5.1.2e

From: 5.1.2e <5.1.2e@rivm.nl>

Sent: Monday, February 15, 2021 10:03:52 PM

To: 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e @worldcourier.fr <5.1.2e@worldcourier.fr>; 5.1.2e @worldcourier.nl <5.1.2e@worldcourier.nl>

Cc: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

Subject: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

Goedeavonding KL team,

I do assume, that no news is good news, and shipments delivered RFC @ KLM incl DG check being ok?

All (2) Booked (0) Check-In (0) En route (2) Delivery (0)

AWB, Destination, Shipper, Consignee, Commodity, Servi				
STATUS	LABEL	UPDATED	AWB	DEST
OK ON SCHEDULE		15Feb 20:49	074-42488412	AUA
OK ON SCHEDULE		15Feb 20:38	074-42488423	BON

Mvgr, 5.1.2e

Van: 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>

Verzonden: maandag 15 februari 2021 16:29

Aan: 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e @worldcourier.fr; 5.1.2e <5.1.2e@worldcourier.nl>

CC: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

Onderwerp: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

H! 5.1.2e

Are the shipments on their way from Oss already? Are the finals already done? Please send in the FWB as soon as possible before delivery. And if you have a copy of the AWBs, please send these as well!

Regards,

5.1.2e

Air France KLM Martinair Cargo
Handelskade 1, 1118 DA, Schiphol

Air France – KLM Cargo proudly partners with DELTA Cargo



From: [redacted] <[redacted]@worldcourier.nl>
Sent: Monday, February 15, 2021 12:03 PM
To: [redacted] (SPLFW) - KLM <[redacted]@klm.com>; [redacted] (SPLQS) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@rivm.nl>; [redacted] (PH) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@worldcourier.fr>; [redacted] <[redacted]@worldcourier.nl>
Cc: [redacted] (CASD PH) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@rivm.nl>; [redacted] <[redacted]@rivm.nl>; [redacted] <[redacted]@worldcourier.co.uk>; [redacted] <[redacted]@worldcourier.nl>
Subject: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

Hi [redacted]

Attached you will find a copy of the driver's ACN-pas as well as a copy of his ID.

Met vriendelijke groet / Best regards,

[redacted]

AmerisourceBergen
 World Courier Holland B.V.

[redacted]

+31 20 [redacted]

Diamantlaan 14-16
 2132 WV Hoofddorp
 The Netherlands
www.worldcourier.com

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<https://www.worldcourier.com/insights/covid-19-contact-free>



From: [redacted] (SPLFW) - KLM <[redacted]@klm.com>
Sent: maandag 15 februari 2021 11:48

To: 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.fr>; 5.1.2e <5.1.2e@worldcourier.nl>
Cc: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>
Subject: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

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Ok great, than there is no need for use to have his/her details as we keep the designed process.

Thanks 5.1.2e

Mvg,
5.1.2e

From: 5.1.2e <5.1.2e@worldcourier.nl>

Sent: Monday, February 15, 2021 11:45 AM

To: 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>; 5.1.2e (SPLQS) - KLM <5.1.2e@rivm.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e@worldcourier.fr; 5.1.2e@worldcourier.nl
Cc: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e@rivm.nl; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>
Subject: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

Hi 5.1.2e

The second driver can handover the papers outside the gate.

Met vriendelijke groet / Best regards,

5.1.2e

AmerisourceBergen
World Courier Holland B.V.

5.1.2e

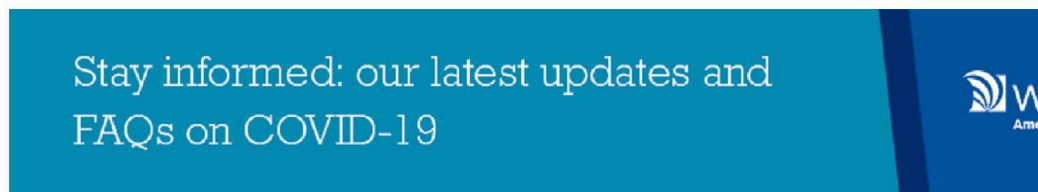
+31 20 5.1.2e

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From: 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>
Sent: maandag 15 februari 2021 11:24
To: 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.fr>; 5.1.2e <5.1.2e@worldcourier.nl>

Cc: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

Subject: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

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Does this second driver need to get access to the KLM premises?
If not and handover can be done outside of gate, fine by us.
If so we have to arrange access.

Regards,

5.1.2e

From: 5.1.2e <5.1.2e@worldcourier.nl>
Sent: Monday, February 15, 2021 11:18 AM
To: 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>; 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.fr>; 5.1.2e <5.1.2e@worldcourier.nl>
Cc: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

Subject: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

Hi 5.1.2e

We will have the driver, who has the papers and labels, wait at KLM. As soon as the transport arrives he can then handover the paperwork and labels to the driver who performed the transport. This should not be a problem right?

Met vriendelijke groet / Best regards,

5.1.2e

AmerisourceBergen
World Courier Holland B.V.

5.1.2e

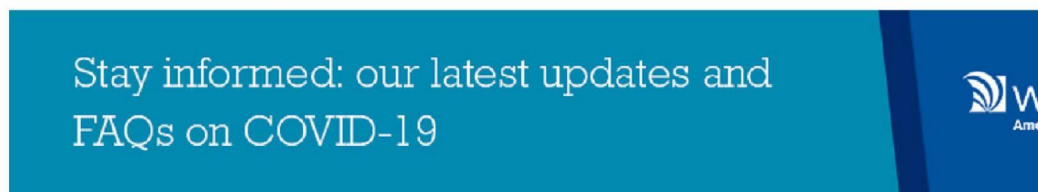
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<https://www.worldcourier.com/insights/covid-19-contact-free>



From: 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>
Sent: maandag 15 februari 2021 10:59
To: 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.fr>; 5.1.2e <5.1.2e@worldcourier.nl>
Cc: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e

< [REDACTED] 5.1.2e @rivm.nl>; [REDACTED] 5.1.2e < [REDACTED] 5.1.2e @worldcourier.co.uk>; [REDACTED] 5.1.2e < [REDACTED] 5.1.2e @worldcourier.nl>
Subject: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

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Hi [REDACTED] 5.1.2e

Do I understand correctly a different driver then the truck driver will bring the paperwork?
 Isn't it better to keep this with the original truck driver as we now have the process set up for that?

Regards.

[REDACTED] 5.1.2e

From: [REDACTED] 5.1.2e < [REDACTED] 5.1.2e @worldcourier.nl>
Sent: Monday, February 15, 2021 10:38 AM
To: [REDACTED] 5.1.2e (SPLQS) - KLM < [REDACTED] 5.1.2e @klm.com>; [REDACTED] 5.1.2e < [REDACTED] 5.1.2e @rivm.nl>; [REDACTED] 5.1.2e (PH) - KLM < [REDACTED] 5.1.2e @klm.com>; [REDACTED] 5.1.2e @worldcourier.fr; [REDACTED] 5.1.2e < [REDACTED] 5.1.2e @worldcourier.nl>
Cc: [REDACTED] 5.1.2e (CASD PH) - KLM < [REDACTED] 5.1.2e @klm.com>; [REDACTED] 5.1.2e (SPLFW) - KLM < [REDACTED] 5.1.2e @klm.com>; [REDACTED] 5.1.2e < [REDACTED] 5.1.2e @rivm.nl>; [REDACTED] 5.1.2e < [REDACTED] 5.1.2e @rivm.nl>; [REDACTED] 5.1.2e < [REDACTED] 5.1.2e @worldcourier.co.uk>; [REDACTED] 5.1.2e < [REDACTED] 5.1.2e @worldcourier.nl>
Subject: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

Good morning [REDACTED] 5.1.2e

Thank you very much for the updated pictures.

I will make sure to provide you with the final copy of the awb and a digital copy of the ACN-pas of the driver before the delivery at KLM.

Once the complete shipment at Movianto is packed, weighed and made secure we will finalize the awb, the labels and export clearance. You will have the awb before the transport will arrive. Another driver will be delivering the labels and the awb to KLM. I will also provide you with all the required details of this driver, including a digital copy of his/her ACN-pas.

Met vriendelijke groet / Best regards,

[REDACTED] 5.1.2e

AmerisourceBergen
 World Courier Holland B.V.

[REDACTED] 5.1.2e

+31 20 [REDACTED] 5.1.2e

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 FAQs on COVID-19



From: 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>
Sent: maandag 15 februari 2021 9:42
To: 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.fr>; 5.1.2e <5.1.2e@worldcourier.nl>
Cc: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>
Subject: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

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Hi 5.1.2e

Please find attached two improved pictures, as there seemed to be a little error in the last one, it's now clearer which one is the right door to Documentation ("D" on the MAP).

Can you please also make sure that today (as soon as possible) before delivery we receive from you:

- Digital copy AWB as soon as this is final (preferably way before shipment arrives here).
- A digital copy of the drivers ACN pass.

In English:

If we don't have a digital copy in advance, the driver will need to go into the Documentation office at D to deliver the documentation, and wait until he receives the ACN pass back before he can continue (does not usually take long). If we have the ACN pass and AWB copy digitally, the driver only needs to deliver documents and then he can continue to Freightbuilding 3.

And in Dutch:

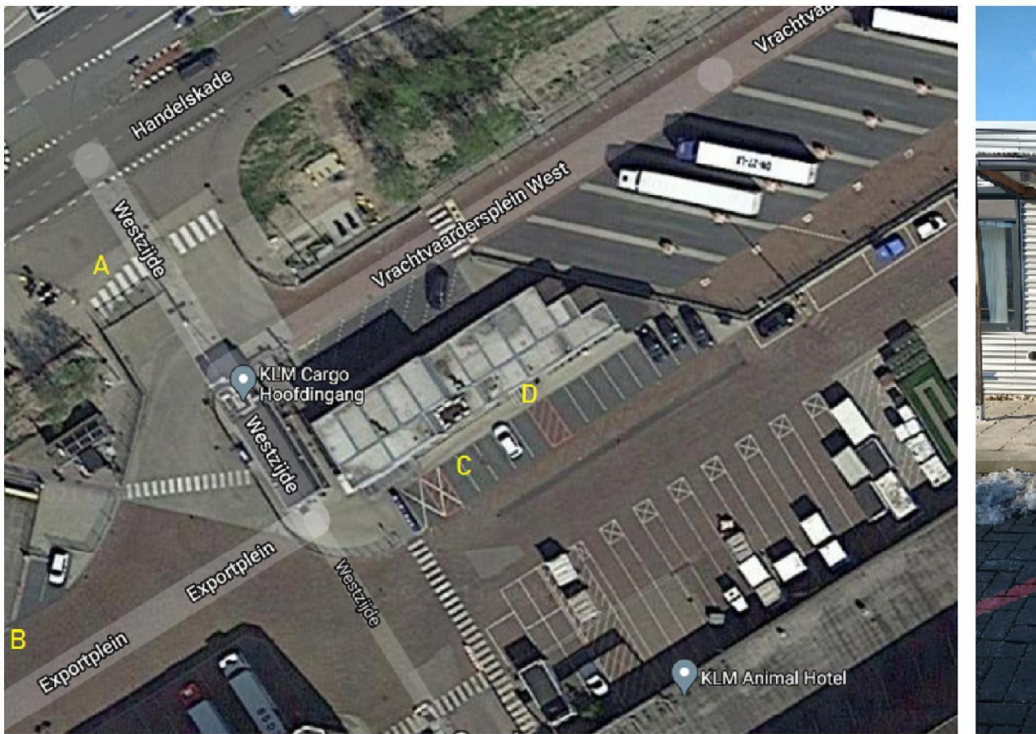
Als we niet van te voren een kopie ACN pas en digitale AWB krijgen dan zal de chauffeur bij DOC de documenten en zijn pas moeten afgeven, hij kan dan pas weer door als hij zijn ACN pas terug heeft (gaat snel)

Als we wel van te voren kopie ACN pas en digitale AWB krijgen dan hoeft hij alleen de documenten af te geven bij DOC en kan hij in een keer door naar Vrachtgebouw 3.

Thanks for your efforts to get these last documents in as soon as possible!

Regards,

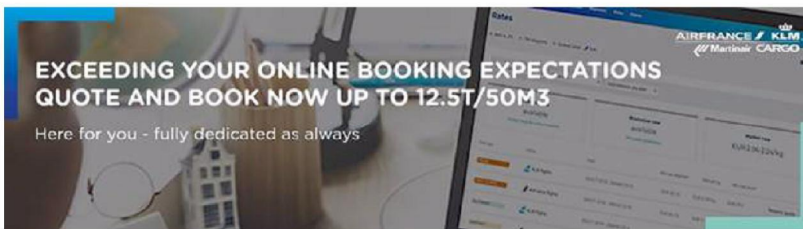
5.1.2e



5.1.2e

Air France KLM Martinair Cargo
Handelskade 1, 1118 DA, Schiphol

Air France – KLM Cargo proudly partners with DELTA Cargo



From: 5.1.2e <5.1.2e@worldcourier.nl>
Sent: Friday, February 12, 2021 6:26 PM
To: 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@ph-klm.com>; 5.1.2e <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.fr>; 5.1.2e <5.1.2e@worldcourier.nl>

Cc: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

Subject: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

Hi 5.1.2e

Thank you very much for the delivery instructions. I will add them to the job's.

Have a nice weekend.

Met vriendelijke groet / Best regards,

5.1.2e

AmerisourceBergen
World Courier Holland B.V.

5.1.2e

+31 20 5.1.2e

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2132 WV Hoofddorp
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From: 5.1.2e (SPLQS) - KLM <5.1.2e@klm.com>
Sent: vrijdag 12 februari 2021 4:59
To: 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e (PH) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@worldcourier.fr>; 5.1.2e <5.1.2e@worldcourier.nl>
Cc: 5.1.2e (CASD PH) - KLM <5.1.2e@klm.com>; 5.1.2e (SPLFW) - KLM <5.1.2e@klm.com>; 5.1.2e <5.1.2e@rivm.nl>; 5.1.2e <5.1.2e@worldcourier.nl>; 5.1.2e <5.1.2e@worldcourier.co.uk>; 5.1.2e <5.1.2e@worldcourier.nl>

Subject: RE: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

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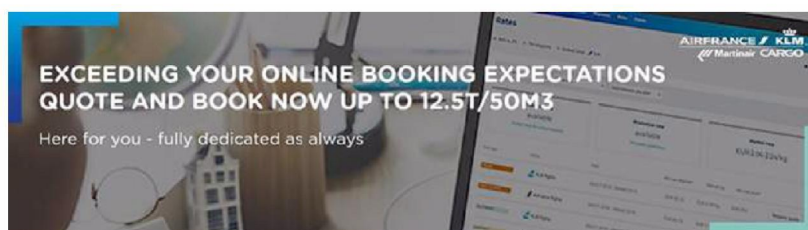
And attached picture of door at Documentation!

Enjoy your weekend!

5.1.2e

Air France KLM Martinair Cargo
Handelskade 1, 1118 DA, Schiphol

Air France – KLM Cargo proudly partners with DELTA Cargo



From: [redacted] (SPLQS) - KLM
Sent: Friday, February 12, 2021 4:39 PM
To: [redacted] <[redacted]@rivm.nl>; [redacted] (PH) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@worldcourier.fr>; [redacted] <[redacted]@worldcourier.nl>
Cc: [redacted] (CASD PH) - KLM <[redacted]@klm.com>; [redacted] (SPLFW) - KLM <[redacted]@klm.com>; [redacted] <[redacted]@rivm.nl>; [redacted] <[redacted]@rivm.nl>; [redacted] <[redacted]@worldcourier.nl>; [redacted] <[redacted]@worldcourier.co.uk>; [redacted] <[redacted]@worldcourier.nl>
Subject: DELIVERY DETAILS Vaccine distribution Dutch Caribbean

Hi all,

Please find below information regarding the delivery part at our warehouse at Schiphol.

1. We will make sure everyone is aware of the shipments arriving.
2. The truck or van with the police escort can approach the gate at location A on the map. (the direct gate at the havenmeesterweg, they do not have to take the 'detour' via the truck park and rest area)
3. The gate will be opened and both the truck as the escort can enter unto KLM premises.
4. If the delivery is done by large truck/trailer combi, it is best to briefly park the truck on the right side of the road at location B on the map.
5. If the delivery is done by smaller van, it is best to briefly park the van on one of the parking spots at location C on the map.
6. The driver can get out of the truck or van and deliver the paperwork to the documentation department at location D on the map (door on the picture)
7. After delivering the paperwork the driver does not have to wait at the documentation department but can get back into the truck immediately and drive to door 3035 at freightbuilding 3.
8. The driver can back the trailer or van towards the door but the doors of the truck have to remain closed.
9. The driver will be alerted by staff at the unloading dock when paperwork has been processed and doors can be opened.

Ook nog een keer in het Nederlands.

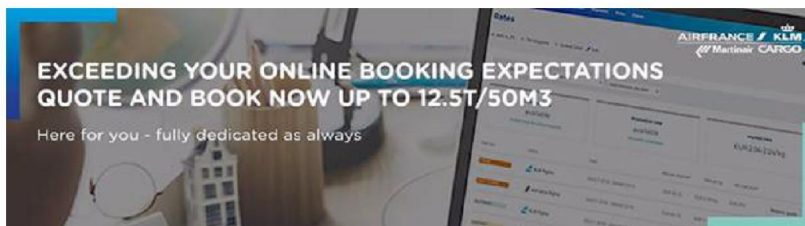
1. Wij zullen ervoor zorgen dat iedereen op de hoogte dat de zending hier aan komt.
2. De vrachtwagen of busje met politie escorte mag zich melden bij de poort op locatie A (de directe ingang aan de havenmeesterweg, zij hoeven dus niet 'om' te rijden via het vrachtwagen parkeer terrein)
3. Het hek zal worden geopend en de vrachtwagen met escorte mag het KLM terrein op.
4. Als de levering gedaan wordt met vrachtwagen met oplegger dan kan deze het beste direct na binnenkomst aan de rechterkant aan de kant van de weg parkeren ongeveer op locatie B op de kaart.
5. Als de levering gedaan wordt met een busje dan kan deze het beste linksom het gebouwtje rijden en parkeren op een van de parkeerplaatsen op locatie C op de kaart.
6. De chauffeur kan de papieren afgeven bij de documentatie afdeling op locatie D op de kaart (via de deur op de foto)
7. Na het afgeven van het papierwerk hoeft de chauffeur niet te wachten bij documentatie maar kan hij direct terug naar de vrachtwagen of bus en doorrijden naar deur 3035 bij vrachtgebouw 3.
8. De chauffeur kan de vrachtwagen of bus achteruit naar deur 3035 rijden maar de deuren van de vrachtwagen of bus moeten nog gesloten blijven.
9. Zodra de documenten zijn verwerkt zal KLM personeel de chauffeur op de hoogte stellen en kunnen de deuren worden geopend zodat men kan uitladen.



5.1.2e

Air France KLM Martinair Cargo
Handelskade 1, 1118 DA, Schiphol

Air France – KLM Cargo proudly partners with DELTA Cargo



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