

Customer Advisory, 2026

Global temperatures have been on a steady rise over the last few decades, with global mean temperatures nearing record levels in the five-year period between 2025-2029. The annually averaged global mean near-surface temperature for each year between 2025 and 2029 is predicted to be between 1.2°C and 1.9°C higher than the average over the period from 1850 to 1900.

Pre-empting extreme heat events across global routes, Air India urges all Pharmaceuticals and Healthcare customers to adopt enhanced measures to mitigate the weather impact at Critical Control points in the supply chain.

To safeguard temperature-sensitive products from potential damage during handling and transportation, Air India Pharma strongly recommends the following:

Use of High Resistance Thermal Blankets

Shipments must be 6-sides wrapped in thermal blankets to protect against radiant heat during build-up and tarmac exposure.

Passive Packaging for Sensitive Products

For sensitive Pharmaceuticals (including vaccines, clinical trials, etc), we recommend use of validated passive packaging solutions with PCM. These systems can help withstand prolonged high-temperature environments and reduce risk during unexpected delays.

Active Packaging for Ultra-Sensitive Shipments

Products requiring strict temperature control (including Biopharma, CGT, etc) should be transported in Active containers, designed to maintain precise thermal ranges throughout the journey.

Note: Air India does not promote any particular packaging solutions. The Customer is advised to choose available solutions as best suited to shipments and route.

Air India Commitment

While Air India continues to strengthen its cold-chain capabilities; ensuring robust, reliable, and compliant pharma movement throughout our network, adequate packaging based on nature of Pharmaceutical and Healthcare products would help bridge any gaps and maintain the quality, integrity and efficacy of your sensitive shipments. Air India cargo teams across our GDP-certified network would be happy to contribute to route risk assessments, as required.

For support, please contact our **Pharma Care Desk**.

