

Middle East's leading cargo monthly

June 2024

CARGO talk



Let's Keep Moving

**REACHING NEW
FRONTIERS IN**
global air cargo
consistently

**GROUND HANDLING
INNOVATIONS**
redefining the cargo industry

Rohit Thakwani
Chief Executive Officer
Airglow Aviation Group



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How ground handling innovations are redefining the cargo industry



Ground handling contributes to the success of 37 million flights every year. IATA aims to accelerate the introduction of enhanced ground support equipment (GSE) technologies into daily operations with a new programme in order to prevent expensive potential damage to aircraft on the ramp.





 Abigail Mathias

Presented at IATA's Ground Handling Conference (IGHC) in May this year, the IATA Enhanced GSE Recognition Programme recognises Ground Handling Service Providers (GHSPs) that are modernising their vehicle fleets. The programme

The programme will be deployed in phases, focusing on assessing three types of GSE related with ground damage

encourages the installation of anti-collision systems on new and existing ground support equipment (GSE) to prevent expensive potential damage to aircraft on the ramp.

The first ground handlers to obtain this recognition at various stations are Hactl and Menzies Aviation. GHSPs participating in the programme will have the opportunity for their fleets to be assessed. Those achieving a ratio of enhanced GSE to non-

enhanced GSE that exceeds a predetermined threshold will receive a recognition stamp valid for two years.

Participation in the programme will be voluntary, as part of IATA's commitment to achieving industry-wide safety improvements without imposing financial burdens on GHSPs. IATA estimates the annual cost of ground damage to aircraft could reach US\$10 billion by 2035 unless preventive action is taken.

However, transitioning 75 per cent of the global fleet of belt-loaders, cargo loaders, passenger stairs and passenger boarding bridges to Enhanced GSE would reduce the current expected ground damage cost per turn rate by 42 per cent.

The IATA Airport Handling Manual advises on the design and use of Enhanced GSE as a best practice. The programme will serve as an add-on to the IATA Safety Audit for Ground Operations, which will include the integration of Enhanced GSE into operations as of 2025.

The programme will be deployed in several phases, initially focusing on assessing the three types of GSE most associated with ground dam-

age incidents—belt loaders, ULD loaders, and passenger stairs. Over time, it will expand to include lifting and elevating GSE that docks at aircraft doors and GSE that couples to aircraft.

The programme is the latest action to facilitate the transition to Enhanced GSE. It follows the publication in late 2022 of the IATA Ground Damage Report: The Case for Enhanced Ground Support Equipment, which identified safety and sustainability benefits that could be gained from this transition. Enhanced GSE uses anti-collision and inching technology, which improves vehicle control, and increases docking accuracy. Most Enhanced GSE is electrically powered, thereby delivering sustainability gains over most non-Enhanced GSE.

“The Enhanced GSE Recognition Programme is another pillar of IATA's efforts to reduce ground damage by transitioning to Enhanced GSE fleets. The transition has been slow, despite documented gains in safety, cost-reduction, and sustainability. By recognising those companies leading the evolution, we have an objective to accelerate this critical industry transition,” said Monika Mejstrikova, Di-

rector, Ground Operations, IATA. Professionals share their thoughts on the latest developments, opportunities, and challenges within the ground handling sector.



Optimise air routes, improve cargo loading to improve efficiency, cut costs

“ Ground handling has seen many developments in the Middle East, reflecting a faster growth trajectory. Many stations across the region have operated under monopolistic conditions with only a single provider available for handling services. Recent trends indicate a shift towards greater market openness, with new competi-



Thomas Schürmann
Head, Cargo Operations
& Delivery, Etihad Cargo

tors entering the scene. The region is characterised by a disparity in airport infra ranging from ultra-modern hubs, such as Zayed International Airport, to facilities with dated infrastructure that have lagged in receiving investment. There is an effort to improve less developed stations, aimed to standardise efficiency and safety in ground operations across all airports. The challenges of ground handling mirror those found globally, although certain issues are more pronounced. One difference is the manpower challenge is less of an issue in the region. The operators can play a significant role in promoting handling companies by fostering ties and ensuring service across international locations.”

Recent trends indicate a shift towards greater market openness, with new competitors entering the scene

We invest in electrifying handling fleet to deliver worldclass services

“ Over the past few years, we have invested in advanced infrastructure and technology to consistently deliver world-class services at Dubai’s airports. Our most recent milestones include the successful launch of One Cargo, our cutting-edge cargo management system, which automates key business and operational



Guillaume Crozier
Senior Vice President,
UAE Cargo & Global
Cargo Strategy, dnata

functions with an integrated, cloud-based platform. Besides innovation, sustainability has also been a top priority. We continue to invest in the electrification of our ground handling fleet and take initiatives in order to reduce waste and recycle materials across our air cargo operations.

We have also invested in infra and technologies to consistently deliver world-class services at Dubai’s airports



Practical training centres in the Middle East are need of the hour

“ The UAE has developed over the decades into an international powerhouse for air connectivity with plans for sustainable and technology-driven future growth. Ground handling services play an important role in supporting this growth by helping meet the demand for aircraft maintenance, facilitating memorable and



Shankar Subramoniam
CEO, Salt Tech International

ensuring efficient operations for airlines and airports.

Automation is likely to play a significant role in enhancing efficiency and reducing costs. The rapid evolution of Artificial Intelligence-powered systems could enable predictive maintenance. The future of ground handling services is looking bright, and we would say this future will look brighter by the day. In the same breath, the Middle East region is short of skilled manpower. In order to keep up with the growing demand, there is a need for additional pilots, crew, technical, mechanical, and operational manpower. More academic and practical training centres and flight simulators are the need of the hour.

The future of ground handling is looking bright, and we would say this future is looking brighter by the day

Despite technology, industry dependent on skilled workforce

“ Ground handling industry has embraced technology and innovation during post COVID as volumes of time and temperature sensitive cargo have increased. We are focusing on system automation with enhanced integration to support more efficient exchanges with airlines and freight forwarders



Glyn Hughes
Director General TIACA

to smoothen out the process of cargo drop off, collection and processing, among others. Even with advancements in technology, the ground handling industry is still dependent on a skilled and motivated workforce. This is a challenge throughout the international network of global air cargo sector. The ground handler is the last line of safety and security defence and the first line of customer interaction. Success is going forward, which will require attracting and retaining employees at all levels from warehouse activity through to technology and automation design and project implementation. At the same time, this will also require new approaches for staff recruitment.

Despite advanced technology, the ground handling industry is still dependent on skilled & motivated staff





With collaborations, operators must ensure efficiency & cargo safety

“ Middle East is witnessing development in air cargo. This is due to its geographic advantage and network expansion by the carriers. The growth has been more than 15 per cent. There are infrastructure investments to support future growth. Technological advancements offer efficient and sustainable solutions with high precision. Ground handlers navigate a complex web of



Hakim Ramadan
Partner and Director,
Miebach Consulting,
Dubai

operational needs. They must find a way to be sustainable without impacting efficiency. The operators play a crucial role in promoting ground handling firms. They can do so by collaborating with stakeholders, addressing talent shortages, and prioritising safety, among others.

With collaborations, the aviation industry can ensure safe and efficient ground handling operations.

Ground handlers navigate a web of operational needs. They must find a sustainable way so as not to impact efficiency



Green initiatives, smart technology implemented to solidify position

“ The UAE leads the way in ground handling innovation at its airports. Automated systems for baggage handling and check-in and as smart technologies such as radio frequency identification and biometric identification have improved efficiency and security. Ad-



Antony Marke
Chief Operating Officer,
DulSCO People

vanced equipment and green initiatives are being implemented, while collaborations with airlines and industry stakeholders are solidifying the UAE's position as a top aviation hub. Ground handling can face challenges related to capacity constraints, weather conditions, regulatory compliance, labour issues, infrastructure limitations, and cost pressures. These challenges can lead to delays, safety risks, inefficiencies, and high costs. Collaboration among airport operators, airlines, ground handling service providers, and authorities is necessary to develop innovative solutions and best practices to enhance efficiency in handling operations.

compliance, labour issues, infrastructure limitations, and cost pressures. These challenges can lead to delays, safety risks, inefficiencies, and high costs. Collaboration among airport operators, airlines, ground handling service providers, and authorities is necessary to develop innovative solutions and best practices to enhance efficiency in handling operations.

Handlers can face challenges related to capacity constraints, regulatory compliance among others



Handling faces challenges for proactive risk management

“ Following COVID, the aviation industry is experiencing a turnaround, leading to new initiatives that could be gamechangers. Projects such as new airports in Kingdom of Saudi Arabia, Kuwait, and UAE, with a focus on the cargo segment, are underway.



Atilla Korkmazoğlu
HEAD, Ground Handling and Cargo, Çelebi Aviation Holding

Stakeholders are adapting to meet changing needs — utilising technology for efficiency, and prioritising sustainability. Çelebi Aviation leads with innovations such as predictive maintenance algorithms and digital cargo handling. Handling faces challenges such as regulations, fluctuating cargo volumes, rising costs, labour shortages, and sustainability concerns. Despite this, Çelebi Aviation remains committed and has the necessary capability to overcome the challenges to excellent service through investments in infrastructure, employee development, and proactive risk management.

Stakeholders are adapting to meet changing needs—utilising tech, and prioritising sustainability

Imbibing logistics technology to enhance efficiency in transportation

“ The Middle East’s logistics industry is dynamic and experiencing expansion and progress. With its geographical position, increasing trade activities, and investments in infrastructure, this region is undergoing substantial development. The



Shinod Jabbar
Warehouse Operations Manager, QNLC

logistics sector is embracing modern technologies and innovations to enhance efficiency in transportation, supply chain management, and overall logistics operations. Providers can operate at multiple stations so that carriers can rely on uniform standard of service regardless of location. This footprint grants these providers exposure in the market, as reaching pacts with well-known carriers showcases their capability and expands their visibility. By selecting handling firms that demonstrate excellence on a global scale, airlines promote these firms ensure superior service quality. 🚀

Providers can operate at multiple stations so that carriers can rely on uniform standard of service

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Utilising passenger flight belly space to boost transport

Estimates for air freight growth range in this year range from 2% to 5%, but the continuing influx of passenger wide-body capacity, especially in the Asia-Pacific region, is likely to put pressure on load factors and rates. Outbound lanes from Hong Kong and Shanghai to Europe were the biggest gainers.



CT Bureau

After a dip in the start of this year, rates have climbed the past three weeks ahead of Chinese New Year. The price to ship goods by air is down 23% y/y compared to down 29% a month ago.

The pace of decline has slowed from 38 per cent in January 2023. Outbound lanes from Hong Kong and Shanghai to Europe were the

KEY FEATURES

- Belly capacity rose by 36 per cent for the full year, while the capacity from all-cargo aircraft decreased marginally.
- The basic design of the industry's hidden heroes has remained largely unchanged for decades. There are efficiency opportunities here.

biggest gainers, a likely effect of the Red Sea disruption to ocean traffic, with rates nearly caught up to last year's level.

The amount of space filled on airliners fell by about three points this January to 56 per cent, Xeneta stated. According to latest report of IATA, international cargo capacity was 11.3 per cent higher at the end of 2023 than a year earlier.

Passenger belly space increased 36 per cent for the full

year, while the cargo capacity from all-cargo aircraft decreased marginally.

Top of the list of efficiency improvements for the air cargo industry are cargo-friendly airports. By enabling all the parties involved in transporting cargo, such as freight forwarders, ground handlers, airlines, and customs, to communicate with each other, an ACCS can help improve cargo movement, reduce overall logistic costs, improve supply

chain planning, and reduce duplicated work.

Accurately tracking the real-time movements of Unit Load Devices (ULDs) is one of the solutions to efficient air cargo logistics. But what about the ULDs themselves? The basic design of the industry's hidden heroes has remained largely unchanged for decades. Surely there are efficiency opportunities here.

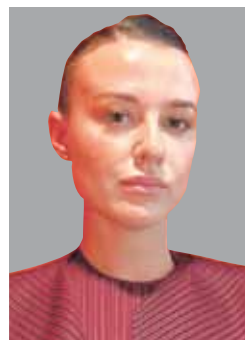
ECONOMICALLY FEASIBLE

Leonard Rodrigues: Making belly capacity efficient involves leveraging advantages inherent in passenger flight ops. Firstly, the scheduling of passenger flights ensures cargo can be transported by air with greater frequency. This is beneficial as it allows cargo to be moved swiftly between connecting flights. Use of standardised cargo units, such as lower deck pallets and containers across various aircraft types, streamlines the loading and unloading process. Secondly, the economic viability for cargo becomes evident in destinations with high demand, such as Bali and the Maldives, due to handling, trucking, among others.

In these cases, the opportunity cost of transporting incremental cargo on passenger aircraft is low thus making it economically feasible despite additional costs. This



Leonard Rodrigues
Head, Revenue Management &
Network Planning, Etihad Cargo



Jessica Panigani
Founder
Goods2Load



Simona Bakaya
Operations Manager
United Legacy Travel

“The cost of transporting incremental cargo on pax aircraft is low thus making it economically feasible.”

approach offers a sustainable alternative to deploying dedicated freighters, which may not be economically justified in these markets due to the mismatch between cargo demand and costs.

ROLE IN REDUCING SHIPPING COSTS

Jessica Panigani: Optimising belly capacity requires advanced cargo loading techniques, such as space-efficient packaging, and real-time tracking systems, among others. These techniques ensure maximum space uti-

“Optimising belly capacity requires space-efficient packaging, and real-time tracking systems.”

lisation and efficiency in the logistics operations.

Belly capacity plays a significant role in reducing shipping costs, improving supply chain flexibility, expediting delivery times, and accommodating a wider range of goods, ultimately enhancing overall logistics efficiency.

The airlines such as Lufthansa had responded to the dreaded pandemic by converting passenger aircraft into cargo-only flights, thereby effectively increasing the

“With a diverse geography and large population, it is crucial that the available belly capacity is used effectively.”

passenger flight's belly capacity. Similarly, Air Canada and United Airlines had also adapted passenger cabins to carry more air cargo thus assisting in the transport of essential goods such as medical and pharmaceutical supplies and e-commerce.

BELLY CAPACITY OPERATIONS

Simona Bakaya: With a diverse geography and large population, it is crucial that the available belly capacity is used effectively in a bid to enhance trade. This is certainly



the situation today with cargo benefiting from and supporting extensive passenger operations. Belly capacity alone will not provide the full capacity needed to achieve economic growth targets. With 1 to 1.5 tonnes being the norm. Mid-sized passenger aircraft such as the B757 may offer between 2 and 8 tonnes of cargo capacity on the lower deck, depending on aircraft version, flight route, PLF and cargo. Wide-bodied aircraft such as the A330, A350, B777, B787 also vary depending on PLF, wind direction, route, flight duration and type of cargo carried. A B787 could offer around 14 tonnes and a B777 between 20 and 25 tonnes, depending, of course, on the type of aircraft.

VITAL TO TRANSPORT TIME-SENSITIVE CARGO

Santosh Soni: The space available in passenger aircraft for cargo, requires a multifaceted approach for efficiency. Utilising advanced loading techniques such as optimised palletisation, maximises space. Efficient scheduling and route planning ensure belly capacity is fully utilised. This cargo capacity is crucial for time-sensitive goods, perishables, and e-commerce shipments, meeting con-



Santosh Soni
Head, Sales
Airglow Aviation Services

“Efficient scheduling and careful route planning ensure that the belly capacity is fully utilised.”

sumer demands for fast delivery. Efficient belly capacity reduces costs and increases revenue for airlines. Belly capacity significantly impacts the shipment of goods by offering quicker and often more cost-effective transportation than cargo aircraft. This capacity provides additional space for transporting goods, allowing for more cargo to be carried on each flight. During



Siang Tang Tan
CEO
Oman SATS

“By hiking belly capacity, the firms can ensure products are shipped faster and in bigger quantities.”

Hajj and festive seasons, there is an increase in belly capacity due to higher passenger demand. The airlines often operate additional flights or use bigger aircraft to accommodate this demand, which can result in more space available for cargo. However, this increase in capacity can result in lower yields due to the higher competition for passengers and cargo space, lead-

ing to potentially lower prices to attract customers.

CARGO CAN BE SHIPPED FASTER

Siang Tang Tan: The passenger aircraft’s belly capacity efficiency is an important aspect of air cargo operations. By increasing belly capacity, the companies can ensure that products are shipped faster and in bigger quantities. It is becoming more imperative for the air cargo operators to invest in greater belly capacity in today’s fast paced shipment scenario. We have noticed this not only in Sultanate of Oman, but in the rest of the GCC as well. The air cargo capacity, measured by available cargo tonne-kilometers (ACTKs), has increased by 13.1 per cent year-on-year in October 2023, owing to the continued strong return of international passenger belly capacity. So, freighter networks are crucial for connecting to international high volume cargo hubs as well as to provide much needed cargo capacity on developing passenger routes.

MORE FLIGHTS TO TO MEET DEMAND

Shakir Kantawala: The airlines tailor their planning based on the type of aircraft.





Shakir Kantawala
Co-founder & Managing Partner,
Wingsway Training Institute

“For narrowbodies, the focus would be on carrying dense cargo due to their limited capacity.”

For narrowbody aircraft, the focus would be on carrying dense cargo due to their limited capacity. In contrast, wide-body aircraft require a balanced approach to loading, prioritising an optimal mix of volumetric and dense loads in ULDs. This manages the aircraft’s center of gravity and maximises space and payload and en-



Pongsathorn Sangasang
Ground Operations and Commercial
Director, Pattaya Airways, Thailand

“Selecting aircraft with optimal cargo capacity for specific routes enhances efficiency.”

hances its revenue earning capability. Due to space limitation, the narrowbodies handle smaller shipment sizes. Many airlines cap the maximum weight per piece at 150 kg to accommodate manual loading and unloading. During the peak travel seasons, there is a likelihood of cargo offloads because of excess passenger baggage.



The wide-body aircraft can carry larger shipments on unit load devices (ULDs) and pallets, although dimensions may vary, depending on the aircraft type. Cargo is ferried in the belly of passenger flights. With the increase in passenger travel over the years, airlines have invested more in aircraft and launched new routes.

REDUCES COSTS, DELIVERS FAST

Pongsathorn Sangasang: Maximising belly capacity in passenger aircraft involves factors such as effective cargo loading, advanced booking systems, standard container usage, and the integration of Artificial Intelligence and Machine Learning. Coordination between the airlines, forwarders, and handlers, among others, is also crucial. Selecting aircraft with optimal cargo capacity for specific routes also enhances efficiency.

Belly capacity impacts shipments by offering more transportation options, reducing costs, providing faster delivery. It also helps in reducing environmental impact by optimising fuel usage per kg of air cargo. Recently, Emirates SkyCargo utilised larger aircraft to enhance cargo space, and Delta Air Lines had converted pax aircraft to cargo-only flights during the pandemic. Similarly, Qatar Airways upgraded its fleet in order to offer more belly capacity.

KEY FEATURES

- More belly capacity reduces costs and increases revenue for the airlines.
- Wide-bodies can carry more cargo on ULDs and pallets, although dimensions may vary.

Reaching new frontiers in global **air cargo** consistently

The company offers advice on pre-flight packing needs, customs, warehousing and provides supervision of aircraft loading, unloading and arrangements for special equipment requiring custom built solutions. Today, the main challenge we face is volatility, says **Rohit Thakwani, CEO, Airglow Aviation Group.**

Abigail Mathias

As a UAE-based company, Airglow Aviation Group offers a variety of airline and aviation services namely, such as airline representation, air charter, aviation training, and cargo solutions. The company was established in 2009 in the United Arab Emirates (UAE) as a charter operator and has steadily risen to greater heights. Its services include aircraft leasing, aviation training, travel and tourism, airline representation, aircraft spare parts trading and a host of engineering services.



Rohit Thakwani
CEO
Airglow Aviation Group

It bears the distinction of being the only authorised distributor of C.C.N. Solutions in GCC, which is an

integrated platform service for streamlining the supply chain management of the air cargo community.

The company also offers advice on pre-flight packing requirements, customs, warehousing and provides supervision of aircraft loading and unloading including arrangements for special equipment requiring custom built solutions.

Rohit Thakwani, Chief Executive Officer, Airglow Aviation Group reflecting on on his company's success, attributes it to his whole team.

“Everything we offer is personalised, while dealing with a customer or an airline partner.”

“The pandemic came as a big blow to the industry during which we (and other cargo operators) quickly rose to the challenge and offered vital medical supplies and vaccines around the world in record time. Today, one of the main



challenges we face is volatility. Global conditions do affect us. We went through a high during the pandemic and then we went through a subsequent volume drop and yields drop. There was a price fluctuation, and it became imperative for us to innovate. We did that relatively well and the airlines were quite happy that we did not focus on the price as it does not benefit the airline. We adapted to market conditions.”

Reflecting on the market he added, “Digitization has also been introduced to make things more efficient. Since sea freight is largely blocked due to the Red Sea conflict, a lot of cargo was being transported via air. There is a huge demand for our sectors not just on our belly capacity but also charters. We have done multiple flights to the African region and to the CIS.”

There are a lot of things that have changed over the past year. The demand for air cargo is going to keep rising. It has already benefitted from the rise in e-commerce. If you compare it to five years ago, there is no way for it to stop growing. Amazon for example, offers daily options of shipment. This is a trend and it's only going to increase the demand for air cargo, Thakwani added.

CREATING LEGACY

“We are relatively new compared to many dinosaur companies in the industry,” Thakwani said. “However, we differentiate ourselves as a boutique GSA provider. Everything we offer is personalised, while dealing with a customer or an airline partner. We believe in creating relationships. That is our legacy. So that people know us for who we are. It is a legacy that I want to leave for my children if they decide to join Airglow Aviation. Our partners should know us by the strong relationships we've built not just for the business that we do.”

“The latest milestone for us is being recognised by Arabian Cargo Awards as ‘Best GSA.’ It was special for us to be acknowledged and appreciated by the airlines and our



Airglow Aviation's Chairman Zaidan Khalifat and Rohit Thakwani at the 2023 Arabian Cargo Awards

clients. Being awarded the ‘Best GSA’ by Arabian Cargo Awards in 2023 validated our commitment to excellence in the aviation industry. It was special for us to be acknowledged and appreciated by the airlines and our clients.”

“Setting up operations in Afghanistan was challenging for us when we first started the market there in 2013. We were

“There are many things that have changed in air cargo. This is a trend and it's only going to increase.”

invited by the airline to set up operations. It gave us the confidence that if we can set up there, we can do it anywhere. Today, we are the biggest GSA provider there and the only international one. We opened in India three years later. We are further expanding two more offices in the Kingdom of Saudi Arabia (KSA). We are presently in five countries and have multiple offices in some countries. We are looking at three countries in Africa. There are many in the pipeline in the Middle East and North

Africa (MENA) region,” Thakwani said.

FACING THE STORM

The UAE faced the largest floods in 75 years in April this year. It was bound to impact the air cargo industry as well. “The recent upheaval in the UAE's weather marked by the largest storm in 75 years had a notable impact on air cargo operations. We experienced delays in shipments, cancellations of bookings and flights, and challenges in cargo reaching the airport due to the storm. However, the resilience of the country was evident as government and authorities worked tirelessly to restore normalcy within a few days,” he added.

Despite the disruptions, Thakwani said, “We managed to prioritise essential shipments, thanks to the understanding and cooperation of our freight forwarders. Some forwarders even suggested holding back non-urgent shipments to ensure the timely delivery of critical cargo. This collaboration and flexibility among the industry partners were crucial in navigating through this challenging period, and we are grateful for their support.”

“When it comes to air cargo, aid and relief moves constantly and that is never

going to stop. We pick up belly capacity and see how we can make it profitable for any company. We decided last year that since we cannot reach everywhere, we will focus on certain areas and places where our partners and joint ventures operate, we will let them operate whether its Hong Kong, Malaysia, Vietnam and so on. That helps us free up time and focus on our core strength,” he added.

Looking ahead, we would like to use Artificial Intelligence (AI) and more. It would offer more insight, which is significant for managing the data and making informed decisions. We are working on this as well as a sustainable approach to do what we do. Our industry relies on customers and the airlines, we are also trying to encourage our customers to use more sustainable options.

“When it comes to sustainability, air cargo can adopt sustainable methods by investing in fuel-efficient aircraft, optimising routing for reduced emissions, exploring alternative fuels such as SAFs, encouraging cargo consolidation, investing in green infrastructure, leveraging digitalisation for efficiency, and collaborating with stakeholders for collective sustainability efforts,” Thakwani said. 🌱



Busier summer for transpacific air cargo market: **Xeneta**

In early May, the average air cargo spot rates on the Transpacific trade was nine times more expensive than ocean container spot rates. Before the escalation of the Red Sea trouble, air cargo was around 22 times more expensive. This calculation is based on one 40 feet equivalent shipping container holding 8,000 kg of cargo.

 CT Bureau

The Transpacific air cargo trade has been buffeted by numerous cargo market winds since the second half of the last year and is now entering the traditional slack summer months this year with increased air cargo spot rates.

After a temporary decrease in March post-Lunar New Year, the eastbound corridor from Northeast Asia to the USA has witnessed spot rates rebound by more than 30 per cent year-on-year.

According to a report by Wenwen Zhang, Shipping Analyst, Xeneta, “The present question is whether we will see the air cargo market follow the traditional pattern of cooling down over the summer season or whether the rates will remain high due to factors such as disruption to ocean freight services in the Red Sea conflict, a still-resilient USA economy, and the e-commerce boom out of China.”

DISRUPTIONS IN OCEAN FREIGHT

Disruptions to ocean freight

The question is if we'll see cargo follow the pattern of cooling down over summer or whether the rates will remain high

services because of the Red Sea conflict have contributed manifold to the growth in air cargo spot rates in this year. In the first week of May, av-

erage ocean container spot rates from Northeast Asia to the USA West Coast were more than double the level witnessed 12 months earlier as disruption in the Red Sea continued to impact the world's major trades.

Ocean freight container schedule reliability also remained low. In March, schedule reliability for services from Asia to the USA West Coast was just 49 per cent. Into the USA East Coast, it was even worse at 38 per cent (source: Sea-Intelligence). Given any improvements in ocean



freight container service, reliability will be slight at best in the coming months and with an increase in air cargo rates,

it does not come as surprise that some of the shippers have turned to air freight to protect their supply chains.

There has also been significant movement in the cost difference between ocean container and air cargo services. For example, in the first week of May, the average air cargo spot rates on the Transpacific trade was nine times more expensive than ocean container spot rates. Before the escalation of the Red Sea trouble, air cargo was around 22 times more expensive. This calculation is based on one 40 feet equivalent shipping container holding 8,000 kg of cargo. No summer slack has yet been witnessed for the Transpacific air cargo market.

Consequently, air cargo rates from prominent e-commerce origins—Southern China and Hong Kong—have increased since the end of the last year's peak season.

During the first week of May of this year, general cargo spot rates to the USA from both Southern China and Hong Kong were US\$5.24 per kg and US\$4.23 per kg, respectively. Although the air cargo spot rates appeared to have peaked in both trades,



Wenwen Zhang
Shipping Analyst
Xeneta

they are still 85 per cent higher than in the corresponding period of 2019. Due to the slow recovery of the belly capacity from mainland China to the USA, the average spot rate from the Southern China to the USA exceeded that of Hong Kong to the USA during the peak season by the end of last year and the Red Sea conflict.

This actually reverses the traditional air cargo rate levels between the two regions seen before the increase in e-commerce. This sentiment has also extended to neighbouring air cargo hubs as the shippers seek out other available cargo capacity. For instance, the average general air cargo spot rate from Vietnam to the USA in the first

“There has been a growth in air cargo rates from prominent e-commerce origins—Southern China and Hong Kong.”

week of May zoomed up by nearly 60 per cent from the corresponding period in 2019.

Conversely speaking, the general global air cargo spot rates on other air routes from Eastern China, Taiwan, Singapore, Thailand, South Korea, and Japan were, as matter of fact, less expensive. They were around 15 to 50 per cent below those from e-commerce hubs in China during the first week of May of this year.

Therefore, the freight forwarders as well as the freight forwarders could explore these additional air routes in a bid to optimise capacity utilisation and improve cost management. This will also better prepare the shippers and the forwarders for another potential 'strong' peak season ahead. 🌟





20% year-on-year growth in air cargo demand in ME: IATA

Capacity, measured in Air Cargo Tonne Kilometres increased by 7.3% compared to March 2023. The Middle East–Europe market was the strongest performing with 38.3% growth, ahead of Middle East-Asia which grew by 19.6% year-on-year, says **Willie Walsh, Director General, IATA**.

 CT Bureau

In the latest data released by IATA for March 2024, Middle Eastern carriers saw 19.9 per cent year-on-year demand growth for air cargo in March. The Middle East–Europe market was the strongest performing region with 38.3 per cent growth, ahead of Middle East-Asia, which grew by 19.6 per cent year-on-year. March capacity increased as much as 10.6 per cent year-on-year.

“International air cargo demand increased by 10.3 per cent over the previous March. This contributed to a strong first quarter performance,

which slightly exceeded the exceptionally strong 2021 first quarter performance during the pandemic. With cross-border trade and industrial production continuing to show an upward trend, this year is shaping up to be a solid one for air cargo,” said Willie Walsh, Director General, IATA.

- ❖ Total demand, measured in cargo tonne-kilometers (CTKs), rose by 10.3 per cent compared to March 2023 levels (11.4% for international operations). This is the fourth consecutive month of double-digit year-on-year growth.

- ❖ Capacity, measured in available cargo tonne-kilo-

eters (ACTKs), increased by 7.3 per cent compared to March 2023 (10.5% for international operations).

OPERATING ENVIRONMENT

- ❖ Global cross-border trade and industrial production increased by 1.2 per cent and 1.6 per cent respectively, in February.

- ❖ In March, the manufacturing output Purchasing Managers’ Index (PMI) climbed to 51.9, indicating expansion. The new export orders PMI also increased to 49.5, remaining slightly below the 50 threshold that would indicate growth expectations.



Willie Walsh
Director General, IATA

- ❖ Inflation saw a mixed picture in March. In the European Union (EU) and Japan, inflation rates decreased to 2.6 per cent and 2.7 per cent respectively, while increasing in the USA to 3.5 per cent. In



Air Cargo market in detail – March 2024					
	World Share ¹	March 2024 (% year-on-year)			
		CTK	ACTK	CLF (%-pt)	CLF (level)
Total Market	100.0	10.3	7.3	1.3	47.3
Africa	2.0	14.2	17.3	-1.3	47.3
Asia Pacific	33.3	14.3	14.3	0.0	47.5
Europe	21.4	10.0	8.0	1.0	58.1
Latin America	2.8	9.2	7.0	0.8	40.2
Middle East	13.5	19.9	10.6	3.9	49.6
North America	26.9	0.9	-1.9	1.1	40.4

¹% of industry CTks in 2023

“European carriers saw 10% YoY demand growth for air cargo in March, while intra-European cargo rose by 24.7%.”

contrast, China experienced a slight deflation of minus 0.01 per cent. According to the latest figures, a return to deflation is forecast after February’s brief period of inflation.

MARCH REGIONAL PERFORMANCE

Asia-Pacific Airlines saw 14.3 per cent year-on-year demand growth for air cargo in March. Cargo demand on the Asia-Europe route increased by 2.7 ppt to 17.0 per cent and within the Asia market, the same grew by 6.7 ppt to 11.8 per cent. Cargo capacity increased by 14.3 per cent year-on-year.

North American carriers witnessed a 0.9 per cent year-on-year demand growth for

air cargo in March—the weakest among all regions.

European carriers saw 10.0 per cent year-on-year demand growth for air cargo in March. Intra-European air

cargo rose by 24.7 per cent year-on-year. Europe–Middle East routes saw demand grow by 38.3 per cent year-on-year, while Europe–North America expanded by 2.9 per cent year-on-year. Cargo capacity in March increased 8.0 per cent year-on-year.

Latin American carriers saw 9.2 per cent year-on-year demand growth for air cargo in March. Capacity increased 7.0 per cent year-on-year.

African airlines saw 14.2 per cent year-on-year demand growth for air cargo in March. Demand in the Africa–Asia market increased to 22.9 per cent. However, this was a 19.8

ppt decrease compared to the performance in February and the largest contraction across the major route areas. March capacity increased by 17.3 per cent year-on-year.

Monitoring air freight traffic and capacity allows deriving CLF, a key indicator that illustrates the balance between demand and supply within the industry. Rising load factors are beneficial for airlines because they drive revenue and profitability at a given capacity. In March, the industry recorded a CLF of 47.3%. This ratio is 2.2 ppt higher than in the previous month and stands for a 1.3 ppt increase compared to March 2023. 🚀





dnata announces enhancements to **GSE** at Dubai Airport Show

dnata’s five-year international framework contracts carry an estimated total value of US\$210 million. Of these, the global air and travel provider has committed orders worth more than US\$29 million from the agreements, setting a firm foundation for future transactions over the next five years.



dnata, a leading global air and travel services provider, signed significant deals with leading manufacturers, locking in five-year global framework contracts for new Ground Support Equipment (GSE) at the recently concluded Dubai Airport Show. These contracts boast an estimated total value of over US\$ 210 million over their lifespan.

dnata has already committed orders worth over US\$ 29 million from the agree-



Steve Allen
CEO, dnata Group

ments, setting firm foundations for future transactions over the next five years. The

“The deals reflect our strategy to enhance the capabilities and adapt to the industry’s needs.”

advanced vehicles will further enhance efficiency, safety, and sustainability across dnata’s global network, helping it to continue to deliver world-class services for its over 330 airline customers.

The contracts include a planned investment of over US\$100 million in GSE for dnata’s Dubai fleet, driven by sustained solid demand and projected further, significant growth. Currently, dnata operates a fleet of 2,500 motorised GSE at Dubai International and Dubai World Central airports, providing quality and safe services to over 190 airlines. The GSE will be provided by eight international manufacturers, with deliveries starting from May 2024.

“We are committed to investing in best-in-class



equipment and working with partners to provide superior value and services to our customers. Today's deals reflect our long-term strategy to constantly enhance our capabilities and adapt to the evolving needs of our industry. We will continue to invest in modern fleet and the latest technologies to remain at the forefront of the industry," Steve Allen, Chief Executive Officer (CEO), dnata Group, said.



Investing to provide more technological offerings

dnata, a leading global air and travel services provider, has secured a major new contract with Lufthansa Group at Amsterdam Schiphol Airport. The partnership will see dnata provide its safe and reliable passenger and ramp services to four of the group's airlines, contributing to a better travel experience on 7,300 flights annually.

"We are proud to partner with Lufthansa Group, supporting them with our quality services above and below the wing. We look forward to a successful partnership with Lufthansa Group in Amsterdam," Jan van Anrooy, Managing Director, dnata Netherlands, said.

dnata consistently invests in infrastructure, equipment, and technologies to enhance its offering in Amsterdam. In addition to the ongoing construction of dnata Cargo City Amsterdam, one of the world's most advanced facilities of its kind, it has recently taken delivery of a fleet of electric smart cars in effort to replace all airside diesel vehicles in its fleet at Amsterdam Schiphol Airport. As a result of its latest investment, more than

In meeting its sustainability targets dnata understands that electrification is not the only solution to its ground handling fleet strategy. It carefully considers climatic conditions and available infrastructure and, working closely with manufacturers and airports



Jan van Anrooy
Managing Director
dnata, Netherlands

“We are proud to partner with Lufthansa Group, supporting them with our services above and below the wing.”

65 per cent of dnata's 250 pieces of ground support equipment (GSE) is electric or powered by solar energy in The Netherlands.

As one of the largest and most advanced facilities of its kind, dnata Cargo City Amster-

on practical solutions, invests in a mix of equipment types, including biodiesel, electric, and hybrid to maximise environmental and operational efficiency globally.

In 2023-24, dnata's customer-oriented teams handled

over 778,000 aircraft turns, moved 2.9 million tonnes of cargo, recording a total transaction value of travel services of US\$2.4 billion.

dam will enhance cargo capacity in The Netherlands and create new, direct jobs with dnata. It will enable dnata and its customers to substantially expand operations and business, stimulating local economy and trade.

Located at Schiphol South-East, the 61,000 m² facility will include increased warehouse space and be capable of processing more than 850,000 tonnes of cargo per annum. It will comply with the highest industry standards ensuring efficient and safe handling of all types of cargo, including perishables, pharma, dangerous goods, mail, live animals, aircraft engines and vehicles. The facility is scheduled to become operational in 2024.

dnata Cargo City Amsterdam will be equipped with two separate automated storage and retrieval systems, using the latest technology from Lödige, for import and export with twelve stacker cranes. A total of up to 2,500 pallets will be stored here. In addition, a separate storage for ULDs will be serviced by four elevating transport vehicles.

Globally, dnata operates over 8,000 pieces of motorised GSE across its ground handling, cargo and catering, and retail operations, which cover more than 130 airports across six continents.

AT A GLANCE

- Currently, dnata operates a fleet of 2,500 motorised GSE at Dubai International and Dubai World Central airports.
- dnata operates 8,000 pieces of motorised GSE across its ground handling, cargo, and retail ops, covering as many as 130 airports.

Innovation and technology at 23rd Airport Show

Held in Dubai's World Trade Centre from May 14 to 16, the event hosted a multitude of participants, to showcase the best in airport innovation. This year's theme, 'Sustainability and Innovation', reflected the industry's emphasis on adopting cutting-edge technology and green initiatives to promote air cargo growth and efficiency.





Flight linking **Dubai & Liège** launched, service to double soon

Responding to increasing customer demand from these regions, Challenge Group will provide a weekly cargo capacity of 100 tonnes from Dubai. Challenge Group has announced the launch of the service from Liège to Dubai from May 16. Challenge Group is an international air cargo conglomerate offering tailored air freight industry solutions.

 CT Bureau

Challenge Group is delighted to announce the launch of a scheduled flight service from Liège to Dubai World Central via Tel Aviv. Initially, the service will operate weekly every Thursday, deploying a B747F aircraft with a capacity of 120 tonnes.

This frequency will double from June onwards, with flights available on Tuesdays and Fridays, utilising the Group's Boeing 767-300BDSF aircraft. This service is key in linking the Gulf with Europe and the USA, leveraging the Challenge Group's main hub in Liège.

Responding to increasing customer demand in these regions, Challenge Group will provide a weekly cargo capacity of 100 tonnes from



Or Zak
Chief Commercial Officer
Challenge Group

Dubai. Having operated charter flights from Dubai during the pandemic, the company will continue to offer bespoke end-to-end logistics solutions to ensure seamless customer experiences.

"We are thrilled to launch this new scheduled route, which underscores our commitment to meeting the evolving needs of our customers

with our expanding Boeing 747 and 767 fleet. This initiative is a natural extension of our successful service between

“The service will serve general cargo and shipments, such as live animals, pharma, perishables.”

Mumbai and Liège, enhancing our global presence,” Or Zak, Chief Commercial Officer, Challenge Group, said.

The service will serve not only general cargo but also specialised shipments, such as aircraft engines, live animals, pharmaceuticals, perishables, dangerous goods, high-tech,

and e-commerce products. This showcases Challenge Group's expertise in managing complex cargo types. Challenge Group is a unique, international air cargo conglomerate offering tailored air freight industry solutions, such as ground handling, air & ground logistics, and aviation services, for a wide range of industries and commodities.

Local operations in Dubai will be managed by the GSA GLOBAL CARGO LLC, ensuring effective capacity management and local expertise. This new route underscores Challenge to strengthening its network, providing comprehensive logistics solutions, and delivering exceptional service globally. The company has nearly trebled its capacity over the past four years and presently handles as much as 300,000 tonnes of cargo per annum. 🇦🇪



Discussion on Abu Dhabi's vital role in pharma supply chain

The conference underscored critical role of Abu Dhabi in the global pharmaceutical supply chain and its status as an emerging international healthcare hub. The four-day event provided the delegates with access to subject matter experts and encouraged collaboration to enhance and streamline the industry's logistics model.

 CT Bureau

Etihad Cargo, the cargo and logistics arm of Etihad Airways, hosted the MiPharma Global Conference in Abu Dhabi to support the global pharmaceuticals



Stanislas Brun
Vice President
Cargo, Etihad Cargo

sector. The event, sponsored by the Department of Culture and Tourism-Abu Dhabi (DCT Abu Dhabi) took place at Conrad Abu Dhabi Etihad Towers recently.

The event brought together stakeholders from the international pharma supply chain for four days of specialist speaker content and pharma-forwarding networking. This event welcomed



airlines, project developers, aviation service providers, and key supply chain facilitators in pharmaceutical and healthcare sectors. It provided access to specialists and created vertical collaboration leading to an improved and efficient logistics model for the pharma industry.

Abu Dhabi is pursuing its vision to become a leading hub for pharmaceuticals and life sciences. By investing in infrastructure and supporting global events, the emirate is creating an ecosystem crucial for the growth of a robust and reliable healthcare ecosystem.

The event showcased the emirate's role in the pharma supply chain and its emerging status as a global pharma and logistics hub. Featuring speakers and content from local and global stakeholders, the event highlighted innovations such as healthcare deliveries by drone, offering new perspectives on the future of pharma logistics.


"As the national carrier of the UAE and host airline of the MiPharma Global, Etihad Cargo looks forward to welcoming stakeholders to share insights and deepen ties that will advance air cargo and support Abu Dhabi's vision of becoming a global logistics and healthcare hub," Stanislas Brun, VP, Cargo, Etihad Cargo, said.

"The event reinforced the confidence placed in Abu Dhabi's infra, accessibility, and safety. Through this set up with Etihad Cargo and MiGlobal, we hope to build a partnership and accelerate growth for Abu Dhabi's MICE sector, while elevating experiences for delegates," Mubarak

Al Shamisi, Director, Abu Dhabi Convention & Exhibition Bureau, a part of DCT Abu Dhabi, said.

"MiPharma is delighted to be in Abu Dhabi for its 2024 event. It serves as a platform to highlight the city's emergence as a key innovation hub for the

“As the host airline of the MiPharma Global, Etihad Cargo looks forward to welcoming the stakeholders.”

industry. With representatives from 50 nations gathering in Abu Dhabi, the event aims to facilitate discussions on the challenges facing the sector and raise awareness about the transformative changes taking place in pharmaceutical logistics," David Keen, Chief Frontier Officer, MiGlobal, said. 



RSA Cold Chain initiates advanced distribution centre

The state-of-the-art facility, started in Jebel ALi Free Zone, is equipped with eight chambers and has a pallet capacity of 40,000 positions. RSA Cold Chain is dedicated to ushering in an era of progress in cold chain industry across UAE and the wider Middle East region, says **Abhishek Shah, Co-founder & Group CEO, RSA Global.**

CT Bureau

RSA Cold Chain, a Joint Venture between UAE-based RSA Global and USA publicly listed Americold, a provider of innovative cold chain solutions, celebrated a milestone with the groundbreaking ceremony for its Advanced Regional Distribution Centre (ARDC). The ceremony, held at Jebel Ali Free Zone, Dubai on May 6, 2024, marked the beginning of construction for the RSA Cold Chain's facility, showcasing its commitment to excellence and innovation in the cold chain logistics industry.

Attended by the leaders from RSA Global, Americold, DP World and Group AMANA, the groundbreaking ceremony marks the commencement of the construction of a new state-of-the-art facility equipped with eight chambers and a total pallet capacity of 40,000 positions. This facility is designed to cater to the

The facility also offers seamless logistics solutions by moving inventory within its premises from bonded to non-bonded without delays or increase in costs, setting a new benchmark in the cold chain industry.

The regional distribution centre, built in collaboration

allows the RSA Cold Chain to offer its customers unique value propositions, such as labeling, packaging, and other value-added services, in a tax-free and efficient location. This is part of a solution that combines local knowledge and international standards to deliver advanced integrated cold chain solutions.

Shah, Co-founder and Group Chief Executive Officer, RSA Global, said.

“The DP World is committed to strengthening the resilience of the international food supply chain. Through our partnerships with the Americold and the RSA, our global logistics solutions, and



(Left to right: Brent Melvin, General Manager, RSA Cold Chain, Richard Abboud, Chief Strategy and Transformation Officer, Group AMANA, Abhishek Shah, Co-founder and Group CEO, RSA Global, Abdulla Bin Damithan, CEO and MD, DP World GCC, Ajay I. Shah, Co-founder and Chairman, RSA Global, Richard Winnall, President, International Americold, and Abdulla Al Hashmi, COO, Parks & Zones, UAE region, DP World

The facility has access to the main roadways and state-of-the-art technology for efficient operations

local market's supply chain fulfilment and distribution requirements through a bonded area and is all set to provide advanced inventory holding for the Middle East distribution via bonded tax-free economic freezone.

with Group Amana, offers full temperature control down to minus 25°C, a convenient location inside the Jebel Ali Free Zone, has easy access to the main roadways and state-of-the-art technology for efficient and reliable operations, and sustainable features, including solar panels for energy production.

The RSA Cold Chain's strategic partnership with the Americold is one that connects their global customers, and international best practices to the regional market. This collaboration

“Through our collaboration with the Americold and the DP World, we are confident that this transformative initiative will bring about constructive changes with a lasting impact. The RSA Cold Chain is dedicated to ushering in a new era of innovation and progress in the cold chain industry across the UAE and the wider Middle East region. Currently, our focus is on providing efficient solutions that cater to the transforming needs of our customers. Emphasis was laid on the start of a new journey towards progress and transformation,” Abhishek

cutting-edge cold storage, together we are building a better food system that will reduce waste, lower costs, and increase efficiencies,” Abdulla Bin Damithan, Chief Executive Officer and MD, DP World GCC said.

As the RSA Cold Chain embarks on its expansion journey, it remains steadfast in its mission to alter the cold chain industry. With a network capacity increase to 70,600 pallet positions for future expansions, it ensures that long-term scalability and flexibility for its customers. 🌟

Driving sustainability: DHL aims to offset emissions with solar project

The 7 MWp solar project of DHL Global Forwarding and TotalEnergies will offset around 5,000 tCO₂e (tonnes of carbon dioxide equivalent) emissions per year across the DHL sites. To this end, the two entities have signed a pact and agreed to reduce logistics-related emissions.

CT Bureau

DHL Global Forwarding, which deals with air, ocean, and road freight services, and TotalEnergies have solarized seven of DHL sites in Dubai, marking a new milestone in DHL's sustainability journey to reduce logistics-related emissions to net zero by 2050.

As the leading logistics firm, we are committed to achieving a zero-emissions future by redefining logistics

DHL Global Forwarding and TotalEnergies have signed a Power Equipment Lease Agreement in 2021 for solarization of seven sites in Dubai.

"As the world's leading logistics company, we are more committed than ever to achieving a net zero-emissions future by redefining logistics. We are proud to announce that we have reached our target of cent per cent solarization of our sites in Dubai with our partner TotalEnergies. This is in line with the UAE's wider sustainability agenda, which aims to create a future with access to sustainable energy, healthy ecosystems, and increased resource efficiency," Amadou Diallo, CEO, Middle East and Africa, DHL Global Forwarding, said.

The initiative is expected to save around 5,000 tCO₂e



(Right) Amadou Diallo, CEO, Middle East and Africa, DHL Global Forwarding, and (Left) Hamady Sy, Managing Director, Middle East and Africa, TotalEnergies Renewables Distributed Generation at one of the DHL sites

in the first year, which is equivalent of 119,000 trees planted per annum. The 7 MWp solar project is likely to produce about 11,000 MWh per year across DHL sites in JAFZA I-IV, DAFZA 39-43, DWC AFR and DWC CGF, which will cover around 80 per cent of the seven buildings' energy needs. The solar rooftops are equipped with more than 12,000 solar photovoltaic modules, which cover a surface equivalent to 27,000 square metres.

In addition, the TotalEnergies has equipped the DHL's seven sites with solar-powered electric vehicle charging stations thereby contributing to the Group's goal of electrifying 60 per cent of its fleet by 2030.

TotalEnergies has also equipped the DHL's seven sites with solar-powered electric vehicle charging stations

"TotalEnergies is committed to delivering energy that is affordable, sustainable, reliable, and accessible to as many people as possible. We are delighted to have supported DHL Global Forwarding in fulfilling its sustainability ambitions in the region. We are confident the successful so-

larization of DHL's sites will accelerate low carbon logistics in the region," Hamady Sy, Managing Director, Middle East and Africa, TotalEnergies Renewables Distributed Generation, averred.

DHL Global Forwarding pioneered many low-carbon initiatives in the UAE. In 2022, the firm has launched a 23,500 square metres. EV Hub in Dubai South for batteries to be stored, recycled, repaired, and processed, ensuring long-term sustainability. The DHL Global Forwarding has upgraded its digital customer portal, myDHLi, allowing the clients options to reduce their ecological footprint with DHL's GoGreen Plus service and track their carbon emissions reductions. 🌱

Silk Way West Airlines organises inaugural **Gala Night**

Silk Way West Airlines in partnership with Skygate Services had the pleasure of hosting the inaugural Gala Night in Dubai recently. Exporting firms, along with service providers from the UAE and ground handling, airport, customs, and GSA partners from India were in attendance.





New **logistics hub** set to enhance business opportunities in Qatar

Qatar Free Zone Authority and FedEx Logistics have signed an agreement to establish a state-of-the-art regional logistics facility, to be located at Ras Bufontas Free Zone area, close to Hamad International Airport. It will provide enhanced access to air transportation, customs processing time, and opportunity to grow business in the region.

CT Bureau

Qatar Free Zones Authority (QFZ) and FedEx Logistics, a subsidiary of FedEx Corporation (NYSE: FDX), have decided to facilitate the establishment of a regional logistics facility in Qatar's free zone. The facility, which will operate under the company's FedEx Trade Net-

The facility will help support expansion of FedEx Logistics with integration into the FedEx global network

works Transport & Brokerage division, will be located at Ras Bufontas Free Zone and include a state-of-the-art logistics office.

Sheikh Mohammed H. F. Al-Thani, CEO, QFZ and Patrick Moebel, President and CEO, FedEx Logistics, signed the MoU in a ceremony that took place on the sidelines of the Qatar Economic Forum. The forum is a productive panel discussion titled 'Connecting to the Shifting Global Supply Chain Network' that brought together QFZ and FedEx Logistics.

EXPANSION PLANS

The new facility will help continue to support the expansion of FedEx Logistics with seamless integration into the FedEx global network, serving as a key gateway for international cargo transition in the region between Asia and



Sheikh Mohammed H. F. Al-Thani, CEO of Qatar Free Zones Authority and Patrick Moebel, President and CEO, FedEx Logistics, signing of the MoU

Europe. The location of the FedEx Logistics facility in Ras Bufontas Free Zone, adjacent to the award-winning Hamad International Airport, will provide enhanced access to air transportation and freight, efficient customs processing time, convenience, and the opportunity to grow business in the region.

"The collaboration between QFZ and FedEx Logistics will help accelerate the flow of goods and strengthen supply chains, benefitting economies on a global scale," Sheikh Mohammed H. F. Al-Thani, CEO of Qatar Free Zones Authority (QFZ) said. "The FedEx Logistics investment in QFZ reflects a shared commitment to growth and innovation within the logistics sector. The collaboration leverages the world-class expertise and global network of FedEx and will undoubtedly contribute to highlighting Qatar as a preferred business destination," the Sheikh Mohammed added.

Located at the intersection of three continents, the logistics market in Qatar is growing steadily

Located at the heart of the Gulf at the intersection of three continents, and with access to 60 per cent of the world's population, the freight and logistics market in Qatar is growing steadily. This along with the continued expansion of air and sea-ports are positioning Qatar to be a logistics leader.

"The regional facility in QFZ will enable us to better serve our clients not just in the region between Asia and Europe, but also around the world. We are proud to collaborate with QFZ to establish a facility that allows FedEx Logistics to expand

while continuing to deliver for our customers by helping them navigate global commerce with the guidance of regional expertise," Patrick Moebel, President and CEO, FedEx Logistics, said.

"With the establishment of the FedEx Logistics regional facility in Qatar's Ras Bufontas Free Zone, we are not only enhancing our global network, but also reaffirming our commitment to Qatar's burgeoning role in cross-border trade and supporting the growth of the state's national economy.

Together with QFZ, we are furthering our shared vision for innovation, efficiency, and growth in this dynamic market. We are excited to be at the forefront of this transformative journey and shaping the future of logistics in Qatar," Kami Viswanathan, President, FedEx Express Middle East, Indian Subcontinent and Africa, said. 🇸🇦

AI-driven warehouse robotics to combat fulfilment costs

Yango transforms global technologies into everyday services tailored to local communities. It reshapes and enhances leading cutting-edge technologies into seamlessly integrated daily services for diverse regions. This launch is part of Yango B2B technologies ecosystem, says **Alexei Filippov, Head, Global Business Development, Yango Robotics.**

CT Bureau

AI-driven warehouse robotics mobile and pick-and-place solutions were launched by Yango, a global technology company, at this year's Seamless Middle East in Dubai. This launch is a part of the Yango B2B technologies ecosystem, introducing advanced solutions promising transformative benefits throughout the supply chain. These solutions aim to combat rising fulfilment costs, which have increasingly burdened sectors such as e-commerce, retail, logistics, and manufacturing.

In e-commerce, fulfilment costs represent a third of firms' operating expenses and are on the rise—for in-



Alexei Filippov
Head, Global Business Development
Yango Robotics

off-the-shelf stationary robot to operate with human-like capabilities. It has been designed to integrate into current warehouse configurations and achieve up to 800 picks per hour with precision of up to 99 per cent of SKUs. The pick-and-place solution is

hub through initiatives like the Dubai Silk Road Strategy.

Yango also introduced its mobile warehouse robotics solutions, including the ones for stock-taking, goods and pallets moving. These help in streamlining inventory management and order fulfilment processes, crucial for maintaining the pace in today's fast-moving market environment. The robots can navigate the warehouse even within a dynamic setup.

They work together with other machines to get tasks done faster and better. These innovations are critical as the Middle Eastern online retail sector alone is likely to reach above US\$35,853 million by 2025, a 109 per cent increase since 2020, reflecting the urgent need for efficient logistics solutions.

"As fulfilment costs continue to rise, our warehouse robotics solutions come at a time to help businesses not to survive, but thrive. Our new robotics pick-and-place platform, mobile warehouse robotics solutions and other technologies show Yango's commitment to innovation

and efficiency, driving cost reductions and operational enhancements for our clients across the region. We are excited to debut these AI-powered solutions at Seamless Middle East and showcase

“Robots can navigate the warehouse even within a dynamic setup. They work along with other machines to get tasks done faster.”

its value across industries,” Alexei Filippov, Head, Global Business Development, Yango Robotics, said.

Yango company showcased a range of other technologies for businesses at the exhibition. Attendees were able to experience its autonomous delivery robots, designed for efficient urban logistics, and AI-powered retail technologies, including the White Label App and AI Shelf Monitoring System.



stance, at Amazon, these costs increased from 31 per cent of net sales in 2021 to nearly 36 per cent in 2023. Yango solutions provide a timely remedy to these escalating expenses.

Attendees will experience a live demonstration of the company's robotics pick-and-place agnostic hardware solution, leveraging advanced computer vision to allow any

ready for deployment across the MENA region offering substantial returns with a payback period of two to three years. This rapid ROI is vital as businesses scale to meet the demands of a growing market, underscored by regional investments such as Kingdom of Saudi Arabia's US\$113 billion commitment to logistics and the UAE's reinforcement of its position as a global trade

HIGHLIGHTS

- Fulfilment costs represent a significant portion of a company's operating expenses, with rising trends observed across industries. Yango's robotics solutions provide timely remedy to these escalating expenses by offering precision and efficiency in warehouse operations.
- Attendees at Seamless Middle East will experience a live demonstration of Yango's robotics pick-and-place solution, leveraging advanced computer vision to enable any off-the-shelf stationary robot to operate with human-like capabilities. The solution is designed to seamlessly integrate into current warehouse configurations and achieve high precision and efficiency.

Second MENA SCM logistics summit discusses **LMD solutions**

The Second MENA SCM LOG 5.0 Supply Chain Practice Leaders' Summit in Dubai hosted many discussions, one which included LMD solutions. Logistics experts delved into strategies to reshape LMD in MENA region. From autonomous vehicles to drone delivery and urban distribution centers, the discourse explored various solutions.





New partnership brings top quality trucks to the UAE market

Al Masood CV&E has partnered with brand Dongfeng to bring high-quality commercial and passenger vehicles to customers in the UAE. In the Middle East, these vehicles have gained popularity for their adaptability to the region's challenging environments and their alignment with the market's diverse needs.

CT Bureau

Al Masood Commercial Vehicles & Equipment (CV&E) of conglomerate Al Masood Group, announced that it has secured exclusive distributorship rights for Dongfeng Commercial Vehicles under Dongfeng Automobile Corporation—one of China's premier automotive manufacturers.

This partnership marks an expansion in Al Masood's portfolio, introducing a range of Dongfeng's commercial vehicles, including heavy, light, and medium-duty trucks, to the UAE's market. The collaboration was unveiled at a launch event at the Dubai Autodrome on April 30.

The partnership extends to exclusive distributorship of Dongfeng's DFAC (Dongfeng Automobiles Company Ltd.), which include light duty model ranges, cementing Al Masood's position as one of the leading distributors of DFAC light duty trucks, vans and pick up vehicles in the



Hani El Tannir
Chief Executive Officer
Al Masood Group Industrial

UAE. Chinese brands have been making inroads into the global trucking industry. In the Middle East, these vehicles have gained popularity for their adaptability to the region's challenging environments and their alignment with the market's diverse requirements.

This partnership with Dongfeng positions Al Masood at the forefront, offering cutting-edge solutions from one of China's leading automotive companies. The introduction of seven new truck models, including two

advanced EVs, marks an expansion for Al Masood from heavy-duty to an inclusive range that encompasses light and medium-duty trucks. This offering is set to provide SMEs and existing clientele with a wider array of vehicles. The versatility of these trucks, particularly the EVs, reflect a step towards sustainable transportation solutions, aligning with the UAE's vision for a greener future.

"Entering into this partnership with Dongfeng is an exciting and important milestone for us at Al Masood. It marks a fusion of our expertise in the industrial sector with Dongfeng's innovative approach to heavy and light duty trucks. Through this cooperation, we hope to offer our customers in the region products and solutions of the highest quality and value to further their operations and the logistics industry," Hani El Tannir, CEO, Al Masood Group Industrial said.

"The introduction of light and medium-duty vehicles to

CV&E's portfolio in addition to heavy-duty ones, and some electric trucks will be good options for clients ranging from large corporations to SMEs. The event was a success, and we are thrilled to have shared this launch with our partners and guests. With Dongfeng's

“In the Middle East, these vehicles gained popularity for their adaptability to the region's challenging environment.”

expertise and Al Masood's long-standing experience, we look forward to driving progress together," Mohammad El Zeftawi, General Manager of Al Masood CV&E said.

Dongfeng Automobile Corporation manufactures high-quality commercial vehicles, passenger vehicles, new-energy vehicles, engines, and auto parts. The collaboration gives Al Masood access to Dongfeng's expertise in vehicle tech. "Partnering with Al Masood to bring high-quality commercial vehicles to the UAE market is a substantial opportunity for Dongfeng Automobile Corporation. Our expertise in vehicle technology and quality, combined with Al Masood's experience will allow us to offer tailored solutions to meet the needs of customers in the UAE," Gong Renjun, Regional Director at Dongfeng Automobile Company said. 🚚



Unveiling opportunities: Diverse road transportation sector of KSA

Land transportation sector in KSA is likely to achieve growth, driven by economic diversification and infra development initiatives. As the Kingdom charts its course towards diversified economy, land transportation firms are well-positioned to capitalise on emerging opportunities and play a pivotal role in shaping KSA's future.

As the Kingdom of Saudi Arabia's economy continues to flourish, fuelled by manufacturing, construction, consumer goods and oil & gas sectors, the demand for efficient transportation services within KSA has

reached unprecedented levels. This surge in demand presents a golden opportunity for land transportation firms to thrive and contribute to the nation's economic prosperity.



As the Kingdom continues to build and modernise its infra, the scope for growth in the sector becomes promising.

The Government's investment in infrastructure projects, spanning roads, railways, and logistics hubs, serves as a catalyst for expansion of land transportation sector. These strategic developments create a conducive environment for transportation firms to provide essential services, including the transport of construction materi-

als, equipment delivery, and logistical support for various infra endeavours. As the Kingdom continues to build and modernise its infrastructure, the scope for growth in the land transportation sector becomes promising.

The Neom project stands as testament to the potential

of the land transportation sector in KSA. This endeavour, with its substantial demand for transportation services, underscores the role played by transportation companies in driving economic development and facilitating large-

Jeddah. This trend emphasises the sector's significance and highlights opportunities for firms to expand their operations and improve their service offerings.

The KSA's land transportation sector stands poised for growth, driven by economic diversification and infrastructural development initiatives.

“As the Kingdom continues to build and modernise its infra, the scope for growth in the sector becomes promising.”

As KSA continues to chart its course towards a diversified and resilient economy, land transportation firms are well-positioned to capitalise on emerging opportunities and play a pivotal role in shaping the nation's future.

scale projects. While some firms offer long-term trucking services, there are opportunities for firms willing to operate on a shipment-to-shipment basis, ensuring flexibility and adaptability in meeting clients' evolving needs.

The Red Sea crisis has underscored the resilience of KSA's transportation sector. With a several shipments redirected to Dammam, there has been a surge in demand for road freight within the Eastern region and for facilitating the transit of goods and export shipments from Dammam to



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*(The views expressed are solely of the author.
The publication may or may not
subscribe to the same)*



Efficient & safe: **Vehicles optimised** for local terrain and weather

Specially curated for the local market, these light, heavy and commercial vehicles have been designed to enable them to handle various weather and terrain conditions with ease. With their robust structures and build quality, safety and efficiency have been optimised to allow for the greatest results in all manners of work.

 CT Bureau

Al Habtoor Motors has launched the latest fleet of JAC light, heavy-duty trucks, and commercial vehicles, setting new benchmarks for reliability, versatility, and innovation in the country's commercial vehicle segment.

The induction of the heavy-duty trucks complements the existing range of light commercial vehicles such as the Sunray & M4 minibuses and cargo vans as well as the light trucks, which are already popular in this market.

Among the new vehicles showcased were the PRO-MATE 2049 and WORK-MATE 4146, each manufactured with exceptional

attention to detail, to meet the specific needs of various commercial firms operating in the UAE.

Featuring spacious cabs, newly designed ergonomic dashboards and air suspen-

The advent of these latest range of heavy vehicles represents a leap forward in the UAE market


sions fitted in each vehicle, these interior additions ensure a comfortable driving experience, even on long journeys,

minimising driver fatigue. In terms of performance, these vehicles are equipped with technically advanced engines and latest transmissions, capable of serving several different applications and in the harshest conditions, while still maintaining reliability and excellent fuel efficiency. The vehicles also excel in their loading capabilities to transport several tonnes of materials with absolute ease.

Specially curated for the United Arab Emirates (UAE) market, these vehicles have been designed to enhance reliability and enable them to handle various weather and terrain conditions with effortless ease. With their robust structures and build quality, safety and efficiency have been optimised to allow for

the greatest results in all manners of work.

“JAC Motors is known for its reliability and has proven to be a partner for Al Habtoor Motors. The advent of these latest range of heavy vehicles represents a leap forward. These vehicles are innovations tailored to meet the diverse needs of industries across the UAE. Every aspect has been engineered to perfection to enhance performance and reliability, benefiting sectors such as construction, logistics and transportation.”

With this new launch, JAC Motors solidifies its position as the leading Chinese commercial vehicle exporter, creating trust-worthy solutions for clients in the UAE and worldwide. 

SAL fulfilment business unit launched to alter KSA logistics

SAL announces the launch of its Fulfilment Business Unit aimed at transforming logistics and supply chain industry across the Kingdom of Saudi Arabia. "Our Fulfilment Services exemplifies our commitment to delivering logistics solu-



tions. With our extensive network, cutting-edge technologies, and dedicated team, we are well-positioned to meet the transforming needs and drive growth in the Saudi logistics sector," Faisal Albedah, CEO, SAL said. They demonstrate a commitment to meeting the increasing demands and requirements of the Saudi logistics market.

US\$3 billion Oman-UAE rail network to begin construction soon

Work will begin soon on the US\$3 billion Hafeet Rail, a railway network between Oman and the UAE. The railway line will include two 2.5-km-long tunnels and 36 bridges, a statement stated. Hafeet Rail will have freight and passenger



stations in Sohar and Al Ain, and another freight station in Buraimi. Freight trains will transport 25,000 tonnes of general cargo in one trip. Freight trains will reach 120 km per hour. Oman Rail, part of Asyad Group, and the UAE's Etihad Rail signed a contract in 2022 to launch Oman and Etihad Rail Company—now Hafeet Rail.

EASC completes upgrade to latest version of Hermes' cargo management system

Hermes Logistics Technologies (HLT) has upgraded Etihad Airport Services Cargo's (EASC) hub in Abu Dhabi to the latest version of its Hermes cargo management system. "We are pleased to see EASC going live with our latest Hermes 5 on-premises in Abu Dhabi. We have worked with the company since 2015, and our teams have worked on this implementation to ensure a switch-over," said Yuval Baruch, CEO, Hermes Logistics Technologies.

This follows a contract renewal that will see the airline utilise the Hermes Business Intelligence add-on. Hermes 5 is HLT's latest function-rich cargo management system forms the



core of the Hermes Ecosystem, a suite of pay-as-you-go solutions that include Business In-

telligence, Track & Trace, and a Learning Management System, among others.

Tristar KSA commissions fleet, HAZMAT warehouse



Tristar KSA of Tristar Group recently commissioned its fleet and warehouse for the

safe transport and storage of ChampionX products. ChampionX delivers cutting-edge

technology, supply assurance, and problem solving in a secure and cost effective way. "Tristar KSA is the first transporter in the Kingdom of Saudi Arabia to have introduced a tanker pumping system in chemical tankers, designed to meet clients' operational and sustainability needs. These initiatives were done by us with the support of our head office in Dubai, Aous Ali, Tristar KSA Country Manager, said.

DHL's Global Connectedness Index ranks Kingdom of Bahrain at 25th position

The Kingdom of Bahrain's ranking in the Global Connectedness Index 2024, published by DHL climbed seven ranks to secure the 25th position globally. Also, it is the most improving country since 2021. The report measures 181 countries on how well they integrate and link across trade, capital, information, and people. Over a two-decade period, Bahrain's nominal GDP increased from around US\$11 billion in 2003 to US\$43 billion in 2023, marking an annual growth of 7 per cent. As per the Global Connectedness Index, "The key factors in Bahrain's growing connectedness were increases in merchandise exports and in-

wards M&A activity. Bahrain has long sought to boost global business activity as part of its economic development strategy." Bahrain has invested in its infra-

structure, regulatory reforms, and digital transformation, creating an ecosystem that supports innovation, diversification, and global collaboration."



Tashkent airport's new terminal likely to increase air cargo tonnage per annum

Air freight operations are set to grow at Uzbekistan's Tashkent International Airport with the development of a new terminal, which could handle 120,000 tonnes of cargo per year. The new terminal's design has already been completed and it will be built in two stages on an area totalling 5.2 ha, as per Uzbekistan Airports. In the first phase, a cargo terminal with a total area of 8,000 sq. mtrs. will be built and put into operation by this year-end. This will include 500 sq. mtrs. freezers for perishable and pharma-related



cargo. A 3,000 sq. mtrs. administrative building will also be built for the employees and representatives of import and export firms.

In the second stage, due to be completed by 2025-end, a new cargo warehouse with an area of 12,000 sq. mtrs. will be built.

Additional Riga freighters introduced by Lufthansa Cargo



Lufthansa Cargo has launched regular freighters to Riga airport to meet demand from manufacturers and importers in Latvia. The

new service will operate once per week utilising one of the carrier's Airbus A321 freighters, which offers a capacity of 28 tonnes. With

the new service, Riga becomes the lone Baltic airport to have a regular freighter from Lufthansa Cargo. "The new flights will allow Latvian manufacturers to plan and reach markets in the Lufthansa network faster than previously. Local entrepreneurs in turn will be able to "import goods more quickly at competitive prices," Riga International Airport stated.

"The advantage of cargo flights is the ability to carry larger cargoes without dividing them into several flights, and the ability to ferry bulk cargo that cannot be accommodated in pax passenger aircraft," said Eligijus Jentkus, Head, Air Cargo Development, Riga International Airport, said.

AGI Global Logistics crafts partnership to expand freight & logistics services in Sweden

AGI Global Logistics has tied up with Swedish logistics company, Scandinavian Shipping & Logistics (SSL). The partnership is likely to strengthen and expand AGI's freight and logistics services offered to clients operating in the Scandinavian market.

"This new partnership will enhance our offering to our clients operating in the UK-SE-UK market, and it is an exciting announcement," Jesse Ramirez, Director, AGI Immingham Office, said. "The tie-up will expand the range



of services we offer, including the handling of customs formalities in-house, making for faster deliveries," he added. Ramirez said AGI is "looking forward to developing the

partnership, and offering new services in Sweden and across entire Scandinavia. "The team across our seven offices at SSL are excited about the tie up," Johan Ignell, MD, SSL, said.

Swissport adds 3rd cargo centre at Liege Airport

Swissport unveiled a third cargo centre on the back of rising e-commerce demand. The 4,000 sq. mtrs. customs bonded facility has expanded the handler's overall capacity at the freighter airport by 17 per cent to 27,000 sq. mtrs," Wilfried



Jans, Director, Cargo division at Liège Airport, Swissport, said. The new facility opened on April 22 and is situated behind the existing cargo centres. The expansion would allow it to offer many handling services and take the pressure off the existing facilities.

GEODIS obtains CEIV Pharma certification



GEODIS has strengthened temperature-controlled pharma shipment capabilities in Europe by obtaining IATA's Center of Excellence for Independent Validators in Pharmaceutical Logistics (CEIV Pharma) certification for its Copenhagen, Denmark, site. The forwarder now has a total of 28 CEIV Pharma-certified sites across its global network in the Americas, APAC, the Middle East, and Europe. Kent Husted, MD, GEODIS Denmark said "Denmark is one of the leading nations in the world when it comes to R&D and pharma production."

Now, forwarders can book capacity on Singapore Airlines through WebCargo

Singapore Airlines has placed its cargo capacity on online booking and payment platform, WebCargo, to expand its booking options. The partnership connects Singapore Airlines to thousands of freight forwarders that use WebCargo's real-time air cargo pricing and booking options. WebCargo's users gain additional access to APAC destinations, such as Singapore, Hong Kong, Australia, Indonesia, Thailand, and Vietnam. Coverage on the platform is slated to increase over the course of the year. WebCargo's deal with Singapore Airlines is a major step forward in its plan to extend its reach in the Asia-Pacific region.



Aloha Air Cargo to cancel its Honolulu-Los Angeles nonstop service

Aloha Air Cargo has cancelled its Honolulu-Los Angeles-Honolulu 767-300 freighter service from June 1, citing the route's unprofitability. The decision was taken by its Seattle-based owner, Saltchuk Aviation. Unaffected are Aloha's "triangle service" linking Honolulu, Seattle, and Los Angeles, which use a separate 767 freighter aircraft, an Aloha Air Cargo spokeswoman said. Aloha Air Cargo's 737 Interisland freighters are also unaffected. The carrier notified its customers by a candid e-mail of the non-stop route cancellation on April 30, she added.



NAM strengthens partnership with AAI, adds two more B747-400Fs



Network Airline Management (NAM) continues to strengthen its long-term partnership with Air Atlanta Icelandic (AAI) by adding two more B747-400Fs to its fleet, Jonathan Clark, CEO, Network Aviation Group, said. The two new aircraft will join NAM's fleet in the latter part of Q3 or early Q4 of 2024. The NAM freighter fleet will then operate four B747Fs nose door aircraft, with the retirement of the last remaining B747-400BDSF converted freighter later this year. "The additional aircraft confirms our commitment to work hand in hand with AAI in anticipation of our future transition to B777F aircraft," Andy Leslie, Group Chairman, added.

My Freighter gains authorisation for flights to and from Mainland China



Uzbekistan-based My Freighter will add China to its network. Commenting on social media, My Freighter stated, "We are pleased to announce that MY FREIGHTER has obtained CCAR129 certification, permitting flight operations on routes to and from Mainland China. In April, My Freighter took delivery of its third converted 767-300 P2F aircraft from USA lessor Air Transport Services Group. The airline took delivery of its 747-200F in October 2022 and stated at the time that it planned to add five more, although reduced demand in 2023 resulted in airlines changing their plans.

Boom in Central and South American air cargo volumes in April

Air cargo volumes out of Central and South America have taken off in the past few weeks of April ahead of Mothers' Day celebrations in North America. Analysis from WorldACD shows air cargo volumes from CSA increased by 17 per cent week-on-week in week 17, following on from a rise of 14 per cent in week 16. The figures show the largest increase was in demand to the USA and



Canada, with volumes up by 48 per cent on a two-week basis. "Although 90 nations celebrate Mother's Day on the second Sunday in May, North America is by far the important destination market for flowers shipped by Central & South America," WorldACD stated. "The spike to North America tonnages was accompanied by a 12 per cent rise in rates two weeks on two weeks.

Movements

**DNATA
UAE**



Clive Sauvé-Hopkins has joined as the Divisional SVP, Airport Operations, dnata. He, will be based in Dubai and will oversee dnata's handling and cargo business in 16 countries and manage a team of 37,000 aviation professionals.

**DNATA
Singapore**



Neo Su Yin has been appointed by dnata as the Managing Director, Singapore. In her new role, Su Yin will oversee dnata's ground handling and cargo operations at Changi Airport (SIN). She will manage a team of more than 1,500 employees.

**SATS
Europe**



Céline Hourcade has joined as the VP, Global Head of Environmental, Social and Governance (ESG)/sustainability, SATS. "I will contribute to SATS' sustainable growth and working with it in 220 locations in 27 countries," Hourcade said.

**WEFREIGHT
KSA**



Pramod Raj is the new MD, KSA operations, WeFreight. With a 15-year career in the logistics and supply chain industry, he brings a wealth of experience to WeFreight. Raj also served as the Director, Agencies, Centurion Shipping Dubai.

**MAERSK
Canada**



John Wetherell has joined as the Global Head, Air Freight Forwarding, Maersk. With an experience of 30 years, Wetherell is responsible for commercial carrier management, procurement, strategic network planning and design.

**MENZIES AVIATION
Macao SAR**



Raymond Lo has joined as Chief Executive, Menzies CNAC, Menzies Aviation. He has spent the last decade as MD, Menzies Macau Airport Services Ltd and provided a full suite of aviation services at Macau International Airport.

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