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Lufthansa Cargo expands network, adds more freighters



Lufthansa Cargo is adding new flights to its all-cargo network as it continues to take delivery of freighter aircraft. The carrier will add another B777 freighter into service by this month-end, while it will receive a second A321F in October. Lufthansa Cargo said delivery of the aircraft will allow it to expand its network and add more flights winter schedule.

SriLankan Airlines airlifts pharmaceuticals from India



SriLankan Cares, the CSR arm of SriLankan Airlines, takes on the cause of airlifting essential medicines gifted by Indian donors to hospitals in Sri Lanka, free of freight charges. SriLankan Cares has teamed with SriLankan Cargo to implement the humanitarian project, aiming to channel medical product donations from India to hospitals in Sri Lanka struggling to cope with the ongoing drug shortage in the country.

Etihad Airways firms up order for seven freighters

Etihad Airways has firmed up its order with Airbus for seven new generation A350F freighters, following its earlier commitment announced at the Singapore Airshow. This will see Etihad expanding its relationship with Airbus and adding to its existing order of the largest passenger version of A350-1000s, five of which have been delivered. The additional capacity will support the growth experienced by the Etihad Cargo division.



Ethiopian Cargo expands network in Africa, ME, Asia

Ethiopian Cargo & Logistics Services has announced a new domestic cargo service to Dire Dawa and Jijjiga that will operate thrice a week from August 30. As per reports, its fleet includes B777-200F and B737-800SF aircraft. In March, Ethiopian Airlines partnered with International Djibouti Industrial Park Operation and Air Djibouti as it looks to develop sea-air ops between China and Africa. Addis Ababa-based Ethiopian operates between Africa, Europe, the Middle East and Asia.



Air Canada Cargo expands fleet, adds two more B777Fs

Air Canada will add B777 freighters as it continues to expand its presence in the all-cargo market. The aircraft will enter into service in 2024. So far, two B767 converted freighters have been put into service and two more B767Fs, which were delivered, are due to begin ops next year. Six more converted B767 aircraft are due to be added over the coming years. Jason Berry, VP, Air Canada Cargo said, "We announce expansion of our fleet with acquisition of two Boeing 777 freighters."



Port of Abidjan to have 2nd container terminal soon



Côte d'Ivoire Terminal received six STS gantries and seven RTG gantries on 18 August, signalling a step in the planned construction of the second terminal container at the Port of Abidjan. This handling equipment is from China and will be used to start the operational testing stage before the commissioning on 1 November 2022. The cutting-edge machines include a control system and a next-generation power supply system.

Edmonton Airport will host TIACA's start.hub logistics

TIACA announced Edmonton airport as the inaugural host of the start.hub logistics during upcoming air cargo forum and transport logistic Americas 2022. "The Innovation Journey showed how vital it is for the industry to connect and explore innovations that can be applied to our businesses. The launch of the start.hub logistics in Miami is yet another step toward our vision and we are excited that the airport has been supporting innovative start-ups," said Steven Polmans, TIACA Chair.



'Cargo markets in APAC, Middle East to remain robust'

There has been a sense of optimism for the aviation sector following the relaxation of travel restrictions and vaccination programmes in many parts of APAC and the Middle East, as per the Airports Council International (ACI) Asia-Pacific's recent Industry Outlook. Following a turbulent FQ, marked by travel curbs and geopolitical conflict, the recovery in the APAC and Middle East regions are benefiting from the pent-up demand.



UPS to acquire multinational healthcare logistics provider

UPS plans to acquire Bomi Group, leading MNS healthcare logistics provider. The transaction will add temperature-controlled facilities across 14 countries and 3,000 in Europe and Latin America. "Bomi enhances our portfolio of services and accelerates our journey to become the top provider of healthcare logistics. UPS Healthcare and Bomi Group employees share similar values," said Kate Gutmann, EVP and President, UPS International, Healthcare and Supply Chain Solutions.



Agility caps £763-million acquisition of Menzies Aviation



Kuwait-based Agility has finalised the acquisition of UK-based John Menzies PLC and will combine the business with its subsidiary National Aviation Services. "Once integrated, the combined company will operate as Menzies Aviation and will be the world's largest aviation services company and second largest by number of airports served," as per a statement.



DIGITALISATION ACQUIRES MOMENTUM

When it comes to moving large volumes of air cargo, machines seem to have overtaken human ground handling. We investigate the strengths and weaknesses of racing towards the use of Artificial Intelligence.

 Abigail Mathias

Airline companies will embrace new age technologies, while constantly treading with caution, said **Chaminda Perera**, General Manager, Cargo, SriLankan Airlines. “The airlines and ground handlers continuously seek to expand and improve business performances for which technology, as the largest disruptive force driven by the technological revolution, will be a key factor in companies

achieving success in improving performances,” he said.

The end-to-end integration between airlines, ground handlers and other key stakeholders allowed through technology is crucial in evolving the current supply chains to better deliver customer experiences. “Technology-enabled automation of warehouse operations, diversification of products and services, enhanced collaboration and digitalisation supported by capitalizing on

the wealth of data retained within the sector will be essential in the transformation of the industry and enhancing the levels of service at airports. Information at fingertips in the present day and age are mandatory customer requirements.”

Thomas Schürmann, Head, Cargo Operations & Delivery, Etihad Cargo highlights the ways in which Abu Dhabi has made the transition. “As part of our ongoing digitalisation journey that we began in 2018, we have implemented many initiatives and processes to ensure a smooth transition from non-technological to technology-based systems. In 2022, we are working on a Proof-of-Concept (PoC) utilizing computer vision and Artificial Intelligence (AI) to help ground handlers calculate cargo dimensions. In 2021, we signed a PoC agreement with SPEEDCARGO for automated dimension and volume scanning. Upon successful completion of the PoC and trials, these digital solutions will become practical tools for minimizing leaking and optimizing offload recovery.”

Traditionally, cargo dimensions are measured manually, following a set of universal guidelines. Etihad Cargo plans to replace this manual method with AI to build fully automated 3D load plans and ensure consistent and accurate values are utilized dur-

ing loading and offloading. Additionally, replacing the manual process of preparing load plans with an automated AI-driven process will enable us to make maximum use of available cargo capacity. While each load plan takes around 30 minutes to prepare manually, we will reduce this to one minute through automation, thereby making the entire process more efficient in terms of capacity and time spent.”

Etihad Cargo is providing ground handlers with the technology and giving them practical tools and training to show them how to build up cargo for loading step by step, which will make the process efficient and reduce human errors.

“We are using robotic process automation (RPA) to automate manual labour processes to achieve efficiencies.” Etihad Cargo is incorporating technology and sustainability to enhance its products. “For example, in our latest measure to make the transportation of pharmaceuticals more sustainable, we signed a Memorandum of Understanding (MoU) with B Medical Systems to develop and launch the world’s first airline-specific passive temperature-controlled container. These containers utilize passive cooling technol-



Chaminda Perera
General Manager Cargo
SriLankan Airlines



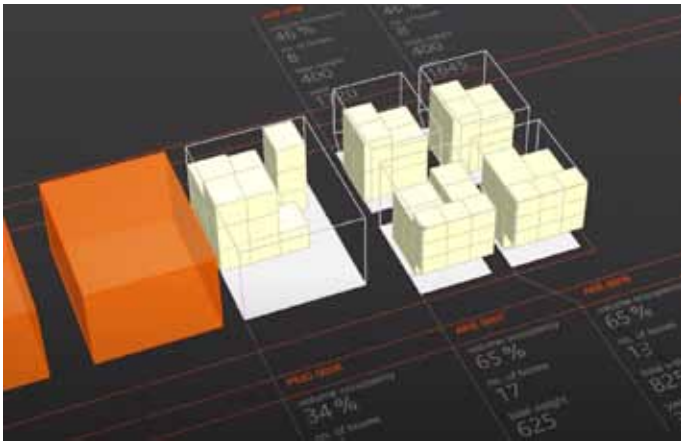
Thomas Schürmann
Head of Cargo Operations & Delivery
Etihad Cargo

Popularity of e-commerce has built a strong case for the use of drones in transportation and distribution of goods

ogy, enabling them to retain temperatures from -80°C to 25°C for up to five days with no external power source. The units will reduce carbon emissions, while ensuring pharmaceutical shipments are transported safely at the required temperature. Trials of the sustainable container units will commence shortly, and a commercial launch date will be announced following the successful completion of the trials,” said Schürmann.

In 2022, we are working on a proof-of-concept utilizing computer vision and AI to help ground handlers calculate cargo





USE OF DRONE TECH TO EASE CONGESTION

“Drone technology, initially developed for military use, is increasingly used in varying industries, including the logistics sector. The growing popularity for e-commerce has built a strong case for the use of drones in transportation and distribution of goods. The small autonomous aircraft are considered ideal for use of inventory management in the supply chain, as the commercial use of drones indoors is not regulated. Therefore, drones can be seamlessly inducted for first mile and last mile integrated to the processes at warehouses, air cargo operations and 3PL facilities.

There is also a future for AI inside of automated equipment, where the Ma-

chine Learning capabilities would be able to optimize arrivals and departures related processes through studying patterns and analysis of information, which would lead to reduction in costs, reduce environment impact through congestions at ports and allow an enhanced compliance for standards and procedures,” explained Perera.

As per a report by Airport Technologies, AI innovation among airport industry companies has dropped off in the last three months. The figures are compiled by GlobalData, who track patent filings and grants from official offices around the world. Using textual analysis, as well as official patent classifications, these patents are grouped into key thematic areas, and linked to key companies across various industries.

New business from airlines investing in digitalisation has helped global freight booking and payment platform Freightos achieved strong growth in the SQ of 2022. Freightos recorded 1.5 lakh platform transactions, resulting in growth of 163 per cent y-o-y in the SQ. Gross Booking Value was US\$155 million—up by 137 per cent y-o-y, while the revenue was US\$5.2 million—up by 30 per cent y-o-y. AI is

one of the key areas tracked by GlobalData. It has been identified as being a key disruptive force facing firms in the coming years, and one of the areas that they invested resources in and are expected to reap rewards later.

The figures provide an insight into the largest innovators in the sector. Westinghouse Air Brake Technologies was the top AI innovator in the airport equipment supply, product, and services sector in the latest quarter. The company filed seven AI-related patents in the three months ending June. That was up from one over the same period in 2021.

THE AI-ADVANTAGE

Sophisticated cargo terminals translate in to ease of traffic volumes. “Technology enables us to process and analyze data to generate reports and dashboards, enhancing visibility and transparency for us and our customers. At Etihad Cargo, we receive a huge volume of data daily loaded into our cargo data lake. We use Microsoft Power BI to process and transform this data to generate business intelligence reports, which our operational teams use to identify any issue/s. Using this info, we can communicate with stakeholders, act where required and improve our processes. 🚀

FACT FILE

- Westinghouse Air Brake Technologies was the top AI innovator in the airport equipment supply, product, and services sector in the latest quarter.
- The company, which has its HQ in the USA, filed seven AI-related patents in the three months ending June.





Making systems **future ready** for air cargo

Air cargo will be a critical zone of durability for airlines and airports in near future, provided management makes it priority to introduce integrated and digital solutions to automate entire process, says **Gautam Mandal**, Director, Products, Cargo Flash Infotech.

Ritika Arora Bhola

How do you design tech-enabled logistics solutions, assisting clients and their supply chains to evolve an integrated logistics?

In recent times, digitalisation of the logistics supply chain has been one of the factors, resulting in noticeable improvements in efficiency and agility of the operations across the globe. Observing the upsurge, Cargo Flash is designing future-ready systems to collaborate with the stakeholders of the air cargo industry. Cargo Flash is ad-

hering to implement digital solutions in air cargo management. The company's single-platform solutions are allowing the aviation stakeholders to access real-time info—a harbinger for Proactive Data Analysis—leading to a better cargo product definition.

With seamless and intuitive solutions, we aim to draw potential stakeholders and spearhead the idea of how technology can simplify the air cargo ops as we effectively digitalize its management worldwide. Cargo Flash customised Integrated Cargo

Management System (ICMS) based on the client's needs. We have also introduced the e-commerce management system integrated into the ICMS, which empowers an airline to tap into the potential market of the e-commerce movement.

Explain your loyal clientele in the Middle East and globally? How successful were you in fulfilling them, especially during the pandemic?

Our Middle East clientele comprises Air Arabia, Sharjah Aviation Services and Salam Air to name a few.

FACT FILE

- We have introduced e-commerce management system integrated into the ICMS, to empower an airline to tap into the e-commerce market.
- Our single platform solutions are allowing stakeholders to access real-time info, leading to a better cargo product definition.



Gautam Mandal
Director, Products
Cargo Flash Infotech

We have ensured to exploit the tech so that our nGen Cargo System enhances transparency and creates commercial value

These apart, we have 25 clients across the world, including Philippine Airlines, Kenya Airways, JamboJet, Lion Air, Garuda Indonesia, Pelita Air Services, Nepal Airlines among others. Most of our clients are currently experiencing issues to streamline logistics operations with minimum time and manpower, yet with maximum efficacy and output.

We have enhanced our systems to cater to unique local processes. To cite an instance, at the Sharjah warehouse, the cargo is accepted not on House AWB or Master AWB, but on a document called SLI and after all, processes are consolidated into HAWB and MAWB. Keeping digital support in mind, Cargo Flash has been consistent in delivering its existing and customized solutions to its respective clients.

Elaborate on how you identify pain points, while providing business solutions to air freight stakeholders?

The biggest pain point re-

mains shifting from the legacy system operating in silos to the modern technology integrated structure. When it comes to addressing the other sore spots, we have witnessed clients to be subjected to a dearth of operational transparency, and data or financial security other than the limitations in capacity utilization and deficiency of real-time and accurate market intelligence and data.

Furthermore, we have seen client expectations rise along with the propensity to use e-sales, in particular digital distribution platforms, which streamline elements of booking and shipping process. The need for digital booking platforms and capabilities has, therefore, become urgent, touching a catalyst to the long-sparking requirement for digital innovation in this sector. Hence, Cargo Flash is continuously simplifying its reservation system with maximum automation and real-time data transfer.

How do you exploit technology to create value for your clients? Can you name the tech in demand that is used by transport and logistics industries?

Cargo Flash boasts advanced application development that includes programming, documentation, testing, and bug fixing to create and maintain applications and frameworks involved in the ecosystem of software development, resulting in software production. Also, we are a Microsoft Gold-Certified Partner for Application Development and Cloud Platform. The company is delivering cutting-edge solutions, established on Microsoft products, for over a decade and its partnership with Microsoft enables Cargo Flash to implement solutions quickly, efficiently, and profitably.

Cargo Flash products are deployed based on the Microsoft Cloud architecture, and, while designing we have ensured to exploit the technology in such a way that our nGen Cargo System not only enhances operational transparency and streamlining, but also creates commercial value for the airlines.

The nGen has its Target and Budget Management System and Sales Planning Automation module, allowing the management to define their budgets and follow them in real-time, but monitors the entire sales cycle. Coupled with future indicators, which give an early warning of target breaches and dynamic pricing, the system ensures to strive for revenue maximisation. The nGen is already using Artificial Intelligence (AI) and Machine Learning (ML) techniques for its Revenue Management and Optimiza-





tion solutions and is in the process of using these in the operation process as well.

SaaS solutions are being deployed using cloud-based solutions to ensure highest availability and scalability standards. How do you ensure zero disruption?

All our systems are hosted on MS Azure Clouds with availability and disaster recovery. This set up ensures high demand scalability, no matter how much the data volumes increases, the services will never get disrupted. We provide the industry's best up-time SLAs of up to 99.99 per cent and, coupled with high availability and disaster recovery in case of an eventual-ity, the RPO is just five to 10 minutes. Data loss presents risk to any organization.

The impact of lost revenue during the downtime and the effort required in a bid to reconstitute the information can cost a company hundreds of thousands of US Dollars if a suitable and business continuity procedure is not in place.

With our solutions, all the elements related to informa-

tion security are included with the service, and our customers gain access to the latest in threat prevention and detection technologies. A disaster recovery plan requires multiple built-in redundancies, while achieving time-to-recovery objec-tive and thus, we can create recovery plans that include replication, failover, and fallback procedures.

Do you think technology industry has the skill sets to provide solutions and, if the global logistics industry is ready to embrace the same?

Those companies exclu-sively dealing with grow-ing costs have trouble scal-ing their processes. They are unable to forecast the demand and rely heavily on manual labour. Now is the high time for innova-tion. Advanced technol-ogy must be embraced and, subsequently, the new tech-nology will increase effi-ciency and show real-time performance that leads to an eco-sustainable operation, which, in turn, will lead to better decisions and in-creasing returns.

The air cargo is a critical zone of durability for airlines. The airports in the future make it a strategic priority that the management introduce simple, integrated, and digital so-lutions to automate the entire process, end-to-end. The im-plementation of technology and automation in the long-standing air cargo manage-ment has become more of a compulsion now.

Anything new that you have instituted for committing to innovation and marketing approach in your contracts in the past few years?

We have improvised our company ethos to 'Creating Value; Creating Face Value.' We are focused on simpler solutions and speedier ap-plication. We endeavour to recognize and resolve the untapped complications of every existing and poten-tial customer. Cargo Flash has been ahead of the curve by introducing advanced software for Air Cargo eco-system globally. Our vision is an efficient air cargo in-dustry relying on paperless management. Our actions will reinforce disseminating our vision. 🌍

Air cargo is a critical zone of durability for the airlines. The airports in the future should accord top priority that the management introduce simple, integrated, and digital solutions

Global air cargo shows resilience in June: IATA

International Air Transport Association released data for international air cargo markets showing healthy and stable performance across the sector. Trade activity ramped up slightly in the month of June as lockdowns due to Omicron in China were lifted.

CT Bureau

Global demand, measured in cargo tonne-kilometers (CTKs), was 6.4 per cent below June 2021 levels (-6.6 per cent for international operations). This was an improvement on the y-o-y decline of 8.3 per cent seen in May. Global demand for the first half of the year was 4.3 per cent below 2021 levels (-4.2 per cent

improvement over 6.6 per cent decline in May. Demand for the F1 was 2.7 per cent below 2021 levels. Airlines in the region have been hit by lower trade and manufacturing activity due to lockdowns in China. Available capacity in the region declined by 6.2 per cent compared to June 2021. This contributed to capacity being 0.2 per cent below 2021 levels for the F1 of 2022.

Asia-Pacific Airlines saw their air cargo volumes dip by 2.1 per cent in June 2022 as compared to the same period in 2021

for global operations). Compared to 2019, the demand in the first half of 2022 was up 2.2 per cent, according to data released by IATA. Capacity was 6.7 per cent above June 2021 (+9.4 per cent for international operations). This was a rise of 2.7 per cent y-o-y growth recorded in May. Capacity for F1 was up 4.5 per cent (+5.7 per cent for global operations) compared to first half-year of 2021.

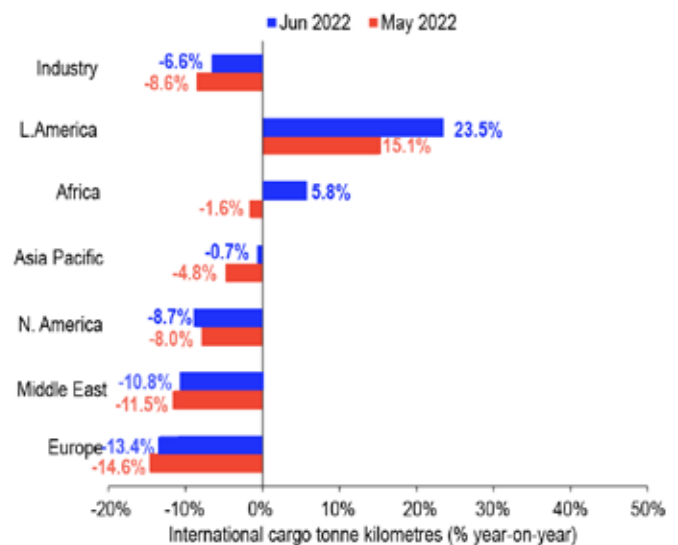
JUNE PERFORMANCE

Asia-Pacific Airlines saw its air cargo volumes decrease by 2.1 per cent in June 2022 as against to the same period in 2021. This was an

North America: The carriers posted a 6.3 per cent decrease in cargo volumes in June 2022 compared to June 2021. Demand for the F1 2022 was 3.3 per cent below 2021 levels. Capacity was at 5.6 per cent in June 2022 as against June 2021 and up 6.1 per cent for the F1 of 2022.

Middle East: The carriers recorded a y-o-y fall of 10.8 per cent in volumes in June. Traffic was redirected to avoid flying over Russia failed to materialize. Capacity was up 6.7 per cent as against June 2021, while demand for F1 was 9.3 per cent below 2021 levels, the weakest F1 performance.

Int'l CTK growth (airline region of registration)



Sources: IATA Economics, IATA Monthly Statistics



Air cargo market in detail - June 2022

	World share ¹	June 2022 (% ch vs the same month in 2019)				June 2022 (% year-on-year)			
		CTK	ACTK	CLF (%-pt) ²	CLF (level) ³	CTK	ACTK	CLF (%-pt) ²	CLF (level) ³
TOTAL MARKET	100.0%	0.8%	-6.0%	3.3%	49.2%	-6.4%	6.7%	-6.9%	49.2%
International	87.0%	0.4%	-6.8%	3.9%	54.5%	-6.6%	9.4%	-9.4%	54.5%

¹% of industry CTks in 2021

²change in load factor vs same period in 2019

³Load factor level

	World share ¹	June 2022 (% year-on-year)				% year-to-date			
		CTK	ACTK	CLF (%-pt) ²	CLF (level) ³	CTK	ACTK	CLF (%-pt) ²	CLF (level) ³
TOTAL MARKET	100.0%	-6.4%	6.7%	-6.9%	49.2%	-4.3%	4.5%	-4.9%	52.6%
Africa	1.9%	5.7%	10.3%	-1.9%	44.7%	2.9%	6.9%	-1.9%	48.8%
Asia Pacific	32.6%	-2.1%	6.2%	-5.2%	60.8%	-2.7%	-0.2%	-1.6%	62.0%
Europe	22.8%	-13.5%	5.6%	-11.2%	50.7%	-7.8%	3.7%	-7.4%	59.3%
Latin America	2.2%	19.6%	29.5%	-3.2%	38.3%	21.8%	32.6%	-3.7%	41.9%
Middle East	13.4%	-10.8%	6.7%	-9.6%	48.8%	-9.3%	6.3%	-8.7%	50.7%
North America	27.2%	-6.3%	5.6%	-5.1%	40.4%	-3.3%	6.1%	-4.2%	43.2%
International	87.0%	-6.6%	9.4%	-9.4%	54.5%	-4.2%	5.7%	-6.1%	59.0%
Africa	1.9%	5.8%	10.1%	-1.8%	45.5%	3.0%	6.6%	-1.7%	49.6%
Asia Pacific	29.5%	-0.7%	11.8%	-8.3%	66.0%	-0.8%	7.2%	-5.5%	68.7%
Europe	22.4%	-13.4%	6.6%	-12.3%	53.4%	-7.7%	4.0%	-7.9%	61.6%
Latin America	1.8%	23.5%	28.0%	-1.7%	45.4%	23.5%	30.5%	-2.9%	50.5%
Middle East	13.4%	-10.8%	7.0%	-9.8%	49.1%	-9.3%	6.4%	-8.9%	51.1%
North America	18.0%	-8.7%	9.1%	-9.2%	47.2%	-4.8%	2.5%	-4.0%	52.1%

¹% of industry CTks in 2021

²Year-on-year change in load factor

³Load factor level

Note: the total industry and regional growth rates are based on a constant sample of airlines combining reported data and estimates for missing observations. Airline traffic is allocated according to the region in which the carrier is registered; it should not be considered as regional traffic. Historical statistics are subject to revision.

	World share ¹	June 2022 (% ch vs the same month in 2019)				Year-to-date (% ch vs the same period in 2019)			
		CTK	ACTK	CLF (%-pt) ²	CLF (level) ³	CTK	ACTK	CLF (%-pt) ²	CLF (level) ³
TOTAL MARKET	100.0%	0.8%	-6.0%	3.3%	49.2%	2.2%	-8.9%	5.7%	52.6%
Africa	1.9%	11.9%	-15.4%	10.9%	44.7%	16.2%	-11.9%	11.8%	48.8%
Asia Pacific	32.6%	-1.3%	-14.7%	8.3%	60.8%	-3.1%	-19.3%	10.3%	62.0%
Europe	22.8%	-11.5%	-13.0%	0.8%	50.7%	-5.0%	-17.0%	7.5%	59.3%
Latin America	2.2%	-3.7%	-8.0%	1.7%	38.3%	-3.3%	-20.0%	7.2%	41.9%
Middle East	13.4%	2.3%	-5.2%	3.6%	48.8%	0.9%	-7.1%	4.0%	50.7%
North America	27.2%	14.9%	8.8%	2.1%	40.4%	17.0%	9.8%	2.6%	43.2%
International	87.0%	0.4%	-6.8%	3.9%	54.5%	2.5%	-10.0%	7.2%	59.0%
Africa	1.9%	13.2%	-14.2%	11.0%	45.5%	17.5%	-10.3%	11.7%	49.6%
Asia Pacific	29.5%	1.8%	-9.5%	7.3%	66.0%	1.1%	-14.7%	10.7%	68.7%
Europe	22.4%	-11.5%	-14.1%	1.6%	53.4%	-5.1%	-17.3%	7.9%	61.6%
Latin America	1.8%	-1.6%	-4.9%	1.5%	45.4%	-2.0%	-18.4%	8.5%	50.5%
Middle East	13.4%	2.3%	-5.2%	3.6%	49.1%	1.0%	-6.8%	3.9%	51.1%
North America	18.0%	12.4%	5.8%	2.8%	47.2%	16.3%	5.3%	4.9%	52.1%

¹% of industry CTks in 2021

²change in load factor vs same period in 2019

³Load factor level

Note: the total industry and regional growth rates are based on a constant sample of airlines combining reported data and estimates for missing observations. Airline traffic is allocated according to the region in which the carrier is registered; it should not be considered as regional traffic. Historical statistics are subject to revision.

Focus on building air cargo resilience

IATA World Cargo Symposium is where representatives of air cargo industry deliberate and evaluate journey traversed so far and road ahead. This year's highly anticipated event will be held in London, United Kingdom from 27 to 29 September 2022.



World Cargo Symposium 2022 to be held in London

 CT Bureau

The International Air Transport Association (IATA) an-

STRENGTHENING AIR CARGO

- A first-time workshop focused on improving the efficiency of billing settlements between airlines and freight forwarders, using the new CASSLINK (Cargo Accounts Settlement System).
- A workshop focused on improving performance on key market segments using IATA CEIV programs (CEIV Pharma, CEIV Live Animals, CEIV Lithium Batteries and CEIV Fresh).
- Immediately following WCS, at the same venue from 29 September to 1 October 2022, IATA will be hosting the Cargo Claims and Loss Prevention Conference. This event brings together experienced professionals to provide insights on claims and loss prevention practices around the world.

nounced that the IATA World Cargo Symposium (WCS) will focus on building resilience to further strengthen air cargo's post-pandemic prospects. There is no doubt that the COVID tested the resilience of the air cargo business. Despite challenging conditions, air cargo delivered critical medical supplies and vaccines across the globe and kept global supply chains open.

For many airlines, as passenger numbers plummeted, air cargo was a crucial source of revenue. According to IATA reports, in 2021, air cargo revenues reached a record \$204 billion, which was more than double as compared to 2019 and accounted for around 40% of total airline revenues

in 2021. "Air cargo proved its resilience during the pandemic, and it is emerging stronger. The challenge now is to retain the momentum achieved in digitalization and other customer-centric efficiency gains. There is good reason to be optimistic. Air cargo is maintaining its strength even as economic and geo-political uncertainty grow. And this year's WCS will focus on how the industry can capitalize on this resilience to build an even more promising and sustainable future for global air cargo," said Brendan Sullivan, IATA's Global Head of Cargo.

Sullivan, and David Shepherd, Managing Director, IAG Cargo will be speaking at the event, which is taking place in London this year.

WHAT TO EXPECT

The WCS is the largest and most prestigious annual event. WCS 2022 will continue to move the industry from talk to action. The symposium will feature plenary sessions, specialized streams, workshops, and executive summits, tackling aspects related to Technology and Innovation, Security and Customs, Cargo Operations and Sustainability. It will also highlight current issues and host Future Air Cargo Executives Summit (FACES). 

BARIG's involvement with ACCF continues

Air Cargo Community Frankfurt general assembly on 26 July 2022 re-elected BARIG Chairman and Executive Director Michael Hoppe to Executive Board for airlines segment. With his re-election, BARIG continues to strengthen its commitment to air cargo industry.

CT Bureau

Cooperation and exchange among cargo stakeholders has never been more important, especially about the current bottlenecks in the airport operations and cargo handling services. Air cargo and logistics have demonstrated their central, system-critical significance for the society, which needs to be improved. Only through good collaboration, the contemporary challenges can be overcome.

"Involvement in the Air Cargo Community Frankfurt (ACCF) is of importance to us. Within the air cargo community, we need to work together to address the contemporary lack of resources and disruptions and interruptions in logistics processes and supply chains," **Michael Hoppe** explained. "The objective of our BARIG member airlines is to drive forward important cargo-related subjects and, as part of the Executive Board, we need to advance and stabilize operations at Frankfurt in Germany, and across the world."

The newly elected Executive Board comprises the following groups:

- **Airlines:** Michael Hoppe (BARIG)



The newly elected ACCF Executive Board (from left): Michael Hoppe (BARIG), Dr. Tobias Riege (Riege Software), Susanne Klingler-Werner (UPS Supply Chain Solutions), Henning Dieter (Swissport Cargo Services Germany), Dr. Pierre-Dominique Prümm (Fraport) and Dietmar Focke (Lufthansa Cargo)

- **Freight forwarders:** Susanne Klingler-Werner (UPS Supply Chain Solutions)

- **Cargo handling companies:** Henning Dieter (Swissport Cargo Services Germany)

- **Other service providers:** Dr. Tobias Riege (Riege Software) Pierre Dominique Prümm (Fraport AG) and Dietmar Focke (Lufthansa Cargo) will continue to be delegated to the Executive Board by their companies.

Therefore, the ACCF comprises forwarding agents, cargo handling companies, carrier airlines, and different service providers along the entire air cargo process chain at Frankfurt Airport and be-

yond. The overall objective is to develop and strengthen Frankfurt's position as one of the leading cargo hubs not only in Europe, but also on an international scale.

The Board of Airline Representatives in Germany e.V. (BARIG) represents the interests of 100 national and international airlines in scheduled, charter, low cost, and air cargo business.

Ever since its inception in 1951, the association worked for improvement of frame conditions in the aviation industry in Germany and is the significant industry for politics, authorities, industry, and media. 🇩🇪

The objective of BARIG is to stabilize operations at Frankfurt, Germany, and across the world

Sustainability gains pace in air cargo sector

Sustainable initiatives are no longer a luxury, but are norms in every industry. We dive into research conducted by TIACA on keeping air cargo in clear focus. Association is now paying attention to sustainability agenda, there is still a long way to go.



Air cargo has performed well in the past year as the demand soared and capacity challenges persisted. Growing demand in global air cargo was accompanied by a growing demand for solid action on sustainability, especially by shareholders and regulators.

“We are experiencing a transformation and a momentum for sustainability action. This report confirms the industry need to support progress in its sustainable transformation journey, and TIACA is positioned to offer its members solutions to help the industry achieve its sustainability goals,” he added. The second TIACA Air Cargo Sustainability Re-

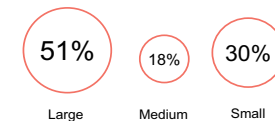
The voice of the air cargo industry

204 +62%
Respondents in 2022

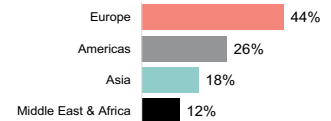
74% +22
Respondents in Group Core:
airlines, freight forwarders,
airports and ground handlers

27%
Of respondents are in the
C-suite or senior
management team

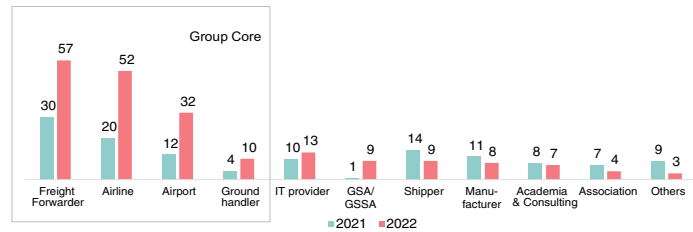
Respondents by company size



Respondents by region



Respondents by company type



2022 Insight Report, based on the outcomes of the 2nd TIACA Air Cargo Industry Sustainability Survey. Delivered by Change Horizon.

port confirms the industry is ramping up its action to run business in a way that does not degrade the environment and benefits the society.

However, while the leadership

is now paying attention to the sustainability agenda, there is still a long way to go. The pressures on this industry to prioritize sustainability are ever increasing as customers, employees, business partners,

and increasingly, investors and regulators are asking air cargo businesses for their sustainability credentials.

According to the report, sustainability is important

FACT FILE

- Future Air Cargo Executive Program aims at attracting, retaining, and developing a bright and diverse pool of individuals under 36 to prepare them to become the next generation of leaders in the cargo industry.
- FIATA Young International Freight Forwarder of the Year Award aims at promoting, encouraging, and nurturing passion of the young talents representing all sectors of the industry.
- WAL Mentorship program offers career development opportunities to young female professionals eager to advance their professional ambitions in aviation and logistics.

Sustainability has become a priority for businesses, brands, and people in air cargo sector. TIACA has a vital role to play in helping organizations and develop brands environmentally and with socially sustainable solutions and practices

— Glyn Hughes, Director General, TIACA

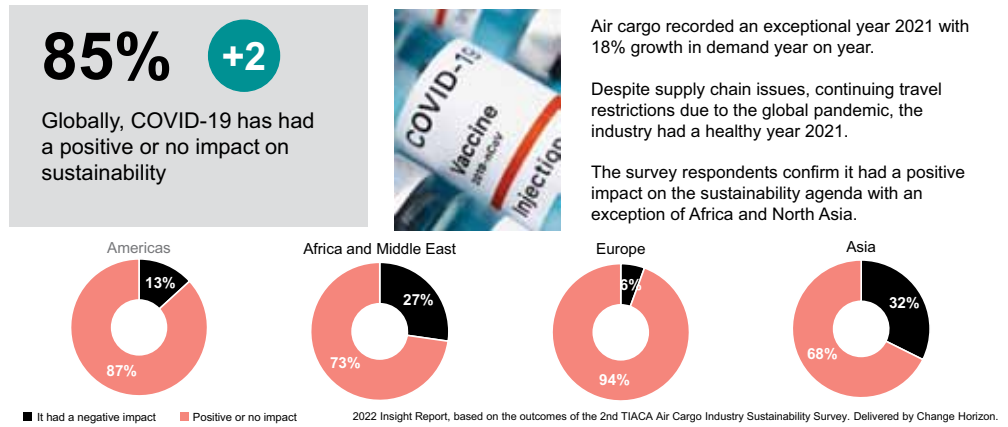
to shareholders, demanding more transparency, but there is still no air cargo-specific framework in place. Shareholders and regulators have gained the most importance to air cargo community over the past year with five points increase each. This shows that growing national and regional sustainability regulations and pressures from investors, have placed the environmental, social and governance metrics higher on business agenda.

EIGHT KEY OBJECTIVES

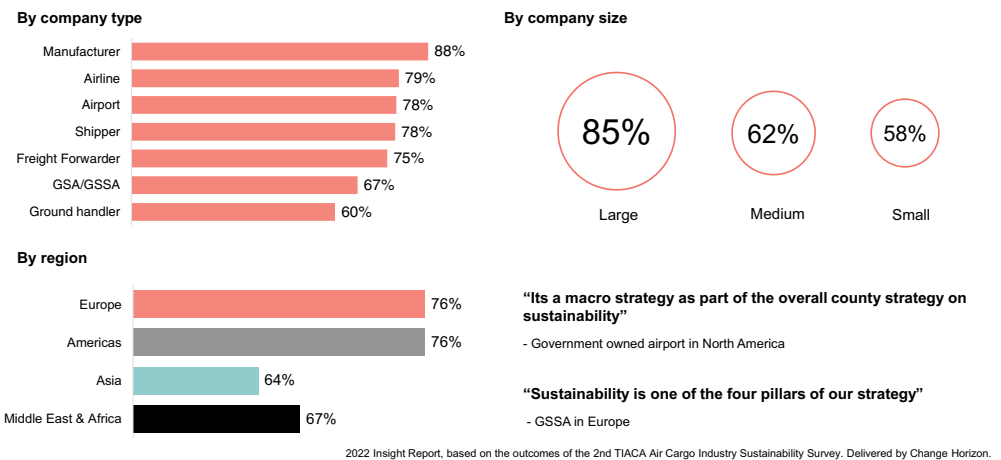
The second TIACA Air Cargo Sustainability Survey has been designed to be in line with the 30 actionable priorities addressing the eight objectives that define the path to sustainable transformation and were detailed in the air cargo sustainability roadmap. These include the environment, society and culture and leadership. Not surprising to see large companies being involved (52 per cent) than medium-size ones (13 per cent) and small enterprises (3 per cent). About 31 per cent feel sustainable aviation fuel (SAF) does not apply to them. Businesses focus their efforts on eliminating single-use plastics and improving water management. Biodiversity remains to be a vital concern, while illegal trade in wildlife is worth US\$19 billion annually.

The United States Agency for International Development (USAID) Reducing Opportunities for Unlawful Transport of Endangered Species (ROUTES) initiative brought together transport, logistics, governments, and law enforcement agencies to fight the illegal trade in wildlife through collaboration through:

The COVID 19 pandemic contributes to have a positive impact on the industry sustainability agenda

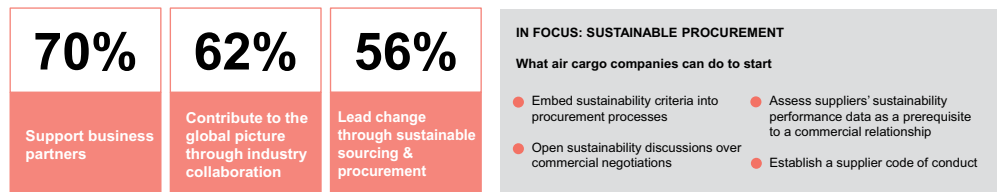


73% of air cargo companies say they have a sustainability strategy



The air cargo industry recognises the importance of building and nurturing partnerships to accelerate sustainable progress

Companies declaring they are working on improving these 3 aspects



- Data collection and information sharing
- Staff training
- Engaging corporate leaders
- Strengthening policies and protocols
- Increasing client awareness

Another important factor is reducing noise impact and

improving local air quality, which is key for airports and airlines. The sector is moving towards rapid digitalization. A sustainable air cargo industry is safe, secure, and digital; relying on lean and efficient business processes and is continuously seeking to improve and

adapt. Legacy players have transformed into digital firms and successful digital native companies are challenging the status quo and introducing modern practices. Finally, attracting, retaining, and developing employees has become critical than ever. 🚀

Bilateral trade to rise with UAE-Kenya CEPA

UAE-Kenya aims to increase opportunities for imports and exports to remove trade barriers. Apart from deepening trade relations, objective of UAE is to fast-track partnerships in order to usher in growth and prosperity for next 50 years.



His Excellency Dr Thani bin Ahmed Al Zeyoudi and Her Excellency Betty Maina after signing the CEPA document

economic ties between the two nations, especially in agriculture, tourism, infrastructure, technology and renewable energy,” said H.E. Dr Thani Al Zeyoudi. “Announcing the intention to begin talks on the UAE-Kenya CEPA reflects our commitment to achieving economic progress through trade and investment. Our efforts to establish economic partnerships worldwide through CEPAs will fast-track growth and prosperity for the next 50 years.”

High-level UAE-Kenya CEPA talks will begin in the coming months. They will follow the completion of three agreements this year with countries such as India, Israel and Indonesia, under the 50 (countries) initiative that aims to make the UAE a global business hub.

Kenya’s economy, largest in East Africa, is forecast to grow at 5.5 per cent this year from 7.5 per cent in 2021, with the modest slowdown reflecting headwinds pressuring global markets. Tourism and agriculture continue to remain dominant, although the country has a fast-growing financial services industry coupled with competitive manufacturing and plans for green technology. 🌱

 CT Bureau

His Excellency Dr Thani bin Ahmed Al Zeyoudi, Minister of State for Foreign Trade, UAE and Her Excellency Betty Maina, Cabinet Secretary, Ministry of Industrialization, Trade and Enterprise Development, signed a joint statement in Nairobi announcing to begin negotiations between the UAE and the African nation, Kenya.

His Excellency Dr. Khalifa Al Rayssi, charge d’affaires, UAE Embassy in Kenya, attended the signing ceremony.

The Comprehensive Economic Partnership Agreement

(CEPA) will be the first bilateral trade deal that the UAE has signed with an African nation. The agreement will deepen trade and investment ties between the Middle East and Kenya and boost the total value of UAE-Kenya non-oil bilateral trade, which grew to US\$ 2.3 billion last year.


Through the CEPA, the UAE and Kenya’s objective is to remove trade barriers on a wide range of goods and services, create new opportunities for imports and exporters in both countries, enabling Kenyan companies to leverage the value of the UAE’s geographic and logistical position. “There is an opportunity for closer

AT A GLANCE

- CEPA will deepen trade ties between the Middle East and Kenya and boost total value non-oil of bilateral trade.
- UAE and Kenya’s objective is to remove trade barriers on a wide range of goods and services, create new opportunities for imports and exporters in UAE and Kenya.

Etihad Cargo enhances customer care abilities

Etihad Cargo launches Microsoft Dynamics 365-driven Pulse CRM system to transform its customer care system. The idea is to track all queries, improve response times, and customer service quality. This apart, it will also make it easier for customers to communicate and provide feedback.

 CT Bureau

Etihad Cargo, the cargo and logistics arm of Etihad Aviation Group, has enhanced its customer service capabilities with the launch of Microsoft Dynamics 365 based Pulse CRM, which will enable the carrier to meet customer demands more proactively.

Etihad Cargo's Customer Contact Centre handles more than 13,000 transactions per month, including customer enquiries and feedback, bookings, and information requests. As the latest step in the carrier's digitalisation journey, Etihad Cargo has launched the Microsoft Dynamics 365-driven Pulse CRM system to empower customer service agents with more customer-focused data. This will enable them to communicate with customers more efficiently. The new system provides Etihad Cargo's customer service team with improved tools, including an updated case management system, and customer information, such as the customer's history and the like.

"The carrier continuously reviews processes, procedures and systems to ensure the delivery of the highest levels of customer service," said Tim Isik, VP, Commercial, Etihad



Cargo. "The transformation of Etihad Cargo's Customer Contact Centre through the launch of this new system provides transparency and visibility, enabling customer service agents to track each transaction from initial contact through to resolution. This data will enable the Customer Contact Centre to identify processes where efficiencies could be achieved, which will provide Etihad Cargo's customers with a streamlined and efficient communication process."

Using the new system's real-time dashboards, the Customer Contact Centre agents can access all data related to a specific customer or transaction. The Microsoft Dynamics 365-driven Pulse CRM also provides custom-

ers with the option to leave immediate feedback and access a Net Promoter Score questionnaire.

To optimize quality of Etihad's sales, marketing and customer service offering, it is exploring additional enhancements, including the integration of Microsoft Power BI, which will facilitate additional efficiencies through reporting and dashboards that will enable their customer service agents to measure, monitor and optimize the customer experience. Etihad Cargo is also planning to incorporate conversation intelligence and the automation of routine transactions, which will further reduce the time between first contact and the completion of transactions. 📞

Etihad Customer Contact Centre by launching this new system provides transparency and visibility, enabling customer service agents to track transactions of each contact



‘India, Middle East core trading hubs’

India and Middle East are core trade hubs and have much to benefit from access to real-time rates and bookings across carriers. We have seen adoption of pioneering cargo booking platform model with a 10X growth in e-bookings, says **Ashish Agrawal**, MD, India, WebCargo, Freightos Group.

T Ritika Arora Bhola

Shed light on how successful you have been in fulfilling your customers’ demands?

WebCargo serves 3,500 global forwarders, maintains a strong presence in India and the Middle East carriers such as Turkish Airlines, Qatar Airways, IAG Cargo, and Air France/KLM offer Indian exports on the platform.

We are planning to expand coverage for this region soon. The ongoing pandemic accelerated digitization of air cargo processes that were un-

derway, with carriers representing 35 per cent of global cargo capacity offering instant rate search and e-bookings on WebCargo, pushing WebCargo’s e-booking growth rose by 35X between Quarter 1 2020 and Q1 2021.

This growth continued the following year, with a 3X growth between Q1 2021 and Q1 2022, resulting in an annual run rate of half a billion dollars of annual bookings across the platform.

This unprecedented expansion-rate encouraged airlines to leverage WebCargo’s APIs.

We are in the process of providing real-time pricing and ebooking across players such as Silkway, and Teleport/Air Asia, in addition to maintain links with Indian carriers.

How streamlined are your efforts towards designing tech-enabled logistics solutions, assisting clients and their supply chains?

For more than a decade, WebCargo has pioneered the digitization of static rates for quoting to help forwarders and their customers work efficiently using the leading air and multimodal freight rate management and online

FACT FILE

■ We provide clients with industry-leading data such as the Freightos Baltic Index, the only daily and IOSCO0-compliant container freight index.



sales tools, WebCargo Air and WebCargo AcceleRate. This worked well across with several forwarders, most of whom are multinationals. Beginning in 2018, we embarked on the next phase, creating direct digital connections between forwarders and carriers to enable instant digital pricing for booking actual capacity. We are proud to be the leading air cargo booking platform, powering over one lakh air cargo bookings every quarter.

India and the Middle East are core trading hubs and have much to benefit from such transparent access to real-time rates and bookings across carriers. We have seen adoption of our pioneering cargo booking platform model across India and the Middle East, with a 10X growth in ebookings in this region last year alone.

Explain how you identify the pain points, while providing solutions to stakeholders and other customers?

We focus on establishing precise needs by interact-

ing with customers and airlines daily at different levels of their organization. This provides us with detailed insights into the logistics industry pain points, typically relating to the dissemination speed and inaccuracy of rate/capacity availability information, which we solve through technology.

How do you utilize advanced technology to create business value for your clients? Can you name some of the technologies in which are demand?

WebCargo uses proprietary pricing algorithms that can compare two million services per search. This rapid lookup and comparison of routes and rates from multiple sources lets forwarders book 80 per cent faster, which adds up to one hour per team member per day.

We also provide the clients with industry-leading data such as the Freightos Baltic Index, the only daily and IOSCO-compliant container freight index as well as the Freightos Air Index, where the clients can select a route and see live global freight rates, prices and trends.

This updated data provides clients with the comprehensive and reliable index of cargo market pricing, allowing them to make informed booking decisions.

Connectivity between technology stacks using APIs has become an essential component in optimizing the physical networks required to move freight. Our APIs provide real-time access to capacity, rates and instant ebooking, bringing value to clients by shortening the quoting and booking process. This creates a more

streamlined and efficient service, and a seamless customer-service experience.

SaaS solutions are being deployed using cloud-based solutions to ensure highest scalability standards. How do you ensure zero disruption despite growing demand?

We know air cargo plays a significant role in supporting the international economy and that these physical networks need to be supported by digital networks. Any digital failure results in a physical failure. We, therefore, ensure that our technology is underpinned by human talent, employing dozens of software engineers to ensure the smooth running of operations.

Do you think the industry has the right skill set to provide best-in-class solutions and, if the global logistics industry is ready to embrace the technology?

The global logistics industry has traditionally been adaptive in the use of technology, leveraging EDIs back in the 1970s. However, the industry changes needs to be gradual to accommodate the piloting of new ideas, because it is hard to stop international supply chains long enough to implement them. This would explain why the global cargo industry has remained offline.

We understand that innovation requires regional adaptation. This is how we grew to be the largest booking platform in the Americas by leveraging the airline relationships. It is our commitment to innovate, which improves the experience of customers and clients. 🚀



Ashish Agrawal
MD, India
WebCargo, Freightos Group

We provide our clients with the Freightos Baltic Index, which is the only daily and IOSCO-compliant container freight index





Economic plan causes rise in **Bahrain's GDP**

Ahmed Sultan is the Executive Director of Investment Development for Manufacturing, Transport and Logistics, Bahrain. He offers insights in to how the country's logistics and industrial arm operates in an interview with **CARGO talk**.

Manufacturing is a key sector of Bahrain. It contributes to around 14% of the GDP

T Abigail Mathias

Tell us about the Bahrain Economic Recovery plan and how it works in the GCC?

Last year, Bahrain launched a national economic growth and fiscal balance plan. It represents one of Bahrain's largest economic reform programmes. It has five key priorities, which include the US\$30 billion investment in

strategic projects, the creation of 20,000 quality jobs for Bahrainis, and the development of promising sectors such as tourism, ICT, logistics, and industrial sector.

"These priorities have created the framework for the plan via programs that will directly contribute to Bahrain's GDP and generate major investment opportunities

for regional and international investors. Manufacturing is a key sector of the country. It contributes to around 14 per cent of the GDP, which makes it the second largest non-oil sector following financial services. The sector is also Bahrain's third largest employer in the labour market, employing around 11 per cent of the total workforce in the private sector.



With the Economic Recovery Plan, “we aim to increase the manufacturing sector’s contribution to the overall national origin export to around 80 per cent of Bahrain’s total export and the sector’s contribution to 14.5 per cent by 2026. The Industrial Sector Strategy will focus mainly on transforming the sector to enter the Fourth Industrial Revolution, promote the circular economy, as well as encourage investment in technological infrastructure and digitize manufacturing through the development of new additional industrial parks in Bahrain such as the US Trade Zone”.

What are some of the significant factors making air cargo in Bahrain so resilient?

Today, Bahrain has some of the world’s top manufacturers such as Mondelez, Arla, Reckitt, Aleastur, Electros-

teel, and Chemco Plastics, which benefit from Bahrain’s best-value costs, skilled workforce, as well as its state of the art infrastructure.

“Logistics is another key sector. Bahrain has always been driving the sector by investing in major infrastructure projects and today, we enjoy a strong connectivity with the region through its biggest market, Saudi Arabia, which can be reached within 40 minutes via the King Fahad Causeway.”

Companies here enjoy duty-free trade through Bahrain’s free trade agreements with 22 countries around the world, including the first ever US FTA with a GCC member, the GCC and the Greater Arab Free Trade Area (GAFTA), as well as trade and economic agreements with more than 40 countries, including

China, France, India, Singapore, Switzerland, and the United Kingdom.

Bahrain’s geographical location and competitive costs has made it home to major logistics players, including DHL, Aramex, FedEx, UPS, and DSV. With the Logistics Services Sector Strategy under the Economic Recovery Plan, we aim to position Bahrain as one of the top 20 global destinations for logistics services and increase the sector’s contribution to the GDP by 10 per cent. We also aim to achieve an airfreight capacity of one million metric tonnes, cargo capacity of one million container, and increase the number of airline destinations to more than 70 by 2030.

What are some of the initiatives put in place to ease air cargo in Bahrain’s Aviation sector?

There are several plans in the pipeline. The Bahrain Airport Company recently announced laying the foundation stone for the Express Cargo Village. The village will increase the airport’s cargo capacity in line with the highest standards as it will deploy advanced technologies to improve efficiency and meet growth targets for air freight and e-commerce.

The village is an advanced logistics hub that stretches over an area of 25,000 square metres. It ensures that all operations are carried out smoothly at a single location, which will enable the airport to handle larger quantities of cargo, better meet the requirements of cargo customers, and create new job opportunities.

The BAC has signed a 10-year agreement with FedEx Express, allocating 9,000 square metres to it for the opera-

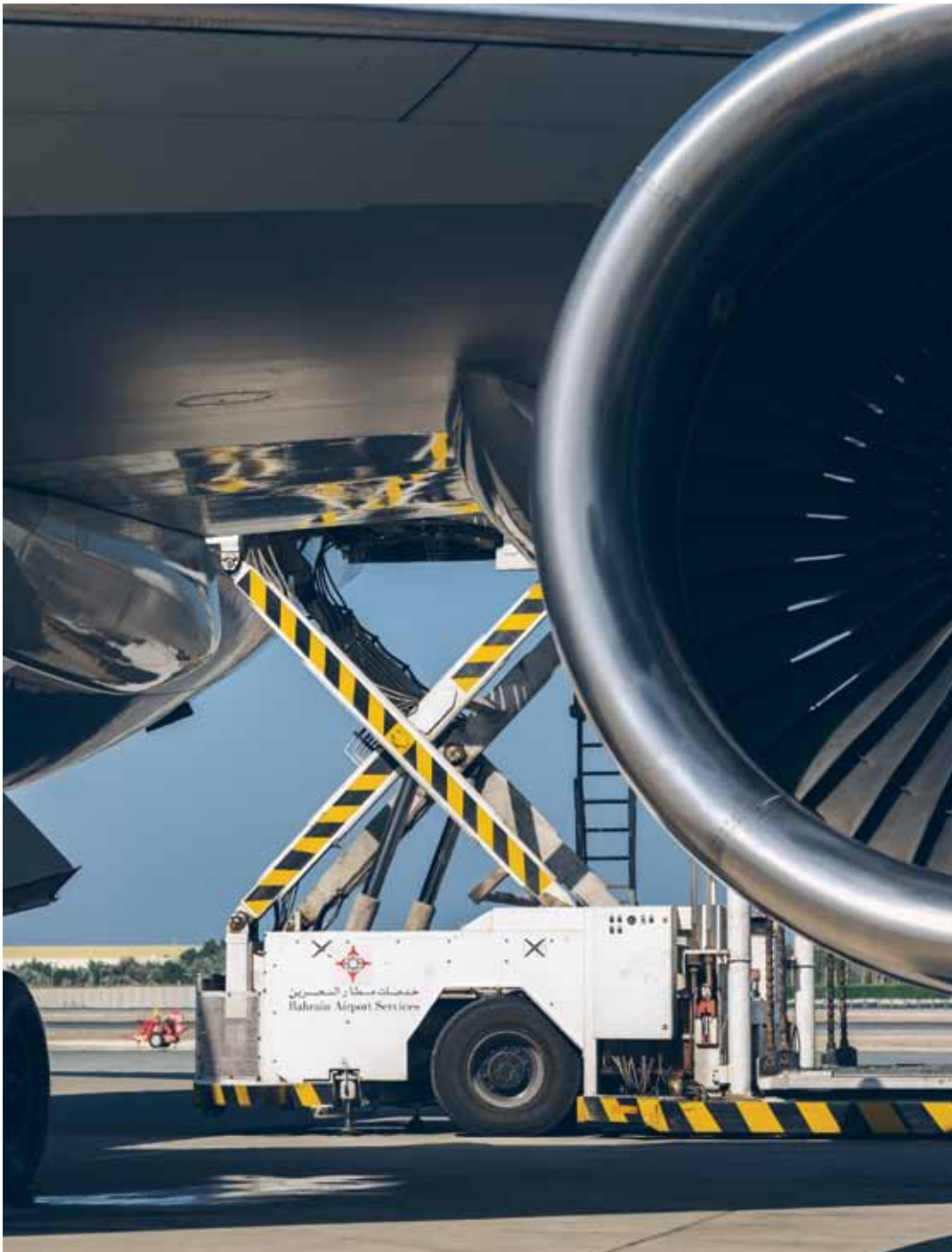


Ahmed Sultan
Executive Director, Investment Development for Manufacturing, Transport and Logistics, Bahrain

Bahrain’s geographical location and competitive costs made it home to logistics players such as DHL, Aramex, FedEx

AT A GLANCE

- Companies here enjoy duty-free trade through Bahrain’s free trade agreements with 22 countries around the world.
- Logistics is another key sector. Bahrain has been driving the sector by investing in major infrastructure projects and today, we enjoy better connectivity with the region.



The hub also capitalizes on our strategic position midway between European and Asian markets

tion of a 5,000 square metres warehouse and 4,000 square metres open area, which will be handed over in the third quarter of 2023.

This apart, we also have the global sea-to-air logistics hub. In September 2021, Bahrain had launched the fastest regional multimodal logistics hub in the region

with a two-hour turnaround time (TAT) for all containers—meaning that the products can be with the customers in half the time and at 40 per cent of the cost.

The launch of this hub capitalizes both on our strategic position midway between European and Asian markets as well as on the country's



proximity to the regional target markets.

The hub will translate into a 50 per cent reduction in average lead time compared to pure sea freight and a 40 per cent reduction in cost compared to air freight. Our sea-air hub serves as a valuable alternative for manufacturers and freight forwarders, particularly in the context of the ongoing shipping crisis. Bahrain will also grant partner status in this initiative to all international markets, which will allow for granting their nationally-based companies the opportunity to become an authorized Trusted Shipper at the Global sea-to-air logistics hub.

Will you name some upcoming initiatives by the Kingdom of Bahrain for the logistics industry?

Some of the upcoming initiatives include the digital transformation of the port through multiple programs. We are also looking forward to seeing the application of blockchain technology, which enhances the accuracy of digital customs transactions and maintain their confidentiality.

IN A NUTSHELL

- The hub will translate to a 50 per cent reduction in average lead time compared to pure sea freight and a 40 per cent reduction in cost compared to pure air freight.
- Some of the upcoming initiatives include the digital transformation of the port through multiple programs.

Growth in air cargo sector to boost economy

Over an impressive 30-year career, Executive Director, National Association of Freight and Logistics, **Shankar Subramoniam**, has held various roles. He offers key insights into the mechanics of the supply chain industry.



At Transport Logistics Munich event with NAFL members

Abigail Mathias

Although he arrived in the UAE three decades ago from Mumbai, India, **Shankar Subramoniam** ED of NAFL believes that the power of a true ‘Logistic-an’ in his words is to have a positive, ‘I can do’ attitude. As a trained international speaker and educator, he has witnessed how the supply chain in the GCC and the freight forwarders association in the Middle East has evolved and operates.

E-LEARNING IS KEY

From international trade,

infrastructure management and creating the Center for Excellence for Learning and skill development for NAFL & FIATA (International Federation of Freight Forwarders Associations in UAE), Subramoniam has covered a gamut of roles.

“I have had the rare honour of working with logistic companies in various positions from a liner representative to cold chain specialist,” said the director. He discussed the impact of aviation in the logistics network. “When it comes to air freight, Dubai is the

preferred destination in the GCC. This is because the volumes handled by Dubai are quite significant and it is also a major hub for the region in case of sea—air routing. At the NAFL, we have witnessed that several multinational companies are showing interest in this region, and this is going to give a tremendous boost to the economy in the next four to five years. There will be steady growth in the air freight sector,” he said.

During his tenure, he has trained more than 6,000 professionals and students.

FACT FILE

■ With support of UAE government, women have been encouraged to participate in the evolution and growth of the country.

“Experience in this industry has allowed me to evolve with the changing times,” said Subramoniam. He encouraged youth and women in logistics and transport to be part of the growing industry. “A lot of effort is being made through various collaborations, road shows, workshop to promote logistics and supply chain industry as preferred workplace. Women can play great roles in the field of freight and logistics as they are experts when it comes to analysis, multitasking and IT.” With the support of the UAE government, women have been encouraged to participate in the evolution and growth of the country’s economy in the supply chain and logistics industry as well as in other industries.

The NAFL is the Arabian Gulf’s first national freight forwarders’ association. Founded in February 1992 in Dubai, it was formed primarily to bring together all the major players in the UAE freight forwarding, logistics and shipping industry. Its main goal is to ensure the UAE’s leading position and Dubai’s pre-eminence in the global freight and transportation fields. NAFL is a member of FIATA, based in Zurich.

From 24 members at the time of its inception, NAFL has grown to a current roster of 400 member companies. This growth signifies its role to spearhead relevant training programs, crucial in the development of the sector.

The NAFL Training Institute was launched in 1995 and from then on has provided programs that aim to increase industry knowledge and skills of the members, expand the horizons of human intellect

and overall personality of the training participants, help improve the quality of work and work-life, and help increase the productivity of the members that help their organization achieve their business goals.

“At the NAFL we have more than 400 member companies who dominate the inbound and outbound in UAE,” informed Subramoniam. As the Executive Director of NAFL, he and his team have taken stock of key developments made in the GCC.

“At the NAFL, we have noticed after COVID cases have subsided the market is fragmented. There are many new operators and an increased number of SME forwarders. Technology companies are also coming into the field, and major shipping and port operators are coming to the freight and logistics industry to offer full range of services. The change is quite significant as the industry is moving towards digitalisation and innovate technology. The freight and logistics industry

has seen significant growth and diversification from First mile to Last mile. Many of the smaller companies are struggling to digitize their operations. Besides this, there are last mile delivery companies for whom daily operations were not digital, but franchises have had to turn digital immediately during the lockdown.”

SKILLED WORKFORCE

One of the main areas of concern in the logistics industry is the dearth of skilled workforce. Subramoniam said, “We need professionals who have a whole new set of ideas, are hands on with IT, and have a smart working style. We are looking for individuals who have knowledge of e-commerce and social media marketing. They need to be able to handle warehousing as well as freight forwarding as the market fluctuations often demand for such plurality. There is a sudden technology outburst, and the conventional transport systems often do not seem effective. People want everything delivered in less time.



Shankar Subramoniam
Executive Director
NAFL

At NAFL, we have noticed the market is quite fragmented. There are many new operators and SME forwarders now





With NAFL President, Nadia Abdul Aziz

In warehousing, new concept such as fulfillment center micro warehousing have come in for customers. Storage facilities that offer people to keep their own items called box storage have sprung up in the region.” Looking back on professional milestones, he said, “Working with Dubai Aluminum, one of the largest ‘smelters’ in the world, was a challenge. We were moving Aluminum from Dubai to the rest of the world and GCC nations by land freight. We were the biggest non-oil exporters and were managing up to 300 containers a day. All our spare parts were sent by air freight,” explained Subramoniam, who works closely with Nadia Abdul Aziz, President, NAFL.

FIATA is present in 150 countries and the UAE is one of the most active associations in the FIATA network in the Middle East. The organization is credited with shaping the career of many professionals. Subramoniam explained, “There is a lot of effort on skill development. mentoring, best business practices, inno-

vation, and technology to raise the standards.” When it comes to global trade, “As part of UAE-India CEPA there are a lot of events that take place between

the freight and logistics firms of the two countries. The trade volume between them is growing.

CURRENT TRENDS

“There is a change in terms of tech providers getting into the logistics space with marketplace, digital freight forwarding, cloud-based software, which is a new concept. There are a lot of LMD companies that are operating in the GCC countries in a big way. People are now ordering everything online. Concepts such as field to fork, doctor on wheels, food trucks, cloud kitchen, co-workers’ space,

café meetings are popular,” said Subramoniam.

“The internet and smart-phone penetration is quite high in the Middle East, which helps facilitate on-line buying. There is a lot of movement towards the CIS countries and the African region from here. There is a balance of trade going on in this part of the hemisphere, which is exciting and invigorating. From 2023 onwards, companies with advanced technology, a customer focused mindset will lead the growth story. In my view, these companies should “think local and work global. For students, the motto should be Education to Employment. Today business meetings are happening on the go using new apps. Business communication is moving towards social media tools such as WhatsApp

Companies, with advanced technology and a customer focused mindset, will lead the growth story. They should ‘think local and work global’

and LinkedIn. The traditional business process is giving way to technology-based communication.”

LOOKING AHEAD

“The NAFL has partnered with the FIATA Logistics Academy, and we are offering courses in freight forwarding, logistics, supply chain for local and international students. The effort is to promote courses through leading universities such as Edex courses of Harvard and MIT. Students get a lot of international and local exposure. We are looking forward to a lot of Middle Eastern people entering this field.” 🇲🇪

FACT FILE

■ Today, business meetings are happening on the go using new apps, while communication is moving towards social media tools.

Solutions for catering to market requirements

As digitization is on an upward trend in air cargo industry before COVID struck the globe and drastically changed the way of working, this was an opportunity to accelerate future of air cargo industry, says **Matthieu Petot**, Chief Executive Officer, CargoAi.



 CT Bureau

How do you customize, design and, streamline your tech-enabled logistics solutions as per the clients' needs?

From the beginning, CargoAi has put the customer first; we have focused on being attentive to the changing industry and marketplace requirements. We invest in refining the quality of our CargoAi solutions and, developing and widening the portfolio of products that we offer to the market. In all our product iterations, our priorities lie in

keeping an intuitive design for both the front-end user and back-end integration. This applies to our marketplace solution as well as our API Suite, which has immense potential to unlock value for key supply chain players.

Please elaborate how successful have you been in fulfilling your clients' demands?

Digitization is on an upward trend in the air cargo industry before the pandemic, but it became important when the way of working drastically has changed. This was

an opportunity to accelerate the future of the air cargo industry. Thanks to the unique CargoAi search, quote, and book functions, we can support forwarders from the start of their booking journey through to the management of their shipments. In a SaaS environment, loyalty (Middle East or global) is measured by how frequently customers return to our application for support in their daily workflows. Our platform became crucial when all workflows needed to shift to digital during the pandemic.

FACT FILE

■ In SaaS environment, loyalty (Middle East or international) is measured by how frequently customers return to our application for support.



Matthieu Petot
CEO
CargoAi

The Annual Tech Summer webinar series is aimed at introducing digitalisation to the air cargo industry in a simple format

Elaborate on the crucial pain points when it comes to delivering efficient and reliable business solutions?

We identify the pain points by conversing with our airline partners and forwarder clients. It is essential to keep track of clients' different business units (IT teams, business teams, procurement, revenue management, export or import managers, inside sales colleagues). A solution that is adopted by the company must work for all stakeholders, for it to be effective in solving day-to-day pain points. In addition, our mindset has enabled us to hire diverse individuals from different segments across the globe. It gives us two key benefits: culturally, we should make strong business connections with forwarders or airlines.

Understanding the subtle nuances is key for every company and industry. Secondly, having experienced industry players on our team ensures access to a wealth of knowledge when developing the solutions that we want to deliver to the market. This, combined with technology experts in the team, allows us to develop solutions that cater to customer and market needs.

How are technologies in today's business scenario? Can you name some of them, which are in used today?

CargoAi's approach to using API solutions allows inte-

gration of technology to be nimble, as opposed to the legacy approach, which is time-consuming and may result in implementing an outdated solution by the time it is rolled out. For example, our track-and-trace solution allows real-time visibility and peace of mind for forwarder clients. They are, in turn, able to reassure their customers that their cargo is delivered on time, crucial to retaining their customers' business. The clients' dashboards allow them to see all stats and data at one go in a digestible format.

How do you ensure zero disruption or interruption despite growing data volumes and demand?

Having tech experts from AWS and Microsoft in our team establishes the right foundation for accelerated and uninterrupted growth. That we are cloud-based to start with was our CTO's non-negotiable recommendation, as this would allow us to be scalable for rapid growth in data volumes.

Does the tech industry have the skill sets to provide solutions and if the global industry is ready to embrace technology?

The tech

industry is the leader in developing tools, but it is up to each industry to adapt these to their needs. We hire tech and air cargo experts and create a unique fusion of skill sets and experience and, allowing us to lead the industry in its digital evolution. The discussion needs to be focused on using technology for sustainability/change in the logistics and cargo industry.

What are the innovations done in the past few years?

The Annual Tech Summer webinar series is aimed at introducing digitalisation to the air cargo industry in a simple format. Sustainability and digitizing sustainably is the focus of the webinar, tying in with our overall ethos to "use tech for change." Our recent hires will lead CargoAi's vision to develop revolutionary financial solutions for the industry; products designed to solve the pain points face a lack of additional payment options. 🚀



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Airport free zone new hub for Servomex

Expertise of Servomex Middle East is unparalleled, and opportunity company offers unique business line for UAE and neighbouring regions, and we are keen to work with it on a long term basis, says **Adel Al Tahri**, Vice President, Freezone Sales & Services, ADAFZ.

 CT Bureau

The aviation sector is abuzz with the latest news that Servomex has made the UAE capital as its regional hub. Servomex designs, manufactures, and distributes a range of industrial gas analysis products and services, including combustion analysers, process analysers, emissions analysers, sensing technology, service and support, and integrated solutions internationally.

Adel Al Tahri, VP, Freezone Sales & Services, ADAFZ, said, “The free zone is delighted to welcome Servomex into our rapidly growing business ecosystem. The company’s

profile, reputation and track record for delivering value and success to its customers is in line with the calibre of tenants we are looking for at the free zone. The experience and expertise of this company are unparalleled in the region, and the opportunity to work with it is such a unique one that we are eager explore it on a long-term basis.”

Afzal Khan, General Manager, Servomex Middle East, explained, “For Servomex, our set-up at ADAFZ marks the latest stage of our commitment to oversee operational expansion across local and regional markets. Given the benefits, support and opportunities available through

ADAFZ, our business is now well positioned to accommodate new and existing customers with the latest gas analysis services and solutions across high-priority sectors. Moreover, the company is excited by pipeline possibilities that will enable us to make even more valuable contributions to ADAFZ and the local and regional marketplaces.”

Following a successful onboarding phase, the establishment of Servomex offers a unique business line for the UAE and neighbouring region and will boost partnership opportunities with existing ADAFZ clients, who require their specialized products and services. 🇦🇪

IN A NUTSHELL

- Servomex offers business line for UAE and will boost business opportunities.
- The experience of this firm is unparalleled and the opportunity to work with it is unique.
- Our set-up at ADAFZ marks the latest stage of our commitment to oversee operational expansion.



NAFL conducts session to discuss **risk, liability**

National Association of Freight and Logistics (NAFL) conducted a live question and answer session on freight forwarders, risk and liability and trade interface in United Arab Emirates recently. **CARGO talk** offers a few glimpses of the proceedings.





Challenges, solutions in fresh food supply

World Union of Wholesale Markets Conference 2022 will review pathways to ensure transition of food systems into sustainability, opportunities to reduce food loss, increase resilience of fresh food supply chain and promote digital tools to ensure long-term food security.

WUWM is committed to tackling food insecurity and preventing food crises around the world

 CT Bureau

The conference will take place at a time when the UN General Assembly has warned of rising hunger and malnutrition in the world, with factors, including the ongoing pandemic, climate change and international conflicts resulting in nearly a billion people going hungry in 2021.

As the world's largest network of wholesale markets, WUWM, will take place between 19 and 20 October 2022 at Abu Dhabi National Exhibition Centre, represents the industry's significant suppliers of fresh food. With the theme, "Global food security in the XXIs: Risks, challenges and solutions to ensure resilient and sustainable fresh food supply chains", WUWM

Abu Dhabi 2022 will bring together key stakeholders to discuss the mechanisms required to secure global food supplies. It will review pathways to ensure transition of food systems into sustainability, opportunities to reduce food loss, increase resilience of the fresh food supply chain and promote innovation and digital tools to ensure long-term food security.



Among those attending the conference are likely to include leading fresh food producers, wholesale markets, retailers, fresh food logistics companies, air, and maritime freight providers as well as local, national, and regional government representatives and policymakers and food systems experts.

Stephane Layani, Chairman, WUWM said, “We are committed to tackling food insecurity and preventing food crises around the world. This meet will offer an opportunity to identify risks and anticipate future challenges for maintaining food supplies. Sharing innovations, best practices and new approaches will enable us to mitigate the impact of the current crisis and avoid future disruption to food supply chains.”

“We are proud to bring the event to Abu Dhabi, our first



one in the Middle East, in recognition of the steps that leaders and organisations in this region are taking to ensure food security. We have issued an open invitation to all industry actors to participate, so that we can agree on a multi-stakeholder approach to fixing and enhancing global food systems.” The event is being hosted by AD Ports Group, the leading facilitator of global trade, logistics, and industry, which is playing a role in building infra and promoting new market entrants in support of food security.

Abdullah Al Hameli, CEO, Economic Cities & Free Zones, AD Ports Group, said, “Hosting the WUWM

conference will provide the UAE with an opportunity to demonstrate the steps we are taking in support of national, regional, and ultimately, global food security. At the same time, it will provide us with a platform to exchange knowledge and learn from some of the largest and the most innovative fresh food suppliers in the world.”

As part of the national Food Security Strategy, the UAE aims to become the most secure nation in the Global Food Security Index by 2051, using modern technologies and enhanced local production to ensure sustainable production of fresh food.

It may be recalled in February 2022, AD Ports Group announced the launch of the ‘Regional Food Hub-Abu Dhabi’ in partnership with Ghassan About Group and in collaboration with RunGIS. The hub will cover a total area of 3.3 million square metres and feature market areas, complementary activity zones, industrial cold storage, logistics, waste management and water treatment amenities.

The resource intensity of food production is a challenge for global food supply chains, with food production requiring high levels of water and energy. Shifting to alternative energy sources and reducing water wastage are opportunities for the industry, although this change will require careful management to avoid increased costs leading to increased food prices. Other topics under the microscope include food security, supply chains, and the role of food hubs. 🍎

IN A NUTSHELL


- The WUWM conference will offer an opportunity to identify risks and anticipate future challenges for maintaining food supplies.
- An open invitation has been given to all industry actors to participate, so that we can agree on a multi-stakeholder approach to enhance global food systems.
- It will provide a platform to exchange knowledge and learn from some of the largest and the most innovative fresh food suppliers in the world.
- We are committed to tackling food insecurity and preventing food crises around the world.

Airbus, IonQ hook up for aircraft loading

Collaboration between Airbus with IonQ is first step toward developing algorithms based on quantum computers can lead to cost savings due to more optimized distribution of cargo on flights. Aerospace firms are investing in latest technologies to understand areas for improved efficiencies.



Airbus hopes to use quantum algorithms to improve other areas of air travel, including reduced fuel consumption, better aerodynamics

 CT Bureau

Both loading and centering although they travel together and generally affect each other. They should be considered separately. Only in this way can one understand exactly the significant role played by a correct calculation of the two, and the importance of keeping below the maximum parameters, which were recommended by aircraft manufacturers.

The Quantum Aircraft Loading Optimization and Quantum Machine Learning project will be a 12-month project that will culminate in the development of a prototype aircraft-loading quantum application, hands-on collaboration and coaching sessions for Airbus developers and

engineers, and an exploration of future integrations of quantum computers for Airbus and its customers.

In response to the ongoing supply chain crisis, aerospace companies are investing in the latest technologies to understand various areas, including cargo loading. Airbus' partnership with IonQ is the first step toward developing algorithms based on quantum computers that can lead to cost savings due to optimized distribution of cargo on flights. Airbus hopes to use quantum algorithms to improve areas of air travel, including reduced fuel consumption, better aerodynamics among others.

"As the aerospace industry is looking for ways and means



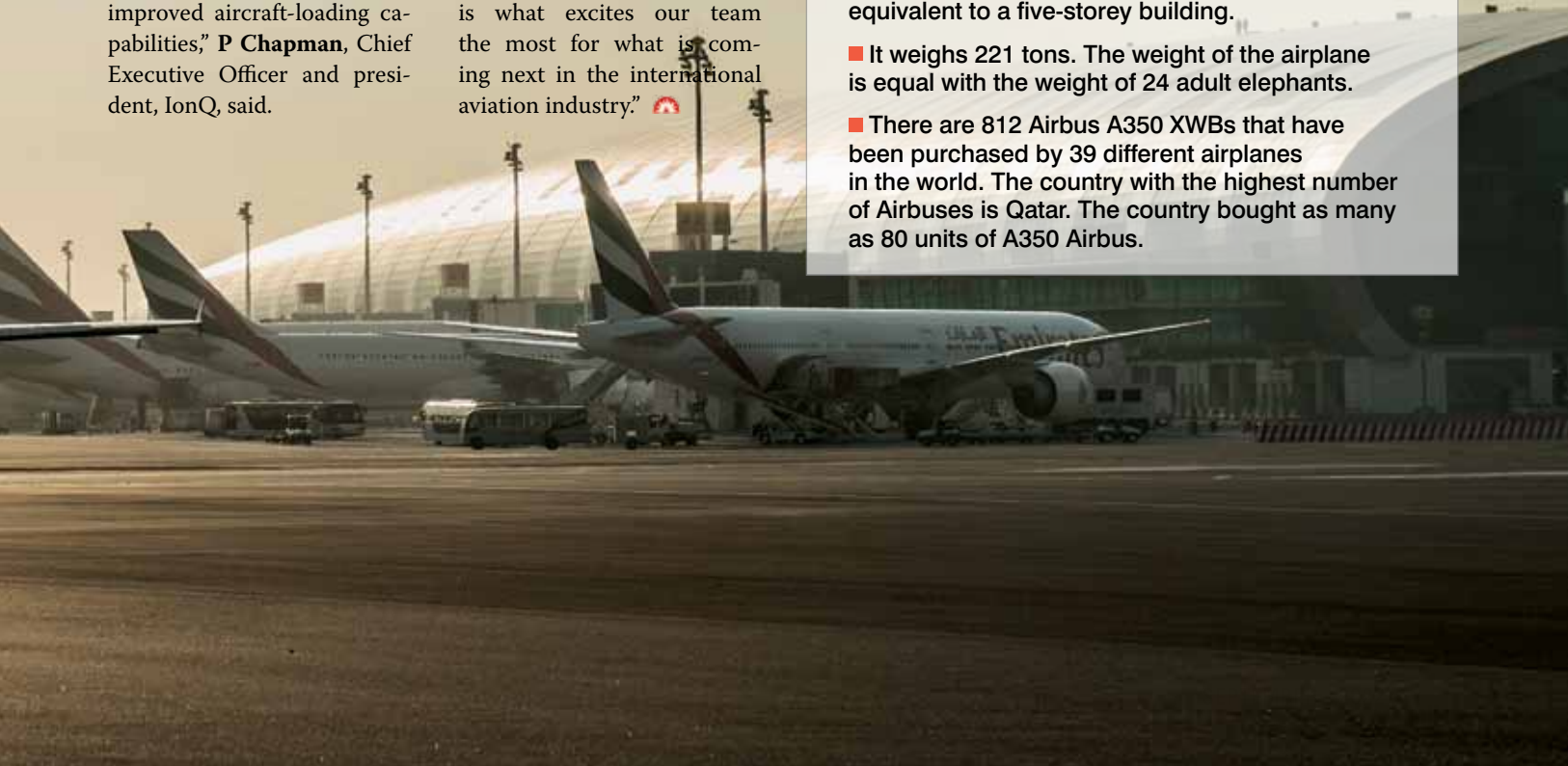


to navigate the impact of on-going COVID and overcome supply chain hurdles, we are pleased to collaborate with Airbus and provide them with the quantum tools and expertise in a bid to develop improved aircraft-loading capabilities,” **P Chapman**, Chief Executive Officer and president, IonQ, said.

“While it is still quite early in our year long project, the potential in order to reshape how airplane manufacturers balance the passenger experience with production and performance of aircraft is what excites our team the most for what is coming next in the international aviation industry.” 🇸🇦

FEW FACTS ABOUT AIRBUS FAMILY

- There are three different Airbuses made. People call them a family. They include the A350-1000, A350-900 and A350-800.
- An Airbus can reach up to height of 55 feet or equivalent to a five-storey building.
- It weighs 221 tons. The weight of the airplane is equal with the weight of 24 adult elephants.
- There are 812 Airbus A350 XWBs that have been purchased by 39 different airplanes in the world. The country with the highest number of Airbuses is Qatar. The country bought as many as 80 units of A350 Airbus.





Digital corridors to aid global cargo movement

We are creating world's extensive digital logistics cloud for international supply chain by digitally connecting airports and ports via digital corridors, says **Amar More**, Co-Founder and Chief Executive Officer, Kale Logistics Solutions in an exclusive interview with **CARGO talk**.

 CT Bureau

FACT FILE

■ We believe the future is multimodal, so we are working on creating sea-air corridors and additionally facilitating intermodal cargo movement. Our communities are going to get integrated into our logistics e-marketplaces that are under development.

How streamlined are your efforts towards designing tech-enabled logistics solutions to evolve a level of modern-day integrated logistics?

Logistics community has realized the potential of technology and the endless opportunities it can deliver in terms of efficiency, sustainability, and ease of doing business. We are serving as many as 100 air cargo stations across the world. We are working on expanding the reach and depth of our community platform

by providing value-added features to the community such as complete enterprise applications for customs broking and freight forwarding rolled out through our cargo community platforms.

We are working on creating the world's extensive digital logistics cloud for the international supply chain by creating an international network of airports and ports connected digitally through our digital corridors. We believe that the future is multimodal, so we are working on creating sea-air corridors.

Elaborate on your loyal clientele in the Middle East and globally? How successful have you been in fulfilling their demands?

We are currently serving 5,000 companies and users in 30 countries. Some of them are Fortune 500 companies. We are working with dnata at Dubai International Airport to develop the next-generation cargo community system (CCS). We are also actively engaging in Sharjah, Bahrain Airport Services (BAS) and Gulfmar, Iraq are our long-standing customers. Every business entity

vouches on certain parameters to be met, while on the digitization journey, entities are concentrating on reducing cargo dwell time, transparency in the transaction, control over processes, cost optimization, and creating a world-class customer experience.

There is a sea change in customer behaviour and purchasing habits in the past two years. E-commerce is one of the drivers of economic growth. Concepts such as 24-hour delivery, real-time tracking among others are changing the way business is conducted. This is a decadal technology deviation that goes beyond the server and storage aspects of IT infrastructure and represents a crystallization of technology choices at a broader level.

Explain how do you identify pain points, while providing reliable business solutions to the air freight stakeholders and other clients?

The customer has become an integral part of everything—from product/solution conceptualization, development, Proof of Concepts (trials), and feedback seeking continuous improvement. In the era of customer delight, niche segmentation, changing stake expectations, and review/rating-based outlook, the customer is central to air cargo sector. Today, every business entity in the sector is dealing with hurdles that are jeopardizing sustainability, efficiency, transparency, and profitability. These hurdles include lack of supply chain visibility, more cargo dwell time, limited transparency, disparate systems that do not go well together, data integrity and completeness. It is crucial to understand we cannot continue to work the way we

have worked so far; the cargo remains on the ground for up to 85 per cent of the total transportation time.

The average time for the air cargo movement has hardly moved over the past 30-35 years. An average air cargo shipment still generates 100 copies of documents. There are 30 distinct types of documents to fill. We believe CCS has a potential to save US\$50 billion annually in terms of efficiencies and save 10 billion copies of the paper (across air/sea modes), which is around 625,000 trees per annum.

How do you utilize technology in a meaningful way to create business value for your clients?

Artificial Intelligence (AI) and Machine Learning have been the popular in the industry for a long time. We see that the businesses are adapting to the predictive capabilities these technologies offer. AI will overcome challenges such as truck dwell time, documentation time, and more. Optimizing processes, automating functions, and, more precisely, creating flexible processes are the key elements.

Also, tracking end-to-end freight movement, reducing physical documentation, and triggering advance information found its relevance in due course. Transparency and data theft are critical issues for air cargo stakeholders. That is the time when Blockchain comes into play. It facilitates the movement of goods and services, and assists in digital interactions, with cutting-edge technologies such as AI-based Truck Slot Management System, Machine Learning-based PDF to EDI converter, Blockchain-based airport to airport

digital corridors, IoT sensor base temperature tracking, geo-fencing for truck queue management among others at the cargo warehouse in the airport.

Anything new that you have instituted to continue embody the commitment to innovation and marketing?

We are planning to build Digital Trade Corridor as it helps in creating a transparent supply chain through exchange of real-time status of shipments between two airports and exchange of shipment data in order to eliminate duplicate processes. We have established the first Digital Air Freight Corridor between India and the Netherlands, powered by Blockchain.

Do you think the tech industry has the skill set to provide best-in-class solutions to the logistics industry?

When it comes to adapting to a new technology, one-size-fits-all is not the correct approach. With integration with infrastructure, the execution of massive digital transformation projects has proven to be challenging for the technology industry. 🚧



Amar More
Co-Founder and CEO
Kale Logistics Solutions

The average time for air cargo movement has hardly moved over 30-35 years. An average air cargo shipment still generates 100 copies of documents



Landmarks in Logistics Awards 2022 this Sept

CARGO talk has partnered with Logistics Gulf News to bring leading industry analysts to common platform via the Landmarks in Logistics 2022 Awards. The event, to be held on 22 September in Dubai and will celebrate efforts of regional companies in this sector.

CATEGORIES

- Last Mile Delivery Provider of the Year
- FMCG Logistics Specialist of the Year
- Valuable Transport Company of the Year
- Warehouse Automations Systems Services Provider
- Woman Leader in Logistics/Supply Chain of the Year 2022
- Technology Services Provider of the Year
- Retail Supply Chain Company of the Year
- Sea Port/Maritime Hub of the Year
- Commercial Vehicle Manufacturer of the Year
- Warehouse Facility of the Year
- Integrated Logistics & Free Zone of the Year
- Logistics / Supply Chain Start-up of the Year
- CSR/Sustainability Initiatives Provider of the Year
- Air Freight Operator/Carrier of the Year
- 3PL Freight Forwarder of the Year
- E-Commerce Platform of the Year
- Cold Chain Services Provider of the Year
- Lifetime Accomplishment in the Logistics & Supply Chain



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In an effort to offer fair proceedings at the Landmark in Logistics Awards, a first of its kind event, three independent judges have been appointed to oversee nominations in 18 separate categories. They represent businesses from several countries across the Gulf region, as well as further afield.

THE PROCESS

Nominations will be submitted and judged through an online awards portal. Each judge will examine all aspects of an award entry and assess them against the submission requirements and judging criteria. The finalists (of the awards) will be announced on the Logistics Gulf News website on 8 September 2022 and the winners will be awarded at a Gala Awards Ceremony on 22 September 2022.

The jury members are accomplished members of the

logistics community. Alexander Borg, Chairman, Strategic Board, IOSCM MENA and Advisory Board Member at IOSCM, is a chartered trainer and advisor in Logistics, Transport and Supply Chain Management. A goal-oriented professional with 20 years' broad senior management experience, he has supply chain, project management, leadership skills, and relationship management abilities.

Juan S. Garzam, Business Director, RouteMagic Logistics is an accomplished Supply Chain Director and Operations Professional, brings forth over 25 years of transformational leadership. He is experienced in procurement, supply chain and ops domain, building trusted relationships to assist in driving top-performing teams and supporting revenue growth.

Robin Vermaat, Founder & CEO, RV Consultancy, has over 20 years' experience in freight forwarding in the Middle East and Europe. He has been responsible for supply chain, sales management, B2B/C sales, marketing and

The finalists will be announced on 8 September and winners will be awarded on 22 September 2022

strategic implementation. Vermaat has worked in Iraq for two years and has been in the UAE for 10 years where he built a wide network of business connections allowing him to create strong ties and business relationships with internal and external stakeholders. 📍

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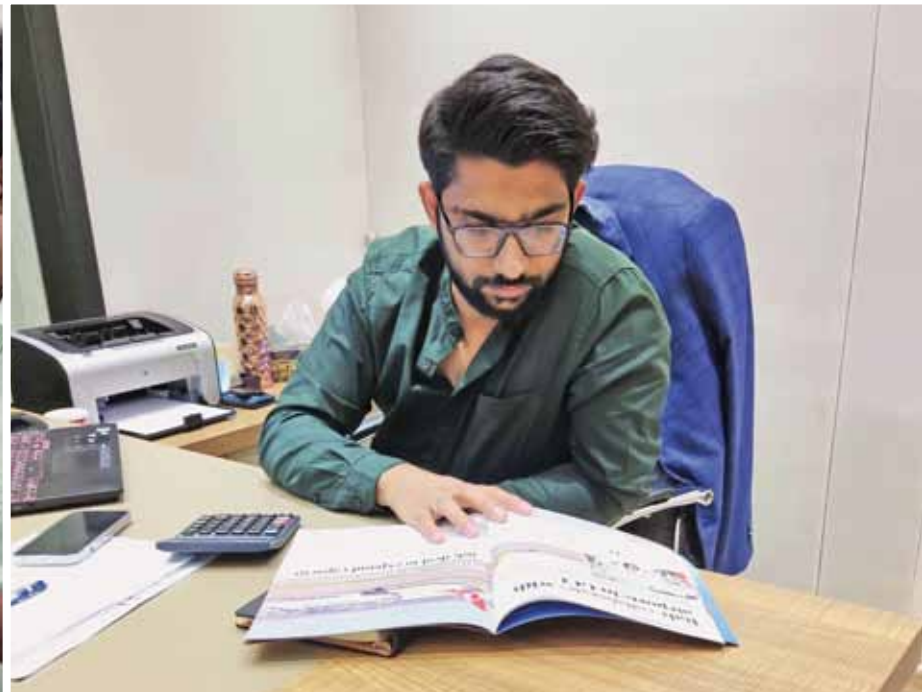
reaches GCC

Business houses in the United Arab Emirates were impressed
Some business magnates, going through the latest issue of the



nations and beyond

and unequivocal in their support to the cause of international air cargo that we have espoused. magazine, appreciated the hard work of the staff in elucidating the sector's issues.



Movements



PEGASUS AIRLINES Republic of Türkiye

★ **Ahmet Bağdat** has been appointed Director of Marketing and e-commerce by Pegasus Airlines. He will be responsible for Pegasus Airlines' brand management, e-commerce and digital channel management, data analytics, ancillary product development and management, loyalty management, guest experience functions, among others. Bağdat started his career as an MT at Demirbank/HSBC Bank in 2000. He worked in Alarko Tourism Group, Turkish Airlines, and HSBC Bank, Turkcell, Türk Telekom before joining Pegasus Airlines in 2017.



TT CLUB Dubai

★ **EeLain Ong** has taken over as the Chief Financial Officer (CFO) of international freight transport and logistics insurer TT Club. As CFO of the well-established specialist mutual insurer, her challenges will be to achieve business plan profit targets via operational efficiencies focussed on simplifying and automating processes along the insurance value chain. She held various positions in finance, treasury and tax at re/insurance companies, captives, mutuals, start-ups and Lloyd's syndicates, and across multiple jurisdictions globally.



DRONAMICS Bulgaria

★ **Blanca Garcia** has joined cargo drones' firm, Dronamics, to its executive committee in the role of chief communications officer. Previously, Garcia has worked in consumer-facing and B2B global companies in the automotive, aviation, technology, financial services, pharma, hospitality, and FMCG sectors. "Her communications skills will play a key role in the firm's growth as we accelerate with our innovative unmanned aircraft and first international drone delivery network," said founder and chief executive Svilen Rangelov.



HERMES LOGISTICS TECHNOLOGIES (HLT) United Kingdom

★ **Terry McGregor** has been appointed as the Senior Product Manager at Hermes Logistics Technologies (HLT) as part of a wider strategy to grow the company's senior leadership team and strengthen technical expertise at the top level. Heading up HLT's international team of cargo and product experts in the UK and India, McGregor will lead operations with existing and prospective customers, as well as spearheading the development of an innovative suite of products to further digitalise and streamline air cargo management operations.



BOLLORÉ LOGISTICS USA

★ **Marc Sawaya** has been appointed as the CEO of Bolloré Logistics, USA. He will report directly to Yves Laforgue, CEO of Bolloré Logistics for the Americas. Having 20 years of experience in supply chain management, Sawaya has excellent knowledge of the company's global network, where he held the positions of Regional Director for Central Region, Canada and Sales Director for the Americas. He has contributed to the sales development of Bolloré Logistics in the Americas by relying on its main verticals such as aerospace and pharma, and luxury.



FIRST PRIMUS GROUP Nigeria

★ **Vikas Parihar** has joined as the Chief Digital Officer at the group level at First Primus Group, the WPP Partner agency in Nigeria. Parihar, in his new role, will drive digital transformation and business for the group, partnering with individual agency MDs and country managers, implementing global digital practices, providing strategic leadership for digital integration, and paving the digital roadway for the group. With an experience spanning over 16 years, Parihar has led digital business and marketing for many big companies worldwide.



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