

Middle East's leading cargo monthly

February 2024

CARGO talk

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HOW SECURE IS
AIR CARGO INDUSTRY?**

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Sharjah Airport handled 141k tonnes of cargo in 2023

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Complying with rules to transport **HAZMAT** from ME

The complexity of air cargo operations in the context of dangerous goods transportation unveils a fascinating intersection of regulatory frameworks, industry best practices, and the need for continuous education. By meeting these stringent requirements, the industry can contribute to the overall safety and integrity of global air transportation networks.







 Abigail Mathias

IATA working with the ICAO has set rules for shipping dangerous goods on flights. They are substances that when transported are a risk to health, safety, property, or the environment, and are prohibited for global transportation unless certain conditions are met. The United Nations (UN) has set up a universal system for classification and transport of such goods, which form the basis of regional, national, and global model rules and stipulates how they must be packaged, marked, and labelled to help facilitate their safe transport.

In all, there are nine classes of dangerous goods, some of which have sub-classes, and can be solids, liquids or gases and are classified as per their properties—explosives, flammable, toxic, corrosive, among others. The substance after testing is allocated a UN Number, a Proper Shipping Name, and a Packing Group,

which connotes the level of danger. This information is mandatory on HAZMAT transport documentation.

Most dangerous goods are defined by IATA, although some couriers have different rules. It may come as a surprise that goods such as liquids and lithium-ion batteries belong on this list. Specific labeling procedures are required to ensure a safe shipment of lithium-ion batteries. Many airlines are having problems with fires caused on board due to lithium-ion batteries.

Many couriers charge premium rates and an extra charge for ferrying dangerous goods due to the risks involved with handling and processing them. Insurance for dangerous goods is also much more expensive due to the added risk of shipment. Some couriers require customers to take insurance on a shipment to cover both the courier's health and safety risk.



‘We comply with globally-recognised ICAO’s rules for safe transport of DG’

“Transporting dangerous goods via air freight requires stringent adherence to safety regulations and certification is essential. The DHL Global Forwarding complies with the IATA Dangerous Goods Regulations (DGR), a globally recognised certification, obtainable through authorized training centers, that ensures alignment with internation-



al standards for the secure handling and transportation of hazardous materials by air. The DHL’s commitment extends to strict compliance with the International Civil Aviation Organization’s (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air. The



Amadou Diallo
CEO DHL Global Forwarding Middle East & Africa

comprehensive certification covers different dangerous goods classes, necessitating detailed training for personnel involved in shipping, packing, and ground handling. The DHL’s dedication to safety and security includes hazardous materials training, precise documentation, and robust emergency response protocols.”

Obtain permits for ferrying dangerous goods from GCAA in UAE, GACA in KSA

“Ensuring the safe transportation of Dangerous Goods (DG) via air cargo is a critical aspect of the logistics industry. To acquire certification in the Middle East, Blue Bell Shipping LLC emphasizes compliance with IATA’s Dangerous Goods Regulations and the federal/local authorities in the respective country. Training programmes, such as IATA’s DGR courses and DG Handling awareness courses conducted by NAFL/DSAA, provide know-how for staff involved in their handling. Obtaining the necessary license/permits from the authorities—GCAA in the UAE and General Authority of Civil Aviation in KSA—is crucial. Prioritizing understanding of regulations and fostering a safety-first culture are integral to the successful DG transport.

Blue Bell Shipping LLC signs safety level agreements



Mohammed Bilal Saleem
Manager, Operations & Documentation, Blue Bell Shipping

with clients, as well as with our vendors and has transported dangerous goods by adhering to IATA DGR guidelines. We also advise fellow companies to invest in specialized training for their personnel, implement robust safety protocols, and stay informed about evolving regulations.”

Need to invest in training, collaborate with partners for safe transport of DG

“As a key influencer in the logistics sector, ensuring the secure transportation of dangerous goods is a cornerstone of our operations. In the Middle East, securing recognized certifications, particularly the internationally acknowledged IATA Dangerous Goods Regulations, is imperative for the seamless execution of air cargo operations involving hazardous materials. LP, bolstered by IATA certification, has adeptly navigated the multifaceted intricacies of shipments of dangerous goods. Addressing challenges such as stringent regulations, intricate documentation, and specialized handling demands of dangerous goods, meticulous training and a commitment to international standards.



Suchit Sehgal
Managing Director
MEA Logistics Plus

Therefore, I suggest peers to invest in comprehensive training, adhere to regulations, and collaborate closely with certified partners. This approach guarantees safe ferrying of hazardous goods by upholding the highest safety and compliance standards.”



'We promote our handlers to use IATA DG Auto Check tool for accepting HAZMAT'

“ Etihad Cargo’s processes and operations comply with IATA’s Dangerous Goods Regulations and the various national civil aviation authorities. The transportation of dangerous goods to, from or within the UAE must comply with the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air and the UAE Civil Aviation Regulations (CAR Part VI, Chapter 2)—Transport of Dangerous Goods by Air. To ensure compliance with these regulations, Etihad Cargo imparts rigorous training programmes and reviews all documentation, packaging, and labelling during acceptance checks with the aid of Etihad Cargo’s specifically designed acceptance checklist. Also, we encourage our handling partners to use the IATA DG Auto Check tool for aiding in the document checks and acceptance of dangerous goods shipments at points of origin.



Thomas Schürmann
Head, Cargo Operations & Delivery,
Etihad Cargo



Prioritize training for employees involved in dangerous goods handling

“ In the Middle East, transporting dangerous goods via air cargo mandates certification compliances with IATA Dangerous Goods Regulations and General Civil Aviation regulations. Companies can obtain 4.1D earlier CAT6, 4.1E earlier CAT5&8 certifications through accredited training programmes offered by authorized training centers in UAE. These courses cover the safe handling, packaging, labelling, and documentation required for transporting dangerous goods by air. At Zajel, we have managed the transportation of these goods by adhering to the guidelines.



Ashif Arakkal Pareed
Operations Manager, Freight Forwarding,
Zajel Courier Services

Our suggestion to other companies is to prioritize training for employees involved in dangerous goods handling, ensure

proper classification and packaging of goods, conduct regular safety audits, and maintain open communication with the airlines and regulatory authorities. Compliance and diligence are paramount in ensuring the safe dangerous goods transportation.

Handling on dangerous goods possible with mandatory UAE Civil Aviation rules



Kadeeja Afreen
Logistics Coordinator
Rajab Express

“ In the UAE, forwarders are required to be certified by the GCAA for handling dangerous goods, as per the current Civil Aviation Regulations, Part VI. The certificate has a one-year validity that needs to be renewed annually, considering it is compulsory to men-

tion the certification number during preparation of the airway Bill. The forwarders may visit the link <https://www.gcaa.gov.ae/en/eservices/freight-forwarder-dangerous-goods-certificate-initial/3> wherein the procedure given in detail. The UAE Civil Aviation Regulations (CAR Part VI, Chapter 2) stipulate that this requirement is mandatory. In addition, a minimum of two people are needed to have the Dangerous Goods Regulations Category-6 training certificates or equivalent issued by ICAO, IATA Training and Development Institute and other accredited centers. Being DG certified, we regularly engage in the shipping of dangerous goods for our many regular customers, commodities comprising primarily gases, explosives, weapons and ammo, chemicals, toxic and infectious substances, flammable liquids and solids.”

Need to implement Safety Management Systems, conduct compliance checks



Abhishek Shah
CEO and Co-Founder
RSA Global

“ Obtaining certification for transporting dangerous goods via air cargo involves securing a civil aviation-approved DG certificate, commonly known as the Shipper’s

Declaration. This document outlines the specifics of the hazardous materials being transported and ensures compliance with civil aviation regulations. Shippers must complete the dangerous goods documentation, provide details on classification, packaging, and labeling. It serves as a key component in the safe and regulated transportation of DG goods by air. Our company has transported dangerous goods by adhering to IATA DGR and other regulations. Advice for companies includes investing in comprehensive training for personnel, fostering a culture of safety, and staying updated. What is essential is implementing Safety Management Systems and conducting regular compliance checks. Prioritize industry collaboration to ensure the safe and compliant transportation of dangerous goods.



Certification for ferrying DG to vary depending upon transportation mode

“ Given the on-going issues with ferrying lithium batteries by air, there is scrutiny by the regulators, the airlines, the handlers, when it comes to the handling of dangerous goods. The handling of e-commerce goods has raised concern when it comes to the processing of hazardous goods due to the nature of cargo being transported. Transportation of such shipments is subject to regulations to ensure the safety of people and property. The certification required can vary depending on the mode of transportation—air, road, rail or by sea and the region in which the transport takes place. As for the certification of the said cargo by air, compliance of IATA Dangerous Goods Regulations and training are a must. If such cargo is loaded on passenger aircraft, there are more rules to ensure parties are compliant with the regulations. The same is the case in case of a freighter.



Joe Lawrence
President
Airline Services International



Follow specific steps to acquire handling, certification of dangerous goods

“ In the UAE, the GCAA regulates the transportation of dangerous goods by air. To acquire certification for handling and transporting DG goods, specific steps need to be followed. Enroll in training programs that comply with GCAA norms, which are offered by recognized training organizations and institutions. Consider completing the IATA DGR training, which is widely recognized internationally. This training programme covers aspects of handling, packaging, labelling, and documentation. Choose training programmes offered by GCAA-approved organizations. The GCAA provides a list of approved training organizations that meet the requirements. The training programme comprises the required



Supriya Salve
Strategic Director
Vegat Logistics

examinations and assessments. This is a prerequisite for obtaining certification. Apart from staying informed about any updates in GCAA regulations, one should also explore the use of technology, such as tracking systems and monitoring devices.

Imparting training along with refresher courses should be made mandatory



Shakir Kantawala
Co-founder & Managing Partner
Wings Way Training Institute

sure personnel stay updated on evolving hazardous material regulations.

This can be achieved by blending classroom learning with practical on-the-job training that enhances the real-world application of theoretical knowledge. Regular competency assessments lead to formal certification, acknowledging expertise in HAZMAT handling. This approach not only aligns with legal and safety mandates but also cultivates a culture of safety within organization.”



‘Even though lithium batteries are not dangerous they need to be declared so’



Andy King
Group Sales Director
Network Aviation Group

where we handle HAZMAT on those flights. Most issues we have is with lithium batteries. Electronics have these batteries. Though they may not be hazardous, they need to be declared so.

People are shipping most of their things which include speakers, cameras and mobile phones that have lithium batteries. There are forwarders who deal with dangerous goods, but most of them deal with know how to handle dangerous goods. They have staff who are specifically trained.”

“ Imparting training employees of handling Integrating Dangerous Goods handling training into employee work profiles is vital for logistics and transport safety. Mandatory training for relevant roles, coupled with regular refresher courses, en-

“ As a GSA, we look after the carriers’ bookings. We have 30 contracts representing airlines. We control the space for these carriers. Restrictive articles are an important part of the business, which we handle. We manage some cargo planes, which is

AT A GLANCE

- IATA DGR rules’ training should be mandatorily implemented.
- Firms must invest in comprehensive training for personnel.



Cybersecurity: how secure is air cargo industry?

As the risks of cyber attacks increase, it has become vital for air cargo operators to stay protected. Cyber attacks can bring cargo ships and planes to a halt and if these attacks increase, more needs to be done than develop cyber resilience. **CARGO talk** asks those in the front line, how they set up their line of defense.

T Abigail Mathias

Since the start of COVID, hackers have been exploiting the vulnerabilities in the global crisis to attack the already strained organizations. This is especially true in businesses that rely on shipping, manufacturing, and storage, such as logistics, especially in demand and strained during the pandemic.

This presents major concerns for companies that trans-

port goods—adding to the existing delays, bottlenecks, and obstacles affecting the supply chain. Cyber criminals create new sites to carry out spam campaigns, spread malware, or launch phishing attacks.

Typically, these domains closely mimic the legitimate websites with keywords and phrases that attract users. The growing reliance on IoT infrastructures, are essential in a fast-paced, global economy. Attacks on the sup-

ply chain can be initiated directly or indirectly. Most modern logistics involves

for any of them can give the attacker access to a shared pool of data. Hackers know

Cyber criminals create new sites to carry out spam campaigns, spread malware, or launch phishing attacks

many suppliers and vendors working together in partnerships, so a security breach

this, which is why they put so much effort into attacking these targets.



Air cargo ferrying valuable items is an attractive target of cyber criminals

“Both air and ocean freight face cyber threats, but there are some key security differences between them. Air cargo frequently carries high-value goods such as electronics, pharma, and luxury items, making it an attractive target for cybercriminals. The aviation industry has stricter regulations around cybersecurity compared to maritime transport, supposedly (potentially) leading to greater compliance and investment in security measures. But that is not always the real situation, unfortunately. The industry is more digitally transformed than the sea cargo sector. Consequently, digitalisation translates to potential entry points for hackers. High-value goods and potentially sensitive data within cargo raise the stakes of breaches. Keeping up with evolving regulations and ensuring security practices across global networks can be challenging. More so with varying global levels of



Pradeep Luthria
Senior Partner and Chief Practitioner,
Saiber Innovation Technologies

on-ground network security and state of compliance, availability of network redundancy, staff competency levels. Compliance checklists can contribute to a false sense of cybersecurity readiness. With challenges abound, the industry needs to do much more to develop cyber resilience.”

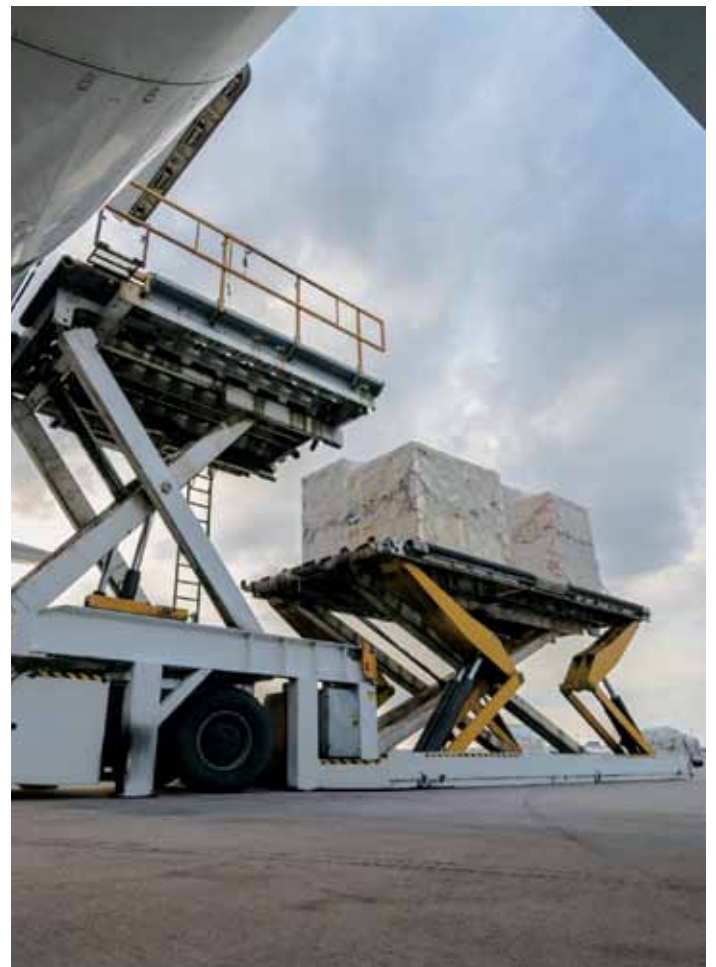
Resilience to cyberattacks requires a solid risk management approach

“Prime cyber threats in the transportation sector are data-related, ransomware, malware, and operational disruptions motivated either by financial gain or connected to hacktivist groups, guided by ideological motivations and geopolitical conflicts. It is important that investments in cybersecurity technologies alone are not enough for companies to protect themselves from cyber insecurities. Cybersecurity is not just about technology: it is about people and processes and truly requires a mindset shift. Increasing resilience to cyberattacks also requires a solid risk management approach and a strong cybersecurity culture. That is why I am looking at cybersecurity in addition to sustainability. It looks different;



Celine Hourcade
Founder & Managing Director, Change
Horizon

but these are critical ingredients of the corporate transformational recipe to make air cargo smarter, resilient, and sustainable.”



Threat initiatives frequently strengthen industry's cybersecurity defence



Ali Javaheri
CEO
Shiplifier

“ In the air cargo industry, cybersecurity protects critical information and operations. It includes secure data transmission, network security, cargo tracking systems, access controls, and vulnerability management,

among others. Ongoing employee training ensures awareness, while compliance with regulations and supply chain security measures fortify defenses. Participating in threat intelligence sharing initiatives strengthens the industry's collective cybersecurity defense against emerging threats.

We work closely with the courier companies that partnered with us to ensure all the data sent from our application to them and vice versa is done securely and follows rigid cyber security protocols and standards. For example, we receive live tracking from the multiple courier firms through webhook handshakes that we have designed for each company. This ensures the information we are receiving has not been manipulated or intercepted.”



‘We implement advanced technology to protect our data from cyber threats’



Pongsathorn Sangasang
Ground Operation and Commercial
Director, Pattaya Airways

“ In the air freight industry, cybersecurity is a multifaceted approach that includes safeguarding sensitive transportation data, securing network systems, and operational measures against cyber threats. Cybersecurity involves implementing data protection strategies such as encryption, secure data storage, and access control to prevent data breaches and unauthorized access, and emphasizes network security by using firewalls, intrusion detection systems, and ongoing security evaluations to

defend against cyberattacks. Compliance with national and global cybersecurity regulations, including regular audits and adherence to standards such as ISO/IEC 27001. Employee training and awareness programmes are essential to educate staff about potential cyber threats, such as phishing and social engineering, thereby reducing the risk of data leaks.

Cybersecurity measures are combined with physical security systems to ensure the protection of both the facilities and the cargo being transported. To maintain the integrity of our security systems, our IT team performs regular audits and updates, addressing new vulnerabilities as they arise. Our firm has engaged in implementing cybersecurity measures to protect our data and systems from complex cyber threats. This includes significant investment in both cybersecurity software and hardware. A focus on compliance with industry standards and regulations is essential, as it not only ensures legal compliance but also significantly enhances overall cybersecurity.”

Using advanced technology, regular checks vital in cybersecurity issues

“ Like other industries, the aviation industry has become increasingly digitized over the past few years. Modern aviation systems development leverages all sorts of technological innovations, such as augmented reality, 3D printing, Machine Learning, cloud technology, and perhaps most importantly in the context of cybersecurity issues, the Internet of Things (IoT). Using up-to-date systems and software, with regular checks for vulnerabilities. Assessing all the aviation applications regularly for vulnerabilities, including in-flight and cockpit devices. Securing the access to network devices and systems by protecting the end-



Shankar Subramoniam
CEO
Salt Tech International

points with endpoint management solutions.”



IATA Security Management manuals provide standards of safety culture



Ruthvik Srinivas
Business Development Manager
Fresa Technologies

“ Cybersecurity in air freight industry is crucial as many procedures take place online. The air freight industry involves various web portals for data uploads and monetary transactions. It also includes maintaining sensitive data in cloud systems.

Authorities such as IATA publish Security Management System (SeMS) Manuals to provide standards for cyber security culture, aviation security measures, and cybersecurity risk management in the airline industry.

Fresa Technologies on its own provides cybersecurity solutions in the form of data encryption for heavy data storage, accessibility controls with auto logout in the event of a minimum idle screen time, firewall security for database and application servers, an incident response plan with Disaster Recovery Server (DRS), and other cybersecurity risk management solutions. Cybersecurity, as a basic measure, can be applied at the workplace by checking/giving access to third party applications without a valid license or a work requirement.”

Firms should think of investing more in making their systems impenetrable

“ With the recent collapses in logistics operations, the world has come to understand just how costly, and jarring such disruptions can be and the air cargo industry is no exception. Because of its speed, the industry is perhaps even more essential. Cyber protection is crucial. There are myriad solutions at various technology layers that must be considered and implemented. Goldilock operates at Layer I, the very basis of network architecture. We physically separate networks and devices thereby making them almost impenetrable. For preventing cyberattacks, we have been recognized by institutions, such as North Atlantic Treaty Organization (NATO). The



Tony Hasek
CEO
Goldilock.com


companies should think of cybersecurity from day one and to always keep it front of their mind. Comprehensive training, regular auditing and iron-clad best practice procedures and compliance of regulations are the way forward.”





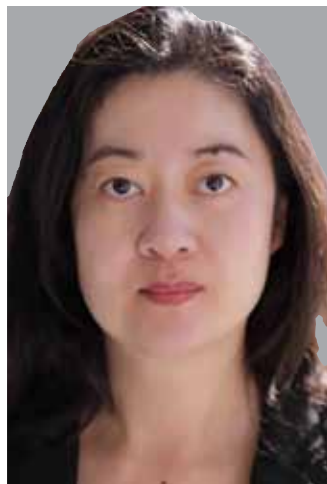
Air cargo buoyant this year, ME to post over **12% growth**

About 3.5% growth projected in global trade this year. Belly capacity will be back and will carry most of the air cargo, while freighters will disappear. Cargo revenues are likely to dip to US\$ 111 billion, while volumes may reach 61 million tonnes this year, says **Rachel Yuting Fan, Sustainability and Economics, IATA.**

 CT Bureau

All regions are expected to experience air cargo growth this year. On average, air cargo is forecast to grow at 4.5 per cent. The Middle East is set for 12.3 per cent growth, while Africa will see a more modest rise of 1.5 per cent, according to a recent IATA report.

“Yields are likely to decline in 2024, but they will still be above 2019 levels. Cargo revenue will also be about 11 per cent above 2019 and comprise 12 per cent of total industry revenue. In other words, this year will see sustained revenue growth and the sector outperform pre-COVID levels,” Rachel Yuting Fan, Sus-



Rachel Yuting Fan
Sustainability and Economics
IATA

tainability and Economics, IATA, said. The relevant economic markers are positive

with 3.5 per cent growth in global trade projected for this year. Broadly speaking, belly capacity will be back and will carry most of the air cargo, while freighters will disappear entirely. Dedicated freighters will maintain their usual share of the market. Other factors include the continued growth of e-commerce, reduction in

volatility. Cargo revenues are likely to fall to US\$ 111 billion this year, while cargo volumes are expected to reach 61 million tonnes.

“Now, the challenges and opportunities that we face are familiar to us and we will work hard to make progress in every aspect. The industry

“ This year will see sustained revenue growth and the sector outperform pre-COVID levels.”

delivery times, and robust performance of high-value specialized products, such as pharma, which seems resilient to the industry’s usual

is better placed compared to 2019. We had an exceptional period during COVID. We became financially stronger, efficient with advances in



digitalisation, and were appreciated for the efforts that we all made to keep cargo going during a crisis,” Brendan Sullivan, Head, Cargo, IATA, said.

ADDRESSING CHALLENGES

Digitalisation and sustainability will continue to be critical to air cargo’s growth. Rather than digitize documents, digitalisation must overcome 50-year-old legacy systems and embrace a true data-sharing environment. The

problem is the varied data in air cargo, which covers different functions, stakeholders, and formats.

“ONE Record will help. It is an open standard that will connect the data and will be vital to digitalisation. It has been tested and validated by 200 companies for reliability and efficiency and all airlines must implement ONE Record by 1 January 2026,” Henk Mulder, Head, Digital Cargo, IATA said.

With ONE Record in place, there will be a unified approach to structuring air cargo data, which will facilitate consistency in information exchange. This data sharing will utilize advanced encryp-

Some elements of sustainability—aside from carbon emission reduction—are at play in air cargo

These are as follows:

- Eliminating single use plastics
- Lowering the loss of perishables
- Advocating for sustainable facilities
- Attracting and retaining young talent

tion and security protocols to protect sensitive information.

Digitalisation will give air cargo not only the ability to serve e-commerce growth and smooth capacity fluctuations but also provide the analytics to boost sustainability.

Implementation of Pre-loading Advance Cargo Information (PLACI) will be a notable milestone in cargo security. Unaligned PLACI programmes makes data sharing difficult and runs the risk of slowing down cargo flows. 🚫



Geopolitical tensions often impact global supply chains

Supply chain disruption can often boost air freight. Its ability to respond rapidly is key for effective disruption management, says **Glyn Hughes, Director General, TIACA**. In an interview with **CARGO talk**, he offers a comprehensive insight into the ripple effect of pricing in the air cargo sector.

 Abigail Mathias

What are some of the ways in which geopolitical tensions impact cargo pricing?

Geopolitical tensions lead to volatility and uncertainty and that can disrupt production, consumption and crucially for this industry, transport and distribution. As tensions rise, the associated costs of transport increase as does the need for enhanced risk management and contingency planning. As other supply chain transport modes get disrupted, the ingredients are there for cost in-

creases. With maritime avoiding the Red Sea routings, this adds up to 14 days and up to US\$2 million in additional costs for sailings from Asia to Europe. This may also lead to short-term peak increases for air cargo demand.

How can air cargo combat these to ensure ferrying cargo is not impacted by conflicts around the world?

As we discovered during COVID, those who plan for the unforeseen are those who can weather the storm. The ability to respond rapidly and efficiently is the key driver for effective disruption management and can keep costs under control, while keeping supply chains flowing. We are seeing the expansion of sea-air solutions as an example

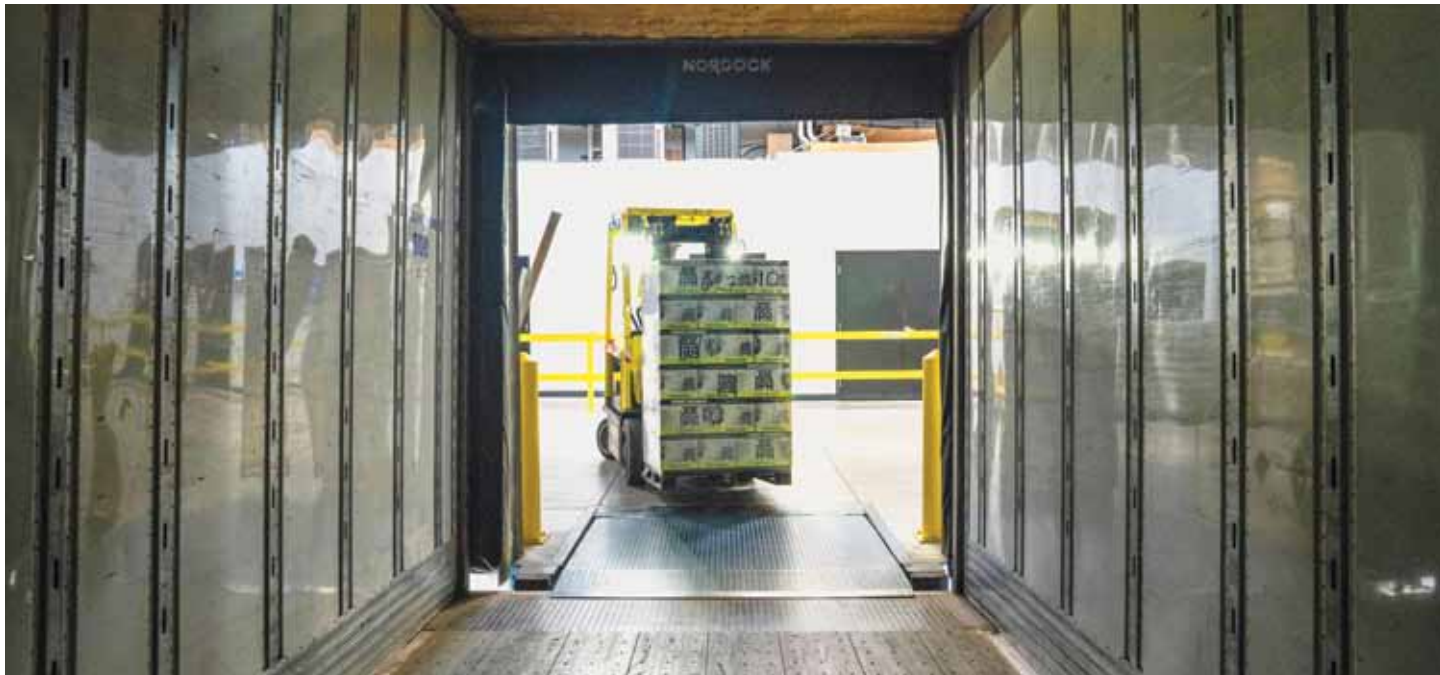


Glyn Hughes
Director General
TIACA

“The ability to respond rapidly is the driver for effective disruption management.”

of short-term responses to keep shipments moving that may otherwise be delayed as maritime operations continue to face challenges. Air cargo's ability to adapt is one of this industry's greatest strengths. Let us also hope that tensions in the Middle East region come down and the conflict between Russia-Ukraine resolves peacefully. These two events, which took place during the past year, have caused significant geo-political unrest and contributed





to a depressed economic environment.

What are the potential risks of an escalation to the Middle East tensions?

As with any geopolitical situation, tensions between countries have the inherent risk of escalation as they seek allies and other tensions, perhaps suppressed for some time, tend to re-arise. Sadly, we are seeing that in the Middle East as Houthis, a political and religious group based in Yemen sought to support the Palestinians by targeting shipping associated with Israel, but has declared a broader threat to shipping associated with countries, who are support-

ing Israel in the war in Gaza. These attacks on shipping, which started in November 2023, has now exceeded over two dozen separate incidents. As a result of this escalation, tensions between Iran and the USA are rising, which brings Kingdom of Saudi Arabia into the equation. There have been threats made to other crucial shipping channels, such as the strait of Gibraltar and Hormuz, through which 30 per cent of the world's seaborne traded crude oil passes.

How will Red Sea shipping channels attacks affect air cargo capacity and pricing?

The effect of the extended sailings around Africa will not just impact the cost of each jour-

ney as described previously but also has the effect of taking out a portion of maritime capacity, estimated to be around 6 per cent. This removal of capacity will place pressure on maritime with price rise as expected. Also, as ships spend more time sailing, we are hearing about potential container shortages in Asia and with the build up towards the Chinese New Year factory closures in early to mid-February could increase air cargo demand as ships and containers may be difficult to secure space on.

How can the industry prepare for the next quarter?

The most important aspect of preparation for the upcoming challenges to global supply

chains in Q1/Q2 is communication. Freight forwarders and shippers need to be as precise as they can be with regards to what their transport needs will be. That precision will enable the freight forwarders to look at contingency plans involving air, rail, or sea. The earlier a shipper can identify movement of shipments the earlier the prioritization process can begin.

For example, we are reading certain medicines, which move via sea through the Suez Canal are now in short supply as stocks in certain European nations are reliant upon regular supply chains. So, we may find another consequence of supply chain disruption is renewed focus on near shore production of pharma. 🚚





NAFL's **FIATA RAME** Field meeting on the horizon

FIATA will host the event in the UAE to discuss ongoing regional crisis and its impact on logistics. FIATA will convene its RAME delegates, and the forwarders in the region to explore how to build a resilient supply chain. NAFL will bring together experts to discuss the current and emerging trends in global supply chains.

 CT Bureau

N AFL UAE, a member of FIATA Global will be hosting the annual FIATA RAME Field Meeting Conference from 5-6 March 2024 in Dubai.

The meeting is titled 'Connectivity, Resilience and Sustainability in Global Supply Chains and Trade'. The event will be an opportunity to network with forwarding community, attend B2B meetings,

and share know-how with stakeholders to navigate uncertain waters. FIATA President Turgut Erkeskin and Director General Stéphane Graber will take part in the event.

The FIATA Region Africa and Middle East (RAME) makes efforts to ensure its members stay informed to anticipate the disruption going forward, and to help ensure the continued flow of goods in such uncertain times. In this

It will be an opportunity to meet with and hear from the newly elected Chair, and the FIATA plans going forward for the region

same vein, FIATA will convene its RAME delegates, and the forwarding community in the region to explore how to build a resilient supply chain in view of the crises in the Middle East.

The key part will begin with the official FIATA RAME meeting, which will look at regional, the region's work ahead in an occasion to exchange and learn more about the FIATA RAME projects. It



Nadia Abdul Aziz
President
NAFL



Dr Stéphane Graber
Director General
FIATA

“This year will see sustained revenue growth and the sector outperform pre-COVID levels.”

“FIATA will convene its delegates, and the forwarders in the region to explore how to build a resilient supply chain.”

FIATA RAME delegates of FIATA Working Group (WG) will have the chance to join internal sessions, will allow FIATA to address hot topics in the maritime sector with input from its delegates. The meeting will look at latest developments on the Red Sea crisis, noting the closeness of RAME members to this region. Both meetings for FIATA delegates

will have the possibility for participation of guest experts.

As the host of the conference, NAFL will bring together leading experts to discuss the current and emerging trends in global supply chains and trade in relation to connectivity, resilience, adaptability and sustainability. 🌍

2024 FIATA RAME Field Meeting

- Learn from a dynamic pool of renowned speakers and industry experts
- B2B networking opportunities
- Discover solutions to your logistics needs and challenges
- Explore emerging trends and recommended quality standards in global supply chains
- Enjoy being with like-minded positive experts from the industry

will be an opportunity to meet with and hear from the newly elected Chair, and the FIATA plans going forward for the region. It will be a chance for FIATA RAME delegates to contribute to the forthcoming agenda of the region's work, with the possibility to benefit from B2B meeting opportunities, in which business meeting can be arranged. A tour of a DP World area of the Jebel Ali Port and Freezone will also enrich the programme.

“The UAE is positioned as a distribution and logis-

tics hub for Oman, Qatar, Kingdom of Saudi Arabia, Kuwait and Bahrain, the CIS, sub-continent, and Africa. The conference will offer a platform for the global community to appreciate the logistics-related investment opportunities within the United Arab Emirates, the GCC. The stakeholders will showcase their latest services for this sector which can also support the businesses to grow and be more efficient,” Nadia Abdul Aziz, President, National Association Freight and Logistics (NAFL), said.



MAS Kargo highlights the ME as a key trade lane

In the bustling world of air cargo, **Jason Thomas**, CEO, MAS Kargo, takes centre stage as he discusses the airline's strategic endeavours. In an exclusive interview with **CARGO talk**, he unveils MAS Kargo's ambitious plans, emphasizing the significance of these regions in the airline's international expansion.

CT Bureau

STRATEGIC ALLIANCES IN ME

"In the Middle East, our daily flights to Jeddah and Madinah, driven by the Umrah and Hajj markets, underscore our commitment to the region. We are exploring partnerships to transform the Middle East into a hub, connecting to Africa and other parts of the region. The demand from China to the Middle East remains a major trade lane for our cargo operations."

A CALL TO CHOOSE MAS KARGO

"While competition in the region is fierce, our commitment to service delivery, customer experience, and operational excellence sets us apart. We may not have the expansive network of some competitors, but our dedication is unwavering. We invite the trade to 'try us out' and



Jason Thomas
CEO
MAS Kargo

experience the unique service MAS Kargo offers."

FACING GLOBAL CHALLENGES

"As we emerge from the challenges of COVID, we have seen a temporary slowdown but remain cautiously optimistic.

Our commitment to sustainability is evident—from operating the first SAF fuel flight to aiming for net zero by 2030. We have integrated solar panels in

“We are exploring partnerships to alter the Middle East into a hub, linking Africa and the region.”

our warehouses, emphasizing a sustainable approach to our operations."

AI IN AIR OPERATIONS

"Integrating AI into our operations has been a transformative journey. Challenges exist, especially in terms

of the financial investment required, but the benefits are immense. From enhancing ground operations to predictive analytics on the commercial front, AI is shaping the future of our industry. It is about finding the delicate balance between technology investment and cost management."

GLIMPSE INTO THE FUTURE

"As we look ahead, we leverage AI-driven data to inform our strategic decisions. Exploring network expansion and capacity enhancement through alliances and partnerships is on our horizon. The ACAAI Convention, which was held in Kuala Lumpur, provides a platform to showcase our capabilities, and I am honoured that organizers chose Kuala Lumpur as the destination. We hope to expand and build relationships beyond networking." 🇲🇾





Emirates SkyCargo to get four 777-200Fs this year

In addition to its own online booking platform on e-SkyCargo, the airline's capacity is available on two of the biggest digital marketplaces, CargoAi and WebCargo with plans to expand its digital footprint in 2024. The carrier is also planning to grow Dubai's position as the world's largest logistics hub.

 CT Bureau

Emirates SkyCargo, the cargo arm of the world's largest international airline, extended its reach in Canada and North America through a strategic interline cooperation with Air Canada Cargo.

With four new 777-200Fs expected this year and a fifth in 2025, new aircraft will be delivered to the airlines stables, adding to the cargo capacity, through to the year 2035. Building on its competitive global connectiv-

ity, Emirates SkyCargo Customers are now able to book shipments that will travel on Air Canada Cargo flights via e-SkyCargo, expanding Emirates SkyCargo's reach to over 60 cities in Canada and more than 150 cities globally.

In line with the Dubai Economic Agenda (D33), Emirates SkyCargo is on a journey to grow Dubai's position as the world's largest logistics hub, expanding its fleet and network. In Q1 last fiscal, Emirates SkyCargo leased two Boeing 747-400Fs, unlocking immediate additional

cargo space in response to high customer demand. These aircraft join its fleet of 11 Boeing 777Fs and 251 passenger aircraft.

"Last year was a pivotal year for us. Emirates SkyCargo transported 1,183,000 tonnes of cargo from January to mid-December, reflecting 7 per cent increase com-

CargoAi and WebCargo with plans to expand its digital footprint in early 2024. Continuing to play a significant role in the international air cargo, Emirates SkyCargo has made significant leaps and bounds towards its long-term strategic growth plans to double its capacity in the next decade and cement its leading position in global air logistics.

The airline's capacity is now available on digital marketplaces, CargoAi and WebCargo, with plans to expand early this year

pared to last year. We are well-positioned to scale up operations in 2024, continuing our strategic growth to ensure we lead the industry in solutions that are fast, reliable, flexible, and efficient," Nabil Sultan, Divisional Senior Vice President, Emirates SkyCargo, said.

In addition to its own online booking platform on e-SkyCargo, the airline's capacity is now available on two of the biggest digital marketplaces,


Emirates Delivers expanded its operations to Kuwait, providing door-to-door international delivery of items purchased from the UK and the USA to savvy e-commerce shoppers. Recognising the opportunity in the wider Middle East region which has previously been underserved when it comes to e-commerce shipments, Emirates Delivers is preparing to significantly scale in 2024, offering fast, reliable, and cost-effective delivery solutions. 





LATAM Cargo increases cherry exports by 30%

The company operated with a cargo fleet of 20 flights for the season, thanks to the addition of a new cargo aircraft that allowed it to increase the offered capacity by 16% compared to the previous year. This also allowed the carrier to become the leader in air transportation of the fruit.

 CT Bureau

Air transportation emerges as an essential alternative for cherry exporters, especially at the beginning of the season due to the expedite transit time, allowing the fruit exports departing from Santiago, Chile, to arrive in China in just under 45 hours.

LATAM Cargo is in the lead when it comes to the transportation of Chilean cherries, closing last year with approximately 7,546 tonnes of the fruit exported from Chile, representing approximately 32 per cent growth as compared

to the previous year. Chile leads in cherry exports in South America, and LATAM Cargo plays an essential role, transporting 30 per cent of the total volume by air.

nese New Year celebrations, while a smaller proportion of cherries is directed to other markets such as the United States of America and Brazil. With a focus on its customers, LATAM Cargo prepared

cherries. The company has also added a new cargo aircraft temporarily to its fleet to provide more capacity for cherries and the upcoming high season for flowers, bringing the total number of aircraft to 20 and allowing the company to increase the offered capacity for cherries compared to the previous year.

Despite challenges presented by rains in Chile significantly affecting cherry production, the carrier achieved an important growth by the end of the year. Claudio Torres Faini, Commercial Senior Vice President, South Ameri-

Majority of cherries are destined for Chinese New Year, while a smaller proportion is directed to the USA and Brazil.

The majority of cherries, around 90 per cent, are destined for Asia, especially Chi-

for the season by incorporating 19 weekly frequencies from Santiago dedicated to



ca, LATAM Cargo, said, “We are committed to providing our customers with solutions tailored to their needs. In response to a challenging season, we have implement-



ed flexible measures, adjusting both flight frequencies as well as destinations. This has not only allowed us to offer our customers a greater variety of alternatives but has also generated growth opportunities, especially in the USA market.”

The company inaugurated the 2023-2024 season with the first shipment of Chil-

ean cherries departing from Santiago in mid-October on one of LATAM’s cargo planes to New Zealand, later transported to China through interline agreements.

Air transportation has become an essential alternative for the cherry exporters, especially at the beginning of the season, thanks to the expedited transit

time, where in only 45 hours, cherries departing from Santiago, Chile, arrive in China.

Through its FRESH product, LATAM Cargo has also ensured a stable and scalable solution for the transportation of perishable products such as cherries or salmon, with an objective to maintain quality and freshness from origin to the destination. 🍒



Ethiopian expands freight transportation capacity

Ethiopian has expanded its cargo transportation capacity by adding B777 freighter to its fleet composition. It is now better equipped to serve a wider range of destinations and meet the dynamically changing customers' demands. In this year, Ethiopian plans to enhance its infrastructure, technology, manpower, and fleet size.

CT Bureau

Ethiopian Cargo & Logistics Services (EC&LS) has advanced in various aspects of its operation. The carrier has expanded its freight transportation capacity by adding new B777F cargo aircraft to its fleet composition. It is now better equipped to serve a wider range of destinations and meet the dynamically changing customers' demands. Ethiopian Cargo is one of the largest cargo carriers in Africa, with a fleet of 16 dedicated cargo aircraft.

Ethiopian Airlines has added six new cargo routes to Chengdu, Xiamen, Budapest, Copenhagen, Istanbul, and Cairo. It has welcomed expanded its freighter service to Casablanca and Morocco. Ethiopian Cargo has con-

tributed significantly to connecting Africa's trading with the rest of the world and the growth and development of the continent's economy by lifting around 716,000 tonnes of general and special cargo.

vice will undoubtedly help Ethiopian Cargo maintain its success in catering to customers worldwide. With a fleet of modern aircraft and a network of destinations spanning across the globe, Ethiopian

including the Best Cargo Airline-Africa Award at Arabian Cargo Awards 2023. These awards recognized Ethiopian's commitment to excellence in the industry.

FLYING AHEAD

In 2024, Ethiopian plans to enhance its infrastructure, technology, manpower, and fleet size. Along with acquiring new and contemporary fleets, Ethiopian Cargo also envisions to increase its worldwide footprint in Africa, the Middle East, Asia, Europe, and the Americas.

Ethiopian Cargo is committed to continuing its legacy of excellence in the industry. With a focus on innovation, customer satisfaction, and sustainability, the company is poised to remain a leader in the global cargo market for years to come. 🇪🇹

Ethiopian Airlines has added six new cargo routes to Chengdu, Xiamen, Budapest, Copenhagen, Istanbul, and Cairo

Ethiopian strives to transform services introducing cutting-edge and dedicated freighter and belly fleets, grants assurances to our beloved customers that their goods and packages are delivered timely and efficiently. This admirable commitment to offering trustworthy ser-

Cargo has been able to provide top-notch services to its customers.

The company has continued to invest in technology and infrastructure, ensuring that it stays ahead of the competition. Ethiopian won a slew of awards in the cargo field,



Odys Aviation, Aramex join forces to develop cargo ops

The partnership will allow both the companies to explore their common vision for Unmanned Aerial Vehicle (UAV) cargo delivery and enhance Aramex's operations in the UAE and Oman. Upon approval the two firms intend to launch commercial activities and expand beyond test programmes.

CT Bureau

Odys Aviation, building hybrid-electric VTOL aircraft, and Aramex (DFM: ARMX), a provider of express delivery and logistics services to the Middle East, recently announced to develop cargo operations in the UAE and Oman.

Odys Aviation's aircraft, designed in multiple configurations for cargo, will be capable of delivering all-electric propulsion up to 320 kilometers and will offer a hybrid-electric range of 1,200 kilometers. Flights operated via these aircraft would have the

programme to show the cargo flow between its regional locations. The teams will work to tailor Concept of Operations to develop Odys Aviation's aircraft to serve specific local environments. Upon approval from regulatory bodies, the two firms intend to launch operations and commercial activities and expand beyond test programmes to demonstrable routes and new markets in the GCC.

The pact aims at generating a new GCC network and operating model using VTOL aircraft for Aramex, enhancing its regional presence and providing sustainable op-



Flights operated has the potential to reduce emissions on pan-GCC flights by up to 76% and provide a Net Zero air cargo alternative

potential to reduce emissions on pan-GCC flights by up to 76 per cent and provide a zero-carbon air cargo alternative for routes across the UAE, Oman and beyond.

Under the partnership, Odys Aviation and Aramex intend to develop autonomous logistics programmes, which will introduce cargo flights leveraging Odys Aviation's cargo aircraft and Aramex's fleet management capabilities. The first pilot programmes will utilize Odys Aviation's Laila aircraft and will expand to include the firm's Alta aircraft, a full-scale vehicle with payload of up to one tonne. Aramex intends to support pilot training and a test flight

tions for partners based in the GCC to ship cargo regionally or globally via the UAE. Odys Aviation has recently included a vital presence at COP28 where the company's focus was on advancing the agenda around the aviation industry's decarbonization. The pact helps advance the UAE-USA Partnership for Accelerating Clean Energy, and aims to help catalyze US\$100 billion in clean energy and decarbonization projects by 2035.

Designed for short-haul routes, Odys Aviation's aircraft will play a role in defining the future of electric flights in the region, part part of an effort by the GCC firms to create a framework for efforts to

contribute to the UAE's long-term sustainability vision.

James Dorris, Co-Founder and CEO, Odys Aviation, said, "Our pact with Aramex signals a commitment to launch new generation of VTOL aircraft. Building on our announcement last year that Odys has partnered with the UAE Ministry of Economy's NextGen FDI programme, we look forward to leading the development of a sustainable, low-carbon aviation sector.

Alaa Saoudi, COO, Express, Aramex, said, "Our partnership will enable us to leverage our capabilities for cargo flights, encompassing short and long-range regional routes. By integrating Odys' aircraft into our ops, we want to enhance our cargo delivery capabilities in the UAE, Oman, while cutting our CO2 footprint and supporting efforts in harnessing the potential of cleaner energy sources

for aviation. This MoU will pave the way for eco-friendly logistics: it is likely to reduce up to 76 per cent of emissions on pan-GCC flights. This pact will alter our cargo ops and contribute to a cleaner aviation industry, while symbolizing a logistics era prioritizing sustainability and innovation."

"VTOLs will give the edge for our B2B movements and B2C middle mile. The Aramex Innovation division will deploy BOTs and drones as part of our future vehicle programme. We look forward to partnering with Odys Aviation and deploying long-range VTOLs, which shall drive us towards our sustainability and Innovation targets," Angad Singh, Global Director, Innovation, Aramex, said.

Odys Aviation plans to launch a full-scale prototype this year to making the aircraft available to enter Aramex's cargo fleet by early 2028. 🚀

DHL's new flight 767-300 lands at Hamad airport

DHL's flight, which landed at Hamad International Airport on 12 January, highlights the collaborative efforts between DHL and the airport. Qatar's location and visionary approach have made it an ideal gateway for trade and commerce, this milestone strengthens our commitment to supporting Qatar's growth.

 CT Bureau

In line with its ongoing expansion strategy, Hamad International Airport (DOH) welcomed the first DHL Boeing 767-300 flight, marking a significant milestone in DHL's growth within Qatar and reinforcing the airport's position as a regional logistics hub.

The new flight, which landed at Hamad International Airport on January 12, highlights the collaborative efforts between DHL and the award-winning airport. Rooted in shared values of excellence, innovation, and customer satisfaction—this strategic partnership aligns seamlessly with the airport's mission to facilitate global trade and connectivity—while simultaneously bolstering DHL's footprint in the region.

As Qatar's ultimate gateway, Hamad International Airport has played a pivotal role in connecting nations and fostering trade relationships.



DHL's flight further exemplifies the airport's dedication to supporting global trade and logistics—showcasing its world-class services, facilities, and efficient operations.

Michael Mcmillan, Senior Vice President of Operations & Facilities Management at Hamad International Airport,

said, "This moment marks the initiation of a promising partnership between Hamad International Airport and DHL. As a central hub for logistics in the region, Hamad International Airport is committed to fostering collaborative efforts that amplify our role in facilitating global trade. We are delighted to welcome DHL's

operations to our state-of-the-art facilities—as this partnership heralds a new chapter in our shared commitment to excellence, innovation, and seamless connectivity."

Ahmed Elfangary, Country Manager of DHL Express Qatar, added: "We are thrilled to witness the landing of DHL's





first Boeing 767-300 flight at Hamad International Airport reinforcing Qatar’s position as a pivotal logistics hub in the region.

Qatar’s strategic location and visionary approach have made it an ideal gateway for trade and commerce and as DHL, we are proud to play a significant role in connecting businesses globally through our extensive network and innovative solutions. This mile-

stone further strengthens our commitment to supporting Qatar’s vision and contributing to the growth of the logistics industry in the region.”

HIA handled 2,340,711 tonnes of cargo in 2023. DHL’s position as a leader in the global logistics industry, boasting the largest market share in the MENA region, influences this strategic partnership. The importance of this flight is further highlighted as it aligns with DHL’s sustainability commitments, which aims for zero emissions by 2050 through the reduction of fuel consumption and promotion of Sustainable

Aviation Fuel (SAF) in line with the GoGreen Plus initiative launched in 2023.

Hamad International Airport previously announced that it handled 2,340,711 tonnes of cargo in 2023, marking a 1 per cent increase from the year prior, which demonstrates an upward trend in cargo operations. The airport is currently advancing into phase B of its expansion plans, positioning itself to reintroduce travel on an even grander scale. The ambitious expansion aims to welcome over 70 million travellers annually, embodying a multi-faceted strategy for an exceptional overall airport experience.

This strategic partnership with DHL sets the tone for a

dynamic 2024, where Hamad airport plans to welcome more airline partners, enhance connectivity, and play a vital role in supporting the state of Qatar in hosting various world-class events. Also, 2024 will be a milestone year as Hamad International Airport celebrates its 10th year of operations.

KEY FEATURES

- Hamad Airport will celebrate its 10th year of operations this year.
- Also, the airport plans to welcome more airlines partners.
- Hamad airport stated it handled 2 million tonnes of cargo in 2023.





Sharjah Airport handled 141k tonnes of cargo last year

In 2023, the airport, with five terminals spread over 32,000 square metres, added seven new flight destinations and three air cargo destinations. The air traffic witnessed an increase of 12.5% with more than 98,000 flight movements as compared to around 87,000 flight movements in 2022.

CT Bureau

Sharjah Airport is undoubtedly one of the busiest when it comes to cargo operations. With five terminals with a total floor area of 32,000 square meters and the plan for expansion of the airport, it is only fair to assume that operations will be further strengthened this year.

Sharjah Airport Authority revealed its performance results for 2023, in line with the agenda of the annual airport management meeting held at Buhais Geology Park in Al Madam, Sharjah. The results highlighted the position of the emirate on the global travel map and the services delivered to passengers and companies.

As per the authority, the total cargo volumes handled through Sharjah Airport during last year was more than

The results highlighted the position of Sharjah airport on the global cargo map

141,000 tonnes. The number of passengers travelling through the airport reached 15.3 million in 2023, reflecting a growth of 17.4 per cent. The air traffic witnessed an





increase of 12.5 per cent with over 98,000 flight movements as compared to around 87,000 flight movements in 2022.

His Excellency Ali Salim Al Midfa, Chairman, SAA, said, “These positive results indicate Sharjah Airport’s reputation and its potential in offering efficient and top-notch services. The authority is looking forward to continue with these results, which will aid in positioning the airport as a preferred destination

for both cargo and travel in the region.”


His Excellency Sheikh Faisal bin Saoud AlQassimi, Director, authority, said, “We confirm our ongoing efforts to elevate the reputation of the airport on a global level, especially in light of our active participation in international forums, robust partnerships and collaboration to build the business ecosystem and diversify the options for customers.” 🇦🇪





Empowering truck drivers ferrying cargo with skillsets

Al Masood Commercial Vehicles and Equipment Division, in collaboration with UD Trucks—the Japanese truck manufacturer and part of the Isuzu Group, held a campaign to make truck drivers aware on topics of health and safety.

 CT Bureau

The Al Masood Commercial Vehicles and Equipment Division, in collaboration with UD Trucks—the Japanese truck manufacturer and part of the Isuzu Group, recently launched a campaign aimed at educating truck drivers about safety and health in alignment with the organizations' joint

commitment to promoting responsible business practices and fostering a culture of well-being in the transportation industry, especially while handling cargo comprising pharma and hazardous material.

The organisers hosted a half-day training session for the drivers at an Al Masood CV&E facility aimed at enhancing driver safety by im-


parting theoretical and practical training. The event saw the participation of truck drivers, industry experts, and representatives from both Al Masood and UD Trucks.

The training sessions commenced with a thorough theoretical training module that covered critical aspects of safe driving and traffic regulations. They were also given the opportunity to put their knowledge into practice with practical training on Al Masood's Croner and Quester UD Trucks models. This hands-on experience allowed the drivers to familiarize themselves with the latest technology and safety features, ensuring they are equipped for the challenges they face on the road.

"We want to empower drivers with the skillsets and knowledge to ensure their safety and the safety, while transporting cargo. We are imparting training sessions

The organisers hosted training session for truck drivers for enhancing driver safety

for the drivers. This event is part of our commitment to enhancing driver well-being," said Mohamed El Zeftawi, GM, Al Masood CV&E.

Mourad Hedna, President, UD Trucks MENA said, "UD Trucks believe in the importance of driver training and engagement. We are delighted to collaborate with Al Masood on this initiative, as it aligns with our commitment to promoting road safety and enhancing driver's skills and safety." 



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Etihad Cargo rings in New Year with festive celebrations

Etihad Cargo came together for a year-end wrap-up in Abu Dhabi. Leonard Rodrigues, Acting MD, reflecting on the last year congratulated the team for their outstanding efforts and supporting partners. The team took the opportunity to have some well-earned fun and gear up for what is shaping up to be another busy year for the Etihad Cargo.





Swift **last-mile** delivery solutions take center stage

Shiplifier, the Dubai-based platform, targeted at logistical operations, unveiled its newest feature, ShiplifierX, offering the capability to pick up and deliver packages in under 60 minutes. CargoTalk finds out more about the brand from **Ali Javaheri, Chief Executive Officer.**



What made you launch your firm. What is the vision behind the brand?

The Shiplifier concept was conceived when I recognized a gap in the logistics and e-commerce sector within the UAE. Observing the outdated nature of shipping systems alongside the burgeoning growth of the e-commerce industry, I identified the need for a modernized solution in logistical and shipping management to align with this rapid expansion. It became clear to me a digitized and streamlined ordering process could redefine the competitive landscape.

At the heart of Shiplifier's mission is the commitment



Ali Javaheri
CEO
Shiplifier

to providing a seamless and efficient logistical platform for e-commerce businesses through a unified integrated dashboard. Offering discounted corporate rates for convenience, we aim to simplify

the logistics process, sparing e-commerce businesses from the hassle of navigating multiple shipping providers. Yet, our vision extends beyond mere convenience—we aspire to promote individuals to establish their own stores as the logistical burden is lifted. Our company goes beyond being a logistics solution; it serves as a catalyst for positive change and progress in the UAE e-commerce ecosystem.

How has last-mile delivery (LMD) in the UAE grown? What is it yet to accomplish?

The growth of LMD is growing and poised to continue expanding, driven primarily by the surging e-commerce industry, evolving consumer perceptions/purchasing behaviour, and advancement in technology. The surge in



online shopping, coupled with the global accessibility of products digitally, underscores the need for efficient and punctual LMD services. Recognizing the pivotal role of this service in achieving overall customer satisfaction, companies are now investing in technologies such as route optimization and real-time tracking to elevate the speed and precision of deliveries.

In discussions pertaining to regional and LMD in the UAE, the absence of concrete address locations, such as postal codes, sets it apart from the Western countries where such systems are prevalent. The lack of precise locations poses a challenge for couriers, requiring them to contact the shipper or receiver for clarification. To address this issue, we introduced ShiplifierX, our cutting-edge express LMD service. Leveraging addresses directly sourced from Google Maps ensures not only accurate location information but also enables timely and efficient deliveries.

Environmental concerns, especially in developing areas, and sustainability are factors





that cannot be overlooked. Striking a balance between speed, cost-effectiveness, and minimizing emissions and environmental impact is paramount. In navigating toward a sustainable future, companies

“Our goal is to introduce our unified service to this market, aiming to streamline logistical ops.”

should explore the integration of sustainable practices along with emerging technologies to achieve maximum efficiency, while minimizing harm to the environment.

Explain what its digital platform is based on and your future plans?

We have several exciting plans, one of which involves expanding our operations into the Kingdom of Saudi Arabia.

Our goal is to introduce our unified service to this market, aiming to streamline logistical operations for businesses and individuals alike.

Also, we are in the process of developing the Shiplifier mobile application. This particular app will empower customers to seamlessly process orders for personal and business purposes, providing accessibility on the go. We believe this application will enhance the overall experience for our users, offering convenience and efficiency in managing their logistics requirements.

What are your plans for growth?

Presently, our team comprises seven dedicated individuals. However, as we strive to expand and flourish, we have set a goal of doubling our team size by this year-end. This expansion is a testament to our commitment to growth and the exciting opportunities that lie ahead for our organization. We look forward to welcoming new members as we work to achieve our collective goals.

Are you planning to expand to the rest of the Middle East?

Our plan is to expand to the Kingdom of Saudi Arabia market before the end of summer in 2024.

Can you explain the company’s sustainable practices?

We are still in the early stages of building a fully sustainable system. Despite this, we are working on numerous sus-

tainable initiatives that are in the pipeline.

An example is the implementation of drop-off locations strategically positioned between neighbourhoods. This initiative is designed to minimize emissions by optimizing courier routes and enhancing overall sustainability. We are committed to integrating such environmentally conscious practices into our operations as we progress on our journey toward a more sustainable future. 🌱





UAE launches new tool to spark trade tech

The launch highlights the next phase of global trade dynamics in the wake of a digital transformation. By streamlining the interaction between exporters, logistics companies, ports, regulators, and customs officials, it will create a smoother and efficient trade environment.

 CT Bureau

The UAE government has just launched the Global TradeTech Sandbox, as part of the Trade-Tech Initiative, in partnership with the Ministry of Economy, the Abu Dhabi Department of Economic Development (ADDED), and the World Economic Forum (WEF).

By streamlining the interaction between exporters, logistics companies, ports, regulators, and customs officials, it will create a smoother

and more efficient trade environment. The Sandbox aims to spark innovation in trade technology and establish best practices for its global adoption. It will achieve this by implementing flexible and forward-looking regulatory frameworks that unlock the potential of these advanced technologies.

The agreement was signed by Dr. Thani bin Ahmed Al Zeyoudi, Minister of State for Foreign Trade, Ahmed Al Jasim Al Zaabi, the Chairman of ADDED, and Sean Doherty,

Head, International Trade and Investment, and Member of the WEF Executive Committee at the 54th Annual Meeting of the World Economic Forum in Davos, Switzerland.

Speaking at the event, the UAE Minister said, “The adoption of advanced technologies is accelerating in various sectors, and it is important that international trade keeps pace with these developments now more than ever. We need to re-evaluate the current regulatory frameworks to keep pace with the digital transforma-

It aims to spark innovation in trade tech and establish best practices for its adoption

tion and address the future.” “Global TradeTech Sandbox is designed in a bid to keep pace with technological developments in all fields, to



Dr. Thani bin Ahmed Al Zeyoudi, Minister of State for Foreign Trade, Ahmed Al Jasim Al Zaabi, the Chairman of ADDED, and Sean Doherty, Head, International Trade and Investment, and Member of the WEF Executive Committee at the 54th Annual Meeting of the WEF in Davos, Switzerland

provide means for startups to access markets.

The Global Tech Sandbox also provides a platform through which forward-looking regulatory policies could be adopted to the future, enhance innovation, protect the stakeholders, and

ensure the flexibility of international trade systems,” the Minister added.

By streamlining the interaction between exporters, logistics companies, ports, regulators, and customs officials, it will create a smoother and more efficient trade envi-

ronment. The Minister called on innovators in the field of international trade technology to visit the United Arab Emirates and benefit from its business environment to develop, refine, and disseminate their innovations that would stimulate the growth of global trade and increase its contri-

but ion to achieving comprehensive development around the world, in line with the aspirations of the world for the 21st century.

IMPACTING GLOBAL TRADE

For his part, Ahmed Al Jasim Al Zaabi, Chairman, Abu Dhabi Department of Economic Development (ADDED), said that this partnership and other influential partnerships on the international scene showcase the UAE’s commitment to spearheading solutions for the rise of automation in logistics, demonstrating proactive leadership and paving the way for a more efficient and equitable global trade system.

He further said, “This initiative embodies the imperative for collaborative efforts in shaping a better tomorrow for all. By adopting bold policies and fostering international partnerships, the UAE is setting a powerful example for proactive leadership in the face of a changing international economy.” 🇦🇪



25th Intersec opens with over 1,050 exhibitors

Intersec 2024, the world's leading fair for logistics, safety, security, and fire protection, was held from 16-18 January in Dubai welcoming 1,050 exhibitors from over 60 nations. The event was hosted by Sheikh Mansoor bin Mohammed bin Rashid Al Maktoum, Chairman, Dubai Ports and Border Security Council.





New EU security rules for cargo entry via road, rail, sea

Traders are advised to prepare in advance to avoid the risk of delays and non-compliance. Affected businesses will be required to make sure that they collect accurate and complete data from their clients, update their IT systems and operational processes, and provide adequate training to their staff.



CT Bureau

European Union's (EU) new customs pre-arrival safety and security system—Import Control System 2 (ICS2)—will introduce a new process for entry of goods by maritime and inland waterways, road and rail in the EU as of 3 June 2024. This is the third phase of the implementation of the new system that will extend safety and security data reporting requirements to all modes of transport.

Similar requirements went into force for air transportation of goods. With this third release, maritime and inland waterways, road and rail carriers will need to provide data on goods sent to or through the EU prior to their arrival, through a complete Entry Summary Declaration. This obligation also concerns postal and express carriers

who transport goods using these modes of transport as well as other parties, such as logistics providers. In certain circumstances, final consignees established in the EU will also have to submit ENS data to ICS2.

Traders are advised to prepare in advance for release III to avoid the risk of delays and non-compliance. Affected businesses will be required to make sure they collect accurate and complete data from their clients, update their IT systems and operational processes, and provide adequate training to their staff. From 11 December 2023, traders also need to complete a self-conformance test before connecting to ICS2, to verify their ability to access and exchange messages with customs authorities. EU Member States will grant authorisation, upon request, to the affected

traders to connect to ICS2 within a time-limited deployment window.

The Member States can grant the deployment window anytime within the following timeframes from 3 June-4 December 2024 (maritime and inland waterway carriers), from 4 December 2024-1 April 2025 (maritime and inland waterway house level filers), and from 1 April 2025-1 September 2025 (road and rail carriers). If traders are not ready on time, and do not provide the data required under ICS2, goods will be stopped at the EU borders and will not be cleared by the customs authorities.

The EU is a major player in international trade—it accounts for around 14 per cent of the world's trade in goods. By collecting safety and security data, EU customs au-

thorities will be able to detect risks earlier and to intervene at the most appropriate point in the supply chain to keep trade safe for the EU and its citizens. ICS2 will simplify the movement of goods between customs offices at the first point of entry and destination in EU. ICS2 will provide a single access point to communicate with all EU Member States' customs for all EU operations instead of 27 national interfaces. For traders, ICS2 will streamline requests for additional information and pre-departure risk screening by customs authorities, thus reducing administrative burden for businesses.

KEY FEATURES

- Traders need to prepare for release III to avoid the risk of delays.

‘Cultural sensitivity stands as cornerstone in ME logistics’

In the fast-paced world of logistics, it is a must to integrate digital solutions. Technology and fintech play a pivotal role in revolutionizing the way the cargo industry operates, enabling all parties to have streamlined operations wherever they are in the world, says **Jessica Panigari, Founder & Strategy Leader, Goods2Load**.

CT Bureau

Navigating the landscape of the Middle East logistics unveils a tapestry where tradition intertwines with modernity, shaping a professional environment unlike any other. The strategic positioning of the region as a global trade hub offers myriad challenges and opportunities for those immersed in its logistics tapestry. In this cultural mosaic, effective communication is not merely a skill, but an art form. Beyond the realm of business transactions, personal connections hold weight in Middle Eastern logistics, influencing decision-making processes and timelines. Building relationships extends far beyond the confines of the boardroom.

The logistics scene in the Middle East region integrates historical trade routes with cutting-edge technology. From the days of camel caravans to the present era of modern warehouses, the region epitomises a blend of tradition and innovation. Exploring this fusion requires a flexible mindset to adapt to the ever-evolving logistical challenges.

The region's harsh climate and diverse terrains poses challenges that demand adaptability and resourcefulness from logistics professionals. Sandstorms, extreme temperatures, add layers of complexity, turning each day in the Mid-



dle East logistics into a unique puzzle waiting to be solved. Embodying the spirit of hospitality, personal relationships take center stage in the Middle East logistics.

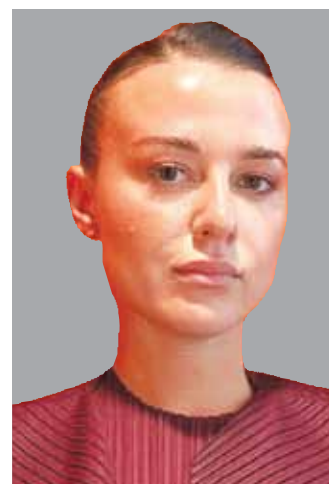
The transportation infrastructure, a pivotal element of logistics, undergoes transformation in the Middle East. Mega projects such as the Dubai Logistics Corridor and Saudi Vision 2030 redefine the logistics landscape, promising enhanced efficiency and sustainability. Staying ahead in this dynamic environment

necessitates a keen eye for emerging trends and a proactive approach.

Cultural sensitivity stands as a cornerstone in Middle East logistics. Understanding local customs and business etiquette is not just recommended, but imperative. Patience, considered a virtue in this context, serves as the bedrock for cultivating enduring partnerships that withstand the test of time.

Working in Middle East logistics is a captivating journey through time, culture, and innovation. It demands a balance between tradition and modernity, celebrating diversity.

With these elements interwoven, the canvas of logistics in the region paints a picture transcending the mundane and embodies the essence of a professional experience, where every challenge met is a step towards unraveling the mysteries of



Jessica Panigari
Founder and Strategy Leader,
Goods2Load

“The transportation infra, a pivotal element of logistics, undergoes transformation in the Middle East.”

a rich and vibrant region. I truly enjoyed combining my past experiences in Europe with the current techniques in the Middle East region. This blend brought flexibility to our pursuit of excellent logistics services, increasing my personal growth performance. I am enthusiastic as never before about refining and deepening our approach to play a constructive role in the success of our upcoming logistics initiatives. 🌟



Safe transportation of dangerous goods by air

In the ME, ferrying harmful goods by air cargo is subject to regulations to ensure safety. Essential certifications include IATA Dangerous Goods Regulations certification, which aligns with global standards set by ICAO. Each country in the Middle East may have specific needs that complement these standards and limitations.



The transportation of dangerous goods by air is a concern, as they can pose risks to aircraft safety and the well-being of individuals onboard. Surprisingly, many household items fall into the dangerous goods category for air transport purposes. ICAO and various local civil aviation authorities have set up stringent regulations governing the carriage of these goods on aircraft.

IATA reports that more than 1.25 million dangerous goods shipments are transported by air annually. With air cargo growth projected at 4.9 per cent each year for the next five years, the volume

of such shipments is likely to rise substantially.

In the Middle East, air cargo transport of dangerous goods is regulated to ensure maximum safety and adherence to global and local standards. Essential to this process is the IATA Dangerous Goods Regulations certification, which aligns with the ICAO's international standards. Also, each Middle Eastern country may impose specific requirements that complement these regulations.

Obtaining necessary certification to transport dangerous goods via air cargo requires thorough training,

involving at least two staff members at each location. This training, provided by accredited institutions and airlines, encompasses various aspects, including dangerous goods identification, classifi-

“With air cargo growth projected at 4.9% each year for the next five years, the volume of such shipments is likely to rise.”

cation, packing, labeling, and safety procedures. The companies are responsible for ensuring their staff, especially those handling dangerous goods, are adequately trained and certified, according to IATA DGR guidelines. This process includes having a designated area for handling such products at warehouses and undergoing annual inspections and renewals by the General Civil Aviation Authority (GCAA).

Orient Cargo emphasizes the importance of planning and regulation adherence in dangerous goods transportation. They stay updated with the constantly changing regulatory landscape and conduct regular audits and training refreshers. Strong communication with regulatory authorities and collaboration with certified, experienced logistics partners are also crucial for streamlining the transporta-

tion process. Manufacturers' Material Safety Data Sheets (MSDS) play a significant role in determining if products qualify as dangerous goods. The 14th section of the MSDS provides transport information and classification, indicating whether a product is regulated.

In cases where the MSDS lacks complete data, applications can be submitted to the local civil aviation authority/ies to confirm a product's non-DG status, accompanied by a fee, supporting packing list, MSDS, and a non-dangerous goods declaration or indemnity from the shipper.

This approach to dangerous goods transportation by air cargo ensures the safety of the aircraft as well as its passengers, while adhering to the landscape of international and local regulations.



Manjula Kezhedath
Senior Manager, Corporate Sales
Orient Cargo

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

Trade between UAE, Jordan reaches US\$2 billion in 2023



The UAE and Jordan discussed ways to enhance trade and investment relations to stimulate joint economic growth and create more opportunities for cooperation between their business communities and private sectors, at a meeting in Amman. "There is a mutual interest to improve the relations between the two countries and create more opportunities for

their business communities," said Dr. Thani bin Ahmed Al Zeyoudi, UAE Minister of State for Foreign Trade. Earlier, Bisher Khasawneh, Prime Minister of Jordan, in the presence of Yousef Mahmoud Al Shamali, Minister of Industry, Trade and Supply of Jordan received the UAE Minister.

EC&LS to start freighter services from Morocco soon



Ethiopian Cargo & Logistics Services (EC&LS) is adding Casablanca, Morocco to its freighter services. The carrier recently revealed on social media that it "has finalized preparations to launch freighter services to Casablanca, Morocco". Ethiopian took delivery of its 10th 777F last month for operation by Ethiopian Cargo. The aircraft is part of an order for five 777Fs made by Ethiopian in May 2022.

Network Aviation Group operated 2,121 cargo flights last year

Network Airline Management (NAM) has stated it operated as many as 2,121 cargo flights clocking 11,356 flying hours with its fleet of B747 freighter aircraft. The Network Aviation Group is a part of NAM as well. With these figures, the group has overtaken its own flight numbers of the previous year. It was reported to have transported 112,037 tonnes of cargo. Formed in 1985 in London, the group, which has presence in five continents, operates Air Tanzania from the UAE and Oman.



Equitrans Logistics shifts pioneering shipment from NZ to the UAE

Equitrans Logistics recently oversaw the first official import shipment of frozen Red Deer semen from New Zealand to the UAE. The movement was on behalf of a customer looking to use semen from donor stags Cayenne, Kodiak and Louie who are all standing at stud at the prestigious Peel Forest Estate in New Zealand. Set in 7,000 acres, Peel Forest is a global leader in Red Deer genetics. For this reason, the client chose Equitrans Logistics, as it has created successful pioneering protocols around the globe for both live animals and animal fluids, a release stated.



Oman makes steady progress with Salalah-Thamrait road project



The Omani government has announced plans to implement 11 sizeable projects under PPP mode during this year. One of the them set to make headway this year is the Salalah-Thamrait Truck Road project, which is underway in cooperation with the Ministry of Transport, Communications and IT. Five global companies have been shortlisted to design, construct, finance, operate and maintain the 67 km long blacktop for connecting Thamrait with the Port of Salalah in Dhofar Governorate. The first-of-its-kind carriage-way, designed to cater to heavy trucks, is envisaged to operate on a toll system.

Heathrow's cargo tunnel connecting to T4 from October to reopen soon

The tunnel connecting to T4 was closed on 2 October 2023 due to a 'life safety issue', causing airlines to warn of potential delays and re-routing of cargo. However, an airport spokesperson has informed that the tunnel will re-open soon. "One of the tunnels airside vehicles use at Heathrow has been closed to allow repairs to the safety systems," a spokesperson said.



CEVA Logistics to use robots in cutting-edge Los Angeles facility



CEVA Logistics, a world leader in third-party logistics, recently opened its 135,000 square foot transload facility. Robots from Boston Dynamics will be used to serve CEVA's customers at the site within miles of both the Port of Long Beach and the Port of Los Angeles—two pivotal gateways for global trade and the USA economy.

Pacific Air Cargo on digital air capacity exchange Airbox



Pacific Air Cargo has placed its capacity on digital air cargo capacity exchange Airbox. The USA-based cargo airline provides Boeing 747-400 freighter flights between Los Angeles and Honolulu six days a week and weekly services to locations, including Pago Pago, American Samoa and Guam, as well as on-demand charters.

Delta Air Lines cargo revenue drops 36% due to slow freight demand

Delta Air Lines' cargo revenue dropped by more than a third YoY for the second consecutive quarter amid an ongoing freight recession that has sharply eroded demand and shipping rates. The cargo and maintenance businesses pressured total unit revenues by a point in an otherwise strong third quarter for the airline. The airline stated third-quarter revenue for cargo fell 36 per cent at US\$154 million after a 37 per cent decline in the second quarter. Cargo sales from the year to date through September was down by 33 per cent at US\$535 million. The decline in freight business began early last year. The results are in line with an air cargo market that has seen overall volumes fall by 8-10 per cent since March 2022.



New route via Brazil, Netherlands pushes LATAM Cargo's pharma faster



LATAM Cargo has launched a new route between Brazil and the Netherlands that will target the pharma market. The carrier said the new service would operate twice per week between Amsterdam and Curitiba utilizing one of its Boeing 767 aircraft. Created with the aim of strengthening linkage between Europe and South America, it is likely to reduce transportation time through a direct alternative and providing enhanced capacity for clients. "Operating with two weekly frequencies on Tuesdays and Saturdays, this route links Europe with Curitiba, transporting pharma products and general cargo," the airline stated.

Menzies Aviation signs pact with Air Serbia to support airline's growth



Menzies Aviation, the leading service partner to the world's airports and airlines, has signed a Memorandum of Understanding (MoU) with Air Serbia, the leading airline in the wider Balkan region, to form a joint venture to support the Serbian national flag carrier's ambitious growth plans. As part of the planned cooperation, Menzies will deliver passenger and ramp services at Belgrade Nikola Tesla Airport, beginning February 2024. The agreement will see local teams manage more than 22,000 turns in the first year at the largest and busiest airport in Serbia. The move is the latest step by Air Serbia to expand its network.

ITA Airways makes e-Bookings through direct link to CargoWise

ITA Airways has announced it has joined WiseTech Global Carrier Connectivity Programme enabling forwarders to plan, book, confirm and manage shipments with the carrier, in real-time from within the logistics platform CargoWise. The direct data connection via an API with the ITA Airways management platform—CargoSpot—makes ITA Airways' information available to CargoWise customers, which include 24 of the 25 largest global forwarders worldwide.



More than e-Booking, this will enable forwarders to access ITA Airways' schedules, rates, capacity, allotment bookings, and the ability to change digital bookings, without leaving CargoWise. Jorre Cobelens, VP, Logistics Data and Connectivity, WiseTech Global, said, "Our programme aims to make it easy for our forwarders to do business with airlines within CargoWise."

CPK signs contract for design of air traffic control tower



The traffic control tower at CPK airport will be designed by JSK Architekci, the studio which designed the western pier of T1 at Munich Airport. It may become one of the most recognisable and tallest buildings in Poland. JSK Architekci is a Polish architectural studio whose portfolio includes the design of T2 of Gdańsk Airport, among others.

Air cargo community gather at first Vienna Cargo Day, FlyPharma Europe



The first Vienna Cargo Day took place, followed by FlyPharma Europe 2023 on 10-11 October. Over 400 air cargo industry representatives gathered at Vienna Airport to exchange news and trends on topics such as sustainability, digitalisation or hydrogen.

TIACA, ALTA sign agreement aimed at cargo development



TIACA and The Latin American and Caribbean Transport Association (ALTA) have signed a MoU to foster improvement in the regions' cargo sector. The pact will see the two groups work together to facilitate understanding on the contribution of aviation to economic and social development within Latin American and Caribbean regions.

Movements



FRANKFURT CARGO SERVICES Germany

★ **Federico Mosqueira** has been appointed as the new director, operations, of Mosqueira Frankfurt Cargo Services. Mosqueira has more than 20 years of experience in air cargo and supply chain management roles. Recently, he worked for Amazon where he launched Amazon Air in Europe. He has also worked for LATAM Airlines in various functions in Mexico, Central America, the USA and for Qatar Airways as the manager cargo network.



SCHNEIDER ELECTRIC UAE

★ **Amel Chadli** has joined as the Gulf Cluster President of Schneider Electric, a leader in the digital transformation of energy management and automation. In her new role, Chadli will drive innovation and growth in digital transformation, sustainability, and energy management and industrial automation with AI across the Gulf region. Formerly, she was the VP, Middle East & Africa, Digital Energy and Energy Management Software.



AIRPORTS COUNCIL INTERNATIONAL USA

★ **Candace McGraw**, CEO, Cincinnati/Northern Kentucky International Airport has been appointed as first woman Chair, Airports Council International (ACI) World. McGraw will chair the ACI World Governing Board comprising 28 leading airport CEOs nominated by the regional ACI Boards. McGraw's appointment was approved at the ACI World Annual General Assembly in June 2023, and her two-year term will run until December 2025.



TRANS GLOBAL PROJECTS UK

★ **Zaur Mansurov** has been appointed as the new Global Tender Manager, Trans Global Projects (TGP). Mansurov, who has two decades of experience in the project logistics industry, brings a wealth of knowledge to the TGP team. Earlier, he served as the Head, Global Special Projects, Global Head of Pricing, and Global Operations Executive for recognized project freight management companies internationally, a release stated.



CELEBI AVIATION Türkiye

★ **Ali Aköz** has been appointed as Executive VP, Financial Affairs, Çelebi Aviation Holding. Aköz started his new position as the Executive VP, Financial Affairs, Çelebi Aviation Holding in January 2024. He will also serve as a member of the Executive Committee. During his career, he gained experience working in international companies culminating in different senior positions such as Finance Director, CFO and CEO, a release stated.



DHL Hong Kong/Macau

★ **Andy Chiang** has been appointed as the MD, Hong Kong and Macau, at DHL Express. Chiang is tasked with strengthening DHL Express' position in the two locations. Currently, he is Head, Global Strategic Finance, at DHL and has 30 years of experience. Chiang started as chief accounting manager in DHL Express Hong Kong and, from 1992 onwards, took on various roles. In 2005, he was appointed Country CFO in DHL Express China.



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