

Middle East's leading cargo monthly

February 2023

# CARGO talk

Let's Keep Moving



## OPTIMIZING USE OF DIGITALISATION FOR AIR CARGO

*Asim Arshad, Group CEO, Orient Cargo*

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**CARGO**  
**talk**  
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Asim Arshad, Group CEO, Orient Cargo



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# OPTIMIZING USE OF DIGITALISATION FOR AIR CARGO

Technology comes with its set of advantages and drawbacks. Is the international air cargo industry maximizing the use of technology to its full potential? **CARGO talk** spoke to industry professionals to get their opinion in this regard.

 Abigail Mathias

“ Digitalisation is a potential gamechanger and a catalyst for the development of air cargo industry. Cargo operations have been the lifeblood of air freight industry, involving numerous stakeholders across the value chain. The provision of services and the actual delivery of goods are the significant factors of successful air cargo services.

Despite the influx of technology, the air freight space has been facing challenges, such as increase in oil prices and imposition of tariffs, among others and despite the setbacks, the sector has been making tremendous developments. Air freight has been considered as the fastest and least constrained mode of trans-



**Nidal Abou Zaki**  
*Managing Director,  
Orient Planet Group*

portation, with land and ship cargo transportation continuing to be the most common. Even though it is still expensive, the growing need for perishables, chemicals, and jewels have given the business a much-needed boost.

The latest technological advancements such as robotics, automation, data science, Blockchain, Artificial Intelligence (AI), Internet of Things (IoT), and drones have been a boon for air freight handlers. These technologies are being inside carriers, warehouses, and on the ground level for loading and unloading. Some of the prevalent solutions in the industry are:

## DIGITALIZATION

A major gamechanger for cargo ops is the use of mobile technology and digital solutions to replace paper-based processes and tasks that rely on manual intervention. Verifying documents throughout workflows can increase operational effectiveness and make it easier to comply

with regulations. A paperless and contactless transportation environment accelerates cargo processing, improves customer satisfaction, and increases operational transparency, while generating considerable cost savings.

## WAREHOUSE OPS AUTOMATION

A closer connection and monitoring between airline and ground handling systems are a must to increase efficiency in the receipt, processing, and shipment of products. To manage warehouse ops and maximize space usage, improved load planning tools are a must. An increase in automation results in lower costs, quicker turnaround times, reduced error rates, and profitable space allocation.





## PRODUCTS & SERVICES DIVERSIFICATION

Merchandising has become a tool to retain existing business. Stakeholders are under pressure to differentiate value, while boosting their profits through potential for auxiliary upselling and cross-selling.

A flexible air cargo management platform promotes innovation and paves the way for the emergence of new business models among the stakeholders.

## COLLABORATION

Supply chain transparency is fuelled by integration of

stakeholder systems into a single platform. They have greater end-to-end visibility, shipment statuses, and essential actions by leveraging to real-time info and data-driven insights.

There is agility to handle dynamic cargo operations,

improve customer service, and increase operational effectiveness. The key to enhancing consumer experiences lies in adapting to the industry standards and enabling end-to-end interaction between the airlines, the ground handlers, and other stakeholders.”

“ Technology in air cargo is not being used to its maximum potential, but the case is of the same for the industry. Many industries can do a lot more with digitization. However, it is not solely about implementing technology, it must make sense from an operational and financial perspective. A few years ago, my response would have been different to this query, but I see so many initiatives being taken of late that makes me think that we are on the right path.

The technology we are implementing can help air cargo in various ways. It can improve the service or the processes of an individual actor, and contribute to the overall transparency of the services offered by our industry. It is important to keep an eye on the long-term vision of how a modern digitized industry might look like. The challenges are once again not specific for air cargo, but for digitization. One is making the business case, the other is about people and change management. This last



**Steven Polmans**  
VP, Business Development & Free Zone,  
Abu Dhabi Airports

point is often forgotten or underestimated.

We at the Abu Dhabi Airport are a facilitator than an actor in the air cargo process. Our digitalization efforts do not impact cargo ops the way it does on the passenger side. A good example is ATLP, a platform facilitating trade through sea, land, air, industrial and free zones. It enables transparency, simplified procedures, and efficiency, helping all to contribute towards ADA’s vision to be a leading global trade and logistics hub.”

“ Technology in air cargo is used in a much-advanced fashion than other modes of transport due to IATA Standardization and IATA e-Freight Initiative for paperless transactions. Several industries are presently being transformed by tech advancement, particularly air cargo.

AI has been used to automate all processes in air cargo. Even though current technological resources such as label printers, PDA scanners, automated robots play a key role in providing a faster update of information and transit of cargo. With innovations in AI, the application of the same in document processing can improve air cargo largely, and services can be pushed to their limits.

Many tech solutions have been implemented to provide customers in the industry with a cost-effective and efficient service. Web services on e-AWB, Cloud based ERPs solutions and



**Salini M**  
Marketing Director  
Fresa Technologies

IATA Regulated messaging solutions for FFR, FWB, FHL and FSU are examples of cost-effective options for driving stakeholders and customers to business growth and service options. With its cutting-edge freight software solution, Fresa, focuses on providing a secure solution. With its cloud-based software, it also gives new updates. The Fresa software application includes 100+ report formats and a modern interface that allows users to generate documents with the click of a button.”



“ The air cargo sector has lot of potential to grow. There is room for improvement in terms of efficiency, sustainability and an overall reduction of cost. With the goal of a Net-Zero footprint by 2050, sustainable aviation fuel (SAF) could be an influencer. As we go forward, tighter intermodal linkages can help to lower logistics costs. There are conflicting views on the short to mid-term prognosis for air cargo. Recessionary winds seem to be blowing and there is an expectation that air cargo volumes may dip. Aircraft manufacturers keep getting orders for freighters and retrofits. Digitalization could be a



**Pradeep Luthria**  
Senior Partner & Chief Practitioner,  
Saiber Innovation Technologies

gamechanger for the air cargo industry. TIACA'S 2022 INSIGHT Report revealed that 34 per cent of the 204 respondents said, many are yet

to start their digital transformation. The report was based on the outcomes of the second 'TIACA Air Cargo Industry Sustainability Survey' to chart a roadmap for the sustainable transformation of the industry. Technology is a dynamic element—it keeps evolving.

### TECHNOLOGY A BOON OR BANE?

Like other industry shift from paper-based to digital process is an ongoing process. Digital AWB starts the conversation in this area. Information sharing from an intermodal context via platforms/portals, APIs and Blockchains have become more visible

now. Today's customers demand options and real-time information about their cargo in transit, which the service providers must provide. The case for automation and integration are contemplated because indeed they are cost-effective approaches.

Historically speaking, cargo airlines enhancing the user experience was never a priority due to the inherently the industry's B2B nature. This mindset and associated investments does pose a challenge in traditional-thinking boardrooms. Many freight forwarders lack the incentive to invest in technology.”

“ Traditionally, the air cargo sector has lagged in terms of adopting new technology. However, we have seen a surge in development and utilization of digital solutions over the last few years. At Etihad Cargo, we reached the first major digital milestone in overcoming the challenge of locally based applications at 2018 end with the implementation of iCargo, which consolidated six legacy systems into one. To achieve this, we overhauled our booking processes and platforms and migrated our front-end systems to the market-leading, fully-integrated IBS iCargo platform. While technology is not currently being used to its potential in the industry, as is true with many other indus-

tries, the sector is making a great deal of progress.

Unlike some sectors, including passenger operations, air cargo remains a niche segment. Total air cargo revenue peaked in 2022 to US\$201.4 billion but is on a path to return to a more traditional US\$100 billion. The passenger business, in comparison, is expected to generate yearly revenues of more than US\$1trillion within the next three years. It makes sense that there would be less investment and, therefore, fewer technology options available in the air cargo industry. However, there has been a technology boom in the sector, with AI, Machine Learning (ML), market place and Soft-



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

ware as a Service (SaaS) solutions being adopted at a much faster rate than previously.

A barrier to the adoption of technology is there are fewer common systems with open

interfacing than in other sectors. So, the integration phase takes longer period and requires more investment. However, we are seeing an increase in technology options, and tech-savvy carriers are adapting their infrastructure to enhance the customer experience and achieve efficiencies faster. If we look at two types of technology utilized in the air cargo sector—Artificial Intelligence and Machine learning—as an example, we can see that they have helped improve the bottomline for carriers and customers by facilitating better decision-making.

Etihad Cargo has invested in AI solutions to assist ground handlers in calculating cargo



dimensions efficiently. In partnership with Speedcargo, Etihad Cargo is trialling automated dimension and volume scanning to roll out digital solutions that will optimize efficiency and offload recovery. Managing all three dimensions of shipments will also allow the carrier to call the right type of shipment that can complement the current bookings. Etihad Cargo is also using AI to set bid pricing, or dynamic pricing, which enables carriers to adjust pricing based on a variety of criteria, including real-time changes in supply and demand, fuel prices, seasonality, and labor market conditions. Dynamic pricing optimizes the price between supply and demand at a network level, with contextual data benefiting both the buyer and the seller. Buyers benefit from more affordable pricing, and sellers benefit from selling at the right price point.

On the one hand, the careful introduction of AI in the right processes is cost-effective because it allows for solving problems that we could not solve traditionally due to a lack of resources. On the other hand, the usage of ML has a marginal cost and can be applied broadly, where revenue improvements are limited. For example, Etihad Cargo is using ML to forecast 'show-up rates'—how many shipments, booked close to the departure date, will arrive at the airport on time to be loaded onto the aircraft. There is no real equa-

tion to solve, but ML detects patterns in no-shows and informs of possible no-show risks for Revenue Management to act upon.

ML is being used to great effect to clean up data, identify missing information, and remove errors in messaging. This solution was first developed as part of a hackathon hosted by Amadeus with Etihad's collaboration. Students developed an application to reduce the need for manual corrections

## **Etihad Cargo also launched an enhanced booking portal to improve customer service, linked with major booking portals**

in the processing of messages and increase data quality by retrieving and processing as much data as possible from previous messages.

The usage of iCargo has brought advantages in the cost-efficiency of API connectivity. This enabled Etihad Cargo to develop our own application programme interface (API) so it could connect with various other platforms. Etihad Cargo went on to develop this API

### **IN A NUTSHELL**

- the introduction of AI in the right processes is cost-effective because it allows for solving problems.
- The usage of iCargo has brought advantages in the cost-efficiency of API connectivity.

to boost ops through several innovative initiatives, which enabled us to increase online bookings from zero to 50 per cent within 14 months—fastest for any air cargo carrier. Etihad Cargo has partnered with Web Cargo, CargoAi and Cargo One and worked closely with them to develop direct connectivity with forwarders and elevate our API accessibility for freight forwarders.

Even if a digital solution is developed to address a specific problem, the challenge for using tech in the sector is integration and modularity. As there are fewer common systems in air cargo than in other sectors, new solutions or applications must be integrated within existing platforms, and additions can prove to be complicated, with upgrades coming with a high list of throwaways. The sector has not attracted several people with the skill set to develop and launch viable

technology for the industry. However, we have seen an increase in new talent entering the sector and the adaptation of systems and solutions from other sectors.

Etihad Cargo is targeting skills for recruits that will help us progress our digitalisation strategy. We are providing training to support these skills within the team. We launched a new CRM system in our customer contact centre to empower agents with more customer-focused data. The new system has provided customer service team with improved tools and his/her history, purchase records and sales interactions.

Etihad Cargo launched an enhanced booking portal to improve customer service, and we have linked with major third-party booking portals to ensure customers have options when they want to book with us. The carrier has made it possible for customers to contact us via whatever method is their preference, be it via email, telephone or through our booking portal. Using ML to forecast show-up rates has enabled us to minimize spoilage on our flights. In the coming months, we will be announcing further tech updates and introducing new solutions to enhance the customer experience and booking process.”



“ Through technology and digital innovation—the air cargo sector will be able to transform from paper-based documentation that facilitates global air cargo movement to a contactless environment to enhance cross-border trade resilience in the future of COVID threat.

Customer-centricity is regarded as key to long-term success, particularly in logistics. When customers can track their orders from the warehouse to their door in real-time, they feel in control. By providing this control, the customer has a more fulfilling delivery experience and is more likely to return. Technology is transforming businesses around the world, including the lo-



**Ruth Calugay**  
*Marketing Executive, Sales & Marketing,  
SkyNet UAE*

gistics industry. It is important that the logistics industry and businesses can keep up with technological advances. Those who do not are at the risk of being left out of the market and may lose their business.”

“ The technological improvements for cargo are happening in the warehouse processing, packing, and tracking. The technology improvement for the aircraft operation itself (in which we specialize) in is aligned with the aircraft operation industry. There is still room for improvement on the aircraft cargo side, such as working harder towards paperless processes, temperature control monitoring, and utilization optimization.

Technology has helped air cargo by improving information flow, reducing cost by saving time and manpower, improving reliability and traceability. The imple-



**Audrone Keinyte**  
*CEO  
Bluebird*

mentation of new technology is always a challenge for reasons such as different locations of the users, training, aligning different service providers. The investment is often costly and needs to be justified.”

“ Future success of the air cargo industry will require enhanced data integration, timely and effective digital interactions, multi-channel distribution and increased information transparency to provide high-quality seamless and predictable solutions required by an ever increasingly more sophisticated customer base, who are engaging in increasingly more complex supply chains. Over the past decades, manual processes enabled the industry to



**Glyn Hughes**  
*Director General, The International Air  
Cargo Association (TIACA)*

get out of the starting gate and establish air cargo as a key enabler of a successful global economy. But those days have gone. We now need to be on the cutting edge of digital solutions. Border management, compliance, and satisfying customer expectations require stakeholders to embrace technology and automated so-



lutions. Over the coming years we can expect challenges with connectivity, capacity, facility availability and advanced levels of data exchange.

These demands cannot be satisfied unless the industry accelerates along the path of digital transformation. The license for successful growth.”



# Korean Air Cargo

## recovers 83% biz of 2019

Korean Air Cargo, boosted after securing regulatory approval of its Asiana acquisition from the Chinese late December, will press for remaining approvals in key markets such as the EU and USA, says **Muhammad Yousaf Ramzan**, Manager, Middle East, and African region, Korean Air Cargo.

 CT Bureau

**K**orean Air Cargo has expanded its business by introducing B747-400F freighters and dedicated cargo terminals overseas—New York and Tokyo. From 2004 to 2009, Korean Air Cargo was ranked top in global cargo transportation category according to IATA. It operates 23 freighters, including B747-8F and B744F. In April 2019, it introduced a new cargo system, iCargo, for better customer service.

**What were some of the key factors that led to the airline recording improvement in 2022?**

Korean Air was among the few airlines that started during COVID owing to its strong cargo operation. Despite the collapse in passenger traffic,

cargo provided a lifeline to the carrier and helped it record operating profits quarter after quarter, said Muhammad Yousaf Ramzan.

Passenger activities stepped up as the year progressed, with the airline adding flights with its Airbus A380s in the summer. In October, it began rehiring after a three-year recruitment freeze. The airline by November-end took delivery of the first of 30 Airbus A321neos, having added its first Boeing 737 Max jets in March. The Korean Air in 2022 continued its efforts to get approval from global regulators for its acquisition of rival

Asiana Airlines, a move first announced in 2020.

**What lies ahead for Korean Air and its cargo operations in 2023?**

South Korea is seeing a travel boom owing to the elimination of travel curbs, which has helped the carrier reboot its passenger business. The unavailability of airspace over Russia will complicate its European network. Demand for air cargo could diminish owing to a weaker global economy and the return of belly hold capacity in passenger jets.

Korean Air, boosted after securing regulatory approval of its Asiana acquisition from the Chinese authorities in late December, will press for remaining approvals in markets such as EU, and USA. 🇸🇰



**Muhammad Yousaf Ramzan**  
Manager, Middle East  
and African region, Korean Air Cargo

### KEY FACTS

- 23 freighter aircrafts (2019)
- 1.6 million tons of cargo flown (2018)
- 26 countries, 45 destinations (200 trucking stations)





# Air cargo business 'blooms' in Middle East

Just like all perishables, flowers require specific temperatures and airflow in a bid to maintain freshness and overall quality of flowers. Ability to monitor and control temperatures of flowers during transit is also a key responsibility. **CARGO talk** to experts in this regard.

 Abigail Mathias

Flowers are cultivated in countries with climates that allow for optimal floral results for distributors. When it comes to the transportation of these delicate items, the cold chain supply is one of the most important factors to consider. Flowers face a long journey from

when they are harvested overseas and travel by cargo plane, train, and truck.

After arriving in the country, the flowers are then sent through customs clearance and agriculture inspections. Once they are processed and cleared, they are now ready for refrigerated transportation to distributors.

## TEMPERATURE MONITORING VITAL

One of the key components in the journey of fresh flowers is the cold chain supply. Just like all perishables, flowers require specific temperatures to maintain freshness and the flower's overall quality. The ability to monitor and control the temperatures of flowers during transit is the



responsibility to ensure that the flowers look and smell as fresh as when they were picked.

The flowers also face a timing factor in that the amount of time they are in transit must be minimal, as they need air and water to survive. On-time shipments are another factor in maintaining a good flower life span.

Flowers must be handled with care every step of the way. During the entire process, they must be kept at optimal temperatures to maintain dormancy. If temperatures rise, they will start blooming prematurely and will not make it to their destination. The most important aspect of quality is 'freshness' and vase life, and these particular aspects depend on optimum post harvest handling.

Loss of quality of stems, leaves, or flower parts may result in rejection in the marketplace. In freshly cut flowers, loss of quality may result from one of several causes—wilting or abscission of leaves and/or petals, yellowing of leaves, and geotropic or phototropic bending of scapes, and stems.

The Dubai Flower Centre the first air freight terminal which specializes in the transfer of cut flowers. Summer temperatures of up to 50°C in the region demand a high technological expense to meet the requirements of the sensitive goods.

On arrival in aluminium containers (ULDs) from the freight aircraft, they are driven with cooled dollies to the terminal and arrive through air shafts into the interior of the 10,000 m<sup>2</sup> large building

complex, which is cooled between 2°-12°C. The core of the facility is the 20 m high bay warehouse. Two elevating transfer vehicles place the ULDs, which weigh up to 6.8 tons, into the shelves. Through automatic conveyor belts, the ULDs arrive at one of the 21 workstations on which they are commissioned. All movements and products are coordinated by the inventory control system.

The entire process in Dubai Flower Centre is tightly controlled from plane to consignee in a bid to prevent break in the supply chain. The flower center has been developed to handle flower imports and exports as Dubai is a major hub for the export and import of flowers. Today Dubai Flower Centre strives to be the best amongst other cool chain managements in the world.

“ Generally, the Gulf Cooperation Council (GCC) is amongst one of the most connected regions globally thanks to the network and operations of domiciled carriers such as Emirates Airlines, Qatar Airways, Etihad Airways, Ethiopian Airlines and Egypt Air.

In addition, the GCC has some of the highest cargo volumes at Cargo Hubs at DXB and DOH, which enable transport of flower transshipments and multiple options for cargo agents, freight forwarders and shippers. The GCC airlines and airports play a pivotal role in ferrying fresh produce, including flowers most notably from East Africa via the GCC to Europe and beyond.



**Maria Jitomirski**  
*Manager, Special Cargo*  
IATA

## SECTORAL DEVELOPMENTS

IATA has established the Perishable Cargo Working Group (PCWG), a sub-group of Live Animal and Perishable Board (LAPB) whose purpose is to provide recommendations to the LAPB on the

development of perishable cargo transportation and handling standards.

As part of their efforts, the IATA PCR Chapter 11 on Air Transport Logistics for Cut Flowers will be reviewed to ensure that industry standards, resolutions, recommended practices and guidance materials incorporate all relevant industry processes and procedures for timely and safe efficient transport of fresh-cut flowers. From a sustainability perspective, the group will propose guidance for reducing loss throughout the supply chain. IATA aims to have a balanced composition of members from each of the following categories of stakeholders—shippers, freight forwarders, airlines, ground service providers,

relevant global or national organizations, and manufacturers to ensure that industry needs are reflected as standards are developed and enhanced.

Air transport is the only method that makes sense for shipment of flowers due to their short shelf-life. So, there is a need for fast shipping with stabilized and shipping conditions. The important aspect is time and temperature management, which needs to be supported by process and packaging methods. Product integrity is key, and it is essential to ensure quality and safety in the sustainable handling and transport of flowers. Ultimately, customers want to receive flowers that are intact, lively, and colorful—a quality product. ”



“ As a perishable commodity such as fruits, vegetables and meat, fresh flowers too are time and temperature sensitive. Their transportation, due to their fragility, brings a unique set of challenges. Cut flowers are the most common type of flower we ferry by air, followed by potted plants, and tropical plants. Whether cut or intact, flowers are complex plants and a loss of quality of stems, leaves or flower parts render them unusable by the final seller or consumer. Packaging and transportation are of utmost importance. They should be regularly monitored. The respiration of cut flowers generates heat, causing the temperature to rise, which in turn, increases the respiration rate. Therefore, it is important to ensure careful handling and packaging. To reduce the risks

associated with temperature and premature ageing, Etihad Cargo maintains temperatures between 2-4°C for a majority of cut flowers and transports this fragile commodity dry and packed tightly and in horizontal boxes.

Etihad Cargo constantly monitors lead times and utilizes specialized thermal covers to reduce temperature variability resulting from environmental conditions both outside the cool room and inside the aircraft hold. All Etihad Cargo’s employees receive extensive training, as skilled staff are essential to maintaining the quality of perishables throughout their journey.

Our commitment to quality throughout the entire journey of the flowers that we transport is precisely why



**Fabrice Panza**  
*Manager, Global Cool Chain Solutions, Commercial, GDP Pharma Manager, Etihad Cargo*

we strived to achieve International Air Transport Association (IATA)’s Center of Excellence for Independent Validators (CEIV) Fresh certification. In addition to covering Etihad Cargo’s airline operations, CEIV Fresh Certification extends to cargo handling and warehousing

at Abu Dhabi International Airport (AUH). With a multi-phased cargo infra development strategy in place, including an expanded fresh facility, Etihad Cargo is committed to developing a Cool Chain Centre of Excellence at its UAE hub. IATA CEIV Fresh certification gives our customers confidence that our commercial ops adhere to the highest standards.

Every year, Etihad Cargo ships 6,000 tons of freshly cut flowers to four continents. Cut flowers make up 20 per cent of our global perishables volume each year, making flowers our second-highest fresh commodity in terms of volumes. We ensure quality control at every step of the cargo’s journey by working with ground handlers that meet our rigorous standards.”

“ The transportation of flowers is a time-sensitive process. Plants are shipped on demand in an on-going basis. Here in Kuwait, flowers are a tremendous priority. Most of the exotic flowers are transported by air from Amsterdam daily. Of course, the method is meticulous as it deals with precious cargo. Every year between the second week of January and the first week of February, demand for flowers surge around the world due to the upcoming Valentine’s Day. With an estimated 250



**Simona Bakaya**  
*Operations Manager United Legacy Travels*

million roses grown for Valentine’s Day and the busiest

date for florists, it is imperative that these flowers are shipped on time to their eager recipients.

### SUPPLY CHAIN

COVID had a devastating impact on this business by removing demand, squeezing logistics and wastage of produce. The global cut flowers market is estimated at US\$29.2 billion in 2020 and is projected to reach a revised size of US\$41 billion by 2027, growing at a compound annual growth rate of 5 per cent.”

### FACT FILE

- Dubai Flower Centre is capable of handling up to 150,000 tons of flowers and other perishables.
- To transport the flowers warehouses and aircraft cargo holds maintain a temperature between 35.6-44.6 Fahrenheit (2-7 Centigrade).
- Columbia, Ecuador, and Uganda are also strong markets for flowers.

“ The challenge is the customs clearance regulations and policies, including the inspection in most countries, the cargo handling, and the packaging of flowers. Air freight costs have increased noticeably during the past few years, especially after the pandemic. Being perishable products, flowers need a lot of care to maintain their quality and integrity; and this requires a decent amount of qualified and experienced labor. Recently, there is a shortage of labor in the industry, and this is affecting the logistics



**Dina Awad**  
Assistant Manager, Dubai Freight Forwarding, Freight Logistics

in terms of handling and moving the flowers via air freight.”

“ Success lies in maintaining the freshness of perishable commodities, where the particular logistics provider must guarantee the optimized management of the products through the cool chain solution. As an international supplier of perishables logistics, our company, Orient Cargo, is highly regarded as a reputed experienced perishable expert with an international reach.”



**Prashant Balakrishnan**  
General Manager  
Orient Cargo

“ In 2010, when we were part of the Airland Group, we used to move vehicles across Africa from South Africa to Ghana as there used to be free space on the aircraft. This aircraft would then take the perishable cargo from Ghana and Mali and onto Switzerland. The funniest thing is, Switzerland, which is one of the largest producers of flowers in the world, remains a net importer.”



**Saurabh Bhalla**  
Managing Director  
Air and Sea Logistics

“ Air cargo is a complex sector. However meticulous planning makes it function with efficiency. When it comes to ferrying flowers, there are various elements to keep in mind. Though the flowers have lost priority in shipment during the pandemic, they have resumed their significance. It is significant to ensure careful handling and packaging. In order to reduce the risks associated with temperature and premature ageing, temperatures between 2-4°C are maintained during transportation to



**Shikha Mishra**  
Consultant, Air Cargo & Logistics Company

maintain the freshness of flowers.”

## DID YOU KNOW

■ UAE Cut Flower Market size is projected to grow at a CAGR of 13.7% during 2022-2028. The pandemic impacted the supply chain in sourcing cut flowers declined the cut flower ecosystem. The market revived soon after COVID curbs were lifted.





# Hoping for stability in New Year: Orient Cargo

There are a lot of industrial projects that are distributed to the GCC and Africa along with a lot of potential for e-commerce. The UAE government has made a lot of procedures that are easy to implement, says **Asim Arshad**, Group Chief Executive Officer.

 Abigail Mathias

An organization that has been in the business since 1963, Orient Cargo is regarded as one of the most trustworthy in its field. It is also one of the oldest freight forwarding and lo-

gistics companies in the United Arab Emirates, supporting trade and industry with international movement of goods through supply chain management, warehousing, contract logistics, worldwide of ocean, air freight, and land transportation.

Asim Arshad, Group CEO, has been at the helm of the company for 39 years. He has been a pioneer and leading strategist for the group as well. In 2013 he was honored as the 'Outstanding CEO' by the CEO club network of the UAE.





“Our freight division was established in 1971. When it comes to cargo, we have been on the fact track over the past five years. A few years ago, a senior team member Vinod Kumar joined us and has rebuilt our cargo division. There are a lot of things we have been able to accomplish in the past few years,” he said.

Being a certified dangerous goods handler, the Orient Cargo company ensures the biological, chemical, or physical hazard is neutralized and the material is in compliance with the IATA dangerous goods regulations.

Imtiaz Ahmed, Assistant Manager, Warehouse Operations, explained, “I look

after the warehousing, be it local distribution or exports. All the important shipments meant for the local distribution are distributed through our division based in Qusais, Dubai.”

Speaking about changes in the logistic supply management, he said, “When we talk about ops there have been too many changes. This is especially after the pandemic. Some companies try to follow paperless technologies, while others have yet to begin doing so. We thought there was a big challenge to train the team, but we were wrong. Things happened smoothly. People were able to work remotely, and business was carried out.”



**Asim Arshad**  
Group CEO  
Orient Cargo



**Prashanth Balakrishnan**  
General Manager  
Orient Cargo

**Being a certified goods handler, we ensure the material is in compliance with the IATA regulations**

**When it comes to sustainability, we have always been looking at developing an easy way of communication**

## LOOKING AHEAD

2023 has been a challenging year as the past two years have caused a lot of disturbance to the supply chain. We are expecting a lot of stability. There are a lot of industrial projects that are distributed to the GCC and Africa. There is a lot of potential for e-Commerce. The UAE government has made a lot of procedures that we are easier to implement.”

Prashanth Balakrishnan, General Manager, said, “When it comes to sustainability, we have always been looking at developing an easy way of communication. Time management and efficient communication have been a priority. The company has recently moved on to Microsoft and we use teams. A lot of information is shared using the systems available. Secondly, we use less paper and



**Imtiaz Ahmed**  
Assistant Manager  
Warehouse Operations, Orient Cargo



**Varun Raghunath**  
Sales Manager  
Orient Cargo

**There was a big challenge to train the team, but we were wrong. Things took place smoothly. People worked remotely**

**We have warehouses on mainland and inside free zones. We have had substantial growth so far**

materials. We try to use more system driven data transfer. We avoid printing of paper as it is used where we need to submit hard copies to the authorities. We try to minimize usage of consumable items and keep in mind our responsibility towards nature.”

Discussing current trends, he added, “In 2023, one will get to see the oil and gas sector emerging. There is a huge energy crisis in Europe so better distribution will be required. Alternate sources of energy will emerge. Electric and hybrid vehicles will see a huge surge. Gas prices have sky rocketed. This will affect the supply chain. Many countries need to address these issues. We will also see a lot of new technology in energy storage. New source of batteries could come into the market. A lot of equipment for these could also emerge—new systems of



communication might also be introduced.”

There is a fear that another wave of COVID could spread. We can see the market is a bit volatile. But oil and gas are one sector we should be looking at, he added. Inter Asia trade is likely to go up, as this sector has the largest population. Middle scale used products will increase. Transactions will happen between inter Asia but also between outside countries.

In 2023, there are a lot of projects announced by the Saudi Government. When we look

at the cargo movement, there would be a lot of building material that will go into Saudi. There will be a huge amount of distribution from the UAE to Saudi Arabia. This will be ongoing for the next eight to 10 years. It is an ongoing project. Saudi Arabia is one of the biggest road trade partners for the UAE.

“Saudi Arabia is an important market for us in the UAE. Qatar plays a significant part in trade. The recent FIFA World Cup indicated the role of this country and its interest in being a dominant player in the region,” he said.

### IN A NUTSHELL

- There is a fear that another wave of COVID could spread. We can see the market is a bit volatile.
- Many countries need to address these issues. The firm also sees a lot of new technology in energy.



“At Orient Cargo, we started as an air export company and grew up leaps and bounds. We have been involved in the auto industry handling export and distribution of spare parts in the GCC. In a nutshell, we have been handling most of the products in the logistics gamut.”

The pandemic almost made the passenger crowd nil, and the airlines were deploying passenger planes for cargo activity. In fact, cargo capacity increased to double. Things are going back to pre-pandemic times. Air freight will stabilize as sea

freight is headed back to normalcy,” he added.

Varun Raghunath, Sales Manager, Orient Cargo said, “We have offices in the main free zones of Dubai and Jebel Ai. We have two centres in Jebel Ali Free Zone. We have diversified so much in the past few years into ocean imports, exports, and all kinds of 3PL and 4PL activities inside the free zones. We operate a courier business. We have a sizeable sales team who focus on different industries. We have warehouses both on mainland and inside the freezones. We have had


substantial growth with the freezone warehouses in the last five years. We have an independent facility with over 3,000 square feet of storage capacity and 10,00 square feet of open yard.”

When it comes to air cargo, we have import and export and cross trade, which is between two countries and not brought to UAE. For air cargo, we move around 250 tons a month in export and 750 tons in import. We are also focused on developing this in 2023. We should be able to achieve our target as we have been doing every year. 🍀



# World Cargo Summit to address air freight issues

The current business environment for air cargo industry is highly challenging and unpredictable. Do we see permanent and perpetual disruption? Learn how to adapt your business model for years to come at the summit to be organized in Abu Dhabi from 30 January.

 CT Bureau

This year's World Cargo Summit will be an onsite event after two highly successful vir-

tual events in 2021 and 2022. The World Cargo Summit will be held from January 30 to February 1 at Hilton Abu Dhabi, Yas Island for this networking event where speakers from all over the world will participate. The current business environment for the air freight industry is highly challenging and unpredictable.

Do we see permanent and perpetual disruption? The theme is 'Embracing Opportunities and Challenges,' said

Lars-Gunnar Comén, Director, Euroavia International discusses the production of this event.

The World Cargo Summit organized by Euroavia International renowned for conducting aviation related conferences with special focus on the economics and the latest trends in the air cargo and passenger sectors. Previous conferences have been held in Sweden, Denmark, Finland, Norway, the Netherlands, Czech Repub-



lic, Germany, People's Republic of China, Azerbaijan, Turkey, Ethiopia, Kenya, Thailand, and the United Arab Emirates.

Discussing the event, he said, "I am delighted to organize the summit in Abu Dhabi. It will start with a unique desert experience. There will be no conference as such on opening day. We are starting with a ride to a desert camp. The conference members will enjoy a wonderful networking party. The next two days are jam-packed with good speakers and 14 super committees. We have more than 50 speakers, who have confirmed their participation in the summit, from all continents. We will have speakers from Air New Zealand to Copa Airlines in Panama, including many from North America and the Middle East. It will be a truly global conference. It will not be an exhibition or fair where the conference part is secondary. We focus on making sure that the conference will be good with relevant topics and good speakers."

Some of the topics that will be discussed include, 'The future of globalization and global trade,' 'How will changing trade policies affect global supply chains?' 'Supply chain resilience: Just-in-time or diversification?' and 'Trade disruptions – The new normal?'

Elaborating on this year's theme, Comén observed, "We live in very crazy times, we all know there are many challenges. In Europe we have inflation, high prices for energy for companies. Cargo rates are falling for sea and air trade. However, there are also opportunities, so it is

important to not be negative. Despite this difficult environment, the interest in our conference is still great."

When it comes to the selection for the conference Comén explained, "I decided to approach Etihad and Abu Dhabi Airport to host the event and I have received strong and positive support from them. It is a great city with good connections and people from the world over are happy to join in Abu Dhabi. We expect that we will have between 250-300 people at the conference. Our sponsors will be able to highlight their products outside the ballroom of the venue. We will also have a special app, which will have a lot of information, contact details, and will offer an opportunity to set up meetings with delegates."

He added, "Our opening session is entitled, This will include the market outlook for 2023. The WCS will have a special panel on restoring

global trade, airports and cargo, outlook pharma supply chain and we will conclude with a high-level panel, which will be called, 'the future of air cargo' where many prominent names will share their thoughts. The most important aspect of the conference is networking. The face-to-face meetings, the coffee breaks and the networking cocktail events will be the important thing. For the past two, three years people have not been able to meet. Our aim is to make this an annual event. We know that our customers like to visit new places. In the coming two years the conference will be held in Asia and Northern America. In the years ahead it may return back to Abu Dhabi."

Discussing representation of high-level delegates from the region, he mentioned that the Chief executive Officer (CEO) of Saudia Cargo, the CEO and president of Silk West Airlines will be attendance. The views from the region will also be heard. 🌍

**Two days of the summit will be jam-packed with speakers and 14 super committees. We have 50 speakers in the summit from all the continents**





# Air cargo revenue helped slash losses in 2022: IATA

Cargo markets are expected to come under intense pressure in the New Year as revenues drop. As belly capacity grows in line with recovery in passenger markets, yields are expected to take step back. IATA expects a fall of 22.6% in cargo yields in latter part of 2023.

 CT Bureau

The International Air Transport Association (IATA) expects a return to profitability for the global airline/air cargo industry in 2023 as airlines continue to cut losses stemming from the effects of the COVID to their business in 2022. Air cargo revenues played an important role in cutting losses with revenues expected to reach US\$201.4 billion. That is an improvement as compared with the

June forecast, which is largely unchanged from 2021, and more than double the US\$100.8 billion earned in the year 2019.

In 2023, the airlines are expected to post a small net profit of US\$4.7 billion—about 0.6 per cent net profit margin. It is the first profit ever since COVID struck when industry profits were US\$26.4 billion (3.1 per cent net profit margin). In 2022, airline net losses are expected to be US\$6.9 billion (an



improvement on the US\$9.7 billion loss for 2022 in IATA's June outlook). This is better than losses of US\$42.0 billion and US\$137.7 billion that were realized in 2021 and 2020, respectively.

“Resilience has been the hallmark for the airlines in the

“Many airlines are sufficiently profitable to attract the capital needed to drive the industry forward as it decarbonizes. But many others are struggling for a variety of reasons. These include onerous regulation, high costs, inconsistent government policies, inefficient infrastructure,

economic uncertainty, cargo volumes are expected to decrease to 57.7 million tons from a peak of 65.6 million tons in 2021. As belly capacity grows in line with the recovery in passenger markets, yields are expected to take a significant step back. IATA expects a fall of 22.6 per cent



**Willie Walsh**  
Director General  
IATA

November 2022 (% year-on-year)	World share <sup>1</sup>	CTK	ACTK	CLF (%-pt) <sup>2</sup>	CLF (level) <sup>3</sup>
<b>Total Market</b>	<b>100.0%</b>	<b>-13.7%</b>	<b>-1.9%</b>	<b>-6.7%</b>	<b>49.1%</b>
Africa	1.9%	-6.3%	-11.4%	2.5%	45.8%
Asia Pacific	32.6%	-18.6%	-4.5%	-9.5%	54.5%
Europe	22.8%	-16.5%	-6.6%	-6.8%	56.9%
Latin America	2.2%	2.8%	19.9%	-6.4%	38.2%
Middle East	13.4%	-14.7%	2.1%	-9.3%	47.5%
North America	27.2%	-6.6%	0.3%	-3.1%	41.9%

<sup>1</sup> % of industry CTKs in 2021 <sup>2</sup> Change in load factor <sup>3</sup> Load factor level

COVID crisis. As we look to 2023, the financial recovery will take shape with a first industry profit since 2019. That is an achievement considering the scale of the financial and economic damage caused by government imposed pandemic curbs. But a US\$4.7 billion profit on industry revenues of US\$779 billion also illustrates that there is much more ground to cover to put the global industry on a solid financial footing.

and a value chain where the rewards of connecting the world are not equitably distributed,” said Willie Walsh, Director General, IATA.

### DROP IN CARGO REVENUES

Cargo markets are likely to come under increased pressure in 2023. Revenues are expected to be US\$149.4 billion, US\$52 billion less than 2022, but still US\$48.6 billion more than 2019. “With

in cargo yields, mostly in the latter part of the year when the impact of inflation-cooling measures is likely to bite. To put the yield decline in context, cargo yields grew by 52.5 per cent in 2020, 24.2 per cent in 2021 and 7.2 per cent in 2022. Even the sizable and expected decline leaves cargo yields well-above COVID.”

### OPTIMISM IN 2023

This year, the airline industry is expected to tip into profita-

**As we look to 2023, financial recovery will take shape with a first industry profit since 2019. That is an achievement considering the damage caused by COVID curbs**





**With such thin margins, a slight shift in any one of these variables has the potential to shift the balance into negative territory**

— Willie Walsh,  
Director General, IATA

bility. Airlines are anticipated to earn a global net profit of US\$4.7 billion on revenues of US\$779 billion (0.6 per cent net margin). This expected improvement comes despite growing economic uncertainties as global Gross Domestic Product (GDP) growth slows to 1.3 per cent from 2.9 per cent in 2022.

“Despite the economic uncertainties, there are plenty

of reasons to be optimistic about 2023. Lower oil price inflation and continuing pent-up demand should assist in keeping costs in check as the strong increasing trend continues. At the same time, with such thin margins, even an insignificant shift in any one of these variables has the potential to shift the balance into negative territory. Vigilance and flexibility will be key,” said Walsh.

## IMPLICATIONS FOR CARGO

Cargo markets are expected to come under increased pressure in 2023. Revenues are expected to be US\$149.4 billion, which is US\$52 billion less than 2022, but still US\$48.6 billion stronger than 2019. With economic uncertainty, cargo volumes are expected to decrease to 57.7 million tons, from a peak of 65.6 million tons in 2021. As belly capacity grows in line with the recovery in passenger markets, yields are expected to take a significant step back.

IATA expects a fall of 22.6 per cent in cargo yields, mostly in the latter part of the year when the impact of inflation-cooling measures is expected to bite. To put the yield decline in context, cargo yields grew by 52.5 per cent in 2020, 24.2 per cent in 2021 and 7.2 per cent in 2022. Even the sizable and expected decline leaves cargo yields well-above pre-COVID levels. 📈





# Road ahead unclear for air cargo: TIACA

2022 witnessed less demand and lower rates for the air cargo industry. Based on the global environment in 2023, we see right now airlines are still achieving rates 75% higher than pre-COVID levels. That indicates the glass is by far still half full, says TIACA.



 CT Bureau

**A**turbulent 2022 for the global air cargo market ended in December with a ‘win, win’ outcome for airlines, forwarders and shippers as chargeable weight fell —8 per cent on a year ago and the general airfreight spot rate registered its largest year-on-year decline of 35 per cent, but overall average rates remained 75 per cent above the pre-COVID level, according to weekly market analysis by CLIVE Data Services, part of Xeneta.

The —8 per cent fall in global air cargo volumes represented

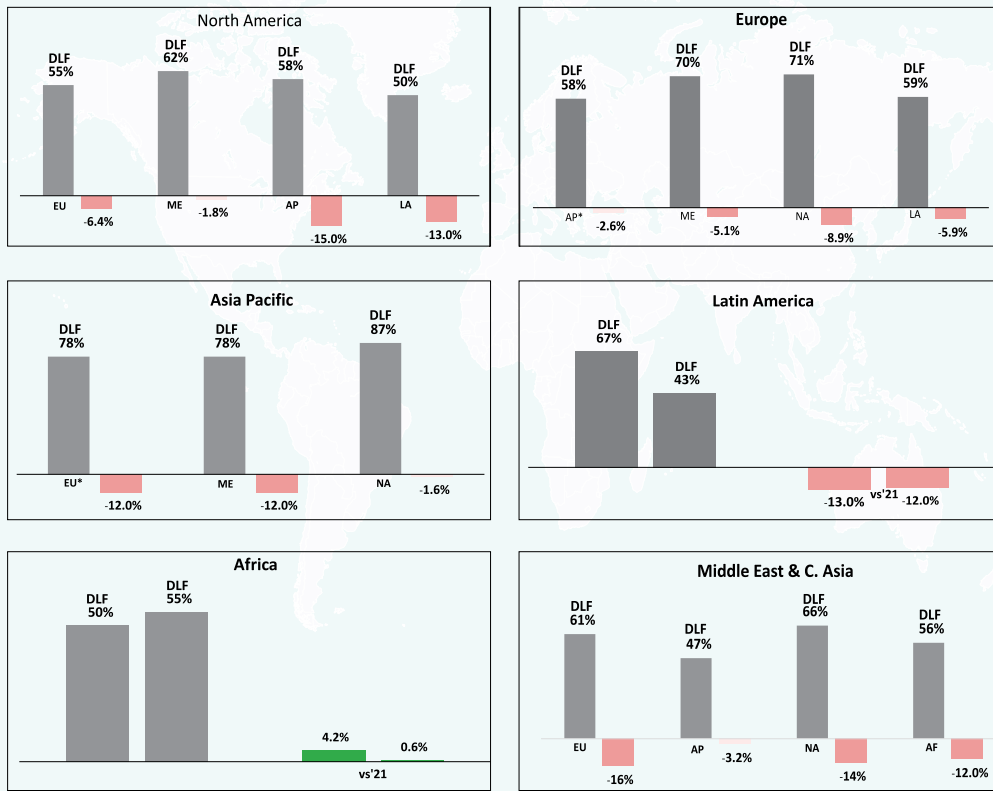
the 10th consecutive month of lower demand, down —13 per cent compared to 2019, at a time when available airfreight capacity continued to restore above last year’s level.

“It would be easy to take a pessimistic view of the global air cargo market’s downturn, but there is little to ignore where it has come from. There is little use comparing it to the same time last year because then we had no Russia-Ukraine conflict, no high energy prices, no soaring interest rates, nor the impact of the subsequent cost-of-living pressures,” commented Ni-

Global summary of the general air freight market in December 2022			
Region	Dynamic load factor		
	Dec '22	vs Dec '21	vs Nov '22
	Abs. in %	Change in p.pts	Change in p.pts
Global	57%	- 7.3%	- 2.4%
<b>Outbound:</b>			
Asia Pacific	68%	- 9.3%	- 2.4%
North America	52%	- 4.7%	- 1.5%
Europe	68%	- 5.2%	- 1.6%
Middle East & Central Asia	54%	- 9.0%	- 1.9%
Latin America	50%	- 16%	- 5.1%
Africa	48%	- 1.6%	- 2.0%

Source: CLIVE Data Services, now part of Xeneta

## Global lane developments of the general air freight market in December 2022



Year-over-year (y-o-y) percentage points difference: >-5% <-5% <+5% >+5%

\*The dynamic loadfactor and capacity analyses for these lanes also include the flights between Asia Pacific/Africa and Middle East; Notes: Dynamic load factor (DLF) is in absolute percentage and Year over year growth (YoY) is based on the change in percentage points

Source: CLIVE Data Services, now part of Xeneta

**The airlines are still achieving rates 75 per cent higher than pre-COVID. That indicates that the glass is still half full**

all van de Wouw, Chief Airfreight Officer, Xeneta.

“We wish the industry a happy New Year, but we do not see demand recovering quickly because of the world’s geopolitical situation. But we do expect to see supply continuing to come back to the market. We see an efficient air cargo market after 70-80 per cent fall in ocean rates in past eight-nine months. The fact the airfreight domain is competitive meant that rates did not go as crazy as we foresaw. Air cargo is much stronger than it was during the pre-pandemic, but the current direction of the market means there is some degree of good news for everyone,” van de Wouw said.

Capacity in December 2022 recovered to as much as 93 per cent of the 2019 level. CLIVE’s dynamic load factor (DLF), which measures the volume and weight perspectives of cargo flown and capacity available to provide a true indication of market performance, declined by —7 per cent points year-over-year to 57 per cent and was —5 per cent points below the figure for December 2019.

So, based on the global environment we see right now, the airlines are still achieving rates 75 per cent higher than pre-COVID. That indicates the glass is still half full. If, in January 2020, you had asked airline executives if they would like to

see airfreight rates across the Atlantic or from Asia Pacific 75 per cent higher, we would have heard a unanimous ‘yes.’ The difference now is that there is less pressure if you are a shipper, even though you are still paying more. In terms of the long-term sustainability of the air cargo supply chain, this will help, he said.

Airfreight spot rates on top volume corridors declined more sharply in December. Outbound Asia Pacific (APAC) spot rates have been falling for eight consecutive months, with spot rates from APAC to North America of US\$5.38 per kg for the final month of the year down 13 per cent since October. This represented a —58 per cent decline on a year ago, but remained 87 per cent above the 2019 level. On the APAC to Europe corridor, the average December spot rate dropped 10 per cent compared to October to US\$4.67 per kg, —46 per cent year-on-year but, again, remaining a strong 92 per cent above the pre-pandemic level.

Reducing winter flight schedules contributed to some resilience to this year’s market headwinds on the Europe to North America corridor. December’s airfreight spot rate stood at US\$3.25 per kg, up 7 per cent over the October level. Replicating the market trends on the other main lanes, this rate was —46 per cent versus a year ago, but still 80 per cent up on 2019.

What lies ahead remains uncertain. After a strong start, the air cargo market in January 2022, 2023 may be impacted by the earlier Chinese New Year and rising concerns of rising COVID levels which, in China, are already impacting factory production. 🌪️



# Cyber security in freight forwarding is vital: AfA

Airforwarders Association has become one of the primary associations advocating freight, forwarding and logistics community in Washington, **Brandon Fried**, Executive Director, discusses about issues deterring growth of global freight forwarding sector and AfA's plans in 2023.

 Ritika Arora Bhola

**G**lobal air cargo industry has witnessed many ups and downs, be it COVID, Russia-Ukraine war, and the ongoing global economic crisis. How have you guided the freight forwarders to survive in those trying times?

We have all felt the pain of capacity constraints because of our ageing or outdated infrastructure. Earlier this year, AfA formed an Airport Congestion Committee com-

prising members of all segments of our industry. This group recently published a White Paper concerning causes for airport congestion and recommended solutions. Our hope is to urge lawmakers to allocate funds to cover the costs of improving cargo areas and increasing automation at the major US gateway airports. At AfA, we have helped set up cargo ops at lesser utilized airports to avoid backlogs at major hubs. A key area with which we all must deal daily is regu-

lation. We would like to see a lot more simplification and better alignment of the regulatory programs under which we all operate.

There are times when the programs for airlines do not align directly with ours, and that can lead to extra costs, confusion, and operational challenges. Similarly, the global security programs have an impact on us, and when there are standards, where different countries have non-aligned programs,



**Brandon Fried**  
Executive Director  
Airfreight Association

## We have helped set up cargo operations at different, lesser utilized airports to avoid backlogs at major hubs

and air cargo touches multiple countries, that too adds to the burden.

The expanding regulatory environment is why we continue to work so closely with TSA and other country security groups to develop the best solution possible of the air cargo supply chain. This is intended to assist our regulatory partners in creating efficient, regulations which can better reflect to the ever-changing environment in which we operate, including the quickly expanding e-commerce arena.

**What is the current state of the global air cargo/freight forwarding industry? How do you see the growth graph moving in 2023?**

The AfA has gone through a few challenging years, and our industry has had to adapt quickly. While the forwarder segment has been flexible and led the way in creating innovative solutions for our customers, we have stepped up the game

further doing things such as chartering passenger aircraft for cargo or setting up programs to move and distribute critical vaccines, medications, or critical life-saving equipment.

We have helped set up cargo operations at different, lesser utilized airports to avoid backlogs at major hubs. We will continue doing that, and are optimistic about the future, but we are certainly cognizant that issues such as rising fuel costs, global disruptions to supply chains, or other economic issues over which we have no control, can affect our business. We must remain nimble, and help our customers adapt to continual change. Right now, unless a major global economic downturn happens, we are still seeing that high level of demand. Of course, cost pressure comes into play, with fuel, labour and other costs increasing and fluctuating. But consumer demand remains surprisingly high,

and the industry has long had a pricing structure that is able to cope with those pressures, with many contracts allowing for monthly surcharges to account for the changes, both upward and downward. Having said this, I remain optimistic for continued growth in 2023 and beyond.

**Can you suggest any efficient solutions to resolve the critical issues?**

Moving from a paper-intensive to a digital environment is important for all of us. Of course, digitization comes with its own challenges, and we must address cyber security on all fronts. At AfA, we have taken this task to heart through the work of our Technology Committee, which is helping our members understand what the challenges are and how best we can address them. The lack of airline pilots as well as other transportation worker shortages can certainly have an impact on us. When fewer planes fly, there is less space



available for cargo overall. This is more of an issue in the passenger carrier part of the equation, as there are more flights affected by this issue in that segment than in freighter aircraft operations. Carrier disruptions have an outsized effect on our ability to move cargo “as planned”.

Whether it is weather-related disruptions, or situations such as major carriers cancelling thousands of flights, or this week’s FAA disruption, these are challenges for all of us. We must remain flexible and nimble, and the forwarding community has always responded quickly and effectively.

**As an association head, what are your top priorities in 2023? What are the issues you are planning to address to the concerned authorities?**

- Aligning regulatory programs
- Infrastructure
- Reducing airport cargo-area congestion
- Cyber security
- Reducing paper and streamlining reporting
- Assisting our members in dealing with normalizing cargo volumes in a post-pandemic recovery

**Take us through AFA’s recent developments and achievements?**

The AFA participates in industry activities, while continuing to broadcast news pertaining to daily monitoring of legislative and regulatory initiatives that could impact members’ operations, intervening as appropriate. Here are some examples:

- The association continues to call for action on the lingering airport cargo congestion issue by urging Congress and the



- states to act now.
- The AFA keeps members informed about export cybersecurity requirements
- AFA keeps members informed about ongoing BIS Russia sanctions
- AFA kept members informed about Maritime Demurrage & Detention requirements
- Established a special committee to assist TSA in the Security Threat Assessment application process

**How important is sustainability for air cargo? What steps are taken in this regard?**

There is no doubt that global warming is influencing our climate. We must all work together to ensure that we do our part. Regulators are asking for more and the shipping community is demanding this of us as well. As I noted earlier, the association’s Environmental Sustainability Com-

mittee strives to find ways to improve and participate with all our industry partners.

As fuel prices increase, both the air as well as the all-important “ground” segments of the air cargo supply chain feel the pain. We have seen companies looking at electric and hybrid vehicles. But this is not just being driven by the economics of the issue, it is also an environmental concern, and our industry is working to do its part in that important area globally.


Although most of us do not operate aircraft, we do have vast fleets of surface vehicles, and are working diligently to replace them wherever possible with clean fuel vehicles, and in some cases, electric vehicles. We have reduced waste by converting from a paper-intensive environment to an “e” information one, even pushing our regulators to utilize that process for compliance processes. 🌱

**As fuel prices increase, both the air as well as all-important ‘ground’ segment of the air cargo supply chain feel the pain**

# Expansion of **warehouse** at Erbil airport

Apart from processing 100,000 tons of cargo annually, new facility will incorporate cutting-edge tech and carbon reduction initiatives in design and operation, dnata is committed to Iraqi aviation industry and continue to develop Erbil airport in Iraq as a regional cargo hub.

**dnata's newest cargo facility will be capable to process 100,000 tons of cargo annually, including perishables**

 Abigail Mathias

dnata, a leading global air and travel services provider, has started work on its new, 20,000 m2 cargo warehouse, which will expand operations at Erbil International Airport (EBL). The facility represents an investment of US\$14 million and create up to 50 additional, direct jobs with dnata in Iraq.

The foundation stone for the cargo warehouse, scheduled for completion in September

2024, was recently revealed by Jaffar Dawood, Senior Vice President, UAE and Iraq Airport Operations, dnata.

“We are delighted to expand our operations in response to the demand for our reliable and safe cargo services in Erbil,” said Jaffar. “Our new facility will incorporate cutting-edge technologies and the latest carbon reduction initiatives in design and operation, ensuring the highest level of operational and environmental efficiency for our customers. We stay com-

mitted to the Iraqi aviation industry and continue to invest in our operations to contribute to the development of Erbil as a regional cargo hub.”

dnata's cargo facility will be capable to process 100,000 tons of cargo per annum, including perishables, pharmaceuticals, and dangerous goods. dnata will implement its advanced ‘OneCargo’ system within the facility, digitizing processes and maximizing efficiencies across its cargo operations in Iraq.



dnata to expand cargo warehouse at Erbil airport

Additionally, the facility will be equipped with the latest technologies, including thermal insulation, in order to reduce the building's environmental impact by maintaining low CO<sub>2</sub> manufacturing emissions and operating costs. Also, environmentally sustainable features include a water harvesting system, which recycles condensed water, low energy skylighting, and an all-electric forklift fleet.

dnata's latest expansion follows the opening of a new, advanced cool chain facility and a bus maintenance facility in 2022 at EBL. Currently, the company provides ground handling and cargo services to 25 airlines with a team of over 400 aviation professionals.

In recent years, dnata has also made strategic investments in new cargo facilities in London and Manchester (UK), Karachi and Lahore (Pakistan), and additional cargo capacity and infrastructure in Brussels (Belgium), Sydney (Australia) and Toronto (Canada). In addition, last January the company had announced an investment of over €200 million in one of the world's largest and most advanced cargo facility, dnata Cargo City Amsterdam, at Schiphol Airport in The Netherlands.

As one of the world's leading air and services providers, dnata provides quality and reliable ground handling, cargo, catering and retail services at over 120 airports in 19 countries. 🇸🇦



Jaffar Ali, Head of UAE & Iraq Airport Operations, dnata (left) unveils foundation stone of dnata's expansion of cargo warehouse along with Ahmed Hoshiyar, Director General, Erbil International Airport



# Optimistic future ahead for air cargo: Polmans

Air cargo sector in the region is all set to grow in next two years, solving issues such as congestion, waiting time, and delays, says **Steven Polmans, Vice President, Business Development and Regulatory Affairs, Abu Dhabi Airports Free Zone (ADAFZ), Abu Dhabi Airports.**



**Steven Polmans**  
Vice President, Business Development and Regulatory Affairs,  
Abu Dhabi Airports Free Zone (ADAFZ), Abu Dhabi Airports

**In terms of ferrying cargo, it is important to note 50% of volume is transported in the bellies of passenger aircraft**



 Abigail Mathias

**Y**our thoughts on the growing air traffic for air cargo? How will airports be able to cope with added traffic?

Air traffic growth projections over the next two decades are positive, with long-term indicators illustrating the potential for robust growth by 50 per cent between now and 2024. However, the past two years have shown that both airports and its stakeholders must first have the capabilities to cope and resolve present day issues.

Whilst many challenges have been addressed, others remain in terms of economic turbulence and global tensions, which hinders air cargo. It is important to note that while many airports managed recent disruption to the best of their abilities, certain airports are still grappling with existing challenges.

That said unprecedented pandemic-related disruption highlighted various issues that many airports and their partners have since rectified. Heightened infrastructure augmentation and deployment of digital transformation solutions have bolstered

operational efficiency, positioning airports to cope with air traffic surges and capitalize on stable and continuous air cargo growth patterns in the years ahead.

**How is air cargo adopting sustainable means of transportation of cargo material?**

From an industry perspective, air cargo is not so different from passenger operations. We use the same aircraft and air infrastructure and adopt the same sustainable principles across our operational scope. In terms of cargo transportation, it is important to note that 50 per cent of volume is transported in the bellies of passenger aircraft, meaning fleet renewal on that side impacts cargo too. We saw many older cargo aircraft being used during the pandemic due to capacity shortages, although we are again witnessing changing trends with more wide body aircraft being deployed, which are the latest sustainable means to transportation given their increased air cargo capacities.

There are many more reasons to be optimistic. For instance, NextGen freighters such as the new 777X

and A350F are sure to deliver positive impact and new value, while there is a big wave of conversions





coming up that will replace the older generations of freighters in the market. Air cargo is active in CO<sub>2</sub> calculation and sustainable aviation fuel (SAF), with the segment feeling competition from other modes of transport than other aviation areas such as pax business.

### What plans are being made to cope with new demands of the air cargo industry?

With new demands straining the industry without proactive future-preparedness steps, four focus areas have been identified to develop air

cargo in Abu Dhabi—air cargo ecosystem, infrastructure, operational processes, and reputation and image. The four-step approach is also being implemented in order to capitalize on quick wins and opportunities, whilst fixing the basics, preparing for growth, and driving next-level cargo operations as part of a strategic focus.

Over the coming years, the objective is to ensure sustained progression in each of these areas and position the industry to boast numerous qualities and capabilities by 2028. For exam-

ple, Abu Dhabi's industry will have a dedicated cargo community organization in place to grow the ecosystem, while infra will have constant access to warehouse space and ongoing real estate development projects to meet the needs of customers and be able to grasp short-term opportunities. Operational processes will be based on smooth and efficient principles to ensure Abu Dhabi reinforces its global position as a hub for cargo handling that is strategically located at the heart of the world, connecting the East and the West. 🌍

### FACT FILE

- Operational processes will be smooth to ensure Abu Dhabi as a hub for cargo handling.
- Airports and stakeholders must first have the capabilities to cope and resolve present day issues.



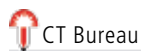


# Etihad Cargo expands capacity on USA route

Etihad Cargo currently operates 11 flights per week to JFK, which will increase to 14 weekly flights on 24 April 2023. The flights have come to USA in response to increased demand by customers. Flights will be operated to USA with Airbus A350 and Boeing 787-9 Dreamliner aircraft.

## FACT FILE

- From 24 April 2023, Etihad will fly from Abu Dhabi to New York twice a day, seven days a week, offering a total of 14 weekly non-stop services to JFK.
- Etihad Cargo will offer a total of 28 widebody passenger flights and two freighter flights weekly from the USA.
- With the introduction of more services, Etihad Cargo will offer more than 600 tons of cargo capacity out of the USA per week.



Etihad Cargo, the cargo, and logistics arm of Etihad Aviation Group will reinforce its commitment to the USA market with introduction of an additional three weekly flights to John F. Kennedy International Airport (JFK) from 24 April 2023. The additional flights will bring Etihad Cargo’s total cargo capacity to over 600 tons out of the USA per week.

The flights will be operated with Airbus A350 and Boeing 787-9 Dreamliner aircraft, two of the most efficient in the world, with less fuel burn and

CO<sub>2</sub> emissions than previous-generation twin aisle aircraft.

“The introduction of double-daily direct flights from our Abu Dhabi hub to New York comes in response to increased demand from customers, and Etihad Cargo will continue to explore opportunities to expand its global network and introduce the required capacity,” said Martin Drew, Senior Vice President Global Sales and Cargo, Etihad Aviation Group.

“The addition of more flights per day to New York combined with Etihad Cargo’s services to other key American destinations and road feeder service

network will enable Etihad Cargo to support its customers in transportation of their cargo to online and offline locations throughout this key market.”

Etihad Cargo currently operates 11 flights per week to JFK. These will increase to 14 weekly flights on 24 April 2023, and daily flights to Chicago O’Hare International Airport and Dulles International Airport, Washington.

Etihad Cargo operates two dedicated Boeing 777 freighter flights per week to Chicago in the USA via Amsterdam, which is supported by an offline network. 🇺🇸



# Cargo iQ group meeting held to improve CO<sub>2</sub> quality

Forty international attendees, including representatives from airlines, ground handling agents, freight forwarders and IT vendors, will come together to improve air cargo operational performance through member initiatives.

 CT Bureau

**E**tihad Cargo, the cargo and logistics arm of Etihad Aviation Group, will host Cargo iQ's first working group meeting of 2023 in Abu Dhabi. The meeting will bring together 40 attendees plus online members from around the world to explore how industry standards and digital tools can facilitate greater efficiencies in air cargo.

Cargo iQ is an IATA interest group that aims to create and implement quality standards for the worldwide air cargo industry. The multi-stakeholder Cargo iQ community works collaboratively to improve the air cargo customer experience.

"As a Cargo iQ member, Etihad Cargo is committed to meeting its delivery promises

## Cargo iQ team has prepared 13 working group meetings covering a range of topics

in full and exceeding customer requirements," said Thomas Schürmann, Head of Cargo Operations & Delivery, Etihad Cargo. "Cargo iQ and its robust Quality Management System provide global industry standards that enhance transparency and provide a benchmark for best practices that benefit the entire air cargo sector. Hosting and participating in Cargo iQ's first working group meeting of the New Year demonstrates

Etihad Cargo's commitment to quality," he added.

The Cargo iQ management team has prepared 13 individual working group meetings covering a range of topics to improve operational processes and application of road-feeder services, care protocol, door-to-door services, and smart data, among others.

Lothar Moehle, ED, Cargo iQ, said, "The work on quality improvements never stops. Cargo iQ members are sending experts to Abu Dhabi for week-long in-depth meetings that will fine tune Cargo iQ methodology and regulations further. Cargo iQ members and management team would like to thank Etihad Cargo for sponsoring this working group meeting and making these sessions possible." 🙏

### FACT FILE

- Cargo iQ is an IATA interest group that aims to create and implement quality standards for the worldwide air cargo industry.
- Cargo iQ members are sending their experts to Abu Dhabi for a week-long in-depth meetings.



# High-speed drones for cargo ops in Middle East

Due to its multi-mission role, propulsion flexibility and design versatility characteristics these drones can be widely applied in the defense market. Tupan Aircraft Company is planning to finish the development in 2023 and have drones in market beginning 2024.

**Tupan is a high speed and a Vertical Take Off and Landing drone, one of the first in the world. Its aim is to ferry cargo between cities or countries**

— Alberto Pereira, CEO, Tupan

 Abigail Mathias

The recently concluded MEBA event held in Dubai was an opportunity for path-breaking aviation industry players to network and showcase their new features in aviation. **CARGO talk** caught up with Brazilian drone manufacturers Tupan Aircraft Company, who are exploring ways and means in which drones can be used for cargo operations.

Marco Minerbo, CCO, Tupan, who is responsible for the commercial engineering aspect and business development of the company, said, “We are establishing a new era for high-speed drones.

We are here because Dubai is like the center of the world for businesses. We want to showcase all the advantages of these drones, which can be used for a variety of operations, especially cargo.”

Alberto Pereira is the CEO of Tupan. An aeronautical engineer, he has been fascinated by aviation. He said, “Tupan is a high speed and a Vertical Take Off and Landing (VTOL) aircraft, one of the first in the world. Its objective is for easy cargo transportation for deliveries between cities and countries.”

The company is an aeronautical enterprise with the specific objective to manufacture

and commercialize TUPAN HSVSTOLD (High Speed, Vertical and Short Take Off and Landing) aircraft, autonomously or remotely piloted. It offers a new fast cargo transport service, which is safe, door-to-door and relatively low cost.

Due to its multi-mission role, propulsion flexibility and design versatility characteristics, these drones can be widely applied in the defense market. The company has an experienced team of engineers from the Aeronautical Institute of Technology at the Department of Airspace Science and Technology (DCTA) with previous experience in Embraer

and Avibras, all well-known Brazilian institutions.

Paulo C. Olenscki, COO, Tupan said, “We chose to be at this event based on Dubai Vision of 2071 and because we are looking for investors in the Middle East. Another reason is because Dubai is an important hub for air cargo, so it is appropriate to launch our product here. We are planning to finish the development in 2023 and have the drones in the market in the beginning of 2024. Soon we are going to see drones flying all around. What makes Tupan important is that it offers long-range autonomous cargo, carrying fertilizers and medical aid.”

He added, “Tupan drone is built with four engines. It is a hybrid product that has four turbines that lets it fly very fast and very high. During flight, it uses the turbines, and we are in the final stage of developing the engines.”

### POSSIBLE APPLICATIONS

Drones can save time and money as they require less human intervention, improv-



**Marco Minerbo**  
CCO  
Tupan

ing data analysis, allowing businesses to better understand and anticipate performance. Cargo transport in the Amazon Basin, where riverside dwellers and Indian tribes live far from the mainstream and cities, suffering the needs of adequate logistical support for the delivery of perishable and urgent material such as medicine, vaccines, equipment, and other supplies. Currently, ships and helicopters are expensive, requiring a longer response and risky due to landing conditions.

### USE IN THE DEFENCE MARKET

The drone market is likely to grow to US\$45.8 billion



**Alberto Pereira**  
CEO  
Tupan

between 2019 and 2025. The drone represents a new market and the technology options are not yet well defined due to technical barriers.

Drone versions with greater load capacity will be able to evacuate sick and injured people from risk areas. Since it will be operated remotely there will be no risk to the crew. Drones aim to offer a paradigm shift in cargo transport worldwide: today, a service carried out by trucks, trains, and ships (these may be lower in cost but slow in comparison) or by planes by a new autonomous air cargo service—Tupan, which is fast and at a low cost. 🚀



**Paulo C. Olenscki**  
COO  
Tupan

### FACT FILE

- Drones provide long range with high load capacity.
- Lower fuel consumption in cruise flights.
- High autonomy and speed.



# Now, Qatar Cargo can ferry lithium batteries

Qatar Airways Cargo and Qatar Aviation Services played a role in implementation of IATA's recent CEIV Lithium Battery program. Plan is to work with global partners, ground handlers, shippers, and freighter forwarders to ensure an understanding of risks in transporting lithium batteries.

 CT Bureau

Qatar Airways Cargo has become the second airline in the world to become IATA CEIV Lithium Battery certified and Qatar Aviation Services is the first ground handling company to be certified. The certification aims to improve safety in handling and transportation of lithium batteries throughout the supply chain. Both Qatar Airways and Qatar Aviation Services

played a key role in designing and implementing IATA's recent CEIV Lithium Battery program and continue to be involved in its fine-tuning and adaptation.

LATAM Cargo became the first airline to obtain CEIV Li-batt certification in September 2022.

Akbar Al Baker, Chief Executive, Qatar Airways Group, said, "Passenger and cargo safety is always our utmost

concern, and we have continuously advocated for proper regulation in the transport of lithium batteries. We are happy to be the second airline to be certified and we encourage all air industry players to become certified. As an industry, we must focus on active risk prevention and that is achieved through strict regulation, training, and compliance."

Guillaume Halleux, Chief Officer, Cargo, Qatar Air-





ways Cargo added, “Lithium batteries play a huge part in our daily life. For example, from the toys we buy for our children, to the laptops we use daily, and the cars we drive. They pose a huge daily risk in air travel and transport: one that Qatar Airways has highlighted and worked to prevent as best possible. We are happy to see this is now starting to happen with air cargo industry companies voluntarily undergoing CEIV Lithium Battery certification.”

He added, “Our plan now is to work with our international partners, ground handlers, shippers, and freighter forwarders, to ensure a solid and common understanding of the risks of moving lithium batteries, and to drive positive change in the industry.”

There have also been 322 air and airport incidents registered from 2006 to May 2021 involving lithium battery cargo of which about 18 occurred in 2020.

## LATAM Cargo became the first airline to obtain Centre for Excellence for Independent Validators certification in September 2022

Halleux urged for regulation and compliance for adoption for lithium batteries in his key note speech at the World Cargo Symposium in Dublin in October 2021. Qatar Airways Cargo announced the complete rollover of its 10,000 ULD fleet to Safran Cabin’s newly developed Fire-Resistant Containers (FRC), designed to resist a lithium-based fire for up to six hours. To date, it has already replaced 9,000 of its ULDs, surpassing the 70 per cent goal it set itself for

2022, and will continue the exchange process in 2023.

Lithium batteries are in widespread use in consumer products from smartphones to electric scooters, while the risks associated with their usage and carriage amongst consumers are not well known. As a global network carrier and integrated group of aviation businesses the issues relate to Qatar Airways and Qatar Airways Cargo driving awareness of lithium batteries handling, which will help improve safety in the air transport industry.

The Center of Excellence for Independent Validators Lithium Batteries (CEIV Li-batt) certification program will ensure the elements of the supply chain involved in the shipment of these batteries are able to meet their regulatory requirements. The program is IATA’s recent CEIV certification. It is in line with certifications for handling of pharma, perishables, and live animals. 🚚

### IN SHORT

- There have been 322 air/airport incidents registered from 2006 to May 2021 involving lithium battery cargo.
- Qatar Airways Cargo announced rollover of 10,000+ ULD fleet to Safran Cabin’s newly-developed FRCs.



# AJEX appointed as new global logistics provider

New agreement with BGI Genomics, a leading biotech company, will see leading Saudi-based transport and logistics firm provide specialized international cold chain services, including the Middle East, in support of bio-technology industry.

 CT Bureau

**A**JEX Logistics Services (AJEX), the Middle East specialist in express distribution and shipping solutions, has been appointed by the leading integrated solutions pro-

vider of precision medicine, BGI Genomics, to provide it with all transport and logistics solutions in the Middle East region.

BGI Genomics, which provides academic institutions, pharmaceutical companies,

healthcare providers and other organizations with integrated genomic sequencing and proteomic services and solutions, will be supported by AJEX through the provision of domestic and global express road and air-freight services, including





specialized cold chain services for life sciences and dry temperature controlled warehousing in Dammam, Jeddah, and Riyadh.

Thanks to the new partnership, the biotech company will be well placed to support human, plant and animal research, drug discovery and development and agriculture and biodiversity preservation and sustainability through its services across the Middle East, at a time when regional governments are targeting the expansion of local research and development efforts.

Fahad Al Salhi, Chief Solutions Officer, AJEX, said, "Following stringent testing of our services by BGI Genomics, AJEX has proven

it is the go-to company for specialized logistics services in the Middle East region thanks to our expertise and

infrastructure. Known for its work on the Human Genome Project and its development of a real-time fluorescent RT-PCR kit for the pandemic, our appointment by BGI Genomics shows we are best placed to support the growing pharma and life-sciences industry in the region," Al Salhi added.

Alwyn Li, Head, BGI Genomics MENA logistics team, said, "With 20 years of experience of helping our customers achieve their goals by delivering high-quality results, using an array of cost-effective, cutting-edge technologies, it was paramount that we appoint a logistics partner who shares our values."

The logistics provider ticked all those boxes with its provision of live-monitored and temperature-controlled import and export full-mile transport services supported by packaging, tracking, and warehousing. BGI Genomics is now looking forward to expanding our life-sciences services throughout the Middle East. 🇸🇦

**AJEX has proven it is the go-to company for specialized logistics services in the Middle East thanks to BGI Genomics expertise**



# Upskilling need of the hour: expert

Consistent learning helps one to stay ahead for serving organization and clients with increased productivity, higher morale, and lesser supervision. Like seen in every profession, it is easier to get your promotion or your next dream job if you are certified with the right credentials.

We see an accelerating outlook for aviation, air cargo, airports, travel, and tourism, thereby creating an immediate demand for skilled and certified professionals. Forecasts indicate that commercial aircraft fleet: passenger numbers and cargo demand in the Middle East will more than double over the next two decades.

**About 2,980 new airplanes valued at US\$765 bn will be needed to prepare for the surge in demand and job opportunities**

Many major airlines have cut down losses and will make consistent profits in 2023. The region will require 200,000 new aviation personnel, including pilots, airport ground handling, cabin crew, technicians. About 2,980 new airplanes valued at US\$765 billion will be required to prepare for this surge in demand and job opportunities. Etihad is set to re-start their A380 fleet, Saudi Arabia is building a world-class new airport in Riyadh

and launching a US\$30 billion airline, Emirates and most airlines are recruiting more cabin crew, Fly Dubai anticipates double-digit growth in 2023.

It is critical for our industry to identify goals, assess and analyze skills gaps, evaluate resources, and put together an action plan to get up-skilled and cross skilled, and get trained on latest technologies to take on new responsibilities. Consistent learning helps to stay ahead for serving the organization and clients with increased productivity, higher morale, and lesser supervision.

Like seen in every profession, it is easier to get your promotion or your next dream job if you are certified with the right credentials. At any interview, a globally recognized certification convinces the recruiter about the value you can add. Consistent training and development programs can also help prevent burnout in employees who have mastered initial tasks. New learnings provide opportunities for growth, rejuvenate teams, and provides a new outlook on their work.

IATA training celebrated its 50th anniversary last year. WingsWay along with IATA strives to be the first point of reference worldwide for aviation professionals and stu-



dents. It trains 100,000 professionals annually in aviation, air cargo, airports, travel, and tourism, with access to industry best practices and international standards. Our short skill-based courses, which can be completed in few weeks, are designed by experts so that trainees can deploy their skills soon at their workplace.

Award-winning WingsWay Training Institute has trained candidates from 50 nationalities highlighting the fact that the focus on learning and development is increasing as the job avenues grow. We have new batches starting every month with 11 ongoing batches. The most popular and in-demand courses are Airport Passenger Ground Services, Airport Operations, Cabin Crew, Foundation Diploma in Travel and Tourism for Travel Agency Professionals, Airline Management, Cargo and Freight, Logistics, and other related studies.



**Shakir Kantawala**  
Co-founder & Managing Partner  
WingsWay Training Institute  
LLC (Dubai)

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

## ETIHAD CARGO sees more cargo capacity in summer

Etihaad Cargo is taking an approach to its air cargo strategy as the market switches to a balanced footing from one of capacity shortages. Etihaad Cargo Director, West, Mark Faulkner said, "The market is at the point of adaptation from the COVID period with a strong cargo performance and strong yields to a market where far more capacity came in over the summer period than we have seen for a number of years."



## SAUDIA CARGO to expand partnership with cargo.one



Saudia Cargo and cargo.one recently announced an expansion of their partnership to bring more of the airline's capacity on board the leading marketplace for digital air cargo bookings. The growth builds upon 1.5-year collaboration in which the cargo.one delivered the Saudia Cargo's first external digital sales channel and enhanced its market reach and quality of service to the freight forwarders.

## QATAR AIRWAYS CARGO sets milestone in vaccine delivery

Qatar Airways Cargo has shipped 30 million COVID medicines to Africa, Middle East, Americas, Europe, and Asia. Ehab Matta, Senior Manager, Regional Cargo, Indian subcontinent, the Middle East, and Pakistan, Qatar Airways Cargo, said, "Ten COVID vaccines have been licensed for use in India, while the vaccines manufactured in India have been approved in over 138 countries worldwide." Dubai Customs' Air Cargo Centres Management has dealt with goods worth AED 875.86 billion.



## FLYPHARMA CONFERENCE MIDDLE EAST in Abu Dhabi



The FlyPharma Middle East conference is set to take place in Abu Dhabi from 20-22 March and will bring (bio)pharma logistics professionals on a single platform to discuss the latest supply chain challenges and propose new industry collaborations. Also, an efficient logistics infra offers cargo transport in and out of the region. Etihad Cargo offers specially designed, temperature-controlled equipment, shipping, pharma in the quickest time. Abu Dhabi was chosen as the location for FlyPharma because of its reputation as a dynamic business destination.

## FEDEX team in UAE take part in tree plantation



FedEx, a subsidiary of FedEx Corp. (NYSE: FDX) and the world's largest express transportation company, took part in the "For Our Emirates We Plant" annual tree planting campaign. In collaboration with Emirates Environmental Group, a team of FedEx UAE members planted indigenous Sidra trees at the Special Bee Reserve, located at Al Minae area in the Emirate of Ras Al Khaimah (RAK).

## UPS to introduce weekly cargo flights from Japan

UPS will introduce weekly logistic flights between Kitakyushu and Osaka in February 2023. “Customers in Japan can take advantage of greater flight frequency and air cargo capacity to capture global trade opportunities,” said UPS. According to LO-GI-BIZ, Tetsuo Nishihara, president, UPS Japan, “The launch of this service is part of our efforts to strengthen our services throughout Japan.



## NCA using Neste SAF to reduce emissions



Nippon Cargo Airlines (NCA) has begun using Neste's Sustainable Aviation Fuel (SAF) to cut its carbon emissions. NCA used Neste's MY SAF for several cargo flights in November and December. The SAF is supplied by Neste at Amsterdam Airport Schiphol. As per the companies, using Neste MY SAF reduces greenhouse gas emissions by up to 80 per cent over the fuel's life cycle compared to using fossil jet fuel.

## EUROPEAN CARGO gets EASA certification



European Cargo has received European Aviation Safety Agency (EASA) certification for its Airbus A340 wide-bodied freighter conversion program. Bournemouth-based European Cargo is converting a fleet of ex-passenger A340 aircraft into long-haul freighters. Two have already been completed and one more is in progress, with six targeted to be completed early 2023 and options on a further six as demand grows, especially for cross-border e-commerce.

## MSC AIR CARGO to open Incheon-Indianapolis route

Switzerland's cargo carrier, MSC Air Cargo will launch an Incheon-Indianapolis route in 2023 as a complementary service to its container shipping solutions, the operator of the Incheon airport said. MSC Air Cargo is the cargo airline launched by global shipping firm Mediterranean Shipping Company (MSC). MSC followed its rivals French shipping firm CMA CGM and Denmark's A.P. Moller-Maersk in launching the air cargo operations. The carrier plans began operating two flights a week on the Indianapolis route from 1 January and expand the number of flights in the first half of 2023.



## MIAMI AIRPORT reaches high for cargo capacity



Miami International Airport's 'Vertically Integrated Cargo Community' project envisions a five-storey storage warehouse, expected to double its current cargo capacity. Expected to break ground next year, the project will add 4.5 metric tons (MT) of cargo capacity to the 3 MT of existing capacity, said Jimmy Nares, section chief, marketing, Miami-Dade Aviation Department (MDAD).

## FEDEX EXPRESS expands commercial ops to Nigeria

FedEx Express has established a direct commercial presence in Nigeria to meet the country's growing global shipping demands. The company stated with a direct presence in the country, businesses and customers in Nigeria will have access to a wider portfolio of FedEx Express shipping solutions. It stated its service provider in Nigeria, Red Star Express Plc, continues to provide the infrastructure for ground operations.



## AIR PARTNER handles cargo flights at Teesside Airport



Air Partner, has handled key cargo flights into Teesside Airport, near Middlesbrough, as the latter aims to become a key cargo hub. Over the past two weeks, the cargo team has arranged for three Cessna aircraft to fly automotive cargo into Teesside for a international manufacturer based in the north of England, with more flights taking place in the next few days. CharterSync said it managed the first ad hoc flights into the airport's cargo facility, Pierre Van Der Stichele, Vice President, Global Cargo, Air Partner said, in a press release.

## TIACA forecasts better days for air cargo 2<sup>nd</sup> half of 2023



Air cargo association, The International Air Cargo Association (TIACA) is forecasting another tough 12 months for the air cargo demand and has outlined positives for the industry. "However, the situation is only temporary, and we can hope that later part of the New Year, the central banks will start reducing interest rates when inflation is considered to be under control," Glyn Hughes, Director General, TIACA said.

## UFO hosts 21st network meeting in Thailand

The Universal Freight Organisation (UFO) has announced that its next network meeting will be held from 18-20 February 2024 at The Royal Cliff Hotel at Pattaya in Thailand, a release stated. "Thailand has for long been a favourite destination for global meetings, but we wanted to give a more relaxed alternative to Bangkok without the added complication of connecting flights to the islands... so we chose Pattaya," UFO stated. "A stunning beach destination perched on Thailand's eastern Gulf coast and just a 90-minute taxi ride from Suvarnabhumi Airport (Bangkok)," the release stated.



## DHL EXPRESS ITALY to use SAF on flights at Milan Malpensa Airport



DHL Express Italy and Eni have entered a pact to trial the Eni Biojet a sustainable aviation fuel (SAF) on DHL Express flights departing from Milan Malpensa Airport, near Milan. Eni said its Biojet fuel has been blended 20 per cent with JetA1 and made from waste raw materials, animal fat and used vegetable oils at its Livorno refinery.

# Movements



## **BOLLORÉ LOGISTICS** UAE

★ **Rania Saoud** has been appointed as the Branch Manager of Bolloré Logistics in Abu Dhabi, United Arab Emirates. She has been part of the group for the past four years and had worked as the Key Account Manager in Dubai. In new her role as the Branch Manager, Abu Dhabi, she is responsible for developing existing key accounts, identifying local opportunities in all sectors, and striving for operational excellence towards our clients. She will also develop oil and gas vertical by mobilizing skills and expertise for the network.



## **PAY CARGO** USA

★ **Marta E Ramirez** has been appointed as the new Vice President to its senior management team by PayCargo, online freight payment platform. Ramirez is the new Global Vice President, Human Resources, based at PayCargo's Florida headquarters. Ramirez brings more than 25 years of experience in the transport and logistics industry to Pay Cargo. He worked at American Airlines, DHL, International Air Transport Association (IATA), Geodis, and most recently DB Schenker, where she was Chief Human Resources Officer, Region Americas.



## **PAY CARGO** USA

★ **Ken Nize** has three decades of experience in supply chain and tech, holding positions in the United Kingdom, Switzerland, Benelux, and the USA, as well as completing a master's degree in Supply Chain Management. Prior to joining PayCargo as Vice President, he held senior roles at Fritz Companies, Air Express International, DHL, Celarix, Kuehne + Nagel, and Agility, where he was Vice President, Corporate Strategic Accounts Program. "The opportunity provided by PayCargo to utilize my experience for the logistics industry," Nize said.



## **AIR CARGO COMMUNITY** **FRANKFURT (ACCF)** Germany

★ **Felix Toepsch** has been appointed as Executive Director, Air Cargo Community Frankfurt (ACCF) to replace Joachim von Winning. Toepsch, who started working from January 1, has worked at Fraport since 2013 and will bring his "experience in innovation and digitalisation projects" to ACCF. He promotes projects focusing on urban air mobility and business process development. Toepsch works in national and European associations beyond Fraport. "We want to identify themes for the future with the members and tackle them together, including sustainability," he said.



## **DHL** Europe

★ **Tobias Schmidt** took over as CEO DHL Global Forwarding Europe by air and ocean freight specialist, DHL Global Forwarding of Deutsche Post DHL Group. Schmidt will report to Tim Scharwath, CEO DHL Global Forwarding, Freight, and continue to lead the German and Swiss organization. Having a track record of 25 years in the logistics industry, he has expertise in integration and transformation. He joined the Group in April 2019 as CEO DHL Global Forwarding Germany and focused on performance improvement and business growth.



## **LOGISTICS UK** United Kingdom

★ **Nichola Mallon** has been appointed as the Head of Trade and Devolved Policy at Logistics United Kingdom (UK). With four years of experience working within local government, the devolved Assembly and government in Northern Ireland, she brings a wealth of knowledge and expertise to the team. Her appointment will reinforce Logistics UK's position as the only business group representing the industry, while benefiting from her experience with the devolved administration in Northern Ireland and the UK.



# AEROVISTA

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