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March 2023

CARGO talk

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ORCHESTRATING CHANGE
FOR WOMEN IN AIR CARGO

Nadia Abdul Aziz
*President, National Association
of Freight and Logistics (NAFL)*

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CARGO
talk
Let's Keep Moving



Nadia Abdul Aziz, President, NAEF



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ORCHESTRATING CHANGE FOR WOMEN IN AIR CARGO

Role of women in the field of air cargo and logistics has been evolving. In 2019, IATA launched the 25 by 2025 global initiative to change gender balance within aviation industry. It is voluntary campaign for IATA member airlines to improve female representation in the air cargo industry by 25 per cent by 2025. **CARGO talk** analyze diversified roles of women in this fast-paced industry.

 Abigail Mathias

Abdul Aziz has been in the logistics industry for 20 years. During this time, she has overseen and conducted various events, conferences and workshops for entrepreneurs in the industry.

“ I take part in the Chartered Institute of Logistics and Transport (CLIT) chapter, which focuses on women in logistics and transport. I was covering the Middle East. Overall, we provide networking plat-



Nadia Abdul Aziz
President, National Association of Freight and Logistics (NAFL)

forms, mentoring and certified training in the UAE and internationally. We try to access as many markets as we can. We make sure the professionals are motivated because it is not an easy role but women do well in multitasking as this industry is growing and it is vital to all countries. Everyone has realized that it is the logistics industry comes forth to offer humanitarian aid at the time of need. My advice to women is to work hard and be consistent when you are committed to

your career. Logistics may not be the most glamorous, but it is reliable. From the perspective of employers, they are looking for qualified trainees.

The UAE is in the forefront when it comes to empowering women. At the NAFL, we facilitate a lot of training courses which help students and entrepreneurs who are looking to sharpen their skills. I hope to see much more women join this dynamic industry in the future. ”

“ My journey in the logistics industry has been inspiring. I was formerly in the field of education and the IT industry, and I joined Fresa Technologies in 2022. I am lucky to work in an environment that promotes gender equality, recognizes and rewards strong female leaders. I could learn quickly how this industry operates due to the automation and quick information flow. Everyday is a novelty and we find different challenges and solutions to help forwarders in their daily activities and analysis of their past data to arrive at meaningful conclusions.

I have learnt that import and export procedures and supporting functions differ from continent to continent. I feel privileged to be a part of an industry that literally ‘moves the world.’ Logistics contributes 14 per cent of a country’s GDP and if we include all service providers and modes of transport, it is an industry with the largest human capital. The past half-century has seen a global increase in the level of female participation in the workforce, with developing countries seeing more than half of women of working age employed. This increase is evident in the logistics industry, which shows a steady rise over the



Salini M
Marketing Director
Fresa Technologies

past 20 years. The industry needs women in leadership positions where they can be strong role models and inspire the next generation to follow their footsteps such as Nadia Abdul Aziz, President, NAFL.

Although the logistics industry is a growing one and has opportunities for advancement, there are not many women who join it. While the demand for qualified personnel exceeds the supply in the logistics and supply chain sector, it has become imperative to attract and include women, especially since they are good at multitasking, an ability that enables them to handle myriad of tasks. These include planning, implementing and controlling the flow and storage of goods in the supply chain management.”

“ My background was in ocean transportation and logistics, as I worked for Maersk as a young shipping trainee and grew from there to different positions. I worked in shipping in Venezuela, Singapore, Copenhagen and the UAE, always related to operations and key customer management.

I joined the airline, Etihad Cargo in 2016 as cargo contact centre manager, with the objective to enhance the customer experience and moving from a call center setup to a more proactive cargo resolution centre. After that, I was given the opportunity to lead the design and implementation of the cargo export control program for two years, and most recently, got promoted to Senior Manager Operational Integrity, heading several support teams such as security and compliance programs, including export control, Unit Load Device (ULD), invoicing, claims, and authorizations and standards.

The industry offers several growth opportunities and it has fields for application for so many transferrable skills from other industries. Although the air cargo industry is still male-dominated in many roles, the stereotypes are breaking and it is quite possible to attract more women with intentional effort and focus. It could be challeng-



Maricruz Hernandez Franceschi
Senior Manager Operational Integrity
Etihad Cargo

ing for women to enter and remain in an industry that operates in a 24x7 schedule, when women are frequently the main caretakers for children in the family. Inflexible schedules, long hours, rosters, night shifts may deter the interest of women to join or stay. It requires discipline and organization, continuous learning and a quick response to issues so that they do not affect the pace of operations and we can recover the service and customer experience.

My advice to women seeking to enter this field is not to underestimate your potential. You have unique skills and a different point of view when you are a minority in any group—take advantage of that instead of playing it down. Do not try to fit, try to stand out. You may be the first woman sitting at many tables, but make sure that you do not remain the only one.”



“ I am an aviation fanatic and just love the industry! I have worked in ground handling, airline catering and cargo across several countries in commercial, operational and legal functions. Anything to do with an aircraft appeals to me. For others, it can be the excitement of being involved in global trade or the dynamism of the industry—the pandemic was a case in point on how adaptable the industry is and the vital role it plays.



Emma Deane
Vice President – Business Development
Asia, Middle East and Africa
Worldwide Flight Services (WFS)

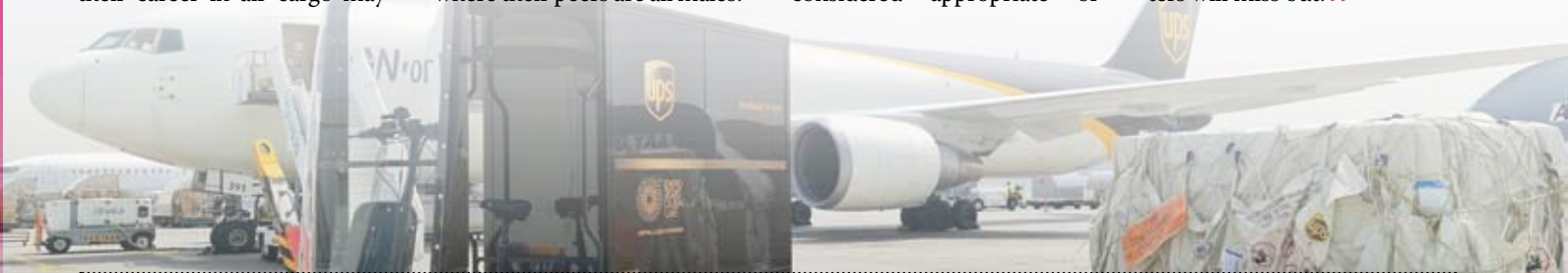
Aviation is a historically male-dominated industry, particularly those roles, which are physically demanding such as cargo build up breakdown and ramp handling. As for any individual in a position of minority, women embarking on their career in air cargo may

be apprehensive about being given an equal opportunity to succeed. They may feel worried about taking on a leadership role where that role requires them to lead a team of men. They may be nervous speaking up in a boardroom where their peers are all males.

They may feel uncertain about raising a concern with a male leader where they see inequality. However, emotionally intelligent leaders, male or female, can alleviate these apprehensions by creating a safe environment where talent is encouraged and recognized. For that reason, I would encourage females, considering the air cargo industry to look to the quality of the employer, current levels of representation, and their diversity and inclusion policies, rather than making a generic statement.

We are starting from a base of female representation, which is uneven across functions and some levels of seniority, and which are lower than other industries traditionally considered ‘appropriate’ or

‘glamorous’ to women. However, the inspiring news is that significant inroads are being made to breakdown real and perceived barriers to women enjoying a career in air cargo. Initiatives such as IATA’s 25 by 25, which I am proud to champion at WFS, are integral to this. Immediately, it makes participating companies aware of geographical and hierarchical areas of strength and weakness when it comes to gender representation. This then drives the program of change through targeted recruitment, training and programs of mentorship and development. The reality is that top talent is now demanding more from employers from the ESG perspective—those employers who are slow movers or adopters will miss out.”



“ At times I feel like the only player in a field of men. But that is the change that I want to see in the future. I want to see at least a 50-50 equal opportunity which seems like a huge target to achieve. But also on the positive side, there are a lot of efforts being taken to bring women to the forefront.



Kadeeja Afreen
Logistics Coordinator
Rajab Xpress

In my case when I was appointed, there were two men who did the job that I do. Also when you think of logistics, shipping and the whole cargo element, it feels like a male thing to do. It’s not like I am physically carrying all the heavy load but there is still that misconception. This region is more forward thinking

and seeks to promote women. There are many courses that women can take to train themselves. Logistics is a very satisfying profession. Women will be able to adapt to this business very easily.”

“ In the freight forwarding there aren’t too many women but of course that is changing. If you are determined to do it, it is a dynamic industry. It is very diversified there are sales, operations or their into project cargo. There are training centres though hands on is so important. The one who learns from the ground level is the one who grows. This is so important. I’ve had experience in the US, UK and the Middle East. Initially I thought it would be hard because of the language barrier but people are so warm, friendly and accommodating here. Things are also very accessible. I would tell women to go for it especially when they are thinking of freight forwarding. You can survive any part of the



Saba Kauser
Director NATCO, International Freight
Forwarders and Projects

world. Logistics is in every part of the world. In this industry we are dealing with airlines, shipping lines, customs and other departments. Don’t get in to one department, you can diversify.”

“ I began my journey with cargo in October 2018 as Cargo Business Development Specialist and in December 2022 I was elevated to Regional Cargo Business Development Manager. Coming from the passenger side of the business, which is more technologically advanced, I realized cargo was still quite primitive in its ways.

However, my journey so far has been enriching, particularly with the tech developments in the industry. Being part of the shift the industry is undergoing has also helped me develop my strengths and carve my own niche. The delight of working in this role has been the acceptance by internal and external customers, particularly in how we present data to strategize and take business decisions.

The perception people have about air cargo is boxes being ferried on an aircraft. For instance, my role as Cargo Regional Business



Pooja Dalvi Satkar
Cargo Regional Business Development Manager - South Asia, Middle East & Africa, Cathay Pacific Cargo

create awareness that the cargo industry is no different than any other industry with female professionals leading key business functions. The industry offers a wide range of opportunities for all of us, regardless of gender.

While I understand that many women in the industry may have apprehensions due to their gender, however there is a need to break that barrier. Cathay Pacific Cargo



Development Manager involves handling back-end functions, setting and execution of commercially-viable strategies, overview of all rate benchmarking activity, management of data production and analysis, and overview on the digital roadmap. It is imminent to

has already taken that step in employing women in the cargo side of the business. In fact, our Regional Cargo team in South Asia, Middle East and Africa has women in different roles including Account Manager, Sales specialists as well as Business Development specialists. ”

“ After University, I landed in an industry that was not even on my radar but turned out to be so interesting and rewarding. I then moved into Freight Forwarding and worked for various companies—being multi modal for many years. My passion was airfreight and in 2010 I joined Emirates SkyCargo as a Senior Cargo executive based in Newcastle, North East of England,



Aileen Wallace
Cargo Business Development Manager, Newcastle International

My passion since was airfreight and in 2010, I joined Emirates SkyCargo as a Senior Cargo executive in Newcastle airport, England

When I first started working in cargo, those in senior positions tended to be men. In recent years its been my privilege to be surrounded by and supported by female managers, country / regional managers, Directors and VPs, both within and outside the organization and service providers. Aviation and logistics tends to be an industry that retains talent for duration of an individual's career.

which led to the opportunity to join the Aviation Development Team at Newcastle Airport with the objective to develop the cargo operation.

I believe it is of significant the industry implements strategies to attract and retain a diversity of talent. There is a range of challenging, complex and interesting roles within the cargo industry covering a wide range of disciplines. There are amazing teams that are taking a proactive approach in changing the image of the sector to appeal to female professionals such as the team behind Women in Aviation and Logistics and the CILT, who address inclusivity in airfreight to create actionable change and attract women to the air cargo industry.

In terms of retaining, we need to ensure the environment is compatible with the responsibility of caring of dependents, put in place processes to ensure internal talent is nurtured and promoted, and define career paths. At Newcastle International Airport, we are committed to sustaining inclusive culture. We see this work as aligned to our values. Recent activities include a review of our policies, procedures and practices and the launch of diversity and inclusion survey, the insights and data gathered will help us understand how we can develop a diverse organisation. An updated Maternity pay policy was launched last year, which helped in break some of the barriers. ”

“ I began my logistics journey working on the development and industry adoption of certification programs. This exposed me to the regulations and standards which exist behind the establishment of logistics processes and procedures and how these are critical to the safe and compliant handling and transport of any cargo. Today, I



Maria Jitomirski
Manager Special Cargo
IATA

Women bring softer skills to today's changing work environment. This is mainly important

am involved in standard-setting activity in the areas of live animals, perishables and pharmaceuticals alongside many supply chain stakeholders.

Our objective is to ensure that relevant and appropriate

criteria to accept, handling and load these commodities are developed to support the industry in conducting effective, efficient and standardized ops. Leading various task forces to enhance conditions for safe and humane animal transport and the Perishable Cargo Working Group to improve and bring efficiency to logistical process are efforts can only be achieved through industry collaboration, who in large part are those who I learn from and who are the main contributors to my continuous career growth and personal development. Women

bring softer skills to today's changing work environment. This is particularly important as new business models emerge and desire for work-life balance and workplace flexibility grow, empathy, sensitivity and patience are important. There's a home for women in logistics, as in any other field.

What is still known to be a male-dominated industry does not mean it is tailored for men. There is longstanding stigma around logistics jobs being too physical.

Certainly, there are roles that require more physical strength, but that shouldn't exclude women. In addition, more automation and robotization of logistical processes become commonplace making those jobs more attractive. Women frequently have the required qualifications but are deterred by their perception of certain roles, which can be reshaped as more women share

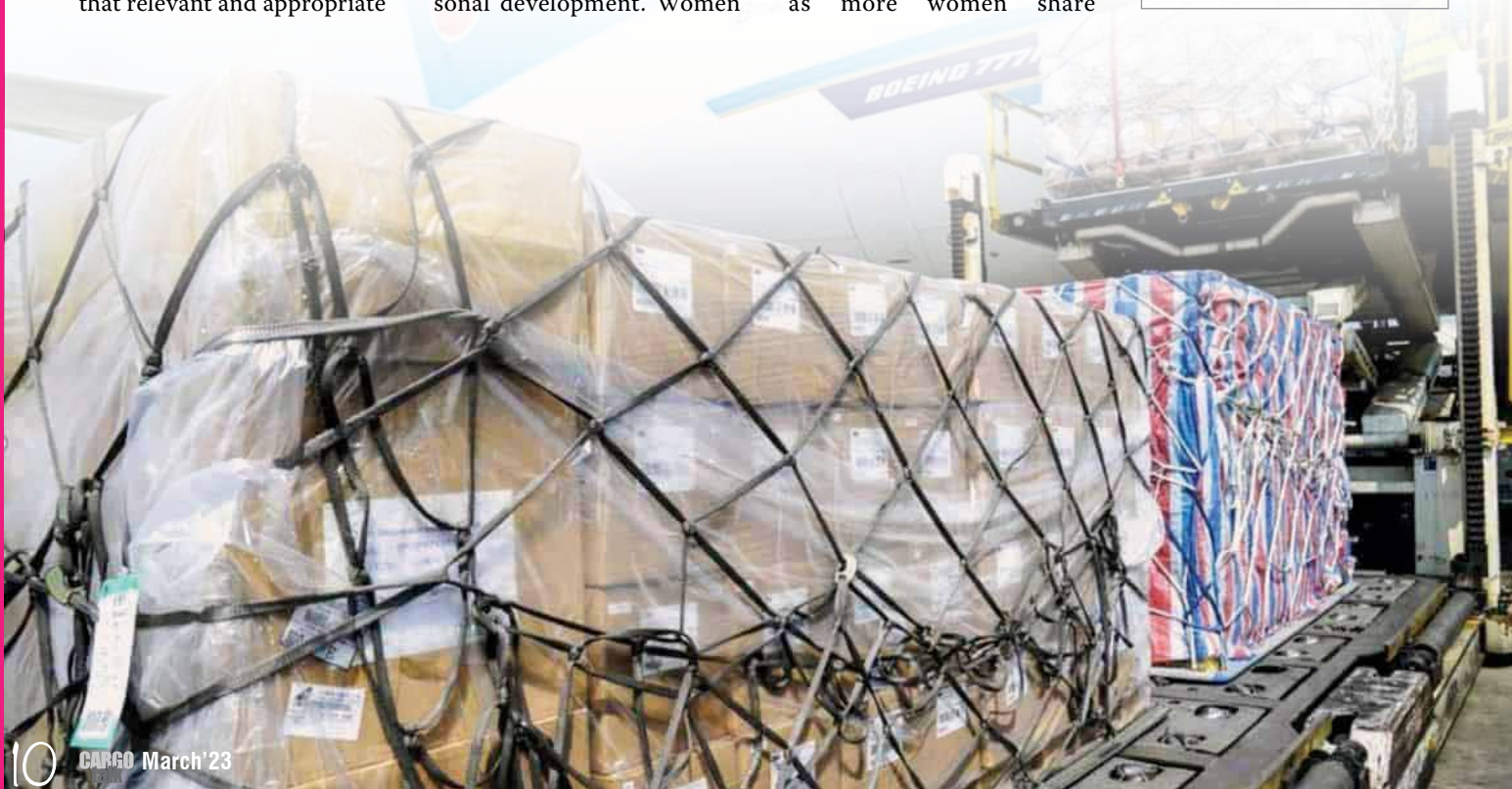
their experience from the logistics sector.

As in any field, challenging periods are bound to occur. Demanding projects often lead to an increased mental load, as well as imposter syndrome and a general fear of "not knowing it all".

Many can eventually be overcome where there is a willingness to learn and invest personal time and effort, but also making use of the resources available to us such as colleagues and networks. It is quite important to let time takes it course and be patient with ourselves as we gradually take in all that this vast industry has to offer. And enjoy the journey just as much as the destination. ”

IN SHORT

■ It is important to let time takes it course and be patient with ourselves as we take in all that the vast industry has to offer.





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Quality of infrastructure hikes air cargo traffic

Past few years have been a roller coaster ride for the air cargo industry with companies adopting technologies to adapt to increasing demand for moving essentials. The quality of the infrastructure similarly plays a significant role in attracting cargo traffic.

 Abigail Mathias

Air cargo is one of the most effective means of transportation. Not only is it quick, but it is also safe. While 2-3 per cent of total cargo volume travels by air each year, that small amount accounts for approximately 35 per cent of total cargo value. Annually, that equates to over US\$6 trillion worth of goods that rely on the air freight industry for its speed, security, and reliability.

Air cargo is utilized overwhelmingly for products in five sectors — equipment, consumer electronics, pharmaceuticals, healthcare, and retail products sectors — which comprise nearly 90% of total air cargo. However, air cargo is used by companies across market sectors and geographic regions to connect them to new

customers and suppliers that would not otherwise be accessible.

Air cargo largely contributes to the success of many stakeholders at or around the airport, including its customers: airlines. In fact it is an important enabler of global trade and an engine for local, regional and national economic development. This translates into employment opportunities created across various industries that rely on import/export activity.

Not all airports benefit evenly from cargo development. Cargo traffic requires a combination of multiple factors to grow, namely: strong connectivity, robust infrastructure and quality processes. Connectivity is among the most important of factors — the availability and quality of air cargo capacity is

central to the airport's role as a cargo gateway or hub. Leading cargo airports boast wide network coverage with diverse options of airlines and capacity types (freighter and bellyhold).

The quality of the infrastructure similarly plays a significant role in attracting cargo traffic, as sufficient capacity is required to minimise ground handling-related delays. This means that those airports that have up-to-date cargo terminals are in a better position to compete.

In addition, availability of special handling facilities, especially for the cold chain, is an essential factor in attracting perishables and pharmaceuticals cargo traffic. We explore what leading cargo experts say.

Air cargo largely contributes to the success of many stakeholders at or around the airport, including its customers



“ It is certainly an interesting time for air cargo right now. The market is challenging as it begins to normalize. Our focus will be to build and leverage on partnership that we have in place and help to grow the eco system here in Abu Dhabi. Over the recent years, sustainability has become a hot topic in the aviation sector, and it will remain to be a priority for the air cargo sector. We are responsible for developing and providing more sustainable solutions for our partners and customers, not only for the benefit of our own



Tim Isik
Vice President, Commercial
Etihad Cargo

operations but for the wider industry and the world.”



“ Air cargo is the fastest method of shipping and is, therefore, preferred for transporting perishables and temperature sensitive cargo as the freshness and quality of products are guaranteed to remain intact. Reliability of arrival also makes air transport more attractive, especially for time-sensitive pharmaceuticals; spare parts and high-end items, including mobile phones and designer wear.

Statistics reveal that air cargo amounts to 35 per cent of trade by value although it is less than 1 per cent of world trade in terms of volume indicated that air cargo is the preferred choice of shipping for high value items. Air transportation allows manufacturers to make up for time lost in production delays and

meet delivery deadlines. The growth of the e-commerce industry is also having a positive impact on air cargo. SriLankan Cargo, the cargo arm of SriLankan Airlines, is equipped with qualified staff and advanced storage facilities and equipment at its Colombo hub and across the network, to transport different types of cargo. In 2022, SriLankan Cargo transported 56,000 MT of cargo, out of which 43 per cent was perishable cargo and pharmaceuticals. Significant volume of dangerous goods and high-tech goods were carried by SriLankan Cargo in the same period.

Additionally, SriLankan Cargo provides air shipping services for auto parts, online retail goods, banknotes, precious stones, jewellery, live animals,

“ Etihad Cargo has continuously invested in and added features to our premium product range, including PharmaLife for the shipment of pharmaceuticals, healthcare or life sciences commodities, and FreshForward for the shipment of perishable fresh produce, including fresh fruits, vegetables, dairy, fish, meat and flowers. Ensuring the smooth, efficient, safe, and on-time delivery of perishable and pharma cargo is precisely why Etihad Cargo became IATA CEIV Fresh and Pharma certified, becoming one of the first Middle East airlines to hold both certifications and one of only two carriers globally to have achieved this dual honor in the same year.

We ensure perishables are delivered in the best condition possible through processes that provide visibility and offer robust traceability and



Fabrice Panza
Manager, Global Cool Chain Solutions,
Etihad Cargo

tracking. Through the adoption and utilisation of digital traceability, we work with our clients to help them validate the authenticity of product safety, provenance and health or sustainability claims. The technologies we use and processes we follow ensure the data we collect, track and share unrivalled visibility across every stage of perishable cargo’s journey.”



Chaminda Perera
General Manager
SriLankan Airlines Cargo

live human organs, and human remains. Such live and temperature-sensitive cargo will be stored and ferried under certain conditions of temperature, security, and safety supported by cold storage facilities of SriLankan Cargo’s and live animal center and security vaults.

OVERCOMING CHALLENGES

The jet fuel prices have gone up over the recent past, and it is the operational cost in the aviation industry. SriLankan Cargo took up many cost-cutting steps to manage the impact of rising jet fuel prices, including recovering a portion of the cost through pricing. The airline is focusing on expanding its reach across the globe through codeshare pacts with freight operators to evade belly capacity limitations in passenger aircraft. It has expanded the network beyond its routes to 200 destinations with 44 interline partnerships, besides codeshare and interline partnerships. SriLankan Cargo is in the process of partnering with eBooking platforms to further expand its reach.”



“ The choice between mode of transport depends on several factors including cost, speed, reliability, safety, destination, size, and nature of the goods, and required delivery time. Here is a quick comparison of these options:

- Air cargo: fastest mode of transport, suitable for urgent and high-value goods, but also the most expensive
- Sea cargo: cost-effective and suitable for large shipments, but also the slowest and less flexible
- Road cargo: flexible and suitable for door-to-door delivery, but also the most vul-

nerable to traffic disruptions and road conditions

and cost is not a major concern, air cargo is usually the preferred option. If cost is the primary concern and delivery time is less important, sea cargo is usually the better choice. It is important to assess all the relevant factors and consult with a logistics provider to make the best decision for your specific needs.

Air cargo is considered the most effective means of cargo transportation for several reasons:

- Speed: air cargo is the fastest mode of transportation, allowing for the delivery



of goods in a matter of hours or days

- Flexibility: air cargo can reach destinations that are not easily accessible by sea or land, making it ideal for remote or time-sensitive deliveries
- Reliability: air cargo has a high on-time delivery rate, making it ideal for perishable or time-sensitive goods
- Safety: air cargo is considered one of the safest modes

In general, the decision to use a specific mode of transport depends on the trade-off between cost and speed, as well as the specific requirements of the shipment. If time is critical

of transportation, with strict security measures in place to ensure the protection of goods

- Convenience: air cargo allows for consolidation of shipments from multiple locations into a single flight, reducing the need for multiple trips and increasing efficiency
- Control: air cargo offers the ability to track shipments in real-time, providing greater visibility and control over the transportation process.
- Global reach: air cargo has a global reach, connecting major cities and commercial centers around the world



Prashanth Balakrishnan
General Manager
Orient Cargo

Overall, air cargo is considered the most effective means of transportation for urgent, high-value, and time-sensitive shipments.

Air cargo is used to transport a wide variety of items, including:

- High-value goods: items such as precious metals, jew-

ellery, electronic devices, and high-end luxury goods

- Perishable goods: items such as fresh produce, seafood, pharmaceuticals, and medical supplies
- Time-sensitive goods: items such as machinery parts, automotive components, and computer components
- Hazardous materials: items such as chemicals, flammable liquids, and radioactive materials
- Oversized items: items such as large machinery and heavy equipment that cannot be transported by road or sea
- Airmail and documents: letters, packages, and other documents that require fast delivery
- Retail products: items such as clothing, footwear, and consumer electronics

It is well known that the UAE is a major trade hub in the Middle East and a key player in the GCC market. The UAE has been actively working to diversify its economy and increase exports, particularly to its neighboring countries in the GCC nations. Exports from the UAE to the GCC include petroleum and petroleum products, machinery and equipment, chemicals, and precious metals. The UAE's strategic location, advanced transportation infrastructure, and supportive trade policies have made it an attractive destination for foreign investment and a hub for trade and commerce in the region.”

“ We have witnessed a phenomenal level of changes within the logistics and cargo industry. These innovative developments have only enhanced the working of the industry which is tech-savvy and able to cope with challenges that were unheard of in the past.

Our company was established in 2001 as a reliable international freight forwarder that manages the movement of cargo to both domestic and international countries. The air cargo is widely re-

“ The biggest advantage shippers gain when shipping air cargo is speed, which can be as fast as same-day delivery. This mode of transportation offers the fastest shipping times, as well as reliable arrival and departure times. When speed is the essence then air freight is the preferred mode of transportation. A recent example was the aid material for the earthquake relief dispatched to Turkey in a matter of hours.

Reliable arrival and departure schedules: the arrival and departure timings of the airlines are mostly fixed and airlines are proud to advertise a near 98-99 per cent on time record. When you need the goods to be delivered on time this is the most favorable mode.

Wider coverage: A majority of airlines are able to deliver to a wider network even with inter-airline agreements and you have a wider choice to reach a destination. Some insurance cover even if the goods/services are not insured—air freight costs are high and even without insurance you can receive a small amount from the carriers.



Fysal Karatt
Managing Director
Rajab Xpress

garded the quickest means of moving goods.”



Saurabh Bhalla
Managing Director
Air and Sea Logistics

Less prone to pilferage: Shipping by air offers the advantage of a high level of security, as the airport safety controls over cargo are tightly managed. Managed airport controls cut the exposure to theft and damage. As the transit times are quicker one does not need to store expensive materials in warehouses and can move goods to arrive.

Due to the nature of the goods carried by air they require less packaging than traditional items shipped by sea. It's a norm for all companies to provide tracking and trace abilities for you to know where your goods are and when they are expected to.”

“ The arrival and departure of flights are highly reliable, as they tend to be on top of their schedules. Even missing a flight would not cause much delay as there are usually flights departing every hour. Many airlines have a large network of destinations that covers almost the entire world. This means that one can send the shipment to nearly every destination. Shipping by air offers the advantage of a high level of security, as the airport safety controls over cargo are tightly managed. Tightly managed airport controls also reduce the cargo exposure to theft and damage. Finally with a quicker transit times of air freight, there is a



“ We all began to understand the necessity of air freight during the pandemic when airports were not working to full capacity. Air cargo became the in demand transportation for healthcare and food security items. A lot of cargo was transported by passenger aircraft, which were converted to cater to the demand. After COVID, the passengers came back and the capacity for air cargo reduced considerably, but it is on the rise again.

As a forwarder, we must know how we can optimize the volume ratio and reduce the gas emissions per kg. When the aircraft flies, we need to see how we can optimize the loads. It will help the user to reduce cost. How we can use more sustainable resources



Simona Bakaya
Manager
United Legacy Travels Operations

less need for local warehousing. Customs clearance, cargo inspection and cargo handlers are more efficient, as most cargo is cleared within a matter of hours.”



Mohammad Jaber
COO, DSV Global Transport & Logistics, Abu Dhabi

and how we can use sustainable elements in the industry to build aircraft. Handling element is critical. Cargo is mostly touched during loading and discharging. That should be consistent on both sides in terms of food security or pharma and healthcare.”



“ The growth of air cargo depends on the ability to demonstrate. We can deliver door to door. We all know that aircrafts can deliver the good in a few hours, but the challenge is in getting that cargo out of the aircraft and delivering them to the customer. That is where air cargo needs to network with partners who offer the last mile delivery. Air cargo suppliers need to look at the customers to provide the total value to the supply chain. In terms of the logistics and supply chain industry, today with fuel surcharges fluctuating, capacity is a big challenge. Getting a rate is also a big challenge. I believe many cargo solution providers are having instant quotations



Chamath Nawaratne
Vice President, v and CPO, Africa, Middle East, India

and instant bookings. This should be well informed to the customer because if they are using air cargo, there is already a sense of urgency. How we can get that across is through technology.”

“ In the supply chain, the most crucial thing is the forward planning and the forecasting. Within this, organizers factor in the delivery time and freight—be it air or sea freight. We need to have a visibility across the supply chain in case we have longer shipping times. When we are building our buffer stocks, we had to add this ‘egg-shell’ component.



Sara Omer
*Account Director
FCIPS Ivalua*

Due to uncertainties in certain regions, we might need to expand more and have the visibility as procurement and supply. There needs to be a good level of collaboration and transparency between us and the cargo providers who are the ones who see things coming from their side.

It might impact us revisiting how we do our stock planning and our forecasting which is where supply chain and procurement is focused on. Logistics serve them as their customer on ensuring that they fulfil these forecasts.”



Breakbulk & Project Cargo event bigger than ever


Breakbulk and Project Cargo event highlighted themes such as sustainability, digitalisation, in Saudi Arabia, the UAE and Africa. Held on 13-14 February at Dubai World Trade Centre, the cargo event focused on sustainable development and need to adopt advanced digital solutions.





Air cargo in 2022 near pre-COVID level: IATA

Good news for air cargo is average yields and total revenue for 2023 remain well above what they were pre-pandemic, providing respite in what is likely to be a challenging year ahead, says **Willie Walsh, Director General, IATA.**

 CT Bureau

The International Air Transport Association (IATA) released data for global air freight markets showing that 2022 full-year demand for air cargo took a significant step back from 2021 levels but was close to the 2019 performance.

- Global full-year demand in 2022, measured in cargo tonne-kilometers (CTKs), was down 8.0 per cent compared to 2021 (−8.2 per cent for international operations). Compared to 2019, it was down 1.6 per cent

- Capacity in 2022, measuring in CTKs, was 3.0 per cent above 2021 (+4.5 per cent for international ops.) Compared to 2019 (pre-COVID) levels, capacity declined by 8.2 per cent (−9.0 per cent for global ops)

- December saw a softening in performance: global demand was 15.3 per cent below 2021 levels (−15.8 per cent for global operations). Monthly cargo demand tracked below 2021 levels from March 2022. Global capacity was 2.2 per cent below 2021 levels (0.5 per cent for international operations). This was the tenth consecutive monthly

contraction compared to 2021 performance

2022 ended with mixed signals:

- Global new export orders, a leading indicator of cargo demand, have stayed at the same level since October. For major economies, new export orders are shrinking except in Germany, the USA, and Japan, where they grew.

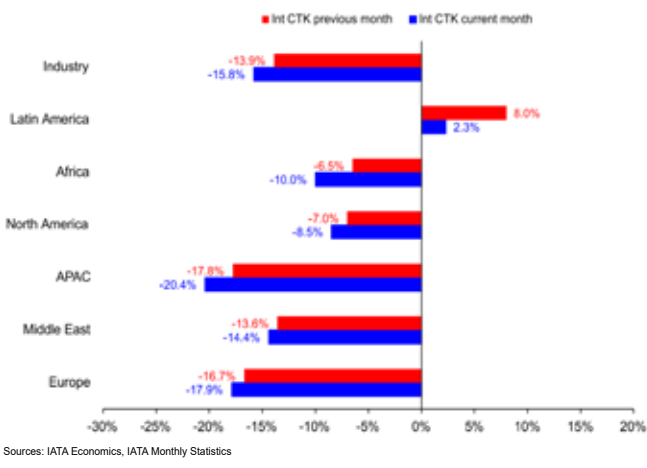
- Global goods trade decreased by 1.5 per cent in November, down from a 3.4 per cent increase in October

- The CPI for G7 countries indicated inflation tracking at



YoY growth in international CTK by region

International CTK growth (airline region of registration)



6.8 per cent for December. The 0.6 percentage point drop compared to November (7.4 per cent) was the largest over the course of year. Inflation in producer (input) prices reduced to 12.7 per cent in October, its lowest level so far in 2022

“In the face of political and economic uncertainty, air cargo performance declined compared to 2021. That brought air cargo demand to 1.6 per cent below 2019. The measures by key governments to fight inflation by cooling economies are likely to result in a decline in cargo volumes in 2023 to —5.6 per cent compared to 2019. It will, however, take time for these measures to bite into cargo rates. So, the good news for air cargo is that average yields and total revenue for 2023 should remain well above what they were pre-pandemic. That should provide respite in what is likely to be a challenging environment in the year ahead,” said Willie Walsh, Director General, IATA.

2022 REGIONAL PERFORMANCE

Asia-Pacific Airlines posted an 8.8 per cent decrease in

demand in 2022 compared to 2021 (—7.4 per cent for international operations) and a capacity increase of 0.5% (+5.8 per cent for international operations). Compared to 2019 (pre-pandemic levels), demand was around 8 per cent below (—3.9 per cent for international operations) and capacity was down 17.2

per cent (—12.2 per cent for international operations).

In December, Asia-Pacific Airlines recorded the worst performance among all regions, posting a 21.2 per cent decrease in demand (—20.4 per cent for international operations) compared to 2021. Capacity fell 3.9 per cent (—1.4 per cent for international operations) during the same period. Airlines in the region continue to be impacted by lower levels of trade and manufacturing activity and disruptions in supply chains due to China’s rising COVID cases.

North American carriers reported a 5.1 per cent decrease in demand in 2022 compared to 2021 (—6.3 per cent for global ops) and a capacity increase of 4.2 per cent (+4.9 per cent for global operations). Compared to 2019 (pre-COVID levels), demand was 13.7 per cent



Willie Walsh
Director General
IATA

In the face of uncertainty, the performance of air cargo declined compared to 2021. That brought the demand to 1.6%

Air cargo market in detail - December 2022

December 2022 (% year-on-year)	World share ¹	CTK	ACTK	CLF (%-pt) ²	CLF (level) ³
Total Market	100.0%	-15.3%	-2.2%	-7.3%	47.2%
Africa	2.0%	-10.0%	1.3%	-5.4%	43.2%
Asia Pacific	32.4%	-21.2%	-3.9%	-11.6%	52.8%
Europe	21.9%	-17.4%	-7.0%	-7.0%	55.9%
Latin America	2.7%	0.0%	27.6%	-8.9%	32.2%
Middle East	13.0%	-14.4%	2.8%	-9.2%	45.4%
North America	28.0%	-8.5%	-2.9%	-2.5%	40.6%

¹ % of industry CTKs in 2022 ² Change in load factor ³ Load factor level

November 2022 (% year-on-year)	World share ¹	CTK	ACTK	CLF (%-pt) ²	CLF (level) ³
Total Market	86.8%	-15.8%	-0.5%	-9.6%	52.7%
Africa	2.0%	-10.0%	0.2%	-5.0%	44.4%
Asia Pacific	29.7%	-20.4%	-1.4%	-13.8%	58.0%
Europe	21.5%	-17.9%	-7.4%	-7.3%	57.4%
Latin America	2.3%	2.3%	32.7%	-11.3%	38.0%
Middle East	13.0%	-14.4%	3.0%	-9.3%	45.7%
North America	18.4%	-8.5%	1.8%	-5.5%	49.5%

¹ % of industry CTKs in 2022 ² Change in load factor ³ Load factor level



above (+12.7 per cent for international operations) and capacity was up 8.2 per cent (5.1 per cent for global operations). In December, airlines in the region reported an 8.5 per cent decrease in demand

for both global and international operations, compared to 2021. Capacity fell 2.9 per cent (+1.8 per cent for international operations) during the same period. European carriers posted the worst

year-on-year performance among all regions, with an 11.5 per cent decrease in demand in 2022 compared to 2021 (–11.8 per cent for international operations). During the same period, airlines posted a capacity increase of 0.5 per cent for global and international operations.

Compared to 2019 (pre-COVID levels), demand was 8.7 per cent–9.1 per cent, 1 per cent for international operations) and capacity was down 16.5 per cent (–17.3 per cent for international operations). In December, airlines in the region posted a 17.4 per cent dip in demand (–17.9 per cent for international operations) compared to 2021. Capacity fell 7.0 per cent (–7.4 per cent for international operations) during the same period. Airlines in the region continue to be hit by the Russia-Ukraine conflict.

Middle Eastern carriers reported a fall of 10.7 per cent in global demand in 2022 against 2021 and an increase in capacity of 4.3 per cent (+4.5 per cent for global ops). Compared to 2019, demand was 1.6 per cent below for global and global operations and capacity was down 6.3 per cent (–6.1 per cent for international ops). In December, airlines in the region posted a 14.4 per cent decrease in demand for both international operations compared to 2021. Capacity increased 2.8% (+3.0 per cent for global ops) during the same period.

Latin American carriers posted the strongest y-o-y performance of all regions, with a 13.1 per cent increase in demand in 2022 compared to 2021 (+15.0 per cent for global operations). 📈

Air cargo market in detail - December 2022

	World share ¹		ACTK, 2022 %		CLF		
	2019	2021	2019	2021	2022 level	%-pt versus 2019	%-pt versus 2021
TOTAL MARKET	-1.6%	-8.0%	-8.2%	3.0%	50.1%	3.3%	-6.0%
Africa	8.3%	-1.4%	-15.3%	0.3%	46.3%	10.1%	-0.8%
Asia Pacific	-7.8%	-8.8%	-17.2%	0.5%	58.3%	6.0%	-5.9%
Europe	-8.7%	-11.5%	-16.5%	0.5%	56.7%	4.9%	-7.7%
Latin America & Caribb.	-4.3%	13.1%	-14.3%	27.1%	39.2%	4.1%	-4.9%
Middle East	-1.6%	-10.7%	-6.3%	4.3%	49.0%	2.3%	-8.2%
North America	13.7%	-5.1%	8.2%	4.2%	41.5%	2.0%	-4.1%
International	-1.6%	-8.2%	-9.0%	4.5%	56.1%	4.2%	-7.8%
Africa	9.4%	-1.4%	-14.2%	-0.2%	47.3%	10.2%	-0.6%
Asia Pacific	-3.9%	-7.4%	-12.2%	5.8%	64.5%	5.5%	-9.2%
Europe	-9.1%	-11.8%	-17.3%	0.5%	58.9%	5.3%	-8.2%
Latin America & Caribb.	-2.6%	15.0%	-10.8%	27.8%	47.1%	4.0%	-5.3%
Middle East	-1.6%	-10.7%	-6.1%	4.5%	49.3%	2.2%	-8.4%
North America	12.7%	-6.3%	5.1%	4.9%	50.0%	3.4%	-6.0%

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

Largest warehouse in KEZAD Abu Dhabi opens

Highest retail warehouse in the capital to accommodate up to 75,000 cubic meters in volume and 35,000 palettes. The group is the UAE's largest operator for fully integrated economic zones, business services and industrial real estate solutions.

CT Bureau

Abu Dhabi witnessed the unveiling of one of the largest retail warehouses in the Emirate, in the KEZAD area, the latest development under the umbrella of Makani ADCOOP Logistics. Inaugurated by His Excellency Saeed Eid Saeed Al Ghafli, Vice Chairman, this groundbreaking activity was carried out in association with Makani Real Estate, the developing arm of ADCOOP.

The KEZAD Group is UAE's largest operator for fully integrated economic zones, business services and industrial real estate solutions. Committed to creating competitive business ecosystems that encourage sustainable growth, through open, agile, and integrated environments, the opening of the warehouse is just the example of how the group, aims to supporting and assisting the communities in the region.

Standing tall at a height of 27 meters, equipped with a capacity of accommodating 35,000 palettes, it is no small feat for both entities. With a built-up area of 4,500 sq. mt. the warehouse spans 2,700 sq. mt. Designed and built according to the latest global commercial standards, this warehouse is a bridge between partners to enhance the community systems in and around the region.

Equipped with a range of multi type rack systems, from VNA to mobile and selective racking system, the warehouse has three main chiller and freezer areas with the capability of housing products with an immense volume of 75,000 cubic meters.

His Excellency Saeed Eid Saeed Al Ghafli said, "The Emirate is recognized as a prime location to do business and is fast becoming one of the world's

primary hub for economic, commercial and corporate activity. We extend our thanks to our partners, The Department of Operations and Transport Affairs, Government institutions and ADCOOP Makani Real Estate for their efforts and support to assist our offerings for communities in the region."

He further added, "Providing adequate infra along with amenities for communities and the local people is of utmost priority. Centres, warehouses, supermarkets, and cooperative societies are a part of the community's ecosystem. Operational warehouses of this magnitude are a motivational force and an important milestone for the capital of the UAE-Abu Dhabi." The Makani Properties Group has many more such upcoming projects in the pipeline. 🏗️

The warehouse has three main chiller and freezer areas with an immense volume of 75,000 cubic meters



Confronting challenges, embracing opportunities

World Cargo Summit 2023, which was held from 30 January-1 February 2023 in Abu Dhabi, was held physically after two virtual events in 2021 and 2022. It gave an opportunity for the airlines, freight forwarders, airports, aviation service providers among others to come together.



 Abigail Mathias

The conference featured more than 50 speakers from all parts of the world who addressed subjects such as innovative technologies in air cargo, sustainable transformation, and the global air cargo market outlook for 2023 and beyond. The event

also provided opportunities to meet and network with airlines, airports, forwarders, project developers, and other aviation service providers.

The theme of this year's event was 'Embracing Opportunities and Challenges.'

The proceedings kicked off with the Air Cargo Ex-

ecutives Networking Desert Happening in a sunset desert location with entertainment and networking opportunities. It set the right tone for the upcoming two days of panel discussions.

The opening remarks on 31 January were made by His Excellency Eng. Jamal Salem Al Dhaheri, Managing

Director and CEO, Abu Dhabi Airports Company. This was followed by a discussion on 'Opportunities and Challenges for 2023,' moderated by Steve Townes, CEO, ACL Airshop.

There were also discussions on restoring global trade and humanitarian flight operations and why they matter. The pharmaceutical supply chain was also



discussed as were the latest technological developments from several industries. Innovative technology in air cargo was another important discussion moderated by Frédéric Chapelle, Partner, PWC. Sustainability in air cargo logistics was elaborately discussed as the attendees networked in between sessions.

Commenting about the proceedings, Steven Polmans, Vice President, Business Development and Regulatory Affairs, Abu Dhabi Airports Free Zone (ADAFZ) – Abu Dhabi Airports said, "It is good to see that most people are still relatively positive with normal yields and normal volumes, the forecast for air cargo is still positive."

"It is important for us to build our programs around the concerns, the opportunities and the challenges that the industry is experiencing and the summit has been excellent for that as it has brought people from all over the world to discuss air cargo issues and to how we need to evolve and change because the globe is evolving and changing," said Glyn Hughes, Director General, TIACA.

On day two, the future of the air-sea market was discussed. A review of current opportunities for airports was also measured. Tushar Jani, Group Chairman, Cargo Service Centre India, was a part of a panel that dwelt on innovation in cargo op-



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



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

It is good to see most people are positive with normal yields and normal volumes, the forecast for air cargo is still positive

The cargo summit has been excellent for that as it has brought people from all over the world to discuss the air cargo issues

erations and handling. This was followed by a discussion on perishable supply chain. The future of air cargo was an apt topic that ended the summit. It was moderated by Robert Van De Weg, CCO, ECS Group. 🇳🇵



Is the **industry prepared** for air cargo rebound?

History of air cargo is volatile, and it is changing, while long-term picture remains the same. Increasing share of cross-border shipments, thanks to COVID, are moving by air. The industry currently is constantly changing, say air cargo and logistics experts.

 Abigail Mathias

General sentiment in the air cargo industry indicates that rates are expected to continue to rise in the near future, but surcharges from cargo carriers are likely due to network disruptions, surging fuel prices and the Russia-Ukraine conflict.

Addressing more than 400 delegates at the recently con-

cluded World Cargo Summit, Asok Kumar, Global Head, Airfreight, DB Schenker outlining COVID-related developments, said, he expects to become permanent changes to the industry. Speaking to **CARGO talk**, he said, “The industry is going through a momentous change now; we have seen turbulence over the past over two years. We are seeing it again with a weakening market. Meeting our peers and discussing the road ahead is an important strategy for development.”

Discussing trends within the air cargo arena, he added, “We had a situation when capacity was tight, and this resulted in a supply and demand imbalance. Now we are almost in a reverse effect, the question now is will this remain in the future. Are we going to have a situation where demand will rebound? I do believe that the demand

will rebound, and we need to be prepared for that in terms of a capacity standpoint as well as from a manpower stand point.

Selahaddin Burak Omeroglu, Vice President, Cargo Sales, Middle East and South Asia, Turkish Cargo, said, “The industry is a fast moving one. We have many ups and downs, but we are very resilient, and are always coping with a lot of changes. It is important to point out that everyone is ready to face all the challenges. This region is important for Turkish Cargo and we are investing in the region and in the GCC.

“We are investing in a lot of sustainable initiatives. We have invested in sustainable aviation fuel (SAF) and all type of sustainable goals. Diversity and inclusion is a big topic for us. We are working with IATA and other-related



Asok Kumar
Global Head
Airfreight DB Schenker



Selahaddin Burak Omeroglu
Vice President, Cargo Sales, Middle East
and South Asia, Turkish Cargo





entities in this regard. We are adding additional aircraft capacity. Two weeks ago, we discussed our strategic plans for the next 10 years and Turkish Airlines is aiming to be in the top three bracket in the coming years.”

David Kerr, Chief Executive Officer, European Cargo, said, “Cargo has become such a key part of the logistics chain in a global environment. Transparency of the supply chain has been a key ask from our customers.



David Kerr
CEO
European Cargo



Gautam Mandal
Director, Products
Cargoflash



David F. Hoppin
Managing Director
Airline Strategy Group,

These seem to be at a granular level carrier-by-carrier and facility-by-facility, but there is more transparency in sharing of data and I think that will be key to knit all the digital initiatives going forward. Standards are important. The cargo industry has plenty of governance in that space. There are good guidelines, initiatives and regulations to help us deliver a compliant product. But solutions are the name of the game. We must go further and potentially invest in the vertical supply chain with those solutions, this is something we need to be thinking about immediately.”

Gautam Mandal, Director, Products, Cargoflash, who has been in the industry for more than 23 years, explained, “The COVID phase acted as a catalyst to bring e-commerce to the air cargo industry. Around 80 per cent of the cross-border shipments are moving through air, while only 20 per cent are shipped or ferried by road. The airlines have an immense opportunity in encashing e-commerce business. In Cargoflash, we saw this opportunity way back in 2012. We helped an airline to manage the e-commerce business and do the first and the last mile operations. We

There are good norms, initiatives and regulations to help us deliver a compliant product. But solutions are the name of the game





Bob Matharoo
*Head, Cargo Development,
 Bournemouth Airport, Cargo First*



Liana Coyne
*Director, Coyne Airways and
 TIACA Board member*



Yamrot Nigussie
*Cargo Manager
 Ethiopian Airlines*

**Air cargo industry
 is moving in the
 right direction .
 We are behind
 only when
 it comes to
 digitalisation**

see technology playing a major role in not only doing the process improvements, but for better customer management and do a lead analysis where an airline can get early updates on trends of the business and take corrective decisions.”

David F. Hoppin, Managing Director, Airline Strategy Group, said, “The history of air cargo is volatile, and it has been changing. The long-term picture remains the same. The rising share

of trade moves by air. So the secular forces beyond the recession continue.”

Bob Matharoo, Head, Cargo Development, Bournemouth Airport, Cargo First said, “We are behind in cargo when it comes to digitalisation. However, we need to use less paper. We see more and more tech companies now interested in developing cargo in the right way. So, its definitely moving in the right direction.” Liana Coyne, Director, Coyne

Airways and TIACA Board member, said, “One of the major changes we have seen this year in cargo is an excess capacity and that this year cargo is king. There’s very specific cargo that goes by air and the competition between air, sea and road has definitely increased.”

Yamrot Nigussie, Cargo Manager Ethiopian Airlines, suggests, “In terms of technology, the industry is at parallel with others. A priority now is that the industry should maintain seamless customer experience. We need to keep the customer’s interest in mind.”

IN A NUTSHELL

■ One of the major changes we have seen this year in cargo is an excess capacity and that this year cargo is king. Technology is playing a major role in improving the processes involved.

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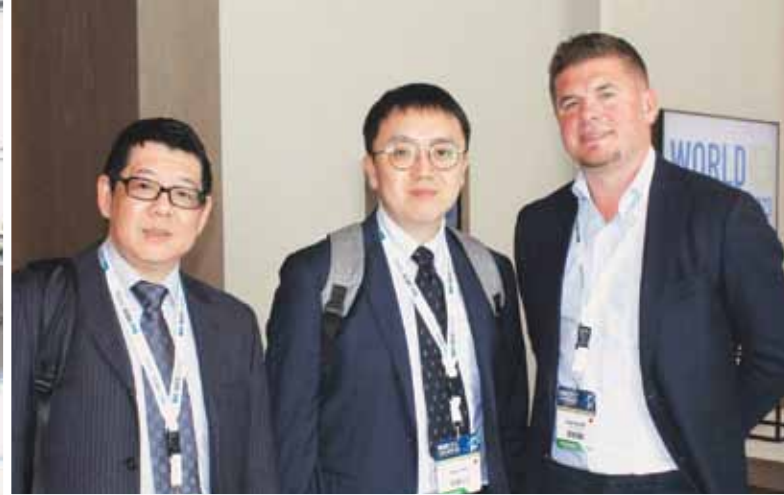
RwandAir
Fly the dream of Africa

Air cargo professionals converge on Abu Dhabi

The World Cargo Summit 2023, held in Yas Island, garnered the participation of 400 delegates from across the world of the air cargo industry. Majority of the attendees were upbeat about the current air cargo scenario. The focus of the event is embracing opportunities and challenges.









Etihad Cargo supersedes operational targets in 2022

Exceeding OTP and DAP targets, measuring its ability to deliver cargo at the agreed time, demonstrates Etihad Cargo's commitment to reliability, building trust, being the air cargo partner of choice, says **Martin Drew, Senior VP, Global Sales & Cargo, Etihad Aviation Group.**

CT Bureau

Etihad Cargo, the cargo and logistics arm of Etihad Aviation Group, exceeded its operational performance target (OTP) in 2022. The carrier achieved 80.5 per cent on-time-performance (OTP) for freighter departures and 84.1 per cent OTP for freighter arrivals, ahead of its 80 per cent target.

The carrier also maintained a delivered-as-promised (DAP) rate of 86.6 per cent, a 2.6 per cent improvement compared to the previous year and over its target of 85 per cent.

Martin Drew, Senior Vice President, Global Sales

& Cargo, Etihad Aviation Group, said, "Having achieved record revenue results in the first half of 2022, our focus is building on this momentum to ensure the carrier continued to meet customers' capacity demands with agility. Exceeding OTP and DAP targets, which measure the carrier's ability to deliver cargo at the agreed time and the punctuality of its freighter fleet against schedule, demonstrates Etihad Cargo's strong commitment to reliability, building trust and being the air cargo partner of choice."

While a surge in passenger demand impacted capacity, Etihad Cargo maintained a strong belly-to-freighter load

factor, recording a 58 per cent belly and 42 per cent freighter load mix at the end of 2022. The carrier has also achieved a load factor of 91 per cent and a freighter utilization rate of 14.3 hours. Etihad Cargo has also achieved

While an increase in passenger demand impacted capacity, Etihad Cargo has maintained a strong belly-to-freighter load factor

growth across several of its eight-strong premium products. The carrier's award-winning PharmaLife product, which is dedicated to the safe and reliable transportation of pharmaceuticals and life science products, has achieved continuous growth despite a decrease in the movement of pandemic vaccines. Etihad Cargo achieved IATA CEIV Pharma recertification in 2022, demonstrating its compliance with specific pharmaceutical regulations in terms of Good Distribution Prac-



Martin Drew
Senior VP, Global Sales & Cargo
Etihad Aviation Group



tices (GDP), a quality system for warehouses and distribution centres dedicated to medicines.

To strengthen links between Abu Dhabi and the rest of the world, Etihad Cargo has developed over 1,330 IATA CEIV Pharma and GDP-certified trade lanes, which ensure the integrity of products during transportation. The carrier's global MoU linking Abu Dhabi and Belgium's pharma ecosystem, dedicated pharma sales team and the establishment of Pharma Corridor 2.0 also contributed to an overall increase in pharmaceutical volumes.

The carrier moved 6 per cent more horses via its SkyStables product in 2022 compared to the previous year. Contributing to this increase was a six-month peak season for east-to-west and then west-to-east travel to coincide with major equine events and the horse-racing season. In 2022, Etihad Cargo achieved IATA CEIV Live Animals certification, becoming the first airline in the Middle East and the third globally to hold the trilogy of IATA's CEIV Live Animals, CEIV Fresh and CEIV Pharma certifications.

The Etihad Cargo's expansion of global network was its top priority in 2022. The airline offered additional cargo capacity by introducing new routes and increased frequencies. "The customers have benefited from increased belly capacity on widebody passenger flights to key destinations, including Bangkok, Brussels, Dublin, Guangzhou, Johannesburg, Kuala Lumpur, London, Madrid, New York, Singapore and Vienna," said Drew. "The carrier also introduced more



freighter capacity by launching new services from Chennai and Shanghai. By reviewing its network, Etihad Cargo has responded to increased capacity demand with agility. The carrier will continue to work closely with its partners and customers so it can add capacity to meet evolving customer requirements and market conditions."

Etihad Cargo has built depth into its network and operates services to 68 destinations around the world. Via its expansive road feeder services network, the carrier further connects 132 origin stations with 290 destination stations across the UAE, GCC, Europe, North America, Japan, India and Australia via a fleet of 30,000 trucks.

Etihad Cargo took strides in its digitalisation journey in 2022. It enhanced its online booking portal and launched a Mandarin version of its website and booking portal to meet the needs of customers in China. New updates, including enhanced shipment tracking, automated dashboards, customized news feeds and look-to-book features, have resulted in 39.3 per cent of online bookings being made through the online booking portal. Etihad Cargo's commitment to make the transportation of cargo

Etihad Cargo expands European capacity

Etihad Cargo will offer increased capacity to the European market via two new gateways with the introduction of two new routes from its Abu Dhabi hub to Copenhagen in Denmark and Düsseldorf in Germany.

The reinstatement of three weekly flights to Düsseldorf, in combination with the airline's wide-body passenger and freighter flights to Frankfurt and Munich, will offer extra cargo capacity out of Germany. The flights



Etihad Cargo operates seven passenger and four freighter flights per week to Frankfurt. From 1 May 2023, the carrier will increase weekly flights from 11 to 15 with the introduction of four new services. From 1 October 2023, Etihad Cargo will provide cargo capacity out of Denmark with the introduction of four weekly


flights. The reinstatement of three weekly flights to Düsseldorf, in combination with the airline's wide-body passenger and freighter flights to Frankfurt and Munich, will offer extra cargo capacity out of Germany. The flights

will be operated via Boeing 787 Dreamliner aircraft. Martin Drew, Senior VP, Global Sales & Cargo, Etihad Airways, said, "Etihad Cargo is pleased to introduce cargo capacity out of Copenhagen, a new addition to Etihad's ever-growing network, from October. Denmark is home to major pharma firms.

smarter, reliable, efficient, and greener have been recognized by the industry. The carrier received 25 awards in 2022 and was named the cargo airline of the year by some of the sector's most respected titles. 🏆

584k tons of air cargo handled by AUH in 2022

Newly published figures show air cargo traffic has tripled through Abu Dhabi Airports (AUH) in 2022 compared to 2021. The company's 2022 traffic results illustrated growth in significant areas of business, including Air Traffic Movements across five airports, totaling 194,667 tons for the year.

 CT Bureau

Abu Dhabi Airports, the operator of the emirate's five airports, recently released its passenger traffic results for 2022. From 1 January to 31 December 2022, 15.9 million guests used Abu Dhabi International, Al Ain International, Al Bateen Executive, Delma Island and Sir Bani Yas Island Airports—tripling 5.26 million achieved in 2021. Announcing on the sidelines of the World Cargo Summit

in Abu Dhabi, the company's 2022 traffic results also illustrated growth in other key areas of the business, including Air Traffic Movements (ATMs) across the five airports, which totaled 194,667 for the year.

These figures showcase the integral role airports in Abu Dhabi continue to play in accommodating passengers travelling for both tourism and business purposes, as well as their increasing popularity as airports of choice for

people making their way to and from regional and international destinations.

H.E. Jamal Salem Al Dhaheeri, Managing Director & CEO, Abu Dhabi Airports (AUH), said: "Last year (2022) was a remarkable year for Abu Dhabi in terms of passenger traffic. It illustrates the emirate's potential as an attractive destination to visit, live and work in. Our recent airport infrastructure investments, sustained excellence across



Abu Dhabi Airports 2022 Traffic Results

"Looking ahead, we are working towards readiness to accommodate even greater passenger traffic in 2023, which we anticipate, as higher numbers of international visitors come to the UAE for key events, including the upcoming COP28."

- H.E. Eng. Jamal Salem Al Dhaheri, MD & CEO of Abu Dhabi Airports



Passengers Serviced
Across All Airports

15.9 m



Increase Compared
To Passengers 2021

202 %



Total Flights Across
All Airports

194 k



Tonnes Of Air Freight
Handled

584 k

Top 5 Destination Airports



London Heathrow

Mumbai

Delhi

Cairo

Kochi



Abu Dhabi International Airport to have completed 100 passenger destinations, serving 15 airlines.

customer service, operations, and ongoing collaborations with key stakeholders and government organisations, including the Department of Culture and Tourism, Abu Dhabi,

enabling investment across industries, and welcoming new audiences to visit Abu Dhabi".

"Looking ahead, we are working towards readiness to ac-

commodate greater passenger traffic in 2023, which we anticipate as higher numbers of international visitors come to the UAE for key events. Sustainability continues to play a big role in everything we do, from design to construction to operation and delivery. Such opportunities underscore that this is truly an exciting time for Abu Dhabi and the aviation transformational journey that is unfolding," he added.

Furthermore, cargo traffic results were favourable, with 583,949 tons of air freight handled across Abu Dhabi and Al Ain International Airports, as airlines continued rebalancing their fleets between passenger and cargo aircrafts. This positive figure is attributed to several factors, including increases in shipments of both general cargo and specialised products such as express, temperature-controlled, and pharmaceuticals. 🚚

Q4 AT AUH

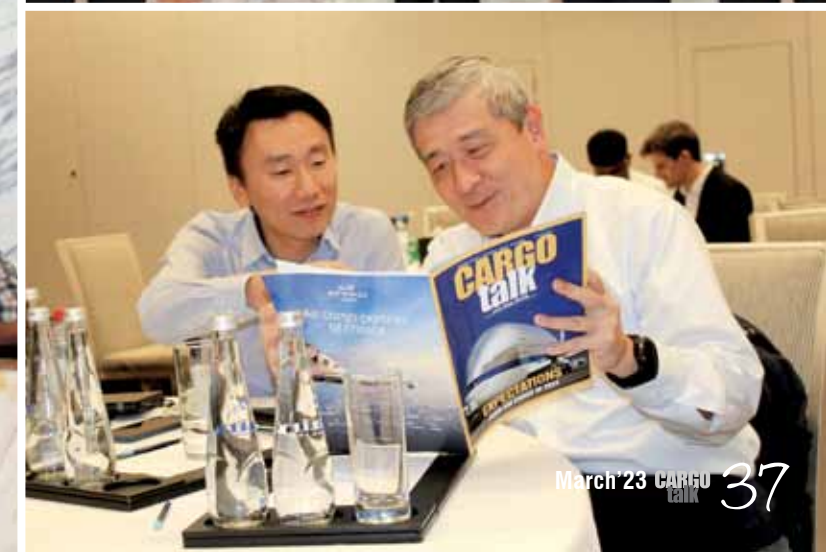
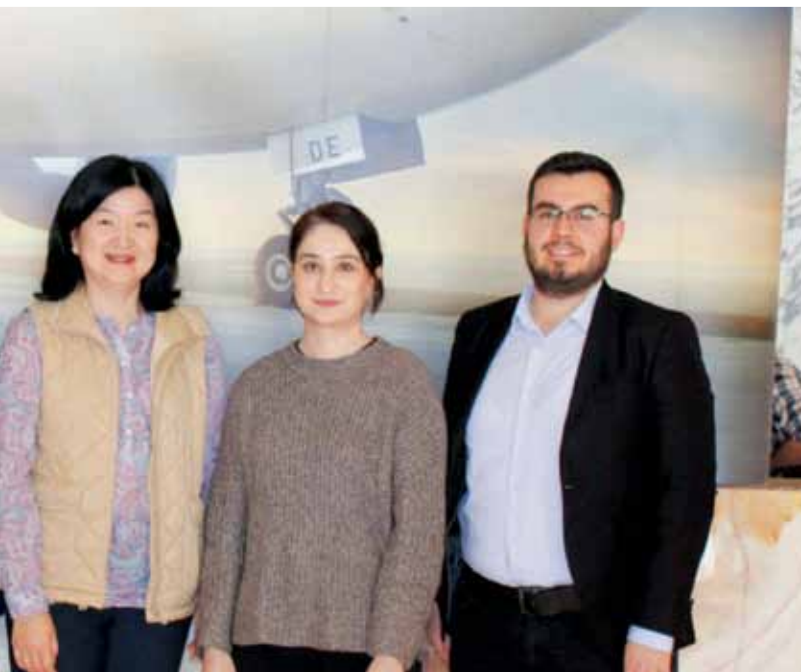
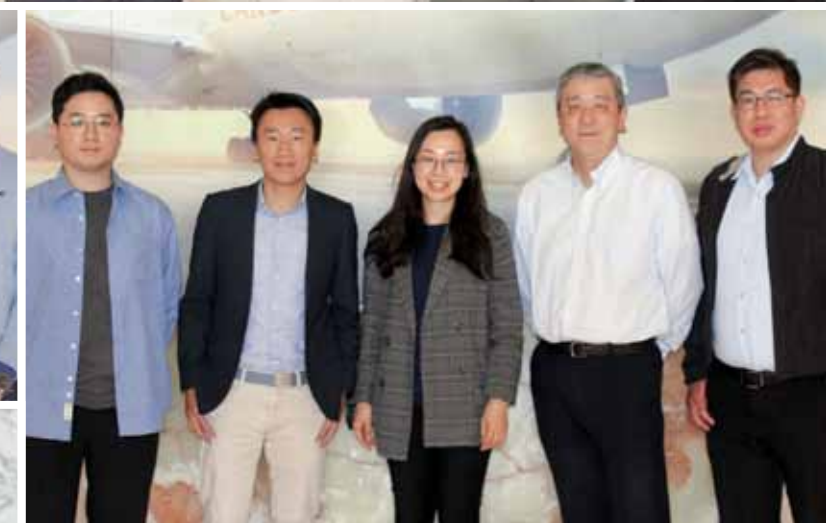
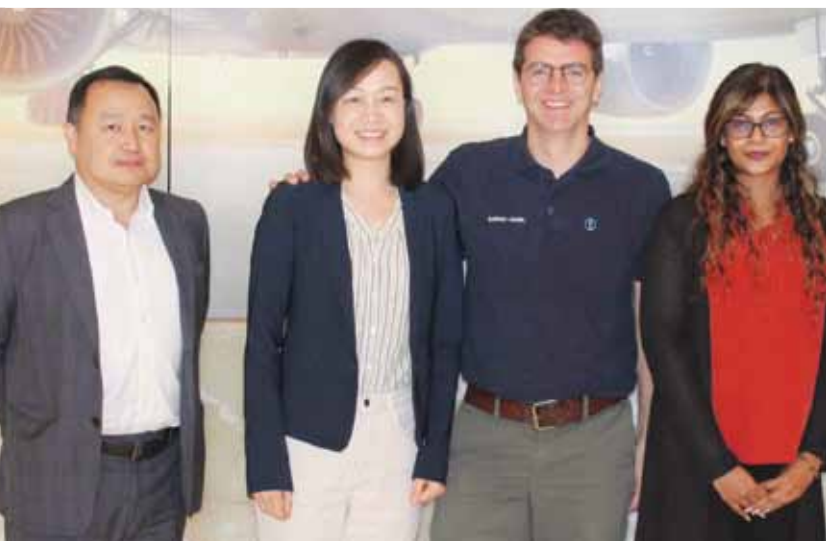
■ Looking specifically at AUH Q4 2022 results, the airport served 4.78 million passengers from 1 October to 31 December—almost double the 2.43 million in Q4 2021. As of December 2022, the airport serves more than 100 destinations and has a growing network of as many as 28 airlines.



Cargo iQ meet in Abu Dhabi

Airlines, ground handling agents and freight forwarders, came together to improve air cargo performance through initiatives during Cargo iQ's first working group meeting of 2023 in Abu Dhabi. It explored how industry standards and digital tools can facilitate efficiencies in air cargo.








Exterior Shot of Starlinks fulfillment center in Agility Park

Hybrid logistics facility with robots in Riyadh soon

Starlinks is the first company in the Kingdom of Saudi Arabia to offer an absolute scalable hybrid solution that involves machines and humans for both picking and sorting automation. The facility will be fully operational by Q2 2023.

 CT Bureau

Starlinks, a leading logistics and supply chain solutions provider in Saudi Arabia, recently announced the launch of the most technologically advanced fulfilment centre in the Kingdom of Saudi Arabia.

Located in Agility Logistics Park, adding to the group's 18 fulfilment centres across the KSA, the facility comprises a storage area of 400,000 square feet. It is equipped

with 254 autonomous robots for picking and sorting, thereby providing storage capacity for over 12 million units. Starlinks aims to process an average of 3.6 million units orders per month. Combining world-class technology and industry-leading know-how, the solution will provide market-leading flexibility, accuracy, and agility. The facility will be fully operational by Q2 2023.

With an investment exceeding SAR 100 million, Starlinks

championed an opportunity to address the ever-growing market demand and to stay true to its brand promise of providing the fastest e-commerce fulfilment cycle through an omnichannel fulfilment facility. The project is aligned with the Kingdom's Vision 2030, which aims to maximize the potential of the country's non-oil sectors and bolster its role as a transit hub at the heart of the Middle East.

Starlinks has partnered with Geek+ for automation

technology, joining their top tier clientele, which includes Nike, Decathlon, and Walmart.

The Fulfilment Centre is run on a hybrid model that employs both robotics and manual picking systems and sortation functions. Adopting a working formula that involves both machines and humans, the company will bring promising employment opportunities to over 500 talented Saudi Nationals.

Salah Taha, Director, Operations, Starlinks, said, “We are excited to bring cutting-edge technology and automation solutions for fulfilment to the Kingdom, providing customers with fast and efficient fulfilment services in the KSA, thus reshaping fulfilment

customer requirements and operations complemented by micro fulfilment centres distributed strategically across the Kingdom. We are committed to drive innovation in the logistics and supply chain industry in the region and reducing lead time to e-commerce shoppers.”

Salah added, “Advanced automation and big data analytics enable us to better track and manage inventory, predict demand, and optimize routes for transportation thus helping us to increase efficiency, reduce operating cost and provide seamless services to our customers.”

Gary Blythe, Managing Director, Starlinks, pointed out that, “Our brand promise to innovate and deliver market-



L-R: Gary Grummitt Associate Director at Starlinks and Brian Lee Head of EMEA at Geek+

gration with companies such as Shopify, Magento, WooCommerce, OpenCart, Amazon, eBay, and a further 60 platforms through direct APIs.



Starlinks and Agility Park team touring the fulfilment center

services in the Kingdom by providing our partners with guaranteed quality and instant scale to capacity. Our new solution comprises a pallet storage and handling storage system, a manual pick tower as well as a robotics solution allowing us to cater to a wide range of

leading customer experience is demonstrated in this milestone investment. We are proud to represent the Kingdom’s commitment to the Vision 2030, with our most exciting innovation of 2023.”

The company provides direct and smooth inte-


The Starlinks company is the first in the KSA region to offer a hybrid picking solution, which allows humans and machines to co-deliver a world-class efficiency manual picking operation, thereby leading to an unrivalled solution for the e-commerce fulfilment. 🚚

The project is aligned with KSA’s Vision 2030 to maximize the country’s potential of non-oil sectors and bolster its role as a transit hub



‘Digital processes to enhance productivity for customers’

We are building Sea-Air Corridor for faster cargo movement by different modes of transport. Truck congestion outside airports is a major issue in North America and APAC. Regulatory compliance is a challenge in ME. Cyber security needs attention, says **Donna Mullins, VP, Kale Info Solutions, USA.**

 Ritika Arora Bhola

How do you ensure tech-enabled solutions and superior visibility, reliability, and efficiency to all the stakeholders involved in cross-border supply chain?

Our enterprise and community solutions offer complete automation and digitization of cargo ops by linking multiple stakeholders along the air cargo value chain. They enable seamless cargo movement and facilitation of electronic communication between pertinent stakeholders including Customs, redefin-

ing, and consolidating operations. Our platforms are used by importers, exporters, forwarders, customs brokers, cargo ground handlers, airlines, freight stations, customs, chambers of commerce, and transporters. They have several fulfilment mechanisms, including a web portal, system-to-system integration, and bureau service. Most cargo community systems across the world are neutral. Their parentage is either carriers or airports or forwarder networks so there is an inherent conflict of interest. However, our solutions have a

neutral platform so there is no conflict of interest.

Share with us your digital strategies to help customers take control of their supply chains and to avoid business disruptions?

During COVID, when business continuity seemed a distant dream, our solutions—Air Cargo Community System and point solutions—were seen as a saviour. To empower them, we offered free trial of our PING solution for generation of electronic air waybills for air cargo that boosted the market confidence worldwide, ena-



Donna Mullins
VP, Kale Info Solutions
Cyber security, USA

bling users to survive the most difficult times. Our PING product will be a game changer for the new EU ICS 2.0 as it will enable stakeholders to share transportation data in an upstream manner for timely submission of the details to various governments—for export FFM and import ICS.

Throw light on the key bottlenecks involved when it comes to deploying technology in different markets?

Bottlenecks and challenges vary from region to region. For example, truck congestion outside airports is a major issue in North America and APAC, while in the Middle East adhering to regulatory compliance is a challenge. Also, in most of these markets improving efficiency and productivity is of importance, and nowadays, along with addressing truck congestion, airports are keenly looking at an automated systems to make the ecosystem automated and seamless. This brings environmental and economic benefits to the air cargo community.

While strategizing technology deployment, we look for areas where a mundane process can be automated, and human effort can be saved. Importantly, we look at the larger impact of automating the process. Another is to consider the landscape analysis. For example, in one of our projects in the Middle East, we are building a Sea-Air Corridor to facilitate faster cargo movement by different modes of transport. This will fast-track the operations and regularize the cargo movement.

Tell us about the advancements and investments done by your company in the technology and logistics sector?

We have developed North America's First Airport Cargo



Community System at Atlanta Airport, which is the busiest and most efficient airport in the world and the best in North America. The Atlanta airport is the economic jewel of Georgia, generating a US\$34.8 billion in economic impact for metropolitan Atlanta and providing more than 63,000 jobs onsite, thus making it the state's largest employer. Congestion flare-ups at Hartsfield-Jackson Atlanta International delaying air cargo shipments, underscore the broader USA challenge serving up higher transportation cost to shippers in addition to steeper fuel prices and higher trucking rates. The delays add up to the wait time surcharges and, in some cases, storage expenses tacked on to steep transportation bills that can disrupt the logistics budgets.

Average truck waiting time is four to eight hours and with the ACS the time is reduced to less than one hour. About 25 per cent of trucks return

empty without picking up the cargo due to lack of shipment information visibility. This trend also saw significant reduction with the introduction of the ACCS. Talking about this year, we see it is full of opportunities for those who inspire customer confidence. The outlook for the year is positive regarding fundamental trends such as digitalisation and sustainability. The year will not require a fundamental change in strategy but continue to drive measures underway and maintain a forward-looking willingness to learn.

Elaborate about your major expansion plans and projects in pipeline?


Currently, we have signed with the important airports, such as Chicago Rockford, Philadelphia, and several others in North America. Apart from that we are developing critical solutions for Anchorage airport. Our global footprint is expanding rapidly and so is our team size. 🌍

Truck congestion outside airports is an issue in the USA and APAC, while adhering to regulatory compliance is a challenge in the Middle East



Abu Dhabi Customs aims for digital transformation

Abu Dhabi Customs aims to develop its compliance program (AEO) in line with WCO concept of AEO 2.0, resulting in 30-40% reduction in customs clearance average time, says **Mohamed Al Muraikhi, Director, Abu Dhabi Customs.**

 CT Bureau

Abu Dhabi Customs has a vision to become a world-class customs authority, driving security, trade facilitation, and service excellence, based on the best global standards to meet the customers' needs by rationalizing and reducing their costs of trading, increasing their business returns, and attract more foreign investment. To accomplish this, ADCA Strategy (2019-2023)

lays focus on setting digital transformation objectives to optimize the value chain based on a customer-centric approach, said Mohamed Al Muraikhi, Director.

How can customs see themselves and, how can they help the different companies?

Abu Dhabi Customs is looking to invest on the trusted networks and the smart concepts that can reduce all transactions' associated time and costs. We have achieved

progress during the past three years in terms of reducing the clearance time (from 60mn in 2019 to 13 mn in 2021), introducing the pre-arrival processing (moved from 6 per cent in 2019 to >30 per cent in 2022 in pre-clearance for the air-cargo), providing advance rulings system on tariff classification and non-preferential rules of origin and having reached (100 per cent) digital transformation of customs declaration services through the

Government digital services platform “known as TAMM Platform” and via the Advanced Trade and Logistics Platform, “called ATLP platform”, including 100% electronic payment through an integrated system called “AD PAY” or “Facilities Account”, accepting the electronic copies of supporting documents, and allowing the postponement of paying customs duties for three months after releasing the goods.

What could firms do to make life easier for customs and allow it to offer better services?

Voluntary compliance is the key. Abu Dhabi Customs aims to develop its AEO program (a compliance program already in place to be automated and expanded to the largest possible number of operators in Abu Dhabi), in line with WCO concept of AEO 2.0, including key e-commerce stakeholders.

The operators will enjoy exclusive incentives, which will result in 30- 40% reduction

in customs clearance average time, 95-99% reduction in the inspection rate, 20-25% savings in administrative expenses related to customs activities, and 80-100% voluntary compliance to Customs regulations. Therefore, we encourage the operators to apply and join this program.

Will digitalisation make a big difference for the companies when it comes to customs?

Yes. The objective of the Abu Dhabi Customs leadership aims to develop its unique model of ‘an invisible customs ecosystem’ by adopting new emerging technologies, and the platform for integration B2G is a good example of that. Abu Dhabi Customs has provided a new solution to enable the immediate release of the express courier, regardless of weight, value, size, type of operator or carrier, which has reduced the average time of the clearance to 1 million, with lower Human Interfering, and increasing customer happiness as a result.



We believe that the future of customs would be data-driven in the form of ‘an invisible customs platform’, using the emerging technologies and the blockchain-based applications, where the Abu Dhabi Customs is stepping forward together alone with its stakeholders to explore the available opportunities and decrease errors and improve operations efficiency. At the same time, enhance the experience of customers, investors, and traders, while also keeping pace with the UAE’s strategic vision for the next 50 years.

Abu Dhabi Customs aims to develop ‘an invisible customs ecosystem’ by adopting new emerging technologies



Saudia opens operation control centre in Jeddah



Saudi Arabian Airlines (SAUDIA) inaugurated its new operations building at King Abdulaziz International Airport in Jeddah. The two-storey building covers an area of 50,000 sq. mt. SAUDIA states the control centre will serve as a key enabler of its aviation strategy, under a much broader national transport and logistics strategy, supporting efforts to make JED a global hub. The new building comprises multiple departments, including an extensive operations control centre.

Emerson breaks ground for innovation hub at SPARK

The global technology, software, and engineering powerhouse Emerson (NYSE: EMR) will build an innovation hub at the King Salman Energy Park (SPARK) in Saudi Arabia. The facility will be the company's largest investments in the Middle East and Africa region. The facility, slated to open by December 2024, will provide customers in the region with services for control systems engineering, staging, and testing, manufacturing of differential pressure transmitters and control valves, pressure relief valve assembly and solenoid valve assembly.



Etihad Cargo launches extra freighter to Shanghai

Etihad Cargo will expand its capacity offering to the Chinese market by introducing an additional weekly Abu Dhabi-Shanghai freighter flight on 2 February 2023. It will increase the carrier's weekly dedicated freighter flights between Shanghai and its Abu Dhabi hub to eight per week, increasing the cargo capacity out of Shanghai to 850 tons. Martin Drew, Senior Vice President Global Sales and Cargo, Etihad Aviation Group, said, "Etihad Cargo is committed to expanding its operations in China. This service between Abu Dhabi and Shanghai will enable Etihad Cargo to fully meet customers' capacity requirements."



Emirates SkyCargo, Air Canada Cargo sign pact



Emirates SkyCargo and Air Canada Cargo have signed an MoU to deliver more benefits to air freight customers around the world. The MoU, which builds the airlines' strategic commercial partnership announced last year, was signed at Emirates Headquarters in Dubai, UAE by Nabil Sultan, Emirates Divisional Senior Vice President, Cargo and Matthieu Casey, MD, Commercial, Air Canada Cargo. Under the terms of the agreement, Emirates SkyCargo and Air Canada Cargo will work on many initiatives, including expanding cargo interline options and block space pacts, pending any required regulatory approvals.

Emirates ferries relief material to Turkey and Syria



In the wake of earthquakes in Turkey and Syria, Emirates is setting up an airbridge with International Humanitarian City to ferry urgent relief supplies, medical items, and tools to support on-ground aid efforts and search and rescue activities in both countries. The first shipments are due to go out on EK 121 and EK 117 from UNHCR, followed by WHO, and WFP relief cargo of medical kits and shelter items.

Pharma.Aero's steps to improve CEIV Pharma

Authority endorsement, shipper review group, communications to the pharmaceutical community, Center of Excellence for Independent Validators in Pharmaceutical Logistics (CEIV Pharma) database and light version of CEIV Pharma for firms with limited resources are the key suggestions from Pharma.Aero, white paper of the CEIV 2.0 project, which began in 2021 was led by dnata and Brussels Airport.



NAC uses two B747-400Fs to ferry oversized cargo



National Air Cargo (NAC) is opening business avenues for oversized cargo with the addition of its first freighter and is in discussions with Airbus about renting the Beluga that can carry tanks, yachts, satellites, and electric transformers. Florida-based subsidiary National Airlines next month will begin utilizing two factory-built Boeing 747-400s, increasing the carrier's fleet to 10 aircraft, including two for passenger charter. Meanwhile, the company is exploring options for chartering the Beluga that Airbus made available to firms with special requirements.

Debutant BAC to expand its presence in Asia, Europe



Vietnamese-based Bamboo Airways has launched cargo carrier, Bamboo Airways Cargo JSC (BAC). "This is its latest movement in the overall strategy to build an aviation ecosystem, develop its member companies, and create favorable conditions for the airline to thrive in the coming times." The carrier is expanding its international presence to continental gateways in regions including Asia, Australia, and Europe.

Lufthansa Cargo supports CHC project in Kenya

Building on its long-standing cooperation with Cargo Human Care e.V. (CHC), Lufthansa Cargo will continue to support aid projects of the non-profit organisation, which has been helping people in need in Kenya for over 15 years. "Thanks to two recent initiatives by Lufthansa Cargo, €10,841 can currently be donated to Cargo Human Care," says a release from Lufthansa. "Lufthansa Cargo raised a donation of €5,841 during an internal company Clean Up Day on December 1, 2022. It is to benefit the orphanage "Mothers' Mercy Home" 20 km north of Nairobi, where up to 120 children live receive medical care and schooling."



DHL air cargo says demand decreases, but inflation likely to increase



DHL Global Forwarding's December 2022 'Airfreight State of the Industry' report indicated a freight operating landscape, but the outlook is not entirely gloomy. Following November's low volumes, demand continued to remain reduced on most trade lanes and is likely to continue into 2023, the report stated. DHL said that e-commerce shipments added "negligible growth" to global volumes at the year-end.

Movements



MAGMA AVIATION United Kingdom

★ **James Gilliard** has been appointed as the Head of Commercial, Magma Aviation, the innovative air cargo solutions company. He brings with him 20 years of aviation industry experience. He joined the business after having served two years at IAG Cargo in London where he was Regional Sales Manager. He worked at Etihad Airways, Gulf Air and Jet Airways. His career in air cargo began in 1989 with Cathay Pacific, where he spent 18 years. This experience makes him well placed for his new role at Magma Aviation, where he is based at their Gatwick Airport HQ.



RÖHLIG LOGISTICS United Kingdom

★ **Robert Lawry** has been appointed as the Managing Director, Röhlig Logistics for its UK office. Lawry has 26 years of experience in the logistics industry and joined Röhlig UK in 2016. Since then, he has held various key positions and recently as national sales and ocean product manager. Gary Pryke, regional chief executive, North Europe, Röhlig Logistics, who was previously MD for UK, explained, "We are delighted that we have found an internal successor. Lawry is an experienced sales expert and has played an integral part in our success."



AERO AFRICA Africa

★ **Prof. Issa Baluch** has been appointed as a non-executive advisory board member of Aero Africa air cargo management group effective 1 January 2023. Baluch is credited with pioneering the sea/air multimodal transport via UAE into Africa and other regions and was founder and CEO of Swift Freight International, which he headed from 1989 to 2008. Issa has been involved in GSSAs and cargo airlines in the region. "We are confident his advice and experience in air cargo logistics in Africa and Middle East will guide us to the right path for future growth," said Christos Spyrou, Group CEO.



ROYAL SCHIPHOL GROUP Netherlands

★ **Joost van Doesburg** has been appointed as Head, Cargo, Royal Schiphol Group, on March 2023. His appointment is in line with the wishes of Air Cargo Netherlands to appoint a head of cargo that is firmly positioned in the Schiphol organization. Van Doesburg will focus on ensuring that cargo retains an important position at Schiphol. But he and his team will also focus on key long-term developments for the air cargo chain such as the development of Schiphol South-East into Cargo City, the construction of a future-oriented Port Community System and the Smart Cargo Mainport Program.



LUFTHANSA CARGO Germany

★ **Carsten Hernig** has assumed the position of Deputy GM and Vice President, Production, Sales & Marketing, Shanghai Pudong International Airport Cargo Terminal Co.Ltd (PACTL) in Shanghai as of October 1, 2022. He is responsible for production, sales, and marketing at the JV between the Lufthansa Cargo and Shanghai Pudong Airport, founded in 1999. Dietmar Focke, COO and Chief HR Officer at Lufthansa Cargo said, "Hernig's experience at Lufthansa Cargo in the global arena makes him ideally qualified for the new tasks."



SEKO LOGISTICS USA

★ **Richard MacLaren** has joined as the Senior VP, SEKO Logistics. He will execute and improve strategy and structure for SEKO's e-commerce business. He will lead the SEKO team in delivering e-commerce logistics solutions to enable global supply chain growth quickly and sustainably. He brings 20 years of experience in supply chain, logistics, contract logistics, e-commerce, and cross-border e-commerce to his new role. Prior to joining SEKO, he was the global Senior VP, Consumer Goods and e-commerce at Hellmann Worldwide Logistics.



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