

Middle East's leading cargo monthly

June 2023

# CARGO talk

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**CARGO**  
**talk**  
Let's Keep Moving



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**CARGO** Middle East is printed on behalf of

**talk** Durga Das Publications (Middle East) FZE

at Modest Print Pack Pvt. Ltd.,

C-52, DDA Sheds Okhla Industrial Area,

Phase-I, New Delhi-110020

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# GROUND HANDLING

## THE BACKBONE OF AIR CARGO

International ground operations objectives form a vital part of cargo operations. The primary focus is on four pillars: reduction of ground damage, injury and operational incidents through standardized processes and training, operational efficiency and quality service delivery through innovation and technology.

We at **CARGO talk** delve into this aspect of the air cargo industry for the knowledge of the readers.

 Abigail Mathias

IATA highlighted three priorities in order to enable the ground handling sector to build resilience and ensure long-term sustainability. The priorities were outlined at the 35th IATA Ground Handling Conference (IGHC), which opened in Abu Dhabi on 16 May this year.

### FACTFILE

- Effective staff recruitment and retention
- Consistent implementation of global standards
- Accelerating digitalization and automation

The ground handling sector will need to be ready as it is going to be a busy peak Northern Hemisphere summer season for the aviation industry. In the short-term, we must act fast to prepare for increased traffic. Ensuring efficient onboarding of new employees and working with the governments to reduce bottlenecks in security clearances is critical. More effective staff recruitment and retention, implementing international standards and accelerating digitalization and automation will be critical to build resilience and ensure sustainability in the long-term.

### STAFF RECRUITMENT AND RETENTION

According to a recent IATA survey, as many as 37 per cent



**Monika Mejstrikova**  
Director, Ground Operations  
IATA

of ground handling professionals anticipated staffing shortages until the end of the year

and beyond, and 60 per cent felt they did not have enough qualified staff to ensure smooth operations. In addition, 27 per cent of respondents feared that their current employees would leave soon.

“Creating a stable ground handling talent base is essential and it can be achieved by making ramp work more attractive. We need to embrace automation in order to relieve staff from difficult and hazardous tasks, foster a culture of continuous learning, career growth, and create a safe and inclusive environment for people where talent is nurtured,” said Monika Mejstrikova.

IATA outlined a series of initiatives to help alleviate labor shortages:

- Implementation of com-



petency-based training, with more online assessments to improve speed and efficiency

- Mutual recognition of security training and employee background records among authorities to expedite the recruitment process and reduce redundancy
- Automation of processes in a bid to relieve people from performing physically challenging tasks
- Promoting career development and rewarding years of training and skills

IATA has recently launched a Ground Operations Training Passport, which supports staff retention and professional growth.

“The real beneficiary of the training passport are the employees. They will have access to training records, allowing them to use their knowledge

and skillset for ongoing professional growth. An industry-wide approach to talent development will pay big benefits

**IATA has launched a Ground Ops Training Passport, which supports staff retention and professional growth**

in terms of efficiency for all those concerned. We need to empower employees in the industry for success,” Mejstrikova reiterated.



**Guillaume Crozier**  
SVP, UAE Cargo & Global Cargo Strategy,  
dnata

Global teams of dnata, one of the world’s leading cargo service operators, moved over 1.35 million tons of cargo in the first six months of the last financial year. dnata provides award-winning handling of goods, including live cargo, dangerous and valuable items. Through its dedicated cool chain facilities, it offers chilled and frozen storage for perishables such as pharmaceuticals, fruit, and vegetables.

dnata heavily invests in innovative technologies; in

2022, it launched its innovative OneCargo system, which is the backbone of its digitization plan. IATA’s Cargo iQ global certification is part of its 2023 target, building more credentials on the back of its data model, and increasing the level of data management work—both recording and computing. This will increase its value proposition by providing airline customers with more visibility to track their shipments, and view how quickly they move under the conditions to protect any type of goods’ integrity.

### **ACKNOWLEDGING ROLE OF GROUND HANDLERS**

dnata’s industry-leading performance and focus on service excellence helped it win more than 90 new contracts across its global operations in the previous financial year. In addition, it has been recognized for delivering world-class quality and safety and won many accolades on the way, including the Air Cargo News Ground Handler of The Year Award, which it won for the eighth consecutive time in 2022.

This industry-wide recognition has ensured that dnata has consistently main-

tained a long and successful partnerships with existing customers and won exciting contracts with new international partners.

dnata’s groundbreaking technologies, such as OneCargo and its air cargo portal, Calogi, have been designed

**dnata’s focus on service excellence helped it win 90 new contracts across its global operations in the last financial year**

alongside its airline partners. This ensures it understands the precise requirements of its customers. dnata maintains an open channel to all its partners, seeking feedback from them, and earned the trust and loyalty of 300 airlines internationally.

dnata continues to work closely with its airline partners to consistently deliver

best-in-class services across its international network in the most sustainable manner possible.

### **TRAINING OPPORTUNITIES**

dnata provides training opportunities to its employees to ensure that they remain competent, confident, and safe to perform the operational roles expected of them.

This includes a process of continuous improvement within our dnata Training Management System in order to make sure our safety standards are upheld and go further than the minimum regulatory standards.

A prominent feature of the ‘One dnata’ identity is its continued focus on safety and security. By following international best standards at every global location, dnata is committed to achieving the highest safety and security standards for its customers, employees, and facilities, so that it can build a culture of commitment towards safety.

These technologies—Virtual Reality among others—are included into its training operations in order to ensure dnata’s new and existing ground handlers are as prepared.



**Thomas Schürmann**  
Head, Cargo Operations & Delivery  
Etihad Cargo

Etihad Cargo's ground handling partners play a key role in our daily operations. Therefore, it is critical we partner with ground handlers to ensure full compliance with Etihad Cargo's procedures and regulations, while handling air freight at stations across our global network.

Safety and security measures are at the heart of Etihad Cargo's operations, and our ground handling partners are critical to ensuring people, the aircraft and freight are not put at risk at any time during the cargo handling stage. Secondly, ensuring the ground handling partners are reliable. Finally, our ground handling partners are pivotal to our ability to provide our customers

with proper handling services, build up and load maximization, which directly impact not only our customers' satisfaction, but also flight profitability.

Whether they are providing cargo handling services in the warehouse or on the ramp, airlines need licensed ground handling partners to ensure their quality standards are maintained during this critical stage of operations. Therefore, Etihad Cargo carefully selects ground handling partners through a rigorous tender process to ensure they can

**We are committed to developing an alliance with our ground handlers extending beyond contractual obligations**

provide the required services in full compliance with our requirements. We are committed to developing a true partnership with our ground handlers that extends beyond contractual obligations. These relationships offer mutual advantages in terms of dedication and performance and benefit our customers.

The industry is fast-moving and evolving in terms of requests and requirements. So, Etihad Cargo is committed to continuous improvement, which it achieves through positive dialogue with all stakeholders to

in which performance is analyzed and we discuss how we can improve and where we can make operations efficient. All feedback we receive is evaluated, and we work collaboratively to implement suggestions, make process-



ensure that it provides the best service proposition aligned with our customers' expectations.

Etihad Cargo is committed to delivering on time through a robust supplier management system. This encompasses not only measuring and monitoring performance, but also maintaining close contact with our handling partners, ensuring regular communication across every facet of operations on a local, regional, and international level.

Apart from daily interactions, we hold regular meetings with our ground handlers. These meetings provide an open forum

es more efficient, and provide preventative validation to ensure full compliance with Etihad Cargo's procedures and manuals.

We impart training to all stakeholders, and train our partners should they request it. That said, the internal process starts by validating our ground handling partners' training programs. If gaps are identified, Etihad Cargo can then offer training suited to addressing those gaps. We provide products and procedure training as required to ensure our partners are equipped to handle freight in compliance with our standards.

Dulscio People provides the workforce to ground handlers such as dnata, part of Emirates Group, who is responsible for the daily operations. It is significant that agents such as Dulscio are fully au fait and in synchronization with client requirements for them to meet their own goals and business objectives.

At Dulscio, we ensure that the people we deploy are reliable, accountable, and skilled so that they can complement our clients' services. Ultimately, we all work together for efficient, smooth, and successful operations.

The operation of the ground handling systems is the responsibility of our clients. Although



**Antony Marke**  
COO  
Dulscio People

we do not manage or operate the systems per se, we are, of course, on board with a training matrix so that we can ensure that the people we deploy are continually imparted training up to our required standards.

### **SPECIALIZED TRAINING**

Dulscio People offers a diverse range of training programs for ground handlers. Our workforce is fully trained in driving through our Dulscio Training Academy, QHSE programs, manual handling, working at heights, among others, in order to make sure we are providing the right people for the job on hand.

As well as providing the resources for ground handling

**We ensure the people we deploy are reliable, accountable, and skilled so they can complement our clients' services**

operations, apart from adhering to the regulations, our ground handler clients regularly conduct audits in a bid to ensure that we comply with their required standards.





**Rami Younes**  
COO  
ALS Logistic Solutions

refining system operations, streamlining processes, and addressing any challenges faced by ground handlers.

### SPECIALIZED TRAINING

Our company recognizes the significance of specialized training for ground handlers focused on air cargo handling systems and equipment. We provide comprehensive training programs tailored to the

**We recognize the significance of training for ground handlers focused on air cargo handling systems and equipment**

specific needs of ground-handling operations.

These programs cover a wide range of topics, including the safe and proper use of specialized cargo handling equipment and systems. By in-

Ground handlers play an important role in daily operations of air cargo. They handle the transportation of cargo within the airport premises and coordinate with various stakeholders involved in the supply chain. Their timely execution of these tasks is crucial in ensuring the smooth flow of air cargo operations.

The feedback provided by ground handlers is essential for identifying bottlenecks, inefficiencies, or areas for im-



provement in the cargo handling processes.

Ground handlers work closely with system providers and airport authorities, sharing their insights and suggestions for enhancements. This feedback loop helps in

vesting in specialized training, we ensure our ground handlers are equipped with the necessary know-how and skills to perform their tasks efficiently and effectively, contributing to the overall success of our cargo operations.



**Jonas van Stekelenburg**  
Advisor, Department of Economic  
Development and Commerce

shippers (Johnson & Johnson and Amgen) and forwarders have requested from their logistic suppliers. We have the ambition to standardize them. We offer IATA CEIV training in the coming months, and the community will support regular training in the near future.

As a first step, the parties involved have taken up is to conduct a joint IATA CEIV certification for pharma air logistics. There were already some who have received CEIV certification. About 10 companies are participating in the new effort. The aim is to improve the quality of the life science shipments and set standards for those shipments. Finally, everyone in the supply chain must be made aware of the value of these shipments and how to treat them.

The participating community members are working out

The handlers at international cargo airports in Puerto Rico (SJU and BQN) are important. The handlers are for part self-handling operations, and part independent handling operations. Their role in the operations is important since a high percentage of Puerto Rico's air freight is either pharmaceutical or medical device shipments. Puerto Rico is the biggest life science air cargo hub, the USA. Such shipments need a trained work force, often require special attention in the form of cold storage facilities, require high-quality hand-over procedures and they require attention in case of incursions.

All this is especially of concern for the handler, since he or she is the one where the ground operation is linked with the air operation. A lot of interests concur at the point in the supply chain, and this is not easy to deal with.

The ground handlers have been offered a role in Puerto Rico's Air Cargo Community Board, so they will be able to steer the community in the future. The handlers take part in IATA CEIV training the USA government has sponsored and take part in discussion about what community challenges to take up next year.

The handlers regularly offer feedback on operations. This is not done in a standardized way, open for everyone, but as part of the SOPs, big life science

**Everyone in the supply chain should be made aware of the value of these shipments and how to treat them**

as to what challenges they are facing in cargo ops. They are currently listing all challenges and setting priorities. There are a variety of issues:

- Puerto Rico is not well known for its life science industry and the logistics for life sciences. This hampers investment and business cases for Puerto Rico. So, how can we make them aware?
- We do not have all air cargo data. What capacity does Puerto Rico have with its airports and airlines? What volume is transported to and where? We need to have all this data.
- We are setting priority list about should be improved and when. One of the issues is the renovation of the (public) entrance road to SJU airport.



**Marco Kölsch**  
Sales Manager  
Ground Handling, Fraport

As ground handler of many cargo airlines in FRA, we are playing an important role in handling the increased freight volume and ensuring the smooth operation of daily business. Through regular exchanges with our system partners, we actively identify current challenges and work together to overcome them through appropriate actions, both operationally and innovatively. One crucial aspect of our assistance is main-

taining regular communication with our system partners. This open dialogue enables us to discuss current requirements and bottlenecks and find solutions to ensure the seamless flow of cargo handling.

We work closely with airlines to ensure efficient coordination of cargo flights. This involves planning and optimizing

**Through regular exchanges with our partners, we can tackle daily challenges and ensure efficient cargo handling**

loading and unloading times, coordinating ground handling services, and providing the necessary equipment. By maintaining a smooth flow of information between partners, we can quickly respond to changes

in the flight schedule and make the adjustments in order to ensure swift handling.

In addition to operational measures, we strive to introduce innovative solutions to meet the increasing demands. We invest

employees up to date and equip them with the necessary skills to handle the ever-changing demands of the cargo business.

As ground handlers, we take pride in contributing to the management of the increased



in modern technologies that enhance the efficiency and accuracy of cargo handling. By utilizing such technologies, we can identify bottlenecks and take appropriate action in a timely manner to eliminate them.

Furthermore, we participate in providing training and development programs to keep our

freight volume. Through regular exchanges with our system partners and the implementation of operational and innovative measures, we can tackle the daily challenges and ensure efficient cargo handling. Our collective efforts help to keep the supply chain running smoothly and ensure customer satisfaction.

Having spent 30 years in this industry and Çelebi, I believe we are concentrating on emerging markets, especially the Middle East. As of the start of the next year, we are hoping the market is going to be at the same level as 2019. In many emerging markets its already at that stage.

We have invested in a TaxiBot project, which is a semi-robotic and pilot commanded tow tractor. It saves fuel and helps the environment. Some of the other features are:

Reduction of fuel consumption up to 85 per cent, reduction of CO2 and other noxious gases



Regarding sustainability there is a lot of pressure on the aviation industry. Since the airlines are our customers, they are going to ask us to be zero net emissions.

up to 85 per cent, decreasing noise levels up to 60 per cent, drop in aircraft engine cycle time and saving €200 (AED 794) per flight.



**Atilla Korkmazoğlu**  
President, Ground Handling and Cargo,  
EMEA, Çelebi

sustainability. The airport associations are working on this aspect, there is a lot to look forward to.

What airport associations have learnt over the recent past is that a crisis brings everyone closer. It helps us now to mitigate

**We invested in TaxiBot project, semi-robotic and pilot commanded tow tractor. It conserves fuel and is eco-friendly**

There is a lot of electric equipment being produced. IT infrastructure change is another fact that is going to affect ground handlers to become more efficient by using IT tools. We are dedicated to being pioneers in

risks. We see that there is a requirement to retain talent in the industry and are thinking of innovative methods of bringing in the best manpower.



**Raed H. Al-Idrissi**  
CEO  
Saudi Ground Services

These certifications recognize excellence in workplace learning practices and in compliance with global and ground operation training management in IATA's Airport Handling Manual.

**We believe the certification will help us strengthen our position as a solutions provider for serving our customer airlines**

We believe this certification will help us fortify our position as a solutions provider and to serve customer airlines in the safest manner. Our team has worked hard to ensure our training programs are of the highest standard.

Saudi Ground Services was recently awarded four Training Validation Program (TVP) Certifications by IATA, covering 50 course titles relevant to the aviation industry comprising four categories of ramp handling, passenger handling, general aviation and safety, and load control.



**Usanee Itritmeechai**  
Customer Service Section Duty Manager,  
Pattaya Aviation

also play a key role in transportation of dangerous goods and perishables. In this regard, ground handlers are imparted special training. They also assist in increasing the revenue

**Companies may use SLAs as the quality system to control and improve the entire process during cargo operations**

per flight, by helping to optimize cargo capacity and minimize delays. Ground handlers offer feedback on system ops, which are used to improve operations. SLAs define performance standards, such as TAT for cargo, and provide a mechanism for monitoring and reporting on performance."

Ground handlers are the backbone of the air cargo operations, serving a gamut of tasks such as cargo acceptance, handling, loading, and unloading. Ground handlers help to ensure the safe transport of cargo, which includes preventing damage or loss of cargo and protecting it during loading and unloading. They



**Rajesh Menon**  
Regional Head, Cargo, South Asia  
Middle East & Africa, Cathay Cargo

coordinating with local and regulatory authorities on matters related to operations and compliance under the guidance of the Cathay team.

### PERFORMANCE REVIEWS

We value our partners who play a critical role in helping us achieve common goal to provide quality service to our cargo customers. This goal includes safe carriage of cargo and efficient flight turnaround. We have a performance review system to gauge operational efficiency at each of the ports we operate. Our ports and partners undergo a monthly and annual performance review

We take pride in delivering superior service to our valued customers, while complying with the highest levels of safety, security, and on-time performance. A lot of effort goes into ensuring we live up to the high standards we have set for ourselves, which is achieved by partnering with a reliable and committed ground handling partner. We finalize partners capable of delivering exceptional service

**We value our partners who play a role in helping us achieve common goal to provide quality service to our cargo ops**

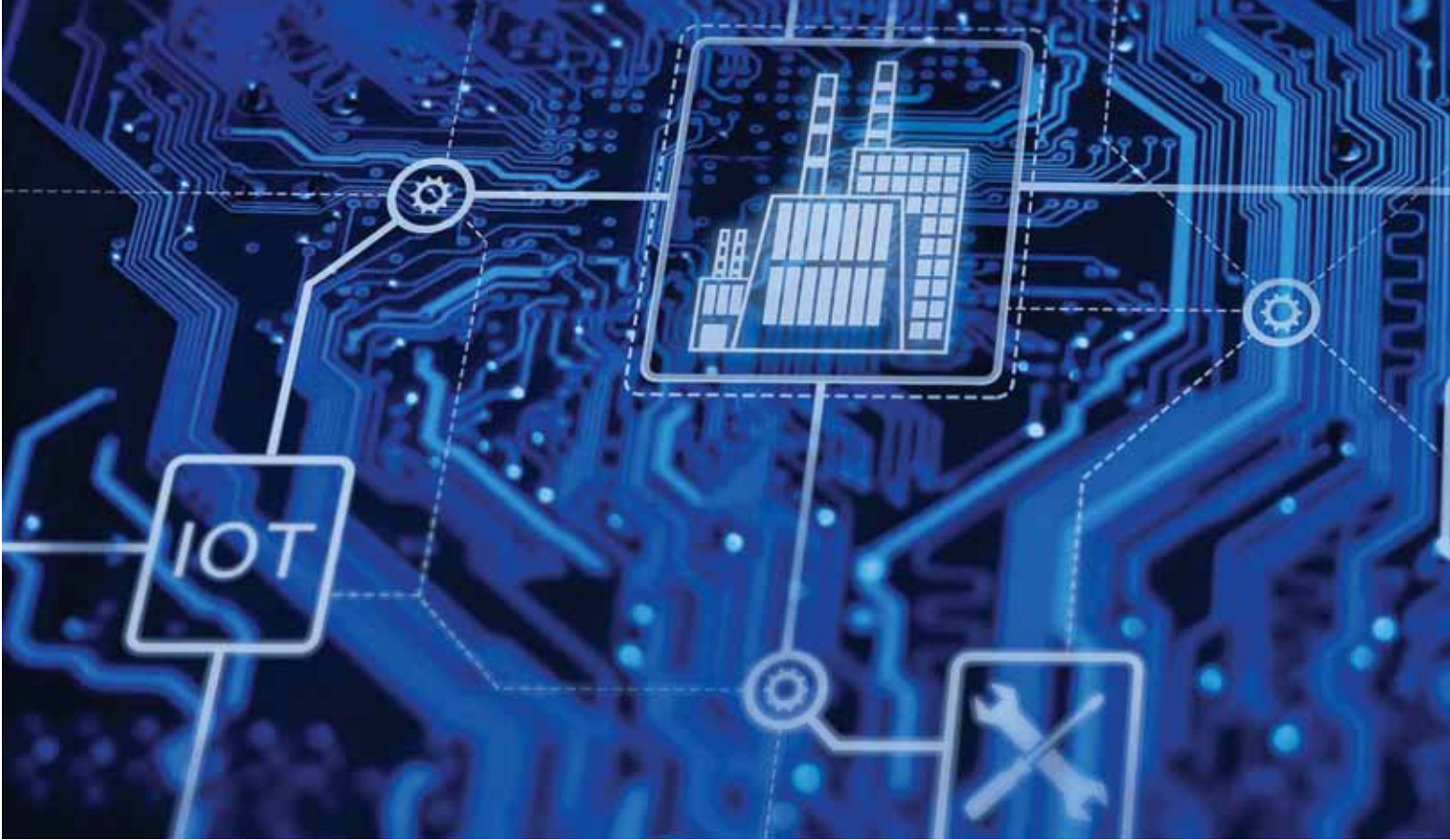


that Cathay Cargo is renowned for following a stringent supplier selection process.

Cathay Cargo defines five KPIs, including safety, cargo IQ, among others that form the foundation to offer service to our customers. Our ground handling partners adhere to these KPIs daily to make the experience seamless to our customers. Our partners also play a vital role in liaising and

encompassing various elements of our operations.

We collaborate regularly with our ground handlers on ways to improve operational efficiency, which will help us curate solutions and offer superior service to our customers. In the monthly meetings with our partners, there is an exchange of best practices, and each aspect of operations is reviewed.



# Digital innovation to **improve efficiency** of global air cargo

Air freight is projected to grow at 4.3% per annum, while airmail will grow at an average rate of 2%. In such a situation, digital innovations play important role in improving efficiency. They offer an ability to meet client expectations of instant communication, transparency, and speed among others.

 Abigail Mathias

There have been several innovations on the digital front for air cargo. Here are a few examples:

**Blockchain technology:** Blockchain technology is used to create a secure and transparent way of tracking cargo movement. It provides a decentralized platform for recording all transactions and sharing information between all stakeholders.

This makes it easier to track

and manage cargo, reduces the risk of fraud, and improves the supply chain's efficiency.

**Real-time tracking:** Real-time tracking provides stakeholders with real-time visibility into the location and status of cargo. This helps stakeholders identify potential issues or delays and take corrective action to prevent or minimize disruptions. Knowing the ETA of air cargo can improve planning of trucking ops from an airport to the next hub, thereby saving costs.

**Internet of Things:** IoT involves embedding sensors in cargo and containers. It is used to track location, temperature, humidity, and other environmental factors that could impact the cargo. This technology helps companies monitor the cargo's condition and take appropriate action, if necessary.

**Artificial Intelligence:** The advanced technology can be used to optimize cargo routes and improve the supply chain's efficiency. AI algo-

rithms can analyze data from various sources to identify the best routes, modes of transportation, and delivery times, thereby reducing costs and improving delivery times.

**Autonomous vehicles:** Autonomous vehicles, such as drones and self-driving trucks, are being developed to ferry cargo. They can improve efficiency and reduce costs.

How daily transactions impact the end consumer is important. Time-consuming deliveries drive 52 per cent of



customers away, 76 per cent of them expect firms to adapt to their individual delivery demands and expectations, 83 per cent seek order status updates, while 80 per cent seek free deliveries.

With an increase in innovation, companies have been able to reduce transit time and delivery failures. Innovations such as Internet of Things (IoT) sensors have helped real-time delivery tracking, help build a better customer experience.

A few years ago, it would have been true, but now we do not feel there is a lot of resistance. Digitization tools such as cost reduction, improved customer experience and logistics productivity, outweigh resistance to technology adoption.

But yes, one needs to understand what the customer wants and showcase tangible business outcomes to get buy-ins from business stakeholders. While the time to go to market with new technology solutions



**Soham Chokshi**  
CEO & Co-Founder  
Shippy

varies from each SaaS provider, in Shippy's case, owing to 'plug and play' characteristics, businesses can go live in less than two weeks.

Our platform's capability to ensure seamless integration with existing logistics infrastructure, its configuration capabilities and the team's

understanding of the region makes the implementation process faster.

We are focusing on creating AI-powered solutions to empower supply chain stakeholders for building proactive logistics and responsive logis-

**Knowing ETA of cargo improves planning of trucking ops from an airport to the next hub, thereby saving costs**

tics ops to mitigate transportation risks and address failures even before they occur. Our Artificial Intelligence co-pilot, Logistics Intelligence Assistance, forecasts a particular consignment will be delayed.



**Steve Townes**  
President and CEO  
ACL Airshop

The digitalization of the ULD fleet with IoT solutions is being adopted by air cargo airlines. Our latest innovation, the ACL Airshop Bluetooth Pallet Tag helps this palletized sector to quickly implement ULD Control. Plus, our free App called FindMyULD puts our full digital suite in any smartphone or laptop,

we call this our 'Uberization' of ULD fleet management—in the palm of your hand. When customers and their forwarders/ground handlers adopt these seamless, easy, end-to-end conveniences, it improves efficiency, speed, and costs.

With this new IoT tracker, as part of our digital suite, our customers have better real-

**With this new IoT tracker, as part of our digital suite, our customers have better real-time visibility of their ULD stock**

time visibility of their ULD stock and are more efficient, so all touching that customer's ULDs "get on the same page." This saves time and costs.



**Harold Elfring**  
Technology Director  
ACL Airshop

The app is free, anybody can see it at [www.FindMyULD.com](http://www.FindMyULD.com). Bluetooth tags carry a modest cost involved, and we see that our customers are happy and need less staff to perform their ULD Management and other processes. We recently assisted one of our customers with ULD issues he or she was having at a major

hub by giving free training to their ground handling partner's personnel and the results improved steadily. When all the ULDs' locations and sta-

**We recently assisted one of our customers with ULD issues he or she was having at one of the major hubs**

tus are known across the hub's "ecosystem", everybody involved gains a new level of productivity and speed. And the accountability factor helps the airline financially, of course. The digitalization of the ULD fleet will take more time, depending on the number of ULDs. We have implemented several ULDs so far.

There have been new innovations in the drone industry in recent years, including advancements in drone technology and development of new applications for drones.

**Autonomous flight:** Drones can now fly without human intervention, using so-



phisticated sensors and software. This allows for increased precision in tasks such as logistics, mapping, inspection, and surveillance.

**Real-time data analysis:**

Advances in Machine Learning (ML) and AI have enabled drones to process data in real-time, allowing for quick decision-making and accurate data analysis.

**5G Connectivity:** 5G technology can provide faster data transfer rates, enabling drones

to transmit data real-time and increase the potential for drone applications.

**Autonomous drones:** Advances in drone technology have enabled the development



**Rimanshu Pandey**  
Co-Founder and CTO  
TSAW Drones

of autonomous drones that can complete tasks without human intervention. This has the potential to revolutionize logistics by enabling faster and efficient delivery of goods.

**Cloud-based logistics management systems:** Cloud-based logistics management systems can stream-

line delivery process, from order management to tracking and reporting. By providing real-time data, these systems can help optimize the delivery routes and improve customer service.

**By providing real-time data, these systems can help optimize delivery routes and improve customer service**

Since we have developed all the innovation in-house, we have software solutions such as the DCIS, UTM and FHM. They complete their tasks, from planning a mission to landing at the destined location, all by drone.



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

Etihad Cargo embarked on its digitalization journey in 2018, and since then has launched innovations and digital tools to enhance the customer experience, and made operations more efficient. Etihad Cargo's online booking portal was enhanced to improve the booking process.

In addition to facilitating a quicker booking process and providing streamlined flows, our booking portal enables our customers to book the shipment of cats, dogs, and hazardous goods, removing the re-

**We introduced a custom dashboard and newsfeed wherein our customers can access info in just a few clicks**

quirement for documentation to be sent via email. We also introduced a custom dashboard and newsfeed wherein our customers can access relevant information and offers in just a few clicks. The in-built features are also available on

our app and have brought the convenience of booking via the website to people's mobile devices, providing opt-in push notifications, instant alerts and anytime & anywhere updates on shipment milestones.

ing sophisticated custom-built algorithms and automatically generate recommendations on how we can add value to our customers and help them achieve their cargo business objectives. In partnership with



We are developing a modern digital solution—Sales Cockpit—to optimize the customer experience. This first of its kind sales optimization tool will analyse the data, us-

Speedcargo, Etihad Cargo is trialing automated dimension and volume scanning to roll out digital solutions that not only optimize efficiency, but also offload recovery.

Presently, 1.25 million DGR Shipments are handled every year by airline, GHA and forwarders. This volume is expected to increase by 5 per cent in the next five years. IATA introduced DG AutoCheck with API Connect feature as a digital solution for the fast, secured, and efficient processing of hazardous goods in air cargo. dnata implemented the Connect API, the New Module of IATA's DG AutoCheck for handling dangerous goods in Dubai. Air

cargo transportation of hazardous goods is a complex and time-consuming process. This should not have any errors in processing as it may lead to rejections, fines, and penalties for non-compliance. IATA's DG AutoCheck helps to manage the increasing volume of dangerous cargo shipments with existing staff and resources:

- A. Help to improve safety.
- B. Ensure for non-compliance. IATA's DG AutoCheck helps to manage the increasing volume of dangerous cargo shipments with existing staff and resources:



**Salini M**  
Marketing Director  
Fresca Technologies

- C. Intercept and alert with compliance flag on errors.
- D. Verify DG Professional's Certification automatically for validity.
- E. To maximize efficiency, documents have been digitized to streamline faster communications. This helps in reducing cost, improving

TAT on shipments. Provide business insights to improve processes and reduce costs. Improve your filing, reporting, and compliance processes. Minimize penalties for errors in filing and non-compliance. IATA promotes

**IATA promotes these digital tools by partnering with cargo ops and tech board to improve industrial standards**

these digital tools by partnering with cargo operations and technology board in a bid to improve industrial standards and foster modernization with new technology in the air cargo supply chain.



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

tors have used the access to this data to create customized solutions for the forwarding community. This has been extended to digitalized settlement options, leveraging the latest developments in the Fintech world. We are seeing

**Since efficiency equates to cost-effectiveness, these digital developments help smooth the air cargo process**

I am pleased to say there have been many from truck slot booking systems that have made cargo drop off/collection process more efficient and environmentally-friendly to digital distribution systems, while carriers have made their rates and schedules more accessible and digital innova-

tion and, therefore, can take informed decisions leading to efficient operations. Since the efficiency equates to cost-effectiveness, these digital devel-

the use of AI to forecast trade and consignment flows, which would lead to efficient and optimized operations.

Anything that shares data and allows supply chain partners to have greater informa-

tion and, therefore, can take informed decisions leading to efficient operations. Since the efficiency equates to cost-effectiveness, these digital devel-

when they need it. Thanks to development, tools and creative thinking, the time to create impactful digital solutions from platforms to apps to APIs



opments help smooth the air cargo process.

If some innovations impede, drop them. Digital solutions by design take us from the old world of paper handed over to partners into the new world of data sharing on demand. Ensuring partners get the information they need

to connectivity enhancers have speeded up the implementation cycles.

Resistance to implementation of these new tools receded over the years as technology has taken over many aspects of our lives as we now live in a much more digitalized world.



**Steven Polmans**  
Chairman, The International Air Cargo Association (TIACA)

to work on 'a single version of the truth,' which requires sharing, re-using, and enriching data throughout a shipment's journey. We see a growing interest from ground handlers to digitalize processes with solutions that are fast and easy to implement. Once digitization becomes the norm and paper-based processes are eliminated, the more attractive the in-

**“We see a growing interest from ground handlers to digitalize processes that are fast and easy to implement**

dustry will become for younger talent. Airports are still hesitating on where to start, and moving a community tends to take a lot longer as it involves coordination, trust-building, and change management.

A lot of automation using advanced technology is being done by integrators, e-commerce, and distribution players. To achieve an efficient, reliable supply chain, we should not only use technology to optimize an organization, but also facilitate cooperation and coordination and generate visibility in cross-company processes.

The different actors in the supply chain should be able

Our industry is susceptible to market challenges—innovation is key. Cargo is price-sensitive, so innovation needs to be practical and have the potential for wide adoption.

is the reduction of dwell time in cargo facilities, which we have achieved by shortening the cutoff times for both cargo acceptance and delivery by the customer.

In addition to this, our ad-



We have spearheaded several innovations that have resulted in a streamlined supply chain process. One of these

vanced cargo booking system allows for tracking messages to be sent directly to mobile devices based on predefined



**Donna Mullins**  
VP  
Kale Info Solutions

among others. But our solutions have a neutral platform and so, there is no conflict of interest. During COVID, when business continuity seemed a distant dream, our solutions—Cargo Community System and our point solutions—were seen as a saviour. We offer free

**“During COVID, when business continuity seemed a distant dream, our solutions—CCS—were seen as a saviour**

Our enterprise and community solutions are smart and offer complete automation and digitization of cargo operations by connecting multiple stakeholders. They enable seamless cargo movement and facilitation of e-communication between stakeholders and consolidating ops. Our platforms are used by importers, exporters, forwarders, customs, ground handlers, airlines, and transporters

trial of our Ping solution for generation of e-AWB for air cargo to boost global market confidence. Our Ping product will be a game changer for new EU ICS 2.0 and enable stakeholders to share transportation data in an upstream manner, while challenges vary from region to region.



**Peter Hewitt**  
Director, Global Cargo, Security and Network Operations Centre, Dronamics

additional data. This includes capturing key information such as the dimensions of the cargo, advance notification for hazardous goods, and other factors that have been

**“Our advanced cargo booking system allows tracking messages to be sent to mobile devices based on KPIs**

key performance indicators (KPIs) that have been agreed upon with the customer. Furthermore, we are continuously seeking to improve the time of booking by gathering

identified by the customer. We can anticipate potential issues before they arise and ensure the supply chain continues to operate smoothly.



# UAE-Cambodia paves way for trade, investment

Finalizing CEPA with Kingdom of Cambodia is an important step in the UAE's foreign trade agenda. Cambodia is one of the fastest-growing economies in South-East Asia and this agreement will help strengthen East-West supply chains, says **His Excellency Dr. Thani bin Ahmed Al Zeyoudi, Minister**.



The negotiations took less than six months to complete, which is a clear indication of our shared desire to boost bilateral relations and create new, mutually beneficial opportunities."

His Excellency PAN Sorasak reiterated the shared view on the great prospects to which the UAE-Cambodia CEPA will lead in alignment with Cambodia's consistent adherence to trade liberalization.

"The conclusion of the negotiations culminates in our shared view and common understanding on all elements of our Cambodia-UAE agreement. Since the UAE-Cambodia initiation of the trade deal, we do believe that this pact will give an impetus for our shared growth and prosperity through fostering supply chains, enhancing trade flow, and promoting bilateral investment between the two nations. Indeed, the agreement will serve as the catalyst for greater connectivity between Association of Southeast Nations (ASEAN) and the Arab countries."

The UAE's new foreign trade agenda is a core component of the nation's growth strategy that seeks to double the size of the economy from US\$381 billion to US\$762 billion by 2030.

The UAE has now signed trade agreements with India, Israel, Indonesia and Turkiye, and is set to conclude negotiations with other strategically important nations in the coming weeks. 🇦🇪

 CT Bureau

The UAE and the Kingdom of Cambodia have finalized the terms of Comprehensive Economic Partnership Agreement (CEPA), resulting in an era of trade and investment cooperation between the two nations. The successful conclusion of negotiations was confirmed with the signing of a joint statement by His Excellency Dr. Thani bin Ahmed Al Zeyoudi, United Arab Emirates (UAE) Minister of State for Foreign Trade, and His Excellency PAN Sorasak, Minister of Commerce, Kingdom of Cambodia.

The CEPA with Cambodia will serve as a catalyst to increase and diversify bilateral trade by substantially eliminating tariffs, reducing non-tariff trade barriers, and promoting trade in goods, and services and investment.

## ECONOMIC GROWTH

The Cambodian economy is one of the most promising in South-East Asia, enjoying 5.1 per cent growth in 2022. This deal will deliver new opportunities for its significant exports, which include grains, fruits, meats, processed foods, apparel, footwear, and leather goods. The UAE will benefit from new export opportunities in machinery, oils and lubricants, and cars and automotive parts, as well as investment opportunities in logistics and infrastructure, travel and tourism projects and renewable energy, among others.

His Excellency Dr. Thani bin Ahmed Al Zeyoudi welcomed the signing as another important step in the UAE's foreign trade agenda, which was launched in September 2021.

"Cambodia is one of the fastest-growing economies


**Trade deal with Cambodia will serve as catalyst to increase and diversify bilateral trade by eliminating tariffs**

in South-East Asia and this agreement will help strengthen East-West supply chains, deliver an important new market for our manufacturers, investors, and service providers, and offer their exporters a platform for global expansion. The food production and agricultural sectors, a critical part of their economy, will also help us achieve our food security ambitions.



# ‘Global air cargo volatile as trading environment tough’

With global demand decreasing, it is unclear if this is a modest start to an improvement trend or the upside of market volatility. Looking ahead, with inflation reducing in G7 nations, policy makers are likely to ease economic cooling measures to stimulate demand, says **Willie Walsh, Director General, IATA**.

 CT Bureau

**G**lobal air cargo markets showed a continued decline against previous year’s demand performance in the data released for the month of March 2023 by IATA.

• Global demand, measured in cargo tonne-kilometers (CTKs\*), fell 7.7% compared to March 2022 (-8.1% for international operations). This was a slight improvement over the previous February’s performance (-9.4%) and half the rate of annual decline seen in January and December (-16.8% and -15.6% respectively). At this point, it is unclear if this



**Willie Walsh**  
Director General  
IATA

is a potentially modest start to an improvement trend or the upside of market volatility. Irrespective of this March performance, it slipped back into negative territory compared to pre-COVID levels (-8.1%).

• Capacity, measured in available cargo tonne-kilometers (ACTK), was up 9.9 per cent compared to March 2022. The strong uptick in ACTKs is reflected in the addition of belly capacity as the passenger side of the business continues to recover.

**Several factors in the operating environment should be noted:**

• Even with record low un-

employment rates, the global economy continues to decelerate due to a combination of factors such as tightening global financial conditions, high levels of global debt, and supply chain problems including those linked to the Russia-Ukraine war.

• In line with the weakening global trade, Purchasing Manager Indices (PMIs) for new export orders at the global level remained below the 50-critical line for a full year as of March. China’s PMI retreated to below the 50-mark in March, following a slight improvement observed in February.

• The PMI for supplier delivery



## Air cargo market in detail - March 2023

	World share 1(%)	March 2023 (% year-on-year)				March 2023 (% ch vs the same month in 2019)			
		CTK (%)	ACTK (%)	CLF (%-pt) 2	CLF (level) 3 (%)	CTK (%)	ACTK (%)	CLF (%-pt)2	CLF (level) 3 (%)
<b>TOTAL MARKET</b>	100.0	-7.7	9.9	-8.8	46.2	-8.1	-1.0	-3.6	46.2
Africa	2.0	-6.2	-4.1	-1.1	48.9	9.7	-13.3	10.3	48.9
Asia Pacific	32.4	-7.3	23.6	-16.2	48.5	-13.7	-1.3	-6.9	48.5
Europe	21.8	-7.8	8.8	-10.3	57.0	-17.4	-18.5	0.7	57.0
Latin America	2.7	-5.3	12.9	-7.0	36.6	-5.6	-10.7	1.9	36.6
Middle East	13.0	-5.5	9.7	-7.3	45.6	-6.8	0.5	-3.6	45.6
North America	28.1	-9.4	0.4	-4.2	39.3	7.3	14.1	-2.5	39.3
<b>International</b>	<b>86.8</b>	<b>-8.1</b>	<b>8.3%</b>	<b>-9.5</b>	<b>53.1</b>	<b>-9.0%</b>	<b>-4.9</b>	<b>-2.4</b>	<b>53.1</b>
Africa	2.0	-6.2	-4.7	-0.8	49.9	11.0	-11.6	10.2	49.9
Asia Pacific	29.7	-9.4	12.0	-13.6	57.2	-11.8	-4.0	-5.1	57.2
Europe	21.5	-8.4	8.1	-10.6	59.0	-18.1	-19.4	1.0	59.0
Latin America	2.3	-5.0	16.2	-9.5	42.7	-4.7	-6.1	0.6	42.7
Middle East	13.0	-5.4	10.0	-7.5	46.0	-6.7	0.5	-3.6	46.0
North America	18.4	-8.1	3.2	-6.0	49.1	5.3	8.9	-1.7	49.1

<sup>1</sup>% of industry CTKs in 2022

<sup>2</sup>Change in load factor

<sup>3</sup>Load factor level

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

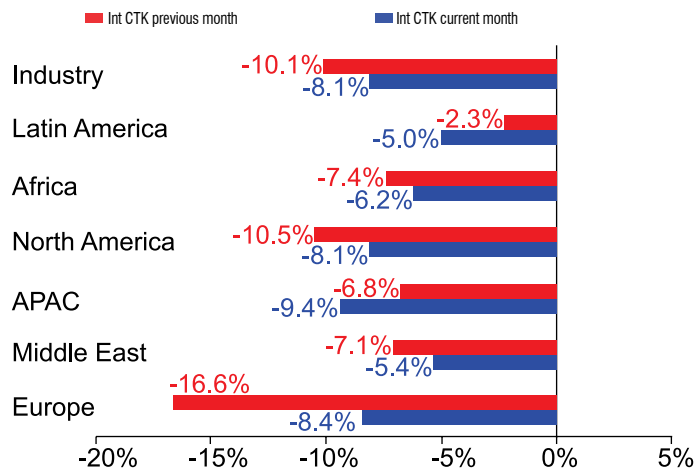
times indicates high inventory levels, which tends to have a negative impact on air cargo. Global goods trade decreased by 2.6 per cent in February; this was a faster rate of decline than the previous month of -1.0 per cent.

“Air cargo had a volatile first quarter. In March, demand slipped to pre-COVID levels and most of the indicators for the fundamental drivers of air cargo demand are weak or weakening. While the trading environment is tough, there is some good news. Airlines are getting help in managing through the volatility with yields that have remained high and fuel prices that have moderated from exceptionally high levels. Looking ahead, with inflation reducing in G7 countries policy makers are expected to ease economic cooling measures and that would stimulate demand,” said Willie Walsh, Director General, IATA.

Middle Eastern carriers experienced a 5.5 per cent year-on-year decrease in cargo volumes in March 2023. This was also an improvement to the previous month's decline (-7.1%). The demand on Middle East-Europe routes has been trending upward in recent months.

### Growth in international CTKs by region (YoY)

International CTK growth (airline region of registration)



Sources: IATA Economics, IATA Monthly Statistics

**China's PMI fell to below the 50-mark in March, following a slight improvement in February**


Capacity rose 9.7 per cent compared to March 2022. In 2023, Africa-Asia was the only route that registered growth in global air cargo traffic compared to a year before, while other routes continued to perform weaker on a year-on-year basis. 🇺🇸





# Global air cargo gloomy as summer capacity floods: analysis

A 4% drop in demand in April indicates challenging 4-5 months ahead. Market performance in April records level of seasonality expected for this time of year, volumes were impacted by Easter, Eid, Pesach, and Ramadan holidays that led to dwindling market conditions, states **Clive Data Services analysis**.

 CT Bureau

The global air cargo market may have to 'hang on' until October for signs of recovery after a flood of summer belly hold capacity on major lanes and a -4 per cent drop in demand in April indicated a challenging 4-5 months ahead, according to new weekly analysis from CLIVE Data Services, part of Xeneta.

Air freight spots rates dropped -41 per cent versus April 2022 as a 7 per cent rise in cargo capacity resulted in lower load factors and a 14<sup>th</sup> consecutive month of falling volumes year-over-year.

CLIVE's 'dynamic load factor,' measuring global volume and weight perspectives of cargo flown and capacity available, dropped by as much as -5 per cent points versus 2022 to 57 per cent in April, continuing a more than year-long decline.

Summer capacity had its traditionally profound impact on the air cargo market from Europe to North America, with cargo capacity up by 26 per cent in comparison to March 2023. Data indicated a 10 per cent points decrease in load factor across the North Atlantic to 57 per cent last month, as compared to the 67 per cent level recorded to major North



**Niall van de Wouw**  
Chief Airfreight Officer  
Xeneta

American airports in March. This pushed the general air freight spot rates on this west-bound lane down to US\$ 2.29 for April.

While air cargo market performance in the month of April recorded a level of seasonality expected for the time of year, volumes were also impacted by the Easter, Eid, Pesach, and Ramadan public holidays all coming together so closely, but this did not disguise the dwindling market conditions, says Niall van de Wouw, Chief Airfreight Officer, Xeneta.

"This air cargo market that will test companies. If you look at Europe-North America



Global summary of the general air freight market in April 2023			
Region	Dynamic load factor		
	Apr '23 <i>Abs. in %</i>	vs Apr '22 <i>Change in p.pts %</i>	vs Mar '23 <i>Change in p.pts %</i>
Global	57	- 4.7	-2.8
<b>Outbound:</b>			
Asia Pacific	68	-2.1	+0.2
North America	50	-3.1	-2.8
Europe	58	-9.0	-6.9
Middle East & Central Asia	52	-7.6	-2.5
Latin America	66	+0.5	+0.0
Africa	48	+0.5	-1.2

Source: CLIVE Data Services, now part of Xeneta

routes, what other industries see supply increase from one month to the next by 26 per cent, very much outside of their control, denoting a tremendous jump in cargo capacity. Consequently, we saw

a corresponding -12 per cent decline in spot rates on these particular routes.

“The shippers will be happy, and freight forwarders less so, while the return of the leisure passenger market, and signs

of improving corporate travel and lower fuel prices, is making passenger airlines upbeat and providing the long-awaited boost they needed. Of course, we should not forget that air freight rates are still elevated but the influx of belly capacity this summer season, meaning which the air cargo market may

**Air freight spots rates dropped -41% versus April 2022 as a 7% rise in cargo capacity resulted in lower load factors**

have to hang on until October, when winter schedules begin and capacity is reduced, for the next signs of an upturn in volumes and yield,” the Xeneta top official said.

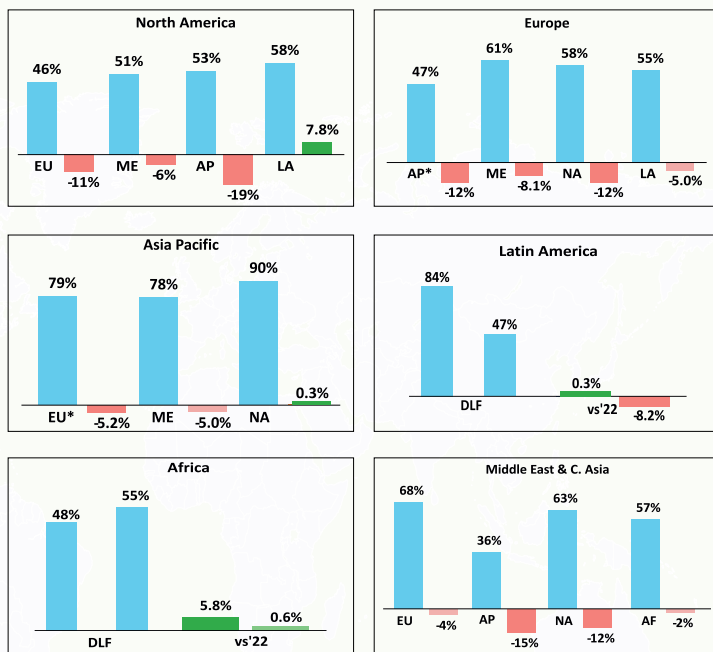
Whether a rise in demand comes in Q4 of 2023-24, as the industry anticipates, however, remains increasingly uncertain.

“If you listen to their earnings calls, you will hear the shippers pushing back on expectations of a big inventory replenishment later in the year. So, these are tough times ahead for the air cargo. At present, the global air cargo market is in the doldrums, so we do not currently see this changing until much later in the year or early 2024. Right now, we do not see any ‘ripples on the water’ to indicate more wind to give the market an uptick in volumes in the near future,” Niall van de Wouw added. 🍷

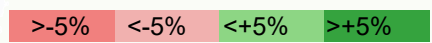
## Global lane developments of the general air freight market in April 2023

The dynamic load factor and capacity analyses for these lanes also include the flights between Asia Pacific/Africa and Middle East

Notes: Dynamic loadfactor (DLF) is in absolute percentage and Year over year growth (YoY) is based on the change in percentage points



Year-over-year (y-o-y) percentage points difference:



Source: CLIVE Data Services, now part of Xeneta

# Emirates SkyCargo to **double capacity** next decade



Emirates SkyCargo will soon bring Boeing 747-Fs, signalling confidence in international cargo market. Its fleet of more than 300 aircraft by mid-2030 will offer expanded cargo flexibility, capacity, and capability from a mix of belly-hold on A350s, A380s, 777s, and on dedicated freighters.

**T** CT Bureau

Emirates SkyCargo has added two Boeing 747-400Fs to its freighter fleet, showing its confidence in the global cargo market in a current environment of volatility.

The cargo division of Emirates, the world's largest international airline, is expecting 15 more freighters to join its fleet from announced orders and its freighter conversion program, plus a boost in belly-hold capacity from new passenger aircraft deliveries starting with Airbus A350s in late summer 2024, followed by 777-Xs the year after.

Over the next decade, Emirates SkyCargo expects to double existing cargo capacity, add 20 new destinations to its freighter network, and offer more flexibility and services to its customers with a fleet mix of more than 300 wide-body aircraft comprising: 777s, 777-Fs, 747-Fs, A350s, and A380s.

Nabil Sultan, Divisional

Senior Vice President, Emirates SkyCargo said, "While the current market volatility is likely to cause others to hesitate, Emirates SkyCargo is pushing full steam ahead

**The two new 747-Fs, which we have leased will give us immediate cargo capacity, while we wait for delivery of five new 777Fs in 2024 and 2025**

with our plans. The medium to long-term projections for global air cargo show an upward trajectory of between 3-5 per cent. Combine that with Dubai's strategy to double its foreign trade where multimodal logistics will play a big role, the economic activity taking place in the markets around the Gulf countries, West Asia, and Africa, and the opportunity for Emirates SkyCargo is clear.

"The two new 747-Fs, which we have leased will give us im-

mediate cargo capacity, while we wait for delivery of five new 777Fs in 2024 and 2025, and 10 777-300ERs to roll out of our conversion program over the next five years. We believe


even these additional planes will not be sufficient. By then, we will have the MRO set-up to quickly and efficiently scale-up our freighter conversion program if we needed to."

Secured on a long-term wet-lease basis, the two Boeing 747-Fs complement Emirates SkyCargo's existing fleet of 11 Boeing 777 freighters and are currently being deployed to Chicago three times weekly, and to Hong Kong nine times weekly.

He added, "The new aircraft

means we can expand our freighter network and amplifying the connectivity with the main Emirates network. The new fleet mix gives us more flexibility to serve our different customers even better. The Emirates SkyCargo is investing to develop new products, and to speed up digitization and technology innovation. It is our ambition to lead the market in delivering specialist solutions that are fast, reliable, flexible, and efficient. More exciting developments are yet to come. Stay tuned."

Last week, the Emirates SkyCargo has launched a brand-new creative advertising campaign, showcasing how "The World Works Better with Emirates SkyCargo."

Through every-day scenarios, the advert clearly demonstrates how essential its logistics business is to connect people and products all around the world, whether that is through life-saving healthcare, fresh fruits, flowers, pets, or valuables, among others. 

# Maiden SF Express cargo flight lands in Abu Dhabi

With its sights set on strengthening its position as a major logistics and cargo player, SF Express launched operations between China's Wuhan and Abu Dhabi. This marks milestone in our efforts to become leading cargo and logistics hub, says **Martin Drew, Senior VP, Global Sales & Cargo, Etihad Aviation Group.**

CT Bureau

Abu Dhabi Airports, the owner and operator of five airports in the emirate of Abu Dhabi, welcomed the first SF Express cargo plane to Abu Dhabi International Airport.

The maiden flight signalled the launch of operations for the global freight leader for the first time in the region. This strategic partnership is in collaboration with Etihad Cargo and Kerry Logistics and strengthens Abu Dhabi International Airport's position as a key regional cargo hub.

SF Express has gained attention in the industry due to its recent global expansion strategy. With its sights set on strengthening its position as a major logistics and cargo player, the air freight leader has made impressive breakthroughs by launching operations between China's Wuhan and Abu Dhabi Airports.

His Excellency Eng. Jamal Al Dhaheri, Managing Director and CEO, Abu Dhabi Airports said, "We are proud to welcome SF Express to Abu



**Martin Drew**  
Senior Vice President, Sales & Cargo  
Etihad Aviation Group

Dhabi. This marks a new milestone in our efforts to become a leading cargo and logistics hub in the region. We anticipate further partnerships as we continue our growth journey to establish Abu Dhabi as a major air cargo hub in the region."

By partnering with Etihad Cargo and Kerry Logistics, SF Express is all set for success in the Middle East.

With Etihad Cargo's prominence in the air cargo and logistics industry and Kerry Logistics' presence in the region, China cargo airline will be able to tap into the expertise and resources of these global providers, resulting in higher-quality and more reliable service delivery for their customers.

Li Sheng, Chairman, SF Airlines, said "Working with ADA will be a significant milestone. We are confident that this partnership will be beneficial for all parties involved. Abu Dhabi Airports is an important cargo hub in the region, and we are more than eager to work together as we connect and create value for our customers and strengthen our growing network."

Martin Drew, Senior VP, Global Sales & Cargo, Etihad Aviation Group, said, "Etihad Cargo is aligned with Abu Dhabi's vision of becoming a global logistics hub. The maiden cargo

flight's arrival in Abu Dhabi marks the beginning of a pact between Etihad Cargo, Abu Dhabi Airports, SF Express and Kerry Logistics to not only sup-

**The freighter's arrival marks the beginning of a pact between Etihad Cargo, ADA, SF Express and Kerry Logistics**

port SF Express's Middle East expansion plans but also benefits Etihad Cargo's customers, adding another mega hub gateway in China to Etihad Cargo's growing global network, strengthening cooperation between Abu Dhabi and China." 🇦🇪



# Etihad Cargo gets **TIACA** rating for net zero initiatives

The Middle Eastern airline completed the TIACA BlueSky Sustainability Verification Programme assessment and received a rating against decarbonisation criteria and performing well in partnerships and biodiversity protection, says **Martin Drew, Senior VP, Global Sales & Cargo, Etihad Cargo.**

**A**bigail Mathias

Etihad Cargo, the cargo and logistics arm of Etihad Airways, has achieved a major milestone in its sustainability journey, achieving advanced ratings for key criteria in the BlueSky Sustainability Verification Programme assessment. The carrier was the first airline in the Middle East to join the program, which aims to assess, verify, and validate the sustainability performance of air cargo carriers.

The airline completed an evidence-based desktop verification assessment in which independent validators assessed sustainability initiatives and programs of Etihad Cargo against eight key objectives.

**The carrier has taken rapid strides in its journey to deliver its pledge to achieve net zero emissions by 2050 through industry collaborations**

These objectives fall under three main themes, including environment, society, and culture and leadership, and encompass 30 specific actions the air cargo industry should prioritize in order to maximize its contribution to a sustainable world and mini-

mize its negative environmental impact.

Upon completion of the desktop verification assessment, Etihad Cargo received a dashboard outlining the assessment results. The carrier achieved an advanced rating for the decarbonisation initiatives, demonstrating the airline's pro-

global suppliers to secure SAF. Etihad Cargo has also joined forces with CEPASA to advance the research and development of SAF and develop energy alternatives.

Glyn Hughes, Director General, TIACA, said, "I would like to congratulate Etihad Cargo for their TIACA BlueSky

Martin Drew, Senior Vice President, Global Sales & Cargo, Etihad Cargo, said, "While the air cargo industry is moving in the right direction, there is still much to do if the sector is to reach its net zero targets by 2050. Etihad Cargo is committed to establishing partnerships and developing initia-



gress in investing in and deploying SAF, upgrading aerial fleets and ground vehicles to reduce carbon emissions, reducing energy consumption across its operations, and optimizing fleet utilisation.

Etihad Cargo scored highly in its performance in partnerships. In recent years, the carrier has taken rapid strides in its decarbonisation journey to deliver its pledge to achieve net zero carbon emissions by 2050 through industry collaborations. In addition to signing an airline collaboration agreement with Neste to promote the update of SAF, the airline became the first carrier to receive a delivery of SAF in Japan and is working with other

assessment results, achieving an advanced rating in the critical area of decarbonisation. It is a testament to the focus and execution of a many programs designed to reduce the environmental impact, while continuing to serve global air cargo markets."

Etihad Cargo's efforts to protect local and international wildlife, including flora and fauna, were recognised by a strong performance rating for biodiversity protection. The ratings for other criteria, including waste management, supporting economies, livelihood and social well-being, efficiency and workforce, demonstrate Etihad Cargo's significant progress towards achieving its sustainability targets.


tives that will contribute to a greener future for the air cargo community, and the BlueSky Sustainability Verification Programme is a valuable tool in identifying strengths areas for improvement. The results will act as an enabler for Etihad Cargo to advance its sustainability efforts, and the carrier is actively targeting year-on-year progress."

TIACA's BlueSky assessment is designed to be renewed every two years. Etihad Cargo will utilize the personalised dashboard and assessment results to support the carrier's sustainable transformation and will continue to enhance its dedicated cargo sustainability strategy and roadmap. 🌱



# One Air gets approval to operate UK cargo airline

Headquartered in Kingston and close to London Heathrow, One Air has dry leased its first B747 freighter. It will add second 747F later this year. The airline has also appointed Air One Aviation as its first Global Sales Agency, while dnata will act as the carrier's handling agent in London Heathrow.

 CT Bureau

The United Kingdom (UK) has got a new all-cargo airline with the launch of Boeing 747-400 freighter operator. One Air has been awarded its Air Operators' Certificate by the UK Civil Aviation Authority (CAA). After completing its proving flight in July 2022 and following a rigorous application process for an Operating Licence, the new airline is now fully approved to commence operations.

One Air has dry leased its first B747-400 freighter and is now the B747-400 UK operator. Its business model calls

## One Air expects initial demand for flights from the United Kingdom to Europe, the Middle East and Asia regions

for the addition of a second B747-400 during 2023. Headquartered in Kingston, close to London Heathrow, One Air has recruited a team of 90 air cargo and aviation professionals and a 40-strong air crew, including pilots recruited from Cathay Pacific, Emirates Airline, Norwegian Airlines, and other major carriers.

One Air expects initial de-




mand for flights from the UK to Europe, the Middle East and Asia regions. It will offer freighter services to China and the USA. One Air is a majority-owned by CEO, Paul Bennett, who said, "The vital role of freighters played in supporting the UK economy and the public throughout COVID demonstrated the level of demand, which exists for a British cargo airline. We are proud to have the opportunity to leverage longstanding business relationships with freight forwarders, logistics providers, and charter brokers serving the UK market. We expect to add our second 747F later this year and have the financial resources to grow in line with the level of demand we see."

The airline will review its fleet plans, including the po-

tential for other aircraft types, later in the year. Chris Hope, who has joined the Board of One Air as the COO has 35 years of experience with the forerunners to TUI and easyJet and Flybe. During his time with easyJet, Chris had responsibility for the entire easyJet operation at Gatwick and was business lead preparing for the UK's exit from the EU, which involved establishing new AOCs in the UK and EU. He also served as the non-executive director, National Air Traffic Services during this period.

"One Air has a customer-centric approach, and we will use our resources to grow sustainably. We will be supporting British businesses and the UK economy, starting with the 90 direct jobs in our own organi-

zation and the secondary jobs we are creating with our partners and suppliers. The UK cargo market has shown resilience in the face of disruption to aviation industry. It is entering a new phase of growth, and we look forward to being at the heart of this," Hope said.

One Air has appointed Air One Aviation as its first GSA, while dnata will act as the airline's handling agent in Heathrow. One Air has partnered with ESP to provide software and helpdesk support, Leon for its crew training and rostering, CHAMP for its weight and balance system, and PPS for flight planning. Aero People and Altitude Global will provide line maintenance at the Heathrow, with Hangar 901 acting at One Air's partner for hangar maintenance. 



# Saudia Cargo-Cianiao extend pact for cargo flights to KSA

Saudia Cargo extends agreement with logistics arm of Alibaba Group for exclusive freighter flights from Hong Kong to Riyadh in KSA and Liège in Belgium. The success of last year's agreement with Cainiao Network allowed us to achieve growth in e-commerce shipments, says **Teddy Zebitz, CEO, Saudia Cargo**.

 CT Bureau

Saudia Cargo has signed a new 12-month “space and service commitment” agreement with Cainiao Network, the logistics arm of Alibaba Group. The pact, which commenced on 1 April 2023, and continues till 31 March 2024, reserves exclusively selected SACC cargo flights from Hong Kong to Riyadh and Liège. The signing of the new agreement in Munich demonstrates Saudia Cargo’s continuing commitment to offering tailor-made solutions to one of the leading ECOM retailers in the world.

Commenting on the partnership, Teddy Zebitz, CEO, Saudia Cargo said, “We will explore new lanes from Hong Kong and China to other destinations and provide them with customized solutions that meet their evolving needs. This agreement is a testament to our ongoing commitment to delivering reliable and efficient air freight services to one of the world’s leading e-commerce logistics corporations.”

Vikram Vohra, Regional Director, Asia Pacific, Saudia Cargo, said, “The success of last year’s agreement with Cainiao allowed us to achieve growth in e-commerce shipments. We





have increased our capacity and number of cargo flights to destinations in the Middle East, Africa, Asia, Europe, and North America to ensure we continue to meet the rising demand.”

Saudia Cargo’s partnership with Cainiao is a win-win situation for both parties, as it provides Cainiao with access to Middle Eastern markets and allows Saudia Cargo to benefit from the global e-commerce market. The new agreement is testament to the strong partnership and success-



ful cooperation between the two companies.

Regarding the new agreement, Wu Man, General Manager, Cainiao International Air Logistics Department, said, “Our partnership with Saudia Cargo is part of our business strategy, and we are thrilled expand it further. By reserving exclusive space for their ship-

## The new pact benefits Saudia Cargo and Cainiao, by allowing customized solutions to evolving needs

ments on select Saudia Cargo freighter flights, we can ensure that our cargo is flown with the utmost care and efficiency.”


Saudia Cargo is resolved to provide tailor-made solutions to the premier ecommerce retailers. As it continues to grow its partnership with Cainiao, Saudia Cargo is also exploring new trade lanes from Hong Kong and China, the Middle East, Africa, and Latin America in the near future. 🇸🇩





# World Cargo Symposium highlights sustainability

As we navigate the current situation, air cargo needs to focus on three priorities, including sustainability, digitalization and safety. Though a lot has been done so far, it is still not enough. Contribution of air cargo to bottom line of airlines is evident more than ever, says **Brendan Sullivan, Global Head, Cargo, IATA**.

 CT Bureau

IATA highlighted three priorities to enable the air cargo industry to maintain momentum against the backdrop of a challenging operating environment. The priorities outlined at the 16<sup>th</sup> World Cargo Symposium (WCS), which opened in Istanbul on 25 April 2023, are sustainability, digitalization, and safety.

“Air cargo is a different industry than the one that entered COVID. Revenues are greater than they were during pre-pandemic; the yields are higher. The world learned how critical supply chains are. The



**Brendan Sullivan**  
Global Head, Cargo  
IATA

industry’s contribution to the bottom line of airlines is more evident than ever. Yet, we are still linked to the business cycle and global events. The Russia-Ukraine war, uncertainty over where critical economic factors such as interest rates, exchange rates and jobs growth are concerns that are real to the industry today. The priorities have not changed, we need to focus on sustainability, digitalization, and safety,” said Brendan Sullivan, Global Head, Cargo, IATA.

## SUSTAINABILITY

Sustainability is critical and the aviation industry’s license to do business. Last October, at the

41<sup>st</sup> ICAO Assembly, the governments of various countries agreed to the Long-Term Aspirational Goal (LTAG) of net zero carbon emissions by 2050, in line with the industry’s commitment adopted in 2021.

Sustainable Aviation Fuel (SAF) is critical in achieving this goal; 65 per cent of carbon abatement will come from SAF. However, production levels remain challenging. IATA called for government incentives for production. “Every single drop SAF, which is being produced, is being used. The problem is the quantities produced are small. The solution is government policy incentives.



Through incentivizing production, we could see 30 billion liters of SAF available by 2030. That will still be far from where we need to be. But it would be a clear tipping point towards our net zero ambition of ample SAF quantities at affordable prices," said Sullivan.

IATA revealed three other areas where it was working to support the energy transition of the industry:

- Supporting effective carbon calculations and offsetting through the development of accurate and standardized emissions, calculation methodology, and the launch of CO<sub>2</sub> Connect for Cargo later this year—a precise tool for calculating emissions from operations.

- Expanding the IATA Environmental Assessment (IEnvA) to airports, cargo handling facilities, freight forwarders, and ramp handlers to allow the industry to drive commercial success, build trust in sustainability actions, and positively impact the industry.

- Developing environmental, social and governance (ESG)-related metrics to cut through the many methodologies in circulation with ESG Metrics Guidance for Airlines.

## DIGITALIZATION

Air cargo needs to continuously improve its efficiency. The area with potential is digitalization. IATA outlined three goals:

- 100 per cent airline capability of ONE Record by January 2026. This initiative will replace the many data standards used for transport documents with a single record for every shipment. The cargo services conference agreed on Sunday that it wants to achieve 100 per cent airline capability by 1 January 2026 and the Cargo Advisory Council supports this vision.

- Ensuring digital standards are in place to support the global supply chain, guidance has been finalized on tracking devices. The IATA Interactive Cargo guidelines monitor the quality and accuracy of conditions of time and temperature sensitive goods being shipped across the world.

- Ensuring compliance and support for customs, trade facilitation, and other government processes that are increasingly digitalized. Digitalization plays a vital role in evolving strategies for trade facilitation, reducing operational barriers at borders and managing the flows of goods securely.

## SAFETY

"Alongside sustainability and efficiency is safety. The agenda for air cargo continues to be dominated by lithium batteries. A lot has been done. But, quite honestly, it is still not enough," said Sullivan.

IATA outlined three safety priorities for air cargo:

- Stopping rogue shippers, civil aviation authorities must take punitive action against them for not declaring lithium batteries in cargo or mail shipments.
- Accelerating development of a test standard for fire-resistant aircraft containers with a fire involving lithium batteries.
- Ensuring recognition from

the governments of a single standard to identify all lithium battery powered vehicles, which comes into effect from 1 January 2025.

## VALUE OF AIR CARGO

"Global air cargo helps build a better future for the people of the world. It is an industry that saves lives and delivers aid and relief to those in need. The industry mobilized to support those affected by the deadly earthquakes in Syria

**Every single drop SAF, which is being produced, is being used. The problem is the quantities produced are quite small**

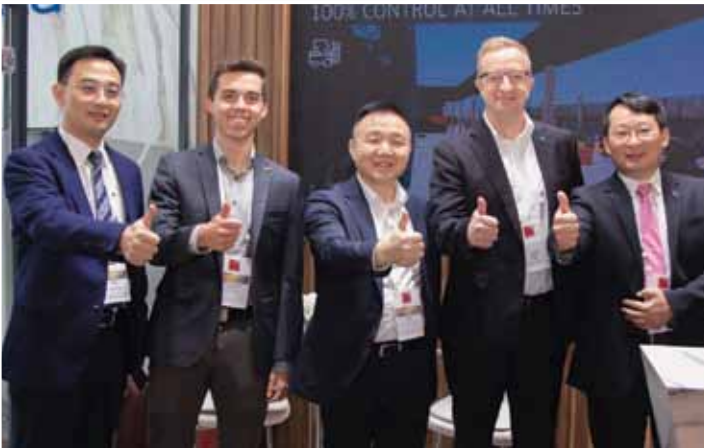
and Türkiye. Working together to ensure air cargo remained a reliable and efficient means of providing support to those in need, while it is essential to strengthen international supply chains and contribute to development of economies," concluded Sullivan. 🌍



# Professionals discuss pain points of **air cargo**

World Cargo Symposium 2023 was held in Istanbul between 25-27 April this year. The event offered sessions, specialized streams, workshops, executive summits, tackling aspects related to technology and innovation, security and customs, and sustainability. Air cargo experts from across the globe gathered at the event.













# Emirates Group capacity leaps by **48 billion ATKMs** last fiscal

Emirates' cargo division is the biggest player in aviation sector of the UAE, supporting 770,000 jobs and contributing as much as AED 172.5 billion to the GDP, says **His Highness Sheikh Ahmed bin Saeed Al Maktoum, Chairman and Chief Executive, Emirates Airlines and Group.**

 CT Bureau

Emirates' total passenger and cargo capacity increased to 48.2 billion available ton kilometers (ATKMs) in 2022-23 across its network in line with the lifting of pandemic-related flight and travel restrictions.

Emirates received two new 777 freighter aircraft during the financial year. It also phased out four older aircraft comprising two A380, one Boeing 777-300ERs and one freighter. Its total fleet count at the end of March was 260 units, with a youthful average

fleet age of 9.1 years. In addition to launching services to Tel Aviv, Emirates relaunched flights to six destinations and increased operations to 62 cities across its network throughout the year to serve strong customer demand. By 31 March 2023, the Emirates network comprised 150 destinations across six continents, including nine cities served by its freighter fleet only.

His Highness Sheikh Ahmed bin Saeed Al Maktoum, Chairman and Chief Executive, Emirates Airlines and Group, said, "I am proud of our performance, which is

not only a full recovery, but a record result. This achievement would not have been possible without HH Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister, and Ruler of Dubai, whose leadership and support was critical to our success today."

Emirates' order book stands at 200 aircraft, including five additional Boeing 777-300ER freighter orders announced during 2022-23. The airline's strategy of operating modern and efficient aircraft remains unchanged, a commitment which underpins its Fly Better

brand promise as a young fleet is better for the environment, better for operations, and better for customers.

With enhanced capacity deployment across most markets, Emirates' total revenue for the financial year increased 81 per cent to US\$ 29.3 billion (AED 107.4 billion).

Currency fluctuations, notably the Euro, Pound Sterling, and devaluation of the Pakistani Rupee, significantly impacted the airline's profitability negatively by AED 4.5 billion (US\$ 1.2 billion).

Emirates SkyCargo delivered a solid performance,



Emirates SkyCargo deployed its expertise and capacity to transport relief goods to Pakistan, Turkey, and Syria in partnership with Dubai's International Humanitarian City.

"Contribution to the restoration of air transport and tourism across the markets we serve, including Dubai's astounding 97 per cent year-on-year growth in global visitors for 2022. The Group is the biggest player in the UAE's aviation sector, which supports 770,000 jobs and contributes US\$47 billion (AED 172.5 billion) to the GDP. In line with the Dubai Economic Agenda D33, we expect to increase our contribution to the UAE's GDP over the next decade," added His Highness Sheikh Ahmed bin Saeed Al Maktoum.

With steady air freight demand throughout the year, Emirates' cargo division reported a revenue of US\$ 4.7 billion (AED 17.2 billion). This was a 21 per cent decline over last year's performance. Freight yield per Freight Tonne Kilometre (FTKM) increased by 3 per cent despite more cargo capacity being returned to the global market but remained at high levels compared to COVID due to steady and strong demand.

Tonnage carried declined by 14 per cent to reach 1.8 million tons, due to the reduction in available freighter capacity for the entire year

contributing 16 per cent of the airline's revenue despite a reduction in available cargo capacity as the aircraft that were temporarily converted into "mini freighters" during the pandemic returned to full passenger service.

In 2022-23, Emirates' cargo division reinforced its leadership in cool chain transport, building on the advanced expertise and infrastructure that made it the carrier of choice for the transport of temperature sensitive medicines during the pandemic, and other perishable items.

Emirates SkyCargo maintained its edge in the industry by bringing innovative solutions to the market, leveraging its fleet, and network capabilities. During the year, the cargo division signed commercial MoUs with United Airlines and Air Canada to expand its network's reach and capacity for customers, introduced a new digital channel, WebCargo, for customers to directly access and book its flights for their cargo shipments; and launched Emirates Delivers UK, expanding its e-commerce shipping solution to the UAE customers.



**His Highness Sheikh Ahmed bin Saeed Al Maktoum**  
Chairman and Chief Executive  
Emirates Airlines and Group

with the reinstatement of more passenger services. At 2022-23 end, Emirates' SkyCargo's total freighter fleet stood at 11 Boeing 777Fs.

### DNATA PERFORMANCE

Recovery from COVID was felt across all dnata businesses, and in 2022-23, it increased its profit by 201 per cent to US\$ 90 million (AED 331 million).

With growing flight and travel activity across the globe, dnata's total revenue increased by 74 per cent to US\$ 4.1 billion (AED 14.9 billion). dnata's global businesses account for 72 per cent of its revenue, an increase of 10 percentage points from the previous year. Through the year, dnata worked with its cus-

tomers through labour shortages and inflation challenges in the UK, USA, Europe, and Australia.

Laying the foundation for future growth, dnata's investments in 2022-23 amounted to US\$127 million (AED 467 million). Investments during the year included, a new cargo centre in Amsterdam, new modern cargo and ground service equipment facilities in Erbil, Iraq, the global roll-out of its advanced 'OneCargo' system to digitize and automate business functions, expansion of marhaba operations

**With enhanced capacity deployment across most markets, Emirates' revenue for the year rose by 81 per cent**

in Dubai and Zanzibar, and the re-opening of renovated catering facilities in Sydney with energy-efficient installations and equipment upgrades.

Aircraft turns handled by dnata grew by 35 per cent to 712,383 and cargo handled declined by 8 per cent to 2.7 million tons, reflecting the increased flight activity. 🇦🇪



# Women in aviation on rise in the Middle East

WIA Middle East Chapter honors women leaders for their role in promoting UAE aviation sector. Nearly 27,000 women are currently employed in the aviation sector, representing 42 per cent of total workforce. Organized along with the Airport Show, the conference offers perspectives from industry professionals.

 Abigail Mathias

**W**omen in Aviation Middle East Chapter organised a conference at the 22nd edition of the Airport Show, which was held in Dubai. The event was designed to showcase interesting talks by women shaping the aviation industry in the region.

Mervat Sultan, President, Women in Aviation Middle East Chapter, addressing the WIA 10th Anniversary Conference, said, “The number of women in aviation is on the rise with active and constructive participation of women, taking up aviation as their choicest career. Nearly 27,000 women are currently employed in the



*Her Highness Sheikha Mozah Bint Marwan Al Maktoum*

**Women are present in all areas of aviation, not only as pilots. There are also engineers, air traffic controllers, medical, technical, and legal staff**

United Arab Emirates (UAE) aviation sector, representing 42 per cent of the total workforce.”

“If you want to build your nation, you need to build a generation first. Women empowerment is essential for betterment of the society. In this regard, education and training for women is important. We must

educate parents and children as well about job opportunities in the sector,” she added.

“Women are present in all areas of aviation, not only as pilots. They are employed as engineers, air traffic controllers, medical, technical, and legal staff,” Sultan added.

There are several women working in logistics and cargo, though that number is expected to gradually rise. In air cargo, 70 per cent of people work in operations, doing set 24-hour shifts that include weekends. This makes it quite challenging for women with children to have a work-life balance. More training on diversity, inclusion and unconscious bias would make a big difference as well.

Held in conjunction with the airport show the WIA conference offers perspectives from speakers and professional from the industry. Deliver-

ing the opening speech, Her Highness Sheikha Mozah Bint Marwan Al Maktoum, First Lieutenant Pilot, Dubai Police Airwing, said, “The gender gap is still quite wide in the sector, and a roadmap is needed to resolve this issue.”

She said she formed Shehana, a Women in Aviation Association, to support women in the industry. The association’s vision is to advance gender balance in the industry through local, regional, and global partnerships and collaborations.

Shehana is an international voluntary association that aims to empower women, support them to reach leadership positions, and represent the industry at global events. Through collaborations with partners and sponsors, the association aims to create new frameworks, laws and regulations aimed at removing barriers and creating

incentives for the inclusion of more women within the sector.

“Women in the UAE are not heard and seen, but respected. But to improve gender equality, there is need for collaboration of sponsors, government and organizations supporting women in aviation,” Her Highness Sheikha Mozah Bint Marwan Al Maktoum said.

Kuljit S. Ghata-Aura, President, Boeing Middle East Tür-





kiye and Africa, said, “The UAE has made rapid strides in empowering women in the industry, with 27,000 women currently employed in the sector.”

“Boeing has taken steps to support gender equality at the workplace in the UAE. In December 2022, we joined 15 companies from the UAE’s private sector in signing a pledge to speed up gender equality in the UAE’s workforce by increasing the representation of women in leadership roles to 30 per cent by 2025,” he said.

Women’s representation in the Boeing workforce increased to 24.6 per cent, because of hiring efforts and stronger retention. “In the UAE, we are proud to partner with the government and other stakeholders in promoting gender equity in the sector,” he said. “Over the past year, we have made significant progress, with women accounting for 33 per cent of our new hires in the region, compared to 26 per cent in 2020,”

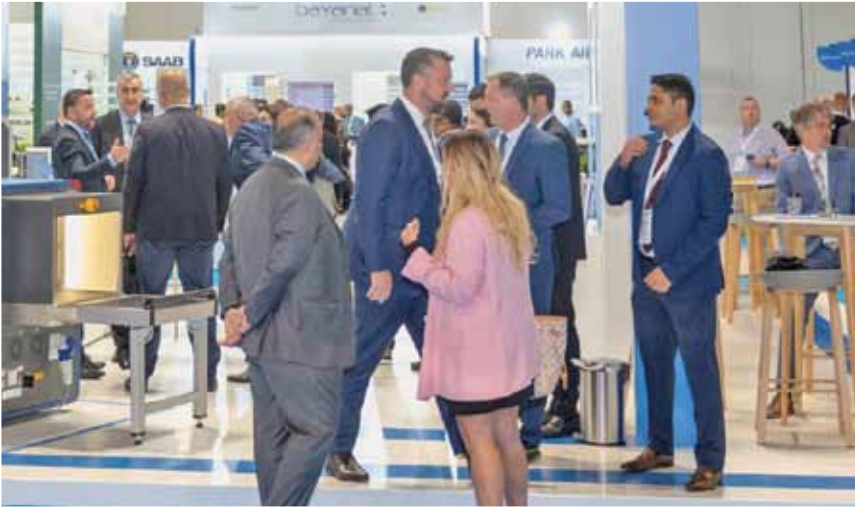


*Mervat Sultan speaking at the Women in Aviation 10th anniversary*

# Future of air innovation highlighted at **Airport Show**

The Airport Show, which opened on 9 May, was held under the patronage of Sheikh Ahmed bin Saeed Al Maktoum, President, Dubai Civil Aviation Authority, Chairman, Dubai Airports, and Chairman and Chief Executive, Emirates Airline and Group. Over 150 exhibitors and 4,000 trade visitors attended the show.







# Etihad Cargo expands reach, adds another Chinese gateway

With introduction of two new Boeings flights, Etihad Cargo will operate 10 weekly cargo flights to China, including eight to Shanghai and two weekly to Wuhan the capital of Hubei Province, in partnership with China's SF Airlines. Currently, five weekly flights are operated to Beijing Daxing, Shanghai, and Guangzhou.

 CT Bureau

Etihad Cargo, the cargo and logistics arm of Etihad Airways, has added a fourth gateway destination to its Chinese network with the introduction of weekly flights

*Flight schedule for Abu Dhabi-Wuhan services, effective 28 April 2023*

Flight	Departing	Time	Arriving	Time	Aircraft	Days
EY 9651	Wuhan	06:30	Abu Dhabi	10:55	77X	Saturday
03 7511	Wuhan	02:10	Abu Dhabi	06:25	B747F	Wednesday
EY 9650	Abu Dhabi	16:30	Wuhan	04:00 (+1)	77X	Friday
03 7512	Abu Dhabi	19:25	Wuhan	06:30	B747F	Wednesday

**The airline currently offers passenger flights to Shanghai, Beijing Daxing and Guangzhou each week**

to Wuhan Tianhe International Airport in the Hubei province of China. The inaugural flight arrived in the Hubei Province on 29 April.

Martin Drew, Senior Vice President, Global Sales & Cargo, Etihad Cargo, said, "The addition of Wuhan to our Chinese network is the latest step in enhancing Etihad Cargo's capabilities in the region. These flights will provide greater connectivity, market access and cargo capacity for the carrier's customers, strengthening the relationship between the UAE and China and positioning Abu Dhabi as a global logistics and express hub."

Wuhan is the fourth Mainland Chinese destination to be added to Etihad Cargo's net-

work. The carrier will be increasing frequencies to China in the coming months to add further depth to its network and meet increasing capacity demands from customers in the UAE and China.

Currently, the airline offers five passenger flights to Shanghai, Beijing Daxing and Guangzhou each week. With the commencement of two weekly freighter services between Abu Dhabi and Wuhan, Etihad Cargo will operate a total of 10 freighter services to China, offering an additional 100 tons of cargo capacity into the Hubei Province each week.

This brings the carrier's total cargo capacity for China to 1,000 tons per week, including 850 tons of cargo capacity for Shanghai offered via eight weekly freighter services and two passenger flights.


The new flights between Abu Dhabi and Wuhan will give Etihad Cargo's partners and customers greater accessibility to 25 domestic Chinese destinations, including Shenzhen, Dongguan, Hangzhou, Chengdu, and Nanjing, via SF Airlines' road feeder service trucking network, further enhancing Etihad Cargo's connectivity in the region. 🇦🇪



# Renovation work on at MST for eight weeks, traffic closed



Runway of the Netherlands-based Maastricht Aachen Airport is being renovated with EUR35 million as part of an investment program of up to EUR100 million. The airport is a key import station for flowers and the handling of dangerous goods, says **Jos Roeven, Chief Executive Officer**.

 CT Bureau

**M**aastricht Aachen Airport (MST), the second largest cargo hub in the Netherlands, has started renovation work on its runway as part of an infrastructure investment plan of up to EUR 100 million over the next few years.

The airport is investing EUR35.3 million in its runway upgrade between May and June in anticipation of a project to extend its operational length to 2,750 meters by January 2025.

“Maastricht has much to offer to the Dutch air cargo community, with no slot restrictions or congestion at the airport, and now a significant infrastructure investment program,” said Jos Roeven, Chief Executive Officer, MST.

“There is wear and tear on the top layer of the existing runway and there is every risk that small particles from the asphalt may damage the taking off/landing aircraft,” he added.

“We are CEIV-Pharma certified and MST is the preferred



**Jos Roeven**  
Chief Executive Officer  
Maastricht Aachen Airport (MST)

station for flower imports into the Netherlands, as well as specializing in handling dangerous goods and e-commerce. We will be focusing on further developing our facilities with this investment,” he said.

“There is a fantastic opportunity in the current market for regional airports to step up

for the cargo industry and help drive a more sustainable future for freight, while at the same time creating job opportunities for our local communities,” averred Roeven.

**“There is wear and tear on top layer of the existing runway and there is risk of small particles damaging taking off/landing aircraft”**

MST is already the European base for Turkish Cargo and Royal Jordanian, and an online station for Emirates, Qatar, and Saudia. The airport is free of slot restrictions, offers full Fifth Freedom of The Air rights, and

has its own maintenance, repair, and overhaul facilities. The airport will be closed from 8 May-30 June due to renovation of the runway.

The Maastricht airport CEO will be attending the Air Cargo Europe Exhibition in Munich, Germany from 9 May 2023 to share the latest updates and projects. Founded in 1945, the Maastricht airport is a significant import station for flowers and the handling of dangerous goods. MST is the ideal site for cargo airlines, forwarders and RFS companies.

The airport welcomes passengers daily, and is the European base of Emirates, Qatar Airways, Saudia, Royal Jordanian, and Turkish airlines. Unlike many large gateways in Europe, this airport has no slot restrictions and full Fifth Freedom rights. It has its own maintenance, repair, and overhaul facilities. The Maastricht airport is also the European hub for carriers such as Emirates Sky Cargo and Turkish Airlines. 

# Qatar Cargo, RwandAir launch Kigali Africa Hub

Qatar Airways Cargo's cargo hub in collaboration with RwandAir, creates foundation on which to expand a future-oriented African air cargo network and meet 3-5% annual economic growth forecast for the continent over the next decade and expand future-oriented African air cargo network.

CT Bureau

Qatar Airways Cargo's Chief Officer, Guillaume Halleux, and Yvonne Makolo, CEO, RwandAir officially launched operations at the Kigali Africa Hub. Qatar Airways Cargo's Boeing 777 freighter landed at Kigali International Airport.

The Boeing 777 aircraft will fly from Doha to Kigali, twice a week. Since March, Qatar Airways Cargo has created an intra-Africa service between Kigali and Lagos (thrice weekly), and a weekly service from Istanbul via Doha to Kigali, all operated by an Airbus A310 aircraft. More than 60 destinations from Kigali will be announced soon.

Guillaume Halleux, Chief Officer, Cargo, Qatar Airways, said, "Africa is one of the world's fastest growing economies, yet for it to develop to its full potential requires investment in logistics infrastructures. Qatar and Rwanda have trade agreements with both Qatar Airways and Qatar Investment Authority and investments were made

ambitions. Our customers will benefit from a reliable intra-African network through our Kigali hub. We are proud to partner with RwandAir in setting up Kigali as the Central African

the 3-5 per cent annual economic growth forecast for the continent over the next decade. More African destinations are due to be added to the network at a later stage.

Yvonne Makolo, CEO, RwandAir, said, "We are proud to partner with Qatar Airways Cargo to launch the brand-new Kigali Cargo Hub to open new cargo opportunities across Af-



Inauguration of hub

hub in preparation for the Next Generation of air cargo on this fast-growing continent."

The launch of Qatar Airways Cargo's first cargo hub outside Qatar, and in collabora-

In the countdown to the launch of the Kigali Cargo Hub, QAS Cargo, a subsidiary of Qatar Airways, provided consultancy support to RwandAir Cargo to help improve its cargo handling performance. A team from QAS Cargo visited the cargo handling facilities and presented RwandAir with a detailed action plan for operational improvements and handling performance. The team is working together on a future roadmap, including a proposed improvement plan for its warehouse infrastructure, which will form part of a long-term strategic plan for the cargo division of RwandAir.

rica. The continent is home to a diverse economy, with businesses and entrepreneurs looking for better connections to create new markets and expand inward investment. Together in partnership, the Qatar Airways Cargo and RwandAir have created a fantastic new facility to meet this growing demand across Africa to further generate the business boom, which will power economies across the continent."

Currently, the Qatar Airways Cargo serves 28 cities in Africa with a mixture of freighter and belly-hold services, carrying up to 2,800 tons to and from Africa. 🇸🇩

**RwandAir and Qatar Airways Cargo have created the new air cargo facility so as to meet this growing demand across Africa and generate boom in business**

in Kigali International Airport and RwandAir. Thus, it was logical that Qatar Airways Cargo support RwandAir in its cargo

tion with RwandAir, creates a strong foundation on which to expand a future-oriented African air cargo network and meet



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# Bahrain to expand sea, air network **connectivity**

The Kingdom is in discussion with other international companies that are inextricably connected with the logistics sector. We want to encourage the volume of high value exports, says **Ali Al Mudaifa, Chief of Business Development, Bahrain Economic Development Board.**

 Ritika Arora Bhola

## **H**ow are logistics, air cargo and warehousing businesses shaping up post-COVID in the Kingdom?

In October 2021, the Bahrain leadership launched a comprehensive economic recovery plan, which set out the economic priorities for the Kingdom of Bahrain and the growth plans for each sector, including priority sectors such as logistics, ICT, manufacturing, and financial services. We aim to double the cargo handling capacity volumes at the

seaport to as many as one million tons per annum, triple the existing air freight capacity at the airport to one million metric tons by 2030, and we also have concrete plans in place to achieve that.

The plans include augmenting the Kingdom's sea and air connectivity and developing new zones in Bahrain to encourage both sectors to grow. To cite an example, on the northern apron of Bahrain International Airport, the Bahrain Airport Company is developing a new tailored-made cargo and logistics area catering to companies, couriers, express industry, freight forwarding, and

last-mile delivery (LMD). The United States America-based FedEx is the anchor investor in this field, the company is relocating to this area to double its footprint.

Currently, we are in discussion with other international companies that are inextricably connected with the logistics sector.

In the case of manufacturing, we want to encourage the volume of high value exports, including focusing downstream aluminium, petrochemicals, food and pharmaceuticals, primary food, and renewable energy sectors. Our objective is to increase the sector's contribu-

tion to the GDP over the next couple of years.

## **How would you rate Bahrain's logistics infrastructure. Is it good for multimodal cargo movement or is there need for improvement?**

A reflection of our infrastructure is thanks to an initiative launched, which was last year have essentially bonded a corridor linking our seaport to the airport and vice versa and assuring transit cargo companies in the Kingdom to leverage a multimodal process. This is something that has been done by virtue of proximity of both



ports of entry. We have noticed the need during COVID when transporting goods from point A to point B by sea was slow and inexpensive, while moving goods from point A to point B by air was fast, but expensive.

So, we are looking to achieve this hybrid model whereby the freight forwarders and cargo companies can leverage it to get



the best of both worlds. This is something used by the companies during the peak seasons, be it during the summer or the year-end period, to transport goods such as commodities and perishables, among others.

We also plan to augment infrastructure as we are connected to the Kingdom of Saudi Arabia via the King Fahd Causeway, opened in 1986, in order to cater to passengers, freight, road, rail and be linked to the interoperable GCC railway network. Once the project is completed, it will serve as a catalyst for growth and

a game changer for the Kingdom's logistics.

**How is Bahrain Economic Development Board gearing up for growth during slowdown, and the Russia-Ukraine conflict? What significant growth strategies have you been adopted?**

We are blessed to be in a region that is experiencing high growth. The Gulf Cooperation Council (GCC) is booming and so is the Kingdom of Bahrain. Since we have worked to strengthen the vital sectors of the economy, Bahrain has experienced a growth of as much as 8 per cent compound annual growth rate (CAGR) since 2002, and a 13 per cent CAGR growth in non-oil exports.

In 2002, the Kingdom's nominal GDP was just under 10 billion, today it is more than 40 billion. We expect our proactive approach as it pertains to attracting investments to augment sectors to create jobs and training opportunities for locals.

Upskilling will propel us to continue this trend. After the pandemic, we are taking steps to address food security problems by stor-

ing commodities and vital food products, especially locally produced food such as aquaculture and poultry. We have plans to grow each of those food verticals to mitigate any risks that may arise when you have superior infrastructure.

The Danish operator DSV, who recently set shop in the Kingdom, is considered one of



**Ali Al Mudaifa**  
*Chief of Business Development  
Bahrain Economic Development Board*

the most prominent third-party logistics providers. Integrated logistics service providers have plans to grow this vertical in Bahrain in order to cater to this important segment. This is reflected in our discussions with logistics companies from across the world.

**What, according to you, will be the major growth drivers in this year and beyond?**

We are spending time, effort and money towards upskilling locals with various skills, such as full stack software development, programming, coding, training and cyber security training and Artificial Intelligence (AI) among others.

On the financial services front, we are concentrating on fintech, insurance, reinsurance, digital banking, and private banking. We are also focusing on logistics, freight forwarding, e-commerce, food, pharmaceuticals, petrochemicals, hydrogen, and renewable energy among others.

Our Kingdom's wise lead-

ership is committed towards carbon neutrality and achieving net zero by 2060. We have increased the use of renewables, including increasing the number of saplings planted the kingdom, increasing mangroves, and the like.

We are encouraging companies, especially the consumers of conventional energy, to adopt renewable and green sources such as solar power. We are looking to shift towards green energy, be it for industrial usage and human use. In this connection, we have many upcoming government tenders that will be issued relating to solar farm installations in the kingdom, which in the range between 3,700 and 4,000 mw per annum.

**We are spending time, effort and money towards upskilling locals. Our wise leadership is committed towards achieving net zero by 2060**

There are ongoing plans by the government to digitize the data jurisdiction law. We are the only country to have such a law in place. We have a Cloud First Policy, and the Kingdom has several public and private institutions that have shifted their data to the Cloud. We are also looking to develop digital infrastructure with a focus on attracting more data centres in the kingdom and edge nodes.

**FACTFILE**

- We aim to double the cargo handling capacity volumes at the seaport.
- Our aim is to increase the sector's contribution to the GDP over the next couple of years.



# FedEx Express-SEDA to enhance Middle East exports

The alliance will provide competitive cross-border logistics services for small and medium enterprises and assist businesses of the Kingdom of Saudi Arabia to enter international markets. The objective is to help the businesses grow and transform into powerhouses that drive the growth of the KSA's economy.

CT Bureau

FedEx Express, a subsidiary of FedEx Corp. (NYSE: FDX) and the world's largest express transportation company, has inked an agreement with Saudi Ex-

ports to supporting the kingdom's non-oil economic growth through international trade, in line with Saudi Arabia's Vision 2030 goals to diversify the country's economy.

Eng. Abdulrahman Althukair, CEO, SEDA indicated

to supporting the kingdom's non-oil economic growth through its Vision 2030. Our strategic collaboration with Made in Saudi will provide the country's national goods and services greater access to efficient logistics solutions and an enhanced service experience.

(MEISA) region, connecting 45 per cent of the world's population. Today, FedEx has direct presence in 16 markets across MEISA, and 58 flights weekly to and from its Hub in Dubai, connecting the region to global markets, and providing cus-



(L-R): Eng. Abdulrahman bin Sulaiman Althukair, CEO, SEDA and Taarek Hinedi, VP, FedEx Express ME & Africa Operations sign the agreement

ports Development Authority (SEDA), represented by "Made in Saudi" program, to be one of the logistics solutions providers for the customers of the authority.

The program is one of the National Industrial Development and Logistics (NIDLP) programs led by the SEDA. The program aims to enhance the image of the kingdom's exports and make national products the preferred choice for consumers locally, regionally, and globally. The collaboration underpins FedEx commitment

to the authority is keen, through the "Made in Saudi" program, to enhance effective strategic partnerships with the public and private sectors. The aim of such public-private partnerships is to support the SEDA's goals to improve the efficiency of exports; help exporters expand and reach new global markets; and contribute to the kingdom's Vision 2030 to increase the country's non-oil exports to 50 per cent of non-oil GDP.

"FedEx is committed to helping the Kingdom of Saudi

Arabia transform its economy through its Vision 2030. Our strategic collaboration with Made in Saudi will provide the country's national goods and services greater access to efficient logistics solutions and an enhanced service experience. Our global network, customized solutions, value-added services, and in-depth industry expertise will help manufacturers and exporters expand their business to international markets and connect with a wider customer base. Our goal is to help them grow and transform into powerhouses that drive the growth of the Saudi economy," said Taarek Hinedi, Vice President, FedEx Express Middle East Africa operations.

FedEx serves 66 countries across the Middle East, Indian Subcontinent and Africa

**The aim of such PPPs is to support SEDA's goals to improve efficiency of exports and help exporters expand and reach new global markets**

tomers with faster access. The alliance will provide competitive cross-border logistics services for SMEs and assist Saudi businesses in quickly entering international markets.

FedEx has been facilitating trade in Saudi Arabia since 1994 by providing its international solutions through local service providers. In 2021, FedEx announced its transition to a direct presence in Saudi Arabia, reinforcing the company's commitment to meet the country's growing international shipping demands. Through its extensive Middle East Road Network, FedEx has been connecting Saudi Arabia directly to the UAE, Bahrain, Kuwait, Oman, Qatar, and Jordan. 🇸🇦

# Qatar Airways Cargo remakes Next Generation Pharma

Qatar Airways Cargo has relaunched Next Generation Pharma, which includes several enhancements streamlining the handling of different categories of pharma and healthcare products, in-

cluding animal healthcare items that fall under the umbrella of pharma. Last year, the carrier ferried 84,000 tons of medical and healthcare shipments across its global network via its capital and its regional hubs in Europe. IATA CEIV Pharma certification was achieved in December 2020. Guillaume Halleux, Chief Officer, Cargo, Qatar Airways, said, "In less than a decade, Qatar Airways Cargo has grown to become a carrier of choice when it comes to pharma products.



# Dubai Customs clearance services to function 24x7

Dubai Customs announced that its customs services, including customs declarations, clearance of goods,

and inspection, will operate 24x7, 365 days a year. They will function on holidays and official breaks. The department has provided intelligent platforms that enable clients to carry out customs services from anywhere in the world, at any time. During this Q1, the completion rate of transactions through digital channels reached 100, said Ahmed Mahboob Musabih, DG, Dubai Customs and CEO, Ports, Customs and Free Zone Corporation.



# DSO, Schneider Electric join forces to fortify e-mobility

Schneider Electric and Dubai Silicon Oasis (DSO) have joined forces to encourage the adoption of e-mobility solutions in Dubai by installing an electric vehicle (EV) charging station at Schneider Electric's Gulf headquarters. Demand for EVs in the UAE market has increased over the past few years and is projected to witness a compound annual growth rate of 30 per cent until 2028, as per a global electric mobility readiness index published last year.



# Kuwait to auction airport cargo village

Kuwait intends to invite foreign companies in an international auction to Build and Operate a cargo village it is planning to construct near its airport. The Civil Aviation Authority (CAA) has requested the Finance Ministry to approve the project, involving design, construction, operation, and maintenance of the facility. The cargo village will be built on a sprawl-



ing site West of Kuwait's International Airport and is part of a master plan to develop the logistics industry in the emirate, it stated. In addition, a safer medium to transport lithium batteries is needed as their demand grows globally. The ministry called for an effort to showcase the industry as a dynamic career option.

# 'Oman's Salalah Port second most efficient in Middle East'

Salalah Port ranks as the second most efficient container port in the Middle East, according to the 'Global Market Intelligence Container Port Performance Index' by World Bank and S&P. The Index shows ports in the



ME and East Asia responded best to the heavy volume growth and service volatility caused by impacts of the global pandemic. The report revealed the ports in the ME took four of the top five spots in the second edition of the global Container Port Performance Index, developed by the World Bank and S&P Global Market Intelligence. CPI is an index of global container port performance intended to serve as a reference point for stakeholders.

# cargo.one and Hongyuan to offer online capacity

China's Hongyuan Group's air freight capacity will now be available via cargo.one's online booking platform for freight forwarders. Hongyuan Group operates air cargo services between across China and in Europe and South America cities. The partnership with Hongyuan Group, its first Chinese carrier, is the latest step in cargo.one's Asia-Pacific (APAC) growth trajectory. cargo.one has signed many agreements to deliver increased capacity options across the APAC region. Freight forwarders on cargo.one will be able to book Hongyuan



Group cargo capacity to destinations in China, including Shanghai, Beijing, and Chengdu cities.

# DHL, Turkish Cargo tie up to enhance cargo services

DHL Global Forwarding will leverage SMARTIST, Turkish Cargo's mega cargo facility at Istanbul Airport, as one of its global hubs. The two companies signed an MoU at the World Cargo Symposium to strengthen their cooperation, which will increase the air cargo traffic handled via Istanbul, enhancing the airport's potential to become a leading global logistics



hub. Thomas Mack, Global Head, Air Freight, DHL Global Forwarding said, "Spanning the EU and Asia, Türkiye is well-positioned to act as a logistics hub for Europe, Asia, the MEA region, and the USA. "We are happy to intensify our pact with Turkish

Cargo to provide us with capacity, but also latest logistics infra to handling air freight," said Turhan Özen, CCO, Turkish Airlines.

# Neste sets up SAF supply chain to Changi Airport

Neste supports Singapore in achieving its emission reduction targets as part of the Green Plan 2030 and Sustainable Air Hub Blueprint under preparation for completion later in 2023.

"Singapore is the leading aviation hub in the APAC region. Apart from being a global hub for Neste's SAF production, we have set up an integrated SAF supply chain to Singapore Changi Airport."



# Japan Airlines to operate its dedicated cargo fleet

Japan Airlines (JAL) recently announced it will fly its own planes to support its cargo operations. The airline said that three Boeing 767-300ER freighters will begin operations by the end of the financial year 2023-24. This is the first time in more than a decade that the JAL will operate its own dedicated cargo aircraft. The freighters are joining the airline as part of a new business model. The JAL stated that it has been efficient in securing revenues in the air cargo business through its flexibility in its operation. Since 2010, the airline has been using space on passenger



flights and has been chartering freighters from other airlines. As the JAL plans to grow its cargo operations, the airline will focus on building alliances with logistics companies and will operate routes that guarantee stable demand.

# LATAM Cargo, Swiss Airtainer win IATA Air Cargo awards

IATA conferred the IATA Air Cargo Innovation Awards for 2023 on LATAM Cargo and Swiss Airtainer (SAT) at the 16th World Cargo Symposium in Istanbul, Türkiye. LATAM Cargo received the Corporate Innovation Award for its plastic reduction projects in its cargo operations in Chile and Brazil, initiatives that are part of its commitment to become a zero waste to landfill group by 2027. SAT received the Start-ups and Innovators Innovation Award for the development of a temperature-controlled container



for the transport of pharma products. SAT "reinvented" the container from scratch with the following proprietary components: composite material (IP); architecture (IP), inflight detector (IP), control system, cooling system with redundancy, new battery packs, and a battery management system & solar panel system to render the container sustainable and energy self-sustaining. "Innovation holds the key to development, sustainability, and success in the air cargo industry, that's why we launched the IATA Air Cargo Innovation Awards," said Brendan Sullivan, Global Head of Cargo, IATA.



# WestJet Cargo launches three B737-800s cargo flights



WestJet Cargo and GTA Group launched the second of three Boeing Converted Freighters 737-800s in Halifax together with partners and

stakeholders. The event marked the launch of the WestJet Cargo and the GTA Group's cargo service at one of six airline hubs, which will serve needs of shippers, freight forwarders and individual customers across North America. "We are delighted to celebrate this milestone in Halifax, said Kirsten de Bruijn, Executive Vice President, Cargo.

# American Airlines nod to Envirotainer Releye containers

Envirotainer, specialist in secure cold chain solutions for the shipment of pharma products, has announced that American Airlines has become the latest global airline to approve the Envirotainer Releye® RLP and RAP containers for usage on its fleet of aircraft. This approval enables it to meet the increasing demand to deliver medicines that need to be temperature-controlled in transit. The airlines will be able to support sensitive shipments in a regulated market, while providing pharma shippers with secure and sustainable cold chain solutions. "We are thrilled to offer our customers another option for moving temperature-sensitive freight with us. The Releye® RLP and RAP containers are designed for ferrying critical Life



Sciences and Pharmaceutical shipments, making it a perfect addition to our current cold-chain network," said Eric Mathieu, Head, Customer Experience, American Airlines Cargo.

# Menzies Aviation expands presence in Central America



Menzies Aviation has expanded its presence in Panama through the purchase of Aircraft Services and Consulting. The acquisition gives Menzies access to Tocumen International Airport and Scarlett Martinez International Airport, with additional operating licenses secured for David Airport, and Panama Pacifico Airport. "Panama is a pivotal commercial gateway connecting the Pacific and Atlantic oceans."

# HKIA again named busiest cargo airport last year

Hong Kong International Airport (HKIA) has once again been named as the world's busiest cargo airport in 2022. The airport handled a total of 4.2 million tons of cargo during the year, as per the latest data released by Airports Council International (ACI). HKIA



retained the top position in 2022, despite ongoing geopolitical tensions and disruptions to global trade and supply chains that caused a decrease in overall air cargo volume globally. An array of projects is currently underway to enhance air cargo services at HKIA, in parallel with the expansion into a three-runway system. Projects include expansion of DHL's Central Asia Hub to increase its handling capacity by 50 per cent among others.

# Air Cargo Canada takes delivery of 767-300s

Air Canada Cargo has taken delivery of two Boeing 767-300 freighters. The freighters are expected to enter service soon said Air Canada Cargo on 2 May. "We are excited to see our two factory-built Boeing 767-300 freighters land in Toronto to join our growing freighter fleet," posted the carrier in LinkedIn. "Fins 662 and 663 will soon enter commercial service and serve our valued customers around the world." Air



Canada ordered the two factory-built 767-300Fs in April last year. The 767-300Fs allow Air Canada Cargo to offer five different main deck configurations, increasing the overall cargo capacity of each aircraft to nearly 58 tons or 438 cu m, with approximately 75 per cent of this capacity on the main deck. These freighters are in addition to the eight 767-300s that are being converted for Air Canada Cargo operations.

# Movements



## **VOLTA SHIPPING** **UAE**

★ **Debjit Sengupta** has been appointed as the MD by the Volta Shipping. He brings with him 30 years of experience in shipping and related areas. He will replace Manikandan Kongattil, who has left the company after four years. In 2019, he joined Volta Shipping as the Commercial Director during course of time, his responsibility extended into all aspects of the company's operations. In his new role, he will be responsible for all aspects of Volta's management and driving growth and success for the company. He will continue to be based in Dubai. He said, "I am honored to be leading the team. I look forward to working the talented team."



## **ATLANTIC FORWARDING GROUP** **Switzerland**

★ **Christoph Ritt** has joined Atlantic Forwarding Group as the Chief Financial Officer. He will succeed Marco Lulita, who is leaving the company in April. He joined Atlantic Forwarding Group in 2022 and brings with him 20 years of experience in various executive roles across industries, including logistics, transport, supply chain, and operations. Previously, Ritt has held senior roles at DHL, Agility, Panalpina, Syngenta, and Novartis. Daniel Weissenberger, Chief Executive, Atlantic Forwarding Group, said, "With his leadership skills, he is an asset to our global team."



## **CHAPMAN FREEBORN** **UK**

★ **Russell Cook** has been appointed to the post of industry vertical director – automotive. of Chapman Freeborn. With more than 30 years of experience in freight forwarding, including two decades looking after automotive clients, Cook's career to date has included roles at Emery Worldwide, UPS and DB Schenker, as well as the co-founding of a fintech start-up. "The automotive vertical at Chapman Freeborn is a specialist area of service delivery and I am delighted to have been provided this unique opportunity and value proposition to our clients," Cook said.



## **TT CLUB** **UK**

★ **Luise Doyle** has taken a new role at the leading international freight and logistics insurer TT Club. The underwriter is tasked with growing the Club's specialized portfolio and motivating a well-established team, which is seeing promotion from within. Doyle has been promoted to Regional GM, EMEA, having worked her way up from Underwriting Assistant in 1990. She became TT's youngest ever Senior Underwriter in 1998 and subsequently Deputy Director of Underwriting in 2020. Her vast experience will be a boon to the growth of the EMEA region and to her team in maintaining TT's reputation for service to its members.



## **TT CLUB** **UK**

★ **Yee Lin Chan** joined in a new role at TT Club, the leading international freight and logistics insurer. Chan, having worked with Luise Doyle for many years, takes over as head of TT's London Market Underwriting team. Chan joined TT in 2011 and has held various EMEA market underwriting positions since. Returning from maternity leave in February 2023, she is now promoted as the Senior Underwriter of London Market Team, a key position in guiding the continued strength of TT in a core market for the Club. She will be responsible for managing all TT's London wholesale broker business.



## **VIRGIN ATLANTIC CARGO** **UK**

★ **Mark Faulkner** has been announced as the new Head of Cargo Commercial by Virgin Atlantic. Having begun his cargo career 19 years ago at DHL Aviation, subsequently moving to Cargolux, BA, and IAG before culminating as Director West, Cargo Commercial at Etihad Cargo, Mark brings a wealth of experience within the aviation sector and in the world of cargo to the airline. His background includes revenue management to network and alliances, spanning across the commercial spectrum as well, which delivered considerable benefits and financial contributions.

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