

Middle East's leading cargo monthly

August 2023

# CARGO talk

Let's Keep Moving

**FREIGHT  
FORWARDING**  
TO UNDERGO DIGITAL CHANGE

**BUILDING BLOCKS  
OF THE SUPPLY CHAIN**

# GROWING BUSINESSES. TRANSFORMING SUPPLY CHAINS.

3PL  
Clearance  
Freight Forwarding  
Inland Transport  
Warehousing  
Value Added Services



PRESENCE IN 39 COUNTRIES ACROSS AMERICAS,  
ASIA, AFRICA, EUROPE, AND MIDDLE EAST

## **Expolanka Freight Dubai LLC**

Office No.108  
Al Fattan Plaza Building, Al Garhoud  
PO Box 28998, Dubai  
United Arab Emirates

T +971 4 221 1666  
F +971 4 221 1610  
E are-info@efl.global

Branches in Abu Dhabi & Jebel Ali

[www.efl.global](http://www.efl.global)



#1 Freight Forwarding  
IT Solution Provider



- 25+ Years of domain expertise & Delivery
- 1650+ Customers
- 55+ Countries
- 100+ Employees
- Offices @ USA, Singapore, UAE & India

- Fresa Freight Platform is highly configurable and Flexible with feature rich functionalities across Air, Ocean, Road, Rail and Multi Model Transportation.
- Fresa Application has Multi-Site, E2E and Transit Hub Functionalities with an Integrated Electronic Document Management Suite and Modern API Functionality.
- Consolidators, Freight Forwarders, Forwarding Agents, NVOCC, Couriers, Third-Party Logistics Providers, Airlines, Customs Brokers, Transport and Fleet Management Companies can take advantage of our platform.
- Fresa system is the solutions to optimize your business flow and Turn-around time to increase productivity and generate greater profits.

+971 50 1393035 / +91 93449 12004

[www.fresatechnologies.com](http://www.fresatechnologies.com) / [sales@fresatechnologies.com](mailto:sales@fresatechnologies.com)

# SUBSCRIBE

to CargoTalk Middle East for FREE!

If you want to receive CargoTalk monthly please email:  
**uae@ddppl.com**

Name | Designation | Company | Email | Mobile Number | PO Box

Or scan this QR code



[www.cargotalkgcc.com](http://www.cargotalkgcc.com)

*Please contact:*

**Editorial:**

abigail@ddppl.com, +971 52 920 8678

**Advertising:**

rajith@ddppl.com, +971 52 920 8684 | crisna@ddppl.com, +971 55 4704 200

# CONTENTS

August 2023

Middle East's leading cargo monthly  
**CARGO**  
**talk**  
Let's Keep Moving



www.cargotalkgcc.com

#### PUBLISHER

Sanjeet: [sanjeet@sanjeet.ae](mailto:sanjeet@sanjeet.ae)

#### EDITORIAL TEAM

Devika Jeet  
[devika@ddppl.com](mailto:devika@ddppl.com)

Abigail Mathias  
[abigail@ddppl.com](mailto:abigail@ddppl.com)

Ritika Arora Bhola  
[ritika.arora@ddppl.com](mailto:ritika.arora@ddppl.com)

#### DESK EDITOR

WN Murthi: [wn.murthi@ddppl.com](mailto:wn.murthi@ddppl.com)

#### ADVERTISING TEAM

Crisna De Guzman: [crisna@ddppl.com](mailto:crisna@ddppl.com)

Rajith Fernando: [rajith@ddppl.com](mailto:rajith@ddppl.com)

Mobile: +971 529208684

Angelito Villeza: [angelito@ddppl.com](mailto:angelito@ddppl.com)

#### MARKETING SERVICES

Jaspreet Kaur: [jaspreet.kaur@ddppl.com](mailto:jaspreet.kaur@ddppl.com)

DESIGN Nityanand Misra

#### PRODUCTION MANAGER

Anil Kharbanda

#### ADVERTISEMENT DESIGNER

Nitin Kumar



DURGA DAS  
PUBLICATIONS  
(MIDDLE EAST) FZE

UAE : Z1-02, P.O. Box 9348, Saif Zone,

Sharjah, UAE, Ph: +971 6 5528954,

Fax: +971 6 5528956

E-mail: [uae@ddppl.com](mailto:uae@ddppl.com)

**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



## Building blocks of the supply chain



## Freight forwarding to undergo digital change



## The world braces for first Arabian Cargo Awards



## Decline in cargo volumes causes nasty pricing



## Adhering to air cargo safety & security norms

**CARGO** MIDDLE EAST is a publication of Durga Das Publications (Middle East) FZE. All information in **CARGO** MIDDLE EAST is derived from sources, which we consider reliable and a sincere effort is made to report accurate information. It is passed on to our readers without any responsibility on our part. The publisher regrets that he cannot accept liability for errors and omissions contained in this publication, however caused. Similarly, opinions/views expressed by third parties in abstract and/or in interviews are not necessarily shared by CARGOTALK MIDDLE EAST. We wish to advise our readers that one or more recognised authorities may hold different views than those reported.

Material used in this publication is intended for information purpose only. Readers are advised to seek specific advice before acting on information contained in this publication which is provided for general use, and may not be appropriate for the readers' particular circumstances.

Contents of this publication are copyright. No part of or any part of the contents thereof may be reproduced, stored in retrieval system or transmitted in any form without the permission of the publication in writing. The same rule applies when there is a copyright or the article is taken from another publication. An exemption is hereby granted for the extracts used for the purpose of fair review, provided two copies of the same publication are sent to us for our records. Publications reproducing material either in part or in whole, without permission

could face legal action. The publisher assumes no responsibility for returning any material solicited or unsolicited nor is he responsible for material lost or damaged.

This publication is not meant to be an endorsement of any specific product or services offered. The publisher reserves the right to refuse, withdraw, amend or otherwise deal with all advertisements without explanation.

All advertisements must comply with the UAE and International Advertisements Code. The publisher will not be liable for any damage or loss caused by delayed publication, error or failure of an advertisement to appear.

# BUILDING BLOCKS OF THE SUPPLY CHAIN

While sustainability efforts may require additional investments, they are worthwhile for achieving long-term results. By following our action plan, we can manage costs, while simultaneously reducing our environmental impact.

 Abigail Mathias



**Fabio Weiss**  
Vice President, Head, Air Freight, MEA,  
DHL Global Forwarding

In the dynamic world of air cargo, several crucial elements form the backbone of the supply chain. It starts with a well-connected and efficient transportation network that includes airports, airlines, and cargo carriers facilitating smooth goods movement by air.

Additionally, adequate infrastructure, including cargo handling facilities and storage areas support seamless operations, while logistics providers such as freight forwarders and integrators play a vital role

measures ensures the safe and smooth flow of cargo, while upholding safety and security standards through rigorous screening and protocols remains of utmost importance. An adept and skilled workforce, equipped with logistics expertise and knowledge of customs procedures, plays a vital role in ensuring the efficient functioning of air cargo operations.

### ENHANCING SUPPLY CHAIN OPS

In the post-pandemic era, the supply chain has enhanced operations through various means. Digitalisation has seen a substantial boost, leading to improved connectivity between freight forwarders and customers. This advancement has facilitated seamless communication and collaboration, streamlining supply chain processes.

Companies have embraced remote work options, offering increased flexibility to their white-collar workforce. This approach not only enables employees to adapt to changing circumstances but serves as an attractive feature for attracting new talent.

The importance of visibility within the supply chain has

diversified sourcing models to spread risks encountered during COVID. This approach involves exploring new markets and creating alternative supply chain networks.

### STUMBLING BLOCKS

It is worth noting there is currently sufficient capacity to handle the existing volume levels. The improvement in passenger travel has contributed to increased belly capacity,

**“ Companies have embraced remote work options, offering increased flexibility to their white-collar workforce.”**

with global capacity being 14 per cent higher compared to the previous year. As a result, there are no significant backlogs or capacity constraints.



in coordinating shipments. Technology systems such as tracking platforms and automated cargo handling equipment streamline processes, ensure efficiency.

Compliance with international regulations and security

grown following the effects of the pandemic. Recognizing the value of tracking and monitoring supply chain activities, the companies now prioritize providing transparency to mitigate risks.

Customers have adopted

Sustainability also remains a major challenge within the air cargo industry. One approach to address this challenge is the use of SAF. SAF is considered a viable option to offset a portion of the emissions produced by aircraft.



**Peter Kerins**  
Head, Global Accounts & Special Products,  
Etihad Cargo

While we have entered the post-COVID era, the lessons of the pandemic remain, and air cargo's importance to the global supply chain was highlighted during this period. As air passenger traffic came to a halt, air cargo became the lifeblood of the supply chain, and carriers were

called upon to keep supplies around the world moving.

During the pandemic, the supply chain industry witnessed an e-commerce boom, which started in 2019, and has seen increased demand for express logistics solutions. There has been a phenomenal global increase in online shopping and cross-border trade between e-commerce businesses. Etihad Cargo has identified e-commerce as a critical market for cargo growth, driving the carrier's focus on building a portfolio of cargo products enabling smarter and faster management of air cargo. In e-commerce terms, Etihad Cargo's air cargo services offer the speed consumers and businesses need and expect to answer the growing demand.

Etihad Cargo continues to play a crucial role in the global supply chain. We are committed to working with stakeholders across the supply chain to provide products that make the transportation of cargo

across our global network as seamless as possible.

We witnessed an increase in demand for capacity, and as a result, we saw shippers and carriers focus on planning

**“ We witnessed an increase in demand for capacity, and as a result, we saw shippers and carriers focus on planning and scheduling.”**

and scheduling. If we look back to last year, when sea freight rates were comparable to air cargo rates, it seemed rational to ferry products by air and get goods on shelves

quicker. As the market stabilizes, are seeing a shift back to 2019 levels of rates and capacity. Etihad Cargo has continued to add depth to its global freighter network, now serving 13 destinations across the Middle East, Europe, the USA, Africa, and Asia, and add frequencies across key routes. It has also expanded its road feeder service network to support freighter operations and ensure seamless connectivity between online stations and offline stations.

### STUMBLING BLOCKS

While the industry is taking strides in the right direction, a lack of digitalisation in the sector is still an obstacle. If we look at the passenger side of aviation, we see user-friendly solutions that offer great efficiency. The supply chain industry still has some way to catch up. That said, we are seeing signs that the industry is committed to digitalisation, with a lot of new technology firms entering the sector.







**Supriya Salve**  
Partner,  
Vegat Logistics Services LLC, Dubai

The main building blocks of the supply chain for air cargo encompass various components that work together to ensure the efficient movement of goods. These building blocks include:

- **Suppliers:** Suppliers form the initial stage of the supply chain by providing the necessary raw materials or products to be transported by air. They can range from manufacturers, wholesalers, or distributors.

- **Transportation infrastructure:** This refers to the infrastructure required for air cargo. It includes airports, cargo terminals, runways, aircraft, ground handling equipment, and navigation systems. They are crucial for the smooth flow of cargo.

- **Freight forwarders:** the forwarders play a vital role in coordinating the transportation process. They manage the logistics, documentation, and customs procedures involved in shipping cargo by air.

- **Carriers:** carriers, such as airlines and air cargo, are responsible for ferrying goods from one location to another. They provide the aircraft, crew, and capacity needed to move cargo. Carriers can be scheduled airlines, dedicated cargo airlines, or integrators such as FedEx or DHL.

- **Customs and regulatory authorities:** customs agencies and regulatory bodies enforce the regulations related to global trade and cargo transportation. They ensure compliance with customs clearance, security checks, import/export regulations, and documentation needs.

- **Technology and communication systems:** Advanced technology systems are essential for effective supply chain management. They include cargo tracking systems, electronic data interchange, inventory management software, and communication platforms.

**“Post-pandemic there has been a growing emphasis on end-to-end visibility and transparency within the supply chain.”**

- **Customers and end users:** understanding customer demands, preferences, and requirements is crucial for planning and coordination throughout the air cargo supply chain.

In a post-Covid era, the supply chain has played an important role in enhancing operations in several ways. Here are some examples:

- **Resilience and risk management:** COVID highlighted the importance of building resilient supply chains capable of adapting to disruptions. Businesses have re-evaluated their supply chain strategies, diversifying suppliers, and sourcing locations to mitigate risks.

- **Digitization and automation:** COVID accelerated the adoption of digital technologies and automation in supply chain operations. The firms have implemented cloud-based platforms, digital tools, and analytics to improve visibility, collaboration, and decision-making.

- **Supply chain visibility and transparency:** post-pandemic there has been a growing emphasis on end-to-end visibility and transparency within the supply chain. Organizations have implemented real-time tracking systems, IoT devices, and blockchain technology to gain better visibility into inventory, shipments, and overall supply chain activities.



**Christos Spyrou**  
 Founder & CEO  
 Neutral Air Partner

The main building blocks of the supply chain in air cargo logistics include:

**Suppliers:** These are the organizations or individuals that provide the goods and services required for air cargo transportation.

**Carriers:** These are the airlines or freight firms that ferry goods by air. They have their own fleet of aircraft and handle the movement of cargo from the origin to the destination.

**Freight forwarders:** These

are intermediaries that coordinate the movement of goods on behalf of shippers. They handle the documentation, customs clearance, and ensure the smooth flow of cargo through the supply chain.

**Airports:** These are the physical infrastructure where the air cargo operations take place. Airports play a critical role in facilitating the handling, storage, and transfer of cargo between airlines, trucks, and other modes of transportation.

**Technology and systems:** The supply chain in air cargo relies on technology and systems for management and tracking. This includes software solutions for cargo management, warehouse management, and tracking systems to monitor the movement of goods.

Within the main building blocks are the stakeholders that are part and contribute to the main building blocks of the air cargo supply chain:

- Airlines
- Freight forwarders
- Airports
- Technology firms
- GSSAs
- Consolidators

- Express couriers
- Time-critical logistics providers
- e-commerce operators
- Handlers
- Suppliers and solutions providers
- Trade associations

**“NAP members can offer personalized services and customized solutions tailored to the specific needs of our clients.”**

**Neutral Air Partner (NAP) members can ensure the smooth functioning of the supply chain.**

**Service providers:** Within NAP, the role of our freight forwarders and logistics solution providers members is to connect shippers and carriers.

They closely engage with suppliers, manufacturers, and shippers to ensure seamless transportation of goods by air.

**Carrier partnerships:** Collaborating with our NAP strategic carrier partners plays a crucial role in our members' operations. Through these partnerships and our 'NAP Airlines Partnership Program' and 'Global Incentive Agreements,' NAP members can collaborate with our strategic carrier partners and can leverage their expertise and access their transportation capacity.

**Customer relationships:** The NAP members prioritize building relationships with their customers. By leveraging the resources of the NAP network, our members can offer personalized services and customized solutions tailored to the specific needs of our clients.

**Technology solutions:** Our members embrace advanced technology and share knowledge in implementing solutions. By leveraging software, track and trace systems, and digital platforms, they enhance operations, streamline processes, and provide real-time visibility to customers.



**Robert Harnan**  
Director, Supply Chain and External  
Manufacturing, Dronamics

Effective air cargo is defined by efficiency. The fundamental objective of utilizing the air cargo is to have faster shipping of a product at cost-effective rates. The main building blocks of the supply chain when it comes to air cargo and logistics are:

## DIGITIZATION

The foundation of air cargo is the electronic systems that support tracking and movement of air cargo, from the generation of export documentation, right through to booking and billing systems. The goal is to have seamless and automated processes with as few human interactions as possible that delivers an effective solution for the customer.

## REAL-TIME TRACKING

Real-time tracking is an essential requirement to the customer, but it is important for operational effectiveness. From delivering data for efficiency improvements through to control of dangerous goods, the tracking system has a key part to play.

At each processing step, the electronic systems need to keep pace with the material movements, barcodes, and RFID tags in the airport. We are all used to seeing the pro-

gress of a consignment, while it is on the ground thanks to these systems. Air cargo is in high demand, more than ever before, thereby resulting in capacity and cost challenges.

**“Unless the technology of air cargo fleets can be improved, it will not see a notable improvement to its environmental credentials.”**

In remote locations away from major airports reliable and regular air cargo options still do not exist, equally unusual

routes between major hubs are hard to establish until economically viable cargo volumes can be achieved. Air cargo's impact is tied to tech in the aircraft carrying the consignment.

Unless the technology of the air cargo fleets can be improved, it will not see a notable improvement to its environmental credentials. This is why we at Dronamics are changing the way the world thinks about cargo. We are linking city to city, not major hub to a major hub, and we are doing it up to 80 per cent faster, 50 per cent cheaper and with up to 60 per cent lower emissions.

## MATERIAL MOVEMENTS

To ensure transfer of materials from the sender to the recipient, it is crucial to start an effective receipt of goods at the airport logistics hub. This involves minimizing movements and reducing distances between the receipt area and aircraft. 🚚



# Freight forwarding to undergo digital change

The future will favour companies having digital dominance and digital marketing and connectivity. The freight forwarders will contribute in a big way to the success of e-commerce and online and portal-based business, experts said.



 Abigail Mathias

As with most processes in a post Covid world, Freight forwarding is going digital. In fact, digitalisation is shaking up the world of logistics, opening the doors to greater visibility, connectivity and agility. For the freight forwarding industry, the application of these new technologies has shown huge potential to simplify operations.

## THOMAS GREGORY

Freight forwarding has seen an ocean of developments over the past decade. With increasing demand for e-commerce solutions, freight forwarding combines the potencies of supply chain stakeholders to deliver seamless services. Collaboration and integration among the stakeholders, including freight



**Thomas Gregory**  
CEO & Co-Founder, Fusion Specialized  
Shipping & Logistics

forwarders, shippers, carriers, and customs authorities, will become increasingly important. Last-mile delivery

(LMD) from a distribution centre to the end customer, is a critical aspect of freight forwarding. Future advancements may include the use of drones, autonomous vehicles, and robotics to make LMD efficient and cost-effective.

In the past, shipping lines have consolidated their group companies into one, thereby providing hassle-free solutions in shipping. We also saw the coming together of a couple of big lines to form into one entity, thereby getting into the space of the big wigs. This has paved the way for similar medium to big lines to contemplated merging to compete with big players.

With the availability of data, forwarders can leverage advanced analytics and predictive modelling techniques to gain valuable insights. This can help optimize routes, improve

**“Last-mile delivery from a distribution centre to the end customer, is a critical aspect of freight forwarding.”**

capacity planning, enhance risk management, and provide better customer service.

## DINA AWAD

In this fast-moving world, several factors have affected the industry, leading to a revolution in freight forwarding such as automation, Artificial Intelligence (AI), and digi-



**Dina Awad**  
Manager, Operations, M&L Commercial,  
Milaha

talisation. These will result in changing the way we are functioning in terms of skills, processes, and types of equipment we are using.

With e-commerce booming of late, it will likely be the future of retail, as the focus now is on e-commerce. I notice the efforts that all service provid-

**“Complex technology impacts freight forwarding industry, which will improve efficiency and productivity, and it is changing the way we operate.”**

ers are putting to channelize this avenue.

Sustainability is another keyword for the future of freight forwarding; the companies have started investing in green planes, vehicles, and vessels.

They should start considering autonomous vehicles in the land freight industry, which will lead to a need for specific skills and solve the driver shortage issue in the industry.

Generally, the complex technology impacts the cargo industry, which will improve efficiency and productivity, and it is changing the way we operate.

Another development is the objective of achieving sustainability, which leads all the companies to change their operations to be a part of this change.

It has become a privilege for the companies if they can achieve it. Also, these changes will impact talent acquisition as I believe this will create a shortage of talented skills in the market.

### **SHANKAR SUBRAMONIAM**

The future of freight forwarding is moving towards a new mode called digital freight forwarding. This mode of operation and dependency on people will move towards technology driven.

The industry will undergo a transformation from conventional to online. The existence of forwarders will depend on the adoptability towards technology and innovation. The ease of doing business (EoDB) will supersede the cost of doing.

The future will be dynamic, time-bound, and technology-enabled freight forwarding. The future will favour companies having



**Shankar Subramoniam**  
CEO  
Salt Tech International

digital dominance and digital marketing and connectivity. Forwarders will contribute in a big way to the success of e-commerce and online and portal-based business.

Drastic change post-pandemic from conventional trading to e-commerce has changed the entire course of the industry. The industry has picked up the gauntlet thrown by the e-commerce challenge to deliver goods to its final destination at a swift speed and heavy automation.

The need of the freight forwarding industry is to have an efficient and time-specific delivery for the last mile. Importance is given to

the timely delivery, tracking and tracing. The forwarders need to get evolved in technology, digitalize the process and procedures. Encourage skilled team to handle the requirements of the market. Adopt the ‘new’ e-commerce with a professional approach. The benefit of digital freight forwarder is the way forward.

**“The future, I feel, will favour those companies, which have a digital dominance and digital marketing and connectivity.”**

Freight forwarding industry has become a strategic department for the success of business in the new e-commerce world. Finally, freight forwarding must adopt to the change—“Think local, work global.”

**DAVID DE PICCIOTTO**  
Impact Links are the latest addition to Pledge’s sustainability tool kit for freight for-



Contd. on next page ▶



**David de Picciotto**  
Chief Executive Officer  
Pledge

through Impact Links are selected from one of Pledge's off-setting portfolios.

**“Our platform helps freight forwarders gain a competitive edge by enabling their customers take action for reducing emissions.”**

warders, which also includes its recently launched open-access freight emissions calculator. We believe that leveraging technology to make climate action more accessible is the way forward.

Our platform helps freight forwarders gain a competitive advantage by enabling their customers to take action for reducing unavoidable emissions in a way that is simple, reliable, and independently verified.

Carbon credits purchased

**FYSAL KARATT**

I believe that the future of freight forwarding is dynamic and bright. Even during the pandemic, when most industries faced problems, the freight forwarding industry kept things going on. And now, after things have come back to normal, we are still moving forward. Factors such as changes in consumers' purchasing patterns, the rise of online markets, growing international trade,



**Fysal Karatt**  
Managing Director  
Rajab Cargo

contribute to the development of our industry.

One industry which is constantly evolving is the forwarding industry. Technology and e-commerce are major factors that are bringing in an evolution here. Online platforms and digital tools assist the freight forwarders to automate their work, lessen manual effort and improve overall efficiency. New technology is being utilized such as automated machines and real time tracking of shipments.

Freight forwarders simplify the logistics process for the parties concerned because of their expertise in this field. Improving trade relations with existing parties and widening their network of product supply and demand can help to better operations. Also, innovations seen in

**“Online platforms and digital tools aid forwarders to automate their work, lessen manual effort.”**

the market—automation and technology—are steps that the freight forwarder can take up so that the operations are benefited.

Although freight forwarding is perceived to be a stressful job, it can prove to be exciting if one loves challenges and has a desire to update themselves. The industry has seen highs and lows, but it has always emerged stronger. 🇮🇳





# dnata invests heavily to reduce CO<sub>2</sub> emissions

As one of the biggest ground handlers in the world, dnata is accustomed to dealing with large freighter goods. Guillaume Crozier, dnata's SVP, UAE Cargo & Global Cargo Strategy speaks to Cargo Talk, and speaks about new developments.

 Abigail Mathias

**H**ow have dnata's cargo operations increased freighter capacity for air cargo? If it has not, are there plans to do so in the future?

Due to its ideal global position, investment in infrastructure, processes and innovation, Dubai is the most popular hub in the GCC. Its target is to become the world's most popular logistical hub. Operating cargo handling at two major airports, Dubai International and Dubai World Central, with a major sea port in proximity, dnata has the capability to provide a wide range of services, including the end-to-end supply chain. This

brings a plethora of solutions to the customer on the ground, connecting ports with better inventory management, air-sea services, and logistical solutions, among others.

**“dnata invests in the electrification of its ground handling fleet, and use of biofuels wherever feasible.”**


**What would you consider the future of air freight?**

As aircraft and engine manufacturers continue to reduce carbon emissions, dnata continues to invest in the electrification of its ground handling fleet, and the use of biofuels wherever feasible. dnata understands that electrification is not the only solution to its ground handling fleet strategy. It carefully considers airports' climatic conditions and available infrastructure, and invests in a mix of equipment types, including biodiesel, electric, hydrogen and hybrid to maximize environmental and operational efficiency globally.



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

**What are some of the sustainable procedures adopted in relation to air cargo?**

Alongside its increased investment in green ground support equipment throughout its operations, dnata is building more sustainable pallets, re-using, and repairing parts wherever required. It is also upcycling discarded materials within the ground handling process. This includes cargo netting and transfer belts. 

# The world braces for first Arabian Cargo Awards

Tipped to be the 'Oscars of the cargo industry', the Arabian Cargo Awards, which will be held in November, will set the benchmark for all in the air cargo and logistics industry. They are based on a unique system of jury judgement and voting.





 Abigail Mathias

The Arabian Cargo Awards 2023 is breaking new ground. Held in honour of the hard work of the 'heroes' of the Middle East's air cargo and logistics fraternity, the awards will make a significant impact on the industry.

The Arabian Cargo Awards 2023 will take place in the UAE in November this year. The annual awards hosted by CargoTalk Middle East (DDP Group) serves as a Middle East platform created with a vision to recognize excellence in the cargo-freight-logistics industry across various domains—air, rail, road, warehousing, technology, 3PL among others.

Discussing this prestigious event, San Jeet, Director of DDP Publications said, "These awards will set the benchmark for all in the cargo industry. We recognize the efforts of those working behind the scenes, motivate them and applaud them for their services."

The nominations will open on a pre-defined date and the nomination link will be shared with distinguished members of the cargo fraternity. Planned as an exclusive one of its kind events, the DDP Group will hold the Arabian Cargo Awards Ceremony annually. The world-class awards ceremonies are

known for their formal black-tie affair, filled with glitz and glamour, attended by the most influential personalities in the cargo industry.

Elaborating on the significance of the event, San Jeet added, "In these challenging times, the cargo and logistics industry has demonstrated its importance to the world. The Arabian Cargo Awards witnesses the growth of the GCC and is a platform with a vision to recognize those behind the

---

***The Arabian Cargo Awards is the first internet voting-based award; hence it is fair and unbiased***

---

success of the cargo and logistics industry."

The Arabian Cargo Awards is the first internet voting-based award; hence it is fair and unbiased. These awards are supported by CargoTV.news, CargoTalk Middle East, and Cargo Breaking

## SOME OF THE TOP CATEGORIES

- Air Cargo Services
- Road Cargo Services
- Cargo Airport
- Technology
- Allied Industry Services
- Logistics Service Provider
- Third Party Logistics
- Warehousing Management
- Business & Management

News Middle East as premier media partners for extensive coverage.

"With so many people putting their trust in the cargo industry, our position allows us to deliver on our aim to host a world-class event. Based on a unique system of jury judgement and voting, these awards will be fair and unbiased, finally culminating in a formal ceremony that is glitzy, glamorous, and graced by the who's who of the cargo industry from the GCC." Tipped to be the 'Oscars of the cargo industry', the Arabian Cargo Awards is issuing a call to the best of the best in all regions to participate in the award ceremony. 🎉

## India Cargo Awards 2023



For more details visit our dedicated website on:  
<https://www.arabiancargoawards.ae/>



# UAE to enhance **trade,** **investment** with Mongolia

The two countries discussed the developments relating to the 13<sup>th</sup> ministerial meeting of the WTO, to be hosted by the UAE in 2024. Mongolia remains a valued trade partner for the UAE, with its open trade policies, regional integration, and commitment to economic diversification.

 CT Bureau

**H**is Excellency Dr. Thani bin Ahmed Al Zeyoudi, UAE Minister of State for Foreign Trade, headed a delegation to the Mongolia Economic Forum (MEF) in Ulaanbaatar recently, where he met senior govern-

ment officials to strengthen economic collaboration and foster investment flows between the two nations.

During the two-day event, His Excellency Al Zeyoudi held bilateral meetings with His Excellency Ch. Khurelbaatar, Mongolia's Deputy Prime Minister and Minister of Economy and Development, and His Ex-

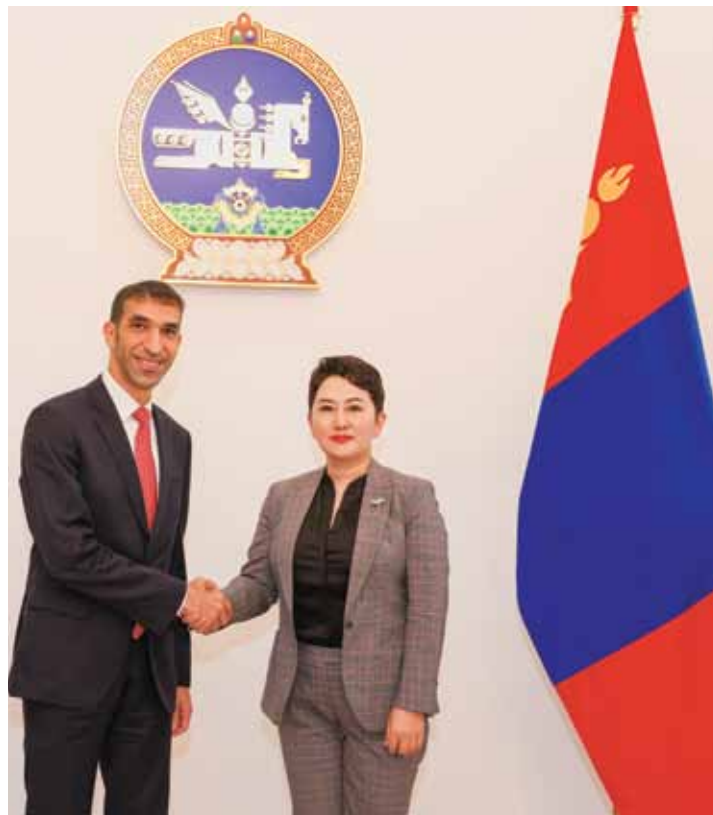
cellency Y. Sodbaatar Chief of Staff of the President's Office. Both sides explored the means to develop the partnership and underlined their commitment to enhance trade and investment cooperation. The two sides also discussed the latest developments relating to the 13<sup>th</sup> ministerial meeting of the World Trade Organisation,

which will be hosted by the UAE in 2024.

His Excellency Dr. Thani also met Her Excellency B. Battsetseg, Minister of Foreign Affairs of Mongolia, to explore the opportunities in emerging sectors such as agriculture and food security, apart from exploring potential joint investments in the mining sector. The



UAE Minister also met His Excellency Byambatsogt Sandag, Minister of Road and Trans-



port Development of Mongolia and they reviewed Mongolia's status as a bridge between China and Russia and how that can catalyze its logistics and aviation sectors.

His Excellency Al Zeyoudi said, "Mongolia is a valued partner for the UAE, with increasingly open trade policies, strong regional integration, and commitment to economic

diversification. By strengthening our trade ties, we can mutually benefit from increased market access and the exchange of goods, services, and technologies that contribute to sustainable growth and prosperity for both our countries. The discussions held during the MEF have highlighted the immense potential for cooperation in these areas, while set-

***His Excellency Dr. Thani also met Mongolia's leading business executives to identify opportunities for cooperation in logistics, mining, among others."***

ting the foundation for stronger economic cooperation in the years ahead."

His Excellency Dr. Thani also met Mongolia's leading business executives to identify opportunities for private sector cooperation in fields such as logistics, mining, and food production. He promoted the UAE's enabling business ecosystem and incentives such as the NextGen FDI program that offers a seamless market access for pioneering companies.

His Excellency Dr Thani showcased the UAE's leading industrial and SEZs through a panel discussion at the event titled 'Trade Opportunities: Special Economic Zones', where he joined members of Mongolia's Parliament and other regional stakeholders to build a consensus on the effective utilization of SEZs to stimulate economic development.

The UAE is Mongolia's leading trading partner in the Arab world. Non-oil bilateral trade reached US\$18.6 million in 2022, a 31 per cent increase on 2021.



**FACTFILE**

- Both sides underlined their commitment to enhance trade.
- The UAE is Mongolia's leading trading partner in the Arab world.



# Weak market conditions for global air cargo

Global demand, measured in cargo tonne-kilometers, fell 5.2% compared to May 2022. Capacity, as measured by ACTKs rose 14.5% against May last year, driven primarily by bellyhold. Trading conditions appeared to favour maritime cargo.

 CT Bureau

**G**lobal air cargo markets continued to show weak market conditions, stated IATA, releasing its data for the month of May 2023. Trading conditions appeared to favour maritime cargo as demand for container shipping contracted by 0.2 per cent, while air cargo demand weakened by 6.3 per cent year-on-year. Global goods trade decreased by 0.8 per cent in April, due to macroeconomic challenges and supply chain constraints.

- Global demand, measured in cargo tonne-kilometers (CTKs), fell 5.2 per cent compared to May 2022 (-6.0% for



**Willie Walsh**  
Director General  
IATA

international operations).

- Capacity, as measured by available cargo tonne-kilometers (ACTKs), rose 14.5 per cent compared to May 2022, primarily driven by belly capac-

- The global manufacturing Purchasing Managers Index (PMI) indicates an annual contraction of 1.4 per cent in new export orders and a decrease of 5.2 per cent year-on-year in

**“As inflation moderates in many markets, it is likely central bank rate hikes will taper. This should help stimulate economic activity.”**

ity which increases as demand in the passenger business recovers. Capacity is now 5.9 per cent above May 2019 (pre-pandemic) levels.

production PMI. This suggests a cooling in global manufacturing demand.

- The global supplier delivery time PMI increased to 54.5 in



## Air cargo market in detail - May 2023

	May 2023 (% year-on-year)					May 2023 (% ch vs the same month in 2019)			
	World share <sup>1</sup> (%)	CTK (%)	ACTK (%)	CLF (%-pt) <sup>2</sup>	CLF (level) <sup>3</sup> (%)	CTK (%)	ACTK (%)	CLF (%-pt) <sup>2</sup>	CLF (level) <sup>3</sup> (%)
<b>TOTAL MARKET</b>	100.0%	-5.2	14.5	-8.6	41.5	-7.0	5.9	-5.7	41.5
Africa	2.0	-2.4	9.2	-5.3	44.8	2.8	-8.2	4.8	44.8
Asia Pacific	32.4	-3.3	38.3	-18.2	42.2	-11.7	11.0	-10.9	42.2
Europe	21.8	-6.7	5.6	-6.4	48.9	-16.7	-12.3	-2.6	48.9
Latin America	2.7	3.6	14.7	-3.6	33.3	-1.0	12.7	-4.6	33.3
Middle East	13.0	-3.1	15.6	-7.9	41.0	-2.6	13.6	-6.8	41.0
North America	28.1	-8.1	1.2	-3.8	37.3	5.3	10.9	-2.0	37.3
<b>International</b>	<b>86.9</b>	<b>-6.0</b>	<b>11.2</b>	<b>-8.8</b>	<b>47.8</b>	<b>-7.1</b>	<b>1.6</b>	<b>-4.5</b>	<b>47.8</b>
Africa	2.0	-2.4	9.0	-5.3	45.8	3.9	-7.6	5.1	45.8
Asia Pacific	29.7	-6.4	19.7	-14.8	53.1	-10.2	0.4	-6.3	53.1
Europe	21.5	-7.2	5.3	-6.8	50.9	-17.3	-13.4	-2.4	50.9
Latin America	2.3	3.8	19.0	-5.5	37.8	2.7	23.8	-7.8	37.8
Middle East	13.0	-3.1	15.7	-8.0	41.3	-2.4	15.4	-7.5	41.3
North America	18.4	-7.5	3.4	-5.3	44.8	7.4	10.2	-1.2	44.8

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

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

<sup>3</sup>Load factor level

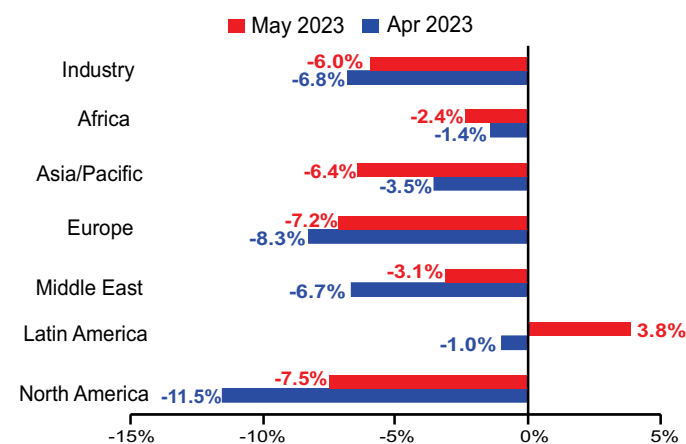
Note: the total industry and regional growth rates are based on a constant sample of airlines combining reported data and estimates for missing observations. Airline traffic is allocated according to the region in which the carrier is registered; it should not be considered as regional traffic. Historical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

May, up from its low of 35 in October 2021, indicating shorter delivery times and some relief for supply chains. However, this is also a sign of weaker global goods trade demand.

“Trading conditions for air cargo continue to be challenging with a 5.2 per cent fall in demand and several economic indicators pointing towards weakness. The second half of the year, however, should bring some improvements. As inflation moderates in many markets, it is widely expected that central bank rate hikes will taper. This should help stimulate economic activity with a positive impact on demand for air

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

International CTK growth (airline region of registration)



Sources: IATA Economics, IATA Monthly Statistics

cargo,” said Willie Walsh, Director General, IATA.

### REGIONAL PERFORMANCE

• Middle Eastern carriers experienced a 3.1 per cent year-on-year decrease in cargo volumes in May 2023. This was a slight improvement in performance compared to the previous month (-6.7%). Capacity increased 15.6 per cent compared to May 2022.

• Asia-Pacific airlines saw their air cargo volumes decrease by 3.3 per cent in May 2023 compared to the same month in 2022. This was a decrease in performance compared to April (-0.3%) mainly due to the stronger annual contraction in international air cargo demand from -3.5 per cent in April to -6.4 per cent this month. Available capacity in the region increased by 38.3 per cent compared to May 2022 as more belly capacity came online from the passenger side of the business.




### FACTFILE

- Purchasing Managers Index indicates an annual contraction of 1.4% in new export orders.



# Decline in cargo volumes causes **nasty pricing**

It is getting quite bad out there. Stress levels among airlines and forwarders are clearly rising, but we see a distinction between market sentiment and fundamentals. Sentiment is more negative right now, says **Niall van de Wouw, Chief Airfreight Officer, Xeneta.**

 CT Bureau

**T**he decline in global air cargo volumes eased again in June but the ‘fear of missing out (FOMO)’ created an irrational airline and freight forwarding market as they indulged in a 41 per cent YOY fall in general air freight spot rate, as per CLIVE Data Services, part of Xeneta.

Air cargo capacity rose 8 per cent YOY in June but despite this surge in availability, the drop in global chargeable weight stayed at -1 per cent, repeating the market performance seen in May. However, the 41 per cent fall in the mar-



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

ket average took the global air cargo spot rate down to US\$2.31 per kg.

Niall van de Wouw, Chief Airfreight Officer, Xeneta, said June’s air cargo data demonstrates the jumpiness in the market. “The surprise in June is the difference between the sentiment in the market and what the actual data is show-

ing us. It is getting nasty out there and stress levels among the airlines and forwarders are clearly rising, but we see a distinction between market sentiment and fundamentals, sentiment is more negative right now. Airlines and forwarders are getting jumpy due to falling rates, not so much the volumes. It is FOMO driv-

**“The surprise in June is the difference between the market sentiment and what the actual data is showing us.”**



above 2019—17 percentage points higher than the Northeast Asia to Europe route. But it is worth noting that June saw the mid-low cargo rate—the rate seen at the 25th percentiles of the market—return to 2019 of only US\$2.53 per kg on the trans-pacific route.

The Europe to the USA air cargo spot rate experienced a decline of 14 per cent month by month to US\$1.92 per kg in June, down 45 per cent from a year earlier. It is the corridor among the three sectors referenced where the air spot rate fell below its seasonal rate.

Sentiment on the seller side of the market appears to remain pessimistic. Currently, some airlines are reviewing reviews their route and capacity strategies as demand for all-cargo aircraft returned to 2019 levels due to recovery and availability of capacity.

Freight forwarders, still ‘handcuffed’ by high air freight rates locked under BSAs with airlines, are also facing growing pressure from shippers pushing to relaunch tenders to negotiate freight rates down to the new market

ing the aggressive fall in cargo rates because no one wants to lose volumes, and they also want to get more of the cargo that is in the market. We can see forwarders taking big risks.”

A slowing decline in volumes and a slowdown of capacity growth versus previous months provided protection against a big drop in dynamic load factor in June, CLIVE’s market analysis measurement of cargo load factor based on both volume and weight perspectives of cargo flown and capacity available. It fell at a slower pace of 3 percentage points YOY to 56 per cent, a 1 percentage point recovery on the May level.

Xeneta’s latest market data shows the air spot rate from Northeast Asia to Europe of US\$3.25 per kg in June was down 1 per cent from a month earlier, and 55 per cent down year on year. The Northeast Asia to US air spot rate, in contrast, rose 3 per cent from a month earlier to US\$4.19 per kg, but this still represented a fall of 49 per cent from a year ago.

The average spot rate level from Northeast Asia to the USA remained 70 per cent

## Global summary of the general air freight market in June 2023

Region	Dynamic load factor		
	Jun '23	vs Jun '22	vs May '23
	Abs. in %	Change in p.pts %	Change in p.pts %
Global	56	- 3.4	+0.9
<b>Outbound:</b>			
Asia Pacific	69	- 3.9	+1.9
North America	48	- 2.5	+0.5
Europe	55	- 5.4	+0.8
Middle East & Central Asia	54	- 5.5	+2.1
Latin America	63	+2.0	+0.6
Africa	49	+1.9	+0.4

Source: CLIVE Data Services, now part of Xeneta

level, inspired by the aggressive pricing policies of other forwarders trying to gain their cargo volumes.

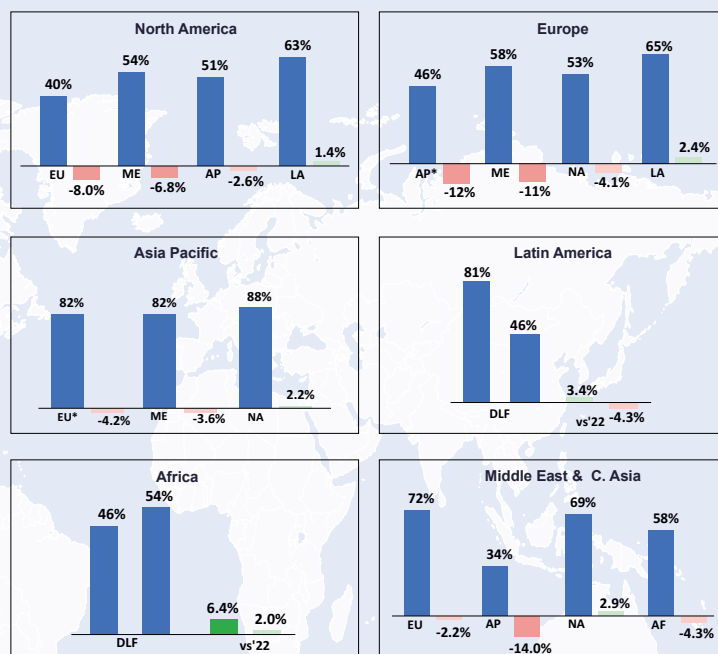
“The big question now is do the airlines go for margin or volume? No one wants to be flying empty, and even the respected airlines seem to be

recognizing they must join the game if they keep their rates at a high level, they will not get the volumes. Two years ago, airlines were asking ‘what am I going to do with my belly aircraft’ and now it is a case of ‘what am I going to do with my freighters?’

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

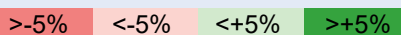
\*The dynamic load factor and capacity analyses for these lanes also include the flights between Asia Pacific/Africa and Middle East.

Notes: Dynamic loadfactor (DLF) is in absolute percentage and Year over year (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





# Trade & transport facilitation hinder growth

Global freight forwarders need to collaborate on multimodality, trade facilitation, and capacity building, says **Dr. Ivon Petrov, President, FIATA**. The association is collaborating with many United Nations entities to bring its members the support they need during these uncertain times.

 Ritika Arora Bhola

**FIATA was formed to promote global interests of forwarders. Highlight the challenges/issues concerning the freight forwarding fraternity?**

Navigating geopolitical challenges by working on transport corridor development, facilitating trade, and building capacity. With a changing geopolitical landscape, forwarders need support in the form of collaboration on multimodality, trade facilitation, and capacity building. For this reason, FIATA is collaborating with many UN divisions (UNCTAD, UNCITRAL, UN-ESCAP, UNECE), the WTO, IRU, UIC, ITC, among others, to bring members the support they need during these uncertain times. Thanks to the work of FIATA Advisory Body on International Affairs, the association has produced a WTO-TFA norm to help members implement the WTO Trade Facilitation Agreement. FIATA continues to advocate for accessible AEO programmes to offer benefits to businesses of all sizes, and guide business continuity about Authorized Economic Operators. FIATA will continue to facilitate webinars about multimodal corridors like we did in the past.

## KEY ISSUES

**Competition in maritime markets:** Over 80 per cent of goods are transported by sea. The vertical integration of shipping lines is hurting SMEs,



**Dr. Ivon Petrov,**  
President  
FIATA

who cannot compete with large carriers. FIATA therefore advocates to be voice of SMEs and developing countries, helping them to access the market by staying on top of policy work. Healthy competition is vital, but an unbalanced market concentration allows market abuse, which is averse to end customers.

FIATA liaises with the US Federal Maritime Commission, European Commission, UN Center for Trade and Development Maritime experts, to bring transparency on market and business practices. Recently, the US-Federal Maritime Commission issued a Supplemental Notice of Proposed Rulemaking (SNPRM) containing its proposals on implementation of prohibition on common carriers, refusing available cargo space to shippers. The SNPRM has been issued following a consultation period and is a continuation of

the FMC rulemaking process mandated by the US Ocean Shipping Reform Act, 2022. FIATA requests were considered in this update, which benefits its members.

**Skilled Workforce:** Supplying a trained workforce to the industry through vocational training—FIATA Diplomas are the heart of the FIATA industry training support, and FIATA continues to improve and evolve the courses as the industry's needs change. The Dangerous Goods ICAO-FIATA Programme anticipates updates this year, and FIATA Young Logistics Professionals (YLP) Award, will again seek

regional and global winners to promote the professionally conducted export/import of a chosen items. The Federation delivers the validation and re-validation of training programmes, to ensure that associations remain updated on the latest training trends and offering online courses on the prevention of wildlife trafficking.

**Can you throw light on FIATA's recent innovations and developments?**

**Digitalisation:** Digitalisation means automation, use of Blockchain, and adoption of





e-documents and collaboration, which will accelerate trade processes, save time, increase security, and improve sustainability in the logistics supply chain. In the 2022, FIATA launched the FIATA Digital FBL accessible to members, helping them save time and money, while bringing trust and security to their partners, in conformity with UNCTAD/ICC Rules and UCP 600 by ICC. Since then, 600 digital FBLs have been distributed, with 26 FIATA members and 23 software providers embarking on the digital journey. Several pilots were initiated in Autumn 2022, proving the interoperability of the digital FBL with carriers and customs, but also with trade finance banks, for example Arab Bank Switzerland. FIATA has contributed to the ICC Key Trade Document and Data Elements brochure, which presents digital standards and data elements for seven key business documents, including the FIATA digital FBL, and provides a glossary of key business terms. By this year-end, FIATA plans to extend this project to 40 documents. FIATA also contributed to the ICC 'Trust in Trade' brochure,



proposing a vision of the trade ecosystem based on verifiable and transitive trust.

**Do you think collaboration with Indian association such as FFAI and others will prove to be beneficial for both the countries?**

I believe events such as FFAI Diamond Jubilee will drive home the importance of international collaborations. The fact that the voice of freight logistics could take part in

**“ We believe trade and transport facilitation is a global issue and can't be reduced to single nation or region.”**

this event displays the beauty of collaboration and learning from one another. The FFAI event attracted the Indian Minister of Commerce, which shows the value of freight forwarders not only to the national, but also global economy. At FIATA, we believe trade and transport facilitation

is a global issue and cannot be reduced to single nation or region. Without global trade, growth is hindered. Global cooperation, trade agreements and infrastructure development can facilitate linkage between all transport modes. FIATA works through its institutes and advisory bodies together with the UN divisions to facilitate trade, build capacity, and standardise processes.

**Where does trade with India stand presently? How do you look at India as a trade and investment destination?**

Digital trade has improved rapidly in India in the past years, resulting in lower rates of corruption, and considerable infrastructure investments. For example, take the 47-km Outer Ring Road in Delhi, which is improving the flow of goods in the country. India has a high investment success, resulting in better logistics processes and is based on new logistics possibilities. This leads to faster deliveries, connectivity, and great airport and port and infrastructure. Since my last visit to India, during the 2019 FIATA World Congress in Delhi, the country has changed a lot in just five years; it is spectacular.

**With issues such as global recession and Ukraine-Russia conflict, how do you see global freight forwarding industry moving in the coming years?**

The logistics sector has a special function in the economy, and I like to see new challenges as an opportunity, encouraging freight forwarders to think smart and not dwell on the difficulties ahead, but embrace the opportunities. Global organisations give us knowledge and ideas as to what and how you can carry out your daily processes, through tools, best practices, webinars and more. This enables forwarders to stay up to date on how to manage new developments such as the digital transition, new developments in infrastructure, new freight corridors, and the like.

This knowledge not only enables competition amongst options, and modes of transport, but also allows working together and giving more opportunities to all. If you have a monopolised transport system, this can hurt the global economy, and FIATA continues to advocate for a fair and level playing field across the multimodal transport sector, by supporting SMEs at the core of the logistics supply chain. 🌟





# Adhering to air cargo safety & security norms

Of late, there have been incidents of explosive items catching fire during transportation, liquid cargo or gas leakages, luxury cargo getting destroyed; they not only lead to monetary losses but also affect the environment. Focus has been laid on ensuring cargo safety by being compliant to global security regulations and protocols.

 Ritika Arora Bhola

Ensuring cent per cent cargo security during cargo movement holds utmost importance throughout the entire supply chain process. Be it dangerous goods, perishables, temperature-sensitive products, luxury items, and live animals among others. It is essential airlines, airport operators and freight forwarders adhere to the regulations and

protocols of the authorities and global associations such as IATA for ensuring 100 per cent safety and compliance.

To mitigate risks, global airlines, airports, and freight forwarders have adopted security norms, invested in smart and green infrastructure, and advanced technology, introduced innovative ways of handling cargo and transportation. These include robots and Artificial Intelligence, to ensure

zero risks. Frequent audits and inspection processes have become an essential part of their business. The airlines should follow IATA's regulations such as ISAGO, IATA CEIV Lithium-Battery, IATA CEIV Pharma, IATA CEIV Fresh, IATA CEIV Live Animals, Smart Facility Operational Capacity, and RA3.

Tech platforms such as cargo.one, CargoWise, my-VSwhich, are being used to

monitor cargo throughout the supply chain.

Revolutionary cold chain smart technology being used such as Releye® RLP and RAP containers from Envirotainer, to ferry perishables and time-sensitive products. Etihad Cargo's SafeGuard product is dedicated to the transportation of luxury and high-value items. CargoTalk delves into airlines, and forwarders business to focus more on cargo security.



### LIESBETH OUDKERK

• We have many warehouse automation initiatives already in place. At our hub, every shipment is scanned using handheld smart devices throughout its journey and CargoIQ milestones are updated, giving our customers visibility on where their shipments are.

• Our agreements with GHAs include a clear direction and SLAs on how to handle various types of cargo throughout our network and provide the right solutions in critical markets.

• Our cargo terminal incorporates warehouse spaces, Automated Systems / Retrieval Systems, a mezzanine, offices, and shops, as well as 11 wide-body aircraft standing bays and 42 loading docks.

• With an additional 31 land-side truck-loading facilities it enables the swift and efficient transfer of cargo in and out of Qatar.

• We have separate areas to handle various types of cargo. Animals transported on-board our flights and transiting



**Liesbeth Oudkerk**  
Senior Vice President, Cargo Sales & Network Planning, Qatar Airways

through Doha are accommodated at our 4,200 square metre Live Animal Centre.

• Our 6,700 square metre dedicated transit facility is available for courier and mail shipments.

• In addition to 64 temperature-controlled cells for units requiring precise temperature at our cargo terminal, the modern Climate Control Centre, a dedicated 2,470 m2 facility for separate pharma and perishable cargo storage and handling contains segre-

**“ We are investing in a new Cargo Terminal-2. It is a safe, smart, green one for automated material handling.”**

gated areas for 2°C to 8°C and 15°C to 25°C. There are also 16 frozen pods located in the main cargo terminal to support the frozen goods transportation. The hub is equipped with capabilities to plug in active containers.

• In addition, the new art import/export terminal with 12,000 m2 space includes separate temperature-controlled

areas for 2°C-8°C, accommodating 176 ULD positions, and 15°C to 25 °C accommodating 128 ULD positions, more than doubling our cool storage capacity at the hub. Though it was built to handle 1.4 million tonnes of cargo annually, we are handling over two MT per annum.

• To cater to our growth, we are investing in a new Cargo Terminal-2 with a capacity of 3.4 MT. This cargo facility will be a safe, smart, and green one relying on technology and automation for its material handling. It will offer faster storage and retrieval and cargo processing, enabling us to offer shorter connection for the growing demand of transit cargo. This building will be built on LEED rating framework, which is the widely used green building rating system in the world.

We are also certified on the following IATA/Regulatory programs which ensure our compliance with safety and security regulations along with best handling practices.

### BILEN AREFAINE

Ethiopian Airlines Cargo and Logistics services is the largest cargo network operator in Africa and one of the major global cargo carriers with a modern warehouse of one million tonnes storage capacity. While delivering our services, we comply with all the standards and requirements of global and regional aeronautical authorities on each process to meet the customers' needs.

We have trained manpower working on safety and security of cargo with the help of the latest technology. We are IATA CEIV Pharma-certified as airline and ground handling at our main hub Addis Ababa to handle all pharma shipments. We have recently signed an MoU with IATA for CEIV Live Animal certification programme. Ethiopian Cargo & Logistics Services operates a cargo terminal, half of which is temperature-controlled area and stores perishable cargo.

Our cargo service is automated with one of the latest cargo IT systems by adopt-



**Bilen Arefaine**  
Regional Director, Indian Sub-Continent, Ethiopian Airlines

ing the latest aviation systems and technologies to provide efficient freight service across the globe. We are using the latest technologies for data, information, and market in-

**“ Recently, Ethiopian partnered with Cargo.one to empower its digital transformation and digital cargo sales.”**

telligence with cent per cent e-AWB from its main hub in Addis Ababa.

Recently, the Ethiopian partnered with Cargo.one to empower its digital transformation and digital cargo sales. From late summer, freight forwarders using Cargo.one can book Ethiopian Cargo capacity to Africa, Middle East, Asia, Europe, and the Americas. We also provide dedicated cargo services in the belly hold capacity and with about 15 dedicated freighter aircraft to over 67 cargo and 130 passenger destinations. The major challenges continue to remain huge capacity and increased competition.



**Alex McEwan**  
Country Manager, South Asia  
Virgin Atlantic

### ALEX MCEWAN

We provide a range of products to link our cargo to several destinations throughout our online, offline trucks, and interline partner networks, including high-value or sensitive cargo and temperature-sensitive perishable items. We also use the revolutionary Releye® RLP and RAP containers from Envirotainer, to add to our portfolio of unit load devices (ULDs) as we continue to ser-

“We launched a framework for products designed to offer choice for customers, while booking continues to supply chains.”

vice significant supply chains throughout the world. This ensures security for sensitive pharma and valuable life science shipments. We recently launched a new framework for products designed to offer more choice for customers, while booking. The new framework comprises products as well as service levels enabling our customers to tailor every movement by select-



ing the right handling, speed, priority, and price. We offer a choice of one of three service levels—Classic, Priority, and Express—for each product.

Classic is the entry service level that delivers all the essentials to the highest standards at a competitive price.

The priority service level includes all the essentials of Classic, but prioritizes preferred access to space and guarantees delivery on time for those important movements.

Express offers the fastest solution, with the shortest close-out times and highest priority to provide the quickest possible journey time for urgent or last-minute shipments.

We are fortunate to work with dnata as our handling partner at the UK's largest commercial aviation hub. With a state of the art cargo centre at London Heathrow Airport, the facility allows us to have a cargo presence with an enhanced handling capacity.

We renewed the five-year contract with Airbase GSE last year to continue the productive operation of ULDs. Our relationship covers ULD management systems, procurement planning, digitalization, and aiding in the development of environmental management systems for a sustainable future. By recycling all Virgin At-

lantic cargo nets, Airbase GSE helps us advance towards our 2050 sustainability target and prevents 200 tonnes of garbage from going to landfills as we continue to work toward a greener cargo operation.

### PAIN POINTS

We anticipate that by 2025, a major share of bookings will be completed online. With this in mind, we partnered with Cargo.one and online platform. Customers can customize the right handling, speed, priority, and price for their needs by choosing from Classic, Priority, and Express rates. We are looking forward to being offering further rollouts to our worldwide customers in the US and other regions.

### SARAH SCHEIBE

TCE is one of the new services proposed by ECS Group as part of its new GSSA business model. Customers can opt for it as an à la carte option or as part of their TCM contract. At TCE, ensuring the safety and security of cargo is our top priority. We have implemented several procedures with our subcontracted cargo handling agent to maintain the highest standard in handling, loading/off loading and transporting various types of cargo.

For dangerous goods, we



**Sarah Scheibe**  
Managing Director  
TCE (ECS Group)

strictly adhere to all regulatory requirements and industry best practices. Our staff and subcontractors staff undergo special training programs to handle hazardous materials safely, and we maintain comprehensive safety protocols throughout the entire process. We have specialized equipment and facilities to handle and transport dangerous goods securely.

When it comes to temperature-sensitive goods, including perishable cargo like fruits, vegetables, and flowers, we follow GDP guidelines and fully rely on the advanced refrigeration and climate-controlled

systems from our cargo handling agents. These systems enable us to maintain the desired temperature range throughout the transportation journey, ensuring the integrity and freshness of perishable items,

“ We have contracted warehouses and sales offices that are equipped with advanced inventory management systems.”

pharmaceuticals, and other temperature-sensitive cargo. Same is fully documented and controlled through our manuals, SOPs, and on-site quality audits. We have strategically contracted warehouses and sales offices that are equipped with advanced inventory management systems. These systems allow us to track and trace shipments in real-time,

providing our customers with complete visibility and control over their cargo.

Our subcontracted facilities are equipped with modern loading docks, specialized handling equipment, and overall efficient setups. Taking into consideration that we are supervising the cargo operations at more than 250 airports worldwide with our team 24/7 this makes it a 24h job for some of us. In addition to that, our key focus is the quality of services, safety of the flights and security of the cargo.

#### KETAN KULKARNI

Special Handling and Packaging: Blue Dart provides specialized handling and packaging solutions for various types of shipments. We offer tamper-proof packaging checks and ensure secure delivery with OTP confirmation from the customer's end.

• **Adherence to norms:** We adhere to national safety regulations and guidelines, ensuring proper labelling, documentation, and packaging to prevent any mishaps during handling and transportation. We follow norms set by regulatory bodies such as IATA, ICAO, and the local regulatory authorities.



**Ketan Kulkarni**  
Chief Commercial Officer  
Blue Dart

• **Security measures:** Blue Dart employs various security measures to protect valuable cargo. This includes secured loading and unloading areas, 24x7 surveillance systems, tamper-proof seals, and adherence to strict protocols to prevent theft, damage, or unauthorized access to the cargo.

• **Training and expertise:** Blue Dart invests in continuous training programs for its employees. Our staff is trained in the proper handling, storage, and transportation techniques specific to different types of goods. This ensures that the

personnel handling the cargo are well-equipped to maintain safety and security.

• **Tracking and visibility:** Blue Dart provides tracking and visibility services to customers, allowing them to monitor the cargo movement. This feature ensures transparency and helps identify deviations from intended route or delays, enabling proactive measures to address issues promptly.

• **Temperature-controlled solutions:** Blue Dart offers temperature-controlled logistics services for preserving the integrity of temperature-sensitive goods like pharmaceuticals, vaccines, and perishable items. Our solutions integrate a secure and validated supply chain with South Asia's

“ Blue Dart invests in training programs for its employees. Our staff is trained in the proper handling of different goods.”



leading logistics network. We ensure safe transport in frozen, chilled, and ambient conditions using appropriate cooling mediums. Our packaging maintains temperatures from -20°C to 2-8°C and 15-25°C for varying distribution times.

Cryogenic Technology is employed for seamless packaging and transportation, reducing the need for replenishing cooling mediums during transit. Blue Dart Temperature Controlled Logistics guarantees secure distribution of products nationwide. With operational experience and specialized infra in eight Pharma Grade Conditioning Rooms in cities such as Mumbai, Chennai, Hyderabad, Ahmedabad, Pune, Kolkata, Delhi, and Bengaluru. 🇮🇳

# We are working to reduce carbon emissions

Transportation plays a vital role in pollution and emissions worldwide. Since sustainability is important for us, we have a several initiatives to increase our sustainability standards, says, **Martin Eberle, CFO, Hellmann Worldwide Logistics**. By end of 2023, they will have 50% of their shipments on 'Cargowise' tech platform.

 CT Bureau

**C**an you elaborate upon your growth strategy to move ahead?

Our strategy is to grow our business. We are a medium-sized international network, so we must make sure that our inhouse companies have enough throughput. We feel we can work this out as a family company being long-term oriented, thereby also having long-term solutions for our customers.

*The issue here is sustainability and, in this context, climate change. The world is changing, and so is geopolitical situation*

**How much emphasis has been laid on sustainable operations to cut down on emissions?**

Transportation plays a big role in pollution and carbon emissions worldwide. The topic of sustainability is important for us as a company but also for our shareholders because we are a family company. We



are not public listed, so the shareholders are concerned how the firm uses its resources. We have a multitude of initiatives to increase our sustainability standards.

One is buildings, we own to make them more energy efficient. Second is transport equipment that we own, trucks, trailers, to make them carbon friendly. We are working with startups to find new ways of doing it. And then, of course, for sea and air freight, we are working on initiatives such as sustainable alternative fuel (SAF).

We are working on a project with drones for mid-range transportation. And I think it is important for us as a logistics supplier that we ensure transparency of emissions so that if a customer ships with us, he/she gets clear data about their carbon footprint. That is something we are working on, and with our "Smart Products" we have solutions in place that can secure that.

**How crucial is technology to enhance operational efficiency, cut costs and transit time?**

Digitalisation is something that has been here for a long time and will never be completed. As such, digital developments are key for making logistics more efficient and to fulfil the demands of our customers. As I said, we are changing all our main operational systems, but that is just to provide a platform on which we can build future innovations.

**Tell us about the recent innovations and developments done by your company?**


Our company has seen a massive transformation. Until 2017, it was managed by the family members and was then transitioned into a non-family management. We have spent time in building up structures necessary

for a company of our size. We have adopted a major investment package to significantly drive digitization forward. By this year-end, we will have 50 per cent of our shipments on the new system, which is Cargowise and by next year-end, we will migrate 90 per cent of the files. This is the big initiative to make us future ready for new innovations. Given that logistics is a people business, we have also invested in the initiation of a new corporate culture—the Hellmann Promise.

**How was the year 2022 for Hellmann International? What are the growth strategies adopted to achieve 2019 levels in the new normal?**

The year 2022 was a challenging one because the supply chain disruptions made it difficult to move cargo and that put a lot of pressure on our staff. Nonetheless, we were able to offer solutions to our customers and increase shipments throughout the year. Overall, we have recorded good financial results, which will help us to pursue our strategic initiatives.

**What are the crucial areas of concern now?**

There are, of course, the major global challenges that we all face. The central issue here is sustainability and, in this context, climate change. On the other hand, the world is changing, and so is the geopolitical situation. 

# Alliance for EV battery recycling solutions in ME

The partnership aims to create a circular model for EV batteries, maximizing the efficiency of resources. This alliance will tackle the demand for sustainable and environmentally friendly practices in the EV industry,” said **Amadou Diallo, CEO, DHL Global Forwarding, MEA.**

 Abigail Mathias

**D**HL Global Forwarding and EnviroServe jointly announced their collaboration to revolutionize electric vehicle (EV) battery recycling solutions. This partnership aims to establish a circular economy model for EV batteries, maximizing resource efficiency and minimizing waste generation. Danzas AEI Emirates LLC, the JV between DHL Global Forwarding and Al Tayer Group, will take the lead on this partnership.

“We are thrilled to announce our partnership with EnviroServe, as we tackle the demand for sustainable and environmentally friendly practices in the booming EV industry,” said Amadou Diallo, CEO of DHL Global Forwarding, MEA. “With DHL’s extensive expertise in supply chain and EnviroServe’s specialization in EV battery recycling, we are




model.” The combined expertise of both companies will maximize resource efficiency and minimize the environmental impact associated with EV

providing transparency across the circular value chain. EnviroServe’s extensive experience in EV battery recycling will employ advanced processes to extract valuable materials from spent EV batteries, such as lithium, cobalt, nickel, and other rare earth metals, which can then be reused as raw material in future production cycles. This collaboration represents a vital step forward in achieving a greener and sustainable future for the EV industry in MEA.

“Today marks a big step forward for the Middle East, especially the UAE, in sustainable recycling solutions,” said Stuart Fleming, Managing Partner, EnviroServe. “The regional market has been seeking solutions to compliant EV battery disposal treatment, and

this partnership with DHL provides the secure chain of custody for end-of-life EV batteries. It also reflects EnviroServe’s commitment to continuing to offer robust, fully integrated environmental solutions, not only for EV batteries, but also for the treatment of electronic and electrical waste. We are delighted to partner with DHL in providing their global and regional customers with circular logistics solutions.”

The alliance between the two organizations will ensure that the recycling process adheres to the highest standards of environmental responsibility, safety, and efficiency and will be compliant with all relevant regulations and best practices to guarantee the treatment and disposal of hazardous materials. 

---

***We look forward to making an impact and shaping a cleaner, more sustainable future in the EV industry by creating a circular economy model.”***

---

equipped to address the challenge of the EV battery lifecycle. Together, we look forward to making an impact and shaping a cleaner, more sustainable future in the EV industry by creating a circular economy

battery waste. As the region’s first-ever EV and battery logistics hub, DHL EV Centre of Excellence will help enable the circular flow of EV batteries, in collecting used products for recovery, linking markets, and



# Location technology to bolster e-commerce biz

Eirad Trading & Contracting's customers will have the option to specify their delivery address using what3words when they receive their SMS delivery updates. Individuals can find a what3words address in the application (available for iOS and Android) or through the online map at [what3words.com](https://www.what3words.com).

 CT Bureau

**W**hat3words recently announced that Eirad Trading & Contracting, UPS's Authorized Service Contractor in Kingdom of Saudi Arabia (KSA) will integrate its innovative location

technology into their in-flight communications and retailer API, enabling e-commerce businesses to offer their customers deliveries to any 3m square in the Kingdom.

The precision offered by what3words addresses means deliveries can find the desired

destination with ease, optimizing the overall customer experience and eliminating the need for telephone calls from lost delivery drivers.

From today, Eirad customers will have the option to specify their delivery address using what3words when they

receive their SMS delivery updates—ensuring the Eirad couriers know exactly where to go, without the need for additional calls. what3words' simple technology will be integrated into the retailer's API platform. This integration will enable e-commerce businesses





to any what3words address in KSA. Individuals can find a what3words address in the app (available for iOS and Android) or through the online map at what3words.com.

### How does it work?

One of the biggest challenges facing e-commerce businesses globally is inaccurate addressing. Duplicate street names, postcodes covering large areas, and apartment buildings with several entrances are a few of the obstacles facing couriers daily, as they make their delivery rounds.

what3words eliminates these issues, providing a simple and reliable way to pinpoint exact locations. It has divided the world into a grid of 3m x 3m squares and given each square a unique combination of three random words: a what3words address. Every front gate, mall entrance, parking spot, and points along an unmarked road have its own unique address.

This enables users, including Eirad couriers and customers, to easily find, share and navigate precise locations, anywhere in the world. The system is available in more than 50 languages to date, including Arabic. Working in tandem with the National Address system, the technology ensures drivers can find delivery locations at

the first attempt. This improves business efficiency thus making the job more enjoyable for couriers and can also reduce last mile emissions.

Ali Akram Al Sayed, Country Manager, Eirad Trading & Contracting said, "We expect that our customers will see the value of the what3words integration. By using a what3words address, the customers enable

actually where to deliver, removing the need for telephone calls from lost drivers, and delivering packages to customers as quickly and efficiently as possible."

what3words is being used by thousands of businesses daily from logistics and e-commerce biz thus ensuring goods are delivered exactly where they are needed, to travellers

---

***By using a what3words address, the customers enable delivery drivers to pinpoint exact delivery locations down to a unique 3x3m square, ensuring their goods arrive at intended destinations on time***

---

delivery drivers to pinpoint exact delivery locations down to a unique 3x3m square, ensuring their goods arrive at intended destinations first time, on time."

Chris Sheldrick, Co-founder and CEO, what3words, said, "There is nothing more frustrating than receiving a failed delivery notification because a driver could not find the right door. We are proud that thanks to Eirad's integration of what3words, couriers across KSA will know ex-

finding the right hotel entrance or a hard-to-find restaurant.

The technology has also been built in the car navigation systems such as Mercedes-Benz, Jaguar Land Rover, Subaru, Lamborghini, and Mitsubishi, enabling drivers to enter any destination with just three words. Every day, several individuals use what3words to meet up with friends at parks and on beaches and to share running, hiking, and sports match locations with their teams.

to give their customers the option to have deliveries sent




### FACTFILE

- The tech enables e-com businesses to offer deliveries to any 3m square in the KSA.
- Customers will have the option to specify their delivery address using what3words.
- Duplicate street names, and flats with several entrances are a few of the obstacles facing couriers.
- The system is available in more than 50 languages to date, including Arabic.
- The technology has also been built in the car navigation systems.

# Etihad Cargo boosts pharma product efficiency

Etihad Cargo has launched Pharma Champions Programme in a bid to enhance customer service and team expertise through the delivery of dedicated PharmaLife training sessions. This programme was developed in compliance with IATA CEIV Pharma guidelines, **Tim Isik, Vice President, Commercial**.

 CT Bureau

Etihad Cargo has launched Pharma Champions, a development programme to enhance pharmaceutical transportation expertise and customer service. Developed as a strategic initiative, Pharma Champions is aligned with the

Etihad Cargo's long-term plans and the implementation of the carrier's cool chain masterplan to form the foundation of Etihad Cargo's shared vision with Abu Dhabi to establish the emirate as a global pharmaceutical and life sciences hub.

In recent years, Etihad Cargo has improved its cool

chain products offering, including network, operations, and processes. The carrier has implemented a rigorous quality programme emphasizing training and development, continuous improvement, and adherence to high standards across the organization. Demonstrating this commitment

to quality, the carrier achieved IATA CEIV Pharma recertification in 2022 and is one of the only 44 airlines to hold the certification globally.

Pharma Champions was developed in compliance with IATA CEIV Pharma norms and enhances Etihad Cargo's capabilities to deliver consistent



standards, while ferrying this critical cargo via the carrier's PharmaLife product.

PharmaLife, Etihad Cargo's award-winning pharma solution, has achieved significant YOY growth. In the past 12 months, Etihad Cargo has recorded a 49 per cent increase in pharmaceutical and life sciences products tonnage compared to the previous year.

To meet the increasing demand for both 15-25°C controlled room temperature (CRT) and 2 to 8°C cool storage (COL) segments, Etihad Cargo has focused on improvement, product enhancement and expanding the carrier's network, which now serves over 62 destinations worldwide.

To strengthen connections between Abu Dhabi and the rest of the world, Etihad Cargo has developed 1,330 IATA CEIV Pharma and



GDP-certified trade lanes, ensuring product integrity during transportation.

Pharma Champions was developed by Etihad Cargo's business development, learning and operations support teams to benefit Etihad customers and partners with improved service levels. The pro-

gramme comprises online and onsite training. A visit to Etihad Cargo's dedicated pharma hub and development of a dedicated PharmaLife action plan will give the participants to identify new business opportunities and ensure PharmaLife products are delivered, as per global standards.

---

## ***Etihad Cargo has launched Pharma Champions to enhance the carrier's capabilities in transporting high-value, temperature-sensitive pharma across its global network***

---

gramme comprises online and onsite training. A visit to Etihad Cargo's dedicated pharma hub and development of a dedicated PharmaLife action plan will give the participants to identify new business opportunities and ensure PharmaLife products are delivered, as per global standards.

"Etihad Cargo has launched Pharma Champions to enhance the carrier's capabilities in transporting high-value, temperature-sensitive pharma across its global network," said Tim Isik, Vice President, Commercial, Etihad Cargo. "To give a more in-depth understand-

ing of PharmaLife's giving participants, the programme facilitates the development of a perfect PharmaLife action plan in order to enable them to provide customer service excellence, enhanced customer response times and expertise within their regions. This will enable Etihad Cargo to

enhance regional knowledge hubs, mitigate the challenges across multiple time zones and ensure the carrier can respond to customer enquiries quickly and efficiently."

With 1,330 IATA CEIV Pharma and GDP-certified trade lanes, a international network spanning 62 destinations, ongoing investment in enhanced product features and infra, Etihad Cargo has ferried 49 per cent pharmaceutical and life sciences products in the past 12 months versus the previous year.

Pharma Champions is the latest step taken by Etihad Cargo to expand the carrier's specialized pharma transportation capabilities. It complements the addition of new features launched in recent months, such as the introduction of new dedicated thermal blankets in Etihad Cargo's key pharma markets.

The carrier has invested in infrastructure to support Abu Dhabi's vision to become a global pharmaceutical and life sciences hub, including the commissioning of the state-of-the-art 3,300-square-metre cool chain facility at Abu Dhabi Airport.

Set up in partnership with Etihad Airport Services Cargo and Abu Dhabi Airports, the new facility will double Etihad Cargo's cool chain capacity to carry and accommodate an additional 50,000 tonnes of cool chain commodities.

### **FACTFILE**

- Etihad Cargo improved its cool chain products offering, network, operations, and processes.
- Etihad Cargo's business development, learning and operations support the carrier's customers.





# New **cold storage** opens to boost logistics services

Maersk's new cold store facility, which is in spread more than 13,000 square metres at Dubai Industrial City, a member of TECOM Group PJSC, serves the fast moving consumer goods (FMCG) sector with uninterrupted cold chain logistics solutions, says **Christopher Cook, Managing Director, UAE, Oman and Qatar, Maersk.**

 CT Bureau

**M**aersk (Maersk) has opened the doors to its third warehousing and distribution facility in Dubai, which is also its first cold store in the UAE. Situated at Dubai Industrial City,

a member of TECOM Group PJSC, Maersk's Cold Store is strategically located when it comes to connectivity to Jebel Ali Port, Al Maktoum International Airport, direct road access across the UAE and an Etihad Rail freight terminal.

"The demand for perish-

ables that require cold storage is rising in the UAE owing to the growing population and robust tourism resulting in increased demand for specialty foods without compromising the integrity of the product. At Maersk, our purpose is to improve life for all by integrating

the world, and we saw an opportunity to establish a facility that would help us achieve our purpose in UAE," said Christopher Cook, Managing Director, UAE, Oman and Qatar, Maersk. He added, "Our new cold store facility is helping us safeguard the integrity of per-



trial City, Saud Abu Alshawareb, Executive Vice President, Industrial Leasing, TECOM Group PJSC, said, “Maersk’s launch reiterates the industrial and logistics credentials of Dubai, a global powerhouse for logistics activity due to its business-friendly legislation and its geographic location. With purpose-built infrastructure, sector-specific zones, expansive transport links, and strategic government partnerships, Dubai Industrial City offers logistics solutions that support and complement the industrial sector.

Dubai Industrial City’s intelligent infrastructure and integrated solutions strengthens its position as a key stakeholder in the Operation 300bn strategy, which aims to develop the UAE’s industrial and logistics sector and enhance its role in stimulating the national economy.

“Our enabling ecosystem and integrated offering of land, modern warehousing, offices, and worker accommodation supports the goals of Dubai Economic Agenda ‘D33’ and National Food Security Strategy to fuel sustainable prosperity in the local industrial and logistics sectors,” he added.

As the UAE observes the ‘Year of Sustainability’ and prepares to host COP 28 in 2023, we extend a welcome to Maersk’s first cold store in the United Arab Emirates (UAE) and

the important role it will play in growing the country’s food logistics sector, he said.

The consumers are increasingly demanding more choices for frozen and refrigerated food products in supermarkets with extended shelf life and an optimum level of product quality, making cold chain logistics more important than ever before.

management systems that will allow customers to have clear visibility at Purchase Order or SKU level.

The new facility, combined with the integrated logistics solutions offered by Maersk that include surface, air and ocean transportation, customs clearances, and supply chain management, will provide the customers of the company

## ***Consumers are increasingly demanding more choices for frozen and refrigerated food products in supermarkets with extended shelf life and an optimum level of product quality***

With the 12,500 pallet position space at the new cold store facility, Maersk is aiming to make inroads into the large and growing demand for frozen, chilled, and ambient storage in the UAE.

The company will offer 24x7 B2B and B2C fulfilment operations, e-commerce solutions to retailers/distributors and FMCG brands, value-added services such as co-packing, labelling, and repacking, cross-docking and last-mile delivery to retail outlets.

The facility will be equipped with advanced warehouse

with the opportunity to move their goods seamlessly, while dealing with a single logistics partner leading to potentially faster turnaround times, higher visibility, better control, and more predictability of their supply chains.

Dubai Industrial City is part of TECOM Group’s portfolio of business districts that include Dubai Internet City, Dubai Media City, Dubai Studio City, Dubai Production City, Dubai Knowledge Park, Dubai International Academic City, Dubai Design District (d3), and Dubai Science Park.

ishables and offer them to end users through uninterrupted cold chain solutions.”

On behalf of Dubai Indus-



### **FACTFILE**

- Maersk’s storage facility is strategically located near Jebel Ali Port, Al Maktoum Airport.
- The new facility provides Maersk’s customers with the opportunity to move their goods seamlessly.
- Maersk will offer 24x7 B2B and B2C fulfilment ops, e-commerce solutions to retailers/distributors.
- The facility will also be equipped with warehouse management systems.

# Navigating a new era of freight forwarding

Digitization is not just about replacing manual systems with digital platforms or ERP solutions, it involves harnessing breakthrough technologies to predict demand, optimize routes, and effectively manage inventory, says **Suchit Sehgal, Managing Director, MEA, Logistics Plus.**

As we stand on the cusp of a new era in global logistics, freight forwarding's trajectory is being primarily charted by three pivotal themes—technological advancement, environmental sustainability, and geopolitical-economic shifts.

The digital revolution, sweeping across sectors worldwide, ushers freight forwarding towards an unprecedented technological transformation. While traditional freight management, often riddled with inefficiencies, cries out for an overhaul, the industry's future is being forged in the crucible of data analytics. Embracing this change, freight forwarders are leveraging data to enhance

“Freight forwarders are leveraging data to enhance demand forecasting, introduce transparency & ensure traceability.”

demand forecasting, introduce transparency, and ensure traceability. The result? Real-time updates that equip clients to measure and monitor their business operations with unrivaled precision.

This digitization is not just about replacing manual sys-



tems with digital platforms or ERP solutions. It involves harnessing breakthrough technologies such as Artificial Intelligence and Machine Learning to predict demand, optimize routes, and effectively manage inventory. Such technology adoption reinforces a customer-centric approach, placing the customer at the heart of a company's operations. Complementing this shift is Blockchain technology, which guarantees immutable transaction records and secure information sharing, while Internet of Things enhances supply chain visibility and responsiveness.

As the world increasingly leans towards environmental stewardship, freight forwarders face a momentous turning point. Being integral to global commerce, the logistics industry can significantly impact the environment. Consequently, it is incumbent upon freight forwarders to prioritize sustainable operations, not merely as a nod to environmental ethics, but as a strategic necessity. By

optimizing routes, adopting cleaner energy, digitizing processes, and creating sustainable partnerships, freight forwarders can significantly diminish their environmental footprint. Further strengthening this commitment, green packaging and energy-efficient practices amplify the industry's sustainable impact. Through continuous performance tracking, freight forwarders can not only hold themselves accountable but also lead the way in global sustainability efforts.

The geopolitical-economic landscape also exerts a profound influence on freight forwarding's future. Emerging economies such as India, China, Africa, and Southeast Asia, amid their rapid economic growth, exhibit a heightened demand for freight forwarding services. Freight forwarders' ability to understand and navigate the unique logistical intricacies of these markets, from infrastructural constraints to regulatory complexities, can offer a competitive edge. Thus, those who can effectively trav-

erse this geopolitical chessboard, while crafting region-specific solutions, will hold sway in this new epoch of the global freight industry.

## LOOKING AHEAD

In conclusion, the freight forwarding industry is poised for a transformative journey, steered by technological innovation, environmental sustainability, and geopolitical-economic trends. Those who can master these dynamics will lead the industry into its future, crafting a more efficient, eco-friendly, and globally responsive freight forwarding landscape. The future is an exciting interplay of AI-driven data analytics, green operational strategies, and geopolitical acuity, driving the freight forwarding industry towards an epoch of unprecedented growth and global relevance.



**Suchit Sehgal**  
Managing Director  
Middle East and Africa, Logistics Plus

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



All your cargo needs covered  
with daily flights  
out of the Middle East

SriLankan Cargo provides seamless connectivity out of the  
Middle East to an expansive global network.

Visit [www.srilankancargo.com](http://www.srilankancargo.com) to connect with  
our offices located in the Middle East.

# NAFL addresses its cargo, logistics members

National Association of Freight and Logistics (NAFL) held its 36<sup>th</sup> AGM in Movenpick Grand Al Bustan Dubai. Its members discussed the years' outstanding achievements. The NAFL also discussed the milestones that the group intends to achieve in the coming months.









# 42k tonnes of flowers imported by UAE annually

dnata handles up to 42,000 tonnes of flowers each year from its advanced Amsterdam cargo facilities. Preserving the freshness and longevity of the flowers is very important from customers' point of view, says **Jan van Anrooy, Managing Director, dnata Netherlands**.

 CT Bureau

Roses, orchids and home-grown gerbera and peonies among others are the popular flowers amongst 42,000 tonnes handled annually at dnata's Amsterdam Schiphol facilities. Flowers also arrive daily from key source markets in East Africa and South America. dnata's Amsterdam facili-

ties also manage the export of 15,000 tonnes of flowers annually, primarily the home-grown gerbera, gypsophila, and peo-

nies. Orchids, chrysanthemums, and roses are the most popular types of 27,000 tonnes of flowers imported, arriving daily from East Africa and South America.

One of the busiest times of the year is the two to three weeks window before Valentine's Day in February, with multiple freight aircraft arriving each day to supply Europe with flowers.

Jan van Anrooy, Managing Director, dnata Netherlands, said, "Understanding

## FACTFILE

- Busiest time is the two to three weeks window before Valentine's Day.
- Chrysanthemums, roses arrive daily from East Africa and S. America.



our customers' requirements is crucial to ensure perishable items such as flowers preserve their freshness and longevity. Our customer-oriented team and best-in-class facilities ensure that perishable cargo is processed quickly and efficiently throughout the transportation process."

### **SPEED AND TEMPERATURE KEY**

In order to maintain temperature control of flowers, speed of handling while limiting

---

***In 2024, dnata will enhance its operations in the Netherlands by opening a fully automated cargo centre in Schiphol***

---

manhandling of the product is key, from unloading off the aircraft, into the dnata facility and on to the trucks and freight forwarders. dnata's teams can typically empty a full freighter aircraft of flowers and load them on to forwarding trucks in around 90 minutes. If required, dnata's cool chain facilities at its Amsterdam hub provide cold storage to maintain freshness, before they are transported to market, auctioned, and distributed throughout Europe.

### **MAJOR INVESTMENT IN CARGO OPS**

dnata currently provides ground and cargo handling services to 37 airlines at Amsterdam Airport Schiphol with a team of 1,000 dedicated aviation professionals, who handle 10,000 flights and move 540,000 tonnes of cargo annually.

In 2024, dnata will significantly enhance its opera-

tions in the Netherlands by opening a fully automated cargo centre, dnata Cargo City Amsterdam at Schiphol. One of the largest and most advanced facilities of its kind, including certifications for sustainability and eco-friendly design, the 61,000 m2 facility will use cutting-edge technologies and be capable of processing 850,000 tonnes of cargo annually. This will include perishables, pharma, dangerous goods, mail, live animals, aircraft engines and vehicles.

### **GLOBAL CERTIFICATIONS**

dnata's Amsterdam facilities are certified by IATA's Centre of Excellence for Independent Validators in Pharmaceutical Logistics (CEIV Pharma). This demonstrates the company's ability to move pharmaceuticals under the strictest standards.

Certification for Good Distribution Practice describes the minimum standards that a wholesale distributor must meet to ensure the quality and integrity of medicines is maintained throughout the supply chain. These certifications show dnata's dedication to good distributive practices and quality in every aspect of service delivery.

Established in 1959, the company offers quality and safe ground handling, cargo, catering, and retail services in 38 countries. In the year 2022-23, dnata's customer-oriented teams handled 710,000 aircraft turns, moved 2.7 million tonnes of cargo, and recorded a total transaction value of travel services worth US\$ 1.9 billion. 🌹





# Emirates SkyCargo records 20% jump in flower cargo

We are seeing an increased demand for fresh flowers as the wedding season in the Northern Hemisphere reaches its peak, and a corresponding spike in demand for logistics capabilities to protect perishables, says **Dennis Lister, Senior Vice President, Product and Innovation, Emirates SkyCargo.**

 CT Bureau

As it warms up in the Northern Hemisphere, Emirates SkyCargo is scaling up its cool chain capacity for perishables, preparing for a busy summer season of weddings and outdoor events. As the demand for decorative floral arrangements increases, May 2023 saw Emirates SkyCargo transport 3,590 tonnes of time- and temperature-sensitive fresh cut flowers, a 20% rise from the same period last year.

Perishables are the carrier's largest business by tonnage carried, uplifting an average of 22,500 tonnes of perishable products every month. Ranging from freshly picked man-



**Dennis Lister**  
Senior Vice President, Product and Innovation, Emirates SkyCargo

goes from Pakistan to salmon from Norway and brilliant

blooms from Kenya, Emirates SkyCargo transports goods rapidly and efficiently across its global network of 140 destinations.

Ecuador and Kenya are the top two export origin locations; Ecuador has experienced

lands, key import locations for this commodity include the UAE and Australia, with Kingdom of Saudi Arabia rounding out the top four.

Dennis Lister, Senior Vice President, Product and Innovation, Emirates SkyCargo,

**“dnata has installed a RO Plant to re-use condensate water from cooling systems in its cargo warehouses in Dubai.”**

a steady rise in flower trade in recent years. The country increased its exports with Emirates SkyCargo by 21 per cent in May this year, compared to 2022. Other than the Nether-

said, “We are seeing an increased demand for fresh flowers as the wedding season in the Northern Hemisphere reaches its peak, and a corresponding spike in demand for

Contd. on next page ►



logistics capabilities to protect perishables. Leveraging our industry-leading temperature-controlled technology, facilities, equipment, and expert personnel, Emirates Fresh continues to offer our global customers reliable freshness, whether it is beautiful blooms for that special day or fresh produce for the garden barbecue. With 500 to 600 tonnes of perishables transported on Emirates SkyCargo flights every day, we are proud to be the partner of choice that connects the global agriculture community with their customers all over the world.”

Fresh cut flowers dominate as the leading perishable category transported by SkyCargo with chilled meat and fresh fruits rounding out the top three perishable product

categories, as air cargo enables temperate-safe and rapid transit from farm to shop in as little as 24-48 hours.

### **DOOR-TO-DOOR COOL CHAIN DELIVERED AT SCALE VIA DUBAI**

As temperatures rise and summer produce is harvested, cool chain logistics play an essential role in keeping high-demand perishable produce fresh and high quality for consumers worldwide.

Emirates’ dedicated cool-chain handling capabilities have been developed with a focus on fast connection times and high-quality transfers. Its dual airport hub in Dubai is world’s largest and most technologically advanced cargo handling facility, offering a

three-hour, air-to-air transfer service. Handling over 8,000 shipments per day, the facility has over 15,000m<sup>2</sup> of dedicated storage for temperature-sensitive goods, including perishables.

### **APPROPRIATE LEVEL OF TEMPERATURE**

Uniquely positioned between east and west, approximately 1/3 of the world’s population can be served from Dubai within a 4-hour flight range. Emirates’ vast network of destinations, meanwhile, also give customers the choice of multiple flights per day to many locations across both freighter and passenger aircraft belly-hold capacity.

Emirates Fresh, SkyCargo’s perishable-oriented service offers three different options for

customers to choose the appropriate level of temperature protection for their cargo. This ranges from produce with a higher tolerance for temperature fluctuations, to high-end perishables that require active cool dollies for ramp protection. Customers can track and trace their shipments and view temperature monitoring data online at every step, as well as make short-notice direct bookings, thanks to SkyCargo’s ecommerce platform.

### **FACTFILE**

- Emirates’ cool-chain handling capabilities were developed with a focus on fast connection and quality transfers.

## Latest distribution center opens in Riyadh, KSA



Schneider Electric has opened its first modern distribution centre in Riyadh, KSA. It was inaugurated by Jean-Pascal Tricoire, Global Chairman, and Hazza Aldajani, Head, Energy Sector at the Saudi Local Content and Government Procurement Authority. It is equipped with smart technologies and software to enable efficient transfer of goods.

## Electric bikes give a boost to last-mile delivery



Terra Tech Limited (Terra) announced the arrival of their first fleet of electric motorbikes in Al Quoz, Dubai. This marks a milestone for the firm as it supports UAE's Year of Sustainability. The mobike's arrival brings Terra one step closer to deploying its vehicles on the UAE's roads thus making electric mobility a reality for local last-mile sector.

## Dubai Customs issues policies to enhance trade growth

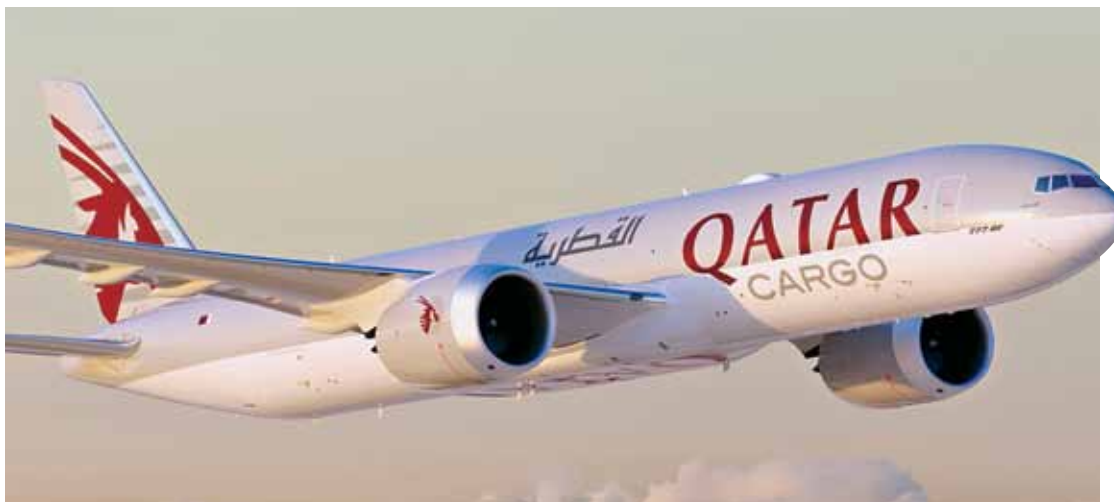


Dubai Customs is keeping up with the CEPA between the UAE and several major countries. Up to now, the UAE has forged trade deals with four nations: India, Israel, Indonesia, and Turkey. As these agreements take effect, a new phase of trade exchange commences,

promising a substantial boost in both quality and quantity. This development significantly bolsters the UAE's foreign trade, which recorded an impressive 17 per cent growth, reaching 2.233 trillion Dirhams in 2022 compared to the previous year. Dubai Customs has implemented customs policies to support trade exchanges with partner countries, as part of the CEPAs.

## Overland cargo carriers need e-transport document: Saudi

The Transport General Authority has stressed all licensed entities engaged in overland cargo transportation must obtain an Electronic Transport Document through the e-Transport Portal via [naql.sa/main](http://naql.sa/main). It stated, the "e-Transport Document contains detailed information such as sender and recipient data, shipment information, schedule of goods, transportation fees, trip details, and carrier information. It also includes licensed data, enabling instant access to documents and electronic verification of the nature and status of the shipment." The e-Transport Document improves the quality of service and ensures safe transportation.



## Qatar continues to aid Sudan via air cargo

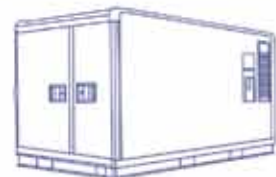
Qatari air bridge has continued to send medical aid since the start of the fighting in Sudan. On 6 June, the 10<sup>th</sup> plane took off to the city of Port Sudan, carrying 37 tons of relief. Officials state the total aid has amounted to 301 tonnes, stressing the air bridge flights would continue for some more days. Qatar took part in May 2 virtual ministerial session on the situation.

# We ensure your life-saving vaccines stay cool across a world of change



At Singapore Airlines, we go the extra mile to transport life-saving drugs in prime condition via THRU COOL. With our IATA CEIV-certified handling processes and dedicated temperature-controlled facilities, you can be assured of an unbroken cold chain from origin to destination.

Visit [siacargo.com](http://siacargo.com) for your cargo requirements



SINGAPORE AIRLINES CARGO   
**THRU COOL**



## Deutsche Post DHL Group is renamed to DHL Group

Deutsche Post DHL Group has been renamed as 'DHL Group'. The new name reflects the transformation the group has undergone in the past years. "Over the past decade, the trends of globalization, e-commerce, digitalization, and sustainability have had a positive effect on our business," said Tobias Meyer, CEO, DHL Group.

## Long-term contracts of five aircraft by Chapman Freeborn ACMI



The ACMI division of Chapman Freeborn has placed five long-term aircraft contracts spanning over three continents. The business growth within the ACMI department highlights Chapman Freeborn as world-class market leaders in their field, adapting to trends, said Scott Collier, President, ACMI said.

## World's first Advanced Air Mobility Integrator Centre to be set up by VPorts

VPorts has initiated the certification process for its vertiports as part of the world's first AAM integrator centre at the Mohammed bin Rashid Aerospace Hub (MBRAH) in Dubai South. Construction of the vertiports will start in 2024.



"We are proud to embark on the certification process for our vertiports in Dubai," said Dr Fethi Chebil, CEO and Founder, VPorts. "We are making history today as we are the first infrastructure company in the world to initiate a vertiport

certification process. With this milestone undertaking, Dubai has confirmed its leadership in the AAM sector. By adhering to regulations of the UAE General Civil Aviation Authority, we are taking a proactive approach to ensure all our vertiports meet and exceed industry standards, providing a secure and efficient environment for the operation of electric vertical take off and landing aircraft."

## WestJet Cargo and Wiremind explore capacity forecasting



WestJet Cargo's SKYPALLET has recently renewed its contract with Wiremind. "We understand a key pain point for cargo teams at passenger-heavy airlines is determining how much cargo capacity they will be able to sell. This is why we developed our capacity forecasting," said Nathanaël de Tarade, CEO, Wiremind Cargo.

## Lufthansa Cargo and Nippon Express Europe partner on SAF



Nippon Express Europe has agreed to use Sustainable Aviation Fuel (SAF) for air freight shipments with Lufthansa Cargo "in the future". The companies stated that they have "contractually agreed to advocate the use of SAF when transporting air freight shipments". The pact reached with Lufthansa Cargo includes contributing to certi-

fied climate protection projects for the so-called well-to-tank emissions that arise during the production and supply of SAF. "We have enjoyed a trusting long-standing ties with Nippon Express Europe as a Global Partner," said Ashwin Bhat, Chief Executive, Lufthansa Cargo, adding "We appreciate working jointly with Nippon Express Europe."



## Maastricht airport launches new Euro 35 million runway



An electric plane was the first to touch down on Maastricht Aachen Airport's upgraded runway during a launch event focused on the future of the cargo hub. MST unveiled its newly renovated runway at a launch event held at the airport on 30 June. The second largest cargo hub in the Netherlands has invested as much as EURO 35.3 million.

## cargo-partner expands network in China



cargo-partner has expanded its network in China with the addition of four new facilities. The company is in the process of being purchased by Nippon Express, which has opened a new pharmaceutical facility in Shanghai, a warehouse in Guangzhou, a office in Nanjing and moved into an expanded office in Chongqing.

## FIATA renews partnership with Wisetech Global



International Association of VCright Forwarders Associations (FIATA) and Wisetech Global have renewed their partnership to improve the digital realm for the forwarder, providing support for the switch from paper to paperless trade. The partnership is to continue for the second year in a row as the digital transformation of the global logistics supply chain breaks new barriers. As FIATA continues to enable digital commerce for its mem-

bers through its Digital FBL, the necessity for dependable partners on the global logistics supply chain's digitization path is more vital than ever. As a result, FIATA is renewing its cooperation with WiseTech Global, making the eFBL available to its clients through the industry-leading CargoWise platform.

## WFS rolls out new dock management system

Worldwide Flight Services (WFS), a member of the SATS Group, has begun rolling out a new Dock Management System in North America, which has already reduced truck waiting times at its operations in New York JFK by more than 20 per cent. The new Dock Management System will be implemented across WFS' major airport locations in North America over the next 12 months, with Atlanta, Miami, and Boston next in line to adopt the solution. The trucking companies, consignees, and freight forwarders will be able to create their own slot booking for cargo drop-off or recovery at the WFS stations, ensuring better optimization of truck yards and alleviating congestion.



## ASL Airlines UK expands fleet

ASL Airlines United Kingdom (ASLUK), which launched in 2021, has expanded its fleet with the addition of its first 737-800 Boeing converted freighter as it looks to expand European ops. The extra aircraft is the carrier's second freighter—it also operates an ATR 72-200—and began operations with a flight from Paris CDG to East Midlands and Belfast International. The aircraft with 23.9-tonnes capacity has a range of up to 3,750 km and will operate five days a week.

# Movements



## FRESA TECHNOLOGIES UAE

★ **Manikandan Chidambaram**, known as Mani in the freight industry, has joined as the Chairman at Fresa Technologies. A visionary and strategic technology leader with repeated success-leading enterprise IT ops, developing architecture, and optimizing data analysis, his extensive experience has been in directing cross-functional teams in the design and integration of leading-edge technology solutions. He has played a significant role in evolving more than 30 countries in terms of software implementation with a clear understanding of the country-specific requirements and solutions.



## DB SCHENKER Germany

★ **Stephanie Wulf** joined as the Global CPO of DB Schenker. She will assume her new role on 1 January 2024. She holds a degree in Public Administration and completed German Second State Law Exam. She started her career at the German Federal Foreign Office and served in several HR functions within Deutsche Lufthansa Group for 20 years. Since 2018, Wulf has been the Chief Human Resources Officer and MD HR and in 2022 she was Extended Executive Board of DER Touristik Group, member. "I am glad that she will join the DB Schenker Board of Management," Dr. Levin Holle, CFO, said.



## JETTAINER Germany

★ **Svenia Iriarte** was appointed CFO, Jettainer. She, who is at home in the aviation and air cargo world, assumed responsibility for Finance, Procurement, HR and IT Operations in June 1, 2023. Iriarte replaces Ingeborg Manz-Maier, who retired from Jettainer on July 1. Economist Iriarte embarked on her career at KPMG. Later she moved into the airline world in 2003. Initially, she served as consultant for Mergers & Acquisitions and then assumed responsibility for Global Finances at Lufthansa Cargo. After heading Network Planning and Road Feeder Services she was in-charge of the cargo airline's Crew Control division.



## LUFTHANSA CARGO Germany

★ **Frank Bauer** will be appointed as CFO and Chief Human Resources Officer, Lufthansa Cargo AG. He will take up his new position on 1 August 2023. Dr. Michael Niggemann, Chairman, Supervisory Board, said, "I am delighted Bauer, finance and HR expert with expertise in the logistics sector, will complement and strengthen the Executive Board, Lufthansa Cargo. He has proven his management skills in various positions in the Lufthansa Group. The Lufthansa Cargo Executive Board will master future challenges, under the leadership of Chairman Ashwin Bhat and, expand the Lufthansa Cargo's global leadership position."



## GEODIS France

★ **François Bottin** has joined as Executive VP, Digital and Technology in Geodis. He will be a member of the Geodis Group's management board, chaired by Marie-Christine Lombard, Chief Executive, Geodis. Bottin joined Geodis in 2020 as IT director of the Geodis 'Digital Solutions Factory'. In October 2022, he was promoted to CGIS and Transformation Officer. Bottin was responsible for Group applications and the roll-out of digital and data transformation programs. He has 25 years' experience in management of digital, data and Information Technology programmes.



## CARGO IQ Geneva

★ Cargo iQ has named a new chair and vice chair of its board. Former vice chairman **Kerstin Strauss**, Vice President, Global Air Logistics Operations, Kuehne+Nagel (K+N), has been appointed as the new board Chairman. The new Vice Chairman has been named as Rutger-Jan (RJ) Pegels, Director, Performance Management & Analytics, KLM Cargo. Strauss succeeds Henrik Ambak, Senior VP, Cargo Operations Worldwide, Emirates, who stepped down as Chairman in May. Having served four years as VC, Strauss and RJ were the successors for the Chair and new Vice Chairman, respectively.



**CARGO**

**No 1 in GCC**

**Delivering Happiness  
Worldwide**



[www.abccargo.ae](http://www.abccargo.ae) | Tollfree 800 916

Your air cargo  
*partner of choice*



الإتجاه  
**ETIHAD**  
CARGO

[etihadcargo.com](http://etihadcargo.com)