

# air cargo update

Vol. 06 Issue 9, No. 47, November 2016

The first and only PAN-Regional Magazine  
Middle East - Africa - Asia and beyond



# Coyne Airways

## Carving a niche and thriving

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Director, Coyne Airways

The Lounge



René Steinhaus  
Lux Airport Commercial Director

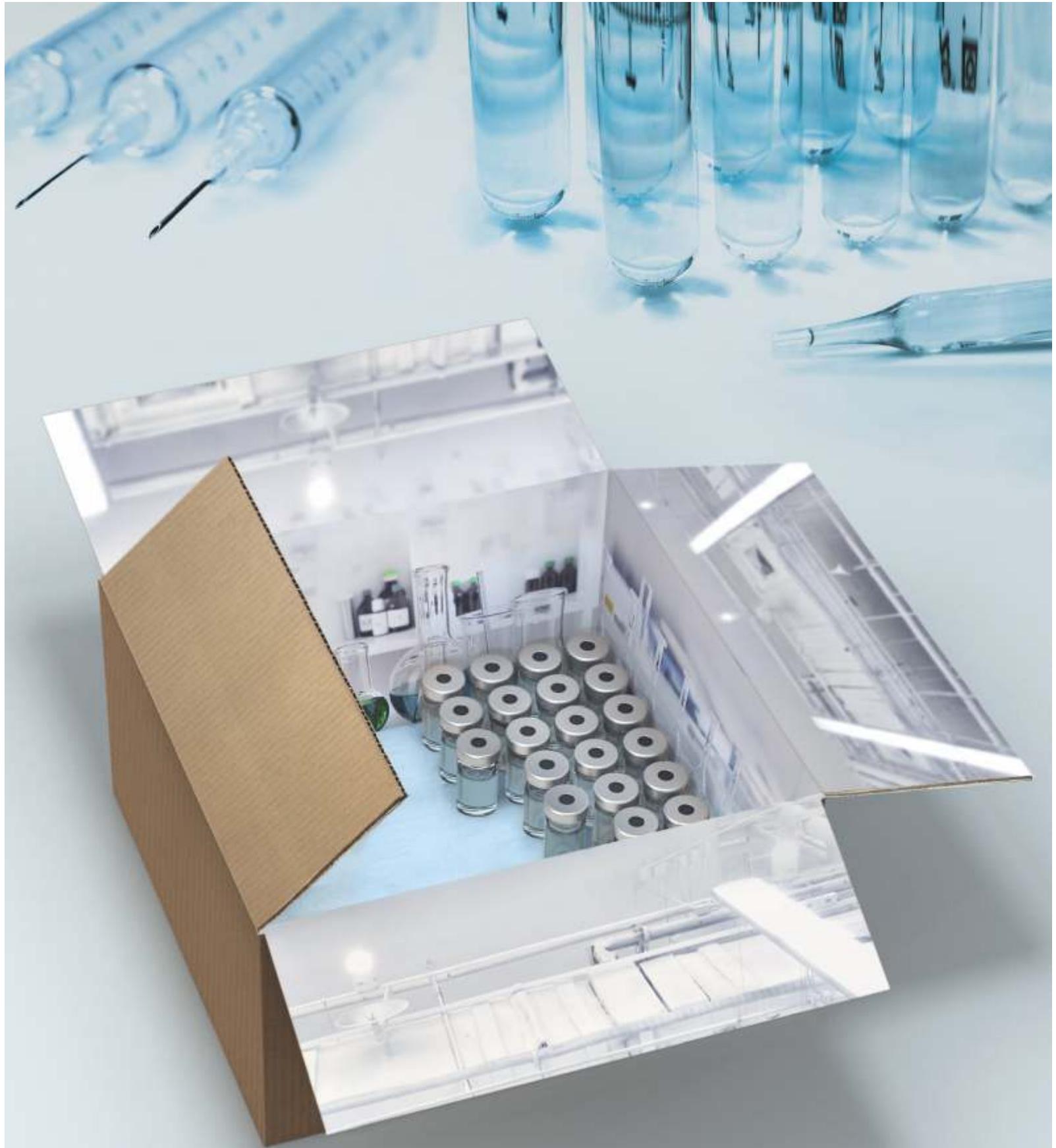
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PO Box: 9604, SAIF Zone, Sharjah - UAE  
Tel: +971 6 557 9579, Fax: +971 6 579569,  
info@7dimensionsmedia.com  
www.7dimensionsmedia.com

#### Chief Editor

Gemma Q. Casas  
gemma@7dimensionsmedia.com

#### Contributors

Nirmala Rao  
Ayesha Rashid  
ayesha@aircargoupdate.com

#### Head-Sales & Marketing

Israr Ahmad  
israr@7dimensionsmedia.com

#### Head Operations

Jamal Ahmad  
jamal@7dimensionsmedia.com

#### Photographer/s

Jamal / Wasim

#### Art Director

Mohammed Imran  
imran@7dimensionsmedia.com

#### WORLDWIDE MEDIA REPRESENTATIVES

France, Belgium, Monaco, Spain:  
Aidmedia, Gerard Lecoeur; Tel: +33 (0) 466 326 106; Fax: +33 (0) 466 327 073  
India:  
RMA media, Fareedoon Kuka;  
Tel: +91 22 5570 3081; Fax: +91 22 5570 3082  
Taiwan:  
Advance Media Services Ltd, Keith Lee;  
Tel: (886) 2 2523 8268; Fax: (886) 2 2521 4456  
Thailand:  
Trade and Logistics Siam Ltd, Dwight A Chiavetta;  
Tel: +66 (0) 2650 8690; Fax: +66 (0) 2650 8696  
UK, Ireland, Germany, Switzerland,  
Austria: Horseshoe Media, Peter Patterson; Tel: +44 208 6874 160

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# Editor's Note

## The Numbers Game

The year is about to end with the numbers predominantly determining where a company is headed and how reforms, plans and strategies would figure to achieve corporate goals.

The sudden global slump on oil prices has impacted every business on the planet and the air cargo industry is no exemption.

Lower fuel cost has essentially encouraged the return to the market of less fuel efficient aircraft that led to increasing the global air freight capacity despite a slowdown on international commercial cargo activities.

Cargo volumes in the Middle East weren't badly affected as others but the circumstances had put a dent on its performance.

It posted a 6.5 percent growth for the first half of the year, based on data from the International Air Transport Association—paling in comparison to its record 14.3 percent growth for the same period last year.

AITA projects the global cargo revenue to drop to \$49.6 billion this year from \$52.8 billion in 2015.

The situation is forcing many companies to thoroughly examine their performance and strategizes for more realistic goals.

While caution is how most companies approach the situation, there are some who make bold decisions, with high hopes of reaping benefits in the long run.

Take for instance, global online retail giant Amazon's decision to operate its own air cargo fleet rather than enjoin the services of major couriers to deliver ordered products across the globe.

Under a partnership agreement, this long-term cost-effective solution to hasten delivery time yielded 40 planes for this US-based company. **Air Cargo Update** examines this on this issue.

And so is the push for more automation or the use of robots in logistics and other related industries, which some fear may drive more skilled workers out of job.

Robots with artificial intelligence will also be a familiar face in airports, tourist spots and neighborhoods in Dubai as the government opts to utilize them to provide security and easy access to information for both residents and tourists. We have this story for you on our Technology section.

And of course, we have the latest news and features on logistics, air cargo, airlines, aviation and allied industries, from across the globe.

Gemma Casas

Editor

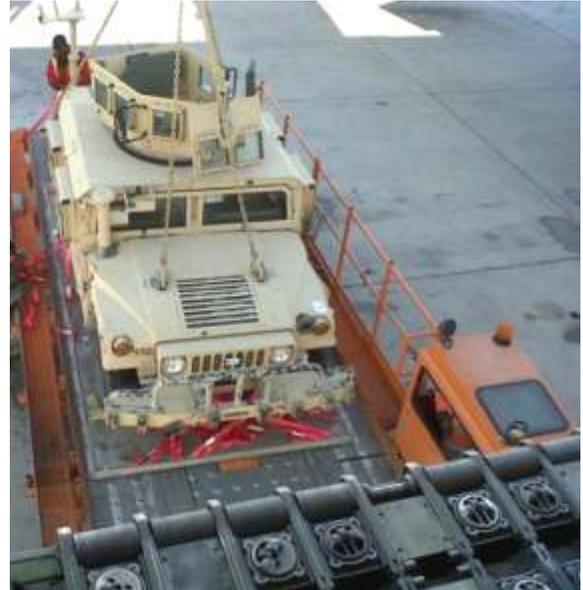
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## The LOUNGE

### René Steinhaus Lux Airport Commercial Director

Growing up in East Germany as a child and teenager, René Steinhaus was trained to focus on education early on.

He survived tough rules by being with like-minded circle of friends who honor an unwritten rule to help each other no matter what happens.

His focus was on math and science and learned at an early age how to fly a plane, which eventually shaped his adult life.

"I came from East Germany and there you get to be trained as a pilot early," he recalled.

By the late 1980s, the Cold War began to thaw in Eastern Europe. On November 9, 1989, East Berlin's Communist Party agreed to allow the free movement of people from the country to West Germany and people like René couldn't be happier.

The collapse of the Berlin Wall led to the German Reunification in 1990, providing opportunities for East Germans to rebuild their lives in a Democratic way.

René decided to pursue aviation and aerospace engineering at the Technische Universität Berlin or TU Berlin, a prestigious research university that has produced topnotch scientists, thinkers and engineers.

Eighteen years since becoming an aviation and aerospace engineer, René has successfully maneuvered his way to the corporate ladder in Europe, entrusted with high positions at Germany's Fraport AG, the global American consulting firm A.T. Kearney and most recently with Lux Airport in Luxembourg.

Currently the commercial director at Lux Airport, René has his sights on higher goals to further grow passenger and cargo traffic at one of the busiest airports in Europe.

Like most busy executives, René also tries to balance work and family life. In this edition, he shares with **Air Cargo Update** some of his thoughts on living.

#### How do you spend your free time?

With my family. My son is 17 years old and we like to go by boat. We go to the winery at every opportunity. When we're in Germany, we drive around. What else? Wind



**René Steinhaus**  
Lux Airport Commercial Director

surfing. In the summer, we go to the Mediterranean.

#### What sort of music do you like?

Any kind. Different music is good. I'm not hooked on any particular one.

#### Movies or Books?

I like both.

#### What is your favorite book?

It's a long time ago but I love "Star Wars." In East Germany, it's not permitted to read that book so I got one illegally. I also like "Great Expectations" by Charles Dickens. I love it.

#### If you were given a chance to meet a famous person who would it be and why?

Michael Douglas because he looks like my father (laughter).

#### Name some places you want to visit.

Dresden City in Germany. I love going there. It has nice buildings and vineyards like Luxembourg. The people are nice. The structure of the city is really good. You can go biking. Dubai is also a good place to visit. It's a very fancy city. I also want to go to Rio de Janeiro in Brazil, Tokyo and San Francisco. Those are the list of cities I want to visit.

#### Name three things you can't live without.

My car (a Mercedes Benz). My smart phone because it's my link to my family, including video, whenever I travel. My credit card, of course.

#### Favorite quotation?

To be honest, I don't use any quotations. I just live.



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Phone: +1718 9955010  
Fax: +1718 9955011



GLOBAL NEWS

## Etihad and Abu Dhabi forge partnership with Parma, Italy



**ABU DHABI:** The UAE's capital welcomed last month a delegation of industrial powerhouses from Parma, Italy, aimed at promoting business opportunities between them and the routes that the flag carrier serve.

Etihad Global Cargo Management Company and the Abu Dhabi Chamber of Commerce said the visiting companies collectively represent 3.7% of the Italian GDP and they were joined by 75 representatives from Emirati businesses.

The event followed the recent signing by Etihad Global Cargo Management Company (Etihad GCMC) and Parma Airport of an exclusive agreement to

develop cargo volumes at the airport. "Our partnership is more than one between aviation entities, but two countries. It was an honor to welcome the Italian delegates to Abu Dhabi and we are looking forward to creating new business opportunities by connecting local producers with global customers through our vast network of more than 250 destinations," said David Kerr, Senior Vice President of Etihad Cargo.

As part of the agreement daily road feeder services will be operated to Italy's air cargo hub, Milan's Malpensa Airport, 180 km away.

The project, being developed in

conjunction with Etihad GCMC partner airline Alitalia, provides regional businesses with rapid delivery of their products to a global market.

Parma is the centre of one of the largest exporting regions in Italy for high value commodities – such as chemicals and pharma products and foodstuffs – which require swift, secure transport through an international network which Etihad GCMC and its partners facilitate.

"I am proud of what has been done by Etihad Airways and our airport in Parma, which will serve to boost trade between our countries," said Parma Mayor Federico Pizzarotti.

## CEVA to manage Leroy Merlin's in-house warehouse and distribution in Italy

**MILAN:** Leroy Merlin, the market-leader in specialist home improvement and do-it-yourself products, and CEVA Logistics have signed a four-year agreement for the in-house warehouse management and distribution of its products throughout Italy.

CEVA Logistics, one of the world's leading supply chain companies, is tasked to manage Leroy Merlin's warehouse in Castel San Giovanni (PC) in northern Italy and to handle the distribution of its wide range products, from doors and lighting to synthetic grass.

150 employees will operate from the site to ensure the timely restocking of 48 stores across Italy as well as 20 others located in Greece, Cyprus and Romania.

At 92,000 square meters, the warehouse is divided into two key areas: a dedicated cross-docking activities zone and an



e-commerce fulfillment center.

From the Castel San Giovanni warehouse, 25,000 journeys will be required annually to service the Leroy Merlin business and approximately 40% of them will utilize intermodal transport services (Rubber-Iron-Rubber) – designed to reduce emissions of particulates and CO2.



GLOBAL NEWS

# DHL ups investment in Leipzig hub to €655 million



**LEIPZIG:** DHL Express recently opened its new multi-million sorting center at its European air freight hub in Leipzig, Germany, bringing to €655 million (about Dh2.644 billion) its total investments in the facilities so far.

The expansion costing €230 million covers a total area of 44,000 square meters, of which 40,000 square meters is dedicated to the warehouse building and 4,000 square meters to modern office facilities, DHL said in a statement.

The new expansion is a strong reflection of the importance of Leipzig Hub to trade activities within Europe and throughout the world, it noted.

DHL's new state-of-the-art sorting facility can sort bulkier and heavier shipments on a fully automated basis. About 150,000 shipments of production work can be done per hour

at the site.

"The successful launch of our expanded hub and the new sorting facility is a further step that reinforces the importance of Leipzig as our main European express hub," said Frank Appel, CEO of Deutsche Post DHL Group, at the opening ceremony on October 12.

Appel said he is particularly delighted with the creation of new jobs at the hub which now brings to nearly 5,000 their total employees in Leipzig.

DHL's new sorting technology is the first of its kind in the industry. It consists of a combination of various innovative conveyor technologies, enabling the fully automated handling of packages with a weight of up to 170 kilograms, which would otherwise be too heavy or bulky for standard conveyor belts.



**How we got a cruise ship running again.**  
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GLOBAL NEWS

# DXB welcomes 7.7 million passengers in August

**DUBAI:** Dubai International Airport (DXB) welcomed a record 7.7 million passengers in August, bringing to close to 56 million, thus far, passenger traffic to one of the world's busiest airports.

According to Dubai Airports, the August figure is 6.1 percent higher than the 7,282,256 record in the same month in 2015. Year-on-year, that's 6.9 percent up compared to the period's 52,264,223 total.

"Consecutive months with record breaking traffic is a great way to mark the 56th anniversary of DXB (last October). Looking back, it's astonishing to see how quickly a tiny airport that was once a refuelling stop for airlines has turned into the

world's number one international hub. Over these five and a half decades, DXB has welcomed more than three quarters of a billion passengers," said Paul Griffiths, CEO of Dubai Airports.

Eastern Europe was the fastest expanding market in terms of percentage growth at 67.9 percent, largely fueled by additional capacity and new services launched by a number of carriers including Emirates and flydubai.

Travelers from Asia posted 13 percent growth; South America and the Indian Subcontinent both had 11.7 percent.

In terms of volume, India remains the top destination country with 924,256

passengers, followed by the UK (584,508 passengers) and Saudi Arabia (535,280 passengers).

London was the top destination city with 371,320 passengers, followed closely by Doha (252,616) and Kuwait (240,712).

Baku (+284.5 percent) topped the list of cities in terms of percentage growth, followed by Mashhad (118.6 percent) and Boston (88.2 percent).

Aircraft movements totaled 33,827 during the month compared to 34,773 movements in August 2015, marginally down by 2.7 percent. Year to date aircraft movement totaled 276,233, up 2.9 percent compared to 268,360 during the same period in 2015.

Dubai International handled freight totaling 201,100 ton in August compared to 207,427 ton in August 2015, a contraction of 3.1 percent. Year to date cargo reached 1,686,277 ton, up 2.4 percent compared to 1,645,815 ton recorded during the first eight months last year.



August 2016	Abu Dhabi	Dubai
Passenger Traffic	2.3 million	7.7 million
Cargo in Tons	68,728	201,100
Aircraft Movements	14,910	33,827

## 2.3 million passengers in Abu Dhabi

**Abu Dhabi:** Abu Dhabi International Airport saw positive growth on its passenger traffic for August at 2.3 million, up by 2.3 percent.

To date, the airport has welcomed more than 16 million passengers, projecting a 6.2 percent growth compared to the same period last year. Significant highlights as follows:

- ✈ Total arrivals numbered 1,119,616, signifying a 2.3% increase.
- ✈ Passenger traffic to India grew 14.3% on 2015, maintaining its position as the top destination, with 378,675 passengers throughout August.
- ✈ Passengers to the UK totaled 153,208, representing a 4.2% increase compared to August 2015.
- ✈ Saudi Arabia rose to become the fourth busiest destination, with traffic to and from the country increasing by 12.3%, largely due to the high volume of pilgrims traveling for Hajj.
- ✈ Passenger traffic to and from Egypt rose 26.6%, impacted by Etihad's introduction of thrice-daily flights, and Egypt Air's increased service of 13 flights per week.

# Aramex posts 15% growth on Q3 earnings



**DUBAI:** Aramex (DFM: ARMX), a leading global provider of comprehensive logistics and transportation solutions, posted a 15 percent growth on its third quarter revenues to Dh1.050 billion from Dh917 million in Q3 2015.

But its net profits decreased by 3% to Dh72.2 million, down from Dh74.6 million in Q3 2015.

Aramex's strong revenue performance in the third quarter was driven by growth across most of its geographies, with the Asia-Pacific being a key contributor to this growth.

Net profit was impacted by the reduced number of working days due to public holidays, in addition to slower economic activity in the GCC region.

Commenting on the results for the third quarter, Hussein Hachem, Aramex CEO said: "Revenue growth was positive, with most geographies and business segments performing strongly. Cross border e-commerce was the key driver of this growth and will continue to drive Aramex's business strategy and expansion plans forward."

"Looking ahead, we are pursuing partnerships with innovative logistics and technology companies to further transform Aramex into a leading technology enterprise, grow our e-commerce proposition and sustainably expand the business. While we remain confident in this approach, we are also cautious in our outlook due to global economic uncertainties," he added.

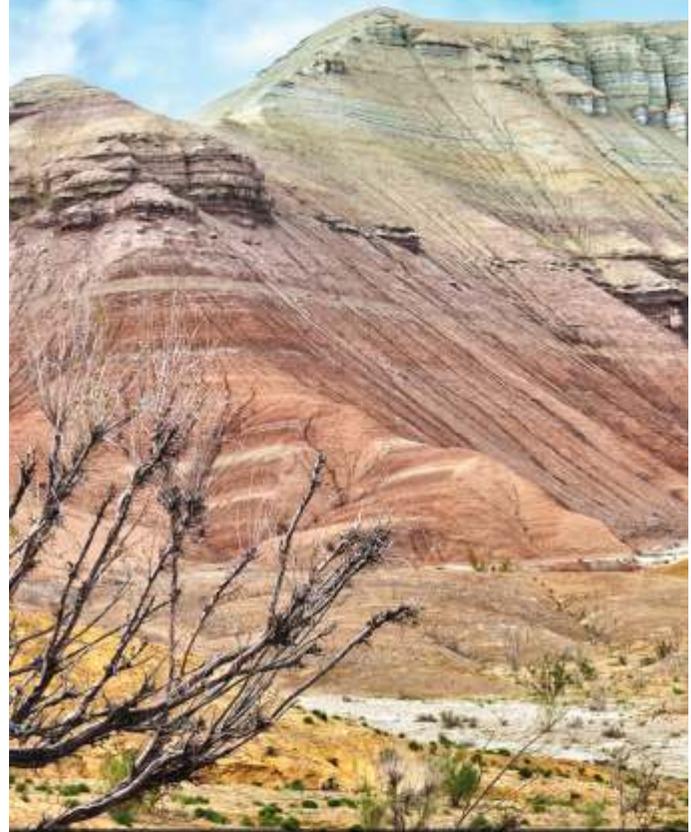
The company reiterated it is committed to building on its core asset light model by integrating digital platforms and capabilities to give the business greater speed, improved customer experience and enhanced efficiencies.

It also stressed that it will continue to develop its international cross-border e-commerce offering and pursue strategic investments in innovative products and services across growth markets for the remainder of 2016 and into 2017.

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## GLOBAL NEWS

## Robotic welder closes gap on job orders at FAST Global Solutions

**GLENWOOD:** A room-sized robotic welder quickly seals steels without complaint at a major manufacturer of WASP ground support equipment for the airline and cargo industries in this Minnesota town.

Fast Global Solutions says it purchased the welder, the CLOOS Q1501008 E-Large System with two robots, to support increased global demand for FAST products.

“Our line of WASP ground support equipment is known around the world for quality, and the CLOOS robotic welder ensures consistent quality and faster production times,” said Eric Kolstoe, FAST’s vice president of manufacturing.

CLOOS makes identical welds on each piece of equipment, which increases service life and confirms consistent quality. The robotic welder also can be programmed to do 3D spatial checks prior to placing every weld.

The checks act as a second set of eyes, allowing the team to see that welds are correctly positioned on the seams every time.

The robot supplements FAST’s growing welding team in Glenwood. Welders program the robot to handle long, standard welds since it can

manage that in a fourth of the time as can be done otherwise.

The skilled team tackles shorter, more complex and customized welds. The combination ensures quality products that are completed quickly.

FAST’s team of nearly 100 welders, who are certified by the American Welding Society, participated in classroom training on the robotic welder, where they learned basic concepts and operational safety measures as well as practiced service protocols.

After completing the classroom training, welders transitioned to on-the-job training to refine their programming skills.

“This machine is a major step in the plan to continually introduce advanced technology throughout FAST’s manufacturing facilities,” Kolstoe said. “It’s been a great addition to our gamut of high-tech manufacturing equipment, which increases capacities while continuing to ensure the level of quality synonymous with the FAST name.”

Since FAST added its first robotic welder in 2003, the company has been introducing larger units and more



pieces of high-tech manufacturing equipment to enhance productivity and quality.

The CLOOS welder joins a manufacturing fleet that includes plasma laser cutters, large-scale press brakes, automated powder-coat painting lines and more to support providing quality equipment quickly.

FAST has grown by more than 70 percent in the past two years to meet the needs of its growing customer base. Company growth has come through advancements of technology in manufacturing equipment as well as 200,000 square feet in additional manufacturing space.

## WFS gets cargo handling and trucking contract from PIA



**LONDON:** Worldwide Flight Services (WFS) has won a three-year contract to provide cargo handling and trucking services for Pakistan International Airlines (PIA) in the UK.

The Paris-based WFS, the world’s largest air cargo handler with annual revenues of €1 billion, will handle export and import cargo for PIA’s wide-bodied flights at London Heathrow, Birmingham and Manchester, connecting customers in the UK with Islamabad, Karachi and Lahore.

At Heathrow, cargo carried onboard PIA’s 10 flights a week will be managed at WFS’ Building 551 in the airport’s World Cargo Centre. WFS also operates cargo terminals at Birmingham and Manchester airports. PIA operates 10 flights a week from Manchester and four services a week from Birmingham.

“This is another important contract win for WFS. PIA has recognized the value of having a single cargo handler at all three of its online airports in the UK, which we are also able to connect using our UK coastwise trucking network,” said Cliff McKrell, Operations Director, UK & Ireland at WFS.



GLOBAL NEWS

# Maritime sector contributes Dh26.9 billion to Dubai's GDP

DUBAI: The maritime sector in Dubai continues to grow, contributing as much as Dh26.9 billion in the emirate's GDP in 2015, the government disclosed.

Shipping had the largest share, followed by ports, maritime engineering, and maritime support services.

Dubai Customs said the industry grew by as much as 25 percent between 2011 and 2015, highlighting the emirate's success in becoming one of the most globally competitive maritime centers in the world.

H.E. Sultan Bin Sulayem, Chairman of Dubai Ports, Customs and Free Zone Corporation and President of the Dubai Maritime City Authority, said:

"The maritime industry was among the five major sectors that positively impacted the economic growth of the emirate in 2015."

He said their office will continue "to develop and implement strategic initiatives centered on nurturing a maritime environment that attracts leaders of maritime industries all over the world."

Norway-based Menon Group for Business Economics predicts Dubai will rank 7th among the world's best maritime capitals by 2020, outperforming London, New York, Tokyo, Copenhagen, and Rio de Janeiro.



H.E. Sultan Bin Sulayem, Chairman of Dubai Ports, Customs and Free Zone Corporation and President of the Dubai Maritime City Authority.

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GLOBAL NEWS

## Fed-Ex to invest \$1.5 billion in France



**PARIS:** FedEx Express, the world's largest express transportation company and a subsidiary of FedEx Corp., announced it is investing €1.4 billion (about \$1.5 billion) to double the capacity of its logistics activities at the Charles de Gaulle International Airport in the Paris suburb of Roissy.

The US-listed firm (NYSE: FDX) says the initial investment would be €200 million (about \$220 million) for the extension of its facility in Roissy and the rest of the money will represent its guaranteed rent for over 30 years.

The new facility is envisioned to be one of the world's most advanced express logistics hubs with technology that will boost package sorting capacity by more than 40 percent.

French President François Hollande said the project indicates France's allure to investors, adding that, "With the decision by Britons to leave the European Union, it should lead us to attract even more investments."

"This investment is part of the company's network expansion strategy, creating more capacity and enabling more business connections in Europe and around the world," said David Binks, president, FedEx Express Europe and CEO, TNT.

Construction is set to begin in the summer of 2017 and the facility should be open by 2019.

## NAFL JOINS UAE FLAG DAY



The National Association of Freight & Logistics led by Ms. Nadia Abdul Aziz, center, joined on November 3, 2016, the UAE in celebrating the Flag Day which marks the anniversary of President, His Highness Sheikh Khalifa bin Zayed Al Nahyan's assumption of office as the leader of the country. On the occasion, Vice President, Prime Minister and Ruler of Dubai, His Highness Sheikh Mohammed bin Rashid Al Maktoum, raised the UAE flag on a 12-meter pole in Zabeel Park in the presence of more than 20,000 school students, representing almost 120 different nationalities residing in the UAE.

*Photo by Gemma Casas*

## Qatar Airways launches service to Helsinki



**HELSINKI:** Qatar Airways launched last month its direct flight service from Doha to Helsinki, Finland, completing the airline's Nordic cities network of Stockholm, Oslo and Copenhagen.

The new daily service will connect Helsinki to more than 150 destinations worldwide.

Apart from passengers, the flights will also carry cargo between the destinations.

To support the new destination launch, the airline also announced a new code-share partnership with Finnair, expanding Qatar Airways' presence in the Baltic States and Nordic countries while strengthening Finnair's network in the Middle East and beyond.

"Launching our new route to Helsinki is a proud moment for the airline, completing our strategy of serving the needs of Europe's Nordic capitals and facilitating connections for businesses, cultures and families between Finns and people throughout the world. With this new service, the people of Helsinki have convenient and world-class air service to more destinations, and we look forward to welcoming our new customers on board," said Qatar Airways Group Chief Executive Mr. Akbar Al Baker in a statement.

Mr. Al Baker traveled on board the inaugural flight with Finnish Ambassador to Qatar Mrs. Riitta Swan.

4<sup>th</sup> International Networking Conference & Exhibition

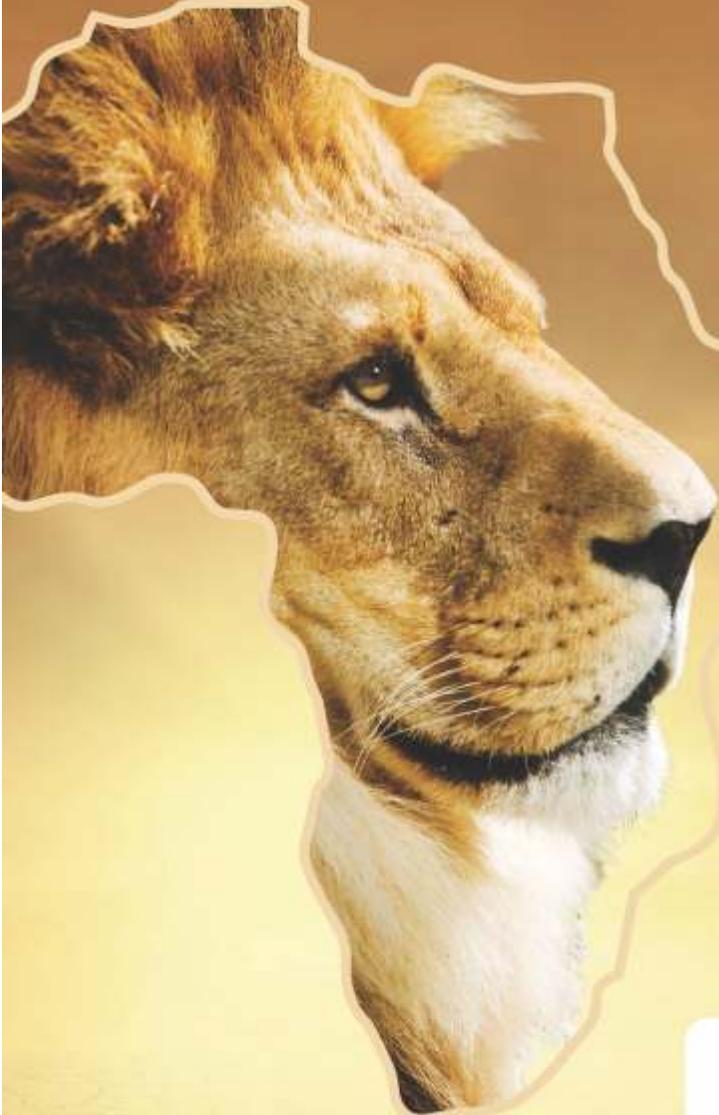
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GLOBAL NEWS

## SilkWay Airlines now flies direct to ORD



Azerbaijan's leading cargo carrier, Silkway West Airlines, added another milestone with the launch of flights between Chicago O'Hare International Airport (ORD) in the United States and Heydar Aliyev International Airport (GYD) in Baku.

Silkway's direct transatlantic service between ORD and GYD began on September 18 and is envisioned to be gradually increased to at least twice a week using B747-8-F planes.

Considered a leader in scheduled and charter cargo flights, Silkway is known for speed, reliability and cost-effective solutions in areas not accessible by scheduled flights.

With a route network of over 50 destinations across the globe, Silkway also has regular flights on intercontinental routes, extending throughout Asia and Europe, from its hub in

**"We work with government and non-government organizations from all over the world to provide solutions to any request, no matter how complex. The dedicated personnel at SilkWay Airlines continue to build our reputation based on a commitment to safety and reliability."**

Azerbaijan's capital, Baku.

US Census Bureau data showed the value of exports between Azerbaijan and the US stood at \$376.6 million from January to August 2016. Imports value for the period was \$390 million.

Azerbaijan primarily exports gas and oil products as well as sugar and other agricultural products.

About 40 percent of its imports from the US involve machineries as well as computers, food, and other raw materials.

Since gaining independence from the former Soviet Union on October 18, 1991, Azerbaijan has experienced dramatic economic growth largely due to its rich deposits of oil and natural gas.

In 2006, Azerbaijan posted nearly 35 percent in economic growth, the highest in the world.

As of 2014, it holds the highest foreign investment per capital among the Common-wealth of Independent Countries, with Germany leading its investors.

## Brussels Airlines signs 5-year contract with Jettainer

PARIS: A subsidiary of Lufthansa Cargo AG, Jettainer, has signed a five-year contract with Brussels Airlines to control and maintain its fleet of 1,000 unit load devices at Brussels Airport from February 2017.

The deal was reached on October 28, the conclusion of the three-day TIACA-sponsored Air Cargo Forum held in Paris, France.

Alban Francois, Brussels Airlines vice president for global cargo, said their company decided to outsource the maintenance of its ULDs to Jettainer because it is known for its efficiency and transparency.

"It's all about the efficiency. Jettainer has the right tools. It has the right quantity at the right time and at the right airport. It also has an app called JettWare that allows clients to trace their cargo instantly," said Francois.

Part of the deal entitles Brussels

Airlines to get new modern containers and pallets.

"Thanks to the new partnership with the world's leading ULD specialist, we'll now be provided with innovative and modern containers and pallets even more efficiently. This does not only represent financial savings, but it also supports our efforts to offer more efficient air services and to reduce our ecological footprint," said Brussels Airlines Cargo Operations Manager Pieter Huyghens.

Jettainer sales director, Thorsten Rieker says: "The special features of Jettainer services, like our ground handling agents and ongoing developments in our own JettWare software, are generating significant value added and customers are clearly recognising this."

Brussels Airlines is the largest airline in Belgium and is known for outsourcing



some of its cargo operations.

Jettainer currently provides services to 450 airports for 23 airlines across the globe. It has its headquarters in Raunheim near Frankfurt Airport, but also has offices at the central hubs of international airlines in Abu Dhabi, Dallas/Fort Worth, Dusseldorf, Philadelphia, Rome and Zurich as well as an operations base in Mumbai.



## Cargolux adds Oslo to growing routes

**LUXEMBOURG:** The Cargolux Group added a weekly service between Oslo to Luxembourg with cargo up for distribution to its various destinations.

The new route began on November 1, 2016 via flight C85022 from New York, carrying a load of Salmon.

In addition to seafood, Cargolux also expects to carry shipments for the oil and gas industry on the US – Norway – Luxembourg service.

Operated with modern 747-8 freighters, the Oslo service caters to the air freight needs of Norwegian shippers who are set to benefit from Cargolux's long-standing expertise in cool chain transports and the airline's dedicated CV Fresh product offering.

"We are very happy to introduce Oslo to our network," says Niek van der Weide, Cargolux EVP Sales & Marketing. "The response from our



customers has been phenomenal and we appreciate the way they welcome us in Norway. The firm support of our clients shows that our personal attention and dedication to the needs of our partners in the market is noted and appreciated."

Avinor Manager Cargo Development Martin Langaas added: "The seafood

industry requires more direct capacity to the most important markets in Asia and the US. We are continuously working to facilitate more direct capacity from Oslo Airport and through Cargolux, the seafood industry will have access to yet another desirable network to the most important overseas markets."

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GLOBAL NEWS

# dnata launches one-stop shop for cargo stakeholders



His Highness Sheikh Ahmed bin Saeed Al Maktoum, chairman and chief executive of Emirates Airline and Group, center, leads the ribbon-cutting ceremony for dnata's new customer service center, with other officials, dignitaries and guests.

**DUBAI:** Bent on making it easier and faster for all cargo stakeholders to process their business transactions, dnata launched last month the Cargo Integrated Command Center (CICC), which will house under one roof its customer service center & representatives of relevant government entities.

An industry first for the region, the Dubai Airport Free Zone-based CICC will operate 24/7 and is designed to “monitor, troubleshoot and enable quick decision-making to enhance movement and efficiency of cargo.”

“We have exciting plans ahead. The evolution of this facility will see the opening of an import customer service center as well as additional storage and handling capacity for our export customers,” said Gary Chapman, dnata President and Group Services.

With new export counters, the CICC has all relevant government agencies like the Dubai Police and Dubai Customs, among others, are on its premises, a special cargo acceptance area, a new office space for airline and freight forwarding customers.

His Highness Sheikh Ahmed bin Saeed Al Maktoum, chairman and chief executive of Emirates Airline and Group, inaugurated the dnata's new customer service center, along with other government officials and top industry executives.

**Speed and efficiency**

Spanning over 5,000 sqm with 50 dedicated staff, the center is expected to serve about 700 customers a day and handle 25,000 tons of export cargo per month.

The new facility is part of dnata's three-year Dh250 million expansion and technology enhancement program ending in 2017.

Bernd Struck, dnata's senior vice president for the UAE cargo division, said their goal is to make the flow of cargo so transparent that customers would be able to locate them immediately.

About 70 percent of cargoes in the UAE processed by dnata are related to imports and the rest for export.

Struck said dnata expects to separate the flow of export and import cargo at its Dubai facility by the end of next year primarily to improve efficiency.

Officials believe the center will not only improve customer experience but speed up the process as well.

**519,928 tons of cargo processed as of Sept 2016**

**205,673 tons of exported cargo**

**402,713 customers served as of Sept 2016**





GLOBAL NEWS

# IAG cargo delivers unique art works for British Museum

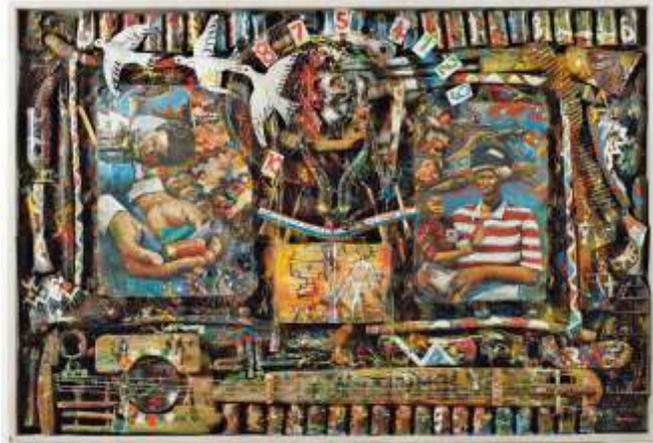
**LONDON:** 50 pricey and high-profile art Works from Africa were successfully shipped to the British Museum for its exhibition titled, "South Africa: The art of a nation."

IAG, the official logistics partner of the British Museum, said the art works were gathered from 11 different institutions across South Africa and were shipped to London via Cape Town and Johannesburg.

The rare items travelled over 8,000 miles from South Africa to the UK, through Secure, IAG Cargo's exceptionally high-security service designed specifically for the transportation of high value and precious cargo.

The loans travelling under Secure included the famous Mapungubwe Gold objects from the collections of the University of Pretoria to the celebrated Magapangsat Pebble.

"We are proud to partner with the British Museum on this exhibition....Being entrusted to deliver these culturally significant art works for the British Museum is a tremendous privilege and underscores the strength of our Secure product," said Drew



Crawley, CEO at IAG Cargo, noting that it took them many weeks to prepare for the journey.

Jill Maggs, Registrar at the British Museum, said IAG has a proven track record of safely delivering priceless art works as it did for the BP exhibition Indigenous Australia.

South Africa: The art of a nation will run through February 26, 2017.

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CARGO AID

# Princess Haya brings UAE aid to Haiti

**DUBAI:** Her Royal Highness Princess Haya bint Al Hussein, the junior wife of Vice President, Prime Minister and Ruler of Dubai, His Highness Sheikh Mohammed bin Rashid Al Maktoum, personally flew to typhoon-wrecked Haiti last month to oversee the distribution of aid to victims of Hurricane Matthew.

Some 90 metric tons of supplies worth Dh1.29 million were transported to Haiti aboard Sheikh Mohammed's Boeing 747 private jet, benefitting more than 300,000 people desperately in need of help.

The shipment includes water purification units, mosquito nets, medical supplies, tents and other support equipment.

Known for her many humanitarian projects, Princess Haya has long been a beacon of hope for victims of tragedies, especially in the Arab region.

The Princess wrote on her Instagram account she flew in to the island-nation in the same cargo plane that brought her there in the aftermath of the 2010 Haiti earthquake. And she's thankful that despite the difficulties others face, particularly in the region, they still have that sense of urgency to help others.

"We, as Arabs, are so fatigued from all the turmoil in the region. We fight on every front, and we have our own to feed and shelter. And through it all, there are still the good among us who are organizing aid relief to others around the world who also need our help," wrote the Jordanian Princess on her Instagram account.

"If I could just tell you the sense of humility I knew because my country the UAE had given and my people the Jordanians are there fighting.... it's a sense of identity and pride that others have given me. And I am thankful for it," she added.

Princess Haya who studied Philosophy, Politics and Economics at Oxford University chairs the Dubai-based International Humanitarian City, which is a nonreligious, nonpolitical logistics hub for humanitarian aid.

Relief goods and medicines are now regularly flown to Haiti but many nongovernment organizations, including the International Red Cross, Red

Crescent Societies and Heifer International, say more people are not able to get help because of problems with logistics.

Those in far-flung mountainous villages are the hardest hit with land vehicles



Princess Haya in Haiti with the UN peacekeepers.

unable to reach them. Distribution and delivery of relief goods is, thus, done by walking or using donkeys or horses, which take longer.

Agency had also extended help bringing in tents, blankets, plastic sheets, sleeping pad, portable jerry cans, water purifiers and simple water tanks to affected villages.

## Food, school supplies and medications for Socotra



**SOCOTRA:** Tons of food, school supplies and medications were recently flown in to Socotra Island in Yemen as part of the UAE's humanitarian and development program for the war-torn country.

The Khalifa bin Zayed Al Nahyan Foundation (KF) has sent its 31st aid plane, with two tons of medications on board, to the Khalifa bin Zayed Al Nahyan Hospital on Socotra Island, along with one ton of mixed content stationery to be distributed to students.

The aid shipments are in implementation of directives from President His Highness Sheikh Khalifa bin Zayed Al Nahyan and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces.

The philanthropic organization contributes to reconstructing and restoring a number of infrastructure projects in various fields, such as health and education facilities, water, electricity and drainage stations, in order to reduce the suffering of the Yemeni people, due to the events taking place there.

Home to about 44,000 people, Socotra, has been declared a UNESCO World Heritage Site. It got its first roads only about five years ago.

The island is also home to about 825 unique plant species, some dating as far back as 20 million years ago.

## ERC sends aid to Aden

**ADEN:** Emirates Red Crescent (ERC) has dispatched urgent medical supplies to a number of hospitals in Aden to prevent the spread of cholera following monitoring a number of cases in several districts that caused the death of some patients there.

The central laboratory at Al Jumhuriya hospital received the oral rehydration solution (ORS) to help examine suspected cases of cholera as well as 20 barrels of chlorine to fight its spread, reports the Emirates News Agency, WAM.

Medical sources said a number of people with cholera continues to increase, and called on the government and local authorities to take action to deal with the situation, especially in Dar Saad, Al Mansoura, among others.

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**Audience:** Open to all

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COVER STORY

# Coyne Airways

## Carving a niche and thriving

By Gemma Q. Casas



“We have managed to claw out a small niche for ourselves by keeping to a very basic core tenet: “It is better to own a market than a mill”. What this means for us is that we do not own aircraft...What we concentrate on is the market: keeping in step with our clients, being flexible and proactive to meet their needs.”





COVER STORY

**C**oyne Airways has always dared to be different—living a bold legacy rich with business and life lessons.

It has no plane but is a trusted cargo airline. It specializes in difficult to serve destinations like Iraq, Afghanistan, Somalia and South Sudan. It has been touching lives in times of peace and war that perhaps no other carrier can claim to.

"I could not have known when I set up Coyne Airways from a spare room at home," recalled Mr. Larry Coyne, founder of Coyne Airways, when he accepted his Air Cargo News Lifetime Achievement Award in 2015, "that we would grow to be in the top 100 cargo carriers serving thousands of customers around the globe."

"Not bad for an airline that does not actually own any aircraft."

Mr. Coyne, who was the president of The International Air Cargo Association (TIACA) from 2001 to 2003, is held in high esteem for his unorthodox approach at things, his relentless efforts to liberalize the air cargo industry for the common good of all stakeholders and his passion to share his blessings with the less fortunate.

**Growing with time**

After the collapse of the Soviet Union, Mr. Coyne, who holds an MBA from the University of Pennsylvania's Wharton School, established a charter air cargo service into the Caucuses, Central Asia and Sakhalin Island in 1994 and later transformed this into a scheduled service.

His daughter, Ms. Liana Coyne, director at Coyne Airways who is currently based at the all-cargo airline's Dubai hub in the UAE, takes pride in knowing that the routes have grown with them over the years.

"We started operating into Central Asia soon after the Soviet Union collapsed, first as a charter operator and then later as a scheduled provider. Over the years, we have seen some countries embrace changes and international trade, whereas others seem to still be dreaming of simpler times under Communism," Ms. Coyne told *Air Cargo Update* in an email

interview.

"That said, I think that there has been progress all round, albeit at different paces. I take a certain pride in noting that Georgia ranked 24th last year in the World Bank's ratings of 189 easiest countries to do business with; Armenia was pretty close behind it at number 35 and Kazakhstan came in at number 41. These countries want to do business and are actively trying to break down the barriers to commercial growth," she added.

**Carving out a niche**

While widely known for pioneering air cargo services in the Caucuses, Coyne Airways has also managed to build a name as the carrier that serves difficult areas like Afghanistan and Iraq.

In one of his interviews, Mr. Coyne

**"We are effectively metal neutral – we will find the frame that fits! Also, from the customer's perspective, I think it makes very little difference as to whether we own, lease or rent the asset – the same way that most people don't really care about their taxi driver's ownership arrangements, provided that the service is good and the price is competitive."**



says "the big boys"—referring to major airlines—refused to serve difficult destinations and he found the need to provide for these markets at fair prices by cutting out unnecessary costs.

And so in 2004, a decade after the company began, Coyne Airways launched freighter operations into Iraq.

At that time, Iraq was marred with sectarian violence between Shia and Sunni militias, in the aftermath of the US-led invasion in 2003. Air cargo played a very important role for people's survival and in reconstruction.

By 2006, Coyne Airways initiated scheduled services to three destinations in war-torn Afghanistan—Kandahar, Bagram and Kabul.

"We have managed to claw out a small niche for ourselves by keeping to a

very basic core tenet: "It is better to own a market than a mill". What this means for us is that we do not own aircraft; instead, we form strategic alliances with selected operators with that expertise," explained Ms. Coyne, who holds a degree in Politics, Philosophy, and Economics from Oxford University, and is an English-qualified solicitor.

She said their focus is on the market and the ability to provide clients with their needs, even under exceptional circumstances.

"What we concentrate on is the market: keeping in step with our clients, being flexible and proactive to meet their needs. We have our own AWB and an extensive interline network, meaning that our customers can tender cargo from pretty much any global gateway, and then track it all the way to final destination on our



## COVER STORY

website, on our app, or by talking to one of our representatives,” she explained.

“We do all we can to make it easy to do business with us, and we try to communicate the way and at the frequency that our customers want,” she added.

### No planes, no issue

While the majority of cargo airlines have their own fleet of aircraft, the lack of any hasn't affected Coyne Airways'

love cargo as much as we do, but only cargo which can fit into their frame,” she said.

“We are effectively metal neutral – we will find the frame that fits! Also, from the customer's perspective, I think it makes very little difference as to whether we own, lease or rent the asset – the same way that most people don't really care about their taxi driver's ownership arrangements, provided that the service is good and the price is competitive,” she added.

smoothly, we are operating into conflict- or post-conflict zones and sometimes matters can be out of our control,” she said.

On one occasion, Ms. Coyne recalled one of their flights bound for a military base in Kandahar had its permit cancelled at the very last minute due to an unannounced presidential visit.

“In the lead-up, there had been no changes to the way flight permissions were granted – perhaps they didn't know themselves or they did not want to tip off anyone about the visit. Either way, we had some very upset clients to placate. Thankfully, we could point them to the news and explain our situation. We were also able to get permissions quickly soon after,” she said.

Apart from unexpected circumstances, serving these routes is also challenged with the volatility in volumes.

“I think that one of the biggest challenges for air cargo to both Iraq and Afghanistan is the volatility in volumes – it can be either feast or famine. We are well-placed to deal with those because we can normally adjust capacity to meet demand by adding additional rotations or making arrangements with other carriers,” said Ms. Coyne.

The cargo airline delivers goods vital to the countries' economy like machinery, equipment, pharmaceuticals and other general cargo items.

“Thankfully, many Iraqis and Afghans are not forced to rely on expensive airlifted food for survival, but it is rewarding to hopefully be a part of their economic development,” said Ms. Coyne.

Prior to the conflict in Yemen, Coyne was serving several cities although these services were interrupted when the civil war escalated.

Every now and then, Coyne continues to provide airlift for some vital medical and aid supplies. In Syria, the airline is also tapped by aid agencies to bring relief goods to people.

“We try to help where we can and find solutions for where our customers ask us to go,” said Ms. Coyne.

operations.

“In the beginning, this was necessary in order to serve some staunchly protectionist destinations which penalized other flag carriers, but in an era of oversupply, a necessity has become a virtue,” said Ms. Coyne.

For some business analysts, this business practice is more cost-effective because there are no extra costs associated with maintenance and the upkeep of the aircraft.

For Ms. Coyne, it ultimately boils down to the service and the pricing.

“Some people have queried whether we can offer the same service levels as an airline which owns its own aircraft. I think we can do better: asset-owners

In 2006, Coyne Airways started its first B747-400F operation into the Caspian.

All Gulf destinations are now served directly from Dubai with seamless connections from North America, Europe and Asia via the company's large network of interline partners.

### Challenging Routes

Cargo delivery to both Afghanistan and Iraq can be very challenging in times of war or even in post-war era.

“Operations in Iraq and Afghanistan can be challenging but our experience stands us in good stead to deal with most contingencies that arise. In fact, sometimes the most challenging thing can be reminding customers that, even though 99% of the time things go

Photo Courtesy of  
Air Cargo News



Larry Coyne, CEO and founder of Coyne Airways (left) receiving his Air Cargo News Lifetime Achievement Award from John Conway.



## Ms. Liana Coyne Director, Coyne Airways

***Air cargo and aviation remain predominantly male-dominated but some women who have broken the glass ceiling are changing the dynamics in the industry. Liana Coyne, daughter of Coyne Airways' founder, is one of them. This Oxford graduate who went on to become an English-qualified solicitor who co-authored a number of articles on legal subjects while working for the law firm Baker and McKenzie in London and Hong Kong, speaks six languages and hopes to converse in Arabic one day. Here are more of her insights shared with Air Cargo Update.***

**How many planes and pilots do you have? Is it a must for those flying to conflict zones to have some military background as contingency for any eventualities?**

*We do not have our own fleet, but we do ensure that the operators we use are well-experienced and well-qualified.*

**Africa seems to fairly use air cargo to increase trade globally, any future expansion plans in the region?**

*We are currently serving more than 30 destinations all over Africa. We do not have any immediate plans for expansion but we are looking to deepen our current services.*

**What about the Middle East, can you share with us your projections and plans for this region?**

*Again, we are currently serving Iraq and Afghanistan here in the Middle East. Our plan now is to focus on what we do best with our current services, but as always, we will go with our customers.*

**As the woman steering the wheel for Coyne Airways, what business philosophy do you adhere to in running your company and managing your people?**

*I think that the most important thing in business is respect towards our customers, our suppliers, our colleagues and ourselves. It helps guide us on what we should and shouldn't do, and what we will or will not do.*

**We understand that you're also into some charitable projects. Can you tell us the latest about this?**

*We try to do our part. Our latest initiative aims to bring together a consensus within the air cargo industry on behalf of a charity; this initiative is being spearheaded by my father, as a former president of TIACA with some of his colleagues in the Chairman's Council such as Chris Leach from ACS and other luminaries.*

*The charity is a small one with a big impact, providing life-changing support to the most vulnerable children whose families, communities and schools have been torn apart by war. We have pledged \$1 for each AWB we move and we will invite our customers and competitors to match our contributions.*

**How important is it to share with the underprivileged the fruits of your hard work?**

*We believe it is important to always give back to those less fortunate than ourselves. What you realize from working in conflict and post-conflict zones is that lives can change in a heartbeat; today we are able to help, tomorrow we might need that same help.*

**What would you say is Coyne Airways' proudest moment and why?**

*It's hard to choose! We try to do something to be proud of every day. However, on a personal level, I was very touched when my father was recognized for a Lifetime Achievement Award last year.*



# Bengaluru goes 'cool' with AISATS

On the first day of trial operations, approximately 25 tons of temperature-sensitive pharmaceutical shipments were accepted at the AISATS COOLPORT for carriage onboard Cathay Pacific's Dragon Air, Malaysia Airlines and Singapore Airlines, leading to a commendable start

**A**ISATS, a 50:50 joint venture between Air India and SATS Ltd, is a leading gateway services and food solutions provider in Asia.

As part of the Indian government's initiative to upgrade its airports to world-class facilities and attract more airlines to fly into India, AISATS was formed with the vision to provide world-class airport services in ground and cargo handling that exceed customers' expectations.

Since the start of its operations in 2008, AISATS has provided hassle-free and comprehensive solutions to its customer airlines in international airports at Bengaluru, Delhi, Hyderabad, Mangalore and Trivandrum.

Currently employing over 7,000 staff, AISATS offers end-to-end ground handling services such as passenger and baggage handling, ramp handling, aircraft interior cleaning, load control and flight operations, and cargo handling services for general, perishable, transshipment, express courier and special cargo.

In the past year, AISATS' Cargo Airfreight Terminal in Bengaluru won the "Air Cargo Terminal Operator" for the 4th year running from the Indian Chamber of Commerce. AISATS' customers also won various "best performing" station awards from their respective HQs as well. AISATS is ISAGO (IATA Safety Audit for Ground Operations) and ISO 9001:2008 certified

A large, modern industrial building with a prominent glass facade. The words 'AISATS COOLPORT' are written in large, white, sans-serif capital letters across the upper part of the glass. The building has an orange-brown brick-like texture on the lower walls and several white loading dock doors at the base. The sky is blue with some white clouds.

AISATS COOLPORT



Mike Chew

It was another first in October this year when AISATS commenced trial operations of India's first integrated on-airport perishable cargo handling centre, "AISATS COOLPORT", at the Kempegowda International Airport, Bengaluru (KIAB).

The state-of-the-art, 11,000 sq. meter facility will meet the ever-increasing demands and handling requirements of temperature-sensitive cargo and will further enhance the State of Karnataka's status as the pharmaceutical and perishables hub of India. In an interview with *Air Cargo Update*, Mike Chew, CEO of AISATS gives details of the facility.

**When you say 'first integrated' COOLPORT, can you please substantiate on integrated?**

**Mike Chew:** Spread over 11,400 sq. meter area, AISATS COOLPORT, at the Kempegowda International Airport, Bengaluru, is a state-of-the-art dedicated perishable cargo hub. This one-stop-shop houses a complete range of facilities under one roof for seamless handling and storing of temperature-sensitive import and export cargo. The AISATS COOLPORT is fully equipped with a Drug Controller Lab testing facility, Plant Quarantine Inspection and Certification facility, as well as on-terminal Custom Clearances which cuts down processing time. It has 17 cold storage rooms with adjustable temperatures from -25 degree Celsius to 25 degree Celsius, to cater to the whole range of customized needs of perishable products like pharmaceuticals, flowers, poultry, etc.

**How are the trials going on and when is it going to become fully operational?**

**Mike Chew:** Trial operations at AISATS COOLPORT commenced on 1st October 2016 for pharmaceutical shipments and have been running smoothly, without any hiccups. On the first day of trial operations, approximately 25 tons of temperature-sensitive pharmaceutical shipments

were accepted at the AISATS COOLPORT for carriage onboard Cathay Pacific's Dragon Air, Malaysia Airlines and Singapore Airlines, leading to a commendable start. Trial operations for other types of perishable cargo started on 17th October. AISATS COOLPORT is expected to be fully operational by the end of this year.

**What are the unique features of the COOLPORT, not available elsewhere in India?**

**Mike Chew:** AISATS COOLPORT holds the merit of being India's first integrated on-airport perishable cargo handling center established with the vision to meet the ever-increasing demand and handling requirements of temperature-sensitive cargo, by providing modern cold storage infrastructure and processes to maintain an unbroken cold chain. It will enhance Karnataka's status as the pharmaceutical and perishable hub of India.

One of the unique features of AISATS COOLPORT is being an on-airport integrated facility which is first of its kind in India. Apart from temperature-controlled storage, the facility also will house a state-of-the-art Drug Controller lab as well as a Plant Quarantine Inspection & Certification office. The facility houses dedicated X-ray machines for Pharma and Perishable cargo. AISATS COOLPORT ensures an unbroken cold chain by handling temperature sensitive cargo under controlled temperatures, right from acceptance, storage, buildup/breakdown, even while transporting between the terminal and the aircraft, through the use of custom-built Cool Trolleys. These Cool trolleys ensure temperature maintenance of the cargo during to and fro movement from the aircraft. In addition, the facility has dedicated charging points for envirocontainers and other value added services such as Thermal Blankets, Dry Ice & Batteries available on request, thereby making it a truly integrated facility.

**What is the current average dwelling time of perishables at BIAL and will COOLPORT make any difference in dwelling time?**

**Mike Chew:** Perishable products at BIAL are usually shipped out and delivered immediately on a priority basis after completing the necessary documentation, customs formalities and build-up/break-down processes.

However, in certain cases, the shipments are required to be kept in the cold storage for a day or more – as per stakeholder request.

Warehousing plays a pivotal role in freighting of the cargo and perishable goods need more care. With AISATS COOLPORT, cargo dwell time is still dependent on the abovementioned formalities, however, it ensures an unbroken cold chain, the temperature of the cargo is maintained throughout the handling which ensures the quality of the final delivered products.

**You have mentioned that perishable growth has witnessed 15 percent CAGR, could you tell us which perishables are primarily driving this growth?**

**Mike Chew:** The growth in perishables is driven by a mix of products, which primarily includes fruits & vegetables, pharmaceuticals and fresh flowers.

With the emergence of India as one of the top five pharmaceutical markets, witnessing an annual growth rate (CAGR) 13%, cold supply chain acts as the backbone for this industry as well. For the temperature and time sensitive pharmaceutical industry, it is mandatory to have accurate regulatory supervision and to maintain the efficacy of the drug throughout the supply chain. This is where AISATS COOLPORT will play an important role with the presence of a state-of-the-art Drug Controller lab at the facility.

**Perishables require uninterrupted power supply, how have you met your energy requirements?**

**Mike Chew:** At present uninterrupted power supply for AISATS COOLPORT is provided by the airport operator, and so far we have not faced any challenges in terms of power supply either at our Air Freight Terminal at Bengaluru or at AISATS COOLPORT. However, as part of our future plans, we are looking to tap clean & green energy, of which 135 KVA of power supply would be generated through solar energy, which again would be a first for an air freight terminal.

**How much investment has gone into the COOLPORT?**

**Mike Chew:** AISATS COOLPORT has been established under ASIDE (Assistance to States for Infrastructure Development for Exports & Allied Activities) scheme of the Government of India. AISATS has invested close to \$675,000 in the facility.





FEATURE

# Amazon enters air cargo industry

By Gemma Casas

The world's largest e-Commerce retailer, the US-based Amazon.com, is the newest player in the air cargo industry, rivaling major freight service providers FedEx, UPS, DHL, among others. With the holiday season approaching, analysts and consumers are closely watching Amazon's strategy on delivering products at quicker pace now that it's using its own cargo planes.



amazon.com

<b>Amazon's 2015 Revenue</b>	- \$107 Billion
<b>IPO Price</b>	- \$18/share
<b>Current trading price</b>	- \$831/share



Jeff Bezos

The online retail giant best known for its tech products launched its first ever branded air cargo plane named Amazon One in August during the Seafair's Air Show in its hometown Seattle, Washington. At least 11 planes are so far in operation.

The Boeing 767-300 operated by Amazon's air cargo provider Atlas Air, is the first of 40 planes the firm envisions to use to ship various products to its different warehouses and stores across the globe and ultimately to consumers.

Amazon has agreed to lease 40 planes through air cargo partners Atlas Air and ATSC.

"Creating an air transportation network is expanding our capacity to ensure great delivery speeds for our Prime members for years to come," said Dave Clark, Amazon's senior vice president of worldwide operations during the launch of Amazon One.

Amazon said the move is part of its pledge to "ensure great delivery speeds and supply chain capacity for its customers."

The company has more than 125 fulfillment centers and over 20 sortation centers across the world use high-end algorithms, robotics, machine learning and other technological innovations to increase delivery speeds for customers.

Last year, it launched Amazon Flex, the mobile application that allows individuals to sign-up, be vetted and begin delivering for Amazon, now a dedicated network of 4,000 trailers to increase trucking capacity.

#### A clever move

Dr. Wouter Dewulf, a professor at the University of Antwerp in Belgium who specializes in cargo, told Air Cargo Update Amazon's decision to operate its own fleet of cargo planes is "a very clever move."

**"I think it's a very clever move," Dr. Dewulf said on the company's new cargo venture. "Service delivery is of utmost importance. I've heard that they are having service delivery problems during peak times like Christmas, so they want to own the complete supply chain."**

"It makes good business sense because the company pays a lot of money on orders, which are sometimes delayed," he added.

The global e-retail sales for 2013 reached \$840 billion and analysts project it's going to hit \$1.5 trillion by 2018.

North America remains the largest regional market for online shopping with sales of about \$126 billion in 2013.

During the same period, the global B2C e-commerce sales grew by 19 percent with the US, UK, France and emerging markets in Asia like China, the Philippines, India, Thailand, leading the growth.

Dr. Dewulf said the prospects for e-Commerce remains bright and the whole air cargo industry stands to benefit from this scenario.

But he said Amazon doesn't seem to be targeting profit for now but market maximization in return to more favorable sales in the future.

"For the moment, Amazon doesn't go for profit maximization. It goes for market maximization and to obtain that you must have full control of service delivery," said Dr. Dewulf. "It's to their business advantage."

In the US, the average delivery cost for online shopping is \$4 from point to point. In Europe, it's 4 Euros. Delivery in the Middle East is cheaper because of the workers' relatively lower salaries compared to their counterparts in developed countries.

#### Entrepreneurial Spirit

Amazon began as a small online store in 1995 mainly selling books. It was first named as Cadabra but was changed to Amazon when someone mistook it as "cadaver."

Its founder Jeff Bezos, who has two Bachelor of Science degrees in electrical engineering and computer science, left his high-paying Wall Street job to start-up Amazon upon learning that the tech industry would soar by 2,300 percent.

He renamed the company Amazon after the biggest river in the world located in Brazil because he wanted his business to be exotic and to be the biggest in the world.

At its initial offering in Nasdaq, Amazon, which trades under the symbol AMZN, was sold at just \$18 per share. As of press time, it was trading at \$831 per share with prospects of earning more with the company's entry into the cargo industry.

Forbes Magazine ranked this year Bezos as the third richest person in the world with assets of over \$72 billion, much of which are from his more than 80 percent shares at Amazon.com.

He bought the Washington Post in 2013 for \$250 million in cash. He also has stakes in dozens of start-up projects, including Uber.





## FEATURE



# Automation will transform Middle East's packaging industry

**Food manufacturers are moving into ready meals, pre-packed ingredients, fruits and vegetables similar to Western trends**

**DUBAI:** With convenience, ease of production and reduced costs dictating the future of the food industry, more manufacturers will opt for sophisticated automated solutions in packaging their products, experts say.

Exhibitors at Gulfood Manufacturing—the Middle East's biggest food manufacturing, processing and packaging, logistics and materials handling exhibition—which ran from November 7-9 at Dubai World Trade Center—said the demand for more automated food packaging will likely double in the next five years.

UAE-based Al Thika Packaging says that's because the food processing sector strives to become more competitive in response to increasing consumer demand for convenient products.

“Automated solutions are being sought as companies try to reduce overhead labor costs and keep up with global supply trends,” said Tim Ansell, Al Thika's Sales Director. “International trends in food products are coming to market much quicker in the UAE as people see through social media what is being offered elsewhere – it's

prompted this market to react faster to global trends.

“Food manufacturers are moving into ready meals, pre-packed ingredients and fruits and vegetables—we are following Western trends. The growth over the past six to seven years has not let up and, put simply, there is a desire to implement new technology; the regional industry is more open to innovation.”

High-end automation now represents 20 percent of Al Thika's sales with Ansell predicting that number to double within five years.



FEATURE

### Leading the pack

Saudi Arabia and the UAE are leading the high-end automation process.

Of late, manufacturers and processors from Oman and Kuwait have also noticed a pick-up on demand for high-end automation.

The packaging automation changes required new systems and innovations in the industry.

"We've moved from offering just a tray sealer or x-ray for example, to providing turn-key production lines with process equipment, conveyors, packaging machines and automated carton erector loaders. Customers want a one stop service, hassle free installation and local service, so this is playing to our strengths," Ansell explained.

By 2019, the Middle East and Africa packaging industry will register the highest growth of any region at 5.5 percent compound annual growth rate (CAGR), based on Euromonitor's forecast.

The report pointed out Ishida, a leader in the design, manufacture and installation of complete weighing and packing line solutions for the food industry, could further be impacted by the emergence of export-oriented 'power' players within the Middle East, particularly from snack, dates and poultry producers.

Ishida is planning to capture a growing market share with packaging system demonstrations at ProPack Middle East featuring weighers and X-ray inspection systems.

**"Apart from rising automation to reduce packaging and waste costs at the manufacturing, retail and end-consumer stages, to increase speed and efficiencies there will also be increasing demand for check-weighers, metal detectors, X-ray inspection systems and seal testers to secure quality control for exports outside the region," said Torsten Giese, Marketing Manager.**

Giese foresees huge changes within the food production sector, all of

which will impact the packaging sector.

"There will be polarisation. Politically stable countries will experience growth in convenience and ready-to-eat sectors and 'luxury' goods while politically unstable regions will fall back to a more agro/self-sufficient positions," said Giese.

"Some large players will expand to produce and distribute their food products more efficiently and into more regions, thus becoming regional 'power players' while others will look to expand down or up in the food logistic chain. For example, growers will move into manufacturing and distribution; so potato growers currently producing potato chips and snacks will diversify to include frozen chips and other potato products," he added.

### Rapid transformation

ProPack Middle East will be a weather-vane to the food manufacturing industry's transformation, according to Trixie LohMirmand, Senior Vice President, Exhibitions & Events Management, DWTC, the Gulfood Manufacturing organiser.

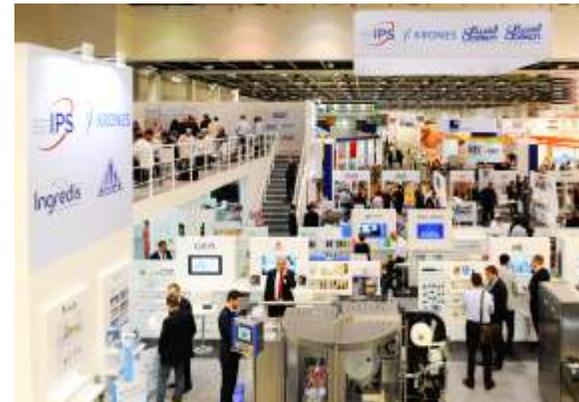
"Through the state-of-the-art exhibits, visitors will be able to track the evolution of this vibrant regional industry which is at an undisputed high point in its development," said LohMirmand. "With Saudi Arabian and UAE producers looking to satisfy increasingly sophisticated domestic demand and also eyeing lucrative export markets, innovative packaging and weighing solutions which meet regional and international standards will be high on buyers' shopping lists."

At this year's event, local, regional and international participation from ingredients, bulk and commodity suppliers at Gulfood Manufacturing increased by a third for a total of 407 exhibitors from 41 countries.

Organizers attributed the increase to growth in regional demand for convenience and health products.

Industry heavyweight Döhler, the Germany-headquartered global producer of technology-driven natural ingredients, ingredient systems and integrated solutions for the food manufacturing sector, said an increasingly discerning regional consumer base is driving change.

"Healthy and natural products are in high demand in the region and the



potential will grow further with time. Imported products in retail and hospitality indicate demand for more innovations in this direction and we expect the local manufacturing industry will soon be compelled to adapt to these forces. Local policymakers have also been urged in some quarters to moot a 'Sugar Tax' which will further compel manufacturers," said Shashank Vengsarkar, Managing Director of Dohler Middle East.

Industry powerhouse IFFCO says "healthy food" has huge potential in the Middle East, where campaigns have led to greater consumer awareness of health related issues.

The UAE-based Group is planning to conduct its own education initiative focused on 'Market Product Trends: Naturally Lowering The Glycaemic Index' at this year's show. The initiative, says IFFCO, is part of its focussed commitment to health and wellness.

"IFFCO's mandate is to provide quality, healthy food products for customers to enjoy as part of their balanced diet and wellness-driven lifestyle. Our product development teams are constantly reformulating products to lower or remove trans-fat, eliminate artificial colours and flavours, and minimise saturated fat, salt and sugar," said Fernando Alberto Arias, CEO-Food Services, IFFCO Group.

Gulfood also featured segmented areas like Ingredients Middle East, featuring fine and functional ingredients and the latest bulk and commodity ingredients, innovations, tastes and flavours; and Logistics Solutions Middle East, a showcase for firms involved in material handling, transport and commercial vehicles, IT and technology solutions, warehousing operators, facilitators and service providers.



# Uber & the driverless trucks of the future



Freighter trucks have always been a big part of the US economy. Around 67% of freight that moves within the country are transported by freight trucks, according to the American Trucking Association. Many new technologies are also being rolled out to ease the shortage of truck drivers while maintaining trucks and highways safer.



## TRUCKING

**Autonomous trucks**

Autonomous trucks are self-driving trucks that drive by itself for nearly 24 hours per day at a stretch without any break.

Driving a driverless truck accounts for fuel efficiency gain, as the optimal cruising speed from a fuel efficiency standpoint is around 45 miles per hour.

The potential saving to the freight transportation industry is estimated to be \$168 billion annually.

The savings are expected to come from labor (\$70 billion), fuel efficiency (\$35 billion), productivity (\$27 billion) and accidents (\$36 billion), before including any estimates from non-truck freight modes like air and rail, estimates Morgan Stanley, a global financial services firm.

In addition to cost savings, fleets of automated trucks could save lives. Crashes involving large trucks killed 3,903 people in the US in 2014, according to the National Highway Traffic Safety Administration, and a further 110,000 people were injured.

More than 90% of the accidents were caused at least in part by driver error.

**Uber, Otto partnership**

The online transportation networking company, Uber, recently acquired the self-driving lorry startup Otto Motors for \$680 million in a long-haul freight business partnership.

The purpose of buying the company is to develop an aftermath self-driving kit for freight trucks that could potentially double their utilisation, hence, increase their safety.

Lior Ron, co-founder at Otto Motors, said in a statement that Otto would expand its fleet of trucks from six to 15 and begin hauling cargo to warehouses and stores as early as next year.

Recently, Otto revealed that its self-driving kits are intended for use only on freeways.

However, Uber is also deploying navigation, mapping and tracking technologies for truckers' needs in its current testing phase.

Otto believes its range of high-tech tools and services can help bring down the costs involved in logistical operations and help Uber enter the \$700-billion-a-year trucking industry.

Mr. Ron further notes that the company is already working to seal deals with a few shipping partners to haul all kinds

of good except for hazardous materials.

That should help Uber further test its technology – and perhaps fine-tune its business models to suit the requirements of logistics companies.

**"Uber has already started pitching services to shippers, truck fleets and independent drivers, and the services go well beyond Otto's initially stated goal of outfitting trucks with self-driving technology," Reuters reports. "It also plans to compete with the brokers who connect truck fleets and shippers."**

The technology remains under development, but with Uber's considerable resources now on board, Ron and his team aim to begin working with warehouses and stores to partially automate the driving process and improve efficiency.

"In Uber, you press a button, and an Uber shows up after three minutes," Mr. Ron said in a statement. "In freight, the golden standard is that it takes (the broker) five hours of phone calls to find your truck. That's how efficient the industry is today."

The company is fast diversifying beyond its core business of transportation. Its 'UberEats' food delivery and 'UberRush' shipping service have already done the same thing on the city-level and, according to Mr. Ron, the new goal is about "building that long-haul piece."

**Testing phase**

Mr. Ron emphasises that Otto's autonomous driving technology is still in a "testing regimen." The trucks can drive by themselves on highways, with two co-pilots as a backup, but maneuvering off the open interstate remains a challenge.

The trucks now haul random items from the company's garage to test how the vehicles respond to hauling weight. But the company will "fairly soon" move goods for shippers—just about any freight, except for hazardous materials, Ron said.

Otto currently has about two dozen

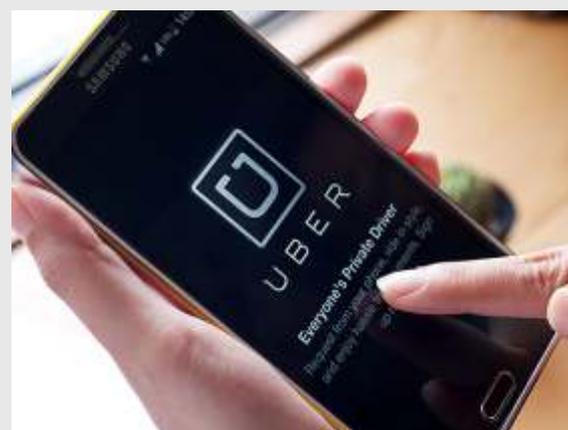
drivers who are employees, and next year the company will have more partnerships with independent drivers. Truck fleets will also help test its technology.

Otto has had talks with potential partners and is in the process of trying to cement deals with some of them, Ron said.

"This is all about putting it on the road," Ron said, "collecting the miles."

**About Uber**

Uber is an American online transportation network company worldwide, headquartered in San Francisco, California. It develops, markets and operates the Uber mobile 'app', which allows consumers with smartphones to submit a trip request, which the software program then automatically sends to the Uber driver nearest to the consumer, alerting the



driver to the location of the customer.

As of August 2016, the service was available in over 66 countries and 507 cities worldwide. The Uber app automatically calculates the fare and transfers the payment to the driver. Since Uber's launch, several other companies have replicated its business model, a trend that has come to be referred to as 'Uberification'.

**About Otto Motors**

OTTO Motors, a division of Clearpath, provides self-driving vehicles designed exclusively for indoor material transport. The company's OTTO line offers infrastructure-free navigation, obstacle avoidance, and dynamic path-planning, and collaboratively works alongside plant personnel. Proprietary hardware, software, and services are delivered to provide customer excellence.



AIRLINES

## Transits to Qatar can get up to 4 days free visa

**DOHA:** The estimated 30 million passengers passing through Qatar every year can now avail of up to 96 hours (four days) transit visa free-of-charge in a move to promote the oil-rich country as a world-class stopover destination.

Qatar Airways, Qatar Tourism Authority and Qatar's Ministry of Interior said the new transit visa scheme will be offered to passengers with a minimum transit time of five hours at the Hamad International Airport (HIA).

"Whether travelling for business or leisure, we want to enrich the journey of all of our passengers and are restructuring our fares to reflect this initiative and to promote stopovers to travelers," Qatar Airways Group Chief Executive Akbar al-Baker said in a statement.

The agencies said the transit visa will be available on arrival at HIA to passengers of all nationalities upon confirmation of onward journey and completion of passport control procedures. All visas are approved and issued at the sole discretion of MoI.

"We are pleased to further facilitate the movement of the 30 million passengers who pass through HIA every year. We welcome them to spend time in Doha and discover



Qatari hospitality," said Brigadier Abdullah Salim al-Ali, director general of the General Directorate of Nationality, Borders and Expatriates Affairs at MoI.

**Previously, the Qatar transit visa is extended only to travelers with a minimum layover of eight hours with maximum stay of 48 hours.**

## Passengers carrying Samsung Note 7 could be prosecuted in US



**NEWYORK:** The US government warned airline passengers could face prosecution if they carry Samsung Galaxy Note 7 smart phones on commercial planes as the device could endanger the lives of others on board.

The Federal Aviation Administration (FAA) said the devices won't be allowed either on passenger or cargo planes even if they have been shut off due to safety concerns with almost 100 incidents of overheating and fires blamed on Note 7.

"We recognize that banning these phones from airlines will inconvenience some passengers, but the safety of all those aboard an aircraft must take priority," US Transportation Secretary Anthony Foxx said in a statement. "We are taking this additional step because even one fire incident in flight poses a high risk of severe personal injury and puts many

lives at risk." Authorities estimate about 1.9 million Note 7s were sold in the US since Samsung launched it in October.

The expanded restrictions on Samsung are embodied in an emergency US order.

Samsung announced it will stop manufacturing Note 7 amid a spate of smoke, overheating and fire incidents related to the device. The move will cost Korea's most successful electronics company about \$5.3 billion in losses.

## Pakistan reduces flights to India

**KARACHI:** As tensions run high anew between Pakistan and India over the disputed border in Kashmir, Pakistan International Airlines cancelled some flights between Karachi to New Delhi and Mumbai.

Pakistan's flag carrier said the decision was made due to poor passenger load between the destinations.

"Lahore-New Delhi flights are operating normally, however, due to very poor load during last three to four



weeks few of the Karachi-New Delhi and Karachi-Mumbai flights have been cancelled," PIA said in a statement. Passengers who were affected on the reduced flights were re-routed to Pakistan through other airlines, it noted.

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## AIRLINES

## SriLankan Airlines stops flights to Paris and Frankfurt

**COLOMBO:** The national carrier of Sri Lanka is indefinitely suspending its operations to Paris and Frankfurt amid low profitability on the routes and the depreciation of Euro against

the dollar.

SriLankan Airlines had its last flight on Frankfurt, Germany on October 30 and in Paris, France on November 6.

“The government of Sri Lanka has

made it clear that it will no longer fund continuing losses,” the airline said in a statement, noting that it continues to monitor market dynamics to maximize sustainable routes.

The airline said while the drop in fuel prices has contributed to the airline's improved performance, this benefit has been significantly eroded with the airline's revenues declining for the FY ending 2015-16 compared to the previous year.

The drop in airfares in European markets has further weakened profitability on the route compared to other destinations.

For now, SriLankan Airlines will operate daily flights to Doha and Abu Dhabi, to which it has strong code share relationship with Etihad and Qatar, to continue providing connecting flights to European nations out of Sri Lanka.



## China Southern Airlines helps rove Chinese relics from Guangzhou

**GUANGZHOU:** China Southern Airlines successfully shipped out of China to Los Angeles and back ancient Chinese relics in 128 suits with total value of \$27 million.

The cultural relics, including the Bronze Masks Suit, one of the Six National Treasures in Sanxingdui Ruin Site, were showcased in Bower Museum and Houston Museum of Natural Science's exhibit entitled “The Mystery of Ancient China.”

China's Bronze Age Culture was first discovered in 1929 and was rediscovered in 1986 in a walled city belonging to the Sanxingdui Culture founded between 11 and 12 centuries ago during the time of the Shu Kingdom.

The valuable relics weighing more than 2 tons were loaded in 13 wooden cases and were flown out of Guangzhou on September 19.

A special casing was used for the shipment and the airline's operation department decided to take the forklift in transportation instead of manually handling them.

Plastic flat racks were also placed under the wooden cases to reduce their wiggle which moving through the X-ray machines. From the airport, the relics were placed under a 24-hour video surveillance until they were transported to the museum where security is very tight.





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# 'Drone Hunter'

will soon be a fixture at Dubai airports



On October 29, the Dubai International Airport was forced to close between 7:25 pm and 8:45 pm amid an unexpected sighting of a drone, delaying more than 30 flights with thousands of passengers affected.

The incident also required the mobilization of teams from the Dubai Civil Aviation Authority (DCAA), the Dubai Police and other concerned authorities.

Dubai Police Commander-in-Chief Lt. Gen. Khamis Mattar Al Mazeina warned they will not hesitate to arrest anyone using drones without permission and asked the public to immediately call 999 or any nearby police station if they suspect someone is involved in such activity.

For safety reasons, any air space intended for commercial flying where



## AIRPORTS

a drone is seen will be closed until authorities have identified its operator and thoroughly investigated the matter.

Only the Dubai Police is authorized to get through the land area underneath the cordoned off air space says Salim Mohamed Bin Salim Al Suwaidi, aerodrome senior inspector at the Standards & Regulations Department of the Dubai Civil Aviation Authority.

“For example, a commercial pilot while flying,” says Al Suwaidi, “can report that a drone is flying next to him which is wrong. To ensure safety, we need to close the air space.”

Under the law, a civilian drone can only operate no higher than 400 feet or 120 meters up in the sky.

The October 29 incident was, thus far, the longest recorded closure of the Dubai International Airport, one of the busiest airports in the world.

Prior to which, it was closed for 70 minutes, 45 minutes or between 25 to 30 minutes, again due to a drone.

Al Suwaidi says the sudden closure of the Dubai airports whenever a drone, commonly referred to in Civil Aviation as Remotely Piloted Aircraft System (RPAS), is a major issue that the agency wants to address, thus, came up with the idea of introducing the “Drone Hunter” project.

The Drone Hunter, which was unveiled for the first time at GITEX Technology Week 2016, is equipped with cameras with special lens, infrared, thermal and night vision and can fly within a range of 100 kilometers.

“This drone is a project that is under further development and study,” says Al Suwaidi about the Drone Hunter which he described as designed to minimize the sudden closure of Dubai airports due to drone activities.

“It can fly within a range 100-km with special lens, infrared, thermal and night vision. It can track drone up in the sky, can identify, follow and locate the operator,” he told **Air Cargo Update**.

But due to the heavy weight of all equipment attached to the machine, the Drone Hunter can now only fly up to 90 minutes. Al Suwaidi says their goal is to keep it up in the air for at least three hours or more.

### Licensed to fly

In Dubai, DCAA is the only agency authorized to license a drone operator.



Salim Mohamed Bin Salim Al Suwaidi, aerodrome senior inspector at Standards & Regulations Department at the Dubai Civil Aviation Authority (DCAA).

More than 300 mixture of professionals, hobbyists and government entities are currently licensed to operate drones in Dubai.

Al Suwaidi explained there are five categories licensed to fly a drone: hobbyists, professionals, commercial use, temporary commercial use and government entities.

Drone operators are required to undergo training at a special academy created by the Dubai Civil Aviation.

“Once the training course is finished or if the participants think that they are experienced enough to skip the training, they will undergo a series of tests. There is the process of a simulator test through a computer, a question and answer tests, then, we will take them out physically to examine their maneuvering skills,” explained Al Suwaidi.

Drone operators must renew their license every year to be able to operate their machines.

Al Suwaidi said the drones must also be routinely examined for safety reasons.

“We also have special tests for drones. We’re checking the batteries, motors of the fan, signal bandwidth, frequency, among others. Once it passes all tests, we’re going to add a unique serial number on it with the name of the owner and the date. It’s a yearly process,” said Al Suwaidi.

Once the drones are registered, DCAA can program their identities in a special portal where they can track down its activities, specifically time and location, for monitoring purposes.

“Once the drone is switched on, I will

immediately get data feed on my computer and I can track what he is shooting. If we noticed that he (drone operator) did something wrong, we can deal with it with fines,” said Al Suwaidi.

If the violation endangered public safety, the drone operator can be brought to court for a case.

### Drones are not toys

Last April, a drone crashed into an Airbus A320 approaching Heathrow Airport. The plane landed safely but the incident worried civil aviation experts across the globe enough to make them come up with possible solutions.

By May, the US and European air-safety regulators announced new policies geared to thwart more drone activities menacing commercial flights.

Both entities agreed to create bodies that will study the impact of drones on commercial air space specifically on potential drone collisions with planes, traditional fixed-wing aircraft and helicopters.

The study aims to measure the extent of actual damage from such accidents to the windshield, engines and structures of manned vehicles.

The US Federal Aviation Administration has recorded more than 1,400 drones coming close to planes last year.

The European Aviation Safety Agency says the study is crucial to its planned formal recommendations to address the civilian use of drones.

Once limited to military use, the sale of drones is expected to shoot up to 7 million by 2020 with prices falling sharply.



AIRPORTS

# Best and Least Liked airports

For sleep-deprived travelers, traveling by plane can be such a pain if you end up in the wrong airport en route to your final destination.

There's the sight of constant stream of passengers hurrying and lining up for a queue. The seats are far from comfortable and are usually taken. There's a barrage of noise from behind. Movements and lights are constantly on. And the list goes on.

But some airports offer comfortable quiet zones, amazing amenities, freebies and treats and rows after rows of stores to window shop or buy the latest trends in the market.

On its 2016 survey, travel site Sleeping in Airports said travelers once again voted Singapore's Changi International Airports the best airport in the world to sleep.

And the worst? The oil-rich Saudi Arabia's 35-year-old King Abdulaziz International Airport in Jeddah.

## Top 5 airports for sleeping

### 1 Singapore Changi International Airport

*A layover here is like visiting an amusement park with its five gardens, a fish spa and plenty of massage chairs around the passenger terminal. It also has a free movie theater and lots of space to lounge on while waiting for your flight. What's more, the city offers free transit tour if the passengers' schedule is not so tight.*



### 2 Seoul Incheon International Airport

*With a cultural center, a movie theater, gardens, an ice rink and even free transit tours, a layover at ICN is a bliss. It offers a quiet rest zone with reclining lounge chairs for a peaceful sleep. There's also free shower and WiFi.*

*This airport has also lots of interesting stores to visit to keep you busy while waiting for your flight.*

### 3 Tokyo Haneda International Airport

*Extremely clean with plenty of interesting stores and restaurants to visit, a layover here could be fun. This Japanese airport also offers cool gadgets and electronic items that you can't find anywhere else.*

*It also offers a multitude of armrest-free benches for those who want to rest and even a hotel to nap in peacefully for those who want a private quiet time.*

*And of course, there's free WiFi.*





AIRPORTS

## 4 Taipei Taoyuan Airport

*With every gate under a different theme and plenty of shops to explore, this airport dazzles travelers. Lots of things to buy at affordable rates. There are also plenty of restaurants to satisfy your cravings for oriental food.*

*It also offers a number of rest zones, shower areas, family rooms and best of all free WiFi.*



## 5 Munich International Airport

*This German airport offers free morning coffee, quiet zones, free Wi-Fi, sleep cabins, a mini-golf course, ice rink, surfing, shops and yes, even a brewery with the science behind it.*

*With state-of-the-art features, a walk into this airport is like strolling into the future.*

*All in all, it's unique experience to be stuck here while waiting for your next flight.*

# Top 5 least liked airports in the world for sleeping

### 1 Jeddah King Abdulaziz International Airport, Saudi Arabia (JED)

*With large crowds but not enough seats to rest, travelers voted this airport as the worst place for sleeping. The floors are also not an option because they are dirty and cold.*

### 2 London Luton Airport

*Known for predominantly serving low cost carrier airlines, passengers sleeping over while waiting for their flight are a familiar sight at this airport. But the weary travelers often endure discomfort with few benches and uncomfortable floor.*

### 3 Reykjavik-Keflavik International Airport, Iceland (KEF)

*Sleeping is not tolerated here. Travelers passing through this airport can attest they are constantly flashed with the sign "No Sleeping" with security guards in tow to enforce the policy. This isn't ideal even for a quick nap because the airport is crowded and small.*

### 4 Pisa Galileo Galilei International Airport, Italy (PSA)

*If you intend to go to this airport for your early morning departure, think again. This airport is closed from 12 am to 4 pm. You'll be forcibly booted out of the area during those hours. The lawn is also not an option for sleeping with sprinklers turned on.*

### 5 Venice Marco Polo International Airport

*You could try getting some sleep in this airport but be wary of being interrupted by police officers checking for your plane tickets. Not ideal, travelers think, for sleeping.*



EXECUTIVE MOMENTS

## Bannerman is Cargolux's new VP for corporate development



Christoph Michael Bannerman

**LUXEMBOURG:** Cargolux has named Christoph Michael Bannerman as its new VP Corporate Development & Strategy taking over from Maxim Strauss who was promoted as EVP & CFO.

The German executive studied

business administration and has a PhD in political science from reputed universities in Germany.

"We welcome Christoph Bannerman as a veteran of the industry," says Richard Forson,

Cargolux's President & CEO. "His knowledge and experience will be a valuable contribution to the development of our company and in the formulation of its strategy in an increasingly challenging market

environment."

With extensive experience in the aviation and logistics industry at the Lufthansa Group in Frankfurt and Singapore having been appointed in various key management positions, Cargolux has high hopes Mr. Bannerman could lead the company to even greater things.

Mr. Bannerman also worked as general manager at Select Courier in Hong Kong from 2010 to 2013 before moving back to Lufthansa Cargo in Singapore as first regional head of sales steering and marketing Asia Pacific, later as regional director for South East Asia and Australia.

Cargolux is currently Europe's leading all-cargo airline with a fleet of 14 Boeing 747-8 freighters and 12 Boeing 747-400 freighters serving 90 destinations.

## Mikrut is SEKO Logistics's new VP for home delivery



Jim Mikrut

**CHICAGO:** SEKO Logistics has appointed Jim Mikrut as vice president of its thriving US Home Delivery Vertical Business which grew by over 50 percent last year.

Home delivery shipments for oversized products such as furniture and big-screen TVs continue to grow this year with the thriving e-Commerce industry as partly responsible for the positive trend.

According to SEKO, US consumers buy more products online, notably from companies in Hong Kong and China, the UK, Australia and New Zealand.

Internet Retailer reported in August that US eCommerce grew at its fastest rate in two years in Q2 of 2016, up by 15.8%. Many larger commodities are matching or exceeding this growth rate as consumers are increasing their

demand for a growing number of goods online.

The company believes Mikrut, who has over 18 years of experience in the Home Delivery sector, most recently as Vice President, Network Carrier/Customer Experience at MXD Group, could further develop the company's plans for home delivery sector.

"Jim's focus will be on enhancing, strengthening and improving our overall Home Delivery solution and customer experience, using his expertise, wide range of industry relationships and passion for exceptional service," said Rick Lee, COO for North America, in a statement.

## Air Zimbabwe taps veteran pilot to lead

**ZIMBABWE:** A veteran pilot with extensive experience in the aviation industry has been named as the new chief-executive-officer of Air Zimbabwe.

Ripton Muzenda took over from Edmund Makoma who has been the carrier's acting CEO since 2013.

"Capt. Muzenda brings a wealth of aviation knowledge, skills, experience and leadership to Air Zimbabwe. He has been an airline pilot for over 25 years. He held the posts of senior training captain and examiner of Air Zimbabwe," the airline said in a statement.

Prior to working for Air Zimbabwe in various senior positions, Muzenda worked for Singapore Airlines as captain for Boeing 747-400, management pilot operations and crew resource management facilitator.

Capt. Muzenda holds an MBA in aviation management from Coventry University in England.

Air Zimbabwe's board of directors said the airline faces a lot of challenges and it requires a leader "whose vision is consistent with the airline's mandate to contribute to the nation's development."

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## Dubai breaks Guinness World Record for virtual reality



With 461 head-geared participants thrilled by a visual roller coaster presented in a 4DX theatre powered by Samsung, the Dubai World Trade Center successfully got a Guinness World Record for the activity.

The virtual reality roller coaster ride happened during the GITEX Technology Week and was aimed at putting Dubai on the map as the global hub for VR innovation.

"At GITEX Technology Week, showcasing the latest virtual reality innovations and breaking world records shows how the show is a platform for serious business, and serious fun," said Trixie LohMirmand, the Senior Vice-President for Exhibitions and Events Management at DWTC.

Organizers had expected only 250 people, but got nearly double that number.

"Virtual reality has rapidly advanced to enter the mainstream in transforming experiences in entertainment, education, and healthcare. Attempting this virtual reality world record underlines Dubai's commitment to innovation, and GITEX Technology Week as the one of the world's leading events for immersive technologies," said C. Purushothaman, Head of Marketing (Smartphones & Tablets), IT & Mobile Division at Samsung Gulf Electronics.

Spending on information and communications technology in the Middle East and Africa (MEA) is projected to reach \$110.94 billion this year, reflecting a year-on-year growth of 5.1 percent.

## Dubai Bot

Developed by Microsoft Gulf, Dubai Bot uses Cognitive Services' Language Understanding Intelligence Service (LUIS) to perform real-time natural-language processing, allowing meaningful, on-the-spot conversations or text exchanges with users, via smart devices.

The bot has the power to integrate with popular communication platforms such as Skype, Slack, Telegram, Facebook Messenger and email to give travellers all the information they need, Microsoft said.

It can suggest restaurants and entertainment venues; museums and beaches; and ideal attractions for children, parents or the lone traveller. The bot also helps with the more formal aspects of travel, such as booking a taxi, advising on use of the Metro or giving up-to-the-second updates on currency exchange rates.



All of this interaction is based on the bot's knowledge of the user's circumstances, such as their length of stay, age and whether they are travelling alone or in company.

## MEO, the Robocop



At GITEX, Dubai Police also introduced Meo, the Robocop, designed to help police and security personnel keep communities safe.

Meo is empowered with a rotation camera to scan faces of strangers, distinguishing them against community residents. The data it collects will be sent to a control room so officers can examine them.

Pressing its red power button, a resident in an emergency situation can instantly talk to a police officer remotely.

Costing about Dh1.8 million, Meo will start serving the police force without monthly salary but only maintenance cost, starting next year.

## Robots will soon become norm in Dubai



Interactive robots with artificial intelligence (AI) will slowly creep into the daily lives of people in Dubai and other parts of the UAE as indicated in latest innovations unveiled at GITEX Technology Week's Experience Zones.



The Turkish Cargo team



The Saudia Cargo team led by Rainer Muller, center, vice president for operations.



Sanjiv Edward, TIACA chairman, addressing the crowd.

# 28th Annual Air Cargo Forum Paris, France | October 26-28, 2016



Silkway West Airlines executives in a meeting



Prakash Nair, manager of Emirates Cargo, right, with Claude Morel, center, chief of staff of the French Secretary of State Transport with another official



Bahrain International Airport executives

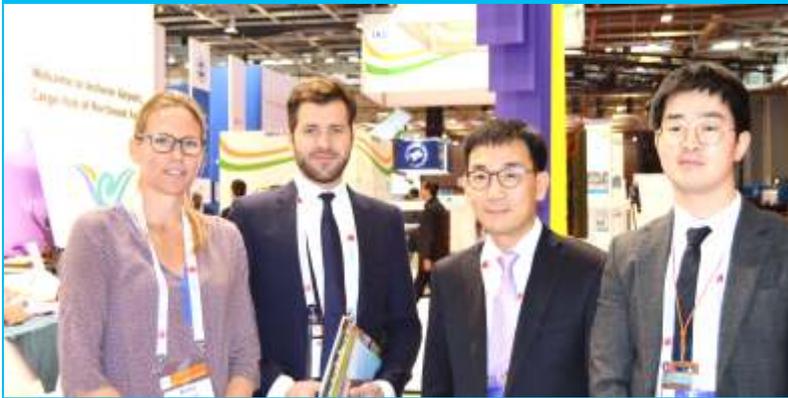


# The International Air Cargo Association's

28th Annual Air Cargo Forum  
Paris, France | October 26-28, 2016



Thomas B. Crabtree, left, and George Alabi, regional directors at Boeing.



Team Agility



Adrien Thominet (right), COO of ECS group, in a business meeting.



Photos By Gemma Casas and Jojo Dass



## PAPERLESS AIR CARGO INDUSTRY ENVISIONED

**PARIS:** Airlines and air cargo leaders resolved to create a paperless industry that is safer and more efficient as the world shifts its gear to bigger e-commerce markets in the coming years.

This was reached during the 28th Air Cargo Forum that The International Air Cargo Association (TIACA) hosted on October 26-28, 2016 in Porte de Versailles in Paris.

The International Civil Aviation Organization (ICAO) and the World Customs Organization (WCO) joined the opening day in a show of force with TIACA—the world's biggest not-for-profit trade association representing all cargo airlines, forwarders, airports, ground handlers, road carriers, customs brokers, logistics companies, shippers, IT companies, aircraft and equipment manufacturers, trade press, and educational institutions.

The air cargo community agreed a paperless environment is crucial to its growth and survival in a rapidly expanding e-commerce era.

The use of advanced technologies was pointed out as an important tool to ensure a secure and efficient industry.

"We are living in a period of great transition for our

## WAR CHILD CHARITY DRIVE

At the forum, Coyne Airways founder, CEO and former TIACA President Larry Coyne, announced his company and Air Charter Service will donate starting December an agreed amount per transaction on behalf of their customers to the charity which supports children affected by conflict.

Customers will be given the opportunity to match the donation on a quarterly basis.

"The air cargo business supports many charities but none specifically aimed at helping children in conflict areas" said Coyne, speaking on the second day of the forum. "We want to support a charity which helps some of the most disadvantaged people during wars – children, and encourage participants in our industry to give, based on a formula which is simple and within their means."

"By tying the giving to a transaction such as a booking, a landing, or a flight, at a rate they are comfortable with, we take the guesswork out of how much to give and we are committing to give for a minimum period. I appeal to any other companies interested in helping children in conflict zones to support War Child through this type of arrangement," he added.

Chris Leach, Chairman of ACS, added, "At ACS, we support a number of charities each year, but when



Sanjiv Edward, Chairman, TIACA, 2nd left, with other dignitaries and officials who graced the opening day of the 28th Air Cargo Forum.

industry, and collaboration among all members of the air cargo community has never been more important," said Doug Brittin, TIACA's secretary-general.

"Together we can work towards a common goal to ensure that new legislation does not impact air cargo flows, as well as to find solutions to ongoing challenges such as cargo delays, restrictions on the transport of lithium batteries and the impact of Big Data on our industry," added Brittin who was joined by Dr. Fang Liu, ICAO Secretary General, and Sergio Mujica, Deputy Secretary General of WCO.

All three groups pledged to continue close cooperation to secure a bright future for the industry.

Hundreds of exhibitors from leading companies, including Frankfurt Airport, World Freight Services, ECS Group, Saudia Cargo, Heathrow Airport, Chapman Freeborn, Emirates SkyCargo, Le Groupe La Poste, and more welcomed hundreds of delegates during the three-day forum.



Chris Leach, Air Charter Service Chairman Chris Leach, left, and Coyne Airways CEO and founder Larry Coyne.

Larry brought War Child to my attention we felt we should dig that little bit deeper. During our careers in this industry some of us have seen the horrors left behind by conflict first hand."

"With Syria at the forefront of people's minds at the moment, we feel that we can do more to help. War Child helps rebuild children's lives following such conflicts and we are really proud to be supporting them. There are some great people in this industry of ours and if more of us came together we could make a really significant impact," he added.

War Child is the only specialist charity for children in conflict, delivering high-impact programs that are rebuilding lives across the Middle East, Africa, and Asia.

"It's brilliant that Coyne Airways has chosen to support us; we're very grateful and want to say thank you to all involved," said Rob Williams, CEO, War Child UK.

"The funds generously raised by Coyne and their customers will go towards life changing interventions for children affected by conflict – providing hope for the future for thousands of children in some of the most difficult places on earth.



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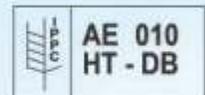


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Goa, India

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**Air Cargo Africa 2017**

This mega event seeks to engage the global air cargo community to explore and strengthen networking corridors within the African continent. Air cargo industry leaders, general sales agents, ground handlers, shippers, traders, and the media from all over the world are expected to attend this forum offering unlimited networking and business opportunities.

**Casino Convention Resort, Emperors Palace in City of Ekurhuleni, Johannesburg, South Africa**

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[www.terrapiinn.com/conference/world-low-cost-airlines-menasa](http://www.terrapiinn.com/conference/world-low-cost-airlines-menasa)

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Whether you are transporting raw materials or finished garments Saudia Cargo is tailored to serve your needs, by shipping fashion goods from and to any country in the world, anytime while ensuring right handling, tracking and delivery according to international standard operations procedures .



*Aspire to cargo* | ANYTHING | ANYWHERE | ANYTIME

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