

# air cargo update

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



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## EDITORIAL



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Middle East, Africa, Asia & beyond

Air Cargo Update serves as a platform to share news and discuss critical issues within the Air Cargo Industry from the Middle East, South Asia and African region.

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# Editor's Note

## Evolving freight use

The demand for air freight industry services continues to evolve as the world shifts from traditional ways to digital.

Freighters, traditionally used for high value commodities, are now in high demand to haul different types of high-tech products and machines supporting various industries, including enhancing internet connectivity across the world.

Air cargo is also in high demand to safely transport live animals as pets, for breeding, racing and other sports, and even to save certain species like the two beluga whales rescued from an amusement park in China, which are about to be relocated to their new home—an open space sanctuary in Iceland.

In this edition, we'll share with you the complex and evolving missions that air freight carriers are undertaking requiring expert knowledge and skills with large-scale impact to humanity.

On the cover, we have Swiss WorldCargo sharing its industry insights and the latest on its many projects.

On **The Lounge**, a topnotch executive who loves football shares how his constant traveling across the world all-year-round makes him prefer the sofa over strolling during holidays.

We'll also bring you the story on how Bangladesh is struggling to improve its logistics and other infrastructures to save its garment-export-based economy amid tight competition from Africa which offer lower wages as well as China and America's machine-powered manufacturing factories.

We'll also bring you the story on the first **Middle East Air Cargo & Logistics Conference** which gathered global industry experts who discussed at length the progress and challenges the air freight sector faces.

The challenges are real and innovative solutions are needed to keep up with the times.

Read on more news and features in this edition of **Air Cargo Update**.

**Gemma Q. Casas**

**Editor-in-Chief**



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# The LOUNGE

## The football addict who prefers the sofa on holidays

Steven Verhasselt, Vice President Commercial at Liege Airport, travels approximately 250 days a year, leaving him not much time for leisure but lots of opportunities to connect with people.

The Belgian national who lives in Hong Kong since 2003 says he travels at least once a month to Brussels to meet up with his team. And the rest of the year, he spends flying to different cities to speak with clients or to represent the company in various business activities or speaking engagements.

This interview was done in Dubai on January 30, 2019, at the conclusion of the two-day **Middle East Air Cargo & Logistics Conference** where Steven was a speaker and moderator. He's back to Brussels the next day before flying to Manchester in the UK and then to Frankfurt.

Before the week was over, Steven has traveled back to the Middle East before returning to his family in Hong Kong in time for the February 5 Chinese New Year.

"I travel 250 days a year for work," Steven told **Air Cargo Update**. And with Liege's major clients—FedEx, Ethiopian Airlines, Qatar Airways Cargo and Air Bridge Cargo—spread across continents, Steven is required to travel constantly which may even be heightened with his company involved in the Alibaba project in China.

And when he finds time to holiday with his family, Steven says he ends up spending it mostly on the sofa to catch up lost sleep.

"While on holidays, I spend it mostly on my sofa," Steven shared with laughter. "Seriously."



**Steven Verhasselt**

Vice President Commercial, Liege Airport

A graduate of the Ehsal Business School with Master in Business Administration, Steven began his career as an investment analyst mainly tasked to do reports on aviation and air freight.

"I came in the industry 20 years ago. I was at that time working as an investment analyst for an investment firm. Those were the time when Belgium still had SABENA and everything was wonderful and beautiful," Steven shared. "SABENA is the national airline of Belgium that went bankrupt 20 years ago (1923-2001). As an investment analyst, I was asked to analyze the feasibility of SABENA as a cargo carrier and I was captured by that project, traveled the world."

Though the SABENA cargo project never made it, Steven opted to stay in the industry and ended up in Hong Kong where he met his wife.

Whenever he's free, Steven plays football, voluntarily coach the HK Veterans and Amateur teams.

"When I'm not busy, I'm a football addict. I play. I coach. I watch. During holidays, I go for scuba diving, play golf or ski," he shared.

And despite his hectic schedule requiring constant traveling, Steven is loving more the industry which he says connect him with people and the real world.

"Talk to people. Meet people. Stay informed. It's all good to study and to read. That's all great and well. But to me, staying connected with people and the real world, make this industry so unique," says Steven when asked for advice on how to keep up with the industry.

"There's no industry like ours because we're all global connectors."



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## GLOBAL NEWS

### Volga-Dnepr transports 6 satellites for OneWeb



**LONDON:** Volga-Dnepr Airlines, the leader in airfreight solutions for oversized and super heavy shipments, has successfully completed the first delivery of satellites for the OneWeb constellation project.

In cooperation with Volga-Dnepr's partner, Bolloré Logistics, one of the airline's An-124-100 freighters delivered six satellites from their manufacturing facility in Toulouse, France, to Cayenne in French Guiana. The satellites were transported in two special containers, with an overall payload of approximately 30 tons.

Volga-Dnepr's specialists organized the most effective transportation with a direct charter flight ensuring a timely delivery as well as ensuring all six satellites were shipped with the upmost care to South America.

On arrival in French Guiana, OneWeb's sophisticated equipment was delivered to its final point of destination in Kourou, with the first satellite launch scheduled for the middle of February. The satellites will operate in near-polar, 1,200km LEO orbit.

"As an air cargo operator, we understand all too well how important stable internet access is, with customers relying on real-time cargo shipment data, airline specialists communicating through internet systems to guarantee cost-effective and timely deliveries, and innovative technologies being facilitated through the development of internet solutions. We are, therefore, especially honored to be part of the OneWeb constellation project, which will enhance the quality of life for customers globally," stated Axel Kaldschmidt, Global Director Aerospace of Volga-Dnepr Group.

Volga-Dnepr Airlines has been operating its unique fleet of An-124-100 and Il-76TD-90VD freighters for more than 29 years, providing dedicated airlift for project shipments for various industries, including the aerospace, oil & gas, energy, automotive and humanitarian sectors, and others. In 2018, the company performed more than 55 flights carrying satellites and related equipment, contributing to the development of the space industry.

### Pegasus Airlines signs up WCS to sell cargo capacity



**ISTANBUL:** Pegasus Airlines has signed up a Total Cargo Management service agreement with World Cargo Solutions DMCC to exclusively market its full cargo capacity on a worldwide basis effective this year.

On its website, the Turkey-based Pegasus Airlines said WCS, which was formed in 2015 by highly motivated professionals from the air cargo industry, has the capabilities and experience to effectively market the carrier's belly hold cargo capacity.

Pegasus said WCS "possesses a long-term work experience in Total Cargo Management services and is considered the original creators of the genuine TCM concept."

"Pegasus Airlines, we will be able to tap into new markets and to explore new horizons of cargo business opportunities with this new partnership. We hope that our cooperation with World Cargo Solutions DMCC will be beneficial for both sides," the company said.

## Atran Airlines acquires 4th freighter as e-Commerce booms



**LONDON:** Atran Airlines, the Russian air express carrier within Volga-Dnepr Group, kicked off 2019 with a new Boeing 737-400 BCF, enlarging its fleet to four freighters, amid surging volumes on e-commerce shipments

The additional aircraft will support the carrier's growing volumes, especially e-commerce shipments which now constitute a major part of Atran's traffic. The B737-400 BCF will be deployed on existing routes between Russia, the CIS and Europe and will guarantee dedicated airlift for mail and express goods.

"The Boeing 737-400 BCF forms the backbone of our unified fleet and is ideal for mid- and short-haul distances thanks to its characteristics and technical capabilities. With an additional freighter in our fleet, we will be able to cater to the needs of our customers in the most effective manner, guaranteeing speed, schedule integrity, and much-needed capacity in the market," stated Dmitry Obsharov, General Director for Atran Airlines.

The freighter can carry up to 23 tons of cargo within a flight range of 3,700 kilometers. The aircraft is equipped with a maindeck side cargo door and a loading system enabling it to stow 11 standard aviation pallets (2235×3175 mm) and containers in the cargo compartment.

Atran's enlarged fleet will also facilitate the cargo growth of Volga-Dnepr Group, which consists of the leading air carriers Volga-Dnepr Airlines, AirBridgeCargo Airlines, and Atran Airlines. By joining forces, the companies will provide diversified logistics solutions to customers with various types of cargo, be it oversized and super heavy, pharmaceutical products, live animals, dangerous goods or e-commerce shipments.

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## GLOBAL NEWS

# Saudia Cargo opens new sales office in Cairo

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SAUDIA CARGO

**JEDDAH:** Saudia Cargo has opened up its newly-renovated and bigger sales office at the Cairo Cargo City located inside the Cairo International Airport.

The Saudi-owned air freight company says the move is in line with its policy to further strengthen its market share in Egypt, one of the most vibrant routes it serves, making its Cairo sales office an important hub.

Saudia Airlines regularly flies between Cairo and the Kingdom of Saudi Arabia providing additional belly hold cargo capacity for Saudia Cargo.

Saudia Cargo offers a cargo capacity of more than 55 million tons covering loads such as perishables, pharmaceuticals and other general cargo. The company also offers charter flights and ground handling services to its customers.

The company's new sales office is open from 8 am till 12 pm. Customers can get in touch through email: ca-sl-team@saudiacargo.com or calling +201030733370/+20222670739.

## Luxembourg Airport handles record number of live animals in 2018

**LUXEMBOURG:** Some 957,000 tons of cargo were hauled last year in Luxembourg Airport, with record number of live animals (+58%) and pharmaceuticals (+22%) fueling much of the growth, exclusively handled by LuxairCARGO.

"In detail, the biggest growth has been registered in the following categories: Pharma: 36,830 tons representing an increase of 22% compared to 2017; AVI: 2,524 horses handled, increase of 58% (+926 horses) compared to 2017; Import: Increase of 5% representing a surplus of 21,800 tons," LuxairCARGO said in a statement.

The company said the inbound and outbound imbalance in previous year



was corrected in 2018 resulting to favorable business condition at Luxembourg Airport.

"This is the best result in the history of Luxembourg Airport and in order to cope with the growing demand by the carriers operating through LUX, four additional wide body handling positions had been added as of November 2018. This increased the ramp handling possibilities by 50%,"

said LuxairCARGO.

During the period, Luxembourg Airport also registered aircraft rotations of 6,675 turnarounds, up by 6%, with B777F and B747-8F posting 10 percent growth in presence.

In October 2018, China Southern Airlines also started its weekly rotation flights between PVG and LUX further improving business activities at the airport.

## NokScoot and ECS Group team up to handle over 40,000 tons of cargo

**PARIS/BANGKOK:** Low-cost airline NokScoot, which operates 49 flights a week from its Bangkok hub to major Asian cities, has teamed up with ECS Group with the goal to handle over 40,000 tons of cargo a year.

NokScoot has signed a three-year Total Cargo Management (TCM) contract with ECS Group as its GSA in Asia. The airline entered the market only in 2014 as a partnership between Singapore's Scoot and Thai Nok Air but it's already making big impact in the aviation industry with 49 weekly flights out of the Don Mueang International Airport in Bangkok to China, Japan, India and Taiwan using Boeing 777 planes.

"It's a wonderful partnership and we're extremely proud of it. We have been completely seduced by this



company's identity and won over by their boldness and energy. The combination of NokScoot's very strong network and that of ECS Group, allows us to consider many opportunities for the airline in the Asia market and beyond," said ECS Group CEO Adrien Thominet.

ECS will market NokScoot on Qingdao, Nanjing, Taipei, Tianjin, Shenyang, Xian, Tokyo, Osaka & Delhi.

NokScoot Chief Executive Officer Yodchai Sudhidhanakul said air freight is increasingly becoming an important factor in the airline's overall business operations apart from passenger traffic.

"Air cargo is becoming more and more important to our operation with greater contribution to our revenues and the partnership with ECS will enhance our freight business," he said.

## Freight volumes in Africa drop by 7.8% in November



**MONTREAL, CANADA:** Freight volumes in Africa dropped by nearly 8% in November 2018, the eighth time in nine months during the period, as demand for exports slowed down, the International Air Transport Association (IATA) reported.

IATA data showed capacity shrank 7.4% year-on-year for African carriers and other airlines serving the route.

"African carriers saw freight demand decrease by 7.8% in

November 2018, compared to the same month in 2017," IATA said in its latest air freight analysis report. "Demand conditions on all key markets to and from Africa remain weak. Seasonally-adjusted international freight volumes are 7% lower than their peak in mid-2017, nonetheless, they are still 28% higher than their most recent trough in late-2015."

Demand for the global air freight markets, on the other hand, was flat in November 2018 compared to the

same month in 2017—the slowest rate growth recorded since March 2016.

IATA said while international e-commerce continues to grow but the overall demand faced significant headwinds due to a slowdown in global economic activity, contraction in exports from all major exporting countries and weakened consumer confidence.

"Normally the fourth quarter is a peak season for air cargo. So, essentially flat growth in November is a big disappointment. While our outlook is for 3.7% demand growth in 2019, downside risks are mounting. Trade tensions are cause for great concern," said Alexandre de Juniac, IATA's Director General and CEO.

He said governments should enable growth where possible to enliven the market again.

"We need governments to focus on enabling growth through trade, not barricading their borders through punitive tariffs," he said.

## GLOBAL NEWS

# Ghana posts 20% cargo growth in ports



**ACCRA, Ghana:** Cargo traffic through the Ports of Ghana grew by 20% in 2018 compared to 2017 as the country's trade and other economic activities continue to flourish.

"We have seen our cargo traffic grow and the statistics indicate that we have a growth of at least 20% above that of 2017," Michael Luguje, the acting Director General of Ghana Ports and Harbors, said in the agency's website.

The West African nation's diverse and rich resource base economy enabled it to post one of the highest GDP per capita in the region.

According to the Observatory of Economic Complexity (OEC), Ghana exported \$16.5 billion and imported \$12.5 billion in 2016, resulting in a positive trade balance of \$3.97 billion.

The country's top exports include gold (\$9.4b), cocoa beans (\$2.21b), crude petroleum (\$1.19b), coconuts, brazil nuts, and cashews (\$619m) and cocoa paste (\$400m), using the 1992 revision of the hs (harmonized system) classification, which mainly goes to Switzerland, the UAE, India, China and the Netherlands.

Its top imports are cars (\$703m), delivery trucks (\$398m), refined petroleum (\$336m), cement (\$289m) and non-fillet frozen fish (\$276m), mainly sourced from China, the UK, the US, India and Belgium-Luxembourg.

IBISTEK Ghana Ltd., a wholly-owned Ghanaian company engaged in port infrastructure development, recently signed an Engineering Procurement and Construction (EPC) contract with international marine engineering firm Jan De Nul (JDN) to begin the first phase of the physical construction of the multipurpose container terminal in Takoradi called the Atlantic Terminal.

Minister for Transport Kwaku Ofori Asiamah said the expansion of the Port of Takoradi will open up the country for more business opportunities.

"We think that the time has come for Africa to take advantage of our marine resources and the port expansion project is part of that," he said.

Ghana borders Burkina Faso, Cote d'Ivoire and Togo by land and Benin and Nigeria by sea.

## AirAsia X and Unilode extend ULD management partnership to 2023

**ZURICH:** AirAsia X, the long-haul affiliate of AirAsia, and Unilode Aviation Solutions have extended their ULD management agreement until 2023.

This is the second time Unilode, the leading global provider of outsourced Unit Load Device (ULD) management and repair solutions, and AirAsiaX, extended their partnership agreement.

AirAsia's wholly-owned subsidiary, Red Cargo Logistics, lauded the partnership agreement which it said drives efficiencies, load capacity and digitalization

"AirAsia X has been Unilode's loyal customer since 2009 and throughout their partnership has relied on Unilode's support, expertise and flexibility to supply containers and pallets that meet its exponential passenger and cargo growth and the network demands placed on its widebody fleet," said Pete Chareonwongsak, Red Cargo Logistics CEO.

Benoît Dumont, Unilode CEO, said the company is pleased with its new partnership with AirAsiaX.

"AirAsia X is one of the fastest growing long-haul, low-cost airlines in the world with more than 100 widebody aircraft on order, an increasing cargo business and a pipeline of new destinations to be added to its network," he said.

"Unilode continuously enhances its ULD management service by taking its customers' input, expectations and business objectives into account and is committed to support AirAsia X's ambitious growth plans with customer-focused and innovative ULD solutions," he added.

## Etihad Cargo gets IATA's CEIV certification for pharmaceuticals logistics

**Abu Dhabi, UAE:** Etihad Cargo was awarded in January IATA's Centre of Excellence for Independent Validators (CEIV) certification in pharmaceutical logistics, the first in the Middle East and one of only 16 freight carriers worldwide to get such certification.

The CEIV Pharma certification covers both the airline operations of Etihad Cargo, as well as cargo handling and warehousing at its hub in Abu Dhabi International Airport, underlining the company's excellence in maintaining product integrity and managing high-value, temperature-sensitive shipments for pharmaceuticals and life sciences industries.

Abdulla Mohamed Shadid, Managing Director Cargo and Logistics at Etihad Aviation Group, said: "Etihad Cargo is honoured to become the region's first carrier to be awarded IATA's CEIV designation for Pharma."

"Since we launched our refreshed strategy in early 2018, a lot of focus has gone towards enhancing our premium product verticals and offering the highest quality and reliability standards to our customers. Today our Temp Check product receives a major boost with this important certification," Shadid noted.



Etihad's cargo handling subsidiary Etihad Airport Services LLC has also been awarded the CEIV Pharma certification. Combined with Etihad's global air cargo network spanning the Americas, Europe, Africa, Asia and Australasia, through its modern fleet of passenger aircraft as well as its dedicated fleet of Boeing 777 freighter aircraft, this dual certification reaffirms Etihad's ability to offer customers a seamless end-to-end temperature-controlled solution and reinforces Abu Dhabi's positioning as a key global logistics centre.

Etihad has undergone a major enhancement program to its facilities, systems and processes to meet the

stringent standards that CEIV Pharma demands.

These enhancements include the planned use of cool dollies at Abu Dhabi International Airport, thermal blankets both in Abu Dhabi and at key stations globally, and a tie up with additional active container suppliers to expand the options of temperature-controlled containers across its global network, among other initiatives.

Last year, the company launched a major expansion and refurbishment program to its cargo terminal at Abu Dhabi International Airport mainly to add additional temperature-controlled space to its existing pharma zone by 2020.

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## GLOBAL NEWS

# Bahrain to build \$58.5M new air cargo area at airport with FedEx as first tenant

**Manama, Bahrain:** Bahrain International Airport is constructing a new \$58.5 million air cargo area with the US-based FedEx Express as the first tenant.

FedEx will be occupying a total of 9,000sqm out of the 25,000sqm available space in the new Air Cargo Area.

Bahrain Minister of Transportation and Telecommunications and Bahrain Airport Company (BAC) Chairman Eng. Kamal bin Ahmed Mohammed, said the company has a comprehensive plan to attract prominent cargo companies to the kingdom as well as to create jobs and economic opportunities in GCC and the wider Middle East through the development of logistics and air freight industries.

"The new Air Cargo Area that BAC is constructing north of the runway is an important part of the overall growth strategy adopted by the Ministry of Transportation and Telecommunications, and a key component in



Bahrain Minister of Transportation and Telecommunications and Bahrain Airport Company Chairman Eng. Kamal bin Ahmed Mohammed, seated center, with other Bahraini officials and FedEx executives at the signing ceremony officially listing FedEx as the first tenant to Bahrain's new Air Cargo Area. Supplied Photo

the Airport Modernization Program (AMP), which is due to be completed by Q3 2019," said Mohammed.

"The new Air Cargo Area will create more job opportunities and enable the airport to handle larger volumes. This is in line with government-led initiatives aimed at expanding the Kingdom's logistics sector, which began in 2015 via the Bahrain Logistics Board chaired by His Royal Highness the Crown Prince, Deputy Supreme Commander, and First Deputy Prime Minister, Prince Salman

bin Hamad Al Khalifa," he added.

FedEx Express Middle East, Indian Subcontinent and Africa Region President James R. Muhs, said the company remains committed to create possibilities in Bahrain, the Middle East and adjoining areas.

"The logistics market forms a fundamental part of the GCC economy, and we remain committed to serving our customers across Bahrain and connecting them with people & possibilities around the world," said Muhs.

## flydubai offers cargo services with new direct flights to Kozhikode, India



**DUBAI:** Budget airline flydubai says it's now offering cargo services with its new thrice a week direct flights to Kozhikode, India launched on February 1, 2019.

Formerly known as Calicut, Kozhikode is also known as the "City of Spices" nestled between the Arabian Sea and the Wayanad Hills in the state of Kerala.

"flydubai is expanding its network in India to offer direct flights to Kozhikode from 01 February 2019,

which means it's now easier and faster to transport your goods there with flydubai Cargo, be it general cargo, spare parts, valuables, perishables and more," the airline, the only Dubai-based carrier to operate on the route, announced.

Ghaith Al Ghaith, flydubai Chief Executive Officer, said the strong ties between India and the UAE got stronger in recent years resulting to better trade and tourism volumes.

"In 2017, India became the first

source market to top 2 million annual visitors representing an impressive 15 per cent year-on-year increase in total number of visitors to Dubai. We are grateful for the support we have received from the Indian authorities and we remain committed to serving the market. We look forward to more opportunities to strengthen the airlinks between the two countries in the future," said Al Ghaith.

Sudhir Sreedharan, Senior Vice President, Commercial (UAE, GCC, Subcontinent and Africa) at flydubai, said Kozhikode brings to eight the destinations the carrier serves in India with some 30 flights a week to Ahmedabad, Chennai, Cochin, Delhi, Hyderabad, Lucknow and Mumbai.

"The new route will provide more passengers from India with access to Dubai and beyond via its aviation hub together with the new codeshare agreement," he said.

## GLOBAL NEWS

# Turkish Cargo to operate from New Istanbul Airport starting March 2



**ISTANBUL:** Turkish Cargo will officially begin operating out of the New Istanbul Airport on March 2 while simultaneously handling cargo at Ataturk Airport pending its decommissioning.

The company said its freighters will continue to operate out of Ataturk Airport while the belly hold capacity will be handled at Istanbul Airport.

"Turkish Cargo will now be offering its high quality services from Istanbul Airport, thus, carrying out its operations simultaneously on both Istanbul Airport and Ataturk Airport as of March 2, 2019," it said.

**With reach to 124 countries, Turkish Cargo is expected to further grow its capacity once fully relocated to its new hub which covers an area of 165,000 m<sup>2</sup> enabling it to handle up to 4 million tons a year.**

Turkish Cargo also announced it has joined the Animal Transportation Association (ATA) as part of its commitment to humanely transport animals and protect their rights.

Established in 1976, ATA is a nonprofit trade organization advocating for the safe and secure transport of animals in ideal conditions.

The group counts as its members airlines, freight forwarders, marine companies, public institutions, universities, research agencies, animal breeders and veterinarians.

One of the most trusted global cargo brands in animal transportation, Turkish Cargo is also a signatory to the "United for Wildlife Buckingham Palace Declaration (UFW)" to support moves against illegal wildlife trade as well as to raise awareness on animal rights.

The freight carrier also pledged to adhere to the IATA LAR (IATA Live Animals Regulations) in all its acceptance, storage and transportation processes for the live animal transportation service it provides to its customers in 124 countries around the world.

"Turkish Cargo is committed to implement any and all rules to ensure documentation, packaging, labeling and marking, specified under the said regulations, strictly during the live animal transportation process," the company said.

## Hong Kong International Airport hauls over 5.1 million tons of cargo in 2018



**HONG KONG:** Hong Kong International Airport (HKIA) reached new record in cargo throughput in 2018, hauling over 5.1 million tons of cargo during the period.

Airport Authority Hong Kong (AA) said passenger traffic at the HKIA also grew 2.5 percent to 74.7 million during the period with flight movements reaching 427,725.

AA said despite uncertain global economic situations, Hong Kong flight movements, passenger volume and cargo experienced steady growth.

AA CEO Fred Lam said HKIA would continue to launch new initiatives which include constructing Terminal 1 Annex Building to handle a steadily increasing influx of passengers as well as to position the company as a regional and international aviation hub.

HKIA is connected to more than 220 destinations worldwide.

With Hong Kong section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link, the Hong Kong-Zhuhai-Macao Bridge and forthcoming land control point at Liantang/Heung Yuen Wai, the third runway system under construction is envisioned to further improve the status of Hong Kong as the "double gateway" to mainland China and to the world, said Paul Chen, financial secretary of the government of China's Hong Kong Special Administrative Region.

## LOGISTICS NEWS

# DP World invests \$3 billion in 2018



**DUBAI:** DP World, the Dubai-based global operator of shipping terminals, diversified its global business portfolio through investments and acquisitions worth \$3 billion in 2018, the company said.

It also deepened its engagement with revolutionary new technologies and extended meaningful support to environmental initiatives around the world during the year, achieving strategic growth in diverse fields, it said.

The headline projects were the

launch of DP World Cargospeed with Virgin Hyperloop One and taking over leadership of the technology company; digital transformation of business operations across the global portfolio; the game-changing high bay storage system for containers at Jebel Ali; the successful launch of a \$3 billion investment platform in India; acquisition of complementary businesses in Europe, India and Peru; and container port development projects in Africa, the Emirates News Agency, WAM, reported.

DP World also successfully closed the 100% acquisition of Drydocks World (Drydocks).

People development was the other key area of focus through association with the Erasmus University in Rotterdam, to develop a strategic skills development program and the

20Xel program to recruit the brightest of the UAE nationals for future leadership roles, it said.

"2018 was a successful year and a period of strategic growth for DP World in diverse fields. We made major strides in our evolution into a company that focuses on smarter trade to make lives better through data-driven logistics. Innovation, with an eye on future trade solutions and acquisitions designed to expand our global business footprint, was key," said DP World Group Chairman and CEO Sultan Ahmed Bin Sulayem.

In Africa, Bin Sulayem said DP World signed an agreement with the Suez Canal Economic Zone (SCZone) to implement the first phase of an integrated industrial and residential zone in Suez, Egypt.

In Mali, DP World will soon build and operate a 1,000-hectare modern logistics hub outside of Bamako in the Republic of Mali.

In the Democratic Republic of Congo, it signed a new concession for the management and development of a greenfield multi-purpose port at Banana, the first deep-sea port in the country along its small coastline of 37 km. And Ethiopia became its shareholder at the Port of Berbera.

## J.B. Hunt Transport buys Cory 1st Choice Home Delivery

**LOWELL, Arkansas:** J.B. Hunt Transport Services, Inc. (NASDAQ: JBHT) is expanding its Final Mile logistics and trucking sector with the acquisition of Cory 1st Choice Home Delivery for US\$100 million.

With the Cory acquisition, Final Mile will grow to include 100 locations and over 3.1 million square feet of warehouse and facilities space for J.B. Hunt, one of the largest supply chain solutions providers in North America.

"This is a strategic investment that will further advance our final mile delivery capabilities of 'big and bulky' products to consumers and expand our expertise in furniture

delivery," said John Roberts, President and CEO of J.B. Hunt.

Based in New Jersey and founded in 1934, Cory provides home delivery services of big and bulky products in the continental United States and US territories using 14 warehouses and other customer-owned facilities.

Cory utilizes more than 1,000 independent contractors, carriers and delivery drivers to complete over 2 million annual deliveries.

"Cory's exceptional reputation for quality customer service complements our mission to be the best final mile provider in North America," said Nick Hobbs, executive vice president and president of



Dedicated Contract Services at J.B. Hunt. "We are excited to welcome the employees, independent contractors, contract carriers, and customers of Cory to J.B. Hunt."

Final Mile is a division of the J.B. Hunt's Dedicated Contract Services business unit, operates one of the largest nationwide, commingled cross-dock operations and has the ability to serve 100% of the contiguous United States.

## Agility opens regional logistics and distribution hub in Bahrain



**MANAMA, Bahrain:** Leading global logistics provider Agility has opened its US\$10 million new facility in the town of Al Hidd as it expands its warehousing, freight, transport and specialty capabilities in the country.

The new 28,500 square meter facility with storage capacity of 17,000 pallet positions will also serve as a regional logistics and distribution hub, Agility said.

The company said its new facility in Bahrain supports contract logistics with ambient, chilled and frozen storage, as well as solutions for high-value cargo. It will offer secure records management and storage and turnkey logistics for Bahrain-based manufacturers in the fast-moving consumer goods industry.

Essa Al-Saleh, CEO of Agility Global Integrated Logistics, said Bahrain, which is projected to grow 2.6 percent in 2019 economically, is one of their key operational markets in the Middle East.

"With an expanding population in the GCC and an increase in demand for integrated logistics services, our investment in Bahrain will help us better serve customers in the region. The opening of our new facility is a testament to our commitment to this

promising market," said Al-Saleh whose company has been in Bahrain since 2003.

Zayed Alzayani, Bahrain's Minister of Industry, Commerce and Tourism, said companies like Agility setting up offices in Bahrain stands to benefit from its strategic geographic location and economic transformation largely driven by higher oil production and mega projects.

"The Kingdom of Bahrain is undergoing rapid economic transformation and continuing to attract international investment, with the logistics industry playing a major role towards this. The industry benefits not just from Bahrain's strategic geographic location, but also its growing infrastructure, established transport links and policies conducive to fostering business," Alzayani said.

Khalid Al Rumaihi, Chief Executive of the Bahrain Economic Development Board, noted, "Bahrain offers the lowest setup and operating costs for a logistics business with cost savings of 30 to 40 percent compared to the rest of the GCC."

Agility has 22,000+ employees in more than 100 countries with annual revenues of US\$4.6 billion.

## SEKO Logistics expands network to Ireland



**LONDON:** SEKO Logistics' core market investment strategy now includes the opening of its own operation in Ireland to serve multinational customers prospering in one of Europe's fastest growing economies.

Its new office and warehouse facility is based at Dublin Airport, Harristown. Previously, it operated in Ireland through an agency partnership.

"The amount of trade in and out of Ireland – accelerated by the strength of the Irish economy and the level of inward investment – makes Ireland the next logical step in SEKO's strategic investment development plan," said Michael Daly, Managing Director of SEKO Logistics in Ireland.

According to the European Commission's Interim Economic Forecast, Ireland is likely to have recorded the highest GDP growth in the EU in 2018, estimated at 5.6% versus 2.1% for the region overall. In 2017, it posted 7.3% growth rate, three times higher than the Eurozone average.

As SEKO Logistics has expanded its presence globally in recent years, it has strategically invested in new facilities in key markets such as the UK, Hong Kong, Mexico City, New York and Chicago.

# Little Grey and Little White's complex journey from China's amusement park to Iceland's open marine sanctuary

Cargolux will help transport the two whales along with a care team to the world's first open water sanctuary for captive beluga whales and dolphins located in Iceland in Spring 2019.





**L**ittle Grey and Little White are used to seeing people and doing stunts to amuse crowds all-day long. But that will all be a thing of the past when these two female beluga whales aged 12 leave this spring the Changfeng Ocean World in Shanghai, China for their new home—Iceland—where the world's first open water sanctuary is located.

The complex journey will see the two belugas move from Changfeng Ocean World in Shanghai, China, via land, air and eventually by sea to the large sanctuary in a natural bay at Heimaey, one of the Westman Islands, located off the southern coast of Iceland.

The sanctuary measures 32,000 sqm with a depth of up to 10m and has been chosen to provide a more natural sub-Arctic environment and wild habitat for captive whales and dolphins.

The groundbreaking global marine welfare project created in partnership with the Whale and Dolphin Conservation (WDC) and run by the SEA LIFE Trust is one of the biggest developments in captive whale and

dolphin care and protection in decades and the first of its kind to be created for cetaceans.

**Cathy Williamson, WDC policy manager, explained:**  
**"Whales and dolphins are highly intelligent creatures and are not suited to being held in a small pool performing tricks. It is hoped that this project will help to encourage the rehabilitation of more captive whales into a more natural environment in the future, and one day bring an end to the use of whales and dolphins for human entertainment. We are hugely grateful to Cargolux for helping to make this a reality."**

Backed by donation from Merlin Entertainments and supported by the world's largest chain of family aquariums, SEA LIFE, the sanctuary will comprise of a stunning natural sea

inlet in Klettsvik Bay and include a landside care facility and a visitor center.

The visitor centre due for completion this year offers limited and discreet viewing of the whales. This will be very carefully controlled to ensure the two whales will not be disturbed in their new and very natural environment.

#### The transport partner

Europe's leading all-cargo airline Cargolux is the official transport partner of SEA LIFE Trust and project partner WDC to help Little Grey and Little White, the first residents of the sanctuary, safely travel 6,000 miles from China to Iceland.

A specially branded plane has been unveiled which features Little Grey and Little White on a Boeing 747-400ERF freighter for this world's first marine project.

"This is a complex but truly inspiring project to be working on and we are extremely grateful to Cargolux for their generosity in becoming our official transport partner and helping us move Little White and Little Grey to their new, more natural home," said Andy Boul, Head of SEA LIFE Trust.

## NEWS FEATURE

"Cargolux has years of experience working on many of the most logically intricate projects and their teams have been working with our animal care team, veterinarians and marine experts to ensure we provide the very best journey for Little Grey and Little White," he noted.

To prepare the whales for their journey, they have been introduced to specialist equipment and bespoke stretchers as well as a whole host of leading animal experts who will work around-the-clock as they make the journey to their new home.

Richard Forson, Cargolux President and Chief Executive Officer, said the company is honoured to have been chosen to take part in the historic journey of the two beluga whales.

"Cargolux is honoured to have been entrusted with two such incredible whales. This is a ground-breaking project and one which our animal transport experts are proud to be part of. We are meticulously preparing for the move this spring to ensure a seamless journey for Little Grey and Little White," said Forson.

He said the project is a natural follow-up to the increasing amount of measures that the airline has taken to raise awareness about the necessity to promote conservation, preserve the environment, and fight illegal animal trade.

Cargolux has a history of engagement for environmental consciousness, and animal welfare in particular. As a signatory of the UN Global Compact and a company committed to the UN's Agenda 2030 and its Sustainable Development Goals, conservation and sustainable development rank high on Cargolux's list of priorities.

Partnerships such as this one are of prime importance for the airline and reflect its engagement and that of its employees, Forson stressed.

# How will the 2 beluga whales travel from China to Iceland?



**The complex logistical challenge of transporting two beluga whales by air, land and sea is being carefully planned by a team of global experts with experience in transporting marine mammals.**

**The 6,000-miles journey will take around 24 hours to complete - from the time Little Grey and Little White leave Changfeng Ocean World in Shanghai and arrive at the sanctuary on Heimaey Island.**

**1. The journey will begin at Changfeng Ocean World in Shanghai. Each beluga will be individually lifted onto specially designed stretchers measured to their physical requirements and carefully placed into specially built transportation boxes before they are lifted out of the aquarium by crane and placed carefully into two lorries.**

**2. Little Grey and Little White will then travel by road, from Changfeng Ocean World to Pu Dong International airport, where a specially chartered cargo**

**plane will be waiting on the runway to fly them to Keflavik Airport in Iceland.**

**3. Following the flight, Little Grey and Little White will be transferred on to two individual lorries on a two hour drive from the airport to the ferry port and then transported by ferry from the airport to Heimaey, a crossing that takes around 30 minutes.**

**4. Once the ferry has docked on Heimaey Island, the lorries will drive a short distance to the town of Vestmannaeyjar where Little Grey and Little White will be transferred to the beluga sanctuary landside facility and placed into a special care pool so they can be assessed following their journey.**

**To learn more about the SEA LIFE TRUST Beluga Whale Sanctuary,**

**visit [www.sealifetrust.org](http://www.sealifetrust.org).**

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COVER STORY

# Swiss WorldCargo

## Swissness across continents

By Gemma Q. Casas



Digitalization will continue to play an important role at Swiss WorldCargo, and we remain focused on developing different customer-focused digital tools. Technology allows us to enhance our products and services offerings, while helping us to meet ever-evolving customer and industry needs.

**W**ith the right digital tools and clever ways to leverage different strategies that generate business, Swiss WorldCargo capped off 2018 with high volumes and revenues despite a slowdown on global trade.

Ashwin Bhat, Head of Cargo at Swiss WorldCargo, the airfreight division of Swiss International Airlines formed in 2002 as capacity wholesaler for airport-to-airport cargo, says the company continues to exceed expectations and is on a path to further digitalize its systems to ensure seamless connectivity across continents.

"While Swiss WorldCargo does not disclose its cargo sales and volumes, we can proudly state that 2018 was a successful year for us. We are continuing to exceed our own expectations by leveraging different strategies that allow us to successfully meet and satisfy the needs of our different customers worldwide," Bhat told **Air Cargo Update**, noting that the company's focus on quality service and customer satisfaction helped its team end 2018 on a good note.

The Zurich-based SWISS has at its disposal an airfreight network to over 130 destinations in more than 80 countries with access to daily

truck connections between key business centers across Europe and other countries.

#### Going Digital

A trusted name in belly hold capacity, SWISS offers one of the most modern fleets in Europe, and a wide-range of products, including truck services.

"On long-haul flights, we operate a mix of Airbus A340-300, Airbus A330-300 and Boeing 777-300ER aircraft. For short and medium-haul flights, we offer a mix of Airbus A321-100/200, A320-200, Bombardier CS100 and CS300 and A319-100," said Bhat.

"Our product portfolio is wide-ranging, and intends to meet diverse and often-times complex shipping and handling needs. Our selection covers different customer needs: a temperature-controlled supply chain, as well as security, reliability and speed. Our full product offering consists of SWISS X-Presso, SWISS Valuables, SWISS Celsius Active, SWISS Celsius Passive, SWISS Celsius Passive Solutions, SWISS Argus, SWISS Mail and SWISS General Cargo," he added.

The cleverly named SWISS Argus is one of the company's added value services designed to protect the entire supply chain and all products along the way.

**"It offers increased theft protection through special storage options, as well as attendance and security checks prior to departure as well as after landing. It also provides secure product handling through the entirety of the supply chain, meaning that customers are able to handle products which they otherwise would not specifically be able to," Bhat briefly explained.**

The SWISS cargo chief said the company is bent on scaling up its digitalization programs to improve customer service/satisfaction, make the shipping process faster and enable more transparent access to company products and services.

"Digitalization will continue to play an important role at Swiss WorldCargo, and we remain focused on developing different customer-focused digital tools. Technology allows us to enhance our products and services offerings, while helping us to meet ever-evolving customer and industry needs," he said.

## COVER STORY



For instance, Bhat said Swiss WorldCargo is implementing IoT technologies on its systems to improve tracking information. The company is also increasing its eAWB penetration as well as participating in different tech-inspired initiatives at IATA like eCargo, Message Improvement (MIP) and Electronic Consignment Security Declaration (e-CSD), to which the company is a pilot carrier.

Bhat explained the company puts high importance on its customer service and digitalization is at the core of fulfilling this to ensure fast and efficient transactions.

"As mentioned, we will focus on continuing to leverage technologies that can enhance our products & service offer, with the clear intention of meeting ever-evolving industry needs. As customer service is so important to us, we will also continue our focus on improving transparency and insights for our customers everywhere, without losing the focus on the core USPs of Swiss WorldCargo," he said.

"And of course, we will seek to continue innovate and to develop the right services and solutions. Along with seeking ways to move ahead and developing new tools that help us and our customers to benefit and progress," he added.

### Modern-day cargo

The multibillion e-Commerce industry continues to change the global business landscape with direct impact to specialized sectors like air freight and logistics.

Bhat said SWISS is prepared to make the necessary adjustments to fully embrace this growing global market.

"We continue to see the growth of e-Commerce. While certainly not a new trend, every year we see an increasing market demand for the

value. We will continue to serve as a link between the various parties of the e-Commerce logistics chain, providing our customers with the necessary tools for sustainable growth," he added.

But along with the rise in demand, comes the sustainability challenges. Bhat said SWISS WorldCargo is pinning its hope on technology to help solve these problems which include sky congestion and limitations on airport infrastructures.



transportation of ecommerce goods – either as mail or as cargo. This, in turn, causes a demand for high quality, reliable and fast transportation," he said.

"At Swiss WorldCargo, we will continue to leverage our extensive network and recognized Swiss quality, which is how we believe we can add

"Within Swiss WorldCargo, we are developing a number of measures using the potential of technology to challenge this issue. Of course, we are also able to continue to benefit from our hub, specifically because of our short connecting times and quality-focused ground handling agents," he noted.



## Ashwin Bhat: The airfreight specialist

A chemistry graduate from the University of Mumbai, Bhat entered India's vast workforce as a cargo accountant at a subsidiary of Swissair. He stayed with the company for seven years before moving to Swiss Cargo AG which led him to his current role.

Bhat has been with SWISS since 2002 and climbed his way up the corporate ladder serving in various capacities and management roles, most notably as head for the Americas, the Middle East and Asia.

A chemistry graduate from the University of Mumbai, Bhat entered India's vast workforce as a cargo accountant at a subsidiary of Swissair. He stayed with the company for seven years before moving to Swiss Cargo AG which led him to his current role.

Three years since his appointment as Head of Cargo at SWISS, Bhat has proven his capabilities to sail the company through good and bad times, living up on its name as the top belly carrier for pharmaceuticals and other specialized cargoes.

Last year, SWISS announced its total QEP (Qualified Envirotainer Provider) accredited stations have reached 36, an industry distinction and an assurance in the ever growing global pharmaceutical industry of its commitment to provide best-in-class services to its customers, which was further substantiated by receiving the IATA CEIV Certification.

Bhat who continues to steer SWISS to growth briefly describes their markets as follows:

### Middle East

Swiss WorldCargo offers daily flights to Dubai and Muscat, giving us a strong presence in the region and allowing us to carry out shipments of high-value goods.

### Asia

Swiss WorldCargo offers regular flights to Singapore, Hong Kong, Beijing, Shanghai and Bangkok, in addition to Phuket and Saigon seasonally. Additionally, SWISS serves Tokyo, Mumbai and Delhi which rounds out the presence in Asia. With these flights, we are able to connect major industrial and financial centers throughout Asia with Switzerland.



### Europe

We fly and truck to all major destinations in Europe. This offers seamless international connections through Zurich through via hub (which offers the fastest connection time in the industry). It also offers direct city-to-city transport from Zurich to different cities on the continent.

### Africa

We cover many major destinations – Johannesburg, Dar-es-Salaam, Nairobi, Cairo, and others through seasonal capacity (Cape Town, Malé), through which we can showcase our strong traffic in the region. We focus on carrying out various high-value products from the region both to/from Switzerland and to/from Africa & other destinations throughout the world.

### Americas

The Americas continues to be a major market for us, and we offer daily services to Miami, New York, San Francisco, Los Angeles, Boston and Chicago year-round. We are focused on a variety of shipments that cover this region, and further destinations can be reached via a dedicated trucking route, which complements our network.



An average manufacturer spends 9 to 15 percent of total revenues on return which creates a huge impact on customers, resources and bottom line. In fact, improving reverse logistics can help company increase revenue up to 5 percent of total sales. Poor reverse logistics functions could have a very bad effect on customer relationship and on the financial health of the company.

**B**usinesses are generally profit-driven. Companies are always on the lookout to save expenses on operations and personnel to ensure profit whilst providing customers quality service.

But no matter how much planning is done some companies still incur losses in different ways. That's where reverse logistics could potentially reduce waste and contribute to company profits.

Defined as dealing with all things related to the reuse of products and materials, reverse logistics is more precisely the process of moving goods from their typical final destination for the purpose of capturing value or proper disposal as well as the management and the sale of surplus or returned items from the hardware leasing business.

The entire supply chain gets reversed in the reverse logistics process where companies have to correctly identify and categorize returned products for disposal. If done properly and wisely, waste could be turned into profits.

#### **Dealing with returns**

Reverse logistics seldom receive attention until something important goes wrong. Many executives go out of their way to avoid dealing with returns because it can be ugly and is thought of as nothing more than a cost of doing business.

An average manufacturer spends 9 to 15 percent of total revenues on return which creates a huge impact on customers, resources and bottom line. In fact, improving reverse logistics can help company increase revenue up to 5 percent of total sales. Poor reverse logistics functions could have a very bad effect on customer relationship and on the financial health of the company.

Companies lose a huge amount in profits, customer equation is severely dented and the external liabilities that get created have big impact on the business. But if reverse logistics is efficiently managed, companies can earn profits, improve customer relations and minimize liabilities.

Some companies are highly cognizant of the importance of


**Ryan Oliver**

**Harpreet Kohli**

reverse logistics in the supply chain and offer tailor-made end-to-end return solutions to customers.

**"We give its due relevance to reverse logistics and understand how much impact it creates on profitability of a company," said Ryan Oliver, National Head-Contract Logistics, Agility Logistics Pvt Ltd.**

Oliver explained a high level of coordination and route planning among the warehouse team helps to optimize the vehicles and resources being developed on the daily basis. Load consolidation helps to bring down high transaction cost, enabling the company to trickle down the savings to customers.

Most companies face huge challenges in the management of reverse logistics despite having a robust primary and secondary distribution network. It is usually found that vehicles used for distribution of finished goods can seldom be used for customer returns.

More often than not such returns accumulate overtime causing congestion at the end user. It ultimately delays accounting and passing of credit notes to the end user.

Harpreeet Kholi, Zonal Head-Operations, Future Supply Chain Solutions limited, said: "There are many challenges organization has to face while processing the reverse logistics, the team who packs and processes reverse for the point of sale are not from the supply chain background, and they are not

specialized in packing, etc. which increases the probability of damage/ shortage in transit."

#### **Optimizing reverse supply chain**

Agility maintains a high level of competition between the warehouse team and its customers.

"We help the team in route planning and in optimizing vehicles and resources deployed of the management of reverse logistics," Oliver explains.

"It is important to understand that a large part of the company's finished goods, particularly equipment and appliances right from the mobile phones to air conditioners, refrigerators, engineering products, etc., are dependent on a strong 'service back-up'. A strong service backup is totally dependent on a reliable reverse logistics solution and network."

Inefficiency in reverse logistics has a cascading negative impact on sales, forward logistics and the supply chain as a whole. A poor reverse logistics network leads to erratic vehicle deployment which results in high cost of transportation. Moreover, unprocessed credit notes due to poor reverse logistics, leads to customer dissatisfaction and reduces level of reorders from end users.

#### **Reverse profit**

Mismanaged reverse logistics has a horrendous impact on customer relationship and the financial health of a company. Often companies tend to ignore reverse logistics process until something goes wrong.

If reverse logistics is resourcefully managed then companies can explore hidden profit possibilities, improve customer relationships and

## FEATURE

minimize liabilities all in a single shot.

Executives often have the perception that if they invest the amount spent on processing returns to other supply chain activities to elsewhere they would yield greater results. Therefore, they just focus on trying to reduce the cost of return processing. In reality, reverse logistics costs are less than 4 percent of total supply chain costs for most companies.

And while maximizing efficiency is always important. Reverse logistics can also provide a wide variety of opportunities for improvements, from customer service and returns processing to supplier relations and an unexpected revenue source.

**There are several key areas where companies can positively impact their revenue with reverse logistics activities. Returned products are good source of revenue. Companies save more and earn more when they ensure timely delivery which is a result of proper time management involved in processing of return of goods.**

There are activities like refurbishing, repackaging and reselling to parts reclamation and recycling. With the secondary, discount market for products continuing to grow, there are even more reasons to think about returns as revenue opportunities.

If the company knows about products which will be returned and the potential place where it lands, then it becomes easier to deal with regulatory issues and evaluate returned stock for possible secondary sales channels. There are also other beneficial byproducts to disposing of products, such as avoiding excess inventory carrying costs, minimizing taxes and insurance and managing staff levels.

Mishandled or completely misplaced returns affect the efficiency of any reverse logistics process, but it



also means that products could end up being a total loss for a company instead of an opportunity for resale, or a spare parts resources.

### **Warehousing is crucial**

The need for efficient reverse logistics just can't be brushed off and warehouses have always an important role to play in the process. Process involved in reverse logistics like return, processing, repair and replacement of products create a huge impact on customer services. Warehouse is the nerve center for all above mentioned operations.

Few important roles which are performed in the warehouse include: streamline turn-in procedures; route items with an eye to what happens to them next, and; integrate the forward and reverse pipelines

Bill Tyng, systems consultant with Forte Industries of Mason, Ohio, gives some insights on the warehousing business of the international market.

"One hundred percent of WMS packages were designed to get the stuff out, they also had to be adapted to get stuff back in," he says.

The situation is more critical in Europe where retailer policies tend to be more relaxed and returns can account for 30 percent of a business.

In the United States, reverse logistics is getting more attention and had also given rise to a number of niche vendors offering software or services specifically to handle returns while the larger integrated vendors

are also scrambling to adjust.

"Reverse logistics can be the black hole of your warehouse," says Mary Haigis, Chief Marketing Officer of Optum Inc. in White Plains, N.Y. "The return process involves huge inefficiencies, but they are manageable with the help of the right technology and processes."

She cites an example of a large retailer and customer of Optum that piloted a reverse logistics application at a pair of its DCs throughout the Christmas Season.

"The company typically has a high rate of return but realized incredible savings and efficiencies with the help of a formal system," she said.

The generous return policies offered by most major retailers these days ensure there are always a given percentage of returned products working their way up back to the supply chain. As such, reverse logistics also has different names like Aftermarket Logistics, Retrologistics, or Aftermarket Supply Chain.

Business owners have to deal with the pain of reverse logistics and its importance is further magnified in the e-commerce business. Most warehouse managers consider returns a necessary evil, thus, assign a low priority in reverse logistics. This can often result in inefficient supply chain practices such as ordering new inventory while returned products are still kept in the warehouse.

Reverse logistics could certainly deliver profits given the right attitude and planning.



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# Bangladesh: The 'next Asian Tiger'

By Gemma Q. Casas

Better logistics and infrastructure key to sustain and grow country's US\$30 billion garment industry facing competition from countries in Africa offering cheaper labor and in developed nations using automated production

**B**angladesh's stormy election ended on December 31, 2018 with Prime Minister Sheikh Hasina, 71, securing her third consecutive term with a landslide victory.

The daughter of Bangladesh's founder, Sheikh Mujibur Rahman, Hasina has been in office since 1996 and is credited for steering Bangladesh from

being a least-developed nation to middle-income thanks to investor confidence in its burgeoning multibillion textile industry.

Under Hasina's watch, poverty has also been brought down to around 20% and 90% of the country's 165 million people now have access to electricity, according to reports.

The Bangladesh matriarch is also being praised for opening up Bangladesh's doors to over 1 million Rohingya Muslims fleeing persecution and military crackdown in Myanmar.

With her win, Bangladesh is again pinning hopes on Hasina to lead the country to new economic gains with the rest of South Asia gaining strength economically.



Sustaining economic growth of 5.7% per year since the mid-1990s, peaking at 7.9% in 2018, Bangladesh has remarkably improved its country status from that of a poor nation in South Asia to a rapidly developing economy earning the tag the "next Asian Tiger."

**The Asian Development Bank (ADB) says "Few developing countries have been able to maintain these levels of growth consistently over such a long period. Average incomes have grown. Since the mid-2000s, per capita gross domestic product has increased by 4%-6% per year."**

Bangladesh is currently working to reach "upper-middle-income country status by 2021"—the year that marks the Republic's 50th Independence Day. ADB says the country must first tackle many challenges to reach this goal but concluded "Bangladesh has shown that there is no river that it

cannot cross to achieve its goals."

Bangladesh's massive garment industry which in 2017 had an export value of US\$30 billion is largely fueling its economic growth. The industry has over 4,500 factories and employs over 3.6 million, women accounting for about 85 percent.

#### **Infrastructure reforms**

Various trade bodies and organizations have called on the Bangladeshi government to initiate reforms on the country's seaport and airport facilities, roads and other basic infrastructure to make it easier for readymade-garment manufacturers to compete globally.

This year, the government's long-term ambitious plans to help the industry that brought it prosperity will begin to roll out. These include opening up for cars, trucks and trains the new 6-km bridge over the Ganges River called the Padma Bridge, shortening travel time by several hours between routes.

Bangladesh is surrounded by about 700 rivers. Two major rivers separating the capital from the south, east and north, force garment manufacturers to transport their

goods via ferries first before reaching land.

Minister Obaidul Quader who oversees Bangladesh's roads and bridges said the four-lane and two-storey Padma Bridge with funding from the Chinese government will considerably boost trade and economic activities in the country.

In 2015, the government of Bangladesh also teamed up with Japan to build the deep-water port in Matarbari, about 100-km south of Chittagong, the country's major port station where the garment products are transported.

India has also offered help to Bangladesh to address congestion at Chittagong Port and make it easier for its export textile products to be transported.

Its proposal is to make use of the Indian Pangaon to Haldia routes to be loaded on to Colombo or Singapore-bound ships, completing the process within four days instead of the current 12 days via Chittagong.

Bangladesh, which is expanding the capacity of Chittagong Port, hasn't formally agreed to the proposal despite India's insistence that its two

**FEATURE**



transshipment ports will ultimately cut down shipping costs benefitting Bangladeshi garment exporters.

Over the past four years, trade between India and Bangladesh grew 38 percent to US\$9.1 billion. In September 2018, Bangladesh agreed to allow India to use its Chittagong and Mongla Ports to transport cargo to its eastern states.

#### **Reforms needed**

Bangladesh has succeeded in improving logistics through modernizing customs clearance procedures. But experts said the country needs to step up its reform plans to catch up with India and Pakistan which are building on the strength of their transportation sector to facilitate commercial activities easier.

The World Bank says Bangladesh should initiate plans to improve systems and procedures at its main Port of Chittagong and its cargo-handling technology. Old systems slow down processing time and prevent producers from developing efficient supply chains from the factory to the buyers' warehouse, it added.

Global logistics leader Agility in a report titled "Agility Emerging Markets Logistics Index 2018" pointed out many reforms are still needed in Bangladesh to help its economy.

Bangladesh ranked 23rd in Agility's logistics index and acknowledged its

potential to emerge as the new Asian Tiger given the right formula after posting 6%+ economic growth for the past seven years.

The growth has significantly reduced poverty in the country but bad debt and overreliance on the textile and garment industry put it at risk.

**"Many reforms are needed, however. The government is planning to cut red tape so that it takes seven days to start a business, rather than 19.5, and reduce the time it takes for a company to connect to the national grid to 28 days, from 404," said Agility in its report.**

Its garment industry is also facing risks from emerging markets in Africa offering cheaper labor like Ethiopia. Bangladesh's fashion & textiles exports amounted to \$35.6bn in 2016; Ethiopia's were just over \$100m.

"Possibly the biggest concern for Bangladesh going forward is whether its core industry of clothing, textiles and ready-made garments is vulnerable. There are fears that it could lose out to new competing countries in the Horn of Africa, especially Ethiopia. While many clothing manufacturers are indeed

setting up production there, the gulf between them remains enormous," said Agility.

Another threat is that of automation which means production could be done anywhere with very significantly reduced overhead costs among manufacturers.

Agility said although it has taken a long time for technology to be utilized in the garment sector, its impact is now being felt even in the United States.

"Tianyuan Garments, a Chinese firm that produces for brands such as Adidas and Armani, has invested \$20m in a 100,000 sq ft factory in Little Rock, Arkansas. Scheduled to open in 2018, the factory will have 21 robotic production lines supplied by SoftWear Automation (staffed by so-called 'sewbots') & will be capable of making 1.2m t-shirts a year," said Agility.

"The Chairman of Tianyuan Garments reckons that, in a completely automated production line, the cost of human labour works out to be about \$0.33 per shirt. In Bangladesh, you pay about \$0.22 in labour costs at the moment to make a denim shirt," it added.

The same labor-intensive approach in the United States cost \$7.47. While widespread adoption is years away, Bangladesh's economy is under threat from sewbots. Sooner or later, it needs to diversify.

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NEWS FEATURE



From left: Mohsen Ahmad, Dubai South Logistics CEO; Lars-Gunnar Comen, Euroavia International Director; Thomas Crabtree, Regional Director Airline Market Analysis Boeing Commercial Airplanes; Henrik Ambak, Emirates SVP Cargo Operations Worldwide; Nadia Abdul Aziz, President National Association of Freight & Logistics; Vladimir Zubkov, Secretary General TIACA, and; Israr Ahmed, Publisher 7Dimensions Media.

# MIDDLE EAST AIR CARGO & LOGISTICS CONFERENCE

## Experts weigh in on air freight and logistics in the digital age



## MEACL 2019 Middle East Air Cargo & Logistics Conference

Beyond the confluence of cyclical financial and commercial trends, a range of other issues affect the global air cargo industry like varying government business and environmental regulations, market liberalization, volatile fuel prices, among others.

While the potential risks and challenges will always be there, experts are convinced the industry is still headed for growth with demand for air freight increasing as the global market opts for faster and better ways to get their goods delivered.

**According to Boeing's World Air Cargo Forecast 2018-2037, air cargo traffic will more than double in the next 20 years and global freighter fleet will increase by over 70 percent to 3,260 planes from the current 1,870. The industry's revenue ton-kilometers (RTK) in 2018 jumped by 4 percent with cargo revenue estimated to have exceeded \$100 billion.**

At the two-day **Middle East Air Cargo and Logistics Conference (MEACL)** held on January 29-30 at Dubai South, industry

leaders discussed at length pressing issues challenging the sector while expressing hope for better times.

The two-day conference opened up discussing the topic "The Big Picture on Air Cargo & the Global Supply Chain" with Thomas Crabtree, Regional Director Airline Market Analysis for Boeing, responsible for Europe, the Middle East and the Commonwealth of Independent States (CIS), as moderator.

Nadia Abdul Aziz, President of the National Association of Freight & Logistics (NAFL-UAE), Henrik Ambak, Emirates' SVP Cargo Operations Worldwide and Vladimir Zubkov, Secretary General of TIACA, talked at length about the issue.

Zubkov said the industry needs unity, political will and a strong partnership to overcome its challenges and facilitate much needed changes to keep up with the times, particularly in technology.



Tom Erling Mikkelsen, Head of Airfreight at Marine Harvest, shared later in the day how Norway's salmon industry keeps the airlines busy with more than 6 million salmons flown all-year-round by air to different countries.

Norway's prospect for salmon export looks better this year with solid growth emanating from the Chinese market.

On Day 2, Turkish Cargo CCO Turhan Ozen, Oman Aviation Group Business Development Executive Logistics & Cargo Sultan Al Rawahi, Oman Air Cargo Customer Service Manager Gianluca Marcangelo and ALS Logistics Solutions Marketing Executive Alexandra Deeva shared their thoughts on investments in air cargo and logistics infrastructure. Liege Airport VP Commercial Steven Verhasselt acted as the moderator.

All agree disruptive technologies will be the main driving force in



Alan White, Vice President Operations RSA National, on the podium, shares his insights on the competitive advantages of Middle East airlines to sustain growth in the industry. Seated from left: Peter Scholten Managing Director PAS Aviation Logistics; Eng. Majid Barzanji, Chairman, Executive Director & Co-founder of MATEEN Express & Logistics, and; Mazen Al-Homzi, Regional Manager Cargo, Africa & Middle East Region, IATA.



From left: Coyne Airways  
Director Liana Coyne, Nick Harris of Air Charter Service and Fatima Ait Bendawad of DHL.



## Istanbul Airport, the world's newest and biggest international airport, unveiled on October 29, 2018, Turkey's 95th Republic Day, is laden with technology and boosts of modern facilities, including in cargo, and enjoys the advantage of being in the crossroad of Europe and the Middle East.

aviation, air freight and logistics, as well as the supply chain, with many companies already applying AI and high-tech systems into their operations to speed up the process.

Istanbul Airport, the world's newest and biggest international airport, unveiled on October 29, 2018, Turkey's 95th Republic Day, is laden with technology and boosts of modern facilities, including in cargo, and enjoys the advantage of being in the crossroad of Europe and the Middle East.

Ozen said Istanbul Airport will enable Turkish Cargo, a subsidiary of Turkish Airlines which has a fleet of 333 aircraft serving 124 countries, aims to haul as much as 3 million tons of cargo by 2023 and one of the top cargo brand carriers globally by then.

And that goal is attainable through the company's investment on technology and better facilities.

Marcus Berg, Dubai South Director of Business Development-Logistics District, disclosed the pioneering effort of the company to provide the local and regional e-commerce sector with a competitive platform through the creation of EZDubai, a 920,000 sqm purpose-built e-commerce zone within Dubai South's Logistics District set to unlock vast potentials in online

commerce.

Berg said EZDubai provides a range of logistics facilities and business solutions designed for startups, SMEs, innovation labs and incubation centers to support local, regional and trans-continental businesses serving both business-to-business and end consumers.

Fatima Ait Bendawad, Business Development Manager Aid & Relief Services, DHL Global Forwarding and Nick Harris, Cargo Sales Director-Middle East Air Charter Service, enlightened the delegates at the crucial role of air freight and logistics in bringing relief to people in conflict zones and those affected by natural disasters. Liana Coyne, Director Coyne Airways, an Oxford-educated lawyer engaged in various charity and philanthropic projects in poor communities across the world, acted as the panel moderator.

Other notable speakers at the event include—Sanjeev Gadhia, Chief Executive Officer of the Kenya-based Astral Aviation; Gregory Gottlieb, Managing Director, Airships Arabia; Sunil Malhotra, Managing Partner, Bchain Consultants; Palaniappan N, DNATA Business Improvements Manager, and; Alan White, Vice President Operations at RSA National.

**NEWS FEATURE**

**H.H. Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, center with Dubai South Logistics CEO Mohsen Ahmad, left, and Sheikh Ahmed bin Saeed Al Maktoum, right, President of the Dubai Civil Aviation Authority, CEO and chairman of the Emirates Group**



### ***Mohammed bin Rashid Aerospace Hub and EZDubai open for business***

Dubai South's Aviation District has formally been renamed in January as the Mohammed bin Rashid Aerospace Hub in honor of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, who is widely credited for transforming Dubai into a global business and financial center.

"With the aviation industry as one of the key growth industries, it is only fitting to name this incredibly important hub in his honor. The Mohammed Bin Rashid Aerospace Hub remains committed to elevating Dubai as the region's aerospace capital by ensuring that we advance through excellence and deliver value that will benefit millions," said Khalifa Al Zaffin, Executive Chairman of Dubai Aviation City Corporation (DACC) & Dubai South.

At the renaming ceremony, EZ Dubai was simultaneously launched as the new e-commerce zone within Dubai South's Logistics District.

Experts estimate e-commerce in the GCC region to grow to US\$24 billion by 2022 and EZDubai's six dedicated areas—Last Mile Centers, E-Fulfillment Centers, Repair & Return Centers, Supply Centers, Business Blocks (shared buildings), and Business Blocks for Regional Headquarters—are tailored for the industry's growth.

**The Mohammed bin Rashid Aerospace Hub, with AED 17 billion total government and private sector investments, is designed to create an effective value chain for the aerospace sector & increase the GDP contribution of advanced industries to the emirate's economic growth. Spread over 6.7-sqm of land, the hub comprises of the commercial strip, maintenance and technical support, business aviation, education and R&D.**

The Aerospace Hub is home to a five-star VIP Terminal facility which hosts some of the world's leading Fixed Base Operators for private jets, including Falcon Aviation, JETEX, and Jet Aviation, providing major business entities bespoke aviation services and seamless connectivity, and proximity advantages to the world's largest airport in the making, the Al Maktoum International Airport.

It also serves as the E2 Event and Exhibition Centre, a dedicated exhibition zone and permanent home of the Dubai Airshow and the Emirates Flight Academy.

Dubai South is envisioned to become a smart and sustainable city, preferred as the place to live, work and invest for at least one million people. As an economic platform, it is home to leading world events such as Expo 2020 and the Dubai Airshow, expected to provide at least 500,000 jobs and become an important hub for global trade and commerce.



# **DAIMLER**

## **takes automated trucks to next level with EUR 500M investment**

**After making record profit selling more than half a million trucks all over the world in 2018, Daimler Trucks sets new goals to bring highly automated trucks (SAE level 4) to the road within a decade. Company is hiring more mechatronics and robotics specialists.**



**F**or over 50 years, the annual Consumer Electronics Show (CES) in Las Vegas has been the world's largest platform showcasing cutting-edge electronics and tech products. But this year the event also played host to global auto makers with new cars and trucks now laden with technology.

Daimler Trucks, which made record profits in its history by selling more than half a million trucks all over the world in 2018, was among the auto makers that participated at the January 7, 2019 CES.

Martin Daum, Daimler Trucks & Buses CEO and member of the Board of Management of Daimler AG, said it's only fitting to launch their latest truck at the event as "the modern truck is all about technology: 400 sensors on board, roughly 100 million lines of software code, hundreds of thousands of our trucks worldwide constantly online."

In his speech at the CES, Daum also noted 2018 was the company's most successful year in its history with record sales mainly driven in the US.

"Our strong results are due to our customer focus. We want to make our

customers better every day – and thus, feel an obligation to innovate. We build to provide solutions, making sure to develop and to offer the right product at the right time – and with the quality and reliability our customers deserve to expect from Daimler," the CEO said.

#### **New Investment**

**At the event, Daum announced Daimler Trucks will invest EUR 500 million (around USD 570 million) in the coming years and will create more than 200 new jobs in its global push to bring highly automated trucks (SAE level 4) to the road within a decade.**

Regionally, the US would pilot the Level 4 concept in building highly automated trucks. Some 200 positions for mechatronics engineers or robotics specialists with IT and programming skills will be filled at the Daimler Trucks & Buses new Automated Truck Research & Development Center in Portland, Oregon for this project.

Daimler said the center's experts are dedicated to all aspects of developing, testing and validating automated vehicles. Plus, its engineers work in close cooperation with their colleagues in the research and development centers at Daimler Trucks locations in Stuttgart (Germany) and Bangalore (India), thus forming a global network.

The company said a crucial success factor for the development of a safe and reliable level 4 highly automated truck is a closely coordinated system of engineering and technology development.

#### **Level 4**

In commercial trucking, level 4 is the natural next step after level 2, increasing efficiency and productivity for customers, cutting costs per mile significantly, Daimler said noting that it's skipping the intermediate step of conditionally automated driving (level 3) as it does not offer truck customers a substantial advantage compared to the current situation with no corresponding benefits to compensate for the technology costs.

Level 4, which is Daimler's current goal project, means there's no driver

## TRUCKING

on board at least under certain conditions.

"You may now be wondering why we skip level 3. We skip it because in the truck world all CASE technologies must also make a viable business case for our customers – otherwise they don't invest in them. A level 3 truck is no business case – it means higher technology cost and investment without corresponding benefits. So, we're heading directly for level 4 – and we're doing so in a very deliberate way," Daum, Daimler's CEO, explained.

At the event, Daimler debuted the Freightliner Cascadia which offers partially automated driving features (level 2), making it the first-ever partially automated series production truck on North American roads.

Daum said the company pioneered automated trucking and was also the first to get road license for an automated commercial vehicle. But its accomplishments won't stop there.

**"Now we take automated trucking to the next level: we're ready to launch the first partially automated new Freightliner Cascadia in 2019 – and next, we tackle highly automated trucks. Highly automated trucks will improve safety, boost the performance of logistics and offer a great value proposition to our customers – and thus contribute considerably to a sustainable future of transportation," said Daum.**

In 2015, Daimler Trucks introduced in the US trucking industry its highly automated trucks with the launch of the Freightliner Inspiration Truck. Since then other innovations were introduced in the trucking industry with Daimler leading the pack.

Level 2 of Freightliner Cascadia means the driver remains in control, but is supported by an advanced



driver assistance system – regarding braking and accelerating as well as lane keeping.

"The benefits are significant: more safety, better fuel efficiency, and lower emissions. We have defined our strategy to move to the next level – beyond level 2. We are here today to announce two major updates in this regard," explained Daum.

### The revolutionary Level 4

Level 4 trucks offer enormous advantages in many areas says experts as they enhance safety in traffic thanks to a redundancy of systems and a multitude of sensors and systems that never get tired or lose attention – because today, a great majority of accidents are still due to human error.

Level 4 highly automated trucks also improve efficiency and productivity, among other things, through higher utilization of the vehicles – practically around the clock. They also make it possible to travel during light traffic times, for example at night, and thus avoid traffic jams by intelligent route management.

This has positive effects for truck customers and for the entire economy: the competitiveness of an economy is strongly correlated with the efficiency of logistics. This aspect becomes more and more relevant as global road freight volume is expected to more than double between 2015 and 2050.

"Level 4 trucks will have enormous benefits. First, they will – compared to level 2 – increase safety even further. Second, they will boost performance of transportation – for example by running at night much of the time, in less dense traffic," said Daum. "Third, they will help society cope with ever-growing volume of freight – and thereby enable further economic growth and prosperity. Global road freight volume is expected to more than double between 2015 and 2050."

"Fourth, highly automated trucks will make our economy more competitive, as the competitiveness of an economy is strongly correlated with the efficiency of logistics. Fifth, and very important for this technology to gain market acceptance: highly automated trucks will offer a tremendously strong value proposition for our customers. They will cut cost per mile considerably," he added.

The German CEO said the transformation won't happen overnight and will take time but it's a good start to a future laden with technological advancements.

"All said, highly automated trucks will be great means of transportation that take logistics to the next level. They will move the world forward – and that's what we at Daimler Trucks have stood for, for more than 120 years and counting," he concluded.

## Ethiopian Airlines and Hibret Bank unveil co-branded debit card



**ADDIS ABABA:** Ethiopian Airlines and Hibret Bank have launched the first co-branded debit card providing Ethiopian Sheba Miles members with bonus miles for using the debit card.

The new co-branded debit card entitles Sheba Miles members 5 bonus miles for every 100-birr spending made with it.

Tewolde GebreMariam, Group CEO

of Ethiopian Airlines, said the company is extremely pleased with its partnership with Hibret Bank.

"As we keep building our customer base, the co-brand program gives us edge and enables Sheba Miles cardholders enjoy additional perks including paying all their shopping, dining, travel or any other payments conveniently with the co-branded debit card on United Bank POS machines. As a customer-focused airline, we will keep leveraging simplified systems and technology solutions that enable our customers enjoy privileges and the luxury of exclusivity," he said.

Taye Dibekulu, Hibret Bank's President, for his part said: "The new co-branding partnership with Ethiopian that unfolded on the New

Year's Day of 2019, will bestow a win-win situation for at least four players, including Hibret Bank, Ethiopian Airlines, the co-branded card holders as well as merchants."

Dibekulu noted Hibret Bank will get leverage in boosting the number of its cardholders by deploying more POS machines at merchants' site over and above the promotional benefits that it will get by aligning with Ethiopian, the fastest growing Airline in Africa.

Likewise, Ethiopian also benefits from building its customer base from a non-flight scheme. Customers on the other hand, will get the chance to accumulate extra miles from off-flight experience, while merchants enjoy more sales from selling their goods and services via POS.



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## AIRLINES

# EASA certifies SriLankan Engineering at par with global MRO standards

**COLOMBO:** The European Aviation Safety Agency (EASA) has approved SriLankan Engineering to carry out Base Maintenance operations on Airbus A330 aircraft as per EASA Part-145 regulations.

This certification completes the requirements for SriLankan Engineering, the Maintenance-Repair-Overhaul (MRO) arm of SriLankan Airlines, to conduct base maintenance operations on the A320, A321 and A330 families of aircraft for all airlines operating at Colombo's Bandaranaike International Airport (BIA).

SriLankan Airlines' entire fleet consists of Airbus A320, A321 and A330 aircraft. Earlier this year, EASA certified SriLankan Engineering as an MRO approved for EASA Part-145 Base Maintenance operations for Airbus A320 aircraft.

EASA is the aviation regulatory arm of the European Union with authority over airline industry matters, and maintains the highest global standards for airlines to comply with.

"We are pleased to announce that we can now recommence our full services for other airline customers, as well as for our own fleet, and look forward to working closely again with both our existing customers and new customers. SriLankan Engineering is an important department of our airline and this new certification will undoubtedly enhance its capabilities and ability to contribute more actively to the bottom-line of the company," said Vipula Gunatilleka, Group Chief Executive Officer of SriLankan Airlines, the national carrier of Sri Lanka.

D.A.G. Jayasuriya, Chief Technical

Officer of SriLankan Airlines, said the SriLankan Engineering has undergone a considerable transformation over the past two years to enhance and upgrade its facilities, organizational structure, and professional capabilities.

A team of auditors from EASA monitored the enhancements and carried out a full audit prior to reinstating the certifications. During the period of upgrading, SriLankan continued to hold all necessary certifications of the Civil Aviation Authority of Sri Lanka (CAASL), which is the licensing authority for SriLankan's own fleet.

SriLankan also possesses EASA certifications for its Line Maintenance and Engineering Workshops, including type certification of aircraft operated and EASA certified Part 147 Training.

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## Walmart taps robots to clean-up stores

**SAN DIEGO:** If you're shopping at Walmart, don't be surprised seeing robots cleaning up the aisles as the world's largest retailer opts for the unpaid machines to tidy up its stores across the United States.

The San Diego-based software technology company Brain Corp. says it's providing AI services to Walmart's fleet of commercial floor scrubbers with autonomous navigation and data collection capabilities, all tied into a cloud-based reporting system.

Walmart's 360 BrainOS-powered machines should be all in operation by January 31, 2019.

Brain Corp. explains store personnel will first take the machines to an initial training ride to quickly map a route before pressing a button to activate them to self-clean the aisles.

The robots use multiple sensors to scan its surroundings for people and obstacles, providing the industry's highest level of safety and performance, Brain Corp said.

"We're excited to work with Brain Corp in supporting our retail operations and providing our associates with a safe and reliable



technology," said John Crecelius, Walmart's VP of Central Operations. "BrainOS is a powerful tool in helping our associates complete repetitive tasks so they can focus on other tasks within role and spend more time serving customers."

Dr. Eugene Izhikevich, CEO of Brain Corp., said the AI-powered machines can safely maneuver themselves even in crowded environments.

"BrainOS technology allows robots to effectively and safely function in complex, crowded environments, ensuring increased productivity and efficiency across applications. We look forward to continuing to work alongside Walmart to help build intelligent, connected stores," he said in a statement.

Brain Corp. specializes in the development of intelligent, autonomous navigation systems for everyday machines. The company is funded by the SoftBank Vision Fund and Qualcomm Ventures.



**TALLIN:** The world's first digital nation, Estonia, has once again demonstrated its unparalleled tech capabilities with the introduction of the first robot courier prototype.

Created by the Estonia-based Cleveron, a company specializing in creating robotics-based parcel terminals and developing last mile click and collect pickup solutions for retail and logistics sectors, the self-driving robot courier is designed to manage the growing e-commerce parcel volumes more effectively.

Cleveron said the self-driving robot courier will arrive at the client's house, place the parcel to the personal parcel locker and

## Estonia's Cleveron unveils first robot courier prototype

then leave. The customer gets a message that the parcel has arrived and can pick the parcel from the locker whenever it suits them. They do not have to stay at home and wait for the courier to arrive with their parcels.

"Cleveron's future robot courier enables the e-commerce or logistics companies to automate their last mile delivery processes, helping to lower costs. It also offers the chance to provide a delivery service with utmost convenience for their customers since they do not have to spend time waiting for the courier," the company said adding its new invention could shift the shopping preferences towards online shopping even more since it will be the most convenient and time-saving way to shop.

Cleveron plans to start piloting the robot courier on the streets of Estonia in 2020.



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## EXECUTIVE MOMENTS

# DHL Global Forwarding names Fatima Ait Bendawas as head of Global Competence Center for Humanitarian Logistics



**DUBAI, UAE:** DHL Global Forwarding, the leading international provider of air, sea and road freight services, has consolidated its portfolio of humanitarian logistics services within its first Global Competence Center for Humanitarian Logistics, to

meet growing global demand for these logistics services.

The Center will see close coordination across all DHL business divisions to provide all related services and products, to meet customers' needs. A DHL veteran with over 15 years of experience in creating, providing and implementing solutions for complex humanitarian operations, Fatima Ait Bendawad, has been appointed to lead the Global Competence Center for Humanitarian Logistics.

"The level of preparedness – whether it be expedited customs clearances, readiness to handle dangerous goods like chemicals or medicines, or processes for on-

ground collaboration between multiple agencies – directly correlates with the efficiency of humanitarian logistics. Our work on the frontline, has helped us build and maintain familiarity with the nuances of compliance, regulation and international standards that apply to movements of critical goods," said Bendawad.

The Center will play the pivotal role of coordinating humanitarian logistics services globally, by leveraging expertise in regional hubs in Sub-Saharan Africa and Europe – to optimize delivery schedule and routes to areas which need the resources. DHL has proven extensive experience in disaster management projects.



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## EXECUTIVE MOMENTS

### Emirates names 10 UAE nationals to key positions in the Middle East, GCC and Africa

**DUBAI:** Emirates has named 10 UAE nationals to key commercial positions in the Middle East, GCC and Africa as part of its long-term commercial strategy and offer across those regions.

All of the appointments bring Emirati talent into key leadership positions, either being promoted from within the organization or through portfolio rotations, underpinning the airline's commitment to career development

and progression of its UAE Nationals.

Highlighting the importance of the new appointments to support Emirates' efforts to strengthen its business in the Middle East and Africa, Thierry Antinori, Emirates' Executive Vice President and Chief Commercial Officer said: "As we continue to develop our operations in the Middle East, GCC & Africa, the unique backgrounds, experience & skills of

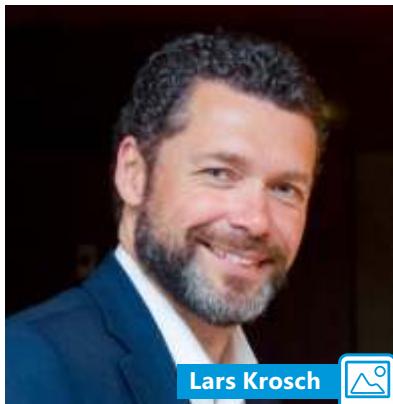
each newly appointed member of our commercial team will further strengthen our commercial & business operations & drive our strategic initiatives in a new year of growth."

"Their experience will also be instrumental as we focus on executing many of our commercial initiatives to pursue revenue opportunities, improve margin performance, as well as capture new consumer segments," he added.

The newly appointed Emirati managers, first row from left: Mohammad Lootah, Jordan; Tariq Al Mutawa, Kuwait; Hamad Al Ali, Bahrain; Omar Al Bushlaibi, Oman; Nasser Bahlooq, Zimbabwe. Second row from left: Khalfan Al Salami, Sudan; Marwan Al Marri, Riyadh; Fahad Bastaki, Dammam; Saeed Khalifa Bin Sulaiman – Senior Manager, Abu Dhabi and Al Ain, and; Omar Al Banna, Sharjah and Northern Emirates.



### New MD for operations & finance at time:matters Group



Lars Krosch 

Product Development at time:matters, will take over as Managing Director and Chief Operating Officer (COO) of the time:matters Group, responsible for Operations and Finance.

The 48-year-old who gained extensive management experience in various functions within the Lufthansa Group and in own companies succeeds Andreas Vetter, who took over the vacant COO position on an interim basis.

Krosch holds a diploma in business

informatics and has held various management positions at time:matters GmbH since May 2009.

"With Lars Krosch, I am very pleased to have a trusted and experienced partner at my side who has known our industry and time:matters very well for many years. Together we will continue the extremely successful growth path of recent years, which he has helped to shape in the long term," says Alexander Kohnen, Managing Director Strategy and Sales (CEO).

**FRANKFURT:** Lars Krosch, previously Vice President Sales &



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Now in its 13th year, **IATA's World Cargo Symposium (WCS)** has earned itself a well-deserved reputation as a leading air cargo industry decision-making platform.

**Don't wait. Register today** to join in the momentum that flies our industry forward as we taxi in on **Air Cargo: Enabling Global Trade**. WCS's 2019 theme supports one of IATA's main goals - to facilitate trade by setting global standards through cross-industry collaboration.

WCS's specialized tracks and industry meetings will transport you right to the center of the action where, together, we'll challenge current ideas and debate hot topics like **Technology & Innovation**, **Security & Customs**, **Cargo Operations**, and **Sustainability**.



REGISTRATION & INFORMATION: [www.iata.org/events/wcs](http://www.iata.org/events/wcs).

# Middle East Air Cargo & Logistics Conference 2019 | Dubai South HQ, Dubai, UAE



Team MEACL-2019



Coyne Airways Director Liana Coyne, 2nd left, with other delegates to the conference.



From left: Peter Scholten, Managing Director PAS Aviation Logistics; Eng. Majid Barzani, Chairman, Chairman, Executive Director & Co-founder MATEEN Express & Logistics; Mazen Al-Homsi, Regional Manager Cargo, Africa & Middle East Region, IATA, and; Alan White, Vice President Operations, RSA National.



Enquanhone Minyashal, Ethiopian Airlines Cargo Manager, center, with other industry executives.











# UPCOMING EVENTS

air  
cargo  
update

## Breakbulk Middle East

Breakbulk Middle East is the only exhibition and conference in the region specifically designed for the project cargo and breakbulk industry. Under the patronage of the Federal Transport Authority, more than 60 exhibitors, representing the end-to-end value chain for the transport of oversize cargo, will be present at the event, with some of the leading names regionally and internationally attending.

Expect lively panel discussions, case studies and thought leadership in this two-day conference and exhibition, with key industry members sharing their knowledge and experience.

Dubai World Trade Center

**February 11-12, 2019**

## Air Cargo Africa 2019

AIR CARGO AFRICA 2019 is the mega event set for in February at the Casino Convention Resort, Emperors Palace in the City of Ekurhuleni. This year's theme is "Liberalization & Modernization: The way to push frontiers of excellence in air freight industry in Africa." Expect an engaging global air cargo community to explore and strengthen networking corridors with the African Continent.

Casino Convention Resort, Emperors  
Palace, South Africa

**February 19-21, 2019**

## AVSEC World 2019

AVSEC World in Miami, Florida, USA, will showcase the dynamic security environment and provide a forum to address the challenges that the industry faces. The conference unites professionals in the security sphere to discuss current issues and actions to be taken to manage risks in the aviation industry today.

With over 450 security experts representing the full spectrum of the aviation industry, this is the security event to attend and to expand your networks.

Hilton Miami | Miami, Florida

**February 26-28, 2019**

## Defence Logistics Central and Eastern Europe

The 2019 conference will bring together key military logisticians from across the Central and Eastern European region and beyond, to discuss new trends and crucial developments in Defence Logistics and discuss how modern Armed Forces are increasingly pursuing improved logistical efficiency.

Prague, Czech Republic

**March 5-6, 2019**

## 13th World Cargo Symposium

The World Cargo Symposium (WCS) is the largest and most prestigious annual event of its kind and the only one to bring together key stakeholders from the entire air cargo supply chain. Join over 1,000 air cargo leaders and more than 40 exhibitors in Singapore, for this action-packed World Cargo Symposium.

WCS 2019 will feature plenary sessions, specialized tracks, workshops and executive summits, tackling aspects related to Technology & Innovation, Security & Customs, Cargo Operations, and Sustainability.

Marina Bay Sands, Singapore

**March 12-14, 2019**

## Air Cargo Europe 2019

The international freight industry will once again gather for a high-profile conference and major exhibition in Munich, Germany in this year's Air Cargo Europe. Integrated with transport logistic, the world's leading trade fair for logistics, mobility, IT and supply chain management, the event will bring together close to 200 exhibitors from 37 countries.

Messe Munchen, Munich, Germany

**June 04-07, 2019**



## Dubai Airshow 2019

The 2019 edition of the Dubai Airshow will once again bring the aerospace community together. Show on show, the Dubai Airshow delivers an unrivalled gateway to established and developing markets – with 80% of the world's population located within eight hours of one of the UAE's airports this is where the industry comes to make connections.

Dubai Airshow 2017 gathered together 1,200 exhibitors from 63 countries, over 79,380 trade visitors with 159 aircraft on display. The event generated an order book of \$113.8 billion, the biggest in its history.

DWC, Dubai Airshow Site  
[www.dubaiairshow.aero](http://www.dubaiairshow.aero)

**November 17-21, 2019**



To view Careers in Aviation Industry visit:  
<http://www.aircargoupdate.com/index.php/careers>

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