

# air cargo update

Vol. 06 Issue 8, No. 46, October 2016

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



# Emirates SkyCargo A global force

Nabil Sultan, Divisional Senior Vice President, Cargo

The Lounge



**Mohammed Husary**

Executive President and Co-Founder of UAS International Trip Support

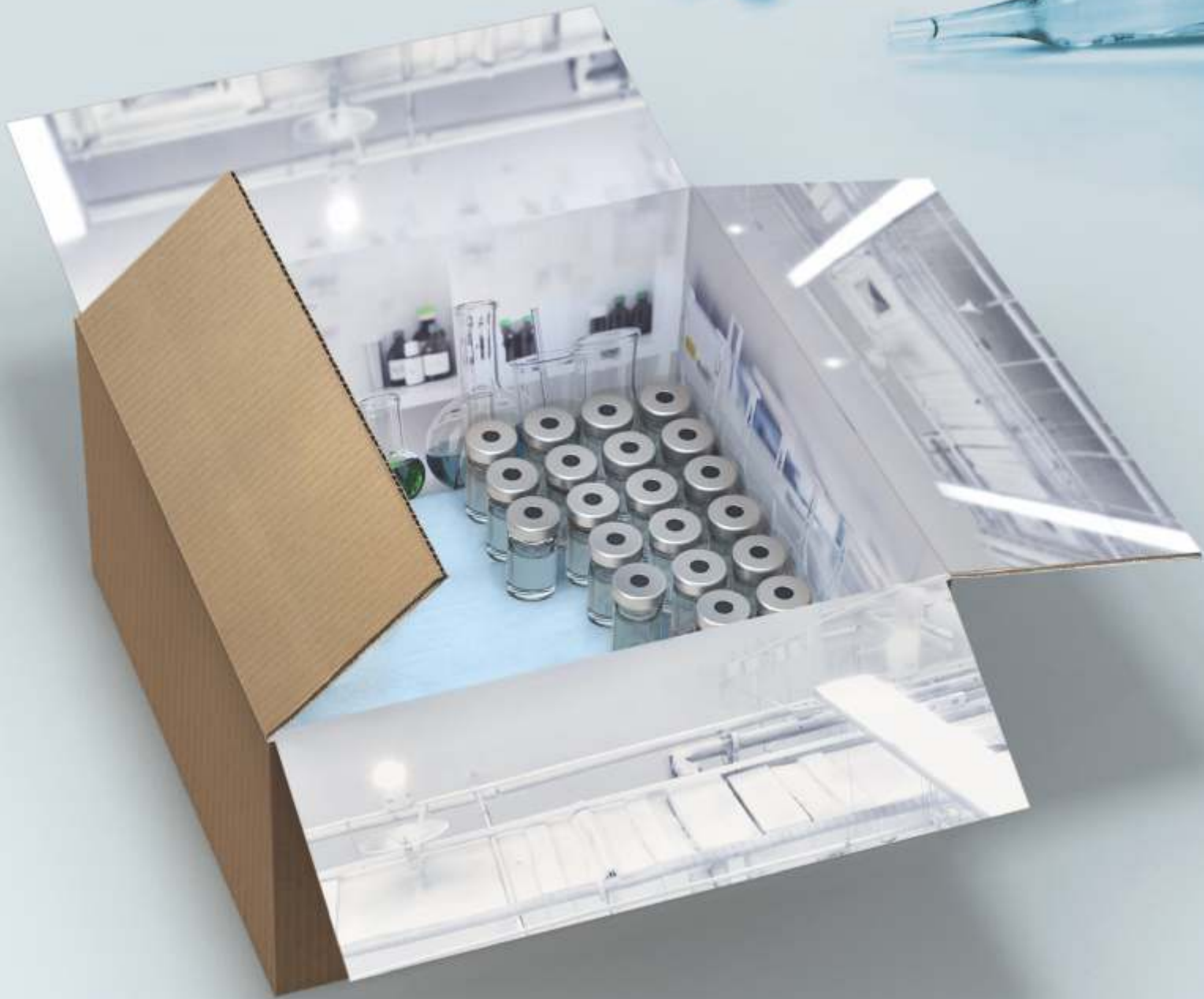
**e-Commerce**  
will spur growth  
in air cargo  
industry

**Emirati**  
woman  
to lead  
NAFL

**Cargo theft**  
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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

## e-Commerce and the future of air cargo

The rise of e-Commerce has dramatically changed the way businesses sell goods or services to customers with the virtual reality taking over from the traditional way of going to stores to purchase something or visiting companies to transact business.

Now people can buy anything within the comforts of their home or office via their computers or even mobile phones. It's fast, reliable and efficient which suits the pace of today's digital age.

Defined as the purchase of any goods or services online via the internet or online social networks, e-Commerce has also changed the way we pay and the way the supply chain do business.

It has also paved way for certain innovations such as internet marketing, social media, online transaction processing, electronic data interchange, system solutions, cloud data collection systems and the list goes on.

The English inventor and IT expert Michael Aldrich is widely credited for introducing online shopping back in 1979 to enable online transaction processing between consumers and businesses.

By the 1990s, the World Wide Web or the internet was born. English computer scientist Sir Timothy John Berners-Lee is credited for it along with the invention of the so-called Hypertext Transfer Protocol or HTTP, the foundation of data communication in the internet. Then, Yahoo and Google came.

But it wasn't until Facebook and other social media sites came about in mid-2000 that the concept of e-commerce tremendously grew and became global.

For the air cargo industry, e-commerce is definitely a boon, with experts pointing to the modern electronic commerce as the way forward on how freight and logistics companies will grow their business.

More than 60 emerging markets across Asia, Africa, South America and elsewhere across the globe, now tightly embracing e-commerce, will positively impact the air cargo and logistics world. And **Air Cargo Update** has the story for you.

In this edition, we're also carrying the story of the first Emirati and a woman at that, leading the National Association of Freight and Logistics (NAFL), Ms. Nadia Abdul Azziz, who is pushing the industry to greater heights globally.

For our cover story, we take a deeper look at Emirates SkyCargo's growing importance globally, its newly-launched SkyPharma and one of the men behind its success.

On **The Lounge**, we're delighted to have interviewed an entrepreneur whose father helped shape the aviation civil infrastructure landscape in the Middle East.

And of course, the latest news and features on airlines, airports, aviation, air cargo and more.

Gemma Casas

Editor





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# The LOUNGE

## Mohammed Husary Executive President and Co-Founder of UAS International Trip Support

Aviation has always been a big part of Mohammed Husary's life even at an early age.

His father, Hisham, an aviation pioneer credited for being instrumental in developing civil aviation infrastructure in the Middle East instilled in him the passion for the industry, the value of hard work, goals and dreams, to get ahead in life.

Not surprisingly, by the time Husary reached his mid-20s, he has already set up his own business, the UAS International Trip Support, now considered a global company to watch with offices in Dubai, Africa, the US and elsewhere in the world.

"My partners and I began building UAS in my early twenties. I've always been passionate about aviation, something I inherited from my father, Hisham, who was an aviation pioneer and instrumental in the development of civil aviation infrastructure in the Middle East," Husary shared with **Air Cargo Update**.

"As a global trip support solution provider, we at UAS are compelled by one thing – peace of mind for our clients. Since our establishment in 2000, our purpose has been to anticipate and serve the aviation industry's constantly changing demands and to get people exactly where they want to be as quickly and safely as possible," he added.

Armed with a Master's degree in Science, Aviation, and an Executive Master's in Business Administration, Husary, the executive president and co-founder of UAS International Trip Support, continues to lead his team to greater heights through formulating corporate strategy, global expansion and service sustainability.

"You have to dream big, work hard, and have good intentions. Your goals should be ambitious if you are to stand out and become a leader at what you do, and this has to be backed up with a massive commitment to hard work. Also, having excellent ethics and consistently expanding your knowledge are also hugely important if you want to get ahead in life," he shared.

Despite his obvious success, Husary remains humble and continues to seek new knowledge anyway he can.

For him, to be truly called a success, one must balance it with all other aspects in one's life – health, family, relationships, among things.



**Mohammed Husary**  
Executive President and Co-Founder of UAS International Trip Support

"It's my philosophy that success is comprehensive, not partial – business is only one aspect of your life. Therefore, in order to become successful in business, you need to be successful in all other aspects of your life – health, relationships, etc. Maintaining a healthy work-life balance is crucial," he said.

Read on the rest of our Q&A with him.

**Being a top executive can be a daunting task, how do you reward yourself? Travel, good book, dining out, etc.?**

I love to travel when I can, and of course, to spend quality time with my family. I also enjoy playing sports.

**What is your favorite gadget and why?**

My smart phone, it's the must have gadget in this global and fast moving world.

**Name your favorite movie. Why?**

I like Awake because it is psychologically multilayered and has lots of lessons to teach us.

**What sort of souvenirs do you collect when you're traveling?**

I collect snow globes. I have amassed quiet a collection over the years, from all corners of the world.

**What is your favorite sport?**

I'm a massive basketball fan.

**What is your favorite time of the day and why?**

Dawn time, without a doubt. It's the time when I am fresh and awake and can function without any distractions or interruptions.

**What is your dream vacation like?**

Definitely an around the world trip with family.

**What is your favorite music?**

I like pop music.

**Please name three things that you can't live without.**

The internet, cars, and my phone. It's all about communication and mobility.



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## GLOBAL NEWS

## India's first integrated on-airport cool center begins trial operations

**BENGALURU:** India's first integrated on-airport perishable cargo handling center at Kempegowda International Airport in Bengaluru has begun its trial operations in preparation for its full launch by end of this year.

The Air India SATS Airport Services's AISATS Coolport can handle in any given year 40,000 tons of temperature-sensitive cargo, including pharmaceuticals and perishables, in its 11,000sq m facility.

The cool center offers 17 dedicated cold rooms with adjustable temperatures ranging from – 25OC to + 25OC and will house a drug control lab and plant quarantine inspection and certification office, AISATS said.

It is also equipped with temperature-controlled queue lanes for unitized shipments and cool trollies to ensure the integrity of the cold chain to and from the aircraft.

"We believe that this dedicated state-of-the-art facility will further



boost exports and imports of temperature-sensitive products," said AISATS Chief Executive Mike Chew.

The facility is located in Bengaluru, Karnataka state, which is considered as one of India's leading pharmaceutical and produce regions.

The area has seen a steady 15%

annual increase in perishable cargo volume.

AISATS began its operations in 2008 and has provided solutions to carriers at Bengaluru, Delhi, Hyderabad, Mangalore and Trivandrum, including cargo handling for general, perishable, transshipment, express courier and special cargo.

## IAG & Finnair Cargo out on DHL, opt for bellyspace

**LONDON:** DHL freighters between London and Helsinki has stopped carrying cargo from IAG Cargo and Finnair Cargo after the two firms opted to take bellyspace on passenger planes.

The two partner cargo airlines announced they will use the bellyspace on their Airbus 350 instead of continuing to use DHL A300-600 freighters.

Although DHL freighters can carry more, the two airlines said the difference in capacity will be



augmented by increasing passenger flights between London and Helsinki from two to five times a week.

Additionally, their flights will now call at London Heathrow instead of London Luton.

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## GLOBAL NEWS

## UAE's first berth for large crude carriers unveiled



**FUJAIRAH:** HH Sheikh Hamad bin Mohammed Al Sharqi, Supreme Council Member and Ruler of Fujairah, opened on September 21, the UAE's first berth for very large crude carriers (VLCC) on the Indian Ocean seaport of Fujairah.

Costing Dh650 million, the new berth is envisioned to make significant impact in the local maritime industry's quest to be a global force in the field.

The new berth is one of the largest at the global level while the Port of Fujairah is the second largest port for bunkering in the world. The emirate plans to increase the storage of petroleum products capacity by 55 percent to reach 14 million cubic meters by 2020.

The Ruler of Fujairah stressed the keenness of the UAE, led by President His Highness Sheikh Khalifa bin Zayed Al Nahyan, to focus on the vital and strategic projects in the state and strengthen the economic position at the international level.

He added that the strategic location of Fujairah puts the name of the emirate and the UAE on the regional and international energy oil trade map.

Sheikh Hamad said the inauguration of the VLCC will enable the Port of Fujairah to develop its services, in light of the growing global oil consumption demand, to achieve the economic goals, which were set thirty years ago.

## 1st Aérothon Genève 2016 held

**GENEVA:** With hundreds of participants from logistics, aviation and air cargo industries, the first Aérothon Genève 2016, a solidarity event aimed at raising funds for the Geneva Red Cross, was held at the runway of the city's international airport on September 15-16.

Geneva Airport opened its runways and taxiways at night time for at least four hours so that participants could take part in the event and cover as much distance as possible.

There were three courses of 2, 4 and 8-km where they raced on by walking, biking or doing the Nordic walk. A three-team member from Geneva Airpak shown above were among those who joyously gave their time and effort to raise funds for the Geneva Red Cross.



## DHL sets new logistics goals with smart glasses



**BONN, GERMANY:** After the success of its pilot trial in the Netherlands, DHL Supply Chain is now rolling its Vision Picking Program elsewhere, part of its augmented reality technology strategy to speed up its logistics system.

DHL and partners Google, Vuzix and Ubimax have refined the vision picking solution and the supply chain is now expanding the program across different industry sectors on a global scale, forging another step forward for augmented reality solutions in logistics.

"This technology is not just one step towards digitalizing manual processes on the shop floor, it also takes us one step closer towards Industry 4.0. Testing technologies like augmented reality, robotics and Internet of Things

will continue to be a big part of our DNA," said John Gilbert, DHL Supply Chain CEO.

Pickers are equipped with advanced smart glasses which visually display where each picked item needs to be placed on the trolley.

Vision Picking enables hands free order picking at a faster pace, along with reduced error rates.

The smart glasses will be piloted across various industries such as technology, retail, consumer and automotive industries.

The pilot sites are spread across the United States, mainland Europe and the United Kingdom, with the Ricoh facility in Bergen op Zoom, the Netherlands, where the solution was first tested.





## 7.6M passengers at Dubai International Airport in July

**DUBAI:** Passenger traffic at Dubai International has exceeded all previous records in July surging to an historic high of 7.6 million, according to the monthly traffic report issued by operator Dubai Airports.

Passenger numbers in July totaled 7,616,792 compared to the 6,682,676 handled in July 2015, a significant increase of 14 per cent.

During the first seven months of the year, DXB welcomed 48,123,248 passengers, up 7 per cent compared to 44,981,967 passengers recorded during the same period last year.

Eastern Europe was the fastest growing region in July up 33.4 per cent, followed by Asia which grew by 20.8 per cent, and the Indian subcontinent at 17.1 per cent. GCC traffic rose 16.2 per cent while North

America registered a 13.9 per cent increase.

Traditionally a strong market, India was the top destination country with 990,213 passengers, followed by the UK (573,025 passengers), and Saudi Arabia (475,841). London, Doha, Mumbai, Kuwait and Bangkok headed the list of the most popular destinations served from DXB.

During the first seven months of 2016, DXB handled 1,485,177 tons of cargo, up 3.2 per cent compared to 1,438,904 tons recorded during the same period in 2015.



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## GLOBAL NEWS

## \$100M tank farm opens in Hamriyah Free Zone

**SHARJAH:** A new \$100 million petroleum storage terminal at the Hamriyah Free Zone was recently inaugurated, cementing the area's reputation as a logistics center for the upstream oil and gas industry.

Saud Salim Al Mazrouei, Director of Hamriyah Free Zone Authority (HFZA) and Sharjah Airport International Free Zone (SAIF Zone), graced the inauguration ceremony for the terminal owned by Sharafco Group.

With 16 storage tanks, the new storage terminal has the capacity to store 80,000 cubic meters of oil—gas oil, base oil and fuel oil. It has two distinctive pipe lines allowing the tank farm to attain optimum logistic activities and also ensures the optimization of 100 percent product quality.

"Due to our excellent facilities and services, several companies within the free zone have expanded their

operations, which reinforces the fact that Hamriyah Free Zone is the ideal hub. We work closely with all government departments to give investors the right platform to conduct their businesses," said Al Mazrouei.

"The free zone has always had a reputation as a logistics center for the upstream oil and gas industry, a chief hub for the Gulf service sector," he added.

Sharfudheen Mohammed, Sharafco Group Managing Director and CEO, said: "The starting of operations reflects Sharafco's strength and determination to continue our ambitious growth plans into the international market. We are confident that, with continued support from Hamriyah Free Zone and our staff, we will achieve our ambitious goals."

Sharafco, which is engaged in delivering comprehensive oil



Saud Salim Al Mazrouei (2nd right), Director of Hamriyah Free Zone Authority and Sharjah Airport International Free Zone.

products, will lease out the tanks and terminal on a contract basis, mainly to multinational companies across the globe.

As the only emirate in the UAE with ports on the Arabian Gulf's west coast and east coast, with direct access to the Indian Ocean, and an international airport connecting to 230 cities, Sharjah plays an important role as the country's industrial base.

## Airbus Group merging units into one



**FRANCE:** Aiming to cut costs and improve decision-making process, Airbus Group announced it will integrate its units into one entity effective January 1, 2017.

Airbus Chief Executive Officer Tom Enders said a transformation program, heavily focused on digitalization, will restructure the way the company works.

It was not immediately known how many employees may be laid-off due to the changes.

The media reported Airbus has sent a memo to 137,000 workers saying the effects on human resources "are not negligible."

"It will impact the way the company and its employees will work and the way we organize Airbus in the future. Lean structures and speedy decision-making are prerequisites for the success of digital transformation," said Enders.

The merger of Airbus Group and Airbus is seen to overhaul its corporate set-up, eliminate redundancies and support further efficiency.

The company's two other units, Defence and Space, are likely to benefit from the merger through more focused business support and reduced costs, it was said.



# Busy year fixing jet planes for Comlux America



**INDIANAPOLIS:** With a steady stream of maintenance clients, including 3 BBJs and 1 ACJ, with several more confirmed throughout 2016, Comlux America LLC has never been busier ramping up work on top of its busy completions business.

The Indianapolis-based Comlux was formally delegated as an approved warranty and service center by both Boeing Business Jets and Airbus Corporate Jets in 2015.

Since then it has become a reliable alternative option for aircraft maintenance and upgrade needs.

"Boeing and Airbus clients have expressed the need for alternate VIP maintenance options in the industry that offer a full pedigree of in-house engineering and back shop fabrication capabilities for their aging aircraft, with capability as well to update obsolete systems during their scheduled maintenance events. Comlux America offers the quality and customer service for all aircraft support these customers require," stated Scott Meyer, Comlux America's CEO.

The beginning of 2016 included 2 BBJ clients, both based in the US that required several modifications and various maintenance and warranty inspections.

Q2 and Q3 of 2016 brought an additional US based BBJ for some aircraft interior upgrades, as well as an A320 based in Asia for heavy scheduled inspections along with implementation of several service bulletins.

Conversely, Q3 and Q4 brings a full order book for the MRO Services business to finish out the year even stronger than it started.

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## GLOBAL NEWS

## Cargolux opens cool chain services between Europe and Puerto Rico

**LUXEMBOURG:** Cargolux introduced this month a new direct flight from Luxembourg to Aguadilla, Puerto Rico, using the most modern dedicated freighter in the industry.

The weekly flight of the cargo airline is utilizing a highly specialized cool chain equipment aboard the 747-8F aircraft, ideally suitable for perishable and cool chain shipments with four independently adjustable climate zones, superior range and speed.



Cargolux has already established four successful weekly service from Aguadilla to Europe that are strongly supported by shippers and forwarders in the South and Central American perishables and flower industry.

In addition, Cargolux already operates four indirect weekly flights from Luxembourg to Aguadilla. Building on growing demand for faster services on the sectors to Puerto Rico, the new, direct south-bound flight complements the established services perfectly.

"Our long-standing experience in the cool chain transport field, coupled with our dedicated, customer-oriented mentality, makes the Cargolux service to Aguadilla a superior offering for our partners in the pharma and perishables industry," notes Niek van der Weide, Cargolux EVP Sales & Marketing.

Cargolux was the world's first GDP-certified cargo airline and utilizes Luxair's modern pharma and healthcare center at Luxembourg airport, itself a GDP-certified facility.

## Volga-Dnepr completes air-sea delivery of patrol boats to Yuzhno-Sakhalinsk

**RUSSIA:** Volga-Dnepr Airlines has delivered four Mangust patrol boats to Yuzhno-Sakhalinsk in the Far East of Russia for the city's Border Guard Service.

The airline provided additional logistics services, including the launch of boats at the port of Korsakov, in transporting the boats, built at the Vympel Shipyard in Rybinsk.

The boats were carried onboard two An-124-100 'Ruslan' flights from Tunoshna airport near Yaroslavl and were loaded onto the aircraft using a ramp, rail system and a crane. Each one measured 19 meters in length and weighed 32 tons.

"It was necessary to consider various different factors in completing this operation, including the typhoon conditions in Sakhalin and the challenging sea conditions. We did this successfully and, as a result, the boats were delivered, launched and provided on-time to the Border Guard Service of the Federal Security Service of the Russian Federation," said



Alexander Kartashov, Key Account Executive at Volga-Dnepr Airlines.

Volga-Dnepr has gained considerable experience of moving seagoing vessels over the past 26 years.

Over this period, it has transported yachts, submarines, submersibles, rescue vessels and patrol boats, including previous flights carrying Russian Mangust boats. The airline has safely delivered these unique types of cargo all over the world.



## Shenyang Airport poised to become new major cargo hub in Asia

**HONG KONG:** An airport in northeast China is positioning itself to become a major regional cargo hub with two major companies backing up the plan.

Liaoning Airport Management Group Co., Ltd – the owner of Shenyang Taoxian International Airport in northeast China – has entered into a Strategic Cooperation Framework Agreement with HACTL Development Holdings Ltd (HDHL – the business development arm of HACTL Group) to start the plan.

Shenyang Airport currently has one runway and one cargo terminal (a joint venture between the Airport, China Southern Airlines & Sinotrans).

China Southern Airlines, Shenzhen Airlines, Beijing Capital Airlines, China Eastern Airlines and Spring Airlines

have already established their hubs at Shenyang.

China Postal Airlines and SF Airlines have also scheduled freighter services at Shenyang Airport. In 2015, its cargo input totaled 142,000 ton—up 2.7% than the previous year

Liaoning Airport Chairman Wang De Jia and HDHL Managing Director Tony Cho said Shenyang is looking into developing traffic for cool chain logistics and pharma products.



HDHL MD Tony Cho & Liaoning Airport Management Group Co., Ltd. Chairman Wang De Jia, seated right and left, respectively, with other executives.

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## GLOBAL NEWS

## 2.3 M passengers at Abu Dhabi International Airport in August

**ABU DHABI:** In August 2016, Abu Dhabi International Airport (AUH) welcomed 2.3 million passengers, marking an increase of 2.3% compared to August 2015.

Since the beginning of the year, passenger traffic has grown 6.2% from the same period last year, with 16,422,763 passengers between January 1 and August 31.

Passenger traffic from India, the UK, Saudi Arabia and Egypt fueled much of the 2.3 percent increase to Abu Dhabi's overall performance during the period.

Authorities are bullish over the months ahead with the coming holiday season encouraging more people to travel for leisure and business.



	This Year	Last Year	Variation %	This Year	Last Year	Variation %
Total Passengers	2,306, 832	2,254,809	2.3 %	16,422,763	15,467,315	6.2 %
Total Aircrafts Movements	14,910	15,277	-2.4 %	114,057	115,274	-1.1 %
Cargo (Metric Tons)	68,728	70,857	-3.0 %	524,274	554, 028	-5.4 %

## DC Aviation Al-Futtaim building a second hangar



**DUBAI:** DC Aviation Al-Futtaim (DCAF) is doubling its hangar capacity in Dubai South and will add additional workshop and equipment storage space amid positive outlook in the aviation sector in the region.

DCAF, a joint partnership between Germany's DC Aviation GmbH and

Dubai's Al Futtaim, expects the expansion to be completed by Q3 of 2017.

The new hangar will add 6,800 sqm of covered space to the existing DCAF business aviation terminal at Dubai South bringing its total land-side plot area to 24,000 sqm and the apron area

to 13,000 sqm.

The expansion will more than double the hangar capacity as well as enable DCAF to add two single aisle aircraft maintenance bays and provide enough space for an additional workshop and equipment storage. It will also significantly increase the number and size of aircraft which can be accommodated at the facility.

The ground breaking ceremony held on October 5 was attended by Board members and executives of DC Aviation and Al-Futtaim, senior officials from AFGRE, Dubai South, among other guests.

"The expansion will help us further grow our aircraft management business and maintenance side," said DCAF General Manager Holger Ostheimer,

Their hangar caters to the Airbus 320 family, Bombardier Global Express, the Challenger 604/605, the Global 6000, and Global 5000 Vision Flight Deck.





## Ethiopian Airlines brings first ever cargo service to Enugu, Nigeria

**ADDIS ABABA:** Nigeria's Enugu State received its first ever air cargo service recently through Ethiopian Airlines.

Touted as the fastest growing and the sole A350 XWB Airbus operator in the continent, Ethiopian Airlines flew its Boeing 757 cargo aircraft at the Akanu Ibiam International Airport in Enugu.

Governor Ifeanyi Ugwuanyi with an enthusiastic crowd and other dignitaries applauded Ethiopia's effort in boosting Enugu's business sector.

The governor said the new service will enable people from the region to fly to all parts of the world and have their bulk cargo delivered saving costs, and enhancing convenience and safety in importation of goods.

Ethiopian Airlines has been serving Nigeria, Lagos since 1960, a little more than half a century and now flies to a total of 21 weekly flights to Lagos,



Kanu, Abuja, and Enugu.

In September, the airline launched the Google! Ethiopian Airline's Google Street View tour of the A350-900 XWB, enabling passengers traveling between London Heathrow and Addis Ababa to take a closer look at their seats before their trip.

The virtual tour is envisioned to encourage passengers to upgrade their seats when traveling.

The A350-900 XWB is the second aircraft Ethiopian Airlines has put on Google Maps following the positive reception of their B777-200LR's Street View tour.

## No.1 annual air cargo conference in China



November 9<sup>th</sup>-11<sup>th</sup>, 2016  
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## CARGO AID

## Dubai airlifts 100 tons of relief goods for Sudanese refugees

**DUBAI:** A UAE plane carrying over 100 tons of aid left for Entebbe, Uganda, in September to deliver vital relief supplies to more than 60,000 South Sudanese refugees who have flocked to the Ugandan border, while fleeing from the conflict in South Sudan.

This immediate response follows the directives of Vice President and Prime Minister and Ruler of Dubai, His Highness Sheikh Mohammed bin Rashid Al Maktoum, to ease the suffering of refugees in Sudan.

Princess Haya bint al Hussein, wife of His Highness Sheikh Mohammed bin Rashid Al Maktoum, chairperson of International City for Humanitarian Services (IHC), said the UAE is again at the forefront of international relief efforts in various emergencies and crises, based upon the course set by the late Sheikh Zayed bin Sultan Al Nahyan, a course sustained by President His Highness Sheikh Khalifa bin Zayed Al Nahyan, and followed by His Highness Sheikh Mohammed bin Rashid Al Maktoum.

She reiterated that the UAE assists stranded people who need aid,

irrespective of their religion or ethnicity.

IHC, through its cooperation with a wide range of strategic partners from international humanitarian organizations, continues to provide support to alleviate the suffering of those affected by disasters and crises.

The relief items will be transported by road from Entebbe to the border area, where they will be distributed to the refugees, in collaboration with the Ugandan aid authorities.

The aid includes basic food items and will be distributed to children, infants, women and the elderly.

According to United Nations High Commissioner for Refugees (UNHCR) figures, more than 373,000 refugees (180,000 in 2016) have fled the conflict in South Sudan for Uganda.

In the past week alone, 25,000 refugees reached Uganda.



But in all, more than a million Sudanese have fled home due to the ongoing civil war, overwhelming aid agencies and creating one of the world's worst humanitarian disasters.

The UN said South Sudan joins Syria, Afghanistan and Somalia as countries that have produced over one million refugees.

Close to 5 million refugees from Syria had fled home since the country's civil war began in 2011.

## Food packages for displaced Yemenis

**ABYAN, YEMEN:** Thousands of displaced residents of al-Mahfad city and surrounding villages in the southern Yemeni province of Abyan have received 5,000 food packages from the Emirates Red Crescent.

A convoy run by the UAE humanitarian agency carried the food packages to the beneficiaries in the impoverished areas.

They thanked the government and people of the UAE for the assistance which they described as timely relief amid the worsening economic situation across the country.

Yemen has been in chaos since the 2012 removal of long-time President Ali Abdullah Saleh, whose forces are now fighting alongside the Houthi rebels.

Negotiations failed to end the conflict between warring factions in the country, sending into deeper war this impoverished Arab nation.

The United Nations say at least 10,000 civilians have died in Yemen over the past 18 months.

## Cranes used to deliver aid to Syrians

**AMMAN:** With roads leading to the border between Syria and Jordan known as the "berm" where most Syrians have fled to escape war, the United Nations World Food Program used cranes for the first time to transfer much-needed food and other supplies to the refugees.

The crane-shipment was used in August, the first delivery of humanitarian assistance since the border was sealed in June following an attack on Jordanian military personnel.

Authorities estimate about 75,000 Syrians are living in the berm, an area of earthen embankments between Syria and Jordan.

The relief goods include food from the UNWFP, bread from the International Organization for Migration and hygiene kits from UNICEF.

The 650 metric tons of aid was delivered to two locations, Rukban and Hadalat, over three days.





## GITEX 2016 caps with more than \$270M sales

**DUBAI:** More than 200,000 people flocked to the Dubai World Trade Center over the eight days that GITEX (Gulf Information Technology Exhibition) was held from October 1 to 8, with organizers projecting the final sales to reach more than Dh270 million.

Now on its 26th year, GITEX continues to be the region's biggest annual consumer event for computers, electronic gadgets and tech products, with huge discounts and lots of freebies.

Top name brands and power retailers offered more than 35,000 cutting-edge consumer electronics show with unbeatable prices.

This year, about 25,000 sqm of space were used for the event, according to Avinash Shanbhogue, GITEX Exhibition Director.

Brands such as Samsung, Hisense, Oppo, Lava, HP, Alienware, MSI,

Asus, Microsoft, Bose, Nestle and more were sold with lots of freebies or discounts.

The craze about iPhone 7 and iPhone 7 plus was apparent at the event with people fascinated with its water-proof and no headphone jack features.

Samsung's Galaxy Note 7 was also reintroduced in the UAE market at GITEX after weeks of painstaking controversy over its defective battery.

Apart from consumers who patronize GITEX year-after-year, the event also gave traders in the Middle East, South Asia and Africa to buy in bulk for resale to their home



GITEX Exhibition Director  
Avinash Shanbhogue

countries.

Many of them placed order on mobile phones, TV, and other gadgets in huge volumes and ship them via sea or air cargo, depending on their circumstances.

From Dh193 million in 2011, GITEX sales jumped to Dh237 million in 2012. And the upward trend continued through 2015, with sales of Dh279 million.

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COVER STORY



**Nabil Sultan**  
Divisional Senior Vice President

**Ahmad Chaouk**  
Vice President, Sales & Marketing, Middle East, India  
Caspian Sea & Africa Operating Group





# Emirates SkyCargo

## A global force

By Gemma Casas



**E**mirates SkyCargo is the largest international airline cargo operator in the world with more than 245 aircraft, including 15 freighters, 13 Boeing 777-Fs and two B747-400ERFs. At least 238 more planes are on order, further growing its fleet.

It moves cargo to more than 150 cities across 82 countries in six continents with a force of thousands worldwide working round-the-clock.

In financial year 2015-2016, Emirates SkyCargo carried more than 2.5 million tons of cargo. The numbers are impressive and you can just imagine how big its operations are.

It takes a sophisticated system and a strong leadership to run an organiza-

tion as big as Emirates. And one of the men leading the team renowned for the highest standards of product quality in supporting business logistics is a dedicated, tech-savvy and ambitious Emirati with an insatiable quest for learning—Mr. Nabil Sultan, Divisional Senior Vice President, Cargo.

### **Rising from the ranks**

After completing his education in Dubai, Mr. Sultan went to the United States and took up Computer Science and Management Information Systems from the University of Portland in Oregon.

Eager to join the then burgeoning IT industry in the UAE, the young Mr. Sultan joined Emirates in 1990 and

went on to climb up the corporate ladder with hard work, innovation, dedication and leadership.

“Two years into my career with Emirates, I joined the internal Management Training Program and I had the opportunity between 1995 and 2008 to work in a number of leadership roles within the company both within and outside the UAE, including being Senior Vice President for Commercial Operations West Asia and Indian Ocean, Senior Vice President, Commercial Operations Gulf, Middle East and Iran, and Senior Vice-President, Commercial Operations for Europe,” Mr. Sultan told **Air Cargo Update**.

By 2009, Mr. Sultan was again



## COVER STORY

promoted to Divisional Senior Vice President, Revenue Optimisation and Distribution for Emirates.

And in June of 2013, he assumed his new role which entails greater responsibilities and a stronger leadership style to stay ahead in the globally competitive air cargo industry.

"I've been very fortunate to have this wonderful journey with Emirates," he sums up his 26 years of experience with Emirates, one of the most coveted employers in the UAE private sector.

"I have been very fortunate in having been able to participate in the Emirates Management Training Program that allowed me exposure to different aspects of the business and provided me with a strong learning opportunity," he added.

And for those who are serious to start a solid career in the private sector, the executive said it is best to start from the bottom and learn all the ropes of the trade. It also helps to new things, being creative and being open with ideas and innovations.

**"My advice to young people would be to start from the basics, to be curious and to not be afraid of grabbing opportunities to learn the ropes," he said. "In this fast changing environment it is also important to invest in self-learning both on the job as well as outside.** This will also be a good foundation for the future when the opportunity comes up for roles with increasing responsibilities."

#### People and Team Work

In the cargo and logistics world, people and team work are essential to a successful business flow. Their strengths and weaknesses matter to ensure that goals are reached.

Mr. Sultan realized this early on with his exposure to various management training programs at Emirates where he learned that a thriving workforce hinges on giving them opportunities and resources to grow.

**"The core of my work philosophy revolves around people and team work. Nobody is able to operate in a silo and the key to success is being able to work effectively with others,"** he stressed.

"The way I look at it is that ultimately the company is made of people and they are the most valuable part of any organization. Leadership is all about ensuring that the entire team understands what you are trying to achieve and is allowed to contribute to the overall vision- it's like being part of the same family," he said.

He believes that it is equally important to give people opportunities and resources that will inspire them, hence, contribute to the overall success of any organization.

"As a manager, it is important to understand people's strengths and weaknesses and then work on how best to help everyone - whether it is by motivating and providing larger responsibilities to strong performers or by providing mentoring to team members who are yet to reach their full potential," he said.

"Ultimately, it is my responsibility to ensure that people are well looked after, trained and managed. This creates a sense of loyalty to the company which cannot be measured in monetary terms and Emirates is a good example of this where you see staff who have worked here for more than 20 years," he added.



#### Global Force

In March this year, Mr. Sultan became a member of the board of directors of the influential global not-for-profit trade group, The International Air Cargo Association or TIACA.

TIACA, which represents all sectors in the air cargo and air logistics industry, including airports, shippers, IT companies, aircraft and equipment manufacturers, forwarders, among other related industries, has transformed itself from mere organizer of conferences and trade shows, to a body that genuinely tackle issues affecting its members.

Mr. Sultan says he feels privileged to have been given the opportunity to become part of TIACA's governing body as the global air cargo industry has a tremendous impact worldwide.

"TIACA brings together representatives from all branches of the air cargo industry. My association with TIACA is my way of giving back to the industry. And the more we give the more we get back in return. I feel very privileged to have this opportunity to contribute and communicate to the stakeholders on a platform which helps lead to better understanding between the various players," he said.

"We work together to face common challenges and we are all committed to improvement and the progress of the industry which ultimately helps the day to day operations of the business," he added. "I'm very honored to be part of the Board of Directors of TIACA as I share TIACA's vision and commitment on a number of issues including improved market access, security and environmental responsibility in the air cargo industry."



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



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the mega event set for 21-23 February at Casino Convention Resort, Emperors Palace in City of Ekurhuleni engaging the global air cargo community to explore and strengthen networking corridors with the African Continent. In its past three editions, the show has seen major participation from world players so also key players from the African airfreight community. Africa is at the apex for being increasingly known as an emerging market and many that have been in the business for years have recognized this event as a platform for effective networking, turning this market into an exciting and absorbing frontier for new opportunities. Once again, STAT Media Group (organiser and a multimodal international transport media) welcomes the unstinted support from the global cargo community, substantiating the event's significance in adding value to the global trade balance and thereby fostering economic prosperity of the African nations.

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## COVER STORY

*Despite the stiff global competition in the air cargo industry, Emirates SkyCargo has maintained its position as the world's largest cargo carrier. Here are some business insights from the company's senior executive, Mr. Nabil Sultan, Divisional Senior Vice President, Cargo.*

**In terms of market performance, how would you describe 2015 and the first half of 2016 for Emirates SkyCargo? Please elaborate and share figures if possible.**

For the financial year 2015-16, Emirates SkyCargo carried 2.5 million tons of freight, a growth of over 6% from the previous year, and maintained its position as the world's largest international cargo airline as measured by freight ton kilometers flown (FTKMs). Emirates SkyCargo contributed to 14% of the total revenue of the group.

In terms of network expansion in 2015, we launched freighter services to a number of destinations including Columbus (USA), Ahmedabad (India) in addition to offering cargo capacity on new passenger routes such as Bali (Indonesia), Multan (Pakistan), Orlando (US), and Bologna (Italy).

For 2016, we have started offering cargo capacity on new routes such as Cebu and Clark (Philippines), Yinchuan and Zhengzhou (China) and Yangon (Myanmar) in addition to introducing a new freighter route from Hong Kong to New Delhi (India) and onwards to Dubai.

In 2015, we also officially inaugurated our dedicated freighter hub Emirates SkyCentral at Dubai World Central. It was developed and built to meet the future growth requirements of Emirates SkyCargo. SkyCentral features an extensive cool chain facility with over 15,000 square meters of dedicated storage for



**Nabil Sultan,**  
Divisional Senior Vice President,  
Cargo, Emirates SkyCargo

temperature-sensitive goods.

**How competitive is the air cargo industry regionally and globally? What sort of challenges face those involved in the industry?**

Globally, the air cargo industry is very competitive and is experiencing an overall slowdown in demand because of the complexities facing the global business environment.

In addition, although global air freight ton kilometers (FTKs) have risen by 5% year on year for July 2016 according to IATA, the growth in available freight ton kilometers (AFTKs) has continued to exert a downward pressure on revenues and yields for all carriers.

**How do you manage to get ahead of the game? We understand that Emirates SkyCargo is currently the largest in the world and a trusted name at that.**

For Emirates SkyCargo, the key to success is to having our customers at the centre of all that we do.

We work closely with our customers, understanding their needs and adapting our services and offerings. It is imperative that we demonstrate the value that we are adding to our customers. By doing this well, we enable our customers to further add value to their stakeholders.

Additionally, by working closely with our customers, we are also able to get a pulse of the developments in the market. Businesses are constantly challenging themselves and business processes are evolving at a pace that has not been witnessed before. Being in sync with our customers helps us to anticipate and take advantage of the next major trend in the market.

One more factor for success in the market is a focus on constant innovation and service improvements.

At Emirates SkyCargo we have recently launched a number of new innovative products such as White Cover Advanced- a next generation version of our innovative protection product for valuable temperature sensitive cargo, White Container- a temperature controlled container with thermal insulators to counteract high external temperatures and the Emirates SkyCargo Cool Dolly- a special piece of equipment that transports cargo from the aircraft to cool storage areas, while maintaining temperatures of as low as -20°C.

**Apart from launching the SkyPharma, what other developments are going on at Emirates SkyCargo?**

At Emirates SkyCargo, we do not rest on our successes but constantly look for opportunities for development. One of the areas where we are actively following market developments is ecommerce.

The global retail industry is witnessing significant changes as more and more people globally move away from the traditional retail to e-Commerce. This will have a significant impact on how the air cargo industry evolves in the near future. Business will move away from retailers importing and stocking products to a model where large distribution centres are maintained at various locations ensuring that customers who have ordered online receive their orders in a timely and secure manner.

**Any further expansion plans in the future?**

We constantly monitor the global market and review capacity across our network to ensure that we are able to deploy capacity to where it is most needed by our customers. If there is a significant demand from a particular market we are always open to looking at deploying additional capacity into that market.





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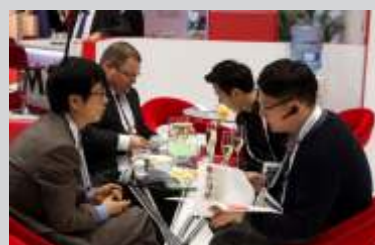
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Doug Brittin, Secretary General, TIACA

**Air Cargo: What Lies Ahead?**  
Sebastiaan Scholte, CEO, Jan de Rijk Logistics

**Disruptive Innovation – An inspirational roadmap for tomorrow's leaders**  
Christopher Shawdon, VP Logistics Solutions, Unisys

**New EU Customs Code**  
Vladimir Zubkov, Vice President, Volga Dnepr Airlines

**Multimodal Opportunities and Challenges in Europe**  
Enno Osinga, former Vice Chairman, TIACA

**e-Business Challenges**  
Amar More, CEO, Kale Logistics

**Power lunch: Impact of the New Economy on Cargo**  
Matthieu Pélissier du Rausas, Director, McKinsey & Company.

**Manufacturing and Market Trends that will Shape the Industry**  
Essa Al-Saleh, CEO, Agility Logistics

**The Cargo Hub of the Future**  
Sanjiv Edward, Head of Cargo Business, Delhi International Airport

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## FEATURE

# Quality care with Emirates SkyPharma



Sheikh Ahmed Bin Saeed Al Maktoum, President of Dubai Civil Aviation and Chairman and CEO of Emirates Airline and Group, 5th left, leads the ribbon-cutting ceremony for Emirates SkyPharma, the company's latest cargo project.

**DUBAI:** Emirates has unveiled its new 4,000-sqm cool storage facility at Dubai International Airport, signaling its intent to seriously break into the \$13 trillion global life sciences and pharmaceutical industry projected to further grow annually by 25 percent.

Sheikh Ahmed Bin Saeed Al Maktoum, President of Dubai Civil Aviation and Chairman and CEO of Emirates Airline and Group, told the media at the September 18 launching of Emirates SkyCargo's new purpose-built facility dedicated exclusively to the timely and secure transport of temperature sensitive pharmaceutical shipments, the project is a long-term investment with good intentions.

"We have to think about the future," Sheikh Ahmed said about the company's investment to SkyPharma, part of the Dh600 million expansion of Emirates cargo facility named SkyCentral at Dubai's airport. "It's not about today. It's not about this year."

SkyPharma features temperature controlled zones (2 to 8 degree Celsius and 15- 25 degree Celsius), 88 temperature-controlled Individual positions in the automated ULD (aircraft pallet) handling system and five temperature-controlled acceptance and delivery truck docks, Emirates SkyCargo said.

## Quality Care

Bureau Veritas, a trusted world leader in testing and certification founded in 1828, awarded Emirates SkyCargo with the certification of compliance under the EU Good Distribution Practice

Guidelines (GDP) for medicinal products for human.

Ahmad Chaouk, vice president/ deputy regional chief executive for Middle East Region of Bureau Veritas, said Emirates SkyCargo, the largest international airline cargo operator in the world, got the certification following an audit recommendation by a team from Germany.

This makes it the first cargo airline in the world that has obtained GDP certification for its hub operations covering two airports and the 24/7 bonded trucking service that connects cargo between them.

Chaouk told **Air Cargo Update** the GDP certification means Emirates is complying with the international regulations in transporting only reliable and genuine pharmaceuticals, thus, helping in the ongoing drive against counterfeit drugs.

"Emirates was already transporting pharmaceutical products. The GDP means its traceability system is in line with the European Union and complying with international regulations, thus, help curb the distribution of counterfeit drugs which are dangerous," Chaouk said in an interview.

Apart from its state-of-the-art facilities, SkyPharma also boasts of innovations like the White Container, which is coated on the inside with thermal insulators to counteract high temperatures in Dubai and preserve sensitive cargo, the Emirates SkyCargo

Cool Dolly—a special piece of equipment that transports cargo from the aircraft to cool storage areas while maintaining temperatures of as low as -20 degrees centigrade, among others.



## Global Commitment

Chaouk said Emirates SkyPharma would help more people get access to medications that they need.

Nabil Sultan, Emirates Divisional Senior Vice President for Cargo, noted: "As a leader in the global air cargo industry, we decided that it was not only important for us to build state-of-the-art cool chain facilities for the transport of pharma products but to also go the extra mile and ensure the compliance of our operations against the highest international standards."

Pharmaceutical products only account for 6 percent of products shipped via Emirates SkyCargo right now but Sultan is optimistic for growth in the coming months or years.



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# e-Commerce

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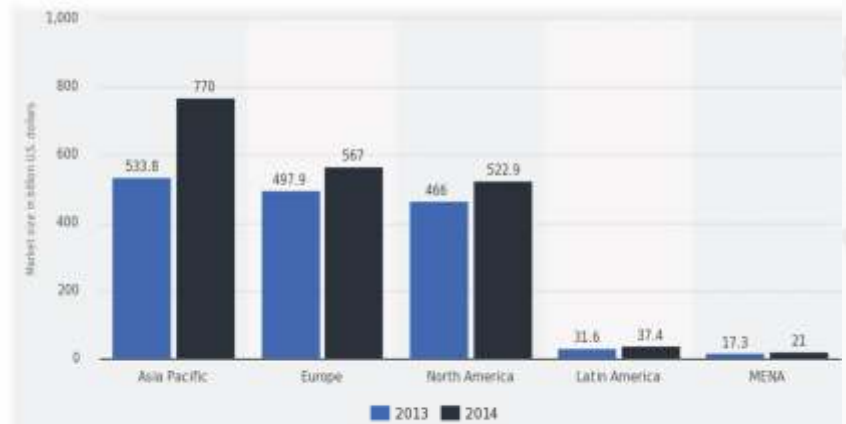
632 million  
Internet users in China



700 million Consumers with  
mobile phones in China



150 million Approximate number  
of digital consumers in Asia







**W**hile China's economy has slowed down in recent years, it will still remain a major force in spurring growth in certain industries like air cargo and logistics, an integral part of its thriving e-Commerce involving millions of online shoppers from across its more than 600 cities and 23 provinces.

More than 60 emerging markets across Asia, Africa, South America and elsewhere across the globe, now tightly embracing e-Commerce, will also positively impact the air cargo and logistics world.

In the US and Europe e-Commerce deliveries are mostly done on the ground. In China, Asia and other markets, goods are shipped overseas, mostly involving air cargo to hasten the process.

"The advantage for the air cargo is that one-third of that business is flown by air in China and in Asia," said Dr. Wouter Dewulf, a professor at the University of Antwerp in Belgium, who was one of the speakers at the 8th Air Cargo Handling Conference held in Dubai.

e-Commerce, also known as electronic commerce or EC, which is primarily buying and selling goods and services online or the internet, has dramatically changed the way retail, cargo and logistics industries do business.

Studies show about half of e-commerce done on the computer or mobile phones involve buying hotel stay, airline tickets, downloading music or videos, paying various dues and the likes.

The other 50 percent of e-Commerce involve shopping online for clothes, bags, toys, gadgets, mobiles, technological products and other items

that are usually sold on retail stores or malls.

With e-Commerce, funds are transferred remotely and business transactions occur either as business-to-business, business-to-consumer, consumer-to-consumer or consumer-to-business and new terms have been introduced like e-tail, which refers to the transactional processes for shopping online.

#### China's Consumer Power

Dr. Dewulf, who holds a master's degree in air transport management and a PhD study that tackled the strategy of air carriers, told **Air Cargo Update** most Chinese do shopping online, particularly on electronic gadgets, mobiles and the latest in technology.

"They don't have much shops there. Also the shopping malls tend to be mostly high-end like those you see in the US," said Dr. Dewulf referring to China's shopping scene.

"Chinese people are working very hard so in the evening they like to order things online. These people got money but don't have time so they like spending money online," added Dr. Dewulf who is also a visiting professor at the University of Chongqing in China.

**Out of China's 1.4 billion people, more than 632 million are internet users who are mostly moneyed or with high purchasing power and about 700 million have active smart mobile devices, which give them instant access to online shopping.**

"China is in the midst of a digital revolution. During the course of 2013, the number of active smart devices grew from 380 million to 700 million. On Singles Day, the e-Commerce marketplaces Taobao and Tmall posted more than RMB 36 billion (almost \$6 billion) in sales in just 24 hours. Some five billion daily searches are made through Baidu, and hundreds of millions communicate via WeChat, Tencent's mobile messaging app," the McKinsey Global Institute said in its report.

Considered as the world's manufacturing capital, China's economic activities continue to have an impact on the global business scene.

And the internet has fundamentally altered the way Chinese shop and do business.

"China's Internet has already given rise to a dynamic technology sector, thriving social networks, and the world's largest e-tailing market. But the Web is just beginning to penetrate many Chinese businesses—and the most sweeping changes are yet to come," the McKinsey Global Institute pointed out.

#### Asia, the sleeping giant

In Asia, e-Commerce is also changing the landscape on how people shop.

Southeast Asia, in particular, has been identified as the new frontier for online shopping after Alibaba announced this year it will pay \$1 billion for a majority stake in regional online marketplace Lazada.

Japan's major banks and financial firms like SoftBank, Sequoia Capital and SB Pan-Asia have also heavily invested on online shopping retailers, investing as much as \$100 million in Tokopedia Indonesia's largest online marketplace.

Out of Southeast Asia's 620 million, about 150 million are considered digital consumers and about two-thirds of them have done online shopping, according to the findings of Bain & Company, a financial think-tank.

Although the online market penetration in the region is still relatively small compared to developed economies, Bain & Company said it is likely to grow in the years to come.

For instance, in the Philippines where more than 13 million people work overseas, the online penetration is just 1.2 percent despite their capacity to buy.

To experts, this is a good sign to invest in the region with more room for growth in the horizon.

"It's no secret that global and regional investors have targeted Southeast Asia and are betting huge sums on its e-commerce future," Bain & Company said in its report.

"Now is the time to set direction and place bets. The ecosystem is finally taking shape and the market is starting to take off. It's no longer a game of wait-and-see, no longer a time for experimentation, no longer a market for small bets. It is critical to think through the dimensions of the digital ecosystem to seize opportunities and not be left behind," it added.



# Emirati woman

## to lead National Association of Freight & Logistics



His Highness Sheikh Ahmed bin Saeed Al Maktoum, President of the Department of Civil Aviation, CEO and Chairman of the Emirates Group and Chairman of Dubai World, center, with National Association of Freight and Logistics President Nadia Abdul Azziz, 2nd right, and other officials of the association, pose for a photo after a fruitful meeting discussing issues about the industry. Supplied Photo





**DUBAI:** For the first time in the history of the UAE, an Emirati and a woman at that, was chosen to lead the National Association of Freight and Logistics (NAFL), a group representing the largest industry in the country after oil and tourism.

Nadia Abdul Aziz, managing director and partner at the Union National Air, Land and Sea Shipping Company (UNASCO), who previously served as NAFL's secretary general, said the

group currently has 380 members but is aiming to gather thousands of other companies in the freight and logistics sector, as well as allied industries like aviation, technology, air cargo, among others, to join them.

Speaking at the two-day Air Cargo Handling Conference held in Dubai on September 20-22, Abdul Aziz said more growth will take place in the transportation and logistics sector as the country aims to be the leader in transporting goods and services globally.

"This is where the growth is taking place," said Abdul Aziz who has been in the forefront of the industry for many years. "We will work with the government and the industry to further enhance our standards and give our traders the best possible opportunities."

Founded 24 years ago, NAFL continues to stir UAE-based freight and logistics companies to greater heights.

As NAFL's new president, Abdul Aziz assured the members of her commitment and dedication to bring them innovation, ease in doing business, globally recognized e-learning courses to update their knowledge as well as free legal services.

#### **FIATA World Congress in Dubai**

Under the patronage of HH Sheikh Ahmed Saeed Al Maktoum, the president of the Dubai Civil Aviation Authority, chairman of the Emirates, among other notable positions in both

the private and public sectors, Abdul Aziz seeks to bring the FIATA World Congress in Dubai in 2020.

FIATA or the International Federation of Freight Forwarders Association has long been a close ally of the UAE.

Bringing its upcoming major congress in Dubai will catapult the UAE as a major global hub in the freight and logistics industry.

Abdul Aziz described the group's meeting with Sheikh Ahmed as "productive" and expressed hope for his continued support for their many upcoming projects.

"The FIATA World Congress is one of the important agendas. We recently represented UAE in Africa-Addis Ababa and will represent the UAE logistics industry in Ireland at the FIATA Global World Congress too," she said.

"We will always focus on promoting the UAE's excellent infrastructure, airports, airlines, ports and logistic free zones to investors when we travel for global conferences," she added.

Apart from NAFL, Abdul Aziz also volunteers her time to numerous other cause-oriented organizations, most notably WILATME or the Women in Logistics and Transport Middle East Region, which she chairs and the Al Noor Training Center for Persons with Disabilities where she sits as a member of the Board of Governors.



NAFL President Nadia Abdul Azziz

## About NAFL

The National Association of Freight and Logistics (NAFL) was founded in February of 1992 or more than 24 years ago in Dubai, United Arab Emirates.

It was the Gulf's first national freight forwarders association primarily formed to bring together in one body all the major players in the UAE freight forwarding, logistics and shipping industries.

Broadly, its main goal is to ensure the UAE's leading position and Dubai's pre-eminence in the international freight and transportation fields.

NAFL is a member of FIATA, the International Federation of Freight Forwarders Associations, based in Zurich, Switzerland.

To learn more about the group, visit [www.nafl.ae](http://www.nafl.ae) or call +971-4-343-1112.



FEATURE

# Twin tter: The multipurpose aircraft

*The plane's fixed tricycle undercarriage, STOL abilities and high rate of climb have made it a successful cargo, regional passenger airliner and Medevac aircraft*







## FEATURE

**T**he de Havilland Canada DHC-6 Twin Otter, currently marketed as the Viking Air DHC-6 Twin Otter, is a Canadian 19-passenger short takeoff and landing utility aircraft.

The aircraft's fixed tricycle undercarriage, STOL abilities and high rate

of climb have made it a successful cargo, regional passenger airliner and Medevac aircraft.

India, to familiarize potential customers in India and Sri Lanka with the versatile Twin Otter's proven capabilities and Viking's exceptional customer service.

Founded in 2009, Arrow is a significant provider of business aviation services, including sales,

client's requirements for the duration of the aircraft lifecycle. It specializes in emerging markets, identifying a niche where previously customers had been at a disadvantage, working directly with major aircraft OEMs to satisfy their needs.

In an interview with Air Cargo Update,



The aircraft's fixed tricycle undercarriage, STOL abilities and high rate

of climb have made it a successful cargo, regional passenger airliner and Medevac aircraft. In addition, it has been popular with commercial skydiving operations and is used by the US Army Parachute team and the US Air Force.

It has the capacity to carry up to 22 skydivers to over 17,000 feet.

Considering the market potential, in May this year, JetHQ of Dubai, UAE and Arrow Aircraft Sales announced a partnership for the latter to represent Viking Twin Otter series 400 in India and Sri Lanka.

In January 2015, Viking Air had assigned JetHQ to become the regional sales representative for the aircraft for seven South Asian countries, including India, Bangladesh, Sri Lanka, Nepal, Myanmar, Pakistan and the Maldives.

JetHQ strengthens its sales network by partnering with Arrow Aircraft Sales and Charters of New Delhi,

charters and operational management programs.

Headquartered in New Delhi, with additional offices in Mumbai, Kolkata and in Sharjah, UAE, Arrow is well positioned to meet with prospective operators in the region.

"Our companies share a common business philosophy based on trust, integrity and dependability, combined with a love of aviation," said Garrett Jerde, Managing Director of JetHQ. "Arrow is ideally poised to enhance the Twin Otter's position in India and Sri Lanka and we are delighted to be working together to promote the Series 400 Twin Otter, the best-selling next generation turbo-prop in its class."

JetHQ is centrally located in Dubai, UAE with a secondary location in Wichita, Kansas.

It provides aviation consultation services that build trusted partnerships and maximize value for all the

the Marketing Associate (Business Development) Angie Murray, explains the capabilities of the Twin Otter and its market.

**Could you tell us about cargo configuration of Twin Otter as to what kind of cargo can it take and what tonnage?**

With the Twin Otter, the entire cabin can be configured to carry cargo as the cockpit has egress doors for the flight crew. The standard Twin Otter has a useful load of 5,180 lbs. and a usable cargo volume of 508 cu. ft., however Viking is currently evaluating potential development of the "Twin Otter 400F Freighter", which would have a longer fuselage providing an increased cargo volume of 832 cu ft. with a useful load of 5,780 lbs.

**What are the advantages of a Twin Otter cargo aircraft over other aircraft?**

The Twin Otter design has separate pilot doors to allow the entire cabin to



## FEATURE



be utilized for cargo, and has the largest loading door in its class. The Twin Otter's performance capabilities, combined with a rugged and versatile design, allows it to land on multiple surface types and operate in extreme conditions to remote and unimproved airfields. It features extremely low operating costs and ease of maintenance for remote operations, so is an economical choice for multi-purpose use to service remote communities.

**Have you sold any Twin Otter cargo airplane to any operator?**

While we haven't sold any aircraft dedicated solely for cargo operations to date, many of our operators take advantage of the aircraft's versatility to operate with adjustable interior configurations featuring a combination of seats and cargo.

The seats can be quickly removed or added to allow for maximum flexibility, and cargo nets are easily attached to rails along the floor and sidewalls throughout the length of the cabin.

For operators that provide regular infrastructure support to remote communities, a utility interior option

is available allowing passenger seats to fold up within minutes and be stowed along the cabin walls. For aerial drop operations, an air-operable roll up door and static lines are available options.

**What are the prospects in South Asia, in countries like India, which has a vast coastline?**

The Twin Otter's ability to be configured with seaplane floats expands the list of potential customers that might be using the more conventional method of shipping by boat. For example, the amphibious Twin Otter can carry cargo from a seaport to an inland location in a matter of hours, where shipping by boat or over land would take days.

**Isn't it economical to move goods by surface or sea transport within countries such as India rather than go for Twin Otter aircraft?**

The economics of moving cargo are hugely dependent on time to ship versus expense. With its ability to access remote areas, the Twin Otter can offer delivery options simply unavailable via road or water.

**What goods are suitable for**



**transportation in Twin Otter? What about perishable goods?**

The Twin Otter is suitable for a wide-range of goods – basically, if the package fits through the cargo door, the aircraft is capable of transporting it. Fuel drums, small motorcycles and ATV vehicles, mining equipment, and live animals have all been known to be transported in a Twin Otter.

In the case of perishables, the Twin Otter is ideal for transport where alternative methods of shipping to remote communities cause untimely delays putting the cargo at risk.

**What kind of market exists for the cargo version in Asia?**

As mentioned above, Viking is currently evaluating market potential for a cargo-specific model of the Twin Otter, however initial indications show use of the Twin Otter for small cargo operations is strong.





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## EXECUTIVE MOMENTS

## Gebbeken is Munich Airport's new third managing director

**MUNICH:** A career executive in the aviation and logistics sector, Andrea Gebbeken, was named as the new third managing director of Munich Airport alongside Dr. Michael Kerkloh and Thomas Weyer.

Gebbeken brings with her an extensive experience in the industry having been the former managing director of Tirana Airport in Albania.

She joined Munich Airport after serving as the head of north German operations for DB Station und Service AG, the services arm of the German railways.

In that role, she was responsible for more than 700 employees and the safe and profitable operation of 560 train stations.

At Munich Airport, Gebbeken will be in charge of quality project management, end-customer

business, and corporate security.

Along with 170 shops and service activities as well as 50 food and beverage operations, with a total area of over 40,000 square

meters, she will also be responsible for the promotion and event spaces and the 14 parking facilities with space for more than 36,000 vehicles.

"In view of the big challenges facing Munich Airport, I'm delighted to be



Andrea Gebbeken

making this effective addition to our management team. With her wide-ranging international experience, Andrea Gebbeken is an ideal fit for our airport," says Dr. Michael Kerkloh, the President and CEO of Munich Airport.

## Washer ascends as Seko Logistics's chairman



William J. Washer (left) with SEKO Logistics' new President-elect James Gagne.

**CHICAGO:** Seko Logistics President and Chief-Executive-Officer William J. Washer who is also the firm's largest independent shareholder is ascending as its chairman effective next year.

Seko said James Gagne will become the new president effective January 1, 2017 and Washer, who has led the firm since 2002, will continue as CEO as Gagne transitions into his new role.

Washer said he's proud to have led the team for the past 15 years in terms of network, logistics and technology solutions.

As SEKO's new chairman, he vowed to lead the company to more success.

"I remain committed to the long-term success of SEKO but in recent years have

started to focus on a succession plan to build the next generation of leadership so that the company is always in highly capable and steady hands and continues to thrive," said Washer and noted that Gagne is the right man for the job with his expertise and leadership.

James Gagne joined SEKO Logistics in 2014 as Chief Operating Officer-ASPAC, based in Hong Kong.

He has spent the last 20 years of his career in Asia, also holding executive positions with Agility, Schenker/BAX and Maersk. In his new role, he will be based at SEKO Logistics' global headquarters in Chicago.

Commenting on his appointment, Gagne said he's honored with the trust and is looking forward to further growing the company.

"I look forward to working with our leadership team, our Board, and our colleagues throughout the SEKO global network as we create the future of logistics for our customers," he said.

shipments as well as other power plant components such as valves and heat exchangers.



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## AIRLINES

## Saudia adds 63 new planes to fleet



**RIYADH:** Saudi Arabia's flag carrier, Saudia, is adding 63 new planes to its fleet in a bid to boost passenger services on both national and international routes.

The Kingdom's Minister of Transportation Sulaiman Al Hamdan said the new planes include 15 Boeing 777-300ERs, 13 Boeing 787 Dreamliners and 35 Airbus New Generation A320/A321-neos.

Al Hamdan said the move is part of the General Authority of Civil Aviation's strategy to expand the country's aviation industry through partnerships.

Saudia expects to carry as much as 30 million passengers by the end of this year. It is also scheduled to launch a budget airline in the region known as Flyadeal by mid-2017.

Saudia Director General Saleh Al Jasser told the local media agreements were signed with Airbus this year and last year to buy a total of 113 planes.

## US airlines rake in \$2B in baggage fees



**WASHINGTON:** Apart from taking profits in ticket sales, top airlines in the United States raked in more than \$2 billion in baggage fees during the first half of the year, the US Department of Transportation reported.

American Airlines topped the list with earnings in excess of \$500 million for Q1 and Q2 of 2016.

Delta Airlines followed with baggage fee earnings of more than \$430 million during the period. United Airlines came in third with \$334 million; Spirit \$214 million, and; Frontier Airlines at \$142 million, racking up the top five.

Overall, airlines racked up \$4.6 billion in ancillary fees, which include items like reservation fees, up from \$3.1 billion in the first quarter of 2016.

In all, airlines in America made \$755 million from reservation change fees alone.

The report came amid tensions between the American Association of Airport Executives and the airlines over a request to increase passenger facility charge based on the current inflation rate in the country.

Airlines are opposed to the PFC price hike from \$4.50 to \$8.50 per passengers while AAAE supports the move to help it finance construction of new terminal projects.

## Use of Samsung Galaxy Note 7 banned on airlines



**ABU DHABI:** The use of Samsung's Galaxy Note 7 phones aboard flights operated by national airlines in the UAE will not be allowed amid concerns over the phone's batteries catching fire or even exploding.

UAE General Civil Aviation Authority (GCAA) Director-General Saif Mohammed Al Suwaidi advised passengers not to turn on or charge Samsung's Galaxy Note 7 phones onboard

the aircraft and not to stow them in checked baggage.

The directive came after customers reported incidents in which the batteries of Samsung's latest phone model caught fire or exploded while they are being charged.

Samsung is replacing all Note 7 devices worldwide after at least 35 reported incidents in which a battery flaw led to fires or explosions.

Other international airlines have also ordered a ban on the use of Note 7 due to safety concerns.

Samsung's main office in South Korea said it will further delay the public sale of Note 7 across the world pending more technical tests on its battery.



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## AIRLINES

## Qatar Airways renews commitment to India's tourism industry



**NEW DELHI:** Qatar Airways renewed its pledge to help grow India's tourism industry as the country convened its latest investors' summit.

Qatar Airways Group Chief Executive, His Excellency Mr. Akbar Al Baker, was part of a CEO panel brought together to discuss ways to create and enable an environment for investment in the tourism sector and to overcome any obstacles to growth during the "Incredible India Tourism Investors' Summit 2016" (IITIS) held in Delhi on September 23.

"India is one of the world's fastest growing economies, having tremendous business opportunities and huge potential, making it a significant market for Qatar Airways. The country continues to show strong economic growth and an increasing demand for air travel to and from all corners of the globe," said Al Baker.

He adds: "The aviation industry contributes significantly to India's prosperous tourism sector and more liberal air service access is required for the tourism industry to develop even further."

Qatar Airways currently flies to 13 Indian cities with more than 100 weekly flights.

IITIS is a platform for investors across the globe to explore investment opportunities available within India's tourism sector as well as core supporting infrastructure.

Qatar Airways, the national airline of the State of Qatar, was the only gulf carrier that participated in IITIS 2016 highlighting an unprecedented level of commitment to, and belief in, India's tourism market.

## Etihad ups Abu Dhabi-Sydney flights to seven a week



**ABU DHABI:** Passengers bound for Sydney, Australia now have seven flights a week to choose from via Etihad Airways with three more flights added to the destination from Abu Dhabi starting February 6, 2017.

Etihad Airways said the double-daily schedule between the routes comes with the move by strategic partner Virgin Australia to shift its Australia to Abu Dhabi operation from Sydney to Perth from 9 June 2017.

The morning departure from Abu Dhabi – EY450 – and the afternoon departure from Sydney – EY451 – will now increase from four to seven flights per week.

The combined impact of the additional Sydney capacity and new codeshare with Virgin Australia is an increase in the UAE flag carrier's Australian footprint from a total of 42 to 45 weekly flights.

"Australia is a critical part of our network, and we will continue to add capacity in order to meet the growing two-way demand for business and leisure travel," said Etihad Airways' Chief Executive Officer Peter Baumgartner.

"The allocation of our newest equipment, the A380 and B787, to all four Australian gateways, and investment of our next-generation product and service offering demonstrate our commitment to this highly competitive market," he added.

## US approves delivery of 117 new planes to Iran

**WASHINGTON:** The US government approved the delivery of at least 117 new planes to Iran from aviation giants Boeing and Airbus, a key step to open up the country for more business dealings since America lifted its economic sanctions early this year.

President Barack Obama lifted economic sanctions against Iran early this year after it agreed to curtail its nuclear program.

Iran stands to receive as much as \$100 billion as part of the deal.

The US Treasury Department's approval meant Iran, which has one of the oldest and most dangerous planes in the world since becoming a pariah after the 1979 Islamic Revolution, can now upgrade its fleet and open up the country for more business opportunities.

The US-based Boeing is set to deliver 100 aircraft while the European consortium Airbus will deliver 17 Airbus passenger planes.

Treasury's sanction was needed to ensure that Iran doesn't use the planes for military purposes.

In a statement, the Treasury Department said the approval of the licenses to deliver the plane "contain strict conditions to ensure that the planes will be used exclusively for commercial passenger use and cannot be resold or transferred."





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# CARGO THEFT in EMEA region up by 92.9%



"The data reported by TAPA's Incident Information Service (IIS) only represents cargo crimes we have been able to record. We know the actual level of cargo crime is much higher, but accurate information is not always available."





**C**argo crimes in Europe, Middle East and Africa (EMEA) region dramatically increased by 92.9 percent over a 12-month period with the value of stolen cargoes climbing up to €27,314,438 or about Dh113 million.

The Transported Asset Protection Association (TAPA) said in Q2 of 2015 310 new cargo crimes were reported to TAPA EMEA's Incident Information Service (IIS).

In Q2 2016, new cargo crimes reported rose to 598, producing a year-on-year increase of 92.9%.

TAPA's IIS for three months ending in June, revealed a loss value of 43.1%, showing a combined value for stolen products of €19,334,815 and a significant rise on the €5,301,828 for the same period in 2015.

The Q2 2016 figure, when added to crimes with value in Q1 of this year, adds up to a loss of €27,314,438 (about Dh113 million) of products in EMEA in the first six months of this year, based on crimes reported to IIS.

#### **Opportunists abound**

TAPA's EMEA Chairman Thorsten Neumann said there are many reasons as to why cargo theft is increasing.

Some freight thefts are the result of organised crime by criminal gangs, and there is no question they are extremely active. There is also more evidence of opportunist crimes by individuals.

So many factors can lead to cargo losses, including challenging economic conditions that fuel demand on the black market for products.

Cargo theft may also be rising because very few companies are taking the necessary precautions to protect their high value, attractive theft products in the supply chain.

"The data reported by TAPA's Incident Information Service (IIS) only represents cargo crimes we have been able to record. We know the actual level of cargo crime is

much higher, but accurate information is not always available," said Neumann, noting that some companies who may have victims of theft are sometimes reluctant to share intelligence.

"It is also true that many law enforcement agencies do not categorise losses from supply chains as cargo crime. Instead, police forces may record such thefts into more general crime categories such as vehicle crime or commercial property crime," he added.

The official said law enforcement agencies and insurers are seriously monitoring the situation.

The sad reality, however, is that criminals are increasingly targeting cargoes.

"The bad news is that the increase reflects the fact that criminals are now targeting virtually all cargoes as opposed to say 5-10 years ago when their primary targets were goods with a high unit value, such as technology products," the TAPA chairman said.

#### **Consumer goods targeted**

Thieves seem to be targeting high-value consumer goods which are easily sold to the black market.

Neumann said most of the stolen items, include food and drinks, furniture/household appliances, clothing and footwear, cosmetics and hygiene products, tools/building materials, tobacco, car parts, tyres, metal, pharmaceuticals, computers/ laptops, toys/ games, phones, sports equipment, cash, bicycles, agricultural materials and jewellery/precious metals.

"These were all stolen either from warehouse facilities or trucks," he pointed out.

Food and drink products are also targeted because they are quick and easy to sell on the black market and also, these items are quickly consumed as well.

#### **EU as a target**

With over 500 million consumers in

the EU, the region is considered the largest collective economy in the world.

It is also home to many of the world's top companies with massive logistics industry serving the market chain.

"So, just the size of the European supply chain makes it a target. Also, we regularly see cargo criminals crossing borders to commit crimes in other countries, which is much easier to do in Europe. This makes such incidents harder for police forces to investigate because multiple jurisdictions can be involved. Criminals know that too," said Neumann.

If the cargo crimes continue to rise, Neumann said it would adversely affect the logistics industry.

"A cargo theft can have a very severe knock-on effect for companies and most of these effects come with added costs. Ultimately, these costs are likely to be fed back into the market through higher prices of products for consumers," he said.

"The real risk to the cargo and logistics industry is to companies that ignore the threat of cargo crime because more and more manufacturers understand that cargo crime can be prevented by taking the best preventative measures, through the use of technology, by using crime intelligence, etc. The companies that show manufacturers they are proactively working to protect their goods in the supply chain and that are serious about supply chain security will increasingly prosper," he added.

#### **Safety measures**

To further enhance in-house supply chain security programs, TAPA advises supply chains to have an excellent in-house program.

Many of the world's leading manufacturers and logistics service providers are TAPA members because they can additionally benefit from the association's



## AIRPORTS

industry-leading security standards for facilities and trucking operations as well as free training to help implement and maintain these standards, according to TAPA.

"They also get access to all of the intelligence we gather and, very importantly, they can network with hundreds of other supply chain security professionals to share their experiences and best practices. This all helps to minimise cargo losses," said Neumann.

"Every day, cargo criminals are developing their knowledge and skills. They are becoming more technically-advanced as well as more daring and violent in their attempts to steal cargo. The job of supply chain security professionals is to try and stay one-step ahead of the criminals all the time and there is no question that TAPA helps to make this possible."

### Reduce theft in Q3

Companies are constantly working hard to achieve supply chain resilience and to lessen the threat of cargo crime.

Neumann further highlights that the vast majority of cargo crimes recorded by IIS do not involve TAPA members. They are incidents that are being suffered by companies currently outside the TAPA family.

"We know from previous benchmarking exercises that TAPA members are statistically far less likely to be a victim of a cargo crime."

Neumann's advice to Middle East cargo handlers is to not ignore the problem because it is not going to end though the recorded rate of cargo crime in the Middle East is low compared to Europe.

"I am sure most of your readers are also doing business all over the world, so they need to find out where cargo crimes are occurring, the types of incidents taking place and the tactics being used by criminals to steal from supply chains. I would also recommend to



companies that they look to implement TAPA's Security Standards because these will not only help to protect their customers' business, it will also further enhance their reputations with their clients and hopefully, help them to win new business.

"Our members prevent theft by using TAPA's security standards, training and intelligence to support their in-house security programmes. Most importantly, they are never complacent about a secure supply chain. You have to be alert to the threat 24/7," he concludes.

### About TAPA

Formed in 1997, to tackle the multi-billion euro problem of cargo thefts from the supply chain, TAPA now boasts of over 800 member companies globally.

TAPA's mission is to minimize cargo losses from the supply chain through the development and application of global security standards, recognised industry practices, technology, education, benchmarking, regulatory collaboration and the proactive identification of crime trends and supply chain security threats.

## Top stolen cargoes

**TAPA recorded losses in 18 product categories in Q2 2016, and they reinforce the fact that, today, most products are at risk of theft during the supply chain process.**

**Seven of these averaged at least one theft a week:**

**Furniture/household appliances with 42 incidents or 7% of the Q2 total**

<b>Clothing &amp; footwear</b>	<b>- 34 or 5.7%</b>
<b>Cosmetics &amp; hygiene</b>	<b>- 32 or 5.4%</b>
<b>Tools/building materials</b>	<b>- 23 or 3.9%</b>
<b>Tobacco</b>	<b>- 22 or 3.7%</b>
<b>Car parts</b>	<b>- 18 or 3%</b>
<b>Tires</b>	<b>- 14 or 2.3%</b>





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## AIRPORTS

# Hyderabad fast becoming India's air cargo hub

The Rajiv Gandhi International Airport Hyderabad welcomes the world's largest cargo aircraft in May, proof of its robust infrastructure and technical expertise to undertake extraordinary tasks



In May this year, the Rajiv Gandhi International Airport Hyderabad (RGIA), added a page in the global aviation history, proof of its infrastructure prowess, by welcoming the world's largest cargo aircraft, the AN-225 Myria Antonov Airlines of Ukraine on its code F compliant runway.

The flying behemoth holds almost 240 world records under its belt, powered by six super charged turbo-fan engines, operated by a six-man crew, lifting 640 metric tons of MTOW (maximum take off weight).

It hurtled its landing gear in the wee hours of the night on 12th May at the Hyderabad airport, parking at the airport's Code-F (Airbus A380 compatible) cargo apron.

Run by GMR Hyderabad Inter-national Airport Limited (GHIAL), RGIA was chosen over other Indian airports for the halt of AN 225 Myria (Dream in Ukrainian), for its technical expertise

based on several factors such as runway length, ground manoeuvring area, technical facilities, air traffic density and proximity to the trans-continental air route.

There are only a few airports in the world which can accept this kind of aircraft since the length and width of AN 225 through its wing span is wider than even the world's largest passenger transport carrier, the Airbus A380 double-decker aircraft.

SGK Kishore, CEO of GMR Hyderabad International Airport Limited (GHIAL) said, "We feel privileged to host the world's biggest, longest, heaviest aircraft at Hyderabad airport. The landing of AN 225 Myria is the testimony to our robust infrastructure, technical expertise and operational efficiency. That of all the airports in India, Hyderabad Airport was chosen as the technical stopover for the aircraft of this size and volume reiterates our competence as a world

class airport operator and a logistic hub."

*In an email interview with Air Cargo Update, Kishore dwelt at length on how Hyderabad airport has the wherewithal to become an air cargo hub in India.*

RGIA, Hyderabad has been having impressive passenger growth, what about air cargo performance? Could you indicate the growth pattern for 2014 and 2015?

For the year 2014 and 2015, cargo business has registered double digit growth.

**RGIA intends to become a cargo hub, could you substantiate how?**

A hub is a central location that connects to all spoke destinations through its multimodal network. Hyderabad is a perfect choice for an air cargo hub as it fulfils all the major parameters that are required for the





establishment of an air cargo hub as mentioned below:

- **Strategic Location:** RGIA is located strategically at the geographical center of India within two hours flying time to all Indian major cities. It is well positioned globally within a four hour radius from all major cities in the Middle East and South East Asia.
- **World Class Infrastructure & Services:** RGIA today is among the best in its class of airports in terms of infrastructure and services, a fact borne out through numerous international awards and industry recognitions that the airport has received over the years.
- **Multimodal Connectivity:** RGIA has a seamless air/rail/road connectivity that plays a major role in air cargo hub establishment. Moreover, to ease the operations our Air Freight Station (AFS) and Road Feeder Service (RFS) network is a pioneer in offering the exporters in our catchment region- a seamless and hassle-free option to ship their goods to major markets worldwide through RGIA.
- **Free Trade Zone/ Special Economic Zone:** At RGIA, we have an Aerospace & Industrial Park with India's first airport based Special Economic Zone and the GMR International Free Trade Zone (GIFTZ). With these facilities we are able to attract manufacturers and other industries to set up their operations further boosting air passenger-centric and air logistics-centric growth.
- **G-LOGZ:** GMR Logistics Zone covers fully operational Cargo Village and Aerospace Park with multiple world-wide known brands already operating.

**Industrial Belt:** Hyderabad is known as the bulk drug capital of India that accounts for nearly a fifth of India's exports of drugs. Also with the presence of all major IT related companies it has a strong capability to become the IT Hub of India. Moreover with the Government focus on boosting the aerospace & defence clusters at Hyderabad, it is fast

becoming a major centre for aerospace & defence manufacturing

#### What are the unique features of RGIA cargo facilities?

The Cargo Complex at RGIA is spread over 14,330 sqm having 150,000 MT cargo handling capacity per annum. It is the first cargo complex in India to have implemented the concept of an integrated cargo facility with domestic, international and pharma terminals under one seamless roof.

One unique feature of RGIA cargo facilities is that the cargo apron is less than 50 meters away from the cargo terminal which enhances the quality of freighters in terms of avoiding temperature excursions as well as reducing turnaround time by quickening both loading and unloading operations. The cargo apron can accommodate at one time 2 code F (A380 type) or 3 Code E (B747 type), D (B757 type) or 4 code C (B737 type) Freighter operations.

Hyderabad is renowned as the pharma hub of the country and the RGIA Pharma Zone provides a unique set of competitive advantages to the region's pharma exporters through its state of the art infrastructure and modern handling methods meeting WHO (World Health Organization) standards.

The Cargo Terminal has state-of-the-art facilities like Envirotainer base [temperature-controlled Unit Load Devices (ULD)], AFS (Air Freight Station) and RFS (Road Feeder Service) network providing multi-modal transport connectivity. RGIA is well on its way to achieve its vision of becoming the logistics hub for India and South Asia region. The cargo satellite building is a unique facility that houses offices and warehouses of freight forwarders, airlines, government regulatory agencies, plant quarantine, animal quarantine, Central Drugs Standards Control Organization (CDSCO), Customs, among others under one roof. This adds immense



value in terms of 'ease of doing business' out of RGIA.

RGIA has India's only Airport based GMR International Free Trade Zone (GIFTZ), which provides companies an opportunity to do trading, distribution, assembly, value addition such as packaging and labelling and warehousing for re-export of commodities with facilities for sorting, grading, kitting and repackaging etc.

#### Which countries RGIA cargo connects to, primarily with exclusive freighters?

RGIA currently connects four major cargo hubs at Doha, Istanbul, Frankfurt and Hong Kong with direct connections through dedicated freighters. It is connected to almost 120 countries through these hubs with second degree connections on dedicated freighters. RGIA connects to 75-80% GDP producing areas of the world within 48-72 hours through freighters and wide-body lower deck lift on passenger aircraft.

#### What are the expansion plans of RGIA relating to cargo growth?

Major initiatives currently being pursued include increasing the catchment area in and around Hyderabad by establishing Air Freight Stations (AFS) in various cities. We have AFS at Nagpur, Chennai and Goa with robust Road Feeder Services connecting Hyderabad Airport.

Going forward we are also in process of developing a dedicated Perishables Terminal and a dedicated International Express Terminal. Apart from this we are also contemplating an extension to the current Cargo Satellite Building (CSB) in order to increase warehousing space as per trade demands.



# FUSO Canter Trucks: Built to last for optimum capacity







## TRUCKING

**Mitsubishi's Canter FE Series medium-duty trucks are renowned for defining urban mobility with a touch of technological advancement and economic benefits. With a highly efficient and eco-friendly combustion engine, these trucks can generate savings of up to 64 percent, according to studies. The latest in the series, powered by four 390-volt, 48.8 kWh lithium-ion batteries, comes with even better features.**



**T**he batteries and the 110kW AC motor provide 150 horsepower and 479lb-ft of torque at startup. The gross vehicle weight of the truck is 13,230 lbs with a payload capacity of 6,470 lbs.

"The all-new Canter medium-duty truck is a weight-lifting champion. Designed for optimum capacity without compromising on compactness or maneuverability, the new Canter 8.55-ton truck sets the benchmark in offering customers the largest payload in its weight class. The Canter continues to pave the way in the global trucking industry," said Mr. Kai-Uwe Seidenfuss, MFTBC Senior Vice President of Sales & After Sales.

### Key innovations

The FUSO Canter E-CELL trucks give a glimpse into the future of Daimler Commercial Vehicles' connectivity technologies.

The trucks were produced at the Tramagal plant which is about 150 kilometers northeast of Lisbon.

Complete with smart design and efficient mobility, the canter truck includes DUONIC®, the world's first dual-clutch automatic transmission for commercial trucks. An optimized powertrain sharply reduces fuel consumption while guaranteeing an even safer, smoother drive.

The bottom line – the Canter truck offers greater efficiency and a smoother ride at every turn.

Other technological features include LED lights, air conditioning, music player and navigation.

The Connectivity concept for Daimler's booth at the event pertains to three main features: vehicle health, travel history and task allocation. Vehicle health is the ability to scan various parts of the vehicle to detect abnormalities.



## TRUCKING



Travel history allows a driver to see how much distance has been covered per day as well as the status of charge over the driving period. There is also data to show the distribution and energy efficiency of drivers' journeys.

Task allocation describes the interaction between the digital control panel and the fleet manager's personal computer. It can send tasks to a driver who can then automatically relay the pick-up and delivery time back to their fleet manager.

### UAE Presence

In the UAE, Mitsubishi vehicles are exclusively distributed by Al Habtoor Motors, one of the country's leading automobile distributors.

It currently sells Mitsubishi FUSO trucks in ton payloads of: 4.2; 4.9; 5.5 and double cabin and dump truck variants.

It described the FUSO Canter trucks as "outstanding" in terms of safety, economy, and durability.

According to the company's website, it began its partnership with Mitsubishi in 1983 and "offers an unrivalled choice of Mitsubishi passenger cars, 4x4s, and Fuso commercial vehicles and coaches

along with first class vehicle sales, servicing and parts for all models."

FUSO trucks and buses are sold in over 150 countries all over the world. More than 170,000 vehicles are produced annually in Kawasaki for the Japanese and international markets.

### In-use testing

On year after the hand-over of FUSO Canter E-Cell trucks, the trails for testing battery-electric-powered 'Zero Emission' vehicle finally came to an end in Lisbon, Portugal recently.

To prove its efficiency, Mitsubishi Fuso Trucks conducted a field trial using eight prototype vehicles with varied flatbed/stake body and dry van bodies installed.

The fleet managers were asked to put the E-Cell trucks to use in routine service while Mitsubishi Fuso engineers closely monitored the vehicles' performance and use profiles for a full year, according to report published in Land & Landscape.

Analysis revealed that the Canter E-Cell work trucks require an average of 76.6 kwh/100 miles (47.6 kwh/100 km), compared to an equivalent Canter's average diesel fuel

consumption of 3.72 gallons/100 miles (14.08 liters/100 km).

Actual cost savings in any particular region would depend on the cost in that region of diesel fuel and electricity. Based on diesel fuel pricing and electricity costs in the European locations where the trucks were operated, over the period of the testing, the E-Cell trucks produced a cost savings of 64%.

When compared to ordinary diesel-powered trucks, point to be noted here is that the new E-Cell series is a zero CO2 or other tailpipe emissions, delivering around 37% reduction in CO2 emissions in turn generating the electricity needed to re-charge the batteries.

Chris Burdett, FUSO's engineer notes that during the testing, majority of the operators were able to see a full day's cycle between charges in an urban delivery and pickup application.

The company plans on touring the Canter E-Cell around the US in the hopes of garnering a bit of feedback from customers in this market.

Fuso plans to release the Canter E-Cell in Japan in 2017 with a launch in North America following shortly after.



## Waterproof smartphones and other cool gadgets

The year is about to end but not without leaving an indelible mark on technology and gadgets. Apple just launched its latest version of iPhone, which among other salient features, is being waterproof. Yes, finally, you can swim and take pictures in action while frolicking in the water with your mobile phone. Android makers are following suit making such units affordable for the more budget-conscious. We've compiled other cool gadgets in the market that might interest you.

### iPhone 7 and iPhone 7 Plus



iPhone7 and iPhone 7 Plus are finally here. While many think only incremental changes were added to Apple's best-selling smartphones, the new features take it to the new level. First, it's waterproof. Second, no need for headphone jack.

iPhone 7 Plus comes with a 12-megapixel wide angle camera and a 12-megapixel telephoto camera while iPhone 7 has the 12-megapixel camera (single) with optical image stabilization, and a larger 1.8 aperture and 6-element lens. Both have new 7MP HD camera with wide color capture, advanced pixel technology and auto image stabilization. There is also a new quad-LED flash that is 50% brighter than iPhone 6s.

### Neffos X Series Smartphones



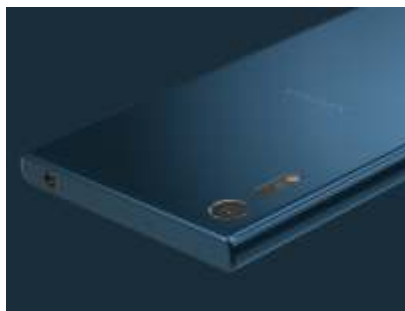
The latest Neffos series smartphones offering a combination of smart technology and stylish design are also out in the market.

The Neffos X1 and the Neffos X1 Max push the boundaries of smartphone design, imaging prowess, mobile security, and processing performance with dual curved back, rear camera backed by a 13-megapixel Sony sensor with backside illumination, 5P lens, and fast PDAF (phase-detection auto-focus) of just 0.2 seconds.

Both also feature Real-time Night shooting, so even in low light, the image users see is the image they capture – taking the guesswork out of low light photography.

### Sony Xperia™ XZ & premium Xperia™ X Compact

Android phones are catching up with Apple's new features. Sony is releasing two new models in the X series—the Xperia XZ (5.2" display) and premium Xperia X Compact (4.6" display). Both come with enhanced triple image sensing technology that can capture blur-free photos even in motion and unified design with loop surface for a beautiful fit in the hand.



### iQ Alarm clock



Instead of a sound, give your brain a quick workout in the morning with iQ Alarm Clock. You will be asked a set of 1-3 questions (similar to ones found in IQ tests) and will keep going until you answer all the questions in the set correctly (No snooze).

And don't even think about pressing the power button or removing battery. The

power button needs to be pressed and held for 30 seconds and the battery is designed to be tedious to remove. By that time, you would be awake, albeit angry. This is an alarm you will love to hate.



## MESH Wireless Functional Tag

Say you want to take control of temperature inside your home, or switch on or off a gadget from a distance. You might want to get a Mesh Wireless Functional, a tool that lets you explore the Internet of Things (IoT) using everyday objects.

Just attach your MESH tag to any physical object, and connect it with various connected devices and Internet applications on the MESH app. Your own personal IoT system is set. Simple.



## GOLAR: The portable solar



Need light and electricity on the go when out camping? Cheap power source after a natural disaster? GOLAR, a portable solar panel that gives you electricity wherever you need it, will do it for you.

With outlets, charge controller, an inverter and battery, integrated into one unit, you can plug all your appliances into it with no extra cost. Best of all, you can conveniently bring GOLAR anywhere you go.

## HooToo Wireless Travel Router with Battery Pack

This multi-functional gadget is a must have for those who want to enjoy connectivity while on the go.

With Built-in 6000mAh power bank (5V/1A), this gadget enables you to charge most smartphones up to 2 times.

You can also use this to stream your videos, photos, and music to your connected TVs, media players and other DLNA devices.



## Say hello to Spectacles



A new set of glasses that lets users capture short videos from their own perspective and instantly post it to the app Snapchat was just launched. The product records circular video with a 115-degree field of view and sends snaps to the mobile phone app to be viewed







# Cool Chain Association

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Photos By Gemma Casas and Eva International



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First Flight Courier	042627766
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EACE 2016 is the leading industry event for the airport fraternity, targeting the \$120B projects in the Middle East. Presentations for the Kuwait airports expansion, master plan for ongoing and future airport projects in Dubai, Saudi Arabia, Qatar, Oman, among others, are also among the highlights.

**The Regency Palace Hotel, Kuwait**  
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## The 6th Asian Logistics and Maritime Conference

The ALMC meet brings together logistics and maritime services providers and users, including manufacturers, traders and distributors, to exchange market intelligence and explore business opportunities in the region.

This year's conference is divided into three main tracks— SCM & Logistics Forum, Maritime Forum and Air Freight Forum. The event is expected to attract 2,000 industry players from around the world.

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## World Low Airlines Congress MENASA

World Low Cost Airlines Congress is part of The Aviation Festival MENASA, the ultimate conference for airlines, airports and their partners to learn how to grow their business through the convergence of technology, customer experience and new revenue streams.

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**November 22-23, 2016**

## Air Cargo Africa 2017

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

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

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## AirCargo 2017

AirCargo brings together all actors in the air cargo supply chain in one location to discuss trends, challenges, opportunities and the future of the air cargo industry. Airlines, airport authorities, freight forwarders and expediting companies along with the vendors who support them are all in one place.

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Coverage, capacity, transit time, flight schedule, rates, and flexibility, Saudia Cargo knows what you care about.

With its ever expanding network and modern fleet, Saudia Cargo aspires to Cargo Anything, Anywhere at Anytime. Being flexible enough to serve your client as part of your team.



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