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Founder & CEO
Lemon Queen



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Quest for rebound

The coronavirus pandemic has not only created a global health crisis but also an unprecedented economic disaster with business activities coming to a full stop during weeks of lockdown in major cities and countries.

The International Monetary Fund (IMF) described the global economy as experiencing its worst recession since the Great Depression. The World Trade Organization (WTO) is equally convinced while noting that global trade this year will likely drop by negative 9 percent, the worst in decades.

The UN body International Labor Organization (ILO) says the Covid-19 pandemic could wipe out 6.7% of working hours globally in the second quarter of 2020, the equivalent of 195 million jobs worldwide. And experts believe it could take years before the global economy could see normalcy before the health crisis struck.

More than 30 million Americans are now jobless and the figure is likely to rise with uncertainties still looming. The economic pain is felt more elsewhere, especially in poor countries, where governments cannot offer unemployment benefits. The situation is so dire that the World Bank forecasts the new global poverty to increase to 8.6% in 2020 whereby 665 million people will live on less than \$1.90 per day.

With global travel ban and barely no cars or any other vehicles moving due to the lockdown, oil prices went negative for the first time in its history. The aviation industry also took a big hit with no airlines flying. Ditto for related industries like travel and tourism, food and beverage, among many others.

Times like these call for a strong alliance between governments, trade bodies and different industries, and even the global transport sector like air cargo, to ensure the safe transportation of vital medical and other essential supplies to sustain people and livelihood across the world.

The Covid-19 crisis is far from over but there's hope. Countries have united to find a vaccine that will be made available for everyone at affordable costs.

The EU-led global initiative has so far raised more than \$8 billion for this good cause and optimism is growing among health experts that humanity will win its fight against this invisible enemy that has turned the world upside down in just weeks and months.

Gemma Q. Casas

Editor-in-Chief

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22

Cover Story

Glimmer of hope for Middle East logistics

05 The Lounge

The 'Lemon Queen' loves to laugh, follows the 'Miracle Morning' approach



26 News Feature

VoloCity & VoloDrone get funding boost from DB Schenker, others



32 Trucking

The best MAN ever is here

07 Global News

39 Airports

46 Upcoming Events

20 Logistics

43 Executive Moments

35 Airlines

45 Technology



The 'Lemon Queen' loves to laugh, follows the 'Miracle Morning' approach

She's articulate, approachable, funny, witty, thinks outside the box and is definitely not afraid to take risks when necessary.

Audrey Serdjebi, the Parisian Chief Communications & Marketing Officer for eight years of ECS Group, one of the world's biggest GSSA companies, made a major leap to create her own media and communications company, specializing in air freight and logistics industries, the "Lemon Queen."

Her previous exposure dealt mainly in communication management for different politicians and NGOs but fell in love with the industry the moment she began working for ECS Group.

"Eight years building tailor-made communications for ECS Group taught me all about the inner workings and rules of the industry. And I wanted to use that knowledge to promote the industry at every level. I love my work. Finding ways of standing out, injecting new energy into the promotion of new services and products, striving for excellence... When you're in love, it makes you want to write passionate letters. I'm in love with this industry and I want to shout it from the rooftops every day," Audrey, the Founder and CEO of Lemon Queen shared with **Air Cargo Update**.

Lemon Queen now counts ECS Group as among its growing list of clients. The team is made of 20 talented employees and freelancers.

"We offer you advice, we understand your brand image, we relay that image to the press and on social media with the greatest care, we create content, media and ads, and we know how to get the most out of them. And of course, events management is also part of our skill set. We're a real communication and marketing team," Audrey summed up some of Lemon Queen's services describing it as a company "focused on the future" which does pro bono work for charity events or promoting values of equality.

So how does this busy and energetic CEO relax? She follows the "Miracle Morning" approach.

"For the last two years, I've followed the Miracle Morning approach. Every morning, I wake up at 5.30 to meditate, read, write and exercise. At 7.30, I'm ready for the day, clear-headed and fully effective. It allows me to stay absolutely focused and be as effective as possible. It's a practice that means I never lose sight of my goals and allows me to constantly move forward. I think that if everyone took a bit of time to re-centre themselves and meditate, stress wouldn't be such a major problem in



Audrey Serdjebi
Founder & CEO
Lemon Queen

today's world," Audrey said.

And when she has more time to spare, she laughs. Yes, this CEO finds laughing liberating.

"Laugh. Take the time to laugh. With my daughter, my family, my friends. Laughter is liberating. It reminds us how lucky we are to be alive. When I was little, my mum would constantly remind me that every moment of tension makes you older and every moment of joy makes you younger," said Audrey who is also squeezing in her busy schedule writing her second novel.

Her favorite book? "Les Liaisons Dangereuses by Choderlos de Laclos. For its depiction of urgent life and urgent love. For its depiction of love being experienced with such intensity. The book is a series of letters addressed from one character to another. The author's ability to switch between styles with such ease, to paint the temperaments, personalities and above all the emotions of each character, is absolutely incredible. Each character is a work of art in themselves. And you don't emerge unscathed after reading these relationships in letter form."

And when the going gets tough, Audrey stays positive pulling inspiration from 17th century French poet Jean de la Fontaine.

"And though I fail to carry off the prize, still there is honour in the enterprise." These lines are by Jean de La Fontaine, a 17th-century French poet. You have nothing to lose by giving yourself the tools to succeed. But fundamentally, I love life, and when things are difficult, I know that there's nothing that can't be changed and that whatever happens, the best is yet to come," Audrey said with optimism.

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SAL launches new modern facilities at KKIA



Omar Hariri
SAL CEO

JEDDAH: Saudi Arabian Logistics (SAL) has moved some of its services—export and domestic cargo handling and express mail services—to the newly-launched facilities at the King Khalid International Airport (KKIA).

This comes in line with SAL's new operational plan aiming to enhance ground-handling services and streamline the cargo acceptance procedures through the village, which is a global integrated logistics platform for cargo and supply services.

Three quality and important services will be provided from the new venue during the first phase, which are export cargo handling, domestic cargo handling and express mail services effective April 20th, 2020.

SAL CEO Omar Hariri said the new facilities are a major leap in the company's progress because the Cargo Village offers capabilities. He noted that the village is the first of its kind in the region and was launched last January to contribute effectively to trade growth and enhance all logistic services.

"The movement of ground handling services to the new facilities will undoubtedly enhance the cargo operations being provided during the COVID-19 crisis and ensure the continuity of the logistic operations and the flow of cargos," he explained.

The SAL customers will get faster services as the operational capacity has doubled and will reach 450,000 tons a year at a total area of 67,000 square meters. There are 10 aircraft aprons and 15 docks for loading and unloading goods inside trucks. There are free parking areas for customers as well.

The Saudi Arabian Logistics is the main cargo gate in Saudi airports and the only logistic platform linking all airports and facilitating ground handling services, electronic commerce activities, land transportation, warehouse management and storage solutions.

Kale introduces portfolio of e-Services in air cargo and maritime trade

MUMBAI: Kale Logistics Solutions (Kale) says it has introduced a new range of e-services designed to support the air cargo and maritime industries amid the continued threat of the Coronavirus pandemic.

A global IT Logistics partner for Fortune 500 companies worldwide, Kale said its new e-Services ensure business continuity and core process automation for airports, ports, cargo ground handlers, airlines, freight forwarders, airlines, ports, shipping lines and importers/exporters to run its operations smoothly during lockdowns and minimize physical touchpoints.

Kale explained its cloud-based e-Services like electronic documentation for Freight Forwarder, Ground Handlers and Airlines, electronic Delivery Order for Air and Maritime trade including Shipping Lines, Ports, Terminals and Freight Forwarders, e-Certificate of Origin, e-Manifest, among others, enable contact less, paper less trade with significant reduction in operating cost. These e-services incorporate a completely outcome-based service model with zero upfront investment.

"Amidst the turmoil of the last few weeks, our priority has been to safeguard the health and well-being of our employees while continuing to support our customers' mission critical activities globally. We stand by the industry during this time of crisis, and would like to offer solutions that would support business continuity operations of Air and Maritime trade," said Vineet Malhotra, Director, Kale Logistics Solutions.

"There is urgent need to reduce the dependency on physical paper and contact across the global supply chain. This can be enabled by core digital services. Kale aims to build supply chains capable of communicating intelligently with one another with compounding effectiveness and agility," he added.



flydubai Cargo adds 6 B737-800 planes to all-cargo flights



DUBAI: flydubai says it has allocated six Next-Generation Boeing 737-800 aircraft to operate as all-cargo flights to ensure shipment of essential goods across its network and beyond amid continued global fight against the Coronavirus pandemic.

The low-cost-carrier says its cargo arm, flydubai Cargo, has so far operated 44 cargo flights with carrying a total weight of 146 tons since the COVID-19 crisis came up. It operated relief flights to a number of countries affected by the travel restrictions including Azerbaijan, Egypt, India, Kuwait, Lebanon, Montenegro, Pakistan, Saudi Arabia and Sudan.

"We have seen a strong global demand for cargo and we are working towards expanding our operations beyond the flydubai network to enable more goods

to be transported to those who need them the most. We are following the guidelines set by the IATA and the World Health Organization (WHO) to the highest standards and coordinating closely with our strategic partners to maximize existing capacity, resources and our network reach," explained Mohamed Hassan, Vice President of Cargo Operations at flydubai.

Air cargo continues to be a vital partner in delivering medicines, medical equipment, perishables, valuable goods, couriers, spare parts, electronic items, parcels, post office mails, among others to affected areas. The global travel ban, however, remains a challenge for its seamless operations.

flydubai said it is utilizing the cargo hold capacity in its passenger aircraft to increase its cargo capabilities in accordance with international laws.

"We recognize that air cargo has an important role to play in supporting the continuity of the supply chain and the efforts at a government and a private sector level to ensure the movement of essential supplies especially during these unprecedented times," said Hamad Obaidalla, Chief Commercial Officer, flydubai.

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Turkish Cargo is first global brand to get all 3 international certifications—CEIV Pharma, Fresh, and Live Animals



ISTANBUL: Turkish Cargo made another milestone recently when it became the first global air cargo brand to concurrently get all three internationally-recognized certifications—CEIV Pharma, CEIV Fresh, and CEIV Live Animals under the IATA CEIV (Center of Excellence for Independent Validators) program.

Turkish Cargo, widely recognized in safely and efficiently transporting drugs/medical products, live animals and perishable products in compliance with international and industry standards, was found to have satisfied all the requirements for the IATA certifications which are valid for three years.

The cargo carrier said it takes its role seriously investing heavily on people, facilities, equipment and technology to raise the bar in its performance and operations in carrying out various cargo products worldwide.

“We are passing through the days pointing how vital the air cargo industry is for trade across the world as well as transportation. We really make much of the IATA CEIV certificates that prove that we meet the international standards at our special cargo operations, during such a vulnerable and

critical period,” said Turhan Ozen, the Chief Cargo Officer of Turkish Airlines.

Glyn Hughes, the Global Head of Cargo at IATA, noted Turkish Cargo deserves all three certifications for its unparalleled commitment to deliver the best services to its customers across the world, especially in critical times like now when countries are grappling to survive amid the Coronavirus pandemic.

“Turkish Cargo deserves to be praised for becoming not only the world’s first air cargo airline to concurrently hold all three CEIV certificates, but also the first air cargo airline in Europe to have obtained the CEIV Live Animals certificate,” said Hughes.

“The air cargo industry now enters a period whereby the vulnerability at the special cargo services is augmented, and the CEIV program intends to ensure that the sensitive cargo is transported and delivered at the highest standards, meticulously and punctiliously, as much as possible,” he added.

The IATA certifications essentially attest to Turkish Cargo’s capabilities to responsibly handle and treat various shipments like pharmaceuticals, life sciences products, organs, medical supplies and equipment, among others, that are critically important to support lives.

Turkish Cargo maintains two hubs in Turkey and operates on a 24-7 basis, bridging the transport need for businesses, people and communities across 127 countries.



ECS says handling agents are the cornerstone of air cargo



PARIS: ECS Group pays tribute to handling agents and their teams in this time of Coronavirus pandemic as it recognized the remarkable work of the teams at Global Services Handling (GSH), a French air cargo handling company based at Roissy Charles de Gaulle (CDG) airport in France

ECS Group, a global leader in GSA industry, said without handling teams on the ground, freight forwarding would simply be impossible to do.

"As in all sectors, we need to reorganize the way we work because of the crisis, with one further difficulty: remote working isn't possible with goods handling. Our staff levels are down by around 25% but we are continuing to operate 24 hours a day, 7 days a week. We are 100% operational thanks to our extremely hard-working employees. Our priority is still to make sure that cargo leaves and arrives in total safety," said Pierre Perez, GSH's Managing Director.

Airlines are doing everything they can to offer more capacity: increasing the number of all-cargo flights, converting

passenger flights into freighters, demonstrating greater flexibility, and more – which makes handling agents vital players in ensuring the continuity of the supply chain. Without them, it would be impossible to receive and load cargo, which in turn would also make air freight forwarding impossible.

In addition to increased risks and greater workload as a result of reduced staffing levels, GSH's agents also have to tackle the unpredictable nature of flight scheduling, ECS Group noted. Flight schedules fluctuate from day to day. With extra flights being operated and others postponed, cancelled or delayed for regular flights and even more so for repatriation and all-cargo flights, flexibility and versatility are essential.

Perez described their people as having "an amazing sense of team spirit, togetherness and solidarity" among his colleagues that pulled them together, thus, helped save lives.

This remarkable work not only plays a crucial role in transporting goods, it also ensures the continuity of the supply chain and maintains the air freight ecosystem on which all stakeholders are totally interdependent.



Jazeera flies first all-cargo flight to Saudi Arabia

KUWAIT: With passenger planes grounded globally, Kuwaiti budget carrier Jazeera Airways has shifted its focus on all-cargo flights launching its first between Kuwait's capital and Saudi Arabia's main city of Riyadh in April.

"In this challenging business environment, we have adapted quickly to focus on cargo opportunities. We are pleased to be able to serve companies and institutions with our cargo services, ensuring vital food and other supplies are brought into Kuwait," Rohit Ramachandran, CEO of Jazeera Airways, said in a press statement.

Jazeera Airways said using passenger planes for cargo follows many other airlines as they make the most of their unused aircraft amidst the global drop in passenger volume due to the Coronavirus pandemic.

The airline used its Airbus A320 for the all-cargo flight between KSA and Kuwait that took 48 minutes. Jazeera Airways has 14 planes in its fleet.

Cargolux ranks 7th top air cargo brand in 2019



LUXEMBOURG: Despite a challenging market climate marked with global economic slowdown, overcapacity and low yields, Cargolux emerged as among the top 10 air cargo brands in the world with a net profit of US\$20 million in 2019.

Now on its 50th year of operation, the Cargolux Group (Cargolux) disclosed it generated a positive net result of USD20.2 million with an EBIT margin of 5.1%—despite unfavorable and volatile market conditions—a reflection of the company's solid business strategy.

IATA ranked Cargolux as the 7th top air cargo brand in 2019. The following are the top 10 cargo carriers: 1. Qatar Airways; 2. Emirates; 3. Cathay Pacific; 4. Lufthansa; 5. FedEx; 6. Air France/KLM; 7 Cargolux; 8. Korean Air; 9. Singapore Airlines, and; 10 Turkish Airlines

In 2019, Cargolux witnessed softening markets, unresolved trade conflicts, and uncertainties surrounding an agreement on the UK's exit from the EU. This resulted in a general downtrend in the industry, specifically over-capacity in the markets.

After a solid start to the year, the industry experienced weak demand for the available capacity during the summer and autumn period, prior to a short peak season in the fourth quarter, Cargolux said, adding, these circumstances translated into a sharp decrease in profitability compared to 2018 (USD 211 million).

Cargolux strengthened its footprint as an expert in niche markets with an expanding global network. In 2019, the company added two new destinations, Santiago de Chile and Jakarta. These additional gateways enable the company to both explore new business opportunities and meet existing customer requirements.

Cargolux is currently the only cargo carrier to offer main deck capacity between Europe and the Indonesian capital. The airline also bolstered its presence in Eastern Europe by doubling its services to Budapest.

The initial Hong Kong – Budapest route increased from 3 to 4 weekly frequencies, and two new weekly services were added from Zhengzhou to A new transpacific frequency from Zhengzhou (CGO) to Los Angeles via Xiamen also complemented the airline's offer.

At the end of December 2019, Cargolux has a total fleet of 30 aircraft comprised of 16 Boeing 747-400 freighters (11 B747-400Fs and 5 B747-400ERFs) and 14 Boeing 747-8 freighters.

LONDON: Worldwide Flight Services (WFS) cargo handling team in Copenhagen is at the forefront of Denmark's response to help move PPE shipments to front-line doctors and nurses as quickly as possible, enabling the tiny Scandinavian country control the spread of the Coronavirus pandemic.

WFS supports 'Maersk Bridge' operation in Copenhagen

Already, WFS has handled some 350 tonnes of medical cargoes onboard 15 flights, a combination of both freighter charters and cargo-only passenger flights. A further 200 tonnes of PPE equipment is expected in the next two weeks.

Cargo imports from China have arrived on flights operated by airlines including Singapore Airlines, Etihad Airways and Star Air. A high number of flights into Denmark are part of the Maersk Bridge operation initiated and coordinated by A.P. Moller Holding with support from A.P. Moller – Maersk sourcing the PPE in China, and Damco transporting it to Rigshospitalet in Denmark.

The air bridge and supply chain operation has been securing delivery of Personal Protective Equipment (PPE) to health care workers in Denmark – and thereby reducing the risk of transmission of COVID-19 in Danish hospitals. Region H, the capital of Denmark, is responsible for the selection of materials, review of supplier certificates and quality control.

WFS' cargo handling specialists in Copenhagen have processed medical supplies carried by a wide range of aircraft types; Antonov-124, Boeing 777 and 747 freighters as well as Boeing 767 and 777 and Airbus A350 passenger aircraft.

"We are ready to provide all of the support necessary to ensure the cargo on these special flights reaches medical professionals in Denmark quickly and supports their outstanding work helping patients recovering from the coronavirus. We are especially proud to be helping the fantastic Maersk Bridge operation and will continue to meet any more special requests for additional cargo services," said Jimi Daniel Hansen, General Manager of WFS – Copenhagen.

WFS' cargo operation in Copenhagen provides handling services for some 70 customers, including over 20 airlines with online flights to the Danish capital.

In 2019, WFS expanded its handling footprint at the airport to 13,900 sqm following the lease of a further warehouse facility and also invested in the opening of a dedicated Pharma centre for temperature-controlled healthcare and life science products.



Emirates SkyCargo goes nuts with 50 tons of hazelnut paste

DUBAI: Using a Boeing 777-300ER special charter flight, Emirates SkyCargo successfully flew in mid-April some 5 tons of fresh hazelnut paste from Istanbul to Melbourne via Dubai.

With the world facing unprecedented Coronavirus pandemic challenges requiring many cities to observe lockdown, the immediate shipment of the hazelnut paste, a key ingredient in many confectionary products, was crucial at this time much like medical supplies to sustain lives.

Working in partnership with Agility, Emirates SkyCargo described the shipment of the hazelnut paste as a "unique mission." It required the deployment of a Boeing 777-300ER aircraft, flight EK 122 from Istanbul to Dubai, and then on flight EK 406 from Dubai to Melbourne on 17th April. Turkey is a world leader in the production of hazelnuts which is a key ingredient in the manufacture of many confectionary products.

"Emirates SkyCargo has always prided itself on being an important connector of goods that touch people's lives. We are currently working flat out every day to transport hundreds of tons of medical supplies to help combat the Covid-19 pandemic across the world on our aircraft. So, we were especially delighted to partner with Agility to execute a special charter to fly in some delicious



hazelnut paste from Turkey which is sure to bring cheer to customers in Australia," said Hiran Perera, Emirates Senior Vice President, Cargo Planning & Freighters.

Michael Blaufuss, SVP Global Air Freight at Agility, described the shipment as "a race against time" which required Emirates SkyCargo's expertise and trustworthy services.

"Agility is proud of its collaboration with Emirates airline and the VIP customer we worked to serve together. This shipment was a race against time. The teamwork demonstrated the effectiveness of highly skilled professionals, all of them focused on the need to "keepcargomoving"," said Blaufuss.

Emirates SkyCargo is currently transporting cargo across a global network of 50+ scheduled destinations using its Boeing 777 freighters and Boeing 777-300ER passenger aircraft. The air cargo carrier has transported more than 20,000 tons of pharmaceuticals and more than 93,000 tons of perishables on its flights since January.

Lufthansa passenger planes carry cargo to Munich



MUNICH: Lufthansa Airlines passenger planes carrying personal protective equipment (PPE) and other vital medical supplies are landing twice daily in Munich as Germany intensifies its fight against the Coronavirus pandemic.

Munich Airport said Lufthansa Airbus A350 long-range jetliners are carrying the load on a regular basis to address the COVID-19 crisis in the country.

Under normal circumstances, Lufthansa's A350 fleet carries passengers to intercontinental destinations in North and South America and in Asia.

"The special daily cargo flights from Beijing and Shanghai are mainly loaded with masks urgently needed in the Bavarian capital. Employees of Munich Airport's ground handling subsidiary AeroGround are unloading the arriving aircraft. The cargo is then transported to its final destinations by freight forwarding companies contracted by the federal government," Munich Airport explained.

Munich Airport said Lufthansa is operating the cargo flights to Munich with four Airbus A350 passenger aircraft and is flying similar missions with six Airbus A330 planes based in Frankfurt.

"With these 10 passenger airliners, Lufthansa has created additional airfreight capacity and expanded the Lufthansa Cargo fleet, which has 17 freight-only aircraft. The daily cargo flights with the passenger jets are expected to continue at least until mid-May," it added.

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Jettainer offers ULDs for short-term need to safely haul cargo during the pandemic



FRANKFURT: Jettainer, one of the world's leading companies in ULD management, says it has begun offering the supply chain with the right Unit Load Devices for short-term needs with the air freight industry landscape changed instantly to fight the Coronavirus pandemic.

The company explained the right ULDs are needed for critical freight deliveries like medical supplies to safely transport them. Additionally, suitcases from different countries embarking on large-scale return campaigns for their citizens also need them.

Jettainer said, thus far, more than 500 cargo-and-special flights have been carried out, amongst others transportation of stranded EU citizens (including Switzerland), as well as of urgently needed cargo. As a result, there has been an increased over- or understock of loading devices at different locations. At some destinations, ULDs are required where none of the Jettainer customers have their own stocks, thus, the company coordinates closely with the responsible task forces that were introduced to fulfill the need for short-term ULD handling.

In addition to the containers, Jettainer says it also provides pallet stacks and nets for cargo securing on passenger seats so that customer airlines can also load parcel shipments to exceptional destinations such as Lima, Auckland or Christchurch.

"Especially in emergency and crisis situations airfreight is of central importance. With our international network we can provide the required unit loading devices quickly and flexibly. I would like to thank the entire team that is doing its utmost for days to meet the increasing demand for short-term solutions," says Thomas Sonntag, Managing Director of Jettainer GmbH.

In China in particular, predominantly in Shanghai, the demand has recently increased significantly. The growing number of charter flights with medical equipment or humanitarian freight mainly explains the unpredictable need of ULDs.

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PayCargo launches first dedicated online freight payment service in Canada

Coral Gables, Florida: PayCargo has launched a dedicated Canadian Dollar online freight payment platform in Canada, allowing payers the flexibility to pay in either Canadian or US dollars for the first time.

The Fintech company said the Canada launch is part of its ongoing growth and development plans, fast-tracked to help customers across the supply chain overcome payment challenges related to the Covid-19 pandemic.

"We have been planning a phased expansion into Canada, and this launch at a challenging time for the industry, completes our move into this vitally important market," said Lionel van der Walt, President and CEO of Americas, PayCargo.

"We believe this is the first dedicated online CAD freight payment platform in Canada and that it will provide significant

benefits for Canadian industry stakeholders, from the small-to-medium enterprises right up to the big players."

Online payments have become particularly critical during the Covid-19 outbreak, as the global supply chain has had to alter how business is conducted, as workforces adapt to homeworking and social distancing has become standard policy.

The pandemic has also highlighted how unsuitable using cash, checks, vouchers, and traditional POS terminals are, and the value of digital payments.

Among the companies already registered to start using the service are DHL Global Forwarding, DSV, Air-City, Airtime Express, Cargo Airport Services Canada, COSCO Shipping Lines, ECU Worldwide Canada, Menzies Aviation, OOCL, Overseas Container Forwarding, Overseas Container Logistics, Thompson Ahern & Co, Total Express, Shipco Transport, Vanguard Logistics Services, and Yang Ming Shipping.

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Ethiopian Cargo utilizes massive cargo capacity as UN designates Addis Ababa as humanitarian air hub



ADDIS ABABA: With the United Nations designating Addis Ababa as its humanitarian air hub in Africa, Ethiopian Cargo & Logistics Services has fully mobilized its capacity to facilitate the flow of essential cargo like medical supplies in the continent and wherever they are needed.

On average, Ethiopian says it transports 1.4 million kg of temperature-sensitive healthcare products monthly including medicines, biologicals, biotechnologies, diagnostics, vaccines and medical devices among others, every month.

Various UN Agencies, notably the World Food Program (WFP) and the World Health Organization (WHO), donor governments and philanthropists, have been using Addis Ababa as a hub to distribute medical supplies across Africa as part of the global effort to contain the COVID-19 pandemic.

Ethiopian says its state-of-the-art Pharma Wing, located within the largest transshipment terminal in Africa, has been central to the freight carrier's effective handling and shipping of medical supplies across Africa and beyond.

Equipped with temperature controlled pharma handling storage covering an area of 54,000 sqm, the Pharma Wing is suitable for handling medical supplies in different temperature ranges through the use of active containers and real-time temperature monitoring system. Dedicated and trained staff stationed at the facility ensure that all operations are carried out in line with the rules and regulations of IATA and other regulatory bodies throughout the supply chain.

"Ethiopian Airlines has been a key enabler in the global effort to conquer COVID-19 by facilitating the shipment of life-saving medical supplies to different parts of the world. We feel privileged to serve the world in this difficult time deploying our state-of-the-art Pharma Wing as well as our cargo and passenger fleet," commented Ethiopian Group CEO Tewolde GebreMariam.

"Now that Addis Ababa is designated as Humanitarian Air Hub by WFP and WHO owing to our advanced facilities, vast network of 127 international destinations and fleet, we will further bolster our efforts as the leading air cargo service provider in Africa," he added.

Now on its 70 years of operations, Ethiopian Airlines, commands the lion share of the Pan-African passenger and cargo network operating the youngest and most modern fleet to 127 international destinations.

Air Canada renews ULD management agreement with Unilode

SWITZERLAND: Air Canada renewed its ULD management contract with Unilode Aviation Solutions for another seven-year team.

Unilode, a global leader in outsourced Unit Load Device (ULD) management and repair solutions, said Air Canada is one of its biggest customers and their partnership for the supply and management of aviation containers and pallets dates back to 2012.

Air Canada said it decided to continue with Unilode's pooled ULD management model because it has proven to give the highest flexibility for their operations in addition to cost-saving opportunities and pooling synergy benefits. It added the partnership will be enhanced with the roll-out of Unilode's IATA Air Cargo Innovation Award-winning digitalization solution to Air Canada's ULD fleet.

"In today's challenging cargo environment airlines need flexibility,

agility and consistency, and Unilode's ULD management solutions help us deliver service excellence to our loyal customer base. Digitalisation is at the heart of everything we do at Air Canada Cargo, and Unilode's digital solution will become a seamless part of our operations and an enabler to provide innovative and value-added services to our customers," said Tim Strauss, Air Canada Vice President, Cargo.

Benoît Dumont, Unilode CEO, said the company is proud to have been Air Canada's ULD management partner since 2012.

"Air Canada has been a supporter of Unilode's digital solution from day one and has been very cooperative in testing the technology in the early stages of development. The roll-out of the digital solution throughout Air Canada's network, as part of Unilode's overall digitalisation program, is progressing fast, and we look forward to providing Air Canada with the benefits of a digital ULD fleet for many years to come," he said.

Air France KLM Martinair Cargo to operate 30 long-haul destinations

SCHIPOL AIRPORT: Air France KLM Martinair Cargo says it will operate services to about 30 long-haul destinations this summer, beginning with increased flight frequency to Johannesburg, Beijing, Shanghai and Bangkok.

The airline said it will also restore operations to Houston and adding flights to Bamako, Ouagadougou, Chicago, Toronto, Dubai, Hong Kong and Singapore.

"It is essential to be very agile at this time. We are in very close contact with our customers to ensure that we adjust our network and services to their needs. Close cooperation and partnerships are even more essential during this period," said Gertjan Roelands, SVP of Sales & Distribution for Air France KLM Martinair Cargo.

The airline's new summer network is supported by its regular full-freighter services. From Paris Charles de Gaulle, it serves Dublin, Djibouti, Nairobi, Antananarivo, Reunion, Chicago and Shanghai. From Amsterdam Airport Schiphol, serves Buenos Aires, Sao Paulo, Lima, Bogotá, Guatemala, Quito, Miami, Harare, Nairobi, Johannesburg and Cairo.

"It is our priority that we are able to repatriate passengers to their home countries. We also need to ensure that medical equipment, facemasks, medicines, foodstuffs and other essential commodities can be efficiently transported," the company said



in a press statement.

To do this, Air France and the French government have set up an air bridge between Shanghai and Paris. In the Netherlands, a similar initiative was undertaken by the Dutch government, Philips and KLM. It noted that it's equally important for its customers to have essential to have access to regular and specialized cargo services.

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American Airlines ships record 115,000 lbs of seeds to US farmers for a busy planting season



FORT WORTH, TEXAS: American Airlines Cargo transported a record over 115,000 lbs of soybean seeds from Argentina to the United States of America in time for spring, the planting season for soybean and corn crops in America's heartland.

Although passenger flights aren't currently operating between the two countries, the seeds are traveling on one of American's cargo-only routes from Buenos Aires (EZE) to Miami (MIA). The record shipment arrived just as the U.S. government announced the Coronavirus Food Assistance Program, a \$19 billion initiative aimed at supporting farmers and ranchers.

The flight on April 16 broke American's all-time record for freight volume, moving 115,349 pounds (or 52,321 kilograms) of soybean seeds on a Boeing 777-300 — the equivalent weight to 76 cows or 20,900 chickens. The cargo carrier shipped a record 103,384 pounds of seeds between Los Angeles and London in 2014.

American's role doesn't stop once the seeds are planted. After the northern hemisphere's harvest each year, seeds from the grown plants are shipped back to Argentina to wait for the next growing season in the warmth of the southern hemisphere. This proprietary process improves planting yield by up to 40%.

"We are proud to be a part of this important cycle that supports local farming and provides vital food and fuel for the global economy. Transporting record-breaking volume in the process is just icing on the cake," said Lorena Sandoval, Director of Cargo Sales for Mexico, the Caribbean and Latin America. "With reduced flight schedules due to COVID-19, it's more important than ever to maximize every inch of available cargo space. We're here to support the world's food supply, no matter what we face."

American has expanded its cargo-only schedule to 46 weekly flights, offering more than 6.5 million pounds of capacity to transport critical goods each week between the United States and Europe, Asia and Latin America.

The airline says it will continue to add to the number of cargo-only routes in the upcoming weeks, almost doubling its current weekly schedule. In addition to seeds, American continues to fly life-saving medical supplies and materials to the United States, including personal protective equipment and pharmaceuticals.

Virgin Atlantic delivers 3.5 million items of PPE and medical supplies to the UK from China

LONDON: Virgin Atlantic has delivered 3.5 million items of personal protective equipment (PPE) in to the UK aboard special cargo-only flights chartered by the Department of Health and Social Care and the NHS as the country grapples in fighting the Coronavirus pandemic.

The UK has recorded more than 153,000 confirmed COVID-19 cases and more than 20,000 deaths as of late April.

Manned by seven pilots and four cabin crew, who rotate duties and rest time, each flight carries an average of 16 tonnes of essential items to keep NHS heroes working on the frontline safe and support patients who are in great need, Virgin Atlantic said.

Since the first charter on Friday 3rd April, which was supported by Virgin Unite and Virgin Group, over 80 tonnes of medical supplies and PPE have been transported, including 50 ventilators, 1.8 million face masks, 600,000 face shields and visors, 1 million disposable gloves, 38,000 items for eye protection, and 75,000 protective coveralls and isolation gowns.

"We're hugely grateful to the NHS health and care workers who are working so hard to help the nation and respond to the Covid-19 crisis. Working closely with the NHS and Department of Health and Social Care, Virgin Atlantic is transporting over 100 tonnes of crucial medical supplies and PPE in to the UK on



special cargo charter flights from Shanghai this month, through Heathrow airport," said Dominic Kennedy, Managing Director of Virgin Atlantic Cargo.

"Special dispensation from the Civil Aviation Authority (CAA) means that we can store cargo in the cabin as well as the cargo hold, ensuring even more essential medical supplies can reach the UK this week and be distributed by the NHS to frontline staff," he added.

The emergence of Covid-19 has led to Virgin Atlantic operating cargo-only flights, a first for the airline since its launch in 1984.



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- ▶ Our competitive rates make us popular with charters, ad hoc operators and sea-air traffic.



Emirates Post launches new international operations hub at DXB



DUBAI: Emirates Post launched in April its new international operations hub in Dubai International Airport (DXB), providing global e-commerce, parcel and logistics brands a gateway to the UAE, KSA, and regional markets and vice versa.

Emirates Post said its new hub at DXB will facilitate the shipment, sorting and delivery of goods from around the world amid the COVID-19 restrictions on regional and international travel that had since caused flight cancellations and delays on delivery of parcels and other goods.

The postal operator says its hub at DXB will allow it to provide the fastest, most consistent and cost-effective entry points to the Middle East market that partners and third-party companies can also effectively tap into. It noted that it uses new and easy-to-use API connectivity tools that seamlessly transfer data from anywhere in the world into local operations, customs and domestic systems, enabling them to process orders quickly and efficiently.

"Despite the disruption caused by Covid-19, we are constantly taking measures to provide essential services. We are the largest domestic player in the UAE and continue to operate international premium outbound services to over 210 destinations, including a full range of postal services to Saudi Arabia and other key countries," stated HE Abdulla M. Alashram, Group CEO of Emirates Post Group Company.

"Emirates Post is committed to connecting people around the world and with our DXB airport base, we are bolstering the system to ensure that delivery is not disrupted by current events. With demand for domestic deliveries from both local and international e-commerce and parcel companies, this has accelerated our efforts in meeting requirements whilst growing as a company," he added.

Emirates Post has one of the leading express domestic delivery operations in the UAE, which it has further expanded to keep up with the demand.

Dubai posts 4M customs transactions in Q1 2020

DUBAI: Dubai Customs handled 4 million transactions in Q1 2020 from only 2.5 million in the same quarter last year, reflecting a 60 percent growth and the resilience of the emirate's economy despite the challenges.

Dubai Customs said 3.4 million of the transactions during the period were declarations, followed by payment requests at 266,000. Document and report requests grew 5% to 147,000 compared to 140,000 in Q1 2019 while booking inspection date saw 106,000 requests, and business registration saw 74,000 requests to rise 100% from 37,000 in Q1 2019.

Sultan bin Sulayem, DP World Group Chairman & CEO and Chairman of Ports, Customs and Free Zone Corporation, said, "We have a very strong customs structure in Dubai manifested in a 60 percent increase in customs transactions in a very hard time. This puts Dubai as one of the best customs and logistics hubs in the world, and a very attractive environment for foreign investments and businesses. Thanks to a number of government strategies and stimulus plans, Dubai remains credible and trustful in the eyes of investors and businesses worldwide."

Bin Sulayem noted that the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister and Ruler of Dubai, have strengthened Dubai's resilience despite the current challenges caused by the outbreak of the coronavirus.

"The noticeable growth in transactions at Dubai Customs despite the current challenges is a very positive indicator of Dubai's sustainable and resilient economy," noted Ahmed Mahboob Musabih, Director-General



of Dubai Customs.

Dubai Customs' services were highly commended by the World Customs Organization as 99 percent were completed through smart and online channels—2.26m transactions through smart platforms and 1.7m were completed through online applications. Only 44,000 transactions were manually done through the agency's service counters, roughly just 1 percent of all transactions it handled.



Move One gets contract to serve military stations in Afghanistan through 2025

DUBAI: Move One, the largest foreign-owned freight forwarder in Afghanistan, announced its aircraft handling contract on Bagram, Kandahar and Kabul military airfields is extended through 2025.

With a team of more than 50 staff in Afghanistan who support the physical handling, download, and upload, Move One handles goods from up to 100 aircraft per month across the three military stations.

"To support our physical operations structure we have a large experienced team of operations coordinators and administrative support staff in our back-offices in Northern Macedonia, the UAE, and India—making us capable of supporting large volumes of air cargo and surge requirements on a moment's notice including all documentation, tracking, invoicing and communication requirements at all times," Move One said in a press statement.

Move One handles about 8 million kilos of cold chain products bound for Afghanistan every month in addition to large volumes of vehicles and spare parts, communication equipment, UAVs and associated spare parts, aviation engines and parts, camp supplies, construction equipment, tactical cargo, among many other shipments.

Now approaching its 20th year of operations in war-torn Afghanistan, Move One says it looks forward to many more years of supporting the international community's efforts to stabilize the country and to create the conditions for National prosperity.

Indian logistics firm FarEye raises \$25 million more in amid high demand for home deliveries



FarEye Founding Team (Left to Right) Gautam Kumar, Gaurav Srivastava, Kushal Nahata.

DUBAI: Indian logistics SaaS platform FarEye is further expanding its global footprint after successfully securing a Series D investment of \$25 million from M12 (Microsoft's venture fund) with participation from Eight Roads Ventures and Honeywell Ventures. Existing investor SAIF Partners also participated in the round.

FarEye currently has 150+ trusted global clients including the leading Saudi retail pharmacy chain-Nahdi Medical Company, the largest non-food retail group in the Middle East and India with a growing presence across South East Asia- Landmark Group, the leading postal and express delivery provider in the MENA region- Emirates Post, Saudi's fastest-growing Startup SLS Express, Walmart, DHL, Amway and Dominos.

Founded in 2013 by Kushal Nahata, Gaurav Srivastava and Gautam Kumar, FarEye's predictive logistics platform enables enterprises to orchestrate, track, and optimize their logistics operations. The startup empowers enterprises to win in this customer-centric era with exceptional delivery experience and efficient movement of goods for both B2C and B2B segments.

Today the company is present across 20 countries and has strong traction with more than 150 global Retailers, CPG companies and Logistics & Transportation providers including Emirates Post, DHL, Amway, Dominos, Walmart, J&J and Hilti.

FarEye successfully handles more than 10 million transactions everyday across the globe on its platform and provides better decisioning based on billion plus data-points fed into its machine learning engine. The platform's ability to seamlessly digitize 3PL carriers' operations and quickly integrate with external systems for predictive visibility has gained immense traction globally, positioning it as a marquee top-tier provider.

"We deeply value the support and trust of our investors, customers and partners who have been instrumental to our success. I am delighted to see the impact we are making by optimizing multi-million deliveries on a daily basis. We will use this investment to create greater value and improve the experience for our customers by enhancing the platform's predictive capabilities, increasing platform partnerships, expanding into new markets and growing our teams in Europe, APAC & US." said Kushal Nahata, CEO of FarEye.

Abhi Kumar, M12 India Head, added: "FarEye stands out amongst other supply chain solutions for its orchestration and predictive intelligence capabilities, which equip enterprise customers to respond quickly and strategically in dynamic business environments."



Glimmer of hope for Middle East logistics

BY GEMMA Q. CASAS

“

If there is any silver lining from this misery, I think that the crisis has highlighted the importance of logistics and more attention may be focused on the industry in the future. I would mention two things in particular: First, we live in a connected world, but contingency planning is key, particularly for pharmaceutical goods. Secondly, I think there has been a renewed appreciation for those people who make the final mile happen.”

– Liana Coyne, COO Coyne Airways



There's no escaping the truth: We are facing a deep global recession never before seen in our lifetime as nations struggle to fight the Coronavirus pandemic that has impacted the lives of billions across the world.

The International Monetary Fund said the cumulative output loss from the pandemic in 2020 and 2021 could reach \$9 trillion. And for the first time since the Great Depression, the IMF said "both advanced economies, emerging markets and developing economies are in recession" with income per capita for more than 170 countries to dramatically shrink due to the "Great Lockdown" that put a stop to all activities, including global flights, for weeks and even months in some areas.

Experts warned it will be a slow and painful recovery for many countries that won't be felt until 2021 or when the anti-Covid-19 vaccine has been developed.

The new normal, whereby people must practice social distancing in public places in addition to wearing masks, will prevail in the meantime. Governments are also likely to re-impose lockdowns if necessary to prevent the spread of the virus that has so far infected more than 4 million people worldwide and killed nearly 300,000 so far.

Stronger e-commerce

While many industries suffered unimaginable losses, aviation in particular, the pandemic also sustained some sectors like air cargo, logistics and growth for some such as e-commerce.

With people stuck at homes for weeks, the allure of buying online, especially essentials like food and medicines, surged within just a short period of time, inevitably making the e-commerce industry stronger.

The United States, Canada, and other developed economies in Asia and Europe, saw online buying activities and spending substantially increased, if not doubled, particularly on groceries. With malls, shops, restaurants and other retailers closed, consumers were pushed to buy their needs online.

The trend extends to affluent nations in the Middle East like the United Arab Emirates (UAE) and the Kingdom of Saudi Arabia, where people, for safety and precautionary reasons, have turned to e-commerce platforms to keep a steady supply of their basic needs instead of going to supermarkets which remained open during the lockdown.

ITCAN, a leading e-commerce technology and digital marketing company focused on e-commerce performance marketing, said the changing dynamics in the way we live have turned most consumers to online shopping rather than doing bulk-buying in stores. For many, the practice is seen as more convenient with free deliveries offered by e-commerce platforms.

"The current global health situation is leading consumers worldwide to adapt to alternative ways of getting their goods, particularly through online shopping and they are likely to spike even more as cities raise the level of restrictions on people's movement outside their homes. This shift in consumer behavior puts e-commerce platforms on the forefront to support people

in the region who are still used to shopping their needs in malls and stores to move towards online marketplaces," said Mansour Althani, CEO & Co-founder of ITCAN, adding, "online shopping will go beyond the current crisis and will serve as an impetus to further accelerating the growth of e-commerce in the region.

In a 2019 joint study by Dubai Economy and digital payment solutions leader, Visa, titled the "UAE eCommerce Landscape," the UAE was identified as the most advanced e-commerce market in the Middle East and North Africa with transaction hitting \$16 billion that year. Its annual pro-Covid-19 pandemic growth was estimated at 23% annually through 2022.

The study underlines innovative initiatives, such as the Dubai Smart City, tech-eager consumers and a favorable ecosystem promoting start-up growth as the chief factors that have positioned Dubai and the UAE at the forefront of the e-commerce growth in the MENA region.

Saudi Arabia, which is already big on e-Commerce, also saw a sudden surge on online retail shopping following the Covid-19 lockdown and curfews.

Local online retailer BinDawood Holding disclosed its average sales on a 10-day basis jumped by 200% in March while its average order value rose by 50% and app installations by 400%. The company had since hired more packers and drivers to keep up with demand for online deliveries.

The company has two e-Commerce platforms – BinDawood and Danube – connected to their respective 72 supermarket and hypermarket chains, enabling customers to purchase groceries and other goods online.

Saudi grocery delivery app Nana has also benefitted from the recent turn towards online shopping, raising \$18 million in a Series B funding round in late March to expand operations across the Middle East, with investors including venture capital funds Saudi Technology Ventures and Middle East Venture Partners. This follows a Series A funding round that raised \$6 million last year.

The Saudi government hopes to increase the proportion of online payments to 70% by 2030, up from 2020 target of 28%. Last year, it enacted the E-commerce Law designed to regulate digital payments and improve transparency. On January 31, 2020, the Ministry of Commerce and Investment adopted the Implementing Regulations of the E-commerce Law, adding increased oversight to areas such as personal data protection, consumer rights and disclosure obligations.

Growing Market

The global logistics market was valued at \$10.68 billion in 2018. By 2027, it's projected to reach \$15.88 billion, growing at a CAGR of 4.5%, and pushed by the rise in the use of multimodal transport and innovation in mobile technologies.

Retail and consumer goods companies are likely to benefit more prompting them to reshare their operating models with connected logistics, to keep pace with the ever-evolving industry and consumer demand, according to Agility, a leading global logistics company.

According to the Agility Emerging Markets Logistics 2020, the Middle East will see significant growth in domestic logistics

**Liana Coyne****Rohit Thakwani****Stuart Milligan**

largely fueled by e-Commerce market. Leading this is are the UAE and Saudi Arabia.

"UAE's rise has been driven by a boost to its e-Commerce market, forecast to expand at a CAGR of 19.1% in the five years to 2023, while in Saudi Arabia, benefits of the Kingdom's Vision 2030 strategy are improving prospects and performance. Growth in the construction and tourism sectors as a result of projects established by the Vision 2030 strategy increased demand for domestic logistics services," Agility pointed out.

In its latest e-Commerce analysis, the Dubai Chamber of Commerce said the UAE has advanced its position globally in this industry thanks to its large storage capacity, extensive logistical networks and the government's support.

"The country's position further advanced after the outbreak of the epidemic, as unified exceptional measures taken by the government, logistical support companies and commercial companies helped to ensure the continuous flow of necessary materials during the emerging pandemic...The benefits of the UAE's strong logistics and warehousing sector extend beyond the domestic market to neighboring markets, for example, Saudi Arabia," the Chamber said.

Challenging zones

Logistics growth is projected even in some of the most challenging zones like Afghanistan and Iraq to sustain communities and businesses.

Airglow Aviation, which established its operations in Afghanistan eight years ago, relies on highly qualified staff to accomplish its mission.

"Providing services in conflict zones can always be challenging due to the unpredictable security situation in the country. We need to ensure that our personnel, the cargo we handle and our facilities are secure, with multiple layers of security in order to run a successful and incident free operations," shared Rohit Thakwani, Managing Partner at Airglow Aviation Services FZC, which represents airlines as Cargo GSSA.

"Our main focus has been safety and security, and we rely on our highly qualified staff to ensure that our standards are maintained. In order to mitigate risk in Afghanistan, we have a due diligence checklist in place that helps us know our clients better. In addition, we also carry out cargo supervision throughout the logistics supply chain. These are just the first few steps put in place that helps us ensure the cargo is safe for

transport," he added.

Liana Coyne, Chief Operating Officer of the family-owned Coyne Airways which pioneered in delivering cargo to conflict zones, said the company relies on their wealth of experience, highly-trained staff and reliable network to mitigate and recover from surprises in conducting their operations.

"It can be very challenging to deliver air cargo services to conflict zones, particularly when there are broader geopolitical issues at play. For better or worse, it has become routine for us and we strive to provide the same level of service to our customers that they would expect on less eventful routes. However, sometimes there are forces simply beyond our control," said Coyne.

She cited an incident a few years ago when their slots will be cancelled at the last minute changing their entire plans for deliveries.

"For example, a few years ago, Kandahar was the busiest single runway airport in the world and because of that, they were understandably very unforgiving if you missed your slot, regardless of why. And if you missed your slot, you would go to the bottom of the queue and it could take days to get another one. I remember always holding my breath a little for our Kandahar flights, hoping that nothing would go wrong. I also remember feeling somehow cheated on the occasions when we had everything ready to go, but our slots were cancelled at the last minute because of an unannounced visit by a foreign dignitary," she recalled.

"Unfortunately, there are some things that you cannot plan for; fortunately, we have a wealth of experience and a network of reliable and trustworthy partners to help us anticipate, mitigate and recover from any surprises."

Future of logistics industry

The Covid-19 pandemic has created so many challenges but also highlighted the importance of the air cargo industry's ability to deliver fast and efficiently medical and other vital supplies across continents. Equally important is the role that logistics played out during this time of crisis.

Coyne who is in-charge of Coyne Airways' five new market-focused divisions including Iraq, the Caspian and Central Asia, Afghanistan, Africa, and Contract Logistics, said the pandemic crisis highlighted the importance of the logistics industry in keeping the world moving.

"It is clear that the coronavirus crisis will have a lasting impact on the world economy for the foreseeable future; that will necessarily affect the logistics industry in a variety of ways," said Coyne, an Oxford graduate lawyer. "Coronavirus has really exposed how reliant supply chains are on flows from East to West."

"On the airline side, we have seen a huge reduction in capacity in frequencies to and from mainland China on both the cargo and passenger side. For the freighters that are still flying, some are trying to honor their commitments while making the trade

imbalances work, while others are charging premiums for capacity. Overall, however, I think that there will be few long-term winners: in February, IATA estimated that coronavirus would cost airlines \$30bn in revenue," she pointed out.

In a globalized world, connectivity is very important and logistics make it happen seamlessly and so are the people behind it.

"If there is any silver lining from this misery, I think that the crisis has highlighted the importance of logistics and more attention may be focused on the industry in the future. I would mention two things in particular: First, we live in a connected world, but contingency planning is key, particularly for pharmaceutical goods. I hope that the response will be to diversify and spread the risk rather than to isolate and on-shore. Secondly, I think there has been a renewed appreciation for those people who make the final mile happen: the delivery drivers who provide food and medicine to people under quarantine. I very much hope that the rise in respect and courtesy that 'hero' drivers have reported in Wuhan will be replicated around the world," said Coyne.

Stuart Milligan, Course Leader, MSc International Logistics and Supply Chain Management at the University of South Wales Dubai, said supply chains may become more resilient as a result of the COVID-19 disruptions.

"The reason why the Lean approach is so successful is that it forces organizations to face aspects of their operation that aren't efficient. COVID-19 has really pushed supply chains to the limit, exposing areas of weakness that day-to-day operations don't highlight. Smart organizations will reflect on these issues and address them, making them more efficient and resilient in the future," he explained.

Describing the supply chain as a "people's job" Milligan noted while some technologies may be integrated in the sector that will shape its future, people will always be behind its success.

"I always maintain that supply chain is a people job. Now, more than ever, the power of people is vital to success. This is a key opportunity to exploit value beyond the transactional. The prize now isn't price, it is about real social value—health, well-being and care for the most vulnerable. I am engaged in social media feeds of supply chain professionals in the UAE, and the care and compassion that is evident in the profession is humbling," he said.

Thakwani, Managing Partner at Airglow Aviation Services FZC, said with new technology combined with increasing demand for movement of goods, the region's logistics industry is up for more growth.

"With the advancement of technology which enables aircraft to fly further whilst being more fuel-efficient, we are going to see more cargo move across the globe, from point to point, as opposed to transiting in hubs such as the UAE," said Thakwani.

"Moreover, with the growth of the aviation sector in the world and especially in the region, we will continue to witness supply outpacing demand, and overall industry wide load-factor continuing to decline. On the other hand, we are getting access to new markets, and with the rapid growth of e-commerce sales in the region, we expect the year-on-year revenue and over all yields would continue to grow," he added.

6 trends that will impact the Transportation & Logistics industry over the next decade



- 1. Global uncertainty: Disruption in the global supply chain cost US\$56 billion in 2015 in Europe alone. Economic turbulence, protectionism, and geopolitical instability are forcing transportation and logistics providers to adopt new business models and new alliances.**
- 2. Urbanization: With the rise of megacities, T&L providers need to cope with the challenges of urban logistics, including congestion, difficulties in loading and unloading, and last-mile delivery.**
- 3. Digitalization: Digital technologies will transform the industry, with new efficiencies and new visibility. However, technology is a double-edged sword that also creates rising customer expectations and security challenges.**
- 4. Technology innovation: Business model disruption is coming from established companies and a host of new entrants who are harnessing the latest technology innovations. This will lead to horizontal and vertical integration across the value chain, and networks that are real-time optimized.**
- 5. Need for new talent: New technologies require new skill sets — including design thinking, data sciences and robotics. Hiring costs will rise, and innovation will be a key competitive factor.**
- 6. Sustainability and transparency: Stakeholders, government agencies, and consumers are keenly interested in the practices that guide T&L companies, including sustainability, labor conditions, and environmental compliance.**

Source: www.ey.com



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With flexible equipment system, a payload of 200 Kg, a range of 40-km, the 100% electric powered VoloDrone is designed for a wide range of applications in various industries. From last mile, retail to time-critical medical or spare part deliveries, the VoloDrone will get the package delivered safely, securely and on time.

“ Jochen Thewes, DB Schenker CEO

DB Schenker has already tested autonomous and electrical vehicles in several innovation projects and in actual operations. By integrating the VoloDrone into our supply chain of the future, we will be able to serve our clients' demand for fast, remote, emission-neutral deliveries. We are thrilled to now be part of this drive for innovation in a fantastic team.”

Convinced that drone technology is the future gamechanger to the growing transport logistics industry, DB Schenker has joined the list of investors to Volocopter, the pioneer in Urban Air Mobility.

The global logistics service provider announced in February its investment to Volocopter's Series C funding where Mitsui Sumitomo Insurance Group, MS&AD Ventures, and TransLink Capital (Japan Airlines and Sompo Japan Insurance) also joined as new investors along with existing investors Lukasz Gadowski and btov, bringing the tech company's total capital to €122 million.

“We are convinced that the Volocopter technology has the potential to bring transport logistics to the next dimension for our customers,” said Jochen Thewes, CEO of DB Schenker.

The funding will go towards the certification of the VoloCity, hiring more industry experts, and a second generation VoloDrone to ensure commercialization of the heavy-lift cargo drone product.

“DB Schenker has already tested autonomous and electrical vehicles in several innovation projects and in actual operations. By integrating the VoloDrone into our supply chain of the future, we will be able to serve our clients' demand for fast, remote, emission-neutral deliveries. We are thrilled to now be part of this drive for innovation in a fantastic team,” said Thewes.

Volocopter is developing autonomous electrical Vertical Take-Off and Landing (eVTOL) aircraft, e.g. the VoloCity, to offer air taxi services in different megacities around the world as an addition to existing transport options.



DB Schenker CEO Jochen Thewes with a model of the VoloDrone. Supplied Photo

Just recently, the company performed a public flight over Marina Bay Reservoir in Singapore, demonstrating the maturity of its technology. A full scale VoloPort prototype on display allowed visitors to experience what UAM could feel like in the future. This bears testimony to Volocopter's holistic approach to UAM as an ecosystem.

Last October, Volocopter demonstrated the capabilities of VoloDrone, marking the company's expansion into the logistics, agriculture, public services and construction industries.

With flexible equipment system, a payload of 200 Kg, a range of 40-km, the 100% electric powered VoloDrone is designed for a wide range of applications in various industries. From last mile, retail to time-critical medical or spare part deliveries, the VoloDrone will get the package delivered safely, securely and on time.

“The new shareholder structure strengthens our global network of strategic and financial partners significantly. Bringing urban air mobility to life for passengers and goods is a great ambition and with our new partners, we bring the expertise and necessary long-term funds on board to make this innovative form of mobility a reality,” said Florian Reuter, CEO of Volocopter.

Volocopter has recently championed several public flights at Helsinki airport, in Stuttgart, and over Singapore's

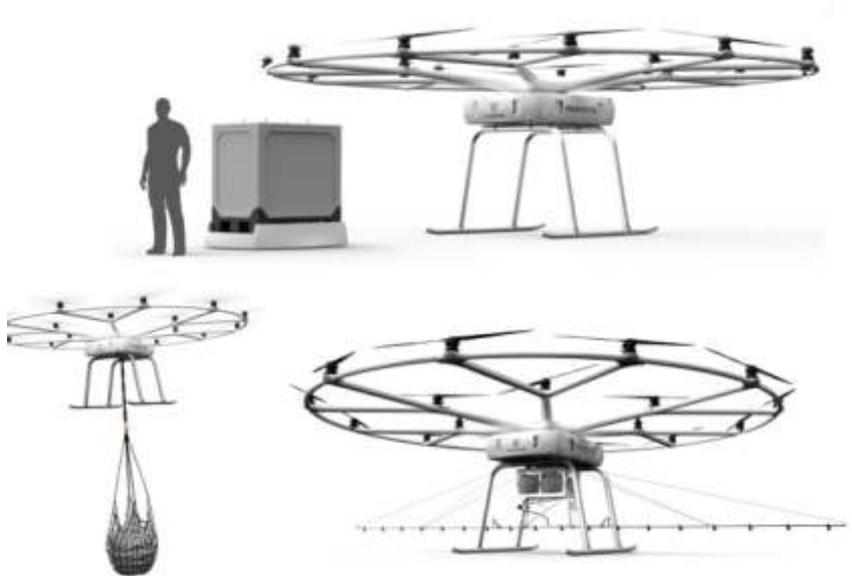


Marina Bay. As the first eVTOL company to receive Design Organisation Approval by the European Aviation Safety Authority, the German air taxi service provider is already actively pursuing commercial certification and expects the first commercial routes to be opened within the next two to four years.

Meanwhile, DB Schenker continues to be actively involved in various projects tackling the coronavirus pandemic crisis.

The company said it has set up a total of 45 air cargo connections between Shanghai and Munich in May. In partnership with Icelandair, three Boeing 767 passenger aircraft were turned into all-cargo flights exclusively for the route carrying mostly vital medical supplies and equipment.

"Where capacity is lacking, we create it. DB Schenker is thus also expanding the global supply network in the fight against Corona," said Thorsten Meincke, Member of the Management Board for Air and Ocean Freight at DB



Schenker. "With these additional flights, we have demonstrated our ability to act in a crisis in a flexible manner and in the shortest possible time."

The China Shuttle is aimed specifically at customers that import medical equipment such as masks or protective suits from China to combat the spread of the coronavirus. Bookings for several thousand cubic metres of freight have already been received.

The lead time to delivery at the destination is five to seven days. Initially, 45 shuttle flights are planned from Shanghai Pudong to Munich in 12 rotations per week once fully operational. An expansion of the shuttle and further connections, e.g. twice a week to Chicago, are in preparation, DB Schenker said.



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DHL turns to Neo floor-scrubbing robots to keep warehouses hubs and terminals clean



Floor-cleaning robots, while a simple innovation, reduces up to 80% of labor hours spent cleaning. This frees up our staff to engage in more value-adding, customer-centric work while driving our Strategy 2025 digitalization agenda forward."

***- Matthias Heutger, Senior Vice President
Global Head of Innovation & Commercial Development at DHL***

Keeping warehouses, hubs and terminals clean is a serious task for companies to ensure the good condition of products they keep and protect the safety and health of their staff. This may seem easy but the reality is cleaning is a daunting task and eats up a significant portion of any logistic company's budget on an annual basis.

DHL, the world's leading logistics company, is turning to robots to keep up cleanliness in all of its facilities worldwide.

In partnership with Avidbots, the company that brings robots to everyday life to expand human potential, is teaming up with DHL to install Neo floor-scrubbing robots in warehouses, hubs and terminals worldwide.

DHL said the goal is to bring the most advanced floor-cleaning automation tool to many of the thousands of sites DHL manages in 220 countries and territories. The new partnership builds on an earlier cooperation signed in 2019 between Avidbots and DHL in North America.

"We're excited to deploy additional Avidbots at DHL warehouses across the globe, propelling our digitalization journey forward," says Matthias Heutger, Senior Vice President, Global Head of Innovation & Commercial Development at DHL. "Floor-cleaning robots, while a simple innovation, reduces up to 80% of labor hours spent cleaning. This frees up our staff to engage in more value-adding, customer-centric work while driving our Strategy 2025 digitalization agenda forward."

DHL said it will deploy Neo floor-scrubbing robots in warehouses it manages worldwide. Neo is used in many commercial locations and is especially suited to dynamic warehouse environments.

Using advanced 3D sensors, cameras, and AI, Neo autonomously navigates in warehouses, automatically detecting and avoiding obstacles such as humans, boxes, forklifts, and other robots. With Neo, warehouse floors are always clean and dust free, ensuring optimal operations as well as worker health and safety.

"DHL's strong vote of confidence in the Neo floor-scrubbing robot is a testament to the hard work the entire Avidbots team has put into building the world's only fully-autonomous floor-scrubbing robot," said Faizan Shiekh, CEO and co-founder of Avidbots. "We're thrilled to expand our partnership to deploy Neo robots in DHL warehouses on every continent."

While most robotic floor-cleaning machines are simply manual models retrofitted with software that allows them to travel a few pre-programmed routes, Avidbots Neo is the only fully-autonomous, AI-driven commercial floor-scrubbing robot,



DHL said it will deploy Neo floor-scrubbing robots in warehouses it manages worldwide. Neo is used in many commercial locations and is especially suited to dynamic warehouse environments.



delivering the industry's highest quality floor maintenance.

Neo is currently deployed at hundreds of sites on five continents, including warehouses, airports, malls, hospitals, universities, manufacturing sites, and train stations. It has gained a particularly large customer base in the warehouse space as it is the only floor-scrubbing robot to effectively operate in dynamic environments with many continuously moving obstacles.

Other floor-cleaning robots must be pre-programmed to follow set routes, but this doesn't work effectively in warehouses where goods and people are always on the move. Only Neo leverages the most advanced AI to understand its environment, avoiding large and small obstacles and re-routing its pathway on the fly.

DHL and Avidbots said they will work closely together over the next year to identify warehouses worldwide that could benefit from Neo floor-scrubbing robots. (Source: www.dhl.com)



The best MAN ever is here

The new MAN Truck Generation is the result of five years of intense research and development, 12 million hours of passionate work, 4 million-km test runs and some 2,100 people who directly collaborated for the project that boasts of even more comfort, more efficiency and more reliability needed in today's trucking industry.



The best MAN ever is here and made its debut at the Spanish port city of Bilbao in February 2020.

The new MAN Truck Generation, launched nearly 20 years after the introduction of the MAN TGA in the global trucking industry, is the remarkable result of five years of intense research and development, 12 million hours of passionate work, 2,100 people directly involved in the project – and the pride of more than 36,000 dedicated MAN employees worldwide, according to MAN Truck & Bus SE.

Dr. Frederik Zohm, Chief Research and Development Officer at MAN Truck & Bus SE, the new MAN substantially and sustainably incorporated feedback from transport companies and drivers resulting to a high-powered, tech-laden durable truck that offers both comfort and efficiency never before seen.

Zohm said engineers programmed 2.8 million lines of software code for the new central computer for the new MAN truck generation which endured over 4 million test kilometers on the road.

Joachim Drees, CEO of MAN Truck & Bus SE, described the new MAN truck generation as “simplifying business” that will transform the company’s focus more on the customer and their needs.

Geared for the future

MAN Truck & Bus said its newly developed truck generation is consistently oriented towards the changing requirements of the transportation industry and sets new standards for – among other things – assistance systems, driver orientation and digital networking.

The new truck generation, thus, represents the development of MAN Truck & Bus from vehicle manufacturer to a provider of intelligent and sustainable transport solutions.

With fuel savings of up to 8 percent, the new MAN Truck Generation achieves significant reductions in CO₂. The newly developed turn assist helps to prevent serious accidents in urban traffic – four years before the legally prescribed introduction.

The lane change assistant also warns the driver of vehicles in the

next lanes. MAN has involved customers and drivers in the development of the new MAN Truck Generation from the beginning, so that their requirements could consistently be made part of the new vehicle.

It follows in the footsteps of legendary series, the MAN TGA, which was presented in 2000, formative for truck construction. Not only does the new MAN Truck Generation follow suit, it also brings a new level of comfort, safety, efficiency, reliability, service as well as connectivity and digitalization.

Simplifying Business

Today, the requirements in all areas of the transportation industry are more diverse and complex than ever – forecasts for the future indicate that fundamental transformation of the industry is in “full gear”.

This brings great challenges with it – the transport volume in the EU alone is to increase by an additional 40 percent in the next 20 years. At the same time, strict legal regulations are intended to reduce CO₂ emissions by 15 percent by 2025 (with an additional reduction by 30 percent by 2030).

To make matters worse, there is a growing shortage of drivers. According to current estimations, in Germany, there will be a shortage of around 150,000 qualified professional drivers in the next two years alone. Additionally, increasingly comprehensive digitalization across all logistics processes sets a fast pace for transport companies.

“Our customers expect us to provide them with answers to these questions, and rightly so,” summarizes Joachim Drees, the MAN Chairman of the Executive Board. “For their sake, we need to be one step ahead of these changes with all their direct and indirect effects. This is a huge, but at the same time, extremely exciting task – it means that we need to think in different, new dimensions as the manufacturer of our products. We do this with our new truck generation.”

Drees said this is why the new MAN truck generation offers everything which customers and drivers have always valued and



expected from their MAN vehicles – only even better.

It unites tried-and-true virtues with developments which are absolutely future-oriented, in order to take the burden off freight forwarders and drivers and make their daily work easier, despite increasingly complex framework conditions. In doing so, MAN is focusing on four core topics: the driver in their work place, the vehicle's efficiency and its reliable usability, as well as the strong and competent partnership for customers.

Excellent driver fit

In order to optimize the work place in the truck and to adjust it to better meet the daily requirements of the driver, their performance and motivation need to be placed at the forefront. After all, the decisive building blocks for a transport company's economic success are the commitment and satisfaction of drivers.

MAN Truck & Bus said this is why the new MAN Truck Generation sets standards in terms of user-friendliness, optimum ergonomics, operation which is more intuitive and reliable, networking with digital devices and applications and, last but not least, optimum space, a well-thought-out storage concept and perfect sleeping comfort – all this geared towards needs which were determined based on experience.

MAN had consistently included the expertise and feedback of drivers and business people throughout the entire development process. Modern assistance systems such as the newly developed turn assist, the traffic jam assistant as well as lane change assist reduce the strain on the driver and ensure increased safety in road traffic.

Great efficiency & economical

The Euro 6d engine range, introduced back in 2019, realizes its full efficiency potential with the new MAN Truck Generation. The perfect interplay of the units with additional, newly developed consumption-reducing driveline and software components provides the future series with a trailblazing level of efficiency.

In this way, the new MAN Truck Generation saves up to eight percent of fuel compared to the Euro 6c predecessor version in classic long-haul transport applications, and thus achieves a clear reduction in Co₂.

The improved aerodynamics of the new vehicle design also play their part in this reduction. Furthermore, MAN offers additional targeted and practice-oriented training and instruction options with digital applications, in order to support drivers in even more efficient driving methods.

Comprehensive product improvements for components and in the areas of maintenance and service reduce service life costs.



Likewise, the new MAN truck generation offers significant payload advantages for weight-sensitive application sectors.

How "good" a truck is when it is in use largely depends on how efficiently and easily it fulfils its transport task. An important parameter here is reliability. MAN says it endeavors to make the tried and true even better with the new truck generation, in order to ensure the long-standing product quality (which is repeatedly confirmed in the TÜV report) for the future as well.

Take for example the newly developed, simplified, powerful and future-proof electronics architecture, which will significantly improve and expand the functionalities of the trucks.

Additionally, a comprehensively further developed, digitalized maintenance management system reduces operating costs and ensures maximum availability of the new MAN TG vehicles. Fleet management and drivers are supported through numerous digital functionalities and services.

"At the same time as the new truck generation, MAN is introducing a new consultation and offer system which is entirely oriented towards the needs of the customer. It follows a product logic which is consistently oriented towards the application profile. This allows for a new MAN TGX, TGS, TGM or TGL to be put together into a truck that fits the exact transport task, using comprehensively adjustable and flexible configuration options.

"This includes individually coordinated services from maintenance, financing and digital services, which make the truck a holistic, integrated transport solution – all this from a single source, with competent personal contact partners. Furthermore, MAN Individual provides a comprehensive portfolio of options to enhance the vehicle and make customer-specific adaptations ex-works."

MAN Truck & Bus says the claim of the new MAN truck generation of "Simply my Truck" is not just a slogan, but a significant foundation for development – to find out how the ideal work place and living space in a truck should be designed first hand. Source: www.truck.man.eu

Etihad Airways gradually increasing flights to some key routes

ABU DHABI: Etihad Airways is gradually increasing the number of flights it operates from the UAE's capital Abu Dhabi to several key destinations as it prepares for an eventual return to scheduled flights, subject to the lifting of current travel restrictions.

Throughout May, the airline said it will increase frequencies on recently announced special flights from Abu Dhabi to Amsterdam, Barcelona, Brussels, Frankfurt, Jakarta, Kuala Lumpur, London Heathrow, Manila, Melbourne, Seoul Incheon, Singapore, Tokyo Narita, Zurich, and will also add flights to Dublin and New York JFK.

Etihad advised travelers wishing to book these flights to visit www.etihad.com to review their options, and to remain informed on the appropriate entry regulations at their end destination. Flights are also available for booking through the mobile app, by calling the Etihad Airways Contact Centre on +971 600 555 666 (UAE), or through a local or online travel agency. UAE nationals wishing to return back to the UAE should contact their local UAE embassy or consulate.



Etihad said it continues to follow all UAE and international government and regulatory authority directives, and has implemented an extensive sanitization and customer wellbeing program, to boost its already stringent procedures, and to ensure the highest standards of hygiene at every touch point of the guest journey, including social distancing in-flight.

The airline has also revised its meal service to ensure it upholds international COVID-19 health and hygiene requirements, while continuing to offer a high-quality inflight dining experience.

British Airways increases to 21 weekly cargo-only flights between UK and China

LONDON: UK national carrier British Airways is increasing the number of cargo-only flights from China to the UK from 13 a week to 21 as it continues to fight the spread of the Coronavirus pandemic. Britain's COVID-19 cases are approaching 200,000 while deaths had reached more than 26,000.

From May, BA said 14 flights each week will depart from Shanghai, and seven from Beijing carrying cargo in the hold and, where possible, in the cabin too. These flights will be able to carry up to 770 tons of cargo for the NHS each week, including PPE and ventilators.

In April, the airline has already operated 13 cargo-only flights from China to the UK carrying NHS supplies. The flights are operated in partnership with the UK Government and IAG Cargo. The British Embassy in China is working with the Department of Health to procure medical equipment from China and deliver it to NHS hospitals all over the UK.

Alex Cruz, British Airways' Chairman and Chief Executive, said: "As an airline we are in a unique position to help in the global response to Covid-19, whether it is through carrying UK residents back home, transporting vital cargo back to the NHS, or through our colleagues who are offering their skills to volunteer. We're proud to be playing our part, and I'm grateful to everyone who is working to make these flights happen in these difficult times."

Foreign Secretary Dominic Raab said: "These flights will help us deliver essential equipment to the NHS and for others who are working on the front line. Coronavirus is a global challenge and



we are focused on working with our international partners to stop the spread of the virus and save lives."

British Airways works with its sister company, IAG Cargo, to fly supplies around the world. Since March, IAG Cargo and airlines within International Airlines Group (IAG) including Aer Lingus and Iberia have been instrumental in bringing medical supplies to Europe to help in the fight against the impact of the Covid-19.

In the last week of April, British Airways began carrying cargo in the cabin of its flights, as well as in the hold – the first time the airline has ever done this.



Air New Zealand signs government deal to take cargo to the world

AUCKLAND: Air New Zealand, the national carrier of New Zealand, agreed to serve the country's exporters and importers to access key markets worldwide where air freight capacity was severely reduced due to the Coronavirus pandemic.

The airline made the International Airfreight Capacity Agreement with the New Zealand Ministry of Transport this month. Air New Zealand General Manager Cargo Rick Nelson explained this will allow cargo customers to access capacity across Air New Zealand's traditional network, with a handful of exceptions.

"The new agreement means Air New Zealand can publish scheduled cargo services into key markets which will allow freight forwarders, exporters and



importers to plan and operate their logistics supply chains with certainty. We are working to offer connectivity to and from the United Kingdom and Europe, as well as Houston and Chicago via Los Angeles and San Francisco, Hong Kong and Narita gateways, Nelson said.

"This agreement will add significant value to New Zealand's air cargo community, and we encourage the New Zealand forwarding, export and import communities to get behind these cargo options. Naturally, we hope the need to operate under an agreement of this nature will be a short-term business model and in time we'll be able to revert to our traditional model as demand for passenger travel begins to pick up," he added. London, Buenos Aires and Singapore are excluded from the airline's cargo flight operations for now.

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Wizz Air to launch first European low-cost flights to Abu Dhabi

ABU DHABI: Wizz Air, the largest low-cost airline in Central and Eastern Europe and Europe's greenest airline, will open up five new routes from Abu Dhabi International Airport (AUH) to Europe with flights now on sale for as low as EUR59.99.

Wizz Air said the new routes between Abu Dhabi and Europe include Budapest in Hungary, Bucharest and Cluj-Napoca in Romania, Katowice in Poland and Bulgaria's capital Sofia, which collectively could create 220,000 seat capacity to the Abu Dhabi route per year.

The airline said flights for these 5 routes are already on sale and can be booked at wizzair.com from as low as EUR59.99. Passengers whose flights may be delayed due to the Coronavirus pandemic can rebook at a later date with no additional costs, claim full refund or 120% of the value of the booking in WIZZ Credit that can be used to buy WIZZ flights and services.

Budapest and Bucharest flights will be launched in June 2020 while Cluj-Napoca, Katowice and Sofia in September 2020. In March, Wizz Air and the Abu Dhabi government made a deal to launch the budget airline's operations in the UAE capital.

"Wizz Air's new routes to Budapest, Bucharest, Cluj-Napoca, Katowice and Sofia, highlights our commitment to connecting Abu Dhabi with the most sought-after global destinations. These new routes positively reflect the industry's resilience and its capability to continue pushing forward with bold plans that will stimulate consumer demand and the sustained recovery of the aviation market," said Shareef Al Hashmi, Chief Executive Officer of Abu Dhabi Airports.



József Váradi, CEO of Wizz Air Holdings, added: "This announcement underpins our long-term dedication to bringing low fares combined with a high-quality onboard experience to ever more customers in Abu Dhabi. I am delighted that our operations at Abu Dhabi International Airport will begin in June, subject to lifting the travel bans, connecting the capital of the United Arab Emirates with five major cities of Central and Eastern Europe as Budapest, Bucharest, Cluj-Napoca, Katowice and Sofia."

"We are convinced that our passengers will appreciate the convenient flight schedules, the easy online booking system and the wide range of tailor-made travel options Wizz Air offers. Wizz Air's mission feeds into Abu Dhabi's diversified economic strategy as we continue to stimulate traffic by creating demand to the benefit of growing Abu Dhabi's touristic and economic diversity," he added.

Turkish Airlines draws the world's biggest national flag in the sky to honor centennial anniversary of Turkey's Grand National Assembly

ISTANBUL: Turkey's national flag carrier performed one of its most significant missions, drawing the biggest national flag in the sky on April 23, the 100th founding anniversary of the nation's Grand National Assembly.

Marking as well the National Sovereignty and Children's Day, the TC-JJF registered Boeing 777-300 (ER) aircraft arrived in Ankara in the morning for the special flight and took off from the Esenboğa Airport on April 23 at 09:40, local time.

Representing 23 April 1920, flight TK1920 lasted approximately two hours and followed a route in which the crescent and star symbols in the Turkish flag were drawn. After the flight, which was followed by many through the live air traffic site Flightradar24 that provides flight tracking data, a crescent-star route emerged and passed into Turkish aviation history.

While hovering above the Assembly building, Capt. Öner Samyel and Capt. Murat Gülkanat echoed the words of Turkey's founding father, Gazi Mustafa Kemal Atatürk: "Sovereignty unconditionally belongs to the nation."



"The inauguration day of the Grand National Assembly of Turkey, founded a 100 years ago to represent the will of a nation which went great lengths to ensure its freedom and independence, was gifted to our children by its founder Ghazi Mustafa Kemal Atatürk as "April 23, National Sovereignty and Children's Day", reflecting the confidence in the next generation in the safekeeping of these sacred values. As our country's national flag carrier, we dedicate today's exclusive flight to our children, the guardians of our future," said M. İlker Aycı, Turkish Airlines Chairman of the Board and the Executive Committee.

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Heathrow Airport prioritizes cargo flights

LONDON: Heathrow Airport says it's prioritizing cargo flights with medical supplies to support the UK's continued fight against the Coronavirus pandemic which had killed nearly 16,000 people as of mid-April.

The airport said its busiest day for cargo only flights was on March 31, 2020 when it handled 38 dedicated cargo flights in a day. Normally, it only manages 6 cargo movements a day or 47 cargo flights a week.

Heathrow Airport said it is well-placed to receive time-critical and temperature-sensitive medical supplies, such as ventilators, medicines and COVID-19 testing kits.

"Heathrow continues to serve the nation by keeping vital supply lines open, and helping people get home. Now is the time to agree a common international standard for healthcare screening in airports so that when this crisis recedes, people can travel with confidence and we can get the British economy moving again," said Heathrow CEO John Holland-Kaye.

Heathrow lost more than half of passengers it normally handles in a given month amid the global travel ban to prevent the spread of the virus that had since infected more than 2.3 million worldwide. It sees the downfall to continue with passenger demand in April projected to decrease by 90%.

Heathrow moved to single runway operations on April 6th and says it will consolidate operations into Terminals 2 and 5 only in the coming weeks to reduce operating costs and protect long-term jobs.

Glasgow-based airline Loganair flew from the UK's only hub airport for the first time in its 58-year history. The airline will be operating from Heathrow on an interim basis following the closure of London City Airport to maintain vital connections between the capital and the Isle of Man.

Heathrow is Britain's only remaining air link to Belfast, with the airport serving as a vital airbridge to Northern Ireland during the pandemic.

Frankfurt Airport eases restrictions on freight flights to help fight COVID pandemic



FRANKFURT: Frankfurt Airport, one of the busiest airports across the world, eases restrictions on cargo policies to ensure immediate shipment of vital cargo supplies globally as countries grapple to save lives and fight the Coronavirus pandemic.

Frankfurt Airport says it's well prepared to provide the best for the air cargo industry at this time. It also has the world's biggest pharma handling facilities with 12,000 m² temperature-controlled handling and storage areas.

The company says the passenger flights are still at an all-time low but it's seeing a rise in freight flights to North America, Southeast Asia and China with the possibility of demand further increasing in the coming months to keep a steady flow of vital medical supplies and equipment as well as food supplies.

"Together with all players in the airfreight industry, we are doing our best to make up for a loss in capacities and routes. Our goal is to ensure supply, in particular by stepping up dedicated freight services," Max Philipp Conrady, Head of Freight Development and Freight Management at Fraport AG, said in a press statement.

In March 2020, Frankfurt Airport said it served some 2.1 million passengers, down 62 percent compared to March 2019. Aircraft movements at FRA decreased by 45.7 percent year-on-year to 22,838 takeoffs and landings.

Accumulated maximum takeoff weights (MTOWs) also contracted by 39.2 percent to about 1.6 million metric tons. Cargo throughput (comprising airfreight and airmail) slipped by 17.4 percent to 167,279 metric tons.

For the first three months of 2020, accumulated passenger traffic at FRA fell by 24.9 percent. Travel restrictions and the slump in demand amid the COVID-19 pandemic had a massive impact on traffic, with this negative trend accelerating during March. Repatriation flights organized by tour operators and the German government cushioned the bad situation slightly.



ACI sees passenger traffic to decline by 40% and revenues to drop by \$77 billion this year

International trade body outlines roadmap to recovery for airport industry



Angela Gittens

exceptional measures to provide policymakers with a comprehensive toolkit of solutions to ensure that the airport industry can be sustained through the crisis and lay the foundation for recovery.

"Airports are important engines of economic growth, wealth creation and employment and the COVID-19 pandemic's effect on the industry and broader economy has halted the airport industry at global level," ACI World Director General Angela Gittens said. "Passenger traffic has

MONTREAL: Airports Council International (ACI) World forecasts the passenger traffic to fall by nearly 40 percent and revenues to contract by \$77 billion this year, raising the importance of outlining a road map for the airport industry's recovery from the devastating impact of the Coronavirus pandemic.

ACI, the trade association of the world's airports founded in 1991, said while air cargo traffic has contracted due to the overall weakness in the global economy, it is expected to be less affected by the COVID-19 crisis in the short- and medium-term, as it remains essential to maintain global supply chains.

But it cautioned, the longer-term prospects are less certain as a prolonged global recession may further weaken demand for air cargo, especially for non-essential goods.

In its latest Policy Brief titled "COVID-19: Relief Measures to Ensure the Survival of the Airport Industry" – ACI outlined

collapsed but many airports are open for some scheduled operations, humanitarian and repatriation flights, and cargo operations and these activities continue to induce costs for airports."

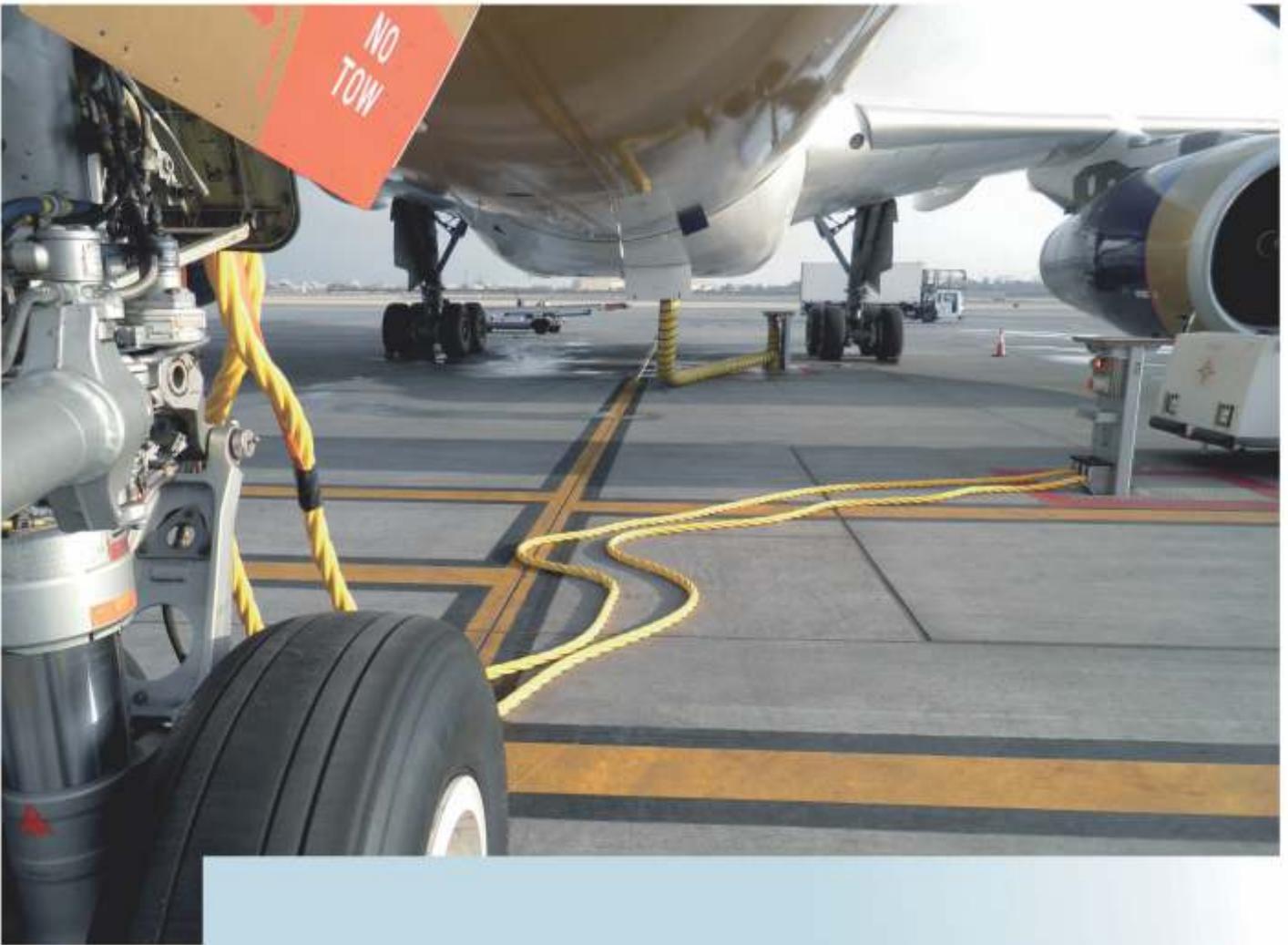
"The millions of jobs provided by airport operators must be preserved and essential operation must be sustained in the most effective way to allow for these crucial operations to continue and for the foundation to be laid for a rapid recovery," she added.

Gittens underscored the importance of implementing balanced solutions to sustain the aviation ecosystem and achieve a global recovery for the airport industry.

ACI has created different scenarios in its analysis and noted that projections could still be changed depending on the pandemic's development.

ACI described the impact of COVID-19 on the airport sector as "profound" and issued the following six focused policy responses that should be implemented:

1. **Protection of airport charges and revenues:** as airports will need to ensure the continuity of basic services, alleviating the collection of airport charges through suspension or blanket discounts is an ill-advised response
2. **Tax relief:** urgent tax relief will provide much-needed financial oxygen to airports to ensure continuity of operations and safeguard airport jobs
3. **Concession fee waiver:** airport rents and concession fees should be waived or postponed in the form of a one-time measure for a defined period
4. **Temporary suspension of slot usage requirements:** airport slot usage requirements should be suspended, at global level, until 30 June 2020 with a reassessment of the situation based on data-driven evidence to follow
5. **Continuity of air cargo operations:** airports should continue levying charges on air cargo operations to maintain essential airside and cargo facilities.
6. **Comprehensive financial relief:** this should include wage subsidy schemes to allow continued operations and a rapid return to full operations. Grants and subsidies, secured financing, loans at preferential rates, and bank guarantees should be made available. Financial relief should be non-discriminatory and not benefit one actor at the expense of others in the aviation ecosystem.



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Rolf Pickert is Messe Muenchen do Brazil's new Managing Director



Rolf Pickert

MUNICH: Messe München has selected Rolf Pickert to become the Managing Director of its Brazilian subsidiary, Messe Muenchen do Brasil Feiras Ltda, based in São Paulo.

Pickert, A German-Brazilian national who assumed his new role on 1 April, has a broad range of management expertise, particularly in Brazil's construction machinery industry.

"Rolf Pickert is the ideal person for our continued company and business growth in Brazil," said Klaus Dittrich, the Chairman and CEO of Messe München. "He has many

years of international experience, especially in the automotive and construction machinery industries."

Pickert was most recently the Managing Director of the German-Brazilian joint venture Brasbauer Equipamentos de Perfuração Ltda in São Paulo. Prior, he worked as manager for a number of different capital goods companies. He also has vast amount of experience in business development at international companies.

"I am really looking forward to the exciting opportunity of continuing Messe München's development in a really promising market," Pickert said. "The Brazilian market has tremendous potential for new topics."

Stefan Rummel, the Managing Director at Messe München who oversees the company's international business activities, said Brazil is of one the main target countries of Messe München for the development of new business fields and trade fairs.

The portfolio of Messe Muenchen do Brasil comprises M&T Expo and Smart.Con. Both trade fairs are held in conjunction with a long-range partnership with Sobratema. By creating this alliance, Messe München rounded out its global network in the bauma cluster.

IBA Group welcomes Ian Beaumont as new CEO

LONDON/ DUBLIN/ TOKYO: IBA Group welcomed in March Ian Beaumont as its new Chief Executive Officer while Phil Seymour, IBA's former CEO, will continue to serve as Company President.

Seymour, who successfully led the company for the past five years as CEO, will now focus on his new role as Company President of IBA and will continue to be an integral member of the Board of Directors tasked for business development, expert aviation advice, and strategic guidance.

IBA Group says it continues to make significant investments in scaling the business to accommodate the growth in demand for its services. Beaumont's appointment, with a proven track record of leading fast-growing, data-driven, professional services businesses, will strengthen the already-impressive and experienced senior leadership team.

Beaumont comes with outstanding credentials as the former founder and CEO of Matrix Solutions, and as such, has substantial expertise across asset management, professional services and data platforms with a proven track-record of building fast-growing, international business intelligence companies.

"IBA is an exceptional business with a long track record of providing expert advice and services to the aviation industry. I am inspired to be joining the Company during this period of sustained growth and look forward to working with Phil and the team," said Beaumont.

Phil Seymour commented, "The IBA team and I look forward to working with Ian as the business evolves in the coming years. We are very proud of our achievements and excited that our future strategy continues to adapt to meet the changing needs of our industry sector. Ian's background and proven experience fit us perfectly."



Ian Beaumont



Phil Seymour



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Technology



Bahrain's F1 circuit to build COVID-19 ventilators and share blueprints worldwide



MANAMA: Bahrain's legendary F1 circuit will produce hundreds of ventilators for COVID-19 patients – and vowed to share the blueprints free of charge worldwide.

Engineers from the track, which hosts the Grand Prix championship race each year, designed the breathing apparatus in just two weeks for non-

ICU patients in need of respiratory assistance.

The device was then built from scratch in partnership with intensive care doctors from Salmaniya Medical Complex's Respiratory Therapy Department and Medical Equipment Department.

Now an order has been placed for the first 100 machines following extensive testing and approval by Bahrain's Ministry of Health.

Bahrain International Circuit says it is sharing the blueprints free of charge to organizations around the world amid global efforts to increase ventilator capacity.

Initially, two different machines were designed and both have been approved – the first by design team lead and BIC mechanical engineer Kamel Al-Ta'an and the other by Tareq AlTajer.

"At a time of global crisis, we have been seeking ways in which the BIC can support the fight against COVID-19," said Fayez Ramzy Fayez, Chief Operating Officer at Bahrain International Circuit. "Our engineers have met that challenge by designing a ventilator system specifically to support those suffering from COVID-19. As this is a global effort, we are happy to make these designs available to other organizations around the world who are seeking to find similar solutions."

Bahrain International Circuit has hosted the annual Formula One Championship since 2004, but this year the race was postponed as a precautionary measure.

Instead, a virtual Grand Prix was held featuring celebrities and F1 drivers including Lando Norris and One Direction star Liam Payne. The eventual winner was Formula 2 racer Guanyou Zhou who soared into the lead from third on the grid, finishing a full 11.392s over ex-McLaren driver Stoffel Vandoorne.

Apple & Google team-up to create Covid-19 tracking tool

SILICON VALLEY: Tech giants Apple & Google announced they are teaming up to create a Covid-19 tracking tool using Bluetooth technology which people can download on their smartphones.

The app, scheduled to be launched this May, is designed to help in contact tracing of people suspected to be infected with the Coronavirus. Worldwide, more than 3 million cases were confirmed and over 200,000 have died due to the virus.

The tech giants said their joint effort will help governments and health agencies reduce the spread of the virus, with user privacy and security central to the design.

"Since COVID-19 can be transmitted through close proximity to affected individuals, public health officials have identified contact tracing as a valuable tool to help contain its spread. A number of leading public health authorities, universities, and NGOs around the world have been doing important work to develop opt-in contact tracing technology," the tech firms said.

Apple and Google said a comprehensive solution that includes application programming interfaces (APIs) and operating system-level technology to assist in enabling contact tracing will be launched in two steps.

This month, both companies will release APIs that will enable interoperability between Android and iOS devices using apps from public health authorities. These official apps will be available for users to download via their respective app stores.

In the coming months, Apple and Google said they will work to enable a broader Bluetooth-based contact tracing platform by building this functionality into the underlying platforms, a more robust solution than an API and will allow more individuals to participate.

"All of us at Apple and Google believe there has never been a more important moment to work together to solve one of the world's most pressing problems. Through close cooperation and collaboration with developers, governments and public health providers, we hope to harness the power of technology to help countries around the world slow the spread of COVID-19 and accelerate the return of everyday life," the tech giants said in a joint press statement.



Upcoming Events



Airport Show Dubai Airport Security I ATC Forum

The 20th edition of Airport Show features two co-located events and introduces a new theme, "Passenger Experience"—which will focus on highlighting technologies that are setting new standards in making airport processes more passenger driven and efficient.

As the world's largest annual airport exhibition event, Airport Show 2020 is a place to meet and network with key industry leaders and high-level policymakers in setting to shape the future of the global airport and aviation industry.

26-28 October 2020 | DWTC, Dubai, UAE

Cargo Connect

The Cargo Connect conference and exhibition provides a platform for the international logistics & supply chain industry to meet in the Middle East, a strategic hub for global trade.

Join the leading airports, airlines, freight forwarders, cargo operators and technology providers to network, learn and explore future innovations.

November 2020 | Dubai, UAE

Air Cargo Forum 2020

TIACA's biennial event that brings together thousands of airfreight decision-makers & supply chain operators from across the globe, Air Cargo Forum 2020, will take place November 10-12, 2020 in Miami, Florida, USA & will be hosted by Miami Airport. The event will be held at the newly renovated Miami Beach Convention Center located in the heart of South Beach.

**10-12 Nov 2020 | Miami Beach Convention Center
Miami, Florida**



World Cargo Symposium

WCS is the largest and most prestigious annual event of its kind and the only one to bring together key stakeholders from the entire air cargo supply chain. Join over 1,000 air cargo leaders and more than 40 exhibitors, for this action-packed event which features plenary sessions, specialized tracks, workshops and executive summits, tackling aspects related to technology & innovation, security & customs, cargo operations and sustainability.

9-11 Mar 2021 | Turkey, Istanbul

Air Cargo Europe

forums and presentations of innovative ideas, products and services ideal for today's fast-paced digital world.

Now on its 9th year, Air Cargo Europe is integrated with the four-day transport logistic Munich event.

9-12 May 2021 | Messe Munchen | Munich, Germany

transport logistic Munich

This four-day event gives visitors a complete look at the entire process chain of the transport and logistics sector. Expect more and more exhibitors from Germany and all around the world present their innovative products and services and an extensive program of related events and conferences.

An ideal platform for knowledge transfer and networking in the global logistics industry, the 2019 event drew 2,374 exhibitors from 63 countries and about 64,000 visitors from 125 countries.

9-12 May 2021 | Messe Munchen | Munich, Germany

Expo 2020 Dubai

The first World Expo to be held in the Middle East, Africa & South Asia (MEASA) region, and largest ever event to take place in the Arab world, Expo 2020 Dubai will welcome 192 countries, businesses, multilateral organizations & educational establishments along with millions of tourists from all over the world.

With the theme "Connecting Minds, Creating the Future"—the expo will also have three subthemes: opportunity, mobility and sustainability, each with its own pavilion.

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