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Saudia Cargo to continue flying vital human organs for free

JEDDAH, KSA: Saudia Cargo will continue flying vital human organs to Saudi for free to help patients in and around the Kingdom and other Arab nations who need them to live.

The company has been at the forefront of this humanitarian and social mission since 2014 under its agreement with the Saudi Center for Organ Transplantation.

First called as the Jeddah Kidney Center, the transplantation center was established by Dr. Faissal Shaheen who currently sits as its director-general.

The center has done hundreds of kidney, liver heart, cornea, pancreas, lung and bone marrow transplants over the years.

Nabil Khojah, Saudia Cargo Chief Executive Officer, who signed the agreement on behalf of their company, assured dedicating all logistics available in transporting human organs in accordance with the international laws.



Saudia Cargo CEO Nabil Khojah, 4th left, with other executives standing in front of a Saudia Cargo plane.

Khojah said Saudia Cargo takes pride in its important role in carrying sensitive human organs so that they can reach for Organ Transplantation Center and its noble mission.

He stressed that the company deals with all shipments in accordance with international standards.

Qatar Airways Cargo launches Pharma Express flights



DOHA, Qatar: Qatar Airways Cargo has launched additional Pharma Express flights from its hubs of Basel and Frankfurt to dedicated air cargo terminals at pharmaceutical hubs.

Basel and Frankfurt are two of the major pharmaceutical export hubs in Europe.

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The invisible power of hope

We're inundated and overwhelmed with unprecedented challenges in 2020 with the unforeseen attack of an invisible virus that crippled the global economy and changed our lives instantly. What we built for decades vanished in an instant with debilitating impact to our consciousness for as long as we live.

The Coronavirus pandemic took away the lives of over 2 million people, rich or poor, powerful or powerless, and sickened more than 95 million across the world, thus far.

And there's no clear indication the dreadful statistics would finally come to a halt with the virus mutating. Three new variants have been identified in the UK, South Africa and Japan, so far, all believed to be more contagious and transmissible than the original strain.

The virus took away our loved ones, our jobs, our freedom to freely move, our health and a seemingly bright future before it came. But there is one thing that it failed to touch—hope.

Hope cannot be seen as well but its presence is powerful enough to lead us to a new direction and change the course of darkness into a brighter tomorrow.

With hope, science, experiments and facts, COVID vaccines were developed within just a few months, promising us a high degree of protection against the virus. Miraculous and a great victory for humanity that combined the power of science and technology, and yes, hope and optimism that COVID-19 can be beaten.

Globalization it seems is here to stay. The world has become smaller despite its diversity and divisiveness and the global flight against COVID necessitates a cohesive action. This is a fight we all want to win.

The vaccines are already being circulated worldwide thanks to the concerted efforts of the pharmaceutical firms that developed them, the governments, aviation, logistics, air cargo, healthcare and other industries, among many other stakeholders in what was dubbed as the mission of the century.

Here's hoping that 2021 will bring us renewed strength and confidence to live in a brighter tomorrow.

Gemma Q. Casas

Editor-in-Chief

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**Dr. Frank Appel**

Deutsche Post DHL Group, CEO

Deutsche Post DHL Group has about 550,000 employees worldwide with offices in over 220 countries. The world's largest

courier and logistics company handles about 55 million letters a day and approximately over 1 million international shipments on a daily basis.

It has a fleet of 260 aircraft, more than 103 vehicles and over 27,000 bicycles and continues to experiment on innovative solutions and products in today's ever-changing world besieged with so many environmental and other challenges, including the Coronavirus pandemic.

Leading this busy globalized force of expert logisticians is Dr. Frank Appel, a neuroscientist before he indulged into the corporate world.

The Hamburg-born, Dr. Appel completed his Master's Degree in Chemistry from the University of Munich and later obtained a PhD in Neurobiology from the Swiss Federal Institute of Technology in 1993. He began working as a consultant with McKinsey & Co., one of the world's leading research and consultancy firms, where he eventually became a partner in 1999.

'Invest in travel'

In 2000, Dr. Appel joined Deutsche Post AG as Managing Director, Corporate Development and quickly rose to prominence. In 2008, he was appointed CEO of Deutsche Post DHL Group, a position he will held through 2022.

Combining his scientific background with astute business sense and the power to motivate people, Dr. Appel led Deutsche Post DHL Group to new heights: The Group's 2019 revenue was up 2.9% year-on-year to EUR 63.3 billion. And preliminary revenue results for 2020 yielded a new record—EUR 66.8 billion—with the rise in global e-commerce and more demand for logistics and air cargo services due to the pandemic.

Dr. Appel said while the company's broad geographic positioning and comprehensive portfolio means it's more resilient and robust than other companies, "a global crisis such as the coronavirus does not leave us unaffected."

"2020 was an exceptional year: despite all the challenges faced, we achieved a record result. Our strategy and business model have proven resilient—even in turbulent times for the global economy. Thanks to the incredible performance of our 550,000 employees all over the world, we made a positive contribution to people and societies during the Covid-19 crisis. We are now focused on distributing the Covid-19 vaccine all over the world," Dr. Appel said in a statement.

Striking a balance between his successful and well-rewarded career and family, Dr. Appel makes sure his weekends are devoted to his wife and children.

And their favorite activity—traveling.

"I'm neither a car fool nor a watch fool, nor do I buy expensive suits. But I like to travel. And I also spend a little more on it," Dr. Appel said in an interview with Der Tagesspiegel, a German daily newspaper.

"I have already traveled to many beautiful countries with my family. I find it difficult to single out one thing. I travel to take memories with me. I also say to people who have less money: Invest in travel," added the CEO who is also into mountain biking.

Indeed, simple things in life like biking and traveling matter most even for those who can afford everything.



Cathay Pacific Cargo launches new scheduled freighter service between HK and Riyadh

HONG KONG: Cathay Pacific Cargo has launched a new scheduled freighter service between Hong Kong and Riyadh (RUH) on January 5, 2021 buoyed by increasing demand for shipments of e-Commerce and garment products to Saudi Arabia.

The airline launched the inaugural flight on the route using its Boeing B747-400 ERF aircraft. It says the new flights will meet the strong demand for e-Commerce and general cargo, garments in particular, to the Kingdom.

Flights will operate once per week every Tuesday with a stopover in Dubai (DWC) on the return flight to Hong Kong, with the following schedule:

Flight No.	From	To	Departs	Arrives	Day
CX2078	HKG	RUH	0810	1320	Tuesday
CX2079	RUH*	DWC*	1520	1820	Tuesday
CX2079	DWC	HKG	2020	0720+1	Tuesday

Cathay Pacific Cargo has launched a number of scheduled and charter services recently to meet the air cargo needs of its customers.

On 16 December 2020, the airline launched a seasonal cargo service between Hong Kong and Hobart in Australia, providing an important airfreight lane for the export of fresh produce from Hobart to various parts of Asia via Hong Kong.

Last September, the airline launched a temporary service to Pittsburgh in the US to serve the seasonal upsurge in demand.

In addition to operating a full freighter flight schedule, Cathay Pacific has also been operating thousands of pairs of cargo-only passenger flights, some with cargo loaded in the passenger cabins, and chartered hundreds of pairs of flights from its all-cargo subsidiary Air Hong Kong to provide additional air freight capacity.

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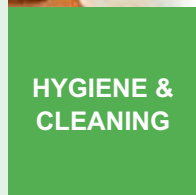
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Alliance Ground International signs up for CHAMP's Cargospot Mobile solution

Nicholas Xenocostas



LUXEMBOURG: Using CHAMP Cargospot Handling system, Alliance Ground International (AGI) has signed up for Cargospot Mobile solution which streamlines its service in 12 stations across the United States.

CHAMP Cargosystems explained the system synchronizes the smart device data directly with the Cargospot Handling system in real-time. Building on the "smart" functionalities of consumer mobile devices, Cargospot Mobile leverages the camera, Application Programming Interface (API) technology, and user-friendly screen sizes of smart devices.

This extends its usage across the warehouse and handling business. CHAMP's Cargospot Mobile puts its Cargospot Handling solution in the hands of anyone with an iOS or Android smartphone or tablet with Bluetooth scanner - not only significantly increasing efficiencies, but also enabling real-time events. All data collected is automatically updated within your cargo management system, increasing efficiency and accuracy.

"Cargospot Mobile's technology completes our goal of a fully integrated, real-time, end-to-end cargo handling system," said Jared Azcuy, Chief Operating Officer at Alliance Ground International. "The benefits will positively impact all areas of our operation including, but not limited to, labor force management, SLA compliance, management reports, information accuracy, pickup/delivery times and service transparency to our customers."

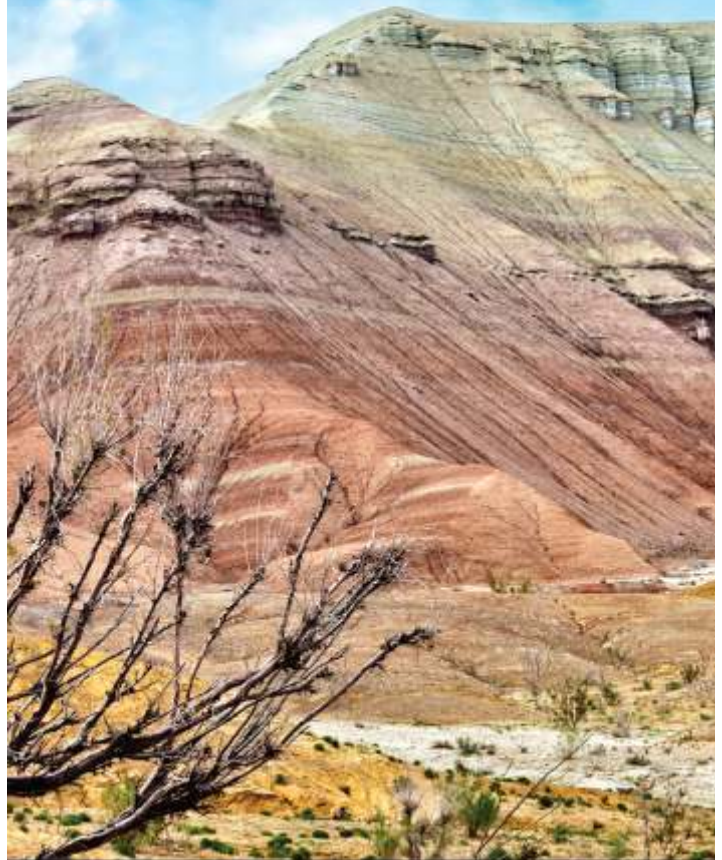
Nicholas Xenocostas, VP Commercial & Customer Engagement at CHAMP Cargosystems, said the company is honored to be part of AGI's impressive growth, saying: "Cargospot Mobile is the next step to further digitalize and streamline its warehouse processes."

CHAMP Cargosystems provides the most comprehensive range of integrated IT solutions and distribution services for the air cargo transport chain. It serves over 200 airlines and GSAs, linking them to some 3,000 forwarders and GHAs worldwide.

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Emirates SkyCargo carries Pfizer-BioNTech free of charge as Dubai launches massive vaccination drive

The vaccines were transported from Brussels on Emirates flight EK 182 on 22 December 2020, arriving at Dubai Int'l Airport (DXB) at 22.15 local time. DHA began inoculating residents in Dubai with the COVID vaccines on 23 December.

DUBAI: Emirates SkyCargo successfully flew in COVID-19 vaccines manufactured by Pfizer-BioNTech to the UAE for the first time for the Dubai Health Authority (DHA) as it launches a massive vaccination campaign to prevent the spread of the Coronavirus pandemic in the country.



contribution for the wellbeing of everyone in the UAE, it has been our honor to transport these vaccines free of charge on our flight."

Nabil Sultan, Emirates Divisional Senior Vice President, Cargo, said the company is doing its part to join Dubai's efforts in the ongoing fight against the pandemic.

The vaccines were transported from Brussels on Emirates flight EK 182 on 22 December 2020, arriving at Dubai International Airport (DXB) at 22.15 local time. DHA began inoculating residents in Dubai with the COVID vaccines on 23 December.

Emirates SkyCargo recently set up the world's largest dedicated airside storage and distribution hub for COVID-19 vaccines in Dubai with the capacity to store up to an estimated 10 million doses of vaccine at the 2-8°C temperature range at any one point of time.

With its advanced infrastructure, extensive network and modern all wide-body aircraft fleet, Emirates SkyCargo can transport COVID-19 vaccines rapidly and securely from manufacturing locations to destinations across six continents. Emirates SkyCargo has already commenced distribution of COVID-19 vaccines from a range of manufacturers and geographies.

HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman and Chief Executive, Emirates Group, commented: "Emirates is proud to be transporting the first batch of Pfizer vaccines for COVID-19 into the UAE for the Dubai Health Authority. Our healthcare ecosystem has played an absolutely critical role in every step of the fight against COVID-19. I would like to thank everyone who has worked unceasingly over the last year to protect the lives of those most vulnerable against the disease. In recognition of their immense

"At Emirates

SkyCargo we are doing our part to join Dubai's efforts to fight the COVID-19 pandemic. Thanks to the effective management of the pandemic by Dubai's visionary leadership, the city has retained its position as a global logistical hub for connecting vital cargo including PPE, medical supplies, vaccines, food and other essential items," said Sultan.

"Emirates SkyCargo has set up the world's largest airside hub dedicated to distributing COVID-19 vaccines and we stand ready to support not just Dubai, but countries around the world, including markets with limited cool chain infrastructure with our advanced capabilities. By transporting COVID-19 vaccines across our extensive network, we look forward to helping people around the world get back on their feet after the devastating impact of the pandemic," he added.

On arrival at DXB, the containers with the vaccines were unloaded on priority from the aircraft and then taken to Emirates SkyCargo's dedicated pharma facility Emirates SkyPharma to await clearance for delivery.

Emirates SkyCargo is no stranger to transporting vaccines and other temperature sensitive pharmaceutical cargo. The carrier has more than two decades experience in transporting pharmaceuticals on its aircraft and has set up state of the art EU GDP certified facilities dedicated for storing and handling pharma cargo in Dubai.

Emirates SkyCargo has also established a global Pharma Corridors program working with ground handlers and local airports at major pharma origin and destination stations for enhanced cool chain protection. The current pharma network covers over 30 cities across the world including Brussels.



Cybele, the Mother Goddess, was finally returned home to Istanbul after 50 years. TK Cargo Photo

Mother Goddess 'Cybele' returns home to Istanbul after 50 years via Turkish Cargo

ISTANBUL: Turkish Cargo carried the 1700 years old statue of Mother Goddess "Cybele" back home to the historic city of Istanbul 50 years after it was trafficked to New York.

With utmost care, Turkish Cargo brought back Cybele, the Mother Goddess, believed to be the symbol and guardian of abundance, back to its homeland on December 12 from New York. The statue was trafficked overseas in 1970.

The mission was carried out in partnership with Turkish Airlines following great legal efforts of the Ministry of Culture and Tourism to have it returned. The priceless artifact will be exhibited at Istanbul Archeology Museum for a set amount of time.

In recent years, Turkish Cargo carried historical artifacts from Topkapı and Dolmabahçe Palaces to Japan, contributing to the return of the missing pieces of the Gypsy Girl Mosaic to its homeland. It also carried more than 50 masterpieces from Paris Louvre Museum to Tehran; successfully transported the Sarcophagus of Hercules of the Roman Era from Geneva to Istanbul with its specialized teams of experts working meticulously on sensitive and significant operations that require utmost care and precision.

Turkish Cargo, which serves customers in 127 countries around the world, has three sensitive cargo storehouses and specialized staff members with related certificates. With cutting-edge technologies, including cameras for constant monitoring, high value cargo are safely transported and kept until they reach their destinations, the freight carrier assured.

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Cargolux & DB Schenker launch weekly Indiana charter as demand for pharma shipments increase



ESSEN/LUXEMBOURG: DB Schenker and Cargolux announced their new full charter cargo connection between Luxembourg and Indianapolis, USA, starting this January to support increased demand for pharma shipments.

Cargolux's initial service between its home base in Luxembourg and the Indiana capital was inaugurated in 2005 to support DB Schenker's business in the region. The successful collaboration has grown over the years and is their well-established 15 year-long partnership is cemented through this charter solution.

With weekly departures on a Boeing 747 freighter DB Schenker makes Cargolux's extensive experience in the handling of pharmaceutical & healthcare goods available for its customers in Europe & Northern America.

By partnering with the leading provider of transportation services for pharmaceutical and healthcare products and the airline that was, in 2014, the first to be GDP certified, DB Schenker reaches a milestone in setting up its new healthcare service portfolio DB SCHENKERlife+.

Veronique Dameme, Head of Global Vertical Market Healthcare at DB Schenker, said: "Our new product portfolio DB SCHENKERlife+ offers exceptional quality, unconditional security and fully reliable logistics services. The cooperation with Cargolux expands the foundation for our robust global GDP program and customized services as air track, 24/7 monitoring, packaging supplies or telemetric devices. In such volatile times DB SCHENKERlife+ thus provides urgently needed transparency and predictability."

Domenico Ceci, Cargolux's Executive Vice-President Sales & Marketing, added, "Cargolux is pleased to launch this new weekly charter service in collaboration with DB Schenker. Both companies have enjoyed a fruitful and mutually beneficial partnership on this lane over the past 15 years and we are happy to expand on this success."

With pharma handling expertise throughout its network and a dedicated Healthcare Center in Luxembourg, Cargolux is the ideal partner for DB SCHENKERlife+ which has patient safety, quality and reliability in its DNA. The new weekly connection between Luxembourg and Indianapolis makes DB Schenker's portfolio of customizable services available in the world's regions with the highest demand for healthcare and pharmaceutical products and creates capacities for potential Covid-19 vaccine transportation demand.



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Vallair to convert 9 A321 passenger planes to freighters for growing Chinese market

LUXEMBOURG: Vallair, the multi-faceted aviation business and launch customer of the Airbus A321 freighter, has begun converting the first of nine A321 passenger planes to freighters in their production facility in Guangzhou, China.

"We are excited to be embarking on the next phase of our A321 passenger to freighter conversion activity," said Gregoire Lebigot, CEO of Vallair. "MSN 1017 will be the first of nine aircraft scheduled to be converted in China, this is an important milestone."

The work is being undertaken for Vallair by EFW at the ST Engineering facility in Guangzhou and the aircraft is planned for delivery in Q3 2021 to cargo-operator, SmartLynx.

Vallair has previously partnered with EFW in Asia on the conversion of its inaugural A321F. This was undertaken at its Singapore facility and delivered to launch operator Qantas Freight in October 2020.



Vallair recently signed an MoU with US operator GlobalX for 10 conversions, and it has leased a further two to SmartLynx Malta.

Lebigot said the conversion of a younger aircraft variant will ensure that operators are flying with newer technologies and as the aircraft is still in production, few supply chain issues are anticipated.

"Vallair is keen to introduce the A321F to the Chinese market as we see strong potential for the freighter in its active e-commerce sector. Our decision to commission the conversion process for a significant number of our lease portfolio 'in-country' demonstrates not only our confidence in the future implementation of this type, but also our commitment to local technical and engineering resources," he said.

The Vallair CEO said their innovative design benefits from a lower cargo hold allowing it to offer shipping of containerized cargo in addition to its normal cargo positions.

AFKLMP Cargo signs new deal with va-Q-tec for pharma shipments



AMSTERDAM: Air France KLM Martinair Cargo (AFKLMP Cargo) says it has signed a new agreement with container manufacturer va-Q-tec for access to its latest sustainable and advanced passive containers allowing it to expand its range of pharmaceutical solutions for customers.

The cargo carrier explained va-Q-tec's advanced passive containers can maintain various temperature ranges between -80 °C and +25 °C, set at the start of the journey, for up to 10 days, without any external power supply.

Christel van Dael, Business Development Manager for Pharmaceutical Logistics at AFKLMP Cargo, said: "Offering va-Q-tec's solutions is of great importance in view of the logistical challenges we face in transporting

coronavirus vaccines worldwide. Together we can deliver vaccines to the world in a secure and sustainable manner. We are very happy with this new partnership, which will be of benefit to us in current circumstances, but also in the longer term."

Florent Gand, Service manager Pharmaceuticals Logistics at AFKLMP Cargo, said, "The combination of our network with the capacity of va-Q-tec containers, to maintain the temperature and integrity of Pharma products, results in a better offering to our common customers. Especially now, during this corona crisis, this partnership is even more important as it will bring speed and efficiency to vaccine distribution."

va-Q-tec's advanced passive containers are not only suitable for pharmaceutical products, but also for other perishable goods.

Its advanced passive containers do not need extra dry ice to maintain the temperatures down to -60 °C. To hold even lower temperatures down to -80 °C, a small amount of dry ice is used - but significantly less than in conventional solutions. This reduces the overall use of dry ice, significantly reducing CO2 emissions.

UPS delivers first batches of Pfizer-BioNTech vaccines to Saudi Arabia



UPS driver Ayub Ahmed Hawa poses with a box of Pfizer-BioNTech vaccines delivered to Saudi Arabia.

RIYADH: The first batches of the Pfizer-BioNTech COVID-19 vaccines arrived in Saudi Arabia last month via UPS which will be rolled out for free to citizens and expatriates living in the Kingdom.

Saudi Arabia is the first Arab country to roll out the Pfizer-BioNTech jab, marking a breakthrough milestone in the ongoing response to the COVID-19 pandemic.

Rachid Fergati, UPS Managing director for Middle East and Indian subcontinent, said the company is proud to have been tasked to deliver the highly-sensitive vaccines to KSA.

"UPS has proudly delivered the first batches of the Pfizer-BioNTech COVID-19 vaccine to Saudi Arabia, to support vaccinations of first citizens and expatriates in the country. Saudi Arabia is the first country in the Middle East that we are serving and we are in position to continue delivering what matters to help stamp out the pandemic in the region," Fergati said.

"We have spent months developing new products, agile approaches and new capabilities to ensure we are fully prepared to deliver the vaccine at the right time, at the right temperature to communities all over the world, especially here in the region. We are honored to work with UPS Healthcare partners in other countries to help deliver what matters in these times," he added.

UPS (NYSE: UPS) is one of the world's largest package delivery companies with revenue of \$74 billion in 2019. It provides a broad range of integrated logistics solutions for customers in more than 220 countries and territories.

Qatar Airways Cargo acquires 3 new Boeing 777

DOHA: Three brand new Boeing 777 were delivered to Qatar Airways Cargo in January bringing to 30 its total freighters amid rising demand for long-haul and scheduled cargo flights.

The world's leading air cargo carrier's fleet consist of two Boeing 747 freighters, 24 Boeing 777 Freighters and four Airbus A330 freighters. The Boeing 777 freighter is an efficient, long-range, and high-capacity freighter, powered by the world's most powerful commercial jet engine, the General Electric GE90-110B1. The 777F has a revenue payload capability of more than 102 metric tons.

Qatar Airways Cargo said the new freighters will be used for long haul scheduled routes as well as cargo charters, supporting global trade and the movement of time and temperature sensitive goods.

"With the arrival of these new freighters, we are injecting much needed capacity in the market helping support global supply chains at a critical time during the pandemic. The added capacity will enable us to support the logistics around the COVID-19 vaccination which is projected to be one of the greatest logistical challenges for the industry," said Qatar Airways Group Chief Executive Akbar Al Baker.

"The 777F's fuel-efficiency, long range and high

capacity will support our airline to be more sustainable and operate additional non-stop flights to further destinations around the world, facilitating the movement of time and temperature sensitive goods. With our investments in innovation and fleet, we are able to fulfil our customers' logistical requirements and support the continuity of global trade," he added.

Boeing Company Senior Vice President Commercial Sales and Marketing, Ihssane Mounir, noted, "During these challenging times, Qatar Airways Cargo has been transporting humanitarian relief and medical goods to those in need and we are proud that their growing fleet of 777 freighters is supporting such a commendable effort. We deeply appreciate our long-standing partnership with Qatar Airways and their confidence in the 777 freighters as the backbone of their expansive global air cargo operations."





Nallian gets contract to power up DFW Airport's cargo technology system



BRUSSELS: Dallas/Forth Worth International Airport (DFW Airport) has begun using Nallian's cloud-based data sharing platform for its cargo customers and will include freight forwarders, shippers, ground handling agents, 3PLs, airlines, Customs and Border Protection, and trucking companies over time to ensure seamless transactions across the supply chain in the new normal.

Nallian, the world's first provider of an open ecosystem of collaborative apps underpinned by a next-generation data sharing platform for logistics hubs, said this new application-based technology will reduce the amount of time and paperwork required for cargo shipments coming through the DFW Airport, part of its digital transformation strategy.

DFW Airport is focused on air cargo, an essential industry to North Texas and an important transit freight hub for Latin-America and Asia. It handled 971,000 tons of cargo in FY19 and has steadily risen to become one of the top international cargo hubs.

"DFW Airport continues to focus and invest in our cargo business. This new platform makes processing cargo through DFW more efficient by providing accurate and timely information to our cargo

community," said John Ackerman, Executive Vice President of global strategy and development at DFW Airport. "We are excited to work with Nallian and our international airport partners to offer this digital platform to our cargo and logistics customers."

Jean Verheyen, CEO at Nallian, added, "We are honored to work with DFW Airport who is committed to raising the bar for innovation and excellence in air cargo. With Nallian's mission in mind - 'to make the world operate as one' - we are thrilled to see how our infrastructure also empowers forward-thinking airports such as DFW and their partners to leverage the power of digitization on a global level."

A dedicated Slot Booking application allows truckers and freight forwarders to request and reserve dock door slot times, eliminating wait times while reducing roadway congestion and harmful emissions.

Future enhancements will include real time pharmaceutical tracking and monitoring capabilities, ensuring higher levels of safety and product integrity. This allows multinational collaboration among global cargo hubs.

Volga-Dnepr Airlines brings its first An-124-100 back into the skies



MOSCOW: Super heavy and outsized air cargo transport expert Volga-Dnepr Airlines says it has resumed use of An-124-100 for commercial operations.

Konstantin Vekshin, Chief Commercial Director of Volga-Dnepr Group, said the first plane took off following completion of technical checks and execution of service directives to a full extent.

The Antonov-124 Ruslan is designed for airlifting heavy or outsized cargo. It is also the largest military transport aircraft in current service.

"It appears that we have been able to restart our An-124-100 operations before the end of this year. We are in the process of diligent execution of the service directives, the technical checks are on the right track. As expected, our first An-124-100 is back in the air again. The ultimate return will be incremental and we will still take our time to follow the guidelines reflected in the service directives," said Vekshin.

Volga-Dnepr has taken a thorough approach towards re-launch of An-124 commercial operations to secure the utmost flight safety in line with existing industry and internal standards. The company will be discussing the return to service and availability of An-124 with the customers individually and will keep them and the market informed about the situation.

The Volga-Dnepr Group (VDG) is made up of three independent cargo airlines—Volga-Dnepr Airlines, AirBridgeCargo Airlines, and ATRAN airlines. Its unique fleet includes ramp and non-ramp aircraft designed for all types of cargo, oversized and heavy shipments in particular.

DHL says accelerated digitalization key to unlock oil and gas sector's \$2.6 trillion market value

DUBAI: Accelerating digitalization is a key component to unlock some \$2.6 trillion market value in the Middle East and Africa's oil and gas industry which was severely impacted by the Coronavirus pandemic.

In its recently released whitepaper, DHL Global Forwarding said companies in the industry must leverage digitalization to improve margins, safety standards, as well as reduce emissions and water consumption.



The whitepaper predicts that owing to pandemic-induced slowdowns in travel, global oil demand will not reach pre-COVID-19 levels before the end of 2021.

O&G companies in the Middle East and Africa region (MEA) need to take bold decisions to quickly reposition themselves, including redefining partnerships across the supply value chain, building resilience and going digital. For example, drones and autonomous robots can potentially reduce drilling and completion costs by 20% in deep-water areas and 25% in inspection and maintenance of assets, it added.

Amadou Diallo, CEO, DHL Global Forwarding Middle East and Africa, who is also Executive Sponsor for the oil and energy sector at Deutsche Post DHL (DPDHL) Group commented, "The energy sector is grappling with multiple challenges due to the pandemic but it is not all doom and gloom however. Whilst it is more critical than ever to ensure the smooth completion of projects, it is equally pertinent that energy companies leverage technology to offer smarter, simplified and greener solutions. To that end, DHL has implemented best-in-class logistics solutions for leading

energy companies, such as TOTAL, to collectively tackle technological, digital and climate challenges."

The DHL whitepaper notes that increased investment in downstream projects will generate more value per barrel of oil through production of value-added specialty chemicals and plastics.

Over half of the global oil demand growth by 2025 is expected to come from the petrochemical industry – and this is evident in the region where national oil companies are already partnering with key players across key demand markets; for instance, Saudi Aramco's non-binding deal for 20% stake in Reliance's crude oil-to-chemical (COTC) operations.

The whitepaper also highlights an accelerated transition towards a green economy. In 2019, 72% of all new electricity generation globally came from renewable energy sources, and the industry expects that nearly half (45%) of the global energy demand growth until 2030 would be sourced from renewable energy.



Amazon buys 11 planes from Delta and WestJet Airlines to expand cargo fleet

SEATTLE: Expanding further its cargo fleet amid rising demand for air cargo and e-Commerce, Amazon (NASDAQ:AMZN) announced it's buying 11 Boeing 767-300—seven from Delta Airlines and four from WestJet Airlines.

Its 11 new aircraft will join the Amazon Air fleet this year through 2022 as customers sought for fast and free shipping more than ever.

"Our goal is to continue delivering for customers across the U.S. in the way that they expect from Amazon, and purchasing our own aircraft is a natural next step toward that goal," said Sarah Rhoads, Vice President of Amazon Global Air. "Having a mix of both leased

and owned aircraft in our growing fleet allows us to better manage our operations, which in turn helps us to keep pace in meeting our customer promises."

Formed in 2016, Amazon Air plays a central role in delivering for customers by transporting items across longer distances in shorter timeframes.

The four aircraft purchased from WestJet in March are currently undergoing passenger to cargo conversion and will join Amazon Air's network in 2021, and the seven aircraft from Delta will enter Amazon's air cargo network in 2022.



Lufthansa Cargo widens portfolio for worldwide transport of COVID-19 vaccines



While the transport of COVID-19 vaccines is already available with Lufthansa Cargo the company now announced a premium product to its customers specifically developed for the transport of COVID-19 vaccines known as COVID-19 Temp Premium.

FRANKFURT: Lufthansa Cargo assured it's well prepared for the global distribution of COVID-19 vaccines across highlighting its extensive experience in hauling highly sensitive pharmaceuticals and the creation of a dedicated task force for the mission.

"The distribution of temperature- and time-sensitive pharmaceuticals is extremely demanding. We were one of the first airlines to specialize in the transport of medical goods and pharmaceuticals and can therefore draw on many years of experience. Thanks to the recent expansion of our ground infrastructure, we can also handle larger volumes and transport them worldwide while supporting our customers to maintain the cold chain," explained Peter Gerber, CEO of Lufthansa Cargo.

"In 2019, we transported around 100,000 tons of pharmaceuticals. We are ready to make another important contribution to overcoming the pandemic by distributing the vaccines worldwide," he added.

While the transport of COVID-19 vaccines is already available with Lufthansa Cargo the company now announced a premium product to its customers specifically developed for the transport of COVID-19 vaccines known as COVID-19 Temp Premium.

This product made available from 11 January 2021 provides a high level of comprehensive and personalized customer service along the travel chain, including seamless monitoring of vaccine shipments throughout the entire process and a 24/7 after sales support.

Additionally, COVID-19 Temp Premium includes high priority capacity access, Lufthansa Cargo's fastest speed option in combination with temperature focus and a comprehensive security concept as well as bookability throughout the entire Lufthansa Cargo network.

For the transport of pharmaceuticals, three temperature ranges (based on the ambient temperature) are available in airfreight: Controlled Room Temperature for shipments with transport temperature range of +15°C to +25°C, cool storage for shipments with transport temperature range of +2°C to +8°C and deep-frozen storage for shipments with transport temperature range of -10°C or below.

By using special refrigerated containers and means, such as dry ice, the most diverse

requirements of pharmaceutical manufacturers can be met. Accordingly, Lufthansa Cargo also has experience with transports in the ultra-frozen range (-70°C).

The actual transport routes of the vaccines depend largely on the future production sites for approved vaccines and the respective recipient markets. With its current freighter fleet of 18 aircraft, Lufthansa Cargo is able to respond flexibly to shifts in demand. If necessary, the provision of additional belly capacity can also be examined.

As a carrier, Lufthansa Cargo provides its customers with capacity for transporting goods from airport to airport. Its global network of its own freighter aircraft as well as flights of Lufthansa, Austrian Airlines, Brussels Airlines and Eurowings are all open for cargo.

With its pharmaceutical hubs and up to 200 other stations with Active Temp Control or Passive Temp Support services worldwide, Lufthansa Cargo has one of the world's largest airline pharmaceutical networks. 30 of these stations are already CEIV Pharma-certified.

Current Health partners with SEKO Logistics to advance the future of global healthcare

LONDON: Current Health and SEKO Logistics announced they have teamed up to advance the future of global healthcare through fast and efficient delivery of wearable healthcare devices and machine learning tools.

Current Health helps physicians, nurses and patients in some of the top health systems in the world to predict disease onset and deliver treatment earlier. With 100+ disease specific programs, its devices are used in the prevention, diagnosis and treatments associated with pre- and post-surgery, chronic obstructive pulmonary disease (COPD), diabetes, oncology and heart failure, and are also being used to support and monitor COVID-19 patients and clinical trial participants.

To optimise its supply chain to respond quicker to customer demand, ensure compliance and to scale in new global markets, Current Health says it has entrusted its worldwide inventory management, fulfilment, and shipping to SEKO Logistics.

This is being coordinated by SEKO's EMEA Control Tower in Farnborough, UK, and supported by its ISO13485 certifications in Europe and the US, which confirm its compliance to the highest international quality management standard for medical devices.

Between patient care, the recyclable Current Health kit is returned to SEKO locations to be quarantined and decontaminated, and for the replacement of consumables and software upgrades.

This includes validating the serial numbers of each component to confirm they are correct. SEKO staff then build up complete kits, check their battery life, and seal each kit ready for shipment. SEKO's

inventory management (IMS) system – purpose-built to manage high volume programs with a critical need for compliance and metrics – manages recurring inventory by serial numbers to provide a full traceable history of each kit's lifespan.

"It's not easy to scale a remote care program from the ground up, which is why Current Health provides our customers with a fully turnkey solution that allows them to focus on patient care. A key part of this solution is the end-to-end kit logistics provided by SEKO, which allows us to offer reliable kit logistics on a global scale," said Christopher McCann CEO & Co-Founder of Current Health.

Marc Gross, Business Development Director at SEKO Logistics, described Current Health solutions as the future of healthcare, saying, "By maintaining visibility of high-risk patients at home through continuous remote monitoring and integrated virtual engagement tools, it is accelerating patient discharge and reducing readmissions and pressure on healthcare systems. It also supports an almost vertical health learning curve because the AI in the product delivers advanced intelligence with the more data it receives."



DUBAI: Digitalisation is the way forward for ports, logistics and the supply chain industry in the Middle East to overcome the challenges in a post-pandemic world, according to DP World, the region's leading enabler of smart trade.

The company highlighted the importance of smart technologies in the industry at the recently concluded Seatrade Maritime Middle East Virtual 2020 Summit.

Abdulla Bin Damithan, Chief Commercial Officer, DP World, UAE Region said "the industry has to collectively take up the responsibility to analyse mechanisms that drive the path of recovery and how future trade needs to be re-modelled and re-invented to sustain."

Shahab Al Jassmi, Commercial Director of Ports and Terminals, DP World, UAE Region, said the

DP WORLD: Digitalization is the way forward for ports, logistics & supply chain

company adopted a series of measures that accelerated digitalisation and automation, enabling it to run the business with zero human intervention across its operational landscape.

The ecosystem at Jebel Ali Port and Jafza is designed to meet the unique needs of manufacturing and trading companies, positioned at every step of the supply chain to support customers from first to last mile delivery.

"Smart logistics deliver better trade. The digital logistics platforms created by DP World enable our customers with speed, efficiency and digital fitness to continue doing their business uninterrupted in these challenging times and beyond," said Mohammed Al Muallem, CEO and Managing Director, DP World, UAE Region.

DP World, UAE Region has the largest and most experienced portfolio of ports, logistics systems, ship building and repair, as well as maritime services in the region. From the scale of energy required to make and move goods, to the resource intensity of logistics, DP World, UAE Region focuses on measuring and managing the direct environmental impact and the prevention of global climate change.



CEVA Logistics continues African expansion with joint ventures in Egypt and Ethiopia

MARSEILLE, FRANCE: CEVA Logistics has expanded anew its presence in Africa through new joint ventures in Egypt and Ethiopia, which follows its expansion to 12 countries in the continent this year.

Both joint ventures are effective immediately and further cement CEVA Logistics' aim of becoming a leading continent-wide player. Through the new joint ventures both entities will be able to expand their products base which will help enhance the use of their local logistics services across the CEVA Logistics network.

In Egypt, the company has taken a majority stake in IBA Freight Services, its exclusive partner for the past 20 years.

In Ethiopia, CEVA Logistics has taken a minority stake in MACCFA, a long-standing freight forwarder headquartered in Addis Ababa.

Headquartered in Cairo close to the city's international airport, IBA Freight Services has been CEVA Logistics' exclusive agent in the country for 20 years. It offers a full range of multi-modal and 3PL services to a wide base of customers across the country. The broad spectrum of freight management services is operated from IBA Freight Services' offices in Cairo, at Cairo Airport and in the port city of Alexandria.

Ethiopia's MACCFA has been established for some 25 years and operates from six offices and customs locations across the country offering a full range of logistics services. Outside the capital, it is the dominant player and operates two road corridors: Addis Ababa – Djibouti and Mekelle – Kombolcha – Addis Ababa.



It also provides intermodal solutions using fully booked Block Train services from the Port of Djibouti to Indode Freight Terminal near Addis Ababa with onward trucking services to final destinations across Ethiopia.

MACCFA also has a long-standing working relationship with CEVA Logistics' parent company, the CMA CGM Group, a world leader in shipping and logistics.

"Our strategic, continent-wide expansion plan continues to gather pace. These two Joint Ventures further consolidate our position in north Africa and the horn of Africa and will enable us to persevere in our intention of supporting its socio-economic emergence across all countries," said Bruno Plantaz, CEVA Logistics' Managing Director Turkey, India, Middle East and Africa.



HONG KONG: Kerry Logistics Network Limited announced it is developing a 50,000 sqm bonded logistics center in Hainan, China to support the Chinese government's new policy.

The center, which is expected to be completed in Q1 2023, will be located in the Haikou Integrated Free Trade Zone inside Hainan Free Trade Port. Kerry Logistics is the first investor in the zone.

China earlier announced the zone will be developed as the largest of its kind in the country. To support the development of the tourism, e-commerce and logistics industries in the Hainan FTP, a zero-tariff regime will be established for the trade of goods in which certain categories of imports are entitled to zero-tariff treatment.

"We are confident in the prospects of duty-free consumption in Hainan. Leveraging Hainan province's geographical advantage in South China and its proximity to Southeast Asia, the Hainan FTP will be an important gateway to handle the fast-growing duty-free and inbound e-commerce cargoes. Our new bonded logistics centre in Haikou FTZ will be instrumental in helping our existing customers to

Kerry Logistics Network to develop 50,000 sqm bonded logistics center in Hainan

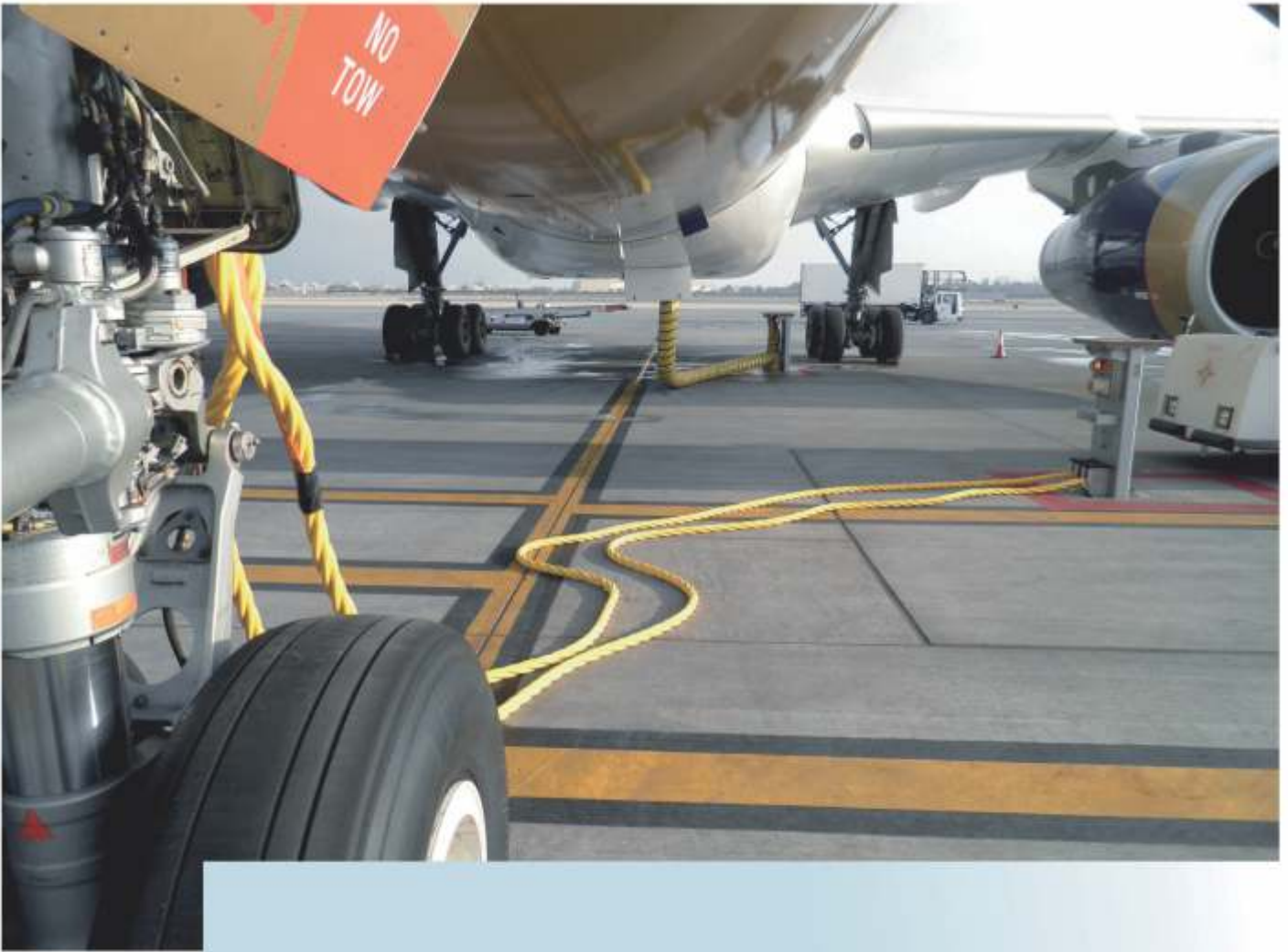
expand into the Hainan duty-free sales channels and capture new business opportunities," said William Ma, Group Managing Director of Kerry Logistics Network.

In the future, imported goods bought by Hainan residents will be exempt from import tariffs, value-added tax and sales tax. Imported goods with over 30% value-added processing in the FTP will be exempt from tariff when sold to other areas in Mainland China.

Since July 2020, Hainan Island's annual tax-free shopping quota has been increased from RMB 30,000 per person per year to RMB 100,000 per person per year, which drove up the duty-free sales in that month by 234.2% year-on-year. Total amount of duty-free sales during Mainland China's National Golden Week in October 2020 has risen by 148.7% year-on-year to RMB 1.04 Billion.

Kerry Logistics Network has recently been contracted to provide logistics services to three newly-registered duty-free shopping centers.

The company has long-established presence of over three decades in Hainan, having set up the Hainan branch in 1987 and commanding significant market share as the largest freight forwarder in Hainan.



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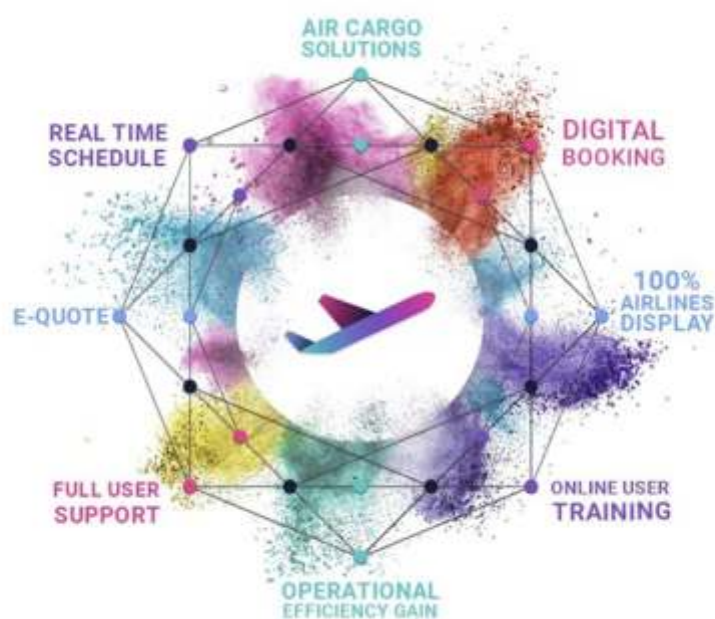
 **CAVOTEC**
WE CONNECT THE FUTURE



CargoAi

Pioneering digital cargo solutions in the new normal

By Gemma Q. Casas



"Air cargo digitalization is finally happening and we are happy to accelerate its transformation."

-Matthieu Petot, CargoAI CEO & Founder



The digitalization campaign in the air cargo industry has been going on for many years.

But it wasn't until this Coronavirus pandemic came that all players in the sector and its supply chain, big or small, were convinced that it's indeed time to upgrade the system and invest on smart technologies.

As more businesses adapt to the market dynamics of the new normal where contactless transactions have become the norm, more digital solutions are introduced and used in different industries like air cargo, which at the height of the crisis became an instant life-saver, hauling countless tons of vital medical supplies & equipment and other basic necessities across continents, despite the virus threat.

Seeing the need to link further the air cargo industry to the digital world, aviation expert and entrepreneur Matthieu Petot launched CargoAi in 2019 by assembling a team of experts in airfreight, technology, products, customer success and sales.

So, what does CargoAi do? CargoAi is a SaaS application offering air cargo digital solutions to freight forwarders, airlines and GSAs, allowing users to manage the entire air cargo booking process via a single tool.

Part of that pioneering team is Mathilde de Rocquigny, Chief Commercial Officer of CargoAI, one of few women who hold a top management position in the air freight male-dominated industry.

"Connecting to CargoAi will save time and money to airlines and forwarders, in addition to bringing more business. Our functionalities are developed to reduce unnecessary manual processes on both sides: managing an incoming booking, requesting a quote, checking for rates, checking for route proposal and availability on flights. All these time-consuming processes are now reduced to instants and seconds. This saved time can be re-allocated to decision-making process, focus on complicated shipments and business development."



Mathilde de Rocquigny
CCO, CargoAI

Thriving in air cargo & tech industries

With a dynamic and innovative team, de Rocquigny, a French national, continues to break the glass ceiling for women while thriving in air cargo and tech industries, fields both associated with men.

A "pure product of airlines and airports business" posted in different countries, de Rocquigny told Air Cargo Update she finds the industry a challenging environment but with lots to offer for those who persevere.

"I studied in Toulouse Business School, and Tech de Monterrey in Mexico," shared de Rocquigny. "I joined Air France passenger business in 2000 with a French specific national service agreement, usually reserved for men. I jumped into the program as soon as they opened it for women. It gave me the unique opportunity to get a nice job and work abroad for a French company in Aviation. Thanks to this I spent four years working for Air France in Portugal."

In 2004, she was introduced to airfreight when she joined the Air France Cargo HQ. Back then, very few women in the industry were given high positions and responsibilities. She was among the chosen few thanks to her technical expertise.

"Air cargo has always been a male environment, and it was even worse 20 years ago. When I joined Air France Cargo in 2004, I was in charge of the e-booking platform implementation. At that time there were not many young managers within cargo and not many females' managers," she recalled.

"I believe my expertise in managing technical projects helped me to convince people and to gain some respect from this traditional environment. Some years of experience in Japan and in airfreight, even more challenging situation, also helped to establish my position. I am glad to see, for the last years, many female leaders and CEO in Airlines and for Cargo business," she added.



New but with huge impact

Now only on its second year, CargoAi is certainly new in the industry yet its impact should not be underestimated. Within a short period of time, the company has managed to forge partnerships with major players with a growing list of clients, convinced that its innovative ideas make a difference in the industry's newfound importance in today's global trade.

"We are new in the industry and the impact is already huge. We benefit from the current air cargo boom and it seems very relevant to talk about digitalization, specifically now. It is difficult to get capacity on cargo flights, everyone is trying to get the best process to book efficiently," explained de Rocquigny.

"Customer services of both airlines and forwarders are overbooked with booking requests, quotes requests and we are coming at the right timing. We propose a solution that provides more visibility for airline capacity, that saves time for both airlines and forwarders and that is easy to implement," she added.

While it's been known for curbing a name in real time cargo capacity sales/purchase process, de Rocquigny said their platform offers a wide range of other functionalities.

"CargoAi offers a wide range of functionalities in the cargo capacity sales/purchase process. Forwarders can see all flights for cargo available for a route search. They can request for quotes, see the airlines contract rates and market rates. Our system enables to book and get a confirmation in minutes. We provide the track and trace function and we build dashboards for booking reports," she said.

And through these extremely busy moments for the industry, the benefits are immediate noted the CargoAI CCO.

"Connecting to CargoAi will save time and money to airlines and forwarders, in addition to bringing more business. Our functionalities are developed to reduce unnecessary manual processes on both sides: managing an incoming booking, requesting a quote, checking for rates, checking for route proposal and availability on flights. All these time-consuming processes are now reduced to instants and seconds. This saved time can be re-allocated to decision-making process, focus on complicated shipments and business development.

"CargoAi allows airlines to reach more potential customers thanks to the route search functionality that displays all airlines schedules. Freight forwarders have now the best tool to choose the flights they need among a comprehensive list of airlines serving the requested route. It is a major change and a tangible benefit," said de Rocquigny.

Dedicated to airfreight

While their digitalization expertise could be adopted in other industries, de Rocquigny said CargoAi is currently focused on anything but airfreight.

"We actually believe that there is a lot to do in air cargo digitalization and CargoAi already answers to the most important need: the sales/purchase of capacity thanks to its unique cargo capacity marketplace. There are many more processes to digitalize after this shipment booking management and we will certainly look at them in future. Our tech experts have great ambitions for our developments and capable to embrace such projects," said de Rocquigny.

"We do not plan to expand these services to other industries as we specifically built a team of experts with both technology and airfreight profiles. We believe our experience in air cargo brings a lot. Our solution is specifically made for airfreight, by airfreight experts. Our knowledge in air cargo business is our advantage, we are dedicated to airfreight," she added.

In today's fast-moving and interconnected world, de Rocquigny

said companies should opt for simple but smart tech solutions that offer the best benefits at optimized budget spend.

"Business and processes are moving so fast that I would recommend to avoid any long term/heavy structured projects. The time taken by these companies to build new systems is too long and not any more affordable in terms of time and budget. The most important is to go for reliable and quick implementation projects. At CargoAi, we talk in weeks of efforts,

not in months. Our customers appreciate this," she said.

CargoAi's unique features enable an airline for instance to connect within just two to three weeks and have its flight schedules for cargo as quickly as possible.

"Cargo relies on light and flexible technologies. It means we are able to connect to an airline very easily and do that technical work in 2 to 3 weeks," said de Rocquigny.

"In terms of functionalities, we also have a competitive advantage, our schedule module. CargoAi displays 100% of the flight schedules for cargo for any search for route and this is very powerful. None of our competitors has this module, and we created it! That is the power of having genius of tech on board and experiences airfreight people. We have created what everyone was looking for," she noted.

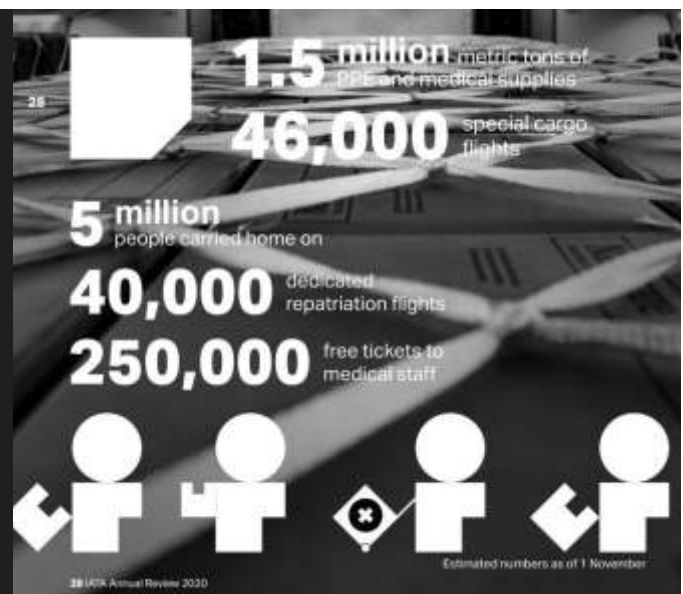
IATA: Digitalization crucial to air cargo's future

While the global aviation industry quickly embraced digitalization, the air cargo industry lagged behind, fully adopting the electronic Air Waybill (e-AWB) as the default contract of carriage for all air cargo shipments only on 1 January 2019, about a decade since the International Air Transport Association (IATA) pushed for its adoption.

This key industry milestone ushered air cargo into a new era where digital processes became the norm eliminating paper-based transactions, thus, improving efficiency and transparency.

The move turned out to be very crucial as the world faced its worst crisis, the Coronavirus pandemic, where air cargo played a very important role in keeping the flow of essential medical supplies and other goods flowing at every continent.

With all airlines grounded, belly-hold capacity sharply declined putting an unprecedented strain on air cargo to deliver essential medical supplies and other vital goods. In the early days of the pandemic, the industry



managed to transport 1.5 million metric tons of medical and personal protective equipment across the world through some 46,000 special flights.

Innovative, agile and flexible, the industry managed to reconfigure some passenger planes into freighters to meet the rising demand for more air cargo haul.

With COVID vaccines now available to deal with the pandemic, air cargo's role became even more important with its new mission of safely transporting the delicate vaccines in all corners of the world.

Throughout this process, air carriers and the supply chain have turned to digitalization and other smart technologies to accomplish what was described as the industry's "mission of the century." Specialized containers are used to safely transport the vaccines. Temperature-controlled facilities and coding systems are enhanced, and the list goes on.

And this seems to be just the beginning of the industry's greater need for smart technologies to keep the world rolling in the new normal.



DHL TURNS TO SPACE LOGISTICS

After dominating air, land and sea logistics, the global freight specialist of Deutsche Post DHL Group is turning its sights to huge galactic missions with the global space race spinning to new records.



“



“DHL Global Forwarding is a world leader in logistics, and D-Orbit is an emerging leader in the space logistics and transportation,” said Jonathan Firth, Chief Operating Officer at D-Orbit.



Air freight and logistics companies traditionally transport goods via air, land or sea on Earth but the heightened global space race within a small circle of affluent countries and even some private companies have opened up new opportunities in the galactic world.

DHL Global Forwarding, the air and ocean freight specialist of Deutsche Post DHL Group, announced it has partnered with D-Orbit, a specialized company covering the entire lifecycle of a space mission, including logistics services, for the first time.

Together with the company's own innovation team DHL Customer Solutions & Innovation (CSI), the freight forwarding expert set up logistics to help the ION Satellite Carrier in its journey into space. Developed and designed by D-Orbit, the satellite carrier is planned to launch at Cape Canaveral, the world's most famous space base in Florida in January 2021.

Tim Scharwath, CEO, DHL Global Forwarding, Freight, states: "We are excited about this partnership for two key reasons. First, D-Orbit shares our vision of reliable, safe and sustainable logistics to connect people and to improve lives. D-Orbit developed its solutions by placing intelligent, safe, and efficient orbital transportation at the heart of its corporate vision, for commercial and human expansion that must be – first and foremost – sustainable."

"Secondly, this project came to life because of collaboration within the company. It is a perfect example on how we work closely together with our innovation experts from DHL CSI to develop pioneering industry-tailored solutions and put innovation into practice."

Mario Zini, CEO of DHL Global Forwarding Italy, noted space logistics is fast becoming an emerging niche within the global logistics industry.

"With the advent of satellite constellations and habitable bases, space logistics is an emerging niche within the industry. While the core of logistics remains the same, whether in space or on Earth, more stringent constraints and extreme conditions challenge the safe transport, storage, and delivery of materials and products beyond Earth's atmosphere and back," said Zini.

"We are proud to support our partner D-Orbit with this critical mission, as we believe that space logistics will witness great expansion over the next few years, which we also highlighted for the first time in the latest edition of the DHL Logistics Trend Radar. There are enormous opportunities on the horizon for service providers in this sector. We firmly believe in the possibility of developing cutting-edge and sustainable solutions, especially for the transportation and storage of the future," he added.

ION Satellite Carrier shipment: terrestrial challenges and galactic opportunities

ION Satellite Carrier is a cargo vehicle for microsatellites, able to transport them into orbit and release them into precise orbital slots, guaranteeing faster deployment, more rapid commissioning, and a more efficient use of their lifespan.

The satellite carrier, with a total weight of around 200 kg, was loaded into a special metal platform to be shipped from Milan Malpensa airport to Miami with a stopover in Luxembourg, on December 13. After an 11-hour flight, DHL brought the ION Satellite Carrier to Cape Canaveral via road freight.

Along with the satellite carrier, a comprehensive set of essential test equipment was transported, equipment that ensures the satellite's integrity and safety before it is launched into space. In January 2021, after lengthy analysis and strict controls, the ION Satellite Carrier will be launched into space.

To tackle this challenge, DHL Global Forwarding teamed up with the company's own innovation centre. Businesses can profit from innovations along the entire supply chain that directly address the logistics challenges of today and tomorrow. The DHL innovation experts bring together customers, research and academic institutions, industry partners, and logistics experts within the business divisions to enable collaboration.

Space Logistics: new demands and opportunities for a zero-gravity supply chain

As a result of great technological advancement and successes in



the last decade, the vision of living and colonizing space has slowly reawakened. In addition, the space sector is significantly adding to life on earth, like for instance monitoring the climate and collecting important data from space.

With exciting developments in the private and public sector, there are growing questions that need to be answered for space logistics to be successful and sustainable in the future: How will supply chains be planned and managed? How will the accumulation of space debris be curbed and reversed?

As launch rates and emissions increase, are there more sustainable ways to transport objects into space? How can products be packaged to survive the extreme forces of a rocket launch and the exposure to high radiation and extreme temperatures of the space environment? Despite the change of location, distances, and gravitational levels, the challenge facing the logistics industry is always the same: delivering goods from point A to point B - safe, on-time, and with the greatest efficiency possible.

Satellite logistics is the newest facet of the logistics industry, with tens of thousands of low- and medium-Earth-orbit (LEO and

MEO) satellites expected to be launched in the next few years. Expansive constellations of hundreds to thousands of linked orbiters are planned to provide various services from global internet provision to data collection.

In tandem with this, many operators are seeking viability by cutting launch, operational, and decommissioning costs. D-Orbit, headquartered in Italy, targets this demand with solutions that are not unlike those offered by logistics companies on Earth, delivering satellites to their proper destination in orbit and providing close-up damage inspection services.

D-Orbit estimates that it can save satellite operators 40% in costs for constellation deployment and extend satellite life by up to five years. D-Orbit also provides safe decommissioning services for end-of-life satellites, to combat growing space debris and has a vision for the future that includes possible in-space orbital warehouses for satellites.

"DHL Global Forwarding is a world leader in logistics, and D-Orbit is an emerging leader in the space logistics and transportation," said Jonathan Firth, Chief Operating Officer at D-Orbit.

"The success of our recent ION Satellite Carrier mission established D-Orbit as the first orbital transport company, with the ability to deploy satellites into precise orbital slots. The next step in our roadmap will be In-Orbit Servicing: moving existing satellites from one orbit to another, performing repair and refueling operations for vehicles in orbit, satellites at the end of their mission, thus optimizing resources and keeping space clean." (Source: www.dhl.com)



A look back at ACU's Q&A with **Ram Menen**

Twenty years ago, Air Cargo Update took a bold step to enter this niche industry publication. It was a remarkable journey of ups and downs as air cargo and its supply chain swung back and forth to the demands of the day punctuated by today's unforeseen impact of the Coronavirus pandemic. To mark our historic journey, we'll bring you some of our best features from the past two decades, the movers and shakers with their insights and decisions that helped shape today's air cargo industry.

In this edition, let's look back at our Q&A with Ram Menen, the Indian air cargo expert who helped establish Emirates SkyCargo from the ground up to a global powerhouse in the air cargo industry.



Emirates SkyCargo

aims for greater global market share

Ram Menen, Divisional Senior Vice President of Emirates' Cargo Division, shares his views on the remarkable growth in air freight business over the decades and how quickly the company has adapted to the needs of an evolving market to stay ahead of the game.

It takes more than just a brand name to flourish in today's highly competitive global market place. Innovation and proper strategies lead the road to success.

Take Emirates SkyCargo, for instance. Unlike many airlines where cargo is seen as just supplement to commercial aviation business, for Emirates it is a well-run revenue spinner with promises for more growth.

And with an industry heavy-weight like Ram Menen at the helm, Emirates SkyCargo has been quick to adapt to the needs of the market and has differentiated itself from competition. Menen who has been with the company since the airline's inception in October 1985 is currently the Divisional Senior Vice President of Emirates Cargo Division.

Described by his colleagues and friends as dynamic and open hearted, he is a man of many abilities. A face easily recognizable in the local media, thanks to his outgoing nature and capacity to grow beyond his professional duties, Menen is a public man and calls interpersonal skills his forte.

However, taking Emirates SkyCargo to where it is

today has not been easy according to Menen who worked so hard to lead the company to greater heights with his deft management and interpersonal skills. And this is indeed proven by the company's impressive growth figures.

This year, Emirates Group, mainly comprising Emirates Airline, Emirates SkyCargo and Dnata along with subsidiaries, announced a net profit of AED 5.9 billion (US\$ 1.6 billion) – a 43 percent increase on last financial year's figures, despite a challenging business climate.

Cargo revenue contributed 17.4 percent to the airline's total transport, up by an impressive 27.6 percent compared to last year to a record AED 8.8 billion (\$US2.4 billion). Cargo tonnage increased by 11.8 percent over the previous year to 1,767 thousand tons.

Keeping pace with evolution

The old saying 'evolve or face extinction' has never been truer.

Menen reminisced witnessing a complete transformation in the way the industry functions since his kick-off days. He believes that the revolutionary changes in the cargo industry began in the 1980s.

Since then, globalization, outsourcing and information technology have enabled many organizations to successfully operate solid collaborative supply networks. "The change really started in people's mind set. They now have a better understanding of what the industry is all about. Earlier airlines and freight forwarders were two different entities. The Nineties has to its credit the awareness and realization of supply chain integration and that we are all partners in the same industry," he explained.

Thirty years later, the processes and technologies are still evolving. "Today, it is all about how quick and cost efficient a supply chain is. And technology to a great extent has driven this at an astounding pace," he stated.

Truly, the ability to capture, migrate, integrate and facilitate the intelligent analysis of data is akin to the invention of fire. This is what will separate the companies who can walk upright from



the ones that will be stuck in the tar pits of slow response. "The advent of the internet has made life more real-time and the interaction between various elements in the Supply Chain itself has become more integrated," added the tech savvy Menen.

According to Menen, globalization and the proliferation of multi-national companies have also contributed to the development of supply chain networks.

Menen explained, "Globalization offers tremendous opportunities to companies of any size that can successfully provide or source products and services in dynamic markets. Today, whether or not a company produces or sources outside its home country, it is often competing against global organizations. And, to survive and thrive under these conditions, they need to develop efficient and effective global supply chains that can ensure a smooth supply of goods anywhere in the world."

In addition, various aspects of the supply chain process such as procurement, production, manufacturing, inventory management, transportation, etc., have undergone a total concept change. For example, the manufacturing industries have now become 'demand driven'.

Growth factors

Basically, a lot of things worked in synergy to pick up cargo volumes. According to Menen, Emirates SkyCargo has achieved its success by a careful combination of latest technology, fleet composition and a global network covering over 113 destinations across 66 countries with multiple daily flights via Dubai to most destinations.

Technology such as end-to-end IT cargo management system Sky Chain, which gives customers a range of business logistics technology solutions, including up-to-the-second status reports on consignments, from booking through to final delivery is a key factor adding to its success.

Customer focus has also been a major factor. Menen believes it is important to get new customers each day. However, the majority of a company's success is due to repeat business.

Undoubtedly, a company captures a larger market share by understanding its customers and providing them with a consistent positive experience. He endorsed this saying, "On-time and efficient dealing with customers is the mainstay of our business and we are only building on that."

Plus, last year saw the airline increase its overall capacity available on its fleet in addition to continued route expansion and that has naturally drawn more business through us. In addition to serving all points on the Emirates passenger network, during the year, Emirates SkyCargo introduced four freighter-only destinations to Almaty, Bagram, Campinas and Erbil. "Growth of Dubai itself has also played a pivotal role in creating a large cargo market," he noted.

Dubai & Emirates enjoy symbiotic growth

Menen acknowledged that Dubai and Emirates' growth have been symbiotic where both have catalyzed one another's growth. "You see, the relation is symbiotic where both Emirates and the



world-class city of Dubai benefit each other. While Emirates has played an important role in creating a nexus between global transport and Dubai as a multi-modal hub, the growth of Dubai itself has also helped in creating a large cargo market."

Truly, Dubai has undergone tremendous growth over the years. Today, it enjoys its favorable place as a significant player in international trading and transport logistics. This growth is a result of the Dubai government's strategy in developing sectors that have been the key contributors to economic growth, including transport and logistics.

Dubai International handled 187,905 tons of international air freight in May this year. Annual freight traffic in 2010 was 2.27 million tons, compared to 1.93 million tons in 2009, an increase of 17.7 per cent.

The combination of rallying tourism and Dubai's established role as a trading centre linking economies in the Far East, Europe, Africa and North America is also a key advantage for its aviation industry and economy.

The Emirate's geocentric location is another plus allowing traffic to be easily routed either east-west or north-south.

"An estimated 5.8 billion passengers reside within an eight-hour flight time and Dubai is on the doorstep of two of the most dynamic markets in the world – India and China, which holds

great potential for us as for other air carriers in the region. And, Emirates Airline has largely been successful in tapping this opportunity," said Menen.

In addition, the government's support of businesses and efficient customs facilitation add to Dubai's appeal as a prime transit and re-export hub, handling an average of 70 per cent of air cargo in the Middle East per year.

This dominance is expected to continue, as the International Air Transport Association (IATA) forecasts that the UAE will be the sixth largest in the world in terms of international freight, with a projected 2.75 million tons handled by 2014 and Dubai will play a central role in this growth.

However, Dubai's success is exemplified by the efficiency of Emirates' operations. Emirates' profits have been sufficient to pay for all the investment in its fleet and repay its loans over the past decade. Moreover, contrary to the widely held belief, Emirates does not receive government support through subsidies or other financial interventions, but has in fact paid out annual dividends to the government of Dubai totaling US\$1.6 billion since 2002.

Challenges

Though 2010 was a good year for the company, it had to deal with some obvious problems to see itself permanently in green. Considering the unstable political climate and business environment in the second half of 2010, the carrier was able to swiftly adjust flight schedules, redeploying aircraft to balance the network and optimize revenue.

"Security also has been a primary concern for us. As a truly global and major stakeholder in the airfreight market Emirates SkyCargo is proactively working to see how our experience can positively contribute towards making airfreight movements safer today and in future," said Menen. "Suffice to say; in this regard we are fully compliant with global screening and reporting protocols with regards to moving freight."

"Besides, environmental policies also add to our costs," he added. "The biggest challenge however remains to be high fuel prices," he admitted. The first four months of the year had seen \$280m added to the carrier's fuel bill."

Crafting success

"Nevertheless, despite challenges we have been able to achieve ambitious expansion and growth plans coupled with excellent customer services and high profits," Menen noted.

With plans to increase the number of routes it serves, Emirates is looking to schedule more flights to destinations in North and South America, Australia and Asia. South Asia is a potential market for Emirates – Menen believes, the future lies in the growth potential of emerging markets such as India and China.

"We will see a shift into the consumer markets of India and China, which are strengthening with a new set of consumers who are young with a disposable income. India has tremendous potential for investors and excels in certain sectors such as IT. India has the advantage of language whereas China has a more disciplined labor force. It will be competitive between the two countries but liberalized trade agreements may change future dynamics," he said.

In 2011-12, Emirates expects delivery of 21 new aircraft, including six A380s, 13 Boeing 777s and two Boeing 777F freighters. Since 1 April 2011, Emirates has received one Boeing 777 bringing its current fleet as of May 2011 to 153 aircraft, including eight freighters.

This will in turn grease Emirates SkyCargo's global ambitions as it uses belly-hold capacity in Emirates' 145 passenger aircraft as well as main deck capacity on its fleet of eight freighters, featuring three Boeing 747-400Fs, two 777Fs, two 747-400ERFs and one 747-400SF. However, these expansion plans will have to be measured against market conditions, with the aviation industry particularly susceptible to fluctuations in fuel prices and economic sentiment.

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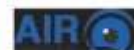


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H2Accelerate:

New collaboration for zero emission hydrogen trucking at mass-market scale in Europe

Global leaders in trucking and fuel industries—Daimler Truck AG, IVECO, OMV, Shell and the Volvo Group—agree to work on unified vision of rolling out hydrogen trucks in Europe.



A

mid a growing number of governments and businesses aligning on a common vision of a net-zero emissions energy system, global leaders in the trucking industry— Daimler Truck AG, IVECO, OMV, Shell and the Volvo Group—all participants to H2Accelerate committed to work together to create the conditions for the mass-market roll-out of hydrogen trucks in Europe.

The companies are convinced that hydrogen is an essential fuel for the complete decarbonization of the trucking sector.

Achieving a large-scale roll-out of hydrogen fuelled trucks is expected to create new industries: zero-carbon hydrogen production facilities, large-scale hydrogen distribution systems, a network of high-capacity refuelling stations for liquid and gaseous hydrogen, and the production of the hydrogen fuelled trucks.

H2A participants believe that synchronized investments across the sector during the 2020s will create the conditions for the

mass market roll-out of hydrogen fuelled heavy duty transportation which is required to meet the European ambition of net zero emissions by 2050.

The decade long scale-up is expected to begin with groups of customers willing to make an early commitment to hydrogen-based trucking. These fleets are expected to operate in regional clusters and along European high capacity corridors with good refuelling station coverage. During the decade, these clusters can then be interconnected to build a truly pan-European network.

Throughout the scale up, support from the public sector will be required. Under H2Accelerate, the participants expect to



work together to seek funding for early pre-commercial projects during the first phase of the roll-out.

In parallel, the participants will engage with policy-makers and regulators to encourage a policy environment which will help support the subsequent scale up into volume manufacturing for hydrogen trucks and a Europe-wide refuelling network for zero carbon hydrogen fuel.

'Challenge of our generation'

Martin Lundstedt, President and CEO of the Volvo Group, described climate change as "challenge of our generation" that needs collaboration from all sectors to effectively stave off its impact on the planet.

The impact of climate change in our environment is becoming more visible everywhere with devastating consequences. Huge wildfires in Australia, Brazil and the United States. Longer periods of drought in some regions. Powerful storms and hurricanes in different parts of the world. Melting ice glaciers. Species getting extinct and so on.

"Climate change is the challenge of our generation and we are fully committed to the Paris Climate Agreement for decarbonizing road transport. In the future, the world will be powered by a combination of battery-electric and fuel-cell electric vehicles, along with other

renewable fuels to some extent. The formation of the H2Accelerate collaboration is an important step in shaping a world we want to live in," said Lundstedt.

Elisabeth Brinton, Executive Vice President for New Energies at Shell, noted: "The prize is clear. By boosting scale in a big way, hydrogen fuelled trucks will need to become available to customers at or below the cost of owning and operating a diesel truck today. This means truck customers will need to have access to a fully zero emissions vehicle with a similar refuelling time, range and cost range compared to the vehicles in use today. To achieve this ambition a clear regulatory framework is needed, including policies addressing the supply of hydrogen, hydrogen fuelled trucks, refuelling infrastructure and consumer incentives in a coordinated way.

Martin Daum, Chairman of the Board of Management of Daimler Truck AG and Member of the Board of Management of Daimler AG, commented: "The participant companies in H2Accelerate agree that hydrogen-powered trucks will be key for enabling CO₂-neutral transportation in the future. This unprecedented collaboration is an important milestone for driving forward the right framework conditions for establishing a mass market for said hydrogen-based trucking. It is also a call to action for policymakers, further players involved and society as a whole."



Angelika Zartl-Klik, OMV SVP HSSE & New Energy Solutions, hydrogen powered vehicles is the climate-friendly option in today's world.

"H2Accelerate is playing a pioneering role and OMV is making an important contribution here. In order to achieve the climate targets, we will need any low-carbon technology. Hydrogen is an option for the climate-friendly mobility of the future," she said.

Gerrit Marx, President Commercial & Specialty Vehicles at CNH Industrial, meanwhile, stated: "The widespread adoption of hydrogen fuel-cell technology in heavy-duty transport is a function of the necessary infrastructure. We also need very concrete projects to demonstrate with hauliers and other stakeholders in the industry that this solution is financially and operationally viable. The ground-breaking H2Accelerate collaboration will create the conditions for this to happen and accelerate the transition to zero-emission transport."

What is H2Accelerate?

H2Accelerate is an alliance of different companies involved in the global transport industry agreeing to work together on a unified vision of fighting climate change by:

- **Seeking public support to fund early pre-commercial projects to activate the market on the path towards a mass market roll-out;**
- **Communicating around the technical and commercial viability of hydrogen fuelled trucking at scale; and**
- **Holding discussions with policy makers and regulators to encourage policies which can support a sustainable and speedy activation of the zero emissions long haul trucking market.**

Team H2Accelerate

Daimler Truck AG, IVECO, OMV, Shell and the Volvo Group form part of H2Accelerate. With their alliance, hundreds of hydrogen trucks and more than 20 high-capacity refueling stations are envisioned to be built in the first



phase. Second phase involves four-digit production figures, and more hydrogen filling stations across Europe will be constructed.

Shell New Energies NL B.V.

The Royal Dutch Shell Group of Companies are working to support the development of a global hydrogen market by creating an end-to-end business stretching from solar and wind to hydrogen production and finally supplying a growing range of customers in transport, heavy industry and other hard-to-decarbonise sectors.

Daimler Truck AG

In September 2020, Daimler Truck AG celebrated the world premiere of the fuel-cell concept truck Mercedes-Benz GenH2 Truck. It is conceptualized with liquid hydrogen for flexible and demanding long-distance haulage operations with ranges of up to 1,000 kilometers and more on a single tank of hydrogen with its series version.

Daimler Truck AG plans to begin customer trials of the GenH2 Truck in 2023; series production is to start in the second half of the decade. In November, the Volvo Group and Daimler Truck AG signed a binding agreement for a joint venture to develop, produce and commercialize fuel-cell systems.

IVECO

IVECO designs, manufactures and markets a wide range of light, medium and heavy commercial vehicles, off-road trucks, and vehicles for applications such as off-road missions. IVECO is investing in electric and hydrogen technology with driveline specialist FPT Industrial, also part of CNH Industrial, and through its partnership with Nikola Corporation.

OMV Aktiengesellschaft

OMV produces and markets oil and gas, innovative energy and high-end petrochemical solutions – in a responsible way. Sustainability is an integral part of OMV's corporate strategy. OMV supports the transition to a lower-carbon economy and has set measurable targets for reducing carbon intensity and introducing new energy and petrochemical solutions.

Volvo Group and Hydrogen

Volvo Group's ambition is that 100% of our products are fossil fuel free enabled from 2040. There will be a gradual shift into electric, both battery and fuel cell electric. For use cases with heavier loads or longer distances, hydrogen fuel cells will be an important technology.

The two technologies complement each other and both will be needed in order for us to build the sustainable transport system of tomorrow. In November, the Volvo Group and Daimler Truck AG signed a binding agreement for a joint venture to develop, produce and commercialize fuel-cell systems. **Text & photos sourced from www.media.daimler.com**

IATA Travel Pass pushed to help revive global aviation industry



GENEVA: The International Air Transport Association (IATA) is pushing for the use of the mobile app IATA Travel Pass to help travelers easily and securely manage their travel in line with any government requirements for COVID-19 testing or vaccine information.

The IATA Travel Pass is scheduled for release early in the first quarter of 2021 for Android and for iPhone. For iPhone, it will use the "Secure Enclave" features of Apple devices and a similar security encryption technology for Android.

"Testing is the immediate solution to safely re-open borders and re-connect people. And eventually this is likely to transition to vaccination requirements. In either case, a secure system to manage COVID-19 testing or vaccination information is critical. The IATA Travel Pass is a solution that both travelers and governments can trust. And it is being built with data security, convenience and verification as top priorities," said Alexandre de Juniac, IATA's Director General and CEO.

The IATA Travel Pass has three critical design elements:

Putting travelers in control of their personal information for top level data security and data privacy. The IATA Travel Pass stores encrypted data including verified test or vaccination results on the mobile device of the traveler. The traveler controls what information is shared from their phone with airlines and authorities. No central database or data repository is storing the information. By keeping travelers 100% in control of their information, the highest standards for data privacy are ensured. IATA Travel Pass is also built on the highest standards of data protection laws, including General Data Protection Regulation (EU GDPR).

Global standards recognized by governments to ensure verified identity and test/vaccine information.

a. Verified identity: A government issued ePassport is used to verify the identity of the user. It also serves to create a digital representation of the user's passport to allow the information to be sent electronically in a secured way that is linked to their verified identity.

b. Verified test results or vaccine information: Until a COVID-19 vaccine is widely available to the general public, the priority is on COVID-19 testing. Laboratories have well-established safety standards for managing and verifying test results to individuals. IATA is partnering with selected and established laboratories to securely

link their test results with the verified identity of the IATA Travel Pass holder.

Convenience and biosafety will be enhanced with integration into contactless travel processes. The industry has been developing contactless travel processes as part of a One ID transformation program for several years. The IATA Travel Pass digital identity management module uses the well-developed principles of One ID (which are, in turn, based on ICAO standards).

For the passenger, this means that the IATA Travel Pass will also unlock the potential for convenient contactless travel processes from check-in to boarding. As such, while the need for COVID-19 information verification may eventually disappear when we overcome the pandemic, IATA Travel Pass, however, will remain as a bold step forward in the implementation of contactless travel.

Interoperable Solution

IATA said it is developing the IATA Travel Pass in four independent modules that can interact with each other. These modules will cover registries for regulatory entry requirements and labs/test centers, verified certificate issuance, digital identity and the possibility for passengers to share their tests results along their journey via their mobile device.

Open standards enable the modules to be used as one solution or to complement capabilities being developed by other solutions providers.

"We are building the IATA Travel Pass with one aim—to help reconnect our world safely. IATA has brought advancements in global standards like e-ticketing and mobile boarding passes to consumers in all parts of the world," said Nick Careen, IATA's Senior Vice President, Airport, Passenger, Cargo and Security.

"This unique capability demonstrates that we can work with industry and governments to re-shape travel processes based on global standards. We are confident that we can deliver a complete solution with IATA Travel Pass. And we are building the IATA Travel Pass so that other solutions serving the same industry re-opening goal can also benefit from it. We want airlines to have a competitive marketplace with the widest range of options that meet their specific needs," he added.



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Turkish Airlines resumes flights from UAE to over 200 destinations via Istanbul

ISTANBUL: Turkish Airlines, Turkey's national flag carrier, has resumed flights from the United Arab Emirates to connect passengers to more than 200 destinations via Istanbul.

From Dubai, the airline will have seven flights per week using wide-body aircraft and from Abu Dhabi, it will have four weekly flights, the airline announced.

Turkish Airlines assured passengers peace of mind and safe travel experience with new precautions in place noting that it has worked with different governments and relevant national and international authorities to implement a number of stringent health and safety measures. It added it also adopted policies and strict mandates to deliver world-class service that is renowned for.

All passengers, including Turkish Airline staff, are required to wear a mask at all times, while a "Hygiene Kit" (consisting of a mask, a hand sanitizer and an antiseptic tissue) will be provided to passengers on board.

Turkish Airlines said its "Hygiene Expert" cabin crews appointed in flights will be in charge of lavatory disinfection and enforcement of all



on-board hygiene and social distancing measures. During the flights, cabin air is constantly cleaned by hospital-standard HEPA filter, and the air is completely renewed about every 3 minutes.

The airline said to help ease the burden of the COVID-19 pandemic on passengers, it offers flexible options for customers booking new flights. Travelers can now change tickets bought until March 31, 2021 for another flight taking place by December 31, 2021. Alternatively, customers can change their ticket to an open ticket for use on another date. Passengers can also make unlimited changes for tickets booked between these dates with no penalties incurred.



Etihad Airways launches passenger and cargo charter flight services

government and humanitarian flights. Over 3.8M tons of cargo has been transported for the government of Abu Dhabi as part of the national aid program using charter services.

The airline said health and safety program, Etihad wellness, ensures the highest standards of hygiene are maintained on charters flights at every stage of the customer journey. This includes specially trained Wellness Ambassadors, a first in the industry, who have been introduced by the airline to provide essential travel health information and care on the ground and on every flight.

It noted global COVID-19 insurance cover is included for all passengers travelling with Etihad.

Etihad also charters flights for sports teams including a last-minute flight for Manchester City Football Club in 2019 to help them continue the Asia pre-season tour after they faced a delay on their initial journey.

ABU DHABI: UAE's national carrier, Etihad Airways, has expanded its business with the launch of charter and special flight services catering to both passenger and cargo or combination thereof.

The airline said fully customizable, business and leisure guests can choose from a variety of flight options including a dedicated passenger service, cargo only flight or a combined passenger and cargo package.

"While the COVID-19 pandemic continues to impact the commercial aviation industry, charter flights provide a convenient alternative to travel, providing customers with the flexibility to choose the departure time, destination and routing," said Alex Featherstone, Vice President Network Planning & Alliances, Etihad Airways.

This year, Etihad said it has flown over 500 charters including passenger,



Dublin Airport Authority offers free charges to airlines if certain passenger targets met

DUBLIN: Dublin Airport Authority (daa) is proposing discounts to airlines serving Dublin and Cork airports to help kickstart air travel to and from Ireland this coming summer.

Dublin Airport's proposed discount scheme is aimed at stimulating growth between March 28, 2021, the official start of aviation's summer season, and March 26, 2022. The discounts will be triggered by the performance of each individual airline and are not dependent on overall traffic growth at Dublin Airport during the 12-month period.

"Irish aviation has been decimated by the impact of COVID-19, and it is essential for the Irish economy that we rebuild lost connectivity as quickly as possible," said daa Chief Executive Dalton Philips.

"daa is stepping up and taking the lead to help rebuild this vital sector and we'll work closely with our airline customers and other stakeholders to stimulate growth. Ireland is one of the most open economies in the world and has a huge dependency on trade, tourism, exports and foreign direct investment. The vast majority of Ireland's economic activity needs air connectivity,



and these discount schemes will help restore vital air routes," he added.

Passenger numbers at Dublin Airport are down by 77% compared to last year, while traffic at Cork Airport is down 79%. So far this year, Dublin Airport has lost 24.4 million passengers due to the impact of COVID-19 while Cork Airport has lost almost 2 million passengers.

daa said the schemes are designed to allow airlines a higher level of confidence to commit capacity to Ireland, as market conditions improve, as vaccines are rolled out and Government guidelines are further relaxed during 2021.

Dublin Airport, Ireland's key international gateway, was the eighth largest airport in the European Union in 2019. It welcomed a record 32.9 million passengers in 2019, with flights to almost 200 destinations in 43 countries operated by more than 50 airlines. Dublin Airport supports and facilitates almost 130,000 jobs in the Republic of Ireland and generates €9.8 billion in Gross Value Added (GVA) for the Irish economy.



Edinburgh Airport to focus more on air cargo

EDINBURGH: Edinburgh Airport says it will focus more on the air cargo sector as Scotland continues its recovery efforts from the impact of the Coronavirus pandemic.

The airport had since appointed in December a dedicated Cargo Business Development Manager, Conan Busby, to help support Scotland's aviation business as well as its import and export industries.

Busby joins Edinburgh Airport after spending 15 years with MAG (Manchester Airports Group) where he was a key figure in supporting and growing the UK's largest cargo-only operations at East Midlands and Stansted. His arrival comes as the airport progresses plans to enhance the current cargo facilities.

Gordon Dewar, Chief Executive of Edinburgh Airport, said: "We are home to one of the UK's largest air mail operations with millions of letters and packages leaving the airport every year, and that number has grown during the pandemic as more people have resorted to online shopping and emergency supplies have

been transported across the country.

"We see this area as one of potential growth and we know Conan can help us build our network, something that will benefit businesses who import and export goods. It will also benefit passengers as airlines are often looking at cargo opportunities to strengthen the viability and success of the route."

Busby said the airport is a fundamental part of the air cargo business and he's excited to play a significant role in seeing it grow.

"We are starting from quite a strong base but there is clear potential for further growth and I've already started to make connections with various businesses in and around Edinburgh. We want to expand into and help any industry and sector that we can, and I would encourage anyone looking to work with Edinburgh Airport to get in touch so we can discuss further," he said.



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60 firms at Amsterdam Airport Schiphol team up for massive COVID-19 vaccine shipments

AMSTERDAM: As part of Vaccines Gateway Netherlands (VGN), 60 firms have agreed to work together at Amsterdam Airport Schiphol, the third largest cargo airport in Europe, to ensure the safe, secure, and swift transportation of COVID vaccines from manufacturer to end-user, officials announced.

The move came after the European Medicine Agency headquartered in Amsterdam approved the distribution of Pfizer-BioNTech vaccines in EU which is made up of 27 countries.

The 60 firms include Amsterdam Airport Schiphol, Air France KLM Martinair Cargo and Air Cargo Netherlands members including manufacturers, Dutch airports, airlines, freight forwarders, ground handlers, trucking companies, and General Sales Agents.

Business services also taking part include banks, insurance companies, educational institutes, consultancies, staffing agents, and security companies.

Ferry van der Ent, Director of Business Development, Schiphol Cargo, said: "The Taskforce strives to be the European Gateway for the most efficient, secure, and reliable handling and transportation of COVID-19 vaccines. The Corona pandemic has had a tremendous effect on all of us worldwide and this will remain the case until the virus has been eradicated, which most effectively will be achieved by a successful vaccine.

"The vaccines will be produced at a set of specific sites around the globe and it will require a large distribution network and collaboration between stakeholders in the logistics supply chain to deliver and handle as quickly as possible. Not only is the large number of shipments expected for the COVID-19 vaccines a task, but we also expect to have to step up to maintain the vaccines in a good condition as required," he added.

The Pfizer vaccines need to be transported at storage with -80 degrees Celsius temperature. Other vaccines need the standard temperature in shipping pharmaceuticals.

Vaccine Fast Lanes

Since launching in September, VGN has begun creating 'fast lanes' at Schiphol to ensure "immediate in/immediate out" handling for the vaccines and ensuring very little storage time is required at the airport.

The Taskforce has also gained the support of local authorities, with Dutch Customs becoming an

active member of the group and committing to swift and smooth checks for the vaccines. In addition, the Royal Military Police are on board to help with security measures and processes.

Scripts and scenarios have been created based on expected shipment volumes and taking into account different packaging needs of the vaccines based on different temperature ranges. VGN members are already using these to implement preparatory measures and are willing to share capacity, such as joint dry ice stock and shared cool room facilities, for example.

Knowledge sharing

"VGN members are greatly experienced in handling temperature-controlled shipments and we will be sharing knowledge and data to make sure the vaccines safely reach their destination at the right time," said Maarten van As, Managing Director, Air Cargo Netherlands.

The VGN has also ensured that all hauliers, forwarders, airlines, and handler members are GDP compliant and, in most cases, have additional CEIV certification. The shared knowledge of each VGN member will ensure the swift, secure and safe transport of the vaccines for the Dutch Cargo Community.

"The VGN supports a great deal of knowledge sharing amongst members and brings together both local and International communities to ensure we are ready to receive, process and fly the vaccines," said Marcel Kuijn, Director Pricing, Capacity and Contracting, Air France KLM Martinair Cargo.

In 2019, AMS had 108 airlines serving 332 destinations in 95 different countries, with 28 cargo only services.

The Dutch offer the most direct scheduled destinations of any mainland European Airport, with the Netherlands being named the best globally connected country by the DHL Global Connectedness Index 2020.

Seven ground handlers are active at Schiphol providing services for over 600 full freighter aircraft per month. Some 1.57 million tons of cargo were handled at Schiphol's airport in 2019.



India welcomes latest budget airline: flybig

INDORE: India's growing aviation industry welcomed this month its newest budget airline, flybig, which aims to connect smaller towns around the country through the government's subsidized scheme for airlines known as UDAN.

The carrier's first flight took off from its home base, Indore, to Ahmedabad, on January 3, 2021 using an ATR72 plane.

It won the bid to operate the Delhi-Shillong flight for three years and the company plans to operate two weekly flights on the route with plans for expansion as demand increases.

According to media reports, flybig entered into a wet lease agreement with SpiceJet for a De Havilland Canada Dash 8 Q400 aircraft to serve the route as it finalizes how



to build its own fleet. It's also eyeing to serve the country Northeast market.

Capt. Sanjay Mandavia, a pilot-turned-aviator entrepreneur, who established flybig said the airline has tie-ups with more than 15,000 agents across the country and talks with major travel agencies is already underway.

The domestic low-cost carrier opts to be a hybrid airline to keep the fares low. This means while snacks are included with the ticket, passengers must pay extra for other services like priority check-in or a second checked bag.

Isirair Airlines and Etihad Aviation Training ink historic partnership



Etihad Aviation Training and Isirair sign a virtual agreement for pilot training

ABU DHABI: Etihad Aviation Training (EAT) recently sealed a contract with Isirair Airlines to offer Full-Flight Simulator pilot training for Isirair Airlines' Airbus A320 pilots, a first since the historic peace deal agreement was signed between the UAE and Israel in September 2020.

As part of the agreement, Isirair will dry lease EAT's Full-Flight Simulators at the training facility located in Abu Dhabi. The training will be conducted by Isirair instructors at the Etihad training facility.

Capt. Paolo La Cava, Managing Director Etihad Aviation Training, said: "Following Etihad's announcement to commence services to Tel Aviv, EAT is delighted to further commercial opportunities with Israel by providing comprehensive aviation training services to Isirair Airlines.

EAT offers a wide range of training products and services, including airline training, type rating, cabin crew safety training, instructor training and cadet programmes, and aircraft maintenance training, making it one of the largest training facilities in the Middle East.

"Continuing our commitment to providing highly skilled pilots by offering state-of-the-art training facilities, EAT is looking forward to working with Isirair Airlines and is anticipating further collaboration with the airline to cement this landmark agreement," added Capt. La Cava.

Uri Sirkis, Chief Executive Officer, Isirair Airlines, said: "Close to the signing of the Abraham Accords peace agreement, I met Tony Douglas, Group Chief Executive Officer, Etihad Aviation Group and Managing Director & Vice President of Etihad Aviation Training, Captain Paolo La Cava at Etihad Headquarters. The short visit revealed to me a rare opportunity to use the EAT simulator facility, just a three-hour flight away from Israel.

"Beyond the economic and professional benefits, I believe that the more meeting points we find between the countries, the stronger the tourism movement will be. This is the true peace."

EAT offers comprehensive pilot training and has partnered with over 40 airlines. At Zayed Campus in Abu Dhabi, EAT offers pilots complete flight training devices including Airbus and Boeing Full-Flight Simulators, Airbus and Boeing Fixed Training Devices and Flight Navigation Procedures Training.



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Airbus to upgrade top KSA oil company's communication network

SAUDI ARABIA: Airbus has been selected by the largest oil and gas company in Saudi Arabia to upgrade its mission-critical communication network and will use its Tactilon Agnet solution and latest Tetra technology for the project.

Airbus said the renewed communication system will help the company better optimize resources, and fast-track decision-making processes. The smooth transmission and sharing of voice, video and data between employees thanks to Tactilon Agnet, will accelerate team coordination and enhance situational awareness.

"Airbus' secure, flexible and reliable technologies, are capable of supporting such a company's diverse and mission-critical communication and collaboration requirements. The upgrade is aligned with their strategy to reinforce its facilities and maximize the use of the latest smart solutions and Internet of Things (IoT) platforms, whenever possible," explained Walid Lahoud, Head of Sales Middle East and North Africa for Secure Land Communications at Airbus.

With the roll-out of the Tactilon Agnet 800 application, the major oil company's employees using smartphones will be able to communicate at the touch of a button (push-to-talk) with other colleagues using either Tetra radios, or

smartphones, and situated in various locations, including the control room.

On top of high-speed connection and secure

access to individual or group video, voice, data and messaging services, Airbus' Tactilon Agnet 800 also offers essential features such as emergency calls and real-time location tracking and reporting, regardless of the device and technology used. These capabilities are essential to ensure quick response times, and the safety of the staff members.

With digital features specifically designed for mission- and business-critical use, Airbus says its secure communications technology helps boost productivity, safety and operational efficiency of its customers. This is especially important at critical sites where security and environmental protection requirements are at their highest.



DC Aviation Al-Futtaim provides exclusive on-site express COVID-19 testing for passengers

DUBAI: DC Aviation Al-Futtaim's (DCAF) customers arriving at its ultra-luxury FBO at Dubai South will now have the added convenience of taking the express Polymerase chain reaction (PCR) test at its VIP lounge, the company announced.

DCAF says it has partnered with Al-Futtaim's HealthHub, an integrated healthcare provider, to offer this exclusive service – a first from an FBO in the UAE.

The express COVID-19 tests are provided upon request and are conducted in a dedicated VIP lounge providing complete privacy, comfort and convenience for passengers arriving in the UAE. Test results are provided within 6-12 hours for a fee of \$150 (AED 550).

DCAF is also offering customers the normal tests which are free of charge with test results provided within 36-48 hours. These tests are mandatory for passengers arriving from certain countries as per the latest directives from the UAE health authorities.

"Through this partnership with HealthHub, we offer our VVIP customers greater convenience and privacy by providing the test onsite. We are constantly looking for ways to enhance our clients' experience and this service in addition to providing health and safety benefits perhaps most importantly offers greater peace of mind," said Holger Ostheimer, Managing Director of DCAF.



DCAF says it has partnered with Al-Futtaim's HealthHub, an integrated healthcare provider, to offer this exclusive service – a first from an FBO in the UAE.

Haidar Alyousuf, Managing Director, Al-Futtaim Health, added, "Since our launch, we have been proactively working with relevant government authorities to provide high-quality health services in line with international guidelines. We are pleased to work with DCAF to provide their VVIP customers with the PCR testing and we can deliver the results to them within 6 to 12 hours."

SWISS Head of Cargo succeeds Dorothea von Boxberg

FRANKFURT: The head of Swiss WorldCargo, Ashwin Bhat, will take over as member of the Executive Board in charge of Lufthansa Cargo's Product and Sales division from March 1, 2021.

Bhat, 51, will take over from Dorothea von Boxberg, the Chief Commercial Officer of Lufthansa Cargo, who was named the company's new CEO and Chair of the Executive Board from March 1, 2021.

The Mumbai-born Bhat, a Chemistry graduate from India's University of Mumbai, worked for several years as an accounting manager for an airline financial services provider in Mumbai before starting his career in Zurich. He will be responsible for the external organization of sales and handling, product, revenue management, pricing, network planning and sales management worldwide.

Bhat has been Vice President and Head of Cargo at Swiss International Air Lines in Zurich since October 2015. He joined the former Swisscargo AG in February 1999 and has held various positions in revenue management, transport management and global area management, until his most recent position as Head of Cargo for Swiss International Air Lines.

"I am very pleased that we have been able to gain Ashwin Bhat, a highly experienced senior manager within Lufthansa Group, as our Chief Commercial Officer," said Harry Hohmeister, member of the Lufthansa Group



Ashwin Bhat

executive board and Chairman of the Supervisory Board of Lufthansa Cargo. "With his extensive expertise in the airfreight business as well as his many years of sales experience, he will further strengthen Lufthansa Cargo's leading position in international competition."

TIACA bids farewell to Vladimir Zubkov



Vladimir Zubkov

MIAMI: The International Air Cargo Association (TIACA) bids farewell to Vladimir Zubkov, Secretary General of TIACA from January 2017 to August 2020 and Special Advisor to the Board on Industry Affairs since September 2020.

Thanks to his 40 years' experience in the air transport industry, Zubkov has been instrumental in building and nurturing TIACA's relationships with the regulators and key international organizations, especially ICAO, IATA, the World Customs Organization (WCO), the World Trade Organization (WTO), the United Nations Conference on Trade and Development (UNCTAD),

freight forwarder organizations, Airports Council International (ACI), and all other partners, to ensure greater recognition of the importance of air cargo industry and that the new regulations are implemented in a uniform way across the industry.

Prior to being named Secretary General, Zubkov served in a variety of leadership roles with Volga-Dnepr, ICAO, Aeroflot, and Moscow Sheremetyevo Airport. His contribution to TIACA started in 2011 as Board member and Chair of TIACA's Industry Affairs Committee until his appointment as Secretary General

"Vladimir has put his stamp on the development of TIACA's relationships with other international organizations, especially ICAO," commented Board Chair Steven Polmans. "His passion and dedication to industry collaboration has positioned TIACA well in the international discussions and has contributed to raising the profile of air cargo within the civil aviation, airlines and airports communities."

"Recently, Vladimir has also played a key role in the development of the new ICAO-TIACA training on Safe Supply Chain from signing a partnership agreement with ICAO to selecting SASI World to develop and deliver the course. TIACA's Board of Directors and myself thank Vladimir in the name of the members and partners for the work done. We wish him good luck and a lot of success also for his future endeavors," he added.

Zubkov did not comment on his next step or future role following his impending exit from TIACA but did say he was happy to serve the organization.

"It was great to have this wonderful opportunity to serve the air cargo industry for more than 10 years being TIACA Board member and Secretary General. I value highly the work of an excellent team and the forthright leadership from the Board" said Zubkov on his departure.

From February 1, 2021, 'Glyn Hughes, former IATA Chief, will serve as TIACA's first Director General.

Kuwait Airways former CEO is IATA's new RVP for Africa & the Middle East



Kamil H. Al-Awadhi

GENEVA: Kuwait Airways former CEO Kamil H. Al-Awadhi, an aviation veteran for more than 30 years, has been named as the new Regional Vice President for Africa and the Middle East of the International Air Transport Association (IATA) effective 1 March 2021.

Al-Awadhi succeeds Muhammad Albakri who will become IATA's Senior Vice-President for Customer, Financial, and Digital Services (CFDS), also effective 1 March 2021, replacing Aleks Popovich in the CFDS role upon his retirement.

Most recently, Al-Awadhi was CEO of Kuwait Airways, a responsibility he held from November 2018 through August 2020. That capped a 31-year career at Kuwait Airways during which his positions included Deputy CEO and Chief Operating Officer. He also held several positions in the areas of safety, security, quality management and enterprise resource planning.

At IATA, Al-Awadhi will lead the association's activities across AME from its regional office in Amman, Jordan. He will report to the IATA Director General and CEO and join IATA's Strategic Leadership Team.

"Kamil is an industry veteran who brings a tremendous depth of airline expertise and regional experience. These will be critical in leading IATA's activities in the AME region at this very challenging time. As a former CEO, he knows what member airlines expect of IATA. And, I have no doubt that Kamil has the skills and determination to exceed those expectations as we aim to reconnect the world amid the coronavirus pandemic," said Alexandre de Juniac, IATA's Director General and CEO.

Al-Awadhi pledged to do his best to help revive the aviation industry in the region.

"I look forward to getting started at IATA. Like all regions, AME will need a strong air transport industry to kick-start the economic recovery from COVID-19. The priority to revive aviation is clear and IATA is at the center of this effort. There is no time to waste. We must help governments to re-open borders without quarantine and we need to ensure that the industry is ready to safely scale-up operations and implement the global standards that will keep passenger and crew safe during the pandemic and beyond," said Al-Awadhi.

A national of Kuwait, Al-Awadhi holds an MBA in Aerospace Management from the Toulouse Business School and an Engineering degree in Aircraft Maintenance Management from Air Service Training (AST) in the UK.

TIACA Chairman Steven Polmans joins data sharing specialist Nallian as CCO

BRUSSELS: Steven Polmans, former Director Cargo & Logistics at Brussels Airport and current TIACA Chairman, is joining data sharing and connected cargo community specialist Nallian.



Steven Polmans

As Chief Customer Officer, Polmans will be responsible for accelerating the expansion of Nallian's global network of cargo communities that operate the Nallian Cargo Cloud.

With his cargo expertise and impressive track record in digital cargo transformation and building cargo communities, Polmans perfectly fits Nallian's global ambition and mission 'to make the world operate as one', the company said.

Polmans has more than 20 years of expertise in the cargo sector and was the mastermind behind various game changing projects in the sector. As the founding father of BRUcloud, Brussels Airport's Cargo Cloud, he was the first in the industry to get the different stakeholders at a cargo hub to work in a connected and integrated way by sharing data in their cross-company processes. A model that since then has been adopted by numerous other airports and took away several industry awards.

Polmans was also the founder of Air Cargo Belgium, the (again award-winning) industry association that groups all stakeholders at Brussels Airport and fuels the continuous expansion of BRUcloud.

"When I decided to leave Brussels Airport, it has always been my intention to stay in the sector and build further on what I have created together with my cargo colleagues and peers. Air cargo is more than a job for me, it's a passion and it was very important for me to find a place where I can share, cultivate and act upon this passion," said Polmans.

"I feel Nallian is the best place for me to do so. We share the ambition to drive efficiency and transparency in the air cargo industry by making cargo communities operate in a connected, collaborative way."

Jean Verheyen, CEO of Nallian, said Polmans is the best man for the job particularly at this point as the company just opened its new office in Singapore.

"We have worked closely together in the past and are fully aligned on our vision for the cargo industry. Steven brings a wealth of knowledge and expertise to the team, which together with his drive and collaborative mindset will help us accelerate and support more airports better on their journey to connected, collaborative work. We are very excited to shape the future of air cargo together," said Verheyen.



Airport Show 2011





Welcome Party - Reed Exhibition





Upcoming Events



Air Cargo Europe Online Conference

The largest international conference for the global air cargo industry packed with conferences, activities, forums and presentations of innovative ideas, products and services ideal for today's fast-paced digital world will take place as an online conference from 4-6 May 2021. Organizers said the next physical event will take place from May 9 to 12, 2023.

4-6 May 2021 | Online Conference

9-12 May 2021 | Physical Event, Messe Munchen

transport logistic Munich

transport logistic 2021 will not take place. The background to this is the numerous international travel restrictions, the lifting of which is not foreseeable until spring and which thwart the exhibitor's claim with regard to visitor participation, Messe Munchen said. As a bridge to other events in the transport logistic network, an online conference will be realized from May 4 to 6, 2021—bridging the gap to the other events in the transport logistic network in San Francisco in September, Istanbul in November, Mumbai in February 2022, Shanghai in June 2022 and Johannesburg in February 2023.

4-7 May 2021 | Messe Munchen | Munich, Germany

33rd IATA Ground Handling Conference

The IATA Ground Handling Conference (IGHC) is the premier annual ground handling industry conference in the world bringing together over 750 delegates representing the whole industry: 30% airlines, 60% ground service providers and airports, 10% manufacturers and solution providers; 60% commercial and 34% operational/safety positions represented, and; 50% executive management, 49% middle management.

This major trade event gives exclusive access to industry intelligence and developments among attendees.

16-19 May 2021 | Prague, Czech Republic

Airport Show Dubai Airport Security I ATC Forum

The 20th edition of Airport Show will take place on 24-26 May 2021. It features two co-located events and introduces a new theme, "Passenger Experience"—highlighting technologies setting new standards in making airport processes more passenger driven and efficient.

It remains the regional event of reference and market leader for airport development, offering a global platform for industry stakeholders to inspire innovation, facilitate connections, accelerate partnerships and ultimately enable regional authorities to create the most advanced aviation facilities in the world.

24-26 May 2021 | DWTC, Dubai, UAE

148th Slot Conference

The Slot Conference (SC) is a working conference. Regularly attracting over 1200 delegates, from over 230 airlines and representatives of over 85 schedules-facilitated or fully coordinated airports this twice-yearly meeting is one of IATA's largest events. As part of the slot process, the purpose of this voluntary assembly of both IATA and non-IATA airlines worldwide is to provide a forum for the allocation of slots at fully coordinated airports (Level 3), and for the reaching of consensus on the schedule adjustments necessary to conform to airport capacity limitations (Level 2). customers.

15-17 June 2021 | Vancouver, Canada

bauma CTT RUSSIA

This international specialized exhibition held annually since 2000 is the biggest trade fair for the construction industry in Russia and the most important business-to-business platform in Russia, CIS and Eastern Europe. Germany's topnotch exhibition company, Messe München, one of the largest in the world, has been running the bauma CTT Russia since December 2015.

May 25-28, 2021 | Moscow, Crocus Expo

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 & sustainability.

12-14 October 2021 | Turkey, Istanbul

Dubai Airshow 2021

Dubai Airshow is set to return for its 17th edition on 14-18 November 2021. Welcoming experts from commercial and business aviation, defence and military, aircraft interiors, air traffic management, maintenance, repair and overhaul (MRO), space and air cargo, the show will serve as an ideal platform for re-thinking strategies, navigating uncertainty and scaling up operations to ensure the smooth re-establishment of the industry in general.

A range of new features for Dubai Airshow have been confirmed, which include a strong focus on cutting edge technologies used in the aviation industry. The new Technology Showcase will provide a platform to exhibit the latest tech and will also include key conference programmes on topics such as 5G, cybersecurity, artificial intelligence (AI) and blockchain.

14-18 November 2021 | DWC, Dubai Airshow Site

EIA looks forward to welcoming you in 2020

Located seven miles from the city centre, the airport, with its 4,800 metre runway is able to offer comprehensive facilities for passenger and cargo services.

Building on changes in 2019, EIA will offer the quickest cargo processing facilities in Iraq thanks to a wide ranging process review and investment in new technology. Full cold chain facilities are on offer to shippers alongside record clearance times.

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