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Coyne Airways

Forward-thinking

Liana Coyne, COO Coyne Airways



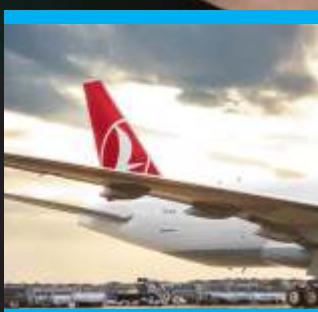
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Air cargo and the pharma industry

The global pandemic disrupted not just many lives but industries as well, pharmaceutical and air cargo among them, with billions of doses of COVID vaccines urgently needed to be delivered and distributed to different parts of the world as quickly as possible.

COVID vaccines are now an important part of the trillion-dollar global pharmaceutical industry that needs the full support of the air cargo industry.

Combining the power of technology and science, biotech and pharmaceuticals firms in Germany, the United States, Russia, China and the United Kingdom, have miraculously developed different COVID vaccines protecting people against the virus.

Behind this global scientific milestone are different scientists, governments, multilateral organizations, private firms and philanthropists, collectively contributing billions of dollars to come up with the right formula to protect people against the virus with no adverse impact.

Nearly a dozen types of COVID vaccines have been distributed worldwide, but even if their production runs in the millions, they are still short to achieve global herd immunity. Experts say the global demand for COVID vaccines this year ranges from 12-14 billion doses and more could be needed for revaccination and boosters.

With the virus mutating, a few turning out to be resistant to some vaccines like those found in South Africa, Brazil and India, more powerful vaccines to fight them are being developed.

An important part of the equation in vaccinating the world is the air cargo industry and its supply-chain. Pharmaceuticals, COVID vaccines in particular, need special care while being transported on air or land.

In air cargo, it means investing on people, infrastructure, planes, machines, equipment, vehicles, containers, solutions, among other things. Indeed, pharma logistics is a delicate business, especially if it involves COVID vaccines which are in short supply.

There's no other option for industries like air cargo and pharma but to collaborate and cooperate. They must work in tandem to safely secure and transport the vaccines even to the farthest shores of the planet. Waste and delays are not an option.

This is a very crucial part in humanity's history where success can only be achieved through cohesion.

Gemma Q. Casas
Editor-in-Chief

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It's hard to miss Blue Dart Express if you're living in India. The name is synonymous to fast deliveries, locally and internationally. In fact, it's the largest logistics company in the country backed up by the world's biggest courier firm, the Deutsche Post DHL Group.

From a low of ₹1,873.05 (about USD25.52) per share a year ago, Blue Dart posted a 52-week high of ₹5,845 (about USD79.65) per share at the Bombay Stock Exchange, more than thrice its lowest value, with prospects for growth amid a surge on India's need for logistics services within and outside the country.

Just like others in the air cargo and logistics industry, Blue Dart found itself at the forefront of the ongoing global fight against the Coronavirus pandemic, transporting different goods, including medical supplies, vaccines, ventilators, oxygen concentrators, pharmaceuticals, among many other things, across the country.

Behind this very busy organization providing logistics services to a big chunk of India's huge domestic market of 1.3 billion people is Balfour Manuel, Blue Dart's Managing Director since 2019. He has held numerous top management positions at Blue Dart within his 36 years at the firm.

Steering Blue Dart's team to the new normal, Manuel says his focus now is to optimize their potential by combining it

with technology, building on the strength of the company's infrastructure, highly-trained people and digital solutions.

So how does a man like Manuel unwind and bring balance to his hectic work life in a very challenging environment?

He walks, travels and engages into music whenever there's an opportunity and making it a point to allot short breaks in his busy schedule.

"I find it a luxury to be able to pull the breaks when I'm travelling for business and utilize even a few hours each evening to take in the city—whether it's food, the people or general atmosphere. I spend this time trawling the closest markets, mostly hunting for music shops," Manuel said in an interview with Mint, India's premium business news publication.

Manuel said traveling became an essential part of his life when he began working and gained independence to explore new places on his own.

"It was only after I joined my first job that I had the independence to explore places on my own. It was travelling for work that triggered the passion to savor different cities. Now, apart from business travel, I like to take a vacation with my sons, or even take a few solo trips to refresh every year," he shared with Mint.

And with traveling comes the opportunity to walk endlessly to discover new places and things. Walking and traveling have many health and other benefits, including stimulating one's creativity.

In Manuel's case, that's exactly what happens: It relieves him of stress and stimulates his creativity. "In the age of constant acceleration, the virtues of walking versus hopping on to a motorized vehicle are numerous. Especially when you are encountering a city for the first time. It helps to extricate yourself from the phone and absorb things in a paced manner," he shared.



Balfour Manuel
Blue Dart, Managing Director



1 of 20 COVID-19 vaccines used across the world transited through Dubai on an Emirates aircraft

- Emirates SkyCargo has transported around 59 million doses of COVID-19 vaccines on its flights
- Dubai is at the center of global COVID-19 response through the Dubai Vaccine Logistics Alliance



DUBAI: One out of 20 COVID vaccines rolled out globally has transited through Dubai and as governments and health authorities around the world ramp up efforts to immunize people against the Coronavirus, Emirates SkyCargo reiterated its commitment to safely transport vaccines, pharmaceuticals and other medical supplies to fight the pandemic.

Data showed more than 1 billion doses of COVID-19 vaccines have so far been distributed across continents. Emirates SkyCargo, the air freight division of Emirates, has been leading the international air cargo industry in the transportation of COVID-19 vaccines and other essential pharmaceuticals, PPE and food supplies during the pandemic.

The air cargo carrier said it has moved around 59 million doses of COVID-19 vaccines to more than 50 destinations around the world. It has also transported six different types of COVID-19 vaccines on its flights.

Emirates SkyCargo says it has a dedicated GDP certified facility at its hub in Dubai used for storing and transporting COVID-19 vaccines from manufacturing locations to a destination network spanning six continents.

With its modern widebody aircraft, innovative equipment such as Cool Dollies and specialised containers, Emirates SkyCargo has been able to safely and rapidly deliver around 5% of the total COVID-19 vaccines administered around the world since October 2020.

In January 2021, Emirates SkyCargo joined hands with DP World, Dubai Airports and International Humanitarian City to form the Dubai Vaccine Logistics Alliance. The Alliance partners work together to facilitate the rapid transport of COVID-19 vaccines and related medical supplies through Dubai to developing countries. In February 2021, Emirates SkyCargo joined hands with UNICEF to expedite transportation of COVID-19 vaccines under the framework of the COVAX facility, aimed at equitable distribution of vaccines to global communities.



Dubai and the UAE have maintained their leading position at the center of global logistics and supply chains during the COVID-19 pandemic. The UAE has also made rapid progress in vaccinating its citizens and residents against COVID-19, with more than 10 million doses of COVID-19 vaccines administered to date. Emirates recently operated a special flight EK2021, to celebrate the UAE's progress in its vaccination drive.

Emirates SkyCargo is a world leader in the air transportation of temperature sensitive pharmaceuticals and vaccines. More than 200 tons of pharmaceuticals are transported around the world everyday by Emirates aircraft, helping deliver cures to global communities. It also has a specialised product 'Emirates Pharma' for the safe and efficient transportation of temperature sensitive pharmaceuticals.

The air cargo carrier says it has also been working closely with ground handling partners across more than 30 different destinations across the globe to provide enhanced origin to destination temperature protection as part of its pharma corridors program.

Ventus and Sky Logistica acquire Prague airport's leading handler Skypoint



Andy Popovich, Ventus CEO

ATLANTA, GEORGIA: US infrastructure investment and asset management firm Ventus LLC and Singapore's Sky Logistica Pte. Ltd. recently acquired the Prague-based Skypoint a.s., a central European air cargo infrastructure company.

Skypoint is the leading cargo handler at Prague Airport in the Czech Republic and also has operations in Slovakia's Bratislava and Košice Airports.

Skypoint operates in a modern semi-automated airside facility and processes more than half of all air cargo passing through Prague Airport.

The airside cargo handling facility in which Skypoint operates was acquired by Singapore-headquartered Elite Logistics Fund in connection with the acquisition of Skypoint by Ventus and Sky Logistica.

"The last 12 months have proved the importance of air cargo infrastructure as a strategic component of global trade," said Andy Popovich, Chief Executive Officer, Ventus.

"Investing in automated facilities and modern operations is the future of this industry and we are excited to work with our institutional capital partners to further invest in this asset class. Skypoint has huge potential for growth and we are focused on optimizing the existing facilities and unlocking additional capacity by deploying technology to enhance operations," he added.

Founded in 2020, the Atlanta-based Ventus LLC focuses on investing in air cargo and robotic industrial infrastructure mainly in Europe and North America.

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Al-Futtaim Toyota Material Handling and DHL sign long-term contract for 32 electric forklifts

DUBAI: DHL has signed a long-term supply and maintenance contract for 32 Toyota electric forklifts from Al-Futtaim Toyota Material Handling, an Al-Futtaim Automotive company and exclusive distributor of Toyota Material Handling equipment in the United Arab Emirates.

DHL, a global leader in the logistics industry, has received 26 light-duty electric forklifts and the remaining units will be delivered before the end of this year.

The forklifts ranging from 2-tons to 3-tons are deployed across DHL's warehouses located in the UAE. They are equipped with Toyota's patented System of Active Stability (SAS). SAS works by continually monitoring the forklift's operations and automatically taking protective action when needed.

The system takes over 3,000 readings per second to detect unsafe operating conditions



and if a safety hazard is detected, the SAS activates one of its two main features – Active Control Rear Stabilizer System and Active Mast Function Control System, that improve lateral and longitudinal stability of the forklift.

"We are extremely delighted that DHL has chosen the Toyota electric forklifts for their material handling needs. These electric forklifts provide substantial fuel savings and reduced carbon footprint also contributes to the UAE's Vision 2021 to create and maintain a sustainable environment," said, Ramez Hamdan, Managing Director – Industrial Equipment (FAMCO, HINO, Toyota Material Handling), Al-Futtaim Automotive.

He added, "Toyota forklifts are known for their solid build quality, reliability and durability that is second to none. Combine this with our strong after-sales service support, we are confident we can fully meet and exceed the expectations of our customers."

EDIfly teams up with CargoFlash for advanced encrypted messaging project



Gautam
Mandal



Ingo
Roessler

without a connection to legacy Type B providers while relying on the global IATA messaging standards and end-to-end encryption instead of using unsecured email for mission-critical communication. With the quick implementation and seamless integration, we aim to rapidly spread the disruptive concept that EDIfly can bring to the global aviation industry," explained Ingo Roessler, Chief Commercial Officer, EDIfly.

"Our software handles current and future messaging standards (Type B, Type X, EDIFACT) and connects with the partners without legacy circuits or fixed links. With EDIfly, the affiliates will experience a lower cost-base and improved data security compared to that of the legacy providers," he added.

Gautam Mandal, Director-Products, CargoFlash, noted, "As the aviation cargo moves towards cloud-based computing for mission-critical applications across all areas, CargoFlash is thrilled to have EDIfly come on board for an advanced messaging system. Many of our airline clients, including Garuda Indonesia and Raya Airways, already enjoy the free and encrypted messaging technology provided by EDIfly. With this association, we aim to reach out to all our existing as well as potential stakeholders, and effectively provide seamless solutions to the global Air Cargo market."

NEW DELHI: CargoFlash Infotech, one of India's leading technology and business solution providers globally, has teamed up with the Luxembourg-based EDIfly, in providing innovative messaging software for aviation and logistics industries.

The joint partnership kicked off in April 2021, with which, CargoFlash embedded the technology of EDIfly into its cloud-based, digital platform to enable free, encrypted messaging for its Air Cargo Management solutions.

With the partnership, CargoFlash enables all users of the advanced EDIfly technology to benefit from the free, web-based exchanges with stakeholders in ground handling and warehouse management, airline trucking, forwarding, logistics, cargo community systems and even governments, for that matter.

Conceptualised by a team of air cargo domain's veterans and experts, with over 500 years of combined experience, the next-generation 'nGen' by CargoFlash is an end-to-end Air Cargo Management System delivering solutions to the global Aviation Cargo Industry.

Through the 'nGen', the company caters solutions to Airline Carriers, GHAs, GSSAs and Forwarders. 'nGen' provides instant, integrated and seamless solutions to the Air Cargo industry for reservation, revenue management and accounting, D2D and warehouse management.

"Some clients on the comprehensive nGen management platform by CargoFlash work



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Etihad Cargo teams up with WiseTech Global to provide direct integrated booking options

ABU DHABI: Seeking to advance its international digital booking features, Etihad Cargo has teamed up with WiseTech Global Limited (ASX:WTC), a leading cloud-based software solutions provider for the global logistics industry.

Through WiseTech's logistics execution platform, CargoWise, Etihad Cargo's flight schedule, rates, capacity and eBooking functions are now available to freight forwarders using the platform's core technology backbone, thus, get seamless access equivalent to a full API integration via the platform.

The cargo and logistics arm of the Etihad Aviation Group said by leveraging WiseTech's logistics execution platform, CargoWise, Etihad Cargo will seamlessly integrate with the world's leading logistics providers who rely on CargoWise to carry out end-to-end logistics activities.

"Now, more than ever, it is essential for the air cargo industry to accelerate its embrace of digital technologies. Etihad Cargo is carefully selecting partners to enhance customer experiences and



streamline booking processes to provide additional convenience," Martin Drew, Senior Vice President Sales and Cargo, Etihad Aviation Group, said.

"Etihad Cargo's previous API investments have resulted in the successful and seamless roll-out of integrated products with several digital booking platforms. The CargoWise partnership is anticipated to provide significant results through its extensive global customer base."

Scott McCorquodale, Chief Automation Officer, Air Cargo at WiseTech, said: "We're delighted to be partnering with Etihad Cargo to deliver these eBooking capabilities. This feature-rich integration will enable our CargoWise customers to seamlessly receive quotes, check capacity and immediately book their air cargo shipment. Most importantly, this can all be done from entirely within the CargoWise platform, providing efficiency and productivity benefits for the forwarder through data integration and improved visibility across their business. It truly is a win-win."

The platform is a strategic channel to avail Etihad Cargo eBookings following the successful launch of its own digital portal at www.ethadcargo.com in October 2018, which today accounts for 50 percent of its total bookings.



LEIPZIG: Europe's fourth largest air cargo hub, Leipzig/Halle Airport (LEJ), posted 21 percent growth on its freight volumes to more than 359,000 tons during the first quarter of this year.

Last year, the airport handled a record more than 1.38 million tons of cargo, amid a raging pandemic across the world.

LEJ said it handled about 135,000 tons of cargo in March, up 25.5% compared to March 2020. The airport is increasingly being used as a handling center for medical air supplies and protective equipment in the battle against the Coronavirus pandemic. It had since seen an increase on cargo charter flights transporting millions of COVID-19 tests during the past few weeks, in addition to normal traffic.

These shipments included about 690,000 COVID-19 antigen rapid tests for schools in Saxony. Nearly all these cargo flights are being operated by passenger aircraft.

Leipzig/Halle Airport freight volumes up 21% in Q1 2021

Additionally, LEJ is considered the hub for express and e-commerce shipments, making it one of the most dynamic growing cargo airports in the world.

It is the second-largest air freight handling center in Germany, safeguarding important logistical and supply chains for the industry and the general population. LEJ is DHL's largest hub in the world and it is the first regional air cargo center for Amazon Air in Europe.

LEJ said about 60 cargo airlines fly to the airport and serve a network of routes, covering 200 destinations around the globe.

Turkish Cargo to kick-off in Spain and India eBookings powered by WebCargo



ISTANBUL/BARCELONA: Turkish Cargo will kick off in Spain and India its digital air cargo services providing global forwarders instant access to real-time eBookings, live rates and available air cargo capacity through WebCargo, a Freightos Group company.

Turkey's national cargo carrier said this will empower more stakeholders in the industry as it contends with unexpected shifts due to the global pandemic.

After rolling out WebCargo first in Spain and India, Turkish Cargo said it will be introduced in several other countries, noting that with airlines shifting to global eBookings, more than 20% of global air cargo capacity will now be digitized, providing more than 2,000 WebCargo forwarders customers across over 10,000 global branches instant access to capacity and pricing.

Turhan Ozen, Chief Cargo Officer, Turkish Airlines, said the company is pleased to forge a partnership with WebCargo: "Effective leadership is required to handle the customers constantly diversifying demands accurately across the air cargo industry. As the air cargo brand with one of the widest networks in the world, we focus on digital solutions. We are pleased to partner with WebCargo to provide digital connectivity for our customers as part of our commitment to constant innovation in offering the best service possible."

Manuel Galindo, CEO of WebCargo, said the company is equally delighted with their partnership: "In the past year, eBookings have increased tenfold on WebCargo, making it clear that the future of air cargo is digital. We're incredibly proud to partner with Turkish Cargo, one of the most impactful and influential global cargo airlines, to launch eBookings

for forwarders around the world."

Christian Tesch, Director Airfreight Carrier Relations & Procurement at Hellmann Worldwide Logistics, commended the companies' alliance saying, "Live access to capacity and price supports our ongoing commitment to provide Hellman customers with outstanding service. We're delighted to see Turkish Cargo on Webcargo."

WebCargo is the leading platform for live air cargo rate distribution and bookings between hundreds of airlines and 1,900+ forwarders.

Turkish Cargo serves more than 300 destinations, 97 of which are direct cargo routes in 127 countries. It is the fastest growing and developing air cargo brand in the world with an ambitious goal of becoming one of the top 3 in the industry by 2023.

Longtail Aviation signs for CHAMP's Traxon Global Customs



LUXEMBOURG: Longtail Aviation has chosen CHAMP's customs compliance solution, Traxon Global Customs (TGC), enabling it to automate and efficiently handle any customs requirements now and in the future.

Bringing 16 years of industry experience, Longtail acquired an all-cargo aircraft in early 2020, with future plans to grow its

cargo fleet. Declaring shipments to multiple countries with different filing requirements would be an administrative burden but thanks to TGC, this is solved.

TGC will assist in this as it automates the Advance Customs Information filing to 62 customs authorities through a single gateway. The solution adapts quickly to the latest country customs requirements and enables efficient, secure, and accurate information exchange in line with the customs authorities' requirements - regardless of format, communications protocols and processing rules.

"Customs filings can be a difficult and time-consuming part of air cargo," says Martin Amick, Chief Executive Officer at Longtail Aviation, "but it must be done accurately and on time. Traxon Global Customs gives us the tool to accomplish this task easily and efficiently – without the hassle of added steps. This enhancement will assist us in raising our operations to the next level."

"We are delighted to serve Longtail Aviation with more solutions," says Fred Werginz, Commercial Head of North America at CHAMP Cargosystems. "It is a privilege to know our solutions are helping a young carrier grow in the air cargo supply chain."

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Lufthansa Cargo & time:matters quickly transport aid to COVID-ravaged India

FRANKFURT: As India grapples with catastrophic mounting cases of COVID-19, Germany quickly offers help sending tons of medical equipment and supplies via state-owned firms Lufthansa Cargo and time:matters.

Some 10 tons of medical equipment and supplies, which include 280 oxygen concentrators, were quickly flown to India's capital New Delhi via Lufthansa Cargo's LH760 for time:matters, Germany's expert in time-critical express transports.

Lufthansa Cargo said three urgent cargo flights were scheduled for India, which now has over 20 million COVID cases. In the last days of April, the country of 1.3 billion people saw its COVID cases surge to more than 300,000 on a daily basis amid discovery of three more contagious new strains.

Dorothea von Boxberg, CEO of Lufthansa Cargo, said the company is committed to help countries survive the lingering pandemic that has killed more than 3 million and infected more than 152 million worldwide.

"We see it as our responsibility to play our part in international aid. The dramatic situation in India shows how important it is to transport relief supplies quickly and easily to where they are urgently needed. That is why, we at Lufthansa Cargo, together with the Lufthansa Group, are doing everything we can to maintain supply chains worldwide," von Boxberg said.



Adding, "This requires enormous flexibility on the part of our colleagues involved, good cooperation with our customers and decisive action on the part of international politicians, for example in special regulations for crews entering a country."

Alexander Kohnen, Managing Director of time:matters, said their team are doing their best to help deliver what is needed in different parts of the world as the global fight against the pandemic continues.

"Our team of experienced logistics specialists enables global transport solutions despite challenging conditions such as tight capacities, thinned-out flight schedules and closed borders. For medical equipment such as oxygen concentrators or other time-critical and sensitive shipments, individual, transparent and 100 percent reliable transports are essential," he said.

"Already in the first wave of the pandemic, time:matters, in cooperation with Lufthansa Cargo and the airlines of the Lufthansa Group, brought medical protective equipment across continents to its destination in the shortest possible time with a maximum of flexibility and boundless commitment," he added.

300 tons of aid from around the world departed in Qatar Airways Cargo's three-aircraft cargo convoy

DOHA: Three Qatar Airways Cargo Boeing 777 freighters flew to India on 3 May 2021, carrying approximately 300 tons of medical supplies from around the world to support the COVID-ravaged country which now has more than 20 million cases.

The three flights departed one after the other bound for Bengaluru, Mumbai and New Delhi as part of Qatar Airways Cargo's WeQare initiative.

Qatar Airways Group Chief Executive Akbar Al Baker said: "Having seen with great sorrow the impact this further wave of COVID-19 infections has had on people in India, we knew we had to be part of the global effort to support the valiant health care workers in the country."

"As the leading air cargo carrier in the world, we are in a unique position to offer immediate humanitarian support through the provision of aircraft to transport much needed medical supplies, as well as coordinating logistical arrangements. We hope today's shipment and



further shipments in the weeks to come will help ease the burden on local medical workers and provide relief to the impacted communities in India."

Ambassador of India to Qatar, Dr. Deepak Mittal, said: "We deeply appreciate the gesture of Qatar Airways to carry free of charge essential medical supplies to India and supporting the fight against COVID-19."

The cargo shipment included PPE equipment, oxygen canisters and other essential medical items, and consists of donations by individuals and companies around the world in addition to existing cargo orders.

Qatar Airways has been a leader in the fight against COVID-19 and in the early stages of the pandemic provided similar aid flights to China, shipping supplies to Beijing, Guangzhou and Shanghai in February 2020.

Qatar Airways is the first global airline and one of only six carriers in the world to achieve the prestigious 5-Star COVID-19 Airline Safety Rating by international air transport rating organization, Skytrax. This follows HIA's recent success as the first

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DP WORLD, UAE Region is first in the Middle East to explore Quantum Computing Technology



Mohammed Al Muallem

DUBAI: Fulfilling its vision to become the leader in smart trade, DP World, UAE Region has taken a step forward to explore the power of Quantum Computing in the logistics and trade industry through collaboration and exploration with D-Wave and other global leaders in the quantum computing sphere.

This move will place DP World, UAE Region among the top organisations that are exploring the Quantum Computing technology to boost business and will help usher in a new era to optimise the supply chain.

Quantum computers provide exponential processing power to solve complex problems. It can deliver parallel performance in certain applications better than classical computers and can process and solve complex computations.

"This initiative is in line with the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE, and Ruler of Dubai, when he said, we are building a new reality for our people, a new future for our children, and a new model of development. Our organisational culture is based on motivating our teams to go beyond their limits and innovate, which enables us to maintain our 'number one' status," said Mohammed Al Muallem, CEO and Managing Director, DP World, UAE Region.

"In this regard, quantum computing capabilities complement our need to reach ultimate smart trade and achieve a seamless logistics infrastructure, where everything is connected, devices work in harmony, and all our operations components communicate with each other intelligently. This will enable us to achieve the quantum leap from traditional digital ways of functioning to wise and intelligent transformation," he added.

DP World, UAE Region conducted intensive and focused training sessions on Quantum Computing, which included actual exercises and the use of Quantum Computing coding. The smart trade enabler identified industrial logistics, fleet, and traffic management elements, where the power of Quantum Computing will be applied to revolutionise operations across the supply chain.

D-Wave is the world's first commercial supplier of quantum computers, software, and services. DP World, UAE Region's committed efforts in exploring Quantum Computing Technology will strengthen its position as a global trade enabler, providing benefits to the supply chain, logistics and trade and the end consumer.

CEVA Logistics joins United Airlines' Eco-Skies Alliance as inaugural participant



MARSEILLE: CEVA Logistics announced it has become an inaugural participant in United Airlines' Eco-Skies Alliance, a first of its kind program involving leading global corporations working with the airline to power future flying in a more sustainable way.

CEVA Logistics and other Eco-Skies Alliance leaders will work with United to collectively purchase approximately 3.4 million gallons of sustainable aviation fuel (SAF) this year.

With its nearly 80 percent emissions reductions on a lifecycle basis compared to conventional jet fuel, this is enough SAF to eliminate approximately 31,000 metric tons of greenhouse gas emissions, or enough to fly passengers more than 200 million miles.

As an inaugural participant, CEVA Logistics is taking a lead in the air cargo industry to reduce the logistics-related impact on the environment at the source by creating demand for more SAF.

In addition to the Eco-Skies Alliance program, which is designated for corporate customers, United is also inviting individual customers to join in the airline's efforts by contributing funds to purchase SAF, which United will use to help lower the greenhouse gas emissions from its flights compared to traditional jet fuel. Companies and individuals interested in learning more can visit: united.com/ecoskiesalliance.

Mathieu Friedberg, CEO, CEVA Logistics, said: "At CEVA, we deliver responsive logistics for our customers, and as part of the CMA CGM Group, we're strongly committed to acting

for the planet in the areas of climate change, air quality and biodiversity. With our participation in the United Eco-Skies Alliance, CEVA is taking tangible action today, with an eye on the solutions of tomorrow. Offering a SAF option to our air cargo customers in partnership with United demonstrates CEVA's commitment to a more sustainable supply chain. We applaud the participation of each member of the Alliance."

Scott Kirby, CEO, United, added: "While we've partnered with companies for years to help them offset their flight emissions, we applaud those participating in the Eco-Skies Alliance for recognizing the need to go beyond carbon offsets and support SAF-powered flying, which will lead to more affordable supply and ultimately, lower emissions. This is just the beginning. Our goal is to add more companies to the Eco-Skies Alliance, purchase more SAF and work together to find other innovative paths towards decarbonization."



Dubai's AED3.2 billion e-commerce free zone city takes shape

DUBAI: Dubai's ambitious AED3.2 billion (about \$871.175 million) new business venture, Dubai CommerCity (DCC), the first dedicated e-commerce free zone in the Middle East, Africa and South Asia (MENASA), takes shape with the launch of the project's first phase in April, the 470,000 sq-ft new facilities.

Situated in Dubai's Umm Ramool area near the airport, DCC covers 2.1 million sq-ft when completed and will provide a robust base for online retailers in fashion, jewelry, electronics and more, tech entrepreneurs, logistics, warehousing, among other businesses.

As a free zone, DCC offers 100 percent full ownership to foreign investors. It's divided into three main clusters—Business, Logistics and Social. It provides advanced opportunities for global and regional manufacturers, as well as distributors and global e-retailers while offering a vast array of tax and investment incentives.

The newly-launched phase includes a built-up area of over 320,000 sq-ft of office spaces in the Business Cluster as well as 145,000 sq-ft e-commerce logistics units and multi-client warehouses in the Logistics Cluster, which will be managed and operated by Hellmann Worldwide Logistics and DHL, reported the Emirates state news agency WAM.

Growth enabler

H.H. Sheikh Ahmed bin Saeed Al Maktoum, Chairman of the Dubai Airport Freezone Authority (DAFZA), emphasised how the e-commerce industry has proven to be a key enabler of growth for companies and a new module adopted by many businesses to ensure business continuity as a result of the increased demand overall.

He added that the acceleration of digital transformation within supply chains and trade because of the COVID-19 pandemic, has spurred companies to ensure continued operations which are picking up with great optimism in 2021.

"The launch of Dubai CommerCity aims to lead the future of e-commerce business in the region. The project has been thoroughly studied not only to provide foundational solutions, but also to stimulate and support business and prosperity at a time when the sector is going through peak growth. The e-commerce sector is key as its value is expected to reach 148.5 billion US dollars by 2022 in the Middle East, Africa and South Asia regions," said Sheikh Ahmed.



"The GCC region is the fastest growing in the e-commerce sector, and the UAE comes in second place as it is expected to grow 38.3 percent Compound Annual Growth Rate (CAGR). The UAE is also ranked the fifth largest B2C products e-commerce market in sales within the Middle East, Africa and South Asia regions valued at \$4 billion. The UAE companies in e-commerce account for 6 percent of the list of the 100 largest companies in the sector within the Middle East, Africa and South Asia region," he added.

Dr. Mohammed Al Zarooni, Director General of DAFZA, noted, "The global e-commerce sector is expected to grow 16.6 percent CAGR between 2019 and 2022. The Middle East, Africa and South Asia region is also expected to grow 18.4 percent, the Middle East and North Africa region 24.9 percent and the GCC 32.9 percent CAGR."

"Dubai CommerCity's activities align with the strategies set out by the visionary leadership that have been placed to address the critical issues that have surfaced throughout the past months. The pandemic has redefined the nature of work in various sectors including e-commerce. During this period, the role of e-commerce has expanded and offered several solutions. It has also allowed the UAE to offer unprecedented opportunities to businesses across the region and globally," he added.

Hellmann & DHL as partners

The launch of the facility is supported by the strategic partnerships signed by Dubai CommerCity and aims to support businesses to run effectively and seamlessly. The e-commerce free zone has signed agreements with Hellmann Worldwide and Logistics DHL Express that complement the efforts to grow and enhance the portfolio of services that Dubai CommerCity provides.

As part of the partnerships, Hellmann Worldwide will manage and operate a shared, multi-client warehouse within the logistics cluster of the free zone and clients will have access to last mile delivery services through DHL Express.

Dubai CommerCity's customers will also utilize unique storage options and pay-as-you-go payment model which are highly cost efficient and allow flexibility to scale their operations in line with demand. The strategic partnerships will allow for fast e-commerce fulfilment across the region and will provide a suitable and stable groundwork from where customers can grow businesses and enter new markets.

Hellmann will also provide end-to-end warehousing including services like order management systems and streamlined customs clearance processes. As part of end-to-end logistics services, Hellmann will also offer last mile delivery services, through its last mile partner DHL Express, from the warehouse directly to the consumer.

Dubai CommerCity has signed partnership agreements with Magento Commerce, a leading e-commerce software provider and Redbox Digital, a global digital consultancy and platinum Magento implementation partner.

E-commerce needs vary from one company to another, as such, customers will be provided with start-up, B2B, B2C and cross-industry solutions that have been exclusively designed for Dubai CommerCity to accelerate e-commerce adoption times. 'E-commerce-as-a-Service' offerings include special rates on key Magento software, pre-integration with payment gateways, third party logistics systems, marketing affiliates and analytics tools. A wide range of project services including consultancy, discovery and requirements building, testing major and minor customizations will also be provided by Redbox.

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Coyne Airways Forward-thinking

By Gemma Q. Casas

Liana Coyne
Coyne Airways, COO

Founded by aviation entrepreneur Larry Coyne, Coyne Airways started from humble beginnings more than 26 years ago with zero investment and no defined routes, but emerged as the top cargo carrier in the Caucasus, Central Asia, Africa and conflict zones such as Iraq and Afghanistan.

Coyne Airways, the pioneering non-asset-based cargo airline, is again leading the push for innovative and sustainable solutions as the air cargo industry takes on a greater role in the new normal amid the continuing fight against the pandemic.

Founded by aviation entrepreneur Larry Coyne, Coyne Airways started from humble beginnings more than 26 years ago with zero investment and no defined routes, but emerged as the top cargo carrier in the Caucasus, Central Asia, Africa and conflict zones such as Iraq and Afghanistan.

Liana Coyne, Coyne Airways Chief Operating Officer and Coyne's daughter, who recently joined the Board of Directors of the global trade body, The International Air Cargo Association (TIACA), said liberalization for cargo flights and sustainability are the two most pressing issues confronting the industry right now.



"I would say that the two most pressing issues are liberalization and sustainability. Greater liberalization for cargo flights would allow the industry to be more efficient by being better able to manage asymmetrical flows as, unlike passenger flights, return loads are not always guaranteed. This would also eliminate some unnecessary flying to home bases, which would be better for customers and the environment," she explained.

Adding, "Sustainability is a key issue for the industry and, at its essence, it is really imperative to take a long-term view. We need to do good for the planet, the people and the business to ensure our long-term survival."

TIACA's recently released sustainability report indicate that the majority of air cargo companies have concrete improvement action plans in place related to carbon reduction, waste management and energy as climate change continues to take its toll on our environment.

Drawing strength from TIACA

Amid the industry's changing dynamic shift, cargo carriers and their supply chain are drawing strength from TIACA's leadership to steer them to the right direction and be their voice on a myriad of issues.

Based in Miami, Florida, the non-profit group TIACA represents and unites all parts of the air cargo industry: shippers, forwarders, ground handlers, airports, airlines, manufacturers, IT providers, logistics, other groups connected to the industry, among many others.

Its vision is to keep a safe, profitable and united air cargo industry that embraces modern technologies and practices to sustainably and fairly serve trade and social development worldwide.

Coyne said the organization has worked tirelessly for the common good of all those in the industry as well as uplift its standards.



"I am thrilled to have joined the Board of Directors of TIACA, which is uniquely positioned to be the organization of choice for all actors in the air cargo community, regardless of size or market segment. TIACA has worked hard to become more transparent and responsive to members' needs and it is focused on building on and enhancing its value proposition for members," said Coyne, an Oxford-educated lawyer who was a law practitioner before deciding to join their family business.

"For example, in August 2020, TIACA joined forces with Pharma.Aero to launch the Sunrays Project in order to help the air cargo industry understand and prepare for the transportation of COVID-19 vaccines. TIACA facilitated discussions across the entire supply chain, and produced webinars, white papers and recommended practices and insights for safe and effective vaccine transportation. The support continues today with a regular newsletter, VacScene," she added.

As the world grapples with the pandemic, TIACA showed the world that the air cargo industry its indispensable partner in sustaining economies, businesses, communities, and more importantly, people.

"I think this is a striking achievement: TIACA took note of an issue of importance to the industry – and the world – and worked at every level to increase understanding and efficiency, and to provide practical and timely advice. It also fits with TIACA's mission statement to make the industry safe, profitable and united, and one which embraces modern technologies and practices to sustainably and fairly serve trade and social development worldwide. On a personal level, I hope to support TIACA's efforts to provide meaningful support to members on issues that affect them as individuals, companies and us all as an industry," said Coyne.

Overcoming challenges

Known for its forward-thinking approach, Coyne Airways carefully maneuvered its way to survive the new normal with prospects for growth in the future.

Coyne said the company saw a decline on its throughput, particularly in the heavy oil and gas sector, but the losses were offset by additional charter flights work they

"In terms of business, we did see a decline in our regular per kilo business to certain destinations, particularly those with a heavy oil and gas focus. We were forced to suspend service to some places, but we have been continuing to monitor demand and will resume service when possible. For example, we restarted direct flights between Cologne, Germany and Tbilisi, Georgia last month," she shared.

"We have also faced issues getting capacity into our hubs with the reduction in passenger flights affecting interline capacity. Thankfully, we still get some good support from our airline partners, for both per kilo and charter capacity. We are grateful for that as we have increased our charter work, and this has helped offset the decline in per kilo and project work," she added.

When the pandemic struck in March 2020, Coyne said their staff began working at home, except those who are needed on the frontline.

"It is safe to say that the year 2020 was challenging for everyone. I

remember taking the decision early in March to send everyone to work from home. At the time, I wasn't sure if that was an overreaction but I wanted to do what I could to keep my team safe and healthy. The official restriction on office work came through shortly later," she recalled.

"I have been really impressed by how well the team has been able to work remotely to keep the business running. Now that lockdown has lifted, we have kept some of the flexibility," she added.

Interconnected future

Like others in air cargo, Coyne is extremely proud of the way the industry stepped up to the plate to deliver vital medical and other essential supplies across the world during this crisis.

"I have been very proud of the way that air cargo has stepped in to distribute not only vaccines, but life-saving medical equipment, personal protective equipment and food. I am sure that there is a greater appreciation of the value of the industry and also how interconnected we are as nations," she said.

But she cautioned, this is not the only crisis we will face, saying, "My concern is that we should not forget that coronavirus is not the only crisis, and it does not affect only rich countries. It is encouraging to see the COVAX scheme in place to try to ensure fair and equitable access to vaccines in 190 countries, but less so to see many countries cut budgets for international aid. The pandemic has exacerbated poverty in many places and, unfortunately, more humanitarian assistance may be needed in the near future."

Given its greater role in facilitating global trade and sustaining lives and economies in the new normal, Coyne said air cargo needs to prepare for unforeseen events and crises as well as invest more on people and technology.

"I think that generally the air cargo industry copes well with unforeseen events and crises but this pandemic has been unprecedented and global. That said, I was impressed by how quickly we saw passenger planes repurposed for cargo, and how quickly a number of inventions aimed at maximizing passenger cabin capacity and reducing loading time came on the market.

"So I think the answer to your question points to the importance of sustainability in one of its many guises: we need an efficient, profitable industry that can withstand unforeseen events, and invest in people and technology appropriately," she shared.

Within the industry, Coyne Airways is highly regarded for its drive and passion in delivering humanitarian cargo in conflict zones like Iraq, Afghanistan and Africa.

With the US positioned to pull out all its troops in Afghanistan by

September after nearly 20 years since its invasion, Coyne expressed hope for the country to have peace and stability despite the odds.

"My enduring hope for Afghanistan is for a lasting peace and stability so that the country can flourish and prosper. Speaking frankly, I am not sure whether that will be possible in the wake of the withdrawal. From our side, we will do what we can to support the civilian economy," she said.

Forward-thinking

With uncertainties looming everywhere and experts saying the global economy will remain difficult for many years due to the pandemic, the ever flexible Coyne Airways is ready to take on the challenges, focusing on its niche markets and their needs.

"Coyne Airways is a pioneering non-asset-based cargo airline, specializing in scheduled and chartered lift to niche destinations including Armenia, Georgia, Iraq, Afghanistan and around the Caucasus, Central Asia and Africa," Coyne explained.

"We aim to give small company personal service with big company perks. That means getting to know and responding to our customers' requirements so that we can, for example, blend interline lift and a dedicated charter to get the right combination of price and transit

time, and enabling them to check the status of shipments by phone, on the web, by automated email or on our app," she added.

The airline has also upgraded its technology and IT solutions to speed up the process and give customers more advantages.

"We have a bespoke in-house system. We did look at replacing this with an off-the-shelf system, but we couldn't find one that could be as flexible to our and our clients' needs as quickly, or provide the data and reporting as we would like. We have, however, been working on integrating our system with others as part of a digitalization push," said Coyne.

Asked about lessons we could all learn from this pandemic, Coyne said: "Life is precious. Tomorrow is not guaranteed. We owe it to ourselves and our loved ones to stay healthy and stick around as much as possible."

"Human connection is important; there's a reason why solitary confinement is punishment. But there are probably still meetings that could have been emails. We are all interconnected and we are only as strong as our weakest link: no one should be left behind. Science is amazing."

Indeed, tomorrow is not guaranteed and our survival depends on how well connected we are, and that includes enjoining air cargo.

Larry Coyne: Aviation entrepreneur & 2020 TIACA Hall of Fame Recipient

Larry Coyne, CEO of Coyne Airways and Coyne Aviation, has been selected by TIACA's Chairman's Council as the association's 2020 Hall of Fame Recipient. The annual TIACA Hall of Fame Award honors professionals with outstanding achievements in the development of the air cargo industry, exquisite leadership record and an innovative spirit.

Coyne established Coyne Aviation in 1994, providing cargo charter flights to the fast-developing CIS countries, in particular to Transcaucasia and Central Asia. Coyne Aviation quickly became the number one cargo carrier to the whole of the CIS from Europe with a strong reputation for providing reliable and secure scheduled cargo services to some of the world's hardest to reach destinations.

Not one to sit on the sidelines, throughout his career Coyne was a passionate advocate of security, liberalization of cargo traffic rights and the removal of obstacles to the growth of the industry. He saw that TIACA could be useful in pushing this call for reform and joined TIACA's Industry Affairs Committee in 1998.

After serving on TIACA's Industry Affairs

Committee, Coyne was then elected to serve as Vice Chairman and eventually Chairman of the association where he championed security, liberalization and the growth of air cargo industry.

"Larry always has been passionate about our industry and a true believer in the value of TIACA. He has contributed a lot to our organization and to our industry. I am thankful for the advice he has given me during my time as Chairman. It is an honor to see that Larry will now be part of the famous Hall of Fame," stated Sebastian Scholte, Chair of TIACA's Chairman's Council.

Coyne joins a star-studded group of 54 air cargo leaders who have received the prestigious Hall of Fame Award since its launch in 1997.

"I am very happy to receive this award and would like to thank TIACA's Chairman's Council for picking me as a member of such a distinguished group of individuals. I feel honored to be in the same group as the 50 or so existing members of the Hall of Fame. They have all done exceptional things, perhaps somewhat against the odds which has impacted the way we go about our business today. I didn't think many people



had taken note of a non-asset-based cargo airline that started from scratch 26 years ago with zero investment and no defined routes," said Coyne.

"But thanks to a lot of hard work by our dedicated staff, we managed to move around 250,000 tons of cargo generating \$1 billion in sales while remaining profitable every year. This is something I am especially proud of, all achieved with no aircraft of our own, no debt and with a reputation of flying to far flung and unpronounceable places," he added.

Air cargo & pharma embark on worldwide 'mission of the century'



More than a billion COVID vaccines have so far been transported, distributed and administered around the world thanks to collaboration between governments, health and other organizations, private sector and various industries, air cargo and pharma in particular, which are tasked to undertake what the International Air Transport Association (IATA) dubbed as the “mission of the century.”

t's more than a year since the Coronavirus plunged the world into uncertainties, but the health and economic crisis are deepening with new more aggressive strains wreaking havoc on some countries ill prepared to handle the situation on a large-scale.

The pandemic continues to take heavy toll on people with more than 158 million COVID cases and over 3.30 million deaths recorded in early May. Millions have lost their jobs and plunged into poverty while many economies remain depressed, accumulating mountains of debt with business activities hugely disrupted.

The COVID-19 vaccines that were miraculously developed in less than a year through combination of science and technology offer a ray of hope to control, if not end this pandemic.

But it involves an enormous logistical challenge for both the air cargo and pharmaceutical industries with some 12-14 billion doses needed this year to inoculate the majority to protect people and prevent the spread of the virus.

Billions more are needed throughout the year and thereafter as the vaccines are only effective within a period of four to six months only, thus, regular vaccinations are needed, according to experts.

Roadmap to recovery

Controlling the spread of COVID-19 and ensuring rapid and widespread vaccine deployment is key to global economic recovery.



While uncertainties remain high at this point, the World Bank is convinced the global economy could swiftly rebound and possibly grow at nearly 5 percent with successful pandemic control and faster vaccination process.

More than a billion COVID vaccines have so far been transported, distributed and administered around the world thanks to collaboration between governments, health and other organizations, private sector and various industries, air cargo and pharma in particular, which are tasked to undertake what the International Air Transport Association (IATA) dubbed as the "mission of the century."

IATA said governments must see air cargo as an essential part of the fight against COVID-19 and a vital partner in facilitating global economic recovery.

"Air cargo continues to be the bright spot for aviation. Demand reached an all-time high in March, up 4.4% compared to pre-COVID levels (March 2019). And airlines are taking all measures to find the needed capacity. The crisis has shown that air cargo can meet fundamental challenges by adopting innovations quickly. That is how it is meeting growing demand even as much of the passenger fleet remains grounded. The sector needs to retain this momentum post-crisis to drive the sector's long-term efficiency with digitalization," said Willie Walsh, IATA's Director General.

GAVI, the vaccine alliance, said although COVID-19 vaccines have been rolled out, the vaccination is moving at different paces due to supply bottlenecks, logistical challenges, issues with vaccine scheduling and vaccine hesitancy or refusal.

"Increasing vaccination coverage by just 1% can save thousands of lives and millions of dollars in medical costs and lost economic productivity. The researchers suggest that investing in a rapid roll-out at the start could save money that could be further invested in continuing vaccine delivery," GAVI said.

Complex mission

The challenge of COVID-19 vaccine global distribution demands the air cargo industry to deliver the humanitarian shipments in the highest form of speed, security, reliability and transparency. Open communication and communication across the supply chain is also paramount and cannot be underestimated, The International Air Cargo Association (TIACA) said.

"The air cargo industry has an important role in the global distribution of COVID-19 vaccines and their peripherals, especially across continents. According to IATA, airfreight demand for the vaccines will be massive with aggregate volumes being the equivalent to 8,000 freighters based on 9 billion vaccine doses to meet global requirements," TIACA said in its Project Sunrays Report titled "Readyng Air Cargo Communities for COVID-19 Vaccine



Transportation and Handling: Recommended Practices.

The report pointed out vaccine logistics require investment on specialized cold-chain storage and warehouses, the right equipment, highly-skilled people, precision and care in handling the vaccines or their potency will be lost.

"COVID-19 vaccines are high value and highly time and temperature-sensitive products. Most require 2-8 degrees C, some require -15 to -25 degrees C while the Pfizer-BioNTech mRNA vaccine has an extreme storage temperature of -70 degrees C. Once temperature deviations occur, the vaccines' potency will be lost and cannot be regained," TIACA pointed out.

Resilient & flexible

Air cargo airlines, airports, logistics, warehousing and even trucking companies, have quickly adopted to safely deliver COVID-19 vaccines on air or land.

Armed with the most sophisticated temperature-controlled storage facilities and equipment, including unit load device and solutions, airfreight carriers have successfully transported millions of COVID vaccines across the world.

Emirates SkyCargo, for instance, disclosed it has moved around 59 million doses of COVID-19 vaccines to more than 50 destinations around the world since they were rolled out early this year.

The company prides itself for having the world's largest GDP compliant air cargo hub in Dubai for global distribution of COVID-19 vaccines. It has also set-up a dedicated rapid response team to coordinate requests from the various partners involved in the international vaccine distribution ecosystem and to streamline the carrier's response to vaccine transportation requests.

American Airlines Cargo, meanwhile, has furthered its commitment to reliable temperature-controlled shipping by expanding its solution for transporting temperature-controlled shipments to its entire mainline fleet.

This expansion follows a number of tests and trials conducted in partnership with CSafe Global and CargoSense. Through the use of CSafe Global's industry-leading packaging and Temperature Loggers provided by CargoSense, American proved all of its aircraft offer ideal environments for passive temperature-sensitive shipments.

The successful trials allow American to nearly double its capacity for handling ExpediteTC solutions and extend the airline's cold-chain solution network to 30 new stations, including in-demand cities like Cincinnati, Memphis and Pittsburgh.

"When it comes to cold chain shipments, reliability is crucial for our customers," said Roger Samways, Vice President of Commercial for American Airlines Cargo. "By expanding our offering of temperature-critical shipping on all mainline flights, we are able to provide our customers with access to more than 180 markets, marking the largest cold-chain network in

our history."

The US has the world's highest number of COVID cases at 33 million and deaths of over 581,000.

In Europe, Lufthansa Cargo announced its pharma centers in Munich and Chicago, which opened in the summer of 2020, recently became IATA CEIV Pharma-certified. This means that, in addition to CEIV Pharma certification as an airline, Lufthansa Cargo offers an excellent pharma network of 32 stations worldwide. Lufthansa said this is particularly relevant in transporting the highly-sensitive COVID-19 vaccines.

Turkish Cargo, another major and most sought-after cargo brand globally, assured its capabilities of handling COVID-19 vaccines in the highest standards through its state-of-the-art technology and infrastructure and modern freighters with a wide network of routes.

"We touch human life by carrying COVID-19 vaccines within the required time and temperature range at the highest quality standards to the destinations they are intended. We have the necessary infrastructure to carry all kinds of Covid-19 vaccines, and we carry health all around the world," the company said on its website.

TIACA said while the air cargo industry has proven its resilience and agility in this crisis, it will need to agility and cohesion in tackling its challenges on issues of digitalization, safety and security, sustainability, liberation and collaboration.

"TIACA is committed to working with its members, the broader industry, association partners and government agencies to ensure we have a united and successful air cargo industry. We have demonstrated considerable success over the past months but as we go forward new challenges will materialize. We will need to be more innovative, agile and focused as an industry to overcome them," said Steven Polmans, TIACA Chairman.



Rewind: A look back at Sharjah Airport's journey to the future

Air Cargo Update took a bold step to enter this niche industry publication more than 20 years ago. It was a remarkable journey of ups and downs as the industry swung back and forth to the demands of the day punctuated by today's unforeseen Coronavirus pandemic impact.

To mark our historic journey, we'll bring you some of our best features from the past, the movers and shakers of airfreight, their insights and decisions that shaped the industry.

In this edition, we'll share with you our interview with the Chairman of Sharjah Airport Authority, Ali Salim Al Midfa, tracing the airport's historic journey from 1932 to its remarkable transformation into the future.



Sharjah International Airport

Four-fold expansion project moves full steam ahead

Sharjah International Airport is all set to receive 200 additional flights weekly this summer and has embarked on a large scale expansion project to continue offering excellent service to airlines and passengers



Sharjah is located between the city of Dubai and other Northern Emirates and known to be a thriving city, which is famous for its culture, heritage and numerous other tourist attractions. The emirate is also renowned to be a business hub which attracts entrepreneurs with its conducive atmosphere to business.

Sharjah International Airport's history goes back to 1932, when it was known to be a stopover point by Imperial Airways – the forerunner of British Airways, which constructed an airfield at Sharjah as a stopover en-route to India and Australia.

Today, the airport is the Middle East region's leading air transportation gateway and is considered to be a leading cargo hub in the region. In 2012, the airport added eight new cargo airlines to further enhance its position as one of the best cargo handling facilities and services in the region. Sharjah follows an 'Open Sky Policy' which permits airlines' traffic rights without any hindrance.

Expansion project ongoing

To cope with air traffic increase, Sharjah International Airport has embarked on a four-fold expansion project; both air side and land side to ensure the excellence of quality service provided to airlines and passengers using the airport.

Expecting to see 25 million passengers by 2025, the airport is set to operate a new capacious runway alongside the old one by September this year. The project consists of the main runway spanning 4,060 meters and a width of 60 meters, has two taxiways and 10 connecting corridors which are intended to secure the aircraft out of the main runway in the shortest time to the hangar.

A senior official said the new airstrip will suffice the future needs of the third-biggest airport in the United Arab Emirates, particularly for large and new generation code-F aircraft such as A380, apart from the expected 14 million passengers in 2017 and the already one million tons of shipment capacity.

The airport has further contracted with construction company Bechtel to do a thorough development plan for the airport. The project also includes the implementation of a 15-km service road and the construction of a security fence extending 10 km as well as implementation of the rain water drainage network.

"The eight-month plan, to be ready this September, will identify the expansion trends of infrastructure projects in the airport and surrounding northern or southern areas," said Ali Salim Al Midfa, Chairman of Sharjah International Airport.

Sharjah International Airport has reported 8 per cent increase in passenger traffic in the first quarter of this year. The passenger statistics showed that 2.25 million passengers used



the airport from January to March 2014, growing from 2.08 million during the same period a year ago. In addition, aircraft movements increased to 16,373 while 51,045 and cargo activity handling rose to 51,045 tonnes.

There are leading airlines which operate flights from the Sharjah International Airport including Air Arabia, Air Blue, Air India, Air India Express, Cebu Pacific Air, Egyptair, Jet Airways, PIA, Qatar Airways and Srilankan Airlines and many others. Besides, international cargo flights are also operated from Sharjah International Airport. Among these, Air Arabia is the main airline which flies to more than 90 airports throughout the world.

2030 Master Plan

Sharjah International Airport believes its 2030 Master Plan will be able to attract new airlines. According to a top official, Sharjah International Airport is waiting to complete its 2030 Master Plan, which will include a logistics area connected to the planned Etihad Rail network.

Much of Sharjah's growth over the past decade has been fuelled by Air Arabia that added eight new destinations this year. Sharjah International Airport handled 7.5 million passengers in 2012, a 13.6 per cent year-on-year jump from the previous year. In an effort to maintain these performance levels, Sharjah International Airport officials recently held discussions with the Ministry of Interior to develop facilities that will streamline passenger flows in and out of the airport. The airport has become the preferred travel option of many because of the efficiency of procedures, excellent services and its strategic location.

The airport has also announced that it will see an influx of 200 additional weekly flights as airlines commence their summer schedule. The increase in weekly flights will come from a mixture of commercial and cargo operations including Srilankan Airlines, Qatar Airways and Saudia Cargo.

Furthermore, as Dubai International Airport's runways are under renovation from 1 May until 20 July for 80 days, some of the flights have been diverted to Sharjah International Airport. This temporary move is expected to put additional pressure on the airport's load. Among the airlines that have diverted their flights are Air India, Air India Express, Pakistan International Airlines (PIA) and Cebu Air Pacific.



"Sharjah International Airport is gearing up to meet with this new demand, both with regards to resource and infrastructure. Recently, the airport appointed 100 passport control officers, and opened 20 additional check-in counters to ease the travel and immigration formalities, as well as providing additional temporary gates to ensure the smooth and fast completion of the procedures," added Mr. Al Midfa.

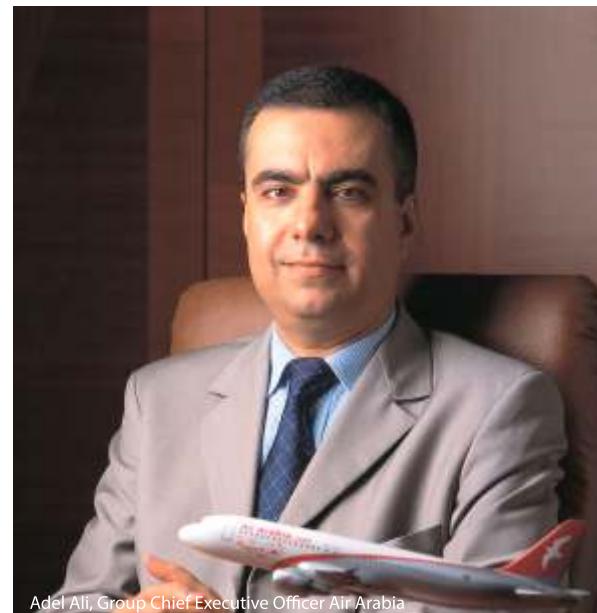
Agreement with Gama Aviation

Sharjah Airport Authority (SAA) signed an agreement with Gama Aviation, the global aviation services company, permitting the company to manage private/business aviation services at Sharjah International Airport, including

all procedures and processes, starting from issuing landing permissions to the handling of passengers and crews.

The agreement between SAA and Gama Aviation was signed by Ali Salim Al Midfa, Chairman of Sharjah Airport Authority and Richard Lineveldt, General Manager MENA for Gama Aviation respectively, in the presence of Shaikh Khalid Bin Essam Al Qasimi, Chairman, Department of Civil Aviation, Emirate of Sharjah.

Gama Aviation took over the responsibility for handling all business travellers at Sharjah International Airport in early 2012, but the company has been present in Sharjah as a charter operator since 2006.



Adel Ali, Group Chief Executive Officer Air Arabia

Leading low cost carrier - Air Arabia

The government of Sharjah launched its own airline, Air Arabia, on October 28, 2003, which is a low-cost airline operating to 91 destinations in the Middle East, North Africa, the Indian subcontinent, Europe and Central Asia. The first flight was from Sharjah International Airport to Bahrain International Airport. Despite the tough competition in airline business, the airline is profitable from the first day of its commencement. As expected, the resultant increase in passenger throughput via Sharjah International Airport has been dramatic.

Air Arabia does not only transport passengers, but also offers cargo delivery services. The carrier operates cargo services to more than 50 destinations, which continuously grow. Air Arabia deals with corporate customers in the region and worldwide such as Aramex, Emirates Post, UPS, FedEx and DHL. Furthermore, it is in bid to deliver cargo across a wider network, Air Arabia has expanded its cargo reach in



collaboration with major freight carriers as interline partners such as Lufthansa, Cargolux, Singapore Airlines, Etihad Cargo, Air France, KLM, Oman Air, Leisure Cargo and many more.

Adel Ali, Group Chief Executive Officer Air Arabia, was awarded world's low cost airline "CEO of the year" 2007, 2008, 2009 and has been given credit for setting up the Middle East and North Africa's first low-cost carrier (LCC), Air Arabia. Adel has brought over 27 years of strategic aviation, tourism and marketing experience to Air Arabia since the company commenced operations in October 2003. Adel's distinctive leadership style, vision, skilful management combined with his charisma, makes him an inspiration to his team.

Fourth international base - RAK

On 6 May 2014, the airline started its operations from Ras Al Khaimah, one of the seven emirates in the UAE. The inaugural flight departed from RAK International Airport to Jeddah in Saudi Arabia. The launch of operations followed the recent establishment of an Air Arabia hub at RAK International Airport, which is the airline's fourth international base, and second in the UAE.

Two new Airbus A320 aircraft have been based at Ras Al Khaimah International Airport, following a strategic partnership signed between the airline and Ras Al Khaimah Department of Civil Aviation. Air Arabia launch routes include direct services to Jeddah in Saudi; Cairo in Egypt; Muscat in Oman; Islamabad, Lahore and Peshawar in Pakistan; Dhaka in Bangladesh; and to be followed by Calicut in India.

Contract with Turkish Technic

Air Arabia recently selected the subsidiary of Turkish Airlines, Turkish Technic Inc. for its component and support services. Turkish Technic and Air Arabia signed a component support contract in Istanbul, Turkey. The contract comprises component supply and repair on ATA Chapter basis.

Components will be supplied from Istanbul and all repair and overhaul work of the components will be executed at the Turkish Technic sites in Istanbul.

Mr Ali expressed Air Arabia's trust in Turkish Technic's quality of services and also feeling appreciation to have the support of the leading MRO in the region with its comprehensive services. He added "We are recognized for high quality services and on-time departures and Turkish Technic component support services will be an ideal support to our technical operations."

Air Arabia revenues

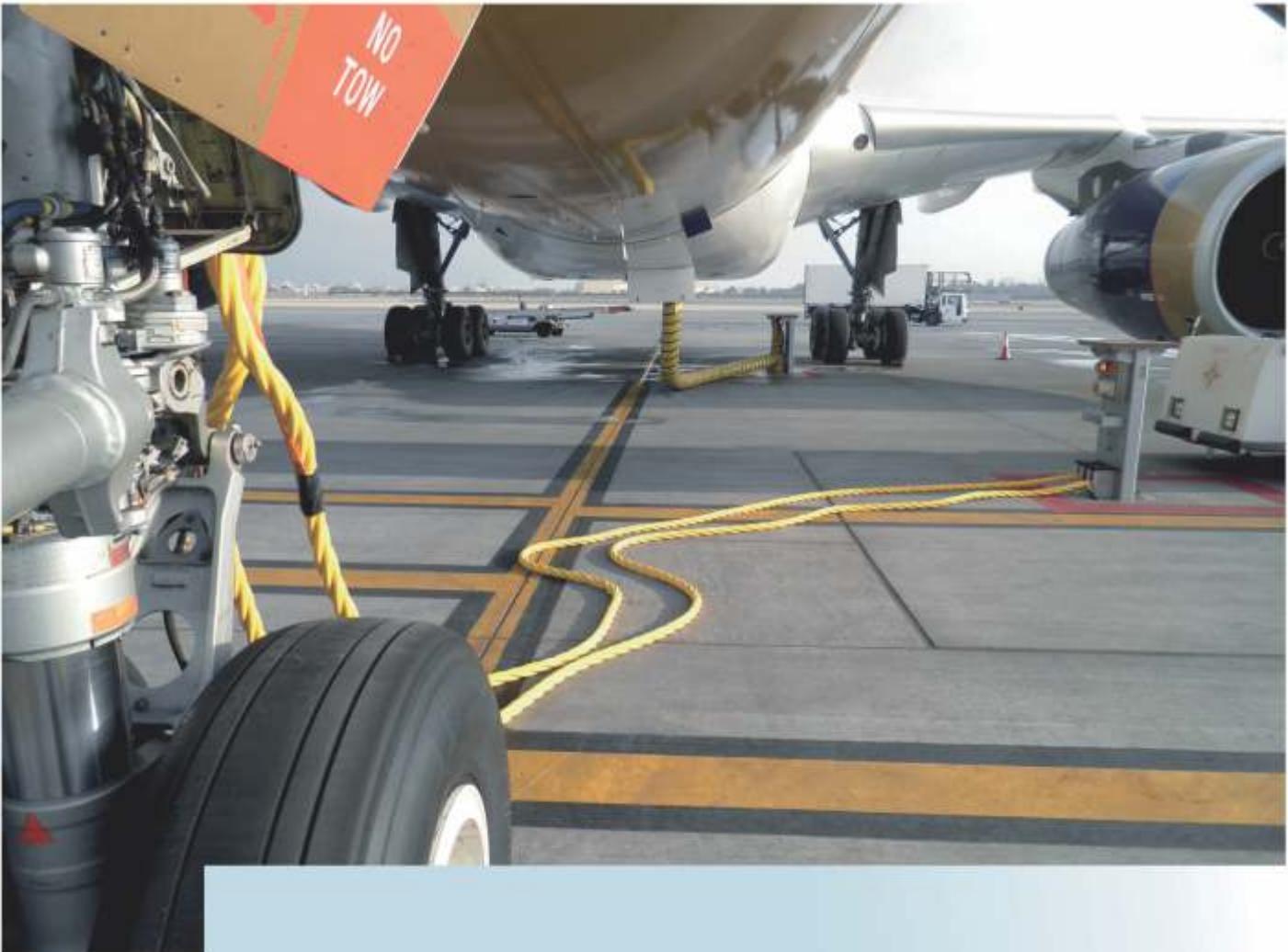
Recently, Air Arabia announced a net profit of Dh435 million for the 2013 financial year, a 2 per cent increase compared to the same period in 2012. According to an official release, the airline's turnover for the full year ending December 31, 2013, stood at Dh3.2 billion, up 14 per cent compared to the same period in 2012. More than 6.1 million passengers flew by Air Arabia in 2013, a 15 per cent increase compared to 5.3 million passenger carried in 2012. The airline's seat load factor – or passengers carried as a percentage of available seats – for the full year ending December 31, 2013, stood at 80 per cent.

Air Arabia's net profit for the fourth quarter ending December 31, 2013, stood at Dh94 million, up 12 per cent compared to Dh84 million reported in 2012. The airline's turnover for the last quarter of 2013 was Dh811 million, an increase of 8 per cent compared to Dh753 million during the same period in 2012. The airline carried more than 1.5 million passengers in the fourth quarter, an increase of 15 per cent compared to the last quarter of 2012, the press release added.

"Air Arabia has enjoyed consistent and sustained growth since launching operations back in October 2003, and our performance in the year of our tenth anniversary was no exception. The network expansion strategy, which has guided the airline for a decade, continued to reap rewards in 2013, helping us to once again deliver a strong set of results," stated Sheikh Abdullah bin Mohammad Al Thani, Chairman of Air Arabia.

In the first three months of 2014, Air Arabia also added three new destinations from its main base in Sharjah: Cairo in Egypt, Antalya in Turkey, and Shymkent in Kazakhstan. The airline also added extra frequency to existing routes, including an additional daily service between Sharjah and Doha.

After serving over 37 million passengers, Air Arabia has firmly established itself as one of the rare success stories in the region and a strong participant in the regional skies. The airline's steady growth has always been driven by its loyal customer base, with its philosophy of offering the best services and greater connectivity across its route network.



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Daimler Trucks

**North America ready to roll-out
all-electric powered Freightliner
eCascadia and eM2**





Daimler Trucks North America (DTNA) has opened up its book for orders for Freightliner

eCascadia and Freightliner eM2, the first all-electric trucks from the company, with production scheduled to begin in late 2022.

"From reveal of proof of concept in 2018, to a demonstration fleet that's in the hands of real customers, running real freight in the real world, to today's moment where we are ready to formally welcome the nation's fleets to all-electric freight movement, the entire team at Daimler Trucks North America is incredibly proud of our progress," said Richard Howard, senior vice president, on-highway sales and marketing, DTNA. "Moreover, we are very excited to take this next important step into the future of carbon-neutral freight transportation with our great customers and dealers."

With the opening of the order books to customers, market-leading Freightliner and DTNA are getting ready for start of production in late 2022.

In addition, customers can benefit from an integrated approach that enables them to select and specify, as an additional service, the resources of an eConsulting team that will assist and advise on the holistic ecosystem needed to integrate battery electric vehicles into their fleets. And thanks to the large and dedicated network of Freightliner dealers, the company is prepared to support the end-to-end process of fleet electrification.

Powered by Detroit Technologies

At start of production, both Freightliner battery electric models will come equipped with industry-leading technology from Detroit, a brand at the forefront of delivering purposeful innovation to help fleets realize the lowest total cost of ownership through the highest levels of performance, quality, efficiency, and uptime.

Detroit technologies included in the series-production eCascadia and eM2 are: the all-new Detroit ePowertrain; the Detroit Assurance suite of safety systems; and the advanced telematics service of Detroit Connect.

Comprised of an eAxle design and available with a single or dual motor system, the Detroit ePowertrain offers up to 23,000 lb-ft of torque, giving it ample power for the eCascadia's GCWR of 82,000 lbs. And with maximum range specifications in excess of 230 miles on a full charge for the medium-duty eM2 and 250 miles for the Class 8 eCascadia tractor, both trucks are uniquely suited for a wide variety of applications.

Added Howard, "Powered by Detroit, customers who order a Freightliner eCascadia or eM2, stand to benefit from not only the best technologies in the industry, but the best customer experience as well."



In lead-up to series production of the eCascadia and eM2, and in cooperation with the South Coast Air Quality Management District (South Coast AQMD) and the Bay Area Air Quality Management District (Bay Area AQMD) who financially supported pilot fleets, Freightliner has placed 38 trucks into operation with fleets covering a variety of applications, including drayage, regional and local pickup and delivery, and food and beverage delivery.

Nearly 750,000 collective miles have been accumulated on the early Freightliner electric fleet to-date, providing valuable data, and customer and driver perspective to Freightliner and DTNA, while allowing myriad customers to test electrification integration into their own fleet operations.

Added Rakesh Aneja, head of eMobility at DTNA, "We extend our sincere gratitude to the teams at the South Coast and Bay Area AQMDs. We are glad to have the collaboration and support of these valuable entities, without whom it would have taken much longer to reach the precipice of seeing series-produced battery electric commercial vehicles on the road."

"We are incredibly grateful to the customers who have been testing the eCascadia and eM2 through the Freightliner Electric Innovation Fleet and Customer Experience Fleets," said Howard. "These are the largest demonstrator electric fleets ever seen in the industry, and the valuable collaboration, feedback loop and cooperation with our many valued customers, has translated directly into a more versatile, more durable, and more reliable product packed with purposeful innovation to benefit them and their operations."

\$20 million investment

DNTA is investing \$20 million in its Detroit manufacturing facility where its proprietary Detroit ePowertrain technologies will be utilized in creating new models of electric-powered trucks for CO₂-neutral commercial vehicles.

"By utilizing our Detroit ePowertrain to power the Freightliner eCascadia and

eM2, we are giving Freightliner buyers the same level of confidence that comes with our conventionally-powered portfolio, known throughout the industry as having the best total cost of ownership – bar none," said Howard.

"Nowhere else can buyers find the level of performance, support, quality, dedication to uptime, and engineering expertise as with our Detroit product portfolio. Our investment in Detroit - and in the city of the same name - harkens a new era for a storied name in the global automotive landscape."

Initially, the Detroit ePowertrain will offer an eAxle design operating at 400 volts and be offered in two variants suitable for a variety of commercial vehicle applications. The single motor design is rated at 180 horsepower, delivering maximum torque of up to 11,500 lb-ft of torque, while the dual motor design offers up to 360 horsepower and 23,000 lb-ft of torque.

The Detroit ePowertrain will be mated to the choice of three battery offerings for the eCascadia and eM2, including a 210 kilowatt hour (kWh) version, a 315 kWh version, and a 475 kWh version. Battery packs are comprised of arrays of lithium-ion prismatic cells. In Detroit's first ePowertrain offerings, the maximum range specifications will exceed 230 miles on a full charge for the medium-duty eM2 and 250 miles for the Class 8 eCascadia tractor.

Throughout its storied 80-year history, Detroit has been at the forefront of delivering purposeful innovation to help its customers realize the lowest total cost of ownership through the highest levels of performance, quality, efficiency, and uptime. Whether diesel or electric, Detroit provides unparalleled technical support to help customers incorporate leading technologies into their operations.

The industry-leading Freightliner dealer network will continue to play an integral part in the future growth of both Detroit and eMobility by providing sales, support and service for the ever-expanding portfolio of Detroit engines, transmissions, axles, safety and connectivity technologies, and, now, ePowertrain systems and battery packs.

Freightliner Trucks is a division of Daimler Trucks North America LLC, headquartered in Portland, Oregon, and is the leading heavy-duty truck manufacturer in North America. Photos & Text sourced from www.freightliner.com



MANAMA: Bahrain's national carrier has teamed up with leading global travel industry SaaS solutions provider IBS Software to enhance the airline's Falconflyer loyalty programme (FFP) giving travellers more flexibility and rewards.

Gulf Air explained IBS Software's iFly Loyalty platform will transform the Falconflyer programme for both consumers and partners.

Members will benefit from a revamped mobile app and a new customer experience designed to deliver personalised offers and rewards. Programme partners will benefit from an accelerated onboarding process and a new B2B engagement channel that will provide new insights and data to support effective partner management.

iFly Loyalty has been developed to help anticipate traveller behaviour, giving airlines the ability to turn data into actionable insights, enabling loyalty programmes to adapt to changing patterns of behaviour and quickly reconfigure their offerings to members. In addition, iFly Loyalty will provide Gulf Air with the capability to run multiple loyalty programmes

Gulf Air teams up with IBS Software to transform Falconflyer Programme

from a single platform.

"As we strongly move forward with our digital transformation strategy, we remain completely committed to providing our loyal Falconflyer members with a compelling experience that delivers bespoke offers and redemption options that they value. We have partnered with IBS Software because we firmly believe they will assist us in significantly enhancing the way we reward our members, as well as providing a more robust platform to our loyalty partners," said Captain Waleed AlAlawi, Gulf Air's Acting Chief Executive Officer. "IBS Software has impressed us from the outset with their industry knowledge and commitment to supporting our Falconflyer Programme. We look forward to a long and fruitful partnership as we continue with our digital transformation journey."

Anand Krishnan, Chief Executive Officer, IBS Software, said, "We are working closely with Gulf Air to ensure our system has the flexibility required to change with the times and meet the needs of Gulf Air's Falconflyers. We're extremely excited to play our role in helping Falconflyer go from strength to strength at a pivotal time in our industry."

Norwegian Air seeks \$711 million in fresh capital

NORWAY: Europe's best low-cost airline, Norwegian Air, is raising 6 billion crowns (about \$711 million) to reconstruct its operations following the devastating impact of the COVID pandemic to the global travel industry.

"The capital raise has been revised to between 4.5 and 6 billion kroner, this is due to several factors. We want to take a conservative approach at a time when the pandemic and travel restrictions continue to create unpredictability in the travel sector. Therefore, we must take this uncertainty into account in our forward planning strategy. At the same time, we have also taken into consideration feedback from investors, as well as dialogue with our board," said Jacob Schram, CEO of Norwegian.

"The new Norwegian, with a simplified organizational structure and operating model, will be a significantly more



competitive company than before. This will not only be the case when compared to how we were before the pandemic struck, but also in view of the competitive environment we envisage across the aviation industry in the future," Schram continued.

The fresh capital will enable the airline to reduce its debt and to cancel aircraft orders worth NOK 85 billion.

Norwegian CFO Geir Karlsen thanked investors for their support for the restructuring and capital raising move of the airline, saying, "The debt will be reduced by between NOK 62 and 65 billion compared to the end of 2019, and we have cancelled aircraft orders worth NOK 85 billion. Total debt will therefore be between NOK 16 and 20 billion, of which NOK 6-7 billion is related to our aircraft fleet."

Norwegian's passenger traffic figures remain weak with March 2021 indicating only 71,399 travelers served, down by 94% compared to March 2020.



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DUBAI: This summer say hello to Turkey's Riviera, Bodrum, or the famed city of Trabzon on the Black Sea coast northeast of the country via flydubai.

The Dubai-based airline announced it will have flights to the two beautiful coastal cities during its seasonal summer routes for passengers from Dubai.

There will be two weekly flights to Bodrum from 04 June until 01 September. While flights for Trabzon will run from 13 May through 01 September. The carrier, which operates to Sabiha Gokcen International Airport in Turkey, will also operate to Milas-Bodrum Airport (BJV) and Trabzon Airport (TZX).

flydubai adds Turkey's Bodrum and Trabzon for this summer's seasonal routes

Jeyhun Efendi, Senior Vice President, Commercial Operations and E-commerce at flydubai, said adding the two cities to their summer routes will give passengers more options to see beautiful places within the region.

"We recognize that since the pandemic it has not been possible for our customers to travel as much as they would have liked. Adding Bodrum and Trabzon to our seasonal schedule will provide passengers with more options to travel this summer. We have steadily grown our network to more than 75 destinations and we will continue to launch flights to more destinations in the region as restrictions ease. Flights are available to book on [flydubai.com](#)," said Efendi.

This summer will see the number of destinations on flydubai's network reach 78 points. This includes seven points in Russia as well as flights to popular destinations including Baku, Bucharest, Colombo, Maldives, Minsk, Tbilisi, Tel Aviv, Tirana and Zanzibar.

Emirates will codeshare on flights to Bodrum and Trabzon, offering travelers more seamless connections through Dubai's international aviation hub to 155 destinations between both the Emirates and flydubai networks including Australia, China, Indian Ocean, Japan, South Asia and the United States.

flydubai's passenger experience has been redesigned to enable travel in a safe environment. It has also introduced an extended multi-risk travel insurance that includes COVID-19 cover to offer passengers greater peace of mind when travelling.

Passengers are required to make sure that they are up to date with the regulations from the IATA Travel Centre for their whole journey and follow the guidance issued by the authorities.

Flydubai said flights can be booked from its official website ([flydubai.com](#)), App, the Contact Centre in Dubai at (+971) 600 54 44 45, the flydubai travel shops or through its travel partners.

Wizz Air Abu Dhabi launches route connecting Tel Aviv and Abu Dhabi



TEL AVIV: Wizz Air Abu Dhabi, the newest national airline of the United Arab Emirates, has landed for the first time in Israel on 19 April, a prelude to launching the daily route between Tel Aviv and Abu Dhabi.

The new route operates three times a week in April 2021. But from May, Wizz Air Abu Dhabi will operate flights between the two destinations on a daily basis. It brings to Israeli travelers a low fare opportunity to visit

Abu Dhabi or explore the wider United Arab Emirates.

The entry to Abu Dhabi is now available to travelers from Green Countries who hold a visa to any of the Emirates. Israel is currently holding the Green Country status. This means travelers will no longer need to quarantine upon arrival in Abu Dhabi.

The airline said tickets can be booked on [wizzair.com](#) and the airline's mobile app.

Wizz Air Abu Dhabi is a joint venture by ADQ, one of the region's largest holding companies with a broad portfolio of major enterprises spanning key sectors of Abu Dhabi's diversified economy. Wizz Air is the fastest growing European airline with a fleet of 137 Airbus A320 and A321 aircraft.



Airports opt for contactless technology as pandemic accelerates digitalization



DUBAI: Contactless technology is defining the passenger experiences at an increasing number of airports across the world after the 21st century's second pandemic turned the world of travel upside down and rapidly accelerated the pace of biometric deployment.

The global smart airport market size is expected to reach about US\$26 billion by 2025, according to a research study and it is projected to reach US\$232.88 billion by 2027.

About 97 percent of airlines are working on mobile applications as all essential customer services become contactless. Automated biometric boarding gates are considered a priority by 58 percent of airlines, and are a focus of 64 percent of airports for both border checks and flight boarding.

Biometrics remain the focus for investment with 64 percent of airports aiming to roll out self-boarding gates using biometric and ID documentation by 2023 as well as touchless technology.

Emirates has unveiled a biometric path at DXB for contactless journeys. Kuala Lumpur has installed UV tunnels to automatically disinfect baggage as it passes through the conveyor belt. San Diego Airport is utilizing advanced video analytics for social distancing and mask compliance. IATA is trailing a system that enables passengers to find information on travel, testing and vaccine requirements for their journey. Transport Security Administration (TSA) explores the use of UV-C light to disinfect security checkpoint bins in the US.

Touchless technology will help minimize the spread of viruses and reduce the interaction between passengers and staff through contactless check-in, security processes, inflight entertainment and food and beverage pre-ordering.

Essentials for travel now include contactless kiosks, Passenger Reconciliation System (PRS), contactless payments at the airport and mobile apps.

Abu Dhabi-based Etihad became the first airline to trial new contactless self-service technologies that can estimate a passenger's vital signs and allows touch-less health screenings at airport kiosks and bag drops. Self-service technology, predictive analysis, artificial intelligence, real-time information and data-sharing are among the digital concepts airports are deploying now to achieve a seamless passenger experience.

According to the Airports Council International (ACI), customer experience is fast becoming one of the most important tools to differentiate airports from

their competitors. The link between emotion and memory explains the importance of an airport to deliver an emotionally enriched experience to surprise the customer.

Airports are determining their approaches to enhance passenger experience once the pandemic subsides and create an environment that will positively impact the confidence to travel, loyalty, retention and deliver increased satisfaction.

Emirates, the world's largest international airline, has launched facial recognition checkpoints that give passengers a 'touchless' transfer through Dubai International. The carrier integrated a "biometric path" into its facilities at DXB for passengers to have a contactless experience when travelling through its terminals. It's the first airline outside the US to get approval for biometric boarding and its passengers flying to the US are able to choose to use facial recognition technology at departure gates.

The innovation is aimed at improving traveller flow through the airport by requiring fewer manual document checks and less queuing. The biometric path uses a mixture of facial and iris recognition technology to create a more hygienic, contactless way to move through the airport, by reducing human interaction throughout the process.

Dubai also has in place the world leading passport control facility launched by the General Directorate of Residency and Foreigners Affairs in Dubai (GDRFA-Dubai) in partnership with Emirates. The Smart Tunnel lets passengers simply walk through a tunnel to be cleared by immigration officials without human intervention or needing a passport stamp.

This May, contactless technology will be a key attraction at the world's largest B2B airport show, held in Dubai annually.

Daniyal Qureshi, Group Exhibitions Director at Reed Exhibitions Middle East which is organising the 20th edition of Airport Show from 24-26 May at Dubai World Trade Centre (DWTC), says the trend for a contactless passenger experience in airports has rapidly accelerated after the pandemic and several airports including Dubai International stand out.

Airport terminals can no longer have packed check-ins; passengers sitting shoulder-to-shoulder at gate lounges and jostling crowds at baggage carousels. Technology and real-time monitoring hold the answers to managing social distancing and minimizing risks in the new normal. Reducing human and surface contact is the key in the short term as airports across the world slowly begin to unlock.

Constant Aviation earns US FAA Safety Management System Certification

CLEVELAND: Constant Aviation, one of America's largest maintenance, repair and overhaul businesses (MROs), announced the US Federal Aviation Administration (FAA) has accepted its fully functional SMS as being in "Active Conformance" with the FAA's Part 5 Voluntary Safety Management System (SMS) Program, the final step in the SMS process.

The certification makes Constant Aviation only the fourth MRO out of the more than 4,500 maintenance organizations nationally and the first independent business jet MRO Part 145 Repair Station to achieve this designation.

"We are proud that the FAA has certified Constant Aviation as being in active conformance with the Part 5 Voluntary Safety Management System Program," said David Davies, Constant Aviation CEO. "This certification is a rare honor, earned by the



dedicated men and women of our team and reflective of our commitment to the highest standards of safety for our staff and for those who fly on the aircraft we service."

While FAA acceptance of Constant's SMS program is complete, the company has been operating under these processes for the last year and has seen significant improvements. Year over year, the company has reduced incident severity and workplace injuries by over 55 percent. In addition, the company has experienced a reduction in incident costs of over 200 percent and a direct cost savings of over \$250,000.

SMS data have been kept by the International Civil Aviation Organization (ICAO) since 1997 and show that these programs help mitigate risk. As a result, SMS has become the standard for safety programs in aviation worldwide; while they are optional for MROs such as Constant Aviation, both domestic customers and foreign certificate holders increasingly request them.

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Ethiopian kicks off in April year-long celebration of 75th anniversary



ADDIS ABABA: Ethiopian Airline Group, the largest in Pan-Africa, kicked-off its year-long celebration of its 75th anniversary on 8 April 2021, the day when it launched its maiden international flight to Cairo, Egypt in 1946.

The airline also launched last month its high-end COVID-19 testing lab at its hub in the nation's capital, the Addis Ababa Bole International Airport, the continent's busiest airport.

In partnership with BGI Health Ethiopia, a subsidiary of China's biotech giant BGI Genomics Co. Ltd., the testing center provides quick and accurate COVID tests for up to 1,000 passengers daily with plans for expansion. Test

results can be obtained within three hours, offering passengers convenience and speed.

Overcoming many ups and downs over its more than seven decades in aviation, Ethiopian marks its anniversary with the theme, "Celebrating 75 Years of Excellence."

Commenting on the occasion, Ethiopian Airlines Group CEO Tewolde GebreMariam said, "As we celebrate 75 years of excellence, we take stock of our accomplishments over three quarters of a century. Among the many firsts introduced by Ethiopian are the first Jet aircraft in Africa, the first East Africa to West Africa scheduled flight, the first airline from the Western Hemisphere to fly to China, the first scheduled service between the capitals of the most populous nations in the world (from New Delhi to Beijing), the first airline in Africa to introduce the B767, B777-200LR, B787 (the Dreamliner) and later on the A350 to Africa."

"Today, our industry faces a serious challenge posed by COVID-19. The route we chose to overcome this challenge is to tighten our belt, change the way we do business and be agile. We remain the only commercial airline that hasn't sought government bailout and didn't lay off a single employee. I would like to take this opportunity to cement our commitment to sustainable aviation and continue to work with all stakeholders to enhance Africa's air connectivity. While congratulating all Ethiopian families, I would like to thank our esteemed customers for their strong vote of confidence, their loyalty and support," he added.

The airline attributed its success to the four pillars of its growth strategy—human resource development, modern fleet, infrastructure development and technology.

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First Choice Staff names Colin Blusch to lead new Airport Services, Cargo and Ground Handling division



HEATHROW: First Choice Staff, recruitment specialists to the Freight, Logistics & Distribution industries in the UK, is expanding its offering to Airport Services, Cargo and Ground Handling companies following the appointment of Colin Blusch as Aviation Business Development Manager. Based at First Choice Staff's head office close to Heathrow Airport, Colin brings over 20 years of experience in the aviation and handling sectors,

having previously held senior management roles with Plane Handling/dnata and Worldwide Flight Services (WFS).

He spent 18 years with dnata in the UK as both Cargo Business Commercial Manager and Transport Business Manager and, prior to joining First Choice, the last five years with WFS, initially as Terminal Operations Manager and, latterly, General Manager at Heathrow.

Chas Dowton, Director, of First Choice Staff, said: "With over 28 years of service to clients in the UK, we have regularly been asked to recruit Temporary and Permanent staff for Airport Services, Cargo and Ground Handling customers but given the size and potential of the sector, we know there is significant growth potential for us at UK airports. The key has been to find someone to lead this division who understands what customers in these sectors really need, who speaks their language, and has the contacts to open doors for the full scope of recruitment services we provide. I am, therefore, delighted we have been able to secure Colin's services."

With a network of branch locations covering London & the South East, Bristol and the South West, Essex, the UK Midlands, Manchester, the north of England and Scotland – and the ability to offer recruitment services in the Europe and US markets - First Choice will offer a total recruitment solution for Airport Services, Cargo and Ground Handling businesses.

"The scope of the aviation industry from a recruitment perspective is virtually unlimited," Colin Blusch noted. "Based on my own experience of working in these sectors, I am confident companies will immediately recognise the value of working with First Choice Staff. It is already a leading brand in its existing markets, with a team of outstanding recruitment professionals. Our aim is to replicate this in the aviation sector and provide the one stop shop which will include specialised areas within the Airport industry."

Jennifer Smith joins WFS as UK Commercial Director



Jennifer Smith

LONDON: Jennifer Smith has joined Worldwide Flight Services (WFS) as UK Commercial Director - Cargo & Ground Handling.

She was Regional Cargo Sales Manager – UK & Europe for Air New Zealand prior to joining WFS, one of the world's leading air cargo and ground handling organizations.

She brings extensive commercial experience to this newly-created post having previously spent 20 years in regional cargo sales management roles with Continental Airlines, American Airlines and Etihad Airways.

In her new role, Jennifer is tasked with using her extensive key account management expertise to strengthen WFS' existing airline client relationships, and to lead the onboarding of new airline customers. WFS operates at 12 airports across the UK and serves some 30 airline clients, including American Airlines, China Airlines, Etihad Airways, IAG, and Singapore Airlines.

"Jennifer is a welcome addition to our leadership team in the UK and brings a strong customer perspective to our business and to the way we want to engage with, and support, our airline clients. After such an extremely challenging year for the aviation industry and its partners, it is more important than ever to provide a consistent business model that sustains growth, provides exemplary service, and reinforces our commitment to 'best-in-class' safety and security services," said Paul Carmody, Managing Director – UK Cargo.

British Airways appoints Moran Birger as Head of Sales for South Asia, ME & Africa

LONDON: British Airways has appointed Moran Birger as Head of Sales for South Asia, Middle East and Africa based out of its headquarters in London.

Prior, Moran was the airline's Head of Sales for the Asia Pacific, Middle East and Japan and was based in Tokyo. He was responsible for the overall marketing and commercial operations of all the markets in the region. He was also posted in Ghana, Africa as Commercial Agreements Executive, Revenue Management.

Moran first joined British Airways in 2011 and quickly rose from the ranks. He was responsible for driving the airline's relationship, strategy and joint selling efforts with Japan Airlines, Iberia and Finnair as part of the four carriers' joint venture.

"I am excited to take up this opportunity in such important geographical markets. My immediate focus is to provide safe and hassle-free air travel to all our customers travelling to meet friends and relatives or to engage in business. We are constantly looking at innovative ways to simplify our customers' journey and ensure that they travel with confidence and enjoy the British Airways experience," said Moran who loves traveling.

Moran graduated from the University of Manchester with major in business and politics. He speaks English Spanish and Russian and loves snowboarding and playing squash/tennis.



Moran Birger

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dnata enhances global leadership team with key appointments

DUBAI: dnata, one of the world's largest air and travel services providers, has enhanced its global leadership team, announcing key senior management appointments. The new set-up will help the company decisively adapt to changing global trends, drive synergies and efficiencies across its operations, and continue to deliver excellent services and value to customers.

John Bevan has been appointed Divisional Senior Vice President for Travel and will oversee all aspects of dnata's travel business, managing a portfolio of over 30 reputable B2B and consumer brands across more than 20 countries. John has been with dnata for over three years, most recently leading dnata Travel Europe as Chief Executive Officer. Before joining dnata he held a number of senior positions within the travel industry in the United Kingdom and United States. John's appointment is effective 1 June 2021.

Stewart Angus has been appointed Divisional Senior Vice President for Airport Operations. Stewart has been managing dnata's international ground handling and cargo business since 2004. In his new role, he will also lead the company's extensive airport operations at the two Dubai airports in the United Arab Emirates, ensuring world-class quality and safety for airline customers in a total of 14 countries.

Robin Padgett, who has been leading dnata's global catering operations for seven years, will also expand his responsibilities and become Divisional Senior Vice President for Catering and Retail. The



expansion of Robin's role is in line with the company's strategy to promote buy on board and further diversity of its catering operations. Robin will manage a team of dedicated culinary and retail professionals delivering superior, innovative products and services to customers across various industries in 12 countries.

All of dnata's three Divisional Senior Vice Presidents will report to Steve Allen, Executive Vice President, who said: "I'm pleased to announce enhancements to our global leadership team. The appointment of John to the management team and the expansion of our experienced leaders' roles will help us emerge from the current, challenging environment as a fitter, leaner business that consistently provides service excellence to customers across the globe. With our highly-trained, customer-oriented team we will continue to work hard and enhance our operations to be the world's most admired air and travel services provider."

A trusted partner of over 300 airline customers, dnata provides quality and safe ground handling, cargo, catering and travel services in 35 countries. In the financial year 2019-20 dnata's customer-oriented teams handled 681,000 aircraft, moved 2.9 million tons of cargo, uplifted more than 93 million meals and recorded a total transaction value (TTV) of travel services of US\$ 3.0 billion.

Christianne Wickler takes over as new Chairman of the Board at Cargolux

LUXEMBOURG: Christianne Wickler has been named as the new Chairman of the Board of Directors of Cargolux Airlines International, the first woman to assume the role.

An entrepreneur and mother of four, Wickler took over a small petrol station in Oberpallen, in 1982, which her father had entrusted to her. She developed the Pall Center, an "anti-gloom" business concept that is close to the people, the banner of a group of supermarkets and grocery stores that she has masterfully managed for 38 years.

Co-founder of the citizen collective "5fir12", she entered politics by running in the legislative elections in 2013 on the Green Party list in the North of Luxembourg.

Following the Green Party's entrance into the Government coalition, she became a member of Parliament. However, six months later she decided to resign as a member of Parliament to devote herself fully to her family and to her business, which employs more than 300 people.

"We are pleased to have Mrs. Wickler on board and look forward to working with our Board of Directors under her Chairmanship," said Cargolux, Europe's leading all-cargo airline.



Christianne
Wickler



Moving from Sustainable to P

20th ANNIVERSARY CARGO UPDATE 2014-2013

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5th International Networking Conference & Exhibition

AIRCARGO India 2014

4-6 FEBRUARY 2014 | MUMBAI, INDIA





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Upcoming Events



Arabian Travel Market 2021 – Reuniting the travel trade industry

Arabian Travel Market (ATM), the market leading, international travel and tourism event unlocking business potential within the Middle East for inbound and outbound tourism professionals, will run as a hybrid event this year with the live event taking place in the Dubai World Trade Centre from 16-19 May 2021 and a virtual event, including webinars and 1-2-1 video meetings, will be taking place a week later from 24-26 May 2021.

Tourism destinations from around the world will showcase their brand and exhibit at the show along with the biggest names in accommodation and hospitality, renowned tourism attractions, innovative travel technology companies and key airline routes.

16-19 May 2021 | Dubai World Trade Center

24-26 May 2021 Virtual Event

Dubai Helishow 2021

Dubai Helishow represents a unique opportunity for the international helicopter community to showcase their products, services and technologies covering the Commercial, Civil Defense and Military Helicopter sectors with an emphasis on the regional market.

The event is the perfect platform for exhibitors to promote their brands, network within the industry, leading to potential business opportunities and partnerships. It also allows exhibitors a unique chance to obtain a clear understanding of the specific requirements of the region. Attendees will receive an engaging, relevant and intellectual conference from the best in the industry.

24-25 May 2021

E2 Dubai South Event and Exhibition Center

Airport Show Hybrid+

Welcoming 2021 with renewed optimism for the recovery of global aviation, organizers of the Airport Show Hybrid+, with its co-located Airport Security ME, ATC Forum, Global Airport Leaders' Forum and Women in Aviation events, are inviting the public to the world's largest annual airport event and the finest meeting place for the aviation sector to discuss how to succeed in today's more competitive and recently disrupted world.

In addition to the live event in Dubai, Airport Show Hybrid+ online visitors will be able to view digital Exhibitor Stands to see the latest global innovations, schedule one-to-one meetings and build new connections, as well as join free to attend CPD certified conference, seminar and webinar sessions throughout the event.

24-26 May 2021 | DWTC, Dubai, UAE

Online Register for free @ www.theairportshow.com

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

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). The goal of the conference is for airlines and airports to obtain the slots that will give them the best possible schedule to offer their customers.

15-17 June 2021

Vancouver Convention Centre

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 2021

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.

You will find EIA and its partner in cargo and passenger handling, Dnata, willing and able to meet your cargo needs.

We look forward to welcoming you to Northern Iraq and the region of Kurdistan. It is the business gateway to the country.



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