



## REWIND

HACTL faces the new normal

# Turkish Cargo

## rises as new global air bridge and pharma carrier

Turhan Özen  
Chief Cargo Officer, Turkish Airlines



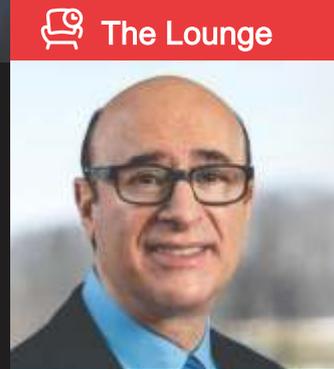
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Airlines



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Airports



Bradley Jacobs  
Chairman and CEO  
XPO Logistics, Inc.

Logistics

MOVE noun

↳ action to achieve sth; change in ideas/behaviour  
• ADJ. big, important, major, radical, significant, substantial | decisive | astute, brilliant, clever, good, inspired, sensible, shrewd, smart, wise | bad | right She wondered whether she had made the right move in getting the truth. | false, wrong One false move could lead to war | positive | bold, brave, strong

# Moved by people *(mu:v bai pi:p(ə)l, n.)*

1. Having high performance teams across the globe apply their expertise to transport customers' shipments with utmost care. 2. Being emotionally moved by teams and customers and the incredible bond they share.

movement noun

↳ act of moving  
• ADJ. big | little, slight, small, tiny The eyes of predators are highly sensitive to the slightest movement. | quick, rapid, swift | gentle, slow | easy, graceful, smooth She mounted the horse in one easy movement. | sudden | swift | sudden | deft | controlled | free

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CARGO

Air Cargo Update is a platform to disseminate news and tackle issues in the global air freight industry with emphasis in the Middle East, South Asia and Africa.

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**Sustainable airfreight**

The climate change's disturbing impact are very much visible everywhere.

Extreme wild fires in the United States, Turkey, South Africa, among other places. Droughts in Africa, Asia, the Middle East and elsewhere. Deadly floods in Germany and Belgium, China, etc. Intense storms and unexplained heavy rains in India, China, Bangladesh, other parts of Asia and Africa.

Scientists have long warned that warmer air holds more moisture which can cause heavier rainfall, floods, droughts, rising sea levels, higher ocean temperatures, shrinking glaciers—all of which can harm all living things, including humans.

Globally, countries and major industries have pledged to implement earth-friendly measures to mitigate its impact. Air cargo, which accounts for a third of global trade, has begun efforts to reduce its carbon emission and adopted other pro-environmental policies.

Numerous measures are being adopted, including the experimental use of Sustainable Aviation Fuel (SAF) which combines fuel with oil sourced from biodegradable products like agricultural waste, etc. According to the International Air Transport Association (IATA), more than 370,000 flights were powered by SAF since 2016 and that by the end of this year about 100 million liters of SAF will be produced.

In this edition, Turkish Cargo, one of the world's top cargo brands, talks about its ascend as global air bridge and pharma carrier at a time when its services are needed the most. The airline also speaks at length at new trends in air transport like the next generation of fuel types, the rise of e-freight and other technological advancements in the industry, which is also a vital component in its transformation.

As Turkey's national airfreight CCO succinctly puts it, "Air cargo communities that can keep up with technological developments and complete digital transformation processes will be positioned as leaders in the sector."

This and more in this edition of Air Cargo Update.

**Gemma Q. Casas**  
**Editor-in-Chief**

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## The billionaire CEO who collects priceless art pieces, loves the piano and math

**Bradley Jacobs**  
Chairman and CEO, XPO Logistics, Inc.

**W**e've heard so much about Amazon and other online global giants growing faster than expected in the digital world. And behind their success is an efficient air shipment and logistics to ensure fast delivery of goods ordered online by individuals or small and medium enterprises.

The US-based XPO Logistics, Inc. (NYSE: XPO) is among these multibillion major global freight and logistics firms helping the e-commerce industry grow even faster.

What sets XPO apart from competition is its focused primarily in providing truck brokerage and less-than-truckload (LTL) freight transport services, using its proprietary technology, including the cutting-edge XPO Connect automated freight marketplace, to move goods efficiently through the supply chains across 30 countries.

The company is the brainchild of serial American entrepreneur Bradley Jacobs who has built five billion-dollar or multi-billion-dollar corporations from scratch, including three publicly traded corporations — United Waste Systems, United Rentals and XPO Logistics.

In July, XPO Logistics completed the spin-off of GXO Logistics, Inc., the largest pure-play contract logistics provider in the world with approximately 94,000 team members and 869 logistics facilities in 27 countries. Both companies are now separately traded at

NYSE with the symbols "XPO" and "GXO" with huge forecast for growth given today's need for more logistics services.

Jacobs, an avid collector of classical art, whose collection includes the much-envied works by Lichtenstein, Calder, de Kooning, and the legendary Picasso, partly credits his love for the piano and math for his successful business ventures, apart from harmonizing his thoughts and actions.

He studied math and piano (classical and jazz) at Bennington College and Brown University before dropping out to make a living.

"Anyone can buy a company. You just have to sign a contract and wire the money. But conceiving how those acquired company parts can be integrated into an organically growing entity takes a special creative talent," Jacobs told Forbes in an interview. "Even though I'm not writing a song [in integrating companies], I'm thinking of ideas that are abstract. It's a combination of math and music. I'm visualizing them as clearly as I possibly can in space and time and then actually executing on them."

Indeed, the invisible rhythm and sequence that harmonized the operations of XPO Logistics made it a success of its own.

"If I have a claim to fame, it's that my teams and I have built five companies from scratch and all five became billion dollar or multibillion dollar industry leaders. Along the way, we created tens of billions of dollars of value for the public shareholders of United Waste Systems, United Rentals, and XPO Logistics, where I'm Chairman and CEO. All three stocks were ten-baggers, with the share prices rising more than 1,000% since we made the first investment. We achieved this by integrating about 500 acquisitions, developing cutting-edge technology and hiring outrageously talented employees," Jacobs shared on his LinkedIn profile.



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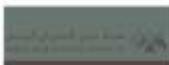
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## Air France KLM Martinair Cargo welcomes Total Touch Cargo to its Sustainable Aviation Fuel program

Bénédicte Duval, Vice President Africa at Air France KLM Martinair Cargo, welcomed Total Touch Cargo CEO /owner Harry van der Plas at the AFKLMP Cargo Headquarters at Schiphol to sign the formal documents.

Pier Luigi Vigada, Director Eastern & Southern Africa at Air France KLM Martinair Cargo says: "We are delighted that a professional company like Total Touch Cargo and its visionary CEO Harry van der Plas have teamed up with us. Total Touch Cargo is the first Freight Forwarding agent in Africa to commit to our SAF program. Its vision on sustainability and enthusiasm about our program form part of a clear path to make the airfreight industry for daily commodities, a cleaner and more sustainable one. Congratulations to Total Touch Cargo."

Harry van der Plas, CEO/owner at Total Touch Cargo, commented: "The SAF program fits in perfectly with our vision and drive to be a first-mover in relation to innovative industry developments, as well as maintaining a focused strategy to be a distinguished service provider with top-quality airlines & long-term relationships to achieve optimal customer satisfaction."

SAF is a jet fuel made from renewable sources such as cooking oil and serves as a sustainable alternative to fossil fuel that reduces carbon emissions by a minimum of 75%. It is blended with conventional fossil fuel and can be used by all aircraft engines.

**SCHIPHOL:** Collaborating to mitigate the impact of climate change, Air France KLM Martinair Cargo (AFKLMP Cargo) agreed to use Sustainable Aviation Fuel (SAF) on selected cargo flights between Nairobi, Kenya and Amsterdam Airport Schiphol while carrying Total Touch Cargo Holland BV's (TTC) fresh agricultural and horticultural products.

TTC is the latest entity to enter an agreement with AFKLMP Cargo to join its SAF program. The agreement includes a fixed annual investment from TTC, allowing the airline to further expand development and procurement of SAF. Its contribution will be used to cover the cost differential between conventional aircraft fuel and SAF.

TTC specializes in the air transport of fresh flowers, vegetables, herbs, fruits and fish from Nairobi to Amsterdam on a daily basis since 1995, averaging at 350 tons a week. The company was instrumental in developing the "cold chain" industry in Kenya.

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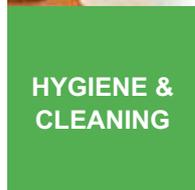
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## WFS launches new global uniform for 13,000 cargo & ground handling employees



**PARIS:** Worldwide Flight Services (WFS) has launched a new uniform for over 13,000 of its cargo and ground handling employees in its North America and Europe, the Middle East, Africa & Asia (EMEA) operations.

**The roll-out of some 125,000 pieces of uniform began in September and will be completed in 2022 for staff working in cargo handling, ramp handling, passenger services and baggage handling across WFS' network of 170 major airport stations in 20 countries.**

WFS provides cargo and ground handling services to more than 270 airlines worldwide.

"First impressions count and in a market that's more competitive than ever, it's important to demonstrate a corporate image which is consistent with the brand quality of our airline customers across the globe. Very often, a WFS team member is the first point of contact for our customers' customers," said Barry D. Nassberg, Group Chief Commercial Officer at WFS.

"As well as ensuring our quality of service delivers the very best customer experience, we want our teams around the world to look professional by wearing a uniform which proudly displays the WFS identity and is perfectly suited to each working environment across our portfolio of handling services. We hope our clients will like our new look and our staff will wear their new uniforms with pride," he added.

After completing a full audit of its existing uniform provision in all 20 countries, WFS consulted with several suppliers and considered a series of design options before selecting its uniform provider. The new uniform is based on the distinctive blue and red of WFS' corporate identity.

## Equine champions fly home on Emirates SkyCargo

**DUBAI:** On the afternoon of 2nd September, EK 9497, an Emirates Boeing 777 freighter transporting 40 horses from Haneda Airport landed at Liege Airport in Belgium, bringing to a successful close one of the largest horse charter movements in air transport history.

It was the last of the 16 flights that Emirates SkyCargo operated to transport champion horses for the Tokyo Olympics.

"Emirates SkyCargo is delighted to have successfully wrapped up the horse charters for the world's most prestigious sporting event. It was a monumental effort from our team requiring months of planning and coordination with our partners and authorities to make sure that these international equine champions were given the best care and flight experience. We drew upon our extensive experience flying horses for sporting events across the world for the last two decades to operate the 16 flights between Liege and Tokyo," said Nabil Sultan, Emirates Divisional Senior Vice President, Cargo.

Emirates SkyCargo transported 316 horses on eight flights from Liege to Tokyo and 323 horses on an equal number of flights for the return journey over a period of seven weeks with the first flight operated on 13th July and the last operated on 2nd September.

The 16 flights were operated by three Emirates Boeing 777 freighters in a high density configuration (A6-EFG, A6-EFH and A6-EFK) allowing for between 9 and 11 grooms to fly with and look after the equine guests on each flight. In all, 157 grooms flew on the charter flights between Liege and Tokyo.

A total of 60 Emirates flight deck crew operated the 16 horse charter flights. The air cargo carrier also transported 336 horse stalls, more than 160 tonnes of special equipment and food and drink for the equine champions on its flights.

Emirates SkyCargo worked with Peden Bloodstock and the Federation Equestre Internationale (FEI) closely over 18 months to finalise the details of the charter flights and to ensure that the horses would travel in a comfortable and stress free environment and be ready to hit the ground running on arrival.

The charter planning team at Emirates SkyCargo ensured the entire operation ran like clockwork, including securing available aircraft, flight deck crew, loadmasters and technical ground support teams. As it was also the first time Emirates SkyCargo operated cargo flights with horses to Haneda Airport, the air cargo carrier coordinated extensively with the local authorities to make sure that the unloading and loading of the horses took place smoothly.

Emirates is one of the world's leaders in air transportation of horses for sporting events. The carrier has developed Emirates Equine, a specialised product for the calm and comfortable transportation of horses on its Boeing 777 freighter aircraft which complies with IATA Live Animal Regulations (LAR) and all other applicable guidelines.



**"We drew upon our extensive experience flying horses for sporting events across the world for the last two decades to operate the 16 flights between Liege and Tokyo." Nabil Sultan, Emirates Divisional Senior Vice President, Cargo.**

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## Lufthansa Cargo: Digital Test Field strengthens Germany as an airfreight location

**FRANKFURT:** Lufthansa Cargo announced it has joined the new, federal research project "Digital Test Field Air Cargo" of the German Federal Ministry of Transport (BMVI), which is coordinated by the Fraunhofer Institute for Material Flow and Logistics (IML).

Lufthansa Cargo said the aim is to increase the efficiency and performance and competitiveness of air cargo in Germany by improving the networking of all the players involved and digitizing processes amid fierce competition across the world.

Air cargo has proven its systemic relevance for supplying the German and European economy and society during the pandemic.

Digitalization or artificial intelligence are therefore important prerequisites for improving performance and also make valuable contributions to climate and environmental protection. For this reason, the German Federal Ministry of Transport published the Innovation Concept Logistics 2030 in 2018 and, among other things, held out the prospect of testing a Digital Test Field Air Cargo. Lufthansa Cargo has espoused the realization of it in the Innovation Commission of the BMVI and with partners from logistics and research.

"We are pleased that the Federal Ministry of Transport has clearly committed itself to air freight in Germany with the Digital Test Field Air Cargo. We want to contribute to further strengthening Germany as a business location. That is why we are contributing our many years of experience in digitalization along the supply chain to this nationwide project and ultimately also want to set international standards. Digitalizing air freight further also means making it more sustainable. To this end, we see great potential in optimized data exchange between all partners in the airfreight transport chain, for example, which we want to leverage," said Harald Gloy, Lufthansa Cargo's Executive Board member for Operations and Human Resources and a member of the BMVI's Innovation Commission.

Within the project, Lufthansa Cargo is focusing on intensified data exchange between all partners in the transport chain, even beyond the roles that have been typical in the transport process to date. This data exchange is the basis for all data-driven optimizations and AI-based applications.

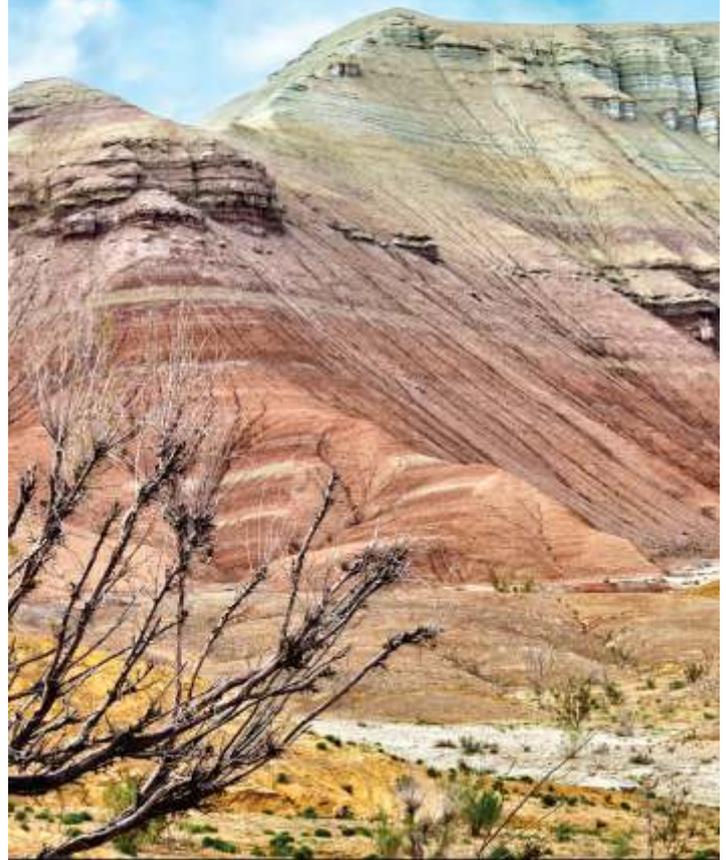
For example, digital accompanying documents from manufacturers to consignees will be made available to all parties by using IATA's new, open ONE Record standard. This standard was significantly co-designed by Lufthansa Cargo.

Likewise, temperature data, position data and photos of the entire transport chain are to be made available in order to identify and solve problems earlier. This can increase transparency and make processes and capacities more efficient through better forecasts and higher data quality. Eventually, this also leads to a reduction in CO2 emissions.

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## Dubai Customs clears 12.6 tons of goods worth AED948m for EXPO2020 Dubai

Dubai Customs clinched the award of government authorities supporting Expo2020 Dubai for implementing an integrated initiative to sustain the use of the resources.

**DUBAI:** Some 12,600 tons of goods worth AED948 million (about USD258 million) were cleared by Dubai Customs in time for the 01 October 2021 grand opening of EXPO2020 Dubai, the first world expo to be held in the Middle East and North Africa region.

Dubai Customs said 1,432 customs declarations for EXPO goods were quickly processed for the event. The seamless operation was made possible through preferential facilities and services it dedicated for exhibitors & visitors to the Expo.

These include online registration and submission of customs



Ibrahim Kamali



Ahmed Mahboob Musabih

declarations and approval of electronic documents without the need to visit the customs centers. Exhibitors seeking to obtain permits and licenses were also advised they can use the Dubai Trade Portal. Further, countries participating in EXPO2020 are exempted of registration fees, and exhibitors' documents have unique codes for preferential and speedy clearance.

"We have been supporting EXPO2020 since the very beginning of the hosting journey and will keep providing our facilities and services to all exhibitors," said Ahmed Mahboob Musabih, CEO of Ports, Customs and Free Zone Corporation, Director General of Dubai Customs. "We have a plethora of preferential services and facilities dedicated to serve the event's exhibitors including the dedicated Smart Customs EXPO2020 Channel, the ATA Carnet, the Authorized Economic Operator and the iDeclare App, which expedites passenger traffic."

Dubai Customs clinched the award of government authorities supporting Expo2020 Dubai for implementing an integrated initiative to sustain the use of the resources.

Ibrahim Kamali, Director of Passenger Operations Department, noted, "All employees at the Passenger Operations Department (864 employees) are fully prepared to serve the exhibition, including 447 inspection officers who will work on 24 -hour rotating shifts.

"A training program was organized for the inspectors in cooperation with Dubai Airports to prepare them to receive and host visitors and respond to their enquiries including timings, tickets, venue, pavilions, etc. All visitors who have invitations will have a faster path, and the same applies to people of determination. The latest enhancements to the iDeclare App will help passengers declare their financial belongings easily, even without a need for internet connection."

## ABI: Over 500,000 mobile robots to be shipped to warehouses globally by 2030



**NEW YORK:** Warehouse automation will see tremendous growth in the coming years with experts estimating that more than 500,000 mobile robots will be shipped to warehouses worldwide between now and 2030.

According to ABI Research, a global tech market advisory firm, worldwide mobile robot shipments in warehouses will have a Compounded Annual Growth Rate

(CAGR) of almost 40% from 2021 to 2030 and exceed 500,000 global shipments in 2030.

"Productivity technologies can achieve far greater return on investment if correctly combined with other technologies. For example, by combining location tracking data with a voice solution, warehouses using a Warehouse Execution System (WES) platform can optimize workflows by minimizing distance traveled based on where the worker is," said Adhish Luitel, Industry Analyst, Supply Chain Management and Logistics at ABI Research.

**In addition to mobile robotics, the growth of solutions such as Automated Storage and Retrieval Systems (AS/RS) has also been explosive. Led by innovators such as Swisslog, Bastian Solutions, and Körber, the global AS/RS industry is set to be valued at over US\$18 billion by 2030, with a year-over-year growth of 9% from 2021 to 2030.**

AS/RS consists of a variety of computer-controlled systems for automatically placing and retrieving loads from defined storage locations, ideal for high volume of loads being moved into and out of storage. This trend falls in line with the fact that the logistics sector has been experiencing high volume over the past year. Parcel shipping reached 95 billion in parcel volume globally in 2020, this volume is expected to double by 2026, with a 14% CAGR between 2020 and 2026.

"As the shift toward robotics occurs with busier warehouses, manual workflows can be automated or workflows that have traditionally been carried out by highly specialized and inflexible machines could soon be carried out by robots that can be moved and retrained as needed," Luitel noted.

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**DUBAI, UAE:** Leading container logistics integrator Maersk Kanoo UAE has signed an agreement with DP World's leading trade and logistics hub, Jebel Ali Free Zone (Jafza), to set up its first Warehousing & Distribution (W&D) facility in the UAE.

Maersk is building its 10,000 sqm W&D facility within Jafza, one of the world's largest and busiest ports. It's the newest addition to its existing global footprint of over 250 warehouses covering 1.5 million sqm across 50 countries.

The facility will offer a total storage capacity of 80,000 cubic meter and cater to various types of goods across sectors such as petrochemical, retail & lifestyle, fast moving consumer goods (FMCG), technology & automotive amongst others.

The agreement was signed by Christopher Cook, MD, Maersk UAE & Abdulla Bin Damithan, CEO & Managing Director, DP World – UAE Region & Jafza, today at Maersk West & Central Asia regional headquarter in Dubai.

Ocean shipping and inbound logistics & distribution have traditionally been shared amongst multiple stakeholders in the region, resulting in complex logistical requirements. With its new W&D facility, Maersk is taking an important step towards building a truly integrated solution for its customers

## Maersk calls Jafza home for its first Warehousing and Distribution facility in the UAE

wherein the customers will get a single window access to multiple logistics requirements, not only for the goods flowing in & out of UAE, but also to other Middle Eastern countries who use Dubai as a gateway to global trade.

"At Maersk, we are committed to connect and simplify our customers' supply chains. And in today's times, adding flexibility to their supply chains has become more crucial than ever. I am excited that we are taking a solid step in this direction with the announcement of our first W&D facility in the UAE," said Maersk UAE Managing Director Christopher Cook.

Abdulla Bin Damithan, CEO & MD, DP World – UAE Region & Jafza, proudly welcomed Maersk's decision, saying, "Combined with the strength of Jebel Ali Port, Jafza creates the ideal multimodal trade and logistics hub in the region, connecting businesses to more than 3.5 billion consumers. This move is building on the legacy of DP World and Maersk, and we look forward to extending our support through their journey with us."

Maersk's new facility is strategically located with not only a close link to seaport operations but also to the Al Maktoum Airport. This will allow the facility to serve consumers requiring air cross-docking and those moving less-than-container-load (LCL) cargo as well.

**KUWAIT:** Aramex, a leading global provider of comprehensive logistics and transportation solutions, will build a 16,000 SQM e-fulfillment center in Kuwait's Agility Logistics Park (ALP) in Sulaibiya, the largest logistics warehouse in the country.

Agility, a leader in supply chain services, innovation and investment, said Aramex's new facility will be housed at the company's recently completed multi-customer logistics warehouse developed by ALP.

The opening of the new Aramex warehouse was attended by Dr. Matar Al-Neaydi, UAE Ambassador in Kuwait, Eng. Nader Sakeen, CEO of ALP Kuwait and GCC, Fadi Kikoloff, General Manager of Aramex Kuwait along with senior executives from both companies.

The new state-of-the-art Aramex facility will help the company expand and grow its e-commerce fulfillment business, which involves movement of different types of consumer goods and products. Using the latest equipment and technology, the logistics warehouse will operate the latest version of INFOR WMS 10.4, RFID tags and gateways, automated conveyor belts and sorting machines, all of which are geared towards faster and more efficient operations.

Fadi Kikoloff, General Manager of Aramex Kuwait, said the new facility is an important investment to support the company's rapid growth in the logistics industry buoyed by increasing customer demand.

"This new facility is an important investment that will help support the rapid growth of our logistics business. The facility's cutting-edge technology strengthens our position by ensuring higher capacity, faster sortation process and reduced transit times. We believe this will allow us to fulfil growing customer demands for more reliable services," he said.

The ALP in Sulaibiya features built-up, international-standard warehousing and logistics facilities that serve leading multinationals, government customers, and small and medium-sized businesses operating in Kuwait. In 12 countries,

## Aramex Kuwait opens e-fulfillment center at Agility Logistics Park



the advanced design and layout of ALP warehouses gives customers the ability to store more goods in less space while also utilizing state-of-the-art technology and systems that ensure smooth management of inventory and flow of goods.

Nader Sakeen, CEO of ALP Kuwait and GCC, said: "Agility Logistics Parks is a world leader in the design and construction of logistics parks and warehousing solutions. Our logistics warehouses provide the essential infrastructure required for both multinational companies and local businesses in the storage, distribution, packaging, processing and light manufacturing sectors."

The secure ALP in Sulaibiya features ready-built warehouses; built-to-suit warehouses; shared facilities; and open storage, laydown, and truck- and car-staging yards. The logistics park also offers ambient and air-conditioned warehousing; freezers and chillers; asphalted container-storage yards; and racked warehousing.



## Jafza and Dubai Courts launch 1st virtual court in the Middle East to handle labor litigations

**DUBAI:** Dubai has officially launched the first virtual court in the Middle East to handle labor litigations at Jebel Ali, the world's largest manmade harbour and the biggest port in the region which is also one of the busiest globally with more than 8,500 companies from over 140 countries in its ecosystem.

The companies & the nearly 130,000 employees they employ will benefit from the services of the smart court, a joint initiative between the port's licensing and administrative authority, Jebel Ali Free Zone (Jafza), & Dubai Courts.

With virtual court now in place, labor disputes at Jafza can be litigated and adjudicated virtually with judges able to conduct hearings and access all details involving different parties through electronic link.

Jafza's virtual court is equipped with a live broadcast system linked to Dubai Courts. This technology-driven initiative is supported by

state-of-the-art cybersecurity systems, enabling judges, lawyers, companies and litigants to remain connected the entire time.

The move follows a cooperation agreement signed between Jafza and Dubai Courts in 2019, in the presence of Major General Obaid Muhair bin Suoor, Deputy Director General the GDRFA in Dubai, and the Chairman of the Permanent Committee for Labor Affairs in Dubai, to establish a labor court that uses live broadcasting technology to handle labor litigations involving companies operating from the free zone and its business units.

Abdulla Bin Damithan, CEO & Managing Director, DP World – UAE Region and Jafza, said, "People First is our principle at DP World - UAE Region, and all our economic clusters and free zones. It is a value instilled in us by our founding fathers and a key pillar of Jafza's organisational excellence as licensing authority and a world-class business hub. Thanks to this well-established approach in protecting rights, our system has been recognised by international companies and professionals. This has given Jafza the reputation of being a model destination for conducting business, with more than 8,500 companies, employing nearly 130,000 people."

Bin Damithan added, "This achievement would not have been possible without the unlimited support from Dubai Courts, which is a pioneer in the digital transformation of the legal sector. We are confident that this experience, which is the first-of-its-kind in the UAE and the region, will be a unique success story that will be emulated in many free zones across the world."

Chief Justice Jamal Al Jabri, Head of the Labour Court at the Dubai Courts, said establishing the first virtual court in the region is a major step in developing the judicial system.

**DUBAI:** Logistics start-up Saloodo! says it has integrated a new feature into its freight platform known as "Closed Shop" that makes it even easier for shippers to find perfectly matching carriers for their transport needs.

With this feature, companies can now offer their transport orders to pre-selected transport service providers on demand - worldwide.

"At Saloodo! we are continuously working on improvements and new services to provide our customers with an even greater user experience on our road freight platform," explains Tobias Maier, CEO Saloodo! Middle East and Africa. "The new 'Closed Shop' feature is a great example of that, as it makes it even easier and more convenient for shippers and carriers, for example with specific HSE requirements, to find their perfect match."

The Closed Shop is a closed user group within the Saloodo! freight platform. It is therefore a



## Saloodo! Introduces 'Closed Shop'

group of users with access to resources that are only accessible to this group. There are different variants: On the one hand, carriers with special trucks are assigned to different closed shops on the freight platform. For example, transport orders for carriers with construction vehicles can only be displayed to them.

Since Saloodo! was founded in 2016, the company has continued to expand, including outside of Europe into growth markets such as the Middle East and Africa.

Last year, Saloodo! launched the first unified global digital freight marketplace for road freight transport, enabling seamless cross-border and cross-market transport. Most recently, the logistics start-up also launched its digital freight platform in Argentina.



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**Worldwide, the cargo carrier's teams worked round-the-clock, dedicating their precious time and energy despite the threat of the virus, to ensure the safe transportation of these essential goods for humanity's sake.**

**T**he 2020 pandemic kept the airfreight industry extremely busy transporting life-saving medical supplies and other essentials. Their critical mission remains along with the additional role of distributing billions of COVID-19 vaccines to save people and to facilitate trade between businesses and economies to avert another global crisis.

Air cargo and its ecosystem are no doubt critical to pandemic response worldwide, supplying population needs, saving lives, and the success of the global economic recovery efforts.

"Since the beginning of the Covid-19 pandemic situation, air freighters have been of vital importance in keeping global supply chains functioning for the delivery of time-sensitive materials and medicines. Within this framework, Turkish Cargo has been adapting its operations in terms of dedicated cargo freighters along with the utilization of cargo capacity in passenger aircraft through its wide network around the world. Our company ensured a global air cargo bridge worth 130 thousand tons in 2020 and 101 thousand tons for the period of January-July 2021," said Turhan Özen, Chief Cargo Officer, Turkish Airlines.

Turkish Cargo, the cargo brand of Turkey's national airline, was there to fill in the gaps to ensure the uninterrupted supply of urgent medical supplies like masks, PPE, oxygen, ventilators, medicines, among other things, across the world.

Worldwide, the cargo carrier's teams worked round-the-clock, dedicating their precious time and energy despite the threat of the virus, to ensure the safe transportation of these essential goods for humanity's sake.

By end 2020, Turkish Cargo's revenue climbed up by 143.4% compared to 2019 and its global tonnage share rose from 5.3% to 7.2% during the same period. In the first 7 months of 2021, its revenue further increased by 10.5% and global tonnage share for this product group rose from 7.4% to 8% compared to the previous year.

And in no time, Turkish Cargo has successfully transitioned itself as one of the world's three largest pharma carriers.

"During this period, there has been a huge demand on medical supplies and Turkish Cargo transported medicines, masks, medical equipment, Covid-19 vaccines and humanitarian aid all over the world with care and reliance. At this point, Turkish Cargo played a major role in maintaining critical air connections by prioritizing these shipments with its increasing responsibility in parallel with its rising market share. Turkish Cargo achieved a revenue increase of 143.4% in 2020 compared to 2019 in transportation of medical supplies, and raised global tonnage market share from 5.3% to 7.2% by the end of 2020. In the first 7 months of 2021, revenue increased by 10.5% and global tonnage share for this product group rose from 7.4% to 8% compared to the previous year," Özen explained.

### **Transition to SmartIst, Istanbul's mega cargo hub**

This year, Turkish Cargo is preparing for bigger things to come with its scheduled move to Istanbul Airport, currently one of the world's largest airports, where the airfreight carrier will have its mega cargo facility designed to handle as much as 4 million tons annually.

SmartIst is set to be fully operational this year and is aimed at further enhancing the brand's activities in the years to come.

"Turkish Cargo's SmartIST facility, which will provide a capacity opportunity of 2 million tons on annual basis at the first phase, will achieve a capacity of 4 million tons on annual basis at an area of 340,000 square meters upon the completion of the second phase," said Özen.

How does it work? The Turkish Cargo CCO further explained, "Turkish Cargo's SmartIST facility will be equipped with Industry 4.0, Logistics R&D, Innovative studies and technological infrastructure. Two different systems, will be used, namely PCHS (Pallet Control Handling System) and ASRS (Automatic Storage and Retrieval System), for automation of the processes.

"PCHS system will be used to store the ULDs, which are unloaded from the aircraft or ready to be loaded on board the aircraft, and to transfer the same to the intended location



automatically. ASRS system will be used to store the smaller cargo packages, comprising the contents of the ULDs, and to transfer them to the intended location automatically, if and when so needed. These brand-new systems use their own artificial intelligence to optimize their movements, resulting in minimization of any intervention by employees and therefore enhancing quality of service.

"The new facility will address the needs of the market and maximize customer satisfaction by ensuring that all special cargo processes, from acceptance to delivery, in private areas (perishable, pharmaceuticals, valuable cargo, live animal transportation, express, e-commerce cargo) are carried out with the highest possible standards of quality."

SmartIst will be powered up by integrated smart technologies such as Augmented Reality, Automatic Storage Systems, Robotic Process Automation and Unmanned Ground Vehicles, thus, ensuring seamless fast and seamless operations at the mega cargo hub.

Read on the rest of our interview with Özen, the aviation and cargo stalwart leading Turkish Cargo to achieve greater heights even in uncertain times.

***You're uniquely positioned with two hubs— Istanbul Airport and Ataturk. Can you please tell us what's focused on each hub and how important are they in your mission and quest to position the brand as among the top 3 air cargo companies in the world?***

Due to global transformations, the rapid development of e-commerce with technological developments and the fact that the word 'speed' has become even more important in trade, air cargo companies needed to serve with more capacity.

The increasing of air cargo capacities also affects airports directly. While air cargo companies are trying to expand their fleet and flight network, airports have turned to increase their storage capacity, technology, modernization and digital transformation processes.

As Turkish Cargo, we respond to the needs of the sector with our agile structure by closely following global changes and technological developments. Within this framework, we have built our SmartIst facility at Istanbul Airport, which is becoming a high-end logistics attraction center, in line



**"Since the beginning of the Covid-19 pandemic situation, air freighters have been of vital importance in keeping global supply chains functioning for the delivery of time-sensitive materials and medicines. Within this framework, Turkish Cargo has been adapting its operations in terms of dedicated cargo freighters along with the utilization of cargo capacity in passenger aircraft through its wide network around the world. Our company ensured a global air cargo bridge worth 130 thousand tons in 2020 and 101 thousand tons for the period of January-July 2021,"**

**-Turhan Özen  
Chief Cargo Officer  
Turkish Airlines**

with the carrier's long-term targets.

In the upcoming period, Turkish Cargo will then be moving to SmartIst, where the entire operations will be carried out under one roof at Istanbul Airport.

***When it comes to carrying pharmaceuticals, Turkish Cargo is a name to be reckoned with. Kindly share with us your accomplishments in this area, particularly in terms of handling COVID-19 vaccines.,***

During the Covid-19 pandemic, Turkish Cargo, largely contributed to the sustainability of the global supply chain by transporting shipments of food, pharmaceuticals, medical equipment as

well as shipments for urgent needs from/to Turkey and the four corners of the world.

With the start of the vaccine distribution, Turkish Cargo, successfully carried more than 300 million vaccine doses, which is approximately 1500 tons, from the vaccine production centers to destinations in its wide flight network, representing over 600 flights.

Our flag carrier brand transported the Covid-19 vaccines to key and certificated destinations such as Turkey, Baku, Rome, Belgrade, Copenhagen, Beirut, Miami, Sao Paulo and Mexico City, creating a global corridor between more than 400 destinations. With 30 years of experience when it comes to special cargo transportation, Turkish Cargo proved its capability with vaccines that have different transportation requirements by carrying 7 different Covid-19 vaccines in containers with special cooling systems.

With these successful operations, Turkish Cargo increased global market share to 8 percent in pharmaceutical transportation and became one of the most active carriers in vaccine transportation.

***What are your plans to make your pharma capabilities and facilities stronger now that it's certain that air cargo's main mission of distributing vaccines and other vital medical supplies remain crucial to humanity's survival? (Please include info on people training, certifications, etc.)***

Turkish Cargo's Istanbul Hub has special storage areas for temperature-controlled medicines, vaccines, medical supplies and food products. All products are monitored with hygienic and standard maintenance processes.

Perishable cargo with sensitivity to temperature are stored thanks to special storage rooms with four different temperature ranges at the cargo terminal equipped with high standards. Temperature values of special cargo rooms are monitored via the telemetry automatic system, and there is a system in place which is capable of sending an automatic message in case of any alarm caused by any difference in the temperature range.

Thermal covers and thermal dolly services are provided upon customers' request for protection against external environment

conditions for perishable cargo with sensitivity to temperature. For temperature sensitive products, thermal dolly is used as an auxiliary equipment to prevent any deterioration in the contents of the products during carriage from temperature-controlled areas to baggage area or vice versa for operations with a connection period of up to 4 hours.

Perishable cargo is monitored under an agreement with the Active Cold Chain brand Envirotainer, which provides our customers with active temperature-controlled containers and QEP (Qualified Envirotainer Provider), referring to the accreditation proving that an airline company is capable of performing the Envirotainer transportation operations successfully at stations.

Turkish Cargo, carries out operations at top level by holding the "CEIV Pharma" certificate issued by IATA CEIV (Center of Excellence for Independent Validators). We continue to take off with our special products established for shipment of pharmaceuticals and medical supplies, and access more than 300 destinations in 127 countries across the world.

### Larger terminal and better service at the New Mega Hub;

- 6,600 m<sup>2</sup> storage area for time and temperature sensitive products,
- 2,000 m<sup>2</sup> (+5°C) for pharmaceutical products,
- Cold storage: (0°C/+4°C) total 525m<sup>2</sup> - (+2°C/+8°C) total 1.100m<sup>2</sup> - (+15°C/+25°C) total 350m<sup>2</sup> - (+20°C) total 2475m<sup>2</sup>
- Frozen storage: (-15°C/-25°C) total 150 m<sup>2</sup>

**What are the biggest challenges facing the air cargo industry in our current situation? Please share your opinion on how this can be addressed.**



The issues, experienced currently by the air cargo industry can be listed under a few main topics. Such issues involve the topics, namely digitalization, capacity, security and safety, liberalization, sustainability and intra-industry cooperation, respectively.

### Digitalization

Air cargo industry has still not taken the steps expected to be taken for the digital transformation. The significance of the digital transformation is demonstrated by the industries such as banking that has overcome the issues which have arisen in global terms and been observed in particular during the course of the pandemic.

Continuing to work considerably on paper at the present, airline industry experiences quality and transparency issues in integrated supply chains such as forwarders, shippers, ground handlers and truckers.

As a solution for such issue, e-AWB and e-Freight initiatives, which the airlines have a key role, have made a noteworthy progress during the recent period of 5 years. Similarly, air cargo industry, in which speed and safety have a substantial precedence compared to the other modes, has made a great progress towards the capability to track the shipments instantaneously and communicating the shipment movements instantaneously to the consignor and the consignees.

Finally, the use of robots at the warehouse processes have started and the processes have been automated as led by the E-Commerce and Express industry, and all stakeholders have headed towards such type of investments due to the cost savings as based on the acceleration of the operations.

### Capacity

The outbreak of Covid-19, which has been declared as a global pandemic in March 2020, had negative effects also on the air cargo industry just as it had for all of the other industries. The travel restrictions, exportation limitations and measures taken for sealing the borders, started to be implemented for the purpose of fighting against the pandemic, have notably affected the international airliner traffic.

The flights operated by the airliners that carry only cargo (paxfre or preighter flights), which have been started in March 2020 by the airlines as a dynamic solution, can be given as an example as the solution for such issue.

Apart from that, we observe that airlines have started to make use of their freight fleets more actively and also that the orders for the freighters have also increased worldwide. We are of the opinion that such solutions will provide significant contributions to the offering of such needed capacity to the industry.

### Safety and Security

We can summarize the safety and security issue in the air cargo industry as the differentiation of the guidelines and interpretations established by the governments and the associations and also as the adaptation of the security and safety processes applied during the course of the shipment of the cargo to the new situation related to the pandemic.



New security screening technologies are being considered but the follow-up and coordination are required for the purpose of ensuring that the stakeholders of any and all business models in the air cargo industry act in accordance to new regulations. As a solution for such issue, standardization and enhancement of the cooperation between all stakeholders in the industry.

### **Sustainability**

Along with the global warming, quest for clean energy prompts the search of alternative resources in respect of the environmentally hazardous fuels in terms of carbon emission. Investment in such fields by the companies will place significant burdens in financial terms, coupled with the ACCF (Air Cargo Carbon FootPrint) program, implemented by IATA for the purpose of accomplishment of its projects under the sustainability heading. Revenue-decreasing factors may be encountered in the fields such as reduction of the tonnages being carried (due to fuel consumption) and modernization of the fleets due to the risks of sanctions by the regulatory and supervisory supranational organizations. In respect of such issues, companies managed to reduce the fuel costs further, in particular, with the increase at the factory-fresh and younger freighter fleet during the recent years. 2% of the global carbon emission is generated purely by aviation; given the fact that the share of aviation is lower as compared to that of maritime transportation, which constitute 4% of the global carbon emission, air cargo is the mode of transport at which the carbon emission per shipment is the highest. All stakeholders of the air cargo industry will also have a key role in the accomplishment of the carbon emission targets set for the aviation industry.

### **How important is digitalization in the industry as we thread through the new normal?**

The future of air cargo is based on technological developments and digital transformations.

In the last five years, several air cargo companies have involved with virtual integrations due to the digital developments. Therefore, we think that the air cargo sector has entered into a rapid development in digitalization and technology. We think that this will continue rapidly in the upcoming periods.

***The air cargo industry is growing very rapidly. An estimated 7.4 billion parcels are flown each year, and approximately 2.5 million lives are saved every year thanks to vaccines shipped via air, according to the IATA. This huge industry is changing and developing still. The development of technology enables new trends to emerge.***

Air transport new trends; Next generation fuel types; 'Sustainable aviation fuel (SAF)', less emissions, more efficient aircraft and of course; 'The rise of e-freight', Fuel savings with light pallets and containers; 'Lightweight unit load devices (ULD)' an 'Investments in carbon offsets' etc. The increase in sectoral competition also increases the tendency to new trends.

Customers of the modern world demand complete and perfect visibility, faster, safer and more effective transportation, online tracking and much more control on where, when and how their cargo are moving. The air cargo stakeholders have already adopted the emerging technologies such as Virtual Reality, IoT (Internet of Things), cloud and E-Freight in the modern innovation journey, and what's more, wearable products have started to be used for Big Data analytics, block chain, drones and animals.

Air cargo communities that can keep up with technological developments and complete digital transformation processes will be positioned as leaders in the sector.

### **Speaking of digitalization, can you tell us more about Turkish Cargo's investment on innovations and technology?**

Turkish Cargo always strive to gear up ourselves in order to provide better service to our customers and target to be one of the best air cargo carrier in 2023.

Within the scope of this important goal, we took good steps towards digitalization and one of them is of them is our robotic process automation. We have been running a robotic process automation (RPA) for our internal business processes known as RPA since 2019. Currently, we have 5 different robots named Alpha, Bravo, Charlie, Delta, Foxtrot which are responsible for a total of 10+ different processes in Turkish Cargo for now and adding more and more processes as we go along the way.

For our new cargo terminal SmartIST is the biggest project we are processing in Istanbul now and target to move all operations over to this new facility this year. It is built to reach 4m tonnes of annual capacity when all phases are completed. Inside the SmartIST, we also aim to use modern technology such as automated storage systems, 3D ULD planning and unmanned ground vehicles and integrate them fully into warehouse management systems and work process.

Besides, we create the online booking system TKGO for our customers, all forwarders can be able to perform online bookings, tracking transaction, claim case.

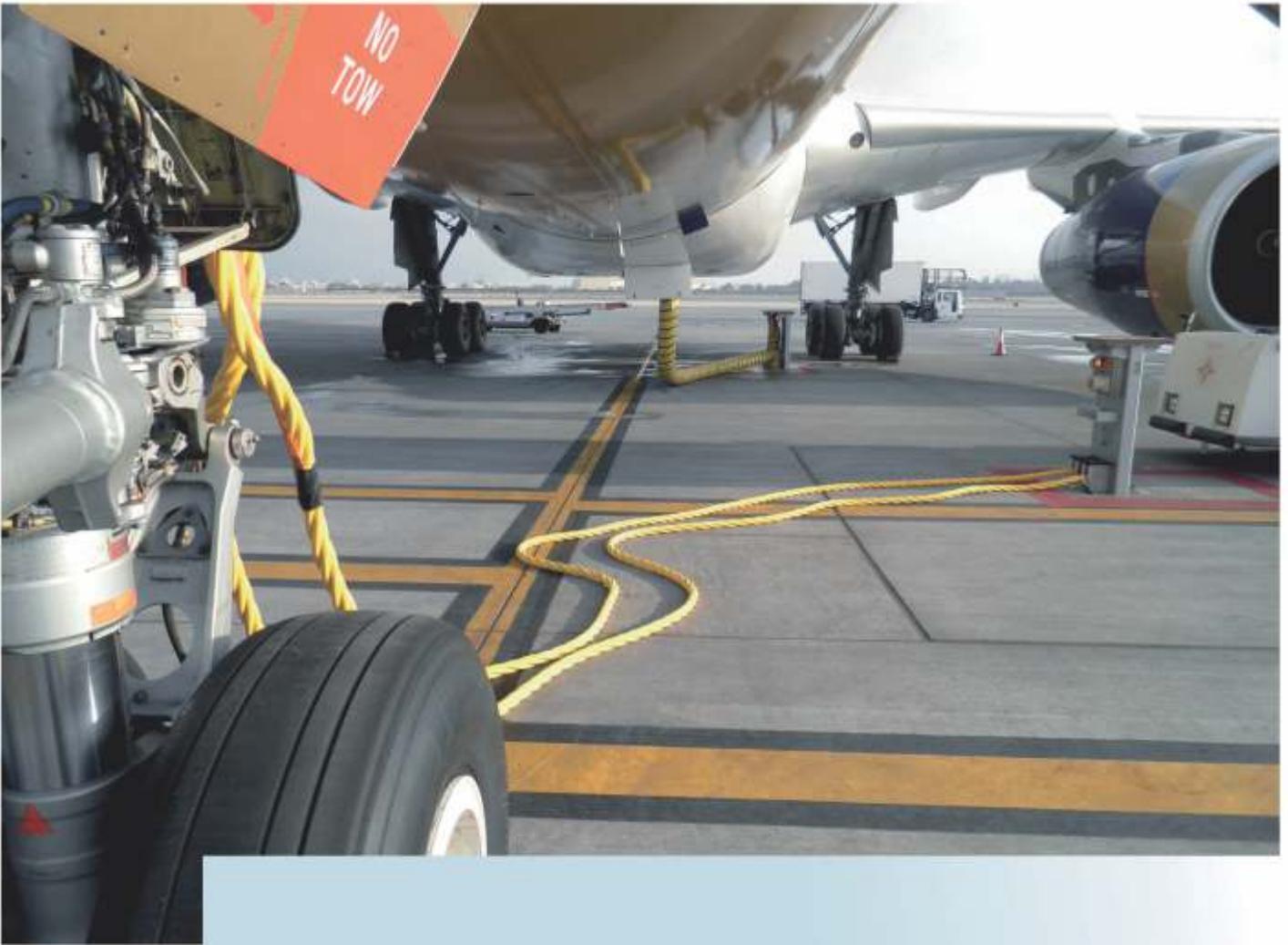
In our Region, over 70% of the cargo reservation is directly done by this platform, customers could be able to perform their transactions online 24/7 without any intermediaries. Also, our on-going digitalize system, Turkish Cargo Chatbot (Cargy) is launched early this year, offers customers an easily way to get instant shipment details in 24/7 including AWB status, tariff, station capability through the exclusive WhatsApp account.

### **Please share some lessons we could all learn from this pandemic.**

**Supply Chain** - The pandemic period, especially the critical processes in vaccine transportation, have shown us that air cargo logistics is vital for the sustainability of the supply chain even under difficult conditions. As the flag carrier brand, we are among the most active carriers in pharmaceutical transport with a global market share of 8 percent in vaccine transportation and in line with the ever-increasing vaccination, we commit to be fully involved in the process throughout 2021.

**Digital transformation** - The global pandemic has created vulnerability over the world economy and trade. During the period we have been getting through, Turkish Cargo has rapidly adapted to the changing circumstances to maintain continuity of logistics and supply chain was of vital importance indeed, through experience.

Technological infrastructure investments made by Turkish Cargo towards digitalization and initiatives focused on e-Commerce, which we started long before COVID-19, have been crucial in practice during the pandemic period. The brand will go further enhancing service quality to meet the needs of our customers and sector partners, involved in our global network, with conveniences thanks to our digitalization-related activities.



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# Q&A

with Martin Drew, SVP  
Sales and Cargo,  
Etihad Aviation Group

## **How has the pandemic impacted the Cargo industry in the Middle East?**

With commercial aviation largely tarmacked by the pandemic, there was an overnight capacity impact on trade and cargo movements. On a national level, the UAE government prioritized food security and the ongoing supply of vital food products, as well as huge supplies of PPE, medical and vaccines. As the national carrier, Etihad Cargo played our part in the safe and timely supply of vital and essential cargo from an array of source markets, often putting economic factors aside to operate cargo-only passenger aircraft – often costlier and with limited space, depending on the type of aircraft.

The reduction of passenger flights continues to heavily impact available global capacity and remains a key consideration in constant adjustments to our routes. Providing the required airlift where our customers need it most remains our goal and, to support our customers, we reconfigured five 777-300ERs to enable cabin loading, which provided additional capacity across key routes, largely in Asia.

During the past 12 months, cargo operations have been lifeline of the Etihad group. The agility to adapt our schedules, optimize both our freighter and charter services, and work closely with our partners and customers has ensured we have provided vital support across the globe at a time when our customers have faced challenges.

## **Have industry players been quick to adapt technology to cater to the changing needs in the market?**

Air cargo is traditionally known to be lagging in technology and those carriers unprepared for this new era have found it difficult to survive the current situation. The whole industry needs to adapt to new technologies

which enable operational agility.

In 2018, we embarked on a strategy that saw an introduction of several transformation programs across Etihad Cargos' fleet and network, commercial and operational processes, and its physical and digital infrastructures. This resulted in the carrier's successful front-end systems migration to the market leading IBS iCargo solution in October 2018 and celebrated the launch of its Online Booking Portal [www.etihadcargo.com](http://www.etihadcargo.com).

We continued to work with our partners and invest in digital advancements to not only enhance our own internal operations, but also streamline our customer experiences. One of our latest advancements has been the new booking platform which provides an improved booking flow to decrease the amount of time spent on bookings. We are also working on various connectivity partnerships allowing all processes to be increasingly smooth and digital.

Etihad Cargo escalated the investment in establishing market-leading digital solutions from 2018, providing an advantage for our clients and internal operations, especially during the pandemic with so many customers across the globe working from home. A key focus of this development has been with the introduction of our online booking platform and collaborating with third parties to provide additional convenience to the customer booking experience. We have also minimized the need for paper air waybills and physical transactions thanks to major investments aimed at increased electronic air waybill penetration.

## **In which areas and geographies do you see strongest potential for growth?**

Air freight demand remains robust and is currently above pre-COVID-19 levels. We anticipate demand remaining high in the short-term due to the challenging demand-supply dynamic. Asia is still the largest market for growth, which has witnessed significant demand driven largely by B2C purchasing trends. From a customer segment perspective, the pandemic has fast-tracked e-commerce growth which will continue to fuel cargo demand in months ahead.

## **What technologies do you predict will impact the Cargo industry most in the next five years?**

We believe that in light of technological advancements, cargo and the way we view air transport will continue to evolve during the next five years. We are likely to witness the "uberisation of the air cargo industry" as the rise of digital solutions reduces costs, increases efficiency, increases flexibility, and enables greater speed and scale, which in turn will foster innovation without precedents.

An intelligent cargo ecosystem of agile applications can combine data insight, automation, and connectivity to enhance intelligent ways of transporting cargo around the world to improve efficiencies. While it is considered that cargo has been slow to embrace technological change, that change is now happening and we will soon see the increasing integration and digitization of the air cargo industry.

The utilization of drones in cargo is something that is picking up pace. The introduction of drones for last-mile requirements provides an innovative solution for the delivery of time and temperature sensitive shipments. In fact, according to a survey from Pharma.Aero and Humanitarian Logistics Association, more than half (58.3 percent) anticipate drone deployment within their organization in one to five years.

## **What are your expectations from Dubai Airshow 2021 - which will be the first of its kind event since the Coronavirus outbreak?**

Major air shows and global conferences retain tremendous value to the industry at large and this year's Dubai Airshow will take on even greater significance because of its timing.

By the end of the year, we expect more international air corridors to have opened and the global vaccination program to be at an advanced stage – these factors will foster significant increases in air travel.

Dubai Airshow is an opportunity for the global aviation industry to meet at a live, in-person event for the first time in almost two years. We are planning to connect with existing partners



**We believe that in light of technological advancements, cargo and the way we view air transport will continue to evolve during the next five years. We are likely to witness the "uberisation of the air cargo industry" as the rise of digital solutions reduces costs, increases efficiency, increases flexibility, and enables greater speed and scale, which in turn will foster innovation. without precedents.**

and look forward to collaborative discussions with potential partners.

### ***What are Etihad Cargo plans ahead in the region?***

Our fundamental priority is to keep our customers at the core of everything we do; it is our mission to provide positive experiences and build long-term relations. Our future plans revolve around new products, services and capabilities, while other business developments will be revealed closer to the event.

### ***With the rise in ecommerce demand, how do you plan to manage long term capacity growth?***

E-commerce demand appears destined to grow and carriers must continue adapting networks and schedules to manage volume. At a macro industry level, we predict increased preferences for reshoring or near-shoring supply chains to build resilience and agility amid potential turmoil – be that a pandemic, or geo-political in nature. It's a question of reducing risk, and we see valuable collaborations with e-commerce players coming into effect to mitigate risk wherever possible.

In terms of volumes during the pandemic, we saw a significant increase in courier levels to service vital commodity supplies during 2020. We've seen significant increases of exports from the UK, and we've also seen a lot of shipments inbound from the far East into the UK and Ireland. With Etihad Cargo operating from a strategic geographic hub between these monolithic markets of East and West, we are well-placed to service ever-growing e-commerce demand.

### ***How can the cargo industry reduce its CO2 impact while keeping up with the next day delivery culture?***

The development of liquid biofuels provides a viable low-CO2 alternative to kerosene. In 2019, Etihad operated its first commercial flight using locally produced sustainable fuel. This heralds the way

for increased research and development in this area and we continue to explore potential solutions across our fleets.

Etihad Cargo is committed to being Greener Together, a simple statement expressing our pledge to minimize environmental impact by integrating sustainable day-to-day operations. We expanded our ULD fleet from 3,000 units in 2012 to 4,700 in 2021, establishing innovative solutions to support the company's sustainability zero-carbon target.

We also introduced Lightweight ULDs - which are 20kg lighter than their aluminium counterparts - resulting in reduced fuel consumption. The move contributed to a total weight reduction of 830 tons per month on wide-bodied flights, and reduced carbon emission by approximately 444 tons.

**Editor's Note:** Interview and photo courtesy of **Dubai Airshow**, one of the world's biggest aerospace events, showcasing the most innovative aviation products and solutions, exciting static displays and a host of other features and thought leadership conferences. **Air Cargo Update** and **Aviation Guide** are proud media partners of this mega event which attracted participants from 148 countries in 2019.

**Etihad Cargo** is sponsoring the event's **Cargo Connect** exhibition. The UAE's national airfreight carrier offer customers access to a large network of chartered and scheduled services worldwide. Its special products and services include SkyStables (Equine), LiveAnimals, TempCheck (IATA CEIV Pharma), FreshForward (IATA CEIV Fresh), FlightValet (Automobile), SafeGuard and FlyCulture (Vulnerables).

**Etihad Cargo** is a founding partner in HOPE Consortium, the Abu Dhabi-led alliance of public and private sectors to address COVID 19 vaccine logistics and facilitate vaccine availability across the world.

Capping this year's most anticipated global aviation event is the Dubai Airshow Gala Dinner hosted by Dubai Airports with performances from spectacular list of artists, including Jennifer Lopez, Sir Tom Jones, Diana Ross, Stevie Wonder, Katy Perry, OneRepublic and many more. For more info, visit [www.dubaiairshow.aero](http://www.dubaiairshow.aero).



## **HACTL faces the new normal**

**Air Cargo Update took a bold step to enter this niche publication more than 20 years ago. It was a remarkable journey of ups and downs as the air cargo 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 rewind our interview with Wilson Kwong, Chief Executive of Hong Kong Air Cargo Limited, one of the world's largest and busiest cargo terminals. Read on his thoughts on the challenges, opportunities and responsibilities that the new normal presents to the airfreight industry.**



# Hactl Faces the new normal with vigor & optimism

By Gemma Q. Casas



*“We need to take air cargo more seriously as a function of the aviation sector: aircraft fleets need to be more flexible, airports need better infrastructure for cargo, and we need to value our product more highly. Imagine what a COVID-19 world would have been like without the air cargo industry.”* – Wilson Kwong, Chief Executive, Hactl



**Every day, more than 100,000 flights roam around the global air space, carrying nearly 12 million passengers and about US\$18 billion worth of goods in aircraft belly.**

**But that's history now and no one knows when the global aviation industry will return to normal although some countries have resumed flights despite the Coronavirus pandemic.**

**It was just in March of 2020 when the lethal invisible Covid-19 virus struck yet its impact will be felt for many years to come and it will go down in history as one of the worsts with deaths of nearly 700,000 and worldwide infections rising to over 18 million with still no vaccine found.**

The months of forced lockdowns worldwide to prevent the spread of the virus inevitably resulted to loss of business activities and jobs. It forced many companies to shut down operations, including the aviation industry which prompted airlines to ground their fleets of planes amid the global travel ban.

The Coronavirus pandemic crisis continues to keep everyone on edge but the onus of delivering essential services to sustain people, businesses and economies despite the situation, is greater on certain industries like healthcare, air cargo, logistics, among others.

**Resilient & flexible**

The air cargo industry has proven once more its flexibility and resiliency in times of disaster and extraordinary circumstances to support the world's need for essential supplies.

Wilson Kwong, Chief Executive of the Hong Kong Air Cargo Terminal Limited (HACTL), one of the world's largest and busiest cargo terminals which also owns and operates SuperTerminal1, the single largest multilevel air cargo terminal in the world, told Air Cargo Update in an exclusive interview the pandemic has changed the dynamics of the industry and that the new normal presents both challenges and opportunities.

At the height of the pandemic, the air cargo industry kept the global supply chains functioning, delivering much-needed medical supplies and equipment as well as other essential goods. Cargo carriers kept their freighter operations while airlines helped by having their passenger aircraft converted to freighters to meet the growing demand for essentials in the fight against the virus.

Hactl immediately adopted precautionary measures to protect its staff while performing their duties more than the usual with the demand for medical supplies all over the world heightened.

"The impact of the pandemic has shown itself both in how we work, and for whom we work. We took very early action to protect our staff and visitors to our terminal, and also to help ensure business continuity," Kwong shared.

"Our many measures included temperature scanning of all arriving personnel, moving as many staff as possible to homeworking, rearranging shift patterns to minimize the number of people on the premises at any one time, issuing masks and



sanitizer to all staff, distancing arrangements in our large catering facilities, and a ban on business meetings and business travel.

"Thankfully we have had no cases of COVID-19 among our staff at the time of writing, but we are not complacent and are retaining and constantly reviewing our protective measures."

Hactl is capable of handling 3.5 million tons of cargo every year and more than 1 million data transactions on a daily basis yet its capacity and capabilities were put to the test during the height of the pandemic with the extraordinary movement of freights.

"The pandemic has also changed the profile of our business. At its peak, 95% of the global passenger fleet was grounded, and that lost cargo capacity had to be replaced. The result was significant growth in freighter movements and, as Hactl and Hong Kong are noted for their proficiency and capabilities in handling cargo aircraft, we received a lot of those flights," said Kwong.

"Although the needle is gradually moving back towards the passenger belly, freighters are uplifting a bigger share of global air cargo than they have done in the past," he continued.

**'More like a family than a business'**

Founded in 1971, Hactl began its air cargo logistics operations at the Kai Tak International Airport in Kowloon Peninsula in 1976, becoming the only air cargo terminal operator in Hong Kong.

In 1998, Hactl moved to SuperTerminal1 which it built at Hong Kong International Airport with an investment of \$1 billion. A significant number of its employees have been with the company for many years, some even for decades, mainly because they are treated with fairness and enjoy good fringe benefits.

"Hactl is more like a family than a business. Our workforce is very stable and dedicated, and we have many long-service employees; and our staff know we care very much about them," said Kwong.

"When everyone saw how this global crisis was developing, and the key role we needed to play in getting PPE and other urgent supplies to destinations around the world, there was not a single moment's hesitation on the part of anyone – they just got on and got the job done. I can't tell you how proud I am of them; the patience, determination and sheer hard work which our team put in over the past few months have left me in awe," he added.

As of press time, not a single staff of Hactl got infected with COVID-19. The company's health protocols remain in strict implementation.

Kwong said apart from the staff's dedication, it helped that Hactl invested so much in technology and automation to speed up the



## COVER STORY



process of handling cargo in large volumes.

"The high degree of automation within our SuperTerminal1 facility, and our plentiful space and capacity meant that we were able to cope with the influx of freighter aircraft and the frequent spikes in demand. And as we have our own integrated ramp handling operation, this made adapting to sudden changes in traffic patterns and demand a much simpler matter," he said.

Kwong believes the volatile situation is likely to continue and the important thing is for the industry to quickly adopt and deliver its tasks.

"We believe there is too much concentration on whether tonnages and flights are up or down, as if this is something over which any of us has any influence. The truth is, there are many factors at play which are totally beyond the industry's control, and that's going to continue for some time," he said.

"What matters most right now is our ability to move whatever cargo is presented to us, and we are doing that despite all the challenges. We are all in this together and we need as much of our sector as possible to survive – or we will emerge with a weakened global industry that will negatively impact us all."

### A new era

The pandemic has ushered in a new era that requires combining creativity and innovation in different fronts and industries to survive the harsh realities.

According to the International Air Transport Association (IATA), the global passenger traffic will not return to pre-COVID-19 levels until 2024.

This year, global passenger numbers are projected to decline by 55% compared to 2019 despite easing up travel restrictions. That meant billions of losses for the aviation industry and lesser belly-hold capacity for the air cargo for the long-haul.

"Aviation faces a new reality in which passenger numbers are likely to remain depressed for a long time to come. Cargo has meanwhile carried on providing revenue opportunities for airlines when there were no others. It doesn't take a genius to predict that cargo is going to receive a lot more attention in the future," said Kwong.

This new reality could force many airlines to continue utilizing passenger planes for cargo to survive.

"This could manifest itself in a move to re-introduce the quick-change aircraft concept, it could lead to more P2F conversions using redundant passenger airframes, and it could result in growth in the freighter wet-leasing sector. What's clear is that cargo demand has survived better than passenger demand, rates are stronger at present and likely to remain so, and that this spells opportunity," explained Kwong.

### Technology will drive the future

Our day-to-day lives have been completely changed with the evolution of technology from the time computers were invented, the internet, to the smart mobile phones. It has made the world smaller with connectivity made simpler and faster, giving us unparalleled access to people and businesses anywhere in the world.

We're now in the era of the Fourth Industrial Revolution, or Industry 4.0, which takes digital technology to a whole new level of making interconnectivity stronger through the power of the Internet of Things (IoT), artificial intelligence (AI), big data, analytics, new cyber-physical systems and access to real-time data. These things will completely change how services are done and customer experiences different from bygone eras.

Hactl has long recognized the power of technology to speed up the process in cargo and logistics. Its own business model is focused on automation and sophisticated IT capabilities, both proved very resilient during the pandemic.

And Kwong said the company will continue to invest on technology to further enhance its capacities and capabilities.

"We continue to drive ever greater efficiency in our business daily, led by our Performance Enhancement unit, which proactively seeks out and destroys all inefficiencies. Some of its ideas may seem trivial and unexciting to outsiders – like our new system for inspecting our ETV system power rails and automatically reporting potential faults – but they add up to better business continuity, cost savings and even a reduced carbon footprint," said Kwong.

"Apart from the possible future deployment of driverless vehicles and GSE (which is an ongoing project), we are probably now beyond any massive new developments – nowadays, it's more about finessing what we already do well," he added.

And while political instability continues to besiege Hong Kong with China asserting its power over the former British colony which was handed over to it in 1997 under the one country, two systems agreement, Kwong is convinced Hactl will continue to grow and even Hong Kong for that matter.

"Business has been challenging in 2020, and that will continue for some time to come. But we remain optimistic and confident in the future for Hong Kong and for Hactl. As an airport, we offer an unparalleled combination of strategic location, destinations, frequencies, main-deck capacity, large-scale freighter handling capabilities, modern Customs regime, bilingual workforce and legendary efficiency and work ethos," said Kwong.

"It's no accident that Hong Kong has been the world's top international cargo hub for 10 years, and I don't see that changing."



Wilson Kwong, HACTL Chief Executive



## Wilson Kwong: The conscientious leader

**Wilson Kwong** became the Chief Executive of Hactl in March 2018. Prior to joining the company, he was the Chief Executive of Jardine Engineering Corporation.

He began his career with Jardine Matheson Group in 1998 with Jardine Aviation Services before moving to the head office to work as Executive Assistant to the Group Managing Director. Following this, he held senior management positions in real estate development, property management and engineering services.

Passionate in serving his community, Wilson also holds key positions in various organizations—Vice Chairman of the Employers' Federations of Hong Kong, Vice Chairman of the Environment and Sustainability Committee under the Hong Kong General Chamber of Commerce, and was a Director of the Business Environment Council.

He is also active in Advisory/Statutory Boards & Committees for the HKSAR Government. He is a Member of the Energy Advisory Committee, a member of the Advisory Committee on Agriculture and Fisheries, a Co-opted Member of the Hospital Governing Committee of Queen Mary Hospital and Tsan Yuk Hospital, and a Council Member of the Hong Kong International Arbitration Centre.

A graduate of the London School of Business and Political Science, Wilson also has two Master's Degrees—business administration and real estate. He also holds a degree in law from the Chinese University of Hong Kong.

Read on some of his industry insights on this unprecedented time in our lifetime.

***The logistics industry's significance has become more visible in this era of pandemic and e-Commerce. How do you see it evolving as a vital component in sustaining global trade? What about its challenges?***

**Kwong:** Logistics as a whole has learned some valuable lessons from the pandemic, and has already begun to change and

adapt. Companies globally are developing new ways of working with distributed workforces. And industry is building in new supply chain resilience by diversifying its suppliers.

I think our industry and our markets are also learning that the days of rock-bottom rates—both ocean and air—are over, if we are to have an industry that can respond quickly and effectively to any future crisis. This has been a necessary re-set: the logistics industry could not have continued as it was for much longer.

Air cargo will remain the elasticity in supply chains, rather than greatly growing its share of global trade. As such, it will continue to command a premium. And, now that the man in the street has seen the air cargo industry's heroes at work on his own TV screen, helping to save lives by keeping vital supplies moving, I think logistics will enjoy a new respect and be more valued in the future.

***Please share some lessons we could all learn from this pandemic crisis.***

**Kwong:** Information Technology really is the key to future resilience for this industry. We must accept the painful idea that COVID-19 may not be a one-off event, and so we need to ensure that our industry can continue to perform while staff levels are depleted, and while workers must work remotely. The better we become at passing information without paper or contact, the less we will be impacted by any future crisis.

It's a safety issue, too. There is nothing more precious than human life, and good health. As well as being the right thing to do, it makes sound business sense to look after your workers, so they can take care of your business. That's why Hactl will retain all its protective measures until any threat is totally removed.

And, as I said before, we need to take air cargo more seriously as a function of the aviation sector: aircraft fleets need to be more flexible, airports need better infrastructure for cargo, and we need to value our product more highly. Imagine what a COVID-19 world would have been like without the air cargo industry.



# Mitsubishi Fuso sets ambitious goals across its value chain to become CO2-neutral

The Tramagal Plant in Portugal will become CO2-neutral by 2022  
while plants in Japan set similar goals by 2039

**M**itsubishi Fuso Truck and Bus Corporation (MFTBC) – an icon in the Japanese commercial vehicle industry with more than 85 years of history with its FUSO brand, has set its sights on becoming carbon neutral starting next year, continuing to the next decade through 2039.

An integral part of Daimler Truck AG, the company announced its wholly-owned subsidiary in Portugal, will become CO<sub>2</sub>-neutral by 2022. Its other production plants in Japan will have the same goal targeted to be fully achieved through 2039. Kawasaki and Nakatsu Plants have reduced CO<sub>2</sub> emissions by 17% since 2015.

With climate change's visibly devastating impact to the environment which include massive wildfires, floods, droughts, super strong typhoons, among other things, countries everywhere have accelerated efforts towards decarbonization and carbon neutrality.

Japan, for instance, has adopted the Green Growth Strategy this year which seeks to make its automotive industry carbon neutral.

Mitsubishi Fuso, following Daimler Trucks & Buses' goals, agreed to offer only new vehicles that are CO<sub>2</sub>-neutral in driving operations ("tank-to-wheel") in Europe, Japan and North America by 2039.

Battery-powered vehicles will be introduced and by 2027 the company wants to supplement its vehicle portfolio by adding series-produced hydrogen-powered fuel cell vehicles. The ultimate goal is to achieve CO<sub>2</sub>-neutral transport on the road by 2050.



“Climate change is a topic that needs to be addressed and solved worldwide. Therefore, the electrification of commercial vehicles cannot be achieved by manufacturers and customers alone. Inter-industry alignment and governmental support will also be vital in establishing effective transformations throughout logistics and the supply chain. Collaborative actions between public and private sectors are essential to succeed in this major challenge,” said Hartmut Schick, President and CEO of MFTBC.

Tramagal Plant in Portugal, the center of production for the FUSO light-duty Canter and all-electric eCanter Trucks in Europe, is envisioned to be carbon neutral as early as next year.

#### **Initiatives at the Tramagal plant include:**

- Contracting green electricity, increasing on-site solar power production and switching to self-consumption
- The entire internal logistics and warehouse fleet is being converted to electric vehicles
- The plant will also be exploring the possibilities of green hydrogen production with the support of solar panels, to gradually replace natural gas consumption
- In recent years, the Tramagal plant was able to progressively reduce CO<sub>2</sub> emissions and is expecting a further 50% cut in 2021 compared to the previous year before achieving CO<sub>2</sub>-neutral production in 2022.

#### **Production plants in Japan**

Three other MFTBC plants located in Japan – Kawasaki, Toyama and Nakatsu – will follow Tramagal and aim to become CO<sub>2</sub>-neutral by 2039 at the latest.

At the Kawasaki Plant, where MFTBC's headquarters is also located, and the



Nakatsu Plant, where transmissions are manufactured, the company implemented a 5-year plan to decrease CO2 emissions by 17% compared to 2015 levels.

Building on this track record, MFTBC has created a new roadmap to decarbonize the Kawasaki Plant by 2039. Other facilities crucial to the MFTBC production network, including the bus manufacturing plant in Toyama, as well as the Nakatsu Plant, will also be in scope under the 2039 target.

***The plan defines several key methods as follows:***

- Energy Saving: reduction of energy consumption in production areas by reducing demand and introducing energy-saving equipment.
- Renewable Energy Generation: reducing CO2 consumption by generating renewable energy
- In 2013 and 2014, solar photovoltaics (PVs) were installed on the roofs of buildings in the Kawasaki Plant
- Installation of additional solar PVs is planned for the near future
- Integration of other energy sources like hydrogen is also under consideration
- Green energy purchase and CO2 emissions factor reduction, in collaboration with electric companies
- CO2 Certification

In addition to production areas, MFTBC is also looking at other aspects of the vehicle value chain. At each stage, we have started considering possible ways to reduce and eliminate CO2 emissions, some of which have already been implemented.

***Neutral Logistics***

Logistics is another area to which MFTBC is turning its attention to promote reduced CO2 emissions across the value chain. It has started evaluating methods of quantifying carbon emissions that occur both when receiving



materials and components from our suppliers, and delivering our products to customers. In these areas, MFTBC is already proceeding with the following countermeasures:

- Reducing CO2 emissions from deliveries, by revising the number of trucks to deliver components and products; optimizing modes of transport; adjusting cargo utilization and routes
- Installing electric forklifts that emit less CO2 for internal logistics

MFTBC is creating a carbon neutrality roadmap for its logistics operations and will soon expand these areas of effort.

As part of Daimler Trucks, MFTBC promotes climate protection and sustainability among its suppliers and sets impulses to pursue high standards both within their companies and in their own supply chains.

An example of this effort is the CDP Climate Protection Survey. To create more transparency about the environmental impact of our supply chains, Daimler Trucks works with organizations such as CDP (formerly the Carbon Disclosure Project).

In 2020, key suppliers were invited to participate in an annual survey to report their environmental impact, including their level of CO2 emissions. Until now, suppliers representing more than 70% of the annual purchasing volume of the Daimler Truck and Bus business have been asked to participate, with the scope expected to increase in 2021 and support the effort to reduce CO2 emissions throughout the automotive supply chain.

## SAL signs cargo ground handling agreement with Qatar Airways Cargo as part of strategic expansion plan

**Doha/Jeddah:** SAL Saudi Logistics Services ("SAL" or "the Company"), a market leading air cargo handler, has signed a cargo ground handling agreement with Qatar Airways Cargo, to provide comprehensive ground logistics support at Saudi Arabia's main airports, including Riyadh, Jeddah, Dammam, and Medina.

This agreement is in line with one of the Company's strategic growth initiatives of increasing the number of partnerships with leading regional and global airlines that have high cargo shipping capacities.

"This agreement will enhance logistical operations between Saudi Arabia and Qatar. Moreover, given Qatar Airways' global reach and substantial shipping capacity, we look forward to providing it with cargo ground handling services to the highest international standards. This new partnership reflects our growing network of



**Qatar Airways CCO Guillaume Halleux with SAL CEO Hesham Alhussayen**

international and domestic relationships across airlines, regulators, government agencies, and global industry organizations," said Hesham Alhussayen, CEO of SAL.

He added: "Over the year and a half, SAL has responded to the COVID-19 pandemic by boosting our operational efficiencies to meet the unprecedented demands of handling a wide variety of emergency, medical, and other life essential goods to those who need them most. This journey reinforced our belief in the power of partnerships and, as such, we have signed several cooperation agreements to expand our ground handling and logistics services even further."

Guillaume Halleux, Chief Officer Cargo at Qatar Airways, noted: "Through our agreement with SAL Saudi Logistics Services, we will be offering fast and efficient handling for all types of cargo including cool chain cargo at Saudi Arabia's main airports. SAL and Qatar Airways Cargo share a common vision of customer centricity and service excellence."

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## Sharjah Airport introduces world to distinct sonic branding

Sharjah Airport is in line with the continuous development of the brand and the authority's strategy. By setting new standards in innovation by creating the sonic branding, with its unique, memorable, and globally resonant tone, the authority hopes to strengthen the link between residents and visitors of the Emirate of Sharjah and the UAE and the exceptional services provided by the airport.

He added that the sonic branding, inspired by the movement and the distinctive sounds of the airport, represents the identity of Sharjah Airport and embodies its position as a gateway to the world. In addition, it signifies the airport's ambitious vision to be among the top five regional airports while also symbolising the continuous growth of the Emirate of Sharjah.

The sonic branding for Sharjah Airport was chosen after a long selection process and continuous experimentation to find the ideal sound.

**SHARJAH, UAE:** The Sharjah Airport Authority (SAA) recently launched the distinctive sonic branding of Sharjah Airport, a musical tone inspired by the sounds and movements of the airport which adds a unique dimension to its identity.

The sonic branding highlights the three seagulls in the logo: air, land and sea. The Emirati culture and Sharjah as a travel hub are embodied in the melodies of oud, while the piano represents sustainability.

The sonic, in general, has a relatively slow tempo to convey a calm, pleasant travel experience.

Ali Salim Al Midfa, Chairman of the SAA, said the launch of the sonic branding for

## Munich Airport International partners with Urban-Air Port for eVTOL air taxis

**MUNICH:** Munich Airport International GmbH (MAI) and Urban-Air Port Ltd. (UAP) are collaborating in developing eVTOL ground infrastructure and airport operations that will facilitate the vertical take-off and landing of electric air taxis expected to be operational by the middle of the decade.

Coupling MAI's world leading airport knowledge and operational experience with UAP's innovative ground infrastructure technology and solutions, the partners agreed to provide a roadmap for efficient and sustainable flight operations.

Urban-Air Port is currently deploying its "Air One" program – a fully operational and integrated airport for drones and eVTOL that interlinks air mobility with ground transportation in a multimodal hub. Air One will be located in a downtown setting and first be presented to the industry and the general public in Coventry, United Kingdom in Spring 2022.

The goal is to demonstrate an ultra-compact, rapidly deployable, multi-functional operations hub for manned and unmanned vehicles providing aircraft command and control, charging and refueling, cargo and passenger loading and other associated services.

The collaboration will see MAI bring both its aviation and non-aviation expertise to the planning, development and operation of Air One, creating critical synergies for the successful introduction and operation of urban-air ports.

"The aviation industry is constantly evolving. While



Urban Air Mobility was a vague vision just a few years ago, this trend is within reach today. We as Munich Airport International see great potential in this new mode of transportation and have developed an advanced air mobility program to actively shape the future," states Dr. Ralf Gaffal, MAI's Managing Director. "Partnering with Urban-Air Port® allows us to join forces in designing, implementing and operating scalable and sustainable urban-air ports around the world."

Besides the "Air One" program, both parties will collaborate on longer term projects and opportunities, with an initial focus on use cases and markets which are expected to emerge in the next couple of years.

"Urban-Air Port" is not only working with the world's leading developers of eVTOLs, but also developing the full ecosystem to enable air mobility to take flight by building strategic partnerships with major mobility and industry partners across the world.

"This collaboration with Munich Airport International, the '5-Star Standard' in airport operations allows us to jointly develop our expertise in airport development and operations. Moreover, we can lay the foundations for a globally integrated urban air transport network," said Ricky Sandhu, Founder & Executive Chairman at Urban-Air Port. "Together, we strive to play a major role in shaping the future of urban air mobility and to equip and adapt the aviation industry to meet the needs of the coming decades."



## Oklahoma's new dedicated air cargo hub guarantees to ease congestion and time to markets worldwide

**ARDMORE, Oklahoma:** Representatives of the recently announced Global Transportation & Industrial Park of Oklahoma (GTIP) have begun discussions with airlines, freight forwarders, integrators, and beneficial cargo owners about developing air cargo solutions at the multimodal park designed to ease congestion and time to markets globally.

GTIP is being created on more than 200 acres of shovel-ready and build-to-suit land at the former U.S. Army Air Force base in Ardmore, Oklahoma. It includes an already fully functional airport with 9,002-foot and 5,404-foot runways, 24/7 airspace access and 1.2 million square feet of aircraft parking space.

The existing infrastructure can handle the vast majority of "preighters" and freighters, up to the B777-200, and future plans will increase the capacity to include the B-747 freighter family. GTIP is less than 100 miles north of Dallas Fort Worth International Airport and less than 100 miles south of Will Rogers World Airport in Oklahoma City.

Its uncongested air and ground traffic flow allows companies to avoid the congestion common at nearby larger airports, as well as achieving quick transfer times and access to reliable handling.

About 85 percent of the U.S. population is within reach of GTIP by onward trucking capacity for perishables coming from South America, e-commerce coming from Europe or Asia, and any other type of air cargo. An approved U.S. Foreign Trade Zone, the facility offers on-site U.S. Customs, Federal Aviation Administration staffing, and cargo operations with no curfews or operational restrictions.

Michelle Bowling, senior director of sales for Watco, a partner in developing and operating GTIP, said: "E-commerce-related cargo drove significant growth in the air cargo industry during the pandemic, and we expect that growth to continue steadily. To meet increasing demand, freight deserves dedicated, specialized cargo airports, but too few are available. GTIP helps fill that need, offering both existing infrastructure and space to build out customized warehousing, manufacturing, and distribution centers to meet a fully integrated supply chain need."

With access to air, rail, and five major highways, the site's availability and adaptability will improve cargo's time to market. There are no limitations on cargo that can be safely and expertly handled at GTIP, including perishables and agricultural products.

Steven Verhasselt, a 20-year veteran in the air cargo space, Vice President of Commercial at Liege Airport, and Director of FB Cargo Strategy, noted, "GTIP represents a quick and intelligent solution for the capacity crunch in the air cargo supply chain in the United States. Developing a greenfield multimodal logistics platform adapted to the new requirements on a fully functional airfield is a perfect answer as it can develop quickly and still be adaptable to current and future requirements. As a dedicated cargo platform it will focus on quality service & guaranteed reliable & flexible minimum time to market."

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## Bell touts value of helicopters & UAVs in growing GCC mining industry

### From VIP transportation to external cargo lift missions, new technologies are transforming the region's economies

**DUBAI:** Bell, a pioneer in the commercial helicopter industry and part of NASA's first lunar mission, touts the many benefits of using helicopters and UAVs in the GCC region's burgeoning mining industry.

The UAE, Saudi Arabia and Qatar are exploring various mineral deposits, such as copper, silver, gold and iron ore, with a number of international companies and they are constantly looking for new ways to streamline the process of transporting mined minerals to their desired locations.

Historically, the mining industry has always been challenged with issues on transportation but with the emergence of digital technologies and unmanned systems such as drones, mining firms can save time and money, while increasing efficiency in all aspects of their operations, Bell noted.

Over the years, the mining industry has adopted new and innovative logistics techniques to make its operations more efficient. These include the use of rotorcraft and even unmanned aerial vehicles (UAVs) as solutions to some longstanding logistical challenges. These aircraft can be used to carry heavy loads and assist in the transportation of vital equipment to and from remote and difficult-to-access locations.

**The capabilities of rotorcraft in assisting with complex and heavy logistical challenges have been demonstrated by aircrafts like the Bell 505 helicopter which has a payload of up to 2,000 pounds (907 kilograms) and an altitude range of 22,500 feet (6,096 meters) thanks to its Arrius 2R engine.**

The company said Bell 505's extreme towing capabilities, as well as its power-to-weight numbers mean that it can operate at a lower cost than other, larger aircraft. This in turn offers a new solution for the mining industry in the Middle East region, which historically is heavily reliant on trucks to access the harsh terrains.

"With the Bell 505, we have an aircraft that has shown time and again that it can be trusted to operate in high-risk locations and with heavy payloads, providing a capable machine for logistics operators," said Sameer Rehman, managing director, Africa and the Middle East, Bell "With APT, Bell is set to re-define on-demand logistics support across a number of industries, Thanks to its autonomous flight capability and intuitive interface, the simplicity of the UAV's operation means that it can go further, faster and carry payloads at increased ranges all while saving time, cost and energy."

Bell said it is actively collecting information for the future of mobility, and aircraft like the Bell 505 are perfectly suited to accommodate everything from VIP transportation to external cargo lift missions. This is because they are supremely reliable, cost-effective, and safe to perform a wide variety of missions in efficient travel times.

Another transformative technology that could reshape the mining industry in the Middle East is the use of Unmanned Aerial Vehicles

(UAVs) in operations. UAVs have been used traditionally in geological mapping missions, but never to carry significant payloads.

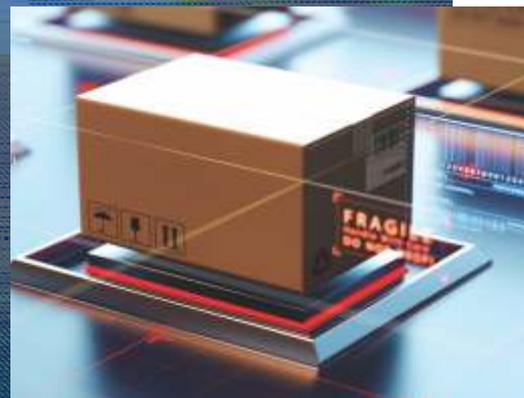
In an effort to save time and costs, UAVs such as Bell's Autonomous Pod Transport (APT) might just be the answer. Bell said this vehicle is capable of autonomous flight as well as taking off and landing vertically. It has demonstrated the ability to carry a payload of 110lbs (50 kilograms), offering a worthy solution for mining companies who are looking to transport goods away from mining sites.



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## Kale Logistics Solutions names Pawan Chande as new CFO



Pawan Chande

**MUMBAI, India:** Kale Logistics Solutions, trusted IT solutions provider for the global logistics

industry, has appointed Pawan Chande as its new Chief Financial Officer (CFO), effective 1st September 2021.

As CFO, Pawan will lead the divisions of finance, legal, and investor relationships at Kale. He brings to the role more than 25 years of experience in finance, leadership, and strategy positions at multinational companies across a range of industries, most recently as CFO of employee recognition company O.C. Tanner.

"I look forward to bringing my passion for value creation and continuous improvement to the table at Kale Logistics Solutions," said Pawan who had worked for Jacobs Engineering and A.F. Ferguson & Co. (now Deloitte).

"My previous experience gives me a great platform to identify opportunities to enhance process efficiencies, grow productivity, and

increase bottom line profits," added Pawan who has successfully set up and led new teams, implemented impressive cost-saving initiatives, and developed strategies to improve staff retention during his career.

Amar More, Chief Executive Officer (CEO), Kale Logistics Solutions, said Pawan brings to the role strong business acumen, solid leadership skills and customer-centric mindset.

"His expertise in developing and implementing finance strategies and leading multi-disciplinary teams will help Kale to continue growing in our target regions and recruiting and retaining top talent," he said.

The appointment comes as Kale's portfolio of scalable systems continues to go from strength to strength, bringing evolving digital solutions to the wider cargo communities.

## DAE appoints 2 new Board Directors

**DUBAI, UAE:** Dubai Aerospace Enterprise (DAE) Ltd, the global aviation services company, has appointed its Chief Executive Officer Firoz Tarapore and financial expert Wassim Younan to DAE Board of Directors effective October 1, 2021.

The appointments will increase DAE's Board of Directors to 6—4 non-executive Directors, 1 independent non-executive Director, and 1 executive Director.

HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of DAE's Board of Directors, commented, "DAE welcomes Wassim and Firoz to the Board of Directors. Their experience complements the Board of Directors' current skills and experiences and I look forward to working with them; DAE will benefit from the perspectives that they will bring to the Board of Directors."

Younan is scheduled to join HPS Investment Partners as a Partner & Vice Chairman for International. He previously held various roles at Goldman Sachs over a 29-year tenure, most recently as CEO for the firm's Middle East and North Africa region office.

He has worked in six different financial centers across the United States, Europe, and Asia over the past 37 years. He holds an MBA from Loyola University of Chicago, and a Bachelor of Arts in Business Administration from the American University of Beirut.

Tarapore, CEO of DAE, previously served as the company's COO and CFO. He is a seasoned finance and operating executive with over 35+ years of experience in managing complex, global businesses.

Tarapore holds an MBA in Finance from The Wharton School, University of Pennsylvania, and a Bachelor of Commerce from the University of Bombay.



Sacha Parneix

## Revamps made at Alstom Ameca to strengthen regional footprint

**DUBAI:** Alstom appoints new members to its Africa, Middle East, and Central Asia (AMECA) leadership team, as part of the Group's efforts to strengthen its regional presence.

Sacha Parneix has been appointed as Vice President of Sales & Marketing for the AMECA region. He was most recently Chief Commercial Officer at GE Steam Power, accountable for all systems, equipment and services. He joins the Alstom team with over 30 years of extensive experience in high-tech, innovative organizations across the electricity sector (ABB, Alstom Power, GE) as well as transportation industry

(Safran, NASA).

Dana Salloum has been appointed as Vice President of Communication, External Affairs, and CSR for the AMECA region. Prior, she was at Boeing where she was the Communications Director for India, Middle East, Africa & Turkey. She will lead a team of communications directors across the region in her new role in support of the company's commitment to be the leader in sustainable and smart mobility globally.

"The AMECA region has extraordinary potential. We employ over 5,000 people and are growing. I



Dana Salloum

am excited to welcome Sasha Parneix and Dana Salloum to my leadership team. We have a strong regional team ready to address growing mobility needs and more importantly enable the creation of self-sustaining transportation ecosystems," said Andrew DeLeone, president of Alstom AMECA.

Alstom operates in 77 countries and has offices in 28 locations across AMECA. The company has over 3000 suppliers, 8 assembly and manufacturing sites, 7 joint ventures, 5 maintenance centers, 2 repair centers and 20 depots spread across the region.



## Saudia Cargo wins coveted Airline of the Year-Asia Award at ACN Awards 2021

and efficiently transporting medical cargo and other essential goods, including e-commerce, between continents. Winning this award for Saudia Cargo means so much to our teams around the world, on air and on the ground. Thank you for this recognition which will surely motivate us to do better in empowering people, businesses and communities."

China, the world's second largest economy, is now Saudi Arabia's largest trading partner for both exports and imports. In July 2021, 19.6 percent of Saudi's exports globally went to China amounting to 18 billion Riyals, the Saudi General Authority for Statistics announced.

Trade between the countries reached a record high of \$78.18 billion in 2019, up by 23% year-on-year and increased about 150-fold since they began trading in 1990 valued at less than half a million dollars.

Marking their 30th year of diplomatic ties in 2020, the two countries agreed to further widen their trade relations, specifically on energy, commerce and investments, anchored on China's Belt and Road Initiative (BRI) and the Kingdom's Saudi Vision 2030 which aims to establish the country as the next global logistics hub. With which, Saudia Cargo is seen to transport more goods between the countries.

"Saudia Cargo is well-positioned and well-prepared to transport cargo of any kind throughout Asia, the Middle East and beyond, as trade activities between countries pick-up to support development projects, e-commerce and global economic recovery efforts in general. We're here to connect the world's cargo," the Saudia Cargo CEO assured.

**JEDDAH, KSA:** Saudia Cargo, a global leader in airfreight, clinched the Airline of the Year-Asia Award at Air Cargo News Awards 2021 in London, a highly coveted industry award-giving body distinctively referred to as its Oscars counterpart.

The multi-awarded cargo carrier's latest award acknowledges its unique focus on Asia and its growing importance in facilitating global trade and support the society at large, especially in difficult times. It also plays an active role in distributing COVID-19 vaccines under COVAX, the equitable worldwide vaccine alliance working to contain the pandemic. The 37th ACN Awards was held on 16 September 2021 in London.

Saudia Cargo safely transported more than 500,000 tons of cargo and operated over 6,000 cargo flights in 2020. With uninterrupted airfreight services between KSA, Asia-Pacific, and beyond, using innovative pax-freighter solutions, the carrier helped supply Saudi Arabia and the world with vital medical cargo like PPE, masks, ventilators, medicines, vaccines, among other necessities.

Strategically located connecting East and West, Saudi has become an airbridge for Saudia Cargo to seamlessly transport goods between continents in less than 10 hours, safely and quickly.

Saudia Cargo flies to China, Singapore, Vietnam, South Korea, Malaysia, Bangladesh, India, Pakistan, the Philippines, and other major cities in Asia. With flourishing e-commerce industry, the cargo carrier seeks to expand its network, services, and frequencies in the region. Lately, Saudi Cargo became the preferred courier in Hong Kong and China for leading online platforms with its highly reliable weekly flights.

The airline increased its flights to Asia early this year, to/from China's key financial cities of Shanghai and Guangzhou, and at the start of Q4 expanded flights to Hongkong and this move is seen to continue in 2022.

On winning the Best Cargo Airline of the Year-Asia 2021, Saudia Cargo CEO Teddy Zebitz commented, "The pandemic remains a major threat to the world and we are proud and happy to contribute to the global efforts to address this situation by safely

## Pharma Logistics Masterclass for pharma industry & academics concludes with success

**ANTWERP:** The five-day Pharma Logistics Masterclass jointly initiated by Pharma.Aero, University of Antwerp and the Metrans Transportation Consortium concluded with great success gathering 75 business executives and academics.

Held from 7-11 September at the University of Antwerp, the live and virtual masterclass consisted of a series of presentations, debates, practical workshops and site visits, highlighting and addressing current challenges of pharma logistics & supply chains.

"The inaugural Pharma Logistics Masterclass covered several current critical aspects of pharma logistics. It created an excellent opportunity for seasoned business professionals to gain more in-depth knowledge and for academics to obtain advanced insights into how pharma supply chains are organized in practice," said Professor Dr. Roel Gevaers, Co-chair of the Masterclass.

Frank Van Gelder, Co-chair of the Masterclass and Secretary-General of Pharma.Aero, noted, "The unique knowledge-sharing and networking between business professionals and academics during the Masterclass had built a bridge between the two communities in the pharma logistics area.

"From the industry's perspectives, the participants learned what and how scientific methods could be applied to optimize logistics processes for the pharma and life sciences sector. The participants also had an insightful crash course on vaccinology and the importance of just-in-time and reliable supply chains, from raw materials to the final products delivery."

The first Pharma Masterclass concluded with nine strategic takeaways. The next edition is scheduled for 5-9 September 2022.



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# Kuwait Aviation Show 2020

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# Upcoming Events



## World Cargo Symposium

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

**12-14 October 2021 | Dublin, Ireland**

## 33rd IATA Ground Handling Conference

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

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

**15-18 November 2021 | Prague Congress Center**

## Expo 2020 Dubai, UAE

With the purpose of 'Connecting Minds, Creating the Future', Expo 2020 will be the world's most impactful global incubator for new ideas, catalyzing an exchange of new perspectives and inspiring action to deliver real-life solutions to real-world challenges.

Running from 1 October 2021 to 31 March 2022 and coinciding with the 50-year anniversary of the founding of the UAE, Expo 2020 will bring the world together, creating an open, global dialogue that looks to the future. Millions of visitors from across the globe will be invited to join the making of a new world, as they discover life-changing innovations that will have a meaningful, positive impact on both people and planet.

**01 October 2021-31 March 2022**

**Dubai Exhibition Center, Dubai, UAE**



## 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**

## Air Cargo India 2022

Messe München India says the 9th edition of Air Cargo India is taking place next year. The show will be focused on Pharma, E-Commerce, Drones and Technology sectors. It will offer three days of immense business opportunities, global perspectives and strong networking platforms for the stakeholders, buyers, and sellers of the air cargo industry.

**22-24 Feb 2022 | Grand Hyatt, Mumbai**

## 2nd Global Airports Aviation Forum

Held in conjunction with MRO ARABIA and MIDDLE EAST GROUND HANDLING, the 2nd Global Airports Aviation Forum is the ideal platform for the Middle East, Africa and South Asia's aviation authorities to connect and collaborate with international industry leaders, experts and stakeholders to create the most advanced aviation facilities in the world.

**9-10 March 2022 |**

**Riyadh International Convention  
& Exhibition Center, Riyadh, KSA**

**M&T Expo 2022**

The 11th edition of M&T Expo - Int'l Trade Fair for Construction and Mining Equipment, part of bauma NETWORK, will finally take place next year after being postponed due to the pandemic. This is the largest equipment trade show for construction and mining in Latin America and a meeting point for Brazilian and international professionals in the construction industry.

**30 Aug-02 Sep 2022**

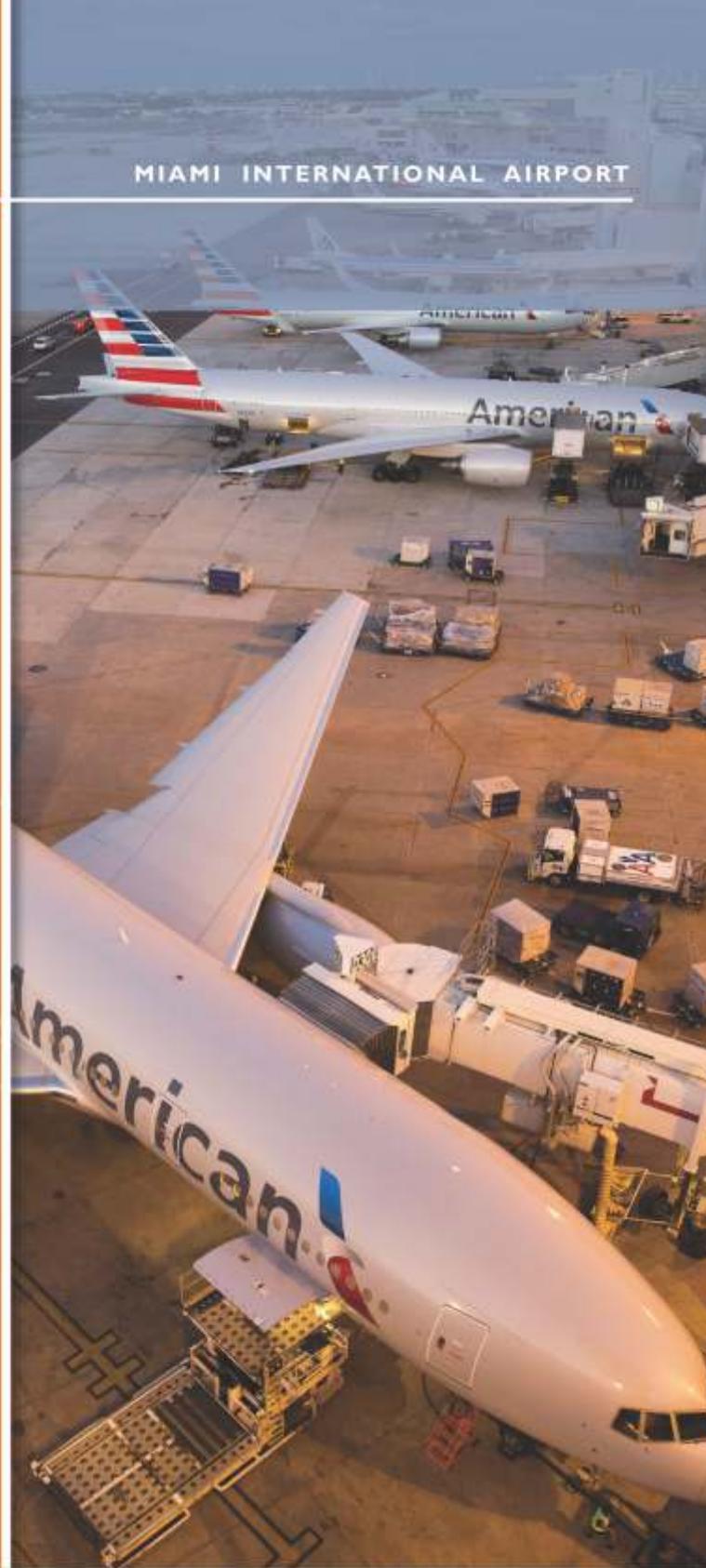
**Sao Paulo Expo Exhibition  
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