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The rush to digitalization

The rush to digitalize everything has never been more important than now. And not a single industry is spared from this trend anywhere in the world despite the sad fact that about a third of the planet still has no access to the internet.

With all things globalized, digital innovations are pushing companies to adopt new business models and integrate digitalization. In today's world, IT experts, whether outsourced or in-house, have become an integral part of any company operations. And so are the software solutions and other technological advancements that we see around public or private firms that we deal with.

In the air transport sector, the transition from the long-standing paper-based documents has been slow despite different international bodies and experts advocating for digitalization.

The pandemic, however, has changed that with many in the air cargo industry now opting to invest more on technology to protect their business interest and streamline the process of their operations as well as get global sales online.

Experts couldn't agree more that a contactless air cargo environment promotes greater cross-border resilience in the face of future pandemic threats and the changing times.

In this edition, we'll share the story of Etihad's ascend to a powerhouse pharmaceutical and life sciences transport carrier, a crucial enabler to beating the pandemic and helping the global economic recovery efforts.

We'll also bring you the story of India's struggle to digitalize its air cargo industry and hopes of pushing for economic reforms across its vast land through better logistics and methods of transporting its agricultural and other products.

How airports across the world have forayed on investing on air cargo carriers to bridge the gap in today's troubled transport sector supply-chain. We'll also bring you the latest industry news, insights and more. Read on.

Gemma Q. Casas
Editor-in-Chief

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The Lounge

Scuba diving and spending time with family for this CEVA executive



Thorsten Pook

Managing Director, CEVA Logistics Middle East



Thorsten Pook's career started as a logistics apprentice, which began in Germany. In 1995, he began his international career in Hong Kong as a trainee. He gained more international experience in India, Singapore, Qatar, Egypt, Turkey and since 2016, now resides in the UAE.

"Whatever little time left when working in the logistics industry is spend with the family. I enjoy scuba diving with my daughters and I recently also fulfilled a dream of mine in owning a classic car," he told **Air Cargo Update**.

Pook loves to unwind by going for a walk with his dog or go on a long drive.

His favorite quote is by the late American business magnate, industrial designer, media proprietor and investor Steve Jobs, who was also the co-founder, chairman and CEO of Apple.

"I am always positive that 2022 will bring many good things, while we have to be ready to face the challenges that might come along our way."

"You can't connect the dots looking forward; you can only connect them looking backwards. So you have to trust that the dots will somehow connect in your future. You have to trust in something - your gut, destiny, life, karma, whatever. This approach has never let me down, and it has made all the difference in my life," (Steve Jobs).

Referring to his earlier statement from his favorite quote, he referred 'connecting the dots' as "I am happy to have chosen the logistic industry. There were other plans of becoming a brewmaster."

Looking forward to 2022, Pook stated, "I am always positive that 2022 will bring many good things, while we have to be ready to face the challenges that might come along our way. If the pandemic has taught us anything, it is to be agile and flexible to quickly adjust to new situations. It is important that we always remember that we are a large global community and do not forget the key foundations of our work; bringing together different people in different parts of the world."

Pook is married and has two daughters.

CHAPTER 3

LET'S STAND TOGETHER



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CARGO



dnata opens new modern cargo center at London Heathrow Airport

Company now operates 13 cargo centers at 6 airports in the UK, handling over 800,000 tons of cargo annually across the country.



London, UK: Leading global air and travel services provider, dnata, has inaugurated a new, state-of-the-art cargo centre at London Heathrow Airport (LHR), designed to seamlessly handle increasing demand for reliable and safe air cargo services in the UK.

Part of the company's 'dnata City East' complex, the bespoke facility further increases dnata's capacity at LHR. Its expansion makes it the largest off-site cargo handling operation at the UK's largest commercial aviation hub. The new, 10,500 m² facility ('Phase II') was designed to operate in conjunction with dnata City East's existing 22,500 m² facility ('Phase I') which opened in September 2019.

dnata will handle all air freight of Virgin Atlantic Cargo and Delta Cargo at dnata City East. Exports will remain at dnata's Phase I facility while the new Phase II facility will cater for all imports, offering the airlines significantly increased handling capacity.

Located immediately south of LHR, both dnata City East facilities were specifically designed to accommodate the operational requirements of dnata and the two airlines. They incorporate the latest carbon reduction initiatives in design and operation, including the use of solar PV panels, air-source heat pumps and electric vehicle charging. dnata City East has already achieved a BREEAM 'Excellent' environmental rating for its design stage, with the same status also expected to be achieved for the construction process.

Including dnata City East, dnata now offers cargo services from eight facilities at LHR with a team of over 750 highly-trained employees, all of which bringing high-end cargo handling infrastructure and services for over 30 international airlines at one of the world's leading cargo destinations. In 2021 dnata handled in excess of 500,000 tons of cargo in London.

"We are excited to announce the completion of dnata City East, a truly world-class facility. Our newest cargo complex offers bespoke solutions, industry-leading technology and enhanced cargo capacity supporting our customers in achieving sustainable growth at the UK's busiest airport," said Alex Doisneau, Managing Director of dnata UK (Airport Operations).

"We thank Virgin Atlantic Cargo and Delta Cargo for their support, loyalty and trust in our services. We continue to go the extra mile to consistently provide the highest level of service and safety across our operations, every day."

Philip Wardlaw, Managing Director of Virgin Atlantic Cargo, commented: "As we

continue to work with our joint venture partner, Delta Cargo, we have further strengthened our performance targets and commitment to our customers. That is why we couldn't be more thrilled to benefit from this incredible facility, which allows us to give outstanding customer experience at one of the largest off-site cargo handling operations at London Heathrow.

"The opening of the import facility comes at a time where we have extended our cargo handling contract with dnata for a further five years, signaling our continued strong and highly valued partnership."

Vishal Bhatnagar, Managing Director – Cargo Operations, Delta Cargo, said: "Our UK cargo operation, in partnership with Virgin Atlantic, is a critical part of our global network. The opening of this dnata facility furthers our ability to provide customers with a one-stop experience to pick-up and deliver shipments for both partners – making it easier to do business with us. We are grateful for this facility expansion and value our strong, continued partnership with Virgin Atlantic Cargo and dnata, as it sets us up for great success in this market."

In recent years dnata has significantly invested in advanced infrastructure, equipment and cutting-edge technologies, cementing its position as a leading air cargo services provider in the UK. In addition to its expansion at LHR with its fifth greenfield build, the company's recent investment includes the opening of dnata City North, a new cargo complex at Manchester Airport (MAN). The on-airport facility includes 11,500 m² warehouse space and is capable of processing in excess of 150,000 tons of cargo a year.

Having added seven facilities, including six new builds, to its infrastructure over the past eight years, dnata now operates 13 cargo centers at six airports in the UK. The company is able to handle more than 800,000 tons of cargo annually across the country.

In recent years, dnata has also made strategic investments in new cargo facilities in Karachi and Lahore (Pakistan), and additional cargo capacity and infrastructure in Brussels (Belgium), Sydney (Australia) and Toronto (Canada). It is also investing over €200 million in its operations in Amsterdam (The Netherlands) and operate one of the world's largest and most advanced cargo facility, dnata Cargo City Amsterdam, at Schiphol Airport.

dnata provides quality and reliable ground handling, cargo, catering and retail services at over 120 airports in 19 countries.

Turkish Airlines highlights sustainability initiatives and new destinations at ATM 2022



Dubai, UAE: Turkish Airlines highlighted the use of sustainable aviation fuel and new destinations, including flights to Seattle, at the Arabian Travel Market 2022 (ATM).

The four-day event, held from 9-12 May 2022 in Dubai, is the Middle East's largest travel and tourism exhibition with 1,500 exhibitors and representatives from 158 global destinations.

Turkey's flag carrier, Turkish Airlines, the parent company of Turkish Cargo, offered a host of activities at its ATM stand, including flight simulations to explore Istanbul attractions virtually.

The airline underscored the importance of sustainable aviation fuel (SAF) to help stave off climate change impact as it reduces emissions by 87 percent according to studies. SAF also comes with high energy that helps reduce harmful particles of SOx and NOx emissions due to clean burn.

“With the use of sustainable fuel, our global fleet, spectacular airport lounges, network expansion and our exceptional hospitality and customer service, we expect another incredible year for Turkish Airlines. During this ATM hope to showcase our best travel options in terms of new destinations and world-class Amenities,” said Mehmed Zingal General Manager for Turkish Airlines in Abu Dhabi, Dubai and the Northern Emirates.

Turkish Airlines said its sustainability initiatives will enable it to further expand its route network and achieve a further growth in both passenger and

cargo transport. It has initiated over 100 operational optimization projects since 2008 to lessen its carbon footprint and vowed to continue implementing techniques to reduce greenhouse gas emissions.



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Auburn University students get a glimpse of dynamic air cargo industry at Atlanta Airport

DOHA, Qatar: A group of students currently studying Logistics and Supply Chain Management at Auburn University were given an exclusive, behind-the-scenes air cargo familiarization tour at Atlanta Airport on 25 March 2022.

It was a joint initiative planned by Auburn University, JAS Worldwide, Swissport, and Qatar Airways Cargo. The 7.5-hour event kicked off in the afternoon, first with lunch at the JAS WW Campus Sandy Springs, a meet and greet session with JAS and Qatar Airways Cargo management, and company presentations, before transferring to Atlanta Airport.

Following the airport's introductory presentation, the students were given a tour of the Swissport warehouse and then taken airside to witness the arrival of Qatar Airways Cargo flight QR8141 from Doha, Qatar, and its subsequent offloading and reloading.

In smaller groups of five, the students took turns in visiting the main deck, observing the main deck high loader in operation, and learning how the Swissport warehouse operates from cargo build-up to breakdown, as well as flight planning and preparation. Refreshments in the Swissport warehouse rounded off the educational and



informative familiarization tour.

"If there is one silver lining to the pandemic, then it is that logistics has been catapulted into the spotlight as a possible career field," Matthias Frey, Global VP Airfreight Operations at JAS, said. "The importance of logistics became very visible over the past two years, whereas in the past, our industry was very much the silent strongman in the background, and we struggled to attract the air cargo managers of tomorrow. I am delighted that we have now been able to set up this cooperation with Auburn University. At JAS, we have committed to making this a biannual event, and look forward to welcoming many more students in the future."

Guillaume Halleux, Chief Officer Cargo at Qatar Airways, commented, "At Qatar Airways Cargo, we are constantly looking to engage with diverse high potential and bright minds of the next generation. Exchanges such as today's familiarization tour, help to illustrate the very varied career possibilities available in our fascinating and so very relevant industry."

"We have worked together with Auburn University in the past, conducting speaking sessions and participating in their Job Fair. This is the first joint familiarization tour with the university, and it will certainly not be the last, as we look forward to making it a recurring event; the second one is already planned for this Autumn."

Air One Aviation expands service portfolio with acquisition of QSL pilot training business

LONDON—Air One Aviation Limited, which is kept busy managing tons of high-value cargo for shipments across the world, has further expanded its service portfolio with the acquisition last year of the UK-based pilot training business, Quadrant Systems Limited (QSL).

"The purchase of Quadrant Systems supports our own airline partners and other aircraft operators looking for high quality, accredited pilot training services. QSL's training facility supports the best training capabilities for air crews from across the globe and gives us a significant added value service offering to enhance our growing presence in



the international aviation industry," said Paul Bennett, CEO of Air One Aviation.

Formed in 1994, Quadrant Systems operates a purpose-built flight simulation and training facility at Burgess Hill, West Sussex, providing UK Civil Aviation Authority (CAA) and European Union Aviation Safety Agency (EASA) accredited Full Flight Training Simulators. The core elements of the purchase include training organization, Quadrant Pilot, and four bay Full Flight Simulators.

With this acquisition – which coincided with the final stages of Air One's further purchase of Pier Seven Aviation FZC – Air One Aviation had since provided pilot training using six simulators for Boeing 737NG, B737CL, B747-400, B757-200 and Airbus A320 aircraft crews.

The training center at Burgess Hill also includes briefing rooms and other pilot training aids, the airline said.



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CargoAi eBooking & eQuote platform adds Air Canada Cargo

SINGAPORE/MONTREAL: Air Canada Cargo has selected CargoAi for its eBooking & eQuote platform to accelerate its eBooking adoption with freight forwarders.

The Air Canada Cargo product was launched on www.CargoAi.co and made available to registered freight forwarders in mid-April, a progressive regional rollout follows. For CargoAi users, this rollout plan means extra capacity from North America, followed by all regions worldwide to be added by the end of the year.

"We're thrilled to be announcing the partnership between Air Canada Cargo and CargoAi. Both organizations share very ambitious growth plans in the post pandemic months and years to come, as well as a relentless focus on the

customer experience. As such we are looking forward to leveraging this alignment in vision and strategy and bring the best digital booking experience to our joint customers," said Matthieu Petot, CEO of CargoAi.

Matthieu Casey, Managing Director, Commercial – Cargo at Air Canada, vowed to continue investing on technology, which he described as a key pillar to the company's global goals.

"We continue to invest in our digital transformation, which is a key pillar of Air Canada Cargo's strategy as it continues to adapt to the changing landscape in airfreight. We're looking forward to further leveraging our API capabilities and the opportunity to reach out to additional users via the CargoAi marketplace. We're continuing to grow our distribution reach and we're confident that the features available on CargoAi will be well suited to the large range of our product portfolio," said Casey.

Freight forwarders using the CargoAi solution on the marketplace or via the API Suite integrations not only have the option of making and managing instant bookings for their shipments but can also leverage the built-in eQuote tool to send quote requests on any product, commodity, BUP or shipment size. This scope coverage makes CargoAi a much-needed and unique tool for freight forwarders looking for a one-stop shop to increase the productivity of their airfreight procurement activities.

Lufthansa Cargo and Kuehne+Nagel advocate power-to-liquid technology

FRANKFURT, Germany: Lufthansa Cargo and Kuehne+Nagel which agreed to promote the forward-looking power-to-liquid technology in order to advance the decarbonization of air freight had made their joint efforts global with the launch in April of a freighter with the inscription "Flying into the Future CO2 neutral with the kicker "Power-to-Liquid Sustainable Aviation Fuel.

Europe's leading cargo airline and the global logistics service provider heralded the maiden flight of their "ambassador freighter" D-ALFK under flight number LH8406 to Seoul, South Korea (ICN).

"We are very pleased to now also visibly express our joint commitment and to publicize it with the help of the global deployment of our freighter. A successful and sustainable transformation of airfreight can only succeed if we join forces with strong partners - which is why we are very proud to have Kuehne+Nagel at our side as a supporter of this forward-looking technology," said Dorothea von Boxberg, CEO at Lufthansa Cargo.

Yngve Ruud, Member of the Management Board of Kuehne+Nagel, responsible for Air Logistics, commented: "With the new Boeing 777 freighter D-ALFK in

Kuehne+Nagel's livery, we are sending a strong signal our company's commitment to sustainable airfreight. We are already seeing a great deal of interest from our customers who want to avoid the carbon emissions of their shipments worldwide and the synthetic SAF project with Lufthansa Cargo is of utmost importance for our joint mission of CO2-neutral aviation."

The two companies have jointly committed to supporting the world's first production site for synthetic crude oil in Werlte/Emsland in Germany by purchasing the equivalent of 20 metric tons, or 25,000 liters, annually.

The synthetic fuel based on this is considered the fuel of the future, which is expected to further reduce the CO2 footprint of aircraft engines in the future. The production site in Werlte is operated by the Bonn-based NGO atmosfair. The first quantities of crude oil are to be produced this year and used as synthetic fuel in aviation.

CO2-neutral fuels or Sustainable Aviation Fuels (SAF) are an essential pillar on the way to CO2-neutral flying. These fuels can be produced in various ways. To date, Lufthansa Cargo and Kühne+Nagel have used SAF of biogenic origin, i.e. synthetic kerosene based on used cooking oils, for example.

In the case of synthetic kerosene, which is also known as power-to-liquid fuel, on the other hand, the synthetic crude oil is produced from regeneratively generated electricity, water and CO2. Because of this process, PTL-based aviation fuel is considered CO2-neutral.

The power-based fuels are currently still in the development stage towards industrial production, but are already considered a long-term alternative to conventional kerosene or biogenic SAF, as they are theoretically to be produced without availability limits.



Sky One FZE expands fleet with 3 Boeing 777-300 aircraft

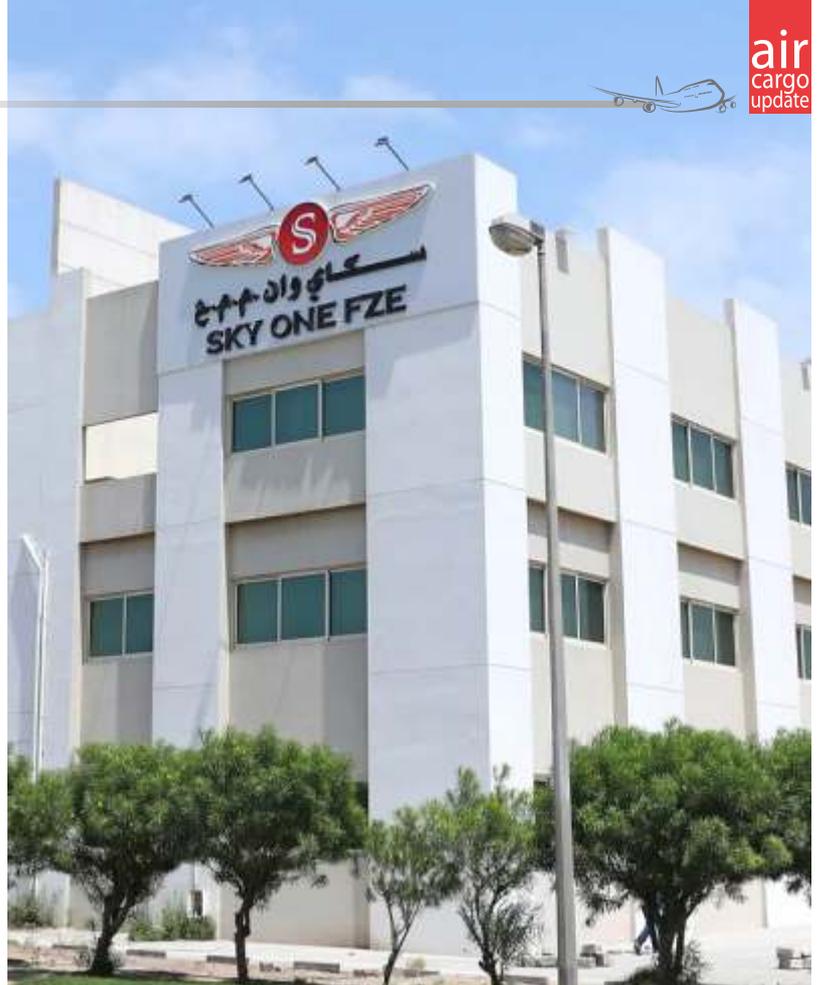
DUBAI, UAE: Sky One FZE, the privately held aircraft leasing company based in the emirate of Sharjah in the UAE, recently expanded its fleet of more than 40 aircraft with the acquisition of three Boeing 777-300 planes at the five-day Dubai Airshow.

Boeing's wholly owned subsidiary, Boeing Capital Corporation and Sky One, announced the deal at last year's much awaited aviation event but the terms of the agreement were not disclosed.

Sky One FZE has a diverse business portfolio, namely dry and wet leasing, Maintenance, Repair and Overhaul services, pilot training, operations, Air Operator's Certificate management as well as spares and logistics. The firm has a strong focus on growing airlines in Africa, the Commonwealth of Independent States and India.

"With the addition of three 777-300s powered by Rolls Royce engines to our fleet, we plan to operate additional commercial flights and further diversify our air charter service offerings. Sky One FZE operates Hajj and Umrah charters and provides additional capacity seasonally by wet leasing to airlines and we are pleased to move from four engine 747s to newer 777-300s," said Sky One FZE CEO Charles Szar.

Tim Myers, president of Boeing Capital Corporation, noted, "We are pleased to partner with Sky One FZE as they expand their service offerings and deliver



greater value for their customers."

Boeing Capital Corporation currently manages an aircraft portfolio of around \$1.8 billion. Its asset management team works closely with Boeing customers on aircraft technical support and remarketing activities including aircraft sales and leases, aircraft transitions, modifications, configurations and aircraft compliance with various regulations and commercial agreements.



Maersk launches new air cargo airline

Confederation and Trade Unions.

Aymeric Chandavoine, Global Head of Logistics and Services, A.P. Moller – Maersk, said: "Air freight is a crucial enabler of flexibility and agility in global supply chains as it allows our customers to tackle time-critical supply chain challenges and provides transport mode options for high value cargo. We strongly believe in working closely with our customers. Therefore, it is key for Maersk to also increase our presence in the global air cargo industry by introducing Maersk Air Cargo to cater even better for the needs of our customers."

The new air freight company is the result of the existing in-house aircraft operator, Star Air, which has transferred activities into Maersk Air Cargo, the new carrier supporting existing and new customers and Maersk's end to end logistics. The process of transferring activities has received excellent support from customers, suppliers, employees and the Danish Civil Aviation Authority.

Maersk last operated from Billund in 2005. From the continent, Maersk Air Cargo says it will progressively deploy and operate a controlled capacity of five aircraft – two new B777F and three leased B767-300 cargo aircraft.

Three new B767-300 freighters will also be added to the US-China operation, which will be initially handled by a third-party operator. The new aircraft are expected to be operational from second half 2022 and onwards up to 2024.

Copenhagen, Denmark—Leading global shipping firm, Maersk, launched a new airfreight airline, Maersk Air Cargo, in a bid to serve its clients with integrated logistics on land, sea and air.

Maersk said Denmark's second largest airport, Billund, will be its air freight hub for Maersk Air Cargo. With daily flights creating several jobs in the region, the company says it will enter into an agreement with the Flight Personnel Union (FPU) which is a part of the Danish



Vienna Airport continues to post strong growth in belly cargo

VIENNA, Austria: Vienna Airport continues to reap strong growth in belly cargo with the return of passenger flights doubling cargo volumes in January and February 2022 compared to the same period last year.

High frequencies of cargo-only freighters and new freight charter connections are creating further vital cargo capacities at Vienna Airport from Central and Eastern Europe to Asia and North America, for example, officials said.

In January 2022, Vienna Airport handled 20,770 tons, up by 5% compared to January 2021. In February, its cargo throughput reached 18,259 tons. Its annual tonnage grew by 20% in 2021 to 261,299 tons, from only 217,887 tons in 2020.

Officials attributed the rise in belly freight to increased volume of passenger connections with the global aviation industry resuming once again following months of inactivity due to the pandemic.

Vienna Airport said electronics and automotive industries are fueling growth in the cargo industry between Asia and Central and Eastern Europe. Cargo-only flights already connect Austria's capital with important hubs such as Seoul-Incheon, Istanbul or Baku.

"Thanks to our excellent infrastructure and handling capacities, Vienna Airport has established itself as an ideally positioned air cargo hub for Central and Eastern Europe. With the addition of further flights, we are able to further expand our cargo capacities to Asia or North America, for example," said Michael Zach, Vice President Sales & Finance, Ground Handling & Cargo Operations at Vienna Airport.

Regular "Preighter" flights have also been established to Taipei and Hanoi. New charter connections also complement Vienna's cargo offering. At the end of 2021, for example, the logistics service provider cargo-partner launched a weekly part-charter program that will provide additional cargo capacity from Vienna to Chicago O'Hare Airport.

"In order to maintain supply chains, we have recently seen an increase of customer demand on this route. Vienna Airport serves us as an ideal hub for the catchment area throughout Central and Eastern Europe," said Stefan Krauter, CEO of cargo-partner.

Bournemouth Airport on the verge of making it to top 10 busiest UK cargo airports with the launch of Cargo First

Bournemouth Airport, UK: Bournemouth Airport is cementing itself as the fastest developing cargo airport in the UK, and one of the country's newest trade links, with the official launch of its dedicated cargo handling service, Cargo First.

From almost no cargo in April 2020, Bournemouth Airport saw 20,000 tons of throughput by end-March 2022, making it the fastest growing UK cargo hub based on 2020 statistics, and on the verge of breaking into the UK's top 10 busiest cargo airports.



The Airport is playing a central role in enabling commercial exports from the UK to the USA with European Cargo Limited, which now operates a fleet of wide body cargo aircraft. It also provided relief during the COVID-19 pandemic, bringing in hundreds of millions of items of PPE and test kits to the UK.

"The launch of Cargo First consolidates the critical work of the team at Bournemouth Airport during the past two years. We quickly recognised the opportunity to stand up a new trade lane and facilitate exports from the UK to the USA, as well as supporting the temporary demand for PPE and test kits," said Andrew Bell, CEO, Regional & City Airports.

"Cargo First is well connected to London by road and we can have consignments in the market faster than through hub airports. Additionally, our unique One Team approach means our customers don't have to deal with multiple vendors, giving them greater simplicity, efficiency, and speed-to-market," he added.

Privately owned as part of Regional & City Airports (RCA), Bournemouth Airport has 24/7 capability and ample airfield space to establish new facilities. This, coupled with uncongested airspace, open slot availability and cheaper tariffs versus larger hubs, makes Cargo First a compelling competitor in the cargo handling market. The RCA leadership team has an ambitious development plan in place for Cargo First, including a multi-million-pound investment in infrastructure during the coming year.

Steve Gill, Managing Director, Bournemouth Airport, noted, "We are excited to be putting energy and investment into our cargo operation, especially considering we've come from nowhere to be knocking on the door of the top 10 cargo airports in the country. We've already added nearly 100 jobs, and there is potential to create hundreds more over next five years. It is an exceptional achievement, and we look forward to seeing our excellent service enjoyed by many more customers."



Air France-KLM orders 4 Airbus A350F full freighter aircraft with option to buy 4 additional planes for Air France

PARIS: Air France-KLM says it has decided to convert into a firm order the Letter of Intent it signed in December 2021 for the acquisition of 4 Airbus A350F full freighter aircraft – with purchase rights for an additional 4 planes for Air France.

These aircraft will be operated by Air France and be based at Paris-Charles de Gaulle airport, the airline's global hub, equipped with a state-of-art 14,000 square meters cargo terminal.

In the context of a steady and sustainable growth of demand for air cargo, Air France-KLM continues to bolster its world-leading network built around the powerful Paris-Charles de Gaulle and Amsterdam-Schiphol hubs. These aircraft will increase Air France's cargo capacity, which currently consists of 2 Boeing 777F, supplementing the belly capacity of the airline's 100+ wide-body passenger aircraft.

The Airbus A350F full freighter provides the most advanced technology and efficiency standards. Compared to previous generation aircraft, it offers 11% more volume while enabling a 15% reduction in fuel burn and CO2 emissions, notably thanks to its reduced weight and efficient Rolls Royce engines. It will therefore play a key role in shaping the future of Air France-KLM as an industry leader in sustainable air cargo transportation.

Air France-KLM will be among the launch operators of the A350F full freighter. This order comes with full substitution rights to Airbus A350 passenger aircraft, which constitute the new flagship of Air France's long-haul fleet. The airline currently operates 15 of the 38 aircraft of the type on order.

As of December 31, 2021, Air France-KLM operated a fleet of 505 aircraft to over 300 destinations worldwide.

"This order embodies Air France-KLM's determination to strengthen its position on the buoyant cargo business," said Benjamin Smith, CEO of Air France-KLM. "The Airbus A350 passenger version has been instrumental to the improvement of our economic and environmental performance, while proving to be a passenger's favorite. We are thrilled to be among the launch customers of its freighter version, which will significantly increase our capacity and give us the means to continue to provide the best service to our customers around the world."

Agility posts KD 977.4 m net profit in 2021

KUWAIT: Agility, a leader in supply chain services, infrastructure, and innovation, reported full-year 2021 earnings of 464.36 fils per share on net profit of KD 977.4 million (about USD 3.203 billion), an increase of 2,250% over the same period in 2020.

The company's EBITDA increased 13.2% to KD 109 million, and revenue grew 22.1% to KD 486.2 million. In 2021, Agility sold its core commercial logistics business, Global Integrated Logistics (GIL), to DSV, the world's third-largest freight and logistics provider, in exchange for 19.3 million shares in DSV. As a result, Agility reported a one-time gain of almost KD 1 billion and is now the second-largest shareholder in DSV with an 8% stake.

Moving forward, Agility's business profile can be divided into two segments: controlled and non-controlled businesses.

Controlled: Agility continues to own and operate the businesses that have historically generated 80% of company profits; these businesses are "controlled" by Agility. Of these, the five most

financially material companies are Agility Logistics Parks, Tristar, National Aviation Services, UPAC, and Global Clearinghouse Systems.

Non-Controlled: In addition, Agility holds minority stakes in businesses through its investments in both established sectors and ventures in freight, real estate, e-commerce enablement, ESG technology and other digital technologies. Agility's stake in DSV represents the largest of those investments. These are "non-controlled" businesses. The collective value of these investments today represents 57% of the company's assets.

Agility Vice Chairman Tarek Sultan said: "Agility's 2021 performance was exceptional. In addition to a significant one-time gain from the GIL sale, our portfolio of businesses performed well, returning to pre-COVID profitability levels. We will be looking to accelerate growth in these businesses as they contribute to our core operations and EBITDA."

"The DSV transaction and the sale of GIL fundamentally changed the structure of the company and reset the baseline for the continuing operations. Like most companies, Agility was adversely affected by the COVID pandemic in 2020 and 2021. Looking ahead, despite the challenging market conditions and geopolitical risks, we expect performance of our continuing operations to be strong, and expect our operating results for 2022 to show a minimum of 20% growth compared to this year," he added.

He noted that Agility's debt-levels were expected to increase in line with business growth needs, but that the company "intends to keep borrowing within prudent limits."



UPS partners with Jumia to expand its logistics services in Africa

Dubai, UAE: UPS has teamed up with Jumia, the Pan-African tech company built around a marketplace, logistics and payment services, to gain access to its last mile logistics capabilities and infrastructure, hence, grow its delivery services in Africa.

In a statement, Jumia (NYSE:JMIA) and UPS (NYSE:UPS) said leveraging the Jumia infrastructure in Africa, UPS will offer its customers an extended range of delivery solutions, including door to door package delivery and collection, with a variety of payment options.

This partnership will also allow UPS to leverage the extensive network of Jumia drop-off and pick-up stations to expand the UPS reach and coverage across more towns and cities in Africa. The collaboration will initially cover Kenya, Morocco, Nigeria, with plans for expansion to Ghana and Ivory Coast, and thereafter to the remaining African countries where Jumia operates.

“At the beginning of our journey, 10 years ago, logistics infrastructure was one of the most challenging aspects of our operating environment. This challenge was a catalyst for us to build an unparalleled logistics platform in Africa offering our sellers and consumers reliable, convenient and cost-effective delivery services,” said Apoorva Kumar, Senior Vice President Logistics, Jumia.

“Today, we are helping other businesses overcome these infrastructure challenges by giving them access to our logistics platform. We are delighted and humbled by the opportunity to partner up with UPS, a global logistics leader, to offer them last mile solutions in Africa. We view this as a validation of the strength of our logistics platform as well as an incentive to double down on our efforts to further enhance our services and build a world-class logistics business in Africa.”

Gregory Goba Ble, Vice President of Engineering and Operations for Indian subcontinent, Middle East and Africa, UPS said the partnership will greatly help entrepreneurs who form the majority of businesses in the continent.

“This partnership will help small and medium-sized businesses in Africa that make up 90 percent of all businesses on the continent and are the backbone of the economy. UPS’s asset-light approach, like the Jumia partnership, offers a pathway for businesses to quickly and reliably connect to new customers around the world through our global network, potentially accelerating their revenue growth,” said Ble.

BMW tasks Imperial to manage automotive packaging facility in Germany

Leipzig, Germany: Automotive logistics specialist Imperial has been appointed to manage BMW’s packaging facility in Leipzig, Germany which processes around 100 40-foot high-cube containers of exports every day.

The facility handles supplies of components for BMW’s overseas plants in China and Mexico, where various models are assembled. The packaging operation receives incoming goods and production materials ranging from screws to complete engines, including dangerous goods.

“We have been working for BMW for many years, and managing their warehousing in Wallersdorf since 2016,” said Hakan Bicil, CEO of Imperial’s International business. “I am absolutely thrilled that BMW is now entrusting us with their packaging operations in Leipzig. We look forward to further supporting their logistics operations and adapting these to the changing markets of the future.”



BMW and Imperial have expanded their logistics partnership in Leipzig. From left—Maik Romey, Manager Steering Supply Center Leipzig, BMW Group; Robert Roch, Site Manager, Supply Center Leipzig, Imperial Logistics International; Torsten Schwab, Manager Supply Centers Europe 1, BMW Group; Jan Wegmann, Managing Director Automotive, Imperial Logistics International; Sven Erdmann, Manager Quality Supply Center Leipzig, BMW Group; Andre Biagioli, Senior Manager North Germany Automotive, Imperial Logistics International. Supplied Photo

Al Rawabi to set up AED650 million dairy production facility in KIZAD

Abu Dhabi, UAE: KIZAD, part of Abu Dhabi Ports Group's Economic Cities & Free Zones (EC&FZ) cluster, has signed a lease agreement with leading dairy and juice maker Al Rawabi, to establish its AED650 million (about USD177 million) dairy production at the free zone to meet growing consumer demand for its products.

The dairy farm will be home to 10,000 Al Rawabi cows and increase their export efforts across the wider GCC region. Located near Khalifa Port, KIZAD provides customers with world-class infrastructure, competitive utilities, in addition to direct access to a multimodal transport network with links over the sea, road, and air, as well as rail in the future.

"Al Rawabi's confidence in KIZAD is a testament to AD Ports Group's commitment to driving the UAE's National Food Security Strategy through the supply of high-quality dairy and food products, while also contributing to the growth of the nation's industrial sector. In addition to supporting the advancement of local farms and creating job opportunities in the local farming sector, our agreement presents a positive boost for regional consumers by offering easier access to fresh produce," said Abdullah Al Hameli, Head of Economic Cities & Free Zones Cluster.



Prof. Dr. Ahmed El Tigani, CEO, Al Rawabi, said KIZAD's strategic location will help the company grow its operations long-term, increasing business reach and potential export across markets.

"Today, Al Rawabi can look forward to growing market share in the UAE, GCC, and Africa by leveraging the strategic location in KIZAD that offers a fully integrated trade and logistics platform to facilitate export across the emirates and the region. We expect to produce 23 million litres in the first operational year out of KIZAD, and to move approximately 1,000 containers of goods annually," said Prof. Dr. El Tigani.

Driven by a workforce of over 200 skilled people, Al Rawabi's dairy production facility in KIZAD will include milk parlors, a dairy plant, a mechanic and maintenance workshop, a feed factory, staff accommodation, and a biogas plant, along with fertilizer manufacturing amenities that will also support the wider agriculture ecosystem in Abu Dhabi.

Al Rawabi says it will apply the latest technologies in processing waste resulting from the project that will include the production of green energy. Additionally, 10 megawatts of clean power will be generated by equipping a large portion of site assets with solar panels, reducing the operational costs and CO2 emissions at the site.



BERLIN, Germany: Stakeholders across the perishables supply chain should adopt a digital approach to risk management to reduce waste and create value by extending shelf life, Eric Mauroux, Cool Chain Association (CCA) Board member and Founder and Chief Executive Officer (CEO) of FreshBizDev told delegates at this year's Fruit Logistica.

The industry has been slow to adopt new technologies, and a lack of standardized reporting across the supply chain means that the value proposition in perishables logistics can vary enormously across trade lanes.

By sharing data and adopting common Key

Cool Chain Association calls for digital risk management approach to drive efficiencies

Performance Indicators (KPI's), stakeholders from across the cool chain will be able to better understand which temperature excursions need action and plan for smarter logistics solutions, which will reduce waste.

"Having a digital approach to risk, which considers the total cost, is an opportunity to better understand the inefficiencies of the supply chain so that we can develop new solutions and build realistic business cases to invest in smarter logistics for the fresh produce trade," said Mauroux.

He said stakeholders should consider moving from a strict contractual framework towards new collaborative ways of working including data-sharing and shared objectives to improve cool chain performance.

The nonprofit group CCA has strongly backed a KPI metric for perishables called the Degree-Hour, which takes both temperature and time into consideration to give an absolute figure against which consignments on a given journey can be measured.

Using the metric, temperature excursions are acceptable within a defined bandwidth provided overall Degree-Hours are maintained at a certain score for the shipment across its end-to-end journey.

Fruit Logistica is being held at the Berlin Expo centre, Berlin, Germany between 5th and 7th April of each year.



Etihad Cargo

Lifeline to global health amid the pandemic

The airline's bespoke solutions in handling pharmaceuticals, Pharmedica, contributed to 45% year-on-year rise on cargo volumes it hauled and 85% increase on its pharma revenues in 2021.

By Ayesha Rashid

**M**

**anufacturing
pharmaceutical
products and
transporting**

**them have always been
a noble and big business
but it became even
bigger when the
pandemic struck.**

Countless tons of vital medical supplies like masks, gloves, sanitizers, personal protective equipment, among others, are needed on a daily basis for healthcare and frontline workers and the public. There's also the need to distribute billions of doses of COVID-19 vaccines to nearly 8 billion people across the planet in need of protection against the virus.

The vaccine distribution is a monumental task for the air cargo industry which described it as the "mission of the century." But more than two years on since the pandemic began, only a small fraction of the world got access to COVID-19 vaccines, mostly affluent countries that can afford to buy and ship them immediately.



COVAX, the global initiative aimed at equitable access to COVID-19 vaccines directed by the GAVI vaccine alliance, the Coalition for Epidemic Preparedness Innovations, and the World Health Organization, alongside key delivery partner UNICEF, said over 1 billion COVID-19 vaccines have been shipped to 144 countries.

But global leaders have called for urgent additional funding of at least \$5.2 billion to establish a Pandemic Vaccine Pool of at least 600 million additional doses to address uncertainties and risks in the virus' evolution.

They are convinced that the best way to protect and build on the progress made so far is to help as many people as possible around the world receive their primary vaccination while ensuring an ability to act quickly in response to any future developments of the pandemic. This would be critical not only to protect

the health and economies of lower income countries, but also to protect the entire world against continuing waves of virus variants.

The global vaccines market size in 2019 was estimated to be valued at \$46.88 billion. By 2027, it would reach \$104.87 billion at 10.7% growth during the forecast period.

The global pharmaceuticals market size, meanwhile, is expected to gain momentum by reaching \$2,151.1 billion by 2027 while exhibiting a CAGR of 7.0% between 2020 and 2027. This was largely attributed to growth on chronic diseases worldwide and the lingering pandemic that requires continued distribution of medicines and vaccines, according to Fortune Business Insights.

Pharmalife

Etihad Cargo, the national airfreight carrier of the United Arab Emirates, is among those on the frontline to help address the world's increasing need for the safe distribution of COVID-19 vaccines as well as pharmaceuticals and other life-science products.

A proud member of Hope Consortium, the Abu Dhabi-led public and private initiative on a mission to safely deliver large quantities of COVID-19 vaccines globally, Etihad Cargo takes pride on its bespoke solution in handling pharmaceutical products, which include vaccines.

The company said PharmaLife uses specially designed, temperature-controlled equipment and specific processes to ship pharmaceuticals around the world in the quickest and safest way possible.

It is hallmarked by Active and Hybrid full-portfolio containers with PharmaLife Active solutions in the case of premium and highly sensitive products. PharmaLife Passive Solutions, with three specific temperature ranges, namely +2° to + 8°, +15° to + 25°, and +2° to +25°, ensuring the right process and storage conditions.

Martin Drew, Senior Vice President Sales & Cargo, Etihad Aviation Group, explains to Air Cargo Update how Pharmalife transports sensitive temperature-controlled pharmaceuticals in quickest way possible.

"Pharmaceutical shipment handling and loading are always prioritized, with an average of just 60 minutes between aircraft and cooling facility. All shipments pass through the Etihad Cargo hub in Abu Dhabi and connect to more than 70 global destinations," Drew said in an email interview.

"Each shipment journey is also managed and monitored by a dedicated team of experts. From the Cargo Control Center in Abu Dhabi to the on-ground specialists, by using real-



time data from temperature-controlled storage and cargo hold temperature devices located in the aircraft, the team is entrusted and able to deliver end-to-end product integrity," he added.

Etiha Cargo adheres to the highest compliance guidelines and was the first carrier in the Middle East to gain IATA's Center of Excellence for Independent Validators (CEIV) certification for pharmaceutical logistics.

Currently operating across more than 1,100 IATA CEIV Pharma/GDP certified trade lanes, the carrier's expertise in this sector – augmented courtesy of PharmaLife – has resulted in a 45 percent year-on-year rise in volume and an 85 percent increase in revenue of pharma shipments in 2021, according to Drew.

The vaccine carrier

Through PharmaLife, Etiha Cargo handles all temperature-control requirements from -80°C through to +25°C.

Vaccines are typically transported at between +2°C to +8°C, however, to respond to customer requirements, Etiha Cargo said it expanded its Boeing Dreamliner and Boeing 777 fleet dry ice carrying capabilities as the Pfizer, Moderna and Sputnik COVID-19 vaccines all need to be maintained between -70°C and -18°C.

At the beginning of this year, Etiha Cargo moved more than 2 million doses of the Pfizer-BioNTech vaccines to Cambodia on behalf of UNICEF, the world's largest vaccine supplier. It also made a record shipment of 109 tons of fashion and electronics from Vietnam and shipped 39 horses from Chicago to Riyadh. Its product verticals are diverse: from pharma to fresh food, flowers and everything in between.

"Naturally, shipping pharmaceuticals is complex and subject to myriad technical factors. Each manufacturer issues specific temperature-control requirements that must be applied to individual pharmaceutical products and adhered to throughout the journey to maintain product integrity. For example, some vaccines require -80°C, so last year Etiha Cargo secured UAE GCAA approval to expand its dry ice carrying capabilities across its Boeing Dreamliner and Boeing 777 fleet. The carrier can now carry up to five times more dry ice per flight, enabling it to provide customers with enhanced

“Each shipment journey is also managed and monitored by a dedicated team of experts. From the Cargo Control Center in Abu Dhabi to the on-ground specialists, by using real-time data from temperature-controlled storage and cargo hold temperature devices located in the aircraft, the team is entrusted and able to deliver end-to-end product integrity.”



Martin Drew
Senior Vice President Sales & Cargo
Etiha Aviation Group

frozen and deep-frozen conditions, a necessity for some types of vaccine," said Drew.

"In addition to its certification, Etiha Cargo actively participates in associations such as Pharma.aero, the Cool Chain Association, and IATA. Through that involvement, the carrier is working closely with all stakeholders to share experience and explore innovations as a collective, further elevating the whole industry's capabilities."

Tailored solutions

Etiha Cargo provides tailored solutions to handle all temperature-control requirements from -80°C through to +25°C. It has also worked with a number of ULD and specialized pharma container manufacturers to develop options that maintain temperature parameters.

Envirotainer, Csafe Global, Dokaschand, Skycell and Va-Q-Tecto all offer premium leasing options for pharmaceutical and life science shipments. The carrier's active and hybrid solutions mean shipments are always stored and transported safely and securely at the correct and steady temperature, while providing both the

carrier and the customer real-time monitoring and tracking.

"To ensure passive cargo maintains the correct temperature, a pre-cooled thermal blanket is applied before loading and offloading. This blanket stabilizes the environment of the shipment shielding it from extreme weather conditions and protecting the product integrity," Drew explained.

"Etiha Cargo has partnered directly with the architects of the ULDs who came up with an innovative deep-frozen solution to house drugs at -70°C and it advises on the types of coolant used in the containers of each aircraft type. This enables the carrier to better anticipate and prepare to implement the specific types of packaging within their supply chain, thus minimizing risk.

"Through the partnership with Envirotainer, for instance, Etiha Cargo can closely monitor pharma shipments and provide its customers real-time data including temperature and locations. It also operates a state-of-the-art, dedicated Cargo Control Center 24/7. This center is the digital heartbeat of the carrier's cargo operation, tracking,



monitoring, and controlling all shipments to minimize any potential delays, while simultaneously addressing and resolving issues in real-time to reduce any cold-chain disruption and ensure product integrity.”

Global partner and enabler

Etihad's Cargo Control Center uses digital technology and data-driven insights to effectively monitor all these things as well as controlling all shipments from start to finish.

The cargo airline said it has always been committed to the transportation of pharmaceuticals, but the pandemic has emphasized the need for its ability to effectively and securely ship vaccines, essential medicines, medical devices and other critical supplies that have enabled the roll-out of vaccine programs across the globe.

In March 2020, Etihad Cargo launched its passenger freighter operations to provide additional capacity to transport essential medical cargo. It has also set-up a COVID-19 workforce that worked with partners on prioritizing key shipments and embarked on an aggressive program with the UAE government for food security and aid distribution. November 2020 witnessed the establishment of the Abu Dhabi Hope Consortium which was committed to the distribution of the COVID 19 vaccines around the world.

In addition, in February 2021, the carrier joined the United Nations Children's Emergency Fund (UNICEF) to support its Humanitarian Airfreight Initiative, distributing humanitarian supplies to children in underdeveloped countries.

“For shipments transported through the Hope Consortium, Etihad Cargo partner Maqta Gateway – Abu Dhabi Ports' digital technologies subsidiary – has developed mUnity, which is a proprietary custom-built digital system that employs blockchain technology to track and trace COVID-19 vaccine sourcing, storage, shipment, and all related data in real-time. The system features robust end-to-end visibility of every vaccine, starting from the manufacturing facility right up to when it arrives at vaccination centers both in the UAE and abroad. Based on the availability of data, the system has the capability to track individual vaccine doses up until the time of the administration of the actual dose,” Drew shared.

“Etihad Cargo also uses a combination of smart ULDs for passive

Etihad Cargo has played a critical role in the global humanitarian aid program, transporting more than 400 tons of aid to more than 40 countries around the world.

shipments, including Envirotainer RLP track and trace, which provides temperature-controlled air cargo containers with up to 170 hours of autonomy maintaining the temperature and protecting the cargo, as well as CSafe Global, which offers live monitoring and shipment visibility insights.

“Lastly, Etihad Cargo customers are able to monitor their shipments on the carrier's CIQ system; a monitoring tool that enables them to track the journey in real time, providing full transparency and an enhanced experience.”

Etihad Cargo has also played a critical role in the global humanitarian aid program, transporting more than 400 tons of aid to more than 40 countries around the world.

“The carrier took a proactive approach to the anticipated challenges that came with COVID-19. From the outset of the pandemic, demand for premium pharmaceutical solutions increased, Etihad Cargo focused on its partners and enhanced its product specifications. It also established a COVID-19 Workforce and Steering Committee to drive the pandemic response and to continue to support the shipment of vaccines around the world,” said Drew. *Edited by Gemma Q. Casas*



IT solutions and digitalization critical to air cargo industry's growth in India and elsewhere

By R. Chandrakanth

In the air cargo sector, digitization has become a critical element without which it cannot grow the way it is growing. If Indian air cargo sector has to achieve the throughput of 17 million tons by 2040, it cannot be done without digitization.

Digitization has encompassed all walks of life; supply chain is no exception. In fact, digitization of supply chain has facilitated seamless transactions, making life easier for all the stakeholders. It has positively benefitted companies and their bottom line, thanks to automation which has fastened processes and reduced / eliminated human error. Days of spreadsheets and email threads have become history. This is the digital era.

In the air cargo sector, digitization has become a critical element without which it cannot grow the way it is growing. If Indian air cargo sector has to achieve the throughput of 17 million tons by 2040, it cannot be done without digitization.

In India, digitization is fast happening. It found acceleration during the pandemic. The adoption rate of innovations such as blockchain, big data analytics, biometrics and AI (artificial intelligence) has been phenomenal in the recent past. Making this happen are software companies such as IBS, Cargo Flash, Kale, Mercator, Rapid Cargo, Sabre, Tiralis Global, Cargo Data Management among many others.

Integration through digitization

The importance of digitization in the logistics sector has been neatly summed up by Marcus Puffer, Vice President & Head of Loyalty Management Solutions at IBS Software who at a recent Aviation Event in Tenerife said the age of digitization in the travel sector pre-dates the pandemic.

“The travel industry has been capitalizing on innovation to make its products and services more attractive to savvy consumers and business partners. So, what has changed now against the backdrop of new realities from the pandemic? As the travel industry slowly recovers from the current global crisis, the value of digitalization and

The pandemic has led to tectonic shifts in the travel industry. Digitalization will continue to be a key enabler for travel companies, helping them react quickly, manage and become more resilient to macro-economic, geopolitical, health, and social dynamics. The need to adopt new technologies and mindsets has dramatically accelerated. Those who wait and watch at the sidelines will risk being swallowed by the cracks in the system.”

its role in enabling the travel sector will fundamentally depend on three success factors:

- *Digitalization cannot just be about technology. It requires a mindset change in organizations to radically rethink and redefine processes and redevelop structures to break silos*
- *Digitalization is driven by our customers' expectations and their experiences in other sectors, like retail or entertainment. They expect the same from the travel industry*
- *Digitalization is only effective when integrated across all stakeholder ecosystems to facilitate the entire customer journey. For this, we need standards, such as NDC and One Order, to be implemented and applied consistently*

The pandemic has led to tectonic shifts in the travel industry. Digitalization will continue to be a key enabler for travel companies, helping them react quickly, manage and become more resilient to macro-economic, geopolitical, health, and social dynamics. The need to adopt new technologies and mindsets has dramatically accelerated. Those who wait and watch at the sidelines will risk being swallowed by the cracks in the system.”

IBS has achieved leadership position by combining over 20 years of deep domain expertise with a comprehensive portfolio of modular SaaS solutions that facilitate and automate travel companies' most mission-critical functions. “We accelerate innovation and enable smarter, data-driven decisions at many of the world's largest and most renowned airlines, airports, ground handlers, hotels, cruise lines, and energy companies. Our customers consistently recognize our customer-centric and partnership approach, along with our implementation track record, as additional value enablers that differentiate IBS Software from our competitors.”

Kale's comprehensive suite of IT solutions

Another key player is Kale Logistics Solutions. Incorporated in 2010, Kale Logistics Solutions is a trusted global IT solutions partner for several Fortune 500 companies worldwide, offering a comprehensive suite of solutions for the logistics Industry.

With in-depth domain knowledge and technical expertise, Kale has created a suite of comprehensive IT enterprise systems and Cargo Community Platforms, which offer a single electronic window capable of supporting operational flows, percolating data to various stakeholders and facilitating the paperless exchange of trade-related information between stakeholders.

Kale's logistics software, community and enterprise solutions cater to a wide network of Logistics Service Providers (LSPs) and help strengthen and improve their operational and business capabilities.

In air freight, Kale has international and domestic cargo handling systems and general



sales agent system, besides its offering in ocean freight, 3PL and trade facilitation. Kale's suite of air freight software solutions to address the challenges of air cargo stakeholders have stemmed from working alongside leading airports around the world and gaining in-depth understanding of the challenges and opportunities that define the air cargo domain.

Air freight software, air cargo management system and other solutions from Kale are built on in-depth domain knowledge and prolonged industry experience.

Nearly 85+ airports in the world have deployed these community wide solutions such as cargo management system, cargo community system, freight forwarding system to name a few built by Kale to leverage the technology potential.

Cargoflash' Intuitive and end-to-end platform

One other key player is Cargoflash Infotech pvt ltd, a winner of India SME Awards in 2017. Cargoflash is a leading IT and business consulting solutions provider firm exclusively focused on the air cargo sector.

Its latest offering, nGen, seamlessly integrates clients' business and organizational strategies with IT implementations, thus helping them to improve their financial performance and operational efficiency.

It provides an intuitive, intelligent and end-to-end platform that puts efficiency as a key priority for air cargo logistics, globally. With offices in New Delhi and Mumbai, it has a team of 120 experts to help the industry of air cargo run smooth like a well-oiled machine.

Recently, Cargo Flash bagged the contract from Kenya Airways where it will be replacing the airlines manifold operations and management systems that were either having limited connectivity options or systems working in silos, in which information sharing is restricted due to systems' limitations.

Kenya Airways' numerous operations and management systems are currently being substituted by Cargo Flash's single, next-generation 'nGen' system that includes Cargo Reservations (RES) System, Cargo Revenue Accounting (CRA) System, Cargo Handling and Warehouse Management, ULD Management Solution, and Customer Portal.

"Not only will Cargo Flash's next-generation



systems automate documentation and other cargo management processes but will also streamline Kenya Airway's operational requirements along with boosting their efficiency and increasing revenue," added Gautam Mandal, Director – Products, Cargo Flash Infotech.

I-Code Technologies single entity system

Bangalore-based I-Code Technologies pvt ltd provides quality freight software and customized e-business solutions. Its CargoNet functions at different segments, providing functionality required for each level which are independent as well as interdependent on other segments of the supply chain. This includes freight forwarders, transporters, overseas agents, shippers, consignees, ports etc.

CargoNet is a complete framework of solutions for the entire supply chain system, piecing together all the parameters into a single entity. Its key features include clear visibility of entity-wise operations at various stages from planning to shipment delivery; detailed and consolidated reporting for management framework and operational framework; tracking and communication, etc.

The present-day freight scenario, irrespective of the mode of transportation, requires information at ones finger-tips and that is possible only through digitization. The phenomenal increase in volumes in the air cargo sector demands upgrading the existing systems to digital and it is a continuous process.

Not just airlines and airports, but all the stakeholders know the importance of hassle-free shipment without "unnecessary dwell times" and other bottlenecks. Indian airports are seeing a transformation as the stakeholders have started eliminating legacy paper-based systems and adopting digital process which include using air freight software, ULD measuring digital devices, applications for declaring dangerous goods and web-based booking and tracking platforms to monitor the movement of shipments in real-time.

The air cargo industry has started to recover. The Ministry of Civil Aviation has set up a sub-group, comprising members of the Domestic Air Cargo Agents Association of India; Airports Authority of India's (AAI) Cargo Logistics and Allied Services Company Limited; various airlines and a joint venture airport, for suggesting ways and means to improve cargo-related infrastructure issues, including quicker adoption of technologies to remove gross inefficiencies in the operations. The transformation is happening as there is no dearth of homegrown digital technologies.

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The country's air cargo industry faces hurdles such as high dwell times, congested cargo terminals, sub-optimal use of belly cargo capacity, missing/damaged non-traceable cargo, and manual processing.

India races against time to build capacities amid rising air cargo demand

By R. Chandrakanth

The Government of India (GoI) is pursuing a range of actions to improve its logistics performance. These include the development of dedicated rail-based freight corridors, surface transport connectivity, improvements to the capacity and connectivity of coastal and inland water-based shipping and airports with improved cargo terminals.

As national freight activity is expected to grow five-fold by 2050, India's freight transport ecosystem has a critical role to play in supporting the country's ambitious priorities.

Realizing the importance of air cargo in enhancing economic activity, the Parliamentary Standing Committee on Transport (2021) noted India's freight potential with respect to its geographical location, its growing economy, and its growth in domestic and international trade.

In 2019-20, airports across India collectively handled 3.33 million metric tons (MMT) of freight. This is certainly way below Hong Kong (4.5 MMT), Memphis (4.8 MMT), and Shanghai (3.7 MMT), the top three airports in terms of freight volume handled. As a country, India can certainly do more.



Hurdles Identified

As per the National Cargo Policy 2019, the air cargo industry faces hurdles such as high dwell times, congested cargo terminals, sub-optimal use of belly cargo capacity, missing/damaged non-traceable cargo, and manual processing.

The Parliamentary Committee noted that inadequate infrastructure has been a major bottleneck in developing the country's air cargo sector. To eliminate the bottleneck, it recommended the establishment of dedicated cargo airports with automated air cargo procedures and information systems to streamline redundant processes.

Some of the private and AAI airports have got into the act. The Indira Gandhi International Airport at Delhi is the preferred air cargo hub of

India due to its strategic location, infrastructure and cargo handling services. It has two integrated cargo terminals, on-airport logistics center and the largest airline network connecting 75 international and 69 domestic destinations.

The Kempegowda International Airport at Bengaluru has reputed cargo terminal operators – Air India SATS and Menzies Aviation Bobba. It offers connections to 25 global and 55 domestic destinations with 15 freighters. It recently inaugurated India's first dedicated Express Cargo Terminal, exclusively for export and import of international couriers.

"BLR Airport is well on track towards becoming a cargo hub, offering world-class infrastructure, powered by leading global logistics providers. With express courier gaining greater significance following the exponential growth of e-commerce, the Express Cargo Terminal at BLR Airport is a significant step towards supporting and driving this growth. In addition, it will facilitate trade and faster movement of goods across the world," said Mr. Hari Marar, MD & CEO, BIAL.

Similarly, in March this year, GMR Hyderabad Air Cargo (GHAC), a division of GMR Air Cargo and Aerospace Engineering Limited (GACAEL) inaugurated a new facility to handle international courier and express cargo consignments.

The facility will be the new gateway for import and export of courier cargo shipments from the region. It is connected with Express Cargo Clearance System (ECCS) of Indian Customs, enabling seamless and quick courier consignment processing and clearance at the terminal.

Coming back to the Parliamentary Committee, it highlighted that the 'Open Sky Policy' enabled foreign cargo carriers to freely operate cargo services to and from any airports in India having customs/immigration facilities. They account for 90 to 95% of the total international cargo carried to and from the country.

However, for providing a level playing field for Indian air cargo operators in these Covid-affected times, the government in December 2020 effected some changes in the 'Open Sky Policy' for cargo.

It restricted non-scheduled cargo flight operations by foreign carriers to and from India to Delhi, Mumbai, Kolkata, Chennai, Bengaluru and Hyderabad while Indian carriers can load non-scheduled cargo flights from any point in the country.

The committee recommended a standard rate for processing and handling of cargo at airports across the country to improve the competitiveness of India's exports and the cost of air cargo logistics. The committee wanted freighters to get dedicated parking bays and brought all air cargo tariff disputes under the Airports Economic Regulatory Authority (AERA).



Despite these irritants, the domestic air cargo market has been expanding since FY16, outpacing global air cargo growth. However, during Covid times, there has been a decline. Cargo tonnage grew at 6 % in FY19 over the previous financial year, according to data from AAI, but it fell by almost 7 % in FY20 and by more than a fourth in FY21.

Cargo-handling rates across airports

General cargo handling rates at Indian airports vary immensely and across all types of airports – those under the AERA's purview and those outside. There is no standard rate across airports for the processing and handling of cargo at air cargo terminals, which has been counterproductive to the competitiveness of the country's exports, while adding to the cost of air cargo logistics as a whole.

"The committee, therefore, recommends (to) the ministry to fix a standard benchmark for fixing processing and handling charges which will be applicable across all airports. The committee further recommends (to) the ministry to ensure that these charges are comparable to other airports around the world so that our export competitiveness is not impacted due to high terminal charges."

Growth of India's air cargo market

Despite these irritants, the domestic air cargo market has been expanding since FY16, outpacing global air cargo growth. However, during Covid times, there has been a decline. Cargo tonnage grew at 6 % in FY19 over the previous financial year, according to data from AAI, but it fell by almost 7 % in FY20 and by more than a fourth in FY21.

Among airports operating under the public-private partnership mode, the decline in cargo traffic was the most at Kolkata and Mumbai airports (over 31 %) in FY21 – exceeding the national average, as per data from global aviation consultancy firm CAPA.

Mumbai's share of domestic cargo volumes declined 5 percentage points in FY21, equivalent to a loss of about 50,000 tons, CAPA said and expected volumes to surpass pre-covid levels in 2022. Domestic cargo is expected to increase by 43 % to 1.36 million tons (2.7 % above FY20

levels), while international cargo is projected to grow 35.9 % to over 2 million tons (3.2 % above FY20 levels).

Room for more cargo planes

To cater to the growth in the air cargo market, Indian carriers have been increasing the deployment of dedicated air freighters. The parliamentary panel said the number of dedicated freighters had risen from seven in 2018 to 26 in 2021, with room for some more.

The government has also encouraged Indian airlines to acquire more wide-bodied aircraft to increase the capacity of belly cargo or cargo-on-seat flights. The panel noted that the share of dedicated air freighters was only 15 % in the air freight market in India compared with 50-55 % globally.

At least two Indian airlines, SpiceJet and IndiGo, have quickly ramped up their cargo operations, during these difficult times. IndiGo's cargo revenue increased by 9.6 percent in FY21. The airline has now initiated a freighter programme and is sourcing four A321XLR aircraft.

It has converted 10 of its aircraft to carry cargo in the cabin. During the September quarter call with analysts, IndiGo CEO Ronojoy Dutta said structural shifts were already taking place in the cargo space. Dutta said that regulation is "in our favor, shipping to airlines substitution is in our favor, Indian volumes are growing. So, with all that, cargo really is a good story and will continue to be a good story." Dutta said that regulation is "in our favor, shipping to airlines substitution is in our favor, Indian volumes are growing. So, with all that, cargo really is a good story and will continue to be a good story."

SpiceJet is also increasing focus on the cargo business. The airline has received shareholder approval to transfer the cargo business to a subsidiary. It operated 17 cargo aircraft in the September quarter, including seven wide-bodied aircraft. Revenue from cargo operations jumped manifold in FY21.

Need to capitalize on demand

According to credit rating agency CRISIL, in India, while passenger traffic demand for the financial year (FY) 2020-21 was 34% of a pre-covid level, cargo demand was at 74%. The logistics sector represents about five % of India's Gross Domestic Product (GDP) and employs over 2.2 crore people.'

India handles 4.6 billion tons of goods each year, representing a variety of domestic industries and products: 22% agricultural goods, 39 % mining products, and 39 % manufacturing-related commodities. Trucks and road vehicles handle most of the movement of these goods. Railways, coastal and inland waterways, pipelines, and airways make up the other transportation modes.

India has been one the world's fastest-growing major economy for some years now, aside the pandemic years, due to soaring demand for goods and services. The movement of goods across the country and beyond its borders has created humongous economic opportunities for millions of Indians.

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with

Yossi Shoukroun CEO of Challenge Group

The Malta-based Challenge Group is an international conglomeration which operates three airlines as well as offer bespoke solutions on air and ground handling logistics and other aviation services.



Continuing to walk through a difficult time in history amid the pandemic and the ongoing war between Ukraine and Russia that could escalate to greater conflicts in Europe and result to wider global economic and security problems if not stopped, the air cargo industry remains resolute on its mission to facilitate global trade, medical and humanitarian efforts.

In this Q&A with Air Cargo Update, Yossi Shoukroun, the CEO of Challenge Group who is highly regarded for his leadership roles and overcoming challenges, shares his thoughts on the issue and the company's quest for global expansion to meet the world's growing demand for air cargo services.

The Malta-based Challenge Group is an international conglomeration which operates three airlines as well as offer bespoke solutions on air and ground handling logistics and other aviation services.



Please tell us more about Challenge Group, the companies under its wings, and the services that they provide.

Challenge Group manages under its umbrella three airlines (CAL Cargo Airlines in Israel, Challenge Airlines in Belgium, and Challenge Air Cargo in Malta), a ground handling company (Challenge Handling in Liege, Belgium), a European road feeder provider (Challenge Logistics in Liege, Belgium), an aircraft and parts leasing division (Challenge Aviation), and a comprehensive line maintenance provider (Challenge Technic).

How was your business during the pandemic and this post-pandemic era?

We have experienced two exceptional years in terms of overall performance, fleet utilization, destinations reached, customers served and tonnage transported. There was a real challenge in maintaining the supply chain operational. So, we conducted a revision of our BCP, focusing on digitized processes to rely less on manual interaction.

Currently, we are seeing strong request for capacity and ancillary service but also a high demand for specific destinations and commodities due to the geopolitical situation and ports congestion.



How has the pandemic situation affected markets worldwide?

Pre-pandemic belly capacity still needs time to recover and shipping line adopted a new business model based on regional feeder service instead of roundtrips around the globe. For this reason and for the covid restrictions still in place, seaports are congested causing major delays in delivering goods, therefore, the logistic industry should adopt a multimodal supply chain approach to business to meet the demand of global trade. For instance, some countries are reconsidering their offshoring production strategy to internalize the production of specific goods or having enough internal stock of specific items.

How has the conflict between Russia and Ukraine affected the cargo industry?

As expected, the conflict has led to a severe shortage of capacity due to the sanctions and restrictions imposed on some operators. There are of course longer alternative routes to connect the EU and the Far East, but they involve an additional cost as the flight time is longer (so is the fuel consumption), there is less rotation and less payload.

What's the worst-case scenario if the situation (war) drags on?

The worst-case scenario would be the extension of the conflict to other areas of the world which would put further pressure on the supply chain. We hope that this issue will come to a conclusion shortly.

In your expert opinion, how can

the air cargo industry and its supply-chain cushion the impact of the global economic crisis or prolonged regional conflicts for that matter.

Air cargo is essential. We are deeply convinced that the airfreight business will continue to play a key role in supporting world trade, and the more extreme the situation becomes, the more the world economy understands its value.

We understand that you're diversifying into a boutique air cargo company, please tell us more about this.

Indeed, our goal is to offer special products that meet high standards and unique tailor-made services. Our ambition is to become the first choice of customers by offering a wide range of tailormade products and ancillary services.

What specific services are you targeting to offer?

We want to answer to the needs of the market and customers. To be able to adapt to every demand, we have developed expertise over our years of activity and our product lifecycle is constantly reviewed to grant the best possible standard for specific verticals on specific trade lanes.

Why choose air cargo industry at this time?

Air cargo will stay when it comes to urgency. Indeed, it is an essential mode of transportation and there will always be a need for specific high value items, goods with limited life shelf, for emergencies. So, airfreight will remain indispensable.

What can companies expect from Challenge Group in the foreseeable future?

Our plan is not only to increase our capacity by three times adding respectively four B76F and 4 B77F aircraft to our current fleet, but to expand globally, by replicating the success story of our Liege hub in other continents, while offering a different approach to the industry by owning the full supply process. Our core concept is the shared economy, which connects industry partners willing to grow mileage with us.

Looking for innovative solutions and partners we are also developing our own inhouse application to keep the flexibility and ownership of our digital journey in an efficient way, ensuring fast development and tailor-made tools.

Prime Aviation: The airfreight solutions specialist that keeps up with the times

DUBAI, UAE: Prime Aviation may be relatively young in the sturdy global airfreight and logistics industry but it takes pride in having the knowledge and capabilities to provide airfreight and logistics solutions specific to what customers need.

The company does this through an integrated system that utilizes logistics and supply chain technology coupled with decades of experience that are agile and responsive to the demands of the market.

Prime Aviation Managing Director Syed Mohamed Wazeer says his vision is to create value driven growth by providing services that extend beyond airfreight logistics. As digital fulfillment platforms such as end-to-end supply chain visibility, integrated distributed order management solutions and personalized analytics take center stage in today's logistics, he says Prime Aviation's goals become more relevant.



The airline's vision is clear—to create an environment for manufacturers and retailers that effectively position and manage their businesses by sharing information, hence, propelling a refreshing form of efficiency into the air cargo transport industry.

Founded in Dubai, the global business gateway, Prime Aviation's network of operations span across the Middle East, Asia, Africa, Eastern Europe, China and the CIS countries. It benefits from a healthy network that has been established on trust and integrity across many airlines, airports, handling companies and freight forwarders.

The pandemic proved to be a fruitful time to increase the pace on development within the organization and investments were poured into hiring skilled manpower, expanding the fleet of airplanes & establishing cross border partnerships that allowed for new routes to be established fulfilling the requirements of the clients.



DUBAI, UAE: Despite the challenging times, the only authorized distributor of CCN Solutions in the UAE and Qatar, which is an integrated platform service for streamlining the supply chain management of the cargo community, Airglow Aviation Services, continues to post positive growth.

Airglow Aviation Services Founder & Chairman Zaidan Khalifat & Managing Director Rohit Thakwani shared the company has managed to survive difficulties brought about by the pandemic by adopting flexible solutions to the needs of their clients.

Airglow Aviation Services thrives despite challenging times

By understanding and analyzing the portfolio of products, services and network of its partners, the airline says it has managed to maximize the yield, utilize payloads and generate long-term revenue streams for its partners.

Thakwani recalled in April of 2021 Airglow started operating passenger freighters out of Afghanistan for Air Arabia and from UAE for Air peace as well as others from KSA and the USA. This became a lifeline for their partners as they decided to fill the void with cargo to fulfill the increasing demand.

Apart from offering bespoke aviation solutions, Airglow Aviation also offers advice on pre-flight packing requirements, customs, warehousing and provides supervision of aircraft loading & unloading including arrangements for special equipment requiring custom built solutions.



Global air travel recovery accelerates in February

GENEVA, Switzerland: Air travel worldwide has shown a strong rebound in February 2022 compared to the previous month as Omicron-related impacts moderated outside of Asia, according to the International Air Transport Association (IATA).

Total traffic in February 2022 (measured in revenue passenger kilometers or RPKs) was up 115.9% compared to February 2021. That is an improvement from January 2022, which was up 83.1% compared to January 2021. Compared to February 2019, however, traffic was down 45.5%.

February 2022 domestic traffic was up 60.7% compared to the year-ago period, building on a 42.6% increase in January 2022 compared to January 2021. There was wide variation in markets tracked by IATA. Domestic traffic in February was 21.8% below the volumes of February 2019.

International RPKs rose 256.8% versus February 2021, improved from a 165.5% year-over-year increase in January 2022 versus the year-earlier period. All regions improved their performance compared to the prior month. February 2022 international RPKs were down 59.6% compared to the same month in 2019.

"The recovery in air travel is gathering steam as governments in many parts of the world lift travel restrictions. States that persist in attempting to lock-out the disease, rather than managing it, as we do with other diseases, risk missing out on the enormous economic and societal benefits that a restoration of international connectivity will bring," said Willie Walsh, IATA's Director General.

International Passenger Markets

- European carriers saw their February traffic rise 380.6% versus February 2021, improved over the 224.3% increase in January 2022 versus the same month in 2021. Capacity rose 174.8%, and load factor climbed 30.3 percentage points to 70.9%.
- Asia-Pacific airlines had a 144.4% rise in February traffic compared to February 2021, up somewhat over the 125.8% gain registered in January 2022 versus January 2021. Capacity rose 60.8% and the load factor was up 16.1 percentage points to 47.0%, the lowest among regions.
- Middle Eastern airlines' traffic rose 215.3% in February compared to February 2021, well up compared to the 145.0% increase in January 2022, versus the same month in 2021. February capacity rose 89.5% versus the year-ago period, and load factor climbed 25.8 percentage points to 64.7%.
- North American carriers experienced a 236.7% traffic rise in February versus the 2021 period, significantly increased compared to the 149.0% rise in January 2022 over January 2021. Capacity rose 91.7%, and load factor climbed 27.4

percentage points to 63.6%.

- Latin American airlines' February traffic rose 242.7% compared to the same month in 2021, well up over the 155.2% rise in January 2022 compared to January 2021. February capacity rose 146.3% and load factor increased 21.7 percentage points to 77.0%, which was the highest load factor among the regions for the 17th consecutive month.
- African airlines had a 69.5% rise in February RPKs versus a year ago, a large improvement compared to the 20.5% year-over-year increase recorded in January 2022 compared to the same month in 2021. February 2022 capacity was up 34.7% and load factor climbed 12.9 percentage points to 63.0%.
- Brazil's domestic traffic was up 32.5% in February, compared to February 2021, which was a slowdown compared to the 35.5% year-over-year growth recorded in January.
- US domestic RPKs rose 112.5% year-on-year in February, an improvement compared to the 98.4% rise in January versus the prior year.



Photo Credit Dublin Airport Photo

2022 vs 2019

The accelerated growth recorded in February 2022 compared to a year ago, is helping passenger demand catch-up to 2019 levels. Total RPKs in February were down 45.5% compared to February 2019, well ahead of the 49.6% decline recorded in January versus the same month in 2019. The domestic recovery continues to outpace that of international markets.

The Bottom Line

"As the long-awaited recovery in air travel accelerates, it is important that our infrastructure providers are prepared for a huge increase in passenger numbers in the coming months. We are already seeing reports of unacceptably long lines at some airports owing to the growing number of travelers," said Walsh.

"And that is even before the surge of Easter holiday travel in many markets next week. The peak Northern summer travel season will be critical for jobs throughout the travel and tourism value chain. Now is the time to prepare. Governments can help by ensuring that border positions are staffed adequately and that background security checks for new staff are managed as efficiently as possible," he added.



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QUANTRON

debuts QUANTRON QARGO 4 EV Light Truck



The new truck offers a battery-electric cargo solution, ideal for sustainable deliveries over the last mile, in both urban and rural areas. Its battery capacity is 81 kWh and is fully recharged within 1.2 hours.

W

ith its business mantra, “Empower the Future”, **QUANTRON AG**, the German company that

specializes in providing sustainable battery-electric and hydrogen-electric e-mobility for commercial vehicles like trucks, buses and vans, unveiled last month QUANTRON QARGO 4 EV light truck.

The all-electric light truck, the second vehicle in the newly designed QUANTRON brand on the market, was presented to a select audience of investors, members of the press and customers at the Q-Days 2022 in Gersthofen/Augsburg.

The company says the light transporter from QUANTRON offers a battery-electric cargo solution, ideal for sustainable deliveries over the last mile, in plant traffic and for municipalities. With its flexible wheelbase featuring 3.3 m of excellent manoeuvrability and thus a very small turning radius, the compact vehicle is ideal for inner-city traffic.

QUANTRON says the QARGO not only stands out because of its modern QUANTRON design in accordance with the company’s brand values “reliable”, “energetic” and “brave.” The performance of the environmentally-friendly transporters is also equally impressive: an operating range of up to 350 km as well as a payload of 2,300 kg - without producing any emissions or noise. Its battery capacity is 81 kWh and is fully recharged within 1.2 hours.

Cobalt-free batteries from CATL

QUANTRON says its products are developed and produced in cooperation with global partners from the QUANTRON ecosystem. These include QEV Technologies and EV Dynamics. The vehicle modules are sourced from Asia and then adapted to suit European standards and individual customer requirements by the development team from QUANTRON and QEV Technologies.

Other innovations in the QUANTRON portfolio include the all-electric Q-Heavy truck QUANTRON QHD BEV 50-280 as 4x2 tractor unit based on the DAF CF Space Cab. The zero-emission vehicle convinces with a low-noise and



therefore particularly pleasant driving style as well as having an operating range of up to 220 km and a maximum engine performance of 350 kW. The 280-kWh battery is fully re-charged within 6.5 hours.

Quantron AG’s other sustainable mobility-related topics were also presented at the Q-Days event which include its portfolio of FCEV & BEV vehicles. Selected vehicles are also made available for demo and test drives.

In addition, other areas of e-mobility, such as the retrofitting of new and used commercial vehicles whose respective diesel drive trains have been replaced by a QUANTRON BEV or FCEV drive, will also be examined.

The H2 and fuel cell offensive 2022 kicked off with key partner Ballard Power and a number of other BEV variants in the light and heavy truck sectors is another highlight at the Q-Days.

With this, Quantron says its is driving its vision of CO₂-neutral mobility in the ecosystem for fully electric and hydrogen-powered vehicles and platform solutions which are bundled as Quantron-as-a-Service.

Source: www.quantron.net



QUANTRON AG:

The battery and hydrogen-powered vehicles specialist

Quanton AG is a system provider of sustainable battery-electric and hydrogen-electric e-mobility for commercial vehicles such as trucks, buses and vans. The wide range of services is based on the two business units Q-Retrofit (electrification of used and existing vehicles from diesel to zero-emission electric drive) and Q-Mobility (supply of own zero-emission vehicles of the QUANTRON brand) With the Q-Ecosystem, Quanton AG also offers an overall concept for zero-emission mobility.

This includes the creation of individual overall concepts including the appropriate charging infrastructure as well as rental, financing and

leasing offers and training courses and workshops at the QUANTRON Academy. The e-mobility pioneers also sell batteries and integrated customized electrification concepts to manufacturers of commercial vehicles, machinery and intralogistics vehicles.

The German company from Augsburg in Bavaria has a network of 700 service partners and the extensive knowledge of qualified experts in the fields of power electronics & battery technology. As a high-tech spinoff of the renowned Haller KG, it combines over 140 years of commercial vehicle experience with state-of-the-art e-mobility know-how.

SalamAir expands flights to 4 Indian cities

MUSCAT, Oman: The Sultanate of Oman's fastest-growing value-for-money airline, SalamAir, launched in April non-stop flights from Muscat and Salalah to four Indian cities –Salalah, Calicut, Jaipur, Lucknow, and Trivandrum.

The flights from Salalah to Calicut will operate on Friday and Sunday. Flights from Muscat to Jaipur is daily except Sunday. Lucknow double daily, and Trivandrum daily except Monday.

While the Salalah to Calicut route is new, previously, SalamAir operated special flights to these Indian destinations as part of the COVID-19 pandemic related air bubble pact between India and Oman, now with the launch of the scheduled flights from Muscat to Jaipur, Lucknow, and Trivandrum (Thiruvananthapuram), SalamAir has expanded its network in the Indian Subcontinent.

"In line with our network expansion plan, it is with great pleasure that we announce our direct flights to India. Our aim is always to provide our customers with greater connectivity and convenience, and the addition of these routes will cater to the expat population, business travellers, and tourists. Our strategic cooperation with Oman Air enables us to serve the Indian market and augment demand and traffic volume, thus fulfilling the Oman Vision 2040," said Captain Mohamed Ahmed, CEO of SalamAir.

SalamAir recently announced its strategic cooperation with Oman Air, which expanded the codeshare agreement to facilitate dynamic and smooth passengers'



movement to the Sultanate to promote tourism growth.

The airline plans to introduce non-stop flights from Suhar, Oman to Calicut in the future. Oman is home to a large Indian community. Trade relations between Oman and India also remains robust.

"During the pandemic, we operated multiple charter flights; and we hope to continue our service to the community and hope our flights will continue to facilitate and strengthen these strong ties and bilateral relationships in the future," the SalamAir CEO shared.

Emirates resumes 170 weekly flights to India



Dubai, UAE: Emirates reinstated in April its pre-pandemic flight frequencies of 170 weekly flights to nine cities across India.

The airline said the move comes amid the Indian government's decision to restore international flights to and from the country in line with established bilateral agreements from the end-March 2022.

Emirates will be operating the following flights:

- **Mumbai- 35 weekly flights**
- **New Delhi- 28 weekly flights**
- **Bengaluru – 24 weekly flights**
- **Chennai- 21 weekly flights**
- **Hyderabad- 21 weekly flights**
- **Kochi- 14 weekly flights**
- **Kolkata – 11 weekly flights**
- **Ahmedabad- 9 weekly flights**
- **Thiruvananthapuram- 7 weekly flights**

Emirates has also brought back its customer-favorite Airbus A380 on a daily basis between Dubai and Mumbai in March 2022. Emirates flight EK 500/ 501 is operated by the iconic double decker aircraft.

Customers travelling on Emirates across all classes of travel can enjoy an unparalleled flying experience with spacious cabins and signature service. During their flight, Emirates customers can savor regionally inspired meals and more than 4,500 channels of content on its award-winning in-flight entertainment system, ice.

Customers travelling in First and Business Class with Emirates from Bengaluru, Chennai, Hyderabad, Mumbai and New Delhi can avail complimentary chauffeur drive service to the airport and on arrival at select locations within the airline's global network. Customers travelling in premium cabins and Emirates Skywards members in select membership tiers will also have access to Emirates' exclusive lounge experience in Dubai and select airports around the world.

Emirates' flexible booking policies are extended through 31 May 2022.

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WIZZ your way to your favorite destination with 20% off ticket price

Abu Dhabi, UAE: Wizz Air Abu Dhabi, the ultra-low-fare national airline of the UAE, launched an exciting promotion with 20 percent off selected flights from and to Abu Dhabi until the end of August for bookings made between 18th and 19th of April.

The airline aims to capitalize on the increasing demand for travel during Eid and providing its customers with exciting travel opportunities and experiences over the summer period and beyond.

Wizz Air Abu Dhabi have recently added some marvelous destinations to its ever-growing network by launching its new routes to Salalah (Oman), Mattala (Sri Lanka), Amman (Jordan) and Aqaba (Jordan) bringing in a new frontier of air travel. Tickets are already on sale on wizzair.com and the airline's mobile app, available in the Arabic language, with fares starting as low as AED 39*.

"We welcome the Eid holiday with an exciting 20 percent off on our ultra-low fares. Travelers can plan their summer holiday and make this Eid memorable by treating themselves to a well-deserved vacation to one of our attractive destinations. Wizz Air network provides incredible leisure, historic and cultural experiences with safe and efficient travel awaiting all our customers. With an ever-expanding network, we are committed to providing travel options that are more convenient and affordable for everyone. We look forward to seeing you onboard our aircraft soon," said Michael Berlouis, Managing Director of Wizz Air Abu Dhabi.

The removal of PCR test requirements for vaccinated travelers in Abu Dhabi has made travel simpler again with the easing of restrictions allowing for



more spontaneous travel opportunities.

Strategically located within the UAE, the Wizz Air Abu Dhabi network provides ultra-low fare, hassle-free and efficient travel options to Alexandria (Egypt), Amman (Jordan), Aqaba (Jordan), Athens (Greece), Baku (Azerbaijan), Belgrade (Serbia), Kutaisi (Georgia), Manama (Bahrain), Mattala (Sri Lanka), Muscat (Oman), Salalah (Oman) Sarajevo (Bosnia), Sohag (Egypt), Tirana (Albania) and Yerevan (Armenia) among others.

The airline has a young fleet composed of four brand new state-of-the-art Airbus A321neo aircraft, offering the lowest fuel burn, emissions and noise footprint.



Dubai, UAE: flydubai, the Dubai-based budget airline, has resumed its daily flights between Dubai and Taif in Saudi Arabia, bringing to seven the number of destinations it serves in the Kingdom.

Ghaith Al Ghaith, Chief Executive Officer at flydubai, said: "We are pleased to see our network grow to offer more than 95 unique destinations. The network expansion has been supported by our growing fleet as we continue to take delivery of more aircraft over the next few months. We look

flydubai resumes flights to Taif in Saudi Arabia

forward to welcoming passengers back on our flights to Taif and thank the authorities for their continuous support."

Taif is located less than 100 kilometers east of Mecca in a valley on the eastern side of the Hejaz mountains. The millennia old city is a favorite summer destination for those looking for the pleasant weather offered by the altitude. Due its cooler climate and fertile land, the region earned its title of "Garden of the Hejaz". Known as the City of Roses, more than 900 rose farms produce over 300 million flowers every spring.

flydubai has built a network of more than 95 destination in 50 countries served by a young fleet of 63 Boeing 737 aircraft. With the resumption of daily flights to Taif, flydubai's network in Saudi Arabia has now grown to seven destinations including AlUla, Dammam, Jeddah, Madinah, Riyadh and Yanbu.

Flydubai says its passenger experience has been redesigned to enable travel in a safe environment that minimizes crew and passenger contact and offers passengers confidence to travel at every step of their journey.



Riyadh Airports launches advanced digital platform "OFOQ" to manage operations at King Khalid International Airport

Riyadh, Kingdom of Saudi Arabia: Riyadh Airports Company (RAC), operator of King Khalid International Airport, launched the advanced digital platform "OFOQ" to manage the airport's operations seamlessly.

Abdulaziz Al-Duailej, President of the General Authority of Civil Aviation (GACA), inaugurated the launch event which is part of RAC's digital transformation efforts in line with the Kingdom's goal of becoming a global leader in the digital economy.

Designed and developed in cooperation with ADB SAFEGATE, OFOQ acts as a central database and management tool for all operational processes taking place across the KKIA's facilities. By providing insights into all operational procedures from one single

platform, OFOQ enables proactive and data-driven decision-making measures, helping to improve planning processes, minimize any disruptions and fundamentally improve the passenger experience.

For example, the Airport Resource Management System feature of the advanced digital platform will enable the team to automatically control and schedule airport procedures such as aircraft parking, opening and closing check-in counters and passenger boarding gates, and managing baggage belts and carousels. The OFOQ platform also features a Flight Information Display System (FIDS), which provides accurate and efficient flight-related data in a real-time environment.

Commenting on the launch of OFOQ, the CEO of RAC, Eng. Mohammed bin Abdullah Al-Maghlouth, said, "As part of our commitment to digital transformation, we are delighted to have launched our latest digital platform OFOQ, which will work to ensure operational efficiency, sustainability and improve the overall passenger experience. Congratulations to the team at "Riyadh Airports" for turning our vision for digital transformation into a reality and helping transform King Khalid International into a world-leading airport."

Mohammed S. Alshammari, ICT General Manager at RAC, added, "As part of our mission to provide a second-to-none passenger experience and uphold the highest levels of service of any airport worldwide, it is vital that we adopt advanced technological solutions and digitally transform Saudi Arabia's capital airport. In line with that objective, we are delighted to have launched our new digital OFOQ platform, the result of our collaboration at Riyadh Airports Company with ADB SAFEGATE."



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Munich Airport introduces 'Audio Walk' to make the wait before takeoff shorter for families



MUNICH, Germany: Munich Airport began offering a varied audio walk through Terminal 2 to help families with children shorten their waiting time at the airport.

The audio walk through the Schengen area offers interesting insights into the airport world and at the same time provides entertaining information about the working environment at the airport, the issues of sustainability, and the operational processes on the apron and in the terminal.

The 20-minute audio book is available for free download in German and English. Passengers will find the required QR code on digital monitors and advertising displays in the terminal. When the code is scanned with a cell phone, the audio walk starts. Registration is not required - but it is recommended to log in to the free airport wi-fi. The listener then receives brief instructions and is navigated to the starting point of the tour in the Plaza area of Terminal 2.

"At times, our passengers arrive at the airport several hours before departure. We are pleased to be able to offer families with children in particular an inspiring entertainment option with this new service," comments Thomas Kube, Vice President Route & Passenger Development at Munich Airport. A shopping voucher awaits participants at the end of the audio book.

Sharjah Airport provides iftar meals to travelers during the Holy Month of Ramadan



Sharjah, UAE: Travelers passing through Sharjah Airport receive free Iftar meals during the Holy Month of Ramadan. The initiative is aimed at nurturing the spirit of solidarity and community during the holy month while bringing joy to everyone traveling through the airport which is highlighting the Emirati society's deeply rooted values and customs towards humanity. Supplied Photo

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Tom Lynch is WFS new Senior Vice President, Commercial-Americas

PARIS: Tom Lynch has been appointed Senior Vice President, Commercial for the Americas by Worldwide Flight Services (WFS) to lead the company's commercial strategy and business development of its cargo and ground handling operations in North and South America.

In this role, based in Dallas/Fort Worth and reporting to Mike Simpson, WFS Executive Vice President Americas, Tom will build out WFS' sales capabilities through collaborative training and mentoring, work closely with the operations group to ensure successful implementation and ongoing operations with new and existing customers, and challenge current practices to increase revenue and maximize profitability. He will also work closely with WFS' international commercial team to ensure alignment with the Group's strategy and objectives.

Tom brings 30 years of experience to WFS from across his previous B2B and B2C roles in industries including consumer goods, food and beverage, and waste disposal. He has worked with leading publicly traded companies as well as in the private equity environment and has a proven track record in driving revenue and margin growth, strategic market share expansion, improved employee retention and increased employee engagement.

"Tom is recognized for his communication skills and ability to build strong relationships at all levels of the organization, from the C-Suite to the front line. I am confident he will be an engaging leader who places an emphasis on building, coaching, and developing high caliber, diverse teams. He will play a key role in our continued growth in the Americas and use his broad experience of other industries to inject innovative, fresh ideas to build our existing and new customer relationships," Simpson said.

Commenting on his new role, Tom added: "WFS has a strong and growing presence in the handling market in the Americas and I am excited to work with our sales team and operations group to identify the commercial benefits we can derive from demonstrating the scope of our network and the quality of our cargo and ground handling services."



Tom Lynch

WFS operates in 97 airport stations in North America – including the major North America airport hubs in New York JFK, Dallas/Fort Worth, Los Angeles, Miami, Chicago, Atlanta, and Houston - and a further 19 stations in South America (Brazil). In North America alone, WFS provides ground handling and passenger services for some 140,000 flights per annum and handles more than three million tons of cargo a year.

Cathay Pacific appoints new regional general manager for SAMEA



Rakesh Raicar

HONG KONG: Cathay Pacific has named Rakesh Raicar as the airline's new Regional General Manager for South Asia, Middle East and Africa (SAMEA) who will be based in Mumbai.

Raicar who has over 30 years of experience working with Cathay Pacific in various leadership roles will be responsible for the growth of the airline's business and operations in the said regions.

"My journey with Cathay Pacific has been very enriching. Cathay Pacific has always seen SAMEA as an important region in the network to grow our passenger and cargo business. As an airline with a vision to be one of the world's greatest service brands, we continue to stay true to our brand ethos and move forward for our customers and partners by offering them a series of enhancements and services across our business verticals," said Raicar.

Raicar holds a Bachelor's degree in Commerce from the University of Mumbai and a post-graduate diploma in Marketing from the Jamnalal Bajaj Institute of Management Studies.



Ufku Akaltan is new President for UPS Indian Subcontinent, Middle East and Africa

DUBAI, UAE: UPS has appointed Ufku Akaltan as President for the Indian Subcontinent, Middle East and Africa (ISMEA), following the retirement of Jean-Francois Condamine.

A growth-oriented leader, Ufku will be responsible for more than 70 countries in the Indian Subcontinent, Middle East, Africa, and Central Asia. Including high growth markets, as the region is an important part of UPS's international strategy.

In his new role, Ufku will be responsible for driving inclusive growth to help UPS customers tap into increasing cross-border opportunities. He will lead the implementation of UPS's asset-light strategy to help businesses connect seamlessly with their customers around the world through our global smart logistics network. He will also help shape this large and multi-faceted region's thrust on diversity and inclusion. Among his priorities will be contributing towards UPS's Environment and Sustainability Goals of carbon neutrality for our global operations by 2050.

"I'm excited to increase collaboration with small businesses to uplift them through faster and more efficient logistics. We will continue to innovate within the healthcare sector and drive greater sustainability and inclusivity across international trade," said Ufku. "I'm equally committed to our people – making UPS an even better place to work and an employer of choice. We also look forward to capitalizing on the opportunities created through our role as the Official Logistics Partner of Expo 2020."

Ufku started his career with UPS in 2001 as an intern while simultaneously working towards earning his master's degree. Following this, he quickly progressed within UPS's marketing division, and in 2010, he was appointed as Marketing Director for UPS UK, Ireland and Nordics,



Ufku Akaltan

and then moved to Germany as Marketing Director.

He subsequently held several leadership positions in the company, including Country Manager for UPS Turkey in 2014, Country Manager for UPS Belgium, The Netherlands, and Luxembourg in 2018, and President, East Europe district in 2020.



Saif Al Dabhashi

Saif Al Dabhashi appointed as CEO EDGE Group Entity AL TAIF

ABU DHABI, UAE: EDGE, the region's leading advanced technology group, and one of the top 25 in the world, has announced the appointment of Saif Ali Al

Dabhashi to the position of Chief Executive Officer (CEO) at its entity AL TAIF, the leading UAE in-country provider of lifecycle support for military land platforms and systems through maintenance, repair and overhaul, supply chain management, technical training and engineering services.

AL TAIF is part of the Land division within EDGE Group's Platforms & Systems cluster.

Mansour AlMulla, Managing Director and CEO of EDGE Group, said: "The appointment of Saif as CEO of AL TAIF will see him use his considerable industry experience and leadership skills to successfully steer the business operations of AL TAIF, and to deliver growth in line with its overall vision and objectives. A major pillar of this strategy is the continued support and development of the UAE's sovereign capabilities as it looks to become a global hub of advanced technologies and defence related services. We wish him every success."

Previously AL TAIF's Chief Operating Officer, Al Dabhashi brings to his new role 17 years of experience in shaping and implementing large-scale transformational programs across major commercial organizations, including major UAE based companies such as Strata Manufacturing and Mubadala Investment Company.



Stella Wang

Stella Wang joins Jettainer's team in Hong Kong

Frankfurt/Hong Kong: Jettainer, the global leader in unit load device (ULD) management services, is adding to its workforce, Stella Wang, who has bolstered the team in Hong Kong since April 1, 2022.

Along with serving customers in the East Asia region, Stella will also take on a newly created role overseeing the development of the ULD expert's leasing business as Head of Product for lease&fly.

Stella has worked in aviation for more than a decade. At Sinotrans Air Transportation, she served customers in the Asia-Pacific and European markets in the cargo department. She is also highly familiar with the airline business, having spent many years with Cathay Pacific.

Her duties at Jettainer include customer services and distribution in East Asia, along with ramping up the lease&fly leasing service. lease&fly allows Jettainer's standard and specialty ULDs to be leased for ad-hoc assignments for periods lasting from one day to several months. Long-term leasing customers also benefit from the ULD specialist's global repair network.

Her appointment is part of the ULD service provider's growth strategy in the Asian region. Jettainer only just opened a new office in Singapore in December.

Thomas Sonntag, Managing Director of Jettainer GmbH, remarked, "Stella Wang is well acquainted with airlines' ULD needs and a seamless fit for our international team of experts. We plan to work with her to continue unlocking high-growth markets in Asia and expanding our wide-ranging services from complete ULD management to leasing operations."

Turkish Cargo hosts Iftar in Dubai

20 April 2022 Intercontinental Dubai Festival City



For the first time since the pandemic struck in March 2020, Turkish Cargo gathered together in-person its staff, business and industry partners, to a lavish Iftar—the evening meal with which Muslims end their daily Ramadan fast at sunset. Free economy and business tickets were also raffled off at the event. Burak Omeroglu, Turkish Cargo Vice President for the Middle East & South Asia, said it's their way of thanking everyone and welcoming an era of new hope and opportunities.





Upcoming Events



Arabian Travel Market

Arabian Travel Market is the leading global event for the inbound and outbound travel industry in the Middle, connecting products and destinations from around the world with buyers and travel trade visitors at the Dubai World Trade Centre. ATM 2022 will continue to be a hybrid event focusing on 'The future of international travel and tourism'. Together we will map out the future of the industry and explore new trends, opportunities for growth, innovation and of course effective recovery.

9-12 May 2022 | DWTC, Dubai

Air Cargo India 2022

With 74 exhibitors, 2354 visitors and 478 delegates in the previous event, Air Cargo India stands as one of the promising platforms for the air cargo industry.

This year's event will have insightful conferences and discussions on the latest topics concerning the air cargo industry, along with air shipper forums and panel discussions.

31 May-02 June Feb 2022 | Grand Hyatt, Mumbai

150th Slot Conference

The Slot Conference (SC) is a working conference. Regularly attracting over 230 airlines and representatives of over 85 schedules-facilitated or fully coordinated airports this twice-yearly meeting is one of IATA's largest events.

As part of the slot process, the purpose of this voluntary assembly of both IATA and non-IATA airlines worldwide is to provide a forum for the allocation of slots at fully coordinated airports (Level 3), and for the reaching of consensus on the schedule adjustments necessary to conform to airport capacity limitations (Level 2). The goal of the conference is for airlines and airports to obtain the slots that will give them the best possible schedule to offer their customers.

21-23 June 2022

Washington State Convention Arch Center (WSCC)

Multimodal 2022

Whether you are a 3PL, BCO, shipping line, logistics provider, haulier, pallet network, port or warehouse owner, Multimodal offers a unique opportunity to make valuable face to face contact with new prospects and existing companies. Year on year, shippers and cargo owners attend to improve their businesses; by finding ways of moving their products more efficiently and by meeting new suppliers.

Multimodal represents every logistics sector under one roof, and is characterised by key vertical sectors, including manufacturing, retail, agribusiness, chemical, automotive, electronics, FMCG, food & drink, fashion, pharmaceuticals, construction, aerospace, energy, real estate, recycling, paper/print and perishables, amongst others, whilst horizontally, the show covers all modes of transportation, including sea, road, rail, air and inland waterways.

14-16 June 2022 | NEC in Birmingham, UK

World Cargo Symposium Hong Kong

The World Cargo Symposium (WCS) is the largest and most prestigious annual event. WCS 2022 will continue to move the industry from talk to action. The Symposium will feature plenary sessions, specialized streams, workshops and executive summits, tackling aspects related to Technology & Innovation, Security & Customs, Cargo Operations and Sustainability.

27-29 September 2022

Asia World-Expo

Middle East Trucks and Heavy Machinery Show 2022

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27-29 September 2022

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