



Ethiopian Cargo Africa's lifeline

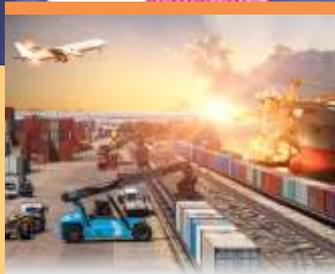
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The Lounge



Nasir Jamal Khan

CEO, Al Naboodah Travel and Tourism

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It's business as usual

The Russia-led war in Ukraine is now approaching its 9th month and there's no indication it's going to end soon. It has turned into a complex and destructive war not only for Ukraine but the entire world as well economically and socially.

By the end of this year, there will be approximately 8 billion people on the planet and many of them were pushed to poverty due to the pandemic, climate change, the war in Ukraine and other conflicts in different parts of the world.

Against this backdrop, tons of humanitarian aid are shipped via air, land or sea, across many parts of the world where they are mostly needed.

In Ethiopia, the rebel Tigrayan forces have agreed to a peace agreement with the government to end hostilities between them. Their two-year conflict have caused a humanitarian crisis in the region after Tigray's communications and transport links were cut off. Experts estimate as many as 600,000 people had died as a result of the war-related violence and in Tigray. And the truce, brokered this month by the African Union, is expected to restore much needed aid there.

In this edition, we'll examine how Ethiopian Cargo overcame its challenges, including its regional conflict, and rise to become Africa's fastest growing cargo carrier. Its assets and scale of network across the continent and beyond are enormous inevitably impacting the lives of those living in Africa's 54 countries.

We'll also share with you how Dubai's used cooking oil are collected from different restaurants, hotels, fast-food chains, etc., and transformed into biofuels to power up trucks, buses and other vehicles in different industrial sectors. Not only are biofuels safer and cleaner but they are also cheaper than diesel.

These and more news in this edition of **Air Cargo Update**.

Gemma Q. Casas
Editor-in-Chief

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The Lounge

Pioneer of the travel & tourism industry in the GCC, CEO - Al Naboodah Travel



Nasir Jamal Khan
CEO, Al Naboodah Travel and Tourism

Nasir Jamal Khan, CEO of Al Naboodah Travel and Tourism, has been in the travel and tourism industry for over 35 years. He has spent nearly 20 of those years in Saudi Arabia and is recognised as one of the most influential industry players in the region due to his vast knowledge and experience in both the KSA and the UAE markets. Khan has been instrumental in the growth and development of Al Naboodah Travel and Tourism, where under his leadership, the company has become one of the leading travel and tourism providers in the region.

"I have an extensive background in the travel, tourism and aviation industries. I am truly passionate about travel, having lived and worked in three countries and being fluent in four languages. I consider myself a lifelong learner and trainer with leadership skills. I have earned multiple awards and certifications during my time as a leader. In 2004, I joined Al Naboodah Travel & Tourism, part of the Saeed & Mohammed Al Naboodah Group, one of the UAE's most renowned and innovative groups."

Khan continues, "I spent over 20 years in Saudi Arabia prior to joining Al Naboodah Travel, during which I contributed to the development of the nation's travel and trade sectors as the Regional Manager for the Saudi Tourist and Travel Bureau, one of the most significant travel companies in the region. I also gathered valuable insights into the airline industry while

'Outside of work, I enjoy collecting watches, driving cars and exploring new tourist destinations'.

working as the Area Manager for Gulf Air for more than a decade. However, the most crucial part of my journey was starting my career with American Express, which ignited my passion for travel and tourism."

Working is one of Nasir's hobbies which he continues to enjoy.

"I don't even want to think about what I'm going to do if I stop working. Outside of work, I enjoy collecting watches, driving cars and exploring new tourist destinations."

Nasir understands that time outside of work is precious, so he tries to spend as much time as possible with his wife and children.

"We generally converse about various topics, watch documentaries or films, go on drives and have a good time when we're together. Time spent with family is always calming and provides me with the motivation to continue doing well in what I excel at."

For Nasir, his father has been a great influence in his life.

"He taught me to follow the virtues of honesty, kindness, patience and hard work. I believe we should always be grateful to God for his blessings. My father's example has helped me to become the person I am today. I am grateful for all that he has done for me," he shared.

When asked if he wasn't an aviation guy, what profession he would have chosen instead, Nasir replied, "It's hard to say what I would have done if I hadn't ended up in aviation. It's something I've always been interested in, and it's been such a big part of my life for so long that it's hard to imagine doing anything else. But if I had to choose something, I would probably either be a doctor or some kind of medical specialist. I was a science student in college and my family really wanted me to be a doctor, but they could see how much I loved to travel and they allowed me to pursue my dream. I'm grateful for that."

Nasir remains steadfastly optimistic on the growth of the travel industry.

"Together with my team, we work to contribute to the success and growth of the travel and aviation industries in 2022. We are committed to digitally transforming the business and are planning to expand globally. I believe that the travel industry has a lot of potential for growth, and I am excited to be a part of its success."



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Qatar Airways Cargo launches the 'Digital Lounge'



DOHA, Qatar : The first step in Qatar Airways Cargo's Digital transformation journey is visible with its brand-new website released in May this year. With bespoke brand-new design, it offers simple navigation, intuitive positioning of information backed with robust security and more importantly, cuts significantly the airline's carbon footprint as its cloud-based new website also requires fewer clicks to source relevant information.

In accordance with its VISION 2027 and through its partnership with Salesforce, Qatar Airways Cargo has now pioneered its next generation Digital Experience platform with a revamped, comprehensive, and intuitive cargo customer portal called 'Digital Lounge.' The Digital Lounge experience will bring in added value to the airline's customers, offering better engagement and interaction, increased productivity and time management, as well as better visibility, transparency and performance monitoring.

The Digital Lounge portal is built on the Salesforce platform and provides Qatar Airways Cargo's customers with a seamless digital experience, leveraging Salesforce Customer 360 features integrated with its native Experience and Analytics platform. It gives customers full access to a broad range of activities with a single access.

The platform offers instant confirmation for General Cargo bookings subject to availability and required validations. The airline's customers can book free sale and allotments with dimensions (excluding BUP). In future, customers will be able to book any product available in the portfolio of Qatar Airways Cargo through the Digital Lounge.

The Digital Lounge acts as a comprehensive platform and offers customers several features such as booking, shipment tracking, account management, reporting, and other services online. Customers will be able to retrieve information more quickly, and will no longer have to resort to phone or email communication as in the past. Greater process efficiencies result in a better use of resources and less negative environmental impact.

"Digitalisation is the cornerstone of The Next Generation, which places user experience and ease at the centre of our activities," Guillaume Halleux, Chief Officer Cargo at Qatar Airways, underlines. "Through the Digital Lounge, Qatar Airways Cargo has opted for an omni-channel digital strategy whereby the customers are given a wide variety of choices in how they wish to interact with us."

Over the past two years, with the utilisation of API (Application Programming

Interface) technology, third-party digital marketplaces have seen unprecedented user growth as customers have quickly embraced the offer of real-time market capacity and rate information, and access to immediate booking confirmation. Following its highly successful global launch on WebCargo last year, Qatar Airways Cargo now also offers its capacity on CargoAi and Cargo.one in selected markets, and is thus present on all three leading third-party digital marketplaces.

All three platforms are actively developing new products to match market requirements. The cargo carrier signed up for WebCargo Pay by Freightos in seven countries: Spain, Ireland, Japan, Singapore, United Kingdom, the United States and South Africa, enabling customers to add cash credits to their account to easily book shipments from the WebCargo platform, without a bank guarantee. With WebCargo Pay, the cargo carrier is offering non-IATA or CASS freight forwarders as well as customers who are not registered with Qatar Airways, the possibility to e-book cargo on flights in the Qatar Airways Cargo network.

To support its rapid e-booking growth and provide full real-time rate transparency and swift auto confirmation, QR Cargo has selected PROS pricing and quoting solutions. PROS constitutes a fundamental pillar in the airline's new pricing strategy. This unique digital technology will assist the carrier in achieving its strategic growth objectives by enabling personalised real-time pricing across all available channels.

All Nippon Airways and Nouvelair choose WFS for UK cargo handling contracts



LONDON: Worldwide Flight Services' (WFS) nationwide cargo handling network in the UK has earned new contracts with All Nippon Airways (ANA) and the Tunisian airline, Nouvelair, the company announced.

ANA has signed a three-year agreement with WFS to provide offline cargo reception points at 11 regional airports: Aberdeen, Belfast, Birmingham, Bristol, Cardiff, East Midlands, Edinburgh, Glasgow, London Gatwick, Manchester, and Newcastle. WFS' UK transport division will also provide road feeder services carrying cargoes from the UK regions. WFS operates over 600 trucking services a week for

airline and freight forwarding customers in the UK, transporting over 50,000,000 kilos annually via connections to 18 UK airports. ANA will continue to work with its existing cargo handler at London Heathrow.

At London Gatwick, Nouvelair has chosen WFS as the cargo handling partner for its three Airbus A320 passenger flights per week to Tunis, the capital of Tunisia. The airline has awarded WFS a three-year contract to support this new route.

While the number of weekly flights will be reduced to two for the winter season, Nouvelair has plans to enlarge its footprint at UK regional airports in 2023. At Gatwick, WFS operates over 70,000 sq. ft. of warehouse space and more than 200,000 sq. ft. of airside yard capacity, handling some 36,000 tonnes of cargo a year for 15 short- and long-haul airline customers, and providing growth capacity for new airline clients.

"These new contracts reflect the scope of WFS' cargo handling and road feeder operations in the UK. This gives our airline customers the opportunity to expand their customer service and revenue generation opportunities across the UK market because of the local reception points and reliable transport connections we can provide for their flight operations," said Jennifer Smith, WFS' UK Commercial Director - Cargo & Ground Handling. "We welcome the opportunity to support and grow ANA's strong presence with customers in the UK and will also play an important role in helping Nouvelair establish its cargo business as a newcomer to the UK."



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HONG KONG: Hong Kong Air Cargo Terminals Limited (Hactl), Hong Kong's largest independent handler, has successfully obtained accreditation under IATA's CEIV Lithium Batteries (Li-batt) standard, bringing to four the company's IATA CEIV accreditations (Pharma, Fresh, Live Animals, Li-batt).

Lithium battery air cargo shipments are becoming ever

more commonplace, as more and more devices – ranging from mobile phones and laptops, through e-bikes and scooters to electric vehicles – now incorporate them. Recent e-commerce growth has also led to an increase in the airfreighting of articles containing lithium batteries.

With the well-documented risks arising from incorrect packaging and handling of battery shipments, Hactl has been steadily tightening its procedures and improving resources for handling such traffic over recent years.

Measures to date have included additional in-house staff training to IATA Dangerous Goods Regulations (DGR) standards (Hactl being an IATA Accredited Training School since 2003, authorised to train its own and third-party staff) and IATA Lithium Battery Shipping Regulations. It has also opened a dedicated DGR zone with competent, experienced staff; and undertaken proactive facilitation of agents and shippers in the correct declaration, handling and storage of lithium battery shipments.

Boeing and Cargolux finalize 10 B777-8 freighter order

LUXEMBOURG: Boeing [NYSE:BA] and Cargolux have finalized an order of 10 777-8 Freighters with options for six additional airplanes, with a signing ceremony held at Cargolux's headquarters in Luxembourg.

The selection of Boeing's newest freighter was previously announced at this year's Farnborough International Airshow as Cargolux's preferred choice as the replacement for its 747-400 Freighter fleet.

Cargolux says its choice of the 777-8 Freighter underlines its commitment to establishing long-term sustainability. Europe's number one all-cargo airline has a long-standing engagement towards sound operations and the 777-8 Freighter offers reduced emissions, noise, as well as the lowest fuel use and operating costs per tonne of any large freighter.

"The agreement we signed today will consolidate Cargolux's position as a global leader of air freight services. Replacing our aging fleet of 747-400 Freighters with the latest technology and fuel-efficient 777-8 Freighter model will contribute to our long-term sustainability program while continuing to offer our customers the tailored service they expect," said Richard Forson, Cargolux president & CEO.

Boeing launched the new 777-8 Freighter in January 2022 and has now booked more than 50 orders for the model. The 777-8 Freighter has nearly identical payload and range capabilities

IATA CEIV Lithium Batteries makes it four for Hactl

"CEIV Li-batt brings vitally important regulation and consistency to the potentially hazardous business of transporting lithium batteries by air. We delighted that Hactl has adopted this latest accreditation scheme, following their successful certification under all other CEIV standards. In doing so, they are helping to promote its importance for the entire handling sector," said Brendan Sullivan, Global Head of Cargo, IATA.

Hactl Executive Director and Chief Financial Officer Amy Lam, noted: "Lithium batteries will become an increasing element of air cargo traffic globally, so ensuring the correct procedures and training for handling them has never been more important.

"Although Hactl has been fully prepared and resourced for such traffic for some years, we recognise that every link in battery supply chains must perform its functions to a consistent and high standard. We therefore strongly support the concept of IATA's CEIV Lithium Batteries standard – the first for handling this specific commodity – and were enthusiastic adopters."



Richard Forson, Cargolux President & CEO, 2nd left, Stan Deal, President and CEO of Boeing Commercial Airplanes, 2nd right, with other Cargolux and Boeing executives at the signing ceremony finalizing the airline's order for 10 B777-8 freighters. Image Credit: Cargolux

as the 747-400 Freighter while providing 30% better fuel efficiency and emissions and 25% better operating costs per tonne. It is the ideal choice as operators replace aging freighters later this decade.

"With its purchase of our newest freighter, Cargolux has invested in a sustainable future as the 777-8 Freighter will significantly reduce CO2 emissions compared to the airplanes it is replacing," said Stan Deal, president and CEO of Boeing Commercial Airplanes. "Equally important, the 777-8 Freighter operates with a noise footprint up to 60% smaller than its predecessors, significantly minimizing noise emissions around airport communities."

Cargolux, based in Luxembourg, is Europe's largest all-cargo airline operating a combined fleet of 30 Boeing 747-8 and 747-400 Freighters. Its worldwide network covers over 75 destinations on scheduled all-cargo flights and offers full and part-charter services. The company has more than 85 offices in over 50 countries and operates an extensive global trucking network to more than 250 destinations.

WestJet Cargo and SmartKargo launch new air cargo platform

CALGARY, ALBERTA, CANADA: WestJet Cargo and SmartKargo have announced the successful launch of their state-of-the-art air cargo management platform. The partnership will provide a comprehensive digital solution that will transform and strengthen WestJet Cargo's business and user experience for customers, in advance of the upcoming arrival of its dedicated freighters.

SmartKargo is a leading Cloud provider of air cargo solutions that extend markets for global airlines, with innovative technology and superior capabilities that include business intelligence, real-time information and machine learning. The solution interfaces seamlessly with the airline's other systems, as well as third-party providers via Application Programming Interfaces--for fast integration and deployment. While the arrival of WestJet Cargo freighters will be announced very soon, the launch of SmartKargo marks a new milestone in the cargo development of the Canadian carrier.

"The innovative SmartKargo platform empowers us to develop a very reliable and flexible air cargo business," said Kirstin de Bruijn, WestJet, Executive Vice-President, Cargo. "As we enter a pivotal new chapter for WestJet Cargo, SmartKargo's cutting-edge cloud platform will propel WestJet Cargo forward by providing a complete



solution that includes innovative technology and expertise that will assist us in growing our business to its full potential."

"We are delighted to work with the team at WestJet Cargo to enable their vision for launching a state-of-the-art air cargo business," Olivier Hourri, CRO for SmartKargo, noted. "We congratulate them on the successful launch and look forward to working together with them to realize their goals for the business."

The two companies will continue to evolve the digital solution, ensuring ongoing innovation.



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RIYADH, Saudi Arabia: Amazon.sa has unveiled its new office in Riyadh that houses employees from various sectors of the company's operations in the Kingdom of Saudi Arabia, including e-commerce, smart devices, Amazon Payments Services, Amazon Internet Services, and Amazon Advertising.

“We are pleased to inaugurate our new office in the capital of the Kingdom, confirming our commitment to serving Amazon customers, vendor partners, and employees in the Kingdom, as well as supporting its social and economic growth in line with the Saudi Vision 2030,” said **Ronaldo Mouchawar, Vice President of Amazon Middle East and North Africa (MENA).** **“We will continue to develop our investments in the Kingdom across various sectors, including e-commerce, smart devices, and Amazon Payment Services, among others.”**

Amazon's new office is in the Riyadh Front Tower, an iconic destination offering an extraordinary urban experience that reimagines how people work, play, dine, shop, and share space. The tower, the tallest in the area, provides an ideal work environment to attract and retain talent in line with Amazon's mission to strive to be

Amazon opens its new corporate office in Riyadh

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Since the launch of Amazon.sa in 2020, the company has recruited more than 1,400 talents in its various sectors, and the new office paving the way for attracting more local talent to join the company and to help Amazon innovate on behalf of customers.

With the opening of the new office, Amazon is also working to launch an initiative to empower and train Saudi talent by meeting with employees working in various functions across the company. Details about the initiative will be announced later this year.

“At Amazon, we talk about hiring builders who will help us invent and innovate on behalf of our customers. This means investing in the right talent and people who are equipped to be customer obsessed and to continuously improve the customer experience,” said Abdo Chlala, Director of GCC. “With our new office, we look forward to welcoming not only our existing builders, but attracting and developing new talent through our upcoming talent program.”

Since launching its operations in Saudi Arabia in 2020, Amazon has boosted its investments across the Kingdom and expanded its activities in various business sectors. Amazon has also provided hundreds of jobs and launched many local programs and products. For example, the Amazon Prime program offers free same-day delivery in Riyadh and Jeddah, and Amazon is introducing, for the first time ever, Alexa with an Arabic language option with the Khaleeji (Gulf) dialect. Last March, Amazon.sa signed a Memorandum of Understanding (MoU) with the Ministry of Investment (MISA) and the Small and Medium Enterprises General Authority (Monsha'at). The MoU will enhance Amazon's presence in the local market, enable tens of thousands of small and medium enterprises to sell their products to millions of customers across the Kingdom, and help scores of entrepreneurs set up their logistics businesses.

CHAMP Cargosystems achieves 10 million API calls in August 2022



LUXEMBOURG: CHAMP Cargosystems says it had 10 million API calls in August 2022, a milestone showing the vast reach and flexibility of APIs.

CHAMP says it also demonstrates how the CHAMP community benefits in its various business and operational functions. APIs, or Application Programming Interfaces, allow the

capabilities or data of one computer system to be used by another, blending state-of-the-art solutions to gain added value and efficiency.

In early 2022, CHAMP launched an API Partner Program to promote collaboration around its flagship product – Cargospot – bringing together API developers from airlines, ground handlers, general sales agents, software houses, and other third-party companies to

develop cutting-edge solutions for the Cargospot ecosystem. This allows the Cargospot community to use new and innovative products that are tailor-made for Cargospot, select from a wider choice of partners/solutions, and implement these API-based solutions rapidly.

Similarly, Traxon cargoHUB APIs can leverage data from the world's biggest air cargo community platform, which links to carriers who move over 80% of global air freight. This data can, for example, power enhanced tracking or visibility data via Traxon Premium Tracking and third-party systems.

“CHAMP is thrilled to achieve such a profound milestone in the air cargo community,” said Lee Booth, VP Global Products at CHAMP Cargosystems. “Our products and data are now requested around the world and at large frequency. Furthermore, with the introduction of our API developer portal, our customers and partners have easy access to our open and collaborative systems to achieve anything.”

Dubai Customs boosts customs inspection operations with 3 advanced innovations

DUBAI, UAE: Visitors to Gitex Global 2022, the world's biggest tech show, had the opportunity to learn more about three of Dubai Customs' creative projects: The Smart Deterrence Inspection Drone, Siyaj Buggy, and the Customs Dolphins.



The Smart Deterrence Inspection Drone is an advanced drone used to help with customs inspection operations in rugged, dangerous, confined and difficult-to-reach spots. It is used to replace inspectors in dangerous places and keep them safe.

Its protective cover is designed by 3D printers and the drone is equipped with 4K cameras, and night vision to shoot and record different suspicious activities. It is integrated with Dubai Customs' Control Room. The drone is equipped with an AI-based self-protection mechanism to analyze the surrounding environment for potential hazards such as high winds, low battery conditions, dangerous altitudes, and GPS navigation.

Siyaj Buggy is an advanced inspection buggy that can go under vehicles, with ability to take high-resolution photos, recording and storing, in addition to 360-degree 30-meter shooting range.

The Customs Dolphin is a marine robot that resembles the dolphin in shape, which is equipped with advanced technologies including a waterproof 12-megapixel 4k camera, attached to a robotic arm that can move around to cover a 220-degree angle. The submarine can swim at a speed of 8 knots or 16km/hour, and it can record live videos and take high-resolution stills. It also can scan certain spots underwater with the help of the GPS. Range of control and streaming is around 1,000 metres.

Inspectors can control the customs dolphins remotely and send them to monitor the marine vessels and their movements before they enter the port to detect any attempts by them to get rid of the prohibited goods before the ship enters the customs inspection pier.

One of Dubai Customs' strategic priorities is the development of the customs inspection division, which is responsible for protecting the society and the economy from the hazards of prohibited and illegitimate goods, while facilitating trade and tourism activity in the emirate following the directives of the emirate's wise leadership.



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ABU DHABI, UAE: Maqta Gateway, the digital arm of AD Ports Group, Emirates Post Group, the official postal operator for the UAE, and SkyGo, an aerial logistics provider, announced they are set to test a new initiative that would provide a comprehensive aerial drone delivery and other services in Abu Dhabi, the capital of the UAE

The three organisations will collaborate on a trial program that will deploy aerial drones to carry parcels and documents to specified Emirates Post sites across the emirate of Abu Dhabi. Beginning with short-range journeys, the programme will expand to long-range tests with an increased capacity to assess demand and understand the wider benefits.

The objective is to provide a sustainable, user-friendly service that can carry vital medical supplies, fresh foods, and urgent documents rapidly, while providing real-time tracking.

Maqta Gateway will deploy its integrated digital marketplace, Margo Hub, to facilitate online transactions between customers and Emirates Post Group, which in turn will manage the service and provide tracking and status updates, while SkyGo

Maqta Gateway, Emirates Post Group and SkyGo set to launch comprehensive aerial drone delivery services

provides the drone solutions.

"As a leading trusted trade and logistics partner within the region and globally, Maqta Gateway is uniquely positioned to spearhead advanced innovations such as this initiative. We actively seek out projects that can positively disrupt and transform global trade, and this new collaboration offers a vital opportunity to do just that. Drone services could enable greater convenience and faster delivery times for customers across Abu Dhabi, while ensuring a positive environmental impact. Margo Hub is a state-of-the-art integrated digital marketplace for all logistics needs, from trucking and warehousing through to the last mile and express delivery, so the expansion into drone services is a seamless extension," said Dr. Noura Al Dhaheeri, CEO - Digital Cluster and CEO - Maqta Gateway, AD Ports Group.

Abdulla Mohammed Alashram, Group CEO of Emirates Post Group, noted, "This explorative drone project represents an efficient and environmentally responsible solution for the delivery of small to medium sized packages, in line with the Universal Postal Union's (UPU) sustainable development objectives. By supporting this project, we are confident that we can alleviate road congestion and reduce fuel consumption in last-mile deliveries."

Mohammed Al Dhaheeri, CEO - SkyGo, commented: "SkyGo is focused on proactively pioneering the technology of drones across the UAE to positively disrupt multiple sectors within the marketplace. Our ability to collaborate and deliver value has ensured continuous fruitful partnerships with leaders such as the General Civil Aviation Authority, our main partner in our drone project. We are proud to announce the utilization of our drone technologies by Maqta Gateway and Emirates Post Group. This is yet another step in the process of transforming global trade to becoming more efficient, sustainable, and environmentally responsible."

Details of the trial program will be released towards the end of 2022, with a full commercial offering planned for launch in the next year, pending approval.

DP World's Tumoohi and Maersk team up to empower Emirati youth with new skills



Dubai, UAE: Always at the forefront of investing efforts in empowering the communities in which it operates through various initiatives and programs, DP World is strengthening the Tumoohi program, a training initiative

launched in 2016 to contribute to the UAE government's efforts to enable Emirati youth.

Tumoohi provides mentoring from highly experienced industry professionals and practical training for problem-solving and developing other soft skills. As part of the program, 16 graduates worked with Maersk as apprentices.

The internship gave the graduates an opportunity to enhance their skills through hands-on experience, with the flexibility to explore career options in customer services, human resources, sales, and supply chain. It also allowed them to network with professionals working in one of the largest integrated logistics companies in the world.

Tumoohi not only offers young Emirati graduates an opportunity to develop their skills but also gain

experience by working on projects in Jafza, DP World's flagship trade and logistics hub in Jebel Ali. Since the launch of the initiative, a total of 251 Emiratis joined the Tumoohi program, with more than 138 apprentices being offered full-time jobs in over 60 entities.

Some of the Tumoohi graduates shared their experiences of the program. Amna Alketbi, who studied Electrical Engineering at Khalifa University said: "It has always been my dream to work in a globally renowned organization such as Maersk, and this was made possible all thanks to the opportunity provided by the Tumoohi program. The experience of working in one of the largest container shipping lines and vessel operators across the globe has given me a confidence boost and has expanded my knowledge about the industry."

Known for its CSR initiatives and commitment to sustainable development, DP World aims to bring prosperity to the communities where it operates, through job creation, training and social investment.

Another graduate, Abdulrahman AlJouhi, who studied Logistics and Supply Chain Management at Higher Colleges of Technology (HCT), said: "The program has equipped us to take on new challenges and experience first-hand the breadth and magnitude of the global shipping industry."

"For me, the purpose of this internship was not only to understand how the industry works, but also to enhance my skills and work along entities that have made a difference in the world of trade," he added.

The Tumoohi program extends from six to 12 months, during which the trainee receives monthly incentives, the possibility of employment in companies according to merit, and available vacancies, as the programme aims to provide vocational training for Emirati graduates in the private sector.



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Etihad Rail completes tracklaying works for the main line in Sharjah and Ras Al Khaimah

Abu Dhabi, UAE: Etihad Rail, the developer and operator of the UAE National Rail Network, has completed the tracklaying works of the main line in the emirates of Sharjah and Ras Al Khaimah as part of the last package of Stage Two of the project.

The main line of the UAE National Rail Network extends from Ghufeifat on the border of the Kingdom of Saudi Arabia, and passes through the emirates of Abu Dhabi, Dubai, Sharjah and Ras Al Khaimah.

In May 2022, Etihad Rail commenced track laying operations of the package, which coincided with the visit of His Highness Sheikh Theyab bin Mohamed bin Zayed Al Nahyan, Chairman of the Abu Dhabi Crown Prince's Court and Chairman of Etihad Rail, to inspect the latest developments.

The line in the last package of Stage Two has 54 bridges and 20 animal crossings. It also has 9 tunnels which extend over 6.9 km along Al Hajar Mountains, and include the longest tunnel in the GCC for heavy cargo, which extends over 1.8 km. This line passes through one of the most difficult geographical areas due to the mountainous terrain surrounding it.



Moving full steam ahead, Etihad Rail continues the tracklaying works in the emirate of Fujairah within the upcoming weeks, bringing it closer towards the completion of the UAE National Rail Network as scheduled. This comes in line with the goals of the National Railways Programme, the biggest integrated sustainable transport system in the UAE, which seeks to connect the Emirates via rail and accelerate the country's sustainable economic development.

The line in Sharjah extends over 45 km and is part of the last package of the project, which is 145 km in length. Connecting the Emirate to the main line recorded more than 11.7 million work hours in 25 months.

Around 2,900 workers and engineers took part in the project, which involved the track laying works and running quality checks for the new line. The line in Ras Al Khaimah, which extends over 5.7 km and connects the Emirate to the main line, recorded more than 1.3 million hours in 25 months, by around 350 workers and engineers.

Egypt taps Agility to modernize Suez Canal Economic Zone Customs, Operations

CAIRO, EGYPT: The Suez Canal Economic Zone (SCZone) has signed a contract with Agility, a supply chain services, infrastructure and investment leader, to develop and operate a customs and logistics center in the Suez Canal Economic Zone.

Under the agreement signed during the Egyptian-Kuwaiti Economic Forum, Agility will work with SCZone to implement its strategic vision in the areas of services, logistics, and industrial zone support by establishing a technical and logistical arm that will automate customs processes and operations in the SCZone. The automation piece will link the SCZone's customs departments and relevant government agencies concerned with inspection work.

The project, intended to turn the zone into a global logistics hub, will improve the

flow of goods and commodities and bring efficiency and lower costs to international companies and investors operating there. Agility invest US\$ 60 million to build a 100,000 sqm customs and logistics centre in the industrial zone in Ein Sokhna, as well as another 100,000 SQM customs and logistics centre in East Port Said. The project will be implemented during the second half of 2023.

"The signing of this contract with Agility, a leader in customs modernization, is consistent with the Suez Canal Authority's strategic plan 2020/2025, which aims to create an enticing investment environment and further one of Egypt's key development goals, which is to create job opportunities through integrated, sustainable economic growth. This agreement will enable the Suez Canal Authority to improve visibility over inbound materials and finished goods and

enhance efficiency through a single-window customs platform. The result will be increased commercial activity, quicker release of cargo and better overall operations," said the Chairman of the Suez Canal Economic Zone Walid Gamal El-Din.

Tarek Sultan, Vice Chairman of Agility, said Egypt plays a vital role in global and regional trade. He said the ambitious modernization project, along with the other strategic development efforts undertaken by the government, demonstrate the country's determination to be an economic leader in the future.

"By developing and modernizing the customs and logistics center, the SCZone and the Egyptian government are positioning Egypt to be the one of the world's most advanced operators and an indispensable 21st century trade partner for MENA, Asia and Europe," Sultan said.

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WFS and DiagNose:

First to use dog detection teams in finding undeclared lithium batteries on cargo

PARIS, France: Worldwide Flight Services (WFS) and DiagNose, a world leader in dog-handling detection, have pioneered the detection of undeclared shipments of lithium batteries following a six-month trial involving thousands of cargo consignments in France.

WFS and DiagNose partnered in March 2022 to carry out a feasibility study using dogs to detect the presence of lithium batteries in cargo shipments, mail and baggage.

Currently, there are few means to physically check for undeclared lithium batteries, posing one of the biggest threats to flight safety due to their fire risk.

At the International Air Transport Association’s (IATA) AGM in June, Director General, Willie Walsh, called on governments to develop and implement research methods for lithium battery detected. In a press statement, he said: “Airlines, shippers, manufacturers, and governments all want to ensure the safe transport of lithium batteries by air. It’s a joint responsibility. The industry is raising the bar to consistently apply existing standards and share critical information on rogue shippers. But there are some areas where the leadership of governments is critical. Stronger enforcement of existing regulations and the criminalisation of abuses will send a strong message to rogue shippers. The accelerated development of standards for screening, information exchange, and fire containment will give the industry even more effective tools to work with.”

WFS and DiagNose hope the results of their extensive trial in France will provide



a significant step forward towards realizing this objective globally.

The test phase was conducted at WFS cargo terminal in Lyon and involved two dog detection teams, specially trained by DiagNose, and their trainers. Derived from the free-running explosives detection method which Diagnosed mastered over 20 years ago, the trial enabled the dogs to check large volumes of different types of cargoes and has produced remarkable results.

“Over the six months, the two dogs involved in the trial were very precise in their detection of lithium batteries, with 100% accuracy. They located both lithium ion and lithium metal phone batteries in various cargo units whose volume sometimes exceeded 2 to 3 cubic meters. More specifically, they were able to detect a single button battery (ion metal battery) within a 1 cubic meter shipment. In response to one of the biggest aviation safety challenges, WFS and Diagnose believe this can help to significantly strengthen safety measures,” said David Clark, Global Head of Health, Safety, Security & Environment (HSSE) at WFS.

The testing period also allowed for the development of an operational protocol, a standard training program, and an end-of-training and ongoing performance evaluation.

WFS and DiagNose, a subsidiary of the ICTS Europe group, will now make France the center of excellence for the detection of lithium batteries by dogs. In future phases, dogs could be deployed across EU airports or in response to customer requirements within 5-6 months as more dog detection teams are trained. Diagnose is currently present in 9 countries, equipped with 400 teams of dog-handlers.

Oren Sapir, CEO at ICTS Europe group, added: “The challenge presented by lithium batteries is a major concern for aviation safety. Goods that are properly declared, correctly packed and, above all, in good condition present little risk, but it is clear that batteries, or devices containing batteries, are transported every day in passenger luggage and in airfreight shipments without being declared. By working in partnership with WFS, we believe the results of our dog detection trial can be a very important breakthrough in ensuring the highest standards of aviation safety, which are our shared priority. We will be presenting the results of our trials in France to IATA and the regulatory authorities in the next stage of this initiative.”



Ethiopian Cargo Africa's lifeline

By 2025, the cargo airline envisions its annual revenues to reach \$2.37 billion handling cargo volumes of as much as 1.6 million tons and serving 70 international destinations.

By R. Chandrakanth



"14 dedicated freighters as of today and they include nine Boeing 777F; four Boeing 737-800BCF; and one Boeing 767-300BDSF and these are helping in capacity expansion, on top of our belly capacity which has gradually opened up as travel restrictions are easing up. We are still using 11 passenger to freight aircraft (eight wide-bodied and three narrow-bodied P2F) which have been configured for cargo, albeit temporarily. We will be getting deliveries of three Boeing 767-300BCF next year and another Boeing 767-300BDSF soon."



As a strategic business unit of the group, Ethiopian Cargo & Logistics Services has significantly contributed to the total profit of the group which stood at US\$900 million.

Ethiopian Airlines is the only airline in the African continent to operate a fleet of over 130 international passenger and cargo aircraft. Its subsidiary, Ethiopian Cargo & Logistics Services, is a significant revenue driver for the Group. And Addis Ababa is fast emerging as the ‘smart logistics hub’ in the whole of Africa. Needless to say, it has grown enormously that it is now considered among the top 50 airlines in the world.

By 2025, the leading aviation group in the continent envisions to operate at least seven business units: Ethiopian International Services; Ethiopian Cargo & Logistics Services; Ethiopian MRO Services; Ethiopian Aviation Academy; Ethiopian ADD Hub Ground Services, Ethiopian Airports Services and Ethiopian Express Services (Domestic).

Giving a perspective of the work in progress at Ethiopian Cargo is its Managing Director, Abel Alemu, who spoke to **Air Cargo Update** on the sidelines of the recently held World Cargo Symposium in London. Excerpts of our interview below:

Post-pandemic, what is the emerging picture for Ethiopian Cargo?

The aviation sector, like most other sectors, was impacted majorly. However, the cargo segment was very active, transporting medicines and other humanitarian relief materials. I can confidently say that the past few years have been highly lucrative for cargo business. As a strategic business unit of the group, Ethiopian Cargo & Logistics Services has significantly contributed to the total profit of the group which stood at US\$900 million. The cargo unit with dedicated freighters, charters and belly freight accounts for a large chunk of the group’s revenues.

What has been the growth year-on-year for the cargo segment?

The growth has been tremendous not just in revenue but also general uplift. We are focused on four major areas – fleet acquisition, infrastructure development, network expansion and human capital. We have 14 dedicated freighters as of today and they include nine Boeing 777F; four Boeing 737-800BCF; and one Boeing 767-300BDSF



Abel Alemu
Managing Director
Ethiopian Cargo & Logistics Services

"Like I said, we are profitable and cargo is going to be critical component of the group business. Our vision 2025 envisages annual revenues of US\$2.97 billion (US\$2.37 from dedicated freighters) carrying a total tonnage of about 1.6 million and serving 70 international destinations. Ethiopian Cargo will be one among the top 20 cargo airlines in the world in terms of FTK by providing safe, market driven and customer focused air cargo, courier and mail transport services by 2035. The vision is to have 30% market share in the sub-Sahara African cargo market".

and these are helping in capacity expansion, on top of our belly capacity which has gradually opened up as travel restrictions are easing up. We are still using 11 passenger to freight aircraft (eight wide-bodied and three narrow-bodied P2F) which have been configured for cargo, albeit temporarily. We will be getting deliveries of three Boeing 767-300BCF next year and another Boeing 767-300BDSF soon.

Where are the new freighters going to be deployed?

The new freighters will get delivered by September next year and they will cover existing routes to address demand. There will be frequency adjustments and we will also look at new markets. The United Arab Emirates (UAE) is a growing market and we are strong there, thus, the focus will be in the Middle East. In the interim the Boeing 767-300BDSF which we are converting with the help of Israel Aerospace Industries (IAI) will be delivered and that will be deployed in the Middle East, Indian sub-continent and south Europe.

Besides fleet acquisition, you did mention three other focus areas, could you give some details on the same?

We are investing heavily in infrastructure development in Addis Ababa, intending to become a world class 'smart logistics hub', serving not just African continent but the

region as a whole. The new distribution facility is designed to help e-commerce business and will be operational by June 2023. It is a huge project with an investment of nearly US\$50 million and it will be one of the most modern and efficient logistics platform in this part of the world.

Another focus area is network expansion. We have 66 freighter destinations and 130 passenger destinations and we are continuously expanding. By far, we are the largest operator in Africa. We fly to Brazil, Chile, Ecuador, Miami, Mexico, the Indian sub-continent, Indonesia and many more destinations across continents. We have a combination of 40 flights in and out of China, both passenger and dedicated freighters, though some of them have been affected due to the pandemic. In India, we have daily freight schedule from Mumbai and wide-body aircraft flights through Delhi, Bengaluru and Chennai.

The fourth focus area is investment in digitization and human capital. We have introduced online booking, tracking and tracing systems, etc., and we are working with our technology partners to expand our digital footprint, to facilitate further seamless movement of cargo and the processes.

With such investments, what has been the returns?

Like I said, we are profitable and cargo is going to be critical component of the group business. Our vision 2025 envisages annual revenues of US\$2.97 billion (US\$2.37 from dedicated freighters) carrying a total tonnage of about 1.6 million and serving 70 international destinations. Ethiopian Cargo will be one among the top 20 cargo airlines in the world in terms of FTK by providing safe, market driven and customer focused air cargo, courier and mail transport services by 2035. The vision is to have 30% market share in the sub-Sahara African cargo market.

Could you tell us more about your network expansion, particularly in the Middle East?



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The Middle East, particularly UAE, continues to be a very strong market for us. We have three operations from Dubai World Central (DWC), triple daily wide-body flights from Dubai International (DXB), and nine passenger-converted freighter weekly flights from Sharjah into Africa. The freighter flights from Sharjah are direct to Kenya and Nigeria without touching Addis Ababa. Going forward, we will be expanding the UAE business.

What about other countries in the Middle East like Saudi Arabia, Qatar, etc.?

Alemu: The Middle East has tremendous potential. We have dedicated freighter operations into Jeddah and Riyadh with mostly perishables going into these cities and general export out of Saudi Arabia. Doha is presently served with belly capacity, while we have a weekly freighter flight to Kuwait. We recently started passenger flight to Jordan and will be using belly capacity to and from.

As regards other regions, Korea is an interesting market for us as we are a significant global player of salmon traffic. We have four weekly flights transporting salmon to Incheon out of Norway and on the way back normal cargo is moved. We have not reopened Singapore as yet and we are hoping that passenger flights will normalize fully by December.

Tell us about India connectivity?

Alemu: We have regular freighters out of Mumbai, Delhi, Bengaluru and Chennai. India is a top pharma market for us and we are looking at opening Hyderabad and Ahmedabad in a gradual manner.

Can you update us on the pharma hub that you are developing in Addis Ababa?

We have the largest cold room facility in the

region, built in 2017 and it came handy during the height of the pandemic. The pharma business is expanding and work is in progress to make Addis Ababa the pharma hub for Africa. We have received IATA's Center of Excellence for Independent Validators in Pharmaceutical Logistics (CEIV Pharma) certification in December 2021, making us the first airline in Africa to receive such certification.

We have one of the most modern facilities and are able to provide efficient and effective transportation of pharmaceuticals throughout our pharma network including Brussels, Shanghai, Johannesburg, Paris, Seoul, Lagos, Lusaka, Beijing, Hong Kong, Maastricht, Chicago and Addis Ababa.



Our special cargo division is also expanding and e-commerce is becoming very critical for growth, hence our focus is to be a fully dedicated smart warehouse hub in the region. The state-of-the-art cargo terminal with perishable cargo handling of 336,000 ton per year is one of the highpoints of our group.

A lot is happening....

Yes, indeed a lot is happening. We keep on developing and our aim is to be a leading airline in Africa.

Aren't you already the leading airline in Africa?

Yes, we are but we need to continue to keep the momentum. We want to be competitive in the global marketplace to be a formidable airline. The group has a strategic road map and we are on course to becoming one of the top airlines in the world and Ethiopian Cargo will be a major player in this journey.



FIFA World Cup Qatar 2022™

**Qatar Airways and Qatar Tourism Reveal
thrilling entertainment projects
taking place during the tournament**

By Gemma Q. Casas



Daily concerts at multiple venues make Qatar home for Black Eyed Peas, David Guetta, Maroon 5, J Balvin, Post Malone, Robbie Williams and many more

With the countdown to hosting the world's largest football event advancing, Qatar Airways Group and Qatar Tourism unveiled major events to provide football fans with world-class entertainment including Qatar Live – which hosts more than 60 international artists throughout the World Cup.

Over 10 projects have been developed for the event with partners including Qatar Tourism, Supreme Committee for Delivery and Legacy and Qatari Diar. The airline announced the development of beach clubs, fan zones and theme parks, in addition to hosting Qatar Live, Daydream Music Festival, Lusail Boulevard brand activation, Qatar Airways Sky House, Winter Wonderland and the naming ceremony for the MSC World Europa cruise ship.

At an insightful press conference, Qatar Airways Group Chief Executive, His Excellency Mr. Akbar Al Baker was joined by FIFA World Cup Qatar 2022™ Chief Executive Officer, Nasser Al Khater and MATAR Chief Operations Officer, Eng. Badr Al Meer.

"Today we see the breadth of what can be accomplished when aviation and tourism work together. We are very proud to announce a wide range of world-class live entertainment coming to Qatar to celebrate the most exciting tournament that will take place in the Middle East. We look forward to our locals and tourists alike having the best of the entertainment industry readily available for their enjoyment," said Qatar Airways Group Chief Executive Akbar Al Baker.

Chief Executive Officer, FIFA World Cup Qatar 2022™, Nasser Al Khater, said: "Qatar is ready to welcome the world and host a unique edition of the FIFA World Cup – the first to take place in the Middle East and Arab world. Fans can expect top-class international football and a vast array of entertainment options. The live acts



announced today by Qatar Airways and Qatar Tourism are sure to excite fans from everywhere as they prepare to descend on our country for an unforgettable festival of football, fun and entertainment."

Chief Operating Officer at MATAR, Engr. Badr Mohammed Al-Meer, noted, "MATAR is ready for the much-anticipated FIFA World Cup Qatar 2022 and we look forward to welcoming fans for the mega event. We are introducing exciting activations at Hamad International Airport and Doha International Airport, which will embody the spirit of football and make this truly a once in a lifetime experience."

FIFA Onboard Experience

The Official Airline Partner for FIFA World Cup Qatar 2022™ sets the stage with a unique onboard cabin experience. Passengers will have much to look forward to when travelling with Qatar Airways during the football season, with a special range of FIFA World Cup themed products and activations.

The football-inspired cabin includes FIFA limited edition amenity kits, souvenir cushions, headphones, dining menus and football jersey-styled loungewear. Young traveller packs and plush toys have been especially curated for our younger fans.

The Official Airline of the Journey Qatar Airways Oryx One In-flight Entertainment system will be home to more than 180 football related titles including an exclusive interview with FIFA president Gianni Infantino. During FIFA World Cup Qatar 2022™, passengers can enjoy complimentary livestreaming of World Cup matches and other major sporting events directly from passengers' personal devices.



Beach Clubs

Doha Sands is one of Qatar's newest beaches where live music, dancing and dining come together for an unforgettable experience. Locals and tourists can enjoy Doha's classic food kiosks for a range of culinary options.

Named after Doha's prominent district, West Bay Beach is a public beach shoreline that is set to offer families a range of water sports activities, and accommodate up to 1,500 guests. Sports fans can also enjoy the first-of-its-kind Fuwairit Kite Beach, built on Qatar's northern coast, the resort offers thrill seekers spaces to relax and unwind after a day's activities.



Fuwairit Kite Beach Resort

Situated on pristine coastline next to a natural lagoon, the resort offers kite surfers an ideal setting to practice their sport. With a total of 50 rooms, the resort offers 40 beach-front rooms, where guests can enjoy various facilities including pool, yoga pavilion, Padel courts, an outdoor cinema, and a state-of-the-art gym.

Qatar Live

*Qatar Live, a series of concerts will engage audiences with performances from Enrique Iglesias, Black Eyed Peas, Maroon 5, Post Malone, J Balvin and Robbie Williams. Alongside these world-renowned artists, Qatar Live will bring back the Daydream festival with this year's new stage the Magic Lantern. Daydream Qatar 2022 will be headlining the biggest DJ line up seen in the Middle East, with Alesso, Alok, Armin Van Buren, DVLM, John Newmam, Major Lazer, Tiesto, & Tinny Trumpet, with many more global artists to be announced ahead of the tournament. Additionally, the airline and its partners will schedule family theatre circus musical performances including *The Enchanted Prince*, and *Pinocchio*. The Qatar Live series has been organised by the international event management company Alchemy Project.*

The Coca-Cola Company will be sponsoring Qatar Live allowing attendees to sip on their favourite beverage while enjoying the various shows.



Winter Wonderland

Lusail Winter Wonderland is a remarkable theme park located on Al Maha Island, in the heart of Qatar's entertainment district, that is set to open to the public in November. This unique theme park will feature more than 50 exhilarating rides and attractions including the Qatar Airways Forest Train inside the Qatar Airways Festive Forrest, the Flume ride Arctic Splash, a giant Ice Slide, The Galleon, the Ooredoo 5G Rollercoaster, and the Ain QNB which is a 150 ft Ferris Wheel.



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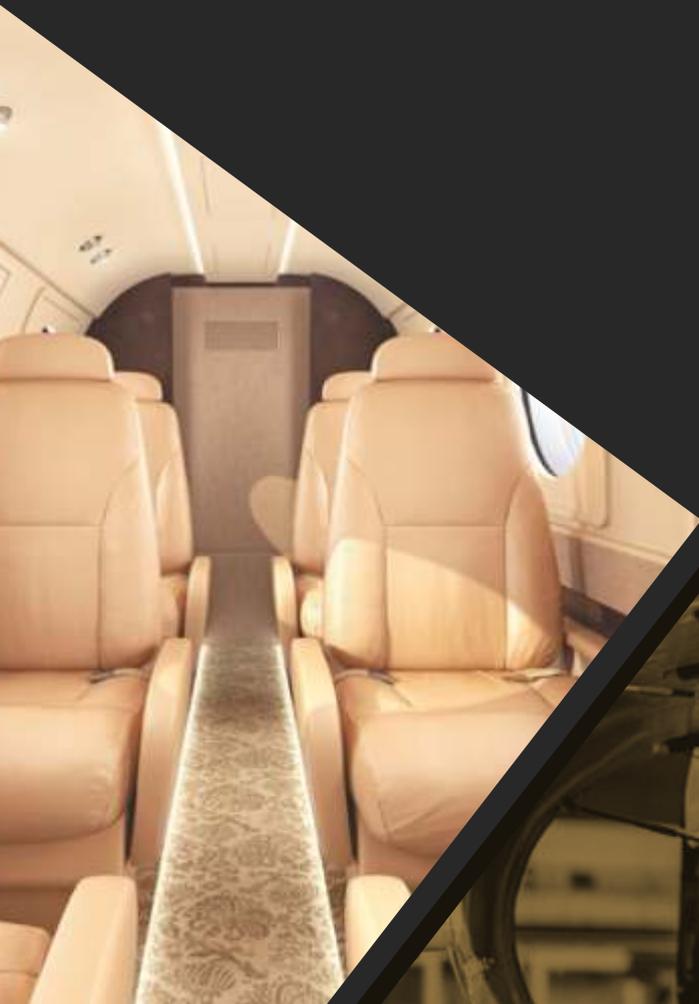
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Peli Bio Thermal

The leading provider of thermal protection solutions

By Ayesha Rashid

“CoolPall™ Flex is a product that we designed to fit a gap in our single use product line. It is designed to be used on smaller, regional aircraft. It has a lot of flexibility, as its name suggests, whereby it can be tuned up or down in terms of performance by adding extra coolants or taking them away or adding additional insulation. It is a very flexible product and there are more than 300 possible combinations of CoolPall Flex based on the sizes and configurations of it. We have seen a lot of success with selling the product since we introduced it to the market in 2018.” – Adam Tetz, Peli BioThermal Director of Worldwide Marketing



Pallets, those platforms made of wood or metal with flat surface used to safely transport goods of all kinds, have always been an integral part of the air cargo industry. There are many different types of air cargo pallets, and each type is designed for a specific type of goods to safely transport them anywhere, under any circumstances. From food and medical supplies, to clothes and electronics, to other high-value goods, the pallets help keep items securely in place during transit. .

The global pallets market size was valued at \$66 billion in 2015, and is projected to reach \$122.3 billion by 2030, growing at a CAGR of 4.6% from 2021 to 2030 (Allied Market research).

The e-commerce industry's unprecedented growth is expected to significantly increase the demand for pallets. The Covid-19 pandemic has made more people turn to e-commerce platforms, especially in countries like India. This increase in the popularity of ecommerce has challenged supply chains to develop better transportation and logistics in order to control the flow and cost of outgoing and incoming goods. Online orders are usually small and more frequent, so they require more resources to manage. This creates a demand for pallets for ecommerce-based logistics, which drives the pallets market growth.

Adam Tetz, the Peli BioThermal Director of Worldwide Marketing, explains how their highly customized CoolPall™ Flex can tailor bulk shipments to specific performance requirements.

CoolPall™ Flex

The CoolPall™ Flex bulk shipper is highly customizable, able to be adapted to specific shipping lanes or performance objectives. This temperature-controlled shipper provides excellent thermal protection at the lowest possible cost.

The bulk shipper is available in water- or PCM-based coolants, in single- or double-pod configurations (giving additional performance but with slightly reduced payload), with optional VIP insulation and in 3 different sizes. Payload volumes range from 150 - 757L with performance in excess of 140 hours.

“CoolPall™ Flex is a product that we designed to fit a gap in our single use product line. It is designed to be used on smaller, regional aircraft. It has a lot of flexibility, as its name suggests, whereby it can be tuned up or down in terms of performance by adding extra coolants or taking them away or adding additional insulation,” explains Tetz.

“It is a very flexible product and there are more than 300 possible combinations of CoolPall™ Flex based on the sizes and configurations of it. We have seen a lot of success with selling the product since we introduced it to the market in 2018.”



Adam Tetz

The global pallets market size was valued at \$66 billion in 2015, and is projected to reach \$122.3 billion by 2030, growing at a CAGR of \$4.6% from 2021 to 2030 (Allied Market research).

Packaging design

The type of goods carried by a pallet can vary greatly, depending on the specific industry and application. For example, in the food and beverage industry, pallets are often used to transport perishable items, such as produce or meat.

In the construction industry, pallets may be used to transport heavy building materials, such as bricks or concrete. Pallets can also be used to transport a variety of other items, including chemicals, automotive parts, and electronics.

Choosing the right-sized pallet is crucial to keeping air freight shipping costs low. If products are placed on an incorrect-sized pallet, it makes them less secure and creates extra space on the flight, resulting in higher shipping costs. Luckily, plastic pallets are available in a variety of sizes to ensure that goods are securely and efficiently shipped.

“Our packaging is designed for the shipping of high-value pharmaceuticals and because these pharmaceutical payloads deal with human health, the shipper solution must have exceptional performance.

“Items carried would be either pharmaceuticals or active pharmaceutical ingredients (API), which could be in the form of large drums of active pharmaceutical ingredients, which are the precursor to packaged drugs. Our packaging

protects the cargo from a temperature excursion that would damage the payload because CoolPall™ Flex protects, no matter what the temperature is outside, whether it is very hot or very cold, the payload space would still be protected.”

Proper handling

Proper handling of aircraft unit load devices (ULDs) is essential to avoid the \$330 million in annual repair costs the industry incurs, 80% of which could be prevented. Aircraft damage during ground operations. Careful attention must be paid to ULD build-up to ensure it is the correct size, type and structurally sound for shipping, as well as clean. Goods should be interlocked when loading onto the ULD, or, if not possible, held in place with ropes or straps underneath the pallet nets.

The global unit load device market size was \$2.15 billion in 2019. The global impact of COVID-19 has been unprecedented and staggering, with unit load devices witnessing a negative demand shock across all regions amid the pandemic. The market is projected to grow from \$1.98 billion in 2020 to \$2.67 billion in 2027 at a CAGR of 4.38% in the 2020-2027 period. The sudden rise in CAGR is attributed to the market’s demand and growth, returning to pre pandemic levels once the pandemic is over (fortune business insights).

“It is one of the key components of all of our pallet sized products, including CoolPall™ Flex. We did extensive research and integrated a pallet system into CoolPall™ Flex which works well, and we have since upgraded that with a newer system that we think will again be complimentary to that purpose.

“CoolPall™ Flex is a single use product. We put in as much durability as we can to save cost and weight for a product that’s going to be used one or two times. It is definitely a component of our math when it comes to building and designing the product.”

Impact of Covid-19 on pallet management

COVID-19 has impacted everything within the supply chain and the pallets industry wouldn’t be an exception to that. Issues have included the fact that pallets were less readily available during the pandemic. What industry have seen has been a move to try to use reusable pallets, to use plastic pallets instead of wood pallets, according to Tetz.

“There were situations during the COVID-19 pandemic where we didn’t have enough pallets, or we ran low when it came to pallet availability. So pallet management is important especially if it’s a key component within your business and your products are shipped on pallets, which ours often are. This is the case when it comes to the CoolPall™ Flex as it will go, when it is being shipped to a customer, on a wood pallet in its component pieces. Pallets are critical for shipments in and out of our manufacturing and warehousing facilities and during the pandemic the supply of pallets was certainly impacted,” he added.

Further noting that sometimes in pharma logistics there is a preference to use plastic pallets



over wood. This is because the plastic pallets are less likely to be a host for germs and bacteria because the wood has more surface area due to its varied texture alongside having the potential to be chipped or damaged by fork lift trucks.

“So, what we are seeing within the industry is a preference, where possible, to use plastic pallets; however they are more expensive than wooden versions. A big element of what we do with our smaller parcel sized products is that we have to configure them so they will easily fit, in a maximum efficiency way, on both the European (Euro) pallet size and the ISO pallet size for North America. It is a key component of the way we design our products to maximize the savings for our customers, by maximizing the efficiency around both weight and volume,” said Tetz.

“We have developed technical tools that assist with planning out exactly how many of our parcel products will fit on a pallet. We do that because our customers need that efficiency calculation when they purchase products from us.”

When asked why pallets are as much important as a refrigerated trucks or ERP systems, Adam replied, “Absolutely, pallets play a pivotal part in our operations. We ship our parcel sized products out in component pieces to our customers and they put together and pack the payload, then they are palletized. We have technical

tools to help assist with how to best load those onto a pallet to maximize the payload per pallet. Pallets are critical to our business and without them we wouldn’t be able to ship.”

Expansion in China

Peli BioThermal, recently announced the opening of its first network station in China. Located in Shanghai, the new network station will serve worldwide customers of the Crêdo™ on Demand rental program.

According to the company, China is a growing component in the global market for manufacturing and distribution of pharmaceuticals, including as the leading producer of active pharmaceutical ingredients and a top producer of generic drugs. Through the ‘Made in China 2025’ plan, China aims to further grow its pharmaceutical industry, focusing on drug innovation through research and development.

China’s pharmaceutical market continues to be an area of significant growth. According to the International Trade Administration, China’s pharmaceutical market value reached almost \$134 billion in 2018 and is expected to grow to \$161.8 billion by 2023.

Shanghai joins Peli BioThermal’s network of more than 100 network stations and drop points around the world and is the fourth network station in the Asia-Pacific region.

“A primary focus of our products, and year after year it continues to grow, is reusable rental products. So therefore expanding our service network worldwide is important. China is a major economic player on the world stage and an important destination, so adding Shanghai into our service network was something we had been looking to do for a number of years. We are very pleased to have finally added that site in China,” said Tetz.

The supply chain crunches are starting to ease. Wood pallets will continue to be primarily used because they are considerably less expensive than plastic pallets. COVID-19 will continue to have an impact on the pallets industry, but the supply chain crunches certainly seem to be easing, Tetz noted.

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Logistics and supply chain costs currently constitute 13% to 14% of the nation's gross domestic product (GDP), compared to China which is around 9%, while the US and Europe average 8%. For India to do better, the whole infrastructure not only needs an overhaul, but also acceleration in creating that.

INDIA'S NEW NATIONAL LOGISTICS POLICY

hopes to cut costs, make country more globally competitive

By R. Chandrakanth



Logistics is the lifeline of any economy. Its efficiency or inefficiency makes or mars businesses and in turn economies. India is learning that now.

Logistics and supply chain costs currently constitute 13% to 14% of the nation's gross domestic product (GDP), compared to China which is around 9%, while the US and Europe average 8%. For India to do better, the whole infrastructure not only needs an overhaul, but also acceleration in creating that.

The NDA government which earlier rolled out 'PM Gati Shakti' (National Infrastructure Masterplan—aimed at breaking inter-ministerial silos and to integrate the planning of infrastructure projects) on September 17 launched the National Logistics Policy (NLP) which aims to bring down the logistics cost to single digit.

The Prime Minister, Narendra Modi, who launched the NLP, said: "From 13-14 percent logistics cost, we should all aim to bring it to single-digit as soon as possible. This, in a way, is a low-hanging fruit, if we have to become globally competitive."

Knowing pretty well that the policy on its own may not be able to transform the infrastructure landscape of the country, he said that it is a framework and that the stakeholders have to create infrastructure with that framework.

On September 20, the Union Cabinet approved the NLP which lays down an overarching interdisciplinary, cross-sectoral, multi-jurisdictional and comprehensive policy framework for the logistics sector. The policy complements the PM GatiShakti National Master Plan.

While PM GatiShakti National Master Plan is aimed at integrated infrastructure development, the National Logistics Policy is envisaged to bring efficiency in logistics services, and human resources through streamlining processes, regulatory framework, skill development, mainstreaming logistics in higher education and adoption of suitable technologies.

Technologically-enabled, cost-efficient logistics ecosystem

The vision is to develop a technologically enabled, integrated, cost-efficient, resilient, sustainable and

On September 20, the Union Cabinet approved the NLP which lays down an overarching interdisciplinary, cross-sectoral, multi-jurisdictional and comprehensive policy framework for the logistics sector. The policy complements the PM GatiShakti National Master Plan.

trusted logistics ecosystem for accelerated and inclusive growth.

The Policy sets targets and includes a detailed action plan to achieve them. The targets are: to reduce cost of logistics in India to be comparable to global benchmarks by 2030, improve the Logistics Performance Index ranking, to be among top 25 countries by 2030, and create data driven decision support mechanism for an efficient logistics ecosystem.

The NLP paves the way for reduction in logistics cost in the country. Focus will be on enabling adequate development of warehouses with optimal spatial planning, promotion of standards, digitization and automation across the logistics value chain and better track and trace mechanisms.

Further measures include facilitating seamless coordination between different stakeholders and speedy issue resolution, streamlined EXIM processes, human resource development to create an employable pool of skilled manpower, are also laid out in the policy.

States and Union Territories on board

The policy also clearly lays down an action agenda for immediate on ground implementation of various initiatives. In fact, to ensure that the benefits of this policy have maximum possible outreach, important initiatives under the policy including the Unified Logistics Interface Platform (ULIP), the Ease of Logistics Services platform, e-handbook on Warehousing, training courses on PM GatiShakti and logistics on i-Got platform.

Also, all States and Union Territories have been fully onboarded. Fourteen States have already developed their respective State Logistics Policies on the lines of the NLP and for 13 other States, it is in the draft stage.

The institutional frameworks under PM GatiShakti at Centre and State level, which will also monitor implementation of the policy, is fully operational. This will ensure a fast and effective adoption of the policy across all stakeholders.

Enhancing competitiveness of MSMEs

This policy supports enhancing competitiveness of Micro, Small and Medium Enterprises (MSME), and other sectors such as agriculture and allied sectors, fast moving consumer goods and electronics.

With greater predictability, transparency and reliability, wastages in supply chain and need for huge inventory will reduce. Greater integration of global



value chains and higher share in global trade besides facilitating accelerated economic growth in the country, is another outcome envisaged.

This is expected to reduce logistics cost to achieve global benchmarks and improve country's Logistics Performance Index ranking and its global positioning. This policy lays down a clear direction for transforming India's logistics sector, improving logistics efficiency, reducing logistics cost and improving global performance.

The Prime Minister called the launch of the NLP a significant step in fulfilling the 'Pran' (life) of India being a developed country. "To ensure quick last mile delivery, end transport-related challenges, save time and money of the manufacturers, prevent wastage of the agro-products, concerted efforts were made and one of the manifestations of those efforts is today's National Logistics Policy," the Prime Minister said.

5th largest economy

The Prime Minister noted that in India, which has become the 5th largest economy in the world, things are changing rapidly. Referring to release of Cheetahs earlier in the day (got from Namibia), the Prime Minister said logistics should be as quick as a Cheetah.

The Prime Minister said "the echo of Make in India and India becoming self-reliant is everywhere. India is setting big export targets and is also fulfilling them. The notion that India is emerging as a manufacturing hub, is stabilizing in the mind of the world. If we study the PLI scheme we will find that the world has accepted it."

The policy is just the beginning, he said and added that policy plus

performance is equal to progress. Schemes like Sagarmala, Bharatmala, expedited the work of Dedicated Freight Corridors to improve logistics connectivity for systematic infrastructure development.

The total capacity of Indian ports has increased significantly and the average turn-around time of container vessels has come down from 44 hours to 26 hours. For promoting export, 40 air cargo terminals have been constructed. 30 airports have been provided cold-storage facilities. 35 multimodal hubs are coming up in the country.

"Through waterways, we can do eco-friendly and cost-effective transportation, for this many new waterways are also being built in the country," he said and mentioned how 60 airports have the facility of Krishi Udan (agriculture air connectivity).

Unified Logistics Interface Platform

The Unified Logistics Interface Platform (ULIP) will bring all the digital services related to the transportation sector into a single portal, freeing the exporters from a host of very long and cumbersome processes.

Similarly, under the policy a new digital platform Ease of logistics Services -E-Logs has also been started. "Through this portal, industry associations can directly take up any such matters which are causing problems in their operations and performance with the government agencies. A complete system has also been put in place for the speedy resolution of such cases."

It is imperative to reduce the logistics cost in India for improving the competitiveness of Indian goods both in domestic as well as export markets. Reduced logistics cost improves efficiency cutting across various sectors of the economy, encouraging value addition and enterprise. If the NLP is implemented in right earnest, there is no stopping India's march in becoming not just a manufacturing hub, but also a super economic power.

Since 2014, the government has put significant emphasis on improving both, 'ease of doing business' and 'ease of living'. And the policy is an endeavour to improve the competitiveness of Indian goods, enhance economic growth and increase employment opportunities.

It has been the vision of the Prime Minister to develop world-class modern infrastructure through the integration of all stakeholders in holistic planning and implementation so that efficiency and synergy are achieved in the execution of the project.

The PM GatiShakti—National Master Plan for multimodal connectivity will get further boost through the NLP. As India is in its 75th year of Independence, the leadership has promised to be a developed nation by 2047.

Delivering on Time

express cargo soars to new heights in the digital world
Over the past 20 years, air express cargo grew over
2.5 times the rate of the global air freight market,
increasing its share of cargo traffic from only 9% to 19%.

By R. Chandrakanth





The world air freight market touched US\$270 billion in 2021 and is expected to reach US\$390.7 billion by 2027, a combined annual growth rate (CAGR) of 5.80% from 2022-2027 as per a report from IMARC Group.

This is going to be driven, inter alia, by e-commerce sales which according to Statista is expected to touch US\$ 8.1 trillion by 2026, a growth of over 56%. Of that air freight market, express cargo accounts for a good chunk of business, just behind general freight. From 2000 to 2020, air express expanded over 2.5 times the rate of the air freight market, increasing its share of cargo traffic from 9% to 19%.

Thanks to technological innovations, safe and secure digital transactions, super-fast and efficient supply chain, proliferation of smart phones, and maturation of e-commerce, companies such as Amazon, Alibaba, eBay, Walmart, Flipkart and a host of others have perfected the art and science of delivery, within 1 to 2 hours of daily essentials and groceries, same-day or next-day delivery of millions of items in both B2C and B2B domain. At the crux of this promise lies an efficient and highly networked express logistics.

Global express delivery market to touch \$485 billion

The global express delivery market is projected to touch \$484.38 billion by 2030 and the drivers being e-commerce; technological advancements in delivery services; digital financial transactions; last-mile delivery; spike in demand for healthcare and FMCG goods during Covid-19 and post the pandemic, and a slew of developments.

At the core of express cargo is delivery schedules (between 24 hours and 48 hours; competitive delivery costs; shipping methods (air and land); transparency; replacement or refund processes, etc.

A fast-developing economy such as India is witnessing expansion in express logistics said to be valued at \$4.5 billion. And just across its border is the Asian giant China where the CEP (courier, express and parcel) market is valued at a whopping \$85.22 billion in 2019. With around \$1.5 billion revenue projected in 2025, the e-commerce market in China is the largest in the world, also home to the largest online community in the world, according to Mordor Intelligence.

China's State Post Bureau indicated that 74 billion packages were delivered in 2021, an average of 52 deliveries per person. So also, the US dominates with huge volumes. Between 2014 and 2020, the parcel volume was 6.3 billion and mail volume being 108.7 billion.



Last-mile connectivity, order fulfilment key to growth

With such phenomenal and unprecedented growth in the CEP market, the players have many challenges that need to be addressed immediately that include last-mile logistics, order fulfilment, and delivery.

Companies are constantly working on improving last mile delivery and that is partially achieved by delivery lockers, drone drops (very limited), crowdsourced deliveries, third party logistics etc.

The pandemic, however, did prop up this part of the business where companies started optimizing deliveries with technological inputs and networking through multi-modal transportation.

The future of last-mile delivery is on the horizon too – self-driving delivery vehicles and drones, the latter has made a small beginning though.

Contractors need to align with brand

The CEP realm is a complex one, requiring efficient networking of systems and people, hence the trend is to go for sub-contracting orders or franchise system which have their own risks.

That will be the way forward too as one cannot afford to staff across the entire supply chain. The challenge for the brands is to ensure that the sub-contractors/franchisees not just align with the brand but also work in enhancing the brand, while within the company they have to battle the high rate of attrition.

Complexities of packaging, labelling and delivery

As e-commerce flourishes, the complexities of packaging, labelling and delivering millions of items of varying sizes, shapes and volume are many. Added to that is the consumer base which is vast, diverse, unpredictable and spread across distant geographies which is where technology and innovation come into play. More of data analytics is what the industry could do with.

Sustainability factor, a new dimension

The buzzword now is sustainability and for the CEP segment the challenges are surmounting – the need to cut use of plastics in packaging, the need to use more sustainable products, environment friendly delivery methods, transportation included.

There is already history in the making as regards sustainable transportation – the first-ever fully electric commuter plane 'Alice' from Eviation Aircraft completed its maiden flight in September this year.

Applauding the event, John Pearson, CEO DHL Express, said "Our compliments to Eviation on the successful first flight of Alice! Completing its



maiden flight confirms our belief that the era of sustainable aviation is here. With our order of 12 Alice e-cargo planes, we are investing towards our overall goal of net-zero emissions logistics. Alice's range and capacity makes it a unique sustainable solution for our global aviation network, supporting our aspiration to make a substantial contribution in reducing our carbon footprint and ultimately, achieving net-zero emissions by 2050."

DHL survey indicates sustainable solutions way forward

Continuing on its sustainable mission, DHL also conducted an online shopper survey which indicated that majority of European consumers want online retailers to become more sustainable, including delivery and packaging; 93% of European shoppers choose online shops based on the delivery options; despite calls for more sustainability, customers demand free returns and regard it as a deal-breaker if not available; and as cross-border purchases increase, reliable international delivery processes have become important.

"By increasing the number of unattended deliveries, we can reduce up to 30 % of CO2 emissions in the last mile. Given our years of experience, we are able to strategically place Parcel Lockers and DHL ServicePoints to widely frequented places such as grocery stores and gyms," said Henning Gaudszuhn, Vice President Customer Experience at DHL eCommerce Solutions.

Micro-warehouses the way to go

As eCommerce explodes, consumers are expecting faster deliveries and quick returns, if any, putting the CEP industry to test with regard to how they manage the parcels, move them, track them and deliver them without damage. Post pandemic the supply chain processes are undergoing major restructuring and there is a proliferation of micro-warehouses closer to customers / consumers and because of them CEP is able to have quick turnaround times.

Asia-Pacific to dominate soon

But wait, as online shopping dominates, express cargo has to be in sync with the Amazons, the Ali Babas, the Flipkarts etc who are getting orders by the minute.

These online shopping giants have tied up with multiple express cargo providers, only to ensure the product gets delivered in time. The major CEP players include Deutsche Post DHL Group; United Parcel Service Inc.; FedEx Corporation; Aramex PJSC; SF Express (Group) Co. Ltd. and in China the five major players are ZTO Express; YTO Express; Yunda Express, STO Express and SF Express who command over 72 % of Chinese express market. In India, the dominant players are Blue Dart Express; Instakart Services (ekart logistics); Gati; DHL; FedEx and many others. So also, SingPost, Japan Post and Australia Post are investing heavily in Asia-Pacific region which is already dominating the world markets and is said to be growing at a phenomenal pace.

The competitive landscape of the CEP sector is highly dynamic and the sector has to be on its feet 24/7, having promised to deliver in time. And time is money. The sector knows its value and we are going to see more refinement in the entire process that will continue to have at its core – safe, secure, on-time delivery.



LOOTAH BIOFUELS:

Powering up Dubai's trucks & buses with used cooking oil

By Gemma Q. Casas



More than a decade ago, not much was widely spoken about the dangers of climate change to humankind, but the forward-thinking young Emirati entrepreneur Yousif bin Lootah, then only 19, dared to make a difference and formed the UAE's first producer and supplier of biofuels made from used cooking oil, the Lootah Biofuels (LBF).

Today, his company is the largest and biggest supplier of the safer, cleaner & more affordable biodiesel in the Gulf Cooperation Council (GCC) region, which is composed of the United Arab Emirates, Saudi Arabia, Kuwait, Qatar, Oman & Bahrain.



Every day, tons of cooking oil are consumed by residents, restaurants, different fast-food chains, food manufacturing factories, hotels and other establishments, in the oil & gas rich nation of the United Arab Emirates.

But rather than put these used cooking oil into waste, Emirati entrepreneur & visionary Yousif bin Lootah, then only 19, founded the Lootah Biofuels (LBF) in 2010. The company collects used cooking oil around Dubai and the other Emirates of the UAE, blend them with diesel to produce the safer and cleaner biodiesel, which is also more affordable.

Not only did his innovative idea protected Dubai's environment from the used cooking oil's harmful impact, it also enabled business operators to earn from their oil waste products as LBF pays for it. Likewise, companies using trucks and buses as well as manufacturing plants that use smaller vehicles are able to power them up with the safer, cleaner and more affordable biodiesel that LBF produces.

Today, LBF is the largest producer and supplier of biofuels in the GCC region which is made up of the United Arab Emirates, Saudi Arabia, Kuwait, Qatar, Oman & Bahrain.

The company has refilling stations in strategic locations across Dubai, and is poised to expand operations in Abu Dhabi and elsewhere in the region.

The company has responsibly handled tons of liters of used cooking oil collected from about 400-450 different food-related outlets across the UAE and promoted zero-food waste initiative to about 16,000 restaurants since its inception.

Some of the major business partners of LBF in recycling and using biofuels include the Americana Group, considered one of the largest

food manufacturing and distributing companies in the region which operates 1,800 restaurants and 29 food production sites across the UAE, KSA, Kuwait and Egypt; Majid Al Futtaim Logistics, Carrefour, Dubai Driving Institute, among many others.

As the world's population reaches 8 billion this year, the United Nations says many would require sustainable and cheaper alternative fuels to survive the rising cost of living, following the pandemic and the ongoing conflicts across the globe like the war in Ukraine.

Supporting the UAE's initiatives on Sustainability & Circular Economy

Last month, The Lootah Biofuels Factory was officially inaugurated by the UAE Circular Economy Council represented by H.E. Mariam bint Mohammed Almhairi, Minister of Climate Change and Environment; H.E. Abdullah bin Touq Al Marri, Minister of Economy; H.E. Omar bin Sultan Al Olama, Minister of State for Artificial Intelligence, Digital Economy and Remote Work Applications; and H.E. Omar Suweina Al Suwaidi, Undersecretary of the Ministry of Advanced Technology.

Simultaneously, the Circular Economy Standards Training Program for students in collaboration with the education sector was launched whereby Lootah Biofuels is participating.

"The launch of Lootah Biofuels Factory provides a successful model for the implementation of such type of reusing and recycling-based solutions, and represents an effective step in the private sector's participation in achieving the UAE's goal of implementing the circular



The UAE Circular Economy Council led by H.E. Mariam bint Mohammed Almhairi, with Looatah Biofuels founder and Chairman, Yousif bin Looatah, center. Image Credit: WAM

economy model," the UAE Minister of Climate Change and Environment said on the occasion.

The UAE Circular Economy Policy is a 10-year comprehensive framework identifying approaches to the country's transition to a sustainable economy, while protecting its natural resources. This calls for the private sector to shift to cleaner industrial production methods using artificial intelligence (AI) and other 4IR technologies, adopting sustainable consumption and production systems, as well as an efficient waste management to meet the basic needs of the population without harming the environment.

Bin Looatah, the Chairman of the Board of Directors of Looatah Biofuels, expressed his gratitude to the UAE government and its wise leadership for their proactive stance on global challenges and for supporting innovative ideas and entrepreneurs like him.

He shared that an old RTA bus was provided to the company years ago, which was experimented on by a team that he led. Without changing its engine, the bus ran on biofuels and got its electricity from solar panels.

"Apart from our people, our environment is one of our greatest resources. The UAE Circular Economy not only provides guidance to our new more environment-friendly economic path, but also sets the framework for increased levels of efficiency and responsibility in production and consumption, while creating new possibilities and opportunities for our youth," Bin Looatah said.

As the UAE prepares to host the United Nations' 28th Conference of the Parties (COP 28) in 2023, Bin Looatah welcomes the idea of providing more environmental awareness and training to students at the Looatah Biofuels Factory.

"The world's population continues to grow," Bin Looatah pointed out. "We need to manage our resources wisely. And the only way to do that is to recycle, reuse and repurpose things. The next generation has to care for their environment and what better way to do that than learning it first-hand."

Bin Looatah, who was actively involved in many different sustainable initiatives by the S.S. Looatah Group before establishing the Looatah Biofuels, has agreed with various educational institutions to create awareness and training for the young people of the region.

The young Emirati entrepreneur Yousif bin Looatah, second right, during the early years of his business venture. The company had since won numerous local and international awards for its sustainable and innovative approach in tackling energy and environmental issues.

Image Credit: LBF



Biodiesel can play a role in reducing emissions of many air pollutants, especially those targeted by EPA in urban areas. These include emissions of particulate matter (PM), carbon monoxide (CO), hydrocarbons (HC), sulfur oxides (SOx), nitrogen oxides (NOx) and air toxics.





MONTREAL and DUBAI: Air Canada and Emirates have launched their codeshare agreement allowing their customers to enjoy seamless connectivity to 46 markets spanning three continents, including to destinations across the Americas, the Middle East, Africa, Southeast Asia, and the Indian subcontinent.

The airlines' codeshare tickets will be available for sale to 35 markets for travel effective December 1 with 11 additional markets to be added pending final regulatory approval, and the potential for more markets to be included beyond that. Tickets are available via the carriers' websites at aircanada.com and emirates.com as well as via major GDS systems and travel agencies.

"This exciting new partnership with Emirates will allow Air Canada to meaningfully broaden the choice of flight options for our customers. It will create easier connections between Canada and destinations in the Middle East, Africa, Southeast Asia and the Indian subcontinent. As well, it will allow us to draw more connecting traffic through our Toronto global hub and expand our presence in these dynamic regions where demand for global travel is expected to grow," said Michael Rousseau, President and Chief Executive Officer at Air Canada.

Sir Tim Clark, President Emirates Airline, said: "We are delighted to establish a partnership with Air Canada, to expand our reach

Air Canada and Emirates activate codeshare partnership

into more points in North America. Partnering with Canada's flag carrier enables us to offer customers seamless connectivity when flying to domestic points within Canada via Toronto. Besides the added-value benefits and rewarding experiences that leisure and business travellers of both airlines can look forward to, the partnership allows Air Canada's customers to travel to destinations across Asia, Africa and the Middle East, thanks to our expansive network via our hub in Dubai."

Emirates customers will be able to book codeshare flights to and from Canadian points beyond Toronto, including Calgary, Edmonton, Halifax, Montreal, Ottawa and Vancouver.

Air Canada will place its code on routes operated by Emirates from its hub in Dubai, expanding the airline's reach across the Indian subcontinent and unlocking more destinations, including Colombo, Dhaka, Islamabad, Karachi, and Lahore.

Seamless connectivity will also be enjoyed by Air Canada's customers travelling to Southeast Asian destinations including Bangkok, Hanoi, Phuket, Kuala Lumpur and Singapore; the Middle Eastern cities Jeddah and Muscat; as well as destinations in Africa, namely Addis Ababa and Dar Es Salaam.

Coming soon, the airlines will introduce a reciprocal frequent flyer offering, allowing members of Aeroplan and Skywards to earn and redeem points on flights operated by Emirates and Air Canada, respectively. Eligible passengers will also soon be able to take advantage of reciprocal lounge access, along with select benefits for Aeroplan Elite and Skywards members when travelling on the partner airline. Further details and launch dates will be announced at a later date.

British Airways launches its new brand positioning: 'A British Original'

LONDON: British Airways is launching its newest multi-channel advertising campaign and also its first with Uncommon Creative Studio and MG OMD.

The new positioning, 'A British Original', is a celebration of British Airways' people, its customers and the nation, which has helped make British Airways, a British Original. It explores the individual and original reasons people travel, whether to reconnect with loved ones, take some time out or to immerse themselves in a different culture.

The campaign is centered around the common question travellers are frequently asked when they land in a new destination: 'What is the purpose of your visit?' but instead of ticking the standard boxes of 'business' or 'leisure', viewers see more meaningful and relatable answers for travel, reflecting each and every one of us. Sometimes funny, sometimes moving, but always celebrating originality in all its incredibly personal guises. Showing that British Airways recognises each of its customers as individuals.

The airline's people are at the heart of this campaign, featuring throughout both the static imagery and the short films. One of the static shots shows a British Airways cabin crew member peering out of the window, followed by his motivation for doing what he loves, 'the office view'. Similarly, one of these short films focuses on a British Airways' pilot, fondly rocking his daughter to sleep before heading off to work. The film ends on Anthony's



reason for doing what he does every day, which is 'for her'.

The campaign includes an original approach both in creative and media, bringing to life reasons for travel in a record-breaking number of executions. Encompassing over 500 unique print, digital and outdoor executions and over 32 different short films all running over the course of a month.

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IATA: Convenience is top priority for passengers' post pandemic



MANAMA, Bahrain: The International Air Transport Association says passengers' top priority in the post pandemic era is convenience based on the results of IATA's 2022 Global Passenger Survey which had over 10,000 responses from 222 countries.

"Travel during COVID-19 was complex, cumbersome and time consuming due to government-imposed travel requirements. Post-pandemic, passengers want improved convenience throughout their trip. Digitalization and use of biometrics to speed up the travel journey is the key," said Nick Careen, IATA's Senior Vice President for Operations, Safety and Security.

Planning and Booking

Passengers want convenience when they plan their travel and when choosing where to depart from. Their preference is to fly from an airport close to home, have all booking options and services available in one single place, pay with their preferred payment method and easily offset their carbon emissions.

- Proximity to the airport was passengers' main priority when choosing where to fly from (75%). This was more important than ticket price (39%).
- Travelers were satisfied being able to pay with their preferred payment method which was available for 82% of travellers. Having access to planning and booking information in one single place was identified as being top priority.
- 18% of passengers said that they offset their carbon emissions, the main reason given by those that did not was not being aware of the option (36%).

"Today's travellers expect the same online experience as they get from major retailers like Amazon. Airline retailing is driving the response to these needs. It enables airlines to present their full offer to travellers. And that puts the passenger in control of their travel experience with the ability to choose the travel options that they want with convenient payment options," said Muhammad Albakri, IATA Senior Vice President Financial Settlement and Distribution Services.

Travel Facilitation

Most travellers are willing to share their immigration information for more convenient processing.

- 37% of travellers said they have been discouraged from traveling to a particular destination because of the immigration requirements. Process complexity was highlighted as the main deterrent by 65% of travellers, 12% cited costs and 8% time.
- Where visas are required, 66% of travellers want to obtain a visa online prior to travel, 20% prefer to go to the consulate or embassy and 14% at the airport.
- 83% of travellers said they would share their immigration information to speed up the airport arrival process. While this is high,

it is slightly down from the 88% recorded in 2021.

"Travelers have told us that barriers to travel remain. Countries with complex visa procedures are losing the economic benefits that these travellers bring. Where countries have removed visa requirements, tourism and travel economies have thrived. And for countries requiring certain categories of travellers to get visas, taking advantage of traveller willingness to use online processes and share information in advance would be a win-win solution," said Careen.

Airport Processes

Passengers are willing to take advantage of technology and re-thought processes to improve the convenience of their airport experience and manage their baggage.

- Passengers are willing to complete processing elements off-airport. 44% of travellers identified check-in as their top pick for off-airport processing. Immigration procedures were the second most popular "top-pick" at 32%, followed by baggage. And 93% of passengers are interested in a special program for trusted travellers (background checks) to expedite security screening.
- Passengers are interested in more options for baggage handling. 67% would be interested in home pick-up and delivery and 73% in remote check-in options. 80% of passengers said that would be more likely to check a bag if they could monitor it throughout the journey. And 50% said that they have used or would be interested in using an electronic bag tag.
- Passengers see value in biometric identification. 75% of passengers want to use biometric data instead of passports and boarding passes. Over a third have already experienced using biometric identification in their travels, with an 88% satisfaction rate. But data protection remains a concern for about half of travellers.

"Passengers clearly see technology as key to improving the convenience of airport processes. They want to arrive at the airport ready-to-fly, get through the airport at both ends of their journey more quickly using biometrics and know where their baggage is at all times. The technology exists to support this ideal experience. But we need cooperation across the value chain and with governments to make it happen. And we need to continuously reassure passengers that the data needed to support such an experience will be safely kept," said Careen.

The industry is ready to power airport processes with biometrics through IATA's One ID initiative. COVID-19 has helped governments understand the potential for passengers to share their travel information with them directly and in advance of travel and the power of biometric processes to improve security and facilitations processes and more efficiently use scarce resources. The proliferation of e-gates at airports is proving the efficiencies that can be gained. The priority is to support the OneID standards with regulation to allow its use to create a seamless experience across all parts of the passenger journey.

Image Credit: Istanbul Airport

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Wizz Air Abu Dhabi to launch flights to Tashkent, Uzbekistan

Abu Dhabi, UAE: Wizz Air Abu Dhabi, the ultra-low-fare national airline of the UAE, has launched its latest route to Uzbekistan's capital Tashkent, the largest city in Central Asia, from January 2023.

The airline said the step reaffirms its commitment to provide travellers with the opportunity to explore numerous experiences across many destinations within its network.

The flight to Tashkent will operate on Monday, Wednesday and Friday. Tickets are already on sale on wizzair.com and the airline's mobile app, with fares starting as low as AED 179.

The largest city in Central Asia and the capital of Uzbekistan, Tashkent is one of the main travel and trade hubs along the Silk Road, attracting tourists and businessmen from various regions around the world. It is more than 2,200 years old and is architecturally and historically significant due to its transformation during and after the Soviet period. Some of the historical and architectural monuments of Tashkent include Medrese of Barakhan (Madrasah of Barakhan), The Square of Amir Temur, and the Mausoleum of Kaffal-Shashi.

"We look forward to expanding Wizz Air Abu Dhabi operations even further by adding Tashkent to our ever-growing network and the new route will further strengthen the connectivity between Abu Dhabi and Central Asia. Wizz Air Abu Dhabi continue to play a pivotal role in contributing to the growth of the UAE's travel and tourism sector and connecting its capital with many marvellous destinations," said Michael Berlouis, Managing Director of Wizz Air Abu Dhabi.

Strategically located in the UAE, Wizz Air Abu Dhabi provides ultra-low fare, hassle-free and efficient travel options to Alexandria (Egypt), Almaty (Kazakhstan), Amman (Jordan), Ankara



(Turkey), Aqaba (Jordan), Athens (Greece), Baku (Azerbaijan), Belgrade (Serbia), Dammam (Saudi Arabia), Kuwait City (Kuwait), Kutaisi (Georgia), Manama (Bahrain), Male (Maldives), Muscat (Oman), Nur Sultan (Kazakhstan), Salalah (Oman), Santorini (Greece), Sarajevo (Bosnia), Sohag (Egypt), Tashkent (Uzbekistan), Tel-Aviv (Israel), Tirana (Albania) and Yerevan (Armenia), among others.

Dubai Police secures over 29 million passengers and 2.5 million of tons of cargo at DXB in 2021

DUBAI, UAE: The General Department of Airports Security at Dubai Police, in cooperation with partners, successfully secured 29,110,609 passengers travelling and transiting through the Dubai International Airport (DXB) and 2,524,918 tons of air cargo in 2021.

These numbers were revealed during the annual inspection of the General Department of Airports Security, which was recently carried out by Lieutenant General Abdullah Khalifa Al Marri, Commander-in-Chief of Dubai Police.

"The Department operates with high work standards and possesses the adequate capabilities, techniques, competencies, and expertise," said Lt. General Al Marri who reaffirmed that the General Department of Airports Security is among the leading departments of



Dubai Police in terms of security performance.

Lt. General Al Marri said Dubai Police's role in providing innovative, effective, efficient and timely security services at Dubai Airport terminals is inevitable as Dubai has always positioned itself as the world's number one hub for international passengers and retained that recognition.

He further pointed out that Dubai Police has always been keen on harnessing available capabilities and security expertise, developing security strategies to ensure security and safety, and providing high-quality services to partners, travellers, and airport users, per the highest security standards and practices of civil aviation security. WAM



Lufthansa Cargo reorganizes sales regions & enhances digital sales function



From left: Dr. André Schulz, Stephanie Abeler, Oliver von Götz, Marcel Kling

FRANKFURT, GERMANY: Lufthansa Cargo's Product and Sales department will see both personnel and structural changes effective November 1, 2022. These adjustments serve strategic purposes: From now on, seven sales regions are mapped into five, which will enhance the focus on the customer, simplify the structure to increase speed to market and support the new phase of growth of Lufthansa Cargo.

The changes foresee both new appointments of personnel and adjusted responsibilities:

The sales regions of North and South America will be merged into one region America. Stephanie Abeler, formerly Head of "Sales & Handling Midwest USA", takes over the responsibilities of the newly created region. The previous jobholders Bernd Kindelbacher and Carsten Hernig are devoting themselves to new tasks. Stephanie Abeler continues to be based in Chicago.

The Eastern & Northern Europe and Western Europe regions, which were previously managed separately, are now managed as a single European region in the future. New at Lufthansa Cargo, Oliver von Götz is responsible for this region as Head of "Region Europe LCAG", replacing the previous jobholders Annette Kreuziger and Thomas Egnolf. Prior to joining Lufthansa Cargo, Oliver von Götz was Head of "Corporate Airline Strategy and Business Development Lufthansa Airlines" within the Lufthansa Group. He is based in Frankfurt.

The previous region of Middle East & Africa will be expanded to include the markets of South Asia & the CIS region. As of now, this region is headed by Dr. André Schulz as Head of "Region Middle East, Africa, South Asia & CIS". He is based in Frankfurt. Dr. André Schulz, who was previously General Manager Southern and East Africa in

Johannesburg at Deutsche Lufthansa AG, succeeds Frank Beilner, who will be taking on new responsibilities.

Achim Martinka, who has headed Lufthansa Cargo's German sales as Vice President Germany since summer 2019, has expanded his area of responsibility to include the markets Austria and Switzerland, thus, leading the newly created DACH sales region.

The structure of the Asia Pacific region under the responsibility of J. Florian Pfaff from Singapore remains unchanged, except for the future management of the South Asia market region by Dr. André Schulz.

Digital Sales, which was previously a head office function, is now enhanced and defined as a customer-facing function. Digital Sales is led by Marcel Kling.

All managers of the Sales Regions as well Digital Sales will report to Ashwin Bhat, the Chief Commercial Officer of Lufthansa Cargo.

"The mergers of regions as well as the new appointments are vital adjustments for us to combine our strengths, exploit synergies and thus respond even better to market trends. Internally, we are simplifying our process structures, and externally we continue to be a strong partner for our customers. I am happy that we could attract and nominate new managers from within the Lufthansa Group. With their experience and diverse knowledge, I am confident we will continue to enrich Lufthansa Cargo's leadership in the air cargo market in the years ahead. I would like to take the opportunity to thank Annette Kreuziger, Bernhard Kindelbacher, Frank Beilner, Thomas Egenhoff and Carsten Hernig for their leadership and contribution to the success of Lufthansa Cargo in the last years," said Bhat.

Chapman Freeborn appoints David Tasker as Director-Government & Humanitarian

LONDON, UK: Chapman Freeborn, the global air charter specialist and part of Avia Solutions Group, has appointed David Tasker as Director – Government & Humanitarian.

David brings over 30 years of logistics experience to the role, including 6 years as Vice President Global Defence at DB Schenker and 13 years as Head of DSCOM, where he was responsible for all transport movements across Europe and procurement and tender analysis for the MOD (Ministry of Defence).

David will report to Neil Dursley, Group CCO, who commented: "Chapman Freeborn is expanding and growing rapidly, and we

continue to be the best in the business when it comes to reacting to world events. David's appointment will further bolster this and is also in line with our new proactive approach to expand, strengthen and empower our growing teams in support of our long-term and potential customers for years to come. David brings extensive knowledge of the government and humanitarian sectors as well as excellent contacts in this area. I am excited to welcome him to our ever-expanding family."

David explains, "I am immensely excited and respectful of the task ahead. My role is to empower teams across the world, underpinning the foundation they work upon and providing sharp tools for them to do their jobs. I am also a firm believer that work needs to be fun and enjoyable – hard work, but always rewarding."

In his spare time, David enjoys socialising, exercising and chilling on the beach. He concludes, "Life's not fun if it's not a party!"

Emirates announces changes to its commercial team in ME, Far East, West Asia & Europe



Thani Al Ansari



Khalid Al Zarooni

Dubai, UAE: Emirates has announced new appointments to its commercial team in the Middle East, Far East, West Asia and Europe, from next month to support the airline's efforts in rebuilding its global network amidst the increase in travel demand and the easing of restrictions.

This latest move will see 11 seasoned UAE Nationals positioned in vital markets where they will lead the airline's commercial operations and bring their skills & experience to drive growth and develop new strategies. In addition, they will be responsible for strengthening Emirates' partnerships & footprint in their assigned markets.

Adnan Kazim, CCO at Emirates, commented: "As we accelerate our operations recovery and channel our collective energies towards rebuilding the aviation ecosystem, it's imperative that we create opportunities for our talented managers to utilise their capabilities, experiences and leadership skills to the fullest. The commercial outstation program is in line with the strategy advocated by H.H. Sheikh Ahmed bin Saeed Al Maktoum, CEO, Emirates Airline & Group, that reaffirms our commitment to nurturing Emiratis by providing them opportunities to advance their careers and eventually become future leaders. I'm proud of our UAE Nationals who support our business and represent the airline in some of its most strategic markets, and look forward to seeing the new team create innovative prospects into their new roles."

Effective 1st November, the following changes will occur in the Emirates Commercial team:

- **Thani Al Ansari:** currently Manager Kuwait and Iraq, will become Manager Ireland
- **Khalid Al Zarooni:** currently Manager Greece and Albania, will become Manager Kuwait and Iraq
- **Ibrahim Ghanim:** currently Manager Egypt and Libya, will become Manager Greece and Albania
- **Abdalla Al Zamani:** currently Manager Indonesia, will become Manager Egypt and Libya
- **Mohammad Al Attar:** currently Manager Malaysia, will become Manager Indonesia
- **Saeed Mubarak:** currently Manager Tunis, will become Manager Malaysia
- **Almurr Al Marri:** currently Commercial Support Manager in India, will become Manager Tunis
- **Mohammed Alwahedi:** currently Manager Vietnam, will become Manager Thailand
- **Marwan Al Marri:** currently District Manager Riyadh, will become Manager Vietnam
- **Wahid Albaloooshi:** currently Regional Manager Pakistan, will become District Manager Riyadh
- **Salem Al Mana:** currently Commercial Support Manager in Indonesia, will become Regional Manager Pakistan
- **Vikram Arora:** currently Country Manager in Afghanistan, will become Commercial Business Analysis Manager, based in Dubai

Through the commercial outstation programme, UAE nationals are able to gain broader exposure and expand their network connections. The programme grooms Emiratis to become accomplished leaders, and is underpinned by role rotations that provide them the opportunity to sharpen their skills.



Ibrahim Ghanim



Abdalla Al Zamani



Mohammad Al Attar



Saeed Mubarak



Almurr Al Marri



Mohammed Alwahedi



Marwan Al Marri



Salem Al Mana



Vikram Arora

NAFL

Annual General Meeting
27 October 2022, Dubai







Upcoming Events



Middle East Trucks and Heavy Machinery Show 2022

Get on board now for the Middle East region's most promising and only dedicated Trucks and Heavy Machines event.

With sectors ranging from Trucks, Buses, Trailers, Construction Machines, Cranes, Mining Machines, Tractors, to Forklifts, Semi-trucks, Spare Parts, Lubricants, Fleet Management systems and much more, the METHM Show provides a one of its kind platforms to bring together the entire heavy machines industry under one roof.

01-03 November 2022
Dubai Festival Arena

Air Cargo Forum Miami

The air cargo forum is the most traditional meeting of the air cargo community in the world. After stops all over the world, it now finds a permanent home in Miami.

In parallel transport logistic, the leading international exhibition for Logistics, Mobility, IT and Supply Chain Management now finds an additional home in the booming Florida metropolis in the south of the USA. transport logistic Americas and air cargo forum Miami thus compliments the worldwide coverage of the successful trade show concepts organized by Messe München.

The combination of both brands offers a central platform for connections, most notably to USA, North and South America but also to other continents.

08-10 November 2022
Miami, Florida, USA

The Big 5

For over 40 years, The Big 5 has provided an unmatched platform for the global construction industry to secure new business across the Middle East, Africa, and South Asia.

It's a key platform that propels businesses into new markets through live product showcases, knowledge exchange and networking opportunities, both online and in person

Visit an event packed with expert-led content, knowledge leaders and the latest products that will drive your business forward. Meet high profile decision-makers from private and government sectors, place your products directly in the hands of buyers, and provide a powerful sales message to potential clients.

05-08 December 2022
Dubai World Trade Center



MEBAA Show 2022

The MEBAA Show, the Middle East's leading business aviation platform, is set to return to Dubai. The event will showcase the latest technologies, insights and business opportunities shaping the future of business aviation in the Middle East and across the globe.

Along with cutting-edge solutions and world-class aircraft on static display, the event will demonstrate, through a conference element, the key trends affecting the industry especially following the impact of the COVID-19 pandemic. Hear from industry experts on emerging trends, challenges and innovations within the business aviation sector through workshops, dedicated pre-arranged meetings and roundtable sessions.

06--08 December 2022
Dubai Airshow Site

air cargo Africa 2023

air cargo Africa is the sector's leading industry exhibition and conference. Delivering new business opportunities, global perspectives and strong networking platforms, the air cargo Africa trade show, conference and awards engage the global air cargo community to explore and strengthen networking corridors with the African Continent.

With 69 exhibitors, 1550 visitors and 640 delegates, air cargo Africa has established itself, as the meeting hub for the African air cargo sector, creating exciting and lasting opportunities.

21-23 February 2023
SANDTON CONVENTION CENTER
SANDTON, Johannesburg, South Africa

Air Cargo Europe 2023

air cargo Europe, the international industry gathering for the global air freight industry in Munich since 2003, is returning next year with its first face-to-face exhibition since the pandemic. The exhibition is part of transport logistic, the world's leading trade fair for logistics, mobility, IT, and supply chain management.

This is the most important centrally located business platform for the air cargo sector. This is where international air cargo professionals come to network, make new contacts, develop upcoming markets and explore joint business potential. air cargo Europe is part of transport logistic.

In 2019, 2.374 exhibitors from 63 countries and regions were there to welcome around 64,000 visitors from 125 different countries. International market leaders and innovative newcomers present the exciting world of logistics at the Messe München site.

May 9–12, 2023
Trade Fair Center Messe München, Munich, Germany



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