



## Changi Airport Southeast Asia's powerhouse cargo hub

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and Cargo Development



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Fleet**  
Freshta Farzam



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Director-Aeronautical Revenues  
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## Airports and our interconnected world

In today's digital age and interconnected world, the role of airports in facilitating global trade and the movement of people across continents cannot be overstated.

Among those that stand out is Singapore's Changi Airport. With about 7,400 flights arriving or departing at Changi Airport every week, that's about one plane every 80 seconds, a remarkable aviation feat for a tiny-island nation like Singapore.

A strategic connecting point between the East and the West, Changi serves more than 100 airlines which in turn offer unparalleled connectivity to over 380 cities worldwide, enabling the seamless movement of goods and people globally.

At only 42 years old, Changi Airport has emerged as the vital gateway for international trade, playing a pivotal role in driving economic growth not only for Singapore but also for the entire global community.

In this edition, we'll dig deeper into Changi Airport's success, particularly on being the powerhouse cargo hub in Southeast Asia.

Equipped with advanced cargo handling systems, cutting-edge technology, and efficient logistics processes, Changi Airport ensures swift and secure movement of goods. Its free trade zones and business parks provide an added advantage for global trade.

These zones offer tax incentives, simplified customs procedures, and a conducive environment for businesses to establish regional headquarters, distribution centers, and manufacturing facilities. This attracts multinational corporations and encourages foreign direct investment, fostering economic growth and creating employment opportunities.

Additionally, the airport's focus on sustainability, with initiatives like energy-efficient infrastructure and waste management systems, aligns with global efforts to reduce carbon emissions and promote eco-friendly practices in the aviation industry.

As Changi Airport continues to expand and improve, it will undoubtedly remain a beacon of excellence and a catalyst for international trade.

This and more in this edition of **Air Cargo Update**, your global news source about air, land and sea transport across the borders.

**Gemma Q. Casas**

Editor-in-Chief

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**"CHINESE COOKED IN AN INDIAN SPICY WAY IS ALWAYS A GOOD MEAL WHICH I FANCY, IT HAS IT ALL IN MY VIEW."**



**Shashi Kumar Panicker**  
Director-Aeronautical Revenues, BAC

**S**hashi Kumar Panicker, Director of Aeronautical Revenues at the Bahrain Airport Company (BAC), has carved a unique path in the air cargo and aviation industry. Like an adventure that spans the globe, his career has taken him to fascinating destinations, introducing him to a combination of cultures and shaping his role as a leader in the field.

Panicker shares, "I was drawn into the aviation industry by my deep passion for air cargo. The people in this industry are truly unique, and I find their intensity and 'can-do' attitude infectious. Working in aviation isn't just a job; it's a way to connect with people from diverse cultures and ensure that cargo reaches its destination swiftly and safely. It's a dynamic world that demands continuous learning, training, and skill development to keep up with industry advancements. Having spent over three decades in this industry, the opportunities for personal and professional growth have been immense."

The challenges brought about by the COVID-19 pandemic were immense. "We faced reduced capacity and surging demand,

His culinary preferences lean towards Chinese cuisine with an Indian twist, where the spices add an extra layer of flavor to the dishes. "Chinese cooked in an Indian spicy way is always a good meal which I fancy, it has it all in my view."

coupled with traditional, time-consuming methods of managing cargo, extensive paperwork, shipment tracking issues, and rising costs. But we, as industry professionals, found innovative ways to keep the cargo moving during these turbulent times," he recalls.

Panicker emphasizes the importance of work-life balance. "Planning ahead is crucial to minimizing work-related stress and establishing a sustainable work routine without overcommitting. It's essential to maintain health and general well-being, and not be afraid to say 'no' when necessary, making sure you don't overcommit and underdeliver. Staying calm, assertive, and focused on delivering results is key. After all, 'Air cargo is in the people business, where attitude and approach count.' I majorly believe in this and attempt to deliver to be seen as productive," he stresses.

For relaxation, Panicker's favorite travel destination is India. "India has so much to offer, and I'm yet to explore it all. My early experiences in the Middle East have left a profound impact, and India's simplicity and joy of life resonate with me," he said.

As a sports enthusiast, Panicker, like many Indians, has a deep love for cricket. He says, "Cricket holds a special place in my heart, and I cherish every moment of the game, whether I'm playing or watching."

His culinary preferences lean towards Chinese cuisine with an Indian twist, where the spices add an extra layer of flavor to the dishes. "Chinese cooked in an Indian spicy way is always a good meal which I fancy, it has it all in my view."

Panicker has some advice for the younger generation aspiring to enter the air cargo industry: "Being committed with full passion is the buzzword for building a rewarding career. The aviation industry holds the same essence to provide."

Shashi Kumar Panicker's lengthy and illustrious career in the aviation industry demonstrates his unshakable leadership. His one-of-a-kind expertise and business sense provide invaluable insights into the quickly changing world of aviation.

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## Aviation Maverick: The Remarkable Rise of Freshta Farzam

Introducing Freshta Farzam, LYTE Aviation's innovative leader. Her journey through the aviation and cargo sectors is a striking example of her passion for breaking new ground, and her undying love to challenge the status quo and leave a lasting impression on the industry.

Hailing from Hamburg, Germany, and drawing from her Middle Eastern heritage, Freshta became adept at bridging cultural, linguistic, and business divides. Her educational odyssey navigated through the intriguing landscapes of sociology, psychology, and international management, all hosted at the University of Applied Sciences in Hamburg. This diverse academic foundation would later form the bedrock of her extraordinary career.

Freshta's inquisitive mind was captivated by the transformative potential of the internet, as a global network enhancing swifter and more efficient communication. She resolved to apply these principles to the logistics industry, streamlining the conveyance of goods from origin to destination, mirroring the interconnectedness the internet offers. In collaboration with logistics firms and shipping enterprises in Germany, the Netherlands, and the UK, she embarked on a mission to disrupt conventional cargo transportation paradigms. Her journey was distinguished by the relentless pursuit of groundbreaking, efficient solutions, and a resolute commitment to dismantling the inflexible structures of the past.

In the current phase of urban air transportation, Freshta is using her twenty years of experience



### Freshta Farzam

CEO and Founder LYTE Aviation

and research to take a bold step into the world of aviation technology. She jointly develops a 40-seater eVTOL (electric vertical takeoff and landing) aircraft with a group of ambitious engineers. This groundbreaking marvel amalgamates proven technologies with innovative components to revolutionize cargo transportation, surging forth with unprecedented speed and efficiency.

Her most significant career achievements have only recently unfolded. Her visionary 40-seater eVTOL concept has garnered global acclaim and resonance within the aviation industry. It earned a prestigious spot on the *gen Aviation Power List 2023*, sharing the stage with distinguished industry stalwarts such as Zero Avia, Cranfield Aerospace Solutions, and Universal Hydrogen. Her bold move to venture into unknown waters has clearly paid off.

Freshta's ascent emphasizes the paramount role of effective communication, transcending gender divides. Her passion for her undertakings has magnetized support from individuals of all genders. In her perspective, the differences between men and women are superficial, and success hinges on the mastery of the language that resonates with everyone. Her work-life equilibrium materializes through dawn rituals of yoga and meditation, skillfully harmonizing her personal and professional spheres.

Outside her professional pursuits, Freshta's affinity for yoga, swimming, and globetrotting instills equilibrium and fosters inspiration. She skillfully combines her hobbies with her career, using these personal interests to maintain a multifaceted perspective that allows her to make connections between seemingly unrelated things and foster personal development.

The goal of Freshta's inspirational journey is to leave a lasting legacy in the history of the aviation sector. Her 40-seater eVTOL is a powerful disruptor that will transform traditional cargo transportation into something quicker and more effective. The resonance of her vision is global, with industry leaders and governments across regions acknowledging the colossal potential of her eVTOL, be it for passenger travel via the SkyBus or for cargo transport with the SkyTruck, boasting a 4.5-ton payload capacity.

In conclusion, Freshta Farzam's story is a powerful example of the abundant benefits that come to people who are brave enough to follow their ambitions. Her journey into uncharted ground has the potential to transform the aviation and cargo sector, giving it a level of speed and efficiency never seen before. She emerges as an inspiration for women who want to speak up and break down barriers in their various fields.

**"Always surrender to and trust your dreams, because your dreams open up the pathways, in shapes and constellations you could never imagine. I am a living example of that. And my journey has just started."**





## More than just a job

“Imagine being able to take off to a different destination every day: the beauty of working in air cargo, is the huge network that we serve and navigate on a daily basis – and knowing that we help to keep the world turning.”  
Samuel Kariuki, Business Development Specialist.

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## Emirates SkyCargo launches direct host-to-host connection with Kuehne+Nagel

**Dubai, UAE:** Providing direct access to its market-leading products and services and extensive global network, Emirates SkyCargo is now available on Kuehne+Nagel's internal booking engine.

This milestone marks the first time Emirates SkyCargo has made its services available via a freight forwarders-owned portal, a strategy that further elevates the airline's world-class customer service experience.

First launched in Switzerland and Austria, the connection and will open up to users

in select countries across Europe, the Americas, Africa, Asia and Oceania by the end of the year.

Through this direct host-to-host connection, Emirates SkyCargo streamlines the booking journey for Kuehne+Nagel agents, providing access to the airline's schedules, rates and available capacity in real-time.

"This partnership is a testament to our long-standing digitalisation strategy, which aims to enhance our customer experience, streamline operations and drive greater efficiencies. By creating direct pathways for customers such as Kuehne+Nagel to connect with Emirates SkyCargo, we can optimize the booking process and reinforce our relationships across the logistics ecosystem," Nabil Sultan, Divisional Senior Vice President, Emirates SkyCargo.

Initially, the service will be available for general cargo, with the possibility of adding other Emirates SkyCargo's class-leading product solutions in the near future.



## WestJet Cargo relaunch services this winter to the Dominican Republic, Jamaica and Barbados

**Alberta, Canada:** WestJet Cargo has expanded its cargo services this winter with the relaunch of its network to Puerto Plata in the Dominican Republic, Bridgetown in Barbados, and Kingston in Jamaica.

WestJet Cargo's cargo service to Puerto Plata was relaunched on October 29 with multiple weekly flights. Each flight will offer a reliable 2-tonne cargo capacity. The rotation for this route is Toronto – Puerto Plata - Toronto.

In the Dominican Republic, WestJet Cargo currently provides cargo capacity on its passenger services to Punta Cana from Calgary and Toronto.

Additionally, services to Bridgetown, Barbados, will start on November 8th, 2023. Like

Puerto Plata, cargo services will be relaunched since it stopped in early 2020. WestJet Cargo will operate 4 weekly flights, offering a cargo capacity of 2 tonnes per flight. The route rotation for Bridgetown will be Toronto – Bridgetown - Toronto.

Lastly, Kingston, Jamaica also began receiving cargo services on October 30. The carrier will operate 3 weekly flights, each with a 2-tonne cargo capacity. The rotation for this route is Toronto – Kingston - Toronto. In Jamaica, the airline currently provides cargo capacity on its passenger services to Montego Bay from various Canadian cities.

The commodities transported on all three re-launched routes will mainly consist of perishables and general cargo.

The decision to expand to these destinations was based on the recognized potential of both WestJet's passenger and cargo businesses and is not dependent on new aircraft.

## Delegates from over 40 countries joined Caspian Air Cargo Summit 2023

**Baku, Azerbaijan:** Silk Way West Airlines, the leading cargo airline in the Caspian and Central Asian region and the host of the Caspian Air Cargo Summit, welcomed hundreds of delegates from over 40 countries at the recently concluded event.

The summit held from October 23-25 at the JW Marriott Absheron Hotel Baku is the largest and most comprehensive aviation event in the region, bringing distinguished participants from around the world to the Caspian Sea.

The Caspian Air Cargo Summit 2023 gathered government officials, international air cargo industry leaders and logistic experts in the capital of Azerbaijan. About 400 delegates from more than 40 countries, as well as representatives of 18 regional offices of Silk Way West Airlines from different parts of the world participated in this great event.

During the two-day conference, current trends, challenges, and opportunities in the airfreight sector were discussed and innovative solutions for the future were explored. Representatives from key players in the global air cargo industry such as Boeing, Airbus, Embraer, TIACA, Turkish Airlines, Rolls-Royce, GE Aerospace, ACL Airshop, Alibaba Group, Kales Group, dnata, Hactl and others shared valuable information and updates on the future cargo aircraft and next-generation engines, and discussed sustainability and innovation in logistics and supply chains, highlighting



the growing role of e-commerce in logistics and air cargo.

One of the most memorable moments of the event was the gala dinner, held in the most exquisite venue of the city, the Gulustan Palace. Guests enjoyed unforgettable musical performances, which provided a vivid display of the rich cultural heritage of Azerbaijan.

"Amid unprecedented turbulence and transformation in the air cargo industry, the Caspian Air Cargo Summit 2023 has been a key platform in forging connections and gaining vital forward-looking information. The 9th edition of the Summit, the foundation of which was laid back in 2006, and over the years has become one of the leading business forums of the country. This year's event was the best ever attended, showcasing our sector's dynamism, opening up new perspectives and uniting key industry players with a shared vision for the future," said Wolfgang Meier, President of Silk Way West Airlines.

Founded in 2012 in Baku, at the heart of the Silk Road, Silk Way West Airlines operates hundreds of flights every month across the globe via its fleet of 13 dedicated Boeing 777F, Boeing 747-8F and 747-400F aircraft based at Heydar Aliyev International Airport.

The airline's annual cargo turnover exceeds 500,000 tons, while its growing route network covers over 40 destinations across Europe, the CIS, the Middle East, Central and Eastern Asia, and the Americas.



## Any Place. Any Time.





## IATA survey reveals speed and convenience top priority for passengers

**Geneva:** Travelers continue to prioritize speed and convenience and are increasingly embracing biometrics and off-airport processes to deliver it, according to the results of the International Air Transport Association's 2023 Global Passenger Survey (GPS).

"Passengers have made it clear: They want to spend less time booking and move through the airport faster. And they are increasingly willing to use biometric data to complete more pre-departure tasks off airport to achieve this," 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 from where to depart. Their preference is to fly from an airport close to home, have all booking options and services available in one single place and pay with their preferred payment method.

Proximity to the airport was passengers' main priority when choosing their departure point (71%). This was more important than ticket price (31%).

A small majority of passengers prefer to book directly with the airline (52%). Regardless of booking channel used however, they would like to have complete visibility into the fare offer including easy access to optional products and services.

"Today's travelers expect the same online experience as they get from major online retailers. The Modern Airline Retailing program responds to these needs. Whichever shopping channel passengers choose, airlines want to present them with all the options for even quicker and more convenient booking. When Modern Airline Retailing is fully realized, travelers will be able to track their air travel purchases with a single order number—simple and fast. It will also greatly simplify reaccommodating travelers in the event of a change or a disruption," said Muhammad Albakri, IATA's Senior Vice President for Financial Settlement and Distribution Services.

### Payment

Convenience was the main reason passengers chose a particular payment method (62%). Among seven different payment methods, the most popular was credit / debit card (73%), followed by digital wallet (18%) and bank transfer (18%).

At the same time, there are very wide regional variations in credit card usage. Credit / debit cards are most popular in Latin America (85%), Europe (81%) and North America (74%) with the lowest preference being in Africa (57%). Digital wallet penetration most popular in the Asia Pacific region, where 41% of respondents cited this as the preferred option. The next highest market was Europe (15%) followed by Middle East (14%). Among the regions, direct bank transfer was the most preferred payment method in Africa (36%), followed by the Middle East (21%).

IATA has developed IATA Pay, an alternative method for travelers to pay for air tickets purchased online by directly debiting their bank account.

"Payment needs to be seen as part of the commercial offer and not just as a financial transaction at the end of the sale. Customers want to be able to use their preferred payment method with convenience and security. Each market is different and there is no one-size-fits-all answer. If a preferred payment method is not available or too complicated, the potential sale may be lost. Ensuring the customer can use their preferred payment method more often is a key part of the Modern Airline Retailing program," said Albakri.

### Travel Facilitation

Complex visa requirements deter travelers who want a convenient, digital online visa process. Moreover, many are willing to share their immigration information for faster airport immigration procedures.

36% of travelers 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 49% of travelers, 19% cited costs and 8% privacy concerns.

87% of travelers indicated they would share their immigration information to speed up the airport arrival process, representing an increase from the 83% reported in 2022.

"Time-consuming and complex visa requirements deter travelers and deprive destination economies of valuable tourist revenues. Time and again, we have seen that when countries remove visa requirements, economies prosper from rising visitor numbers. Beyond simplified visa procedures, travelers are prepared to share their immigration information if it results in faster and smoother airport processes. Taking advantage of traveler willingness to use online processes and share information in advance is always a win-win solution," said Careen.

### Airport Processes

At the airport, speed is of the essence. Passengers expect streamlined processes and minimal wait times. They're keen on using biometrics to expedite procedures, prefer to complete more processes off-site, and arrive at the airport ready to fly.

Passengers expect to move through the airport faster than ever. 74% stated that when traveling with only a carry-on bag, they anticipate going from the curb to the boarding gate in 30 minutes or less, an increase from 54% in 2022.

Confidence in biometric identification is on the rise. In the last 12 months, 46% of passengers used biometrics at the airport, up from 34% in 2022. Furthermore, 75% of passengers prefer using biometric data over traditional passports and boarding passes.

"Passengers want technology to work harder, so they spend less time 'being processed', standing in queues. And they are willing to use biometric data if it delivers this result. But we need cooperation across the value chain and with governments to make it happen with secure technology that is available today," said Careen.

## Awery: Smarter approach needed to achieve successful AI implementation in air cargo industry



**Vitaly Smilianets**  
CEO  
Awery Aviation Software

**Baku, Azerbaijan:** User-friendly technology that leverages the full potential of artificial intelligence (AI) is vital to ensuring digital solutions are dynamic enough to meet the changing needs of the air cargo industry, according to Vitaly Smilianets, Chief Executive Officer of Awery Aviation Software (Awery).

Speaking at the Caspian Air Cargo Summit 2023 (23-25 October), Smilianets explained that AI-driven solutions are key to helping air cargo stakeholders achieve better process control, increased efficiencies, and the best user experience.

However, these benefits have not been fully realised, in part due to overly complex platforms and a lack of training, rendering the industry's greatest ally an unwieldy accessory.

"Awery has long called for the need to accelerate digitalisation, and historically accessibility has been a key barrier to widespread adoption – the way forward is to focus on easy-to-use interfaces and apps," said Smilianets.

"Tech providers should focus on developing tools that are nimble and adaptable to meet the needs of the dynamic air cargo industry. One solution is to leverage the smartphones we have at our disposal by developing apps that help users complete tasks such as cargo booking or track and trace, whether they are in the office, at the warehouse, or on the ramp," he added.

The aviation software provider is developing several apps that support its Awery ERP product, a web-based platform that automates aviation business processes, including managing sales, operations, finance, and HR.

Awery also supports its customers with an AI tool, eMagic, which converts email and text enquiries from various formats and languages into a standard data format, eliminating the need for costly and time-consuming manual processing.



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Aircraft Type	Capacity (Tons)
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Boeing 767-200F	42 TONS
Boeing 757-200F	25 TONS
Boeing 727-200F	22 TONS
DC-9F	14 TONS
BOMBARDIER CRJ-200F	6 TONS



## Etihad Cargo enhances US cool chain capabilities with WFS partnership

**Abu Dhabi, United Arab Emirates:** Etihad Cargo, the cargo and logistics arm of Etihad Airways, announced its enhanced cool chain capabilities in the US through the expansion of its network with Worldwide Flight Services (WFS), a member of the SATS Group.

Etihad Cargo said its customers will benefit from consistent end-to-end cargo services via the carrier's PharmaLife and FreshForward products in addition to the cargo handling facilities and services offered by WFS at Chicago O'Hare International Airport (ORD), John F. Kennedy International Airport (JFK) and Washington Dulles International Airport (IAD).

**Etihad Cargo recently expanded its network with WFS to incorporate all the carrier's US stations. Before adding Chicago O'Hare International Airport, the carrier partnered with WFS in New York and Washington to ensure Etihad Cargo's robust quality standards are maintained throughout the cargo's entire journey. In both New York and Washington, WFS operates specialised facilities for the handling of perishables and pharmaceutical commodities.**

At JFK, two cool rooms provide storage for perishables and pharmaceuticals requiring temperatures of between +2 to +8 and +15 to +25 degrees Celsius. The JFK facility also features a ramp area located immediately behind the building and organised ULD storage area with a new racking system, making the handling of cargo more seamless.

The WFS Washington facilities include a 60,000-square-foot warehouse and perishables, pharmaceuticals and live animals capabilities. In recent months, Etihad Cargo has increased volumes of its premium product range transported into and out of Washington.

Thomas Schürmann, Head of Cargo Operations & Delivery at Etihad Cargo, said: "Etihad Cargo and WFS have been partners for a number of years in the US, Europe and Asia, and the cargo handling services WFS provides align fully with Etihad Cargo's commitment to providing world-leading, compliant cargo solutions at every stage of a cargo's journey.

"Adherence to Etihad Cargo's robust quality standards and the capacity to handle increased cargo volumes while ensuring consistent service levels contributed to Etihad Cargo's decision to appoint WFS as the carrier's cargo handling partner at Chicago O'Hare International Airport. WFS currently handles approximately 110,000 tonnes of cargo on behalf of Etihad Cargo in the US annually, and this is anticipated to increase with the addition of Chicago to Etihad Cargo's network with WFS and higher volumes of the carrier's PharmaLife and FreshForward products being transported across Etihad Cargo's global network."

As the latest station to be added to Etihad Cargo's network with WFS, the cargo handler's facilities at Chicago O'Hare International Airport include a new state-of-the-art on-airport facility and off-airport location.

The new facility features a fully temperature-controlled warehouse with a Controlled Room Temperature (CRT) environment that maintains a constant temperature of between +15 to +25 degrees Celsius in addition to a dedicated 3000-square-metre +2 to +8 degrees Celsius cool room, which holds 120 skid and 10 ULD positions. The facility offers 37 active container charging stations and export, import, dangerous goods and cooler staging areas.

"WFS, in keeping with SATS' emphasis on providing added value for our airline and freight forwarder customers, is investing in the development of cool chain solutions to become a key industry partner for pharma and



perishable shipments. We are proud to provide this premium solution for Etihad Cargo, and value the confidence they have placed in us by expanding our partnership in Chicago. Thanks to the unique global network we now have as part of the SATS Group, WFS can leverage the capabilities and expertise of our North American pharma facilities with those of our other pharma centres around the world," said Jose Canales, Senior Vice President, Commercial & Business Development, Americas, at WFS.

Etihad Cargo has demonstrated its commitment to quality, becoming the first Middle Eastern airline to achieve IATA CEIV Pharma, Fresh and Live Animals certifications. The airline has gone on to enhance its eight-strong premium product offering with the introduction of new features, including specialised thermal covers, the development of over 1,330 IATA CEIV / GDP pharma trade lanes and the adoption of digital tools to support the emirate of Abu Dhabi's vision of becoming a global air cargo hub, with a strong focus on pharmaceuticals and life sciences products.

"Etihad Cargo is committed to being the air cargo partner of choice, and quality is a core pillar of achieving this vision. Working with partners, such as WFS, who share and adhere to Etihad Cargo's robust quality standards and industry best practices will enable the carrier to further improve the customer experience and ensure partners receive consistently high-quality air cargo solutions across Etihad Cargo's global network," Schürmann concluded.

Meanwhile, WFS says it will increase its cargo capacity at New York's John F. Kennedy International Airport (JFK) by 20% in early 2025 with the opening of a new 346,000 sq. ft. terminal incorporating advanced technology and sustainability solutions.

New York JFK is one of WFS' biggest international cargo stations. WFS already operates eight handling facilities at the airport, serving 38 airline customers. The new facility will take the company's footprint at North America's sixth-largest cargo airport to over 700,000 sq. ft. and grow capacity to more than 675,000 tonnes per annum.



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## dnata to save further 650 tons of carbon per year with innovative cooling technology in Singapore

The carbon saving of 650 metric tonnes each year is equivalent to the greenhouse gas emissions from 530 petrol-powered cars for one year, or over six million miles (9.65 million kilometres) driven by an average petrol-powered car. It is also equivalent to the Carbon Dioxide emissions from 464 average homes' electricity use for one year.



**Singapore:** Leading global air and travel service provider dnata says it will save at least 650 metric tons of carbon and 1.5 million kilowatt hours (kWh) of electricity per year following the installation of a new, innovative technology at its Singapore Changi Airport (SIN) facilities.

The introduction of Cooling as a Service (CaaS) provides chilled water and air conditioning through a reliable, efficient and sustainable solution. Supplied by provider Kaer, CaaS was implemented at dnata Singapore in January 2022 to provide cool water and air to its cargo, catering and support facilities.

Under the CaaS model, Kaer retrofitted the cooling systems serving the two facilities with high efficiency, low-Global Warming Potential (GWP) technology and have deployed their suite of data mining, machine learning and carbon monitoring software.

**This has resulted in a 54% reduction in energy consumption at dnata's cargo base, and a 35% reduction at its catering and support offices. The technology also allows for real-time monitoring and reporting of service levels, as well as energy use and carbon emissions for ESG (Environmental, Social and Governance) reporting.**

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use for one year.

dnata's Singapore facilities were already benefitting from sustainable technology through the use of a rooftop power plant which comprises of 6,500 individual solar panels, generating over 4,300 megawatt hours of green power each year. This enabled dnata to reduce its electricity-related carbon emissions by 20%. The energy savings achieved by the new cooling systems is the equivalent to installing an additional 2,400 rooftop solar panels.

"We are proud to be an early pioneer in low-GWP refrigerant, and making our Singapore operations even more efficient and sustainable. We have plans to expand our CaaS initiatives to additional areas of our operations, and look forward to working with our partners to further reduce our environmental footprint," said Charles Galloway, dnata's Regional CEO, Airport Operations – Asia Pacific.

Justin Taylor, Chief Executive Officer, Kaer, added: "We are excited to welcome dnata into the CaaS movement and to be a part of their journey towards carbon neutrality. Our ongoing partnership with dnata allows us to scale up our investments in low carbon technology in the coming years and showcase how the implementation of CaaS, alongside the use of solar panels can deliver clean and sustainable cooling."

dnata recently announced that it was on track to reduce its carbon footprint and waste to landfill by 50% by 2030 as part of its eight-year green operations strategy. Previously, the company committed US\$ 100 million to implement green technology and initiatives across its businesses globally to achieve its strategic objectives.

dnata currently serves more than 50 airlines at Singapore Changi Airport (SIN) with a team of 1,500 aviation professionals, who handle over 15,000 flights, provide over 3.75 million meals, and move over 250,000 tonnes of cargo annually.



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## GT USA's Canaveral Cargo Terminal records heaviest lift crane operations, boosting capacity at its facility

**Sharjah, UAE:** GT USA's Canaveral Cargo Terminal (CCT) was successful in winning a bid to receive and assist in the assembly of one of Liebherr's largest mobile harbour crane in the US at its terminal.

The heavy lift operation took approximately five days, where SAL Heavy Lift, a member of the Jumbo-SAL Alliance, brought the vessel Frauke to Port Canaveral.

The heavy lift project consisted of multiple pieces of a Liebherr TCC-BOS 14000 cranes, where one of the pieces discharged weighed a GT record breaking 680 metric tonnes, this component was tandem lifted off the vessel utilising the ship's gear where each crane had a safe working load of 700 metric tonnes each.

Another record was broken as the longest piece of cargo discharged over the quay when CCT discharged the boom of MHC, measuring nearly 350 feet in length. This operation also consisted of supporting the manufacturer assemble the crane's main components utilising the ship's gear.

Once fully assembled, the new crane will remain on CCT's facility to assist the Space industry operations carried out in Port Canaveral, Florida.

Luke Richards, Managing Director of GT USA, explained: "A substantial amount of meticulous planning was invested by all parties involved to guarantee the safe and efficient unloading of these heavy pieces. Our experienced team demonstrated a hands-on and professional approach, effectively ensuring the safe unloading of all cargo. With the successful completion of this project, we showcase our commitment to improving our capacity and driving operation efficiencies at Canaveral Cargo Terminal and across Gulfstream's portfolio."

Juan De Jesus, Director – Technical Services at Intermarine, the appointed



port captain for the Shipping Line, said: "A successful transport, discharge and installation operation were achieved due to extensive heavy lift experience and cooperation between SAL crew, Liebherr team and GT USA. Challenges were overcome while making great times and strengthening relationships onboard and ashore. We look forward to continue working with our partners in the future."

Ideally located on the East Coast of the USA, Gulfstream's Canaveral Cargo Terminal offers end-to-end niche supply chain and dynamic logistics capabilities, providing both importers and exporters with highly efficient, unrivalled productive and competitive trade solutions.

## Emission-free growth within the Duvenbeck fleet of trucks

**Bocholt, Germany:** A lower chassis and battery-powered too – they are the main features of a new generation of emission-free tractor units that the freight forwarding and logistics company, Duvenbeck, has welcomed into its fleet.

The new vehicle is a so-called "low deck" tractor unit which means it can only haul trailers with an interior loading height of three meters due to its low chassis height. These trailers, described as mega trailers, are particularly efficient and suitable for services in the automobile industry, because they enable the space to be fully used in the best possible way.

The low-deck tractor unit is based on the MID CAB model in Volvo's FM range of vehicles. It has been electrified by the Volvo subsidiary, Designwerk Technologies, which has its headquarters in Switzerland.

Duvenbeck said it is using the vehicle for highly productive shuttle services for selected customers in the automobile industry – for example, between Herne in Germany and Ghent in Belgium. The battery-powered version is the first low-deck tractor unit that Duvenbeck is using for long-distance services in Germany.

"We're taking another step towards electrifying our fleet by using the battery-powered electric tractor unit. In our role as a logistics partner for the automobile industry, we'll support our customers' transformation process towards e-mobility by providing even more electrical and eco-friendly transport services for goods in future," said Bernd Reining, the Fleet Manager at Duvenbeck, explaining the latest development.



Robert Frehen, the Chief of Staff at Duvenbeck, added, "The new low-deck electric truck has already demonstrated its suitability for long-distance services during the last few weeks. If the battery is charged to a level of 340 kilowatt hours, the vehicle is able to travel up to 275 kilometres – even when fully loaded. When used in conjunction with the suitable charging infrastructure, this electric truck is making a market-ready and long-term contribution to reducing environmentally-damaging emissions in our customers' transport networks."



# Changi Airport

## Southeast Asia's powerhouse cargo hub

By Mohammed Irshad



"Singapore Changi Airport's strength lies in its vibrant ecosystem of airlines, express integrators, logistics partners, and more, seamlessly connecting to 360 global cities. With over 100 airlines, including 30 dedicated freighter operators and operating over 6,400 weekly flights, we stand as a pivotal player in Southeast Asia's ever-expanding trade and logistics landscape."

- Lim Ching Kiat, Changi Airport Group Executive Vice President for Air Hub and Cargo Development

**I**n 2022, Singapore Changi Airport ranked as the 10th busiest air cargo hub by international airfreight, firmly establishing itself as Southeast Asia's prime gateway for international cargo traffic. A remarkable 1.85 million tons of airfreight passed through its terminals in 2022, with an impressive 1.3 million tons handled within the first nine months of 2023. Notably, Singapore achieved the pinnacle of logistics excellence by topping the World Bank's 2023 Logistics Performance Index (LPI) in trade logistics performance.

As a leading global air cargo hub, Singapore Changi Airport's success hinges on building trust, enhancing service quality, and delivering unwavering reliability. This pursuit of excellence is underpinned by a strategic focus on fostering network and connectivity, improving operational efficiency, and bolstering handling capabilities through robust partnerships and community stewardship.

At the heart of its prowess lies a vibrant ecosystem of airlines, express integrators, logistics service providers, freight forwarders, truckers, and ground handlers, all seamlessly connected to approximately 140 global cities.

With over 100 airlines, including 30 freighter operators, and 530 weekly flights, the airport boasts one of the most expansive networks in the Asia Pacific, firmly positioned at the forefront of Southeast Asia's expanding manufacturing, trade, and logistics landscape.

### **Pharma Excellence and European Expansion:**

Moreover, the airport excels in catering to the unique needs of special cargo, such as pharmaceuticals, perishables, high-tech, and e-commerce. In 2017, Changi Airport Group (CAG) launched the Pharma@Changi Initiative, uniting IATA CEIV Pharma-certified companies in Changi.



**Lim Ching Kiat**  
Executive Vice President of Air Hub  
& Cargo Development at CAG



MOU with Brussels Airport Company

This initiative is dedicated to elevating air pharma transportation standards, ensuring that all staff involved maintain the product's integrity. Pharma@Changi underscores its commitment to becoming the trusted regional pharma gateway.

Additionally, Europe became the airport's second-largest air trade region in 2022, with a key trade lane to Belgium for high-value cargo like biopharmaceuticals. In March 2023, CAG signed an MOU with Brussels Airport Company to enhance pharma air logistics and share best practices. The launch of non-stop passenger services to Brussels in April 2024 will expand cargo capacity between Singapore and Belgium.

### **E-commerce Advancements and Community Collaboration:**

E-commerce is a vital segment for the airport. The Southeast Asian e-commerce market is set to triple, growing at a CAGR of 22%. The airport welcome an MOU between SATS and SingPost (Singapore's national postal agency) to establish an advanced eCommerce transshipment hub in Singapore, streamlining cargo logistics for quicker deliveries and cost reduction.

The airport is forging a more interconnected air cargo ecosystem, fostering community collaboration. The Changi Air Cargo Community System (ACCS), with its Truck Dock Slot Booking (TDSB) application, streamlines cargo processes and enhances transparency. The completed pilot phase paves the way for a community-wide rollout in early 2024, aligning with its sustainability goals.

To gain a more profound insight into CAG's air cargo strategies and its vision for the future, **Air Cargo Update** had the opportunity to sit down with Lim Ching Kiat, the Executive Vice President of Air Hub & Cargo Development at Changi Airport Group (CAG).

In this exclusive interview, he sheds light on the airport's pioneering approaches and forward-looking initiatives in the field of air cargo. Let's hear directly from

him about CAG's commitment to excellence and its plans to shape the future of air cargo.

### **How is CAG integrating technology, including AI and robotics, to enhance air cargo efficiency?**

CAG is collaborating with its partners to trial autonomous solutions, such as autonomous tractors, to reduce manpower in airport ramp operations, including baggage and cargo transport. Promising trials are already underway, and Changi anticipates achieving fully driverless baggage delivery operations by 2024. Additionally, the airport is implementing asset-tracking solutions for motorized ground support equipment to achieve optimized deployment, increase productivity, and enhance overall ramp handling.

The airport's cargo terminal operators are also investing in warehouse automation and digitalization projects to address manpower challenges and enhance efficiency and capacity. In partnership with logistics technology solutions provider Speedcargo, dnata has implemented Cargo Eye and Assemble solutions for Etihad Cargo at Changi Airport. Cargo Eye employs advanced vision-based 3D technology to capture precise dimensions, volume data, images, and labels of the cargo, creating a comprehensive digital record. Assemble then generates a digital

**Over the coming years, the charging network will expand to over 300 points, aligned with its airport partners' needs. The EV charging infrastructure at the Changi Airfreight Centre will also undergo upgrades.**

plan, optimizing the pallet-building process and providing valuable guidance to cargo handling teams. This innovative technology is being considered for integration with other airline partners, contributing to the continuous improvement of business operations.

**What sustainability initiatives has the airport undertaken to reduce its environmental impact in air cargo operations?**

Sustainability is a significant focus for the airport. In its endeavor to build a more sustainable air cargo hub, the airport adopts a comprehensive and community-oriented approach. Key areas of emphasis in CAG's environmental sustainability strategy encompass mitigating carbon emissions, enhancing waste management, transitioning airside vehicles to cleaner energy sources, and intensifying collaborations with industry partners to create a more sustainable Changi.

Leveraging technology and digitalization, the airport not only streamlines processes and enhances supply chain efficiency but also reduces the environmental impact of air cargo operations. For instance, the Truck Dock Slot Booking (TDSB) system within the Changi Air Cargo Community System (ACCS) platform optimizes trucking operations, minimizing idle time, and significantly decreasing carbon emissions from cargo transportation.

The airport is also committed to improving waste management practices and advancing toward a circular economy. At the Changi Airfreight Centre (CAC), CAG actively implements strategies to minimize waste generation.

In the domain of sustainable energy, CAG has established more than 100 Electric Vehicle (EV) charging stations at its airside facilities, backing an entirely electric baggage tractor fleet. Beginning in 2025, all newly acquired airside light vehicles, tractors, and forklifts will be mandated to be electric, with an aspiration for all airside vehicles to be powered by more environmentally friendly sources by 2040.

Charging of EV airside vehicle at Changi Airport airside





Over the coming years, the charging network will expand to over 300 points, aligned with its airport partners' needs. The EV charging infrastructure at the CAC will also undergo upgrades. For vehicles and equipment that lack viable electric alternatives, Changi is conducting trials to power them with renewable diesel.

With the primary objective of reducing carbon emissions in the aviation sector, CAG collaborates closely with industry and regulatory partners, facilitating trials and engaging stakeholders to promote the adoption of Sustainable Aviation Fuel (SAF). The expansion of Neste's refinery in Singapore will enable the annual production of up to one million tons of SAF, allowing the airport's airline partners to achieve their sustainability goals.

As a founding and strategic member of Pharma.Aero, CAG plays an active role in developing and driving projects to enhance air pharma transportation. A notable project is the Green Air Pharma Logistics, where Changi and project partners aim to establish a green air pharma lane with qualitative and quantitative measurements. These collaborative initiatives underscore the airport's unwavering commitment to global sustainability efforts and the pursuit of greener air cargo logistics.

**What are the airport's plans for the new air cargo terminal at Terminal 5, and how will it enhance its capacity and capabilities?**

The airport's long-term vision encompasses the Changi East Development, featuring the construction of the new Terminal 5 and the establishment of the new Changi East Industrial Zone (CEIZ). The CEIZ is set to become a preferred hub for airfreight, air express, e-commerce transshipments, and MRO activities, with a slated completion date in the mid-2030s. This expansion will also bring about a substantial increase in

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TDSB MOU Signing Ceremony Changi Community

freighter bays, enabling the airport to better serve freighter operations in the future.

In conjunction with the revitalized CAC, which forms an integrated cargo village, the airport's cargo handling capabilities are set to increase from the current 3 million tons per annum to 5.4 million tons annually at the end state. The upcoming CEIZ will provide an opportunity for the airport and its cargo partners to grow, strengthen their operations, and tap into emerging opportunities.

**Lastly, what are the airport's future air cargo opportunities and challenges, and how is it preparing for them?**

The challenges encountered by most air cargo hubs include the constant rise in costs, labor shortages, environmental sustainability concerns, and the ever-increasing expectations of shippers.

Changi Airport recognizes the pivotal role of technology and automation as catalysts for sustainable, long-term air cargo growth. Initiatives like the TDSB application integrated within the Changi ACCS platform, autonomous tractors, and asset tracking solutions for ground support equipment exemplify the airport's commitment to utilizing technology and automation to unlock greater productivity and capacity for the hub.



Trial of SAF uplift into SIA aircraft





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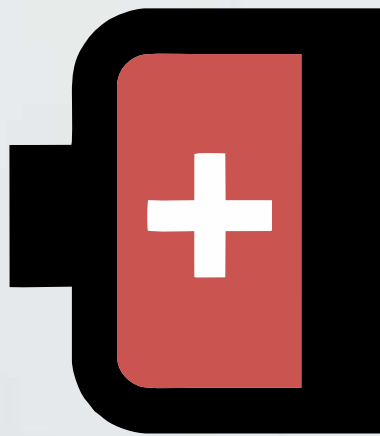


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# Ensuring safety in the **LITHIUM** supply chain: The CEVA Logistics way

By R.Chandrakanth

China is the most dominant player in the lithium supply chain, having acquired \$5.6 billion worth of lithium assets and hosting 60% of the world's refining capacity for batteries. The demand for lithium is expected to reach 1.5 million tonnes of lithium carbonate equivalent by 2025 and over 3 million tonnes by 2030. The global lithium-ion battery market size was valued at USD 48.19 billion in 2022 and is projected to grow at a compound annual growth rate (CAGR) of 18.9% from 2023 to 2030.





**Peter Penseel**  
COO, Air Freight, CEVA Logistics



Lithium batteries have to be moved across the world and that itself is a challenge, as safety while moving is of utmost importance.

**L**ithium which is termed as 'white gold' for electric vehicles (EV) is in high demand worldwide as the adoption of EV has been unprecedented in recent years. The demand is worldwide, but production is limited to Australia which accounts for 52% of the world's lithium, followed by Chile 25%; China 13%; Argentina 6%; and Brazil, Zimbabwe, Portugal and the United States 1% each.

China, however, is the most dominant player in the lithium supply chain, having acquired \$5.6 billion worth of lithium assets and hosting 60% of the world's refining capacity for batteries. The demand for lithium is expected to reach 1.5 million tonnes of lithium carbonate equivalent by 2025 and over 3 million tonnes by 2030. The global lithium-ion battery market size was valued at USD 48.19 billion in 2022 and is projected to grow at a compound annual growth rate (CAGR) of 18.9% from 2023 to 2030.

### India among top importers of lithium battery

India is the topmost importing country of lithium battery with 209,245 shipments in 2022, followed by the United States with 195,490 shipments and Vietnam with 88,445 shipments. Nearly 96% of India's lithium-ion cell and battery imports are from China and Hong Kong.

The Indian government has created momentum through its Faster Adoption and Manufacturing of Hybrid & Electric Vehicles schemes that encourage, and in some segments mandates the adoption of electric vehicles (EV), with a goal of reaching 30% EV penetration by 2030. Worldwide the target is 100 million electric cars by 2030 while the demand for technology and healthcare devices is also exponentially growing.

### Accidents related to carriage of lithium

Lithium batteries have to be moved across the world and that itself is a challenge, as safety while moving is of utmost importance. There are instances of accidents related to lithium while being transported by air and three accidents are cited – first on February 7, 2006 in Philadelphia a DC-8 aircraft was destroyed by fire; September 3, 2010 a Boeing 747 crashed in Dubai due to an inflight fire; and on July 27, 2011 in South Korea, a Boeing 747

crashed into the sea, again due to in-flight fire. All the three aircraft reportedly were carrying lithium, calling regulatory authorities to put stringent standards of carriage.

### IATA charter on safe carriage of dangerous goods

The International Air Transport Association (IATA) has often called on governments to support the safe carriage of lithium batteries by developing and implementing global standards for screening, fire-testing, and incident information sharing. The IATA has insisted governments to step-up enforcement of safety regulation, including stiffer penalties for rogue shippers of and criminalization of egregious or willful offenses while transporting lithium batteries. The IATA has asked governments to shore up activities with additional measures such as development of safety-related screening standards and processes for lithium batteries; development and implementation of a fire-testing standard that addresses lithium battery fire containment; enhancing safety data collection and sharing information between governments.

These measures would support significant initiatives by airlines, shippers, and manufacturers to ensure lithium batteries can be carried safely. The IATA actions have included:

- Updates to the Dangerous Goods Regulations and the development of supplementary guidance material.
- Launch of a Dangerous Goods Occurrence Reporting Alert System that provides a mechanism for airlines to share information on events involving undeclared or misdeclared dangerous goods.
- Development of a Safety Risk Management Framework specifically for the carriage of lithium batteries.
- The launch of CEIV Lithium Batteries to improve the safe handling and transport of lithium batteries across the supply chain.

"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 criminalization of abuses will send a strong signal to rogue shippers. And the accelerated development of



standards for screening, information exchange, and fire containment will give the industry even more effective tools to work with," said Willie Walsh, IATA's Director General.

## CEVA Logistics first to get CEIV lithium battery certification

One of the top logistics companies that is involved in movement of lithium is CEVA Logistics. In 2021, CEVA Logistics became the world's first company to receive IATA's new CEIV Lithium Battery certification after teaming with IATA to support the development of the new certification program. CEVA's Amsterdam and Singapore air freight stations were CEIV certified in the handling of lithium batteries. The certification confirmed each facility's ability to properly handle and store lithium batteries, as well as validated the necessary training and expertise of on-site employees.

In an email interview, the Chief Operating Officer, Air Freight, CEVA Logistics, Peter Penseel tells **Air Cargo Update** that the company is in the forefront of ensuring safety while transporting dangerous goods, including lithium.

He mentioned how after teaming up with IATA to develop and pilot the CEIV Lithium Battery Certification in 2021, CEVA Logistics became the world's first company to receive this IATA CEIV certification at our Singapore and Amsterdam locations. CEVA now has a global network of nine strategically located air freight stations certified under the program: Amsterdam, Atlanta, Detroit, Hong Kong, Frankfurt, Incheon, Shanghai (PVG), Singapore and Tokyo.

## CEVA Logistics footprint in India

Asked specifically about CEVA Logistics footprint in India which is a top importer of lithium batteries, Penseel said "India represents a fast-growing economy and an important market for logistics and supply chain companies. CEVA Logistics is currently present in 75 locations across 35 cities in India. In addition, we recently announced that we are acquiring 96 percent of Mumbai-based Stellar Value Chain to advance CEVA's regional and global growth strategy through scale and local expertise. CEVA will acquire approximately 7,700,000 square feet of space across more than 70 facilities in 21 cities across India. Also, we look forward to welcoming the Stellar workforce of nearly 8,000 full-time and temporary employees, who will enable us to further develop our presence in India."

"This enhanced scale will enable us to not only serve domestic customers looking to expand internationally, but also support multi-national customers looking to boost their reach in India. With new manufacturing trends and supply chain routes developing across APAC, we believe air freight in India will continue to grow as a result of these factors," he said.

## Challenges of handling lithium batteries

On the challenges of handling lithium batteries, Penseel mentioned "Air freight shipments of lithium batteries, or products containing them, face extensive restrictions due to the critical risk of thermal runaway if the shipments are mishandled or stored improperly. A situation involving thermal runaway can lead to fires or explosions, which could endanger lives. Consequently, not all airlines are inclined to accommodate these batteries. Many impose stringent weight limits and other regulations, such as a maximum state-of-charge of 30 percent of their rated capacity. Other airlines choose to ban batteries exceeding 35 kg (like EV batteries) in passenger cargo compartments".



Adding, "At CEVA, we have processes and procedures in place that help us detect undeclared goods—which is a major concern for this topic. The IATA certification is an important step, and we firmly believe that it will improve the safe handling and transport of lithium batteries across the supply chain. However, we also believe that the industry needs the support of regulatory and governmental bodies to enforce existing regulations to deter those who would jeopardize safety through means of false declarations or paperwork. Such practices pose a safety threat to air cargo handlers, transport crews, and in the case of passenger cargo transport—the passengers and crews on board. Our industry can dedicate itself to safety in this area, and we are taking significant steps to improve safety at every step of the transport process, but there must be much stiffer penalties and real, consistent enforcement from local and international bodies to curtail false declarations from shippers willing to risk lives to avoid properly declaring shipment contents. People's lives are at stake."

CEVA has significant experience in transporting all types and sizes of batteries for customers in automotive, technology, healthcare, industrial and consumer & retail industries. In the automotive market, CEVA's expertise in new electric vehicles (NEV) batteries includes working with 14 of the 15 largest global automotive original equipment manufacturers.

While the certification boosts CEVA's air freight credentials for transporting lithium batteries, it supports customers along the battery lifecycle through contract logistics and freight management services in air, ground or ocean transport. CEVA Batteries Solutions are compliant, tailored, end-to-end global and local logistics services, ensuring the integrity of customers' battery shipments.

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# The slow but steady pace of digitalization and management change in the air cargo industry

IATA hopes for 100% airline capability of 'One Record' by January 1, 2026

AI-powered algorithms can optimize routes, reduce fuel consumption, and enhance forecasting accuracy, says Matt Petot, Founder & CEO of CargoAi

By R.Chandrankanth

**To stay competitive, businesses need to initiate/adapt/adopt/change(s) in today's dynamic global market landscape. This aspect is sector-agnostic, but change does not come easily. There is resistance to change at various levels, at various times, and at various locations. It is here, change management comes into play to effect that transition, basically to fulfil the new business objective. In the present era, change is dictated by technological inputs, and not all businesses are that agile to initiate/adapt/adopt change.**

## Change resistance is a hurdle to overcome

A Forrester Business & Technology Services Survey 2022 has revealed that change resistance is among the five most frequently selected challenges in executing digital transformation.

According to the survey, 21% of global services decision-makers supporting their organization's digital transformation cited the implementation of new processes and capabilities as one of their greatest challenges.

Forrester states that enterprises with advanced insights-driven business (IDB) capabilities outperform their competition, delivering better growth than less mature firms. These enterprises, the survey states, have consistently invested time, effort and resources across the five IDB competencies – strategy, data, platforms, internal partners and practices.

In the airline business, the passenger segment has been quick in implementing digital technologies, while the cargo segment has been a laggard, though it found acceleration during the COVID-19 pandemic, yet there are many companies that have not fully transitioned to digitalization which is an inevitable development.

Realizing the importance of digitalization, last year the International Civil Aviation Organization (ICAO) and the United Nations Economic Commission for Europe issued a digital air cargo technical specifications guidance that is to help in the transition to safer and more flexible supply chains.

Explaining the laggardness is Matt Petot, Founder & CEO of CargoAi, who says "Historically, digitalization still faces challenges as not all stakeholders have fully embraced it. A majority of airlines and businesses still rely on traditional methods such as emails and phone calls, leading to fragmented approaches and manual work throughout the shipment's lifetime."

## Robust infrastructure

Infrastructure and resources varying across different countries and regions worldwide is also one of the challenges. There are still some areas lacking robust infrastructure, such as cargo handling capabilities, warehousing, and transport connectivity compared to major hubs.

Petot explained deploying technology requires a robust infrastructure to support its implementation and utilization. This further affects the connectivity and integration amongst different players from airlines, freight forwarders, ground handling agencies, etc. The infrastructural variance across regions means it is challenging to integrate the systems of these stakeholders uniformly.



He added that advancements such as artificial intelligence and data analytics, will overcome the legacy challenge of being reliant on manual workflows and paperwork. AI-powered algorithms can optimize routes, reduce fuel consumption, and enhance forecasting accuracy.

“Data analytics will provide valuable insights for demand forecasting, capacity planning, and risk management. Additionally, automation and robotics will revolutionize warehousing and handling processes, increasing productivity and reducing human error,” Petot noted. “Embracing these technologies will empower the industry to adapt to evolving customer demands, optimize resources, and drive operational excellence.”

### **CargoAi's forward-thinking technology reshaping airfreight landscape**

Asked about how CargoAi is helping customers bring about the transition in their operations, Petot mentions CargoAi's innovative approach, fuelled by its user-centric focus and forward-thinking technology, which is poised to reshape the airfreight landscape.

“By providing comprehensive solutions that address the unique needs of freight forwarders, airlines, and other stakeholders, the company is laying the foundation for a more efficient, sustainable, and interconnected airfreight industry.

“By offering a centralized digital marketplace, CargoMART, that connects airlines directly to freight forwarders, forwarders have real-time access to market pricing and capacity. Airlines have enhanced visibility to optimize their network planning and revenue management strategies by always being able to monitor the remaining available capacity in real-time and implement dynamic pricing strategies which are the most profitable for revenue management.



**Matt Petot**  
Founder & CEO of CargoAi

“At CargoAi we place great emphasis on customer support and collaboration, working closely with airlines and freight forwarders to tailor solutions that meet their specific needs and ensure maximum value and satisfaction.”

### **Employees at core of change management**

In change management, employees are at the core, and upskilling/training becomes critical and businesses have to factor this in without majorly disrupting the business.

Petot states “In our perspective, we need to level up tech skills inside current cargo organizations, be it in the sales, operations, finance as well as marketing functions, as much as we need to transform our industry by making it attractive to external digital talents, which will in turn hopefully accelerate the digital transformation. This starts with every organisation offering the right environment to satisfy its tech people and laying the



foundation for a long-term digital roadmap, and pivot towards in-house digital talents.”

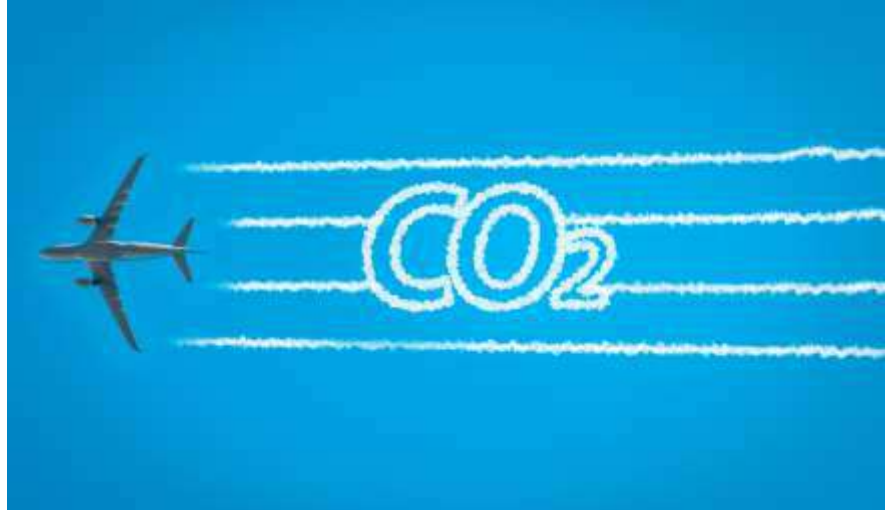
Along with digitalization, sustainability and safety are aspects that need to be integrated in air cargo operations.

**The Global Head of Cargo of the International Air Transport Association (IATA), Brendan Sullivan at the 16th World Cargo Symposium in Istanbul rightly mentions “Air cargo is a different industry than the one that entered the pandemic. Revenues are greater than they were pre-pandemic. Yields are higher. The world learned how critical supply chains are. And the contribution of air cargo to the bottom line of airlines is more evident than ever. Yet, we are still linked to the business cycle and global events. So, the war in Ukraine, and uncertainty over critical economic factors like interest rates, exchange rates, and job growth are concerns that are real to the industry today. As we navigate the current situation, air cargo’s priorities have not changed, we need to continue to focus on sustainability, digitalization, and safety.”**

Even while Sullivan talked about sustainability and safety in the broader sense, the air cargo industry has to incorporate this while digitalizing.

**Sustainable solutions**

Talking specifically on how CargoAI has factored sustainability, Petot adds “Sustainability is one of the cornerstones of CargoAI’s solutions. Cargo2ZERO integrates sustainable practices by providing carbon emission calculations and



efficiency scores. The company also offers a partnership with Neste, a leading producer of sustainable aviation fuel (SAF), allowing forwarders to make more environmentally conscious procurement decisions by purchasing SAF through CargoMART as an add-on to each purchase or in bulk.”

“We also offer CO2-emission reporting for forwarders either per AWB or in bulk, this makes it simple for forwarders to be accountable to their shippers when reporting their Scope 3 emissions. Our mission is to steer procurement transactions towards the most sustainable options available,” Petot added. “A big part of what we do as well is education - we want to help educate the industry about the urgency needed to pivot to radically sustainable procurement decisions. At the same time, we are practical in offering the tangible solutions available to accelerate that change.”

Specifically mentioning CargoCoPilot, Petot states it represents a remarkable stride in its mission to “drive every stage of the airfreight procurement process with greater efficiency and visibility.”

Leveraging Large Language Models (LLMs), a type of artificial intelligence (AI) algorithm that uses deep learning techniques and vast data sets to understand, summarize, predict, and generate content, CargoCoPilot offers real-time intelligent assistance, enabling users to enhance their efficiency, productivity, and skills.

With CargoCoPilot, forwarders can expect an array of powerful features designed to streamline their operations including outlook integration (permits users to effortlessly read and search airline rates straight from their emails); customised analytics (forwarders can now access deeper insights and data analytics within and around the CargoMART platform); helps airlines and GSA get customized insights to reply to Spot Quote requests.

Whatever digital solutions are available in the market, IATA has hoped that 100% airline capability of 'One Record' by January 2026 will fructify, replacing the many data standards used for transport documents.



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# Express Delivery:

## The 'Business Class' of Cargo Services



**Valued at US\$ 262.86 billion in 2020, the global express delivery market is projected to reach US\$ 484.38 billion by 2030, up by a CAGR of 6.4% between 2021 to 2030. (Valuates Reports)**

**By Ayesha Rashid**

**I**n today's fast-paced global economy, 'time is crucial', and efficiency in logistics has never been more critical.

**Express delivery services play a crucial role in the transportation of goods, distinguishing themselves from regular shipping methods.**

They provide unmatched control, reliability, and precision in delivering your packages. They are renowned for their unparalleled speed and efficiency in transporting different types of goods and products across various mediums like air, water, and land.

For this type of delivery, the customer incurs an additional shipping fee with an assurance that the shipment reaches them within a timeframe ranging from 12 to 72 hours, depending on its distance.

In express delivery, the price and rates are higher when compared with other forms of transportation, but when considering efficiency gains and increased customer satisfaction, it's the preferred choice for companies looking to increase/maintain market share or differentiate their service offering.

Express delivery services operate on the business-to-business (B2B) and business-to-customer (B2C) models.

These include personal and business items such as letters, documents, merchandise, consumer goods, and other non-palletized goods. Several express delivery service providers also offer value-added services such as packaging, labeling, billing, payment collection, return, and exchange.

### Market Size

In 2020, the global express delivery market was valued at an impressive US\$262.86 billion. However, this is just the beginning of its remarkable growth. Experts predict that by 2030, the market will reach a value of US\$484.38 billion.

This shows a significant growth rate of 6.4% each year from 2021 to 2030 (Source: Valuates Reports).

The future of express delivery certainly holds tremendous potential and opportunities for those involved in this thriving industry.

Key drivers of the express delivery market include the growing impact of the ecommerce industry and increasing B2C deliveries.

The rising cross-border trade services will fuel the growth of the express delivery market during the forecast period. Lack of infrastructure and high costs will restrict market expansion

In the years ahead, the market will experience significant growth due to the potential for lucrative opportunities arising from last-mile deliveries and the continual advancement of technology in delivery operations.

**Air Cargo Update** spoke with Tim Deniz, the Chief Commercial Officer of DANX Carousel, a well-known company in the logistics industry. Here are his valuable insights into the remarkable impact of express cargo services on time-sensitive deliveries.

### Time critical logistics

Time-critical logistics providers distinguish themselves from standard shipping methods by offering a higher degree of control, reliability, and management throughout the transportation process from point A to point B.

The concept of JIT (Just in Time) logistics can be interpreted in multiple ways and is applicable across various industries.

In industries like agriculture, healthcare, manufacturing, technology, and automotive, the efficient and dependable transportation of goods is crucial for supply chain management.

Basically, it means efficiently handling the delivery of goods to customers in urgent situations to minimize any disruptions to the business caused by manufacturing defects, breakdowns, accidents, or unexpected events.

JIT logistics involves multiple aspects and requires collaboration among different parties to optimize the supply chain and ensure high service levels.

Companies worldwide face potential financial losses and decreased service quality if they fail to implement time-sensitive logistics solutions.

“At DANX Carousel, we offer a range of dedicated transportation options, including flights, trains, and truck routes. With our meticulously planned schedules, we guarantee the latest cut-off times and ensure timely delivery of goods. For example: If you need a MedTech part delivered from Germany to Glasgow in the morning, we will transport it by truck to Maastricht or Frankfurt, then fly it to Birmingham (where we will clear the goods through Customs), linehaul the goods to our Glasgow depot (via an electric train) where one of our drivers will compete the delivery to the required destination,” said Deniz.

“Once it has arrived at the destination, we take it one step further, by providing a bespoke service where we will bring the part to a dedicated locker, PUDO or Hospital room so the engineer has the parts ahead of their working day. Our innovative service is known as By:NIGHT. It works late at night and early in the morning. It allows deliveries from 1:00 am to 8:00 am with guaranteed SLAs,” he added.

Deniz explained, By:NIGHT service is designed for businesses that need timely delivery of spare parts or high-value goods overnight. It is important for these businesses to have late collection times and flexible final mile delivery options to ensure operational efficiency.

“We also offer customs brokerage services to our clients, ensuring a seamless and smooth delivery with a single point of contact,” he said.

### Elevating Efficiency

Typically, express delivery services are commonly used to transport shipments that have a high value but are relatively lightweight.

**“At DANX Carousel, we offer a range of dedicated transportation options, including flights, trains, and truck routes. With our meticulously planned schedules, we guarantee the latest cut-off times and ensure timely delivery of goods.”**

**Tim Deniz**  
Chief Commercial Officer  
DANX Carousel



These shipments include electronic components, advanced technology products, agriculture or construction parts, automotive parts, medical devices and pharmaceutical products.

“We primarily serve high performance customers in the main verticals of agriculture, automotive, energy, high-tech, industrial, life sciences, medical technology, materials handling equipment, and construction industries.

“Our end-to-end solutions optimize aftermarket supply chains and deliver unmatched precision & visibility. We provide seamless logistics, so our clients can focus on what they do best,” notes Deniz.

### Express Customer Service Delivery

For Carousel Logistics, earning and keeping the trust of their customers is essential for their business to thrive.

“We operate with a 99.8% delivery accuracy rate, and we are constantly measuring this to ensure it stays that way. Because we operate our own air and truck routes, we have the agility to respond quickly and efficiently to challenges and disruptions. Our extensive network combined with our sector-specialist expertise means we can adapt to ensure business continuity,” said Deniz.

He continued, “We are always working to maintain and improve our customer service, and carry out monthly reviews and continuous improvement programs to resolve any enquiries and to make sure everything is transparent and measurable.

“We have a sales team that primarily comes from an operations background, and don't take the “hard sell” approach. We also have a dedicated solution design team that do a deep dive with all relevant stakeholders. We give the customer some options on what our service could look like for them, and we then help them decide what works best to meet their needs. We also dedicate time to planning for different scenarios that could pop up, so we're all on the same page and prepared.”

### Express Shipping Delays

In simpler terms, a shipping delay is when your time sensitive item arrives later than anticipated. At times, the delay may be attributed to supplier-related issues like production problems or delays in receiving raw materials.

Other instances could be due to transportation company challenges such as traffic congestion.

Among the most common causes of shipping delays are vessel delays. This can be triggered by several factors such as bad weather conditions, service schedule changes, container shortages, port congestion and strikes. Regardless of the cause, these delays can significantly impact businesses by disrupting the supply chain, leading to lost sales and dissatisfied customers.

“Because we have a dedicated team overseeing the entire journey of the item, we can step in to execute contingency plans to counter unexpected delays or disruptions and can arrange alternative routes to get the item to its destination on time. We offer our clients much more flexibility and peace of mind than standard shipping options.”



## Express Delivery Transformation

Express delivery services are continually evolving, thanks to various technologies that enhance efficiency, speed, and customer experience.

### Some of the key technologies transforming express delivery services according to industry experts include:

**Route Optimization Software:** Advanced route optimization algorithms use real-time data to calculate the most efficient routes for delivery vehicles. This minimizes travel time, fuel consumption, and carbon emissions.

**GPS Tracking:** GPS technology allows customers to track the location of their packages in real-time. It also enables delivery companies to monitor the progress of their drivers and make real-time adjustments.

**Drones:** Drone technology has the potential to revolutionize express deliveries, especially in remote or hard-to-reach areas. Companies like Amazon have been testing drone delivery services.

**Autonomous Vehicles:** Self-driving vehicles are being tested for last-mile delivery. They have the potential to reduce labor costs and increase delivery speed.

**IoT Sensors:** Internet of Things (IoT) sensors on packages can provide real-time information about the condition and location of the goods, ensuring they are handled properly during transit.

**Blockchain:** Blockchain technology can enhance transparency and security in the supply chain. It can help verify the authenticity of products and reduce the risk of fraud.

**Artificial Intelligence (AI) and Machine Learning:** These technologies can be used to predict delivery times, optimize logistics, and improve customer service. Chatbots and virtual assistants can handle customer inquiries.

**Warehouse Automation:** Automated sorting systems and robots in warehouses can significantly speed up the processing of packages.

**Electric and Hybrid Vehicles:** Electric and hybrid delivery vehicles are becoming more common, reducing the carbon footprint of express delivery services.

**Smart Packaging Solutions:** Smart packaging with built-in sensors and tamper-evident features can enhance the security and condition monitoring of packages.

**Big Data:** Companies are using big data to gain insights into customer preferences, predict demand, and optimize supply chain operations.

**5G and Edge Computing:** High-speed, low-latency networks like 5G, combined with edge computing, enable real-time data processing and communication for efficient delivery management.

In the case of Carousel Logistics, they have Gateway® that future-proofs Critical Service Logistics in an evolving world.

Gateway® is a user-friendly and intuitive service and data platform that provides complete transparency and control across the entire solution. Known to be a powerful analytics engine that provides facts to help drive resilience and efficiency while improving sustainability goals.

"Gateway® is our very own custom-built platform that essentially provides our clients with a control tower with all the information they need. It connects all the stakeholders involved in our services, and it facilitates the free flow of real-time information. Customers can use Gateway® to live-track shipments and change delivery details in the moment, and it also helps us identify client needs. The system gives the end customer total visibility and control, with direct access to the dedicated teams," Deniz shared.

## Eco-friendly Express Delivery Solutions

The idea of environmental sustainability is becoming more popular among consumers as they realize the connection between their own well-being and the health of the environment.

The emission of greenhouse gases is the primary driver of global climate change,

leading to issues such as air pollution, melting glaciers, food shortages, unpredictable weather patterns and inhospitable desert areas.

In recent years, the rise in the global carbon footprint has prompted both businesses and individuals to adopt sustainable and eco-friendly practices to protect all forms of life.

Logistics businesses that prioritize eco-friendly practices by managing their energy consumption and reducing their reliance on plastics can create opportunities to boost their profit margins, as highlighted by McKinsey & Company, a renowned global management consulting firm.

Deniz explains, "Our mission is to lead by example within the logistics industry and become the natural choice for existent and new clients, satisfied and fully aligned with our sustainability efforts and achievements.

"We are working with exciting and innovative partners to develop new and sustainable transportation methods to add to our operations. For example, we recently joined forces with Varamis Rail to develop a fully electric rail cargo route between Birmingham and Glasgow."

Deniz further explained that the partnership was formed in February of this year, and now, following the successful trial, the electric route has officially become part of their pan-European delivery operations.

Varamis Rail, the UK's first electric-only express rail freight operator, is utilizing former passenger trains and converted them to carry cargo at speeds of up to 100 miles per hour between the Midlands and Scotland.

"We also have been working with ELECTRON aerospace on a strategic partnership to launch Electron 5, an electric, zero-emission cargo aircraft. We are the "Founding Logistics Partner" for the project, and we are working together in a bid to revolutionize the air freight industry. The aircraft is designed to transport 500 kilograms (kg) of cargo over a 500 kilometers (km) distance on a single battery charge."

DANX Carousel has also partnered with Altruistiq to further measure and analyze data related to our carbon footprint to create actionable policies and planning. This project will ultimately advance DANX Carousel's efforts to explore the best solutions towards carbon neutrality.

"We use Altruistiq to generate tailored emissions reports at trip level, identifying where we could improve our processes for both us and our customers in our routing. We share these reports with DANX Carousel's primary customers, investors, and broader stakeholders," Deniz concluded.

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# The delicate and complex business of transporting high-value goods by air

By Mohammed Irshad

**T**ransporting high-value goods, whether they are priceless art pieces or antiques, ultra-luxurious goods, critical equipment or temperature-sensitive shipments, involves a complex operation that demands utmost care, safety and security.

When high-value cargo takes to the skies, it brings along a unique set of challenges. Just as with hazardous materials on the road, moving valuable cargo by air involves a distinct set of considerations.

In this article, we will explore the world of high-value cargo transportation by air, where precision and security are paramount. They come with a specific set of challenges that must be met. But safety, security, and efficiency is non-negotiable. Here, we delve into the key considerations that ensure the secure transportation of these invaluable items:

Transporting high-value cargo by air requires a meticulous approach, like the careful handling of delicate museum artifacts. Risks can include theft, damage, or loss during transit. Conducting a thorough risk assessment is fundamental in identifying potential risks and developing strategies to mitigate them. Utilizing risk assessment models can be beneficial in this process.

Selecting the most suitable routes is essential to ensure both safety and timely delivery of high-value cargo. This involves not only choosing efficient air routes but also considering factors such as air traffic, airport congestion, and potential delays. The route selection process is crucial,

and often, direct flights or cargo-specific routes are preferred to minimize handling and potential risks.

High-value goods demand heightened security measures. Robust packaging, advanced tracking systems, and secure handling procedures are essential to safeguard the cargo throughout its journey. Compliance with aviation security regulations is non-negotiable. Ensuring that valuable cargo is always under the highest level of surveillance is a key aspect of this process.

Security oversight from origin to destination is non-negotiable. High-value cargo must be under direct supervision, surveillance, or securely stored throughout its journey. The shortest possible tender time is provided, and the cargo is exclusively moved on direct flights. Firearms, dangerous goods, and live animals are not permitted as valuable cargo.

It is imperative that we seek the advice of professionals who are well-versed in high-value cargo transportation before diving into extensive conversations about this specialist subject.

**Air Cargo Update** was fortunate to have three esteemed individuals share their knowledge on high-value cargo transport: Kirsten de Bruijn, Executive Vice-President of Cargo at WestJet; Joost van Doesburg, Head of Cargo at Schiphol Airport; and Jonas van Stekelenburg, Chief Executive Officer of Maastricht Aachen Airport (MST). The insightful ideas that follow are firmly grounded in their expertise.

## Maastricht Aachen Airport's Commitment

Speaking of the importance of robust security measures, Jonas van Stekelenburg, Chief Executive Officer of Maastricht Aachen Airport (MST), highlights the critical role that airports play in high-value cargo transport. "Pharmaceuticals and valuable electronics make up a substantial portion of the high-value cargo we handle at MST," he explains.

**“We take security very seriously,” Stekelenburg adds. “Our dedicated security department monitors current threats, carries out risk assessments, and ensures our security procedures are up-to-date. Our most important asset in this area is our workforce, which is well-trained and briefed on security awareness and procedures.”**

**Jonas van Stekelenburg**  
CEO, Maastricht Aachen Airport (MST).



Factors such as cargo handling expertise, facilities, infrastructure, customs, and regulatory compliance, along with the airport’s strategic location, all play a key role in deciding the route for high-value goods. MST is IATA CEIV-Pharma certified and equipped with cooling facilities designed to handle pharmaceutical cargo within specified temperature ranges.

“We are the second-largest cargo hub in the Netherlands, and we’re surrounded by high-tech distribution centers in a region that has become one of Europe’s main technical hubs,” Stekelenburg notes. MST also offers security services for valuables and has a dedicated and experienced cargo team renowned for operational excellence, collaboration, and a customer-oriented approach.

“We take security very seriously,” Stekelenburg adds. “Our dedicated security department monitors current threats, carries out risk assessments, and ensures our security procedures are up-to-date. Our most important asset in this area is our workforce, which is well-trained and briefed on security awareness and procedures.”

### Schiphol Airport’s Enhanced Security

At Schiphol Airport, one of Europe’s key aviation hubs, they have implemented stringent security measures to protect high-value cargo. Joost van Doesburg, Head of Cargo at Schiphol Airport, highlights the latest addition to their security arsenal: the “Secure Import chain information system.”

“This system ensures that only authorized drivers can collect cargo,” says Doesburg. “We can now even better protect goods



**Joost van Doesburg,**  
Head of Cargo at  
Schiphol Airport

transported via Schiphol against theft and undermining.”

He emphasizes that this system further protects high-value cargo and ensures Schiphol remains an attractive main port for shippers and forwarders.

### WestJet Cargo’s Commitment to Security and Integrity

Speaking on the vital role of security and integrity, Kirsten de Bruijn, Executive Vice-President of Cargo, underscores that high-value cargo transportation requires precision and care. “Safety, security, and efficiency are paramount,” she notes.

“First and foremost, we place a strong emphasis on advanced security arrangements. This begins with security oversight from the cargo’s origin all the way to its destination,” notes De Bruijn. “For high-value cargo, it’s non-negotiable – it must be under direct supervision, surveillance, or securely stored throughout its entire journey.”

“We provide the shortest possible tender time, and we exclusively select direct flights for high-value cargo to ensure swift and secure transit. Items such as firearms, dangerous goods, and live animals are not permitted as part of high-value cargo,” she adds.

De Bruijn underscores WestJet Cargo’s single-minded focus on meticulous security



measures. The company deploys appointed security agents to oversee every aspect of the cargo's journey. "We meticulously monitor cargo hand-offs, ensuring secure storage, and conducting thorough surveillance. Everything is meticulously witnessed and documented, including rigorous cross-checking of security seal numbers," she points out.

"When it comes to the transportation of high-value cargo, we take no chances. These valuable items are always treated with the utmost care and attention. We transport them separately and securely, with our dedicated security agents accompanying the cargo from the warehouse to the aircraft. This level of dedication ensures the highest level of security for high-value goods," states De Bruijn.

WestJet Cargo relies on a combination of technology and systems to safeguard high-value cargo. "We partner with security experts and maintain secure areas equipped with advanced surveillance systems," says De Bruijn. "Throughout storage, we closely monitor documentation and security seals to guarantee the cargo's integrity. The cargo is transported separately, and our vigilant security agents remain present until the aircraft departs. This comprehensive approach offers top-level protection for valuable shipments."

The handling of high-value cargo with specific requirements, such as temperature-sensitive or fragile items, is another area where WestJet Cargo excels. They provide designated areas with limited access for the secure storage of such cargo, ensuring it remains protected from tampering or damage. "Precise handling and supervision are fundamental to maintaining the security and integrity of these valuable shipments, ensuring they arrive in perfect condition," De Bruijn explains.

Balancing efficiency in cargo operations with

**"When it comes to the transportation of high-value cargo, we take no chances. These valuable items are always treated with the utmost care and attention. We transport them separately and securely, with our dedicated security agents accompanying the cargo from the warehouse to the aircraft. This level of dedication ensures the highest level of security for high-value goods,"**



**Kirsten de Bruijn**  
Executive Vice-President of Cargo, WestJet Cargo

the specialized handling required for high-value goods is a core focus for WestJet Cargo. "For high-value cargo, we transport it separately and load it last in a dedicated cargo hold. Our security agents accompany it to guarantee its safety," De Bruijn notes. "This tailored approach ensures the efficiency of cargo operations while safeguarding high-value goods."

Lastly, Kirsten de Bruijn highlights WestJet Cargo's dedication to clients with unique or unconventional high-value cargo needs. "We are committed to providing customized solutions that precisely align with these unique requirements," she says. "Our services encompass advanced security arrangements, secure storage, and direct supervision throughout the journey, ensuring the utmost safety and integrity for unconventional high-value cargo."

The transportation of high-value goods is a precision game. It's a world where security isn't an option; it's a way of life. As industries continue to produce groundbreaking and invaluable items, the need for reliable, secure, and precise transportation remains as vital as ever. The journey is a combination of security, precision, and a commitment to safeguarding the future.





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# VOLVO

## Trucks deploys FH LNG trucks in exclusive one-time pilot with Linde Canada

The Volvo FH gas-powered trucks, known for high reliability and customer approval, are designed for long haul transport with up to 60 tons GCW (132,277 lbs) and up to 500 hp with up to 1,000 km range (621 miles).

**V**olvo Trucks North America has teamed up with Linde Canada Inc., a leading industrial gas and engineering company, in an exclusive, one-time pilot, using five Volvo FH LNG (liquified natural gas) powered trucks.

Volvo Trucks, one of the leading heavy-duty truck manufacturers in North America, first launched its LNG product offering in 2017 with serial production beginning in 2018 for the European markets. The trucks demonstrated exceptional torque, performance and durability while reducing CO2 emissions.

The Volvo FH gas-powered trucks, known for high reliability and customer approval, are designed for long haul transport with up to 60 tons GCW (132,277 lbs) and up to 500 hp with up to 1,000 km range (621 miles).

Combined with Westport's high-pressure direct gas-injection system, these vehicles offer the same drivability, performance, and torque levels as diesel engines, but with drastically lower CO2 emissions.

"By embracing innovative technologies, Volvo Trucks continues to lead the shift in reducing CO2 emissions and bolstering environmental benefits through sustainable fuel options, including battery-electric, and fuel cell hydrogen," said Paul Kudla, managing director for Canada, Volvo Trucks North America.

"Volvo's LNG fueling approach – widely adopted in Europe – has proven its effectiveness in reducing CO2 emissions, offering fleets both a sustainable and efficient solution. We are excited to enable Linde Canada to move forward with this one-time pilot project utilizing their extensive experience

with LNG vehicles and existing fueling infrastructure," Kudla added.

Linde Canada is dedicated to managing its carbon footprint and has set ambitious energy efficiency and greenhouse gas reduction targets. By integrating the Volvo FH LNG-powered trucks into its operations, Linde Canada aims to capture the performance, CO2 emission reductions, and other operational benefits of LNG-powered tractors in its long-haul operations.

### Analyzing the fleet's performance

Part of the planned evaluation at Linde Canada will mirror the fleet's routine analysis of vehicle and driver fuel economy and take advantage of its sophisticated logistics and scheduling system that minimizes mileage by providing optimal routing.

The deployment of five Volvo FH models fueled by LNG, featuring options of 420, 460, or 500 hp power ratings with up to 2,500 Nm of torque, will be on the road in Canada later this year. Linde Canada is building its own LNG supply and infrastructure for a seamless integration of the Volvo FH trucks into its fleet.

"Linde is committed to investing in our planet and is moving towards a lower carbon footprint with significant reductions by 2030 and net-zero by 2050," said Laura Lunt, director, Energy Services, Linde Canada Inc. "Linde is working with Volvo Trucks and importing FH 460 hp Class 8 tractors to operate alongside our existing Volvo Trucks diesel Class 8 tractors on a Canadian trial. We believe LNG technology is one way we will achieve our goals for our transportation fleet."

### Advantages of LNG trucks

The use of LNG as a fuel offers several advantages, including a greater energy density compared to compressed natural gas (CNG) to deliver similar range to diesel and a 20% reduction in tank-to-wheel CO2 emissions compared to diesel.

Additionally, LNG engines enhance the driver's experience by delivering significant noise reduction, and smoother operating characteristics compared to a diesel equivalent.

"Volvo's LNG fueling approach has been widely adopted in Europe and LNG is widely used in the global market as a whole so we have full confidence in the success of this pilot project," said David Johnson, CEO, Westport. "Westport's goal is to enable its OEM



**Volvo Trucks North America is working with Linde Canada Inc. in an exclusive, one-time pilot, importing five Volvo FH LNG (liquefied natural gas) powered trucks to Canada. Image Credit: Volvo Trucks North America**



partners' decarbonization plans with LNG and other internal combustion engine offerings that will continue to be viable solutions for the foreseeable future."

**Images and stories from: [www.volvotrucks.us](http://www.volvotrucks.us)**



# Volvo Trucks introduces Turnkey Solutions program to provide fleets full-service EV infrastructure development

Volvo Trucks launched its customer-focused Turnkey Solutions program, a consolidated fleet management process for procuring vendor services, parts, and products for electric vehicle (EV) charging, in addition to outlook planning for incentives, installation, and interfacing with utility companies to streamline solutions for electric vehicle infrastructure development.

The Turnkey Solutions electromobility program has two full-service partners — InCharge Energy and Gilbarco Veeder-Root — and is available to all Volvo Trucks North America customers.

"Identifying sources for charging infrastructure can be an overwhelming task for fleet managers, so now all aspects of EV charging are covered through the Turnkey Solutions program," Peter Voorhoeve, president, Volvo Trucks North America.

**"We simplified the process for customers, allowing them to easily turn to our solution-oriented vendor partners who understand key aspects of the EV charging industry. This makes the electromobility transition easier for fleet managers, allowing them to focus on their daily business operations while a dedicated team solves their infrastructure installation and energization."**

The Turnkey Solutions program manages all aspects of the process to develop charging infrastructure and covers charging hardware, software, permitting, installation, all the interaction with the utility companies, and maintaining charging equipment — every step of the process to get charging infrastructure from order to operation including support with accessing available incentives and writing grant proposals.

Customers can receive quotes from both InCharge Energy and Gilbarco Veeder-Root to support their charging needs and decide which way to move forward for a one-stop-shop solution.

The electromobility transition goes beyond just selling

battery-electric trucks, which is why Volvo Trucks developed the Turnkey Solutions program, providing a total transportation solution.

Infrastructure work sometimes starts early to cover lead times, so the program offers customers charging options to allow both to occur in tandem so the charging infrastructure is installed and ready when the trucks are delivered.

**When customers sign up for the Turnkey Solutions program, they are paired with a Volvo Trucks dealer who advises them on three pathways for their EV infrastructure development:**

- Designing the customers' infrastructure plans, presenting funding and financing opportunities, and identifying implementation partners
- Providing guidance and support to the customer as they manage components of their company's own program; or
- Combining the two approaches where the customer manages their own infrastructure development but the charging hardware is acquired through Volvo Trucks' Vendor Direct Shipping program

The Vendor Direct Shipping program was launched in late 2022 with Heliox and Gilbarco Veeder-Root and complements the Turnkey Solutions program. Through the Vendor Direct Shipping program, customers and dealers can order equipment through the dealership parts portal. Volvo Trucks sales teams can assist customers with the process and determine the type of charger best equipped for the application.

Volvo Trucks recently added InCharge Energy to both the Turnkey Solutions and Vendor Direct Shipping programs. InCharge Energy is one of the industry's leading developers of commercial EV charging systems, providing solutions tailored to commercial fleets.

With end to end, turnkey commercial EV infrastructure design and development, InCharge Energy can accelerate electrification of the transportation industry with sustainable and scalable solutions.

"By participating in the Volvo Trucks Turnkey Solutions program, we will deliver scalable hardware, software, and service solutions for fleets of two trucks to 5,000 vehicles, and Volvo Trucks' Vendor Direct Shipping program makes us easier to do business with for fleets," said Terry O'Day, chief operating officer of InCharge Energy. "The programs and companies complement each other and make the transition to electric charging infrastructure simpler for fleets."



## American Airlines Cargo expands international winter widebody schedule

**FORT WORTH, Texas:** American Airlines Cargo announces an expanded winter schedule of more than 12,500 roundtrip widebody flights between November 2023 and March 2024.

The carrier said it is operating increased frequencies across all its major international markets, with more than 6,900 of those widebody flights dedicated to trans-Atlantic routes — a more than 1,100 increase compared to the same season last year.

Flights between London Heathrow (LHR) and key US destinations account for nearly half of the trans-Atlantic increase at 490 more flights compared to last winter season, with Charlotte Douglas International Airport (CLT), Chicago O'Hare International Airport (ORD), Dallas/Fort Worth International Airport (DFW), John F. Kennedy International Airport (JFK) and Los Angeles International Airport (LAX) seeing the highest year-over-year increase.

Other notable routes between Europe and the US include Barcelona Airport (BCN) to Philadelphia International Airport (PHL), Dublin Airport (DUB) to DFW, Rome Fiumicino Airport (FCO) to DFW, Lisbon Airport (LIS) to PHL, and Madrid-Barajas Airport (MAD) to CLT — all of

which were previously summer seasonal routes and are now year-round.

Europe is not the only market where American is increasing widebody frequency. Out of Latin America, Buenos Aires Ezeiza Airport (EZE) is seeing the largest increase with added service to DFW, Miami International Airport (MIA) and John F. Kennedy International Airport (JFK). Widebody flights between EZE and MIA alone are increased by 100 compared to the previous winter.

In the Asia-Pacific region, the carrier is introducing a new winter route with LAX to Auckland Airport (AKL), whilst DFW to Tokyo Haneda Airport (HND) becomes a year-round service and LAX to HND will increase to two flights per day. Overall, Asia-Pacific flights are up more than 370 from last year.

"We are thrilled to increase widebody service on important cargo lanes this winter," said Roger Samways, Vice President, Commercial, for American Airlines Cargo. "These new frequencies allow us to offer our customers more space on important routes and, supplemented by our U.S. domestic network and trucking schedule, more solutions for connecting freight across the globe."

## Boeing, NASA, United Airlines to test SAF benefits with air-to-air flights

**Dubai, UAE:** In a collaboration to strengthen sustainability in aviation, Boeing [NYSE: BA] is partnering with NASA and United Airlines for in-flight testing to measure how sustainable aviation fuel (SAF) affects contrails and non-carbon emissions, in addition to reducing the fuel's life cycle climate impact.

Boeing's second ecoDemonstrator Explorer, a 737-10 destined for United Airlines, will fly with 100% SAF and conventional jet fuel in separate tanks and alternate fuels during testing. NASA's DC-8 Airborne Science Lab will fly behind the commercial jet and measure emissions produced by each type of fuel and contrail ice particles. NASA satellites will capture images of contrail formation as part of the testing.

The researchers aim to understand how advanced fuels, engine

combustor designs and other technologies may reduce atmospheric warming. For example, tests will assess how SAF affects the characteristics of contrails, the persistent condensation trails produced when airplanes fly through cold, humid air. While their full impact is not yet understood, some research has suggested certain contrails can trap heat in the atmosphere.

World Energy is supplying SAF for the tests from its Paramount, California, facility. Additional support includes: the US Federal Aviation Administration (FAA) is providing funding through the ASCENT Center of Excellence; GE Aerospace is providing technical expertise and project funding, and; German Aerospace Center (Deutsches Zentrum für Luft- und Raumfahrt or DLR) is providing experts and instrumentation

The project is the latest phase in a multi-year partnership between Boeing and NASA to analyze how SAF can reduce emissions and enable other environmental benefits. Compared to conventional jet fuel, SAF – made from a range of sustainably produced feedstocks – can reduce emissions by up to 85% over the fuel's life cycle and offers the greatest potential to reduce aviation CO<sub>2</sub> over the next 30 years. SAF also produces less soot which can improve air quality near airports.

"We are honored to collaborate with NASA, United Airlines, and other valued partners on research that will strengthen the industry's understanding of the benefits of SAF beyond reducing carbon emissions," said Boeing Chief Sustainability Officer Chris Raymond. "We've solved hard problems before, and if we continue to take meaningful actions, I'm confident we'll achieve a more sustainable aerospace future, together."

The 737-10 is the largest airplane in Boeing's single-aisle 737 MAX family, which reduces fuel use and emissions by 20% compared to airplanes it replaces.



## Saudi Arabia to host first-ever Women in Aviation General Assembly as part of 2nd Saudi Airport Exhibition

**Riyadh, Saudi Arabia:** As Saudi Arabia accelerates civil aviation growth and development, the Kingdom announced it will host for the first time the first-ever Women in Aviation General Assembly as part of the 2nd Saudi Airport Exhibition scheduled for 19 December 2023.

Saudi Vision 2030 intends to increase women's participation in the workforce to 30 percent by 2030. It currently stands at only 4 percent, according to a study by the Department of Aviation and Management at Prince Sultan University.

"Under the wise guidance of King Salman Bin Abdulaziz Al-Saud, Custodian of the Two Holy Mosques and His Royal Highness Prince Mohammed bin Salman bin Abdulaziz, the Crown Prince, Saudi Arabia's Vision 2030 paves the way for women to be provided equal opportunities across all economic sectors and emphasizes that a prosperous, contemporary nation must inspire and empower all members of society. Our leaders are committed to supporting women in all fields and sectors of space and aerospace and ensuring they play a vital role in achieving our ambitions," said HRH Prince Fahad bin Mishal bin Saud bin Abdul Aziz Al Saud, Chairman of the Aviation Association of the Gulf Cooperation Council States and Saudi Aviation Association, who will be delivering a keynote address to the gathering.

A flying academy in Dammam has opened its doors to Saudi women for the very first time and Saudi women pilots have obtained licenses to work as captains with Saudia, the national carrier that already had over 500 Saudi women on its payroll. A shift in aviation policy now allows hiring women as cabin crew and enrollment in flight schools has surged as Saudi women actively seek to become co-pilots.



Up to three dozen Saudi women have now been employed as flight attendants by airlines as part of an initiative to create 10,000 air transport sector jobs for Saudis. As many as 28 professions in the air transport sector have been reserved for Saudi nationals, including pilots, flight attendants and air traffic controllers.

The flag carrier has achieved 100 percent 'Saudization' of all its co-pilot positions and for the first time now, more females than males are pursuing graduation. Over 250 Saudi students completed ATC training in New Zealand under a program by the Saudi Air Navigation Services (SANS) that is actively working towards creating more job opportunities for women in the ATC sector – the first cohort of female ATCs started work in Jeddah in March 2019.

According to IATA, airlines, airport operators, airport on-site enterprises, aircraft manufacturers, and Air Navigation Service Providers employ 138,000 people in the Kingdom. In total, 594,000 jobs are supported by air transport and tourists arriving by air, while the air transport industry supports US\$20.2 billion of the Kingdom's GDP. In total, 5.6 percent of the GDP is supported by inputs to the air transport sector.

## Brussels Airport offers 135 direct destinations during the winter season

**Brussels, Belgium:** Brussels Airport says passengers will have a choice of 135 direct destinations this winter season, including additional routes like Egypt.

The airport which also welcomed two new airlines said its terminal has been dressed up for the holiday season with a Belgian Treasures theme which puts our Belgian specialties, from Magritte and the Smurfs to Belgian delicacies, under the spotlight.

A total of 54 airlines offer 135 destinations from Brussels Airport during this year's winter season. In addition, two new airlines will start operations at Brussels Airport this winter. Royal Jordanian offers three flights a week to Amman, and flynas will fly to Jeddah in Saudi Arabia for the first time in December, also with three flights a week.

The intercontinental network is further enhanced with higher frequencies. Qatar Airways expanded its frequency to Doha from 7x to 10x a week, and Etihad Airways increased the number of flights to Abu Dhabi from 5x to 7x a week. Brussels Airlines will again increase its flight frequency to West Africa this winter. Hainan Airlines continues the flights launched this summer to Shenzhen.

TUI fly has already greatly increased the number of destinations and flights in North Africa this summer and will again be adding Algiers and Tunis this winter. This means that TUI offers no less than 10 destinations in Morocco, 5 in Algeria and 3 in Tunisia. Winter sports enthusiasts will also have plenty of choice from December onwards with flights to Innsbruck and Salzburg in Austria, and Kittila and Kuusamo in Finland.

For those looking for a bit of sun in winter there is a growing offer to Egypt, with no less than 5 destinations: Cairo, Hurghada, Marsa Alam, Sharm-El-Sheikh and Luxor, and to the Cape Verde Islands. Banjul in Gambia is also a popular winter destination, as are the usual sunnier destinations including the Canary Islands, with a choice of Gran Canaria, Tenerife, Fuerteventura and Lanzarote. TUI fly also flies to the Dominican Republic, Cuba and Mexico this winter.

Other airlines that will increase the number of flights significantly this winter are Transavia, Swiss, SAS, Vueling, SunExpress and Brussels Airlines.



**Engr. Badr Mohammed Al-Meer**  
New CEO of Qatar Airways

## Engr. Badr Mohammed Al-Meer Appointed as Qatar Airways Group Chief Executive

**Doha, Qatar:** After 27 years of exemplary service, Qatar Airways Group Chief Executive Akbar Al Baker is stepping down from his current position, effective November 5, 2023. The Group has announced the appointment of Engr. Badr Mohammed Al-Meer as his successor to serve as the Group Chief Executive for Qatar Airways.

Al Meer has a rich history with Qatar Airways, previously serving as the Chief Operating Officer of Hamad International Airport (DOH) since 2014. During his tenure, he played a pivotal role in transforming the airport into a world-renowned global aviation hub, earning it esteemed titles such as the World's Best Airport in both 2021 and 2022 by the distinguished airline and airport rating program, Skytrax. His leadership extends to having held the positions of Senior Vice President for the Facilities Management and Capital Projects divisions at the Qatar Airways Group. With a successful track record at DOH, Al Meer brings a wealth of experience and a clear vision to spearhead the growth and expansion of Qatar Airways.

## Unilode appoints Janis Balkens as Chief Operating Officer

**Geneva, Switzerland:** Unilode Aviation Solutions, the market leader in outsourced unit load device (ULD) management, repair and digital services, is delighted to announce the appointment of Janis Balkens as Chief Operating Officer.

Balkens has over 20 years' experience in senior leadership, operational and commercial roles in the aviation industry. He has worked extensively with airports, airlines, ground handlers and logistics companies, and is a highly respected and talented member of the aviation community. He was the Regional Chief Executive Officer for New & Emerging Markets at dnata prior to his move to Unilode.

Ross Marino, Chief Executive Officer, Unilode, said Janis will be an asset to the company saying, "Janis will play a pivotal role in leading Unilode's operations to new heights and contributing to the continued growth and success of our company. Janis is a highly valued addition to our team, and I am excited to work with him to continue to deliver optimal results for Unilode."

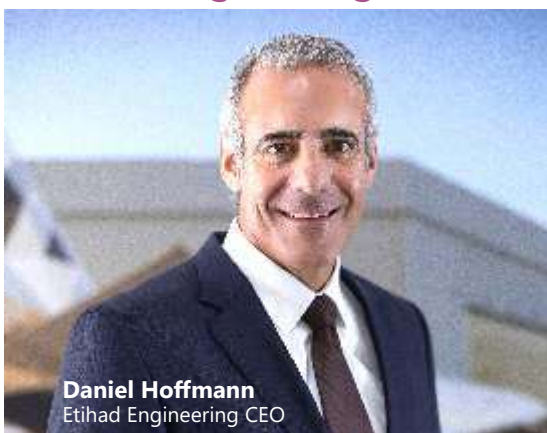
Balken said he is thrilled to join the company's global operations. "I look forward to working with the talented Unilode team to build on the company's successes and



**Janis Balkens**  
Unilode COO

continue to elevate our services and partnerships globally. Together, we will provide our customers and partners with mutually beneficial solutions and drive our businesses forward," he said.

## Daniel Hoffmann appointed CEO of Etihad Engineering



**Daniel Hoffmann**  
Etihad Engineering CEO

**Abu Dhabi, UAE:** Etihad Engineering, one of the world's leading providers of aircraft maintenance, repair and overhaul (MRO) solutions, has appointed Daniel Hoffmann as its new Chief Executive Officer.

Daniel brings to Etihad Engineering more than 20 years of hands-on experience in the global aviation

industry, having led Lufthansa Technik Sofia in Bulgaria as its CEO, and served in executive roles in Lufthansa Technik Base Maintenance facilities in Germany and the Philippines.

His expertise ranges from organisational leadership and change management to standardisation of core business functions and business efficiency through optimum resource utilisation, as well as a successful track record of leading growth projects and negotiating joint venture partnerships.

"We are excited to have Daniel on board with Etihad Engineering as the CEO and I am confident that, with our collective efforts, we will continue to drive our company's growth and success," said Abdul Khaliq Saeed, who has moved from the CEO role of Etihad Engineering to the position of Managing Director within the Abu Dhabi Aviation Group structure.

Hoffmann noted: "Etihad Engineering is one of the leading players in the aviation MRO industry, known for its workmanship, professionalism and comprehensive capabilities. I am delighted to have the opportunity to work with its global team drawn from over 50 nationalities and look forward to leading the organisation on our growth journey."

Etihad Engineering has delivered comprehensive MRO solutions to hundreds of airlines including flag carriers, OEMs, aircraft operators and leasing companies in the Middle East, Asia, Africa, Europe, Latin America and Australia over three decades.

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**October 23-25, 2023**  
**JW Marriott Absheron, Baku, Azerbaijan**





# Upcoming Events



## Air Cargo/Transport Logistic Southeast Asia

transport logistic Southeast Asia is the latest edition of the world's largest trade show for transportation and logistics industry. It is poised to become the most influential meeting place for logistics, mobility, IT and supply chain management in Southeast Asia region.

Based on the established concept of the Munich exhibition, and benefiting from the extensive global network of Messe München, transport logistic Southeast Asia will bring together the world's leading service providers, to meet, network and trade with top buyers from the region. The event will also comprise of a high-level summit where expert speakers will share key trends and insights on some of the most forward-looking topics.

**1 - 3 November, 2023**  
**Marina Bay Sands Convention Centre, Singapore**

## Dubai Airshow 2023

Held under the patronage of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE, the Ruler of Dubai and the UAE Minister of Defense, Dubai Airshow 2023 is taking place on 13-17 November 2023 in DWC.

The event grants you exclusive access to cutting-edge technology, groundbreaking innovations, game-changing insights, unparalleled networking opportunities with global influential leaders, and the chance to witness breathtaking aircraft displays in the sky.

This year's exciting edition will also return with new and returning features, including VISTA – the startup hub along with 300+ all-star speakers, 9 industry tracks and an expanded number of networking opportunities.

**13-17 November, 2023**  
**Dubai World Central, Dubai Airshow Site**

## ICAO Conference on Aviation and Alternative Fuels (CAAF/3)

The third International Civil Aviation Organization (ICAO) Conference on Aviation and Alternative Fuels (CAAF/3) will be held in Dubai, United Arab Emirates as an in-person event with hybrid capabilities from 20 to 24 November 2023.

CAAF/3 will bring together high-level officials from States who will have the authority to make policy-related decisions, as well as international organizations with direct involvement in aviation cleaner energy, that are invited to participate as Observers.

**20-24 November, 2023**  
**Hilton Dubai Al Habtoor City, Dubai, UAE**

## Air Cargo India Mumbai

The international air cargo event taking place in Mumbai is both an exhibition as well as a conference. The exhibition is aimed to give experts from the air cargo industry a perfect opportunity to exhibit their products and services, During the conference a variety of topics regarding for example infrastructure facilities, new simplified procedures and technical possibilities are discussed. Overall, the show constitutes a platform for air cargo professionals to come together, network and to do business.

The Air Cargo India will take place on 3 days from Wednesday, 14. February to Friday, 16. February 2024 in Mumbai.

**14-16 February, 2024**  
**Mumbai, India**

## 5th Aerospace & Defence, MRO South Asia 2024

The 5th AEROSPACE & DEFENCE, MRO SOUTH ASIA 2024, organized by STAT Times, is a regional Summit spotlighting the emerging opportunities within the MRO industry in the region. This event, taking place on February 28th-29th, 2024, in New Delhi, serves as an exceptional platform for the air cargo industry and all prospective players. Join to connect with industry experts, airlines, MRO service providers, and solution vendors, forging invaluable connections and exploring avenues for growth and profitability.

The event will offer technical presentations, discussions led by industry leaders, and insights into cutting-edge innovations in technology, digitalization, and automation, all of which are transforming the maintenance and repair sector. This event unveils the limitless potential in the world of aerospace maintenance and repair.

**28-29 February, 2024**  
**New Delhi, India**



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- Digitized cargo processes through DFW Cloud Data sharing platform
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For more information, visit [dfwairport.com/cargo](https://dfwairport.com/cargo)



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