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Executive Director- Commercial and Business Development, Hactl



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M E D I A F Z E

PO Box: 9604, SAIF Zone, Sharjah - UAE
Tel: +971 6 557 9579, Fax: +971 6 579569,
info@7dimensionsmedia.com
www.7dimensionsmedia.com

DIRECTOR & PUBLISHER

Israr Ahmad

israr@7dimensionsmedia.com

ASSOCIATE PUBLISHER

Poonam Chawla

poonam@7dimensionsmedia.com

CHIEF EDITOR

Gemma Q. Casas

gemma@aircargoupdate.com

EDITOR

Mohammed Irshad

irshad@7dimensionsmedia.com

SOCIAL MEDIA SPECIALIST

Shiza Tariq Butt

shiza@7dimensionsmedia.com

STAFF REPORTER

R. Chandrakanth

chandrakant@aircargoupdate.com

Ayesha Rashid

ayesha@7dimensionsmedia.com

HEAD OPERATIONS

Mohammad Karimulla

karimulla@7dimensionsmedia.com

CREATIVE DIRECTOR

Mohammed Imran

imran@7dimensionsmedia.com

PHOTO JOURNALIST

Deepu Raj

deepu@7dimensionsmedia.com

WORLDWIDE MEDIA REPRESENTATIVES

France, Belgium, Monaco, Spain:
Aidmedia, Gerard Lecoeur; Tel: +33 (0) 466 326 106; Fax: +33 (0) 466 327 073

India:
RMA media, Fareedoon Kuka;
Tel: +91 22 5570 3081; Fax: +91 22 5570 3082

Taiwan:
Advance Media Services Ltd, Keith Lee;
Tel: (886) 2 2523 8268; Fax: (886) 2 2521 4456

Thailand:
Trade and Logistics Siam Ltd, Dwight A Chiavetta;
Tel: +66 (0) 2650 8690; Fax: +66 (0) 2650 8696

UK, Ireland, Germany, Switzerland,
Austria: Horseshoe Media, Peter Patterson; Tel: +44 208 6874 160

The Fragile Chain: Why Peace and Stability Are Essential for Global Trade

The intricate tapestry of global trade relies on a delicate foundation: Peace and stability in logistics. From bustling ports to sprawling shipping lanes, a smooth flow of goods is the lifeblood of our interconnected world. Disruptions to this flow, however, can have a ripple effect, impacting economies, livelihoods, and even global security.

Imagine a world where political tensions or regional conflicts disrupt critical shipping routes.

Delays and rerouting become commonplace, driving up costs and creating uncertainties for businesses.

Consumers, in turn, face shortages and price hikes on everyday goods. This economic instability can further fuel tensions, creating a vicious cycle that undermines not just trade, but also international cooperation and trust.

Beyond the immediate economic impact, disruptions in logistics can have far-reaching consequences. Dependence on single suppliers or routes for critical goods, like food or medical supplies, becomes a vulnerability during times of conflict. This can exacerbate existing humanitarian crises and threaten the well-being of entire populations.

The importance of peace and stability transcends economic considerations. It fosters an environment where international cooperation thrives, allowing nations to address global challenges like climate change and pandemics through collective action. Trade, in turn, becomes a bridge between cultures, promoting understanding and fostering peaceful relations.

Safeguarding peace and stability in logistics is not merely a matter of economic expediency, but is imperative for global well-being. It necessitates international collaboration to de-escalate tensions, establish clear communication channels, and build resilience in our global supply chains.

By nurturing an environment of mutual respect and cooperation, we can ensure the smooth flow of goods, and pave the way for a more prosperous and peaceful future for all. Logistics is everybody's business.

Gemma Q. Casas
Editor-in-Chief

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Milton De La Paz
Vice President Airline Relations
and Cargo, DFW Airport

Milton De La Paz, vice president of airline relations and cargo business development at DFW Airport, is one of the most enthusiastic and committed people in the busy world of aviation, where planes travel the world and terminals act as entry points for adventure. His career path serves as an example of the value of grasping opportunities, rising to the occasion, and finding purpose in one's job.

De La Paz's story is one of serendipity and determination, a tale that began with a twist of fate during his graduate studies at the University of Denver. Initially, he had set his sights on a different path, pursuing an internship opportunity in Washington, DC with the office of the president for trade. However, when faced with the financial burden of traveling to the nation's capital, De La Paz made the difficult decision to decline the offer.

"I wasn't looking to enter the aviation sector at all when I graduated from university," De La Paz recalls. "But when I saw the opportunities it presented, I knew I had to leap."

And leap he did. Armed with a newfound sense of curiosity and a desire for adventure, De La Paz found himself drawn to the world of aviation. Seizing the opportunity to explore a career in the industry, he began sending out resumes to airlines, hoping to secure a position that would facilitate his passion for travel and exploration.

"I started sending my resume to airlines as a strategy to facilitate travel for interviews," De La Paz explains. "Little did I



Believe in yourself, stay open-minded, and never stop learning. The world is full of opportunities for those who are willing to seize them."

know that it would lead to a lifelong career in aviation."

Indeed, De La Paz's foray into the world of aviation would prove to be a transformative experience. Starting at an entry-level position with an airline, he quickly found himself immersed in the fast-paced and dynamic environment of the industry. The opportunity to travel the world, meet new people, and experience different cultures ignited a passion within him that would shape his career for years to come.

Over the years, De La Paz has worn many hats in the aviation sector, transitioning from airlines to airports and taking on roles of increasing responsibility and leadership. Throughout his journey, he has embraced new challenges and opportunities for growth, always striving to expand his knowledge and expertise in the ever-evolving world of aviation.

But beyond his professional achievements, De La Paz is also a firm believer in maintaining a healthy work-life balance. Despite his love for work, he recognizes the importance of prioritizing time for family, fitness, and personal pursuits.

"I may be a bit of a workaholic," De La Paz admits with a chuckle. "But I also make sure to carve out time for things that bring me joy, like exercising, reading, and exploring new cuisines."

Speaking of cuisines, De La Paz's culinary adventures are as diverse as his travels. From Middle Eastern delicacies to Indian spices to Peruvian delights, he delights in sampling the flavors of the world, often incorporating them into his own cooking repertoire.

As for leisure activities, De La Paz is an avid sports enthusiast, with a particular fondness for the Olympics and the World Cup. He appreciates the spirit of competition and the camaraderie that comes with global sporting events, finding inspiration in the dedication and perseverance of athletes worldwide.

When asked about his advice for aspiring professionals, De La Paz emphasizes the importance of dedication, self-belief, and intellectual curiosity.

"Don't let setbacks hold you back," he advises. "Believe in yourself, stay open-minded, and never stop learning. The world is full of opportunities for those who are willing to seize them."

As Milton De La Paz continues to soar to new heights in his career, his story serves as a reminder that with passion, perseverance, and a spirit of adventure, anything is possible in the vast skies of aviation.



Liege, Belgium: Saudia Cargo, Worldwide Flight Services (WFS), a Member of the SATS Group, and Cainiao Group, have officially launched their strategic collaboration at Cainiao's Liege eHub in Liege Airport, Belgium, further solidifying their longstanding partnership.

The collaboration is aimed at optimizing logistics processes through operational streamlining and the adoption of logistics innovations.

An inauguration ceremony was held on 01 March at the airside of the eHub, currently leased by WFS, with logistics procedures, facilities, and innovations invested in by Cainiao, demonstrating a commitment to delivering the best quality service solutions to clients and partners. WFS, in close collaboration with Cainiao, operates within the air cargo station.

Since November 2021, Cainiao and WFS have been working together to enhance operational quality for joint partners like Saudia Cargo. Key service level agreement commitments include a 3-hour e-commerce transit, BUP release within 3 hours from ATA, and truck handling in less than 90 minutes.

The collaboration has also bolstered the logistics capacity of the eHub, with three temperature-controlled facilities jointly designed by the three parties. These include areas for loose 2-8°C

(205 sqm), BUP 2-8°C (140 sqm), and loose 15-25°C (400 sqm), supporting the transportation of perishable and pharma cargo products.

Additionally, the eHub has obtained BCP certification, enabling the transport of fresh goods and further enhancing its capacity to facilitate cross-border trade.

This initiative addresses the growing demand for high-quality logistics operations in the cross-border e-commerce sector, particularly in the Middle East and European markets. Earlier this year, Cainiao launched its international express shipping service, Global 5-Day Delivery, in collaboration with AliExpress, now available in ten countries worldwide.

The collaboration between Saudia Cargo and Cainiao includes specific freighter flights from Hong Kong to Riyadh and Liege, strategically tailored to meet the increasing logistics demands in these key regions and enhance e-commerce delivery efficiency. Furthermore, the contract extension to WFS for handling

Saudia Cargo, WFS and Cainiao Group kick off cooperation in Liege to boost efficiency cross-border e-commerce trade

New collaboration aims to create a business model for future e-commerce logistics gateways at global airports



over 50,000 tonnes annually on flights connecting Liege and Riyadh underscores Saudia Cargo's ambition for operational excellence and reliable logistics services.

WFS's investment in subleasing part of the Cainiao facility in Liege illustrates its commitment to innovation and efficiency, creating a dedicated area for swift and real-time information processing. The integration of innovative technology solutions, including AGVs, advanced PDAs, digital dashboards, and live tracking systems, supports a new generation of cargo management systems utilizing IoT technologies to drive efficient and sustainable e-commerce handling.

Teddy Zebitz, CEO of Saudia Cargo, remarked: "Our collaboration marks a strategic milestone, addressing the burgeoning significance of e-commerce in the air cargo sector. Our aim is clear: to introduce a business model that enhances efficiency, reliability, and innovation on a global scale, reshaping the landscape of international trade. With the Kingdom of Saudi Arabia serving as a pivotal market, our operations into Liege solidify its status as a crucial hub for efficient connections to Europe, while also strengthening our position in the KSA market."

"Central to this endeavor is our partnership with Cainiao, leveraging their unparalleled capacity and global network. Our meticulous process, from pre-built ULDs in Hong Kong to seamless handover in Liege via Riyadh, ensures an uninterrupted flow of e-commerce materials. In parallel, as we expand our capacity and cargo flights worldwide, the collaboration with WFS/SATS underscores our commitment to innovation and efficiency, revolutionizing e-commerce handling with cutting-edge technologies," he added.

John Batten, Chief Executive Officer, Europe, Middle East, Africa and Asia (EMEA) WFS, a Member of the SATS Group, also commented: "WFS is proud to be extending our partnership with Cainiao and Saudia Cargo. As highly-respected leaders in their respective fields, they recognize that key aspects of e-commerce and cargo handling supply chains are most efficient when they are delivered by experienced and trusted partners. By combining WFS' proven handling capabilities with the use of innovative technologies, our team in Liege look forward to delivering the clearly-defined service standards set by Cainiao and Saudia, and to supporting the continued growth of our successful collaboration."

Eric Xu, Vice President of Cainiao Group, noted: "Cainiao is committed to transforming the logistics industry through continuous innovation to enable a seamless e-commerce experience and we are delighted to find close partners like Saudi Cargo and WFS on this path. Through continuously equipping our Liege eHub with cutting-edge technology solutions and facilities, we managed to boost the efficiency of logistics operations while improving customer experience through greater transparency and traceability. We are confident that this win-win collaboration will further reinforce Cainiao's position as the world's leading cross-border e-commerce logistics provider by offering the valued customers of us three companies with enhanced experience."

**THERE WAS SPRINTING.
UNTIL THE DAY THERE WAS USAIN BOLT.**

A black and white photograph of a sprint race. Usain Bolt is in the foreground, leading the race, wearing a white singlet with 'USA' and 'BOLT' visible, and a bib with the number '9'. He is smiling and pointing upwards. Behind him, other sprinters are visible, including one in a dark singlet and another in a white singlet with bib number '2'. The background is blurred, showing the stadium seating.

**THERE WAS TCM.
UNTIL THE DAY
THERE WAS ECS GROUP.**

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STARLUX Airlines Signs Purchase Agreement with Airbus to Order A350F Freighters and A330neos

Singapore: Amid expansion plans, Taiwan-based luxury carrier STARLUX Airlines has signed a purchase agreement with Airbus for five all-new Airbus A350F freighters and three more A330neo widebody aircraft, with the option to acquire an additional five A350Fs. A signing ceremony at the Singapore Airshow formalized the purchase agreement with signatories STARLUX Chairman K.W. Chang, Airbus Commercial Aircraft CEO, Christian Scherer, and Rolls-Royce, Chief Customer Officer of Civil Aerospace, Ewen McDonald, with STARLUX CEO Glenn Chai and Airbus Commercial Aircraft EVP Sales, Benoît de Saint-Exupéry witnessing. At Airbus' invitation, STARLUX is also showcasing its A330neo B-58303 at the show from February 20-25.

The A350F freighter is equipped with Trent XWB engines, also used in the A350 commercial aircraft. These engines are renowned as the most fuel-efficient engines in today's market, reducing fuel consumption by 25% and cutting engine noise by half. Besides its improved fuel efficiency and environmental friendliness, the A350F boasts an increased payload capacity of 3 tons compared to competing models. Additionally, its widened main cargo door facilitates the transport of oversized cargo, providing greater versatility for cargo operations.



According to Airbus, the compound annual growth rate (CAGR) of the air cargo market is expected to be 3.2% over the next 20 years. The industry will invest more resources in air transportation and STARLUX is committed to providing more services to meet air cargo needs. The A350F freighter emerges as the optimal selection due to its status as an industry-leading energy-efficient aircraft. Taking into account STARLUX's existing fleet, the A350F freighter additionally enables pilots to achieve quicker turnarounds, thereby contributing to both environmental conservation and efficient operational management.

STARLUX currently operates a fleet of 21 aircraft, including 13 A321neo, four A330neo, and four A350-900 aircraft. The current backlog includes four A330neo and 14 A350 aircraft. The newly signed three A330neos are slated for delivery starting in 2025 and will remain dedicated to medium and long-haul routes. The five A350F freighters are scheduled for delivery from 2027, bringing the total fleet size to 47 aircraft. STARLUX aims to strengthen both its passenger and cargo network through this strategic fleet expansion and route development.



Pictured from left: Tomas Moreira, Patricio Sepulveda, David Linford, Christian Rendel. CHAMP Photo

Luxembourg: Aeronex Cargo, JetBlue's exclusive Cargo representative, has selected CHAMP Cargosystems as their software provider in a new multiyear partnership. This will see JetBlue Cargo migrate to new Cargospot products in April 2024 to support digitalization and business growth.

As one of the leading low-cost airlines in the US, JetBlue has a strong presence across the Americas and has been steadily expanding into Europe. JetBlue contracted Aeronex Cargo for the launch of JetBlue Cargo in 2019, upon which Aeronex Cargo inherited legacy systems from JetBlue.

JetBlue Cargo and Aeronex Cargo enhance air cargo operations with CHAMP Cargospot

Aeronex Cargo's goal was to modernize and enhance the systems JetBlue Cargo was using. CHAMP Cargosystems had provided Aeronex Cargo with a demonstration of their Cargospot systems and industry-leading API library, which left a strong impression and made CHAMP the software provider of choice to support JetBlue Cargo's growth.

JetBlue Cargo will migrate to Cargospot Airline, a powerful tool that matches those used by carriers. Cargospot Airline is the most widely used sophisticated and comprehensive cargo management system. It supports multiple carriers' booking, accounting, rating and reporting requirements within a single platform, thereby eliminating the need for carrier specific terminals.

Aeronex Cargo and JetBlue Cargo will also adopt Cargospot Handling, a sophisticated and comprehensive cargo operations and terminal management system that drives the complete cargo handling process.

The software is simple and efficient for ground handlers and terminal operators to use with full messaging capabilities, complete inbound and outbound handling, advanced management reporting tools, and state-of-the-art technology.

Patricio Sepulveda, Founder and CEO of Aeronex Cargo, said "We were impressed at the sophistication and simplicity of CHAMP's Cargospot products and have been eager to embrace their continuous development. CHAMP was the logical choice for the JetBlue Cargo Program and we look forward to seeing it in action."

Tomas Moreira Head of Sales & Account Management Americas from CHAMP Cargosystems commented, "This is an exciting partnership, and one that we value deeply. It is our pleasure to provide JetBlue Cargo Program with improved cargo management systems and look forward to their continued success."

TIACA to hold first event in Central Asia with Kazakhstan government's support

Miami, Florida: The International Air Cargo Association (TIACA) announced that the Ministry of Transport of the Republic of Kazakhstan together with the Civil Aviation Committee and the Aviation Administration of Kazakhstan (AAK), will host and co-organize the first association event in Central Asia, which will take place June 19-21 in Astana.

The event will be themed Silk Road in the Sky – Kazakhstan Air Cargo Hub. The conference will continue TIACA's focus on topics that matter to the industry and connect attendees with new ideas to develop and build upon.

Kazakhstan is a thriving and growing economic influencer in Central Asia, possessing oil reserves as well as minerals and metals. It also has considerable agricultural potential, for both livestock and grain production as well as apples, walnuts, and other crops.

Attracting significant foreign investment in recent years as it seeks to develop its non-oil sector of its economy, focusing on the automotive industry, pharmaceuticals, processed metal products, mechanical engineering, as well as light industry, construction, and information and communications.

"We are excited to support economic growth and promote a flourishing and expanded logistics industry by working with the AAK to organize a first-class conference, which will bring together over 300 decision-makers from the local community and across the globe to network, showcase their expertise and solutions, as well as to learn and debate pressing issues



affecting the Central Asian region," said Steven Polmans, TIACA Chair. Catalin Radu, Director General of Aviation Administration of Kazakhstan, said the country welcomes the event, saying, "We are thrilled to have been chosen by TIACA to host their first event in central Asia. As a strong supporter of international collaboration and exchange, we are honored to welcome the global air cargo community to join us in Astana."

Glyn Hughes, TIACA Director General, noted, "Kazakhstan is perfectly located as a gateway between east and west and TIACA looks forward to introducing the global air cargo community to the opportunities that exist in this part of the world. Innovation, network connectivity and customer-focused solutions are critical for ongoing and sustainable success. The Central Asian event will shine a spotlight and accelerate these crucial enablers of success."



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Mail & More proves ECS Group's parcel perfection

Paris, France: When it comes to air cargo commodities, the distinction between mail and e-commerce is becoming ever more blurred. Two common denominators set them apart from general cargo: they increasingly consist of small, individual parcels and their processes fall out of the air cargo handling norm.

ECS Group's Mail & More offers a scalable solution to all airlines looking to place greater emphasis on this rapidly growing product niche.

e-commerce is booming. In less than a decade, the number of parcels has more than trebled and cross-border e-commerce has doubled. Over 131 billion parcels were carried across the world in 2020, and it is predicted that, in just 2 years from now, this number will have grown to 266 billion.

80% of cross-border e-commerce travels by air, and the commodity already constitutes around 20% of all air freight carried. e-commerce is therefore not simply an increasingly attractive base-load opportunity, but a key component for success, driving airlines to adapt to today's changing logistics market. Major airlines have begun initiating change, allocating warehouse and staff resources, and restructuring or partnering with 3PLs to provide optimum parcel handling. Many opt for ECS Group's Mail & More Ability to cover the commercial side of operations.

"Mail & More completely removes the challenges and complexity that mail or e-commerce bring to an airline's operational processes. We act as an affiliated, specialized team to our airline customers, and cover the entire process from commercial responsibilities to capacity sourcing and allocation, all the way through to digital support," Jonathan Fredericks, Mail & More Managing Director, explains. "To date, we are the only GSSA to offer this service as a comprehensive package, developed based on our long-standing experience in airmail. Mail &



Jonathan Fredericks



Adrien Thominet

More is not just unique, but also constantly being adapted to ensure that our customers always receive the best service without having to deal with any of the complexity."

Mail & More has skyrocketed in popularity, demonstrating the urgent need for ECS Group's parcel-focused solution. In 2022, 480 tonnes of e-commerce and mail were transported through Mail & More. In 2023, this increased to 900 tonnes.

Adrien Thominet, Executive Chairman of ECS Group, states: "With Mail & More, we build a bridge between two very parallel and often separate transport systems: our customers are airlines and e-commerce or postal operators. We offer a fully functional and highly experienced interface on two essential levels: Commercial and System. Commercial ensures that parcel flows are matched with regular, available cargo capacity. System and consultancy refer to set-up procedures that enable airlines and postal operators to continue using their documentation processes, regardless of whether they use CNs or AWBs. Our plug & play Mail EDI system, at no extra cost, is the digital interface translating and linking the two digital data channels."

Mail & More brings postal operators and e-commerce consolidators around the globe together with the many airlines in the ECS Group portfolio, swiftly matching demand with capacity. ECS Group's wide-reaching international network and concentrated focus on parcels form a sound basis on which to commercially develop the airline's market reach.

The in-house digital support solution, Mail EDI, increases operational efficiency, allows end-to-end transparency and tracking, and ensures quality compliance in line with airlines' and postal operators' processes, and UPU regulations. It also allows reporting, performance steering, tracking and tracing, accounting, and billing.

CCS-UK now supports full migration to new Customs system

London: CCS-UK – the UK's electronic air cargo community system—has successfully achieved migration to the UK's new HMRC customs platform, CDS (Customs Declaration Service). This means the CCS-UK community can now submit CDS Customs Declarations through CCS-UK for all air imports and exports.

CDS is already handling all import declarations, and CCS UK was the first community system provider to facilitate this, on 1st January 2021.

Following a major and complex development program, CCS-UK is now fully tested and approved for exports as well as imports, so that users can start to migrate their export declarations to CDS in a controlled manner, during the HMRC migration window.

"The CCS-UK export migration is a major achievement, and testament to the hard work and strong collaboration between BT and its delivery partners, the CCS-UK User Group, CCS-UK users, freight software providers, trade associations and HMRC," said CCS-UK User Group Programme Director Guy Thompson.

"In particular, the CCS-UK User Group has made the transition much smoother by initiating and supervising business-focussed testing by key CCS-UK users and their software providers. This is helping to ensure that the critically important flow of goods to and from the UK will not be adversely impacted by the full migration to CDS."

The UK's maritime communities, which use other community service providers, will begin export migration in due course.

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Autonomous drones propel dnata's cargo services to new heights in Dubai

Dubai, UAE: dnata, a leading global air and travel services provider, says it has successfully integrated autonomous drones into its cargo operations in Dubai, UAE.

dnata's strategic initiative has significantly enhanced operational efficiencies, delivering remarkable benefits for airline customers at both Dubai International (DXB) and Dubai World Central (DWC) airports. Key results include 20% reduction in processing times on the rack inventories and over 99% accuracy in shipment tracking.

With a strong commitment to innovation and excellence, dnata was the first cargo services provider to introduce drones to its cargo operations in the UAE in 2021. The drones have seamlessly integrated into the day-to-day workflow and warehouse inventory processes. On average, dnata's drones monitor some 1,800 shipments daily with 99% accuracy across 2,400 rack locations.

The innovative software of dnata's partner, Gather AI, enables drones to map the environment, collect inventory data, count cases, measure temperature, and read barcodes using only their cameras, without the need for any additional active infrastructure. The drones are paired to a tablet device providing live inventory data. The collected data can be viewed directly on the tablet or the web dashboard, via a user-friendly application.

With routine tasks automated, human resources can be allocated to more complex responsibilities, ultimately improving overall workforce productivity. The use of drones has also contributed to a reduction in carbon footprint and improved safety by reducing the need for mobile elevating work platforms (also known as 'cherry pickers') and man lifts in the warehouse.

The drones can operate at temperatures between 0 Celsius and +50 Celsius degrees within a closed environment, enabling dnata to take advantage of the technology in its state-of-the-art cool chain facilities, too. dnata has plans to introduce them at further stations across its global cargo network in the next years.

"These advancements have a direct positive impact on our airline customers who can benefit from heightened accuracy, reduced turnaround times and smoother logistics operations. The launch of autonomous drones in our operations reflects our commitment to delivering top-notch services through the latest technologies," said Guillaume Crozier, dnata's Senior Vice President for UAE Cargo and Global Cargo Strategy.

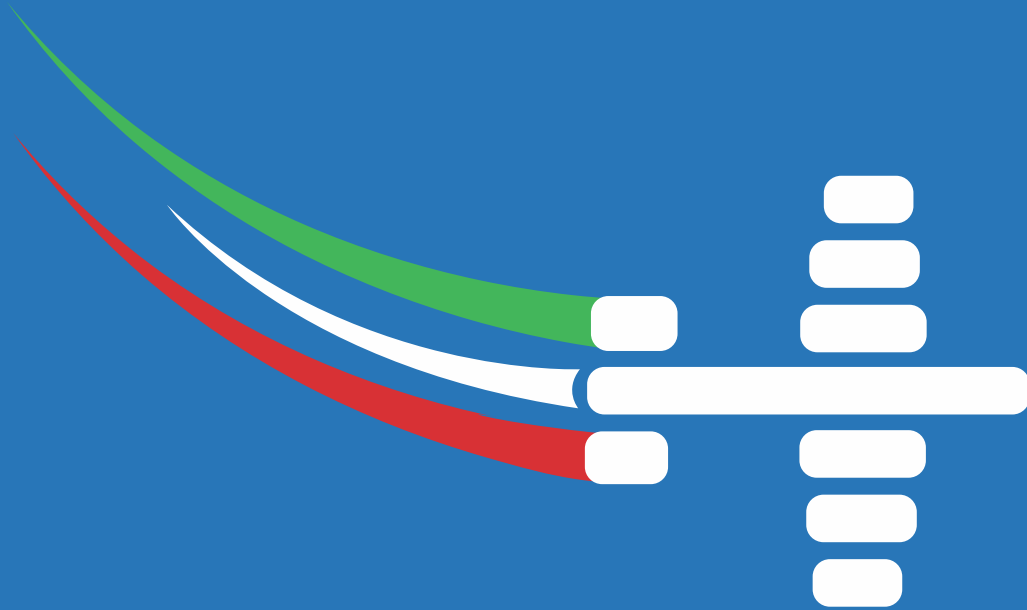
Sankalp Arora, CEO & Co-founder of Gather AI, noted, "Gather AI and dnata have already turned the vision of a fully digitized air cargo ecosystem into a groundbreaking reality. Our autonomous inventory drones are not merely futuristic concepts; they are operational game-changers today, enabling real-time transparency into the inventory and air cargo processes."

In recent years, dnata has significantly invested in cutting-edge technologies and digitalization to further enhance efficiencies across its cargo operations. In addition to the launch of autonomous drones in its warehouses, key milestones include the rollout of its digital cargo management system, OneCargo.

OneCargo automates key business and operational functions, including safety and quality monitoring, reporting and ULD management, with an integrated, cloud-based platform. To date, dnata has launched OneCargo in its operations in six countries, including Iraq, Pakistan, Switzerland, UAE, USA and Zanzibar (Tanzania) across its global network.

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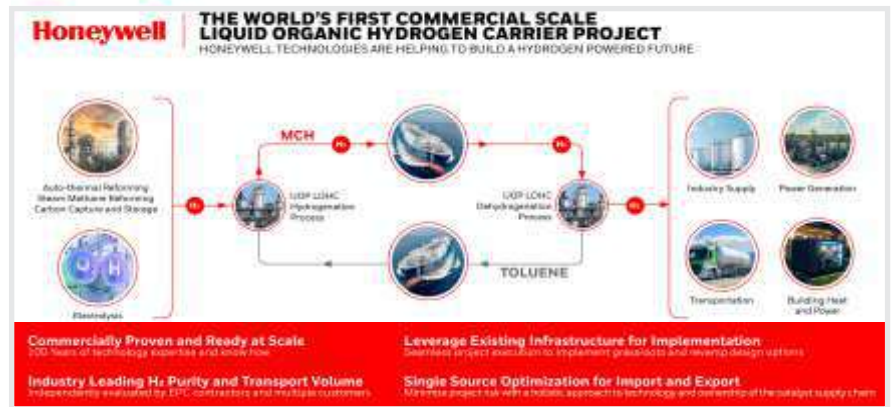


Honeywell Technology to power the world's first commercial-scale Liquid Organic Hydrogen Carrier Project

CHARLOTTE, North Carolina: ENEOS, a leading energy company in Japan, will develop the world's first commercial-scale Liquid Organic Hydrogen Carrier (LOHC) project using Honeywell's solution at multiple sites.

Honeywell said the LOHC solution enables the long-distance transportation of clean hydrogen and can help meet the growing requirements for hydrogen use across various industries by leveraging existing refining assets and infrastructure. The project supports Honeywell's alignment of its portfolio to three compelling megatrends: automation, the future of aviation and energy transition.

"With more cost-effective long-distance transport, our Liquid Organic Hydrogen Carrier provides a method of more closely matching international supply and demand for hydrogen which enables hydrogen to play a critical role in the energy mix as we move toward lower-carbon economies,"



said Ken West, president and CEO of Honeywell Energy and Sustainability Solutions. "By providing solutions to help overcome the challenges of hydrogen transportation, Honeywell is supporting ENEOS in transitioning to a hydrogen-powered future."

This is one of multiple hydrogen transportation projects on which Honeywell and ENEOS are collaborating. In the Honeywell LOHC solution, hydrogen gas is combined chemically through the Honeywell Toluene Hydrogenation process into methylcyclohexane (MCH) – a convenient liquid carrier – compatible with existing infrastructure.

The hydrogen at these sites will be exported – in the same way as petrochemical products – to ENEOS in Japan in the form of MCH. Once at its destination, the hydrogen will be recovered using the Honeywell MCH Dehydrogenation process and released for use, while the toluene can be sent back for additional cycles.

Hydrogen is expected to play a critical role in reducing greenhouse gas emissions. At standard conditions, hydrogen is a flammable gas with low density and cannot be efficiently or easily transported. Current solutions available for transporting hydrogen include liquifying the hydrogen and using chemical carriers such as ammonia, each of which requires additional infrastructure to produce and transport hydrogen.

WestJet Cargo heading for cruising altitude in 2024

Alberta, Canada: Following an intense implementation itinerary in 2023, which included the successful launch of WestJet Cargo's first freighter fleet alongside rapid company and network growth, the cargo carrier cites partnerships, product portfolio, and digital enhancements as its three focus areas for an equally energy-driven 2024.

WestJet Cargo starts the year on a solid basis – the result of an outstanding 2023 centered on deploying the airline's first freighter fleet and building a strong team of cargo experts. 22 new colleagues joined during the course of last year, as WestJet Cargo opened 24 warehouses, and 14 freighter handling stations, and expanded its cargo network to a total of 45 very diverse destinations across the world, connecting, for example, Halifax – a smaller province in Nova Scotia, to major cities such as Paris, France, and Narita, Japan.

WestJet Cargo's freighter launch events on 22 April 2023, in Vancouver, Toronto, and Halifax, set the scene for what was to come and showcased the airline's commitment to excellence.

Within just 60 days of the freighter inauguration ceremonies and following its CAO certification and the implementation of a Charter Desk, WestJet Cargo successfully operated its first commercial charter flight for Air Charter Service from Halifax to Calgary in July 2023.

A series of air cargo product launches, including Bike'Air and, more recently, Safe'Air, as well as strategic partnerships with industry stakeholders such as Flexport and Awesome Cargo, paved the way for the airline's journey to becoming a key player in the aviation cargo industry – and one that stands out through

creativity and reliability.

"Our priority focus is on delivering reliable solutions to our customers. To achieve this, we're applying our unique corporate mindset to three main areas this year. 2024 will see WestJet Cargo continue building and expanding its strategic partnerships, further diversifying its product mix, and implementing our digital roadmap concerning online marketplaces and a new website," said Kirsten de Bruijn, Executive Vice-President, Cargo at WestJet.

2024 will see new destinations and routes, such as Seoul starting May 17th and a year-round service to Narita, being added through additional freighter and passenger belly cargo flights, to offer a comprehensive and versatile cargo network. This goes hand in hand with a continued strategic planning approach to effectively navigating market dynamics together with the right partners and strengthening WestJet Cargo's position in the global air freight sector.

These include digital partnerships and the launch of a new cargo website, in anticipation of a shift towards more self-service options. Its digital innovation will also focus on solutions for enhanced efficiency and service delivery, including the possible implementation of advanced technologies within its cargo operations. Since the core element for company success in all these areas is human capital, WestJet Cargo will also continue to invest in its people, focusing on career development, diversity, and inclusion.

"In 2022, we were taxiing and, in 2023, we successfully took off as a cargo airline. WestJet Cargo has no intention of slowing down at all in 2024. We're climbing and aiming for cruising altitude on our company flight path, this year," said de Bruijn.



Silk Way West Airlines partners with Turkish Technic for enhanced Boeing 777F fleet support



Baku, Azerbaijan: The Caspian and Central Asian region's leading cargo airline, Silk Way West Airlines, forged a 5-year strategic partnership with Turkish Technic, marking a significant milestone in the airline's commitment to ensuring unparalleled operational efficiency and fleet reliability.

Under this new component pool agreement, Silk Way West Airlines will leverage Turkish Technic's extensive maintenance, repair, and overhaul (MRO) expertise. This partnership guarantees access to a wide range of spare parts and MRO solutions, essential for maintaining the high performance and safety standards of the airline's Boeing 777F fleet.

Wolfgang Meier, President of Silk Way West Airlines, emphasized the significance of the agreement, stating, "We are delighted to join forces with Turkish Technic to enhance our operational capabilities and uphold our commitment to excellence in air cargo transportation. This collaboration reflects our dedication to providing reliable and efficient services to our customers worldwide."

Commenting on the new agreement, Mikail Akbulut, CEO of Turkish Technic, said: "We are delighted to have taken the first step towards a long-term cooperation with Silk Way West Airlines. With decades of experience in component maintenance and large inventory of components, we are proud to be a leading solution center for Boeing 777 component pooling. We are excited to work closely with the operator to ensure the highest level of safety and reliability for their Boeing 777F fleet."

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Oman and Etihad Rail Company collaborates with Jindal to establish sustainable logistics solution

Abu Dhabi, UAE: Oman and Etihad Rail Company (OERC), the developer and operator of the UAE-Oman Rail Network signed a Memorandum of Understanding (MoU) with Jindal Shadeed Iron & Steel (Jindal), a leading integrated steel producer in the GCC, to establish a sustainable end-to-end transport logistics solution between Jindal's steel complex at Sohar Port and the United Arab Emirates (UAE), via the UAE-Oman Rail Network.

The MoU will allow Jindal to annually transport up to 4 million tons of raw materials and finished products from its steel complex at Sohar Port to the UAE's thriving markets. Under the terms of the agreement, OERC will leverage its state-of-the-art rail network to support Jindal in optimizing operational integration through facilitated loading and unloading processes while guaranteeing rolling stock and facilities' requirements of iron ore and steel.

Commenting on the agreement, Mohammed bin Zahran Al Mahrouqi, Deputy CEO of OERC, said: "Our partnership with Jindal Shadeed Group reinforces Oman and Etihad Rail Company's commitment to



improving logistics services to meet the future needs and expectations of our customers by providing comprehensive solutions and stimulating the growth of various industrial sectors within Oman and the UAE. Furthermore, the MoU will enable Jindal to enhance its supply chain efficiency, benefiting from the UAE-Oman Rail Network's fast, cost-effective, and sustainable services."

For his part, Harsha Shetty, CEO of Jindal, said: "This is an important milestone for our company as we look forward to further expanding the reach of our high-quality, industry-leading products in the region and beyond. Our ability to seamlessly transport nearly 4 million tons of raw material will greatly help us in our operations, supporting our ambition to reduce our carbon footprint."

Through this collaboration, Jindal will not only streamline its transportation and logistics operations but also further advance its sustainability objectives and strengthen its green value chain. OERC will ensure an environmentally friendly transportation and logistics solution through the Oman-UAE Rail Network, thus, contributing to the reduction of CO2 emissions in Oman and the UAE, in line with their national goals of net-zero carbon emissions by 2050.

Duvenbeck expands its network to include the Benelux region

Bocholt/Eerbeek (NL): Duvenbeck agreed take over the Dutch transport and logistics company, Schotpoort Logistics, as part of its planned network expansion in the Benelux region. The arrangement is still subject to approval by the cartel authorities.

The family-owned company, headquartered in Eerbeek near Arnhem, specializes in transport, warehousing, contract and project logistics. All 180 employees at Schotpoort Logistics will join Duvenbeck.

Schotpoort Logistics' main customers include manufacturers in the paper and packaging industry as well as firms in the consumer goods and solar sectors. The company also manages more than 70,000 square meters of warehouse space.

In addition to the company's headquarters

in Eerbeek near Arnhem, these facilities are spread across the Netherlands, ranging from Hoogezand near Groningen in the north to Best near Eindhoven in the south. The company's fleet, which includes sub-contractors, consists of 120 units. The company also has a branch in Lithuania.

Duvenbeck was founded in 1932 and headquartered in Bocholt, North Rhine-Westphalia. The company now has 40 locations in 11 countries. It is a full-service logistics provider in the areas of conception, transportation, and contract logistics.

The company also offers cross-docking, sequencing and trailer yards. Duvenbeck has its own fleet of 1600 trucks, which are primarily used for automotive and industrial customers as well as the agricultural vehicle industry.

"By acquiring Schotpoort Logistics, we're gaining access to a region that plays a central role in the implementation of our growth strategy. Thanks to its proximity to the seaports of Amsterdam, Rotterdam and Antwerp, Schotpoort Logistics will enable us to expand our import and export logistics activities and tap into additional customer sectors in the Far East and Europe," said Hakan Bicil, the CEO of Duvenbeck, explaining this latest development.

Schotpoort was founded in 1934 and was previously owned by the family with the same name. The Managing Director, Fred Schotpoort, comments, "By coming under the Duvenbeck umbrella, we can continue developing our logistics solutions and at the same time benefit from the strong market position of a logistics company that is active throughout Europe. An additional advantage for both companies is that our service portfolio in the Netherlands fits perfectly into Duvenbeck's growth strategy."



Hactl: The Heartbeat of Hong Kong's Air Cargo Hub

Operating since 1976, the company's services extend to over 100 airlines and 1,000 freight forwarders worldwide, making it a vital player in the global air cargo network.

By Mohammed Irshad

"As we look ahead to 2024 and beyond, there is no change to our long-term policy of investment in innovation, led by our Performance Enhancement team. It is admittedly ever more challenging to find new opportunities to further enhance our operations, but we continue to try. Equally important, our every action and decision are now taken with an eye to sustainability, and this is now enshrined in our culture through our Sustainability Strategy Framework."

- Joanna Li

Executive Director- Commercial and
Business Development of Hactl



At the heart of Hong Kong's bustling aviation hub lies Hong Kong Air Cargo Terminal Limited (Hactl), a name synonymous with efficiency, innovation, and excellence. Operating since 1976, the company stands as the leading air cargo terminal in Hong Kong, offering the most comprehensive and efficient ground handling services with state-of-the-art facilities.

Born to optimize the restricted cargo space at Hong Kong's former Kai Tak Airport, Hactl has evolved to support the city's ambition to become a world-class cargo hub. Over the past decades, the company has meticulously crafted a proud history marked by substantial investment, continuous innovation, rich experience, and a commitment to industry best practices.

Recognized as the world's largest independent handler at the Hong Kong International Airport – the global pinnacle of air cargo hubs – Hactl sets the gold standard by which the industry measures itself. Handling almost 40% of all air cargo traffic flowing through this international nexus, the company not only creates the framework for cargo management, but also clears the path for air freight to become more intelligent, efficient,



and sustainable in the future.

Hactl's SuperTerminal 1, stands as the world's single largest multi-level air cargo terminal with a designed capacity of handling up to 3.5 million tons every year. Boasting massive handling systems that represent the epitome of automation and efficiency, SuperTerminal 1 is evidence of Hactl's commitment to providing state-of-the-art facilities. Accredited under every relevant industry standard, the terminal accommodates every type of cargo and aircraft.

Hactl provides a true one-stop shop, offering comprehensive services such as terminal handling, ramp handling, crew transport, documentation, charter flight support, and value-added logistics services. Hactl's services extend to over 100 airlines and 1,000 freight forwarders worldwide, making it a vital player in the global air cargo network.

In addition to physical cargo handling, freighter ramp handling, documentation handling, and crew transportation, Hactl provides unique multi-modal service between Hong Kong and mainland China through its wholly-owned subsidiary Hacis.

At the heart of SuperTerminal 1's operation is COSAC-Plus, the latest generation of Hactl's air cargo management system. This cutting-edge technology seamlessly links forwarders, airlines, and regulatory bodies, providing unparalleled data flows and visibility of cargo status.

At the forefront of development, Hactl adopts cutting-edge technologies, Orchestrating a transformative symphony in the global transportation of goods. From automated guided vehicles gracefully navigating through warehouses to state-of-the-art software optimizing

every step of the logistics chain, Hactl not only envisions but actively engineers a future where air cargo is synonymous with intelligence, velocity, and sustainability.

Air Cargo Update had the privilege of engaging in an insightful conversation with Joanna Li, Executive Director - Commercial and Business Development of Hactl. Here is an exclusive glimpse into the visionary perspectives and strategic insights that propel Hactl to the forefront of the air cargo industry.

As we step into the new year, could you provide insights into how 2023 unfold for Hactl? What were the key achievements, challenges, and pivotal moments for the company during the past year?

2023 was a challenging year for the air cargo industry as a whole, impacted by geo-political issues such as Ukraine and Israel, and trade tensions between major economic powers. At Hactl, we have seen steady improvement throughout the second half year, buoyed up by increasing e-commerce activity. We are still expecting 2024 to see a return to modest underlying growth.

How does Hactl's use of Automated Service Kiosks (ASK) improve air cargo operations, and what's next in your digitalization journey?

The ASKs are digitizing what was a paper-based, manual process. With large and constant volumes of visitors collecting cargo from Hactl, anything we can do to speed up the process is good for customers and relieves potential congestion on the site. The high-tech features of the ASKs also provide a more robust layer of security since there is no human involvement in scrutinizing and matching documents to the presenting individual. This is a technology that is already used in other government applications. Other processes and services will be added progressively to the kiosks' capabilities. At this moment, we are also studying various projects involving the use of AI to improve our work processes across the board, and thus efficiency.

How does Hactl's partnership with AeroVision Technology enhance safety and reliability in Hong Kong's air cargo industry?

We are looking at all possible means of eliminating the risk of fires from lithium-ion battery shipments. We introduced sniffer dogs in 2023 to detect any possible undeclared shipments, and this new intelligent thermal



system further strengthens our precautions by detecting any suspicious temperature variances that could indicate batteries are overheating inside a built-up ULD and in danger of causing a fire. It is far better to eliminate any potential problem on the ground before cargo is loaded and flies.

Hactl has made a public commitment to the Science-Based Target initiative (SBTi). What specific carbon reduction targets have been set, and how do these align with the goals of the Paris Agreement?

Hactl has committed to reduce absolute scope 1 and 2 GHG (greenhouse gas) emissions by 50.4% by 2030, from a 2018 base line, in line with the 1.5°C trajectory for limiting global temperature rises put forward at the Paris Agreement. The company also commits to reduce absolute scope 3 GHG emissions from purchased goods and services, fuel- and energy-related activities, waste generated in operations, employee commuting and downstream leased assets by 50.4% within the same timeframe. The target boundary includes land-related emissions and removals from bioenergy feedstocks.

The Science Based Targets initiative (SBTi) is a global body enabling companies and financial institutions to set ambitious emissions reduction targets in line with the latest climate science. The SBTi's goal is for businesses across the world to support the global economy in halving emissions before 2030, and achieving net zero before 2050.

Among the many measures Hactl has employed, or will implement, to achieve its SBTi targets, are replacing internal combustion-powered vehicles and ground support equipment (GSE) with electric versions; procuring Renewable Energy Certificates (RECs); increasing the use of energy-efficient lighting and heating, ventilation and air conditioning (HVAC) systems; working with suppliers to reduce Hactl's upstream emissions, especially from purchased goods and services; implementing digital management systems to eliminate paper use; and devising innovative ways of diverting wood, paper, plastics, and mixed waste from landfill.

Hactl signed an agreement with CLP to purchase Renewable Energy Certificates. How has this partnership influenced the sustainability of your operations, and are there plans to expand the use of renewable energy in the future?

The agreement covers six years commencing in August 2022, and will be equivalent to a total reduction of around 18,000 tonnes of carbon emissions associated with electricity (based on the carbon intensity of the electricity sold by CLP Power in Hong Kong in 2021). Hactl has become the largest



Joanna Li
Executive Director - Commercial and
Business Development, Hactl

purchaser of CLP RECs in the airport community. Each unit of electricity in a REC represents the environmental attributes of electricity that are either generated or purchased by CLP Power from local renewable energy sources, including solar power, wind power, and landfill gas projects.

With its purchase of RECs, Hactl reduces its carbon footprint, demonstrating its continued commitment to renewable energy. We continue to invest in new ways to support our overall aims but, while we wait for further new technology to become available to us, this purchase of CLP RECs provides us with an immediate and highly effective method of supporting the generation and use of clean energy.

Hactl mentions having a world-class Green Terminal aligned with the United Nations' Sustainable Development Goals (SDGs). Could you provide specific examples of how this commitment is reflected in your day-to-day operations and overall business strategy?

The 17 UN SDGs are closely reflected in Hactl's recently introduced Sustainable Strategy Framework, which informs every aspect of the company's operations and decision-making and sets standards and goals for staff and suppliers. Staff and visitors are constantly reminded of the SDGs, which form the basis of interactive displays and quizzes within Hactl's office stairwells.

Recent examples of Hactl following the SDGs are its New Life for Old Uniforms initiative, which saw 8000 unused, outdated uniforms converted to useful strong tote bags and cute teddy bears; and its sponsorship of a campaign to achieve workplace recognition of and support for, the challenges of menstruation for female workers. The campaign also includes a series of educational activities to promote menstrual equity in the community.



How is Hactl strategically positioning itself to capitalize on the growing digital global economy within the air cargo industry, and could you outline specific initiatives the company is implementing to strengthen its role in the evolving digital landscape?

We have long felt that digitization of air cargo processes is vital to the future efficiency of the industry, and to securing its place in e-commerce supply chains where digital data flows eliminate delays and errors, and provide the transparency and visibility demanded by end customers. Hactl and its subsidiary Haxis have facilitated digital supply chains by providing integration with partners' systems, and by systematically eradicating all paper-based processes.

This paid a major dividend during COVID lockdowns, enabling Hactl to continue operating with all its office staff working remotely. Among the many examples of digital facilitation are our new ASKs which electronically release import cargo and update records without human intervention; our paperless COSAC-eLoading system which provides digital manifests and aircraft loading instructions that can be updated and shared in real-time, facilitating late changes to bookings; and our mobile apps which enable collectors of import shipments to pre-register their trucks and receive fast-track services. All data collected by these systems is visible to customers.

How does Hactl strategically enhance supply chain efficiency and address challenges through collaborations in the air cargo industry?

Hactl's standard service offering is designed to provide its airline customers with competitive, safe, and efficient handling of their flights both through the quality and scope of services. Where additional customization is required, Hactl is always open to discussion and will always accommodate such requests whenever possible. A recent example is the partnership with Qatar Airways on sniffer dogs to detect undeclared lithium batteries in cargo. Initially introduced to address their specific concerns, the service has subsequently been made available to all carriers. Our collaboration with ATL on the thermal detection system mentioned above is also a very recent example of partnerships in the industry driving aviation safety.

A recent example is the partnership with Qatar Airways on sniffer dogs to detect undeclared lithium batteries in cargo. Initially introduced to address their specific concerns, the service has subsequently been made available to all carriers. Our collaboration with ATL on the thermal detection system mentioned above is also a very recent example of partnerships in the industry driving aviation safety.

As we look ahead to 2024 and beyond, what strategic priorities and initiatives is Hactl prioritizing to further enhance its position in the air cargo industry?

There is no change to our long-term policy of investment in innovation, led by our Performance Enhancement team, whose job is to seek out inefficiencies and resolve them through tech-led solutions. It is our long-held obsession with optimum performance for our customers that has made a major contribution to the high standing of Hong Kong today, as a global air cargo hub; and we will continue to do everything we can to help the airport maintain its leading role. It is admittedly ever more challenging to find new opportunities to further enhance our operations, but we continue to try. Equally important, our every action and decision are now taken with an eye to sustainability, and this is now enshrined in our culture through our Sustainability Strategy Framework.

Fueling the Future:

Investing in a Greener Air Cargo Industry

In this exclusive interview, **Air Cargo Update** gets first-hand insights from three key figures in the industry on how the sector's greener landscape is progressing. Michiel Potjer, Chief of Staff to EVP Air France KLM Martinair Cargo and Strategic Sustainability Lead Air France KLM Martinair Cargo, Richard Broekman, Chief Commercial Officer and Head of Sustainability at Atlas Air Worldwide, and a representative from Air Canada Cargo, talk at length on this crucial issue. **By Mohammed Irshad**

Climate change has cast a long shadow on the aviation industry, and air cargo, with its soaring emissions and critical role in global trade, finds itself squarely in the spotlight. Yet, amidst the challenge lies a beacon of hope: major players are actively embracing sustainability, embarking on a transformational journey to lessen their environmental impact.

From pioneering sustainable fuels to leveraging cutting-edge technology, major industry players are redefining the future of air cargo, charting a course toward a more sustainable sky.

But how are industry leaders putting these plans into action? Air Cargo Update had the exclusive opportunity to sit down with three key figures shaping the greener industry landscape, Michiel Potjer, Chief of Staff to EVP Air France KLM Martinair Cargo and Strategic Sustainability Lead Air France KLM Martinair Cargo, Richard Broekman, Chief Commercial Officer and Head of Sustainability at Atlas Air Worldwide, and a representative from Air Canada Cargo.

Read on as we examine this journey and the cutting-edge tactics opening the door for a more accountable sector in the global economy's quest for a greener future.

Atlas Air Worldwide: Leading the Charge in Decarbonization

Atlas Air Worldwide, a global leader in outsourced aviation services, is at the forefront of the sustainability movement in air cargo. Richard Broekman, Chief Commercial Officer and Head of Sustainability at Atlas Air, underscores the company's commitment to reducing carbon emissions through a multifaceted approach.

"Atlas works with industry partners, customers, and stakeholders to reduce our carbon emissions in a sector that many view as hard to decarbonize," says Broekman. "Our decarbonization strategy focuses on sustainable aviation fuel (SAF) use, investment in new aircraft, improved fleet efficiencies, and fuel-saving best practices."

One of Atlas Air's key initiatives is its partnership with Airlines for America (A4A) to achieve net-zero carbon emissions in aviation by 2050. By setting a target to reduce absolute Scope 1 emissions by 20% by 2035, Atlas Air is charting a path towards sustainability while actively engaging with partners to drive emission reduction



Michiel Potjer

efforts.

Sustainable Aviation Fuels (SAFs) are pivotal in Atlas Air Worldwide's journey towards net-zero emissions. Broekman emphasizes, "SAF is an important element in our decarbonization strategy given its potential to be the greatest near- and long-term contributor to achieving our ambitious climate goals. That is why we have placed a heavy emphasis on advancing efforts to increase SAF production and distribution. Our fuel procurement team is engaged in ongoing discussions to develop contracts with fuel providers and other fuel partners to support our customers' growing interest in the use of SAF."

Broekman also discusses Atlas Air Worldwide's initiatives in implementing sustainable aviation practices, such as incorporating SAF for flights departing from Zaragoza Airport in Spain, "Most recently, we

announced a partnership with our customer Inditex to incorporate 5% SAF (produced by Repsol) for all flights departing from the Zaragoza Airport in Spain. We are the first cargo airline to use SAF regularly on cargo flights [in Spain]."

From a regulatory standpoint, Atlas Air Worldwide navigates the evolving landscape with a proactive approach. Broekman stresses, "The implementation of the U.S. Federal Aviation Administration's (FAA) 'NextGen' Air Traffic Control (ATC) system presents a significant opportunity for all airlines to execute more efficient arrival and departure procedures by eliminating altitude stepping, thus dramatically reducing fuel burn and emissions."

Atlas Air Worldwide's dedication to sustainability and net-zero emissions exemplifies its leadership in the air cargo industry. Through collaboration, innovation, and advocacy, the company strives to create a greener future for aviation while fulfilling its role in global trade and transportation.

Air Canada Cargo: Charting a Course Towards Net-Zero Emissions

As one of Canada's largest air cargo carriers, Air Canada Cargo is embracing sustainability as a core tenet of its business strategy. A representative from Air Canada Cargo, speaking on the company's behalf, highlights the company's strategies and initiatives aimed at achieving net-zero emissions by 2050.

"Environmental sustainability will continue to be a key focus for both customers and our business in 2024. Air Canada's customers have an increased interest in our environmental sustainability projects, and we've been proud of our Environmental Affairs group who are always looking for ways to mitigate our environmental footprint," says the representative. "We've made significant strides in converting operational vehicles to electric, adopting sustainable packaging materials, and creating more efficient processes." Additionally, the company is committed to achieving ambitious greenhouse gas (GHG) net-reduction targets for 2030, including a 20% reduction in GHG emissions from air operations and a 30% reduction from ground operations.

Sustainable Aviation Fuels (SAFs) play a central role in Air Canada's climate objectives. The representative further stresses, "SAF is one of the four carbon reduction pillars of our Climate Action Plan, which aims to achieve net-zero carbon emissions by 2050." To further support this goal, Air Canada has committed to investing \$50 million in SAF by 2030, along with other low-carbon aviation fuel (LCAF) development efforts.

Operational efficiency measures are integral to Air Canada's efforts to minimize fuel consumption and environmental impact. The representative underscores, "The Fuel Efficiency Initiative, led by Air Canada's Operational Excellence department, is mandated to unify all of Air Canada's aircraft-related fuel and energy reduction initiatives." In 2022, fuel efficiency initiatives resulted in significant jet fuel savings and CO2e emissions avoidance. Air Canada has also resumed procurement of SAF and started purchasing renewable natural gas (RNG) for its facilities to further reduce emissions.

From a regulatory perspective, Air Canada recognizes the importance of collaboration and investment to meet carbon reduction targets. The representative expresses, "SAF is a critical component of our global industry's sustainability but is not currently available in Canada. Air Canada is working with stakeholders and governments to establish a competitive investment climate and develop a concrete action plan for the production and supply of SAF in Canada."

Air Canada's dedication to environmental sustainability and net-zero emissions underscores its leadership in the aviation industry. Through innovative initiatives, strategic partnerships, and regulatory advocacy, Air Canada is paving the way toward a greener future for air travel

Air France KLM Martinair Cargo: Setting the Standard for Sustainable Airfreight

With a legacy of sustainability spanning decades, Air France KLM Martinair Cargo is



Richard Broekman

setting the standard for sustainable airfreight transportation. Michiel Potjer, Chief of Staff to EVP Air France KLM Martinair Cargo and Strategic Sustainability Lead, provides insights into the company's comprehensive sustainability strategy.

"At Air France KLM Martinair Cargo, we've embedded sustainability into the core of our strategy," says Potjer. "Our vision is to become a leader in sustainable airfreight, passionately delivering best-in-class customer experiences while reducing our environmental footprint. We translated our new AFKL Group purpose into a 2030 vision for our Cargo domain. In early 2023, we renewed our cargo vision 2030, which is now: To become a leader in sustainable airfreight, while passionately delivering best-in-class customer experiences."

Acknowledging the complexity of the aviation industry's environmental challenges, Potjer underscores the importance of collaboration and shared responsibility. "We recognize that reducing our environmental footprint is not a standalone endeavor; we must confront environmental challenges in close collaboration with our ecosystem partners."

Air France KLM Martinair Cargo's sustainability initiatives are aligned with its Destination Sustainability Roadmap and United Nations Sustainable Development Goals (SDGs). Potjer further says, "Our ambitions were validated by the Science Based Targets initiative (SBTi), primarily centered around reducing our direct and indirect CO₂ emissions, giving us a clear path towards 2030."

The company's Destination Sustainability Roadmap outlines ambitious targets, including a 30% emission reduction per



RTK/km by 2030. To achieve these targets, Air France KLM Martinair Cargo focuses on fleet renewal, sustainable aviation fuels (SAF), and operational measures.

1. Fleet Renewal: The company has announced a firm order for A350F aircraft, which emit over 40% less CO₂ than their predecessors, contributing to a reduction in overall emissions.
2. Sustainable Aviation Fuels (SAF): Air France KLM Martinair Cargo has implemented the Cargo SAF Programme, enabling customers to fuel their flights with SAF. The company also introduced the goSAF ancillary in its booking platform, allowing customers to contribute to SAF usage.
3. Operational Measures: Operational initiatives include reducing non-recycled waste, achieving zero emissions ground operations, and optimizing cargo load planning.

While Air France KLM Martinair Cargo primarily focuses on long-haul flights, Potjer highlights the company's involvement in exploring alternative fuels and technologies for short-haul routes, particularly through collaborations with Air France and KLM.

Potjer concludes by emphasizing the company's commitment to navigating regulatory and policy dynamics in alignment with global sustainability initiatives. He stresses, "Our approach in Cargo aligns closely with the expertise of Air France, KLM, and the broader Group in navigating evolving landscapes for carbon reduction targets."

Air France KLM Martinair Cargo's sustainability initiatives encompass fleet renewal, sustainable aviation fuels, and operational measures aimed at reducing emissions across its supply chain. By aligning with the United Nations Sustainable Development Goals and embracing the Science Based Targets initiative, the company is charting a course towards a more sustainable future.

Driving Innovation: Advancing Sustainable Aviation Technologies

Beyond their initiatives, these companies are collectively driving innovation in sustainable aviation technologies. From the adoption of electric flight and hydrogen-powered aircraft to the development of biofuels and synthetic kerosene, the air cargo industry is exploring a wide range of solutions to decarbonize air transportation.

"Electric flying and hydrogen-powered aircraft represent promising avenues for reducing emissions in the aviation sector," says Potjer. "By actively supporting various technologies, including electricity, hydrogen, and hybrid solutions, we're accelerating the transition to zero-emission flights."

Similarly, Atlas Air Worldwide and Air Canada Cargo are investing in sustainable aviation fuels and fleet modernization to achieve their carbon reduction goals. By leveraging partnerships and collaboration, these companies are driving the adoption of innovative technologies that promise to reshape the future of air cargo transportation.

Navigating Regulatory Landscapes: Overcoming Challenges and Seizing Opportunities

Despite the progress made in advancing sustainability, the air cargo industry faces regulatory and policy challenges that require concerted efforts and collaboration. Broekman emphasizes the importance of strong partnerships with stakeholders and regulatory organizations to navigate evolving landscapes for carbon reduction targets.

"At Atlas Air, we recognize the importance of collaborating with industry peers, customers, and regulatory bodies to drive meaningful progress towards decarbonization," says Broekman. "By advocating for policies that support sustainable aviation fuels and investing in technology solutions, we're positioning ourselves to meet the challenges of tomorrow."

Similarly, Air Canada Cargo and Air France KLM Martinair Cargo are actively engaged in initiatives such as the Smart Freight Centre, which aims to unite

stakeholders in the air transport sector and drive decarbonization measures. By leveraging increased transparency of greenhouse gas emissions from air freight services, these companies are contributing to the development of industry-wide standards and best practices for sustainability.

Conclusion: Toward a Greener Future in Air Cargo Transportation

stakeholders in the air transport sector and drive decarbonization measures. By leveraging increased transparency of greenhouse gas emissions from air freight services, these companies are contributing to the development of industry-wide standards and best practices for sustainability.

As the air cargo industry charts its course toward sustainability, the collective efforts of companies like Atlas Air Worldwide, Air Canada Cargo, and Air France KLM Martinair Cargo are paving the way for a greener future in air transportation.

Through strategic investments, innovative technologies, and collaboration with stakeholders, these companies are demonstrating their commitment to reducing carbon emissions and mitigating the environmental impact of air freight operations.

Looking ahead, the path to sustainability will require continued innovation, collaboration, and advocacy for policies that support the adoption of sustainable aviation fuels and technologies. By working together towards common goals, the air cargo industry can drive meaningful progress towards a more sustainable and environmentally responsible future.

In closing, the journey toward sustainability in air cargo transportation is a collective endeavor that requires commitment, collaboration, and innovation from all stakeholders. As the industry embraces new technologies and implements sustainable practices, it is laying the foundation for a greener and more sustainable future in air transportation. Together, we can navigate the skies toward a brighter and more sustainable tomorrow.

NORDIC AIR CARGO SYMPOSIUM 2024



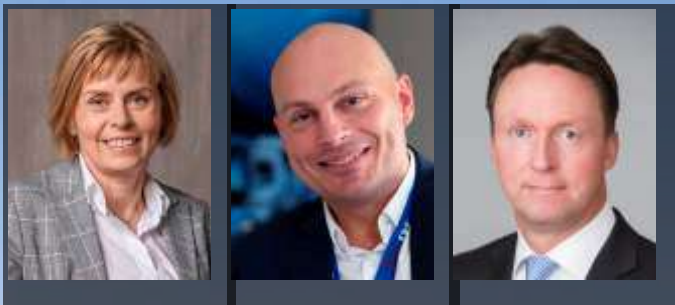
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How multimodal transportation improves logistics and supply chain while keeping global trade flow seamless

By Ayesha Rashid

“In light of recent disruptions in the Red Sea and other international incidents impacting global trade, such as the ongoing threat of Houthi rebel attacks, the role of multimodal transport becomes even more crucial. The disturbances in the Red Sea are causing significant upheavals in global supply chains, leading to increased spot rates, shipment delays, and challenges in inventory management and transit time handling. In this context, the flexibility and adaptability offered by multimodal transport emerge as a strategic solution to navigate these turbulent waters.”

- Botond Kovács-Máté,
Manager, AsstrA-Associated Traffic AG

There's a crucial link between efficient logistics and supply chain operations and the use of multimodal transportation in today's fast-paced interconnected world.

These days, most industries rely on logistics and supply chain operations to ensure the smooth flow of goods and services.

One key strategy that has revolutionized the way businesses operate is multimodal transportation, which involves using multiple modes of transportation such as road, rail, air, and sea to move goods from one point to another.

By utilizing different modes of transportation, companies optimize efficiency, reduce costs, and minimize risks associated with relying on a single mode of transport.

Botond Kovács-Máté, manager at AsstrA-Associated Traffic AG, explains how multimodal transportation can help businesses streamline their operations and stay ahead in today's competitive market.

Bridging Gaps for Seamless Movement

The global multimodal transportation market size reached approximately USD 44.78 billion in 2023. The market is assessed to grow at a CAGR of 8.3% between 2024 and 2032 to attain a value of around USD 92.38 billion by 2032 (Expert Market Research).

A major factor influencing the multimodal transportation market growth includes a surge in international trade. Multimodal transport reduces handling times, uses a simplified transport and single transport operator, and lowers incidences of losses or thefts, according to the report.

Botond said, “The complexity of global trade dynamics, exacerbated by geopolitical risks and events in Ukraine and the Middle East, underscores the need for businesses to adopt resilient supply chain strategies. The post-pandemic era has shifted

the focus from a singular emphasis on low-cost operations to prioritizing supply chain resilience. The "China Plus One" strategy advocates for diversification, urging retailers to prioritize reliability and adaptability in their supply chains amidst heightened geopolitical risks.

"In light of recent disruptions in the Red Sea and other international incidents impacting global trade, such as the ongoing threat of Houthi rebel attacks, the role of multimodal transport becomes even more crucial. The disturbances in the Red Sea are causing significant upheavals in global supply chains, leading to increased spot rates, shipment delays, and challenges in inventory management and transit time handling. In this context, the flexibility and adaptability offered by multimodal transport emerge as a strategic solution to navigate these turbulent waters".

Integrating Multimodal Transportation into the Supply Chain

One of the key factors in integrating multimodal transportation into the supply chain is thorough planning and strategy development. Companies need to analyze their current transportation networks, identify bottlenecks, and optimize routes to leverage the strengths of each mode of transport. By aligning transportation strategies with overall business goals, organizations can enhance their supply chain efficiency and responsiveness to market demands.

Effective planning also involves collaborating with transportation partners, suppliers, and distributors to ensure seamless coordination and communication across the supply chain. Implementing robust tracking and monitoring systems can provide real-time visibility into shipments, enabling proactive problem-solving and resource allocation to meet delivery deadlines.

"Multimodal transport provides the advantage of optimizing routes, enhancing efficiency, and adapting to dynamic logistical challenges. By seamlessly switching between road, rail, sea, and air modes, we mitigate risks associated with disruptions, reduce overall transportation costs, and ensure flexibility in response to various factors. This approach enables a holistic and strategic leveraging of the strengths of different transport modes for effective and streamlined logistics solutions."

Intermodal Terminals and Containerization

Most modern supply chains rely on intermodal terminals and containerization to streamline operations and enhance efficiency.

Intermodal terminals serve as crucial hubs where different modes of transportation converge, allowing for seamless transfer of goods between trucks, trains, and ships.

On the other hand, containerization revolutionized the industry by standardizing freight shipments in secure, weatherproof containers, simplifying handling and reducing the risk of damage or loss.

- **Reduction in Handling Costs:**

- Standardization of cargo units minimizes the need for manual handling.
- Streamlined operations lead to decreased costs associated with loading, unloading, and transshipment.
- Efficient stacking and storage of goods contribute to reduced time and labor for handling.

- **Improved Load Capacities and Transit Times:**

- Intermodal terminals and containerization enable consolidation of smaller shipments into larger containers.
- Optimization of load capacities results in faster and more reliable deliveries.
- Reduction in the number of shipments enhances overall supply chain performance.

- **Decreasing Carbon Footprint:**

- Intermodal terminals facilitate easy switching between transportation modes, reducing the need for multiple handling.
- Optimized routes and fewer trucks on the road contribute to lowered carbon emissions during transportation.

- **Promoting Sustainable Practices:**

- Environmental regulations are becoming stricter, and companies adopting intermodal terminals showcase commitment to sustainability.
- The optimization of transportation routes and modes aligns with environmentally conscious practices.

- **Overall Impact:**

- Businesses not only save money but also experience quicker turnaround times and smoother operations.
- Higher volume of goods transported in a streamlined manner enhances supply chain efficiency.
- Adoption of intermodal terminals aligns with societal expectations for corporate responsibility and environmental stewardship.

"Intermodal terminals and containerization play crucial roles in efficiency gains within multimodal transport. By seamlessly transferring cargo between transport modes at key points, intermodal terminals eliminate time-consuming transshipment processes. Standardizing cargo units through containerization streamlines loading and unloading, reducing handling time.

"This integration minimizes delays, ensuring a well-coordinated logistics network. This proactive approach, coupled with optimized cargo handling, enhances the overall speed of transportation. AsstrA's reliance on these elements reflects a commitment to efficient and reliable delivery for clients."

Key Modes of Transport

Road transport provides door-to-door delivery, rail transport is cost-effective for long distances, air transport ensures rapid delivery and sea transport is ideal for shipping bulk cargo.

Efficient use of these key modes of transport requires careful planning and coordination to leverage the strengths of each mode while mitigating their limitations. Integrating these modes seamlessly through intermodal connections enhances overall efficiency and enables businesses to meet customer demands more effectively.

"In the current era of heightened global interconnectivity and flourishing trade, multimodal transport emerges as a strategic asset for AsstrA clients. We clearly see that it acts as a catalyst for businesses to access new markets and extend our



customer's outreach. Furthermore, by enhancing the cost-effectiveness and time efficiency of goods transportation, multimodal transport aligns seamlessly with the demands of a dynamic and competitive business environment.

"It also addresses the critical aspect of risk mitigation, reducing the vulnerability of goods to damage or loss during transportation. This proves essential in bolstering the reliability and security of the supply chain—a fundamental concern in sustaining the momentum of global trade."

Intermodal Transshipment Points

With strategically located intermodal transshipment points, businesses optimize their logistics operations by reducing transportation costs, improving delivery times, and enhancing overall supply chain visibility. These points play a crucial role in facilitating the seamless movement of goods across various transport networks, thereby increasing operational efficiency and customer satisfaction.

"Moreover, its impact extends to the facilitation of cross-border movement and navigation of complex customs procedures, crucial for ensuring the smooth execution of international trade. In an era where global markets are intricately connected, the ability to navigate these complexities becomes a strategic imperative.

"What also aligns with AsstrA strategy multimodal transport contributes significantly to environmental objectives by cutting the carbon footprint associated with transportation. This dual focus on efficiency and sustainability positions multimodal transport as a cornerstone in meeting the demands of the modern global business landscape".

Sustainable Cost Savings

"The integration of various transport modes enables clients to optimize scheduling and costs efficiently. An illustrative example of this versatility is the ability to expedite deliveries for urgent deadlines by utilizing a combination of a cargo truck and a train, resulting in faster transit compared to relying solely on road transport. Additionally, multimodal schemes that incorporate road transport and high-speed container trains can strategically navigate congestion at ports, particularly in regions like China, where there is a shortage of sea containers.

"One notable advantage of multimodal solutions lies in their environmental sustainability, an increasingly valued characteristic within the industry. Optimized multimodal deliveries often lead to a reduction in CO2 emissions compared to unimodal schemes. For instance, by partially replacing road transportation with more eco-friendly sea or rail transport, air pollution can be minimized. As environmental consciousness grows, this "greener" aspect of multimodal transport becomes a compelling factor for businesses and consumers alike."

According to Botond, In the past years, combined deliveries emerged as a swifter alternative to road shipments, which faced delays due to border closures and complications arising from the pandemic. Drawing valuable insights from these challenges, the logistics industry is poised to deepen its reliance on multimodal schemes. This strategic shift not only addresses the disruptions caused by the pandemic, ongoing global conflicts but also tackles the persistent international truck driver shortage, a longstanding concern for the sector.

Mitigating Risks in Multimodal Transportation

Any delay or mishandling during the handover process between modes can lead to loss of goods, increased costs, and damaged reputation for the company. To mitigate these risks, companies need to invest in robust communication systems, advanced tracking technology, and contingency plans.

Companies need to have clear escalation procedures in place to address any issues that may arise during multimodal transportation. Collaborating with reliable partners and service providers who follow strict quality standards can also help reduce the risks associated with handovers between different modes of transportation.

"To mitigate risks associated with a single mode of transport, businesses can leverage AsstrA's expertise in executing multimodal transport orders across various industries. By diversifying transportation methods and embracing environmentally conscious practices, companies enhance their supply chain resilience, ensuring reliability even

in the face of disruptions or challenges specific to a particular mode of transport. AsstrA's commitment to promoting reliability and sustainability exemplifies how businesses can proactively manage and mitigate risks in their supply chain strategies."

Future of Multimodal Transportation in Logistics

The future of multimodal transportation in logistics is poised for significant growth and advancements.

Technological innovations such as Artificial Intelligence, Internet of Things (IoT), and blockchain are expected to revolutionize how different modes of transport are integrated and managed. These advancements will not only streamline logistical operations but also improve transparency, traceability, and security throughout the supply chain.

Industry projections suggest that the utilization of multiple modes of transportation will continue to rise as companies seek more efficient and sustainable ways to move goods. The shift towards greener transportation options and increased collaborations between transport providers will drive the adoption of multimodal solutions on a larger scale.

"A noteworthy trend on the horizon is the enhanced integration of advanced technologies, with blockchains taking center stage. While various technologies have been

employed to support unimodal delivery schemes, their application in multimodal setups presents a more intricate challenge. The need for continuous operation, even during transitions between different modes of transport, adds a layer of complexity that requires careful navigation.

"Successfully mastering these technological complexities holds the key to unlocking new opportunities and business possibilities for logistics providers. As the industry embraces these advancements, it positions itself to not only overcome existing challenges but also to thrive in an ever-evolving and dynamic global landscape. The convergence of multimodal strategies and cutting-edge technologies is set to redefine the future of logistics, ushering in an era of efficiency, resilience, and innovation," Botond concludes.

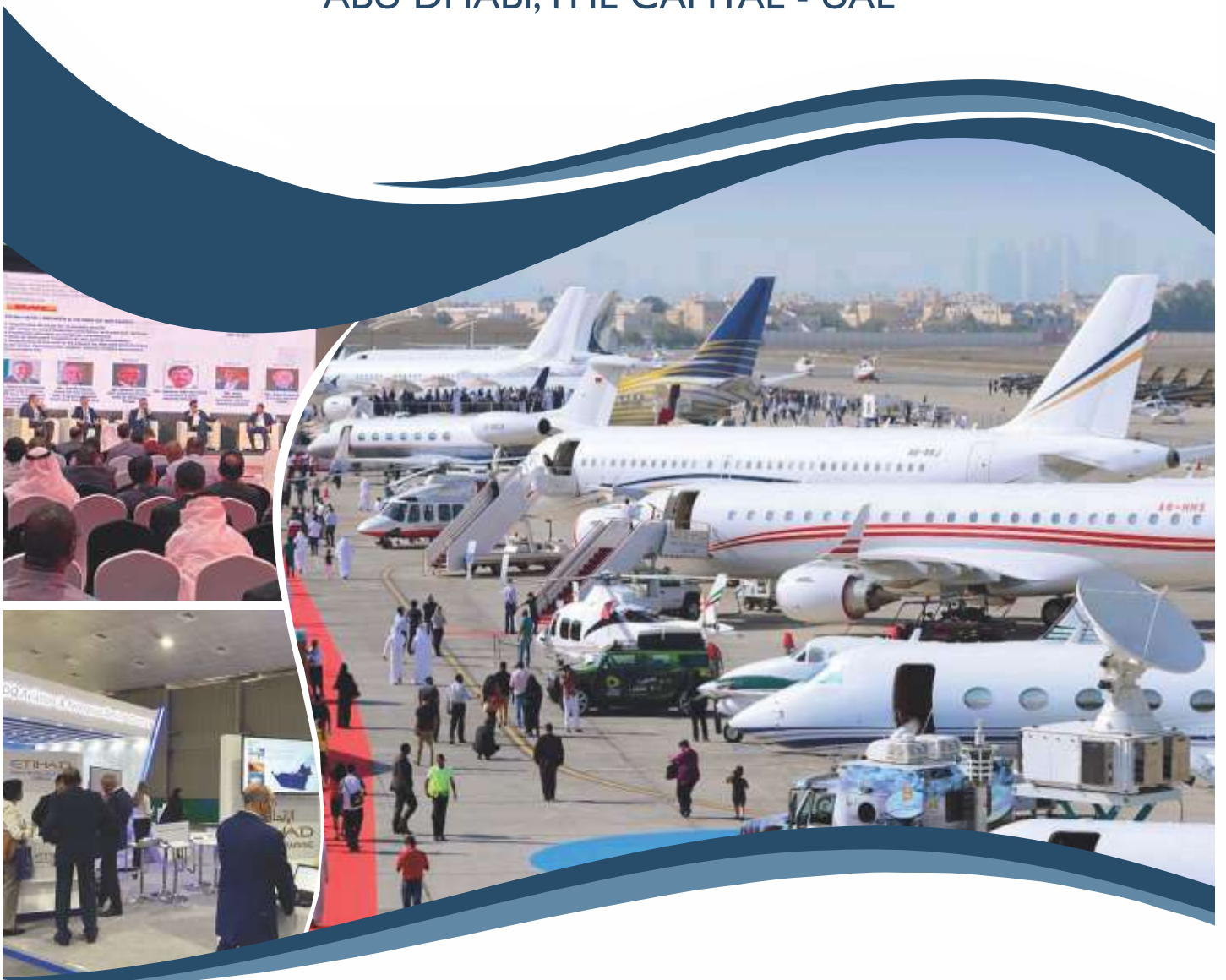


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Ethiopian Airlines

Takes Flight in E-commerce with Africa's First State-of-the-Art Logistics Hub

By Mohammed Irshad

Ethiopian Airlines Group celebrated the opening of its state-of-the-art e-commerce logistics facility at Bole International Airport in Addis Ababa, a historic occasion that represents a major advancement in Africa's logistics environment. This landmark occasion positions Addis Ababa as the epicenter of cross-border e-commerce logistics for Africa and beyond. The facility, a first of its kind on the continent, underscores Ethiopian Airlines' commitment to revolutionizing the e-commerce industry and fostering economic growth across Africa.

The grand unveiling ceremony, held on February 29, 2024, witnessed the presence of esteemed dignitaries including Alemu Sime, Minister for Transport and Logistics, Ethiopia, and Belete Molla, Minister of Innovation and Technology, Ethiopia. Mesfin Tasew, CEO of Ethiopian Airlines Group, extended a warm welcome to the distinguished guests, emphasizing the monumental impact of the newly established facility on the African economy.

With an investment of \$55 million, Ethiopian Airlines has manifested its vision of creating a state-of-the-art logistics hub dedicated exclusively to e-commerce, mail, and courier services. Spanning over 15,000 square meters, the facility is equipped with cutting-edge technology and meticulously designed systems, setting a new

standard for logistics operations in Africa. Tasew highlighted the strategic significance of the facility, stating, "The inauguration of this cutting-edge e-commerce logistics facility is a significant breakthrough for Ethiopian Airlines Group and the entire African economy."

The facility's advanced infrastructure facilitates seamless operations, offering a comprehensive range of services including consolidation, deconsolidation, sortation, repacking, and labeling. Notably, customers can effortlessly track and trace their shipments, ensuring transparency and efficiency throughout the logistics process. Tasew underscored the transformative potential of the facility, stating, "We have implemented high-end technologies in the infrastructure that revolutionize the way goods are transported and delivered in the e-commerce industry in Africa."

Ethiopian Airlines' relentless pursuit of excellence in cargo and logistics services has garnered widespread recognition, with the airline receiving prestigious awards including Best Cargo Airline-Africa and Sustainable Cargo Airline of the Year-Africa. The newly



inaugurated e-commerce logistics facility further solidifies Ethiopian Airlines' position as a global leader in the aviation industry.

Ethiopian Cargo and Logistics Services, a strategic business unit of Ethiopian Airlines Group, has been at the forefront of innovation, operating Africa's largest cargo terminal. The terminal, fully automated and equipped with state-of-the-art cargo IT systems, exemplifies Ethiopian Airlines' commitment to delivering efficient freight services across the globe. Today, cargo and logistics services constitute approximately 35 percent of Ethiopian Airlines Group's total revenues, underscoring the strategic importance of this sector.

With its wings spread wide, Ethiopia's national carrier isn't just expanding its reach, it's taking off as a key player in global logistics. The launch of their e-commerce logistics facility marks a turning point for Africa's rise as a major logistics hub. Ethiopian Airlines' visionary leadership, fueled by a relentless pursuit of innovation and excellence, positions them as a catalyst for the continent's economic boom.

The inauguration of the e-commerce logistics facility heralds a new era of possibilities for African commerce, driving forward the continent's integration into the global economy. With Ethiopian Airlines leading the charge, Africa is poised to unlock its full potential in the e-commerce landscape, driving sustainable development and prosperity for future generations.



INDIA

investing more
in ground
handling to
improve its growing
aviation market



Skilling the ground handling staff along with accelerated digitalization and automation is going to be the key to improving efficiencies and quick turnaround times at airports.

By R. Chandrakanth

A *t the recent Wings India event in Hyderabad, the focus was on the comprehensive development of the aviation sector, encompassing airlines, airports, ground handling, maintenance, repair and overhaul (MRO), and training.*

Yes, India is on a plane buying spree, unprecedented in the world. But planes alone don't add up to becoming a good aviation market. This refrain was pronounced at the event, particularly when India remains one of the most under-penetrated markets across the top 20 in the world, despite the growth of passengers, cargo, aircraft, and airports.

The Indian Civil Aviation Minister, Jyotiraditya Scindia, urged the stakeholders to think of the entire aviation ecosystem, only then would India move up in market penetration from 3 percent to almost 15 percent.

"Our domestic cargo traffic over the last 15 years has grown by close to 60 percent and our international cargo traffic, by close to 53 percent. And it is our considered opinion and that of industry consultants that domestic traffic which was 153 million in the last calendar year, up from 60 million in 2014, will grow to 300 million by 2030," Scindia said. The number of airports and water dromes is expected to increase from 149 to over 200 by that period.

Employment potential of 150,000

This calls for massive investments in ground handling operations, both airside and terminal side. As per the skill gap report of the Aerospace and Aviation Sector Skill Council, there is an employment potential of more than 1.5 lakh jobs in the ground handling segment alone.

The ground handling industry is not just growing, it is exploding and as per indications, the global market value is expected to touch \$76.1 billion by 2032, up from \$31.8 billion, registering an impressive CAGR of 9.2 percent. Signifying huge demand and opportunities in the sector.

Realizing the potential, the Airports Authority of India (AAI), which owns 125 of the nation's 460 airports, has set in motion measures to upgrade ground handling, besides appointing ground handling agencies in 83 of its airports for 10 years.

Skilling the ground handling staff along with accelerated digitalization and automation are going to be key to improved efficiencies and quick turnaround times at airports. The government is taking steps to include the reduction of the free period for import air cargo from 72 hours to 48 hours.

Accelerating digitalization and automation

The importance of digitalization in this era is obvious, particularly when air traffic is growing exponentially worldwide with India as a key market.



Sanjay Gupta
CEO, AISATS

India, under the present dispensation, is taking steps for job creation and retention, besides investing in digitalization and automation. For instance, AISATS, India's premier ground and cargo handling company, since its inception in 2010, is on track to build India's first Multi-Modal Cargo Hub (MMCH) at the upcoming Noida International Airport in Jewar, Uttar Pradesh. The MMCH is expected to go live in the third quarter of this year.

AISATS is also building a Cargo Logistics Park at Kempegowda International Airport, Bengaluru. As a 50:50 joint venture between Air India and Singapore-based SATS Ltd., AISATS has consistently demonstrated exceptional cargo handling capabilities at its six stations by introducing innovative and tech-driven cargo solutions that provide speed, traceability and certainty to its customers across its network.

Sanjay Gupta, CEO of AISATS, said, "India has become one of the world's fastest-growing express delivery sectors, with air transport playing a substantial role. The Indian air freight market is expected to reach \$17.22 billion by 2028, boasting a 5.65% CAGR. To keep up with the growth and serve the rising demand of the express delivery sector, AISATS is expanding its operations to key regional locations as well."

Efforts are also on by other ground handlers. Bird Group which has a ground handling presence across 21 airports in India has collaborated with IATA as a Regional Training Partner, the first one to do so.

The Chairperson of Bird Group, Radha Bhatia said "We believe that the most important building block to any industry's success is its people and this joint initiative will help build a talent pool of trained professionals across all facets who will lead the industry's growth." Bird Academy, the education vertical of Bird Group, has become the first academy in India to provide international aviation certification to trainees.

IATA has emphasized three aspects – effective staff recruitment and retention; consistent implementation of global standards; and accelerating digitalization and automation.

"Ground operations are complex, and delays are the bane of every turnaround coordinator's existence. But with technology and communication advancements, we can avoid delays, make operations safer, more efficient and more environmentally sustainable,

while providing a better working experience for staff on the ramp," said Monika Mejstrikova, Director of Ground Operations of the International Air Transport Association (IATA) at the recently concluded 35th IATA Ground Handling Conference.

"Short-term, we must act fast to prepare for increased traffic. Ensuring efficient onboarding of new employees and working with governments to reduce bottlenecks in security clearances is critical. Long-term, more effective staff recruitment and retention, implementing global standards and accelerating digitalization and automation will be critical to build resilience and ensure sustainability."

Job creation and retention important

A recent IATA survey found that 37% of ground handling professionals anticipated staffing shortages until the end of 2023 and beyond, and 60% felt they didn't have enough qualified staff



“

Additionally, 27% of respondents feared that their current employees would leave soon. “Creating a stable ground handling talent base is essential. And it can be achieved by making ramp work more attractive. We need to embrace automation to relieve staff from difficult and hazardous tasks, foster a culture of continuous learning and career growth and create a safe and inclusive environment for people where talents are nurtured.”



Monika Mejstrikova

IATA's Director of Ground Operations

to ensure smooth operations.

Additionally, 27% of respondents feared that their current employees would leave soon. “Creating a stable ground handling talent base is essential. And it can be achieved by making ramp work more attractive. We need to embrace automation to relieve staff from difficult and hazardous tasks, foster a culture of continuous learning and career growth and create a safe and inclusive environment for people where talents are nurtured,” added Mejstrikova.

Indian agencies are implementing IATA ground handling norms

IATA has outlined a series of initiatives to help alleviate labor shortages: implementation of competency-based training, with more online assessments to improve speed and efficiency; Mutual recognition of security training and employee background records among authorities, to expedite the recruitment process and reduce redundancy; Automation of processes to relieve people from performing physically challenging tasks; and Promoting career development and rewarding years of training and skills.

IATA has just launched a Ground Ops Training Passport which supports staff retention and professional growth. It mutually recognizes skills and training across ground handlers, airlines, and airports to drive cross-utilization of skilled personnel.

Ground support equipment business growing

While skilling is happening, automation and digitalization have accelerated post-COVID-19. As per media reports, the ground support

equipment (GSE) business is to touch \$9.7 billion by 2025, and fuelling the demand includes electric ground support equipment; increased warehouse operations; automation, and digitalization.

Digitalization and automation are critical to improving both sustainability and efficiency and driving process improvements. IATA outlined three priorities: Ramp digitalization; Load control digitalization; and GSE automation.



IATA's Ground Operations Digitalization and Automation Working Group (GAD) has developed the Timestamps Turnaround (XTST) message to provide standardized communication and real-time network monitoring for airlines. Implementing the XTST standard can reduce ground handling delays by up to 5% globally.

IATA is pioneering the automation of load control, utilizing the new X565 digital standard to reduce workload, costs, and errors while enabling real-time updates.

On GSE Automation, IATA is transitioning to enhanced ground support equipment (enhanced GSE) potentially reducing ground damage costs by 42% and creating a safer environment. Autonomous GSE trials are already underway in over 15 countries. Transitioning to enhanced GSE not only improves safety but also reduces GSE CO2 emissions by 1.8 million tonnes annually, contributing to a more sustainable industry.

Going forward, the overall functional distribution of job roles will be the same (airside constitutes 50%, terminal constitutes 30% and others constitute 20%), but with increased automation and improved standard operating procedures.

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Logistics experts from the Middle East and Africa gather in Dubai to discuss strategies to build a resilient global supply chain ecosystem

Gemma Q. Casas

World trade and logistics flourish when there is peace, predictability and sustainability. Currently valued at US\$ 163.57 billion, the Middle East and Africa logistics industry is forecast to reach US\$ 222.63 billion by 2029 at an annual growth rate of 6.36%.

Logistics experts in the Middle East and Africa gathered for the two-day International Federation of Freight Forwarders Association (FIATA) RAME (Region Africa Middle East) Field Meeting and Conference hosted by the UAE National Association of Freight and Logistics (NAFL) against the backdrop of continued geopolitical tensions in the region that affects the flow of global trade.

Held under the patronage of H.H. Sheikh Ahmed Saeed Al Maktoum, Honorary patron of NAFL, in the presence of H.E. Humaid bin Salem, Chairman of the International Chamber of Commerce UAE, the FIATA-RAME field meeting and conference held at the iconic Atlantis Dubai on March 5-6, 2024, primarily discussed pressing issues confronting the global logistics industry and supply chains.

The Red Sea, an important trade route in this part of the world, has been turned into a danger zone in recent months when Yemen-based Houthis started launching drone and missile attacks against ships transiting the area to protest Israel's attacks on Gaza in Palestine that have so far resulted to the death of more than 30,000 innocent civilians. The militant group Hamas attacked Israel on October 7, 2023.

The two-day conference organized by NAFL, under the theme 'Connectivity, Resilience, and Sustainability in Global Supply Chains and Trade', delves into the trade disruption due to geo-political issues and strategies for a burgeoning



MEA logistics market, currently valued at US\$ 163.57 billion and forecasted to reach US\$ 222.63 billion in 2029. The event also hosted the FIATA-RAME Official Meeting featuring FIATA RAME Chair Dr. Juanita Maree; Dr. Stéphane Graber, FIATA Director General and FIATA global President Mr. Turgut Erkeskin.

In his opening remarks, H.E. Humaid Bin Salem, Chairman of the UAE International Chamber of Commerce, emphasized the UAE's commitment to facilitating and promoting global trade through seamless multimodal connectivity.

"In line with the UAE's goals to diversify the economy, the ICC shares FIATA's vision to facilitate global trade. In the face of global supply chain disruptions, whether due to natural disasters or geopolitical events, we must think globally and work as one cohesive team. The connectivity offered by the UAE, whether by air, land or sea, plays a crucial role," he said.

"Beyond the UAE, the GCC region, particularly Qatar and Saudi Arabia, is very active, promoting trade and offering investment opportunities. We are keen to learn from our peers and work together to improve the private sector. I would therefore encourage everyone to actively participate in the discussions and take advantage of the opportunities offered by the Federal Chambers or the ICC. We are here to support the needs of the private sector," he added.

Erkeskin, President of FIATA, delivered a comprehensive overview of the global challenges and evolving trends in the logistics sector.

Highlighting the RAME region's strategic position as a hub connecting continents, he said: "In today's dynamic global landscape, the FIATA-RAME meeting stands as a strategic platform, offering pragmatic insights as we gather against the backdrop of unprecedented disruptions in the Red



Sea, geo-political tensions and environmental concerns. As globalization dynamics are shifting, global trade is impacted by geo-political developments anywhere. Yet, amidst these challenges lie opportunities for resilience and adaptation. Our mission transcends problem-solving; it advocates for an approach rooted in agility, creativity, and strategic planning."

"Our priority at this year's meeting is to explore collective solutions to regional challenges because nothing is local in today's world, especially logistics. We are hopeful as the RAME region holds tremendous potential with some of the most sophisticated ports and airports and a dynamic young workforce ready to strengthen and enhance business processes. We had over 400 FIATA specialised diploma graduates in 2023 from the Middle East region; there is no challenge that we cannot overcome when such qualified workforce and expertise exist in the region," he added.

Erkisen concluded by saying that world trade and logistics flourish when there is peace, predictability and sustainability. "We hope that current uncertainties, end soon as we move into the future, strengthening existing trade routes will function while building regional corridors offering seamless global connectivity. With a focus on practical solutions and actionable insights, we strive not only to address challenges but also to forge a path towards a more resilient, sustainable, and interconnected future for all stakeholders in the global logistics arena."

Ms. Nadia Abdul Aziz, President of the UAE NAFL, welcomed the more than 600 delegates, representing 16 FIATA member associations, with 11 from the Africa & Middle East region from over 29 countries. Emphasizing the significance of UAE hosting the meeting, she said: "The UAE remains a global gateway for logistics and trade with investor-friendly policies and synchronization with international markets. In the UAE, initiatives like the 10-year visa, pro-investment policies, and a robust sustainability plan to reduce carbon emissions by 2050 foster an environment ripe for growth. Our commitment to excellence is reflected in our ranking as the top destination for foreign direct investment (FDI) and the 7th place ranking on the global logistics index."



Field Meeting & Conference

"Connectivity, Resilience & Sustainability in Global Supply Chains"



The event highlighted the latest initiatives, including advancements in digitalization and implementing the Authorized Economic Operator (AEO) program undertaken by Dubai Customs. In the following presentations, Dubai Chamber highlighted its international services tailored for corporates and investors, with a particular focus on fostering business research and sustainability efforts. Dubai South showcased its offerings encompassing e-commerce, logistics growth, and the Sea-Air Free Zone.

The panel discussions on day one highlighted the evolving logistics sector across the region under the theme "GCC Market Overview, Opportunities, and Growth Areas." Featured panelists at the session included Mr. Gopal R., Senior Vice President of the Supply Chain & Logistics Practice at Frost & Sullivan. H.E. Eng. Ali Bin Abdulatif Al Mesned, Qatar Chamber Board Member and President of the Qatar Association of Freight and Logistics (QAFL) elaborated on Qatar's opportunities and economic growth prospects, providing an overview of the latest freight forwarding and trading ecosystem advancements.

Representing the Saudi Ministry of Investment Mr. Majed Alsaadi and Ms. Reem Abdul Aziz Hasanain, along with Ms. Amal Balghunaim from the Saudi Ministry of Transport and Logistics Services and Mr. Abdullah Daoud from the Ministry of Transport & Logistics, shed light on opportunities in logistics and trade sector within KSA.

The session highlighted the National Industrial Development & Logistics Program (NIDLP) and outlined the logistics strategy for KSA's transportation and logistics services sector.

The event, a platform for bringing together key stakeholders – industry leaders, innovators, and thought leaders – concluded with the delegates vowing to cooperate to shape the future of logistics in the MEA region.





flydubai announces record-breaking profit of AED 2.1 billion in 2023

Dubai, UAE: flydubai, the Dubai-based low-cost carrier, reaped a record-breaking profit of AED 2.1 billion (USD 572 million) in 2023, up 75% from 2022 with its total revenue reaching AED 11.2 billion (USD 3 billion) last year from only AED 9.1 billion in 2022.

The carrier's strongest-ever performance was fueled by significant growth in passengers it carried during the period. More than 13.8 million passengers travelled via flydubai in 2023, up 31 percent compared to 2022 and a new record surpassing its 11 million pre-pandemic figures.

Commenting on the announcement of the airline's Full-Year Results for 2023, His Highness Sheikh Ahmed bin Saeed Al Maktoum, Chairman of flydubai, said: "In its 15th year of operations, flydubai has emerged as one of the key players in the UAE's aviation industry and a major contributor to Dubai's economy. Its solid business model has enabled the carrier to grow exponentially even during challenging times, doubling its operating fleet and expanding its network since the pandemic.

"This remarkable achievement has been made possible due to the vision of the UAE's leadership and the progressive policies of His Highness Sheikh Mohammed bin Rashid Al Maktoum which are conducive to the success of the aviation industry and flydubai as a key contributor to the sector.

"The decision to accelerate its aircraft deliveries during the pandemic, preserve its workforce and move forward with its ambitious network expansion plans has proven to be the correct strategy for the carrier resulting in its strongest-ever performance."

Ghaith Al Ghaith, Chief Executive Officer at flydubai, said more than 108 million passengers have travelled via the airline since its inception.

"Building on the momentum from our previous strong performance, we continued to grow surpassing all pre-pandemic levels to achieve the most profitable year in the history of the airline. The confidence our leadership and key partners have in us has kept us steadfast in our commitment to connect more underserved markets to Dubai and to enable more passengers to travel conveniently more often. More than 108 million passengers have chosen flydubai since our first flight took off in 2009, proving the attractiveness of our offering and the city we carry in our name," he said.

Closing cash and cash equivalents position: including pre-delivery payments for future aircraft deliveries, is AED 4.8 billion compared to AED 4.3 billion last year.

Fuel cost: continues to be the single highest operating cost for the airline accounting for 32% of total annual operating costs, due to elevated fuel prices. The airline continues to explore fuel hedging options and last year it hedged 12% of its fuel requirement.

Network expansion: flydubai launched 17 routes and ended 2023 with a network of 122 destinations in 52 countries including Ashgabat, Cairo Sphinx, Corfu (seasonal), Kabul, Milan, Mogadishu, Neom, Olbia (seasonal), Poznań, Shymkent and St. Petersburg. The launch of operations to Krabi and Pattaya in Thailand marked flydubai's return to Southeast Asia.

Fleet size: flydubai took delivery of 13 new aircraft and ended 2023 with 84 aircraft: 29 Next-Generation Boeing 737-800, 52 Boeing 737 MAX 8, and 03 Boeing 737 MAX 9 aircraft. Three Next-Generation Boeing 737-800 aircraft were returned to the lessors at the end of their lease term.

flydubai's 737 MAX 8 aircraft is 14% more fuel efficient than its predecessor and has enabled the airline to reduce its average fuel burn per block hour by 1.3% year-on-year.

Ongoing challenges with the aircraft manufacturer's delivery schedule have resulted in four fewer aircraft being delivered in 2023. To mitigate the delays in aircraft deliveries and to meet the surge in demand for travel and add capacity, particularly during peak travel periods, flydubai entered another Aircraft, Crew, Maintenance and Insurance (ACMI) agreement with Smartwings for six wet-leased aircraft.

At the Dubai Airshow 2023, flydubai placed a USD 11 billion order for 30 Boeing 787 Dreamliners to be delivered from 2026. This marked the airline's first wide-body order, diversifying its current fleet of all-Boeing 737 aircraft.

This year, Al Ghaith said the airline will continue with its growth trajectory, saying, "We are dedicated to supporting the Dubai Economic Agenda D33 to solidify its position as one of the world's top three cities for tourism and business over the next decade. We will continue with our strategic network development plans that will see more destinations join the flydubai network this year starting with the five new routes announced since the start of 2024 including Basel, Riga, Sochi, Tallinn and Vilnius."

Turkish Airlines starts Australia-Melbourne Flights, expanding its operations to 6 continents

The national flag carrier of Türkiye, expanding its operations to 6 continents, and 346 destinations in 130 countries, brings together its passengers with the unique beauty of the city of Melbourne.

ISTANBUL, Türkiye: The airline that flies to more countries than any other, Turkish Airlines, has now added Melbourne as its first destination in the continent of Australia to its ever-expanding flight network served with its modern fleet which reached an impressive number of 450 aircraft.

Türkiye's flag carrier will operate flights to Melbourne, which stands out as the most populated city in Australia, with special introductory prices, via the Singapore Changi International Airport transfer point.

The inaugural flight Turkish Airlines will start to operate three weekly flights to Melbourne, the capital of Victoria State. By flying thousands of passengers on the İstanbul-Melbourne route annually, the airline will contribute to the trade and tourism volumes of both countries. With the flights that will be operated via Singapore transfer point, Turkish Airlines will also hold the distinction of being the sole European airline currently flying to Melbourne Airport. With the addition of Melbourne flights, Turkish Airlines increases its destinations to 346, while spreading its wings to the continent of Australia for the first time.

Commenting on the inaugural flight to Melbourne, Turkish Airlines Chairman of the Board and the Executive Committee, Prof. Dr. Ahmet Bolat stated: "Today marks a monumental milestone for Turkish Airlines, as we celebrate the realization of a long-held ambition—to extend our reach to the Australian continent. This achievement follows meticulous planning and extensive infrastructure developments, symbolizing the successful bridging of İstanbul with a new and vibrant continent."

"The inauguration of our Melbourne route is a testament to our growing influence in the Asia-Pacific region and underscores our unwavering commitment to fostering connections between diverse cultures and communities across the globe. Australia, with its breathtaking landscapes and warm-hearted people, now becomes the 130th country to join our expansive network, signifying our presence across six continents. Through our unparalleled network, we are thrilled to offer our guests a gateway to global exploration, ensuring that our legacy of exceptional service quality continues to flourish



in every corner of the world."

Minister for Jobs and Industry Natalie Hutchins stated: "Victoria is home to Australia's largest Türkiye-born community, a big nod to our vibrant multicultural state. We look forward to creating easier connections for this community and boosting tourism with the arrival of Turkish Airlines."

Melbourne Airport CEO Lorie Argus said the airline's entry into the Australian market provides new options for travellers and local exporters, saying, "We've worked closely with the Victorian State Government to bring Turkish Airlines to Melbourne, and we now look forward to see them growing their services over the coming years. Increased competition helps put downward pressure on prices, which will ensure Victorian residents and businesses can stay connected with family, friends and clients around the world. Melbourne is proudly home to the largest Turkish population in Australia, so we expect these flights will prove particularly popular with people looking to visit friends and relatives."

Lim Ching Kiat, Executive Vice President of Air Hub and Cargo Development at Changi Airport Group said: "We would like to congratulate Turkish Airlines for their inaugural flight to Melbourne. We are happy that Turkish Airlines chose Singapore Changi Airport as the stopover point between İstanbul and Australia. Turkish Airlines' connecting passengers can be assured that they will be well taken care of, and will be presented with the best Changi Experience during their layover. Changi Airport is Europe's most served Asian airport, as well as Australia's busiest international gateway."

Turkish Airlines passengers can travel from İstanbul to Melbourne between March 1, to March 15, 2024, for 1199 American Dollars and from Melbourne to İstanbul for 999 American Dollars by purchasing tickets between January 19th and April 15th, 2024.

The airline, however, said prices applicable under the campaign are the official website fares of Turkish Airlines but they may vary at the ticket offices and agencies.

Emirates Resumes Daily Phnom Penh Routes with Singapore Stopover

Dubai UAE: Emirates will bring back its daily Phnom Penh service starting from 1 May via Singapore, boosting the airline's Southeast Asian connectivity to/from Dubai, and linking two trade and leisure centers in the region.

The service will be operated with a three-class Boeing 777-300ER aircraft. Phnom Penh's linked schedule with Singapore is conveniently timed, providing optimal connecting opportunities to and from multiple cities in France, UK, Germany, Switzerland and the United States. Through this additional connection, Emirates will serve Singapore with four daily flights starting from 1 May.

Located in Cambodia's south-central region, Phnom Penh is the nation's economic, industrial, as well as cultural centre and has seen rapid growth in its infrastructure and economy over the decades. This makes Phnom Penh one of the most popular Southeast Asian hubs for tourism and trade, with significant appeal to travellers from Europe and the Americas.

Emirates SkyCargo will also offer cargo bellyhold capacity on the Boeing 777-300ER of more than 300 tonnes per week in and out of Phnom Penh. Main commodities exported from Phnom Penh includes textiles, pharmaceuticals, and other high-value commodities.

The new Emirates services will offer 8 First Class private suites, 42 lie flat seats in Business Class and 310 spacious seats in Economy Class. Travellers will



also be able to enjoy the airline's award-winning service and industry-leading products across all classes, with regionally-inspired dishes and complimentary beverages and the airline's ice inflight entertainment system which offers up to 6,500 channels of on-demand entertainment in over 40 languages, including movies, TV shows, and an extensive musical library along with games, audio books and podcasts.

Passenger Demand Up 16.6% in January

Geneva, Switzerland: The International Air Transport Association (IATA) released data for January 2024 global passenger demand indicating a strong start for the year with 16.6 percent increase on passenger demand for the period.



"2024 is off to a strong start despite economic and geopolitical uncertainties. As governments look to build prosperity in their economies in the busiest election-year ever, it is critical that they see aviation as a catalyst for growth. Increased taxes and onerous regulation are a counterweight to prosperity. We will be looking to governments for policies that help aviation to reduce costs, improve efficiency and make progress towards net zero CO2 emissions by 2050," said Willie Walsh, IATA's Director General.

Total demand, measured in revenue passenger kilometers (RPKs), was up 16.6%; total capacity, measured in available seat kilometers (ASK), was up 14.1%; and the load factor was 79.9% (+1.7pt)

International demand rose 20.8%; capacity was up 20.9% and the load factor remained at 79.7% (+0.0pt)

Domestic demand rose 10.4%; capacity was up 4.6% and the load factor was 80.2% (+4.2pt)



FAI Air Ambulance achieves accreditation for its Dubai medical escort service

Dubai, UAE: FAI rent-a-jet GmbH's Air Ambulance Division announced it has received its Commercial Airline Medical Escort (CAME) accreditation from the European Aeromedical Institute (EURAMI) for its Dubai-based medical escort service.

FAI is the first private company in the GCC with EURAMI CAME accreditation and the only European fixed-wing operator to receive both the CAME accreditation and the EURAMI-approved provider accreditation in the GCC. The CAME certification accredits aero-medical providers performing patient transfers, like FAI, to transport patients seated in the cabin or on a designated stretcher.

To qualify for CAME accreditation, operators must demonstrate sufficient operational experience of at least 100 completed missions; that they have dedicated qualified personnel and infrastructure suitable for CAME operations and suitable equipment to perform safe medical transportation on commercial flights. Additionally, providers must be compliant with at least 90% of the EURAMI CAME Standards including: Business Organisation and Ethics; Safety and Quality; Operations and Medical and Logistics.

"This is a fabulous endorsement for FAI and its medical escort service which underlines our unwavering attention to quality, safety and service excellence in our air medical operations. Our Dubai-based medical escort service is hugely popular with our largest Middle Eastern clients and we look forward to continuing to welcome patients and all who fly with us throughout 2024 and



beyond," said Barbara Baumgartner, Managing Director, FAI rent-a-jet DMCC branch.

FAI rent-a-jet is one of the world's largest air ambulance jet operators. Its air ambulance operations boast a diverse and state-of-the-art 10-strong fleet of Bombardier aircraft (Learjet 60, Challenger 604s and Global Express aircraft), equipped with advanced medical technology to handle a wide range of air ambulance missions.

This diversity allows FAI to tailor its services to the unique needs of each patient, ensuring the highest level of care during transport which may include some of the most critical and challenging cases in the industry. FAI Air ambulance is supported by more than 250 full-time staff plus 50 part-time physicians, nurses and paramedics. The company also specializes in air support in hostile areas for the world's largest NGO.

In November 2023, FAI Aviation Group was named Air Ambulance Company of the Year at the Middle East Aviation Awards and Barbara Baumgartner was named Aviation Business Innovative Leader.

FAI was named International Travel & Health Insurance Journal's (ITIJ) Air Ambulance Company of the Year in 2021, 2020 and 2012. In December 2022, coinciding with MEBA 2022 in Dubai, FAI was awarded "20 years of Aviation Excellence in the Middle East" by MEA Business at the Aviation Innovation Awards.

Textron Aviation bolsters support in Saudi Arabia by expanding ties with Wallan Group

WICHITA, Kansas: Textron Aviation says it's expanding its relationship with longtime channel partner Wallan Group to bolster its support to its customers in the Kingdom of Saudi Arabia.

Textron is specifically adding approval as an authorized service facility for Beechcraft King Air turboprops. The Beechcraft King Air is designed and manufactured by Textron Aviation Inc., a Textron Inc. (NYSE:TXT) company.

"Wallan Group has a proven track record of providing quality maintenance and excellent service to our Cessna Citation customers," said Bob Gibbs, vice president, Special Mission Sales, Textron Aviation. "With an established and growing base of King Air aircraft in the Kingdom, this latest authorization provides an even greater level of convenience and in-country support."



Wallan Group has served as an authorized service facility for Cessna Citation jets since 2008. With Textron Aviation's focused sales and support efforts in the Kingdom, the company looks forward to its continuing relationship with the Wallan Group and support of customers within the Kingdom.

SATAIR and Joramco sign supply agreement at MRO Middle East 2024

DUBAI, UAE: Satair, an Airbus Services company, and Joramco, the Amman-based aircraft maintenance, repair, and overhaul (MRO) facility and engineering arm of Dubai Aerospace Enterprise (DAE), signed an agreement covering the supply of expendables.

The agreement ensures a consistent flow and regional availability of spare parts under a defined scope planned by Joramco's needs. This targeted approach brings relief and greater reliability to the supply chain while decreasing material management costs and minimizing AOG risks.

Satair and Joramco have done business together for more than 27 years, and the new agreement is testament to the two companies' strong relations and the aviation aftermarket opportunities in the Middle East region.

"We are pleased to further strengthen our relationship with Joramco and continue playing an important role in their supply chain and material



management operations," said Paul Lochab, CCO, Satair.

Commenting on the new agreement, Joramco's Vice President of Supply Chain, Petra Lindemann, said, "We are proud of our successful partnership and we are pleased to renew our agreement with Satair. Our long-lasting partnership is a testament to the trust we place in Satair and the quality of services they provide. We look forward to working on additional future collaborations."

Munich Airport and Incheon International Airport Corporation form strategic partnership to enhance training in aviation careers



Munich, Germany: Munich Airport and South Korea's Incheon International Airport Corporation (IIAC) are embarking on an intensive cooperation in the field of aviation training. Hag Jae Lee, CEO of IIAC, and Jost Lammers, CEO of Munich Airport, today signed a Memorandum of Understanding (MoU) at Munich Airport's "Airport Academy".

This partnership will focus on joint initiatives to develop and implement innovative training programs that address the changing needs and requirements of the aviation industry.

Regular meetings between the two academies are intended to encourage continuous communication and the exchange of modern training methods. The agreement also allows for the exchange of training courses and instructors to provide a varied and comprehensive learning experience.



DXB smashes targets with 87 million guests in 2023, up nearly 38% from 2022

DUBAI, UAE: Dubai International (DXB) ended 2023 with record achievements and extraordinary growth, welcoming 87 million guests in annual traffic, surpassing not only the forecast of its operator, Dubai Airports, but also its pre-pandemic history.

With 7.8 million guests, December 2023 was the busiest month in the fourth quarter during which the airport welcomed a total of 22.4 million guests, a year-on-year growth of 13.8% compared to Q4 of last year. Q3 remained the quarter with highest traffic since 2019 with 23 million guests while August, with 7.9 million guests, was the month with the highest traffic.

DXB is currently connected to 262 destinations across 104 countries through 102 international carriers. Initial forecasts indicate that in 2024, DXB is anticipated to receive 88.8 million guests, putting the hub within striking distance of its previous all-time high record of 89.1 million guests set in 2018.



H.H. Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum

H.H. Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, said, "DXB's spectacular performance in 2023 is a resounding testament to the visionary leadership and determination of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and

Ruler of Dubai, to achieve growth and excellence across sectors, surmounting all challenges along the way.

"This exceptional performance underscores Dubai's emergence as the world's most popular tourism destination and its pivotal role in global commerce and trade, facilitated by the unmatched connectivity, aviation capacity and logistics infrastructure that has been built steadily over the years under His Highness's leadership ... the city continues to grow rapidly as a global aviation hub and the world's preferred gateway for international travellers."

Sheikh Hamdan noted that Dubai Airports, led by H.H. Sheikh Ahmed bin Saeed Al Maktoum, President of Dubai Civil Aviation Authority, Chairman of Dubai Airports, and Chairman and Chief Executive of Emirates Airline and Group, has introduced strategic initiatives and made vital investments in infrastructure, technology, and customer service to place Dubai at the forefront of global aviation growth.

Paul Griffiths, CEO of Dubai Airports, noted, "I am incredibly proud of everyone at Dubai International, for their dedication and relentless pursuit of excellence, which has propelled us to break many of our own records. 2023 was an exceptional year and is a testament to our unwavering commitment to innovation, efficiency and delivering exemplary guest experience."

"Looking ahead, we're renewing our commitment to collectively enhance the airport experience for all our guests by launching a significant project to expand and refurbish facilities at DXB, to fortify our infrastructure for future growth. DXB remains firmly positioned as a global leader, setting the gold standard for exceptional guest experiences and international aviation excellence."

Operational excellence and guest experience

DXB processed an impressive total of 77.5 million bags in 2023, making it the highest volume of bags managed during a calendar year at the airport. Despite 24.6% year-on-year increase in baggage volume, DXB maintained its unmatched success rate of 99.8%, with only 2.4 mishandled bags per 1,000 passengers.

More than 95% of guests experienced less than seven minutes of waiting time



at departure passport control while the average waiting time at security check on departures was less than four minutes for 97.5% of guests.

In ACI World's globally recognised Airport Service Quality (ASQ) programme, DXB scored 4.5, the highest result achieved by the airport to date, reflecting the hub's commitment to continuously enhance guest satisfaction, business performance and airport service quality.

Top country destinations

India claimed the top spot among destination countries with traffic totalling 11.9 million guests, followed by KSA with 6.7 million guests and the UK with 5.9 million guests. Other country markets of note include Pakistan (4.2 million), the US (3.6 million), Russia (2.5 million), and Germany (2.5 million).

London retained its position as the top destination with 3.7 million guests, followed by Riyadh with 2.6 million and Mumbai with 2.5 million guests.

Cargo and flight movements

In 2023, DXB handled cargo totalling 1,805,898 tonnes, down 4.5% compared to the previous year. But Cargo volumes registered a growth of 20.4% year-on-year in the fourth quarter to reach 506,018 tonnes.

The double-digit increase in guest numbers during the year continued to reflect in flight movements at the hub which totalled 416,405 in 2023, the highest ever total movements recorded at DXB, and up 21.3% year-on-year.

Under the Patronage of H.H. Sheikh Ahmed bin Saeed Al Maktoum
President of Dubai Civil Aviation Authority, Chairman of Dubai Airports, Chairman and Chief Executive of Emirates Airline and Group

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Etihad Airways appoints Vice President Cargo to drive growth

Abu Dhabi, UAE: Etihad Airways has appointed Stanislas Brun to the role of Vice President Cargo, responsible for Etihad Cargo's commercial operations including scheduled and charter flights, revenue management, and network planning.

Brun joins Etihad Cargo from Geodis, where, in his role as Senior Vice President Global Airfreight, he oversaw the global air cargo operations of the logistics and supply chain solutions provider. As the newly appointed Vice President Cargo of Etihad Cargo, Brun will oversee all facets of the cargo commercial operations, including revenue management and network planning.

"Etihad Cargo has embarked on an exciting period of growth, innovation, adding more destinations, increasing frequencies and significantly growing the airline's cargo operations both here in the UAE and internationally. Etihad Cargo will continue to play a crucial role in Etihad Airways' ability to achieve these ambitious growth plans. I have every confidence that the passion and expertise Stanislas brings to this role will enable Etihad Cargo to continue the impressive growth trajectory it has achieved in recent years," said



Mohammad Al Bulooki, Chief Operating Officer at Etihad Airways, to whom Brun will report.

Al Bulooki continued, "I would like to thank Leonard Rodrigues, Head of Revenue Management & Network Planning, for his commitment and hard work during this transition period for the carrier. In his time as Acting Managing Director, Leonard has played a pivotal role in enabling Etihad Cargo to navigate challenging market conditions to deliver operational efficiencies, innovation and technology initiatives, and customer service excellence to partners and customers."

Commenting on his appointment, Brun said, "It is a privilege to take on this new challenge at Etihad Cargo. The carrier has consistently demonstrated professionalism, agility and commitment to customer service excellence, which are very much aligned with my values. As the airline enters this next exciting period of growth, I look forward to working closely with the team, our partners and customers and continuing to deliver innovative end-to-end solutions so Etihad Cargo can remain the air cargo partner of choice."

EDGE names Saif Al Dahbashi as President of its Missiles & Weapons Cluster

Abu Dhabi, UAE: EDGE, one of the world's leading advanced technology and defense groups, announced the appointment of Saif Ali Al Dahbashi to the position of President of the Missiles & Weapons Cluster.

Previously CEO of EDGE entity AL TAIF, Al Dahbashi brings with him over 18 years of experience in shaping and implementing large-scale transformational programs across major commercial organizations.

In his new position, Al Dahbashi will provide oversight and strategic direction on the development and business functions of four companies within the cluster, which include AL TARIQ, CARACAL, HALCON, and LAHAB.

Hamad Al Marar, Managing Director and CEO of EDGE Group, said: "Saif's appointment brings considerable industry experience, business acumen, and leadership skills to the Missile and Weapons cluster. His proven track record in



successfully guiding operations in his previous role will be invaluable in the continued development of next-generation smart weapon technologies in the UAE, and in forging important international partnerships for sustained export growth. I am confident that he will expand and harness the diverse capabilities within the cluster and lead it to a promising future. I wish him every success in his new role."

The Missiles & Weapons Cluster is one of five clusters within EDGE, with a dedicated focus on the design, development, and manufacturing of industry-leading smart weapons, firearms, and munitions.

Emirates Group prepares for next growth phase with 19 executives promoted

Dubai, UAE: Emirates Group has announced a raft of senior appointments as the organization readies itself for its next phase of growth, promoting 19 executives including 8 UAE nationals, and 6 women.

“Keeping pace with Dubai’s vision, the Emirates Group has also set clear and ambitious plans for its fleet, network, and business growth for the next 15 years. To effectively execute these plans, the Group is strengthening its executive bench, together with internal organizational alignment and enhancements. I am pleased to announce these senior appointments, all of whom are long-serving leaders within the organization who continue to contribute to the growth and success of Emirates and dnata,” said HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman and Chief Executive, Emirates Airline and Group.

The Emirates Group announced its best-ever six-month financial result, reporting a 2023-24 half-year net profit of AED 10.1 billion (US\$ 2.7 billion), surpassing its record half-year profit of AED 4.2 billion (US\$ 1.2 billion) last year by 138%.

Group revenue was AED 67.3 billion (US\$ 18.3 billion) for the first six months of 2023-24, up 20% from AED 56.3 billion (US\$ 15.3 billion) last year. This was driven by strong demand for air transport across the world, which has been on an upward



HH Sheikh Ahmed bin Saeed Al Maktoum
Chairman and Chief Executive, Emirates Airline and Group

trajectory since the last pandemic travel restrictions were lifted.

The Group closed the first half year of 2023-24 with a solid cash position of AED 42.7 billion (US\$ 11.6 billion) on 30 September 2023, compared to AED 42.5 billion (US\$ 11.6 billion) on 31 March 2023. The Group has been able to tap on its own strong cash reserves to support business needs, including debt payments. So far, Emirates has repaid AED 9.2 billion of its COVID-19 related loans. The Group also paid AED 4.5 billion in dividend to its owner, as declared at the end of its 2022-23 financial year.

Effective 01 March 2024, these executives will assume their new roles.

Adel Al Redha	Deputy President and Chief Operations Officer
Adnan Kazim	Deputy President and Chief Commercial Officer
Steve Allen	Chief Executive Officer, dnata
Michael Doersam	Chief Financial and Group Services Officer
Boutros Boutros	Executive VP - Corporate Communications, Marketing and Brand
Nabil Sultan	Executive VP - Passenger Sales and Country Management
Oliver Grohmann	Executive VP - Human Resources
Richard Jewsbury	Executive VP - Corporate and Customer Experience Planning
Anand Lakshminarayanan	Divisional Senior VP - Order Management and Revenue Optimisation
Amira Al Awadhi	Senior VP - HR Operations and Systems
Amira Al Falasi	Senior VP - Training and Development
Hanna Al Awadhi	Senior VP - dnata Business Support
Manal Al Soori	Senior VP - Group Recruitment
Masooma Hassan	Senior VP - Airline Business Support
Musa Faisal	Senior VP - Operations Research and Effectiveness
Valerie Tan	Senior VP - Corporate Communications, CSR and Media Affairs
Rogério Leao	Divisional VP - Fleet Planning
Trevor Chong	Divisional VP - Route Planning
Shannon Scott	VP - Sustainability and Environment



aci air cargo

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Upcoming Events

World Cargo Symposium 2024

The World Cargo Symposium (WCS) is the largest and most prestigious air cargo annual event. The 2023 edition brought 1250 delegates to Istanbul, Türkiye.

The WCS 2024 will continue offering plenary sessions, specialized streams, workshops, and executive summits, tackling aspects related to technology, innovation, security, customs, cargo operations, and sustainability.

12-14 March, 2024

Hong Kong (SAR), China AsiaWorld-Expo

Nordic Air Cargo Symposium 2024

The Nordic Air Cargo Symposium has been established as the premium air cargo event where shippers and major industry players meet to learn and network. It is the only regional event focusing on the North European air cargo market, bringing together cargo operators, forwarders, integrators, shippers, airlines, airports, investors, entrepreneurs, suppliers and many more. Sessions will focus on current trends in the Nordic air cargo market, global trends, latest updates on Norwegian seafood exports, sustainability, why air cargo matters for the local economies. Meet the new cargo leadership of Nordic flag carriers. Attend the Symposium and you will receive critical market insight and develop new connections.

22-23 April, Sweden

23rd Airport Show

The 23rd Airport Show will bring together the world's leading airport suppliers and services providers, as well as aviation leaders and regional decision-makers to showcase the latest innovations and technologies in the industry. This year's theme is "Sustainability and Innovation," reflecting the industry's focus on embracing cutting-edge technology and greener initiatives to drive growth and efficiency.

With its co-located events ATC Forum, Airport Security Middle East, and the Global Airport Leaders' Forum, the unparalleled three-day event known as the Airport Show will host exhibitors from all over the world.

14-16 May 2024

Dubai World Trade Center, Dubai, UAE

Air Cargo China 2024

Asia's biggest air freight exhibition will be held once again at Shanghai New International Expo Center. Held for the past 12 years, next year's event is expected to be more attuned to the post-pandemic realities, with focus on both international and regional aspects. All participants can attend the event free of charge.

25-27 June 2024, Shanghai New International Expo Center, Shanghai, China

Volare International Airshow

AVIATION - AEROSPACE CONVENTION & EXHIBITION Volare International Airshow features a range of activities, including live demonstrations, interactive displays, technical conferences, and panel discussions. Attendees will have the opportunity to witness the capabilities of cutting-edge aircraft, experience virtual reality simulations, and explore the future of aerospace technology. Volare International Airshow will connect the global aviation & aerospace industry to Italy by providing manufacturers and suppliers a platform to showcase their products and services to a global audience. The event hosts a mix of business, general, commercial aviation, and aerospace exhibitors on a 100,000 sqm static area, accommodating more than 100 aircraft, and will include an extensive conference program featuring keynote speeches, panel discussions, and interactive sessions.

03-05 October, 2024, Italy

The MEBAA Show 2024

Held under the patronage of H.H. Sheikh Ahmed bin Saeed Al Maktoum, President of the Dubai Civil Aviation Authority, Chairman of Dubai Airports, Chairman and Chief Executive of Emirates Airline and Group. After the success of the re-invented 2022 edition, MEBAA Show 2024 returns this December with even more business and networking opportunities. 2022 saw the launch of insightful content on the show floor through our BizAv talks, a tailored operators meeting programme, and multiple platforms for our exhibitors to meet with UHNWI highlighting synergies with luxury lifestyle and business travellers.

December 10-12 DWC, Dubai





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