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THE FIRST AND ONLY PAN-REGIONAL MAGAZINE

air cargo update

Celebrating 13 years as voice of the Air Cargo Industry

TURKISH TECHNIC

Best of comprehensive MRO services

EDITORIAL

air cargo update

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Middle East, Africa and South Asia

Air Cargo Update serves as a platform to share news and discuss critical issues within the Air Cargo Industry from the Middle East, South Asia and African region.

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Editor's Note

These days our editorial team is invited to attend several industry events at a time and it becomes really difficult to make a choice. Motivated by such brighter market prospects, we have decided to increase the frequency of Air Cargo Update this year, which automatically increased our team's workload. But, the increase in the number of editions in a year would mean that our readers will receive the most recent information and developments in the market more frequently and be updated with informative features.

Our readers would also notice that we have started enhancing the look & feel of our magazine gradually with the introduction of fresh sections. In addition, we are working on a total revamp of our magazine's website and will soon launch several initiatives to strengthen our brand's online presence.

Back to this edition of Air Cargo Update, Turkish Technic is our cover story. We had the honor of meeting the CEO – Mr. Ismail Demir at the recent MRO event in Dubai and talked on a variety of topics from Turkish Technic's investments and new projects to their interest in the region. As an industry veteran, Mr Demir provided useful insights into the MRO industry's challenges and where it is heading.

Taking a look at the air cargo outlook in India, the insightful article finds out that despite the slow growth, prospects remain bright since around one third of the country's exports are handled through air cargo. As the general elections there are due in a couple of months, the business sector is anxiously awaiting the results and hoping for the establishment of a stable government, which would help accelerate economic growth.

With everything becoming 'online' in our lives, the cargo industry has also initiated the 'paperless environment' in an aim to reduce paperwork. IATA's e-freight project is leading the way that is designed to build a paperless end to end transportation process for the air cargo sector.

As usual, the news sections takes a look at the recent developments in aviation sector – airlines, airports, freight forwarders, technology companies as well as industry events not only from the UAE and the GCC but from other emerging and developed markets globally.

We hope you enjoy reading our magazine as we strive to enhance the look and quality of our publication both in print and online. Please send in your comments and suggestions to info@aircargoupdate.com

Sincerely,
Editor, Air Cargo Update

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GLOBAL NEWS

Emirates SkyCargo

gears up for the move to Al Maktoum International

Emirates SkyCargo is gearing up for the move of its freighter fleet to Al Maktoum International (DWC) by signing a trucking contract with Dubai-based Allied Transport LLC. The five year contract will see Allied Transport provide road feeder services between Dubai International (DXB) and DWC for Emirates SkyCargo, including the operation of up to a fleet of 45 trucks in the first year.

Starting 1 May, Emirates SkyCargo freighters will call Al Maktoum International airport their new home. The freighters will be handled exclusively from DWC while passenger fleet belly cargo operations will continue to operate from Dubai International airport. Therefore, the trucking of cargo between the two airports will form a critical part of the new Emirates SkyCargo operation. Dedicated road feeder services between DXB and DWC for connecting cargo will be introduced to maintain the minimum possible transhipment times between freighters and the passenger fleet.

For this year Emirates SkyCargo expects to have approximately ten trucks per hour running between DWC and DXB during peak times, with frequency to increase over the coming years. The cargo will be moved via purpose-built truck docks at both airports to achieve quick turn-around.

Kuwait Airlines

firms up commitment for 25 Airbus aircraft

Airbus recently confirmed Kuwait Airways has ordered 25 aircraft including ten A350-900 and 15 A320neo Family aircraft as part of the airlines' fleet renewal strategy. Kuwait Airlines already operates three A320, three A310, five A300 and four A340 Family aircraft.

"We are pleased to sign this deal with Airbus at this juncture of our sixty years journey" said Rasha Al Roumi, Kuwait Airways Chairperson. "The A350-900 will strengthen our long haul route development whilst the A320neo will further boost our regional route network. These aircraft are an essential part of our ambitious growth plans."

The A320neo is offered as an option for the A320 Family and incorporates new more efficient engines and large "Sharklet" wing tip devices, which together will deliver up to 15 percent in fuel savings. It is as well the fastest selling commercial airliner ever.

Saudia Cargo increases belly capacity in summer

Saudi Airlines Cargo has announced it will increase its belly capacity on new international routes through the commencement of Saudia Arabian Airlines passenger flights to Manchester and Los Angeles as of 1 April 2014, thus offering new cargo opportunities to these destinations. The Manchester service will be operated by the airline's B777-200 aircraft and will have a capacity of 9 tonnes from KSA and 12 tonnes into KSA, while the Los Angeles service will be operated by the B777-300 aircraft and will have a capacity of 6 tonnes from KSA and 8 tonnes into KSA. Both destinations will be served three times per week.

"We are delighted that Saudi Airlines is launching new non-stop routes from Riyadh/Jeddah to Manchester and from Riyadh/Jeddah to Los Angeles," commented Peter Scholten, VP Cargo at Saudia Cargo. "As our second passenger destination to the UK and our third to the US, these new direct services will undoubtedly provide us with further opportunities to increase our presence in these key markets," he continued.

Dubai aviation industry registers exceptional growth in 2013

His Highness Sheikh Ahmed bin Saeed Al Maktoum, President of Dubai Civil Aviation Authority and Chairman of Dubai Airports, has praised the support of local and international stakeholders for their contribution for making 2013 an exceptional year of unprecedented growth and achievement for the aviation industry in Dubai.

"By any measurement, 2013 was an exceptional year for the UAE due to the tremendous achievements the country has made in almost every economic domain in general and aviation sector in particular. This complements the amazing progress achieved by the UAE over the years and which are etched in our memories and reflects our passion to excel in every domain," Sheikh Ahmed remarked in his message in the newsletter of Dubai Civil Aviation Authority.

He said the UAE stunned the world by bagging the rights, through a multi-tier selection process, to host World Expo in Dubai in 2020. The selection of UAE to stage the world's third biggest global event after the Olympics and FIFA World Cup is a testimony to the professional approach and adept planning worked out by all the parties concerned in a way that makes all of us proud, he added.

Also last year, Dubai Airshow recorded the biggest deals in the civil aviation history exceeding $213.4 billion, stamping the emirate's strong position as an aviation business hub.

Preliminary results show that the number of passengers at Dubai International surpassed 66.4 million compared with the 57 million recorded in the year 2012. Meanwhile, the airport's expansion plans costing more than $7.8 billion are progressing swiftly to increase the capacity to more than 90 million passengers with the completion of Concourse D by 2015 along with the expansion and modernization of Terminal 1 and 2. This is in addition to the opening of the passenger terminal of Al Maktoum International Airport in Dubai World Central (DWC) last year which will be transformed into an international travel hub in the next few years.

TAV's net profit reaches €133 million in 2013

TAV Airports Holding, the leading regional airport operator of Turkey, announced a net profit of €133 million in 2013, up by 3 per cent compared to the previous year.

TAV Airports Holding CEO M. Sani Şener commented, "Since our establishment in 1997 we have laid down very strong foundations for TAV Airports. These foundations are carrying us forward in full speed as evidenced by all the spectacular achievements of 2013.

"Financially, we achieved all the targets we disclosed to our shareholders in the beginning of the year in terms of passenger numbers, revenue, EBITDA and capex according to IFRS 11 and IFRIC 12 adjusted figures. According to IFRIC 12 adjusted IFRS figures, our revenue grew 7 per cent and increased €904m, while EBITDA growth was at 16 per cent and reached €381m. As always, with this set of results we have demonstrated the amount of operational leverage that we enjoy yet one more time. Net profit increased 3 per cent and reached €133m, the highest we have recorded so far, albeit being negatively effected by non-cash FX loss booking and deferred tax expense."

GLOBAL NEWS

Safi Airways

commended for high safety standards

Safi Airways, the international airline of Afghanistan has been commended for its safety standards. The airline is committed in maintaining uncompromising international safety standards and was the first Afghan carrier to operate in compliance with EASA (European Aviation Safety Agency) requirements and certified as complying with the strict ICAO (International Civil Aviation Organization) regulations.

Safi Airways is also a certified IOSA (IATA Operational Safety Audit), member. The airline maintains an effective Safety Management System (SMS) and Data Monitoring (FDM) which was introduced in 2010. Today FDM is mandatory in Europe for all commercial transport operations.

Captain Pierfranco Prato, CEO Safi Airways stated: "At Safi Airways, Safety Comes First the shareholders vision is to operate a state of the art commercial airline from Afghanistan in compliance with international industry standards, we have achieved high standards from the inspection of Safi Airways. Today we are proud that Safi Airways leads the way in commercial aviation in Afghanistan as the airline is accredited with international safety standards.

"This has not been a easy task, we have gone and will go the extra mile in maintaining and achieving them, today we are a UN preferred airline and is patronized by the Afghan and international community who think about safety first. Our employees strive to exceed all flight, occupational, and environmental health and safety standards at all times. We are committed to minimizing the possibility of incidents by implementing a safety program developed and provided by our Quality and Safety Department."

Safi Airways is a full service carrier operating a two cabin configuration with a modern fleet of Airbus and Boeing aircraft. The airline currently operates to Dubai, Delhi, and Islamabad on the international sector, Herat and Mazar e Sharif on the domestic sector. By the beginning of 2014 the airline intends to fly to several more new international destinations.

Saudi Arabian Airlines

celebrates 50 years of flying to Dubai

Saudi Arabian Airlines (SAUDIA) celebrated the golden jubilee of its operations to Dubai on 19 February at a ceremony in Dubai to mark the occasion under the patronage of H.H. Prince Fahd bin Abdullah, President of the General Authority of Civil Aviation and Chairman of Saudia.

A variety of programs have been featured in the ceremony, including a speech by Eng. Al-Molhem, the screening of a documentary film on the airline's history and achievements, and an exhibition highlighting Saudia's development, services at sales offices, electronic and self-services, and progress of Dubai services during the past 50 years.

HH Prince Fahd bin Abdullah also opened Saudia's new office in Dubai, which was designed to cope with the airline's marvelous development in services. The new office's design reflects Saudia's new identity and image and houses the office of the general manager for Middle East and Gulf, administrative offices, training halls, finance department, sales and marketing departments.

NORDIC AIR CARGO SYMPOSIUM 2014

7-8 April Sheraton Stockholm Hotel, Sweden

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. The Nordic Air Cargo Symposium 2014 will review market trends and how to enhance collaboration between shippers' needs, forwarders and air carriers. The Symposium language is English.

Key note speakers:

Karl Ulrich Garnadt
Lufthansa Cargo

Robert Mellin
Ericsson AB

Prominent speakers include:

Noud Duyzings
AF-KLM Cargo

Thomas Hoang
Boeing

Juha Järvinen
Finnair Cargo

Alexander Kohnen
Lufthansa Cargo

Dr. Ulrich Ogiermann
Qatar Airways

Kim Pedersen
Geodis & Wilson

Peter Penseel
DHL Global Forwarding

Leif Rasmussen
SAS Cargo Group A/S

Claus Schroeder
Metso

Gunnar Már Sigurfinnsson
Icelandair Cargo

Lars-Gunnar Svärd
Volvo Group

Henrik von Sydow
Scan Global Logistics

Program highlights:

- Market Challenges of a Changing World
- The Role of Air Freight in the Supply Chain
- Trends in Air Cargo Worldwide & Europe
- Global Outlook Market Opportunities
- Trend Spotting Nordic Market

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GLOBAL NEWS

DHL and Etihad Cargo increase connectivity through the Middle East

DHL and Etihad Cargo have agreed to share capacity on DHL's new five times a week freighter service operating through Abu Dhabi. The new cargo services use DHL's Airbus A300-600 freighter fleet, and operate from Bahrain to Abu Dhabi and onwards to Bagram, Lahore, and Karachi and back to Abu Dhabi, where cargo can transfer onwards to Etihad Cargo destinations across the globe.

The DHL Abu Dhabi service started in January 2014 and has already resulted in improved transit times for DHL cargo coming to the UAE from cities in Europe, the Middle East, Asia and North America. DHL shipments from the United States to Abu Dhabi now arrive half a day earlier, providing customers with an improved 48-hour timeframe for door-to-door deliveries.

Frank-Uwe Ungerer, Country Manager for DHL Express in the UAE, said: "Adding Abu Dhabi to our network will enable us to better service all-important trade lanes and markets in the Middle East and Asia. The partnership with Etihad Cargo will also enable us to offer customers of both carriers a wide array of flight options and speedier deliveries. We are confident that this will be a successful collaboration."

Cathay Pacific and Qatar Airways sign strategic agreement

Cathay Pacific Airways and Qatar Airways, members of the oneworld alliance, announced a strategic agreement on services operated by both airlines between Hong Kong and Doha, effective 30 March 2014. Sales commenced on 25 February 2014.

The agreement between the two airlines is expected to generate a wide range of benefits for customers. Under the new agreement, Cathay Pacific and Qatar Airways will each operate one flight between Hong Kong and Qatar daily. Cathay Pacific makes its debut on the Doha route on 30 March, launching a daily service using Airbus A330-300 aircraft with a three-class configuration.

The new agreement will give customers of both airlines more opportunities to earn and redeem frequent flyer points or miles. Top-tier members from Cathay Pacific's The Marco Polo Club and Qatar Airways' The Privilege Club will enjoy reciprocal benefits when travelling on flights between Hong Kong and Qatar.

Cathay Pacific Chief Executive John Slosar said: "Cathay Pacific has a strong commitment to serving the Middle East and we are pleased to enter into this agreement with oneworld partner Qatar Airways, and at the same time launch our own new service to Doha. This exciting business opportunity will help us maximise the potential of the market between Qatar and Hong Kong and enable both airlines to create synergies that will improve the overall travel experience for our customers."

Gulf Air wins award for achievements in IT

Gulf Air was recognized among the top 50 organizations in the Middle East for its outstanding achievements in information technology for the third consecutive year at the 'CIO 50 Awards and Forum 2014' held in Dubai.

The award honored the airline for introducing advanced and innovative technologies aimed at improving the national carrier's business efficiency, optimizing business processes and fostering collaboration, thereby adding value to passengers.

Receiving the award on behalf of Gulf Air, the airline's Director of Information Technology Dr. Jassim Haji commented, "Gulf Air's steadfast commitment and focus on information technology excellence as a key business enabler is reflected in our receiving this prestigious award for the third consecutive year. We are delivering our promise to continuously improve our services to better serve our passengers and winning this award demonstrates the success of our efforts in utilizing state-of-the-art technology to deliver value to our customers."

GLOBAL NEWS

Etihad Airways' first Medina flight takes off

Etihad Airways has launched daily flights between Abu Dhabi and Al Medina, a key religious and cultural hub in the western province of Saudi Arabia. A senior Etihad Airways delegation visited Al Medina to celebrate the new service to the airline's fourth destination in the Kingdom of Saudi Arabia and one which attracts religious Hajj and Umrah travellers visiting the home of Prophet Mohammed's Mosque and burial site. They were received by Saudi officials at Prince Mohammad bin Abdulaziz International Airport. The delegation then hosted a dinner in the city attended by government, airport officials and other dignitaries.

James Hogan, President and Chief Executive Officer Etihad Airways, said: "Medina Al Munawarra is an important strategic destination for us, and we are delighted to commence our operations to the second holiest city in Islam.

"Saudi Arabia has always been a key market for Etihad Airways and this new route links Medina through our Abu Dhabi home base with excellent connections to Europe, Asia, the Americas and the rest of our growing network."

Flights between Abu Dhabi and Medina are operated by an A320 aircraft configured offering a total 1,904 seats per week. The new service to Al Medina will be Etihad Airways' ninth destination in the Arabian Peninsula, joining Dammam, Jeddah, Riyadh, Kuwait, Bahrain, Doha, Muscat, and Sana'a.

Monarch Aircraft Engineering to provide GoldCare to Norwegian Air International

Monarch Aircraft Engineering (MAEL), the independent aircraft maintenance provider and division of The Monarch Group, has been selected by Boeing to provide GoldCare support to Norwegian Air International's Boeing 787 Dreamliner operation at London Gatwick Airport in the UK.

MAEL's engineering team will commence support services in the second quarter of 2014 with the first of four Boeing 787 Dreamliner aircraft entering into an initial short haul flying programme from London Gatwick.

Mick Adams, Managing Director of MAEL, said: "We are pleased to further develop our strategic partnership with Boeing and look forward to working with Norwegian Air International. This is the third contracted customer for MAEL for the Boeing 787 Dreamliner in Europe."

Rhenus Logistics and Dutch Customs launches 'remote scanning'

Rhenus Logistics and Dutch Customs put a 'remote scanning' of air freight shipments pilot into operation during a festive ceremony on 13 February 2014. A demonstration of air freight shipment scanning and remote direct connection with Customs was given during the ceremony. Rhenus and its daughter companies, Rhenus Air, Copex, KDS Cargo and Racon Air, are the first to use this innovative pilot.

Rhenus scans freight shipments selected by Customs using its own X-ray and subsequently makes these scanned images available to Customs real-time. Customs takes care of receiving, reading and analysing scanned images remotely. This promotes fast, efficient and safe freight shipment for both businesses as well as the government.

Remote scanning facilities are part of the Schiphol SmartGate Cargo programme, one of the first international public-private cooperative projects in the air freight sector. This concerns intensive and innovative partnership between private sector and government agencies responsible for enforcing customs legislation.

Peter Pasman, Rhenus Group COO Airfreight Europe said: "We are extremely pleased to be selected for this pilot as partner of Dutch Customs. This new development means that Customs no longer needs to be physically present to conduct customs checks, which will result in time savings for all parties in the logistics chain. The Rhenus strategy focuses on taking on a proactive role in the airfreight industry and we consider this development to be a new step forwards towards more efficient and safe logistics processes."

GLOBAL NEWS

Dubai Aerospace Enterprise orders 40 ATR 72-600s

The European turboprop aircraft manufacturer ATR and the United Arab Emirates' leasing firm Dubai Aerospace Enterprise (DAE) announced a contract for the purchase of 40 ATR 72-600s, which includes firm orders for 20 aircraft and options for 20 additional ones. DAE is the largest aviation leasing firm in the Middle East with an aircraft portfolio of approximately $3.3 billion comprised of B737s, B777s, A320s and A330s. Today's deal represents DAE's first order for regional aircraft. The 20 firm aircraft are scheduled to deliver between 2015 and 2018.

The ATR 72-600, equipped with new avionics suite and totally redesigned cabin interiors, has become in recent years the preferred regional aircraft below 90 seats for lessors and airlinesoperating short-haul networks.

Filippo Bagnato, Managing Director of DAE, declared: "We aim to diversify our portfolio and expand into regional aircraft to meet an increasing demand from airlines that are developing regional air connectivity. ATRs are today operated by some 190 carriers all over the world, and this is clearly providing us with many potential opportunities to place this new fleet of regional aircraft". Filippo Bagnato, Chief Executive Officer of ATR, said: "We are pleased to receive DAE as a new customer and to further expand the list of leasing firms trusting ATR when thinking to develop their presence in regional aviation business. Thanks to the contribution of lessors, many more airlines can today benefit from the advantages of the newest ATR '-600 series' aircraft, namely in terms of reduced fuel costs, most updated technologies, operating performance and world-class interior designs for passengers".

Virgin Atlantic first in the world to use wearable technology

Virgin Atlantic passengers will be the first air travelers to experience the benefits of pioneering Google Glass and Sony Smartwatch technology as they arrive at London Heathrow airport, in an innovative pilot scheme. Concierge staff in the airline's Upper Class Wing will be using wearable technology to deliver the industry's most high tech and personalized customer service yet.

Virgin Atlantic, in collaboration with air transport IT specialist SITA, is the first in the industry to test how the latest wearable technology, including Google Glass, can best be used to enhance customers' travel experiences and improve efficiency. From the minute Upper Class passengers step out of their limousine at Heathrow's T3, Virgin Atlantic staff wearing the technology will start the check-in process. At the same time, staff will be able to update passengers on their latest flight information, weather and local events at their destination and translate any foreign language information. In future, the technology could also tell Virgin Atlantic staff their passengers' dietary and refreshment preferences. During the six-week pilot, the benefits to consumers and the business will be evaluated ahead of a potential wider roll-out in the future.

Airline staff are equipped with either Google Glass or a Sony SmartWatch 2, which is integrated to both a purpose-built dispatch app built by SITA and the Virgin Atlantic passenger service system. The dispatch app manages all task allocation and concierge availability. It pushes individual passenger information directly to the assigned concierge's smart glasses or watch just as the passenger arrives at the Upper Class Wing.

Virgin Atlantic continues to push the boundaries with other technological advancements with SITA, including testing iBeacon with its Upper Class passengers at Heathrow, a new low-powered Bluetooth transmitter that can notify nearby iOS Apple devices of nearby services, discounts and updates on their flight boarding schedules. In addition, Virgin Atlantic's newly enhanced mobile site means passengers will be able to book flights, check in online and check their flight status on the move, while also having access to the vast range of information on the main website.

GLOBAL NEWS

Abu Dhabi Aviation and AgustaWestland form new company

A new Helicopter maintenance and spare parts company (AWAS) was formed in a partnership between Abu Dhabi Aviation and AgustaWestland. The announcement came during the first day of Abu Dhabi Air Expo 2014.

"The new company, which is operating from the Abu Dhabi Airport Free Zone (ADAFZ), is the result of a strategic partnership between Abu Dhabi Aviation; the Middle East leading specialized helicopter company and AgustaWestland; a world leading Helicopter designing and manufacturing company," Nadder Ahmed Al-Hamadi , CEO Abu Dhabi Aviation said.

The new partnership will provide expertise, skills and technical and logistic support in the helicopter field, in addition to a high maintenance level for more than 150 AgustaWestland Helicopters in the Gulf and Middle East region.

"Taking into consideration that AgustaWestland helicopters are widely used by Abu Dhabi Police, Dubai Police Air Wing, Oman Police, Lebanese Air Force, Royal Jordanian Air Force, and ARAMCO CO of Saudi Arabia kingdom, we will not only be able to expand the coverage of services we provide to our customers, but also attract new customers" Mr. Nadder Added.

Mark Thistlethwaite, CEO AWAS, said that (AWAS) brings added value to the UAE in terms of aircraft technical knowledge transfer, and will pave the way to a long term commercial partnership with the UAE aviation sector.

"Through its presence in the Abu Dhabi Airport Free zone, (AWAS) will be able to respond quickly and immediately to our customers' requirements for spares, and also provide Helicopter inspection, repair, modifications and overhaul facilities in UAE, without having to move the aircraft to its manufacturing companies in Europe or the USA," Mr Mark added.

Bangkok Flight Services validated as a regulated agent

Stewart Sinclair, Managing Director of Bangkok Flight Services/Worldwide Flight Services,

Bangkok Flight Services (BFS), a WFS Group company, has been validated as a Regulated Agent (RA3) enabling it to accept cargo on behalf of its airline customers for carriage to EU States in accordance with the European Union's new ACC3 security rules for incoming cargo and mail.

BFS is one of the first ground handling agents to successfully gain RA3 status after being audited by an accredited EU Aviation Security Validator. The new EU security regulations come into force on 1 July.

Stewart Sinclair, Managing Director of Bangkok Flight Services/Worldwide Flight Services, said: "Since the establishment of the EU regulations regarding the carriage of air cargo from 3rd countries into the EU States, BFS has been working closely with our customer airlines and industry bodies to establish exactly what the requirements were for both airlines and ground handlers. Even though it is apparent that the onus is on airlines to ensure a secure supply chain, BFS decided that it would be of benefit to our airline customers and to our operation to achieve validation as a Regulated Agent (RA3) at the earliest possible time. This ensures our airline customers have the most simplified process to continue carrying cargo from Thailand into Europe. We are proud to have been validated at our first attempt and look forward to working with our airline customers to ensure a fully secured supply chain through our cargo terminal for all shipments to the EU States."

Nextant set to take off in APAC

Nextant Aerospace, maker of the Nextant 400XTi, announced high expectations for the Asia Pacific (APAC) region. Recently appointed Exclusive Sales Representative, Nextant Pacific Pty Ltd will spearhead operations in SE Asia, Australia and New Zealand including sales, marketing and customer support.

The APAC region has historically seen strong demand for entry-level aircraft with Nextant predecessor airframes. There are 173 entry-level jets and 1,246 turboprops in the region valued at over $1.3 billion. However, with an average age of 16 and 19 respectively, much of the fleet is now ripe for replacement or remanufacturing.

With the cost and downtime of heavy inspections, technical obsolescence of existing systems and operating efficiencies available from modern engines and avionics, Nextant remanufacturing can pay for itself over a surprisingly short investment horizon. The two largest Beechjet fleet operators in the world have recently committed their fleets to Nextant remanufacturing, citing the clear economic advantages.

Nextant aircraft are delivered direct from the factory with a complete aircraft warranty and access to a global network of owned and operated service centers. After-sales support in the region is currently anchored by Jet Aviation Singapore service center and Nextant Pacific will lead the development of additional capabilities when and where required.

Nextant Pacific intends to add further to its value proposition with a special focus on flexible financing opportunities for customers. With financing sometimes hard to find in this segment of the market, this is an area of special expertise for the company and a key point of differentiation from its competitors.
[John Oppenheim]

New Seko service to help retail sector expand faster

Secans Global and SEKO Logistics have created a new joint venture to deliver project and process management solutions to help expanding retail businesses open stores faster, with greater control and cost efficiency, and increasing their sales weeks per store in new markets.

The new SEKO Store Development Services (SDS) joint venture extends SEKO Logistics' foothold in the retail sector which, in September, also saw the launch of SEKO Omni-Channel Logistics, a new integrated eCommerce and logistics division to fast track traditional 'bricks and mortar' retailers into the $1 trillion global eCommerce market.

SEKO Store Development Services enables retailers to manage every aspect of a store build around the globe. This includes design and specification, global sourcing, supplier management, demand planning, regulatory and compliance issues, certifications, logistics and transportation across borders – and for some customers, project management of the store build.

SEKO SDS is already working for customers in the fashion, food, health, beauty, luxury and audio visual sectors. The SEKO Store Development Services team works with each of the retail customers' suppliers and use its IT platform and experience to ensure all of the correct information is provided to avoid delays in transporting materials and equipment into the countries where new stores are preparing to open. This includes everything from master data and specifications, correct packaging and labeling, as well as managing accurate pick-up and delivery timescales.

GLOBAL NEWS

Volga-Dnepr Group helps Sochi make history

Volga Dnepr Group has completed its role in helping the 2014 Winter Olympic Games in Sochi get off to a flying start by delivering over 1,800 tonnes of air cargo to the Russian city over the last 12 months, carrying broadcast, lighting and sports equipment.

Volga-Dnepr's customers took advantage of the Group's 'cargo supermarket' service offering, combining the most suitable and cost efficient aircraft and logistics solutions for each delivery, using either Volga-Dnepr Group's air charter or scheduled cargo services. "Usually the majority of freight shipments for Sochi are transported to Moscow and then trucked to Sochi but this involves long transit times. In the case of a major global event like the Olympic Games, no such delays are acceptable. Customers want the speed and reliability only air cargo can provide. Volga-Dnepr Group's cargo delivery programme to Sochi highlighted the value of our 'cargo supermarket' transport and logistics capability as well as our expertise in the Russian market," said Denis Ilin, Executive President of AirBridgeCargo Airlines.

ABC is the only Russian-appointed air cargo carrier on the Europe-to-Sochi route and this, together with Volga-Dnepr's 'cargo supermarket' concept, has enabled the Group to step in to meet the increased demand for cargo capacity and provide customers with direct access by air to Sochi. Overall, by the beginning of 2014, Volga Dnepr Group had performed over 30 charter flights to Sochi onboard Boeing 747, Boeing 737, AN-124-100, IL-76TD-90VD and AN-12 freighters. This included transporting the Olympic Flame in December onboard its legendary AN-124-100.

In 2009, Volga-Dnepr was once again called into action to support Sochi's transport infrastructure works for the Olympics, moving 94 tonnes of tunneling equipment to the Russian city. In 2011, telecommunications equipment was delivered for a trial broadcast of a skiing competition and last year Volga-Dnepr carried transformers and several mobile gas turbine power plants to Sochi to provide reserve electrical energy during the 2014 Winter Olympic Games.

NATS signs agreement with Japanese Civil Aviation Bureau

Global air traffic management company NATS, has signed a Memorandum of Understanding with the Japanese civil aviation authority, the Japan Civil Aviation Bureau (JCAB). NATS has had a close relationship with JCAB for several years.

The signing now paves the way for the two organizations to work more closely together on a range of airport planning, capacity and efficiency projects, with NATS being the first foreign business to have ever signed a MoU with the Bureau.

NATS Chief Executive, Richard Deakin and JCAB Director General, Mr Omoda signed the agreement at the JCAB head quarters in Chiyoda, Tokyo, where Mr Deakin also gave a presentation on how NATS handled air traffic during the London Olympics as Japan prepares for Tokyo 2020.

Mr Deakin said: "To be the first foreign company to sign an agreement with the Japan Civil Aviation Bureau is a great honor. Not only does it demonstrate the high regard in which NATS is held, it will help to further consolidate our relationships in Japan and in the wider region." Mr Omoda said: "We value NATS expertise and hope our closer association will be beneficial to both organizations, especially with the challenges of the forthcoming Olympics and expected growth in air traffic in Japan."

Mr Omoda and Mr Deakin also discussed introducing a program of personnel exchange to help develop individual expertise and allow a unique exposure to different cultures and operational styles.

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TURKISH TECHNIC

Best of comprehensive MRO servic

Turkish Technic provides nose to tail MRO services with over 4,000 highly qualified employees in its state of the art facilities using latest technologies

Situated at the crossroads of two continents, Turkey offers unique advantages for businesses when it comes to attracting international clients. Turkish Technic, an association of Turkish Airlines group companies, is clearly the regional leader in its industry providing MRO (Maintenance, Repair & Overhaul) services for Boeing and Airbus airframes, engines, auxiliary power units, landing gear and components. Turkish Technic serves more than 100 airlines in Europe, the Middle East, Northern Africa, Turkey and the Commonwealth of Independent States (CIS) with its maintenance bases in Istanbul and Ankara, the capital of Turkey, and a highly qualified workforce of over 4,000 personnel.

Serving more than 200 airlines and a total of almost 600 aviation industry customers from all around the world, Turkish Technic is the leading MRO company both in Turkey and in the region with its broad capability and growing capacity. With over US$500 million of investment for the last 10 years, Turkish Technic built lean and highly efficient service infrastructure and now has the latest technologies to provide customer oriented and high quality services with short Turnaround Times (TAT) and competitive pricing.

"Our main strength is the capability to offer most MRO services to a wide range of clientele. Turkish Technic boasts a long history backed by an experienced, skillful and ambitious staff. Furthermore, we may not offer services at the lowest cost but we are at an advantageous position against the Western companies when it comes to pricing," remarks Ismail Demir, Deputy Chairman of the Board/ General Manager Turkish Technic. He also underlines that Turkish Airlines has enjoyed 15 to 20 per cent of growth in the last 10 years and has been a profitable company. Such growth has brought numerous opportunities and additional workload to its MRO arm – Turkish Technic.

According to Mr. Demir, Turkish Technic offers its customers A to Z maintenance services from its base at Istanbul Atatürk Airport and is the only one-stop shop in the region with its wide range of back shops certified for over 4,000 Boeing and 4,000 Airbus aircraft components. The company with over 77 years of experience is also certified through EASA 145, JAA 145, FAA and Turkish DGCA for the performance of maintenance services through its diversified shops - two wide & narrow-body hangars and one VIP & light aircrafts hangar in Istanbul, and one narrow-body hangar in Ankara.

es

"The Middle East is a natural market for us with its 4-hour distance from Turkey. We are very well aware of the booming aviation industry here not only with aircraft purchases but also in investments in infrastructure and airport expansion projects. These present various opportunities to work together and we are ready to do so."

Ismail Demir, Deputy Chairman of the Board/ General Manager, Turkish Technic

Wide range of services

Indeed, Turkish Technic offers a one-stop solution for its clients' all MRO needs. Providing line maintenance services to domestic and foreign airlines at Istanbul Ataturk Airport according to the IATA standards, Turkish Technic offers Full Technical Handling (Transit; Preflight Check; Daily Check; Weekly Check, etc); Assistance (Fuel; Headset; Anti/De-Icing; Supervision, etc.); and On-Call Handling. In addition to Engine and Auxiliary Power Unit (APU) services, Turkish Technic handles Landing Gear tasks with utmost professionalism. "To be able to offer such comprehensive services to our clients without the need to go anywhere else, we focus on continuous and rigorous training of our staff. We invest a lot in our training programs that keep our employees updated on latest regulations, methods and technologies," adds the enthusiastic General Manager.

In order to certify the continued airworthiness of the aircraft and the continued fitness of the product to operate safely, Nondestructive Testing (NDT) needs to be carried out by certified MRO providers. This testing is specified by the aircraft, engine or propeller manufacturer in accordance with the maintenance data as specified in 145.A.45 for in service aircraft/aircraft components. The nondestructive testing functions are carried out by appropriately qualified Level 1, 2 or 3 personnel as defined by the European Standard EN 4179. Turkish Technic is recognised as an Approved NDT Training Center and Outside Agency by NandtB-TR (Turkish National Aerospace NDT Board) and has a capability of offering NDT trainings in two levels.

" Turkish Technic, an association of Turkish Airlines group companies, is the regional leader providing MRO services for Boeing and Airbus airframes, engines, auxiliary power units, landing gear and components"

Focus on the region

Turkish Technic had a prominent presence in the recent MRO Show in Dubai, UAE and made use of the event to meet its existing clients and promote its wide range of MRO services to potential companies. When asked how much importance Turkish Technic attributes to the region, Mr. Demir replies, "The Middle East is a natural market for us with its 4-hour distance from Turkey. We are very well aware of the booming aviation industry here not only with aircraft purchases but also in investments in infrastructure and airport expansion projects. These present various opportunities to work together and we are ready to do so."

He adds that the solution is not about flooding the region with aircraft hangars: "The authorities need to analyze the trends and make the right decisions. Naturally, not all MRO service providers will last. Some will not survive but others will remain in business. We are here to look for opportunities to work together and find out venues of cooperation and we want our presence to be felt."

In most of the Gulf countries, legacy airlines mainly owned by respective their governments have their own MRO business taking care of the airlines' large fleet. So, the leading airlines may not be potential clients for Turkish Technic but Mr Demir believes that there are other smaller and low cost airlines in the region that could be their client. In addition to common MRO services, Turkish Technic also offers value-added services such as VIP refurbishment, modification and design of cabin, which appeals to the aviation companies in the Middle East.

Established in 2013 to provide line and heavy maintenance, component and training services at two separate hangar maintenance centers within the Istanbul Atatürk and Sabiha Gökcen Airports, Turkish HABOM offers MRO services to over 18 airlines in four continents

Challenges ahead

Whenever airline executives talk about their main business challenge, high oil prices usually tops their list. Asked what challenges Turkish Technic faces in its operations, Mr Demir acknowledges that oil prices have been going up as against falling ticket prices in the last 10 plus years and this has been the dilemma airlines face today – higher costs but less revenues.

"When airlines' profitability is challenged with higher fuel bills, they tend to look for venues to reduce their costs and cutting down MRO services is one area. This naturally means loss of business for MRO service providers. Besides, material and spare part prices increase at least by 3 per cent annually, which cannot always be passed on to our clients. Considering other fixed costs, we face huge pressure to remain profitable. Thus, we need to offer value-added services, get leaner and apply more effective methods to retain and make our customers happy."

Looking forward to the rest of 2014, the General Manager emphasizes the exponential growth taking place within the organization. Feeling the need for leaner processes, the company has been hiring new staff, training the new and existing employees and investing in the facilities. A new MRO company has also been acquired, which brings in additional work to Turkish Technic management.

"I also would like to share that our new facility, Turkish HABOM, has recently opened and received its first aircraft job last November. We have invested around USD650 million on this project and are looking forward to reaping the benefits of our investment in a short period of time."

Established in 2013 as a subsidiary of Turkish Airlines Companies to provide line and heavy maintenance, component and training services at two separate hangar maintenance centers within the Istanbul Atatürk and Sabiha Gökcen Airports, Turkish HABOM offers MRO services to over 18 airlines in four continents. The facility is able to accommodate 16 narrow body aircraft or four wide body aircraft and eight narrow body aircrafts at the same time. On the other hand, there are two separate maintenance hangars, one for narrow body and another for wide body aircrafts at Sabiha Gökcen Airport.

Being involved in every stage from the land acquisition of Turkish HABOM to the completion of the construction, the hands-on General Manager sees this project as a source of great pride and feels happy that Turkish HABOM has become one of the best maintenance centers in the world. Under the leadership of such a visionary man, Turkish Technic will surely continue to fly to greater heights.

INSIGHT

Air Cargo Outlook in India

slow growth but prospects bright

Around 33 per cent of Indian exports handled through air cargo, which presents a noticeable business potential for more, argue experts

All attention at present in India is on the general elections that are due in a couple of months and it is hoped that there would be a stable government. Understandably so, as there is this belief that along with weakening global economic trends, the government of the day has not really helped in accelerating economic growth. In fact, there has been a deceleration and the growth rate has come down to about 4.9 per cent when in 2011 it was over 8 per cent with promise of touching double digits.

India's industrial growth was at the worst in 2012-13 having grown only 1 per cent compared to 2.9 per cent in 2011-12. CRISIL, a global analytical company, in its report said "We see industrial growth lifting from its current lows in 2013-14, but still remaining below its long-term trend. A mild recovery in consumption will aid recovery in the industrial sector. On the back of a marginal improvement in the global economic environment, export growth has already entered into positive territory. The mining sector has been plagued by a policy logjam and early resolution of the issues besetting the sector can provide some respite not only to the mining industry but also other industries such as power generation and speed up industrial recovery."

For broad-based and sustained growth, India needs a strong manufacturing base for which the government formulated the National Manufacturing Policy (NMP) with the aim of increasing manufacturing's contribution to GDP to 25 per cent by 2022 from 15.2 per cent in 2012-13. It is a tall order indeed, given the current state of the industry. The government aims to increase exports from less than $200 billion in 2012 to $450 billion by end of 2014 which is not going to materialise.

Slight increase in exports

Overall, the Reserve Bank of India expects growth to pick up at around 5.5 per cent in 2014-15. Due to sluggishness in the global economy, notably Europe and the US, India's merchandise exports growth was mostly in the negative zone in the first half of 2013. Since July there has been a bit of a turnaround and exports (both air and sea) registered a healthy double-digit growth.

The value of India's merchandise exports was $203.98 billion in the April-November period of 2013, compared to $191.95 billion in the corresponding period last year, registering a year-on-year growth of 6.27 per cent. However, imports in the first eight months of the current fiscal declined by 5.39 per cent to $303.89 billion as compared to $321.19 billion recorded in the same period last year. India's exports are expected to register a healthy growth next year on account of improvement in the US, Europe and ASEAN region markets.

US, Europe account for one-third of exports

While efforts to diversify from traditionally strong markets of the US and Europe yielded positive results, continued dependence on western economies led to slow growth in overall merchandise shipments. The US and Europe account for about one-third of India's exports. The Middle East is also a strong export market for India.

Air cargo growth in India has been marginal. From April 2013 to November 2013, total air freight traffic increased by just 1.9 per cent. However, the forecast for 2013-14 air freight (in tonnage) growth has been pegged at 3 per cent and is forecast to average 5.5 per cent to 2018-19.

"2013 was not a good year for exports. The first half was bad but it improved from July. We expect that 2014 should be okay because markets like the US and Europe are stabilising," FIEO president Rafeeq Ahmed said. Sectors which are expected to do well include engineering, textiles and pharmaceuticals. "Continued depreciation of rupee is pushing the freight rates higher and acting as a dampener to the demand for transportation by air," states Cyrus Katgara, Partner – Jeena & Co.

Impact on air freight

In sync with the economic trends, air cargo growth has been marginal. From April 2013 to November 2013, total air freight traffic increased by just 1.9 per cent from 1478.31 thousand tonnes to 1506.21 thousand tonnes, compared to the same period in the previous year. However, the forecast for 2013-14 air freight (in tonnage) growth has been pegged at 3 per cent and is forecast to average 5.5 per cent to 2018-19. The main goods transported by air are perishables, pharmaceuticals, garments and textiles, electronics, and valuable cargo and express mail items with time definite delivery.

Air freight (in '000 tonnes)
International and domestic freight traffic

Category	April-November 2013	April-November 2012	Percentage change
International	957.17	950.1	0.8
Domestic	549.04	528.30	3.9
Total	1506.21	1478.31	1.9

The international freight traffic has shown a marginal increase of 0.8 per cent during the period April- November 2013 as compared to the traffic handled during the period April – November 2012. The domestic freight traffic has witnessed an increase of 3.9 per cent during the period under review.

INSIGHT

Traffic trends

Airport Catergory	April-November 2013	April-November 2012	Percentage change
16 International Airports	382.57	407.92	-6.2
Six JV Int'l Airports	1079.40	1030.59	4.7
Seven Customs Airports	22.12	19.04	16.2
17 Domestic Airports	21.08	19.63	7.4
Others Domestic Airports	1.05	1.14	-7.9
Total	**1506.21**	**1478.32**	**1.9**

As per Airports Authority of India, the major increases (in per cent) are at Kolkata 4.4; Bangalore 5.6; Hyderabad 8.2; Cochin 8.7; Delhi 9.7; Jaipur 18.2; Amritsar 26.2; Ahmedabad 30.8; Coimbatore 75.1 and Trichy 86.9. This is indicative of the explosive growth happening from Tier II and Tier III cities, all of which are seeing double digit growth. Infrastructure such as ground handling (Bhadra International, Celebi, Globeground), warehouse, cold storage (Pharma zone at Rajiv Gandhi International Airport, Hyderabad), modern technology, IT systems are all coming into play and becoming highly professional.

Foreign carriers carry more cargo

The marginal growth is one story. The other story is that foreign carriers carry more cargo than Indian carriers. The main reason for this dismal performance is attributed to the fact that after the launch of Air Cargo Open Sky policy in 1990, Air India was the only major airline, which used its older aircraft as freighter aircraft. No other Indian carrier was in a position to provide dedicated freighter service and trans-shipment facility and this vacuum was filled by foreign carriers, which saw an untapped market's growth potential and hence, made aggressive forays into it. These foreign carriers enjoyed advantages of economies of scale and scope mainly because of their global operations and their linkages with retail firms across the world. Also, these carriers because of their inherent advantages have been able to offer discounts which airlines in India are not able to as they are running a tight ship.

Proportion of cargo carried by Indian and Foreign carriers

Year	Domestic carriers	Foreign carriers
1990-91	36.9	63.1
1994-95	26.7	73.4
2004-05	13.6	86.4
2009-10	16.1	84.9

Potential for more

Though now skewed in favour of foreign carriers, this is likely to change with airlines in India expanding its reach not only within the country but also overseas. Jet Airways, IndiGo, SpiceJet all are now flying to international destinations. India is likely to become the third largest aviation market with projected investment to the tune of $120 billion. And this cannot be achieved without the contribution of the air cargo sector which is a vital link in the industry and contributes to the growth of the economy.

The rapid growth of international trade and merchandise export has given a boost to the sector because 33 per cent of the Indian exports are going through air. This could substantially increase with upgradation of infrastructure and technology coupled with liberalisation of policies and the government is working in that direction, albeit a bit slow. The growth and modernisation of the Indian airports is quite visible as some of them like Hyderabad and Delhi, are planning to get converted into cargo hubs or cargo getaways. Indian government envisages an investment of $12.1 billion at Indian airports under the 12th Five-Year Plan, of which a contribution of about $9.3 billion is expected from the private sector.

The full-fledged modern cargo handling system at Kolkata airport, MIHAN (Multi-Modal International Cargo Hub) project at Nagpur airport, construction of various Special Economic Zones (SEZ) are some of the initiatives taken by the government towards air cargo development. It is still a far cry from the facilities created at international cargo hubs such as Dubai, Incheon and Hong Kong.

In addition, the announcement of FDI in aviation sector is indeed a blessing for the industry because it will positively impact the belly-hold cargo. It is encouraging foreign players to venture into the Indian air cargo market which would mean direct connectivity to many new destinations and increased penetration of the services in the country. This will happen primarily because the new players would look at entering the Tier II and Tier III cities to avoid clutter in the metro towns and hence offer improved connectivity. There are already tie-ups such as Etihad-Jet Airways; Tata-Singapore Airlines; Tata-Air Asia etc all of which are going to tap into the humongous potential, both passenger and cargo segments.

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IATA

e-freight

initiative to boost efficiency and help our environment

e-freight is one of the evolutionary technologies introduced by IATA (The International Air Transport Association) back in 2006. The project aims to provide a successful business ground by increasing maximum productivity with the exchange of information becoming unchallenging, elementary and straightforward. This industry-wide program is designed to build a paperless end to end transportation process for the air cargo sector. It is capable of converting any messaging format so that interpretation can be made easy for the company engaging in a multimodal freight transport and logistics.

Then, how is e-freight directed towards the welfare of the people and the industry?

• Cost efficient - More than US$4.9 billion per year (approx. AED 18 billion) can be reduced by using this technology.
• Rapid supply chain transition times - Production of shipment documentation before cargo delivery can help in minimizing industrial cycle time.
• Skilled efficiency - Shipment delay can be reduced by allowing one- time electronic data entry at the point of origin. This increases efficiently in shipment deliverance and documents are less likely to delayed or damaged.
• Regular concurrence of documents – It fulfills all the international and local regulations relating to provision of electronic documents and data required by customs, civil aviation and other regulatory authority.
• Secure – Electronic documents are all available to numerous parties who want them for the completion of a shipment.
• Higher sustainability – e-freight guarantees to eliminate more than 7,800 tons of paper documents that are equivalent of 80 Boeing 747 freighters.

Insight on IATA's e-freight

IATA guarantees to make air cargo paperless, reliable and cost efficient and predicts that paperless delivery of goods will save $1.2 billion industry-wide. Today, air cargo is still dependent on the paper-based production to support the movement of freight. The average air freight shipment generates up to 30 different paper documents – increasing the cost of air freight and long transport times. IATA's e-freight eliminates 20 of these documents with electronic messages.

Special handling Codes of EAW (Electronic AWB without accompanying documents) and EAP (Electronic AWB with accompanying documents) have been created to identify e-freight shipments. These special handling codes are transmitted through EDI format to ground handling agents, airlines and custom authorities.

The IATA e-freight, introduced to eliminate paper documents for air cargo shipments by moving to a simpler paper-free environment, aims to:

The average air freight shipment generates up to 30 different paper documents – increasing the cost of air freight and long transport times. IATA e-freight eliminates 20 of these documents with electronic messages

• Replace paper documents with electronic documents.
• Make use of electronic data to eliminate paper airway bills.
• Increase data efficiency, timeless and consistency through Message Improvement Program.
• Enable automatic customs reporting (will still require some legislative changes).

Partners with the initiative

CHAMP Cargo Systems (a SITA Company) is the official strategic partner as well an IATA e-freight solutions vendor. CHAMP assists with the IATA initiative by establishing standards; developing automated solutions for the full supply chain; and driving process improvements within the customer base.

On the other hand, as the e-freight became an industry-wide initiative involving carriers, freight forwarders, ground handlers, shippers and authorities, the Global Air Cargo Advisory Group (GACAG) mapped out a plan in 2012.
The roadmap defines the approach, structure and targets for the program moving forward. It also outlines a shared end-to-end industry approach with clear leadership roles, around three core components or pillars:

INSIGHT

By the end of 2015, a paperless "door to door" environment is expected to cover 80 per cent of global trade lanes where shipments of general cargo can be transported with no paper from shipper to consignee

Pillar 1 explains engaging regulators and governments worldwide to create an 'e-freight route network' with fuller electronic customs and procedures and where regulations support paperless shipments;
Pillar 2 focuses on working smoothly within the cargo supply chain to digitize the core industry transport documents, starting with the air waybill;
Pillar 3 describes a plan to convert digitize commercial and special cargo documents typically accompanying airfreight today, in or outside 'Cargo Pouch'.

According to estimates, by the end of 2015, paperless "airport to airport" industry will cover up to 90 per cent of global trade lanes whilst establishing industry capability to remove AWB, House Manifest, Flight Manifest and Security Declaration and also 100 per cent AWB and e-House Manifest adoption.

Also, by the end of next year, a paperless "door to door" environment is expected to cover 80 per cent of global trade lanes where shipments of general cargo can be transported with no paper from shipper to consignee – based on regulatory environment and customs procedures.

E-Cargo conference highlights
The E-Cargo conference which was held in June 2013, in Switzerland highlighted the progress made by GACAG towards the e-freight technology.

Steve Smith, Vice President e-Applications and Technology Airfreight for DHL Global Forwarding and Chairman of the GACAG e-Commerce Task Force (ECTF), presented the overall vision, key principles, and three pillar structure endorsed by GACAG to drive the adoption of e-freight as a sustainable component for the cargo industry.

Mr Smith stated, "Our goal is to ensure this is fully driven as an industry-wide program, taking into consideration the interests of all parties. As an example, we have the common view provided by a multilateral EDI agreement, necessary to achieve a successful electronic Air Waybill (e-AWB). This agreement is now being developed jointly by IATA and FIATA and we expect it to facilitate e-AWB adoption".

The GACAG panel highlighted the importance of taking an end-to-end supply chain approach. Sue Presti, Senior Director of Government Affairs for the International Air Cargo Association (TIACA) stated that "Shippers need to take a key leadership role in e-freight" and added: "Through GACAG, GSF is now fully engaged in the initiative and this gives us the opportunity to involve shippers."

Des Vertannes, Global Head of Cargo at IATA, emphasized to continue the collaboration initiated at GACAG level and to demonstrate it through local initiatives: "Through national e-freight industry support groups, we can work collaboratively as an industry. Through authorities and regulators, we can truly transform our industry and build the foundation for a sustainable, profitable future. I am looking forward to seeing the results of our collective work in the following months".

Leaders in E-Freight
Emirates SkyCargo is the freight division of Emirates Airlines. Since it focuses 100 per cent on freight operations, communication is done through email and FTP, which results in noticeable cost reduction. The company is known for continuously improving its offerings to clients by implementing the latest technologies. This creates goodwill for the brand across markets globally.

Overall, Emirates SkyCargo carried over 2 million tonnes of cargo inclusive of imports and exports in the year 2013. The operations will shift to Al Maktoum International Airport in Jebel Ali, Dubai which aims to become the home of its freighter operations in April 2014.

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air cargo update

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FLEMING GULF CONFERENCES

INSIGHT

What border barriers impede business ability?

ICC's recent survey analyzes trade barriers and provides useful insights on concrete manifestations of border barriers as identified by economic operators

A recent survey by the International Chamber of Commerce (ICC) highlighted common impediments to cross border trade that can be taken into consideration by governments and policymakers worldwide when determining what can be done to facilitate the flow of goods across borders, thereby contributing to global economic growth.

The ICC noted the survey results are neither statistically valid nor entirely representative of the hundreds of thousands of organizations that trade globally but added that the survey does much to reveal a set of common prerequisites – such as predictability, reliability and consistency – that international traders seek.

"What border barriers impede business ability?" is the latest ICC tool to provide business perspective on practical measures to advance trade facilitation. The survey results are expected to provide useful insights into grassroots border barriers and impediments, as identified by economic operators.

What ICC survey revealed

Having mentioned ICC's reservations with regards to being statistically valid or globally representative, the survey does provide interesting insights, particularly to open-ended questions, that may be useful in considering what countries and traders might do to lessen impediments to trade and grow the global economy to the benefit of all.

The survey was conducted from October through December 2013 in order to focus on specific issues rather than speak of trade facilitation in general terms. There were 356 usable responses to the survey. Not all respondents answered every question. There were many respondents from a small number of countries, and few responses or no responses from a number of major trading nations. Of the 19 industrial sectors specifically identified, consumer products traders were the highest number of respondents.

With 88 per cent of respondents involved in import and export or trade in services (including freight forwarding, transportation and third party logistics), the survey reveals a need for greater capacity building, in particular through education and making information more easily available, to ensure that both traders and border control officials follow proper international trading procedures. The survey results also serve to illustrate the need for an effective customs-business dialogue at national level to find ways to lessen delays in trade processes and shorten release times, as called for by ICC.

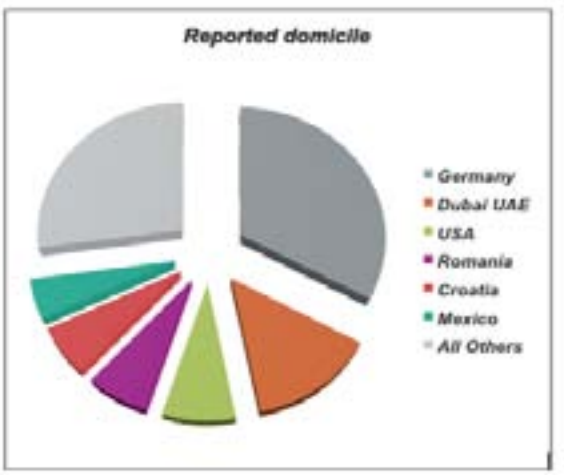
With regards to the location aimed at identifying the perspective of the respondent, many respondents work for enterprises with operations in multiple countries. Some respondents work at the headquarters of MNEs or at subsidiaries.

Location of the ICC Survey respondents

Argentina	1	Iran	4
Australia	2	Ireland	5
Austria	11	Japan	2
Bahrain	1	Jordan	1
Bulgaria	2	Korea	2
Canada	2	Liechtenstein	1
Chile	1	Mexico	16
China	3	Netherlands	1
Croatia	20	Pakistan	1
Dubai	45	Romania	22
Finland	3	Saudi Arabia	5
France	7	South Africa	1
Gemany	2	South Korea	1
Germany	107	Switzerland	7
Gibraltar	6	The Netherla	1
Greece	9	Turkey	1
Guatemala	1	United Kingd	1
Hong Kong	3	United States	26

INSIGHT

Respondents domiciled in Germany represented almost one third of all respondents. While there is no explanation for the disproportionate response from Germany other than the importance of trade to the German economy, respondents were not in any one particular industry. Reponses came from across the identified sectors. The highest number said they were traders of industrial machinery.



Common threads identified

While there is great diversity among the responses, especially those to the open-ended question, there are some common threads that can be identified.

Traders seek:

a) Predictability (how long will a process take);

b) Reliability (the process itself will take a definite amount of time and the cost can be planned); and

c) Consistency (the process will not vary from transaction to transaction or border to border).

A review of experiences also suggests the possibility that border officials as well as traders may not be adequately trained or otherwise may be unfamiliar with the correct process to follow, hence the need for further capacity-building efforts, in particular education and availability of information for both traders and border control officials.

A high proportion of the comments focus on delays. A "delay" is by definition a departure from the amount of time that a process is expected to take, or perceived as reasonable. Insofar as the border authority can provide importers an amount of time to expect for a process and is consistent, the trader's perception of delay will be lessened. More effective customs-business dialogue at national level can contribute to finding ways to shorten release time.

Initiatives to facilitate trade

This survey coincides with a number of international developments seeking to facilitate trade and simplify border procedures. These include the conclusion of a multilateral agreement on trade facilitation at the 9th Ministerial Conference of the World Trade Organization in December 2013 in Bali (Indonesia), and the ongoing negotiations of the Trans-Pacific Partnership Agreement (TPP), the Trans-Atlantic Trade and Investment Partnership (TTIP) and the Regional Comprehensive Partnership Negotiations (RCEP). The results of this survey can provide useful insights to trade policy officials and negotiators engaged in these initiatives.

Through ICC's World Trade Agenda initiative, in partnership with the Qatar Chamber of Commerce and Industry, the ICC global network rallied to help secure agreements in Bali, including a deal on trade facilitation, which according to an ICC-commissioned study could inject up to US$1 trillion into the global economy and create 21 million new jobs. In 2014, ICC will provide global business support for trade facilitation implementation efforts following the Bali accords, and make further proposals towards a post-Bali trade and investment policy agenda.

The WTO Bali agreement on trade facilitation was a watershed event in re-starting the multilateral trade negotiations process and bringing the simplification of customs and other border procedures affecting international trade fully under a WTO multilateral agreement. Now that the agreement has been completed, it will be essential to ensure its implementation, the mechanics of which will be put in place over the course of this year.

Two elements in particular will be key to a successful implementation: ensuring that developed WTO members make good on their commitment to provide capacity-building assistance and financial support to developing countries, and making sure that developing countries undertake meaningful commitments to improve their trade facilitation performance.

The implementation phase of the WTO agreement on trade facilitation creates an opportunity to bring together in a more coordinated way several initiatives that seek to simplify trade procedures and in particular build capacity for developing countries to benefit from improvements in this area. These include: the revised Kyoto Convention and the work of the World Customs Organization on customs modernization; the various bilateral, regional and multilateral efforts under the "Aid for Trade" umbrella, and the United Nations Economic Commission's work program on trade facilitation, to cite only a few.

The implementation process will probably require drilling down into the practical implications of the agreement – a good illustration of which is provided by the survey results – and in doing so officials and negotiators may find it helpful to use the three common strands of these concrete examples as a guiding principle: striving to ensure the predictability, reliability and consistency of border measures.

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IT spending in the Middle East to exceed $32 billion in 2014

Major players will make significant investments to enhance their infrastructure as they look to scale up their cloud and Big Data capabilities, says a recent report by IDC

International Data Corporation (IDC) recently announced its annual predictions for 2014 for the Middle East's information and communications technology (ICT) industry. IDC's predictions reflect the ongoing factors that will set the trend for the region's ICT development. Experts anticipate that the trickle-down effect of these predictions will initiate a change within a variety of industries, such as government, healthcare, logistics, and finance.

IDC believes that the focus for 2014 will be on how organizations in the Middle East jointly manage the proliferation of different device form factors, tackle the complexity of the threat landscape, and address the inevitable IT infrastructure sprawl that will occur as uptake of 3rd Platform technologies such as cloud, Big Data, mobility, and social media explodes.

"Organizations will be faced with a growing need to adapt in 2014 as effects of the 3rd Platform continue to disrupt and change industries in the region," remarked Jyoti Lalchandani, group vice president and regional managing director for IDC in the Middle East, Africa, and Turkey. "We anticipate that

Jyoti Lalchandani, Group Vice President and Regional Managing Director for IDC in the Middle East, Africa, and Turkey.

major players in the region will make significant investments to enhance their infrastructure as they look to scale up their cloud and Big Data capabilities. In this context, securing data will become more vital than ever before."

IDC's predictions for 2014 include the following:

1. The Middle East will feature among the fastest growing IT markets in the world, with spending exceeding $32 billion in 2014 – Spending on IT products and services in the Middle East will increase 7.3 per cent year on year in 2014 to top $32 billion. Consumers, the public sector, and the communications and financial services verticals are expected to be the biggest IT spenders in the region, contributing nearly 74 per cent of the Middle East's total IT expenditure in 2014. Public sector investments in improving government services, education, and healthcare services will continue to be key drivers in the countries of the Gulf Cooperation Council (GCC).

2. Smart City Dubai rollout will lead to an acceleration of similar initiatives in other GCC countries – Smart city initiatives have gained momentum in the GCC in recent years with three countries announcing projects for future smart cities; namely, the six economic cities in Saudi Arabia, the three projects in Qatar (Lusail's Smart and Sustainable City, Pearl-Qatar Island, and Energy City Qatar), and two projects in the UAE (Masdar City in Abu Dhabi and Smart City Dubai). IDC expects the total spending on machine-to-machine (M2M) connections in the GCC countries to increase 19 per cent year on year in 2014 to reach $224 million.

3. 'Multi-channel' strategies will drive citizen/resident services penetration and usage in the GCC; 'Mobile' will be a game changer – IDC predicts that a shift in government channel strategies and tactics in the GCC will increase the preference for electronic self-service transactions. Mobile devices will increasingly be a key facilitator of these interactions. Much progress has been made by countries such as Bahrain, Saudi Arabia, the UAE, and Qatar in the automation and provisioning of online transactional government services. The resulting increase in focus on mobility within the GCC government sector will have a positive impact on ICT spending.

4. Governments will focus on strengthening security for national information assets, expanding the agencies that monitor and protect the national frontline against cyberattacks – The Middle East has become a hotspot for cyber war, as evidenced by the attacks on banks and financial services organizations. As such, IDC expects GCC governments undertake significant efforts in 2014 to develop or further strengthen their national IT security policies and plans.

INFORMATION TECHNOLOGY

5. CIOs will shift toward a 'mobile first' approach to IT deployments – A 'mobility-first' mindset is now clearly visible among Middle East CIOs, and organizations are expected to accelerate efforts over the next 12 months to transform their IT systems in order to integrate mobility solutions. They are also expected to formulate bring-your-own-device (BYOD) policies and take measures to address associated security concerns. Further, IDC expects mobility to increasingly become connected to the emerging elements of the IT mix: cloud computing, data analytics, and social business, thereby making business more agile, efficient, and dynamic.

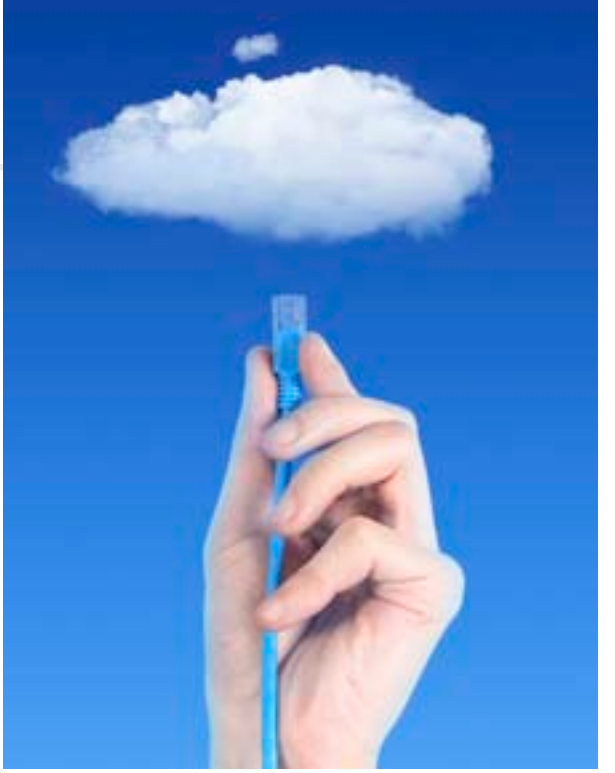
6. Small-screen and low-cost options, together with rapidly growing demand from the commercial sector, will shape tablet adoption. Low-cost tablets running on the Android operating system will also gain growing acceptance in the market. Several large-scale initiatives within the education sector are expected to be delivered in the region, including planned investments by the governments of Egypt, the UAE, and Qatar.

7. 'Predictive' and 'operational' intelligence will drive the adoption of advanced analytics; Big Data deployments will move from pilot to production – Increasing demand for insights from data, particularly from line-of-business executives, will spur organizations to step up their implementation of analytics technologies, moving beyond basic query and reporting tools toward data warehouses and data visualization tools.

8. Acceptance of cloud will accelerate, with private cloud and software-as-a-service (SaaS) adoption dominating investment plans – In 2014, some organizations are expected to start realizing that they can derive even greater benefits from a full-fledged private cloud implementation. Not only will this lead to growth in private cloud revenues, it will also positively impact spending on hardware, software, and services, as infrastructure and applications environments will need to be modernized as part of these broader private cloud deployments.

9. The skills gap will widen as demand for 3rd Platform technologies rises and supply of local skills lags – The lack of available skills around 3rd Platform technologies such as mobility, analytics, cloud, and social, and enabling technologies such as security and virtualization, will place substantial pressure on IT providers and end-user organizations. Much of the supply of skills will continue to come from expatriates as the availability of local ICT workers will remain relatively limited.

10. Telcos will further strengthen and 'verticalize' their current IT services portfolios, and build new professional services and SaaS capabilities – Telecom operators will continue to develop and expand their ICT services portfolios



by forging partnerships with vendors and leveraging their infrastructure assets and network capabilities

Largest C-level tech event

As major players in the region are expected to make significant investments to enhance their infrastructure and the region to feature among the fastest growing IT markets in the world, the 7th edition of IDC's annual Middle East CIO Summit recently took place in Dubai with visionary discussions on what the new IT landscape will look like in 2020. The summit highlighted the end-to-end technology transformation that is required to align IT with the evolving needs of today's business environment as the role of the CIO moves into the realms of business innovation.

"IDC's latest findings indicate that over the next two years, more than 70% of CIOs will change their primary role from directly managing IT to becoming innovation partners that deliver information insights and value-added services to the enterprise," said Lalchandani.

"It is now time for CIOs to examine their current roles and come to an understanding of what is expected of them. CIOs must adapt to what they think their role should—or should not—be, and other corporate executives must shape their own expectations about what the CIO role and its accountability should cover. And as with everything related to ICT, none of the CIO's current responsibilities are set to disappear — these are very much 'new' responsibilities."

The 300+ delegates in attendance represented a total of 13 diverse industry sectors, including banking and financial services, government, oil and gas, construction and real estate, utilities, and healthcare. This year's Middle East CIO Summit also played host to the inaugural meeting of IDC's newly formed Technology Advisory Council for the Gulf region, a peer-driven committee comprising the region's most influential IT leaders.

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EVENTS

Winners of **Dubai Trade awards** announced

Dubai Trade recently announced the winners of the 6th E-Services Excellence Awards in a ceremony set to recognize the superb contribution of Dubai Trade Online users. Top performers in electronic services adoption in the trade & logistics industry were honored on the 5 February in an award ceremony held under the patronage of His Highness Sheikh Maktoum Bin Mohammed Bin Rashid Al Maktoum, Deputy Ruler of Dubai.

The ceremony was attended by H.E. Abdulla Al Saleh, Undersecretary – Foreign Trade Sector at the UAE Ministry of Economy, Mohammed Al Muallem, Senior Vice President and Managing Director, DP World, UAE Region and Board Member of Dubai Trade, Eng. Mahmood Al Bastaki, CEO of Dubai Trade and more than 400 guests.

The award, which is a Dubai Trade initiative, is organized annually since its inception in 2008 under its strategy of celebrating the successful partnership with Dubai Trade portal's users and rewarding their excellence in e-Services adoption.

The nine winning organizations, whose representatives received the 6th E-Services Excellence Award for their top scores were:

- CMA CGM AND ANL (NE) L.L.C as Shipping Agent of the Year – Containerized Cargo
- Naif Marine Services Co. as Shipping Agent of the Year – General Cargo
- Kuehne & Nagel L.L.C. as Freight Forwarder of the Year
- E-Freight Int'l LLC as Clearing Agent of the Year
- Arabian Automobiles Co. LLC as Importer of the Year
- Cars 4 U FZD as Exporter of the Year
- Spring Valley Trading Co (LLC) as Re-Exporter of the Year
- Brothers General Transport (L.L.C.) as Haulier of the Year
- McDermott Middle East as Free Zone Company of the Year

Singapore Airshow attracts close to 150,000 visitors

Singapore Airshow 2014 attracted close to 100,000 visitors over the public day weekend on 15 and 16 February. In addition to the 80,000 public day tickets that were completely sold out, the Airshow also welcomed guests for the Republic of Singapore Air Force's 45th anniversary celebrations at Singapore Airshow.

Visitors to the Airshow were treated to an impressive line up of public day activities, including the flying display, featuring the largest number of aerobatic teams in the history of Singapore Airshow. The line-up included aerobatics performances by the Republic of Singapore Air Force (RSAF) Black Knights, the Republic of Korea Air Force (ROKAF) Black Eagles and the Indonesian Air Force (TNI-AU) The Jupiters.

There were also solo aerobatic performances by the U.S. Air Force, the U.S. Marine Corps and the Royal Australian Air Force (RAAF). The RSAF pavilion, part of the RSAF's efforts to celebrate its 45th anniversary with the public at Singapore Airshow 2014, was also a major highlight of the public days.

MEBA to focus on anticipated growth in aviation

The Middle East Business Aviation (MEBA) event looks set to build on the success of its 2012 run when it opens in December this year at the purpose-built Dubai World Central aerotropolis venue for the first time. Organised by F&E Aerospace, on behalf of the Middle East Business Aviation Association (MEBAA), this year's MEBA will focus on the anticipated growth in the sector and the rising need for ultra-luxury in the air.

Ali Al Naqbi, Founding Chairman of the Middle East Business Aviation Association (MEBAA), says: "Today, we have 530 registered aircraft in the Middle East and North Africa. By 2020 there will be around 1,200 registered aircraft – an additional 750." Al Naqbi also expects the number of movements in the region to reach 175,000 by 2020, up from 105,000 in 2012.

The private business jet market in the Middle East grew by 12 per cent in 2013 and is expected to grow by a further 15 per cent this year (2014) according to Al Naqbi, who adds: "The market is moving and industry experts are forecasting 14,000 business aircraft deliveries through to 2017. By 2020 the market will be valued at US$1 billion from half a billion dollars today."

The swift growth of the sector puts a focus on industry standards and self-regulation to ensure it operates efficiently and in coordination with local Civil Aviation Authorities. MEBAA will be addressing these concerns during its Middle East Business Aviation Conferences (MEBAC) in 2014. The first will be taking place in Riyadh on Thursday 10 April 2014 and the second is currently scheduled for 7 December 2014 in Dubai.

EVENTS

Doha to host inaugural Middle East **Luxury Travel Show**


Katara Hall, Doha

TTG MENA – organizer of the Middle East Luxury Travel Show (MELTS™) – officially announced the Qatari capital of Doha will become the inaugural host city for the luxury travel specific exhibition and conference, to be held from February 15 – 18, 2015. The four-day invitation only event will be held at Doha's Katara Hall within the Katara Cultural Village and is set to become the premium event for Middle Eastern destinations, hospitality brands, tour operators and airlines to promote their high-end offerings.

Alexandra North, General Manager – Events & Communications, TTGMENA commented: "We are thrilled to bring the region's first luxury travel focused business platform to the burgeoning city of Doha in Qatar. Both selectively invited exhibitors and hosted buyers have conveyed their deep interest in attending the exhibition for its business development opportunities, as well as using it as an opportunity to discover the luxury travel attractions and experiences that Doha has to offer".

MELTS™ was established with the clear objective of providing opportunities to explore and discover the latest trends and offerings for high end travel experiences across the Middle East, as well as increase international visitors to the region. MELTS™ aims to provide an elevated business-to-business platform that is innovative, inspiring, creative and result-driven, with the structured four-day program including elements such as; an enrichment conference, three days of pre-arranged meetings, three evenings of networking in some of the finest and most inspirational venues in Qatar, a presentation program and pre-show familiarization trips.

Added North: "We personally connect our exclusively Middle East exhibitors with the most relevant and sought after buyers of luxury travel on the international scene. A meticulous selection process ensures that only esteemed buyers of the highest caliber are hand-picked to satisfy exactly the discerning demands of our exhibitors."

Abu Dhabi Air Expo brings together leaders in General Aviation

The Abu Dhabi Air Expo 2014 recently took place at Al Bateen Executive Airport, the capital's dedicated business aviation airport from 24 - 27 February. The opening ceremony was attended by the honorary attendees from royal families and government dignitaries.

His Excellency, Ali Majed Al Mansoori, Chairman of Abu Dhabi Airports, said: "Abu Dhabi is fast becoming a regional leader in the aviation industry and we are very pleased to once again host a first-class general aviation exhibition in the capital. Abu Dhabi Air Expo serves as a dynamic marketplace and networking platform for aircraft enthusiasts and businesses searching for the best aircraft and general aviation-related services.

The show helps to significantly boost the footprint of general aviation industry in Abu Dhabi, which forms part of an ongoing effort to support the development of new business sectors and diversify the Emirates' economy," Al Mansoori added.

The show has attracted more international and local exhibitors' participation than ever before with over 170 companies showcasing latest innovations and development in the aviation sector, relating to non-commercial aircrafts, jets, helicopters, equipment, manufacturers, services, pilot training schools, accessories, avionics, insurance and financing. Key exhibitors included Dassault Aviation, Airbus Corporate Jets, Embraer Executive Jets, Bombardier, Gulfstream, Bell Helicopter, Boeing Business Jet and Daher Socata.

Dubai International

starts 2014 with record 6.4 million passengers

Dubai International started the New Year with record monthly traffic, exceeding 6.4 million passengers in January. According to the traffic report issued by operator Dubai Airports, passenger traffic reached 6,400,706 in January 2014, up 15.1 per cent from 5,559,760 recorded during the same month in 2013. The bumper traffic was boosted by the seasonal rush of holidaymakers into Dubai, as well as the recently concluded Dubai Shopping Festival.

Regionally the AGCC recorded the highest growth in passenger traffic (+180,982 passengers) – mainly boosted by double digit traffic growth recorded by Doha, Jeddah and Riyadh – followed by Western Europe (+140,910), and the Indian Subcontinent (+126,305 passengers). Eastern Europe was the fastest-expanding market in terms of percentage growth (+42 per cent), followed by the Australasia (+34.5 per cent), Asia Pacific (+26.7 per cent) and Asia (20.7 per cent).

India remained the top destination country (800,397 passengers) with financial capital Mumbai as the busiest destination, followed by Saudi Arabia (514,071 passengers) and the UK (435,806 passengers). Doha was placed number one on the list of top destination cities followed closely by London. Aircraft movements totalled 32,625 during the month under review compared to 31,332 movements recorded in January 2013, up 4.1 per cent. Passengers per aircraft movement in January came in at 199. Freight volumes in January 2014 totalled 197,021 tonnes an increase of 4.5 per cent compared to 188,520 tonnes recorded in January 2013.

Welcoming the record performance Paul Griffiths, CEO of Dubai Airports noted that unhindered growth is the mandate given to Dubai's aviation sector and timely infrastructure expansion and its full utilisation is key to achieving that goal.

"Our new Concourse A is a case in point. With 10,608 A380 scheduled flights to 26 destinations in 2013, Concourse A has helped Dubai International enhance its status as the world's largest hub for Airbus A380 operations in its first full year of operations."

Opened on January 2nd 2013, Concourse A handled 14,596,893 passengers and handled more than 22-million bags in its first full year of operations.

ADIA begins 2014 with 14.5 pc passenger growth

Passenger growth at Abu Dhabi International Airport has marked another double digit increase with a 14.5 per cent rise for January compared to the same month last year. The airport's passenger statistics show that 1,564,266 passengers used the airport in January 2014, growing from 1,366,433 in January 2013. Aircraft movements are also registering a parallel increase of 7.7 per cent growth compared with the same month last year to record 11,972 movements. Commenting on the traffic report, Eng. Ahmad Al Haddabi, Chief Operations Officer at Abu Dhabi Airports, said: "Abu Dhabi International Airport's passenger growth continues to display a positive trend for the international aviation industry. The on-going increase in passenger flow validates our strategy of expansion to meet demand from across the world.

"With the construction of the Midfield Terminal building underway, Abu Dhabi Airports will offer additional world class aviation infrastructure to serve the Emirate of Abu Dhabi by 2017."

Cargo activity showcased a tangible increase with 58,114 tonnes handled at the Capital's airport, marking an 18.9 per cent increase in January 2014 compared to the same in 2013. The top five routes from Abu Dhabi International Airport during January were Bangkok, Jeddah, Doha, Manila and London Heathrow.

AIRPORT

DWC signs new deal with FAS

Dubai World Central (DWC) has announced it has signed a new deal with Falcon Aviation Services, the Abu Dhabi-based VVIP jet and helicopter service provider, to open the first VVIP aircraft completion centre in the Middle East at the Aviation District in Dubai World Central, which will have a new wide body Code F hangar that can handle a Boeing 747-800 aircraft and bigger, including a Head of State aircraft.

The agreement was signed by Rashed Bu Qara'a, Chief Operating Officer of Dubai Aviation City Corporation and Captain Mahmoud Ismael, Chief Operating Officer of Falcon Aviation Services, in the presence of HH Dr. Sheikh Sultan Bin Khalifa Al Nahyan, Chairman of Falcon Aviation Services, during a signing ceremony that took place at the Abu Dhabi Air Expo 2014.

Falcon Aviation Services already operates an aircraft maintenance, management, MRO and service center at Al Bateen Executive Airport, the premier VIP airport in Abu Dhabi. It operates a part of 145 maintenance facility with GCAA and EASA approvals providing in-house and third party maintenance. Falcon Aviation Services is also an approved CAMO organization and provides customized aircraft management agreements tailored to customer requirements. The new facility at DWC, offering enhanced and customized services to its VVIP customers, could begin construction by the summer and be completed by the end of 2015.

Qantas Freight joins dnata City cargo community

dnata and Qantas Freight announced a partnership that will see dnata's UK business provide the Australian carrier freight ground handling at London's Heathrow airport. Under the agreement, Qantas Freight will relocate its UK office and all operations to dnata City—a purpose-built cargo logistics centre at the heart of the UK's largest airport. The long-term partnership agreement will see dnata manage all aspects of freight handling for Qantas, which flies twice-daily A380 operations to Heathrow.

"Our team at dnata City will handle all cargo requirements for Qantas Freight. Ensuring the smooth flow of freight in and out of Heathrow," said Mohammed Akhlaq, Business Development Director, Cargo, for dnata's business in the UK.

dnata City's cargo capacity at Heathrow will improve the flow of goods in and out of the region. With additional cargo points recently added at London Gatwick, Birmingham, East Midlands, Newcastle and Glasgow Airports, dnata supports the smooth transition of freight throughout the UK.

Royal Jet's new base to be ready in Q4 2015

Royal Jet in cooperation with Abu Dhabi Airports announced that the planning and development of its integrated base at Al Bateen Executive Airport is well underway with first phase completion targeted for Q4 2015. The land allocated by Abu Dhabi Airports will be home to Royal Jet's hangar - that can accommodate any aircraft in its fleet; state of the art maintenance facilities; Medevac and its administration headquarters.

Part of its first phase, Royal Jet will build a 4,500 sq m hangar in addition to a 5,000 sq m facility to include administration, workshops, spares storage and a training centre.

Shane O'Hare, Royal Jet President and CEO, commented: "Royal Jet's operational base at Al Bateen Executive Airport is a reflection of the consistent and continuous upward growth that the private jet industry has experienced in the last few years. This move to a new facility, along with the UAE's overall aviation strategy, is in line with Abu Dhabi's 2030 Vision. Additionally, it complements our FBO facility at Abu Dhabi International Airport, customer demand and industry needs."

Abu Dhabi Airports CEO, Tony Douglas, stated: "It is only natural that the world's leading private jet operators fly out of the world's leading dedicated business aviation airport in the heart of Abu Dhabi. Royal Jet and Abu Dhabi Airports represent such a partnership of two world class companies with enormous ambitions."

Gama Aviation on track with its brand new Sharjah FBO

Gama Aviation FZE reported a 70 per cent increase in the number of business aviation movements in 2013 compared with 2012 at its MENA home base, Sharjah International Airport. The regional arm of the global business aviation services company has been instrumental in expanding the airport's activity in business aviation and is on schedule to unveil its brand new dedicated FBO Terminal this year. During the second quarter it hopes to have completed the new passenger and crew lounges.

"The new facility will bring huge benefits for crew members, including rest areas, briefing space and convenient ramp access," commented Richard Lineveldt, General Manager MENA for Gama Aviation. "Clients are increasingly attracted by our friendly and polished service, dedicated business jet parking and generous hangar space, as well as the fact that there are no slot restrictions in place for the airport which operates 24/7 - all being offered at competitive rates."

Gama Aviation and Sharjah International Airport are poised to handle a considerable amount of additional traffic when Dubai International's extensive runway works commence from 1 May this year. "A number of business jets have already committed to move over to Sharjah during that period and we are working with industry partners and airport stakeholders to prepare for the increased demand," said Lineveldt.

The company has also rolled out a staggered hiring strategy since the start of 2014 in order to ensure it has the capacity in May to maintain its excellent service levels. The staffing levels at the Sharjah FBO are planned to effectively double by May 2014. Gama Aviation is also working with the airport to secure additional, dedicated, ground support equipment.

Gama Aviation took over the responsibility for all business aviation handling at Sharjah International Airport in early 2012 in a partnership with Sharjah Airport Authority, but the company has been present in Sharjah as a charter operator since 2006. Gama Aviation's expansion at Sharjah International builds on its United Arab Emirates' General Civil Aviation Authority approval of its CAR Part 145 Aircraft Maintenance Approval. The Sharjah facility is large enough for Boeing BBJ and Airbus ACJ aircraft, both of which are already in the company's managed fleet and it is securing more hangar space at the airport.

Retail revenues up 13 pc at **Abu Dhabi Duty Free**

Retail revenue in 2013 at Abu Dhabi Duty Free reached a record AED 912.7 million (US $248 million), an increase of 13 per cent compared to 2012, according to Abu Dhabi Airports. The year ended on a high note when December proved to be the busiest month of the calendar year and sales figures reached AED 92 million (US $25 million) at Abu Dhabi International Airport. The most popular gifts purchased by air travelers were beauty products, fragrances, watches, gold and diamonds.

Mohammed Al Bulooki, Chief Commercial Officer of Abu Dhabi Airports, said: "The level of commercial performance in duty free last year and the 13% rise in revenue were extremely positive results for our company. Abu Dhabi Duty Free increased the choice of luxury brands and product offerings for customers, and together with some inspired promotional campaigns, it has seen the money spent on duty free products increase throughout the year."

Abu Dhabi Duty Free launched a new brand identity in October with a new logo to reflect the iconic architectural design of the new Midfield Terminal Building which will open for passengers in 2017. The commercial retail area in the new terminal will total 28,000 sq m and bids from quality retailers who are based all around the world are anticipated.

Abu Dhabi Duty Free has expansion plans ahead of the new terminal building opening in three years' time, with the introduction of new outlets to continuously improve the shopping experience for passengers passing through Abu Dhabi International Airport.


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TRUCKING

Volvo launches three new models in Abu Dhabi

Swedish manufacturer Volvo has recently presented its three brand new models – the FH, FM and FMX – to VIP customers from around the region at a ceremony held in Abu Dhabi, UAE.

With its new range, Volvo Trucks tries to meet the requirements of their customers with all the three models offering the highest standards of reliability, handling, time-saving features, fuel-efficiency, safety and driver comfort. Customers also had the once-in-a-lifetime opportunity to test-drive the new models on both the acclaimed Formula 1 Yas Marina Circuit, as well as a challenging, purpose-built off-road circuit.

Lars-Erik Forsbergh, President of Volvo Trucks for the Middle East, said: "The Middle East is an extremely important market for Volvo Trucks – indeed, the FMX has been extensively tested in Oman and Saudi Arabia to ensure that it can tackle some of the roughest, most demanding, off-road conditions in the world. So, we are confident that the new Volvo Trucks range will provide an unbeatable transport solution for customers right across this region, whatever their specific needs."

The new advanced range of Volvo Trucks consists of Volvo Dynamic Steering, which delivers exceptional handling, intelligent I-Shift gearbox technology, improved seating position, usable window area and an innovative rear – view mirror design.

"Our new trucks are the result of huge investment in research & development, new technologies and aerodynamic designs. These innovative solutions have a clear purpose – to help improve truck productivity and durability and consequently customer profitability, while making life safer and more enjoyable for the driver," said Forsbergh.

63 more dual fuel vehicles join **DHL fleet**

DHL has added 63 more dual fuel vehicles to its existing fleet of 38. The company has now 101 such vehicles in operation, making the DHL the single largest dual fuel heavy trucks fleet operator in Europe. Fifty-one more dual fuel vehicles are to join the DHL fleet soon.

The new trucks are being operated from DHL's Campus in Bawtry which has a dedicated state-of-the-art liquefied natural gas (LNG) refuelling station, designed to reduce environmental impact and costs with the use of "zero loss" refuelling technology.

An estimated annual CO2 reduction of around 1,200 tonnes is expected at the Bawtry site in the coming years. The move by DHL to use these vehicles, which have been designed to operate at 44 tonnes, will address the increasing need for DHL's customers to reduce their carbon footprint and will an opportunity to them sto reduce their overall logistics expenses, as well as aligning to DHL's global GoGreen commitment to reduce CO2 emissions by 30 per cent by 2020.

Dual fuel is an innovative technology that allows natural gas to be used in conjunction with diesel, reducing the total consumption of diesel and cutting CO2 emissions. The vast majority of diesel used by DHL Supply Chain in the UK is through its heavy goods fleet for which alternative technologies such as hybrids and electric vehicles are not viable.

Ashok Leyland unveils new vehicles

Ashok Leyland, the flagship of the Hinduja group, has launched its next generation heavy commercial vehicles recently. The company's brand ambassador and the Managing Director of Ashok Leyland, Vinod K. Dasari, presented to audience CAPTAIN 2523 Tipper, the first model of the series that include Tippers, Tractors and Haulage vehicles.

The CAPTAIN features an factory-made cab based on the best principles of ergonomics and international styling to deliver comfort, a longer life and optimal performance. The CAPTAIN comes with heavy-duty aggregates and a customised power train and will be available across 16T GVW (Gross Vehicle Weight) to 49T GTW (Gross Trailer Weight).

Powered by 160 HP to 360 HP Inline and CRS engines coupled with a durable transmission, the CAPTAIN series ensures greater fuel efficiency, increased vehicle uptime, faster turnaround and will reduce vehicle operating costs substantially. The product also has a state-of-the-art electrical and electronic architecture with self-diagnostic capability for greater reliability and safety.

The CAPTAIN series of trucks is specifically engineered to address the increasing demand for higher-efficiency trucks that offer an unbeatable value for Indian customers. The series have been developed to meet specific trucking requirement of fleet operators with varied end-user requirements. Tippers will be available in three GVW nodes – 16 T, 25 T and 31 T for surface transportation and deep mining.

Mahindra Trucks unveils new models at Auto Expo 2014

Mahindra Trucks and Buses unveiled a slew of new models at the Auto Expo 2014 in Delhi. They include the Truxo 37, Traco 49 and the Torro 25. Each of these three trucks is under various stages of finalization and could be launched by the third quarter of 2014.

The Traco 49 is a tractor trailer with two engine configurations, making 210 hp and 260 hp specially crafted for construction application where it will handle heavy loads like cement, steel, over-dimensional cargo, heavy machinery etc. The 49 tonner will be powered by a tuned version of the 7.2-liter BSIII MPOWER engine that powers the existing Traco 40 model.
Truxo 37 is a new rigid, multi-axle truck the company will launch in due course. The company's tractor trailer range, at present, has only the Truxo 31 model.

The company has also announced a fresh investment of Rs300 crore to 'explore new product lines' in the LCV, ICV and MCV segments besides Rs200 crore to strengthen its current product lineup including trucks, buses and LCVs. Over the next 12 to 18 months, Mahindra & Mahindra will launch 7 to 8 products which include major facelifts, new drivelines and variants, according to a report in Economic Times. First among these would be the 2014 Scorpio facelift. The refreshed Scorpio is to go on sale by June 2014.

On the commercial vehicles front, Mahindra would launch a new Maxximo load carrier and the passenger version of the same (New Maxximo Minivan) is also under development. While the load lugger is codenamed P405, the passenger version is called P409, and both vehicles are expected by October 2014.

B2B - Classified

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5. GULF AGENCY COMPANY (GAC)	048818090
6. BARLOWORLD LOGISTICS	048819595
7. PANALPINA WORLD TRANSPORT	048701111

EVENTS CALENDAR

Avionics International
4 – 5 March
Dubai, UAE
www.avionics-event.com

NAIS, National Airport Infrastructure Show
4 – 6 March
Moscow, Russia
www.reedexp.com/en/events

World ATM Congress
4 – 6 March
Madrid, Spain
www.worldatmcongress.org

6th WCA Worldwide Conference
6 – 9 March
Bangkok, Thailand
www.conference.wcaworld.com

IATA World Cargo Symposium
11 – 13 March
Los Angeles, U.S.A.
www.worldcargo.org

6th ACI World, Europe and Asia
12 – 14 March
London, U.K.
www.aci-economics.com

ConnectID
17 – 19 March
Washington DC, U.S.A.
www.connectidexpo.com

Supply Chain and Transportation USA
17 – 20 March
Atlanta, GA
www.astl.org

Africa Trade and Finance Week 2014
17 – 19 March
Cape Town, South Africa
www.exportagroup.com

Myanmar Civil Aviation Development Conference
24 – 26 March
Yangon, Myanmar
http://mcadc.sphereconferences.com

Airline Distribution 2014
25 – 27 March
Singapore
www.uatp.com

Passenger Terminal Expo
25 – 27 March
Barcelona, Spain
www.ukipme.com

23rd ACI Europe Airport Trading Conference and Exhibition
26 – 28 March
Zurich, Switzerland
www.aci-europe-events.com

Business Airport World Expo
26 – 27 March
London, U.K.
www.businessairportworldexpo.com

Airport Cities World Conference and Exhibition
31 March – 2 April
Kuala Lumpur, Malaysia
www.airportcities.aero

APRIL

Cargo Facts Asia 2014
1 – 2 April
Hong Kong
http://cargofactsasia.com/

Routes Europe 2014
6 – 8 April
Marseille, France
www.routesonline.com

Nordic Air Cargo Symposium
7 – 8 April
Stockholm, Sweden
www.euroavia.com/nordic

Middle East Air Cargo and Logistics Exhibition and Conference
9 – 10 April
Abu Dhabi, UAE
www.dubaitrade.ae

Aero Friedrichshafen
9 – 12 April
Friedrichshafen, Germany
www.aero-expo.com

CAPA Airlines in Transition Summit 2014
10 – 11 April
Dublin, Ireland
www.capaevents.com

5th China Airport Check-In Summit
16 – 18 April
Shanghai, China
www.summit-asia

2nd China Airport Development Summit 2014
17 – 18 April
Shanghai, China
www.cdmc.org.cn/2014/cads/index.asp

10th Annual Trade and Supply Chain Seminar
23rd April
Washington D.C., U.S.A.
www.lfc.org

2nd Med Ports 2014
Marrakech, Morocco
23 – 24 April
www.transportevents.com

27th IGHC Ground Handling Conference
27 – 30 April
Kuala Lumpur, Malaysia
www.iata.org

2014 Global Sustainable Aviation Summit
29 – 30 April
Geneva, Switzerland
www.envirosummit.aero

MAY

Airport Show
11 – 13 May
Dubai, U.A.E.
www.theairportshow.com

10th Trans Middle East 2014
21 – 22 May
Doha City, Qatar
www.transportevents.com

The 7th China International Logistics Expo
21 – 23 May
Beijing, China
www.ci-le.com

AeroExpo
30 May – 1 June
Northampton, U.K.
www.aeroexpo.co.uk

JUNE

Cargo Week American Expo Carga
3 – 4 June
www.expo-carga.com

12th ASEAN Ports and Shipping 2014
11 – 12 June
Jakarta, Indonesia
www.transportevents.com

The 6th Air Cargo China Conference
17 – 19 June
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