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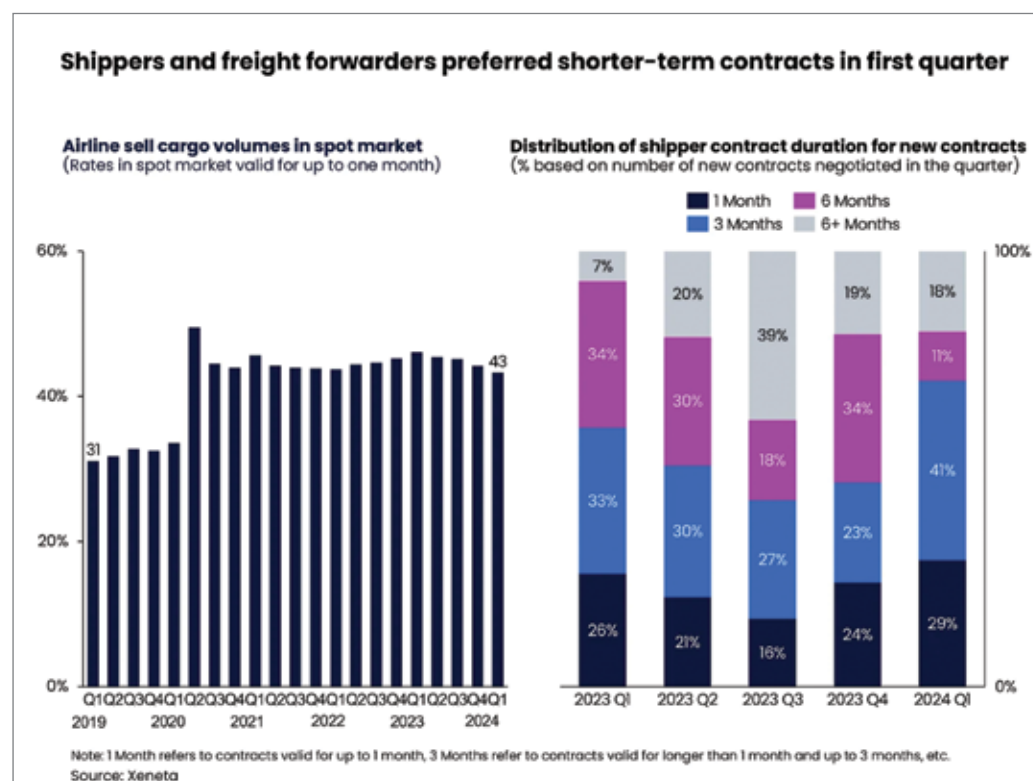
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EDITOR'S LETTER

'Surprisingly resilient' air cargo market enjoys a third consecutive month of +11% demand growth in March



Global air cargo market demand rose +11% year-on-year for a third consecutive month in March as buoyant e-commerce volumes and concerns over the impact of conflict in the Red Sea region on ocean freight services delivered an unexpected first quarter bonus for forwarders and airlines, according to the latest weekly market data from Xeneta.

In what are typically

weaker months of the year for the airfreight industry, these higher volumes outpaced growth in capacity supply in Q1, which increased by +8% year-on-year. In turn, this produced a jump in the global dynamic load factor, which is Xeneta's measurement of cargo capacity utilization based on volume and weight of cargo flown alongside capacity available.

Load factor in the opening three months of 2024 rose

+2% pts year-on-year to 59%, and March performance has shown similar growth, edging up to 61%.

"While this latest monthly data should be balanced against the lower base recorded in the corresponding month of 2023, when we saw weakened global manufacturing activities, Q1 2024 has still seen a surprisingly busy airfreight market. The level of demand

in the first quarter doesn't indicate a market which is running out of steam so far," said Niall van de Wouw, Xeneta's Chief Airfreight Officer.

"The question is, should we be surprised by it, or should we get used to it? Although the market didn't benefit immediately, the Red Sea disruption was clearly a factor in these latest figures. Airfreight growth was primarily driven by increased volumes from the Middle East and South Asia as shippers shifted services from ocean to air to avoid Red Sea delays. We also cannot underestimate the importance of e-commerce growth, which shows no sign of abating on its most prominent lanes."

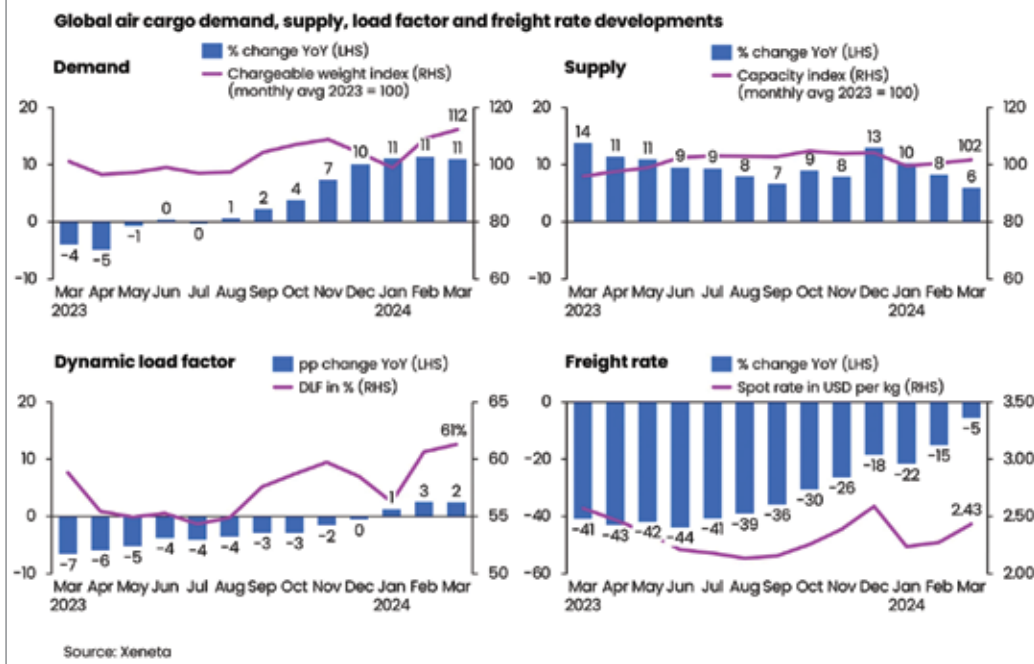
Subsequently, the average global airfreight spot rate in March increased +7% from the previous month to USD 2.43 per kg.

On the corridor level, as highlighted, the Middle East and South Asia to Europe market continued to lead the growth of air cargo rates in March as the influx of air cargo demand caused by Red Sea concerns squeezed capacity on these lanes. The average spot rate on this corridor jumped +46% over February's level to USD 2.82 per kg, up +71% year-on-year.

This was especially seen for the India outbound market, where the India to Europe air cargo spot rate in March rose 68% month-on-month to USD 3.38 per kg.

In contrast, the average ocean containerized spot rate on the India West Coast to North Europe lanes experienced a -9% decline

Continued high global air cargo demand drove freight rates to rise further



in March after its peak in February, although this remained +340% above the level in December, prior to the Red Sea disturbance.

The Middle East and South Asia to US air cargo market followed suit. Its average spot rate of USD 4.03 per kg in March was up +35% month-on-month and +51% year-on-year.

In comparison, the air cargo spot rate from Europe to US increased only marginally by +3% month-on-month to USD 2.12 per kg due to this corridor being less impacted by the Red Sea.

The China outbound market experienced a decline in its spot rate versus February 2024 as the market cooled down after the Lunar New Year. The China to Europe spot rate decreased -3% month-on-month to USD 3.64 per kg. However,

it increased +5% over the previous year, boosted primarily by e-commerce demand and the modal shift away from the Red Sea.

Similarly, the China to US market spot rate of USD 4.06 per kg slipped down -2% month-on-month, although, year-on-year, growing e-commerce demand and delayed recovery of belly capacity contributed to a noticeable +15% average jump in spot freight rates.

The South America outbound market registered the largest decline among the top global air cargo corridors. As floral market demand eased, the South America to US air cargo spot rate dropped -12% from the previous month to USD 1.25 per kg in March, down -7% on the previous year. The South America to Europe market experienced a

similar trend, with spot rates averaging USD 1.75 per kg, a fall of -18% month-on-month and -11% year-on-year.

March data shows freight forwarders continued to purchase a larger share of volumes on the spot market as they kept their options open pending an anticipated cooling down of the Red Sea disruption, and to benefit from the traditionally more imbalanced demand/supply ratio caused by the influx of airline belly capacity at the start of summer schedules.

In the first quarter of 2024, the share of volumes in the spot market accounted for 43% of the total market – compared to 31% in the corresponding pre-pandemic era – as expectations of a ‘normalization’ of the cargo market prompted freight forwarders to take short-term risks in the spot market

in the hope of longer-term gains.

Similarly, in the first quarter of 2024, more shippers pivoted away from longer-term global air cargo contracts to short-term capacity commitments, with three-month contracts accounting for 41% of all newly negotiated contracts in this quarter, up +18% pts from the previous quarter. The preference for six-month contracts declined 23% pts versus the previous quarter.

“The air cargo market has clearly enjoyed a stronger-than-anticipated start to the year, but there’s a different quarter coming along and more capacity coming in, so we do expect an overall downward pressure on load factor and rates, aside from selected corridors where the continuing rise of e-commerce and the residue of the Red Sea uncertainty will continue to boost rate levels.

“But this is now six months in-a-row that the air cargo market has been stronger than we expected. When is it going to slow down? Only time will tell but, right now, airfreight demand is surprisingly resilient.”



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We are on



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

dnata, a leading global air and travel services provider announced the successful integration of autonomous drones into its cargo operations in Dubai, UAE.

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

shipment tracking.

With a strong commitment to innovation and excellence, dnata was the first cargo services provider to introduce drones to its cargo operations in the UAE in 2021. The drones have seamlessly integrated into the day-to-day workflow and warehouse inventory processes. On average,

dnata's drones monitor some 1,800 shipments daily with 99% accuracy across 2,400 rack locations.

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

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

as ‘cherry pickers’) and man lifts in the warehouse.

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

Guillaume Crozier, dnata’s Senior Vice President for UAE Cargo and Global Cargo Strategy, said: “We are thrilled to witness the outstanding results that our drone technology has brought to our cargo operations. The precision and reliability of these drones have surpassed our expectations, leading to a transformative impact on our efficiency levels. These advancements have a direct positive impact on our airline customers who can benefit

from heightened accuracy, reduced turnaround times and smoother logistics operations. The launch of autonomous drones in our operations reflects our commitment to delivering top-notch services through the latest technologies.»

Sankalp Arora, CEO & Co-founder of Gather AI, said: “Gather AI and dnata have already turned the vision of a fully digitised air cargo ecosystem into a ground-breaking reality. Our autonomous inventory drones are not merely futuristic concepts; they are operational game-changers today, enabling real-time transparency into the inventory and air cargo processes. dnata has been at the forefront of the digital revolution in air cargo, and we at Gather AI are proud to be the technology partners that have made this vision come alive.”

In recent years, dnata has significantly invested in cutting-edge technologies and digitalisation to

further enhance efficiencies across its cargo operations. In addition to the launch of autonomous drones in its warehouses, key milestones include the rollout of its digital cargo management system, OneCargo.

OneCargo automates key business and operational functions, including safety and quality monitoring, reporting and ULD management, with an integrated, cloud-based platform. AI-driven tools and analytics provide enhanced visibility on sales and business performance, allowing customers to match real-time demand with available capacity for maximum profitability. In addition, OneCargo eliminates all redundancies and manual check sheets, substantially improving operational efficiency. To date, dnata has launched OneCargo in its operations in six countries, including Iraq, Pakistan, Switzerland, UAE, USA and Zanzibar (Tanzania) across its global network.



dnata becomes first ground services provider to gain IATA's CEIV lithium battery certification across 11 stations globally



dnata, a leading global air and travel services provider, has received the International Air Transport Association's (IATA) Centre of Excellence for Independent Validators (CEIV) accreditation for the safe and compliant handling of lithium batteries.

This achievement underlines the company's commitment to meeting rigorous safety standards and regulatory requirements in the handling of potentially hazardous materials.

dnata's journey with IATA's CEIV lithium battery programme began in April 2023. Less than 12 months later, it has become the first ground

services provider to certify 11 of its worldwide stations, which all took part in a comprehensive audit process. The company's stations in Australia and Pakistan were the first to complete the assessment phase, followed by Singapore, Belgium, the UK, and UAE. The IATA certification ceremony for these stations took place at the recent World Cargo Symposium in Hong Kong.

dnata's receipt of full accreditation provides its customers with a guarantee of quality and safety, ensuring consistency throughout its operations.

Guillaume Crozier, dnata's

Senior Vice President, UAE Cargo and Global Cargo Strategy, said:

"We are pleased to achieve IATA's CEIV Lithium Battery accreditation, a testament to our commitment to safety and compliance. This recognition underscores our ongoing efforts to maintain the highest standards in the handling of dangerous goods, ensuring the safety of our operations and the satisfaction of our customers."

Brendan Sullivan, IATA's Global Head of Cargo, said:

"The volume of air shipments containing lithium batteries is rising. Ensuring these items are transported safely and efficiently is a top priority for the industry. Key to this is complying with regulatory changes and the integration of best practices in lithium battery handling across the supply chain. This is why CEIV Lithium Batteries was established."

"We commend dnata for being the first Ground Handling Agent to achieve CEIV lithium battery certification across its network of 11 hubs. This accomplishment not only benefits dnata's customers by guaranteeing their shipments are handled with utmost efficiency and safety, but also sets a quality benchmark for the industry."

In recent years, dnata has significantly invested in training and process improvement to further enhance safety and improve efficiency in the handling of dangerous goods. In 2021, it became the first global air services provider to adopt IATA's Dangerous Goods Autocheck (DG Autocheck) platform for the acceptance of dangerous goods shipments. In December 2023, dnata was further accredited with IATA's Corporate Certification for competency-based training and assessment (CBTA) for Dangerous Goods.

Photo: Guillaume Crozier, dnata's SVP UAE Cargo & Global Cargo Strategy (centre) presented with dnata's CEIV lithium battery certification, by Frederic Leger, SVP Commercial Products & Service, IATA (left) and Brendan Sullivan, Global Head of Cargo, IATA (right) at IATA World Cargo Symposium in Hong Kong.

Ethiopian Inaugurates First of its Kind e-commerce Logistics Facility at Bole International Airport

The facility positions Addis Ababa to be the cross-border e-commerce logistics hub for Africa and beyond

Ethiopian Airlines Group, the largest airline group in Africa and one of the fastest-growing airline brands globally, proudly announces the launching of its state-of-the-art e-commerce logistics facility in a grand event today. The Ethiopian e-commerce facility is located inside the *Ethiopian Cargo & Logistics* premises.

The newly built facility, which is dedicated to e-commerce, mail and courier logistics services is aimed at bridging logistical gaps and positioning Addis Ababa, Ethiopia, as the cross-border e-commerce logistics hub for Africa and beyond.

Marking the unveiling of the new facility, **Ethiopian Airlines Group CEO Mr Mesfin Tasew** said: «The inauguration of this cutting-edge e-commerce logistics facility is a significant breakthrough for Ethiopian Airlines Group and the entire African economy. We have implemented high-end technologies in the infrastructure that revolutionize the way goods



are transported and delivered in the e-commerce industry in Africa. Through this facility, Ethiopian Airlines paves the way for the development of e-commerce services in Ethiopia and the African continent. Built on 15,000 square meters of area, the facility boasts a capacity to handle 150,000 tons annually. We are glad to witness that our investment of 55 million USD has indeed paid off and enabled us to set the e-commerce industry in the continent to follow the global trend.”

This e-commerce Logistics Facility is equipped

with state-of-the-art technology and meticulously implemented systems; as a result, the facility will offer a range of services including consolidation, deconsolidation, sortation, repacking, labelling and more. Customers can now track and trace their shipments effortlessly from anywhere.

The diverse shipments *Ethiopian Cargo* has transported worldwide with care and the satisfied customers have made Ethiopian a prestigious awards winner airline. Ethiopian Cargo and

Logistics Services, one of the strategic profitable business units of our group, has received rafts of awards including:

- Two Prestigious Awards at the Air Cargo News Awards 2023,
- Best Cargo Airline-Africa at the Maiden Arabian Cargo Awards,
- Sustainable Cargo Airline of the Year-Africa at the 2023 Freight Week Sustainability Awards,
- African Cargo Airline of the Year & Air Cargo Brand of the Year in Africa 2023 from STAT Trade Times Cargo Excellence Awards.

FarCargo gets ready to launch the first transatlantic air cargo route



Faroe Islands-based carrier FarCargo will launch its first transatlantic air cargo route for salmon shipments on March 5.

The planned outbound route will be Billund – Faroe Islands – Newark, with a fuel stop in Keflavik (BLL-FAE-KEF-EWR), and inbound Newark – Billund (EWR-BLL).

A subsidiary of salmon farming business Bakkafrost, FarCargo will use a Boeing 757-200 converted freighter, which it **took delivery of at the end of last year**.

The aircraft has a total capacity of 34 tons and 240 cubic meters and includes a cool cabin on the main deck for perishables and pharmaceuticals.

Initially, the aircraft will carry out two rotations per week, increasing to five times per week later this year.



Swedish airline West Atlantic will operate the aircraft on behalf of FarCargo until FarCargo is able to obtain an AOC.

Bakkafrost has been exporting salmon to the US for the past several years, and with the new direct route, Bakkafrost can offer daily deliveries of salmon to customers in the US, marketed as Superior+ Bakka Salmon.

ECS Group company Nordic GSA will offer the airline's cargo space from Newark to Billund and the Faroe Islands.

Meanwhile, fellow ECS Group company Globe Air will market the sector Newark to the European Union.

Billund Airport will be FarCargo's main hub in Denmark, connecting the eastbound and westbound routes.

FarCargo's operations are a new business perishables opportunity for the Faroe Islands as this is the first cargo aircraft to operate to and from the islands.

Sustainable Aviation Fuel

FarCargo will use a share of SAF (Sustainable Aviation Fuel) in its operation. This means that FarCargo will participate in developing the SAF

fuel, to mitigate the environmental impacts from the aviation industry. The goal is to increase the share of SAF in the fuel, as much as the technology and market conditions allow for.

"The FarCargo team is eager to start the operation and look forward to an excellent cooperation with NordicGSA and Billund Airport, and hope that the markets in Denmark and Faroe Islands will take advantage of this new opportunity," said **FarCargo chief executive Birgir Nielsen**.

"Billund Airport and Cargo Handling Billund Airport are delighted that FarCargo has chosen BLL as their cargo hub in Denmark," said **Jan Hessellund, chief executive of Billund Airport**.

"Adding FarCargo to the growing freighter network in Billund Airport represents unique opportunities for our regional cargo community, while at the same time, it supports our overall cargo strategy – to increase the share of flown cargo vs. trucked."

"Together with FarCargo and NordicGSA, we will work to make this route an instrumental part of Faroese and North American trade and a commercial airline success."



The International Air Transport Association (IATA) announced that **Erik Goldenstein** was the recipient of the IATA FACE-UP award for 2024. FACE-UP is a competition for recent university graduates who have developed innovation and transformation solutions in air transport logistics.

Goldenstein was voted as the winner for his role in creating the NE:ONE Play app built on the ONE Record Data Standard. The app provides a visualization of ONE Record data giving a very simplified overview of complex air cargo data. This allows organizations to browse through their shipment data as easily as browsing the web, facilitating the optimization of their operational processes. The award was presented at the World Cargo Symposium (WCS) in Hong Kong.

FACE-UP is a competition that provides recent graduates from around the globe a unique opportunity to present their solutions to address the challenges of the air cargo supply chain to

industry executives.

Goldenstein is a research assistant, data scientist and software engineer in the Aviation Logistics department of Fraunhofer IML at Frankfurt Airport, currently working on a variety of topics in the field of aviation digitalization.

"I congratulate Erik for an outstanding achievement. The biggest opportunity in air cargo is digitalization and the key to this is the adoption of the ONE Record standard. It was great to see an innovation recognized that will help drive the

implementation of this global standard for efficient data exchange throughout the supply chain," said **Brendan Sullivan, IATA's Global Head of Cargo.**

A senior panel of judges from across the industry selected three finalists who presented at the WCS closing plenary for the audience to vote the ultimate winner of the FACE-UP competition. The finalists were shortlisted based on demonstrating innovation and also the potential to transform air cargo. The other finalists

were Arjan Bhogal and his innovation to reduce the air cargo industry's single-use plastics problem, and Niclas Scheiber with his tool to manage complex ONE Record shipment data using advanced query technologies.

The biennial IATA FACE-UP competition is part of IATA's Future Air Cargo Executives (FACE) Program which was launched in 2013 to attract, retain and develop a bright and diverse pool of young talent, preparing them to become the next generation of leaders in the cargo industry.

Sustainability, Digitalization and Safety in Air Cargo: Progress Report



The International Air Transport Association (IATA) reviewed progress in digitalization, safety and sustainability at the opening of the **IATA World Cargo Symposium** to accelerate progress on these critical priorities.

"Air cargo volumes are now

firmly back to pre-pandemic levels. The challenge now is to ensure that air cargo growth is efficient, safe and aligned with achieving net zero carbon emissions by 2050. Through the hard work of the air cargo industry, the building blocks are in place to significantly accelerate

progress in all these areas," said **Brendan Sullivan, IATA's Global Head of Cargo at the World Cargo Symposium (WCS).**

Digitalization

"The biggest opportunity for the air cargo industry is digitalization. This has not

happened as fast as any of us would have liked. But progress is real. Inefficient paper-based, manual processes are being replaced with digital solutions in all aspects of cargo operations from tracking to customs clearance. That's a fact. And it's making international trade

more efficient. Our call to action is clear: Governments must consistently implement global standards, supply chain partners need to collaborate to overcome shared challenges, and the entire industry must align to ensure a unified and effective approach to digitalization,” said Sullivan.

Three areas were highlighted to illustrate progress:

- **Seamless sharing of digital information:** The adoption of the **ONE Record** standard is enabling efficient data exchange throughout the supply chain. The aim is for all IATA members to achieve ONE Record capability by January 2026. Cathay Cargo and Lufthansa Cargo have already met this target. All major airline IT platform providers have pledged to attain ONE Record capability to support this transition.

- **Digitalization of customs and trade facilitation processes:** Among countries already implementing, Brazil’s use of IATA’s digital standards has cut cargo release times from 5 days to just 5 hours, potentially reducing manual processing by up to 90%. The EU, UAE and Canada recognized the value of accurate data sharing across the air cargo supply chain and will adopt pre-loading advance cargo information systems by the end of 2024. The US was the early adopter of this in 2019.

- **Shipment tracking:** The updated **IATA Interactive Cargo Guidance** offers a unified framework, enabling tracking devices to ensure

the quality and accuracy of conditions for time and temperature-sensitive goods. This is critical to facilitate growing demands for real-time shipment tracking by e-commerce and pharmaceutical trade.

Safety

“Safety is critical to air cargo’s success. Last year the industry’s safety record reached new heights. Among the 38 million flights in 2023, there were 30 accidents, just one of which was fatal. A good safety record is earned every day. For air cargo that means continuing to put special emphasis on the handling of dangerous goods, and in particular lithium batteries,” said Sullivan.

Four areas were noted concerning the safe transport of lithium batteries:

- **A test standard for fire retardant shipping containers** is ready for approval.
- Over 90 airlines are now **sharing dangerous goods incident data** through the **IATA Global Aviation Data Management (GADM) program**.

- Guidance was published for operators to **recognize and mitigate the risks from inexperienced e-commerce shippers using the postal system**.

- **An update to Annex 18 of the Chicago Convention** clarifying responsibilities for the handling of dangerous goods and their effective regulation is now ready for global adoption by states.

Underpinning the safe handling of dangerous goods by air cargo operators

Air cargo volumes are now firmly back to pre-pandemic levels. The challenge now is to ensure that air cargo growth is efficient, safe and aligned with achieving net zero carbon emissions by 2050. Through the hard work of the air cargo industry, the building blocks are in place to significantly accelerate progress in all these areas

is the IATA Dangerous Goods Regulations (DGR).

Importantly IATA renewed and strengthened its partnership with ICAO to publish this critical document in early 2024. And it is supported by numerous innovative tools including the Connect API and DG AutoCheck which are gaining industry traction as the benefits of automating previously paper-based processes are recognized.

Sustainability

Airlines and shippers have given strong demand signals for Sustainable Aviation Fuels (SAF) which are expected to account for some 65% of the needed mitigation to achieve net zero carbon emissions in 2050.

“There is no shortage of demand signals from airlines and shippers to use SAF. The problem remains a shortage of supply. As we saw with the introduction of solar and wind generation for electricity, production incentives are the way forward. Japan is a good example. The government has put a 10% production mandate on fuel suppliers. Singapore has also recently taken steps to create a Sustainable Air Hub

to foster SAF production and use. The US is another with tax credits embedded in the Inflation Reduction Act that are resulting in increased production. We need more governments to follow these positive examples,” said Sullivan.

Additionally:

- **CO2 Connect for cargo**, a precise tool for calculating emissions from operations, will be launched later this year.

• The IATA Environmental Assessment (IEnvA)

is supporting 60 organizations from the industry, including airlines, airports, and cargo handlers, to demonstrate how their sustainability actions are positively impacting the industry.

“For any industry to survive, change is essential. And constant change for anyone is never easy. But it is absolutely worth it when that change delivers 60 million tonnes of cargo that powers economies, improves peoples’ lives and genuinely makes our world a better place. And that is what inspires us to make our industry more efficient, ever safer and on target for net zero carbon emissions by 2050,” said Sullivan.

Hong Kong Cargo Handlers Achieve IEnvA Certification



The International Air Transport Association (IATA) announced the full certification of Cathay Cargo Terminal and Hong Kong Air Cargo Terminals Limited (HACTL) through the IATA Environmental Assessment (IEnvA) at the World Cargo Symposium, held in Hong Kong (SAR), China.

Cathay Cargo Terminal and HACTL are the first cargo handlers from North Asia to achieve the IEnvA certification. This brings the total number of companies including airlines, airports and ground handling service providers that have achieved the certification to 60. IEnvA certification is awarded following a comprehensive evaluation of the companies' environmental sustainability management systems and their plans for continual performance improvement.

"IATA is proud to have worked with Cathay Cargo Terminal and HACTL in their pursuit of IEnvA certification. Their commitment to sustainable aviation sets a strong example for the industry and demonstrates the positive impact of IEnvA certification in the cargo space. IEnvA provides definitive

guidance, aligned with internationally accepted management standards, to efficiently and effectively address a wide spectrum of sustainability issues facing the aviation industry. Adopting IEnvA Standards allows certified organizations to effectively focus their resources on improving their environmental performance and make use of tried and proven best practices. IEnvA certification will support Cathay Cargo Terminal and HACTL to drive sustainability, build trust, and deliver positive impact.

IATA also recognizes the support of Airport Authority Hong Kong (AAHK) in supporting its partners in improving overall environmental impact and calls on other airports to encourage their stakeholders to follow the same approach," said **Marie Owens Thomsen, IATA's SVP Sustainability and Chief Economist.**

Cathay Cargo Terminal Chief Operating Officer Mark Watts said, "This significant milestone demonstrates our commitment to environmental sustainability. Having IEnvA-certified facilities at Hong Kong International Airport further strengthens Hong Kong's

position as the world's leading air cargo hub and is reflective of the strong sustainability culture and vision of Cathay, AAHK and Hong Kong."

"HACTL has been on its sustainability journey for some years, achieving major successes. It's our policy to gain accreditation under every relevant standard, hence our decision to add IATA IEnvA to our portfolio. It increases the appeal of HACTL's offering, and further enhances Hong Kong's status as the world's leading hub. We also support IATA's initiative because we believe it will help the vital sustainability message to gain traction across our industry," said **HACTL Chief Executive Wilson Kwong.**

IEnvA, developed by IATA, is a comprehensive certification program. It independently assesses the commitment of aviation stakeholders, including airlines, airports, cargo handling facilities, freight forwarders, and ramp handlers, to continuously improve their environmental and sustainability performance. By adhering to globally recognized standards and industry best practices, IEnvA ensures that organizations minimize negative impacts on the environment while maintaining operational excellence.

IEnvA is the global aviation standard for environmental management, aligned with ISO standards and recognized by leading ESG agencies. IEnvA incorporates a full turn-key solution specific to the aviation industry stakeholders, providing member organizations with the necessary tools for the implementation of the standards.

IEnvA supports organizations to implement a systematic approach to identify, monitor, control, and continuously improve the environmental performance of their operations. The program, which is available for all stakeholders in the aviation supply chain, has now reached 60 participating organizations. IEnvA programs enable participants to build robust environmental management plans with continual performance improvements.

Lufthansa Cargo Extends IATA CargoIS Agreement



The International Air Transport Association (IATA) announced that Lufthansa Cargo has renewed and expanded the scope of its agreement to utilize CargoIS for its air cargo data needs, extending a partnership that has spanned over a decade.

“We are pleased to announce the extension of our partnership with IATA through CargoIS. The market intelligence IT has provided us over the years and has played a key role in shaping our strategic planning and improving our operational efficiency. This extended

collaboration not only helps us to refine our shipping strategies but also ensures our position at the forefront of the industry, guided by data-driven decision-making,” said **Ashwin Bhat, CEO of Lufthansa Cargo.**

As part of the new agreement, Lufthansa Cargo will also join the IATA CargoIS Direct Data (CDD) contribution program. This initiative facilitates the collective sharing and pooling of anonymized data among participating airlines. It empowers stakeholders to benchmark performance, identify

industry trends, and make well-informed decisions within the competitive air cargo sector. The CargoIS data set draws on transactions from more than 230 carriers, providing the most comprehensive insights into the commodities transported and the services rendered.

“Our decade-long partnership with Lufthansa Cargo on market intelligence related to air cargo highlights the value of IATA’s cargo data products and trust in our data intelligence solutions. CargoIS helps our customers to make better strategic decisions. Continuing and expanding our partnership with Lufthansa Cargo underscores the importance of leveraging data-driven insights to enhance efficiency and sustainability in the air cargo industry,” said **Willie Walsh, IATA Director General and CEO.**

IATA’s CargoIS provides comprehensive market intelligence on the air cargo industry. The platform covers an expansive network of over 80,000 unique city-to-city trade lanes, offering stakeholders—including airlines, freight forwarders, airports and shippers—insights into market dynamics. CargoIS transforms vast data sets into actionable insights enabling users to navigate the complexities of the air cargo market efficiently, fostering competitive advantage and operational excellence.



Hactl's seamless Cool Chain Complex is the largest at HKIA



Hactl has launched its new Cool Chain Complex (CCC), providing a seamless handling process for temperature-controlled shipments. The facility is the largest at Hong Kong International Airport (HKIA), and the first to include a dedicated climate-controlled facility for storing dangerous substances.

The new CCC enables import shipments to be unloaded from aircraft, broken down, and either stored or handed to waiting customers within an entirely temperature-controlled environment. Exports enjoy a similar seamless temperature-controlled transit from warehouse to aircraft. All additional processes, such as check-weighing and X-ray screening, also

take place within the CCC's controlled environment.

The CCC has been designed to minimise the total time and distance between aircraft and storage, with direct airside access and its own dedicated landside truck docks. Three temperature zones (15°C, 2-8°C, and -25 to -15°C) cater for every type of commodity, and all CCC zones have real-time temperature monitoring and full CCTV coverage.

In addition, the CCC features a dedicated area for dangerous substances, also with three separate temperature zones – the first facility of its kind in Hong Kong.

Says **Hactl Chief Executive Wilson Kwong**: "This is a real

game-changer in the handling of temperature-controlled shipments at Hong Kong's airport. In addition to offering a seamless, constant-climate handling capability, the Cool Chain Complex means Hactl is the first air cargo handler in Hong Kong to offer a dedicated storage area for hazardous substances, with precise temperature control. This will allow dangerous pharmaceuticals and biological shipments to be stored under tightly regulated thermal conditions and security, achieving total safety and preserving product efficacy.

"Hactl continues to invest and innovate, to achieve ever-better service standards, open up new business opportunities for its airline customers, and underpin Hong Kong's position as the world's number one air cargo hub. The Hactl Cool Chain Complex is further evidence of our long-term commitment to Hong Kong."

Saudia Cargo, WFS and Cainiao Group Kick Off Cooperation in Liege to Boost Efficiency of Cross-Border E-Commerce Trade

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

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

through operational streamlining and the adoption of logistics innovations.

An inauguration ceremony was held today at the airside of the eHub, currently leased by WFS, with logistics procedures, facilities, and innovations invested in by Cainiao, demonstrating a commitment to delivering best quality service solutions to clients and

partners. WFS, in close collaboration with Cainiao, operates within the air cargo station.

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

The collaboration has also bolstered the logistics capacity of the eHub, with



E-COMMERCE LOGISTICS

three temperature-controlled facilities jointly designed by the three parties. These include areas for loose 2-8°C (205 sqm), BUP 2-8°C (140 sqm), and loose 15-25°C (400 sqm), supporting the transportation of perishable and pharma cargo products. Additionally, the eHub has obtained BCP certification, enabling the transport of fresh goods and further enhancing its capacity to facilitate cross-border trade.

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

The collaboration between Saudia Cargo and Cainiao includes specific freighter flights from Hong Kong to Riyadh and Liege, strategically tailored to meet the increasing logistics demands in these key regions and enhance e-commerce delivery efficiency. Furthermore, the contract extension to WFS for handling over 50,000 tonnes annually on flights connecting Liege and Riyadh underscores Saudia Cargo's ambition for operational excellence and reliable logistics services.

WFS's investment in subleasing part of the Cainiao facility in Liege illustrates its commitment to innovation and efficiency, creating

a dedicated area for swift and real-time information processing. The integration of innovative technology solutions, including AGVs, advanced PDAs, digital dashboards, and live tracking systems, supports a new generation of cargo management systems utilizing IoT technologies to drive efficient and sustainable e-commerce handling.

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

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

John Batten, Chief Executive

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

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

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TIACA EVENT
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June 19-21, 2024 ✈️
Astana, Kazakhstan



TIACA Event Latin America – Concludes With a Commitment to Future Action

T IACA's first event in Latin America, held in Sao Paulo, brought together over 130 delegates from across the industry to discuss issues that affect the Latin American air cargo market and gave insight into how to do business within Latin America. Topics such as eCommerce, pharma, perishables, freighter capacity, workforce challenges, digital innovation and air cargo outlook were addressed. Event delegates took part in one and a half days of lively discussions, debate and informational sessions as well as networking opportunities throughout the event that was run immediately after Intermodal 2024.

"This was the first event in Latin America and we needed to ensure that we made a strong impression in the Latin American air cargo community; by collaborating with our partners within Latin America, such as the Craft Group, ALTA and ALACAT, we were able to provide attendees a unique VIP

The International Air Cargo Association (TIACA) concluded its fourth regional event, the TIACA Event Latin America held March 6-8, 2024 in Sao Paulo, with delegates declaring the event successful as a VIP event that brought together the local air cargo community and international delegates to discuss the opportunities to expand business within Latin America.

experience." **Steven Polmans, Chair, TIACA**

TIACA regional events are designed to identify specific issues on a regional level that TIACA can incorporate into our overall work on behalf of the industry. Each regional event will develop an action plan that will be incorporated into TIACA's strategic objectives and activities.

As the event concluded on International Women's Day the industry endorsed working to address specific workforce challenges affecting the region. There is a need to ensure an inclusive and diverse workforce,

promote opportunities for all and will hopefully encourage more young women to pursue rewarding careers in aviation and logistics.

There was unanimous endorsement to support and drive forward with enhanced digital solutions as an effective means to increase industry efficiency and enhance the customer experience.

The event also shines a spotlight on the great work being performed in support of perishables and e-commerce products within the region.

The exciting leadership played by Brazilian customs and the region's thousands of small and medium forwarding enterprises was welcomed by the delegates as a means to effectively support the region's further economic growth.

"This event in particular showed how strong an influence Latin America has within air cargo and the need to continue to work with our colleagues in Latin America as the industry in this region continues its rapid growth."

Glyn Hughes, Director General, TIACA

The next TIACA event will be the TIACA Event – Central Asia hosted by the Ministry of Transport of the Republic of Kazakhstan's Civil Aviation Committee and the Aviation Administration of Kazakhstan. The event will be held in Astana, Kazakhstan, June 19-21, 2024.



Pharma.Aero and IATA Collaborate to Strengthen IATA CEIV Pharma Program

The International Air Transport Association (IATA) and the global collaborative platform Pharma.Aero have joined forces to strengthen IATA's Certification for the Excellence in Pharmaceutical Handling (CEIV Pharma) program, the globally recognized certification for excellence in pharmaceutical-product handling.

Over two years, the two organizations conducted a thorough study of the CEIV Pharma program, involving certified entities, pharmaceutical manufacturers, and professionals within the air logistics sector. The findings of this comprehensive study were published in a White Paper.

This project identified a number of opportunities within the program, including:

- **Building awareness:** increasing engagement with authorities to ensure ongoing integration of global best practices into the program
- **Continuous improvements** of the certification process: training modules, checklist layout and Independent Validator qualifications to ensure a strong foundation for the future growth of the certification
- **Increase the visibility** of IATA CEIV Pharma within the life science manufacturing sector
- **Expand the network**



to make it more accessible to smaller enterprises and in underserved markets

- **Enhance IATA ONE Source**, an industry platform for validated aviation capability and infrastructure information to enable integration with other platforms.

“The CEIV Pharma program is a trusted mark of quality and excellence in the handling of pharmaceuticals, with hundreds of companies globally across the supply chain, including airlines, ground handling service providers and freight forwarders, achieving certification. This initiative between Pharma.Aero and IATA underscore the

continuous commitment to not just maintain but elevate CEIV Pharma certification. Extensive dialogue with stakeholders has been instrumental in new identifying opportunities for the program such as reaching smaller enterprises and better serving underserved markets as well as process enhancements,” said **Frédéric Léger IATA Senior Vice President of Commercial Products and Services.**

Trevor Caswell, Chairman of Pharma.Aero, lauded the collective efforts of Pharma.Aero members participating in the 2-year project. *“As a leading*

advocate for excellence in pharmaceutical logistics, Pharma.Aero leverages the collective expertise of our global community to drive innovation and best practices in the industry. We commend all our members for their time and dedication to this project. Their contributions were decisive in getting first-hand experiences to accurately assess the CEIV Pharma certification and identify opportunities for enhancement”, said Caswell. *“Together, as Pharma.Aero, we are driving positive change in pharmaceutical logistics to better serve the needs of patients globally”*, concluded Trevor Caswell.

IATA Announces First Signatories to Air Cargo Digitalization Leadership Charter



The International Air Transport Association (IATA) announced the launch of the IATA Digitalization Leadership Charter at the IATA World Cargo Symposium in Hong Kong. Cathay Cargo, CHAMP Cargosystems, Global Logistics System (HK) Company Limited, IAG Cargo, IBS Software, LATAM Cargo, and Lufthansa Cargo are the inaugural signatories of the charter.

The Digitalization Leadership Charter aims to accelerate the air cargo industry's digitalization journey by committing to five key guiding principles. Developed in consultation with IATA's Cargo Advisory Council Members, airlines and the wider air cargo community, the charter seeks to drive innovation, enhance efficiency, and promote a sustainable and harmonized digital transformation.

Central to the charter is the importance of data sharing using IATA ONE Record for smooth and efficient data exchange.

"Digitalization is imperative for the air cargo industry. It requires alignment to ensure a unified and effective approach. IATA has introduced the Digitalization Leadership Charter to spearhead this alignment. By adhering to the Charter's principles—adopting industry-wide standards, championing sustainability, ensuring ethical technology use, and upholding digital leadership—the charter sets a benchmark for excellence," said **Brendan Sullivan, IATA's Global Head of Cargo.**

The Digital Leadership Guiding Principles include commitments to:

- **Developing a unified and collaborative digital strategy** that

champions interoperability and the use of global standards across the entire supply chain.

- **Enhancing organizational resilience** through building robust digital infrastructure and implementing strategies that safeguard against cybersecurity risks while ensuring the responsible use of generative AI.

- **Pursuing sustainable digitalization** with a focus on supporting eco-friendly technology initiatives.

- **Pursuing digital excellence** by staying ahead of digital trends, ensuring secure and sustainable practices, and establishing industry best practices.

- **Using new technology ethically** when embracing emerging technologies.

Lufthansa Cargo launches freighter service from Brussels Airport to Chicago

- The first direct freighter connection of the carrier from Belgium to the USA
- Further attractive network, especially for pharmaceuticals



Lufthansa Cargo customers can now book their cargo on a B777F directly from Brussels International Airport (BRU) to Chicago O’Hare International Airport (ORD). The flight connection will be launched on 03 April 2024 and will take place twice a week on Mondays and Wednesdays. The entire route will lead from Frankfurt via Brussels to Chicago and back to the home hub in Frankfurt. This is the first time the carrier has connected Belgium directly to the

American continent with a cargo aircraft.

“We are looking forward to our customers being able to book on this new route with immediate effect. Brussels Airport is an important hub for the pharmaceutical business in particular. With our new connection, we can now offer an even more attractive network, and in particular a direct connection for particularly time-critical freight, which now includes up to 34 freighter connections from Europe to

North America,” explains **Ashwin Bhat, CEO of Lufthansa Cargo.**

Brussels Airport is known as the preferred European pharma gateway. The airport has the largest surface of pharma warehouses in Europe and continues its investments in the redevelopment of its cargo zone. Brussels Airport’s cargo community specialises in the handling of time and temperature-sensitive goods, their stakeholders were the first worldwide to receive the CEIV Pharma certification. With a closed cold chain from warehouse to aircraft, thanks to the innovative Airside Pharma Transporters, the transport of pharmaceuticals is one of the key segments for the airport’s cargo department, making use of digitization for a transparent and swift process

“We are happy to be welcoming Lufthansa Cargo into our airport community and to support their cargo operations to and from Brussels Airport. With our shared focus on the reliable and efficient transport of pharmaceuticals and a shared ambition in terms of sustainability, as they are pioneering technologies such as sharkskin technology and invest in Sustainable Aviation Fuel, they are an important asset to our cargo network,” says **Arnaud Feist, CEO of Brussels Airport.**

As a result, the carrier’s global B777F network will comprise 82 weekly connections to the world at the start of the summer flight schedule (31 March 2024) - including 34 connections per week from Europe to North America and four connections to South America, 42 direct connections from Europe to Asia and two freighter flights per week from Europe to the Middle East and Africa. The A321F fleet also complements the short and medium-haul network with up to 18 destinations. Including the belly capacities of Lufthansa, Austrian Airlines, Brussels Airlines, Discover Airlines and SunExpress, the cargo expert can offer its customers a worldwide network with up to 7,000 flights per week.



Lufthansa Cargo at the Forefront of Digitalizing the Air Freight Industry

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smooth and efficient data exchange.

"Digitalization is imperative for the air cargo industry. It requires alignment to ensure a unified and effective approach. IATA has introduced the Digitalization Charter to spearhead this alignment. By adhering to the Charter's principles—such as adopting industry-wide standards, championing sustainability, ensuring ethical technology use, and upholding digital leadership—the charter sets a benchmark for excellence," said **Brendan Sullivan, IATA's Global Head of Cargo.**

"Our engagement in ONE Record, setting new standards in the digitalization of our industry in the last years and now committing to IATA's Digitalization Leadership Charter as one of the first signatories, proves that we are pioneering this topic. We are looking forward to further driving digitalization with our partners and getting the industry

ready for the future," adds **Ashwin Bhat, CEO of Lufthansa Cargo.**

The Digital Leadership Guiding Principles include commitments to:

- Developing a unified and collaborative digital strategy that champions interoperability and the use of global standards across the entire supply chain.
- Enhancing organizational resilience through building robust digital infrastructure and implementing strategies that safeguard against cybersecurity risks while ensuring the responsible use of generative AI.
- Pursuing sustainable digitalization with a focus on supporting eco-friendly technology initiatives.
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Using new technology ethically when embracing emerging technologies.

WFS, Cathay Cargo and Champ

Launch
IATA One
Record use
case to take
Air Cargo
Digitalisation
to the next
level



Worldwide Flight Services (WFS), a member of the SATS Group, Cathay Cargo, and CHAMP Cargosystems will go live with a joint use case of IATA's ONE Record digital data-sharing standard to help drive a 'step-change' in air cargo industry efficiency, transparency, and collaboration.

IATA's goal is for airlines and their supply chain stakeholders to have implemented ONE Record capability by 1 January 2026 as part of the Association's phased digitalisation programme for air cargo transportation. ONE Record builds on IATA's earlier e-freight programme and more recent e-AWB initiative, which is now used for most air cargo shipments.



The use case launch will see Cathay Cargo send shipment booking data to WFS in real-time via CHAMP's 1Neo-Connect server using IATA's ONE Record API data standards. This will replace the consolidated Flight Booking List (FBL) message, currently sent in a traditional Cargo-IMP format over the SITA and ARINC networks. ONE Record creates a single record view of a shipment and defines a common data model for the data that is shared via standardized and secured web API. The standard is based on mature but progressive data sharing technologies that are well aligned with the best practices used by leading airlines. This makes it directly accessible to IT teams and service providers.

Through this collaboration, initially for shipments between Paris CDG and Hong Kong, WFS, Cathay and CHAMP will establish a new way of exchanging data. As the use case progresses, and new trade lanes are added, it will be expanded to include a wide variety of data types, according to the IATA ONE Record data model. The aim is to receive more comprehensive data sooner to allow better operational decisions which enhance operational excellence and benefits for all partners.

Future ONE Record use cases will include shipment records, accompanying documents, special cargo, checklists, and other planning data to increase visibility and help cargo handlers manage workload. Ultimately, it will help to drive new value-added services and business models.

WFS currently provides cargo handling services for Cathay Cargo in Belgium, France, Spain and the United Kingdom as well as in four major airport stations in North America – Boston, Houston, Los Angeles & Miami – and in Bengaluru, India. WFS handles over 95,000 tonnes per annum for the airline globally.

"ONE Record is a step-change in the way the air cargo industry exchanges information and will take digitalisation to the next level to improve data visibility, transparency, quality, and control. As leading players in the industry, WFS, Cathay Cargo and CHAMP are launching this use case to not only test its efficiency but to also signal our intent to move forward with ONE Record and make IATA's implementation target date a reality. This is not about sending the same information via a different channel; it provides an opportunity to exchange much richer data with greater frequency

and will lead to improved efficiency across the air cargo ecosystem," said **Pedro Garcia, Chief Information Officer, Europe, Middle East, Africa and Asia (EMEA) at WFS.**

Chris McDermott, CHAMP CEO, said *"It has been our privilege to work alongside Cathay Cargo and Worldwide Flight Services to bring this ONE Record use case into production. CHAMP sees ONE Record as the standard that will drive the full digitalization of air cargo and enable new services, so it's very exciting to see this implementation come to fruition."*

Tom Owen, Cathay Director Cargo said, *"We are extremely proud of the work we've done alongside CHAMP and WFS to embrace ONE Record, starting with this important and significant use case. We look forward to benefitting from ONE Record's capabilities and continuing to work with both CHAMP and WFS on this initiative."*

Etihad Cargo supercharges customer service with launch of digital sales optimisation tool

- Etihad Cargo and Rotate are launching Sales Cockpit across Etihad Cargo’s global stations following the co-development of the innovative digital sales optimisation tool.
- Etihad Cargo’s partners and customers will benefit from commercial teams and sales representatives having access to tailored recommendations, enabling them to add value to business relationships.
- Etihad Cargo and Rotate spent over 6,000 hours developing Sales Cockpit, with 50 Etihad Cargo team members contributing 1,000 hours in the development of the tool.
- Following Etihad Cargo’s successful roll-out of Sales Cockpit, Rotate will continue to develop further features and enhancements.

Etihad Cargo partnered with Netherlands-based Rotate in May 2023 to co-develop Sales Cockpit with the aim of utilising data and machine learning to improve customer service and gain a more in-depth understanding of the carrier’s partners and customers. Using custom-built algorithms to analyse data, Sales Cockpit generates tailored and customisable recommendations on how users can strengthen customer relationships by identifying current and future opportunities.

Etihad Cargo and Rotate have completed the co-development and delivery of the first-of-its-kind tool. The carrier will now roll out Sales Cockpit globally, providing its commercial teams with access to updated data analysis and a real-time snapshot of Etihad Cargo’s business on particular

Abu Dhabi, United Arab Emirates – Etihad Cargo, the cargo and logistics arm of Etihad Airways, is officially launching Sales Cockpit, a

digital sales optimisation tool that will enable the carrier to enhance customer relationships and add value to its partnerships.



routes, with individual customers and by product.

Stanislas Brun, Vice President Cargo at Etihad Cargo, said: "The successful co-development and completion of Sales Cockpit in partnership with Rotate will benefit Etihad Cargo's partners, as sales representatives and account managers are empowered by data to have more meaningful interactions with customers. The tailored recommendations provided by this innovative tool will help Etihad Cargo deliver a more efficient and seamless customer journey and boost sales, helping the carrier to develop stronger partnerships and help customers achieve their business objectives."

Ryan Keyrouse, Chief Executive Officer at Rotate, said: "Co-developing Sales Cockpit with an

innovative partner like Etihad Cargo gave us unique access to an expert team to rapidly build and validate the solution. The collaboration helped maximise adoption, as both Head Office and local teams were involved throughout its development. We are immensely grateful to the whole Etihad Cargo team for the enthusiasm and energy they put into this project."

Over 50 Etihad Cargo team members were involved in the co-development of Sales Cockpit, contributing over 1,000 of the total 6,000 development hours. During the development phase, Rotate and Etihad Cargo's steering team visited ten of the carrier's global stations in 20 weeks, allowing improvements to be implemented in real time following feedback from Etihad Cargo's teams.

Etihad Cargo's sales representatives and commercial teams will now be using Sales Cockpit globally to gain visibility of the carrier's key accounts across its entire network. This will enable them to benchmark regional performance and identify opportunities on a global scale to help customers meet their tonnage targets.

Brun concluded: "Etihad Cargo and Rotate's partnership has enabled the carrier to provide its expertise to help unlock the full potential of digitalisation. Sales Cockpit will benefit not only Etihad Cargo and its customers but also has the potential to transform how other carriers in the wider air cargo community access the vast amounts of data available and use it to start having more meaningful and engaging conversations with their customers."

SkyTeam Cargo Welcomes John Engelaan as Vice President Cargo

SkyTeam Cargo, the world's only global air cargo alliance, has welcomed John Engelaan on board as its new Vice President, effective immediately.

Engelaan, a Dutch national, brings more than 35 years' international experience to his role at SkyTeam Cargo. Prior to joining the global cargo alliance, he was Vice President of Global Fleet at Swissport where he was responsible for the management of 60,000 ground support equipment (GSE) assets across 275 airports in 45 countries. In addition to supporting ground handling, cargo and fueling operations, he also played a key role in developing long-term sustainability objectives such as reducing CO2 emissions and increasing the electrification of GSE.

Before joining Swissport, Engelaan worked in various senior roles at Air

France-KLM and Martinair Cargo, including Director Spain and Portugal, based in Madrid, and Director Gulf, Iran, Pakistan, Sri Lanka and Bangladesh, based in Dubai.

Commenting on Engelaan's appointment, Teddy Zebitz, Chair of SkyTeam Cargo's Executive Board and CEO of Saudia Cargo said: "John's extensive international experience and hands-on approach to everyday Cargo operations will be invaluable to our alliance as we continue to focus on delivering the most seamless and responsible service through innovative products and technology. We are delighted to welcome him on board."

For more than 20 years, SkyTeam



Cargo has offered simplified shipping solutions for every type of cargo - from pharma and perishables to luxury goods - to almost anywhere in the world through four key pillar products. The branded products - Express, General, Specialized and Customized - were first launched in 2002.

SkyTeam Cargo is the global unique Cargo Alliance with all member airlines working together with more than 2,700 aircraft including 45 full freighters to 150 destinations. The members are Aeroflot (suspended), Aerolíneas Argentinas Cargo, Aeromexico Cargo, Air France-KLM Cargo, China Cargo Airlines, Czech Airlines Cargo, Delta Cargo, ITA Airways Cargo, Korean Air Cargo, and Saudia Cargo.

Etihad Cargo streamlines charter operations in partnership with Awery



- Etihad Cargo has partnered with Awery Aviation Software to implement a customised version of Awery's Enterprise Resource Planning (ERP) system to manage its Cargo Chartering Programme.
- This solution will enable Etihad Cargo to meet the increased demand for charter services due to a surge in e-commerce, which has seen the carrier receive 35 per cent more charter requests and operate 23 per cent more charters in 2023 compared to the previous year.
- This innovative solution will enable Etihad Cargo to streamline operations, improve response times and provide consistent and competitive pricing, further enhancing levels of service for customers and partners.

Abu Dhabi, United Arab Emirates – Etihad Cargo, the cargo and logistics arm of Etihad Airways, has significantly enhanced its charter service capabilities through a new partnership with Awery Aviation Software. This collaboration marks a pivotal step in Etihad Cargo's efforts to meet the growing demand for charter services, spurred by the global surge in e-commerce, which has seen the carrier receive a 35 per cent increase in charter requests.

As part of this strategic initiative, Etihad Cargo has implemented

a customised version of Awery's Enterprise Resource Planning (ERP) system to manage its Cargo Chartering Programme. This innovative solution will enable Etihad to streamline operations, improve response times, and deliver superior customer service.

Awery, celebrating its 15th anniversary, is a leader in aviation software and provides comprehensive and robust services to airlines worldwide. Etihad Cargo and Awery have collaborated to tailor the solution to meet the carrier's unique requirements and seamlessly integrate the ERP system with Etihad Cargo's current processes.

The Awery ERP system will allow Etihad Cargo to classify and prioritise charter queries, improve analytics and data storage for performance evaluation, and enhance pricing capabilities by providing access to historical data for better decision-making. Driven by intelligent automation (IA), the system reads information from enquiries, making it easily accessible for the creation of future quotes. Etihad Cargo will use

this data to consistently provide best-in-class customer service.

Customers will be able to accept quotes and book directly via a single click or reject them, with the option to provide a reason for why the quote has not been accepted. Through the easy retrieval of comparable past quotes, Etihad Cargo has improved its capabilities to set competitive pricing and ensure consistent pricing while offering faster response times.

Stanislas Brun, Vice President Cargo at Etihad Cargo, said: "Etihad Cargo is committed to developing and adopting innovative digital tools that benefit partners and customers. In 2023, Etihad Cargo operated 262 charters, which is a 23 per cent increase compared to the previous year. The tailored Awery ERP system will enable the carrier to meet the increasing demand

for charter services in the market and improve operational efficiency and customer service. In managing charter enquiries more efficiently, Etihad Cargo will provide faster response times and attractive offers. This strategic move is poised to set a new standard in cargo

charter services, emphasising Etihad Cargo's position as a forward-thinking and customer-centric organisation."

Vitaly Smilianets, CEO of Awery Aviation Software, added: "Working with Etihad Cargo has been a remarkable journey. Our goal was not only to provide a solution that meets the carrier's current needs but also to build a lasting relationship that contributes to Etihad Cargo's long-term success. As we celebrate our 15th anniversary, this partnership stands as a testament to our commitment to excellence and our ability to deliver personalised solutions to our clients."

The implementation of the tailored ERP system is the latest step in Etihad Cargo's digitalisation journey, which has seen the carrier continuously enhance its online booking portal, introduce artificial intelligence-driven tools to optimise operations and boost capacity, and co-develop a sales optimisation tool that has added value to partnerships. Etihad Cargo is committed to leveraging technology to enhance customer service and remain the air cargo partner of choice.

Peter Penseel to join Delta as SVP and President – Delta Cargo



Peter Penseel will join Delta Air Lines as SVP and President – Delta Cargo, effective June 1. In this role, Peter will be responsible for driving revenue and profitable

growth, delivering industry-leading customer service, and ensuring operational excellence within Delta's Cargo business. With more than three decades of experience in the logistics

industry, including stints in the air cargo and freight forwarding sectors, Peter will leverage his extensive knowledge and established history of effective leadership to accelerate Delta Cargo's progress as an innovative and world-class air cargo carrier.

Peter joins Delta from CEVA Logistics, where he was the Chief Operating Officer of their airfreight division. While at CEVA, he spearheaded the launch of in-house cargo capacity and in 2021 was named Cargo Executive of the Year by Air Cargo World. Prior to his time at CEVA Logistics, Peter held several other leadership positions at Qatar Airways Cargo, DHL Global Forwarding and UTI Worldwide.

Originally from the Netherlands, Peter will relocate to Delta's global headquarters in Atlanta.

Etihad Cargo and Astral Aviation celebrate inaugural flight strengthening Abu Dhabi-Nairobi connection



2024. This flight marked the commencement of a promising collaboration following the Memorandum of Understanding (MOU) signed between the two carriers, aimed at expanding Etihad Cargo's reach into the African market.

The inaugural flight was strategically timed to accommodate the increased demand for flowers, demonstrating the synergy between Etihad Cargo's global reach and Astral Aviation's strong African network. The successful operation underscored the partnership's potential to enhance cargo capacity and offer efficient logistics solutions, particularly for time-sensitive shipments such as perishable goods.

Under the MOU, which will see Astral Aviation operating more flights to the UAE's capital, supported by the UAE's national carrier, Etihad Cargo and Astral Aviation have committed to leveraging their combined networks, expertise, and logistics capabilities to enhance cargo services between the UAE and Africa. This partnership is a testament to both airlines' commitment to providing innovative and customer-centric solutions, ensuring high-quality service across their operations.

Following the success of the inaugural flight, Astral

- *Etihad Cargo and Astral Aviation operated the inaugural Nairobi-Abu Dhabi flight on 21 March 2024 following the signing of an MOU that expanded the partnership between the two carriers.*
- *As part of the capacity sharing agreement, Etihad Cargo's partners and customers will benefit from capacity on board Astral Aviation's weekly flights from Nairobi to Abu Dhabi, with regular services commencing on 28 March 2024.*

Abu Dhabi, United Arab Emirates – Etihad Cargo, the cargo and logistics arm of Etihad

Airways, in partnership with Astral Aviation, a leading cargo airline with extensive African network coverage,

successfully completed the inaugural flight from Nairobi, Kenya, to Abu Dhabi, United Arab Emirates, on 21 March

Aviation will resume weekly operations from Abu Dhabi starting 28 March 2024. This regular service is anticipated to further strengthen trade links between the UAE and Africa, catering to a wide range of cargo needs and fostering economic growth in both regions.

Stanislas Brun, Vice President Cargo of Etihad Cargo, said: "The successful inaugural flight from Nairobi to Abu Dhabi is just the beginning of Etihad Cargo's ambitious journey with Astral Aviation. Together, Etihad Cargo and Astral Aviation will offer air cargo solutions that cater to the dynamic needs of partners and customers, especially in the fast-

growing African market."

Wilson Chan, Senior Vice President – Freezone Cargo & Logistics of Abu Dhabi Airports, said: "Expanding cargo operations to and from Zayed International Airport is a key component of our plan to ensure Abu Dhabi continues to strengthen its global standing as an air cargo hub. From state-of-the-art cooling facilities capable of safely transporting temperature-controlled goods and pharmaceuticals, to a significant increase in operational capacity, Zayed International Airport is helping to foster greater trade between Abu Dhabi and the world. This

inaugural flight, and the commencement of weekly flights to Nairobi, is further evidence of the important commercial and business ties Abu Dhabi Airports, and our partners Etihad Airways and Astral Aviation, are helping to facilitate."

Sanjeev Gadhia, CEO of Astral Aviation, said: "The partnership between Etihad Cargo and Astral Aviation marks a significant milestone in trade between Africa and Abu Dhabi, as the new flight will enable the efficient transportation of perishables including flowers, fresh fruits, vegetables and meat from Astral's hubs in Nairobi and Johannesburg into Etihad's

Abu Dhabi hub and onto their network. On the return, the freighter will carry cargo from Etihad Cargo's network in Asia, the USA, and Europe into Astral's Intra African network, which will result in new opportunities for our respective clients."

In addition to the weekly flights launched in partnership with Astral Aviation, Etihad Cargo will provide additional belly capacity to its partners and customers via daily passenger flights to Nairobi from 1 May 2024. Etihad Cargo also operates a weekly freighter service that connects Nairobi to Amsterdam via the carrier's Abu Dhabi hub.

Dr Gert Pfeifer appointed as Jettainer's General Manager Europe

Jettainer, the global leader in Unit Load Device (ULD) management, is forging ahead with its reorganization. Dr. Gert Pfeifer took up his new role as General Manager Europe on April 1. This position was created to align Jettainer's sales and organizational strategy for Europe with regional market requirements and the group's overarching commercial strategy.

After previously appointing General Managers for the Americas and for the Middle East and Africa, Jettainer has now named Dr Gert Pfeifer, an experienced aviation expert from within the company, as its General Manager Europe. This position is part and parcel of Jettainer's strategic reorganization in order to respond optimally to regional market trends and needs. Gert's new responsibilities

include developing and implementing a regional sales and operations strategy for Europe to enhance and ensure the market driven and reliable ULD management service at all times. He and his teams will handle all aspects of customer relations in the region, including sales, operations, and customer service, reinforcing Jettainer's dedication to excellence in serving its customers.

"Our new structure is designed to reflect the specific customer needs and market situations in the various regions. It brings us closer to our customers, which subsequently benefits our entire global customer network," remarked Thomas Sonntag, Jettainer's CEO. "Thanks to his many years with the company, particularly as Head of Operational Excellence Supply Chain, Dr Gert Pfeifer has in-depth knowledge of the ULD market and our customers' requirements and has all the



skills needed to drive Jettainer's growth in Europe."

Dr Gert Pfeifer joined Jettainer 15 years ago and has held a variety of leadership roles in IT and Operations over the years. Most recently, he held the position of Head of Operational Excellence Supply Chain and was responsible for areas including fleet management, ULD engineering, the repair and maintenance processes and new customer integration. Dr Pfeifer also played a key role in the development of digital twins, virtual images of real ULDs, to identify any additional potential for improvement from the very first to the final use of containers and pallets.

Etihad Cargo expands US capacity with inaugural Boston flight



Abu Dhabi, United Arab Emirates – Etihad Cargo, the cargo and logistics arm of Etihad Airways, has expanded its US network and will offer increased capacity to the region with the introduction of a new service to Boston, Massachusetts. The carrier’s inaugural flight arrived on 31 March, commencing the regular service that will see the airline operate four flights per week to Boston. Boston is Etihad Cargo’s fourth US destination, and the new route reinforces Etihad Cargo’s commitment to providing tailored cargo solutions to the North American region.

The new service will be operated on a state-of-the-art Boeing 787-9 Dreamliner, which will provide an additional cargo capacity of 50 tonnes per week, catering to the robust demand for freight between Boston and Abu Dhabi. Etihad Cargo will offer tailor-made solutions for the diverse range of commodities prevalent in the Boston region, with a focus on perishables, medical instruments, pharmaceuticals, and aircraft parts.

Boston is recognised globally as a critical hub for food, pharmaceuticals, and cutting-edge research and development. Etihad Cargo’s expansion into this market is poised to significantly enhance the flow of perishables such as lobsters and seafood, as well as critical pharmaceuticals, including medical devices and oncology treatments, from Boston to Abu Dhabi and the rest of the world.

- *Etihad Cargo has launched a fourth gateway destination in the US, operating its inaugural flight to Boston on 31 March.*
- *The carrier will operate four flights per week to Boston, bringing Etihad Cargo’s total number of US flights to 33 per week, including daily double flights to New York, daily flights to Chicago and Washington and a weekly freighter to Chicago.*
- *Etihad Cargo will offer an additional 50 tonnes of cargo capacity per week to the US via the Abu Dhabi-Boston flight.*

The launch of the Boston route marks the latest addition to Etihad Cargo’s comprehensive US network, which includes double daily flights to New York’s JFK airport, daily services to Chicago O’Hare (ORD) and Washington, D.C. (IAD), and a weekly freighter service to Chicago. This expansion brings the total number of flights Etihad Cargo operates to the US to 33 per week and demonstrates the airline’s ongoing efforts to enhance global connectivity and support trade across its network.

Stanislas Brun, Vice President of Cargo at Etihad Cargo, said: “The introduction of the Boston route is a strategic expansion of Etihad Cargo’s US network, offering more belly capacity to partners and customers. Boston is an important destination for food and pharmaceuticals, as well as a centre for innovation and development. Etihad Cargo’s Abu Dhabi-Boston

service will support the region’s export economy, particularly in facilitating the global distribution of its world-class seafood and breakthrough medical products, and further strengthen trade ties between the US and UAE.”

Further enhancing the carrier’s capabilities in the US, Etihad Cargo expanded its network with Worldwide Flight Services (WFS), a member of the SATS Group, to incorporate all the carrier’s stations in the US. This partnership has elevated Etihad Cargo’s premium offerings and enabled the carrier to deliver consistent, high-quality, end-to-end air cargo solutions via its CEIV-certified products, including PharmaLife, designed for the secure transport of pharmaceuticals; FreshForward, which ensures the freshness of perishable goods; and specialised services like LiveAnimals and SkyStables, dedicated to the safe and humane transport of live animals.

Unilode announces partnership with Air India for full-service ULD management



Unilode Aviation Solutions, the market leader in outsourced unit load device (ULD) management, repair and digital services, is thrilled to announce its long-term full-service ULD management partnership with Air India, India's leading global carrier.

Air India serves around 100 domestic and international destinations with its fleet of over 120 aircraft. Unilode will provide full ULD management solutions and digitalised containers and pallets from its pool for Air India's passenger and cargo flights and contribute to Air India's sustainability targets.

Ross Marino, Unilode Chief Executive Officer, said: "We are honoured and incredibly excited about Unilode's

new long-term ULD management partnership with Air India, one of the world's fastest growing airlines. This is a wonderful moment for Unilode, as we look to build on the momentum of recent contract wins and renewals. We celebrate this partnership with Air India and are committed to providing the highest level of service across our global network. We are excited about Air India's ambitious growth plans, and look forward to contributing to their success and supporting them with Unilode's full-service ULD management solutions."

Mohammed Akhlaq, Unilode Chief Commercial Officer, said: "Unilode is thrilled to be part of Air India's modernisation journey that is setting

new benchmarks in the aviation industry. We are committed to contributing to Air India's sustainability goals by supplying digital containers and pallets from Unilode's 165,000 strong ULD pool as well as providing networkwide global repair services. As the owner of the world's largest ULD fleet, our global reach and scale will ensure we can deliver throughout Air India's network whilst we commit to acquiring new state-of-the-art ULDs to meet the demands of Air India's expanding aircraft fleet and new destinations. We are very proud of the trust that Air India has placed in Unilode and look forward to a successful and enduring partnership in the years ahead."

Swissport pioneers CHAMP's Cargospot-neo



Swissport International is the launch customer for CHAMP's Cargospot-neo handling software, a sophisticated and comprehensive cargo operations and terminal management system. The introduction marks a major step in further digitalizing and speeding up Swissport's air cargo handling processes.

Swissport International AG, the world's leading provider for airport ground services and air cargo handling, continues to digitalize its business and becomes the first air cargo handler globally to adopt Cargospot-neo, the next-generation cargo operations and terminal management solution provided by CHAMP. The Luxembourg-based software provider

offers comprehensive IT solutions for the aviation industry. Cargospot-neo, their system designed for air cargo handling companies like Swissport, incorporates machine learning and artificial intelligence technologies, helping to unlock an efficiency boost estimated to reach 30 percent across Swissport's vast global network of air cargo centers.



DIRECT API CONNECTIONS WITH CUSTOMERS

The new platform will provide an API interconnectivity solution, representing Swissport's ongoing commitment to driving technological innovation in the air cargo industry. Already today, Swissport is using API technology on mobile devices used by its cargo workforce, to connect with Cargospot's databases during the cargo handling process in the warehouses. However, Cargospot-neo will take this data exchange a step further, allowing for a data flow between internal devices and direct sharing of information with airlines, forwarders and other stakeholders in the air cargo value chain. On top, the API technology will allow Swissport to directly connect with its customers' platforms.

"At Swissport we are driving an ambitious technology acceleration program and are relentlessly committed to innovation and customer-centric solutions to differentiate ourselves

from our competitors," says Dirk Goovaerts, Global Cargo Chair and CEO of Swissport International for the CEMEA region. "While the current data exchange in our air cargo centers relies on messaging, the future holds the potential for dynamic, bi-directional API connections with our customers and partners in the air cargo value chain, marking a significant enhancement in our technological infrastructure."

NEXT LEVEL CUSTOMER EXPERIENCE

Following a joint co-creation and development phase with CHAMP, Swissport will further benefit from tools that speed-up warehouse processes and increase transparency across Swissport's more than 100 air cargo centers: A new task manager module will transform the allocation of resources, allowing Swissport to dynamically assign tasks to workers' handheld devices, like shipment build-up, truck loading, and special

cargo checks for pharmaceuticals or dangerous goods.

A new customer portal module will increase transparency for airlines and freight forwarders, facilitate a smooth slot scheduling and provide seamless invoice access. Meanwhile, the mobile service point module will bring customer experience to the next level through digital verification of documents, which will eliminate queues and reduce waiting times for truckers. All this will contribute to a significant leap in efficiency.

"The launch of Cargospot-neo presents tremendous opportunities for air cargo handlers like Swissport who are looking to deliver a world-class customer experience and want to work with cutting-edge technologies," says Chris McDermott, CEO of CHAMP Cargosystems. "We have enjoyed a fruitful 20-year relationship with Swissport which has enabled us to collaborate on this launch, and we look forward to many more mutually beneficial years to come.

Swissport receives TAPA FSR-C certification for its Cargo Services in Vienna



Swissport Cargo Services Austria has been awarded the TAPA FSR-C certification for its air cargo logistics at Vienna International Airport (VIE). The new certification underlines Swissport's dedication to ensuring state-of-the-art security measures within its cargo handling.

Swissport Cargo Services Austria received TAPA FSR-C certification from Transported Asset Protection Association (TAPA) EMEA, constituting a significant milestone for its air cargo

handling operations at Vienna International Airport (VIE) in Fischamend. This certification strengthens further Swissport's position as a trusted partner for handling high-value and theft-sensitive goods.

Andreas Ottendorf, Station Manager for Vienna and Graz, expressed his enthusiasm regarding this milestone, stating, «The TAPA certification not only validates Swissport Cargo Services GmbH's adherence to industry-leading security protocols but also solidifies

its position as a premier provider of freight services in Austria.»

Looking ahead, Swissport Cargo Services Austria GmbH is committed to further enhancing its security protocols. Plans are already underway to certify the whole site of Fischamend including all tenants for the TAPA FSR-A certification, representing the highest standard of security within the industry. This ambitious goal indicates Swissport's dedication to continuously improving its security

practices, ensuring the utmost safety and protection of its clients' assets.

Swissport inaugurated the 8,000 sqm air cargo warehouse in Fischamend in 2021. The new facility is connected with Swissport's on-airport cargo center at Vienna International Airport by a dedicated electric truck. This allowed Swissport to further expand its cargo activities and to grow its share in the business area of forwarder handling. In 2024, 120,000 tons are expected to be handled in Vienna.

Swissport joins Airbus “OpenCargoLab”



Swissport International participates in Airbus’ OpenCargoLab, joining forces with industry leaders such as KLM Cargo, Kuehne+Nagel, CHAMP Cargosystems and Fraport, to develop data-driven concepts for the future of air cargo handling.

Swissport International AG has joined the OpenCargoLab initiative, leveraging its expertise as the global leader in aviation services to contribute to the development of data-driven processes for air cargo handling jointly with a group of leading industry players. Launched by Airbus, the OpenCargoLab is as a platform to evaluate how digital innovation, including AI and sensor technologies,

can pave the way for more efficient air cargo handling.

“We are proud that Airbus has invited Swissport to represent the global air cargo handling industry in its OpenCargoLab initiative,” says Dirk Goovaerts, Global Cargo Chair and Head of Continental Europe, Middle East and Africa at Swissport International AG. “Being a key member of this initiative underscores our dedication to driving advancements in the air cargo sector, positioning Swissport at the forefront of industry innovation.”

Swissport will bring its extensive expertise in air cargo handling to the table, supporting the OpenCargoLab group in understanding how to best

collect and analyse data during the physical handling of cargo. The aim is to improve the efficiency of the overall process. The initiative extends to support the development of technology for the cargo holds of the new Airbus A350F cargo aircraft, aligning with Airbus’ vision of a “smart freighter.”

“We are pleased to welcome Swissport to our OpenCargoLab initiative,” says Marvin Ehrmann, Head of Airbus’ OpenCargoLab. “With their in-depth knowledge of air cargo handling services, combined with the expertise of our experienced partners, we aim to drive the air cargo sector towards greater transparency, efficiency, and connectivity.”

Unilode launches e-ULD app and enhanced digital platforms



Unilode Aviation Solutions, the market leader in outsourced unit load device (ULD) management, repair and digital services, is thrilled to announce the launch of its new mobile app called e-ULD, customer portal and enterprise data warehouse (EDW) to provide enhanced data analytics

and significant operational and cost benefits to its ULD management and digital customers across its global network.

Unilode owns and manages the world's largest digitally enabled fleet of approximately 165,000 ULDs and operates over 700 readers in more

than 500 facilities worldwide. Unilode's unique ULD pooling concept combined with its digital capabilities increase asset utilisation, reduce costs and contribute to sustainability goals.

Unilode's new mobile app is compatible with both iOS and Android devices, and replaces its previous application for ULD scanning and tracing. It aims to reduce manual work on Stock Control Messages (SCMs), ULD loan transfers and other operational processes, and helps reduce ULD losses, repairs and inefficiencies.

Bas Vermeer, Unilode Chief Information Officer, said: "We are thrilled about the launch of our new e-ULD app, enterprise data warehouse and customer portal, which ensure that Unilode continues being at the forefront of technology in the ULD industry."

These developments enable an even closer collaboration with our airline customers and their ground handlers and further improve the management of Unilode's digital ULD fleet. The e-ULD app enables on and off-ramp scanning of ULDs which increases the number of sightings for ULDs outside the direct range of the reader network. The new enterprise data warehouse and customer portal has been a substantial investment and aims to provide our customers with real-time data about asset utilisation, location and movement of ULDs.

We are proud of our in-house development team that continues to work closely with our customers to develop solutions that meet and exceed their expectations. These new developments will ensure that Unilode stays ahead in the digital transformation of the aviation industry and sets new standards for efficiency, reliability and innovation."

Silk Way West Airlines joins the UN Global Compact Initiative

Silk Way West Airlines, the leading cargo airline in the Caspian and Central Asian region, is delighted to announce its induction into the United Nations Global Compact initiative. This pivotal move underscores the airline's deepening commitment to sustainable and ethical business conduct, setting a new benchmark for its operations and strategic direction.

By joining the UN Global Compact, Silk Way West Airlines not only aligns itself with the world-renowned moral and ethical framework of the United Nations, but also taps into an expansive reservoir of knowledge, experience, and networks that span the globe. This affiliation heralds a transformative journey for the airline, promising to elevate its brand recognition and

influence on a global scale.

This membership opens up a realm of strategic opportunities for Silk Way West Airlines, fostering potential collaborations with a diverse array of industry and sector representatives. Such partnerships are aimed at driving collective action towards common sustainability objectives. Through the Global Compact, the airline will gain unparalleled access to a suite of corporate sustainability tools and resources, and is now poised to refine its approach to environmental conservation, social responsibility, and ethical governance.

Wolfgang Meier, President of Silk Way West Airlines, expressed enthusiasm about joining the UN Global Compact, noting: "Adherence to the principles of the UN Global Compact

offers a standardized framework for our corporate responsibility. It paves the way for the airline to systematically approach, implement, and communicate its sustainability strategy, ensuring alignment with universal benchmarks and best practices."

As part of its commitment to the UN Global Compact, Silk Way West Airlines pledges to integrate the principles of sustainable development into its core operations, aspiring to contribute meaningfully to the United Nations' Sustainable Development Goals as part of the broader 2030 Agenda for Sustainable Development. The airline is set to leverage its industry acumen to foster advancements in sustainable aviation, recognizing its critical role in promoting sustainable development globally.



Emirates and Butterfly Aero Training Win 2024 IATA CBTA Center Innovation Award



The International Air Transport Association (IATA) announced that Emirates and Butterfly Aero Training were each recognized with the IATA Competency-Based Training and Assessment Center (CBTA Center) Innovation Awards.

Butterfly Aero Training was recognized for

developing an AI ChatBot that serves as a virtual instructor within its training programs. This enhances learning by offering personalized, interactive sessions that adapt to the unique needs of each learner. The AI ChatBot facilitates an efficient and engaging learning experience which includes real-time question-

answering capabilities.

Emirates was recognized for developing a Mobile App dedicated to the safe carriage of lithium batteries. The Li-Battery Acceptance App complements traditional classroom training by providing immediate and clear guidance on transporting lithium batteries, based on their

quantity and power. This solution contributes to the industry's holistic approach to safely managing the risks associated with the transport of lithium batteries.

"The evolution of the air cargo sector and the challenges that brings, including the safe handling of dangerous goods, requires innovative training solutions that are both efficient and accessible. Butterfly Aero Training and Emirates have risen to the challenge with forward-thinking approaches that not only meet the current demands of the industry but also adeptly position them to meet the challenges of tomorrow. We are proud to have them among the growing IATA CBTA Network of 208 centers," said **Frederic Leger, IATA SVP Commercial Products and Services.**

The selection process for the 2024 IATA CBTA Center Innovation Award involved an evaluation by an independent jury, comprising industry experts, IATA representatives, and independent validators. Entries were judged on their innovation, potential impact on industry priorities and sustainability, user-friendliness, implementation feasibility, and evidence-based effectiveness.

Initiated in 2023, the IATA CBTA Center Innovation Awards encourage all members of the IATA CBTA Network to implement solutions that enhance operational efficiency, safety, and sustainability. The awards were presented at the World Cargo Symposium (WCS) in Hong Kong.



Emirates SkyCargo is now live on cargo.one

The new channel cements Emirates SkyCargo's presence on three of the biggest digital marketplaces, providing more choice and flexibility for global customers

Cementing its presence on three of the biggest digital marketplaces for air freight logistics, Emirates SkyCargo is now live on cargo.one. The partnership underscores Emirates SkyCargo's long-standing commitment to implementing digital solutions that streamline operations, drive efficiencies and unlock value for its global customer base. Bolstering its advanced and customer-centric digital distribution strategy, partnering with cargo.one ensures that Emirates SkyCargo offers are present where its customers wish to book.

Through cargo.one, customers will be able to access Emirates SkyCargo schedules, tariff and contract

rates, along with real-time access to available capacity, empowering freight forwarders to make immediate bookings at any time. During the initial launch phase, the partnership will roll out in select countries in Europe before expanding across the Americas, Africa, the Far East and Australasia. cargo.one now contributes to Emirates SkyCargo's digital status in the market, with its seamless booking experience and reach to 15,000 freight forwarders in every corner of the world.

Jeffrey van Haeften, Senior Vice President Cargo Commercial Worldwide, Emirates SkyCargo, said: "Digitalisation is a key way that we help the world work better, providing

flexible and convenient options for freight forwarders to seamlessly access Emirates SkyCargo's world-class product and services. In turn, by streamlining our quotations and bookings, we enable our teams to focus on providing outstanding customer service, which is the cornerstone of our brand. We will continue to invest in digital solutions and partnerships such as cargo.one to enhance the experience for our customers and expedite the movement of goods all over the world."

Emirates SkyCargo's four core products are listed on cargo.one, including Emirates Fresh and Emirates Fresh Breathe, an integrated and responsive cool chain purpose-built for perishables; Emirates Airfreight Priority for urgent shipments that require speed and reliability; and Emirates Airfreight for the quick and careful transport of general cargo.

Delta Cargo Partners with Freightos' WebCargo and 7LFreight to Offer Real-Time Digital Air Cargo Quotes and Bookings



WebCargo by Freightos (NASDAQ: **CRGO**), a leading independent booking and payment platform for the international freight industry, is excited to announce a new collaboration with Delta Cargo, enhancing its offering to freight forwarders on Freightos' WebCargo and 7LFreight platforms via expanded access to real-time digital pricing and booking options for Delta Cargo's U.S. export and U.S. domestic air cargo capacity.

Delta Cargo is a leading air cargo belly carrier based in the United States, and their general cargo products and tariff fares have been available for eBooking on WebCargo since 2020. Building on recent technology-driven enhancements that saw Delta Cargo bookings on the platform grow by close to 3X year-over-year, the airline is now expanding the availability of its U.S. export and U.S. domestic fares and capacity on the platform.

7LFreight and WebCargo customers now have access to real-time quotes and capacity for Delta Air Lines' extensive global network out of the United States, reaching more than 250 destinations worldwide. This collaboration also expands the products and services available for booking on the platforms, including Delta Cargo's DASH® Heavy for the U.S. domestic market, as well as their General freight and Express Heavy

products for U.S. export shipments.

“The combination of global and domestic air cargo, particularly in the United States, is a game-changer for more efficient global trade. 7LFreight by Freightos already offers digital booking of domestic U.S. LTL trucking, and today we’re excited to offer instant transparent booking of air cargo from the U.S. across Delta Air Lines’ global network,” said Zvi Schreiber, CEO of Freightos. “This is another step in improving global freight for forwarders of all sizes, reducing cost, delays and uncertainty.”

Delta Cargo’s Director of Pricing and Revenue Management, Sebastian Kunze said, «Our partnership with Freightos leverages their significant digital reach to accelerate Delta Cargo’s vision for providing comprehensive air freight solutions to our global customers. Technology-driven innovation like this allows us to continue to diversify our already robust offering to the air cargo market. WebCargo and 7LFreight’s collaborative approach makes them prime partners, and we look forward to continuing to grow together.”

Brennan O’Dowd, CEO of 7LFreight by Freightos, added, “We’re thrilled to enhance our offering of Delta Cargo products and fares on the 7LFreight platform. Our client base consists largely of U.S.-based freight forwarders. Not only does Delta Cargo’s presence on 7LFreight allow it to reach our extensive user base directly, it also greatly simplifies the booking process for 7LFreight users, who can now access Delta Cargo’s products seamlessly within the 7LFreight shopping experience.”

Delta Cargo Receives Third Consecutive IATA CEIV Pharma Recertification

Delta Cargo is thrilled to announce that we have received our third consecutive IATA Center of Excellence for Independent Validator (CEIV) Pharma recertification at a Headquarters level and for our Atlanta hub. This prestigious certification solidifies Delta Cargo’s unwavering commitment to excellence in pharmaceutical logistics and designates that our facilities, equipment, operation and staff rigorously adhere to the stringent standards, regulations and guidelines established by IATA. The IATA CEIV Pharma certification stands as the globally recognized pinnacle of excellence in pharmaceutical handling for the air cargo industry.

In 2018, Delta Cargo became the first global passenger carrier in the U.S. to receive CEIV Pharma certification. Delta

Cargo’s third consecutive CEIV Pharma certification underscores our ongoing investment in cutting edge infrastructure, state-of-the-art technology and rigorous training programs. By continuously meeting and exceeding the industry’s most demanding standards, Delta Cargo remains at the forefront of pharmaceutical logistics, ensuring the safe and efficient delivery of life-saving medicines and healthcare supplies to destinations worldwide.

Delta Cargo continues to provide innovative solutions tailored to the unique needs of pharmaceutical transportation with our Specialized Pharma product. With an extensive global network and a team of highly trained experts, we remain the preferred choice for fast, reliable and secure pharmaceutical transportation.



E Commerce will count for one-third of air cargo volume



E-commerce will likely stabilise as a third of total air cargo volumes, delegates were told at IATA World Cargo Symposium (WCS).

Speaking about how e-commerce is rapidly gaining value in the air cargo sector as it grows in volume, Ludwig Hausmann, senior partner at consulting firm McKinsey said that the percentage of e-commerce air cargo had jumped 10% in the space of five years, with further growth expected.

During the 'Air Cargo Market Dynamics 2024 and the E-commerce Opportunity' session, Hausmann said that in 2017, the cross-border e-commerce share of total air cargo volume was 10%.

In 2022, this had jumped to 20% and in 2027 this percentage is expected to be between 20-25%.

E-commerce picked up at the start of the pandemic and decreased again in 2022 because capacity was so low, but now it is rising again.

"This is a fundamental shift in how this industry operates. And we're not seeing a decline. It's likely going to level out at a third or so," Hausmann said.

E-commerce volumes are being transported using capacity that amounts to 70 widebody freighter departures (a day), he explained. He added that for context there are "200 widebody freighter departures in China per day in total".

E-commerce companies are rapidly growing, which is fuelling demand for e-commerce air cargo. Temu now has a 7% share in cross-border e-commerce orders, versus 0% in 2022.

"There is no single cargo airline that

has 7% of the market share on a global scale," noted Hausmann.

Transporting cross-border e-commerce parcels today draws around \$100bn in revenue, almost half of this is commercial parcel forwarding.

China is leading e-commerce exports. In 2023, 37% of cross-border e-commerce shipping originated in China after fluctuating over the preceding years.

However, Hausmann said there are no proper statistics around cross-border e-commerce because not all of it travels using normal airfreight customs cleared shipments as there are also postal and parcels volumes.

Therefore, McKinsey's own cross-border e-commerce data looks at estimated order volumes. For 2022, there were an estimated 8.2bn orders that crossed borders, and 6m air cargo tons related to cross-border e-commerce.

Hausmann pointed out that e-commerce air cargo has different geographical strengths than general air cargo.

"Intra-Asia has a huge 18% share of this volume. It's much less on the general air cargo side."

Examples include outbound China to Southeast Asia and in recent times India outbound.

"Outbound North America is also growing which could help the balance of lanes," he added.

Overall, Hausmann said: "More than 60% of these orders are on the intercontinental lane and therefore clearly requiring air logistics."

Plus, speed continues to be a requirement in e-commerce. "If you are a Click to Door shipper (as opposed to those that ship to regional warehouses) then you have to fly stuff because you need to be quick."

But he warned that cargo carriers must become more flexible to meet the specific logistics, transportation, last mile and paperwork needs in e-commerce.

"E-commerce air cargo requires a bit of a new business mindset," he concluded.

Prague Airport Signs Memorandum on the Development of Cargo Air Transport on Passenger Flights



Cargo to Lure in Long-haul Carriers

Prague Airport has signed a memorandum on the development of cargo air transport together with 12 other companies which joined the Prague Airport Cargo Point statement. The new platform is to help boost the competitiveness and development of cargo air transport at Václav Havel Airport Prague. The main goal is to make Prague Airport more attractive, especially for long-haul passenger carriers, as according to an IATA survey, the transportation of air cargo on traditional passenger routes accounts for up to 25 percent of

revenues.

“Our main goal is promoting the efficient use of capacities. A significant part of the traded cargo is transported to the Czech Republic via automobile freight transport, which we can successfully replace by using available capacities, especially on long-haul routes, where the capacity for cargo transportation is up to 20 tons. Passenger flights are now dependent on the transportation of air cargo, and the support of this area is thus crucial for the development of the current network of long-haul routes. We believe that in this area we can build on the successful

cargo platforms which are run, for example, in Brussels or Paris,” Jiří Pos, Chairman of the Prague Airport Board of Directors, said.

The founding members of the Prague Airport Cargo Point platform are Prague Airport, Arrow mobile (Road Feeder Service provider), Czech Airlines and Qatar Airways Cargo air carriers, Menzies Aviation (Czech) and Skypport handling agents, GSA cargo agencies of GLOBE AIR CARGO and SKY.XS

AIRCARGO, the leading forwarding companies of Cargo-partner ČR, DHL Global Forwarding (CZ), DSV Air & Sea, and NNR GLOBAL LOGISTICS UK. The platform is also supported by the Association of Forwarding and Logistics of the Czech Republic.

Cargo Volumes Continue to Grow at Liege Airport



March 2024 confirms Liege Airport's excellent start to the year, with tonnage up 16% on March 2023. Over the month of March 2024, the number of cargo aircraft movements rose by 8% compared with the same period in 2023. Freight traffic rose by 16% (104,080 tons vs. 90,097 tons) in March 2024, and by more than 14% year-to-date in 2024.

This increase in volumes outstrips the trend in global demand of 11%, as revealed by an analysis by Xeneta¹. Cargo air transport got off to a stronger start than forecasted at the end of 2023. E-commerce and the difficulties encountered by maritime transport in the Red Sea and its modal shift towards airfreight further fueled this strong growth.

The airport's transformation continues, with operations taking place more during the day and less at night. In March 2024 the number of night flights was 12% down in comparison to March 2023 (860 movements vs. 981 movements), while daytime movements grew by 26%. In addition, since the beginning of the year the airport has seen a reduction in the number of flights operated by both the B747-400F and 747-200F (-8%), the least acoustically efficient aircraft.

Laurent Jossart, CEO Liege Airport: "We are particularly pleased

with the growth in volumes at Liege Airport's logistics and multimodal hub. We beat our all-time record for volumes in a week 13 of the year (previous record set in 2021). This is a big encouragement for the future and confirms the validity of our Masterplan 2023-2040."

Liege Airport, the world ranking top 20, 5th cargo airport in Europe and 1st in Belgium, is the only European airport giving priority to full cargo (#freightersfirst). It is specialised in perishables, pharmaceutical, express, E-commerce, medical, humanitarian material and also living animals.

Liege Airport sees cargo volumes bounce back in the first two months of the year.

Liege Airport has seen its cargo volumes bounce back in the first two months of the year following a double-digit percentage decline in 2023.

The Belgian freighter hub registered a 13% year-on-year increase in cargo volumes over the first two months to 175,593 tonnes while the number of flights improved by 15% to 4,147 movements.

This follows an 11.8% decline in cargo volumes last year due to weak economic conditions and the restructuring of FedEx's network with flights switching from Belgium to

Paris. It also lost AirBridgeCargo due to restrictions following the outbreak of the Russia-Ukraine war in the first quarter of 2022.

The airport said that the increase in demand reflected improving market conditions over the first two months of the year.

Laurent Jossart, chief executive of Liege Airport, said: "Despite the significant reduction in FedEx activities in 2022 following its partial departure for Paris Charles de Gaulle, despite the loss of the Russian cargo company AirbridgeCargo, and despite difficult market conditions, Liege Airport is demonstrating its resilience. "Thanks to a well-diversified portfolio of air and logistics operators, we have overcome all these difficulties, and are on the road to significant growth in the coming years."

More than 40 cargo airlines now operate regularly at Liege airport and the main customer represents no more than 15% of total volumes handled at the airport.

Five new airlines have joined since the beginning of 2024: Compass Cargo Airlines, My Freighter, Hong Kong Air CargoCarrier, Turkish Cargo, Egyptair Cargo.

Challenge Airlines is also expanding its fleet with additional freighters and extending its network with new connections to India and China.

“Finally, in recent days, FedEx has confirmed its ambitions at Liege Airport by basing its intercontinental European air freight hub here and has increased its daytime flights to/from the US with modern 777Fs,” the airport added.

The airport is also pushing the use of quieter aircraft and daytime flying as it responds to pollution/sustainability concerns.

It said that in 2021 52% of its flights were in the night. This was down to 33% last year largely as a result of FedEx moving its flights.

The airport has changed its pricing policy to encourage daytime flights and to give airlines financial incentives to fly aircraft with the best acoustic performance.

“The B747-200 and 400 have

been reduced from 1047 movements (January/February 2023) to 946 movements (January/February 2024), a reduction of 10%, and more than 72% of these movements are now carried out during the day. This is also in line with the new operating permit, which will prohibit these aircraft from taking off at night from 2030 onwards,” concluded Jossart.

Cargo iQ

appoints new executive director

Marie Seco-Köppen is to take over from Lothar Moehle as the new executive director of Cargo iQ, the non-profit group that seeks to define the processes behind the transport of air cargo in order to measure success and continuously improve the value of airfreight for customers.

Seco-Köppen joined Cargo iQ from Im3pact AG, a consultancy advising on global transportation. She has over 20 years of experience in delivering process improvements and digitalisation within the global airfreight industry.

She is currently the Master Operating Plan (MOP) working group chair for Cargo iQ, and will take over from the organisation’s current executive director, Lothar Moehle.

Moehle is retiring in June, but Seco-Köppen will formally step up to the position of executive director in May.

“This new chapter promises to be exciting, and I am looking forward to engaging with the board and members to further extend Cargo iQ’s unique cross-stakeholder quality programme,” stated Seco-Köppen.

“In our fragmented industry, quality standards and digitalisation remain crucial to attain increased performance visibility, which is required to remove redundancies and jointly drive-up service consistency for the shipper.”

Launch of new membership engagement scheme

In other news, Cargo iQ has also formally launched a new membership engagement scheme, which aims to further drive quality in the air cargo industry.

The scheme incorporates a tiered membership programme, as well as a scorecard system measuring key performance indicators (KPIs) across cargo movements, with both initiatives being piloted by Cargo iQ board members.



“Cargo iQ is taking the next step in driving quality in our industry by engaging members in two initiatives that put implementation transparency at the heart of the process, as well as ensuring all stakeholders have clear KPIs against which they can measure success and define improvements,” Moehle informed.

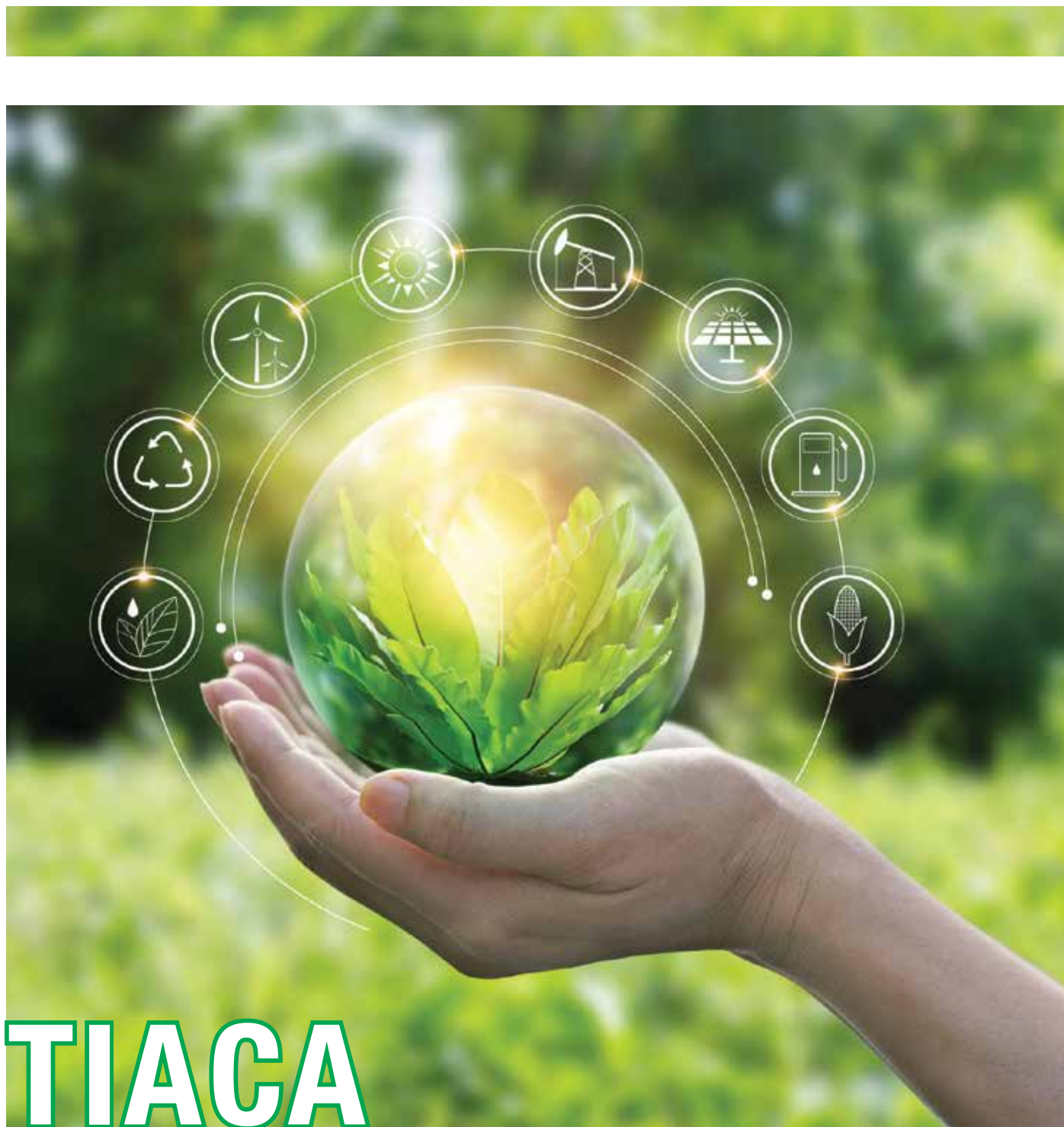
“The scorecard system will be open for all air cargo stakeholders who engage with Cargo iQ members to use, to measure the quality of their partner’s service, but also their own performance.”

The scorecard initiative, which is under development for both forwarder/carrier and carrier/ground handling agent relationships, focuses on measuring selected Cargo iQ milestones such as Notified for Delivery (NFD) performance, which is a core KPI for the group.

Other KPIs are related to timely and complete information exchange during a cargo shipment process.

“For balance, we also include important data input quality KPIs, as one cannot perform a service if data is input incorrectly,” added **Rutger Jan Pegels, director performance management at Dutch freight carrier KLM Cargo and vice chair of Cargo iQ.**

“With these new initiatives, we are creating more transparency among members related to the level of implementation towards whole network and or shipment scope,” declared **Kerstin Strauss, vice president, global operations air logistics at supply chain services giant Kuehne + Nagel and chair of Cargo iQ.**



TIACA

Announces application period is open for Air Cargo Sustainability Awards, Sponsored by CHAMP Cargosystems

The International Air Cargo Association (TIACA) announced that the sixth edition of the Air Cargo Sustainability Awards is now open for applications. The competition aims to recognize outstanding businesses and industry initiatives leading the way to a more sustainable air cargo industry. CHAMP Cargosystems, a leading industry IT solution provider, has generously committed to continue sponsoring these awards.

TIACA is once again calling for applications demonstrating solutions and practices making positive change in any of the areas that align with the eight key objectives for a more sustainable air cargo industry found in TIACA's Sustainability Roadmap.

Environment

- Decarbonization
- Elimination of waste
- Protection of biodiversity

Society

- Supporting local economies and communities
- Improvement of lives and well being

Culture & Leadership

- Improvement of efficiencies and profitability
- Attraction, retention and development of employees
- Building and nurturing partnerships

Two categories of leadership in sustainability will be awarded, the Corporate Prize and the Start-Up and Small Business Prize. Previous winners have been LATAM Cargo, United Cargo, Edmonton International Airport, Regent Craft, CargoAi and xFret to name a few.

The **Corporate Prize** will recognize an established corporation, an international organization or a scholar with a long-standing presence in the cargo community.

The **Start-Up and Small Business Prize** will recognize and encourage young growing as well as small businesses building their presence in the air cargo industry:

- Winner: USD 10'000
- Two runners-up: USD 2'500 each

While the Corporate Prize is focused on recognition and support; we want to specifically recognize and support The Start-Up and Small Business finalists that may need the financial support to get things up and running with a cash prize.

"The industry has made it very difficult for our jury over the last few years with a wide range of sustainable

"We are very proud to once again be sponsoring TIACA's Air Cargo Sustainability Awards, which is an incredibly important industry initiative. Through our sponsorship and support, we hope to empower air cargo professionals to innovate with sustainability in mind, and we encourage all interested parties to submit an application." said **CHAMP CEO, Chris McDermott.**

A panel of independent industry and sustainability experts will select the winner of the Corporate Category and 3 finalists in the Start-Up/Small Business Category. The award finalists will be invited to present their solutions at

All shortlisted candidates will also be recognized with access to exclusive TIACA events and speaking opportunities, publicity in TIACA's communication and networking opportunities.

solutions from drone delivery, use of sustainable aviation fuel, company wide sustainability focus, and eco-friendly packaging, just to name a few. We are excited to see all entries that will be submitted this year as we are an industry known for ingenuity and innovation. Once again, we must thank our Sustainability Awards Sponsor, CHAMP Cargosystems for their continued support for the awards."

Steven Polmans, Chairman, TIACA

All shortlisted candidates will also be recognized with access to exclusive TIACA events and speaking opportunities, publicity in TIACA's communication and networking opportunities. Submissions received throughout the awards period have the option of being featured in the newly released newsletter "Mission Innovation" focused on spotlighting innovative and sustainable air cargo solutions.

the Air Cargo Forum, November 11-14, 2024.

Applications will be accepted from April 2, 2024 through September 15, 2024.

"We are proud to continue showcasing the industry's sustainable practices through the Sustainability Awards program as well as Mission Sustainability. We look forward to continuing the support of the sustainable transformation of the air cargo industry by continuing to evolve our robust Sustainability Program that includes, the Sustainability Roadmap, the annual Sustainability Survey and Insights Report, Invest in Climate Action and the Air Cargo Training Library. We invite you to explore all we have to offer and reach out to the Secretariat should you have any questions." **Glyn Hughes, TIACA Director General**

TIACA Welcomes Six New Members to the Board



The International Air Cargo Association (TIACA) has announced that six new members have been appointed to serve on the Board of Directors ensuring effective representation across the industry.

The new Board members bring together a wealth of knowledge and experience from across the industry. New Board members include Jannie Davel, MSC Cargo, Martin Drew, Atlas Air, Diogo Elias, Avianca Cargo, Dirk Goovaerts, Swissport International, Boon Kiam Kuah, SATS Ltd. and Nichole Schulz, UPS.

- **Jannie Davel is the Senior Vice President of MSC Air Cargo** – MSC Air Cargo is the number one shipping company in the world and as of Q4-22 has entered into Air Freight transportation sector with creation of MSC Air Cargo division.

- **Martin Drew is the Chief Strategy and Transformation Officer of Atlas Air Worldwide Holdings, Inc** – Atlas Air Worldwide Holdings is a long term or short term cargo and passenger solution provider that aims to meet customer requirements—and exceed customer expectations.

- **Diogo Elias is the Senior Vice President of Avianca Cargo** – Avianca Cargo is a renowned cargo airline, headquartered in Colombia, that

has established itself as a trailblazer in the transportation industry

- **Dirk Goovaerts is the CEO of Continental Europe, Middle East and Africa of Swissport International** – Swissport International is the leading provider of airport ground services and air cargo handling based on revenue and number of airports served.

- **Boon Kiam Kuah is the Senior Vice President, Cargo Services of SATS Ltd.** – SATS Ltd is a ground handling company focused on purposeful growth and transformation, our mission is to be the regional market leader in aviation catering and ground handling.

- **Nichole Schulz is the Director of Industry Affairs of UPS** – UPS is a leading cargo airline with a comprehensive hub-and-spoke network that provides access to key transportation centers across the U.S. and beyond.

“A strong and diverse Board has proven beneficial to the transformation of the association over the last few years. The appointment of these new Board Members will not only ensure that we remain agile and relevant but will also provide the Board with a fresh perspective. We are excited to welcome Jannie, Martin, Diogo, Dirk, Boon Kiam and Nichole to the team and look forward to working with them as we

continue our work in enhancing TIACA’s services and ensuring we are fully aligned with industry needs.” **Steven Polmans, TIACA Chair**

“2024 is a critical year for TIACA and having strong leadership in place is vital to the association as we continue to grow and invest in programs that support the industry such as BlueSky, Invest in Climate Action and the Air Cargo Training Library. The team is also actively planning for the latest edition of Air Cargo Forum, November 11-14 in Miami which is expected to draw 4,000-5,000 to a world-class event that will allow for plenty of networking, business and fun. Additionally, the Board has tasked the Secretariat to continue to expand other TIACA programs that tackle industry challenges through a united voice to enhance a safe, efficient and robust air cargo industry, designed to meet the needs of today whilst anticipating the needs of tomorrow.” **Glyn Hughes, Director General**

The association currently has a full Board seat allocation with one vacancy as we have reserved a seat for a representative of the Shipper community, but additional seats may become available as current Board terms end. Should anyone be interested in serving on the Board in the future, please reach out to the Secretariat.

Neo Air charters

60 e-commerce flights amid Red Sea crisis



Carrier has flown 6,000 tonnes of cargo in 2024

As e-commerce continues to drive airfreight demand out of Asia, German cargo charter Neo Air Group has operated 60 widebody e-commerce flights from Hong Kong International Airport to Europe, the United States and Latin America in the past two months to avoid Red Sea disruptions.

Germany-headquartered NEO Air Charter has reported a rise in demand as e-commerce firms look to avoid issues caused by the Red Sea shipping crisis.

The charter firm has operated 60 widebody freighter charters in the first

two months of 2024 due to container shipping firms taking the longer route around Africa to avoid attacks on vessels in the Red Sea.

“The 60 B747F and B777F charter flights operated from Hong Kong to points in Europe, the US and Central America,” NEO said.

The company added that all flights carried full payloads of e-commerce traffic between multiple shippers and their consignees and that all charters were booked via logistics companies.

“In case anyone was in any doubt, the Red Sea attacks are causing a lot of time-sensitive traffic to switch to

airfreight,” said NEO general manager Brian Davis. “We haven’t seen demand like this since the early days of Covid.”

“NEO’s instant access to large-scale capacity was a strong factor in winning the business, but we still had to prove we were providing the most competitive quotes.”

The company said that it has also been handling record levels of traffic in other areas such as automotive and humanitarian aid.

“We are recruiting extra staff to help us cope with the demand. This is shaping up to be the best year since our launch in 2010,” added Davis.

ECS Group and CMA CGM AIR CARGO: A New Chapter in Air Transport



- *Strategic Partnership: ECS Group and CMA CGM AIR CARGO join forces to improve operational efficiency and service quality.*
- *Operational Efficiency: Commercializing CMA CGM AIR CARGO's air freight capacities enhances market presence and performance.*

ECS Group, a global leader in GSSA, proudly announces a strategic worldwide partnership with CMA CGM AIR CARGO, a division of CMA CGM Group, a global player in sea, land, air, and logistics solutions. Starting April 1, 2024, ECS Group will be appointed as CMA CGM AIR CARGO GSSA, commercializing air freight capacities on flights operated by CMA CGM AIR CARGO.

By joining forces, ECS Group and CMA CGM AIR CARGO aim to redefine industry standards in operational efficiency, service quality, and technological innovation. Together, they will pioneer innovative solutions and deliver a premier customer experience while enhancing operational efficiency. With 9 flights per week between Paris

and China/HKG, on B777 aircraft, ECS Group is committed to providing customers with transparent and efficient access to leading air transport solutions, optimizing CMA CGM AIR CARGO's commercial performance and strengthening its presence in the air freight market.

Flexibility and innovation are key drivers of success in this dynamic industry. Through their Augmented GSSA model, ECS will offer CMA CGM tailor-made cooperation models, ensuring adaptability to market fluctuations and local requirements. These customized solutions will be meticulously crafted to meet the specific needs and challenges of CMA CGM, providing a seamless and efficient partnership experience that drives

mutual growth and success.

Adrien Thominet, Executive Chairman of ECS Group, expresses enthusiasm for this new partnership: *"Collaborating with CMA CGM AIR CARGO represents a unique opportunity to combine ECS Group's expertise in GSSA with CMA CGM AIR CARGO assets. Together, we are determined to pave the way in air freight transport, offering innovative solutions and operational excellence to our clients worldwide."*

In conclusion, ECS Group and CMA CGM AIR CARGO embark on an exciting new chapter in air freight transport, pushing the boundaries of the industry and delivering cutting-edge solutions and unparalleled customer experiences. This partnership underscores ECS Group's commitment to innovation and excellence in the GSSA sector, reinforcing its position as a global leader.

Challenge Technic Embarks on Strategic Expansion in 2024: New Aircraft, Enhanced Stations, and an Expanding Customers

Challenge Technic, the maintenance arm of Challenge Group, is poised for a strategic expansion in 2024, highlighted by the addition of new aircraft to the Challenge group fleet, the opening of a new maintenance station, and a broadening customer base.



As it enters its sixth year, Challenge Technic has solidified its reputation as a beacon of reliability in the aircraft MRO (Maintenance, Repair, and Overhaul) sector, servicing over 35 airlines with passion, precision, and fair pricing. *“Challenge Technic focuses not on being the cheapest, but on maximizing flight hours for clients, ensuring minimal turnover thanks to its stellar reputation,”* says **CEO and Accountable Manager, Erlingur Petur Ulfarsson.**

The year 2024 is set to be a landmark year for Challenge Technic with several significant developments:

- **Fleet Expansion:** Challenge Group will welcome three new aircrafts, significantly boosting Challenge Technic’s maintenance workload. To accommodate this growth, a new line

station and an A-Check line in the hangar are being established, with new staff members hired to manage the increased workload.

- **New Customer Acquisitions:**

Challenge Technic is excited to announce partnerships with three new customers, bringing over nine aircraft into its maintenance portfolio. Among these is Leav Aviation GmbH, starting March 1, 2024, with two A320s in the Cologne, Germany hangar.

- **Technological and Sustainability Advancements:**

Following last year’s launch of Amos to automate workflows, Challenge Technic continues its digital transformation with a new, activity-based system in 2024. Its sustainability initiatives are advancing, with the adoption of electric vans, waste recycling programs

in three countries, and energy-saving measures at all line stations, aligning with its commitment to minimizing environmental impact.

- **Infrastructure Expansion:**

The upcoming unveiling of a new large hangar in April 2024, capable of hosting a B747, responds to the increasing demand for hangar space. This expansion will cater to customer needs and set the stage for offering new services and attracting further business.

Erlingur Petur Ulfarsson concludes, *“Challenge Technic’s expansion in 2024 is a testament to its unwavering commitment to excellence, customer satisfaction, and sustainability, reinforcing its position as a leader in the aviation maintenance sector.”*

Challenge Group launches scheduled twice a week service to Mumbai



Challenge Group has decided to utilize the added capacity of its second converted B767 freighter to establish a scheduled route between Mumbai (BOM) and Liège (LGG), operating twice weekly.

The new scheduled flight between Mumbai and Liège creates a direct link between strong economic geographies with operations serving the whole of Europe and the US. Offering a payload of 52 tons per uplift, the freighter will mainly carry pharmaceuticals and electronics, but also the large and complex main deck cargo shipments that are Challenge Group's expertise.

"Given that India is striving to become the factory of the world, and the production of key verticals has significantly increased during the past few years, our strategic decision to

now launch a regular and direct India-Europe service goes some way towards satisfying the intense customer demand on this route," says Or Zak, Chief Commercial Officer of Challenge Group. "In fact, after the inaugural flight, we are already adding a second weekly frequency from April onwards."

"The launch of our Mumbai freighter service is the result of extensive market preparation conducted over the past year. This initiative commenced with consistent charter operations across various airports such as DEL, HYD, and BLR. Subsequently, we conducted a targeted roadshow in BOM and DEL last June, engaging with key stakeholders in the logistics industry to present our assets, capabilities, expertise, our supply chain approach and the

value proposition of our end-to-end solution. This endeavour provided more insights into their business requirements. Our participation in the recent Air Cargo India event in February further solidified our presence and network within the sector, paving the way for the successful introduction of our Mumbai freighter service," Or Zak explains.

Challenge Group's Indian cargo capacity which is offered for bookings to the entire Indian freight forwarding community, is managed by the group's entrepreneurial and reliable GSSA partner, Rainbow Aviation. In allocating the additional capacity of its second converted B767 freighter to operate in this new market, the Group aims to significantly enhance customer service and advance its global presence.



American Airlines Cargo Ships Record Number of ‘Living Works of Art’ Globally

The carrier transports koi carp from Japan to collectors in US and Europe

American Airlines Cargo is moving record numbers of decorative koi carp, known as Nishikigoi, from Japan to destinations around the globe. These ancient and long-living ornamental fish are highly prized by collectors, where their curated environments often serve as an element of artistic design. The most beautiful of the specimens can grow to more than 100 cm in length and be valued at \$2 million USD each.

The Nishikigoi is the national fish of Japan because of its beauty and elegance, and it is considered a sign of great wealth and a source of pride

in many cultures. The fish therefore require special handling and care when traveling by air as they are transported from native Japan to aqua culturists who import koi for collectors. The most popular feature on the fish are markings of two or three colors including white, scarlet and ink black.

American Airlines Cargo has been transporting koi in increasing volumes for 20 years. Their popularity has grown as ornamental fishkeeping expands globally, particularly in Hong Kong, the US, China, Germany, the Netherlands and Indonesia, which accounts for some 60% of their export value.

Approximately 55% of koi breeders are in Niigata Prefecture, 250km north of Tokyo, with most of American’s export business of koi coming from this region.

In 2023, the American Airlines Cargo team in Japan transported koi in record volumes of more than 19,100kgs to LAX and 9,600kgs to DFW alone.

“These living works of art are beautiful creatures and require highly specialized knowledge and training in order to ship them. Our dedicated team under Keisuke Morita are true experts in their field,” says Emma Oliver, Director Cargo Sales Europe, Africa & Middle East (EMEA) and Asia Pacific (APAC). “The transportation of the Nishikigoi must be on direct flights due to their sensitivity, with great precautions taken to tailor their travel accommodations to their oxygen needs. I am proud of our teams that are trained to handle these shipments with the utmost care and expertise.”

American currently operates two direct flights daily to Los Angeles International Airport (LAX) and Dallas/Fort Worth International Airport (DFW) from either Haneda Airport (HND) or Tokyo-Narita International Airport (NRT). As a member of United for Wildlife’s Transport Taskforce, American is dedicated to ending the illegal trafficking of wildlife. American signed the Buckingham Palace Declaration in December 2022, making it the first U.S. airline and cargo carrier to join the organization.



Maastricht Aachen Airport Welcomes Malaysia Airlines' Cargo Flights

Following a year of strategic investment and renewal, Maastricht Aachen Airport is preferred option for new weekly Malaysia Airline cargo service

Maastricht Aachen Airport (MST) has been chosen by Malaysia Airlines (MH) as its latest destination for a weekly full freighter cargo service with the first inbound flight set to arrive from Kuala Lumpur in early April.

The scheduled weekly flight will use the relatively fuel efficient and quieter MH Airbus A330F and make MST only the second airport in Europe that MH flies to, after Schiphol Amsterdam Airport (AMS).

"This is an important opportunity for MST, as since Royal Schiphol Group (RSG) invested in 40 per

cent of the airport last year, we have seen our operations consistently growing," said Jonas Van Stekelenburg, Chief Executive Officer (CEO), MST.

"Our new runway and close partnership with AMS are among the many reasons we can offer MH a great option to fly inbound and outbound cargo to and from.

"Our location, high performing team, and efficiency are widely known to attract cargo flights, but being part of RSG is accelerating our growth and popularity within Europe as a top cargo destination."

RSG invested for a 40 percent stake in MST last year, with the other 60 percent held by the region, the province of Limburg.

Since then, both shareholders have invested EUR30 million in the new runway, which was renewed last year, and MST are currently investing more than EUR40 million in further upgrades to the infrastructure and hardware of the airport.

MH are the second airline to confirm business with MST this year in January this year; Royal Jordanian Airlines was welcomed back after a hiatus due to the renewal of their air fleet.

Fits Cargo Partners with WebCargo by Freightos to Ignite Digital Sales



Freightos, a leading vendor-neutral booking and payment platform for the international freight industry, has announced a partnership of WebCargo by Freightos with Fits Cargo, an innovative carrier that combines a physical airline operation and interline agreements with over 160 airlines. This collaboration enables Fits Cargo to extend its service across WebCargo's extensive network of thousands of freight forwarders and dozens of airline carriers.

Based in Sri Lanka, Fits Cargo flies over 4 million kilograms of air freight annually, with a direct presence in Dubai, India, Hong Kong and the

Maldives, as well as GSA and CSA's set up in over 70 countries. They have begun offering capacity to freight forwarders on WebCargo's platform on popular lanes, such as Chennai – Colombo, Colombo – Dubai and India – selected destinations worldwide. "Fits Cargo is excited to take this step and offer capacity on WebCargo's platform to continue to deliver value to our customers in an increasingly digital freight world," said **Zameer Marikkar, Chief Commercial Officer at Fits Cargo**. "WebCargo's e-booking solution and interline platform extends

our global reach and connectivity, giving us visibility and access to new markets, seamless transactions and eBookings for our clients, bolstering Fits Cargo's market presence," he added.

"We are thrilled to partner with Fits Cargo, a forward-thinking freight carrier that quickly adapts to industry shifts and evolving customer demands," said **Manel Galindo, Chief Revenue Officer at WebCargo**. "Fits Cargo's portfolio of interline partnerships is a perfect fit for WebCargo's platform, the first of its kind to offer integrated digital interline services. The platform empowers Fits Cargo to book capacity on their interline partners instantaneously and deliver the widest possible network of destinations to their customers. They can now access instant capacity to popular destinations in Africa, the Caribbean, Asia Pacific and South America, which translates into better reach and operations for freight forwarders in over 10,000 offices worldwide"

SmartLynx Airlines appoints Jan Belina as Deputy CEO

SmartLynx Airlines, a globally acknowledged ACMI, cargo, and charter provider, announces the appointment of Jan Belina (Jan Bělina) as the Deputy Chief Executive Officer (D/CEO). Mr. Belina will join the SmartLynx leadership team and work alongside the company's CEO, Edvinas Demenius. The expansion of the management team is a natural step in the company's growth to increase efficiency and operational performance.

Mr. Belina has more than 20 years of experience in the aviation industry in various executive positions. He is an experienced aviation leader with a proven track record of success in leading the operational processes in the commercial aviation segment.



Jan Belina, Deputy CEO at SmartLynx Airlines: "Around a decade ago, I had the opportunity to collaborate with SmartLynx in my previous role, and I've been genuinely impressed by the airline's remarkable growth and achievements over the years. With full confidence in SmartLynx's vision, I am excited

to bring my expertise to the table, contributing towards our common goals.

Edvinas Demenius, CEO at SmartLynx, emphasizes: «Our team is the heartbeat of our airline's success. We're dedicated to attracting top-tier industry experts, enhancing our team, and refining the quality of the processes. With Mr. Belina joining our team, I am confident that SmartLynx will further elevate industry standards, paving the way for excellence.

Jan Belina will perform a supportive role for the company's CEO in leading the airline's executive team and managing day-to-day operations. With over two decades of experience at the largest Czech airline, Smartwings, in diverse management capacities, including Operations Control Center and Ground Operations, Mr. Belina brings a wealth of expertise. Before joining SmartLynx, he held positions as Chief Operational Officer (COO) and Accountable Manager (AM) at Smartwings.

Air Canada Cargo's First Flight to Liege Touches Down



Air Canada Cargo today announced the start of operations for its Boeing 767 freighter to Liege, Belgium, connecting a key European destination to Toronto and the carrier's extensive global network.

Flights will operate twice per week to Liege, with service increasing to three flights per week later in the year. Service will originate in Toronto and have a stop in Halifax.

"We are pleased to begin operating our freighters to Liege, a further strengthening of the Air Canada Cargo network as we continue to expand and provide customers with reliable, year-round service. This is another important connection from a key European market with Air Canada and Air Canada Cargo's global network through its Toronto hub," said **Matthieu Casey, Managing Director of commercial at Air**



Canada Cargo.

"The start of Air Canada Cargo freighter operations in Liege is an honour for us, as well as being now connected to the global network of Air Canada Cargo. Liege Airport has been chosen by Air Canada Cargo as the first ever freighter-only station, which clearly shows the fast-growing importance of Liege Airport as a leading European cargo hub", said

Laurent Jossart, CEO of Liege Airport.

Next month, Air Canada Cargo will start twice weekly service to Basel, Switzerland, one of Europe's premier pharmaceutical hubs. Liege and Basel are in addition to the recent start of service to Dallas, Atlanta and Bogota as Air Canada Cargo continues to expand its freighter network.

Air Canada Cargo is an award-winning provider of air cargo services. It is Canada's largest air cargo provider as measured by cargo capacity, with a presence in over 50 countries and self-handled hubs in Montreal, Toronto, Vancouver, Chicago, London, and Frankfurt. As the dedicated air freight division of Air Canada, Air Canada Cargo offers reliable air freight lift and connectivity across six continents using Air Canada's domestic and international passenger and freighter flights, and trucking services.

Air Canada partners with SATS for its long-awaited return to Singapore



Air Canada has awarded a passenger, ramp, and cargo handling contract to SATS as it prepares to resume flights to Singapore's Changi International Airport for the first time in over 30 years.

The airline will launch four Boeing 787-9 flights a week connecting Vancouver and Singapore, starting 4 April 2024.

SATS currently handles all the Star Alliance partners in Singapore, enabling

Air Canada the benefit of seamless passenger and cargo connections beyond Singapore to other key airports across Southeast Asia. The new route will provide the only non-stop service connecting Canada and Singapore.

The new contract also extends Air Canada's global partnership with SATS and Worldwide Flight Services (WFS), a member of the SATS Group.

"We are delighted to welcome Air Canada back to Singapore and proud

that the airline has chosen to extend its partnership with SATS Group into Southeast Asia. This is another significant business win for SATS Group at Changi Airport, reinforcing the good and longstanding partnership with Air Canada as a major customer of WFS. Air Canada and its customers will benefit from our combination of operational excellence and global network connectivity," said **Bob Chi, CEO, Gateway Services at SATS.**



CNS Partnership Conference to focus on sustainable growth

The Cargo Network Services Corporation (CNS) Partnership Conference will be held from April 14-16 2024 under the theme: “Resilience Through Agility: Partnering for a Changing World”.

The conference at the Gaylord Resort & Convention Center in Dallas Fort Worth, Texas will bring together around 700 stakeholders and representatives from

across the air cargo value chain, creating a forum for discussion and debate.

Keynote addresses will be given by:

- Andres Bianchi, CEO, LATAM Cargo
- Stephanie Abeler, Vice President of the Americas Region, Lufthansa Cargo

Plenary sessions will address:

- The state of the industry

- Sustainability in the cargo industry
- Roadmap to digital transformation

The Innovation Stage, sponsored by Dallas Fort Worth International Airport, will cover the following topics:

- Women in air cargo
- The value of certification
- Dangerous Goods
- Building the cargo value chain workforce of the future
- Warehouse space at airports

Air cargo positively contributes to the socio-economic development of the world and plays a critical role in overcoming extraordinary circumstances. During the Covid-19 pandemic, air cargo brought medical supplies and vaccines to where they were needed.

The sector delivers humanitarian aid in the wake of natural disasters such as earthquakes and floods, and today is a vital alternative to the Red Sea shipping lanes that face geopolitical disruptions.

Goods being flown by air keep the global economy moving. The 58m tonnes of air cargo delivered in 2023 accounted for approximately 35% of the value of goods traded internationally. This supports jobs around the globe and supports the UN Sustainable Development Goals—in particular reducing poverty and contributing to sustained and inclusive economic growth.

With air cargo volumes now firmly back to pre-pandemic levels, the challenge is to ensure efficient, safe, and sustainable growth.

Cathay Cargo Freighter Service Returns to Ho Chi Minh City

Cathay Cargo has resumed Ho Chi Minh City freighter flights after a four-year suspension due to the pandemic.

A flight carried out on April 4 was the first since December 2019. The weekly flight, CX3148, will operate from Ho Chi Minh City in Vietnam every Thursday, with the freighter first originating from Hong Kong to Hanoi, then routing to Ho Chi Minh City before returning to Hong Kong.

This will supplement Cathay Cargo's current six freighter flights per week from Hanoi to Hong Kong.

Cathay Pacific has been operating passenger services between Vietnam and Hong Kong since 1949. The very first flight carried a significant amount of cargo, including diplomatic mail as well as seafood and vegetables.

Testament to the significance of the Vietnam market to its global freighter network, Cathay Cargo commenced full freighter services from Ho Chi Minh City and then Hanoi in March 2008.

In 2023, Cathay Cargo shipped an average of almost 2,000 tonnes of cargo from Vietnam every month, of which about 600 tonnes were carried on Cathay Pacific's twice-daily passenger flights from Ho Chi Minh City.

These comprised mainly garments, footwear, fruits, and live and frozen seafood, headed to key destinations



such as Hong Kong, the Chinese Mainland, North East Asia, Australia and North America.

In addition to greater cargo capacity, the resumption of the freighter service will give shippers in Ho Chi Minh City access to Cathay Cargo's main-deck solutions, namely Cathay Expert for odd-sized shipments, as well as freight designated as Cargo-Aircraft-Only, such as certain dangerous goods.

Regional head of cargo southeast Asia Ashish Kapur said: "We are very excited to welcome our freighter back to Ho Chi Minh City again. With factory activities resuming and air cargo demand picking up, it is timely for us to resume our freighter service from the economic heart of Vietnam. "Together with our existing twice daily passenger flights serving the city, the addition of our freighter service will give local businesses

more choices, especially in terms of our specialised solutions that can be tailored to suit their needs. "Whether it is the latest fashion wear from the factories, fresh dragon fruit from the farms or live seafood from the ocean, we are committed to partnering with them on their journey to bring the best of Vietnam to Hong Kong and the rest of the world."

Country manager for Vietnam and Cambodia Nicolas Masse said: "Our dedicated team in Ho Chi Minh City has been eagerly awaiting the resumption of our freighter service. We have been working hard to ensure we are operationally ready on the ground and able to respond quickly to our customer's needs, whatever they may be. Our team of experts are certainly looking forward to working with our cargo handling agents to deliver the best service to our customers."

Atlas Air and YunExpress Expand Strategic Partnership with Second Boeing 777-200 Freighter



Atlas Air Inc., a subsidiary of Atlas Air Worldwide Holdings, Inc., a leading global provider of outsourced aviation logistics, today announced the expansion of its strategic partnership with YunExpress, a subsidiary of Zongteng Group, by adding a second Boeing 777-200 freighter under a long-term charter agreement.

Deepening the successful relationship between Atlas and YunExpress, this second 777 freighter will enter service for YunExpress in April and operate six weekly routes between China and

the United States. The new flying will enhance YunExpress' international logistics network and help it serve the increasing demand for cross-border e-Commerce shipping from China.

"We are delighted to expand our strategic and long-term partnership with YunExpress," said **Michael Steen, Chief Executive Officer, Atlas Air Worldwide.** *"Cross-border e-Commerce is driving significant demand for Atlas' dedicated large widebody freighter capacity. Through our partnership*

with YunExpress, we are strengthening our position as the preferred supplier of dedicated airfreight capacity to leading players in the e-Commerce industry. Atlas has unmatched global operating capabilities and high-quality solutions that power our customers' global supply chains."

Wang Zuan, President of Zongteng Group, stated: *"Last December, YunExpress, in collaboration with Atlas, launched charter service between Xiamen, China and Miami utilizing a 777 freighter, which has been operating with solid*

performance. The signing of this new long-term agreement further deepens and strengthens the strategic partnership between us. Through YunExpress, we aim to meet the growing demand for airfreight capacity between China, Europe and North America. Looking ahead, we aim to further expand routes and fleet size to provide customers with more convenient and diverse global transportation options, ensure supply chain resilience, and support the steady development and growth of our customers' international businesses."

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