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## EDITOR'S NOTES

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# Cessna Skycourier Achieves Canada type Certification, Bringing Operational Support to Remote Regions of North America

*Textron Aviation's versatile Cessna Skycourier aircraft has been awarded type certification by Transport Canada, enhancing its operational capabilities across Canada's remote regions.*

**T**extron Aviation's Cessna Skycourier aircraft has officially received type certification from Transport Canada Civil Aviation (TCCA), paving the way for the aircraft to expand its operational reach in some of the most remote and challenging regions of North America. This marks a significant milestone for the Skycourier, a robust and adaptable twin-engine turboprop that is poised to revolutionize air transport across Canada.

The first Skycourier freighter variant in the region is expected to be delivered later this year to Air Bravo Corporation, an Ontario-based flight service provider that specializes in passenger, cargo, and air ambulance operations. The certification is set to bolster Air Bravo's fleet and enhance its ability to serve Canada's vast, often underserved regions.

### **A Game-Changer for Remote Regions**

According to Lannie O'Bannion, senior vice president of global sales and flight operations at Textron

Aviation, the Skycourier's certification in Canada is a "game-changer" for customers across the country. The aircraft's performance, combined with its flexibility and low operating costs, makes it an ideal solution for a variety of missions, from cargo transport to medical evacuations, particularly in remote communities.

"The Skycourier's versatility will enable us to provide a more reliable and efficient service to Canada's diverse and often isolated locations," O'Bannion said. "Its combination of capacity, rugged design, and cost-efficiency ensures it is a perfect fit for operations across the region."

### **Designed for Flexibility and Efficiency**

The Skycourier is available in both passenger and freighter configurations, each designed to meet the specific demands of the regions it serves. The freighter variant boasts a flat-floor cabin capable of accommodating up to three LD3 shipping containers and a 6,000-pound payload capacity. Its

large cargo door and single-point pressure refueling system allow for rapid turnarounds, a crucial factor for operators managing time-sensitive missions.

Moreover, the aircraft's short take-off and landing (STOL) capability enables it to operate from smaller, less-developed airstrips, giving it the ability to reach remote communities with limited infrastructure.

The Skycourier is powered by two Pratt & Whitney Canada PT6A-65SC turboprop engines and features a heavy-duty McCauley Propeller C779. The aircraft's advanced avionics system, Garmin G1000 NXi, ensures pilots have the necessary tools for safe and efficient flight, while its impressive maximum cruise speed of over 200 knots and 900 nautical-mile range make it well-suited for long-haul operations in rugged environments.

### **A Growing Global Presence**

The Skycourier's Canadian certification follows its earlier approvals in other regions. The U.S. Federal





Aviation Administration (FAA) granted type certification in March 2022, with Textron Aviation delivering the first of 50 SkyCourier freighters to FedEx Express in May 2022. FedEx Express, which was the launch customer for the aircraft, also ordered an additional 50 units. Mountain Air Cargo, a FedEx feeder airline, became the first operator of the SkyCourier in January 2023.

In addition to its FAA certification, the SkyCourier was awarded type certification by Brazil's National Civil Aviation Authority (ANAC) in August 2023, further expanding its reach in international markets. The FAA also approved the SkyCourier's Combi


interior configuration in May 2023, allowing for mixed-use operations, which can combine both cargo and passenger transport.

### **A New Era for Air Transport**

With its robust design, flexible configuration options, and high-performance capabilities, the Cessna SkyCourier is positioned to play a crucial role in the future of air transport, especially in regions like Canada, where access to remote areas is vital for both commercial and emergency services. Whether serving cargo routes, medical flights, or passenger transport, the SkyCourier

is a testament to Textron Aviation's commitment to innovation and meeting the unique demands of today's aviation industry.

As Canada's aviation market continues to demand aircraft capable of serving challenging environments, the SkyCourier stands ready to deliver on its promise of efficiency, reliability, and versatility.

We are on 



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# Avianca Cargo's Strategic Vision for Growth, Sustainability, and Innovation: A Conversation with Diogo Elias, Senior VP

In this exclusive interview, Diogo Elias, Senior Vice President of Avianca Cargo, highlights the company's commitment to innovation, sustainability, and long-term growth. He discusses the unveiling of Avianca Cargo's new branding, which reflects a customer-centric vision of excellence and environmental responsibility. Diogo elaborates on Avianca's green partnership initiatives, including the Choose™ platform, which allows clients to track and offset carbon emissions in real time, and outlines the company's goals for reducing its environmental footprint. The partnership with Turkish Cargo, expansion in Miami, and innovations like the A330-300P2F aircraft are also covered, showing Avianca's dedication to increasing capacity, improving connectivity, and enhancing service. Lastly, he shares insights on Avianca Cargo's digital advancements and strategies to cater to high-demand industries such as pharmaceuticals and perishable goods.

**Spokesperson: Diogo Elias,  
Senior Vice president Avianca  
cargo**

## New Branding and Green Partnership

**1 Avianca Cargo has recently unveiled new branding initiatives. How does this rebranding align with your company's vision and long-term growth strategy?**

Our new brand identity reflects our commitment to innovation,

sustainability, and long-term growth. By adopting the identity of "Avianca cargo, we are doing it for you" we highlight our dedication to solving our customers' needs with excellence, care, and reliability. This aligns directly with our vision of enabling our customers' success while driving a positive impact for the environment and communities.

Our refreshed brand also underscores our investments in operational excellence, connectivity, and innovative infrastructure, key drivers for our transformation. Whether through expanding our fleet, achieving industry certifications, or optimizing our warehouses, all our decisions have as a driver the construction of sustainable growth for us and for our clients.

**2 Could you elaborate on Avianca Cargo's green partnership initiatives? How are these efforts helping to reduce the environmental footprint of your operations?**

Sustainability is in Avianca Cargo's DNA. We begin at "home", with every decision we take, every project we embrace and of course every partnership we establish, because we recognize to build a sustainable future, we need to act as a whole industry.

Right now, we have different partnerships, for example on our environmental pillar strategy we recently launched our partnership with Choose™ a platform designed for our clients that will allow them to monitor and offset their carbon emissions in real time.

Our clients can create an account on the platform to monitor their cargo transport data and track the CO<sub>2</sub> emissions generated by their flights. The platform provides detailed information based on destination, cargo weight, and route type. Users can also choose to offset their carbon footprint through voluntary contributions, which will fund environmental projects in Latin America.

Through this initiative we empower our clients to monitor, track, and offset their carbon emissions in real time, supporting environmental projects across Latin America.

**3 What are the most significant milestones you aim to achieve through these sustainability-focused partnerships in the coming years?**

At Avianca Cargo, we believe the future is built NOW. Our main objective is to make the air cargo industry increasingly responsible for the environment and communities. We are focused on expanding our sustainability efforts through different initiatives.

## Environmental Strategy

In the coming years, we will work to reduce the environmental impact of our operations while transporting our clients' cargo. Our goal is to further lower emissions and reduce our carbon footprint, solidifying a sustainable value proposition for our clients. This will also result in long-term cost savings through increased efficiency, and by leading by example, we aim to



Diogo Elias, Senior Vice  
President Avianca Cargo



attract more environmentally conscious clients, further amplifying our impact.

**Partnership with Turkish Cargo**

**4 Turkish Cargo has partnered with Avianca Cargo to offer increased capacity between Liege and Miami. What strategic benefits do you see in this collaboration for both companies and for your customers?**

This partnership with Turkish Cargo is a significant milestone in our journey to strengthen global connectivity and enhance our value proposition for customers. One year after signing the MOU we announced the new service between Liège and Miami, which not only will increase capacity but also provide customers with access to a more extensive global network, including over 340 destinations through Turkish Airlines. For Avianca Cargo, this collaboration opens opportunities to tap into key regions, particularly in Asia, where we currently do not operate directly. It also strengthens connections between Europe and our primary markets in the Americas, enabling us to offer seamless and efficient solutions that align with the growing demands of our customers.

**5 How do you plan to integrate this partnership into your overall network and ensure seamless service for the customers along this route?**

Integrating this partnership into our network is centered on ensuring connectivity, efficiency, and reliability for our customers. The Liège-Miami route will act as a critical link, connecting Europe to key destinations in the Americas. Our strategy focuses on leveraging Turkish Airlines' vast network and Avianca Cargo's operational expertise to offer seamless transit and end to end solutions for customers.

By combining resources, we aim to streamline processes, ensure consistent service quality, and maximize the value of this route within our overall network. This collaboration

allows us to increase our offer of tailored solutions for customers in both markets.

**Capacity Increases to Miami**

**6 Avianca Cargo has recently increased its capacity to Miami. What has driven this expansion, and how do you anticipate it impacting your overall business operations?**

Our recent capacity increase to Miami has been driven by our commitment to strengthen one of our largest cargo hubs and to respond to the growing demand from customers. Miami plays a crucial role in our network, serving as a gateway to Latin America and beyond. This expansion is the result of a transformative strategy launched three years ago, focused on enhancing network reliability, fleet modernization, cost efficiency, and infrastructure improvements.

Through investments in Miami, such as upgrading our temperature-controlled facilities and improving handling capacity by 83%, we have significantly optimized operations to ensure timely and high-quality service, especially for sensitive cargo like perishables.

This strategy not only positions us as one of the top three international cargo airlines at Miami International Airport but also allows us to enhance our offer in United States where we currently have around 60 cargo flights weekly connecting Miami and Los Angeles with destinations such as Mexico, Colombia, Chile, Ecuador, and Brazil, among others.

On our Wide Body aircraft, we have an offer of 14 weekly flights, and a weekly cargo capacity from the United States of over 3,800 tons.

**7 Miami is a key hub for your operations. Can you share your vision for strengthening Avianca Cargo's presence and competitiveness in this market?**

Right now, we have the largest direct network from Miami in history, reaching 25 destinations.

Our vision for Avianca Cargo is to establish it as the leading cargo operator in the region and the preferred carrier in Latin American markets. We aim to achieve this by providing a reliable network with the most modern medium-sized cargo fleet, offering a strong value proposition for our customers, fostering an organization focused on process simplicity and prioritizing cost efficiency.

Additionally, we aim to strengthen our direct services connecting Miami to strategic destinations across Latin America, to ensure our customers benefit from seamless transit options for perishables, e-commerce, technology, among others.

**On Valentine's Day, Mother's Day Celebration and Cargo Capacity**

**8 The increase in cargo capacity for Valentine's Day and Mother's Day celebrations seem significant. What steps have been taken to prepare for the surge in demand during seasonal peaks, especially for flowers and gifts?**

Avianca Cargo has been a leader in the transportation of flowers for over 52 years, and we understand the unique needs of our customers during seasonal peaks such as Valentine's Day and Mother's Day. To prepare for these seasons, we take a proactive approach by strategically increasing our capacity. For each peak season, we double our regular freighter capacity to ensure we meet the high demand.

Furthermore, we maintain strong collaborations with authorities and third parties, ensuring that all aspects of the transportation process run smoothly. This integrated approach allows us to efficiently manage the increase in demand and maintain high service levels.

**9 How does Avianca Cargo handle these capacity increases while maintaining operational efficiency and customer satisfaction?**



To handle the seasonality peaks, we rely on meticulous planning, collaboration, and innovative systems. By working closely with our stakeholders, including authorities like Customs and Border Protection, we anticipate peak periods and optimize our processes. For instance, during the last Valentine's Day season, we achieved a remarkable 40% reduction in breakdown time, which involves unloading flowers, inspecting them, and transferring them to temperature-

controlled storage. We also introduced new systems such as our Truck Appointment Management System, which has been implemented in Miami, Bogotá, and Medellín.

This system reduces waiting times and improves tracking and visibility, resulting in faster processing and better customer satisfaction. Additionally, our paperless process has streamlined operations, improved control and traceability and reduced delivery times by 20%.

**10 Are there any upcoming innovations or strategies that will help Avianca Cargo better serve the floral and perishable goods sectors?**

We will continue establishing long-term partnerships and offering consistent capacity throughout the year. We doubled our freighter capacity during peak seasons and were the first in the region to receive the IATA CEIV Fresh Certification, highlighting our commitment to high standards in handling perishable cargo.

As a top carrier for the leading flower-exporting countries in Latin America, we work closely with governmental authorities and third parties to ensure a seamless experience for all stakeholders.

Additionally, we recently announced the arrival of three additional A330 P2F, one will join in 2025, the first one for Mother's season and the second one expected for the first half of 2024.

**AeroUnion and Avianca Cargo A330-300P2F Capacity**

**11 What specific advantages does the A330-300P2F offer Avianca Cargo in terms of capacity, fuel efficiency, and market competitiveness?**

The arrival of the A330-300P2F marks a significant milestone for Avianca Cargo and AeroUnion commercial agreement, particularly in terms of increasing operational efficiency and competitiveness.

From a capacity standpoint, the A330-300P2F's larger volumetric capacity allows us to transport more goods, including perishable products like fruits and flowers, as well as oversized cargo for industries such as automotive, mining, and oil. This expansion directly enhances our ability to serve key markets across the West Coast of the Americas and globally, allowing us to offer better solutions to our clients.

In terms of fuel efficiency, the A330-300P2F provides significant improvements over its predecessors, contributing to reduced environmental



impact. The enhanced fuel efficiency per ton of cargo transported makes it a more sustainable option, aligning with our commitment to reducing carbon emissions and supporting greener operations.

### Sustainability Efforts

**12 Avianca Cargo has emphasized stepping up its sustainability efforts. Can you highlight the key initiatives that have been implemented and their results so far?**

Our modern fleet, recognized as the most environmentally efficient in the region, plays a key role in reducing our carbon footprint. With an average aircraft age of 10.1 years—51% younger than the regional average—we ensure lower CO<sub>2</sub> emissions and greater fuel efficiency. Additionally, our introduction of biodegradable pallet covers, use of zero-GWP refrigerants, and over 24 fuel-saving SOPs have helped us avoid 1,954 tons of CO<sub>2</sub> emissions in 2024 alone.

Moreover, our social impact is integral to our sustainability goals. From transporting over 125 tons of humanitarian aid to partnering with Expedito to recycle operational waste and transform it into school kits, we actively foster positive change for the planet and society.

### Digital Expansion

**13 Avianca Cargo continues to advance its digital capabilities. What are some of the most notable technological innovations you've introduced recently, and how have they improved operational efficiency or customer experience?**

At Avianca Cargo, digitalization has become a fundamental part of our strategy to improve operational efficiency and enhance customer experience. We have made significant strides in Marketplace Integration, becoming the first airline to connect with all three major cargo marketplaces—CargoAI, cargoONE, and

WebCargo. This allows us to offer 100% of our routes for GCR cargo, expanding our service reach and improving the availability of our offerings.

We also leverage the Airblox platform, an online marketplace for exchanging cargo capacity through electronic block space agreements (eBSAs). This provides flexibility, allowing us to offer over 280 flights in the next two months, giving our clients more options and enhanced scheduling.

Our CargoWise Integration, spanning six countries—Panama, El Salvador, Brazil, Colombia, Ecuador, and the United States—streamlines operations for over 25 key cargo agents, boosting efficiency and improving service delivery.

Lastly, our partnership with DB Schenker has been a milestone, as we became the first airline in South America to implement an integrated system with them. This strengthens our operational efficiency and enhances coordination, enabling us to deliver higher levels of service.

**14 With the increasing reliance on digital solutions, how do you see Avianca Cargo evolving in the next few years in terms of technology and automation?**

As the cargo industry continues to evolve with digitalization, Avianca Cargo is committed to staying at the forefront of technological advancements.

Our ongoing expansion of digital booking channels will continue to play a significant role, helping us offer customers an even more seamless experience. By further integrating with digital platforms and freight marketplaces, we expect to broaden our network and reach, making our services more accessible and customizable for a global customer base.

These advancements in automation and digital solutions will not only streamline our operations but will also ensure that we continue to offer competitive, innovative services in a rapidly changing market.

### GSA Network Reshuffle

**15 serve key markets or enhance the efficiency. Avianca Cargo recently shuffled its GSA network. What factors influenced this decision, and what impact do you anticipate it having on your global network and service offerings? How will these changes improve your ability to reach your distribution channels?**

The decision to restructure our Global Sales Agent (GSA) network was driven by our objective to rapidly expand Avianca Cargo's global footprint and enhance our reach in key markets. This process, which was completed in record time, involved carefully selecting highly qualified partners in countries such as the United States, Chile, the Netherlands, Belgium, India, Japan, and China. These new partnerships are critical to our long-term strategy of increasing our market presence and providing more localized, efficient services to our customers worldwide.

### Targeting Tech and Pharma

**16 How does Avianca Cargo plan to cater specifically to the needs of these high-demand industries like Pharma? What unique solutions does Avianca Cargo offer to these industries in terms of temperature-controlled services, timely deliveries, and regulatory compliance?**

Avianca Cargo has established facilities across its network specifically designed for the transportation of Pharmaceuticals/Healthcare-sensitive products. These facilities boast capabilities for refrigerated temporary storage zones with standard temperature ranges. Our Pharma Portfolio, comprising Pharma Care (passive service), Pharma CoolCare (Active Container service), and Pharma Priority (non-temperature Healthcare shipments), aligns with industry standards outlined by GDP, WHO, and IATA. Avianca Cargo has the four IATA CEIV Pharma Certifications, having successfully met all the CEIV Checklist requirements.

# Ingo Zimmer: Celebrating 35 Years of Leadership at ATC Aviation Services



Ingo Zimmer, the CEO of ATC Aviation Services, is marking an extraordinary milestone in 2024—35 years of leadership, innovation, and success at the helm of the company. Since joining ATC in 1989, Zimmer has been a constant force in driving the company forward, turning vision into reality and challenges into opportunities.

## **A Career Built on Vision and Dedication**

Zimmer's journey in the airfreight industry began after completing an apprenticeship as a forwarding agent. His career took flight in 1983 when he served in the German Air Force for four years. His next move was into the private sector, where he worked as Route Manager for South Africa with Röhling

Airfreight before joining ATC Aviation Services at the age of 26 in 1989.

Initially representing ATC in Germany, Zimmer took on the monumental task of establishing the company's presence in the country. From that moment, he built a solid foundation for the company's growth, fostering strong relationships with clients and partners, and assembling a dedicated team of professionals.

## **A Legacy of Growth and Innovation**

Zimmer's leadership has been instrumental in ATC's remarkable expansion. The global footprint includes 28 countries with 52 offices. Under his guidance, ATC now represents more than 75 airlines. With several of the well-known international airline partners, ATC looks back on successful, long-lasting partnerships that have lasted for 20 years or more. His strategic decisions and unwavering commitment have positioned ATC as a leading player in the airfreight sector, delivering exceptional service to clients and partners alike.

Since becoming CEO in 2009, Zimmer has continually pushed the company to new heights, focusing on excellence and innovation. His leadership style, based on integrity, loyalty, and vision, has cultivated a team that shares his dedication to success. ATC's growth is a direct reflection of his

ability to adapt to industry challenges and seize new opportunities.

## **A Personal and Professional Milestone**

Zimmer's professional achievements are matched by his personal milestones. Married and father of four children, he balances a demanding career with his family life, exemplifying his dedication to both his personal values and professional responsibilities. "This company was my baby, and it still is," Zimmer says, clearly proud of what ATC has achieved.

Looking back over 35 years, Zimmer's career is defined by his resilience, courage, and a relentless drive to achieve the best for ATC, its clients, and its employees. His work has not only shaped the future of the company but also helped shape the airfreight industry itself.

As he reflects on this remarkable journey, Zimmer remains steadfast in his commitment to excellence, ensuring that ATC continues to thrive in an ever-evolving global market. His life's work is a testament to the power of visionary leadership, and as ATC celebrates this milestone anniversary, there is no doubt that Zimmer's influence will continue to guide the company toward even greater success in the years to come. "It's been an incredible journey," he says. "And I'm excited for what comes next."

# Avianca Cargo announces new brand identity, and reports transformational success with a strong value proposition



- After three years of transformation, Avianca Cargo has refreshed its brand, emphasizing the “why” behind their business while consolidating its position as a reliable partner for cargo market building long-term partnerships where they have demonstrated their commitment to solving every requirement of its clients’ needs, always committed to support its businesses and make them grow.
- Avianca Cargo also announced its partnership with climate technology company CHOOOSE™, with the launch of a platform designed for clients to monitor and offset their carbon emissions in real time.
- During the event, Avianca Cargo announced the closing of a successful third quarter of 2024 as a result of Latin America’s cargo import market recovery and fleet renewal.
- The rebranding was unveiled on Nov. 13 at the Air Cargo Forum in Miami, where the airline showcased Avianca Cargo’s positioning, reinforcing the airline’s dedication to its customers, partners, employees and communities.



**A**vianca Cargo proudly presents its new brand concept, marking a pivotal transformation highlighting its commitment to exceptional service. This reinvention embodies the new essence of **“Avianca Cargo, we are doing it for you,”** reflecting the airline’s focus on customer needs and long-term partnerships.

This new concept embodies the spirit of a hero dedicated to serving others out of duty, commitment and conviction. This change is more than just a new slogan. It is a declaration of renewed commitment to those who trust the company.

*“Our transformation has now positioned us as one of the six best cargo airlines of the world,” stated **Diogo Elias, senior vice president of Avianca Cargo.** “We’ve enhanced our service levels, upgraded our fleet and revamped our product offerings, all while ensuring a more consistent and efficient operation. Our dedicated team works tirelessly to meet every requirement and solution our customers seek, enabling them to grow their businesses.”*

With the closing of Q3 2024, Avianca Cargo increased their network load factor by over 5% aligned year-over-year, as a result of Latin America’s cargo import market recovery and fleet renewal.

The new brand positioning is a culmination of efforts that have enhanced operational efficiency and connectivity:

#### **More cargo capacity and sustainability for our customers:**

- Avianca Cargo, committed to sustainability, operates the Airbus A330 freighter, the most modern mid-size fleet with the lowest environmental impact in the region.
- The airline’s fleet is approximately 51% younger than the average cargo aircraft in Latin America. A newer fleet is more fuel-efficient and produces fewer CO2 emissions.
- In partnership with climate technology company CHOOOSE™, Avianca Cargo officially launches a

real-time platform that enables clients to monitor, track, and offset carbon emissions from cargo transport, supporting environmental projects in Latin America.

#### **More Robust Network and Fleet:**

- As part of a investment strategy, Avianca Cargo expanded its fleet with four A330-300/200 P2F aircraft, boosting capacity and fuel efficiency; the first joined the airline’s commercial partner AeroUnion in July, with two more arriving in 2025 and the final in 2026, offering enhanced payload and flexibility for medium-range routes.

*This new concept embodies the spirit of a hero dedicated to serving others out of duty, commitment and conviction. This change is more than just a new slogan. It is a declaration of renewed commitment to those who trust the company.*

- We connect to the highest number of destinations post pandemic, reaching around 350 destinations through freighter flights, passenger flights, and interline agreements.
- Reaching more than 75 destinations with 220 cargo flights weekly alongside over 1,400 passenger flights.
- On November 3rd, in partnership with Turkish Airlines, Avianca Cargo launched a new Liège-Miami service, enhancing cargo connectivity and expanding access to a global network

beyond Miami with increased capacity.

#### **South America’s first to innovate:**

- Avianca Cargo is the first South American airline to integrate with DB Schenker, revolutionizing logistics for faster, more reliable cargo services across the continent.
- The first airline in the Americas to achieve four CEIV certifications: Pharma, Fresh, Lithium Batteries, and Live Animals, setting a remarkable industry benchmark.
- One of the six best cargo airlines in the world according to the Air Cargo News Awards 2024.

#### **Continuous improvement and innovation in operations:**

- Avianca Cargo now offers 100% of its routes for GCR cargo, with connections to three major marketplaces: CargoAI, cargoONE, and WebCargo, making booking more efficient since January 2024.
- The airline has implemented advanced eBooking strategies to enhance booking accuracy and streamline confirmation processes.
- Recent investments in infrastructure at its main terminals in Miami and Bogotá have increased peak season capacity by 83% and improved average turnaround efficiency by 20%.
- Avianca Cargo optimized its warehouses to reduce carbon footprint, implementing an energy-efficient, zero-ODP cold room in Medellín and a zero-GWP refrigeration system in Miami to cut emissions.

#### **Seamless integration with top cargo agents:**

- Integrated with CargoWise, Avianca Cargo handles bookings from Panama, El Salvador, Brazil, Colombia, Ecuador and the United States, ensuring smooth cargo operations with the top 25 cargo agents globally.
- Through Airblox, Avianca Cargo offers more than 280 flights for electronic block space agreements (eBSA) over a two-month period, giving freight forwarders flexibility and guaranteed cargo space.

Changi Airport's Vision for the Future of Air Cargo:  
A Conversation with Jaisey Yip, Vice President of Cargo Business Division

# Changi Cargo Airport Sees Strong Growth with Export Recovery and Intermodal Transportation Surge

*High-tech manufacturing sectors and increased transshipment activities drive growth in 2024.*



## **C**hangi Cargo Airport's Expansion Plans to Double Capacity by 2030 with New Air Cargo Village and Terminal 5"

*Strategic growth in cargo infrastructure and logistics hub development to meet growing global demand.*

Devender Grover, Editor-in-Chief, sits down with Jaisey Yip, Vice President of the Cargo Business Division at Changi Airport Group (CAG), to explore the latest developments in Changi Airport's air cargo operations. From impressive performance metrics to cutting-edge digitalisation and sustainability efforts, Changi is transforming into a more efficient, greener, and technologically advanced air cargo hub. In their discussion, Yip touches on Changi's strong cargo growth in 2024, the integration of automation, the push towards a sustainable air freight ecosystem, and ongoing infrastructure enhancements to future-proof Singapore's key aviation gateway.

### **Changi Airport's Cargo Growth in 2024**

In 2023, Changi Airport handled 1.74 million tonnes of air cargo, marking a solid performance. As of the third quarter of 2024, the airport has already processed 1.47 million tonnes, a 14.5% increase over the same period in 2023. Changi continues to be a dominant player in Southeast Asia,

ranked 9th globally for international air cargo throughput. Its top markets include Australia, China, Hong Kong, India, and the United States, with major freighter services linking more than 50 cities worldwide.

### **Digitalisation and Automation Driving Efficiency**

Changi Airport is embracing digital solutions to streamline cargo operations. In August 2024, it introduced the Truck Dock Slot Booking (TDSB) system, which enhances the cargo lodgement and collection process. By allowing freight forwarders and trucking companies to pre-book slots, the system reduces waiting times, increases operational transparency, and supports better resource planning. The move aligns with Changi's broader goal of using technology to improve efficiency and reduce carbon emissions across its cargo terminals.

### **Strengthening Capabilities for Pharmaceutical Cargo**

Changi Airport has strengthened its expertise in handling temperature-sensitive cargo, particularly in the pharmaceuticals sector. Through its Pharma@Changi initiative, the airport boasts the largest concentration of IATA CEIV Pharma certified companies in the Asia-Pacific region. Changi is also playing an active role in global industry initiatives, such as Pharma. Aero, where it leads sustainability and logistics projects aimed at advancing the transportation of life sciences products.

### **Building a Greener Air Cargo Hub**

Sustainability remains a top priority for Changi Airport. The airport is pushing forward with several green initiatives, including the adoption of Sustainable Aviation Fuel (SAF) to reduce carbon emissions and the installation of Singapore's largest rooftop solar panel system, set to be completed by 2025. Additionally, Changi is aiming for a fully electrified airside vehicle fleet by 2040. These

steps reflect a broader strategy to enhance Changi's sustainability credentials while reducing its environmental footprint.

### **Future-Proofing Changi's Infrastructure**

As demand for air cargo continues to grow, Changi Airport is ramping up infrastructure investment. The recently opened Changi Nexus One facility, with its 8,000 sqm of space and direct apron connectivity, will improve cargo handling capabilities. Moreover, plans for a second Airport Logistics Park (ALPS2), set for development in the 2030s, will help increase Changi's annual cargo handling capacity from 3 million tonnes to 5.4 million tonnes by the mid-2030s. These upgrades are designed to ensure Changi remains competitive and continues to capture growth in the long term.

Changi's continued investment in digitalisation, automation, sustainability, and infrastructure development underscores its commitment to strengthening its position as one of the world's leading air cargo hubs.

Here are the details of discussions.

### **Q Can you give us an overview of the key trends and challenges you're observing in the Singapore Changi Cargo Airport this year?**

**A:** This year, we are seeing several trends, especially in the transport sector. One major trend is the recovery of Singapore's exports, particularly in high-value manufacturing sectors like semiconductors and high-tech products. We're also observing a significant surge in intermodal transportation, driven by disruptions in ocean freight, which has resulted in increased transshipment activities for both sea and air cargo. There is also a growing interest in digitalization and the use of Artificial Intelligence (AI) to improve efficiency and sustainability. Additionally, we are focusing on autonomous mobility and innovation within our operations, such

as automated baggage handling and the use of smart cameras for cargo dimensioning in warehouses.

### **Q What innovations are being introduced in the operations at Changi Cargo Airport?**

**A:** One key innovation is the introduction of smart cameras in collaboration with a startup to measure cargo dimensions accurately at the truck docks. This allows for better optimization of pallet space, which not only increases revenue for airlines but also has a positive sustainability impact by utilizing existing capacity more efficiently. Another important development is the introduction of a slot booking system for exports, allowing forwarders and shippers to schedule time slots for cargo pick-ups. This reduces waiting times, truck congestion, and minimizes carbon emissions. We're also working on digitalizing the checkpoint process, integrating technologies like facial recognition and smart cameras to improve security and operational efficiency.

### **Q How are you addressing sustainability challenges in the airport's operations?**

**A:** Sustainability is a key focus for us. One of the challenges we face is managing the waste generated in the industry, such as paper and plastics. We have implemented recycling bins for different materials and have been educating our partners to segregate waste properly. Furthermore, we are exploring upcycling initiatives, where waste materials like wood and plastics could be repurposed into furniture for communal spaces. Our goal is to gradually move towards zero-waste operations, although this will take time. As part of our long-term plans, we're also focusing on reducing emissions and making our operations more energy-efficient.

### **Q How are you planning to enhance digitalization and technological integration at Changi Cargo Airport in the future?**



**A:** Looking forward, digitalization will continue to be a major focus. We are embarking on major infrastructure developments, such as the construction of a new passenger terminal (Terminal 5) and an expanded air cargo village. This will allow us to integrate more advanced digital solutions, such as autonomous mobility lanes and smart checkpoints. Additionally, the new developments will incorporate green energy practices, including solar panels and sustainable building materials. The goal is to create a smarter, faster, and more sustainable airport ecosystem, with improved operational efficiency through automation and digital technologies.

**Q Can you elaborate on the upcoming plans for Changi Cargo's expansion and future developments?**

**A:** Yes, as part of our future plans, we will be building a new air cargo village, alongside Terminal 5, which will expand Changi's overall capacity. This project is expected to double the current air cargo handling capacity from 3 million tons to 5.4 million tons by the mid-2030s. In addition to this, we are working on creating a more integrated logistics hub, with the government planning to develop a new logistics park near the airport. These expansions are designed to support the increasing demand for cargo services and will be developed with sustainability at the forefront, including the use of green energy management practices and the integration of autonomous mobility systems.

**Q What is the timeline for these major developments at Changi Cargo Airport?**

**A:** The construction of the new Terminal 5 and the expanded air cargo village is expected to be completed in the mid-2030s. This is a large-scale project, and the construction phase will take time, especially since Terminal 5 alone will be the size of our existing Terminal 1. We anticipate a gradual rollout, with the new developments

*Changi Airport has strengthened its expertise in handling temperature-sensitive cargo, particularly in the pharmaceuticals sector.*

increasing the airport's overall cargo capacity to 5.4 million tons. In the meantime, we will be remodelling our existing air cargo facilities, which were originally built in the 1980s. This upgrade will ensure that Changi continues to meet the growing demands of air cargo logistics.

**Q How do you plan to ensure sustainability and digital innovation are integrated into these developments?**

**A:** In our new developments, sustainability will be embedded at every stage, from design to construction. For instance, new buildings will feature solar panels, and sustainable construction materials will be used. Moreover, we will integrate more advanced technologies, such as autonomous mobility, AI, and smart infrastructure, to create a more efficient and sustainable cargo handling system. As we expand, our goal is to create a future-ready, green airport that aligns with global sustainability standards while enhancing operational efficiency through digitalization.

**Q Can you share your vision for the future of Changi Cargo Airport in the next decade?**

**A:** Our vision for the future of Changi Cargo Airport is to become a truly world-class, smart, and sustainable air cargo hub. Over the next decade, we are looking to integrate advanced digital technologies, such as autonomous mobility, AI-driven logistics, and smart security systems.

At the same time, we are committed to reducing our environmental footprint through sustainable practices like green building technologies, waste reduction, and energy efficiency. By mid-2030s, with the completion of Terminal 5 and the expanded air cargo village, Changi Cargo will not only have doubled its capacity but also set a new benchmark for innovation, efficiency, and sustainability in the global logistics industry.

**Q What challenges do you foresee as you implement these ambitious plans?**

**A:** While we are optimistic about our plans, there are certainly challenges ahead. One key challenge is the pace of technological adoption, as we integrate new digital solutions and train our workforce to operate them effectively. Sustainability is another area where we'll need to ensure that all our partners are aligned, especially when it comes to waste management and reducing carbon emissions. There are also logistical challenges as we expand infrastructure, including managing disruptions during construction and ensuring that the operations remain seamless as we transition to a larger, more advanced airport.

**Q Finally, how do you see the role of Changi Cargo in the global supply chain over the next 10 years?**

**A:** Over the next decade, Changi Cargo aims to play a critical role in the global supply chain by being a key enabler of trade, innovation, and sustainability. With our focus on digital transformation, sustainability, and operational excellence, we hope to become the preferred air cargo hub for companies worldwide, particularly in industries like high-tech, pharmaceuticals, and e-commerce. We envision Changi Cargo as a smart, efficient, and environmentally responsible logistics hub that supports global commerce and delivers value to our stakeholders, customers, and the wider community.

# ACL Airshop Expands its ULD Network Across Latin America to Meet Growing Demand



*As Latin America's logistics market continues to evolve, ACL Airshop is strategically increasing its footprint in the region, leveraging technology, local partnerships, and tailored services to stay ahead of the curve.*

network while placing ULD stock in key locations like Bogotá, Colombia, and Felipe Ángeles International Airport in Mexico. These strategic placements are designed to provide a flexible, responsive solution for customers dealing with the region's distinct logistics challenges.

## **Meeting Seasonal and Event-Driven Demand**

Latin America's air cargo industry is characterized by seasonal peaks, such as the demand surge around Valentine's Day and the cherry harvest season. These periods require timely and agile management of ULDs to ensure smooth operations. ACL Airshop's region-specific services are built to accommodate these fluctuations, guaranteeing that customers have the necessary ULDs to handle the increased volume.

*"Our regional coverage spans Colombia, Ecuador, Brazil, Peru, Chile,*

## **Strengthening Its Presence in Latin and Central America**

As the demand for efficient logistics solutions surges in Latin and Central America, ACL Airshop is making significant strides to better serve the region's unique air cargo needs. Through a combination of strategic partnerships with experienced Ground

Handling Agents (GHAs) and the expansion of company-owned facilities, ACL Airshop is ensuring that its fleet of Unit Load Devices (ULDs) is readily available and close to its customers' operations.

Recent expansions in the Latin American market have seen ACL Airshop establish a dedicated GHA

and Panama, among others,” said Bill Mullholland, Director of Sales and Business Development for the Americas at ACL Airshop. *“This setup allows us to effectively meet the growing demand, especially driven by e-commerce, which continues to surge from markets like Asia and the US. In Latin America, where seasonal peaks and fresh produce exports are prominent, the need for agile ULD repositioning is crucial, and we manage that through our extensive local network and flexible operational framework.”*

### Overcoming Regional Instability

Despite occasional political instability and economic fluctuations in Latin America, the region’s growing middle class and increasing demand for global products have spurred significant growth in air cargo. ACL Airshop has managed to remain agile in this dynamic environment by leveraging local intelligence and relationships to anticipate risks and implement contingency plans.

“Our success in this region comes from being able to adapt quickly,” Mullholland explained. “We work closely with local GHAs, freight forwarders, and our teams in Bogotá, Miami, and Los Angeles to ensure a steady flow of ULDs across the region. This network enables us to respond to cross-border cargo demand with speed and flexibility while maintaining consistent service levels, no matter the political climate or market conditions.”

### A Comprehensive ULD Management Offering

What sets ACL Airshop apart in the competitive Latin American logistics market is its wide-ranging ULD management services. The company offers a comprehensive suite of solutions, from full-service ULD management to short-term leasing for one-off orders. These services include ULD leasing, logistics coordination, maintenance and repair (MRO), and consumables like nets and straps—

all enhanced by cutting-edge ULD Control software and real-time tracking technology.

By integrating logistics into its ULD offering, ACL Airshop provides a competitive advantage in an industry where many larger players focus solely on asset quantity. Their model ensures precise ULD tracking, positioning, and flexible availability—critical factors for both pure cargo and mixed carriers who need to optimize utilization without holding excess inventory.

“Over the years, ULD management has evolved from simple leasing into an integrated service suite designed to optimize ULD performance throughout their lifecycle,” said Bernhard Kindelbacher, CEO of ACL Airshop. “We pioneered the ULD Control system, which now incorporates advanced tracking, maintenance data, and analytics capabilities. Our FindMyULD app, coupled with Bluetooth tracking integration, gives stakeholders real-time visibility into ULD status, dwell times, and repositioning needs.”

### Digital Innovation for Real-Time Efficiency

Investing in digital solutions is a core aspect of ACL Airshop’s strategy, particularly in the realm of real-time tracking and data visibility. With the help of the FindMyULD app, customers gain unprecedented insights into their ULD inventory, allowing them to proactively manage their supply chains and optimize operations.

*“The ability to track ULDs in real time has become a vital component of modern logistics,” Kindelbacher noted. “Our digital suite is set to evolve further with the incorporation of generative AI. This will help us enhance our knowledge base, automate routine tasks, and streamline decision-making processes. By staying at the forefront of digital transformation, we continue to lead the industry in ULD management.”*

*Our mission is to simplify ULD operations and Logistics with highly scalable ULD management services.*

*From ULD leasing and MRO to nets, straps and digital tracking. Our special focus on logistics ensures that the right ULD is in the right place at the right time”, add Kindelbacher”.*

### Brand Refreshed

The New brand identity, which is being successively rolled out, builds on a successful history and reflects the sharpened profile: a dominant and striking colour scheme, revised typography and reduced use of clear, graphic elements. It interprets the modular and scalable approach of global ACL Airship’s services and its forward looking approach, informed Kindelbacher.

### Positioned for Long-Term Growth

As ACL Airshop continues to grow its footprint across Latin America, its strategic focus on flexibility, local partnerships, and advanced technology positions the company to meet the evolving demands of the air cargo industry. Whether managing seasonal peaks, adapting to regional instability, or providing tailored ULD solutions, ACL Airshop’s comprehensive services are designed to ensure the efficient movement of goods across one of the world’s most dynamic logistics markets.

With a robust portfolio of services, a deep understanding of local needs, and a commitment to digital innovation, ACL Airshop is poised for continued success in Latin America and beyond.

*“Besides this, our dedicated global sales team aims to focus on strengthening existing partnerships and creating new business opportunities closer and faster to the needs of our customers. Our objectives are to promote the entire product portfolio with a strong focus on the cargo pallet market, develop more comprehensive solutions and business cases with our customers, Promote local customer relations for short term solutions, strengthen the market position in which spt areas and fast growing markets and Regional focus on emerging markets like India, Southeast Asia and as above Latin America”.*



# Supply Chain Issues Continue to Negatively Impact Airline Performance into 2025 : IATA

The International Air Transport Association (IATA) expects severe supply chain issues to continue to impact airline performance into 2025, raising costs and limiting growth.

IATA quantified the scale of the challenges facing airlines because of supply chain issues in its latest airline industry outlook:

- Average age of the global fleet has risen to a record 14.8 years, a significant increase from the 13.6 years average for the period 1990-2024.

- Aircraft deliveries have fallen sharply from the peak of 1,813 aircraft in 2018. The estimate for 2024 deliveries is 1,254 aircraft, a 30% shortfall on what was predicted going into the year. In 2025, deliveries are forecast to rise to 1,802, well below earlier expectations for 2,293 deliveries with further downward revisions in 2025 widely seen as quite possible.

- The backlog (cumulative number of unfulfilled orders) for new aircraft has reached 17,000 planes, a record high. At present delivery rates, this would take 14 years to fulfil, double the six-year average backlog for the 2013-2019 period. However, the waiting time is expected to shorten as delivery rates increase.

- The number of “parked” aircraft is 14% (approximately 5,000 aircraft) of the total fleet (35,166 as at December 2024, including Russian-built aircraft). While this has improved recently, parked aircraft remain 4 percentage points higher than pre-pandemic levels (equivalent to some 1,600 aircraft). Of these, 700 (2% of the global fleet) are parked for engine inspections. We expect this situation to persist into 2025.

“Supply chain issues are frustrating every airline with a triple whammy on



revenues, costs, and environmental performance. Load factors are at record highs and there is no doubt that if we had more aircraft they could be profitably deployed, so our revenues are being compromised. Meanwhile, the aging fleet that airlines are using has higher maintenance costs, burns more fuel, and takes more capital to keep it flying. And, on top of this, leasing rates have risen more than interest rates as competition among airlines intensified the scramble to find every way possible to expand capacity. This is a time when airlines need to be fixing their battered post-pandemic balance sheets, but progress is effectively capped by supply chain issues that manufacturers need to resolve,” said **Willie Walsh, IATA’s Director General**.

Specifically, IATA noted that, persistent supply chain issues at least partially responsible for two negative developments:

- Fuel efficiency (excluding the impact of load factors) was unchanged

between 2023 and 2024 at 0.23 litres/100 available tonne kilometers (ATK). This is a step back from the long-term (1990-2019) trend of annual fuel efficiency improvements in the range of 1.5-2.0%.

- Exceptional demand for leased aircraft pushed leasing rates for narrow body aircraft to levels 20-30% higher than in 2019.

“The entire aviation sector is united in its commitment to achieving net zero carbon emissions by 2050. But when it comes to the practicality of actually getting there, airlines are left bearing the biggest burden. The supply chain issues are a case in point. Manufacturers are letting down their airline customers and that is having a direct impact of slowing down airlines’ efforts to limit their carbon emissions. If the aircraft and engine manufacturers could sort out their issues and keep their promises, we’d have a more fuel-efficient fleet in the air,” said Walsh.

# Air Cargo Demand up 9.8% in October 2024 - 15th Month of Consecutive Growth



The International Air Transport Association (IATA) released data for October 2024 global air cargo markets showing continuing strong annual growth in demand.

- Total demand, measured in cargo tonne-kilometers (CTKs\*), rose by 9.8% compared to October 2023 levels (10.3% for international operations) for a 15th consecutive month of growth.

- Capacity, measured in available cargo tonne-kilometers (ACTKs), increased by 5.9% compared to October 2023 (7.2% for international

operations). This was largely driven by an 8.5% increase in international belly capacity. Dedicated freighter capacity increased by 5.6%, the seventh consecutive month of growth with volumes nearing 2021 peak levels.

“Air cargo markets continued their strong performance in October, with demand rising 9.8% year-on-year and capacity up 5.9%. Global air cargo yields (including surcharges) continue to rise, up 10.6% on 2023 and 49% on 2019 levels. While 2024 is shaping up to be a banner year for

air cargo, we must look to 2025 with some caution. The incoming Trump Administration’s announced intention to impose significant tariffs on its top trading partners—Canada, China and Mexico—has the potential to upend global supply chains and undermine consumer confidence. The air cargo industry’s proven adaptability to rapidly evolving geopolitical and economic situations is likely to be tested as the Trump agenda unfolds,” said Willie Walsh, IATA’s Director General.

Several factors in the operating environment should be noted:

- Year-on-year, industrial production rose 1.6% in September while global goods trade increased 2.4% for a sixth consecutive month of growth. The increase in trade is partly due to businesses stockpiling inventory ahead of potential disruptions, like the US port strike.

- Global manufacturing activity rebounded in October. The Purchasing Managers Index (PMI) for global manufacturing output was above the 50-mark, indicating growth. However, the PMI for new export orders remained below the 50-mark, suggesting ongoing uncertainty and weakness in global trade.

- US headline inflation, based on the annual Consumer Price Index (CPI), rose

by 0.17 percentage points to 2.58% in October, ending a six-month decline. In the same month, the inflation rate in the EU increased by 0.24 percentage points to 2.33%. China's consumer inflation fell to 0.29% in October, sparking concerns of an economic slowdown.

#### October Regional Performance

**Asia-Pacific airlines** saw 13.4% year-on-year demand growth for air cargo in October. Capacity increased by 9.3% year-on-year.

**North American carriers** saw 9.5% year-on-year demand growth for air cargo in October. Capacity increased by 5.8% year-on-year.

**European carriers** saw 7.6% year-on-year demand growth for air cargo in October. Capacity increased 3.9% year-on-year.

**Middle Eastern carriers** saw 4.5% year-on-year demand growth for air cargo in October. Capacity increased 0.8% year-on-year.

**Latin American carriers** saw 18.5% year-on-year demand growth for air cargo in October, the strongest growth among the regions. Capacity increased 5.8% year-on-year.

**African airlines** saw 1.6% year-on-year demand growth for air cargo in October, the slowest among regions. Capacity increased by 7.7% year-on-year.

**Trade Lane Growth:** International routes experienced exceptional traffic levels for the fifth consecutive month with a 10.3% year-on-year increase in October. Airlines are benefiting from rising e-commerce demand in the US and Europe amid ongoing capacity limits in ocean shipping.

#### Air Cargo Market in Detail

OCTOBER 2024 (%YEAR-ON-YEAR)	WORLD SHARE *1	CTK	ACTK	CLF (%-PT) *2	CLF (LEVEL) *3
<b>Total Market</b>	<b>100%</b>	<b>9.8%</b>	<b>5.9%</b>	<b>1.7%</b>	<b>47.3%</b>
Africa	2.0%	1.6%	7.7%	-2.4%	40.1%
Asia Pacific	33.3%	13.4%	9.3%	1.8%	49.3%
Europe	21.4%	7.6%	3.9%	1.9%	55.5%
Latin America	2.8%	18.5%	5.8%	4.4%	41.1%
Middle East	13.5%	4.5%	0.8%	1.7%	48.0%
North America	26.9%	9.5%	5.8%	1.4%	41.1%

(\*1) % of industry CTKs in 2023 (\*2) Year-on-year change in load factor (\*3) Load factor level

TRADE LANE	GROWTH	NOTES	SHARE*
Asia-North America	+8.6%	12 consecutive months of growth	25.0%
Europe-Asia	+14.3%	20 consecutive months of growth	19.4%
Middle East-Europe	+15.3%	15 consecutive months of growth	5.0%
Middle East-Asia	+9.0%	17 consecutive months of growth	7.2%
Within Asia	+15.0%	12 consecutive months of growth	6.7%
North America-Europe	+8.6%	12 consecutive months of growth	14.3%
Within Europe	+18.0%	10 consecutive months of growth	1.9%
Africa-Asia	+13.3%	14 consecutive months of growth	1.26%

\*Share is based on full-year 2023 CTKs.



# Strengthened Profitability Expected in 2025 Even as Supply Chain Issues Persist

## Strengthened Profitability Expected in 2025 Even as Supply Chain Issues Persist



The International Air Transport Association (IATA) announced its financial outlook for the global airline industry in 2025, which shows a slight strengthening of profitability amid ongoing cost and supply chain challenges. Highlights include:

- Net profits are expected to be \$36.6 billion in 2025 for a 3.6% net profit margin. That is a slight improvement from the expected \$31.5 billion net profit in 2024 (3.3% net profit margin). Average net profit per passenger is expected to be \$7.0 (below the \$7.9 high in 2023 but an improvement from \$6.4 in 2024).
- Operating profit in 2025 is

expected to be \$67.5 billion for a net operating margin of 6.7% (improved from 6.4% expected in 2024).

- The return on invested capital (ROIC) for the global industry is expected to be 6.8% in 2025. While this is an improvement from the 2024 ROIC of 6.6%, the returns for the industry at the global level remain below the weighted average cost of capital. ROIC is the strongest for airlines in Europe, the Middle East, and Latin America, where it did exceed the cost of capital.

- Total industry revenues are expected to be \$1.007 trillion. That is an increase of 4.4% from 2024 and will

be the first time that industry revenues top the \$1 trillion mark. Expenses are expected to grow by 4.0% to \$940 billion.

- Passenger numbers are expected to reach 5.2 billion in 2025, a 6.7% rise compared to 2024 and the first time that the number of passengers has exceeded the five billion mark.
- Cargo volumes are expected to reach 72.5 million tonnes, a 5.8% increase from 2024.

“We’re expecting airlines to deliver a global profit of \$36.6 billion in 2025. This will be hard-earned as airlines take advantage of lower oil prices while keeping load factors above 83%,”

tightly controlling costs, investing in decarbonization, and managing the return to more normal growth levels following the extraordinary pandemic recovery. All these efforts will help to mitigate several drags on profitability which are outside of airlines' control, namely persistent supply chain challenges, infrastructure deficiencies, onerous regulation, and a rising tax burden," said Willie Walsh, IATA's Director General.

"In 2025, industry revenues will exceed \$1 trillion for the first time. It's also important to put that into perspective. A trillion dollars is a lot—almost 1% of the global economy. That makes airlines a strategically important industry. But remember that airlines carry \$940 billion in costs, not to mention interest and taxes. They retain a net profit margin of just 3.6%. Put another way, the buffer between profit and loss, even in the good year that we are expecting of 2025, is just \$7 per passenger. With margins that thin, airlines must continue to watch every cost and insist on similar efficiency across the supply chain—especially from our monopoly infrastructure suppliers who all too often let us down on performance and efficiency," said Walsh.

IATA highlighted the broad benefits of growing connectivity. The most recent estimates show that airline employment is expected to grow to 3.3 million in 2025. Airlines are the core of a global aviation value chain that employs 86.5 million people and generates \$4.1 trillion in economic impact, accounting for 3.9% of global GDP (2023 figures). Connectivity is an economic catalyst for growth in nearly all industries.

"Looking at 2025, for the first time, traveler numbers will exceed five billion and the number of flights will reach 40 million. This growth means that aviation connectivity will be creating and supporting jobs across the global economy. The most obvious are the hospitality and retail sectors which will gear up to meet the needs of a growing number of customers. But

almost every business benefits from the connectivity that air transport provides, making it easier to meet customers, receive supplies, or transport products. On top of this, growth in aviation also contributes to achieving almost all the UN's Sustainable Development Goals (SDGs)," said Walsh.

### Outlook Drivers

Overall financial performance is expected to improve in 2025 on the back of lower jet fuel prices and efficiency gains. Further increases are

1.8% lower than 2024. In real terms (adjusted for inflation) that represents 44% drop compared to 2014, indicating that significant value is being passed to consumers in the industry's continued effort to improve efficiency.

Passenger demand (RPKs) is expected to grow by 8.0% in 2025, which is ahead of a 7.1% expected expansion of capacity (ATK). Aircraft departures are forecast to reach 40 million, an increase of 4.6% from 2024, and the average passenger load factor is anticipated at 83.4%, up 0.4

*In 2025, industry revenues will exceed \$1 trillion for the first time. It's also important to put that into perspective. A trillion dollars is a lot—almost 1% of the global economy. That makes airlines a strategically important industry.*

being held back by forced capacity discipline resulting from unresolved supply chain issues. This is limiting growth opportunities and driving up several cost areas, including aircraft leasing and maintenance.

Net profitability will also be squeezed as airlines are expected to exhaust their tax losses carry forwards from the pandemic era, leading to an increase in tax rates in 2025.

### Revenue

Revenues are expected to grow by 4.4% to \$1.007 trillion in 2025.

**Passenger Revenues** are expected to reach \$705 billion (70% of total revenue) with an additional \$145 billion (14.4% of total revenues) from ancillary services in 2025. Travel continues to become more affordable as the passenger yield is expected to fall by 3.4% (ticket and ancillaries). Unit revenues are expected to fall by a more moderate 2.5%.

Seen a different way, the average airfare in 2025, including ancillaries, is expected to be \$380, which is

percentage points from 2024.

IATA's public opinion polling confirms an optimistic outlook for passenger demand. Looking at the next 12 months compared to the last 12 months:

- 41% of surveyed travelers said they expect to travel more, 53% expected to travel at the same frequency, and 5% expect to travel less.

- 47% of surveyed travelers said they expect to spend more on travel, 46% expected travel expenditure to remain the same, and 8% expected to spend less.

**Cargo Revenues** are expected to reach \$157 billion (15.6% of total revenues) in 2025. Demand is likely to grow by 6.0% with average yield adjusting downwards by 0.7%, but still remaining well above pre-pandemic levels. Freight rates (quoted in 2014 dollars/kg) are expected to be \$1.34, \$0.06 less than in 2024 and 24.4% below 2014 levels.

Several trends are expected to continue to be favorable for air cargo in 2025. These include continued

## ASSOCIATIONS

### Regional Roundup

All regions are expected to show improved financial performance in 2025 as compared to 2024, and all regions are expected to deliver a collective net profit in both 2024 and 2025. Profitability, however, varies widely by carrier and by region. For example, the collective net profit margin of African airlines is expected to be the weakest at 0.9% while carriers in the Middle East are most likely to be the strongest at 8.2%.

### North America

2024 NET PROFIT (E) (NET MARGIN) PER PASSENGER	2025 NET PROFIT (F) (NET MARGIN) PER PASSENGER	2025 DEMAND (RPK)	2025 CAPACITY (ASK)
\$11.8 b (3.6%) \$10.3	\$13.8 b (4.2%) \$11.8	+3.0%	+2.8%

**North America** continues to generate the largest absolute profit, albeit at lower levels than prior to the pandemic. This is due to pronounced supply chain vulnerabilities in the low-cost sector. Slower next-gen aircraft deliveries and reliance on single aircraft types has particularly affected this segment while rising wages have reduced the low cost carriers' (LCC) competitive advantage against network carriers. Profitability is expected to improve in 2025 even as some issues such as employee strikes and IT incidents have impacts that are likely to carry-over into the new year.

### Europe

2024 NET PROFIT (E) (NET MARGIN) PER PASSENGER	2025 NET PROFIT (F) (NET MARGIN) PER PASSENGER	2025 DEMAND (RPK)	2025 CAPACITY (ASK)
\$10.0 b (3.9%) \$8.2	\$11.9 b (4.4%) \$9.2	+7.0%	+6.5%

**Europe** faced numerous challenges impacting competitiveness in 2024, including rising wages, fleet groundings, noise-related flight restrictions, increasing airport charges, onerous regulations, and high national taxes. The ongoing war in Ukraine continues to affect the continent's carriers with 20% of its airspace closed, resulting in longer routes to some Asia destinations as Russian airspace remains off-limits to European carriers. Nonetheless, 2025 is expected to see a slight upturn in profitability largely driven by the LCC sector as it turns its back on the 2024 peak in fleet groundings due to supply chain issues.

### Asia Pacific

2024 NET PROFIT (E) (NET MARGIN) PER PASSENGER	2025 NET PROFIT (F) (NET MARGIN) PER PASSENGER	2025 DEMAND (RPK)	2025 CAPACITY (ASK)
\$3.2 b (1.3%) \$1.8	\$3.6 b (1.4%) \$1.8	+11.7%	+10.8%

**Asia Pacific** is the largest market in terms of RPK, with China accounting for over 40% of the region's traffic. In 2024, RPKs grew by 18.6%, fueled in part by market stimulus from visa requirement relaxations for entry to several countries including China, Vietnam, Malaysia, and Thailand. Chinese carriers reported net losses in the first half of 2024 as a consequence of supply chain issues, over-supply in the domestic market, and a limitation of 100 weekly frequencies from China to the US (a third lower than pre-pandemic). Asia-Pacific has also experienced the sharpest drop in yields in 2024. Thanks to strong demand and increasing load factors, a slight improvement in profitability is likely in 2025.



**Latin America**

2024 NET PROFIT (E) (NET MARGIN) PER PASSENGER	2025 NET PROFIT (F) (NET MARGIN) PER PASSENGER	2025 DEMAND (RPK)	2025 CAPACITY (ASK)
\$1.0 b (2.1%) \$3.2	\$1.3 b (2.4%) \$3.8	+8.0%	+7.9%

**Latin America** is home both to airlines that are thriving and to airlines that are experiencing significant financial difficulties, including Chapter 11 bankruptcy proceedings. Currency depreciations in some countries with significant domestic operations have brought many challenges as major cost items, such as fleet expenses and debt servicing, are paid in US dollars. Profitability is expected to improve in 2025 as carriers emerge from Chapter 11 restructuring with stronger competitiveness and as exchange rates will likely move in a direction favorable to the region's carriers.

**Middle East**

2024 NET PROFIT (E) (NET MARGIN) PER PASSENGER	2025 NET PROFIT (F) (NET MARGIN) PER PASSENGER	2025 DEMAND (RPK)	2025 CAPACITY (ASK)
\$5.3 b (7.7%) \$23.1	\$5.9 b (8.2%) \$23.9	+9.5%	+9.2%

The **Middle East** achieved the strongest financial performance in 2024 as indicated by the highest per passenger net profit among the regions. Airlines have benefitted from the region's robust economic performance, strategic infrastructure investments, supportive government policies, and from the closure of Russian airspace to European, American, and some Asian airlines. The Middle East was the only region to experience an increase in passenger yields in 2024, supported by a strong premium long-haul business. Yields may stabilize in 2025 due to the expected capacity expansion. Despite the escalation of the conflict in Gaza, the Gulf carriers have remained largely unaffected. Ambitious growth targets for 2025 could be impacted by supply chain issues with delays in aircraft deliveries and limited engine availability.

**Africa**

2024 NET PROFIT (E) (NET MARGIN) PER PASSENGER	2025 NET PROFIT (F) (NET MARGIN) PER PASSENGER	2025 DEMAND (RPK)	2025 CAPACITY (ASK)
\$0.1 b (0.8%) \$0.9	\$0.2 b (0.9%) \$1.0	+8.0%	+7.7%

**Africa's carriers** face high operational costs and a low propensity for air travel expenditure in many of their home markets. A significant issue is a shortage of US dollars in some economies which, along with infrastructure and connectivity challenges hinder the airline industry's expansion and performance. Despite these obstacles, there is sustained demand for air travel, which is expected to improve the region's profitability marginally in 2025.

## ASSOCIATIONS

geopolitical uncertainty in sea shipments routed through the Suez Canal and booming e-commerce originating in Asia.

### Costs

Costs are expected to grow by 4.0% to \$940 billion in 2025.

**Non-fuel:** Higher costs were seen across the board in 2024, outside of fuel, putting pressure on margins. Key cost issues included intense salary pressure and one-off expenses related to several airline employee strikes in 2024. Additionally, there has been a sharp increase in maintenance costs because of aircraft groundings and an aging global fleet. Overall non-fuel unit costs rose 1.3% in 2024 for a total of \$643 billion. Non-fuel unit cost increases in 2025 are expected

fuel spend is expected to be \$248 billion, a decline of 4.8% despite a 6% rise in the amount of fuel expected to be consumed (107 billion gallons). Fuel is expected to account for 26.4% of operating costs in 2025, down from 28.9% in 2024.

Cost of compliance with CORSIA (purchasing carbon credits) started to be realized in 2024 and is estimated at \$700 million, rising to \$1 billion in 2025. The costs for the limited quantities of sustainable aviation fuel available are expected to add \$3.8 billion to industry fuel costs in 2025, up from \$1.7 billion in 2024.

### Risks

With strong geopolitical and economic uncertainties, the most significant risks to the industry outlook

Trump administration continue into this term, gains from deregulation and business simplification could be significant. There is uncertainty regarding government support for aviation's decarbonization efforts in the US until the path that the new administration will take becomes clearer.

• **Oil Prices:** Lower oil prices and resulting fuel costs are a major driver of improved prospects for airlines in 2025. Should these not materialize for any reason and considering the industry's thin margins, the outlook could change significantly.

### The Traveler's Viewpoint

Air travel continues to deliver value to consumers. A recent public opinion poll (14 countries, 6,500 respondents who have taken at least one trip in the last year) revealed that 96% of travelers expressed satisfaction with their travel. Moreover, 88% agreed that air travel makes their lives better and 78% agreed that air travel is good value for money.

Passengers are counting on a safe, sustainable, efficient, and profitable airline industry. IATA public opinion polling demonstrated the important role that travelers see the airline industry playing:

- 90% agreed that air travel is a necessity for modern life
- 90% agreed that air connectivity is critical to the economy
- 88% said that air travel has a positive impact on societies, and
- 83% said that the global air transport network is a key contributor to the UN SDGs
- 84% care about the success of the aviation industry

The air transport industry is committed to its goal of achieving net zero CO2 emissions by 2050. Travelers are expressing high levels of confidence in this endeavor with 81% agreeing that the industry is demonstrating commitment to work together to achieve its ambitious goal, 77% agreeing that aviation leaders are taking the climate challenge seriously.

*Several trends are expected to continue to be favorable for air cargo in 2025. These include continued geopolitical uncertainty in sea shipments routed through the Suez Canal and booming e-commerce originating in Asia.*

to be limited to 0.5%, reaching \$692 billion.

The largest of the non-fuel costs is labor. In 2025, labor costs are expected to total \$253 billion, up 7.6% from 2024. With productivity gains, however, average labor unit costs are likely to rise by only 0.5% in 2025 compared to 2024. The airline labor force is anticipated to rise by 4% to 3.3 million people.

**Fuel:** Jet fuel prices fell to \$70/barrel in September 2024 for the first time since the start of the Russia-Ukraine War. In 2025, jet fuel is expected to average \$87/barrel (down from \$99/barrel in 2024), based on a jet fuel crack spread of \$12 per barrel and a crude oil price of \$75/barrel (Brent). As a result, airlines' cumulative

include:

• **Conflict:** A worsening of prospects should the wars in Europe and the Middle East spread. Conversely, achieving peace in either conflict is likely to have a positive impact, particularly in the case of the Russia-Ukraine War.

• **Trump Administration:** The incoming Trump Administration in the US brings with it several significant uncertainties. Tariffs and trade wars would likely dampen demand for air cargo and potentially also impact business travel. Should these policies rekindle inflation with higher interest rates as a policy response, negative impacts on demand would be exacerbated. However, should the business-friendly stance of the first

# TIACA Signs Joint “Aviation 4 All” Declaration, Setting Out the Vision for Commercial Aviation



The International Air Cargo Association (TIACA) announced it has signed a joint declaration supporting the launch of the “Aviation 4 All” industry Vision developed by the International Aviation Forum (IAF).

The “Aviation 4 All” Declaration was developed by the IAF to set out clear goals to achieve sustainable growth and prosperity. So far over 40 organizations have signed the Declaration and others are encouraged to consider adding their support to the initiative.

Key points to the declaration include:

- Delivering on environmental commitments to provide a “net zero” industry;
- Enhancing the workplace to establish an inclusive and diverse working environment, regardless of

age, religion, gender, academic or physical ability or national origin;

- Increasing connectivity to enhance global accessibility;

- Working with governments to enhance safety and security to protect passengers, shippers, and the workforce;

- Integrating throughout the value chain to provide an improved customer and shipper experience, adopting seamless technology-based solutions;

- Providing a customer centric culture;

- Dedicated focus on improving operational performance to minimize service disruptions;

- Delivering financial efficiencies to lower the barrier of access, so that a greater percentage of the global population can reap the benefits of domestic and international air travel;

- Enhancing the overall positive impact that commercial aviation has on global society through increased opportunities for prosperity and cultural integration

“TIACA’s support of the Aviation 4 All declaration is a natural extension of the work we do on behalf of the industry. We are pleased to support this initiative and we cannot wait to get to work in supporting its implementation.”

**Steven Polmans, Chair, TIACA**

“We are thrilled to be invited to support initiatives such as the Aviation 4 All vision as it confirms the value the global aviation community sees in what TIACA is doing to support the air cargo industry and the declaration’s contents are fully aligned to what we see as being vital for the sustainable growth and development of our industry.” **Glyn Hughes, Director General, TIACA.**



# ACF 2024 a Resounding Success

*The International Air Cargo Association (TIACA) announced that its Air Cargo Forum was a resounding success. The ACF this year succeeded in its mission to deliver a first class event that brings the global air cargo industry together to discuss, debate and network. This year's event was held in Miami, Florida.*



The event held in Miami, Florida focused on bringing leaders from across the globe to Miami for 4 days of conference, networking and exhibition. The event drew over 3500 delegates from over 80 countries across the globe to discuss issues that affect the global air cargo community. The exhibition featured over 300 booths from trucking, ULDs, IT companies, airports and airlines. Plenty of networking opportunities with new event features like the golf tournament, sunrise yoga sessions, evening receptions and a F2F meeting scheduler connected delegates in fun and personal ways.

This year's forum featured a Main Stage as well as the Air Cargo Spotlight Stage which allowed the industry to feature their developments on the tradeshow floor. All together the event had 85 industry leaders sharing their



knowledge and expertise with audience members. Topics such as airports, regulatory and business challenges, creating new opportunities, network expansion, digital innovation, people in the workplace, pharma, sustainability and the air cargo outlook were some of the topics discussed.

"The Air Cargo Forum has once again proved itself to be a must attend event. The Board developed a set of key principles that TIACA events needed to meet and the team delivered. We are very pleased that this event has set such a high bar for future ACFs.

We look forward to continuing to grow and develop this brand as the premier global event of the industry." Steven Polmans, Chair, TIACA

The Air Cargo Forum is an annual exhibition and conference that is developed to bring together the industry from across the globe to showcase the industry as well as to specific issues that impact the industry on a global level. TIACA uses feedback and discussions from its events as well its annual survey to develop our work plans on behalf of the industry.

The next global Air Cargo Forum that will be held in Abu Dhabi, November 4-7, 2025 The Air Cargo Forum is expected to draw thousands of visitors over 4 days for exhibition, conference and networking. Reservations for the exhibition are currently being accepted. Anyone interested in exhibiting should reach out to the Secretariat.

# TIACA Launches the 5th Annual Air Cargo Sustainability Survey

*The International Air Cargo Association (TIACA) announced that the 5th Annual Air Cargo Sustainability Survey has been launched.*

**T**his year's survey will continue to monitor air cargo's progress towards a sustainable future. We are calling on the entire industry to respond to allow us to get a full understanding of the work we are doing.

The results and recommendations of the air cargo sustainability survey are published annually in the Insights Report. The first report was published in 2020 and serves as a benchmark to measure year-on-year progression of the air cargo industry's sustainability activities.

*"We look forward to hearing the progress the industry makes toward a*

*sustainable future each year. While we have a lot to do, it is important that we monitor and track progress, so we know as an industry where we are improving and where we need to pay more attention."* **Steven Polmans, TIACA Chair**

The Annual Air Cargo Sustainability Survey was launched in 2020 as part of TIACA's Sustainability program that is aimed at uniting the air cargo industry towards a common vision, goals and action plan, drive and accelerate sustainability progress.

The Sustainability program is set to support our members and the air cargo industry in their necessary

transformation to do good for the planet, the people and the business. This initiative supports our 3+2 vision: people, planet, prosperity + innovation & partnerships.

*"The sustainability survey and insights report is one piece of our sustainability portfolio that we have developed that will help the industry move forward toward a sustainable future. We invite everyone to be involved not just with the survey, but with the important programs we have developed to assist the industry; like BlueSky, Climate Action, the annual Sustainability Awards and the Training Repository.* **Glyn Hughes, Director General.**



# TIACA Welcomes New Member to the Board

*The International Air Cargo Association (TIACA) announced that Adrien Thominet has been appointed to serve on the Board of Directors filling the seat for a Global GSA.*

**A**drien Thominet brings diverse experience and knowledge beginning at the start of his career where he worked as Commercial Director at FICOFI, a luxury brand promoting Bordeaux 'grands crus' fine wines globally. Adrien then worked for UniFrance Film in Tokyo where he managed the Yokohama Film Festival. Adrien joined the air cargo industry in 1995 as Commercial Manager for ECS Group and continued on a path to Chief Operating Officer in 2011.

*"The Board is very purposeful when selecting new Board members as we must have a clear representation across the industry to ensure all issues our*



*industry is facing are addressed. **Adrien Thominet** is a great leader who has had plenty of experience at a leading global GSSA. We look forward to working with him and we are sure he will have plenty to contribute."* **Steven Polmans, TIACA Chair**

Adrien fills the seat vacated by Bertrand Schmolls who served for five years and played an amazing role in helping steer TIACA through the

transformation process. Bertrand was recognized for his Board contributions during the annual Board dinner. The association currently has a Board seat open for a representative from the Shipping category. Additional seats may become available as current Board terms end. Should any TIACA Trustee's be interested in serving on the Board in the future, please reach out to the Secretariat.



# TIACA Announces New Industry Leadership Awards

The International Air Cargo Association (TIACA) announced that the TIACA Board has approved two new industry leadership awards designed to recognize inspirational Leaders of today and Rising Stars. These two new awards will complement the existing TIACA Hall of Fame which recognizes lifetime achievements of individuals who have left a lasting impact on the industry.

The two new awards and a refreshed Hall of Fame award, with enhanced criteria, nomination, and selection processes to ensure regional and global considerations are equally incorporated to establish a more inclusive and diverse nomination pool, will be presented at the 2025 TIACA Executive Summit.

The first of the new Awards, the Industry Leadership Award, will recognize an individual who has been identified by the next generation of air cargo professionals as an inspirational figure who has demonstrated a profound current impact on the air cargo industry during the previous 12 months.

The Leadership Award will be selected by an unlimited jury of industry professionals under the age of 35. They will be asked to establish their own criteria, nomination process and voting methodology.

TIACA calls upon all interested industry professionals, under 35, from across the media and supply chain partners to notify their interest in participating in the jury to the TIACA Secretariat at [secretariat@tiaca.org](mailto:secretariat@tiaca.org).

The second of the new Awards, the Rising Star Award, will recognize an individual under the age of 35 who demonstrates excellence, innovation, inspiration and has excelled in their position or a project benefiting the industry.



The Rising Star Award will be selected by the TIACA Board based on nominations received from the industry. The nomination can be in the form most befitting the candidate and their role of excellence. From written to video to product application the TIACA Board invites everyone to consider the young professional in their network and to make a nomination for the individual they feel would be most deserving of this industry recognition as a Rising Star.

*“This is an exciting new development for TIACA, consistent with our stated objective of recognizing excellence in the supply chain and supporting the next generation of industry leaders. We often talk about wanting to inspire the next generation and the new Leadership Award will provide concrete examples*

*of the type of individual whom the next generation feels is having the greatest current impact on the industry”* stated **Steven Polmans, TIACA Chair**

Both Awards will be launched from December 8th with award recipients being recognized during the TIACA Executive Summit, scheduled for Q2 2025.

*“We are very excited to see how the jury for the Leadership Award develops and we urge as many under 35’s as possible to step forward and take an active role in deciding that award recipient. For the Rising Star Award, we encourage all organizations to look at the award as a way of recognizing their next generation of superstars.”* Stated **Glyn Hughes, TIACA Director General**.

# Disappointingly Slow Growth in SAF Production : IATA



The International Air Transport Association (IATA) released new estimates for Sustainable Aviation Fuel (SAF) production showing that:

- In 2024, SAF production volumes reached 1 million tonnes (1.3 billion liters), double the 0.5 million tonnes (600 million liters) produced in 2023. SAF accounted for 0.3% of global jet fuel production and 11% of global renewable fuel\*.
- This is significantly below previous estimates that projected SAF production in 2024 at 1.5 million tonnes (1.9 billion liters), as key SAF production facilities in the US have pushed back their production ramp up to the first half of 2025.
- In 2025, SAF production is expected to reach 2.1 million tonnes

(2.7 billion liters) or 0.7% of total jet fuel production and 13% of global renewable fuel capacity\*.

“SAF volumes are increasing, but disappointingly slowly. Governments are sending mixed signals to oil companies which continue to receive subsidies for their exploration and production of fossil oil and gas. And investors in new generation fuel producers seem to be waiting for guarantees of easy money before going full throttle. With airlines, the core of the value chain, earning just a 3.6% net margin, profitability expectations for SAF investors need to be slow and steady, not fast and furious. But make no mistake that airlines are eager to buy SAF and there is money to be made by investors and companies who see the long-term future of decarbonization. Governments

can accelerate progress by winding down fossil fuel production subsidies and replacing them with strategic production incentives and clear policies supporting a future built on renewable energies, including SAF,” said Willie Walsh, IATA’s Director General.

## Aviation is part of the global energy transition

“The airline industry’s decarbonization must be seen as part of the global energy transition, not compartmentalized as a transport issue. That’s because solving the energy transition challenge for aviation will also benefit the wider economy, as renewable fuel refineries will produce a broad range of fuels used by other industries, and only a minor share will be SAF, used by airlines. We need the whole world to produce as much renewable energy as possible for everybody. Airlines simply want to access their fair share of that output,” said Marie Owens Thomsen, IATA’s Senior Vice President Sustainability and Chief Economist.

To reach net zero CO2 emissions by 2050, IATA analysis shows that between 3,000 to over 6,500 new renewable fuel plants will be needed. These will also produce renewable diesel and other fuels for other industries. The annual average capex needed to build the new facilities over the 30-year period is about \$128 billion per year, in a best-case scenario. Importantly, this amount is significantly less than the estimated total sum of investments in the solar and wind energy markets at \$280 billion per annum between 2004 and 2022.

“Governments must quickly deliver concrete policy incentives to rapidly accelerate renewable energy production. There is already a model to follow with the transition to wind and solar power. The good news is that

the energy transition, which includes SAF, will need less than half the annual investments that realizing wind and solar production at scale required. And a good portion of the needed funding could be realized by redirecting a portion of the retrograde subsidies that governments give to the fossil fuel industry,” said Walsh.

#### Short Term Measures

Progress on expanding SAF production and use could be accelerated in three critical ways:

- **Increase co-processing:** Existing refineries can be used to co-process up to 5% of approved renewable feedstocks alongside the crude oil streams. This solution can be implemented quickly and requires minimal material investments. It should

urgently be expanded by allowing a greater amount of renewable feedstock to be co-processed. By 2050, co-processing could save \$347 billion in capex as more than 260 new renewable fuel plants would not need to be built.

- **Diversify SAF production:** There are 11 certified pathways to make SAF, but the HEFA method (hydrotreated esters fatty acids (used cooking oil, animal fats etc.)) accounts for around 80% of production in the next five years. SAF volumes could be boosted by increasing investments to scale up production through the other certified pathways, in particular Alcohol-to-Jet (AtJ) and Fischer-Tropsch (FT), which use biological and agricultural wastes and residue.

- **Create a global SAF accounting framework:** It is essential

to have a registry that allows airlines to benefit from the environmental attributes of their SAF purchases and to be able to claim these against their obligations in a transparent manner that prevents double counting. Such a registry is necessary for achieving a global SAF market where all airlines can buy SAF, and all SAF producers can sell their fuel to airlines.

#### Passenger Support

A recent IATA survey revealed significant public support for SAF. Some 86% of travelers agreed that governments should provide production incentives for airlines to be able to access SAF. In addition, 86% agreed that it should be a priority for oil companies to supply SAF to airlines.

## Cathay Cargo Appoints Siddhant Iyer as Head of Cargo Global Partnerships



**C**athay Cargo has announced the appointment of Siddhant Iyer as its new Head of Cargo Global Partnerships. Iyer, who brings over 15 years of experience with the company, will be responsible for strengthening and expanding the airline’s global partnerships. His appointment comes as the company seeks to leverage

his extensive regional expertise to further develop relationships with key stakeholders around the world.

Iyer’s career with Cathay Cargo began in Bengaluru, India, where he served as Area Services Manager. Since then, he has held various roles within the company, building a deep understanding of the air cargo

sector and the company’s operational dynamics.

Iyer takes over from Chris Bowden, who will be transitioning to a new role as Group General Manager of Safety & Quality at Hong Kong Aircraft Engineering Company (HAECO) in March 2025. HAECO is a leading global provider of aircraft engineering and maintenance services. Bowden has been with the Cathay Group for over six years, during which time he made significant contributions to Cathay Cargo’s operations.

“We extend our heartfelt congratulations to Chris and wish him every success in his new position at HAECO,” Cathay Cargo said in a statement. “With Siddhant succeeding him, we are excited for the future of Cathay Cargo and the continued growth of our global partnerships.”

This leadership change marks a significant step for Cathay Cargo as it continues to enhance its position in the global air cargo market.



# IATA Launches Air Cargo Device Assessment Program



The International Air Transport Association (IATA) has launched the IATA Air Cargo Device Assessment Program to validate air cargo tracking devices, data loggers and sensor-equipped devices for compliance with rigorous industry safety standards.

“The fastest-growing segments of air cargo are pharmaceuticals, perishables, electronics, and high-value goods. Shippers rely on various battery-powered electronic devices to monitor these sensitive shipments to ensure their integrity. The IATA Air Cargo Device Assessment will confirm that these devices comply with strict industry safety standards,” said Brendan Sullivan, IATA’s Global Head of Cargo.

The IATA Air Cargo Device Assessment validates compliance with IATA’s Recommended Practice 1693, which provides critical safety guidance for electromagnetic compatibility and battery safety. Validation data will be accessible via ONE Source which provides a single access point to stakeholders searching for approved tracking devices.

## First Assessment to THE BOX

THE BOX, a reusable packing solution by LivingPackets, is the first product validated by the Air Cargo Device Assessment program.

“IATA validation is crucial for THE BOX because our customers want to know that our

product complies with global standards. Having IATA validate compliance with its strict safety standards makes our product universally acceptable for use across the air cargo industry. That is particularly important for an innovation like THE BOX as it is the first Smart, Secure & Sustainable, S3 Shipping packing for use in air cargo. The Air Cargo Device Assessment gives it instant global recognition”, said Denis Mourrain, LivingPackets COO.

## Benefits across the Supply Chain

The IATA Air Cargo Device Assessment offers significant benefits across the air cargo industry. For device manufacturers, it streamlines the validation

process by eliminating repetitive documentation requirements, facilitates easier access to airline contacts for device authorization, and enhances visibility in the global market. Airlines benefit from safer operations with fewer undeclared devices, simplified internal approval processes, and a consolidated repository of approved devices. Shippers and forwarders gain centralized access to approved device information, enabling better planning for routing and carrier selection. And the overall success of the program will make for more effective delivery of time and temperature sensitive shipments, reducing waste and preserving the integrity of shipments.

# Rhenus Joins Air France KLM Martinair Cargo's SAF Program to Support Cleaner Aviation Practices

*The globally-operating logistics service provider Rhenus has joined the Air France KLM Martinair Cargo SAF Program, investing in Sustainable Aviation Fuel (SAF) to help cut emissions in aviation. The initiative supports the company's sustainability efforts while offering customers the opportunity to reduce their emissions.*

The participation in the Sustainable Aviation Fuel (SAF) Program launched by Air France KLM Martinair Cargo highlights the duty Rhenus holds towards its customers to champion sustainability in the logistics industry. By investing in SAF, Rhenus not only takes a proactive role in addressing the environmental challenges of aviation but also supports the shift toward greener practices. This commitment reflects the company's dedication to delivering responsible and forward-thinking solutions, contributing to the long-term objective of reducing emissions and ensuring a more sustainable future for its partners and the planet.

The Air France KLM Martinair Cargo SAF Program enables companies to contribute to the utilization and development of SAF for their shipments, derived from renewable sources such as waste oils and agricultural residues. The voluntary investment in SAF to support Air France KLM Martinair Cargo's efforts to scale its production and usage represents just one of the ways Rhenus drives a broader sustainability agenda.

This approach not only reinforces the commitment of Rhenus to reducing emissions but also aligns with its mission to help customers advance their own sustainability goals. Complementing the SAF initiative are services like the Emission Dashboard, which tracks CO<sub>2</sub>e emissions, and Transport Mode Optimization,



including RHEGREEN—a calculation tool that evaluates aircraft types, fuel consumption, and distances to identify the most efficient options, enabling customers to lower their air freight emissions effectively.

*“SAF is a cornerstone for a lower emissions future of air freight, helping us meet environmental goals while maintaining the efficiency and reliability that our customers rely on. This partnership reflects our dedication to addressing the environmental challenges of aviation through forward-thinking solutions.”* – **Frank Swart, Head of Sustainable Air Freight Product Development at Rhenus Air & Ocean**

*“As the aviation industry works to meet ambitious sustainability goals, collaborations like this with Rhenus*

*are essential in driving the widespread adoption of Sustainable Aviation Fuel. Together, we are taking important steps to reduce the environmental impact of air transport and accelerate the shift towards cleaner energy solutions.”*

– **Robert Kunen, Vice President Europe at Air France KLM Martinair Cargo**

*“Joining Air France KLM Martinair Cargo's SAF Program reinforces our focus on sustainability as a core element of our strategy. This collaboration highlights how companies in logistics and aviation can collaboratively address climate change, offering customers solutions to reduce their emissions and driving progress towards more sustainable supply chains.”* – **Jan Harnisch, CEO Rhenus Air & Ocean**

# EFW reaches 6 million lightweight panels and equips over 14,000 Airbus aircraft



**E**lbe Flugzeugwerke GmbH (EFW), competence center for Airbus passenger-to-freighter conversions (P2F), for lightweight components and cabin systems, recently reached a total of 6 million lightweight panels in production at its plants in Dresden and Kodersdorf (Görlitz). EFW has been a direct supplier (first-tier supplier) of important components and systems for Airbus for over three decades. EFW's lightweight products are implemented in more than 14,000 Airbus aircraft. This year, EFW will equip over 700 Airbus aircraft with ship sets (complete interior kits) of lightweight products.

Elbe Flugzeugwerke GmbH (EFW), a key player in Airbus passenger-to-freighter conversions and a

leading manufacturer of lightweight components and cabin systems, has reached a significant milestone: the production of six million lightweight panels at its Dresden and Kodersdorf (Görlitz) facilities. A first-tier supplier to Airbus for over 30 years, EFW's products are now integral to more than 14,000 Airbus aircraft worldwide. This year alone, the company will supply over 700 Airbus aircraft with complete interior kits of lightweight products.

EFW's lightweight solutions are found across a wide range of Airbus models, from narrow-body aircraft in the A320 family to wide-body aircraft like the A330, A350, and A380. The company also supports long-haul aircraft such as the A350 and A380, as well as Airbus's own freighters, the

Beluga and Beluga XL.

These components include flat floor panels for the cabin and cargo areas, linings for the cargo hold, functional partitions, bulletproof cockpit doors, and more complex cabin solutions such as crew rest compartments and lavatory modules for both passenger and freighter aircraft. One of EFW's latest innovations is the "Airspace L Bin," a redesigned overhead bin for hand luggage, set to be featured in future A320 family aircraft. The new bins offer 60% more space, meeting the needs of both airlines and passengers.

As a long-standing and highly regarded supplier of composite components, EFW has earned multiple awards from Airbus for its exceptional contributions. Leveraging its expertise in production processes and product design, the company has evolved from a manufacturer into a comprehensive provider of design solutions for cabin systems in the aviation industry.



# Avianca Cargo Certified as cargo IQ member for first time

*The member certification comes after a meticulous audit process and a commitment from Avianca Cargo to maintain quality standards*



**A**vianca Cargo (Avianca) has become a certified Cargo iQ member after just over a year of membership.

Avianca's history with Cargo iQ began in 2014 when they became an associate member of the organisation. They left Cargo iQ in 2020 to rejoin in July 2023 this time as Full Members with a commitment to implementing Cargo iQ's quality standards and with the aim of obtaining their membership certification.

The Avianca Transformation team were assigned the task of enhancing their Quality Management System to achieve certification and, following a meticulous audit process, Avianca achieved their Cargo iQ certification.

They were also recognised for their commitment to Corporate Social Responsibility and Innovative Spirit,

both of which form part of the Cargo iQ Classification program.

"We are glad to see that the Cargo iQ methodology is enabling Avianca to deliver reliable service quality within air cargo and now the company has the certification to show it," said Laura Rodriguez, Manager Implementation & Quality Assurance, Cargo iQ.

"The Quality Journey doesn't stop here and we at Cargo iQ are committed to accompany Avianca Cargo and the team on the next steps."

Cargo iQs audit included an offline review of documentation and an online call with an external auditor.

Avianca has committed to continuously improving their air cargo processes and service offerings by implementing Cargo iQs quality standards and will undertake semi-annual reviews, in collaboration with the operations team, to ensure that

the GHA station performance is being reflected properly in the shipment planning parameters.

"With over 50 years of experience, our company embraces the challenges of the future by leveraging our strengths and commitment to innovation. We are committed to high quality operational standards and utilise the latest advancements in quality through Cargo iQ, to shape the future of air cargo" affirmed Eduardo Arenas, Director of Alliances, strategy and Transformation at Avianca Cargo.

Avianca hosted the Cargo iQ working group in Bogotá in October last year. This is a Cargo iQ bi-annual event that brings together experts within the membership who work to develop the different work packages in the pipeline. The Bogotá Working Group made important progress on Scorecards and the MOP redesign.

# Etihad Cargo adds Paris to freighter network with new weekly service



- *Etihad Cargo will launch a weekly freighter service to Paris Charles de Gaulle Airport (CDG) starting 7 January 2025, adding over 100 tonnes of capacity and becoming the 12th destination in its freighter network.*
- *Operating via Abu Dhabi, the service will provide main deck capacity connections to key hubs, including Ezhou, Shanghai, Beijing, Hong Kong, Hanoi and Zhengzhou, while integrating with an extensive road feeder trucking network in China for broader market access and offering same-day connectivity to its global network.*
- *The Paris freighter route will cater to growing industry demand, offering tailored solutions for general cargo, pharmaceuticals, perishables, automotive shipments, and cultural cargo, ensuring reliable and flexible services for customers worldwide.*

**A**bu Dhabi, United Arab Emirates – Etihad Cargo, the cargo and logistics arm of Etihad Airways, is expanding its freighter network with the addition of Paris Charles de Gaulle Airport (CDG) as its latest destination. The service, which launches on 7 January 2025, will operate one weekly flight, offering more than an additional 100 tonnes of cargo capacity to the market. Paris will become the 12th destination in Etihad Cargo's freighter network and demonstrates the carrier's continued commitment to providing greater global connectivity and meeting the diverse needs of its customers.

Operating via Abu Dhabi, the new freighter service will provide seamless main deck capacity connections to

Ezhou, Shanghai, Beijing, Hong Kong, Hanoi and Zhengzhou. The service will also integrate with an extensive road feeder trucking network within China, enabling broader market access. Additionally, customers will benefit from same-day connectivity across Etihad Cargo's widebody and narrowbody network, ensuring swift and reliable delivery for time-sensitive shipments.

The new Paris freighter route will support Etihad Cargo's specialised products, meeting growing demand across multiple industries. It will provide more capacity for general cargo to destinations like Riyadh, Jakarta, and Manila, secure transport for pharmaceuticals under PharmaLife

to Mumbai, Jakarta, Seoul and Sydney, and improved access for perishables through FreshForward to Kuala Lumpur, Dubai and Sharjah. The route will also facilitate efficient solutions for live animal shipments with LiveAnimals and SkyStables, automotive shipments with FlightValet and cultural cargo with FlyCulture, offering reliable and flexible services tailored to diverse customer needs.

Stanislas Brun, Vice President of Cargo at Etihad Cargo, commented: "Adding Paris to Etihad Cargo's freighter network is a strategic milestone. This route expands Etihad Cargo's European footprint and also supports the growing demand for Etihad Cargo's specialised

products across sectors, including pharmaceuticals and perishables. With the launch of the Paris service, Etihad Cargo continues to deliver tailored solutions and strengthen connectivity for partners and customers worldwide."

The launch of a freighter service between Paris and Abu Dhabi demonstrates Etihad Cargo's commitment to providing reliable, customer-focused solutions. By expanding its freighter network and optimising belly capacity on its passenger network, Etihad Cargo ensures businesses have access to efficient, seamless connections to key global markets, helping them confidently achieve their goals.

## Stefanie Pauly joins Jettainer as Chief Information and Technology Officer

*Jettainer sets course for a digital future and appoints Stefanie Pauly as Chief Information and Technology Officer. With this newly created position, Jettainer underlines its strategic focus on innovation, digitalization and technology to continue offering its customers the best services and to further strengthen its role as a global market leader.*

**S**tefanie Pauly, who has more than ten years of experience in managing IT projects and process optimization in the air cargo industry, will be responsible for Jettainer's innovation strategy. In her new role, she will work with Jettainer's IT team to develop and refine innovations to continuously optimize processes and improve service quality. A particular focus will be on customer-centric software development.

"As new technologies become available, customers are rightly expecting digital solutions for seamless collaboration and greater transparency and efficiency in the supply chain. With Stefanie Pauly, we are gaining a highly competent leader who will continue to drive these topics forward for us," said



**Dr Jan-Wilhelm Breithaupt, CEO of Jettainer.** "We are looking forward to shaping the future of ULD management with her know-how and creativity. Her extensive experience and commitment

to pioneering solutions make her the ideal candidate for this important position."

Prior to joining Jettainer, Stefanie Pauly held various positions at Lufthansa Cargo, where she successfully managed digitalization, process optimization and innovation development projects over the past ten years. As Senior Manager Supply Chain Optimization and Strategy, she was in charge of the "Airmail IT" project and drove the digitalization of the cargo airline's global handling processes. As Senior IT Project Manager, she was also responsible for the implementation and rollout of new production planning software at the Frankfurt hub. Most recently, she was Head of Fulfillment Framework.



# Qatar Airways Cargo and Japan Airlines Sign Memorandum of Understanding to Strengthen Airline Cargo Partnership



**Q**atar Airways Cargo, the world's leading air cargo carrier, has signed a Memorandum of Understanding (MoU) with Japan Airlines, a pioneer in Japanese aviation, to strengthen their partnership and enhance their product offerings to cargo customers.

This follows the announcement earlier this year that Japan Airlines passenger services started daily operations linking Tokyo Haneda Airport in Japan with Hamad International Airport in Qatar. Qatar Airways Cargo and the Japan Airlines Cargo division (JALCARGO) have now expanded their long-standing relationship as oneworld partners by signing this MoU. The agreement aims to deliver an enhanced product offering to cargo customers and achieve operational synergies.

The MOU agreement was signed by Qatar Airways Cargo's Chief Officer Cargo, Mr. Mark Drusch, and Japan Airlines Senior Vice President, Head of Cargo and Mail, Mr. Yuichiro Kito. Qatar Airways' Group Chief Executive Officer,

Engr. Badr Mohammed Al-Meer, was also present.

Mr. Mark Drusch, Chief Officer Cargo at Qatar Airways Cargo said: "This MoU symbolises a commitment to a deeper partnership, aiming to integrate both networks via the hubs in Doha and Tokyo. This will enhance network connectivity and product offerings for customers, linking Japan to Qatar Airways' extensive network in Europe, the Middle East, the Levant, and Africa, and vice versa. Customers will benefit from improved connectivity and access to a wider range of destinations."

Mr. Yuichiro Kito, Senior Vice President, Head of Cargo and Mail at Japan Airlines added: "This agreement further strengthens the long-standing partnership between JAL and Qatar Airways Cargo. For the first time in 13 years, we have commenced the operation of our own freighters. Through this agreement, JALCARGO will leverage JAL's passenger flights, freighter network, and the newly expanded Qatar Airways network to deliver customers' cargo to an even

broader range of destinations than ever before."

Qatar Airways Cargo and JALCARGO are committed to streamlining the transfer of cargo between the two carriers, ensuring a more efficient process for customers. Both parties will enhance their collaboration by optimising their mutual networks and plan to extend their cooperation into various fields. The partnership will be further enhanced next year, when Qatar Airways Cargo will begin freighter services between its hub at Hamad International Airport and Japan Airlines hub at Tokyo Narita airport.

The partnership is expected to generate significant economic value by enhancing trade flows between the regions served by Japan Airlines and those served by Qatar Airways Cargo. Over the past 12 months, both carriers have transacted 4,462 tonnes of import and export cargo in Japan, highlighting the substantial impact of their collaboration. The MoU and commitment to the partnership will see this figure grow in the coming years.

# Animal Transportation Association Conference 2025 to be Held in Doha, Qatar

## Qatar Airways Cargo Announced as Host Airline

The Animal Transportation Association (ATA) is pleased to announce that its annual conference will be held in Doha, Qatar, from 16-19 February, 2025. This prestigious event will bring together industry leaders, experts, and stakeholders from around the globe to discuss the latest advancements and best practices in the field of animal transport.



**Q**atar Airways Cargo, the world's leading air cargo carrier, has been named the host airline for the conference. Known for its commitment to animal transport welfare, excellence and innovation, Qatar Airways

Cargo will play a pivotal role in facilitating the event and ensuring a seamless experience for all attendees.

The ATA Conference 2025 will feature a comprehensive program, including keynote speeches, panel discussions, and workshops. Topics will cover a wide range of issues, from animal welfare and regulatory compliance to technological innovations and sustainability in animal transport.

Attendees will also have the opportunity to network with peers and participate in exclusive tours and social events showcasing the rich culture and hospitality of Qatar.

"The globalization of markets has significantly increased the demand for animal transportation services. The ATA Conference 2025 allows members from across the globe to come together to be educated on the complex issues our industry faces," said Sean Harding, ATA president.

"We are thrilled to host the ATA Conference 2025 in Doha," said Mark Drusch, Chief Officer Cargo at Qatar Airways Cargo. "This event underscores our dedication to advancing the standards of animal transport and providing a platform for meaningful dialogue and collaboration within the industry."

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# Challenge Group Expands into Africa with New Nairobi Route



**C**hallenge Group has officially launched its first-ever African route, connecting Liege Airport (LGG) in Belgium to Nairobi (NBO) in Kenya. The new service, which began on December 2, will operate twice a week—on Mondays and Thursdays—using a Boeing 767 freighter. With a cargo capacity of 400 cubic meters and the ability to carry up to 52 tons, the route is poised to serve the growing demand for airfreight from Africa.

Nairobi is a crucial hub for the transport of perishable goods, a key focus for Challenge Group as it seeks to meet the rising demand for airfreight solutions across the African continent. The company’s expansion into Nairobi is part of its broader strategy to enhance global connectivity and provide reliable services to emerging markets.

“Our decision to launch flights to

Nairobi is driven by our customer-centric approach,” said Or Zak, Chief Commercial Officer at Challenge Group. “With the increasing demand for airfreight solutions out of Africa, we are excited to offer our clients dependable access to this vital market.”

Zak also highlighted the strategic importance of strengthening Liege Airport’s position as a competitive hub for perishable cargo, further cementing its role in global logistics. The new Nairobi service follows a series of other recent expansions by the company, including the launch of a new freighter route to Delhi in October and an earlier addition of a service to Dubai World Central via Tel Aviv in May.

The Nairobi route marks another milestone in Challenge Group’s ongoing fleet upgrades. In October, the company completed its Boeing 767 conversion program, deploying two

newly converted 767-300 freighters. This brings the group’s fleet of B767-300BDSF aircraft to four, with the first of these aircraft joining the fleet in the autumn of 2023.

The introduction of these new freighters has enabled Challenge Group to free up capacity on its existing Boeing 747 freighters, which are now used for increased long-haul destinations, improving connectivity between Europe, the Far East, and the United States.

With a fleet that now includes 10 aircraft, Challenge Group operates across three airlines: Challenge Airlines IL in Israel, Challenge Airlines BE in Belgium, and Challenge Airlines MT in Malta. The company’s expansion into Africa is part of a broader strategy to strengthen its global network and reinforce its position in the competitive airfreight sector.



# Qatar Airways Cargo is the First Air Cargo Carrier to Introduce Interline Bookings on its Digital Lounge Portal



Continuing its commitment to digitalise and enhance the booking experience, Qatar Airways Cargo, the world's leading air cargo carrier, becomes the first air cargo carrier to offer online bookings with instant confirmations to interline partners through its innovative Digital Lounge portal.

Interline partners can now manage online bookings seamlessly, eliminating the need to contact local station staff and significantly reducing the manual exchange of booking emails. This enhancement not only streamlines the booking process but also enhances operational efficiency, providing real-time access to booking information and updates.

The Interline booking feature is currently being used by American Airlines Cargo and Latam Cargo to manage all their bookings on Qatar Airways Cargo flights. The air cargo carrier aims to extend Digital Lounge to all its interline partners in the coming months.

**Mark Drusch, Chief Officer Cargo at Qatar Airways Cargo,**

said: "Digitalisation is a cornerstone of our strategy, and we are proud to continue setting new standards in the cargo industry. As the first air cargo carrier to offer online bookings with instant confirmations to our interline partners, we are committed to innovation and improving the booking experience for both, our partners and customers. Our teams actively gather customer feedback to enhance the user experience on the Digital Lounge portal, and we have made significant progress since its launch in 2022."

**Faisal Karamat, Vice President Cargo Customer Experience at Qatar Airways Cargo,** remarked:

"Since the launch of Digital Lounge, we have welcomed over 6,800 registered customers and 15,000 users to the portal, achieving nearly 500,000 online bookings. The portal's intuitive design and user-friendly layout have received high praise, underscoring its success in meeting customer needs and driving digitalisation in the cargo industry. We are continually exploring ways to enhance our Digital Lounge, and the

introduction of the new Interline feature is a testament to our commitment to adding valuable functionalities."

With the Digital Lounge's user-friendly interface and a host of features like tracking and tracing, uploading of multiple dimensions per shipment, notifications configuration per air waybill, BUP bookings with ULD details, allotment bookings, and a personalised experience for consolidators, the Digital Lounge portal offers a unique and efficient booking experience. Customers can complete their bookings in just 2-3 minutes, supported by a 24/7 centralised in-house technical support team.

Recently, Qatar Airways Cargo introduced a new industry feature 'My Allotments', on the portal, that provides real-time visibility, prevents overbooking, and optimises shipment planning. Along with its own e-booking portal, the airline's omnichannel approach provides several industry booking options for its customers, ensuring a connected and improved e-booking experience.

# Emirates SkyCargo

## marks next milestone in its digital transformation, with the launch of eQuote



**E**mirates SkyCargo, the cargo arm of the world's largest international airline, has advanced its digital landscape for cargo operations, with the introduction of *eQuote*. Empowering customers with real-time data and information for a seamless booking experience, the launch marks a significant milestone on the airline's long-standing digitisation strategy, which aims to enhance customer experience, streamline operations and drive greater efficiencies.

Available on e-SkyCargo, *eQuote* acts as a digital 'self-service' touchpoint, enabling customers to request and manage their spot quotations, 24/7. The solution will be progressively rolled out globally and will incorporate the majority of products, including highly sensitive shipments such as the Life Sciences and Healthcare portfolio and high-value transfers such as Emirates Wheels. *eQuote* provides a higher level

of choice, control and flexibility for customers to access the airline's world-class products and services.

**Matthew Scott, Vice President of Pricing and Interline, Emirates SkyCargo** said, "Accelerating digital transformation is a key pillar of our strategic roadmap, which will ensure we remain one of the leading partners for the world's rapidly evolving supply chains. Integrating intuitive and reliable digital tools into our customer journey is essential, as more customers become accustomed to a swift and seamless experience, empowered with real-time data to streamline their daily operations. The launch of *eQuote* is a natural enhancement to our digital offering, further enriching the exceptional customer service that Emirates SkyCargo is renowned for."

### Embracing digital solutions

The cargo division's digitalisation strategy prioritizes innovation that

drives demonstrable results, not just for customers but for internal teams too. Emirates SkyCargo has been steadily and successfully integrating digital solutions into its operations, unlocking incremental value and optimizing processes for a more seamless customer journey. Across its vast global network, Emirates SkyCargo has seen a significant uptick in digital adoption – now accounting for more than 60% of all bookings. General cargo remains the number one commodity booked digitally, closely followed by perishable and pharmaceutical shipments, indicating the maturity of the digital landscape given the complex requirements for temperature-sensitive freight.

### Enhancing customer experience

In response to this growing demand, Emirates SkyCargo established its presence on three of the biggest digital marketplaces, along with the leading

Transport Management Systems, most frequently used by freight forwarders worldwide: WebCargo, cargo.one, CargoAi and CargoWise. For customers, this means Emirates SkyCargo offers are present wherever the customer wishes to book, offering an array of benefits including direct access to make bookings, visibility on schedules, tariff and contract rates, along with real-time access to available capacity, enabling immediate bookings 24/7.

At launch, Emirates SkyCargo made five core products available on digital marketplaces, allowing for the transport of perishables, general cargo and urgent shipments; this has now been expanded to more specialty products, including pharmaceuticals. The airline also increased the weight break limitation to three tonnes, allowing more shipments to be booked digitally.

Building on the early results of air freight aggregators, Emirates SkyCargo worked with key global customers, Kuehne+Nagel and DB Schenker to initiate direct host-to-host connections, building the airline's available capacity, schedules and rates

into these customers' internal booking engines.

Emirates SkyCargo has witnessed greater productivity and an increase in manpower efficiency across the board. By reducing the manual work for simple or small shipments, the airline's team of experts can prioritize more complex bookings that require closer follow up, such as shipments booked through Emirates Valuables or Emirates Pets. Sales agents have more availability to meet with customers and provide a better, more personalised service - further elevating Emirates SkyCargo's market-leading capabilities and contributing to the strong customer feedback.

**Elevating digital touchpoints**

Finally, Emirates SkyCargo has completed a full refresh of its owned digital channels, including e-SkyCargo and SkyCargo.com, enriching the existing websites to be more efficient, useful and impactful to customers and stakeholders. e-SkyCargo, the airline's registered user portal, has been simplified to enhance the user experience with evolved functionality

that prioritizes usability.

SkyCargo.com, the airline's main website, has undergone a full rebrand, with a more intuitive design, improved mobile-friendliness, and enhanced accessibility features to improve navigation. Each specialist product under Emirates SkyCargo's multi-vertical portfolio is outlined on the website, providing comprehensive information and up-to-date details on packaging requirements, necessary documentation and compliance considerations, to ensure customers can make the right decisions for their business.

**A look ahead**

Digitisation will remain a key priority for Emirates SkyCargo and the wider air freight industry with innovative solutions that not only integrate into operations but shape them too. By harnessing the collected booking data, Emirates SkyCargo will evaluate micro and macro trends against live data, to better adjust schedules, frequencies, product capabilities, routes and more, to ensure customers worldwide get the goods they need, when they need them.







# Emirates

## joins the Move to -15C Coalition

*As the first airline to join the global coalition, Emirates harnesses expertise from its cargo arm to help reimagine the future of the frozen foods supply chain*



**E**mirates, the world's largest international airline, has joined the Move to -15oC global coalition, securing its place as the first airline to bring its expertise to the initiative. As a world-leader

in the transport of perishable goods, Emirates will lend its wealth of knowledge and experience in handling and shipping to the practical application of this potentially industry-changing initiative.

First launched at COP28 hosted in the UAE, the *Move to -15oC* coalition aims to redefine frozen food temperature standards and reduce energy consumption in the frozen food supply chain. The working hypothesis suggests that a three-degree change in temperature could make a significant environmental impact with no compromise on food quality and safety. By bringing together cross-industry partners, the coalition will explore the real-world implementation of this research through data sharing, suggested operational revisions, collaborating with members and stakeholders, as well as engaging with policymakers and regulators to educate and advocate.

Perishables represent Emirates SkyCargo's largest business unit by tonnage, with 900 to 1,000 tonnes of fresh food travelling around the world on Emirates' flights every day. While frozen foods may represent a small percentage, the airline has built outstanding cool chain infrastructure, employed proprietary innovations and established strong working relationships across the supply chain that would provide key insight when reimagining the frozen food supply chain.

**Dennis Lister, Senior Vice President of Product and Innovation, Emirates SkyCargo** said, "We have long been leaders in the movement of perishable food, connecting the global agricultural community with their customers across the globe and delivering freshness you can taste. The Move to -15oC coalition is a future-looking concept, bringing together likeminded partners to evolve the industry in line with current advancements in technology, equipment, facilities, packaging and more. We are excited to offer our

insight and expertise to help shape the next phase of food logistics while driving meaningful environmental impact."

**Thomas Eskesen, Chairman of the Move to -15°C Coalition**, says, "We are excited to welcome Emirates to our Coalition. The airline industry plays a vital role in the global cold chain, and having a leading airline like Emirates on board represents a key step forward to us.

"Ambitious climate action across the complex frozen food supply chain – which includes food production, ports, shipping, road, rail and air freight, cold storage and retail – can only happen through cross-sector collaboration. By joining the Coalition, Emirates is demonstrating that change is possible through industries joining forces."

The Move to -15°C coalition was established in 2023, following the launch of the Three Degrees of Change report, an academic paper supported by global logistics firm, DP World, and delivered by experts from the Paris-based International Institute of Refrigeration, the University of Birmingham, and London South Bank University, among others.

Emirates is focused on sustainable and environmental initiatives that drive impact, both in its own operations and across the industry. Recognizing that no one entity can achieve far-reaching results alone, a key part of the airline's strategy is to find solutions to the biggest challenges in partnership with wider industry. In addition to the Move to -15oC coalition, Emirates is also an industrial partner of Aviation Impact Accelerator (AIA), marking the first disbursement from the airline's USD\$ 200 million Sustainability Fund, dedicated to research and development projects focussed on reducing the impact of fossil fuels in commercial aviation. Emirates also joined The Solent Cluster in the UK, a cross-sector collaboration aimed at reducing CO2 emissions and producing low-carbon fuels.

# Lufthansa Cargo intensifies strategically important partnerships in China

Cooperation agreements signed with Shanghai Airport Authority, Air China Cargo and China Postal Express & Logistics Co., Ltd



**Photo Caption** - (f.l.t.r.) Mr. Xiao yue MENG (Deputy General Manager, Shanghai Airports Group Logistics Development Co. & General Manager, PACTL), Ms. Qing na FU (Marketing Director, Shanghai Airports Co. ), Ms. Ying zhao (Juliet) TANG (Executive Deputy General Manager, Shanghai Airports Group Logistics Development Co.), Mr. Xin sheng JIANG (Deputy General Manager, Shanghai Airports Co. & Chairman of Shanghai Airports Group Logistics Development Co. ), Mr. Yao dong LV( Vice President , Shanghai Airports Group ), Mr. Xin FENG(President, Shanghai Airports Group), Mr. Ashwin BHAT (CEO, Lufthansa Cargo), Mr. Dietmar FOCKE (former COO, Lufthansa Cargo), Mr. Carsten HERNIG (Deputy General Manager, PACTL) , Ms. Elodie BERTHONNEAU (VP Asia Pacific, Lufthansa Cargo), Ms. Janet MI (Senior Director, Eastern & Western China, Chief Representative China of Lufthansa Cargo), Ms. Han hui CUI ( Head of Business Development China, Lufthansa Caro), Ms. Fan (Vanessa) YU ( Senior Manager, Industry Relations and Aviation Affairs China, Lufthansa Cargo).

China’s rapid growth has transformed it into a global economic powerhouse and is now one of the most important growth markets in the airfreight industry. With production hubs specializing in high tech-commodities, the country has enormous potential for the airfreight sector. The booming Chinese e-commerce sector and the increasing importance of cross-border trade from China provide additional growth opportunities in the airfreight industry. Against this backdrop, Lufthansa Cargo is intensifying key strategic partnerships in China: Ashwin

Bhat, CEO Lufthansa Cargo, signed cooperation agreements with Shanghai Airport Authorities, Air China Cargo and China Postal Express & Logistics Co., Ltd during his recent trip.

Shanghai Airport Authority and Lufthansa Cargo intensify cooperation: Joint MoU signed / Municipal Government of Shanghai supports Lufthansa Cargo’s plans in Shanghai

Shanghai Airport Authority and Lufthansa Cargo have taken a significant step towards strengthening their partnership with the signing of a Memorandum of Understanding (MOU). The MOU aims to establish a framework

to further develop cooperation in focused areas, enhancing operational efficiencies, and improving customer experiences through innovative solutions and shared expertise. It also recognizes the strategic goal of jointly developing Shanghai Pudong Airport into the world’s most competitive Asia-Pacific core hub and actively exploring ways to deepen the partnership.

“The last 25 years of partnership through our joint venture have yielded excellent results for both parties. The MOU marks the beginning of our cooperation journey, and we look forward to even closer collaboration in



the years ahead”, commented Feng Xin, CEO of Shanghai Airport Authority.

Both - the Shanghai Airport Authority and Lufthansa Cargo - are committed to leveraging their strengths and resources to drive the success of this partnership and achieve their shared objectives. “The MOU represents a significant milestone in our collaboration and sets the stage for a deeper and more fruitful partnership in the future.” said Ashwin Bhat, CEO of Lufthansa Cargo. “Shanghai is the biggest freight hub for Lufthansa Cargo next to our hub in Frankfurt and the MOU gives us the confidence and commitment to further contribute to business excellence in this strategically important market.”

The Shanghai Municipal Government supports Lufthansa Cargo

**Ashwin Bhat, CEO of Lufthansa Cargo** also met **Shanghai Vice Mayor Hua Yuan** together with delegation of Lufthansa Cargo to report on the industry status and strategic direction of Lufthansa Cargo in Shanghai and China. They discussed the sustainability and digital development of the aviation logistics, the development of cross-border e-commerce and the strengthening of further cooperation with local enterprises. During the meeting, the Shanghai government expressed very positive and supportive signals for the cooperation with Lufthansa Cargo.

“Shanghai actively develops the sector of aviation logistics and attaches great importance to the development of cross-border e-commerce business. The Shanghai Municipal Government is willing to work together to promote Lufthansa Cargo’s deeper participation in the development of Shanghai, including closer cooperation between the Company and the Airports Group, facilitating cooperation among the enterprises and top e-commerce platforms, and jointly boosting the digital integration of China and Germany’s customs”, commented Vice Mayor Hua Yuan. “Lufthansa Cargo



**Photo caption** - Ashwin Bhat, CEO Lufthansa Cargo, talking to Mr. Feng Xin, CEO of Shanghai Airport Group

is encouraged to further increase investment and business layout in Shanghai, deepen transformation and cooperation with Chinese related enterprises in the fields of aviation digitization, intelligence and greening, and make contributions to promoting the development of Shanghai’s overseas logistics transportation and promoting Sino-German economic and trade exchanges.”

Lufthansa Cargo entered the Chinese market in the late 1990s and opened a freight service connecting Shanghai and Frankfurt in 1997. Since then, it has successively opened multiple cargo flight points in Beijing, Chengdu, Guangzhou, Hong Kong and Taipei. In 2024 it has added one new route to Frankfurt from Zhengzhou and Shenzhen respectively.

Over the years, Lufthansa Cargo’s contribution to Shanghai’s economy mainly reflects in providing professional and extensive air cargo services, including but not limited to the transportation of hazardous cargo, complete vehicles, refrigerated containers, precision instruments and other commodities. For automotive

parts and high-tech products, Lufthansa Cargo provides advanced digital tools, selects optimized routes, and customizes personalized solutions subject to demand to ensure fast and reliable delivery of goods.

In 1999, Lufthansa Cargo established a joint venture with Shanghai Airport Group, known as Shanghai Pudong International Airport Cargo Terminal Co., Ltd. (PACTL). During the last 25 years, PACTL has provided services including warehousing, customs clearance, consolidation, loading and unloading services covering the entire logistics chain. PACTL’s cumulative cargo disposal tonnage in 2023 was approximately 1.6 million tons.

### **Shanghai Airport Authority**

Shanghai Airport Authority is a state-owned enterprise of the Shanghai Municipal Government and operates both Pudong (PVG) and Hongqiao (SHA) airports in Shanghai, China. Shanghai Airport Authority was established in 1998 and aims to manage Shanghai airports to be the core airport hub in the Asia-Pacific region.

# The Donkey Sanctuary and Emirates join forces to combat trafficking of donkey skins



International animal welfare charity, The Donkey Sanctuary, has joined forces with Emirates, the world's largest international airline, to highlight the risks posed by the transportation of donkey skins in air cargo.

Working together, The Donkey Sanctuary and Emirates have co-created the Aviation Risk and Threat Assessment operational guide to highlight the risks posed by the donkey skin trade and its association with serious and organised criminal activity.

According to The Donkey Sanctuary's latest figures, six million donkeys are killed for their skins each year, the majority in Africa. These skins are then exported across the world, by ship and by air, before being used to make traditional medicine and remedies.

In *research* by The Donkey Sanctuary and the University of Oxford's Saïd Business School and Wildlife Conservation Research Unit (WildCRU), significant evidence exposed the link between the movement of donkey skins with other illegal wildlife trafficking and organised crime. The unregulated and unhygienic skin trade also poses a serious threat to global biosecurity.

Emirates has already implemented a ban on the carriage of donkey

hides. In February this year, African Heads of State endorsed a continent-wide moratorium on the slaughter of donkeys for their skins at the 37th African Union (AU) Summit. Within days of the AU decision, Emirates extended its zero-tolerance policy on the carriage of banned species, hunting trophies and other associated products, to include donkey hides and parts.

Already a leader in efforts to combat the illegal wildlife trade, the airline has established stringent protocols including screening, spot checks during transit, in depth document verification, and confirming the authenticity of permits; in addition to providing education and training for its employees across cargo and passenger operations to identify and report smuggled wildlife.

The co-created factsheet will provide the wider aviation industry with critical knowledge in the fight against the donkey skin trade. The operational guidelines explain the biosecurity risk of smuggling inadequately processed donkey skins alongside legitimate cargo such as leather or textiles, for example. It also highlights concealment methods and crime convergence, where networks involved in the donkey skin trade may also be linked to organised

crime such as wildlife and drug trafficking.

By highlighting the risks associated with the donkey skin trade and offering practical advice, The Donkey Sanctuary and Emirates hope other airlines will be encouraged to bolster their own detection and enforcement efforts to stop traffickers and criminals in their tracks.

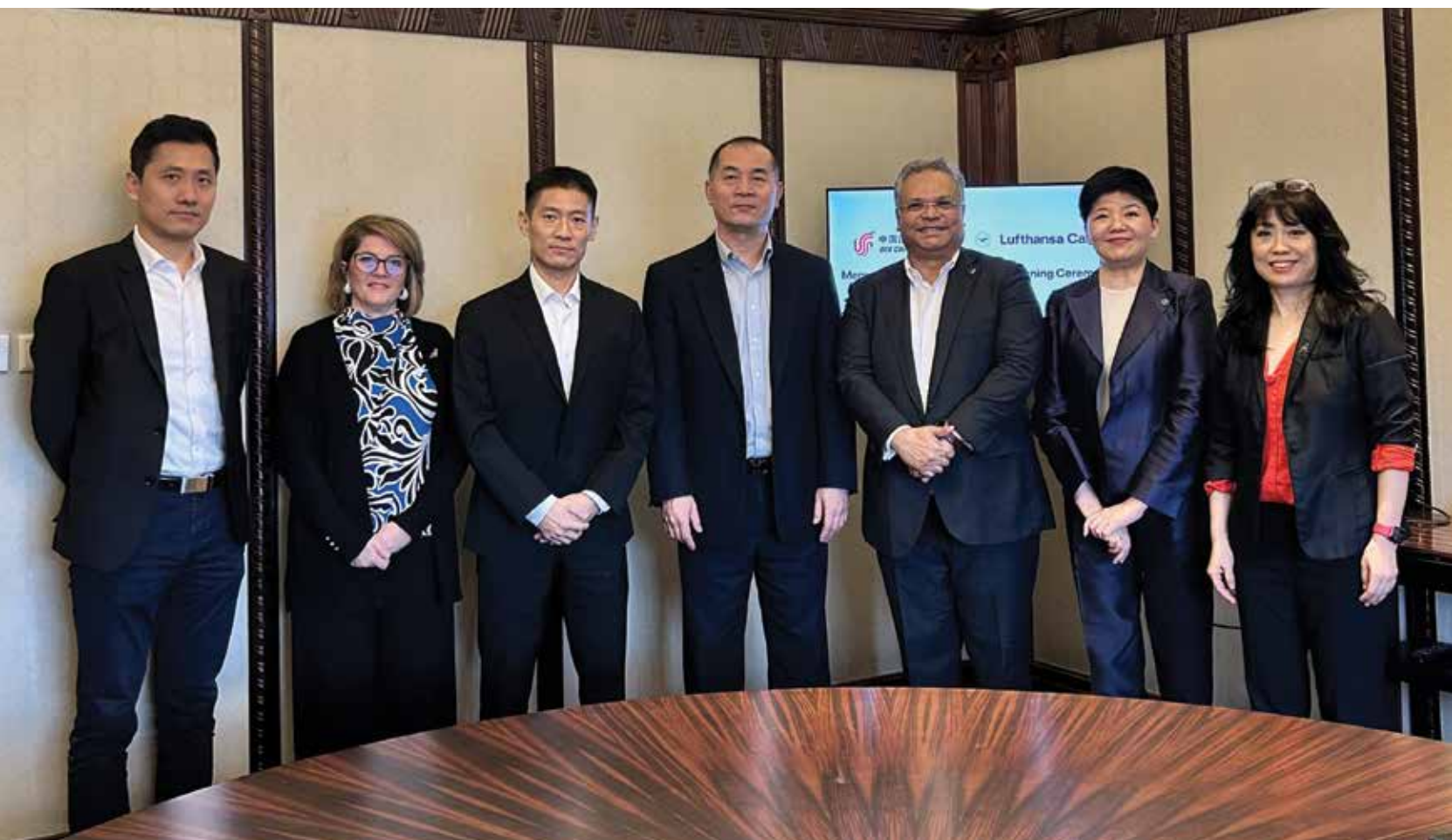
**Marianne Steele, CEO of The Donkey Sanctuary**, said: "This is another welcome step in the battle against the illegal trade in donkey skins within the transportation sector. We are proud to work alongside Emirates, which is setting new standards with its support for our work and the tightening of its own trafficking policies. We hope that others in the aviation industry will follow suit and join us in cracking down on this cruel and unsustainable trade.

"All measures that shine a light on the inhumane trade in donkey skins are to be applauded, especially given its links to illegal wildlife trafficking and organised crime as well as the threat to human health for everyone involved at every stage in the process."

**Robert Fordree, Senior Vice President of Cargo Operations Worldwide, Emirates SkyCargo**

said: "We are proud to bring our expertise in both air logistics and the fight against illegal wildlife trafficking to the preparation of these guidelines. In close collaboration with The Donkey Sanctuary, we have highlighted some of the ways bad actors can exploit the logistics network to transport illicit goods, while also suggesting operational initiatives that can be implemented across the aviation ecosystem to stop trafficking in its tracks. Our hope is that by working with like minded partners, we can protect the world's biodiversity for generations to come."

# Air China Cargo and Lufthansa Cargo announce closer cooperation with a Memorandum of Understanding



**Photo caption** - (f.l.t.r.): Mr. Di WU (Deputy General Manager of Sales and Marketing, Air China Cargo), Ms. Elodie BERTHONNEAU (VP Asia Pacific, Lufthansa Cargo), Mr. ShiCheng GUO (VP Commercial, Air China Cargo), Mr. Jun LI (CEO, Air China Cargo), Mr. Ashwin BHAT (CEO, Lufthansa Cargo), Ms. Janet MI (Senior Director of Eastern & Western China, Chief Representative China, Lufthansa Cargo), Ms. Fan YU (Senior Manager of Industry Relations and Aviation Affairs China, Lufthansa Cargo).

**A**ir China Cargo and Lufthansa Cargo signed a Memorandum of Understanding (MoU) that will take the long-lasting partnership of both carriers to the next level. The MoU was signed during a ceremony in Shanghai by Air China Cargo CEO Jun Li and Lufthansa Cargo CEO Ashwin Bhat.

Under the terms of the MoU, Air China Cargo and Lufthansa Cargo will work closely on a number of aspects.

“Lufthansa Cargo is pleased to manifest the long-standing relationship with Air China Cargo with this MoU. The relationship will improve our service offerings to our customers since we share a common commitment to take the cooperation to the next level.” said Ashwin Bhat, CEO of Lufthansa Cargo.

Air China Cargo CEO Jun Li also expressed optimism, saying, “The cooperation between the two parties

will further stabilize the logistics corridor between China and Germany and will provide customers with more choices and solutions.”

Air China Cargo and Lufthansa Cargo look back on a history of joint undertakings since more than three decades, including the joint warehouse facility PACTL West in Shanghai and various handling cooperations in China and Germany.



# Lufthansa Cargo and China Postal Express & Logistics Co., Ltd announce strategic cooperation: Innovation, digitalization and sustainability as areas of collaboration



**Photo caption** - (f.l.t.r.): Lin Zejian, Deputy General Manager, CPEL, Zhang Zhanjun, Deputy General Manager, CPEL and Ashwin Bhat, CEO Lufthansa Cargo during the signing of a joint Memorandum of Understanding between China Postal Express & Logistics Co., Ltd and Lufthansa Cargo in Beijing.

Lufthansa Cargo and China Postal Express & Logistics Co., Ltd. have recently announced a strategic cooperation framework aimed at deepening their partnership and promoting mutual development. Within a joint memorandum of understanding, the two parties have outlined their intentions to innovate and collaborate

in various areas over the next five years.

The cooperation framework includes joint innovation and development, capacity and transport offer, improving settlement efficiency, digitalization, global cooperation, and environmentally sustainable development. Both parties are committed to enhancing their cooperation in these areas and are

focused on achieving higher operational efficiency and transportation quality.

Lin Zejian Deputy General Manager, CPEL, said “China Postal Express & Logistics Co., Ltd. and Lufthansa Cargo Airlines have a history of more than ten years of cooperation. The new strategic cooperation is not only conducive to consolidating the existing business cooperation between the two sides, but also can develop more commercial value in new business fields. We look forward to the orderly and efficient development of various businesses under the new strategic cooperation framework.”

“We are excited to continue and deepen our cooperation with China Postal Express & Logistics Co., Ltd. and look forward to achieving new levels of collaboration and innovation in the coming years,” said Ashwin Bhat, CEO of Lufthansa Cargo. “This strategic cooperation framework represents our commitment to mutual development and growth in the industry.”

The two parties are optimistic about the potential of this cooperation framework and are confident that it will lead to a new level of partnership and success in the air transport and logistics industry.

*China Postal Express & Logistics Co., Ltd. is the only “national team” in China’s express logistics industry, with the world-renowned “EMS” express delivery brand and the well-known “CNPL” logistics brand in China. With the advantages of rich international business resources, it can provide comprehensive logistics services for domestic villages and all over the globe.*



Shenzhen, marking a significant step towards a successful collaboration in delivering high-performance logistics handling services. The two companies have agreed to build a future-oriented relationship.

“With the International Cargo Centre Shenzhen (ICCS) having delivered high-quality cargo handling services for the past 20 years, this collaboration represents a forward-looking partnership in the logistics industry further enabling global business”, stated Ashwin Bhat, CEO of Lufthansa Cargo, who witnessed the ceremonial signing in Frankfurt.

Wong Ching Hao Ben, General Manager of Shenzhen Airport International Cargo Terminal Co., Ltd. shared at the MoU signing ceremony, “It’s the highlight of ICCS overall corporate development strategy, which is in line with Shenzhen Airport Group’s strategy and China’s national strategic planning of the Greater Bay Area.”

“The handling services and drive for innovation of both time:matters and ICCS complement each other ideally, with time:matters offering fastest freight handling at highest process quality on routes that run via our Courier Terminals in Frankfurt (FRA) and Shanghai (PVG), amongst others”, said Bernhard zur Strassen, CEO of time:matters GmbH. “This collaboration is expected to bring mutual benefits for both parties, and further strengthen our global growth path in the logistics industry.”

## Lufthansa Cargo’s Subsidiary time:matters and Shenzhen Airport Group Co. Ltd. Strengthen Collaboration Regarding Logistics Handling Services

**M**emorandum of Understanding between time:matters Courier Terminals GmbH and International Cargo Centre Shenzhen (ICCS) signed Lufthansa Cargo’s subsidiary time:matters GmbH and Shenzhen Airport Group Co., Ltd. have agreed to deepen their relationship with a focus on logistics handling services. Shenzhen Airport, located in the Guangdong-Hong Kong-Macao Greater

Bay Area, is a key player in the e-commerce industry, experiencing a significant increase in air transport volume for cross-border e-commerce. Lufthansa Cargo has been operating a scheduled freighter connection between Shenzhen and Frankfurt twice a week since July 2024, integrating the logistics advantages of both international hubs to serve the growing demand in the e-commerce segment, especially to Europe.

Furthermore, Lufthansa Cargo and Shenzhen Airport Group Co., Ltd. have been successfully operating the International Cargo Centre Shenzhen (ICCS), officially registered as Shenzhen Airport International Cargo Terminal Co., Ltd. since 2004 as joint shareholders.

Last week, time:matters Courier Terminals GmbH, a wholly owned subsidiary of time:matters GmbH, signed a Memorandum of Understanding with the International Cargo Centre

# Lufthansa Cargo and Maersk launch cooperation to support decarbonization of airfreight

Lufthansa Cargo and A.P. Moller - Maersk (Maersk) have signed an agreement to promote the decarbonization of airfreight through the use of Sustainable Aviation Fuel (SAF). Lufthansa Cargo will use 400 metric tonnes of SAF on behalf of Maersk in the remainder of 2024, which is an important contribution in the year-end business with traditionally high cargo volumes. The expected reduction of CO<sub>2</sub> emissions corresponds to at least 1,200 metric tonnes.

“Cutting greenhouse gas emissions from airfreight is one of the most challenging tasks within the decarbonization of global logistics and supply chains. This is why we are excited to partner with Lufthansa Cargo in this important task,” says Morten Bo Christiansen, Head of Energy Transition at A.P. Moller - Maersk. As one of the globally largest logistics companies, Maersk aims to reach net zero greenhouse gas emissions by 2040 across all modes of transport as well as

*400 metric tonnes of SAF to be used in the remainder of 2024*

other business areas like warehousing and container terminals. “The uptake and availability of SAF in the aviation industry is still limited. Our agreement with Lufthansa Cargo enables Maersk to contribute to an increase in the uptake.”







“SAF is a decisive technological key to more sustainable flying and essential for the energy transition in aviation,” says Ashwin Bhat, CEO of Lufthansa Cargo. “With Maersk we are jointly making a valuable contribution with the new agreement. At the same time, more sustainable flying also requires major efforts for a modern fleet and increased efficiency in flight operations. It is only through this interplay that change can be achieved sustainably.” With its Boeing 777 freighter fleet, Lufthansa Cargo continues to rely on the most modern and efficient aircraft in its class.

#### **Background on Maersk ECO Delivery Air**

Maersk will allocate the achieved emissions reduction to one of its European airfreight customers as part of its ECO Delivery Air product. ECO Delivery Ocean, Air and Inland

are products offered by Maersk aiding in reducing GHG emissions when compared to conventional fossil energy sources. Maersk is the first company which has net zero targets validated by the Science-Based Targets initiative (SBTi) using the maritime guidance.

#### **Background on the use of Sustainable Aviation Fuel**

The SAF used by Lufthansa Cargo is produced from biogenic residues such as used cooking oil using the HEFA (Hydroprocessed Esters & Fatty Acids) process. Through the Lufthansa Group, Lufthansa Cargo offers SAF from established suppliers from Europe. Since September 2021, all Lufthansa Cargo customers have been able to have their freight transported more sustainably by choosing the *Sustainable Choice* add-on service.

Over its entire lifecycle (production, delivery process, combustion in the

engine), SAF based on waste biomass has an approximately 80 percent lower CO<sub>2</sub> footprint than conventional fossil kerosene. As a so-called “drop-in” fuel, it can be integrated into existing flight operations infrastructures without any modifications. For operational reasons, it is not possible to refuel individual selected flights.

Lufthansa Cargo is offering this fuel through the Lufthansa Group, which is working with partners worldwide on the research and development of SAF and the next generation of synthetic fuels. In addition to the use of SAF, Lufthansa Cargo, together with the Lufthansa Group, is pursuing ambitious climate protection goals: By 2030, the Lufthansa Group aims to halve its net CO<sub>2</sub> emissions compared to 2019 through reduction and compensation measures and strives for a neutral CO<sub>2</sub> balance by 2050.

# Qatar Airways Cargo and Cainiao Strengthen Partnership to Meet Global E-Commerce Demand



**Q**atar Airways Cargo, the world's leading air cargo carrier, and Cainiao, a global leader in e-commerce logistics, agree to strengthen their existing partnership, aiming to support the growth of cross-border e-commerce and enhance consumer experiences worldwide.

Cainiao, with its deep e-commerce insights and technological expertise, and Qatar Airways Cargo, with its extensive global connectivity, will together leverage their complementary strengths through this partnership to enhance global e-commerce logistics and stimulate economic growth at both regional and global levels.

**Mark Drusch, Chief Officer Cargo at Qatar Airways Cargo**, said: "Since the inception of our collaboration with

Cainiao in 2021, the partnership has seen strong growth, driven by ongoing flying agreements and a shared vision to support the burgeoning e-commerce industry.

"We are now further deepening our ties with Cainiao to work even closer together. By utilising the Qatar Airways Cargo hub at Hamad International Airport in Doha, we aim to expedite shipments to customers in Europe, the Middle East, and Africa, reinforcing our commitment to Cainiao."

**Wan Lin, Chief Executive Officer of Cainiao**, said: "At Cainiao, we're committed to building a smart, future-proof logistics network for e-commerce. We are pleased to strengthen our partnership with quality players like Qatar Airways

Cargo to build a more robust global express network and better support our global customers with faster deliveries and enhanced supply chain efficiency."

E-commerce remains the largest driver of air cargo capacity demand worldwide. Qatar Airways Cargo's extensive global network and state-of-the-art fleet have positioned it as an essential partner in meeting this demand. Through this collaboration, both companies continue to enhance connectivity and reliability for businesses and consumers across the globe.

Qatar Airways Cargo looks forward to further developing this strategic relationship, reinforcing its position as a leader in the air cargo industry.

# Delta Cargo and cargo.one enter into a long-term agreement to bolster Delta Cargo's digital sales reach and capabilities



- Delta Cargo's capacity to be delivered to many thousands more forwarders across cargo.one's global user base
- Delta Cargo customers offered cargo.one's highly popular quoting and booking method and its innovative tools for winning and handling shipments
- Delta Cargo and cargo.one experts are collaborating to maximize upon digital market potentials

**D**elta Cargo, a leading U.S.-based air cargo carrier and a division of one of the world's largest airlines, announced today it has entered into a long-term agreement with cargo.one, the leading digital air freight procurement platform. Freight forwarders worldwide will soon enjoy expanded digital access to Delta Cargo services using the industry's go-to choice for instant air cargo bookings. This agreement enables Delta Cargo to expand its services and brand presence to more freight forwarding branches, while offering customers a world-class digital booking experience.

With a network spanning over 250 destinations worldwide, including hubs in major freight markets, Delta Cargo delivers reliable, efficient, and innovative cargo solutions to businesses around the globe. The carrier offers a wide range of services, tailored to meet the unique needs of its customers. Committed to operational excellence and leveraging cutting-edge technology, Delta Cargo plays a significant role in connecting businesses and communities worldwide.

The collaboration between the two air cargo industry leaders will significantly enhance the experience for freight forwarders managing thousands

of air shipments. cargo.one will soon enable its global user base of more than 20,000 forwarders to discover, quote, book and track Delta Cargo capacity in seconds, using the industry's most user-friendly digital booking platform. The integration of Delta Cargo's broad global network and premium services with cargo.one's seamless procurement functionality will empower many forwarders to more efficiently offer competitive quotes and win shipments. Procuring Delta Cargo capacity through cargo.one equips agents with unique and innovative tools for winning and managing shipments effectively.

**Peter Penseel, President of Delta Cargo**, stated, "Ensuring that Delta Cargo services are readily accessible wherever freight forwarders prefer to book is essential. This collaboration with cargo.one, a truly global sales partner, is a natural extension of our digital offering, allowing us to connect with more forwarders in key markets. cargo.one shares our commitment to service excellence, delivering a convenient, efficient and seamless booking experience for every customer."

**Moritz Claussen, Founder & Co-CEO of cargo.one**, added, "With Delta Cargo capacity at their fingertips,

thousands of forwarders across our global footprint can look forward to winning even more shipments. As the industry's leading procurement platform, we are delighted to support Delta Cargo in expanding its reach and enhancing the digital sales experience for customers. We look forward to working closely with the Delta Cargo team to maximize the many opportunities this exciting integration brings."

Delta Cargo joins over 60 partner airlines globally that leverage high-quality direct integrations with cargo.one to enhance their digital sales presence. This collaboration allows the airline to expand into an established, high-performing digital marketplace, meeting clients' demands for more visibility and control in the booking process. Through cargo.one's platform, Delta Cargo can access data-driven insights to optimize its market fit for forwarders worldwide, thereby improving scale, efficiency, and market responsiveness.

Starting in spring of 2025, cargo.one will offer Delta Cargo capacity for general cargo bookings in select markets. Future plans include introducing additional Delta Cargo product types on the cargo.one platform.



# Air Premia & ACL Airshop extend partnership until 2027



**A**CL Airshop will provide Air Premia with a dedicated ULD fleet & enhanced ULD management services.

Air Premia and ACL Airshop have strengthened their partnership with an extended agreement through 2027. The South Korean airline, known for its hybrid service model combining premium amenities with cost efficiency, has been working with ACL Airshop

since 2021. The partnership has been instrumental in supporting Air Premia's expanding global network.

Under the renewed agreement, ACL Airshop will continue to provide Air Premia with a dedicated fleet of Unit Load Devices (ULDs) and enhanced ULD management services. The partnership will also explore new joint cargo projects and optimise operational coordination to maximise ULD efficiency and availability. The extended partnership is expected to bring significant benefits to Air Premia, enabling the airline to scale its global cargo operations seamlessly. By leveraging ACL Airshop's global infrastructure and expertise, Air Premia aims to enhance its flexibility and operational efficiency.

"We are thrilled to extend our successful partnership with Air Premia

and enter this new growth phase together," said **Jasper van Gelder, Head of Global Sales and Business Development at ACL Airshop**. "Our global presence and comprehensive range of services align perfectly with Air Premia's ambitious expansion and innovation plans."

**Air Premia's Vice President of the Cargo Business Division, Daniel Kim**, added, "By partnering with ACL Airshop, we are confident that we can deliver enhanced flexibility and operational efficiency. This partnership allows us to scale our global cargo operations seamlessly, providing reliable and timely ULD management and support across our expanding network." The partnership between Air Premia and ACL Airshop is a significant development in the air cargo industry, highlighting the importance of collaboration and innovation in supporting the growth of global trade. As the demand for air cargo services continues to rise, partnerships like this one will play a critical role in ensuring the efficient and reliable movement of goods around the world.



# Glasgow prestwick airport welcomes first dedicated E-commerce flight



*The airport is working towards scheduled e-commerce flights in the new year, and is developing a new export service to the Far East*

follows PIK's partnership with Royal Mail, becoming its international e-commerce hub for the UK, and recent efforts to expand operations in Asia, including the appointment of a dedicated sales representative in China.

"This flight was an opportunity for us to showcase PIK's efficient and reliable solution for e-commerce imports to the UK," said Nico Le Roux, Business Development Director, PIK.

"Our expert handling teams offloaded the cargo, broke it down, and swiftly segregated it by area region, before loading onto trucks for onward delivery."

Earlier this year, PIK also invested over GBP2 million in new cargo equipment, including two high loaders and 12 new dollies, supporting fast turnaround times.

"Undertaking a business venture of this magnitude obviously comes with a high-risk level," said Edwin Ning of Zhonger Express and Jumen Logistics.

"I have a lot of confidence in my own teams here in China, and had to carry out extensive diligence in the UK to find the perfect handling partner to make this trial an overwhelming success.

"The Prestwick team and Royal Mail exceeded themselves and we delivered a new market-leading solution to the e-commerce platform shippers.

"We will be regular visitors to Prestwick in the New Year."

PIK's partnership with Royal Mail was announced at this year's air cargo China exhibition in Shanghai.

Vivian Davies, Director of Global Imports, Royal Mail, said: "Our successful collaboration with PIK in managing this flight arrival for our international e-commerce customers during peak times has showcased smoother landing, efficient airport handling, and faster, streamlined processing all the way to our final mile delivery.

"We are excited to continue our partnership with PIK and our customers to develop even more innovative solutions at this new eCommerce hub."

PIK's Business Development team is now working towards scheduling regular e-commerce flights in the new year and is working with Scottish exporters to ship Scottish Whisky and salmon to the Far East on the return leg of e-commerce flights.



**G**lasgow Prestwick Airport (PIK), working alongside Royal Mail, has welcomed its first full e-commerce cargo flight, following several developments to its e-commerce operations over this year.

The flight, chartered by Zhonger Express and Jumen Logistics, was operated by

Silk Way West Airlines Cargo and carried a 90-tonne consignment for Royal Mail final mile deliveries.

Products from two of the four major e-commerce platforms, Temu and TikTok, were on board and representatives were on-site to observe the handling process at PIK.

This announcement



## Modern Logistics Partners with ATC Aviation for Latin American Expansion

Modern Logistics has entered a partnership with ATC Aviation Services Team to expand its presence in Latin America. Under the agreement, ATC Aviation Services Latin America will serve as the General Sales and Service Agent (GSSA) for Modern Logistics in the region. This collaboration marks a significant milestone in the Brazilian logistics company's international growth strategy, extending its reach into new markets including Chile, Argentina, Colombia, Ecuador, and Uruguay.





The partnership is part of Modern Logistics' two-phase international expansion plan, which was initiated earlier this year. By leveraging ATC's expertise in the air cargo sector, Modern aims to enhance its operational efficiency and provide a seamless logistics experience to its clients. This strategic move also supports the company's goal of tapping into underserved markets, further reinforced by its recent acquisition of two Boeing 737-800 cargo jets.

"We are thrilled to partner with ATC Aviation Services, as it aligns perfectly with our vision for sustainable growth and market expansion," said Cristiano Koga, CEO of Modern Logistics. "With ATC's support, we can ensure a more efficient and integrated logistics operation across Latin America."

#### **Expansion Supported by New Aircraft Fleet**

Modern Logistics has been rapidly expanding its footprint within Brazil's logistics sector, becoming the dominant player in the air cargo market. The company, which is the only Brazilian operator focused exclusively on cargo services, has also made strategic moves to extend its reach throughout South America. The first phase of this expansion focuses on key Latin American markets, with additional growth planned in Mexico and the United States within the next 12 months.

The recent acquisition of two Boeing 737-800 Boeing Converted Freighters (BCFs) represents a significant upgrade to Modern Logistics' fleet. These aircraft, acquired over the past year, are more fuel-efficient and offer greater capacity than previous models, enhancing the company's ability to serve the growing demand in Latin America. The 737-800 BCFs are the first of their kind in Brazil's logistics industry and provide an additional 10 percent capacity compared to older freighters.

"We are excited about the addition of these advanced aircraft to our fleet," Koga added. "They will enable

*The partnership is part of Modern Logistics' two-phase international expansion plan, which was initiated earlier this year. By leveraging ATC's expertise in the air cargo sector, Modern aims to enhance its operational efficiency and provide a seamless logistics experience to its clients.*

us to serve international markets more efficiently, responding better to the needs of our clients and accelerating our entry into new regions."

The company's strategic fleet expansion is part of a five-year plan that includes the acquisition of two more 737-800 NG aircraft within the next 12 months. This will further strengthen its market position, particularly in Argentina, Colombia, and Central America.

#### **Pioneering the Integrated Logistics Model**

Founded in 2012 and headquartered in São Paulo, Modern Logistics has redefined logistics in Brazil with its integrated one-stop-shop model. The company operates a vast network of cargo and warehouse facilities, including a 32,000 square-foot terminal at Viracopos Airport, which can accommodate multiple cargo aircraft simultaneously. Modern Logistics specializes in a wide range of industries, including automotive, technology, electronics, and pharmaceuticals, with a recent focus on e-commerce logistics.

The company's operations cover the entire supply chain, from ground transportation to air freight services, allowing it to cater to the "middle mile" (transportation from distribution centers to retailers), the "last mile" (delivery to the customer), and the "first mile" (pick-up from homes to distribution centers).

"We're already serving the e-commerce sector, and we expect significant growth in this area moving forward," Koga said.

With its own fleet of over 6,000 vehicles and a network of seven distribution centers, Modern Logistics is well-positioned to serve the growing demand for efficient, reliable, and scalable logistics solutions across Brazil and the wider Latin American market.

#### **Preparing for Global Expansion**

The expansion into Latin America is a key step in Modern Logistics' broader plan to strengthen its position as a leading player in the global logistics market. The company's fleet renewal, coupled with the strategic partnership with ATC, enables Modern to tap into new markets and deliver enhanced services to customers across the region.

Looking ahead, the company aims to further increase its market share by expanding its airfreight services and increasing capacity in underserved regions. "With the new aircraft and a solid international accreditation, we are poised for continued growth in Latin America and beyond," Koga said.

As Modern Logistics continues to innovate and expand, its integrated logistics model, supported by its expanding fleet and strategic partnerships, is set to reshape the logistics landscape across South America and the globe.

# NAV AERO Global Cargo GSSA Network Expands Its Airline Partnerships



**N**AV AERO Global Cargo GSSA Network has further strengthened its airline portfolio by welcoming two renowned carriers. This milestone highlights the network's dedication to delivering exceptional service and enhancing global connectivity for its clients.

The new airline partners include:

## **LOT Air Cargo**

LOT Polish Airlines, one of the world's longest-established airlines, has been transporting cargo and mail since 1929. The Cargo and Mail Bureau, founded in 1995, operates regional offices in Kraków, Wrocław, and Poznań, alongside international offices in New York, Chicago, and Beijing, supported by a global agent network.

With one of the youngest and most advanced fleets, LOT connects Warsaw to destinations across Europe, the Americas, Asia, and Australia.

Its services include Road Feeder Service (RFS) for goods unsuitable for air transport. Certified under ISO 9001:2015, LOT Cargo is dedicated to high-quality, reliable logistics, strengthening its role in the Central and Eastern European market. [www.lot.com](http://www.lot.com)

## **OMAN Air Cargo**

Oman Air Cargo, established in 2009, is a leading Middle Eastern air cargo carrier, known for high standards and exceptional customer service. It offers tailored freight solutions for pharmaceuticals, fresh produce, valuables, and dangerous goods, with express connections through its state-of-the-art Muscat hub.

Using the advanced SmartKargo system, Oman Air Cargo provides seamless shipment handling with reliable, real-time updates. Supported by a fleet of 9 Boeing 787s, 10 Airbus A330s, 33 Boeing 737s, and 4 Embraer

175s, it is committed to safety, quality, and customer satisfaction, setting a benchmark in air cargo transportation. [www.cargo.omanair.com](http://www.cargo.omanair.com)

These collaborations allow NAV AERO Global Cargo GSSA Network to offer increased flight options, improved scheduling, and customized logistical solutions to meet the diverse needs of its clients. NAV AERO's continued growth underscores its commitment to providing seamless and reliable cargo services on a global scale.

*Ralph van Eijk, Head of GSSA Network and Airline Development at NAV AERO, stated, "Adding these airlines to our network marks an important milestone, enhancing connectivity, reliability, and efficiency for our clients. This expansion strengthens our global capabilities and regional presence, allowing us to better serve diverse client needs and drive growth in the cargo industry."*

# Embraer and Air Serbia sign Components Pool Programme Agreement



Embraer has signed a multi-year contract with Air Serbia for the Pool Program. With this agreement, the European airline will receive support for a wide range of repairable components for its two E195 joining its fleet. Currently, the Pool Program supports more than 60 airlines worldwide.

“Joining Embraer’s Pool Program represents an important milestone for Air Serbia as we integrate the E195 aircraft into our fleet. This collaboration ensures access to a reliable and efficient support system, enabling us to maintain the highest standards of safety and operational excellence while optimizing costs and minimizing downtime,” said **Miroslav Musulin, Air Serbia Technical Director**.

“We are happy to welcome Air Serbia on the Pool, a Program designed to support all fleet sizes wherever our customers operate. Embraer is ready to provide the best-

in-class service for the airline with its global network. Our company will offer valuable tools for Air Serbia’s growth strategy in the region, reducing downtime and enhancing savings for the airline” says **Carlos Naufel, CEO and President, Embraer Services & Support**.

Embraer provides support to airlines worldwide, with its technical expertise and vast component services network. The results are significant savings in repair and inventory carrying costs and a reduction in warehousing space and resources required for repair management, while ultimately providing guaranteed performance levels. Embraer Services & Support’s portfolio offers a wide range of competitive solutions designed for each customer to support the growing fleet of Embraer aircraft worldwide and deliver the best after-sales experience in the global aerospace industry.

## Mark Drusch joins Freightos board



**Q**atar Airways chief cargo officer Mark Drusch has joined the board at online booking and rate firm Freightos.

Drusch announced his appointment on LinkedIn on Monday December 23.

He said: “I’m happy to share that I’m starting a new position as Member Board of Directors at Freightos!”

Drusch took on his current role at Qswater in January. He came to the role with more than 25 years of senior airline management experience.

His first aviation role was at Continental Airlines, where he spent 12 years as vice president of international and regulatory affairs, with stints as vice president for both strategic planning and international marketing.

He then spent another five years as senior vice president, network management at Delta Air Lines, where he was responsible for \$16bn annual

passenger revenue production through innovative planning, leadership, and management in nine critical areas.

His career path so far has also seen him take on the role of global senior vice president pricing and sales management for Lufthansa LSG Sky Chefs, chief executive and co-founder of e-Rewards and e-Miles, specialising in online panel research and online advertising, chief supply relations officer at online travel agency Fareportal, president of investment enterprise TBG, and vice president at global consulting and technology services company ICF.

Drusch also has a knack for finance. He began his career in the 1980s with a three-year stint in banking.



## Charlotte Elpers appointed VP Worldwide Operations KLM Cargo

**K**LM Cargo has appointed Charlotte Elpers as vice president of worldwide operations to succeed Koen Bolster who has scooped a new role at the group.

Elpers will start in her new role on March 1 and has been with the KLM Group for 19 years, holding roles such as director cabin crew at Transavia, vice president schedule development & distribution at KLM carrying responsibility for operational aspects of the airline’s flight schedules, and her current position as vice president of passenger services at KLM’s Schiphol hub.

Meanwhile, Bolster has been

appointed as executive vice president of hub operations at KLM. He will start in his new role on February 1.

Adriaan den Heijer, executive vice president cargo Air France-KLM, said: “I would like to express my gratitude to Koen Bolster for his outstanding contribution to KLM Cargo over many years.

“Koen successfully led our global cargo operations through one of the most challenging periods in KLM’s history, including the Covid-19 pandemic. His drive, enthusiasm and authenticity have been pivotal in shaping the KLM Cargo organisation and its operational strategy.



“In Charlotte Elpers, we have found a worthy successor. With her extensive operational leadership experience and broad background at KLM, she is well-positioned to lead the continued growth and future development of KLM Cargo.”



## IAG Cargo appoints Daniel Rodriguez to lead digital sales

*Role underpins IAG Cargo’s commitment to future-proofing its digital strategy and expanding online sales.*

**I**AG Cargo, the cargo division of International Airlines Group (IAG), has announced the creation of a new role – Head of Digital Sales, to be filled by Daniel Rodriguez. The new position underpins IAG Cargo’s mission to accelerate its online offering and better serve customers in the evolving logistics landscape.

“We are fully committed to reviewing and innovating our processes to meet the evolving needs of our customers, and digitalisation has already reshaped

the way we connect with our customers who can now book, amend and cancel consignments free of charge via our website,” says Camilo Garcia Cervera, Chief Sales and Marketing Officer, IAG Cargo. “Under Daniel’s leadership, the team will further build upon this to ensure we are effectively meeting the demands of our customers worldwide, regardless of location or scale.”

Having held various roles within IAG Cargo since 2018, Rodriguez’s experience and knowledge of the market uniquely positions him to drive the digital sales strategy forward, the

release added. “I am thrilled to take up this new role and look forward to driving digital innovation to not only cater to the needs of our customers, but also to deliver efficiencies throughout the process,” says Rodriguez. “Our goal is to fully leverage the tools available to us, ensuring that we future-proof the business by utilising digital means to optimise our offering to customers. “I am excited to continue working with the team to further strengthen our online offering and deliver an exceptional, efficient experience for all our customers.”

**IATA**  
**WORLD**  
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Dubai, UAE  
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# SAVE THE DATE

The IATA World Cargo Symposium, the largest and most prestigious air cargo annual event, comes back in Dubai, UAE, in April 2025.

The 2024 edition brought close to 2,000 delegates to Hong Kong (SAR), China.

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

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