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Changi Airport

Reimagining
Air Cargo for a
Connected and
Future-Ready
Global Hub

Unilode - Ross Marino

on Unilode's
Visionary Path
to Digitalization,
Sustainability, and
Strategic ULD
Excellence

Shaping the Future of Airfreight:

Airbus A350F
Takes Flight into a
New Era - Looking
Ahead with a New
Generation Freighter

TCE - (Total Cargo Expertise)

Securing the
Future of Cargo

CargoTech

Accelerating
the Digital
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EDITOR'S NOTES

MNG Airlines to order two Airbus A350F Freighters

MNG Airlines (MNGA), a global logistics provider and e-commerce enabler based in Türkiye, has become the latest carrier to commit to the all-new A350F, following the signature of a Memorandum of Understanding (MoU) for two aircraft. The A350F will become a central element in MNG's future fleet, bringing all the benefits of an all-new freighter to the airline's operations.

"This agreement for two A350F deepens a partnership with Airbus across its full range of freighter programmes. This move strengthens our position across key trade lanes, including Europe, the Middle East, Asia, and a growing footprint in North America. It will support both our scheduled and charter operations and give us added flexibility to meet evolving cargo demands, from e-commerce

*to high-value freight and express logistics," said **CEO of Mapa Group and Chairman of MNG Airlines Murathan Doruk Günel.***

*"We are delighted to welcome MNG Airlines as the latest customer for the A350F, underscoring the strong market appeal for this game-changing freighter. The A350F will bring new generation efficiency and performance as well as new levels of capacity and unprecedented loading flexibility. We look forward to ensuring a seamless integration into MNG's operations," said **Benoît de Saint-Exupéry, Airbus EVP Sales of the Commercial Aircraft business.***

Engineered as the world's most advanced freighter aircraft, the A350F is designed to meet the evolving needs of the global air cargo market. Currently under development, it will carry up to 111 tonnes with a range of 8,700 km. Powered by Rolls-Royce Trent XWB-97 engines, it will offer up to 40% reduction in fuel consumption and CO₂ emissions compared to previous generation aircraft. Made of over 70% advanced materials, the A350F will be 46 tonnes lighter than competitors and will feature the industry's largest main deck cargo door. It is the only freighter fully meeting ICAO's 2027 CO₂ standards and by the time it enters service it will be 50% SAF capable, with a target for 100% by 2030.



Avianca Cargo Expands with New Mexico-Based Brand, Strengthening Global Connectivity

After 27 years of operation, today AeroUnion unveils its new identity.



AeroUnion announced the introduction of its new brand, Avianca Cargo Mexico, which will strengthen connectivity to global airfreight business by offering consistent service and a renewed fleet.

Thanks to the work and commitment of the team who have led the company's transformation process, AeroUnion presents a consolidated value proposition for its growth in the region. While maintaining its own capital structure, operating permits, corporate governance and technical, labor, administrative and financial resources, Avianca Cargo Mexico offers customers a brand that reflects the implementation of the best standards in the industry.

"Our commitment to meet the needs of our customers with excellence, agility and reliability are part of this new launch that comes with key factors of our transformation. We are happy to unveil our new Avianca Cargo Mexico brand, which comes with a robust value proposition and an expanded network to connect Mexico with the world," said **Danilo Correa, Managing Director, Avianca Cargo Mexico.**

The launch of the new brand comes along with the incorporation of the second A330 P2F aircraft, which arrived in Mexico on June 20, 2025. With a capacity of more than 60 tons, this freighter will enable the transport of oversized and temperature-controlled cargo, key for customers in the region. Its arrival will consolidate global connectivity, positioning Mexico as a strategic hub for markets such as the United States and Colombia, as well as expanding the network offer with commercial partners, connecting countries such as Brazil, Chile, Argentina and other destinations in Asia and Europe.

This collaboration between Avianca Cargo Mexico and Avianca Cargo promotes the strengthening of the route network and the increase of capacity to serve key sectors such as technology, automotive, pharmaceuticals, medical devices, personal care and perishables.

"We celebrate the launch of the new Avianca Cargo Mexico brand, which offers the capacity, commercial alliances and interline agreements of

each company to enhance the joint offer and expand connectivity to more than 350 destinations around the world," said **Diogo Elias, CEO of Avianca Cargo.**

With a renewed fleet of two A330 P2Fs, in synergy with Avianca Cargo's six A330Fs, the Mexican cargo airline strengthens its capacity and operational efficiency. The approval of standards and the implementation of best practices position Avianca Cargo Mexico as a key player, ready to grow with its customers and offer agile, innovative and high quality solutions.

"This achievement is, above all, the result of the talent, passion and dedication of each of our employees. Thanks to their commitment, today we have built a new brand that connects the world, expands our network and allows us to begin a new chapter in our history," said **Danilo Correa, CEO of Avianca Cargo Mexico.**

We are on



CONTENTS



- 08** CargoTech Accelerating the Digital Future of Air Cargo
- 12** Changi Airport Reimagining Air Cargo for a Connected and Future-Ready Global Hub
- 17** TCE - (Total Cargo Expertise) Securing the Future of Cargo
- 20** Ross Marino on Unilode's Visionary Path to Digitalization, Sustainability, and Strategic ULD Excellence
- 25** TIACA Announces Ostend Bruges Airport as the Winner of the Corporate Sustainability Award 2025
- 26** Airbus A350F Takes Flight into a New Era Looking Ahead with a New Generation Freightier
- 30** Air Hong Kong enters a new era as an all-Airbus A330F freighter airline
- 32** cargo.one launches digital air freight bookings directly from Descartes' transportation management system



CONTENTS

- 34** TIACA Announces the 7th Sustainability Award Finalists
- 36** Vitaly Smilianets named as Inaugural Winner of the TIACA Inspirational Leader Award
- 37** Moritz Claussen of cargo.one Named as Inaugural Winner of the TIACA Rising Star Award
- 38** Air Cargo Demand up 5.8% in April
- 40** Cargo IQ Welcomes New Member PACTL
- 42** Emirates SkyCargo launches dedicated solution for the carriage of aircraft engines, under new vertical: Aerospace and Engineering
- 44** Qatar Airways Cargo, IAG Cargo, and MASkargo Prepare for Launch of Global Cargo Joint Business
- 46** Air France KLM Martinair Cargo marks five years of tech-driven, purposeful customer-centric transformation
- 48** Heathrow's Cargo Community selects BT's CCS-UK to improve landside efficiency
- 49** Air China Cargo to set up its UK cargo hub at Glasgow Prestwick Airport
- 50** Lufthansa Cargo at transport logistic: Europe's leading network, ITA Airways cooperation, smart industry solutions, "Enabling Global Business"
- 53** Avianca Cargo announces a collaboration agreement with Amazon Air Cargo
- 55** Etihad Airways and SF Airlines Sign Cargo Joint Business Agreement to Expand Global Air Freight Network
- 56** Etihad Cargo signs strategic agreement with Ezhou Huahu Airport to strengthen access throughout Asia-Pacific
- 57** Emirates SkyCargo bolsters connectivity between Europe and its global network
- 59** TBC, Turkish Airlines and Visa launch Georgia's first airline cobranded card
- 60** Turkish Cargo Named "Cargo Airline of the Year – Global" at the 2025 World Air Cargo Awards
- 61** WestJet Cargo expands network portfolio
- 62** Swissport expands air cargo handling services to Milan Malpensa
- 64** Meet the Faces Behind Swissport: Priscila's journey to digitizing Cargo Operations



Focusing on strategy, digital transformation, AI, volatility management, and industry collaborations.

CargoTech

Accelerating the Digital Future of Air Cargo



Devender Grover | Editor in Chief, Cargo Newswire
In conversation with Cédric Millet, President, CargoTech

A Bold Vision in a Time of Global Uncertainty - The air cargo industry stands at a pivotal crossroads. Faced with geopolitical volatility, supply chain disruptions, and rising sustainability demands, traditional operational models are no longer sufficient. Yet within this challenging landscape, a new force is emerging—one that is reimagining the role of technology in logistics. That force is **CargoTech**.

From Collaboration to Transformation - Established through the collective expertise of ECS Group's Cargo Digital Factory, Wiremind Cargo, and CargoAi, Aerios and Rotate CargoTech represents a new breed of tech-driven enterprise. Headquartered in Paris, the company unites cutting-edge innovation with deep cargo domain knowledge. Its mission is clear: to accelerate digital transformation across the airfreight value chain and empower stakeholders with intelligent, scalable solutions.

Leadership in Action: The Vision of Cédric Millet - At the helm of CargoTech is **Cédric Millet**, a respected industry leader with a sharp strategic lens and a passion for transformation. As President, Millet has spearheaded the organization's growth during a period marked by global instability. Far from seeing turbulent times as a deterrent, he views them as the ideal moment to invest in innovation.

"Times of uncertainty demand bold action," says Millet. "Rather than



Cédric Millet

retreat, we launched CargoTech to help the industry move forward—faster, smarter, and stronger.”

Under his leadership, CargoTech has grown into a dynamic ecosystem of specialized companies that co-develop digital products with some of the world’s most forward-thinking airlines. From AI-powered optimization tools to real-time connectivity platforms, the group is pioneering next-generation cargo technology designed not just to support the industry, but to elevate it.

Setting the Stage for a New Era - As air cargo grapples with the need to modernize amid constant change, CargoTech offers a blueprint for how digital ecosystems can drive measurable impact. Its success is grounded in more than just software—it’s built on collaboration, domain expertise, and a people-first philosophy that balances innovation with operational reality.

In this exclusive conversation, **Devender Grover**, Editor-in-Chief of *Cargo Newswire*, speaks with **Cédric Millet** about CargoTech’s rapid evolution, the role of artificial intelligence, strategies for scaling sustainably, and the human capital that powers it all.

What follows is a rare look behind the curtain of one of the most ambitious digital ventures in the global cargo landscape—a roadmap for the industry’s future, one milestone at a time.

As the air cargo industry accelerates its digital transformation amidst a landscape marked by global uncertainty, volatility, and rising expectations for sustainability, few voices resonate louder than that of **Cédric Millet**, President of **CargoTech** discusses how CargoTech is helping reshape air cargo through smart investments, cutting-edge AI, and a customer-first strategy.

Q Cédric, take us through CargoTech’s evolution over the past year. What have been the standout milestones?

Thank you, Devender. It’s been an

intense and rewarding 12 months. CargoTech marked its third anniversary this year, and we truly stepped into maturity. One of the key milestones was the **delivery of several new digital products** — this is the result of strategic investments made two to three years ago.

For instance, **Wiremind Cargo** launched its revenue management system, **CARGOSTACK Optimizer**, while **Rotate** delivered the **Fleet & Network Steering** and **Sales Cockpit** tools. **CargoAi** introduced **CargoWALLET** and the **Carrier App** to speed up response times for charter requests. Altogether, we now manage **a portfolio of 16 products**, with 6-7 major launches in the last year alone.

visibility, we’ve been receiving thousands of requests from airlines, freight forwarders, and ground handlers. Our challenge is to **scale sustainably**, without compromising quality. But this is also a good problem—it means the industry is responding positively.

Q CargoTech emphasizes both innovation and reliability. How do you ensure operational stability while pushing the tech envelope?

Great question. We approach development with a **co-creation model**. Companies like **Rotate** develop products in agile sprints, in close collaboration with launch customers.

From Collaboration to Transformation - Established through the collective expertise of ECS Group’s Cargo Digital Factory, Wiremind Cargo, and CargoAi, Aerios and Rotate CargoTech represents a new breed of tech-driven enterprise. Headquartered in Paris, the company unites cutting-edge innovation with deep cargo domain knowledge.

We also **crossed 100 employees** across our portfolio companies and **signed strategic contracts with airlines** like Qatar Airways, Emirates, Etihad, and IAG. These partnerships aren’t just commercial—they reflect the maturity and credibility of our technology.

Q Every innovative journey comes with challenges. What hurdles did CargoTech face scaling its digital solutions?

Absolutely. One of the biggest **challenges is the length of the sales cycle**. While business teams at airlines are eager to adopt our products, the back-office processes—procurement, legal, IT security—are complex and time-consuming.

Another is **resource management**. As startups, our portfolio companies operate lean, and with growing

We start small, test in controlled environments, gather feedback, and then scale.

We’re also careful not to replace mission-critical systems like CMS. Instead, our tools are **decision-support systems**—modular, plug-and-play, and non-disruptive to operations. If one of our tools fails temporarily, the airline doesn’t stop functioning. This **minimizes risk while maximizing value**.

Q Let’s talk about trends. What are the top three tech trends reshaping air cargo today?

The three major trends are:

1. Data Management:

We’re sitting on a goldmine of data. Making it usable, cleaning it, structuring it, and deriving value—is foundational.

2. Artificial Intelligence (AI):

This includes machine learning, LLMs (like GPTs), and generative AI. Each has use cases—from forecasting to intelligent recommendations.

3. Connectivity & Visibility:

The industry is still surprisingly fragmented. **CargoAi's Connect platform** helps solve this by acting as a connector between airline CMS, TMS systems, and forwarder solutions, improving real-time data flow.

Q Is CargoTech actively implementing AI and machine learning in daily operations?

Yes, particularly in the **commercial domain**. Our **revenue and capacity optimization tools** use AI to improve overbooking strategies, rate recommendations, and forecasting. But we don't **automate decisions**—we augment human judgment.

For operations, we're selectively exploring automation, such as in **warehouse optimization (SKYPALLET)**. We are also evaluating partnerships focused on AI for **predictive maintenance or cargo document handling**. But we move responsibly prioritizing impact over hype.

Q Sustainability is a top agenda item globally. How does CargoTech contribute to a greener cargo industry?

Millet: Our contribution is multifaceted:

- Tools like **CARGOSTACK Optimizer** improve flight utilization, reducing carbon footprint.
- **CargoAi's Green Routes** allow customers to select lower-emission options.
- Automating low-value tasks increases employee satisfaction and reduces turnover.
- And we promote **financial sustainability** by investing in scalable, lean tech.

Sustainability isn't just about emissions—it's also about building **resilient and future-ready operations**.

Q Collaboration is vital in this industry. How does CargoTech foster partnerships across the cargo value chain?

Collaboration is our foundation. We co-develop products **with airlines**, and **customer feedback is embedded** in our design process. Internally, our companies share intelligence constantly—one client's feedback benefits all.

We also **integrate with third-party CMS and TMS providers**, even if they are not part of CargoTech. Some legacy players resist open APIs, but we firmly believe: **If a digital solution isn't interoperable, it's obsolete**. Airlines must have the freedom to choose.

Q How do your clients—ranging from tech-savvy airlines to digital newcomers—respond to your solutions?

The response has been overwhelmingly positive. Airlines like **Qatar, Emirates, Etihad, and IAG** are at the forefront of digitalization and appreciate the sophistication of our tools.

Meanwhile, **airlines just starting their digital journey** find value in our more tactical solutions—like the **Sales Cockpit** or **CargoWALLET**—which address immediate pain points. The uptake shows in numbers: we're closing 4-5 major contracts per tool within a year of launch. That's rapid adoption by any standard.

Q How did CargoTech build its ecosystem? What drove your investments into Wiremind, Rotate, CargoAi, and Aerios?

It started with a digital transformation within **ECS Group**, our parent GSA. We identified customer pain points and searched for tech partners to solve them. **Wiremind** was already strong in pricing; we encouraged them to expand into CMS.

CargoAi was the best fit for digital booking and visibility. **Rotate** came from a serendipitous conversation at

a cocktail event—within a week, we were discussing strategic alignment. We added **Aerios** to cover the charter segment.

We don't partner with overlapping or competing solutions. Each member of CargoTech solves a **specific pain point** with **deep cargo domain expertise**.

Q What technologies or shifts will most influence CargoTech's road map in the next 3 years?

Agility is our strength. Our roadmap is **not static**. It evolves constantly based on **customer needs** and **emerging technologies**. For instance, we had not originally planned for LLMs, but as they matured, we quickly incorporated them.

In the next three years, we expect **real-time dynamic pricing**, **AI-driven exception management**, and **next-gen predictive analytics** to become pivotal. We're preparing for all of that—and more.

Q On a more personal note, who is Cédric Millet outside of work?

At heart, I'm a **family man**. My parents and partner are central to who I am. I believe strong personal values reflect leadership. I value **integrity, connection, and balance**.

I love working with people, though I can be **impatient and direct**—not always polished, but always trying to do my best. I enjoy life, and I believe in doing meaningful work with purpose.

Conclusion

From co-developing breakthrough technologies to championing sustainability and cultivating a human-centric approach to leadership, **Cédric Millet and CargoTech** are reimagining what modern air cargo can be.

As volatile markets demand precision, speed, and clarity, CargoTech is delivering just that—**one algorithm, one partnership, one insight at a time**.



Changi Airport

Reimagining Air Cargo for a Connected and Future-Ready Global Hub

Devender Grover, Editor-in-Chief,
Cargo Newswire, in conversation with
Jaisey Yip, Vice President, Cargo
Business Division, Changi Airport Group

As global trade patterns continue to evolve amid technological transformation, regional manufacturing shifts, and surging e-commerce volumes, the demands on air cargo hubs have never been more complex—or more critical. Few airports globally embody strategic foresight and integrated infrastructure planning quite like **Changi Airport** in Singapore.

In this exclusive leadership dialogue, **Devender Grover**, Editor-in-Chief of *Cargo Newswire*, speaks with **Ms. Jaisey Yip**, Vice President of **Cargo Business at Changi Airport Group (CAG)**. From ground-breaking infrastructure programs like **Terminal 5** and the **Changi East Industrial Zone**, to Changi's digital innovation, e-commerce readiness, and special cargo capabilities, Ms. Yip provides a compelling outlook into what makes Changi a cornerstone of Southeast Asia's—and the world's—air cargo ecosystem.

Q Ms. Yip, Changi Airport closed 2024 on a strong note. What drove your impressive cargo growth last year and into the first half of 2025?

We handled nearly **2 million tonnes of air cargo**, representing a **15% year-on-year growth**. This

robust performance was primarily driven by three major trends:

1. A strong rebound in the global electronics sector, with sustained flows in semiconductors and capital equipment.

2. Modal shifts due to maritime disruptions, leading many global shippers to pivot from sea freight to air and intermodal alternatives; and

3. Continued growth in cross-border e-commerce, particularly in the Asia-Pacific region.

Together, these factors fuelled an increased cargo output.

Q As Southeast Asia's busiest air cargo hub and now 9th globally in international freight volumes, what strategic enablers have contributed to this position?

Our rise in global ranking reflects not just strong market conditions but the **resilience and flexibility of our cargo ecosystem**. In 2024, we saw major developments among our **global express integrator partners**, which enhanced our regional and global connectivity:

- **FedEx** introduced a new **non-stop route from Singapore to Anchorage**, offering faster direct capacity to North America.

- **DHL** expanded its South Asia Hub at Changi, enhancing throughput for sorting and scanning.

- **SF Express**, in collaboration with **SATS**, launched a dedicated airfreight facility, underscoring its growth ambitions in Southeast Asia.

These milestones are also a testament to Changi's appeal as a strategic distribution centre for time-sensitive and high-value cargo.

Q With e-commerce volumes growing rapidly, how is Changi adapting both infrastructure and processes to support this shift from traditional freight to parcel-level logistics?

The growth of e-commerce—particularly in Southeast Asia—is structural, not cyclical. According to IATA, e-commerce now accounts for over **20% of global air freight**, and that figure is expected to grow to **one-third in the coming years**.

Handling e-commerce at scale requires a paradigm shift from freight to **parcel-level operations**. To support this:

- We're working closely with **Singapore Customs and other regulatory authorities** to enable **efficient clearance at the piece level**.



- For new warehouse developments, we ensure they are **purpose-built for speed, density, and flexibility**, with digital visibility integrated from day one.

Q Let's shift to infrastructure. Can you provide an update on Terminal 5 and how the broader Changi East development will impact long-term cargo capabilities?

Terminal 5 (T5) is a critical component of the **Changi East development**, one of the most ambitious airport infrastructure programs globally. We have just broken ground for Terminal 5 recently and also awarded contracts for the construction of the terminal substructure and **intra-terminal tunnels**.

These tunnels will house:

- An **Automated People Mover (APM)** and **Baggage Handling System (BHS)**,
- A **Common Services Tunnel (CST)** for essential utilities, and
- When fully commissioned in the **mid-2030s**, T5 and the adjacent **Changi East Industrial Zone (CEIZ)** will **double our cargo handling capacity to 5.4 million tonnes per annum**, while seamlessly integrating with existing terminals and air cargo facilities.

Additionally, our government is expanding the **Air Logistics Park of Singapore (ALPS)** adjacent to Changi East to support the growing volume of air freight activities and logistics services.

Q Aside from physical infrastructure, what digital or automation initiatives are in place to enhance cargo efficiency, productivity, and resilience?

Technology is central to our long-term competitiveness. Our long-term digital roadmap includes:

- 1. Smart Checkpoint Operations:** Working with government agencies to look at future concept of operations, leveraging **technology and data** -

for faster and smarter customs procedures.

- 2. Modernised Ground Handling:** Working with handlers to ensure that **future cargo terminals are; purpose-built and future-ready** to accommodate specialty cargo flows.

- 3. Autonomous Mobility Trials:** We've started **autonomous baggage tractor trials**, with cargo towing next in the pipeline.

- 4. Digitally Connected Cargo Community:** We aim to build a digitally connected air cargo community where collaborative data sharing can lead to improved visibility, higher efficiency and more reliable process handling. A key initiative is our **Truck Dock Slot Booking System**, launched in August 2024. It has already cut waiting times by **30%** for those who arrived on their booked slots and introduced **time-stamped visibility** for all stakeholders.

The goal is to build a **predictive, transparent, and responsive cargo environment**—from tarmac to terminal to end customer.

Q Given the strategic importance of Southeast Asia, how is Changi positioning itself as the logistics gateway of choice for global shippers?

We remain laser-focused on four pillars:

- 1. Connectivity:** With **170 city links** served by **100 airline partners** (including **50 freighter routes**), we provide unmatched global reach.

- 2. Reliability:** Our integrated airport processes—from ramp handling to landside distribution—are built for predictability and speed.

- 3. Specialised Capabilities:** We're scaling infrastructure and defining standards for **pharma, perishables; and high-tech** cargo verticals.

- 4. Scalable Capacity:** Our **Changi East development** ensures we can support Southeast Asia's growth as a **manufacturing and consumption powerhouse**.

Recent **IMF forecasts** project



Southeast Asia to be one of the fastest-growing regions globally through 2030. Our role is to provide the **infrastructure and systems, and facilitate the expertise** needed to support this momentum.

Q Looking beyond 2030, what is your long-term vision for Changi's cargo division, and what future trends are you preparing for?

Singapore's **Economy 2030 plan** prioritises high-value sectors like **advanced manufacturing, semiconductors, and pharmaceuticals**, and Changi is aligning its cargo strategy accordingly.

- In **high-tech**, Singapore already commands **20% of the global capital equipment market**. We're



enhancing capabilities to handle **oversized, fragile, and high-value cargo** tied to this sector.

- In **pharmaceuticals**, we've evolved from small molecule APIs to **biologics and mRNA-based therapies**. These require precise temperature control, validated processes, and trained personnel. We're scaling our **IATA CEIV Pharma community**, working closely with ground handlers like **SATS** and **dnata**.

Q Finally, what message would you like to share with global supply chain leaders watching Changi's evolution?

The global air cargo landscape is transforming rapidly. At Changi, we are not just reacting—we are **designing the future**.

From **next-generation infrastructure** to **community-wide digitalisation**, we are committed to supporting cargo partners with **resilience, reliability, and readiness**. Whether you're moving pharmaceuticals, high-tech capital goods, or e-commerce parcels, **Changi offers a future-ready platform for growth, innovation, and excellence**.

We welcome deeper collaboration across the ecosystem as we collectively elevate Asia-Pacific's position in the global air cargo network.

Conclusion

Charting Changi's Course as the Future Blueprint for Global Air Cargo Hubs

As the air cargo industry recalibrates itself in response to shifting trade

flows, technological transformation, and rising customer expectations, Changi Airport is emerging as more than a regional logistics hub—it is shaping up as a model for the future of air cargo infrastructure and strategy.

Closing 2024 with nearly 2 million tonnes of air freight—up 15% year-on-year—Changi has reaffirmed its position as Southeast Asia's preeminent air cargo gateway and ascended to the top ten globally in international freight throughput. But beyond the numbers lies a deeper narrative: one of deliberate positioning, investment-led resilience, and ecosystem-level innovation.

In recent years, Changi has demonstrated a rare agility in responding to market dynamics. Strategic collaborations with global



express integrators such as FedEx, DHL, and SF Express have not only deepened its transcontinental reach but also solidified its standing as a trusted node for time-critical, high-value cargo. These developments have allowed Changi to transition seamlessly from a conventional freight hub to an integrated logistics powerhouse—critical at a time when the global e-commerce surge continues to redefine supply chain priorities.

What sets Changi apart is not merely the scale of its ambitions, but the integrated vision behind them. The Changi East development, anchored by Terminal 5 and the Changi East Industrial Zone, represents one of the most forward-looking airport expansions anywhere in the world. Upon full completion in the mid-2030s, the expansion will lift Changi's cargo handling capacity to 5.4 million tonnes

per annum—creating the infrastructure backbone to support Southeast Asia's rapid emergence as both a global manufacturing base and consumption market.

Yet, the transformation is not confined to physical infrastructure. Changi's investment in digitalisation—from autonomous towing trials to digital dock slot management and cargo pre-clearance—is creating a cargo environment that is increasingly intelligent, transparent, and resilient. These technology-enabled touchpoints are redefining operational standards and setting new industry benchmarks for efficiency and responsiveness.

Crucially, Changi is aligning its cargo strategy with the broader contours of Singapore's national economic agenda. As the country doubles down on high-tech manufacturing, semiconductors, pharmaceuticals, and next-gen trade

facilitation, the airport is enhancing its vertical-specific capabilities—from CEIV Pharma-complaint handling to precision infrastructure for capital equipment.

The air cargo sector stands at the threshold of a new era—one shaped by shifting global supply chains, ESG imperatives, and real-time commerce. For logistics leaders assessing where to place their long-term bets, Changi Airport offers not just a gateway, but a strategic platform: digitally connected, operationally future-proof, and regionally indispensable.

In the words of **Jaisey Yip, Changi Airport's Vice President of Cargo Business Division**, *"We are not just reacting—we are designing the future."* That future, it appears, is already taking shape in Singapore. And for global supply chain stakeholders, the opportunity is clear: to grow not just through Changi, but with Changi.

TCE (Total Cargo Expertise)

Securing the Future of Cargo

*In conversation with
Devender Grover, Editor-in-Chief, Cargo Newswire*

In a logistics landscape marked by disruption, compliance demands, and growing operational complexity, TCE (Total Cargo Expertise) is rapidly distinguishing itself as a benchmark for outsourced cargo management and compliance services. Built on pillars of quality, safety, and operational intelligence, TCE supports airlines through a full-spectrum service portfolio, from bespoke auditing to turnaround supervision, and regulatory validation.

In this exclusive executive conversation, Sarah Scheibe, Managing Director of TCE, speaks to Devender Grover, Editor-in-Chief of Cargo Newswire, offering deep insights into the company's strategy, capabilities, expansion vision, and the operational discipline.

THE STRATEGIC GENESIS OF TCE

Q Devender Grover (DG): Sarah, let's begin with the foundation. What strategic intent led to the creation of TCE?

Sarah Scheibe (SS): TCE was created in 2019 to provide the operational expertise needed to support the execution of Total Cargo Management (TCM) contracts. From the outset, the focus has been on ensuring robust, accountable, and high-quality cargo operations within these integrated service models. As the industry evolved, we observed that not all airlines required full-scope solutions, many

needed targeted, flexible operational support. That's what shaped our current approach: modular services designed to meet specific operational needs, always with a strong focus on compliance, reliability, and performance.

ENABLING OPERATIONAL EXCELLENCE: FROM ARRIVAL TO DEPARTURE

Q DG: Can you walk us through how TCE directly supports an airline's operational cycle at the airport level?

SS: Our support begins at the cargo acceptance stage, where we manage ground handling agent performance under rigorous KPIs and SLAs. We ensure that every piece of cargo is handled with trained personnel, screened, built up according to airline standards, and transferred to the ramp in compliance. For enhanced assurance, our on-ground supervisors physically track cargo movements, verify handovers, monitor aircraft loading, and validate flight documentation, such as load sheets and logs. It's a 360-degree operational assurance layer that removes stress for airlines and ensures readiness from wheels-down to wheels-up.

STANDARDIZATION AT SCALE

Q DG: With TCE operating across over 230 airports, how do you maintain standardization in service delivery and compliance?

SS: Great question. Operationally, we understand that local nuances are inevitable—the same handler may operate differently in Paris than in Singapore. What anchors our consistency is experience, adaptability, and structured processes. Our network of specialists actively collaborates with local authorities and handlers, reinforcing compliance while tailoring execution to local regulatory frameworks. It's about global oversight with local execution excellence.

RISK AS A COMPETITIVE DIFFERENTIATOR

Q DG: Airlines face intensifying regulatory and operational risks. How does TCE proactively mitigate these on their behalf?

SS: Risk is intrinsic to aviation cargo. From dangerous goods to changing screening standards, the landscape is dynamic. We address this through risk-based audit frameworks, contractually enforced SLAs, and in-house compliance intelligence. Airlines benefit from our multi-airline perspective—we identify risks before they surface and implement forward-looking controls. Additionally, even when an airline lacks dedicated auditing capability, TCE fills that gap with subject-matter cargo auditors.

DIGITALIZATION, AI, AND SMART COMPLIANCE

Q DG: How do technology and AI enhance your operational supervision and compliance monitoring?

SS: Technology is an enabler of precision. Take ULD management—once a manual process with inevitable errors, we now employ RFID tagging, real-time scanning, and location tracking. AI and smart systems enhance everything from data integrity to customs reporting accuracy. These systems are deeply integrated into airline operations, providing both transparency and cost efficiency. Compliance today isn't just manual oversight—it's intelligent, data-driven governance.



Sarah Scheibe

DATA STEWARDSHIP IN A REGULATED WORLD

Q **DG: Given stringent data protection laws like the GDPR, how does TCE ensure secure handling of sensitive cargo and customs data?**

SS: Our IT infrastructure is architected to be fully compliant with GDPR and equivalent global standards. We operate under strict access protocols, end-to-end encryption, and audit trails. Data flows—especially customs-related—are automated, accurate, and real-time. With over 3,600 flights and 11,000+ AWBs reported in 2022, data accuracy is not just operational—it's reputational.

EXPANSION WITH RESPONSIBILITY: NEW MARKETS, SAME DISCIPLINE

Q **DG: As TCE expands into the Americas and Asia, how do you balance speed with regulatory rigor?**

SS: Expansion without structure is a liability. For every new market, we conduct localized risk assessments, collaborate with authorities, and tailor service models accordingly. Agile, yes—but always within a compliance-first framework. Our German roots instill a structured discipline: we plan meticulously, execute responsibly, and aim for zero deviation from standards.

INNOVATION IN SERVICE: TURNAROUND SUPERVISION AND AUDIT SCALING

Q **DG: Your on-site freighter turnaround supervision has gained attention. What prompted its development?**

SS: Freight operations are inherently volatile. Delays, rescheduling, and ground inefficiencies can cascade into major disruptions. Airlines needed a partner who could supervise execution on the ground, adapt in real-time, and take ownership. We responded by introducing station-based supervisors—trained to manage operations from aircraft arrival to departure. It's been transformative and well-received because it reduces risk and restores control.

ELEVATING AUDIT INTEGRITY: THIRD-PARTY & ACC3

Q **DG: How do your third-party supplier audits and ACC3 validations strengthen airline security and compliance?**

SS: Many airlines—particularly passenger carriers—lack deep internal cargo auditing capacity. Our specialists fill that void with detailed checklists, compliance dashboards, and tailored reporting. For regulatory validations like ACC3, we partner with certified independent validators (as required by law) to maintain neutrality. These partners are screening-certified and regulator-approved in both EU and UK post-Brexit environments. This ensures full audit integrity without conflicts of interest.

CUSTOMS COMPLEXITY: LEADING FROM THE FRONT

Q **DG: Customs remains a complex domain. How does TCE simplify it for its airline partners?**

SS: Customs regulation changes are frequent and often difficult to interpret. TCE is part of pilot programs for upcoming regulatory shifts, giving us a front-row seat to adapt early. We've established a dedicated customs reporting team to ensure accurate, on-time, and compliant filings. This has allowed us to maintain a near-flawless customs performance across thousands of filings.

EXECUTION AT SCALE: QUALITY AND QUANTITY

Q **DG: In 2022, TCE handled thousands of flights and audits. How do you scale while maintaining quality?**

SS: Internally, we've developed a digital compliance monitoring tool, embedded corrective action workflows, and train staff with airline-specific SOPs. Our digital linkages to airline systems allow us to upload data and reports in real time. Quality at scale is not accidental—it's engineered.

ON RESPONSIVENESS AND FUTURE INNOVATION

Q **DG: How responsive is TCE to market changes, and what innovations can we expect in the next 24 months?**

SS: COVID proved that adaptability isn't optional—it's a necessity. We ramped up overnight for passenger-freighter conversions, and we remain agile through a 24/7 operations model. Looking ahead, we're collaborating closely with CargoTech on digital tools, predictive analytics, and possibly blockchain-based traceability. We see innovation not just as tech—but as user-driven, compliance-centered transformation.

FINAL THOUGHT: WHO IS SARAH SCHEIBE?

Q **DG: A personal one to end. Beyond the role, who is Sarah Scheibe?**

SS: I'm an aviation enthusiast—passionate about process integrity and operational excellence. I believe in strong leadership, inclusion, and delivering value consistently. I work hard, I lead with intent, and yes, I do make time to enjoy life. That's important too.

DG: Sarah, thank you for sharing these insights. TCE's structured, compliant, and forward-looking model clearly sets a benchmark for the cargo outsourcing space.

SS: Thank you, Devender. It's been a privilege.

Executive Summary: Key Takeaways

- **Modular Expertise:** TCE offers scalable cargo solutions, including standalone supervision and auditing.
- **Compliance First:** Rigorous auditing, GDPR-compliant IT systems, and direct regulatory partnerships.
- **Innovation Roadmap:** Real-time data systems, smart ULD tracking, and digital compliance tools in partnership with CargoTech.
- **Operational Reach:** 230+ airports, 3600+ flights audited in 2022, and growing global presence.
- **Philosophy:** Built on accountability, agility, and excellence.

Redefining Global Air Cargo Infrastructure:

Ross Marino on Unilode's Visionary Path to Digitalization, Sustainability, and Strategic ULD Excellence

Transforming Logistics at 35,000 Feet

In the high-stakes, high-altitude world of global air logistics, transformation often begins with the most overlooked elements. Among these, the Unit Load Device (ULD)—the unassuming pallet or container responsible for transporting over 70 million tonnes of cargo annually—has remained largely invisible in strategic conversations. That is, until now.

As the air cargo industry contends with a new era marked by volatility, digital acceleration, and mounting environmental pressures, Unilode

Aviation Solutions is redefining what it means to manage ULDs—not as commodities, but as critical enablers of operational excellence, intelligence, and sustainability.

At the helm of this shift is Ross Marino, CEO of Unilode and a seasoned change agent who has led the company through a bold transformation journey.

Ross Marino, CEO, Unilode In conversation with Devender Grover, Editor-in-Chief, Cargo Newswire

Under his leadership, Unilode has evolved into the world's largest provider of outsourced ULD management and repair services, operating a global network of ~200,000 ULDs and 50 MRO service centres. But scale alone is not the story—Unilode is pioneering the future of air cargo logistics through digital telemetry, modular asset models, predictive analytics, and carbon-conscious operations.

In this exclusive interview with Cargo Newswire Editor-in-Chief Devender Grover, Marino shares how Unilode is turning ULDs into digitally empowered, value-generating assets that align with the evolving needs of airlines, freight forwarders, and high-sensitivity cargo sectors such as pharmaceuticals. From real-time cold chain assurance to Scope 3 emissions reporting, Unilode's innovations are enabling stakeholders across the supply chain to think bigger—and act smarter.

What follows is not just a conversation about ULDs, but a roadmap for the future of air cargo logistics—where intelligence, sustainability, and strategic foresight begin, not in the skies, but on the ground.





Ross Marino



A New Era in ULD Management

In an era defined by disruption, complexity, and rapid innovation, few segments of the air cargo value chain have remained as critically under-optimized as the ULD infrastructure. While ULDs quietly underpin the seamless movement of over 70 million tonnes of air cargo annually, the industry has historically lacked a comprehensive, digitally enabled, and scalable solution for their management.

Enter Unilode Aviation Solutions—the world's largest ULD management and repair service provider. Under the leadership of Ross Marino, CEO, and transformation architect, Unilode is no longer just a logistics partner—it is a strategic enabler of digital transformation, environmental stewardship, and network resilience in air cargo.

In this exclusive interview, Marino offers high-level insight into how Unilode is transforming ULDs from commoditized ULDs into intelligent, connected assets—delivering measurable value across operational performance, cost optimization, and sustainability.

1. Strategic Leadership in a Niche Global Market

Q Devender Grover (DG): Ross, ULDs are often viewed as a support function in air logistics. Yet, Unilode has made this a core strategic business. How do you define leadership in this space?

Ross Marino (RM): Strategic leadership in ULD management is about elevating a traditionally passive asset into a value-generating component of

the cargo supply chain. Our philosophy centres around maximizing uptime, improving traceability, and delivering real-time insights to our customers—be they major airlines, integrators, or freight forwarders.

Being the world's largest outsourced ULD solutions provider, with ~200,000 ULDs and 50 repair stations worldwide, gives us the scale and data intelligence to not just support operations, but to strategically influence them.

Our customers look to us not merely for asset provisioning—but for fleet right-sizing, cost forecasting, resilience building, and increasingly, sustainability tracking.

True leadership in this sector means solving tomorrow's cargo movement challenges today, through operational excellence, data digitization, and dynamic collaboration.

2. Global Coordination and Scalable Execution

Q DG: With such a wide geographic footprint, how does Unilode ensure operational consistency and strategic alignment across continents?

RM: We operate globally, partnering with over 55 customers, including full-service carriers, low-cost airlines, and major freighter operators. Ensuring consistency in this environment demands centralized orchestration with localized execution.

Our Operations Control Centre located in Bangkok operates as a 24/7, 365-day real-time command hub, monitoring fleet movement and customer needs. This is complemented by our Customer Success Teams located across the globe, and are dedicated to our customers and fulfilling their needs. We hold regular strategy sessions, including our Business Review meetings, which monitor performance, align requirements and ensure we deliver on our customers' needs and goals.

Importantly, we invest in our peoples' training, system standardization, and KPI transparency,

enabling our partners in North America, Europe, Asia, Africa and the Middle East to deliver the same level of excellence, whether managing high-volume hubs or remote spoke stations.

3. Customized ULD Models That Drive Commercial Value

Q **DG: Airlines today seek flexibility and cost control. How does your pooled, hybrid, and dedicated ULD model strategy meet those evolving needs?**

RM: Each airline operates a unique network and commercial strategy. Therefore, our ULD models are built to be agile, flexible and configurable to meet our customer's needs.

- A dedicated model suits full-service airlines that have specific needs or route-specific or commodity requirements. This model may also

suit customers that have branding or security needs.

- Our pooling model, on the other hand, leverages fleet sharing and repositioning efficiencies, enabling customers to avoid seasonal over-investment while maintaining service levels. This model typically delivers superior asset utilisation and fewer assets deployed. An excellent sustainability option.

- The hybrid model is increasingly favored by customers who want both predictability and flexibility. For example, an airline may choose dedicated containers and pooled pallets, which leverages the advantages of the dedicated and pooled options. .

Ultimately, we apply a data-driven approach—analyzing usage patterns, forecasting network shifts, and helping airlines reduce costs and deliver optimal performance from their ULD fleet.

4. Mitigating Disruption & Managing Seasonal Volatility

Q **DG: Uncertainty is the new normal—pandemics, geopolitics, capacity crunches. How does Unilode help its partners mitigate unplanned costs and disruptions?**

RM: Agility is our core advantage. For example, during the last peak season, one of our customers needed to manage a rapid surge in cargo volume. We deployed an additional 2,000 PMCs within days, preventing bottlenecks and avoiding missed cargo revenue. This is the power of predictive planning supported by a global ULD pool.

Beyond provisioning, we also provide dynamic repositioning, maintenance on demand, and even emergency recovery teams to ensure network continuity. When you consider that delays or



spoilage can cost airlines millions in claims or lost yield, our ability to respond in real time with scalable infrastructure becomes a major advantage for our customers.

5. Digitally Empowered ULDs: Transforming Visibility and Control

Q **DG: Tell us more about your investment in digital ULDs and their strategic impact on your clients' operations.**

RM: We've transitioned from being an equipment manager to a digital logistics enabler. Over 80% of our fleet is now digitally tagged, equipped with Bluetooth® Low Energy (BLE) and LoRa sensors, enabling real-time telemetry on:

- ULD location
- Temperature and humidity
- Shock and tilt events
- Security breach indicators

All this data is streamed into our proprietary platforms:

- ACID: For real-time fleet monitoring and movement history.
- ACTIS: Predictive maintenance and condition reporting.
- Plan B: Exception handling and dynamic rerouting.

For our customers, this means zero blind spots. We are actively working on solutions with our customers that will provide tailored solutions. Imagine a scenario in which pharmaceutical clients can validate cold chain compliance in real time, freight forwarders can trace high-value shipments without relying solely on airport scans. We are actively transitioning ULDs into IoT devices that enable intelligent cargo orchestration.

6. Pharmaceutical & High-Sensitivity Cargo: Assurance Through Precision

Q **DG: The pharma logistics sector demands trust and compliance. How do your systems meet those needs?**

RM: In pharma logistics, good enough is not acceptable—the margin for error is zero. Our digital ULDs support real-time GxP compliance with complete chain-of-custody reporting.

If a deviation is detected—like a temperature breach in a tarmac hold—we have the technology that can trigger immediate alerts to airline and handling agents, allowing proactive intervention.

We've worked closely with IATA's CEIV Pharma framework and airline cold chain task forces to ensure our solutions not only comply with standards but raise the industry benchmark for reliability.

7. Sustainability as a Competitive Advantage

Q **DG: ESG pressures are intensifying. How is Unilode embedding sustainability into its operations—and helping clients meet their own climate targets?**

RM: Sustainability is not just a buzzword for us—it's business imperative. We have embedded circular economy principles across our operations. For example:

- Our repair-first policy extends ULD lifespans, significantly reducing waste.
- We use lighter-weight ULDs, reducing aircraft fuel burn and CO₂ emissions.
- Our global sites now operate on LED lighting and solar-powered energy, achieving an 88% emissions reduction from lighting alone.
- We have converted nearly 80% of our handling fleet to electric vehicles.

Moreover, customers using our pooling model see reduced carbon emissions from reduced repositioning and inventory overcapacity. For several airlines, our sustainability data feeds directly into their Scope 3 emission reporting.

8. Collaborative Ecosystem: OEMs, Airlines, Forwarders

Q **DG: How are you co-creating value with stakeholders across the cargo value chain?**

RM: We have established strategic collaborations with our customers to deliver the 'perfect-fit' ULD that balances sustainability, weight, and robustness, and we are partnering

with software vendors to seamlessly integrate ULD data into airline cargo systems. These long-term relationships extend beyond standard service level agreements; they are co-innovation partnerships that has in one case, led to global first, with the implementation of digital readers in aircraft holds.

Additionally, we are directly engaging with freight forwarders and shippers. As we look to the future, we believe that fostering data-sharing and ensuring system interoperability throughout the air cargo value chain will benefit all stakeholders involved.

9. Looking Ahead: The Next Frontier in ULD Management

Q **DG: Ross, what's your long-term vision for Unilode and the future of ULD management?**

RM: The next phase of our evolution is to integrate machine learning, predictive analytics, and AI-driven fleet management into our core systems. We want to reach a point where ULD provisioning and recovery are entirely automated, driven by demand signals and operational risk profiles.

And finally, we envision fully carbon-neutral ULD operations by 2030, aligning with the broader aviation sector's net-zero ambitions.

This isn't just about transforming our company—it's about setting a new global standard for how ULDs support modern air cargo logistics.

Conclusion: A Strategic Enabler of 21st Century Air Cargo

As the cargo industry enters a phase of digital transformation, climate accountability, and geopolitical complexity, the humble ULD is undergoing a strategic renaissance—thanks to companies like Unilode. Ross Marino's vision positions ULDs not as passive assets, but as intelligent, responsive, and sustainable enablers of global trade. The future of air cargo competitiveness will be won not just in-flight paths, but in how intelligently we manage the infrastructure that supports them on the ground.

TIACA Announces Ostend Bruges Airport as the Winner of the Corporate Sustainability Award 2025



The International Air Cargo Association (TIACA) announced the results of the Seventh edition of the Air Cargo Sustainability Awards, run in partnership with one of the leading industry IT solutions providers CHAMP Cargosystems. The Awards aim to recognize outstanding businesses and industry initiatives seeking to make air cargo more sustainable. There were two categories being judged, one for Start-Up/Small Business and the second for Corporate and established businesses.

The jury, comprised

of 6 industry leaders and sustainability champions evaluated the submissions on a number of criteria, including impact on society and industry, ease of implementation, innovation and the wow factor.

Chris McDermott, CEO at CHAMP - "The Ostend Bruges Airport biodiversity program is a truly remarkable initiative that demonstrates the power of collaboration and community engagement in achieving environmental goals. Their success is a testament to what can be accomplished in air cargo when innovation meets a

deep commitment to our planet. Congratulations to Ostend Bruges Airport!"

After the independent results were tabulated TIACA is pleased to announce the winner in the corporate category is Ostend Bruges Airport for it's a biodiversity program which is a project that sparks broad community engagement by partnering with local governments, farmers and beekeepers, directly benefiting those stakeholders and raising environmental awareness across the region. This joint initiative will let residents

and visitors observe the restored habitats first hand, showcasing how wildlife conservation and airport operations can coexist in harmony while strengthening local pride in biodiversity.

"After reviewing all of the entries, the level of innovation and thought put into making air cargo more sustainable truly gives me hope. It's inspiring to see how deeply our industry is committed to building a greener future.

It gives me great pleasure to congratulate that Ostend-Bruges Airport on their initiative to make air cargo more sustainable. Their efforts are a shining example of what is possible when innovation meets commitment." Said Glyn Hughes, Director General TIACA

To everyone who participated—thank you for sharing your work. The TIACA Board is very proud to be holding these awards and we look forward to helping showcase the incredible progress our industry is making on the path to sustainability." Stated Steven Polmans, TIACA Chair

The official awards ceremony will be held during the Executive Summit 2025 in Hong Kong, June 24-26.

Shaping the Future of Airfreight:

Airbus A350F Takes Flight into a New Era

Looking Ahead with a New Generation Freighter

Strategic Elevation: Airbus A350F Positions Air Cargo for a New Era

Devender Grover, Editor-in-Chief, Cargo Newswire, in conversation with Oliver von Tronchin, Airbus's Senior Director Freighter Marketing

In an era defined by rapid transformation and heightened environmental awareness, the air cargo industry stands at a pivotal juncture. The demand for efficient, sustainable, and technologically advanced freighter solutions has never been more pronounced. Enter the Airbus A350 Freighter (A350F), a game-changing aircraft poised to redefine the landscape of global air freight. The global air cargo industry stands at a pivotal inflection point. As the backbone of international trade, airfreight must evolve in response to decarbonization mandates, rising

operating costs, fleet aging, and shifting trade corridors. The industry demands a new generation of freighter aircraft—one that doesn't merely replace but transforms.

Enter the **Airbus A350 Freighter (A350F)**—Airbus's strategic leap into the large widebody freighter market. With an airframe born of composite innovation, unmatched fuel efficiency, and ICAO-compliant emissions performance, the A350F isn't just a freighter—it's the platform on which the next decade of cargo growth will be built.

The A350F emerges as a direct response to the evolving needs of the air cargo sector. Building upon the foundation of the A350, the world's most efficient widebody aircraft, the A350F integrates cutting-edge technologies to offer unparalleled performance in payload capacity, fuel efficiency, and environmental sustainability. As airlines and logistics providers seek to modernize their fleets and meet stringent emissions regulations, the A350F presents a compelling solution that aligns with both operational objectives and global sustainability goals.

In this exclusive exchange with **Devender Grover**, Editor in Chief, Cargo Newswire, **Oliver von Tronchin**, Airbus's Senior Director Freighter Marketing, shares the vision, value proposition, and roadmap behind this game-changing aircraft.

Shaping the Future of Airfreight

Devender Grover (DG):

Q Oliver, thank you for joining us today. The A350F represents a significant milestone for Airbus. Could you elaborate on the strategic rationale behind its development?

Oliver von Tronchin (OVT): Thank you, Devender. At Airbus, our vision is to offer a comprehensive freighter product line that spans all three market segments: small, medium, and large. The A350F is the latest addition to this lineup, complementing our existing A330P2F and A321P2F programs. While the A330P2F dominates the mid-size segment, the A350F addresses the large freighter market, filling a critical gap as operators seek to replace aging fleets with more efficient and sustainable options.

Q DG: It's evident that the A350F is poised to make a significant impact. How does it compare to its predecessors in terms of efficiency and operational costs?

OVT: The A350F offers a substantial improvement over older generation freighters. Compared to the Boeing 747-400F, the A350F boasts a 40% reduction in fuel consumption and CO₂ emissions, when we look at the 777F in comparison, the A350F will consume 20% less fuel. This is achieved through advanced aerodynamics, lightweight composite materials, and the latest-generation Rolls-Royce Trent XWB-97 engines. Additionally, the A350F's maximum takeoff weight (MTOW) is 29 tonnes lighter than the 777F and 78 tonnes lighter than the 747-400F, translating to lower operating costs and enhanced payload capacity.

Operational Excellence and Commonality

Q DG: One of the standout features of the A350F is its operational commonality with the A350-1000. Could you provide more insights into this aspect?





Oliver von Tronchin

OVT: Absolutely. The A350F shares a 100% commonality in engine spares and tooling with the A350-1000, and 99% commonality in airframe tooling and spares. This extensive commonality simplifies fleet management, reduces inventory costs, and streamlines maintenance operations. Airlines operating both the A350 passenger and freighter variants can leverage shared training programs for pilots and maintenance procedures, enhance operational efficiency and reduce turnaround times.

Advanced Design and Payload Flexibility / Freight-First Engineering: XL Cargo Door and Cabin Versatility

Q **DG:** The A350F features the largest main deck cargo door in the industry. How does this design enhance operational capabilities?

OVT: The A350F's main deck cargo door has a cut-out width of 175 inches and a clear opening of 169.5 inches, surpassing the Boeing 747F's nose and side doors. This design allows for seamless loading and unloading of large and heavy cargo, including oversized engines and industrial equipment, without the need for disassembly. The aircraft's fuselage is optimized to accommodate industry-standard pallets and containers, ensuring maximum volumetric efficiency.

True to its design ethos, the A350F introduces the **largest main deck cargo door in the industry**, enabling seamless loading of high-volume and oversized freight.

Engineering Highlights:

- **Cargo Door Opening:** 169.5 inches x 120 inches
- **Optimized structural floor beams for heavy pallets**
- **Temperature control from 4°C to 26°C** for perishables and live animals
- **Robust ventilation for live animal transport**—tested for species

ranging from horses and camels to livestock and exotic zoo cargo

"We engineered this aircraft to serve pharma, perishables, and live animal transport with the same rigor. Widely spoken, every logistics vertical is accounted for," says von Tronchin.

Performance by Design: Weight, Range, and Efficiency

Built on the proven A350-1000 platform, the **A350F combines cutting-edge composite structures with the Rolls-Royce Trent XWB engine**, delivering a 20–40% fuel burn advantage over older widebody freighters, depending on the model.

Key Performance Metrics:

- **Max Takeoff Weight (MTOW):** 319 tonnes—46 tonnes lighter than comparable competitors
- **Range:** 4,700 nautical miles at 109t structural payload
- **Fuel Burn:** 20% lower than B777F, 40% lower than B747-400F
- **ICAO Compliance:** The only new-build freighter fully meeting post-2027 CO₂ standards

"It's about payload-range efficiency. The A350F offers both volume and reach without compromise," notes von Tronchin. "It's not just lighter—it's smarter. Airlines can bypass Anchorage, fly transpacific with higher payloads, and optimize fuel costs simultaneously."

Sustainability and Regulatory Compliance

Q **DG:** With increasing regulatory pressures, how does the A350F align with global emissions standards?

OVT: The A350F will be the only freighter currently capable of meeting the latest ICAO CO₂ emissions standards, set to take effect in 2027. Its advanced engine technology and fuel-efficient design ensure compliance with these stringent regulations, positioning the A350F as a future-proof solution for airlines aiming to meet their sustainability targets.

Global Market Response: Orders, Demand, and Momentum

Q **DG:** The A350F has garnered significant interest from the industry. Can you share some insights into its market reception?

OVT: Indeed, the A350F has received strong endorsements from leading global carriers. To date, we have secured firm orders from 11 customers, totaling 63 aircraft. Notable launch customers include Cathay Group, Singapore Airlines, and Starlux Airlines. These carriers recognize the A350F's potential to enhance operational efficiency, reduce emissions, and expand network capabilities. The aircraft's integration into their fleets underscores the industry's confidence in its performance and value proposition.

Quick look:

- **63 firm orders from 11 customers**
- **Among the largest future operators are CMA CGM, Singapore Airlines, Air France-KLM, Cathay Pacific Cargo, and Turkish Cargo.**
- **Strongest demand from Europe, the Middle East, and Asia**

"The feedback has been overwhelmingly positive," von Tronchin confirms. "Combination carriers love the A350F's synergy with their passenger operations. Freight-focused players value its operating economics and sustainability edge."

Oliver von Tronchin is confident that **order flow will follow fleet modernization timelines and emissions mandates.**

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Freighter Flexibility Meets Fleet Commonality

The A350F is not an island, it’s an integral part of the A350 family. That brings powerful **financial and operational commonality benefits** for mixed passenger-cargo operators:

- **100% commonality in engines and tooling with A350-1000**
- **98–99% spares commonality**, reducing inventory burden
- Same type rating for pilots —full cockpit commonality
- Shared MRO programs and predictive maintenance tools

“For airlines operating A350 passenger fleets, the freighter offers plug-and-play integration. There is a learning curve through familiarisation with the A350 pax version, no spare parts duplicity, and no training overhead,” explains von Tronchin.

This commonality translates into **lower cost of ownership**, smoother crew planning, and a simplified maintenance ecosystem across passenger and freighter platforms.

India on the Horizon: Market Readiness in the Subcontinent

India, while not yet a buyer, is on Airbus’s strategic radar.

“India is just getting started with its cargo evolution. We’re seeing interest from both government and private operators. It’s only a matter of time

before large widebody freighters make their entry,” he adds.

Current operators like **IndiGo** have already dipped into narrowbody freighters, but von Tronchin believes the **next step will be national carriers exploring dedicated long-haul cargo capability**.

Digital, MRO, and Entry-Into-Service Support

Airbus is replicating the A350 passenger program’s proven success. This includes:

- A tailored freighter entry-into-service (EIS) plan
- Digital predictive maintenance and operational support tools
- Integrated MRO partnerships and training

“Our EIS strategy brings operators into the program up to a year before delivery to simulate live ops and accelerators.

Closing the Strategic Gap with a Purpose-Built Leader

Airbus’ freighter strategy has matured steadily over the past decade, filling critical market segments with its successful A321P2F and A330P2F programs. But one segment, the large widebody freighter category, remained unaddressed by a new-build Airbus product.

That changes now.

“The A350F is not simply an extension of the A350 family—it’s a response to direct airline demand, an environmental imperative, and a market necessity,” says von Tronchin.

With production of older generation freighters like the **Boeing 777F** ending due to non-compliance with **ICAO’s 2027 CO₂ emissions regulations**, Airbus has timed the A350F’s launch to fill the gap with a **future-ready freighter that meets the highest performance and environmental benchmarks**.

Looking Ahead: A350F as a Freight Flagship

Q DG: As we look to the future, what excites you most about the A350F’s role in the air cargo industry?

OVT: What excites me most is witnessing the A350F come to life—from the assembly of its components to its first flight and entry into service. *Seeing the aircraft come together in Toulouse, watching it takes its first flight next year—that’s thrilling. But the real reward will be seeing it in service, making airfreight more efficient, more sustainable, and more agile.* The aircraft’s design and capabilities represent a significant leap forward in freighter technology. As we approach its commercial debut in 2027, we are confident that the A350F will set a new standard in the industry, offering airlines a sustainable, efficient, and economically viable solution for their cargo operations.

As Airbus rounds out its freighter portfolio—from A321P2F to A330P2F to the A350F—it is now positioned to **compete across all segments** of the global air cargo market.

Conclusion: A New Chapter of Airfreight Begins

The Airbus A350F stands as a testament to innovation, efficiency, and sustainability in the air cargo sector. With its advanced design, operational commonality, and commitment to regulatory compliance, the A350F is poised to lead the industry into a new era of freight transportation. The A350F offers a compelling proposition to modernize fleets, enhance operational efficiency, and meet the evolving demands of the global market. With the **A350F**, Airbus is delivering more than a new aircraft, it’s introducing a **new standard** for the large freighter category. One that aligns with the **realities of decarbonization**, the **demands of high-growth trade routes**, and the **economics of modern fleet planning**.

For operators looking to future-proof their freighter strategy, the message is clear: **the A350F is ready for takeoff—and so is the future of sustainable air cargo.**



Air Hong Kong enters a new era as an all-Airbus A330F freighter airline

Marking the successful completion of a re-fleeting programme involving Airbus A330F freighters operated on behalf of DHL Express as it bids farewell to its last A300F freighter

Air Hong Kong (AHK), the first all-cargo freighter airline based in Hong Kong and a part of the Cathay Group, together with its key customer DHL Express have celebrated

a new milestone with the successful completion of a seven-year re-fleeting programme. With the arrival of the final, newer A330F freighter, and the retirement of the last A300-600F

freighter, Air Hong Kong has now transitioned into an all-Airbus A330F freighter airline, marking a new phase in its nearly 40-year history.

Air Hong Kong first began operating the A300-600F on behalf of DHL Express in 2004, and since then the aircraft has provided 21 years of safe and reliable operations for Air Hong Kong and its key customer, DHL Express. The A300-600F fleet has been a valued contributor to the success of the Hong Kong international aviation hub, carrying close to three million tonnes of express cargo over the years.

With the completion of the re-fleeting programme, Air Hong Kong now operates an all-A330F fleet

comprising 14 aircraft in total. This includes 10 A330-300P2F (passenger-to-freighter converted aircraft), of which Air Hong Kong was one of the launch customers and is currently one of the world's largest operators, and four A330-200F freighters.

Air Hong Kong Chief Operating Officer Clarence Tai said: "The A300-600F has been a stalwart of Air Hong Kong's fleet and an important part of our story for over two decades. Its contribution to not only our business, but to the Hong Kong international aviation hub as a whole, has been considerable and we fondly bid farewell to this valued member of our fleet as we enter this exciting new chapter.

"The new-generation A330F brings with it considerable benefits that will enable us to further enhance our operations and services for our customers, and continue to play an important role in the ongoing growth of Hong Kong's air cargo sector. I would like to express my sincere gratitude to the Hong Kong Civil Aviation

Department, the Cathay Group, our people, our suppliers and our key customer, DHL Express, for their firm support which has made this re-fleeting plan possible."

DHL Express Senior Vice President for Network Operations & Aviation – Asia Pacific Peter Bardens said: "Balancing our customers and operational needs has always been top of mind for us. Our decision to re-fleet aircraft years ago reflects our foresight to invest in ourselves so that we are ever-ready to support our customers.

"The A300-600F was instrumental to our robust aviation network for many years. As we bid farewell to this valued member of our fleet, we are excited to welcome a new chapter with this new generation of freighters. We are confident that we will continue to deliver excellence in both our service capabilities and sustainability targets."

Air Hong Kong's re-fleeting programme began seven years ago starting with the introduction of its first wet-leased A330F in February 2018.

Compared with the A300-600F,

the newer A330F provides 25% more payload and volume enabling more cargo to be carried, in particular e-commerce shipments. It also has a longer range capability of 7,400 kilometres, which will help Air Hong Kong continue to grow and has already enabled the airline to expand to new destinations including Bahrain and Sydney. Meanwhile, its increased fuel efficiency and reduced noise levels will help contribute to Air Hong Kong's and the Cathay Group's wider sustainability goals.

Coinciding with the launch of the Three-Runway System at Hong Kong International Airport, the Cathay Group has committed over HK\$100 billion in investments to strengthen the Hong Kong international aviation hub and enhance the customer experience. The Group has already begun adding more than 100 new-generation aircraft to the fleets of Cathay Pacific, Cathay Cargo and HK Express over the coming years, including narrowbody, regional widebody, long-haul widebody and large freighter aircraft.



cargo.one launches digital air freight bookings directly from Descartes' transportation management system



- *Streamlined bookings: Descartes transportation management system (TMS) users can now quote and book air freight on demand via cargo.one directly within their TMS, boosting efficiency and accuracy*
- *Unmatched supply options: cargo.one delivers access to 65+ live airline integrations, offering more airline and market combinations than any other platform*
- *Faster wins: forwarders can quote faster, win more shipments, and enhance customer service with cargo.one's seamless integration and digital tools*

Cargo.one, the industry's leading digital air freight procurement platform, today unveiled brand new functionality that enhances the speed and convenience of air freight quoting and booking for Descartes' transportation management system (TMS) users worldwide.

Descartes' TMS now includes the cargo.one Air Freight Integration Module, allowing freight forwarders to, within a few clicks, search, compare, quote and book capacity with cargo.one directly from Descartes' TMS. Air freight booking details are automatically uploaded into the freight forwarder's

Descartes solution, removing the need for manual data entry and making shipment management and tracking easier and faster.

As the go-to air freight procurement platform for forwarders, available in 134 countries, cargo.one connects over 25,000 forwarders to rate providers

including over 65 airlines and popular general sales and service agents (GSSAs). Booking capacity with cargo.one offers forwarders more breadth and depth of supply options than any other platform. Descartes TMS users now also benefit from cargo.one's industry-renowned rate offer quality, its seamless user experience, and exceptional customer support.

Accessing cargo.one's global airline integrations directly from Descartes' TMS delivers forwarders a substantial set of benefits – including a real-time/on demand, comprehensive overview of relevant and competitive rates, simplified data handling, increased

accuracy and greatly reduced manual data entry. The impact is a stronger capability to win shipments faster and serve customers better.

Kenneth Wood, Executive Vice President of Product Management at Descartes, commented, "Integrating cargo.one's global carrier connectivity within our TMS helps customers gain ground in delivery performance, differentiate themselves from competitors, and grow their revenue. Descartes TMS and cargo.one functionality working in unison is enhancing user experiences and helping forwarders to do their best work."

Moritz Claussen, Founder & Co-

CEO of cargo.one, added, "Building advanced solutions with TMS leaders like Descartes is an important way for cargo.one to further contribute to a more connected supply chain. By leveraging cargo.one directly within their familiar Descartes TMS, forwarders will enjoy powerful operational and business benefits, combined with simplicity and convenience."

Available now, customers of Descartes' TMS can procure air freight rates on demand via cargo.one. Descartes users also have the option to upgrade to cargo.one pro, which includes additional tools to further win and manage shipments.

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TIACA

Announces the 7th Sustainability Award Finalists



The International Air Cargo Association (TIACA) announced the results of the seventh edition of the Air Cargo Sustainability Awards, run in partnership with one of the leading industry IT solution providers CHAMP Cargosystems. The Awards aim to recognize outstanding businesses and industry

initiatives seeking to make air cargo more sustainable. There were two categories being judged, one for Start-Up/Small Business and the second for Corporate and established businesses.

The jury, comprised of 7 industry leaders and sustainability champions include Chris McDermott, CHAMP Cargosystems;

Liana Coyne, Coyne Airways; Andrea Tang, FIATA, Ariaen Zimmerman, , Celine Hourcade, SATS, Ltd; Aga Kwolek, South Pole and Patricia Varela, IATA. Jury members evaluated the submissions on a number of criteria, including impact on society and industry, ease of implementation, innovation and the wow factor.

Chris McDermott, CEO at CHAMP 'We were greatly impressed by the range and standard of this year's submissions. It is very encouraging to see such a high level of innovation and investment, demonstrating a strong commitment to making our industry more sustainable. A core part of CHAMP's mission is to drive efficiency across the supply chain through technology and innovation, always with consideration for our carbon footprint. We're delighted to be part of this pivotal initiative with TIACA.'

The Start-Up and Small Business category recognizes and encourages young growing businesses as well as small businesses building their presence in the air cargo industry and contributing to its sustainability transformation. The jury selected three organizations as finalists in this category and each will be invited to present at the global Air Cargo Forum where the live audience will decide the ultimate winner in this category by voting on the presentations they see.

The winner will receive a USD 10,000 cash prize with the two runners up receiving USD 2,500 each.

After the results were tabulated, the jury selected

these three entries as the finalists based on the judgment criteria;

- Bioaqualife for their bioWrap ... reduction of plastic recycling claims and fraud reducing microplastics

- Fraunhofer Institute for their Digital Testbed Air Cargo (DTAC) ... Digitalization and Automation of Air Cargo Processes

- Goods2Load ... Connecting Global Trade Through a Smart B2B Logistics Platform

"We are so pleased to see the response from the air cargo community as they work toward a sustainable future. This year, we received an impressive range of unique submissions—it's a true reflection of the ingenuity and innovation our industry is capable of when focused on solving real-world challenges. I am excited to see who the ultimate winner will be." said Glyn Hughes, Director General TIACA

"Our three finalists—bioaqualife, Fraunhofer Institute for Material Flow and Logistics (IML) and Goods2Load—represent some of the best thinking in sustainable air cargo solutions today. The competition is strong, and we're excited to see their presentations live during the Executive Summit 2025 next month." stated Steven Polmans, TIACA Chair.

An awards ceremony will be conducted during the upcoming Executive Summit 2025 being held in Hong Kong, June 24-26, 2025 where we will present awards to the Corporate and Start-up/Small Business winner as well as the two runners-up.



TIACA

Announces 2025 Hall of Fame Award Recipient

The International Air Cargo Association (TIACA) is proud to announce that Jan Krems, President of United Cargo, has been selected as the 2025 Hall of Fame Award Recipient.

Jan Krems is being honored for his exceptional leadership, customer-centric vision, and continued innovation

in the air cargo industry. Under his guidance, United Cargo has grown to become the largest belly-only carrier in the world – driven by his strategic foresight and unwavering commitment to service excellence.

“Jan Krems exemplifies the kind of leadership our industry needs—visionary, people-focused, and

relentlessly innovative. His impact on air cargo spans decades, and his work continues to elevate not only the companies he leads but the entire sector. We are honored to welcome Jan into the TIACA Hall of Fame and recognize the legacy he is building,” stated, Steven Polmans, TIACA Chair.

Throughout his career, Jan has consistently demonstrated a commitment to innovative thinking, introducing cutting-edge products and quick to market solutions that have reshaped the cargo landscape. United Airlines’ creative response to COVID-19 coupled with United Cargo’s bold decision to immediately launch cargo-only flights—an industry first—enabled United Airlines to resume international operations faster than any other global carrier. Under his leadership, the team operated more than 17,000 cargo-only flights, helping United navigate one of the most challenging periods in aviation history.

Prior to joining United, Jan spent 27 years at KLM Cargo, where he held a range of senior leadership roles including: Vice President Asia; Vice President Europe, Africa, and the Middle East; and Vice President Worldwide Customer Service. In this last role, he played a pivotal part in the global integration of Air France and KLM Cargo, aligning international offices, systems, and teams during and after the merger—an achievement that showcased his exceptional ability to lead through complexity and change.

“Jan’s career has been defined by transformation, collaboration, and a deep commitment to excellence. Whether integrating global operations or championing customer-centric strategies, he has always led with integrity and insight. Jan’s induction into the Hall of Fame is a celebration of a remarkable journey and a well-deserved tribute to his lasting contributions to our industry,” stated Glyn Hughes, TIACA Director General.

Jan Krems will be officially inducted into the Hall of Fame during this month’s Executive Summit in Hong Kong, June 24-26.

Vitaly Smilianets named as Inaugural Winner of the TIACA Inspirational Leader Award



The International Air Cargo Association (TIACA) is proud to announce that Vitaly Smilianets, Founder and CEO of Awery Aviation Software, has been selected as the first-ever recipient of the Inspirational Leader Award. The award was presented during the Executive Summit 2025 in Hong Kong, recognizing his exceptional leadership, innovative spirit, and enduring commitment to empowering the next generation of air cargo professionals.

The Inspirational Leader Award honors individuals who have demonstrated outstanding leadership and vision while playing a key role in nurturing young talent and advancing the air cargo and logistics industry. Uniquely, the award is judged entirely by a panel of young professionals under 35, reflecting the voice of future industry leaders and highlighting the qualities that resonate most with emerging talent.

“Vitaly has not only built a successful business grounded in innovation and digital transformation, but he has done so while actively mentoring others, sharing his knowledge, and encouraging fresh perspectives,” said Steven Polmans, Chair of TIACA. “He embodies what this award stands for: inspiration, impact, and inclusive leadership.”

Smilianets founded Awery Aviation Software with a vision to digitally transform air cargo operations and has since led the company to become one of the most dynamic tech providers in the industry. Beyond his achievements in business, he is widely admired for his mentorship, authenticity, and advocacy for digitalization and transparency. His leadership has inspired countless young professionals to pursue careers in logistics and aviation technology.

“I am deeply honoured to receive this award; it reflects not just my personal journey, but the dedicated work of my teams at both Awery and CargoBooking to drive positive change for the industry. We have always believed in the power of technology to move this

industry forward, and I am incredibly proud of what my team and I have achieved together so far.

As a tech company, we’ve always benefitted from young minds, and many of our best ideas come from those who are still relatively new to the industry. Creating opportunities for those starting out in aviation is vital in keeping the air cargo industry resilient, relevant, and sustainable.”

The Inspirational Leader Award is part of TIACA’s ongoing effort to foster inclusive leadership and promote cross-generational collaboration. The 2025 jury consisted of:

- Jordan Lee– Account Director, Meantime Communications
- Charlotte Goldstone– News Reporter, The Loadstar
- Sara Van Gelder– Director of Products, Nallian
- Ghariba Suleiman– Business Development Manager, Cargo & Logistics, KSIA
- Sierra Conley– Air Cargo Sales Support Supervisor, UPS
- Jolien Mussen– Project Coordinator, Air Cargo Belgium
- Alana Raitt– Global Director of Airfreight, Consol Alliance

“Congratulations to Vitaly and to all those nominated,” said Glyn Hughes, TIACA Director General. “We are proud to see so many inspiring leaders making a real impact. I also want to thank every young professional who participated in the nomination and judging process. Your voices have created a meaningful new tradition that celebrates the heart and future of air cargo.”

Moritz Claussen of cargo.one

Named as Inaugural Winner of the TIACA Rising Star Award

The International Air Cargo Association (TIACA) is proud to announce Moritz Claussen, Co-Founder and Co-CEO of cargo.one as the recipient of the first-ever TIACA Rising Star Award. The award was presented at the TIACA Executive Summit in Hong Kong, celebrating Claussen's remarkable contributions to digital transformation in air cargo and his inspirational leadership at the forefront of industry innovation.



The TIACA Rising Star Award, launched this year, recognizes outstanding individuals under the age of 35 who have demonstrated excellence, innovation, and impact in the air cargo and logistics sector. Candidates were nominated from across the industry and reviewed by the TIACA Board, which selected the winner based on the nominee's tangible achievements and forward-thinking approach to industry challenges.

"Moritz brought a refreshing new approach to how air cargo is booked, marketed, and experienced," said Steven Polmans, Chair of TIACA. "He exemplifies what this award is

all about—a bold, innovative thinker who not only delivers results but also motivates others to think differently. His work at cargo.one has raised the bar for digital excellence in our industry."

Claussen co-founded cargo.one with the vision of bringing seamless digital booking and visibility to airfreight, an area long underserved by digital solutions. Under his leadership, the platform has grown rapidly to become a trusted global partner for airlines and freight forwarders alike. Known for his collaborative mindset and dedication to customer-centric innovation, Claussen is not only driving the evolution of

digital air cargo but is also helping shape a more agile and transparent global logistics ecosystem.

Moritz Claussen, Founder & Co-CEO of cargo.one responded "I am honored, especially in light of all the amazing work TIACA touches upon across the ecosystem. I'd like to thank Glyn Hughes, Steven Polmans and the TIACA team for their encouragement and support for the pursuit of digital freight progress in recent years. The award really belongs to the entire cargo.one team who passionately support industry participants every day to optimize their digital success. I feel grateful to be part of an air logistics industry that is breaking records and redefining standards, and this era of air cargo is surely the most exciting and personally fulfilling ever.

"The Rising Star Award marks a new tradition in TIACA's mission to highlight and support emerging leaders within the sector. Through this recognition, TIACA aims to encourage innovation and inspire the next generation of professionals who will drive meaningful change.

"Moritz's success is not only a personal achievement—it's a sign of the exciting future ahead for our industry," said Glyn Hughes, TIACA Director General. "This award reflects our commitment to empowering rising talent and recognizing the creative minds that are reshaping air cargo from the ground up."

Air Cargo

Demand up 5.8% in April



The International Air Transport Association (IATA) released data for April 2025 global air cargo markets showing:

- Total demand, measured in cargo tonne-kilometers (CTK), rose by 5.8% compared to April 2024 levels (+6.5% for international operations).
- Capacity, measured in available cargo tonne-kilometers (ACTK), increased by 6.3% compared to April 2024 (+6.9% for international operations).

“Air cargo demand grew strongly in April, with volumes up 5.8% year-on-year, building on March’s solid

performance. Seasonal demand for fashion and consumer goods—front-loading ahead of US tariff changes—and lower jet fuel prices have combined to boost air cargo. With available capacity at record levels and yields improving, the outlook for air cargo is encouraging. While April brought good news, stresses in world trade are no secret. Shifts in trade policy, particularly in the US, are already reshaping demand and export dynamics. Airlines will need to remain flexible as the situation develops over the coming months,” said Willie Walsh, IATA’s Director General.

Several factors in the operating environment should be noted:

- Year-on-year, world industrial production rose 3.2% in March. Air cargo growth outpaced global goods trade, which increased by 6.5% over the previous month.
- Jet fuel prices dropped 21.2% year-on-year and 4.1% month-on-month, the third consecutive monthly decrease.
- The global manufacturing PMI rose to 50.5 in April, signaling expansion for the fourth consecutive month. However, the PMI for new export orders fell 2.8 points to 47.2, remaining below

Air Cargo Market in Detail

APRIL 2025 (%YEAR-ON-YEAR)	WORLD SHARE *1	CTK	ACTK	CLF (%-PT) *2	CLF (LEVEL) *3
Total Market	100%	5.8%	6.3%	-0.2%	43.9%
Africa	2.0%	4.7%	9.7%	-2.0%	41.6%
Asia Pacific	34.2%	10.0%	9.4%	0.3%	44.8%
Europe	21.5%	2.9%	3.3%	-0.2%	51.9%
Latin America	2.9%	10.1%	8.5%	0.6%	39.0%
Middle East	13.6%	2.3%	5.5%	-1.3%	43.5%
North America	25.8%	4.2%	4.6%	-0.2%	38.6%

(*1) % of industry CTKs in 2024 (*2) Year-on-year change in load factor (*3) Load factor level

TRADE LANE	YOY GROWTH	NOTES	MARKET SHARE OF INDUSTRY*
Asia-North America	+1.9%	2 consecutive months of growth	24.4%
Europe-Asia	+11.3%	26 consecutive months of growth	20.5%
Europe-Middle East	-4.6%		5.7%
Middle East-Asia	+6.7%	2 consecutive months of growth	7.3%
Within Asia	+10.0%	18 consecutive months of growth	7.0%
Europe-North America	+9.6%	15 consecutive months of growth	13.3%
Africa-Asia	-7.9%		1.4%
Within Europe	-8.8%		2.0%

*Share is based on full-year 2024 CTKs.

the 50 threshold for growth.

April Regional Performance

Asia-Pacific airlines saw 10.0% year-on-year demand growth for air cargo in April. Capacity increased by 9.4% year-on-year.

North American carriers saw 4.2% year-on-year demand growth for air cargo in April. Capacity increased by 4.6% year-on-year.

European carriers saw 2.9% year-on-year demand growth for air cargo in April. Capacity increased 3.3% year-on-year.

Middle Eastern carriers saw 2.3% year-on-year increase in demand for air cargo in April, the slowest among the regions. Capacity increased by 5.5% year-on-year.

Latin American carriers saw a 10.1% year-on-year increase in demand

growth for air cargo in April, the strongest growth among the regions. Capacity increased 8.5% year-on-year.

African airlines saw a 4.7% year-on-year increase in demand for air cargo in April. Capacity increased by 9.7% year-on-year.

Trade Lane Growth: All international routes experienced growth in April, except for Middle East-Europe, Africa-Asia, and intra-European routes.

Cargo iQ Welcomes New Member PACTL

Cargo iQ's quality management system and performance monitoring tools will help PACTL streamline its processes and reduce inefficiencies



Left to right: Megha Palker, Member Operation Manager, Cargo iQ, Marie Seco-Köppen, Executive Director, Cargo iQ, Carsten Hernig, Deputy General Manager VP Sales & Marketing and Production, PACTL.

Cargo iQ welcomes Shanghai Pudong International Airport Cargo Terminal CO., Ltd (PACTL) as its newest member.

PACTL serves more than 70 airlines and over 300 forwarders, handling over two million tons of cargo in 2024, with the membership meaning Cargo iQ will add another ground handler to its ranks.

Through this membership, PACTL aims to deliver improved service reliability, enhanced tracking capabilities, and optimized supply chain management to its stakeholders, all through Cargo iQ's standardized processes and performance metrics.

"I foresee that both PACTL and the wider Cargo iQ membership will benefit from this addition," said Marie Seco-Köppen, Executive Director, Cargo iQ.

"By joining Cargo iQ, PACTL is demonstrating its commitment to operational excellence and customer satisfaction; it can use the performance management standards across the airlines they serve and regulate their own performance through transparent metrics."

PACTL's facilities are designed to handle a wide range of cargo, including perishables, pharmaceuticals, and e-commerce shipments.

"Joining Cargo iQ marks a significant milestone in our ongoing journey toward greater transparency, efficiency, and collaboration across the global air cargo industry," said Carsten Hernig, Deputy General Manager VP Sales & Marketing and Production, PACTL.

"As a neutral cargo terminal operator, we are proud to align with international standards that promote measurable quality and accountability. This membership not only strengthens our service commitment to our customers and partners but also empowers us to contribute more actively to shaping a smarter and more connected airfreight future."

Cargo iQ's bi-annual working group will take place from 25 to 26 of June, an event where members will explore how industry standards can facilitate efficiency in air cargo.

Swiss WorldCargo has launched a new online claims submission process, designed to make it easier, faster, and accessible for customers to submit pre-claims and claims directly through its website, [swissworldcargo.com](https://www.swissworldcargo.com). This marks a key step forward in the airfreight division's commitment to streamline its digital offering to keep providing reliable and customer-centric services online.

At Swiss WorldCargo we ensure that our customer's cargo is transported professionally and successfully every day. Among the thousands of shipments we take care of, the unexpected can occur at times. In these situations, we encourage our customers to reach out to our teams so that we can support their claim request promptly. Up until today, this process has happened mainly through emailing. However, as of now, gone are the days of submitting claims via email. Effective **18 June 2025**, customers can access a dedicated online form for both *Pre-Claims* and *Formal Claims*, which ensure they engage in a more efficient and user-friendly experience.

From inbox to interface

This change represents more than just a new form - it's a shift toward a digital, more efficient process. By eliminating manual email handling, the system improves accuracy and speeds up the initial stages of claim resolution, providing a more seamless experience to both our customers and our Swiss WorldCargo teams.

New online claims submission at Swiss WorldCargo – Fast, easy, anytime



What's new and improved:

Fully online submission

Customers now have the convenient opportunity at their disposal to submit their pre-claims and claims directly via our website – without entering a longer email procedure or having to search for the right contact to reach out to at our airfreight division.

Available 24/7

Customers can now access the various forms anytime, from anywhere,

whether they are in the office or on the go.

Immediate confirmation

Once submitted, the customer receives an instant confirmation email – any question marks or waiting times to know when their request has been received are removed.

Continued and tailored support

The forms guide our customers in a detailed way through the required fields to ensure our teams receive all the information they

need to process their claim efficiently.

Different channel, same commitment

While the way our customers submit their claims is evolving, what happens next remains the same: our dedicated Cargo Claims Team at Swiss WorldCargo continues to handle all claims centrally and reliably as already established. If any additional information or clarification is needed, our team will contact our customer directly - just as before.

Emirates SkyCargo launches dedicated solution for the carriage of aircraft engines, under new vertical: Aerospace and Engineering



- Aircraft Engines provides customers with global consultation, refreshed operations and optimized booking processes, offering the highest level of expertise and precision, every step of the way
- New vertical brings together Aircraft Engines and AOG to transport the most time-critical and high-value components in aviation

Emirates SkyCargo, the cargo arm of the world's largest international airline, has launched Aircraft Engines, a fit-for-purpose solution dedicated to the carriage of aviation's most critical and high-value parts. The product sits under a new vertical, Aerospace and Engineering, which meticulously balances the highest level of expertise with speed and efficiency.

Badr Abbas, Divisional Senior Vice President of Emirates SkyCargo said, "Moving highly specialized items is always an exciting challenge, and, having significantly invested in building world-class infrastructure across our network, it's a challenge that we are ready to meet. Harnessing the technical expertise of our team, our proprietary and innovative technology and fit-for-purpose infrastructure, we liaised closely with various stakeholders to develop Aircraft Engines and a dedicated product vertical, to ensure we were able to cater to such valuable and technical cargo at every touchpoint."

A closer look at Aircraft Engines

Aircraft engines are a feat of modern engineering. Highly technical and requiring specialist and focused handling end-to-end, they are transported for maintenance, repair and replacement, and often need to move as quickly as possible. Working in close coordination with external consultants including manufacturers and operators, Emirates SkyCargo's team of in-house experts optimised existing processes to create a dedicated solution for the global movement of engines: Aircraft Engines.

Every step in the process is geared towards providing customers with peace

of mind that their critical shipment will be handled correctly. Certified loadmasters supervise the loading, securing and unloading of engines, managing the transfer end-to-end with specialised handling techniques, checklists, and equipment such as shock absorbing transport dollies for extra care. Emirates control tower team monitors every shipment making sure it's delivered as promised, while additional track and trace devices can be added to the booking for real time updates throughout the entire journey.

Understanding that speed is mission-critical, Aircraft Engines shipments carry the highest loading priority, ensuring transportation is handled quickly and efficiently to minimise ground time of its customers' aircraft operations. Likewise, a team of experts, located in key cities across the airline's vast global network, are available to provide consultation services and support, via a dedicated hotline and email address, providing direct and efficient communication, resulting in significantly faster responses to queries.

In addition to the highest level of end-to-end protection, paired with competitive connection times and multiple frequencies across the airline's vast global network, Emirates SkyCargo has the capability to swiftly confirm freighter re-routing, providing unmatched delivery times.

The introduction of the Aerospace and Engineering vertical

By introducing Aerospace and Engineering, Emirates SkyCargo aims to provide tailored logistics and transport solutions to a sector that demands high precision, specialised handling, and speed.

The vertical is designed for a targeted customer base in aviation, engineering, defence and space, such as commercial aviation companies, aircraft manufacturers and parts suppliers transporting components and engines; manufacturers producing satellites and other space technology; engineers leading the development and manufacturing of cutting-edge



technologies in propulsion, avionics and materials science; and finally, governments requiring ultimate security for specialised shipments.

In addition to Aircraft Engines, the vertical includes AOG (Aircraft on Ground) which expedites time-critical aircraft parts. Emirates SkyCargo already moves multiple shipments of aircraft parts every day, and has recently enhanced this offering, introducing new and even more distinctive 'Must Go' bags stamped with 'CARGO' to ensure the highest level of speed and service for global customers.

Additional subcategories under Aerospace and Engineering are already in development, to ensure Emirates SkyCargo offers customers a

comprehensive suite of services.

Emirates SkyCargo is already a first-choice carrier for aircraft engines, averaging hundreds of shipments every year, across its vast global network. The airline has also been involved in historic aerospace movements, including the KhalifaSat, the first satellite developed and built by Emirati engineers in the UAE at the Mohammed Bin Rashid Space Centre (MBRSC), which flew from Dubai to South Korea. Most recently, Emirates SkyCargo moved nanosatellites from Paris to Auckland, before they were launched into orbit to provide global Internet of Things connectivity. This experience has been instrumental in the development of the dedicated product and vertical.

Qatar Airways Cargo, IAG Cargo, and MASkargo Prepare for Launch of Global Cargo Joint Business



At Air Cargo Europe in Munich, Qatar Airways Cargo, IAG Cargo, and MAB Kargo Sdn Bhd (MASkargo) discussed their intention to move forward with the launch of their Global Cargo Joint Business. Following the initial announcement in April 2025, the partnership is now targeting a formal launch in late 2025, subject to regulatory approvals. The global partnership will deliver new routing opportunities, increased operational agility, and unparalleled connectivity for customers across the global air freight market.

The Global Cargo Joint Business' value proposition lies in enhanced routing flexibility and capacity options

connecting APAC, the Middle East, Africa, the Indian Subcontinent, Europe, and the Americas. The partnership will unlock new routings not previously available via a single booking, opening fresh trade opportunities across the world. At launch, the parties will focus on key cargo markets, with additional countries expected to be included in future phases, in line with regulatory approvals.

The three carriers will be working to progressively align systems, processes, and commercial offerings to ensure a smooth rollout for customers. Streamlined products, services, enhanced digital solutions and a combined Avios loyalty proposition are

expected to form part of the collective offering in due course.

The carriers will look to optimise freighter and belly hold capacity across their combined networks, improving efficiency and flexibility for customers. Additionally, coordinated ground handling and trucking will deliver a smoother experience for customers booking their cargo through the new cargo joint business.

At the same time, the three carriers will enter into individual agreements with the UN World Food Programme (WFP), the largest humanitarian organization fighting hunger, very soon. First announced at Air Cargo Europe, the three carriers will propose



to provide in total 1000 tonnes of free tonnage to support WFP in the delivery of essential food supplies and commodities. This initiative reflects Global Cargo Joint Business' unified commitment to humanitarian aid and the broader goal of ending world hunger.

Mark Drusch, Chief Officer Cargo at Qatar Airways Cargo, said: "We are thrilled to discuss the upcoming launch of our groundbreaking partnership on the sidelines of Air Cargo Munich. Together, we will deliver unparalleled service and efficiency, ensuring that our customers receive the very best in air cargo solutions. Moreover, this collaboration allows us to contribute meaningfully to corporate social responsibility by supporting the World Food Programme. Together, we are utilising our strong networks to make a positive impact on communities around the world, showcasing the true power of partnership."

David Shepherd, Chief Executive Officer at IAG Cargo, added: "This

proposed joint business represents a real step change for our customers. By creating this single network, we are creating new connections which unlock new commercial opportunities. This network will be more efficient, reliable, and coordinated than anything offered through traditional interline agreements.

"Just as we are focused on delivering for our customers, we are equally committed to making a positive impact in the communities in which we operate, which is why we are delighted that this includes backing the vital work of the World Food Programme."

Mark Jason Thomas, Chief Executive Officer at MASKargo, commented: "This partnership is a major milestone for MASKargo and the global cargo industry. By teaming up with Qatar Airways Cargo and IAG Cargo, we're extending our reach and unlocking seamless connectivity across Asia, the Middle East, Europe, and the Americas. It's more than network expansion; it's about transforming

how cargo moves worldwide. As the leading cargo carrier in our region, MASKargo has always been committed to connecting Asia with the world. This collaboration takes us further, delivering greater value, reach, and efficiency for our customers. We're also proud to support the World Food Programme's mission, reinforcing our belief that logistics can be a powerful force for good."

"This collaboration reflects the growing role of the private sector in accelerating humanitarian response," said Virginia Villar Arribas, WFP's Deputy Director for Private Sector Partnerships. "We are excited to work with Qatar Airways Cargo, IAG Cargo, and MASKargo to shape an approach that can help WFP deliver faster, more efficiently, and at scale."

The partners remain focused on obtaining the necessary regulatory approvals and are progressing towards the scheduled launch in late 2025. More updates will be shared as the go-live date approaches.

From disruption to digital:

Air France KLM Martinair Cargo marks five years of tech-driven, purposeful customer-centric transformation



GertJan Roelands

Five years ago, at the height of the global Covid-19 pandemic, Air France KLM Martinair Cargo faced an unprecedented disruption. Rather than merely reacting to the crisis, the company chose to seize the moment as a catalyst for deep, strategic transformation – redefining its commercial strategy, elevating the customer experience and laying a solid foundation for digital leadership and sustainability in airfreight. “At the heart of our transformation was a simple but powerful commitment – to put our customers first in everything we do,” says GertJan Roelands, SVP Commercial at Air France KLM Martinair Cargo.

From a spreadsheet to the industry-leading online booking and service platform

As global logistics evolved and customer expectations rose, Air France KLM Martinair Cargo recognised the growing demand for air cargo services to mirror the seamless, always-available nature of modern digital platforms. Inspired by best-in-class B2C models, the company set out to reimagine the traditional B2B cargo journey – making it transparent, controlled and simple, anytime and anywhere.

myCargo, the company’s full-service digital platform and central touch-point for customers worldwide, lies at the heart of this transformation. What began as a simple internal Excel-powered tool to generate quotes has since been developed in-house into a comprehensive quote-and-book solution. Over time, it has matured into a robust, end-to-end booking and service platform. Powered by dynamic pricing and modern revenue

management systems, myCargo allows users to book, modify and track shipments in real-time. The commercial approach has also become more data-driven, with the launch of a dedicated e-acquisition team leveraging data, content and digital engagement strategies under the principle: know your customer, engage and convert. Today, 88% of all bookings are made through myCargo – an achievement that reflects both the platform's capabilities and the degree of trust it has earned. "We consider this a strategic milestone in our transformation journey and clear confirmation from customers of the progress we've made," says GertJan Roelands.

But the transformation didn't stop here. To deliver more personalised and responsive service, the company is now launching CRM360, a global AI-powered service platform co-developed with Salesforce.

This next-generation solution ensures consistent, efficient and customised support throughout the customer journey, worldwide. Investments continue in AI-enabled solutions – such as chat, voice and priority models – providing customer service teams with cutting-edge tools, insight and expertise. "Our ambition is to offer a truly unique, next-level service experience in the industry – combining the best of human connection with technological excellence," says Roelands.

Customer centricity at the heart of the organisation

Customer experience (CX) has been placed at the core of the organisation – not just as a department, but as a shared responsibility across all teams. A new CX framework has been introduced to ensure end-to-end journey visibility, proactively address challenges and drive continuous improvement. Complementing this, the company streamlined its product portfolio and introduced Service Level Plus – offering enhanced flexibility and value. More innovations are underway, shaped by operational insight and ongoing customer dialogue.



Our commercial transformation also required a rethinking of the organisation itself. Air France KLM Martinair Cargo reduced its regional structure from five to two area zones, simplified its hierarchy and introduced a new generation of leaders with expertise in digital, data and customer strategy. Innovation and entrepreneurial spirit are actively encouraged, with employees empowered to initiate ideas that enhance customer value within a structured portfolio management process. These changes have served to increase the company's speed, agility and alignment with market demands.

Committed to reducing the carbon footprint of airfreight Sustainability remains a guiding priority. In December 2020, the company launched the airfreight industry's first Sustainable Aviation Fuel (SAF) programme, now supported by over 100 strategic partners. Through GoSAF – available directly via myCargo – customers can actively reduce emissions at a shipment level. These efforts are bolstered by fleet renewal initiatives directed at achieving zero-emission ground operations at its major hubs. While proud of the strides taken, the company remains realistic and realises there is still a long way to go. Collaboration is the key to real progress. When we join forces, we unlock new solutions and build a stronger supply chain.

Transformation leading to customer success and market leadership

Capturing the spirit of its

transformation, the company launched a new brand positioning concept: Here to Connect. More than just a slogan, this reflects Air France KLM Martinair Cargo's vision to be a leader in sustainable airfreight while passionately delivering a superior customer experience. This vision came to life in a brand film created in cooperation with the Bruut Amsterdam agency, which has won multiple awards for its message and creative impact.

The results speak for themselves. Digital bookings now account for 88% of all transactions, with the 90% milestone expected by year-end. Distribution costs have been significantly reduced. Our Net Promoter Score (NPS) – a key indicator of customer satisfaction – has improved by over 30% in five years. These achievements have solidified the company's competitive edge and contributed to its emergence as a market leader in airfreight out of Europe.

Reflecting on this journey, GertJan Roelands elaborates: "We're proud of our progress. We've gained market leadership in many areas, but we also recognise this is just the beginning. Transformation isn't a one-off endeavour – it's a mind-set. What we've achieved so far is thanks to the dedication of our diverse and talented teams, a deep commitment to our customers and our continued investment in innovation. We will keep evolving, listening and leading – with purpose – for our customers, for our people and for our planet."

Heathrow's Cargo Community selects BT's CCS-UK to improve landside efficiency



By implementing AIS across our cargo estate, Heathrow's cargo community is looking forward to being able to better plan and manage landside traffic flows, increasing the efficiency of pick-ups and drop-offs of time-sensitive cargo and reducing waiting times. An overall reduction in vehicle movements and congestion is expected, which will be monitored in support of our Heathrow 2.0 sustainability strategy.

Responding to our community's desire to better provide for trucks arriving from long distances, a new landside truck parking facility is now being trialled, giving vehicles a safe place to wait away from the main cargo estate and incorporating welfare facilities for drivers.

High quality data remains a core component underpinning our cargo strategy, and we are pleased to be continuing our partnership with Nallian and WorldACD.

James Golding, Head of Cargo and Airline Partnerships at Heathrow said: "Together, our new approach to engagement across our cargo community, the implementation of AIS, our truck parking facility trial, and data-led focus will ensure we continue growing Heathrow's cargo proposition to be fit for the future."

Heathrow has announced new measures to help make cargo operations more efficient and reduce its impact on our local community.

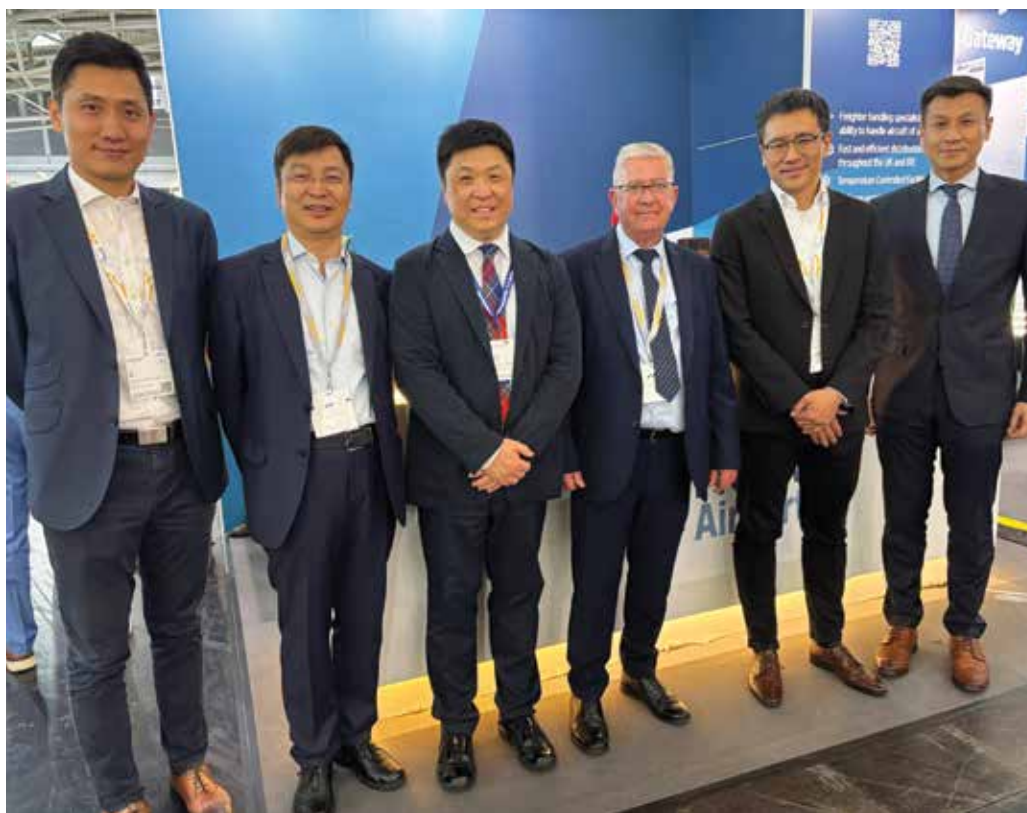
Ranging from hauliers and forwarders to ground handlers and airlines, Heathrow has brought together all those who have a stake in the airport's

cargo operations into a new Cargo Community Steering Committee, ensuring daily operations and longer-term investments bring the best value to all of our customers.

Efficient landside vehicle flows are a critical enabler to Heathrow's role as the UK's largest port by value. After Heathrow's cargo community was invited to review several suppliers,

BT's CCS- UK Advanced Information System (AIS) has been selected by the community to implement its slot booking solution for landside movements. BT brings significant operational understanding and in-depth knowledge of Heathrow's community and geography, together with integration with its existing customs capabilities.

Air China Cargo to set up its UK cargo hub at Glasgow Prestwick Airport



From left to right: Di Wu, Air China Cargo, Yunqing Shao, Air China Cargo, Colin Dai, Glasgow Prestwick Airport, Sales Director, Greater China, Nico Le Roux, Business Development Director, Glasgow Prestwick Airport, Lei Wang, Air China Cargo, and Vincent Zhou, Deputy GM, Marketing and Sales, Air China Cargo.

Glasgow Prestwick Airport (PIK) and Air China Cargo have announced the start of a scheduled freighter service from Guangzhou, China, to Prestwick, Scotland as the first flight landed at PIK this morning.

The new service commences with three flights per week, with the expectations this will grow over time and means there will be seven freighter flights per week between China and Glasgow Prestwick, Scotland, UK.

“We are delighted to announce Air China Cargo has chosen Glasgow Prestwick Airport as its UK freighter base. This really is an endorsement of Prestwick’s exceptional cargo handling capabilities and the service that our team deliver,” said Ian Forgie, CEO, Glasgow Prestwick Airport.

He added: “With the addition of the three new Air China Cargo flights we now have seven flights a week between China and Glasgow Prestwick. We are excited

to see the possibilities for Scottish exporters as we hope the return flights will become a strong trade lane between Scotland and Greater China and an alternative cargo gateway to and from the UK.”

Air China Cargo will base an operational and commercial team at PIK to develop their UK freighter operations and support the service.

“We are grateful for the strong working relationship we have with Air China Cargo and the possibilities this

scheduled freighter service offers to our cargo hub,” said Nico Le Roux, Business Development Director, Glasgow Prestwick Airport.

“Our investment in our cargo handling facilities and partnerships with leading last mile providers has paid off, and we are excited to develop this service alongside Air China Cargo in the coming months.”

Colin Dai, the Airport’s Country Sales Director for Greater China, said: “The launch of Air China Cargo’s first scheduled freighter service between China and the UK is a proud milestone for Glasgow Prestwick Airport.

“As China’s national flag carrier, Air China Cargo’s decision to operate direct flights between Guangzhou and Glasgow Prestwick is a strong vote of confidence in our capabilities and ambition to become the UK’s leading gateway for East Asia trade. We are honoured to partner with such a prestigious airline and look forward to building a strong, long-term relationship together.”

The first flight landed at Glasgow Prestwick Airport this morning and was welcomed with pipers and water canons, with the announcement of the partnership celebrated at the Transport Logistics show in Munich, Germany, with the PIK and Air China Cargo teams.

Lufthansa Cargo at transport logistic: Europe's leading network, ITA Airways cooperation, smart industry solutions, “Enabling Global Business”



- Lufthansa Cargo has the leading network to, from, and within Europe, connecting more than 350 destinations worldwide.
- Through its cooperation with ITA Airways, the company is gradually expanding its global belly capacity by almost 20 percent and adding Rome as its fifth European hub.
- Additional A321F station in Beirut.

Lufthansa Cargo is strengthening its position as one of the world's leading air cargo airlines by expanding its network and continuously enhancing its industry-specific logistics services and solutions. During the transport logistic trade fair in Munich today, the company shared insights into its new cooperation for marketing ITA Airways' cargo capacity and presented its logistics expertise tailored to the



needs of key industries.

“Our strength as part of the Lufthansa Group, Europe’s largest airline group, combined with our quality service, reliability and expertise in transporting all types of cargo – whether aircraft engines, insulin or microchips – creates a unique value offering for our customers,” said CEO Ashwin Bhat. By doing so, the company fulfills its mission of “Enabling Global Business” and connects international markets, economies and trading partners. “In a constantly evolving world, a large and flexible air freight network ensures rapid responsiveness and opens up growth opportunities – the basis of successful globalization.”

The leading network to, from, and within Europe

With its leading network to, from, and within Europe, Lufthansa Cargo connects all major economic centers and enables companies of all kinds to access the global market. This is ensured by five cargo hubs – Frankfurt, Munich, Vienna, Brussels, and, from mid-June, Rome as well as the capacities of eight airlines with more than 350 destinations and over 7,500 weekly flights worldwide. In addition to the capacity of its own cargo

aircraft fleet and the AeroLogic joint venture, the company markets the belly capacities of Lufthansa Airlines, Austrian Airlines, Brussels Airlines, Discover Airlines, SunExpress, and soon also ITA Airways. An extensive Road Feeder Service (RFS) with over 115 destinations in Europe complements the airline’s route network on the ground.

New partnership with ITA Airways

Lufthansa Cargo recently announced that it will market and manage the cargo capacity of ITA Airways, opening a new chapter in its network strategy. The first flights from São Paulo, Rio de Janeiro, and Buenos Aires to Rome will take off on June 16. “This will enable us to offer our customers even more flexible and reliable freight connections to and from Europe,” says Bhat. “At the same time, this partnership strengthens our ability to support global trade and our customers through expanded reach and shorter transit times.” Subject to regulatory approvals, Lufthansa Cargo will gradually take over the marketing of ITA Airways’ entire continental and intercontinental freight network. This cooperation will increase Lufthansa Cargo’s global belly capacity by almost

20 percent, which corresponds to a theoretical expansion of its fleet by three freighters.

The company’s flexible network management enables it to respond quickly and flexibly to market developments and changing customer requirements. The latest additions to the network include the direct service launched last year with a Boeing 777 freighter from Brussels to Chicago, primarily for the pharmaceutical industry, the integration of Munich into the A321 cargo network, and a new transpacific service from Ho Chi Minh City to Los Angeles to meet growing demand.

Lufthansa Cargo adds Beirut (BEY) to its A321F network

On July 3, 2025, Lufthansa Cargo will add Beirut Airport (BEY) to its short- and medium-haul network in the Middle East. The connection will be offered once a week on Thursdays with flight number LH8354/LH8355 from Frankfurt (FRA) to the Lebanese capital. With the new station and the belly capacities of the Lufthansa Group, Lufthansa Cargo will offer its customers connections to over 50 destinations in the Middle East and Africa, including six freighter stations. The air cargo carrier



is thus strengthening resilient supply chains in the region.

Supporting key global industries

In addition to its dense global network, Lufthansa Cargo also presented its expertise and specialized freight solutions for industries such as automotive, pharmaceuticals & healthcare, semiconductors, and aviation. “From meeting special temperature requirements and ensuring the safety of valuable and sensitive products to the on-time delivery of production and spare parts, our customers can rest assured that their cargo will arrive safely and intact at its destination,” said Frank Bauer, who will take up the position of Chief Operating Officer (COO) on July 1.

In 2024, for example, around 850 tons of the “Emergency” product were transported with the highest priority and unlimited access to freight capacity, representing an increase of around 190 tons compared to 2023 – because “Enabling Global Business” also means being reliable for its customers when it is particularly urgent. In addition, over 130,000

shipments were handled at the highest speed td.Zoom, an increase of almost 40 percent compared to the previous year. “With the extensive know-how of our employees and our many years of experience in handling and transporting air freight, we create efficient processes, maximum transparency in shipment tracking and sustainable growth for our customers,” said Bauer.

Insights into four key industries

This is underpinned by practical insights into four key industries:

- **Automotive industry:** Demand for battery and electronic components is growing by over 4 percent annually until 2030. Air freight offers the fastest, most reliable connections for entire vehicles, just-in-time production and spare parts, and prototypes. Lufthansa Cargo works with OEMs, suppliers, and freight forwarders to develop customized transport models ranging from express connections to temperature-controlled solutions and ensures transparency through real-time tracking.
- **Pharma & Healthcare:** In 2024, Lufthansa Cargo transported around

87,000 tons of pharmaceutical products, equivalent to the capacity of around 845 Boeing 777 freighters. The CEIV-certified Pharma Hubs Frankfurt and Munich form a strong basis for handling, supplemented by 30 CEIV Pharma stations worldwide and six GDP-certified locations. Innovations such as the 24/7 Pharma Control Tower and the smartULD system for real-time temperature data increase transparency and service quality for customers.

- **Semiconductors:** The industry is growing from around USD 627 billion today to up to USD 1.2 trillion by 2030. Lufthansa Cargo has been a trusted air freight partner for the semiconductor industry for over 30 years and stands for the highest quality standards in the handling of sensitive goods. From the transport of heavy, sensitive production machinery and temperature- and humidity-sensitive lenses to valuable microchips, Lufthansa Cargo offers specialized services and has developed sustainable container solutions for the B777F fleet in cooperation with customers.

- **Aviation:** Lufthansa Cargo offers two core services for the aviation industry: the safe transport of oversized, sensitive components such as engines – this is where the specialized Loadability Team for “AC Engine Movements” comes into play, which coordinated and accompanied over 1,000 turbine movements in 2024 (+20 percent compared to 2023). The company also offers high-priority spare parts logistics with td.Flash and td.Zoom for time-critical deliveries. The offering is complemented by dangerous goods transport in accordance with IATA guidelines, real-time tracking, and seamless processes to keep unscheduled downtime to a minimum.

With its extensive network and tailor-made quality services and solutions for a wide range of industries, Lufthansa Cargo offers its customers maximum planning reliability, speed, and transparency, directly contributing to their success, thereby “Enabling Global Business”.

Avianca Cargo announces a collaboration agreement with Amazon Air Cargo



- One of the main objectives is to provide customers with greater capacity and access to a more extensive and interconnected network.
- The collaboration agreement aims to enable Amazon Air Cargo to achieve a broader presence in the region, leveraging Avianca Cargo's capabilities.

Avianca Cargo is pleased to announce its collaboration agreement with Amazon Air Cargo with an initial daily 767 -300 F charter operation between Bogotá and Miami, that will enhance air freight capabilities between the United States and Latin America, with operations beginning April 8, 2025. Aimed at combining the strengths of both cargo airlines to deliver higher value to their customers by improving the quality of their services.

"We are thrilled and proud to announce this collaboration agreement

with Amazon Air Cargo, steps like these contribute to the economic development and positioning of the region's cargo industry. This milestone reflects our commitment of building long term relations that consolidate mutual benefit to both parties and our customers, extending our network and giving a consistent service," said Diogo Elias, CEO of Avianca Cargo.

This new collaboration agreement enhances capacity and access to a broader, interconnected network, reinforcing Avianca Cargo's commitment to excellence, reliability,

and the advancement of the cargo sector in Latin America. Through this collaboration, it facilitates the transportation of flowers and other essential goods, further strengthening its dedication to efficiency and global connectivity.

"This new service agreement enables Amazon Air Cargo to bring our customer-obsessed approach to Colombia's air freight market segment," said Tom Bradley, Director of Global Air Cargo for Amazon Air Cargo. "We're excited to deliver the speed, reliability, and high service standards that Amazon customers expect, while supporting the growing demands of cross-border commerce between Colombia and the United States. This dedicated air cargo service will help businesses of all sizes connect with customers across these important market segments more efficiently."

Etihad Cargo launches SmartTrack, the industry's first real-time smart shipment tracking solution



Etihad Cargo, the cargo and logistics arm of Etihad Airways, has launched SmartTrack, a game-changing premium service that gives customers real-time access to shipment location and condition data, raising the bar for transparency in global air freight. Unveiled at Air Cargo Europe 2025 in Munich, SmartTrack positions Etihad Cargo as the first carrier globally to implement this type of advanced smart tracking solution.

Developed in partnership with Tag-N-Trac, SmartTrack leverages cutting-edge smart label technology to deliver comprehensive end-to-end shipment monitoring. The label is equipped with cellular, GPS, Bluetooth and Wi-Fi connectivity, capturing real-time data on exact location, temperature and humidity, shock, tilt and light exposure. This makes SmartTrack the ideal solution for mission-critical and condition-sensitive cargo, including pharmaceuticals,

electronics and high-value goods.

SmartTrack is designed with a focus on both efficiency and sustainability. The smart label, which can remain active for up to 30 days, features minimal packaging and eliminates the need for return logistics.

SmartTrack will be fully integrated into Etihad Cargo's digital platform and mobile app and aims to provide customers with a tailored, intuitive interface featuring live

maps, milestone updates and access to full sensor data. This digital experience is supported by Etihad Cargo's centralised control tower, which delivers 24/7 operational oversight and proactive performance monitoring, ensuring transparency and service excellence at every stage of the journey.

"This launch represents a transformation in how we deliver even more peace of mind to our customers," said Stanislas Brun, Chief Cargo Officer at Etihad Airways. "By combining simplicity, intelligence and automation, we are reinforcing our commitment to smarter, more transparent logistics."

"When Etihad Airways' cargo team asked us if we could deliver an air cargo visibility digital solution in three months, we were up for the challenge. We knew we were setting a new standard in cargo visibility with our smart label-based RELATIVITY platform, empowering Etihad with the information they need, when they need it, across the globe," said Venu Gutlapalli, CEO of Tag-N-Trac.

Following extensive field testing across major global trade lanes, the SmartTrack label has demonstrated consistent, high-accuracy performance across both air and ground transport.

SmartTrack will be available to customers via the Etihad Cargo website and mobile app from October 2025, as part of the airline's broader digital transformation strategy focused on innovation, operational excellence and exceeding evolving customer expectations.

Etihad Airways and SF Airlines Sign Cargo Joint Business Agreement to Expand Global Air Freight Network

- Etihad Airways and SF Airlines have signed a Joint Business Agreement to enhance air cargo connectivity and expand services for customers across key global markets.
- The joint business will provide Etihad Airways and SF Airlines customers with greater access to new destinations and expanded service offerings, strengthening trade and logistics links between the Middle East, China and beyond.
- The Joint Business Agreement underscores both airlines' commitment to innovation, customer service excellence and strengthening air cargo infrastructure.

Etihad Airways and SF Airlines, China's leading air cargo carrier, have signed a Joint Business Agreement (JBA) to enhance their cargo operations, expand network capacity and offer customers greater flexibility and service options. The agreement was signed today by Antonoaldo Neves, Chief Executive Officer, Etihad Airways and Li Sheng, Vice President of SF Group and Chairman of SF Airlines.

Through the agreement, Etihad Airways and SF Airlines will collaborate on a metal-neutral basis to jointly market and integrate their airfreight services. The partnership is designed to foster incremental growth and create a seamless, shared network that offers customers an expanded range of destinations, increased cargo capacity and enhanced service efficiency.

As part of the JBA, Etihad Airways and SF Airlines will enhance customer choice by expanding network connectivity and capacity across key trade lanes. Both carriers will also invest in improving service quality and operational efficiency, ensuring a consistently elevated customer experience.

The partnership enables coordinated pricing strategies and alignment of service standards, delivering a streamlined and competitive offering. Additionally, the collaboration will support the strategic allocation of routes, sales efforts and client portfolios, allowing for joint decision-making and driving operational synergies.

With the growth of cross-border e-commerce, time-sensitive shipments and specialised logistics services, the partnership between Etihad Airways and SF Airlines will offer greater flexibility and tailored solutions to meet evolving customer needs. The joint business will focus on key cargo product verticals, including Etihad Cargo's SecureTech and PharmaLife solutions, which support the movement of high-value electronics, sensitive equipment and temperature-controlled pharmaceutical goods.

Antonoaldo Neves, Chief Executive Officer, Etihad Airways, said: "This business agreement marks an important step in Etihad's strategy to strengthen global connectivity and deliver



greater value to our customers. By working closely with SF Airlines, we are expanding our service offerings, optimising operational efficiency and enhancing our competitive position in the air cargo industry."

Li Sheng, Vice President of SF Group and Chairman of SF Airlines, added: "This agreement represents a significant milestone for SF Airlines as we continue to build our international network. Partnering with Etihad Airways enables us to increase capacity and gain greater market access, offering customers enhanced services. Together, we will drive innovation and efficiency to meet the growing demand for high-quality logistics solutions."

This strategic collaboration is expected to generate significant business efficiencies, support revenue growth and enhance customer satisfaction. By combining their strengths, Etihad Airways and SF Airlines are better positioned to offer world-class air cargo solutions that respond to the evolving demands of the global logistics industry.

Etihad Cargo signs strategic agreement with Ezhou Huahu Airport to strengthen access throughout Asia-Pacific

- Etihad Cargo and Hubei International Logistics Airport Company sign strategic cooperation agreement at Air Cargo Europe 2025
- Partnership to establish Ezhou Huahu Airport as one of Etihad Cargo's core hubs in China
- The agreement will boost connectivity across China, the Middle East, Europe and Africa
- Parties to collaborate on expanding e-commerce and cold chain logistics capabilities



Etihad Cargo, the cargo and logistics arm of Etihad Airways, has signed a strategic cooperation agreement with Ezhou Huahu Airport during Air Cargo Europe 2025, reinforcing the carrier's commitment to expanding access across Asia-Pacific and unlocking greater trade potential between China and global markets.

The agreement was signed by Stanislas Brun, Chief Cargo Officer at Etihad Airways, Mr Luo Guowei, Party Committee Member and Deputy General Manager of Hubei Airport Group Company and Chairman of Hubei International Logistics Airport Company, and Mr Li Wei, Deputy General Manager

of Hubei International Logistics Airport Company. The signing took place at the Etihad Cargo stand and marks the start of a long-term collaboration between the two organisations.

As part of the agreement, Etihad Cargo will strengthen its strategic presence at Ezhou Huahu Airport, which will serve as a key gateway within its broader China network. This complements the carrier's ongoing operations in Shanghai (PVG) and Shenzhen (SZX), ensuring nationwide access and greater flexibility for customers.

"Ezhou Huahu Airport is already recognised across China for its outstanding capabilities and world-class

logistics infrastructure," said Stanislas Brun, Chief Cargo Officer at Etihad Airways.

"This partnership will amplify Ezhou Huahu Airport's strengths across Europe, the Middle East and Africa. It represents an exciting opportunity to accelerate the development of more connected, efficient logistics solutions and those not yet engaging with this corridor risk being left behind."

The partnership will focus on increasing flight frequencies, opening new routes and building joint solutions for cross-border e-commerce, cold chain logistics and high-value manufacturing. The integration of Ezhou's hub warehouse with Etihad Cargo's global network will create a seamless two-way trade channel, strengthening market access for Chinese exports while enhancing inbound logistics flows.

Etihad Cargo currently operates four Boeing 777 freighters per week to Ezhou Huahu Airport. The airport, which opened in 2022, is Asia's first dedicated cargo airport and includes 135 aircraft stands, dual

3,600-metre runways and the capacity to handle 3.3 million tonnes of cargo annually. Located in Hubei Province, it offers unrivalled domestic reach and growing international connectivity.

Mr Luo Guowei, Party Committee Member and Deputy General Manager of Hubei Airport Group Company and Chairman of the Board of Hubei International Logistics Airport Company, said: "This partnership is an important step in the airport's global growth. Etihad Cargo's strategic network and hub in Abu Dhabi offer new pathways for China's exporters and we look forward to building stronger links across continents. We are also exploring opportunities to collaborate further with stakeholders in Abu Dhabi and identify areas for long-term, mutual benefit."

This agreement aligns with Etihad Cargo's strategic focus on building integrated regional partnerships that create tangible value across the air cargo ecosystem and support China's growing leadership in global logistics innovation.

Emirates SkyCargo bolsters connectivity between Europe and its global network

- Two additional weekly charters boost capacity between Milan and Southeast China
- New weekly stop in Beirut enhances connectivity with Spain and the Netherlands



Emirates SkyCargo, the cargo arm of the world's largest international airline, has bolstered freighter connectivity between European destinations and key points on its vast global network. Building on its geographic advantages, headquartered in the centre of the world, Emirates SkyCargo serves as a vital bridge between East and West, facilitating the flow of trade quickly, efficiently and reliably.

Emirates SkyCargo plans to deploy an additional two weekly charter freighters enhancing the connectivity between Milan and Southeast China, via Dubai, starting Q3 2025. Anticipated commodities from Milan include fashion and pharmaceuticals, as well as general cargo.

The current weekly freighter connecting Dubai World Central (DWC), Maastricht Aachen Airport (MST) and Zaragoza Airport (ZAZ), will now receive an additional stop in Beirut (BEY) before returning to Dubai, enhancing connectivity to the Levant. Serving as a feeder gateway to and from Western European markets, Maastricht is one of the region's busiest cargo hubs,

particularly for general cargo and pharmaceuticals, both of which Emirates SkyCargo expects to transport to Beirut in large volumes. Likewise, Zaragoza Airport boasts excellent road and rail connectivity with Spain's main economic and industrial, and handles significant volumes of fashion and apparel, which will now move to Beirut more directly.

Badr Abbas, Divisional Senior Vice President, Emirates SkyCargo said, "Harnessing the power and connectivity of Emirates' global network, a fleet over 260 passenger and freighter aircraft, and a multi-vertical portfolio of specialist logistics solutions, we have the scale and flexibility to keep trade flowing, even in the face of market instability.

"As we receive our new Boeing 777 freighters, we are deploying them quickly and strategically to serve the unwavering demand across our network. Whether by layering on frequencies or adding new route stops, we will continue to evolve our operations, schedule and network in line with global trade patterns, to ensure we provide an unbeatable service to our customers."

Emirates SkyCargo freighters serve more destinations in Europe than any other region on its vast global network, including two cargo-only destinations, and is complemented by passenger operations to 40 destinations. The high-frequency flight scheduled, comprising 45 freighter flights and 545 passenger flights every week, ensures that goods from Europe move seamlessly and at speed across the globe.

In the last financial year, Emirates SkyCargo uplifted an average of **6,900 tonnes from Europe every week**, strengthening international trade lanes with the movement of pharmaceuticals from Denmark and Belgium, perishables such as fresh salmon from Norway and whisky from Glasgow, automotive shipments from Frankfurt and, of course, general cargo from every destination. **43% of the volume was transported to the UAE and Middle East**, and a further **32% was carried to the Far East and Australasia**, highlighting Emirates SkyCargo's vital role as a bridge between European manufacturers, traders and exporters with businesses all over the world.

Rollover to more efficiency - Swiss WorldCargo successfully completes its transition to newer, lighter, and more sustainable containers



Swiss WorldCargo has successfully completed its rollover to a range of brand-new, lighter, and more sustainable containers – right on schedule for the Summer 2025 timetable (into effect from 30 March 2025). The new containers not only modernize the airfreight division's operational activities but also offer potential for fuel savings and CO2 emissions reduction, contributing to more sustainable cargo operations.

Over the past nine months, Swiss WorldCargo has invested in a transition that promises long-term benefits for its cargo operations. With the support of Jettainer as a trusted supplier and partner, the airfreight division successfully completed the rollover of all leased unit load devices (ULDs) of types AKE and AKH employed on SWISS and Edelweiss flights. In total, more than 3,300 old AKE and AKH containers have been replaced with new ones.

The new ULDs are a true game-changer: not only are they newer and lighter – the reduction of the tare weight is by 22 kg per AKE type of container, and 20 kg per AKH ULD – but they also offer Swiss WorldCargo an opportunity to positively impact its cargo operations and sustainability ambitions. In fact, the weight decrease translates into fuel savings of nearly 900 tons per year, and contributes to lowering CO2 emissions by approximately 2,770 tons per year,

advancing the airfreight division's goal to more sustainable cargo operations.

In addition, Swiss WorldCargo has recently replaced over 1,500 old PMC and PAJ pallets with brand-new versions. Like the new containers, the introduction of the new pallets will support more sustainable operational activities, while also ensuring a continuous commitment to the highest standards of safety in the air cargo industry, thanks to greater efficiency due to reduced repair requirements.

This successful transition highlights Swiss WorldCargo's dedication to operational excellence and its strong drive to implement impactful and meaningful sustainability initiatives.

"We are very enthusiastic about our successful rollover to newer, lighter and more sustainable containers and pallets" said **Miguel Seco, Head of Global Business Excellence at Swiss WorldCargo**. *"This completed transition marks not just the constant evolution of our cargo operations to keep delivering excellence to our customers with each shipment, but also our commitment to a future where efficiency and sustainability move forward together – lighter containers, heavier impact."*

"ULDs are an essential element of aviation and therefore a lever for greater efficiency and sustainability that should not be underestimated. We are delighted to support Swiss WorldCargo on its path toward more sustainable cargo operations through the efficient management of a lighter ULD fleet" commented **Dr. Gert Pfeifer, General Manager DACH at Jettainer**.

TBC, Turkish Airlines and Visa launch Georgia's first airline cobranded card



TBC Georgia, a leading financial services provider in the South Caucasus country and part of London-listed TBC Bank Group, announces the launch of its co-branded premium debit card in partnership with Turkish Airlines and Visa.

This exclusive product, Georgia's first co-branded bank card with an international airline carrier, illustrates TBC Georgia's strategy to further enrich its retail banking offering. Available exclusively to customers of TBC Concept 360 and TBC Wealth Management, the bank's premium and private banking services, TBC's Turkish Airlines Visa card enables customers to accrue miles at every stage of their international journey. This includes booking flights and accommodation, using transportation and making restaurant purchases, as well as taking domestic flights and booking hotels in Georgia.

A Memorandum of Understanding between TBC Georgia, Turkish Airlines and Visa, enabling the new premium debit card, was signed on the 12th of June in Istanbul. Miles earned with the card can be redeemed via the Turkish Airlines app or website to book flights, purchase extra baggage, upgrade cabin class, seat selection or shop at the Turkish Airlines online store.

In addition to earning miles, cardholders will also enjoy exclusive perks, such as ten access passes for airport lounges and fast-track security lanes for themselves and up to three travel companions, savings on taxi rides to and from Tbilisi International Airport,

as well as discounted international internet roaming and more.

This landmark offering from TBC, Turkish Airlines and Visa reflects TBC Georgia's ongoing commitment to enhancing its retail banking offering and solidifying its position as the country's market-leading bank. Building on the success of the bank's flagship debit product, TBC Card, which has been issued to over 260,000 customers as of 1Q 2025 (up 3x YoY), TBC's Turkish Airlines Visa debit card is set to unlock added value for premium retail customers, driving deeper loyalty and engagement.

Vakhtang Butskhrikidze, CEO of TBC Bank Group, commented: "This first-of-its-kind partnership with Turkish Airlines and Visa underscores our commitment to redefining the banking experience for our customers in Georgia. By bringing together the strengths of three trusted brands, we are proud to offer this exclusive product designed to make travel simpler, more rewarding, and more convenient for our premium banking customers. As one of the country's market leading banks, we remain focused on raising the bar in customer experience, expanding our product offering to deliver exceptional value and service to our customers."

Arif Ali Gezmisoglu, SVP of Marketing for Turkish Airlines,

added: "We are pleased to launch this co-branded card in partnership with TBC and Visa, offering Georgian customers new ways to benefit from their daily spending. This collaboration reflects our focus on enhancing the travel experience beyond the flight itself and creating additional value for our passengers."

Diana Kiguradze, Regional Manager for the Caucasus and Moldova at Visa, said: "I am thrilled to announce the launch of Georgia's first airline co-branded card, designed exclusively for the discerning traveller. Our customers can now look forward to a more convenient, enjoyable, and memorable international journey, enriched by comprehensive travel benefits and rewarding everyday spending. This collaboration underscores our commitment to providing exceptional value to those with a passion for travel."

TBC Georgia is part of London-listed TBC Bank Group, a leading provider of modern, tech-enabled financial services in the Caucasus and Central Asia. In addition to TBC Georgia, the Group operates TBC Uzbekistan, the leading digital banking ecosystem in Central Asia with 19.7 million users.



Turkish Cargo Named “Cargo Airline of the Year – Global” at the 2025 World Air Cargo Awards

Turkish Cargo, the global air cargo brand of Turkish Airlines, has been honored with the “Cargo Airline of the Year – Global” award at the 2025 World Air Cargo Awards, one of the most prestigious accolades in the air cargo industry.

The award ceremony, held on June 3 in Munich, Germany, was part of Air Cargo Europe, the industry’s largest gathering of logistics and air freight professionals. The recognition, widely regarded as the “Oscars” of the air cargo sector, was organized by Air Cargo Week, a leading global publication.

Turkish Cargo was selected for this honor through a combination of votes from industry professionals

and a comprehensive assessment by an independent jury. The award highlights the carrier’s excellence in key categories such as operational performance, customer satisfaction, digital innovation, global network strength, and compliance with international safety standards.

Commenting on the achievement, **Ali Türk, Chief Cargo Officer at Turkish Airlines**, said: “We are truly honored to be recognized as the ‘Cargo Airline of the Year – Global’ by such a respected platform. This award is a powerful testament to the strength of our operations, our technology-driven infrastructure, our people-first culture, and our sustainable approach to service delivery. It is the result of a team that

moves in unity, acts with responsibility, and creates value together in every condition. I extend my heartfelt thanks to our customers for their trust, to all our colleagues for their dedication, and to the industry stakeholders who deemed us worthy of this recognition.”

With a leadership vision validated by international recognition, Turkish Cargo continues to set new standards in global air cargo transportation. Backed by its next-generation cargo hub SMARTIST, advanced digital systems, robust freighter fleet, and a growing network of destinations, the carrier plays an instrumental role in shaping the future of the logistics industry through operational excellence and sustainability-driven innovation.

WestJet Cargo expands network portfolio



WestJet Cargo is expanding its network portfolio following the successful integration of Sunwing Airlines, adding new destinations and increasing capacity in existing markets. This expansion is primarily focused on increasing cargo capacity to and from the Caribbean, particularly Cuba, with new services to Holguin, Santa Clara, and Varadero. The integration of Sunwing's 18 Boeing 737 aircraft into the WestJet fleet has significantly boosted cargo capacity and enabled the new freight service options.

WestJet Cargo has announced the expansion of its network, following the successful integration of Sunwing Airlines into the WestJet Group. The addition of Sunwing's 18 Boeing 737 aircraft into the WestJet fleet brings enhanced cargo capacity and new freight service opportunities across key Caribbean destinations. WestJet Cargo will offer increased capacity to Holguin (HOG), Santa Clara (SNU), and Varadero (VRA) in Cuba, with up to 2.5 tons of additional cargo space available per flight.

"This aircraft capacity is a welcome addition, both for increased belly cargo throughput in Eastern Canada and for guest connectivity through WestJet Airlines," says **Julius Mooney, Director of Commercial Cargo at WestJet.**

The expansion builds on WestJet's existing weekly Toronto–Havana service, launched in 2023, and now includes daily service between Toronto (YYZ) and Varadero, four times weekly

service between Toronto and Santa Clara, and three times weekly service between Toronto and Holguin.

In addition, daily freight service is also introduced between Montreal (YUL) and Varadero, and four times weekly service is added between Montréal and Holguin.

"Canada is Cuba's fourth largest trading partner, and this unique economic relationship has opened amazing opportunities for our clients and our business," continues Mooney, adding, "We look forward to expanding across even more cargo destinations in the coming months."

Capacity growth is complemented by an increase to daily service between Toronto and Cancun (CUN), Montego Bay (MBJ) and Punta Cana (PUJ), while service is also increased between Toronto and Puerto Plata (POP) to three times weekly, and between Toronto and Liberia (LIR) to twice weekly.

Here's a more detailed breakdown:

- **New Cuban Destinations:**

WestJet Cargo is adding new

destinations in Cuba, including daily service to Varadero and multiple weekly services to Holguin and Santa Clara.

- **Increased Capacity:**

The integration of Sunwing's fleet has allowed for increased capacity on existing routes, such as daily service to Cancun, Montego Bay, and Punta Cana, and increased service to Puerto Plata and Liberia.

- **Focus on Caribbean:**

The expansion is heavily focused on the Caribbean region, with a particular emphasis on Cuba and its unique economic relationship with Canada as a major trading partner.

- **Sunwing Integration:**

The merger with Sunwing has been crucial to the expansion, providing WestJet Cargo with a significant increase in aircraft and cargo capacity.

- **Future Growth:**

WestJet Cargo is looking to further expand its network in the coming months, suggesting this is just the beginning of a larger expansion strategy.

Swissport expands air cargo handling services to Milan Malpensa



Swissport is strengthening its presence in Italy with the launch of cargo handling operations in Milan Malpensa. The company is further planning to expand beyond the new cargo operations at Malpensa, actively pursuing growth in ground handling, air cargo, lounge hospitality, and executive aviation across Italy.

Swissport, the world's leading provider of airport ground services and air cargo handling, is expanding its presence in Italy with the launch of cargo operations at Milan Malpensa. This strategic move marks a new chapter for Swissport Italia, reinforcing its commitment to the Italian market.

The company's new cargo operation at Milan Malpensa is located in a 4,000 sqm second-line cargo warehouse within the WTC Malpensa complex. The newly refurbished facility meets the

highest industry standards for customs certification, safety, and security.

Swissport will initially focus on import handling, pre-customs clearance, and distribution to express delivery service providers. In a second phase, the company aims to develop export operations and expand its offering to general cargo and air freight customers at Milan Malpensa and throughout Italy. "Swissport's cargo strategy in Italy has always aimed to expand to Malpensa, the primary hub for air cargo operations in Italy,"

says **Massimo Roccasecca, Cargo Director of Swissport Italia.**

Swissport's dedication to Italy goes beyond its new cargo operations at Malpensa. "Swissport is deeply committed to the Italian market, leveraging its global expertise to establish a strong cargo handling presence while pursuing growth opportunities in ground handling, lounge hospitality, and executive aviation," adds **Marina Bottelli, CEO of Swissport Italia SPA.**

Swissport and Aurigo launch first global pilot of autonomous ground handling solutions at Zurich Airport



Swissport has partnered with UK-based Aurigo International plc to conduct its first-ever global pilot of autonomous ground handling technologies at Zurich Airport, marking an important step in Swissport's innovation roadmap. The initiative includes the deployment of a digital simulation platform, and a live trial of a fully autonomous electric vehicle designed to explore new efficiencies in airside logistics.

Swissport, the world's leading provider of airport ground services and air cargo handling, has announced a strategic partnership with UK-based Aurigo International plc for its first global pilot project involving autonomous ground handling solutions. The collaboration will launch at Zurich Airport, positioning Swissport as a pioneer in next-generation intelligent Ground Support Equipment (iGSE) and as a forward-looking, tech-enabled ground handler.

"This partnership marks a key milestone in Swissport's innovation journey," says Warwick Brady, President & CEO of Swissport International. "By integrating autonomous technologies into our operations, we are taking a next step in redefining ground handling - improving safety, boosting efficiency, and supporting the sustainability ambitions of our airline and airport partners across our global network."

Driving Innovation In Airside Operations

The initiative begins with the

deployment of a digital simulation platform at Zurich Airport, marking the first step in Swissport's exploration of autonomous ground handling solutions. Auto-Sim enables Swissport to model ground operations, in a virtual environment, identify automation opportunities, and support data-driven infrastructure and operational planning.

The next phase of the pilot will feature a live trial of Aurigo's autonomous, electric vehicle Auto-DollyTug, which is equipped with 360° obstacle detection, advanced situational awareness, and automated loading and unloading capabilities for Unit Load Devices (ULDs). The system is designed to optimise ramp operations and integrate seamlessly into fleet coordination strategies.

Long-Term Strategic Vision

The collaboration at Zurich Airport marks the first step in a broader rollout plan. Swissport and Aurigo will jointly assess additional airport locations for future implementation, with Swissport securing exclusive operational rights

for Aurigo's autonomous solutions at its co-operated locations. Swissport will also benefit from early access to Aurigo's expanding autonomous portfolio, including its remote control and command platform, enabling the scalable deployment of autonomous assets across the company's global network.

"This partnership with Swissport is a pivotal step in scaling autonomous innovation across global aviation," said Professor David Keene, CEO of Aurigo International. This agreement underscores our shared commitment to long-term collaboration, innovation, and operational excellence in aviation automation."

As the aviation industry adapts to changing demands, Swissport continues to lead by investing in intelligent technologies and sustainable practices. Through its partnership with Aurigo, Swissport is reinforcing its position at the forefront of digital transformation in airport ground handling, supporting the evolving needs of airlines and airports worldwide.



Meet the Faces Behind Swissport: Priscila's journey to digitizing Cargo Operations

In 2024, Swissport handled more than 5 million tons of freight across our 117 cargo centers worldwide. As a critical link within global supply chains, our air cargo services help keep the world moving. In this edition of Meet the Faces Behind Swissport, we sit down with Priscila, Global Operations Manager for Cargo, based in Zurich.

With more than 20 years of experience in the aviation industry, Priscila brings a wealth of operational knowledge to Swissport. Originally from Brazil, she moved to Switzerland in 2018 to pursue an IATA-accredited Diploma of Advanced Studies (DAS) in Aviation Management from the University of Geneva.

Outside of work, Priscila enjoys running, spending time with friends and family, and learning to play the accordion. She's also a former soccer player who brings the same energy and focus from the field into her daily work.

Priscila's Aviation Career

She began her career in passenger



and cargo management roles at TAM Airlines (nowadays known as LATAM) before joining Swissport as an Operational Key Account Manager in Brazil. She later became Head of Planning and eventually transitioned into a global cargo role.

“Each step in my career has broadened my perspective—from local country-specific challenges to global strategy and innovation. I’ve always found cargo fascinating—it’s a dynamic and essential part of the industry that often operates behind the scenes. I’m inspired to modernize and digitize cargo operations”.

With a passion for problem-solving and a deep understanding of operational strategy, Priscila is helping

transform how our cargo warehouses operate—modernizing processes and fostering a culture of innovation across the network.

Leading global cargo innovation

In her current role, Priscila leads Swissport’s Cargo Quality initiatives and supports the rollout of digital solutions across our warehouses. She helps teams understand and meet service-level agreements (SLAs) while ensuring best practices and operational consistency.

Her proudest achievement to date? Successfully implementing the Cargospot Mobile program across 75 warehouses, which improved quality KPIs by 30% by capturing data directly at the source, Priscila says.

Priscila believes digital tools are the future of cargo operations. They play a crucial role in aligning Swissport’s operations with IATA Cargo IQ standards. With the integration of tools like Integrated Weighing Solution (IWS), the Cargo Customer Portal, and Power BI, day-to-day operations have become simpler and more efficient. Workflows are optimized, data accuracy is enhanced, and teams are empowered to take a proactive rather than reactive approach.

“The future of cargo operations is undoubtedly digital, data-driven, and customer-centric. We’re moving toward a world where real-time visibility, predictive capabilities, and technology enabled decision-making are the standard, not the exception.”

Embracing the Challenge of Change

When Priscila stepped into her global cargo role in 2019, she also stepped into one of the most complex challenges in any industry: change management.

Many teams had long relied on familiar manual processes, so phasing out the tried and trusted ‘pen and paper’ method in favor of mobile technology required trust-building and hands-on training to demonstrate the benefits of digital solutions. To

compound this issue, Cargospot Mobile was launched during the COVID-19 pandemic, limiting the opportunities for on-site support.

To overcome this, Priscila and a global network of collaborators created multilingual training videos, test cases and user guides, and held virtual sessions to walk teams through real-world scenarios. These efforts have significantly reduced the number of days required during the onsite visit.

They also introduced adoption reports to identify where additional support was needed. By engaging in constructive dialogue with them, concerns and obstacles were addressed that helped iron out inefficiencies with mobile technology.

“This feedback loop has helped us adjust the rollout by addressing specific issues and ensuring the technology truly supports operational realities. We listened, adapted, and worked together to make the technology work for everyone. Over time, we’ve seen growing confidence and genuine engagement”.

Priscila’s Life at Swissport

Reflecting on nearly 10 years with Swissport, Priscila told us what keeps her motivated is the opportunity to improve how people work.

“I love turning complexity into clarity,” she says. “Helping teams adopt smarter, more efficient ways of working is incredibly fulfilling”.

For Priscila, her work self is about being passionate and intentional in everything she does. She believes that when you align your work with your values and interests, it brings purpose and fulfillment to every challenge.

Overall, Priscila feels a sense of amazement and gratitude when reflecting on her career. She’s traveled extensively, relocating from Brazil to Switzerland in the process. She’s learned from impactful leaders and engaged with people from different cultures, facing a wide range of challenges and opportunities along the way.



Swissport increases cargo capacity in Basel

Swissport has reinforced its logistics operations at EuroAirport Basel–Mulhouse–Freiburg with the addition of 800 square meters of new freight space. The expanded facility responds to rising import volumes and boosts the speed and efficiency of its cargo handling services. To accommodate growing demand from existing carrier networks, Swissport has expanded its logistics infrastructure at EuroAirport

Basel with an additional 800 m² of freight space — enabling optimized capacity and route planning for airlines already serving the airport, while also supporting CO₂ reduction goals.

In 2024, the company handled over 47,000 tons of cargo at the site, **underlining** EuroAirport’s strategic role as a gateway for international goods – particularly pharmaceuticals. To support this growth by focusing on more efficient use of existing flights, Swissport has increased capacity and, in coordination with both French and Swiss customs, implemented streamlined processes tailored to the airport’s unique bi-national structure. These measures enable faster last-mile distribution and ensure smooth, efficient cargo handling.

“Located in the heart of Europe, at the crossroads of three countries, EuroAirport is a key logistics hub for global imports into Europe and pharmaceutical exports from Switzerland,” says **Andreas Behnke, Head of Cargo Switzerland, Italy**

& France and Station Manager of Swissport Basel. “As an expert in air freight, we continuously adapt our logistics capacities to meet demand with excellence and efficiency, while upholding the highest safety and security standards.”

Swissport is also well-positioned to meet increasing demand for temperature-controlled cargo handling. At EuroAirport, 64% of its cargo activity involves the export of temperature-sensitive goods, primarily from Switzerland’s pharmaceutical industry. The IATA CEIV Pharma-certified Swissport Pharma center in Basel underscores the company’s commitment to excellence in pharmaceutical logistics. With its dedicated “cool+connect” infrastructure, the center safeguards shipments in the +2 to +8 °C range end to end, while also reducing truck movements, cutting handling times by up to 70%, and significantly lowering CO₂ emissions.

Swissport’s achievements in Basel reflect a broader global success. In 2024, the company handled a record-breaking five million tons of air cargo across its 117 air cargo centers worldwide. Strategic investments in infrastructure and technology contributed significantly to this achievement, including the refurbishment of a cargo warehouse in Johannesburg, South Africa, the opening of a third air cargo center in Liège, Belgium, to meet rising e-commerce demand, and enhancements to the “Flower Corridor” facilities in Amsterdam and Liège.

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