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CARGO TALK

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Cargo loaded with opportunities

The Indian air cargo sector, despite, growth through e-commerce and government support, is still not being utilised to the fullest. There are challenges galore but the opportunities also need to be capitalised.

 **KALPANA LOHUMI**

Air cargo sector has come a long way. From carrying small shipments to large-size and extra heavy cargoes, the sector has attracted many international cargo operators. Despite the fact that it is the fastest mode of transportation, the sector accounts for less than one per cent of total freight carried in terms of both volume and weight. Undoubtedly, air cargo is a specialised sector and its development requires deep focus. **CARGO TALK** explores the journey of air cargo in the last decade; game changers, opportunities and challenges.

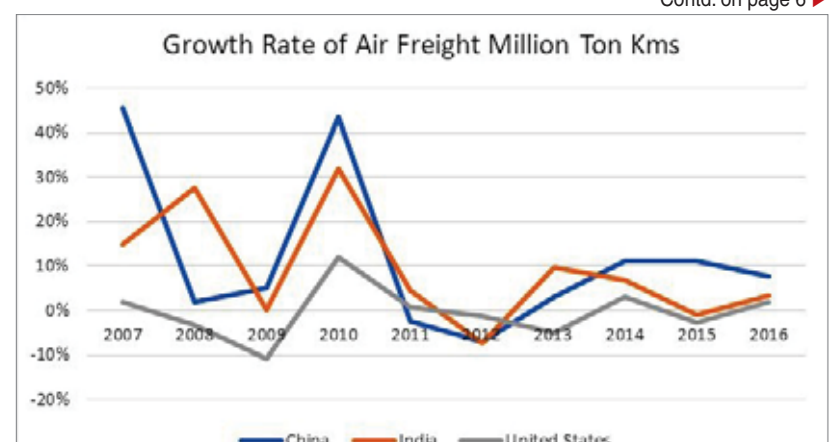
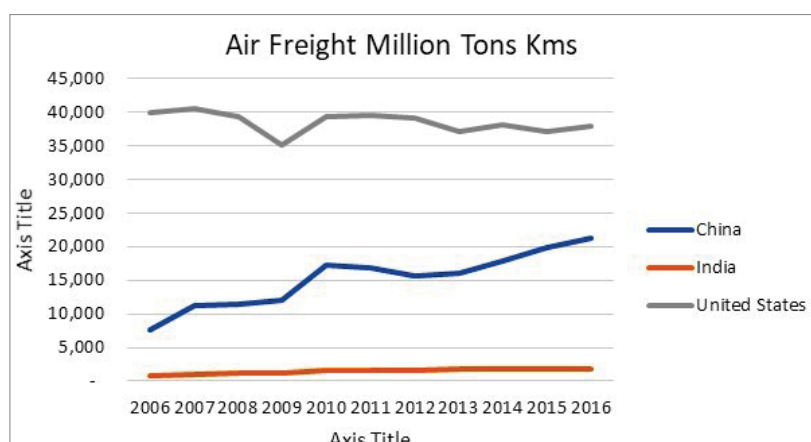
Sharing his thoughts, **Keku Bomi Gazder**, CEO, AAI Cargo Logistics & Allied Services, says, "Indian air cargo segment grew in leaps and bounds in the past several decades. The air cargo operations started by folding the seats in the passenger cabins in the 1950s on airlines. Now



of the airfreight is almost one tenth. Comparing to US the performance is still worse. While US airfreight Industry looks to be stagnant or declining, China is showing the fastest growth; an average of 12 per cent and India only has a modest growth of average of nine per cent. It can also be seen from the second figure that airfreight has been highly volatile and sensitive to the economic trends, so entails a lot of expensive excess capacity."

Vipin Vohra, Chairman, Continental Carriers Group, tells, "The last decade (2008-17) has been very challenging, eventful and rewarding for air cargo industry, world over. While the beginning of the 21st century promised growth and opportunities, in 2008 the world encountered the worst recession and slow-down of international trade; resulting in sinking of economy, even for the strong economies of the

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Source: World bank



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Safexpress to invest in the Northeast

An investment of ` 100 crore will be made by Safexpress. Out of the 12 focus industries identified by the government for investment in the Northeast, logistics is one of the major industries.



CT BUREAU

Safexpress has announced the biggest-ever investment by a logistics company in the Northeast region. The announcement was made at 'Advantage Assam Global Investors Summit'. Notably, the Prime Minister of India was the Chief Guest of the global summit. Safexpress was representing the logistics industry at the summit.

Rubal Jain, Managing Director, Safexpress, said, "We are pleased to announce an investment of ` 100 Crore in the Northeast region. We whole-heartedly support this wonderful initiative by our Prime Minister to boost investment in this region."

Jain added, "Assam, the biggest state in this belt, has evolved itself over the years from being a traditional state to a competitive business hub. Assam is also a very crucial location from the point of view of logistics connectivity of Northeast



India with the rest of the country. The development of strong ASEAN relationships with the Northeast is a great boon for the entire region and all business entities serving the region."

Vineet Kanaujia, Vice President – Marketing, Safexpress, said, "Given the vital role Assam plays in connecting the Northeast to the rest of the country,

Safexpress has recently built up an ultra-modern logistics park at Guwahati. We have invested ` 30 crore in creating this state-of-the-art logistics park at Guwahati. This facility spans over an area of more than 1 million square feet and is located strategically on National Highway 31. This logistics facility is functional 24x7x365 and ensures excellent connectivity of the Northeast with the rest of

India." Explaining about the massive logistics network created by Safexpress in the Northeast, Kanaujia said, "The Northeast has always been a very high priority region for us. We have offices across the whole of the region. Our logistics network covers even the remotest of the locations, and we cover every square inch of Northeast. Given our massive logistics network



Rubal Jain
DDP Trailblazer 2016 &
MD, Safexpress



Vineet Kanaujia
DDP Face of the Future 2015 &
VP – Marketing, Safexpress

Assam is also a very crucial location from the point of view of logistics connectivity of Northeast India with the rest of the country

This facility spans over an area of more than 1 million square feet and is located strategically on National Highway 31

within the area, we deliver to all 1001 Pincodes in the Northeast. With a huge investment of ` 100 crores planned by the company for the region in the field

of logistics, we intend to contribute hugely in the Northeast growth story, given the massive role logistics needs to play in the growth of this region."

Arena for enabling business at ease

The concept of enabling a multi-modal logistics park is to enable seamless transfer of goods and services, opines **Chander Agarwal**, Managing Director, TCIEXPRESS.

The idea behind multi-modal logistics park is to provide specialised storage solutions, mechanised material handling and enable seamless inter-modal transfers of goods and services. The Northeast is one of the regions which has played a pivotal role in terms of logistics connectivity with the international and national corridors of India.

PARTICIPATION OF PRIVATE PLAYERS

We believe ASEAN's strong bond with the northeast region will act as a mascot for the entire region and for the rest of the businesses in the region.

How it will benefit logistics comes from the fact that in the past, the opportunity for all the players across the industries were minimal. This was primarily because private investment in the development of logistics parks was restricted due to lack of land availability and hence the return on investment was also less. But with the collaboration of government through Public Private Partnership (PPP) model, it has witnessed extensive participation from private players as well.

This participation from various players has not only opened new arenas for ease

of doing business but also has given an opportunity to learn and adapt to best global practices. One of such developments is that the manufacturing plants are now trying to get into 'ZERO' inventory holding model. This is where logistics will help the customers to order 'back to back' with a PO (Purchase Order) and ship end-product directly to the customer.

This way of working is effectively opening up new trading opportunities for any company. Additionally, all the vendors and suppliers want to collaborate to take maximum benefit from the parks and be near the production unit.

What's Trending?



CARGOTALK went live on Facebook at the ACFI event on January 31, 2018, while Civil Aviation Minister of State, Jayant Sinha shared the post on his Facebook page. To know more, follow our page: www.facebook.com/CargoTalk/

CARGOTALK

EDITORIAL

Infra all the way

Finance Minister Arun Jaitley laid down the Union Budget 2018-19 on February 1, 2018. For the logistics segment, the budget has proven to be neutral yet positive in the long-run. The government's impetus on increasing the efficiency and modernising of ports and improving the road infrastructure will provide a fillip to the sector. The industry has mixed reactions on the Budget, where on one hand they are happy with the allocation to infrastructure, while on the other there is not so much to cheer about, we unravel more, flip over to read.

The logistics industry is getting its desired attention. At the 'The Assam Global Investor Summit', the government announced the logistics sector as one of the 12 focus industries in Northeast and Assam in general. On the aviation front, according to the Global Trade Barometer (GTB) from DHL, India's economy holds the brightest growth prospects of the world's seven largest economies. **CARGOTALK** in its cover story reveals the dynamics and evolution of air cargo industry in the last decade and what lies on the road ahead.

On the maritime front, PM Narendra Modi recently dedicated the fourth container terminal at Jawaharlal Nehru Port Trust at the Ground-Breaking Ceremony of Navi Mumbai International Airport. According to him, the Sagarmala project is ushering not only development of ports but also port-led development. It is high time to build a proper system and increase use of Information Technology (IT) in managing business. The application of IT can transform the existing challenges of cargo industry to the advantages of Indian trade. Adoption of IT will aid the movement of cargo in the Indian supply chain.

15 years ago



CARGOTALK projects a flashback to showcase readers some vital trends that were prevalent even then, while focusing on today's scenario in the industry.

Ramalingam reiterates commitments

- ◆ **K Ramalingam**, Member (Planning), AAI, in his interview in January-February 2003 issue of **CARGOTALK**, talked about questions that attracted much attention of the 29th convention of ACAAI held in 2001, that is, have the procedures of cargo handling at the Indian airports achieved global standards?
- ◆ He opined on the pivotal role played by the air cargo agents and clearing agents in providing total logistics to ensure time-bound service.
- ◆ Time is of essence in this trade as speed is inherent in the air cargo transportation industry, he stated.
- ◆ One of the issues causing concern is to provide enhanced quality of services, matching with the speed.
- ◆ Shift pattern was in talks, round the clock facilities but all the cargo terminals were virtually under-utilised till noon and on tremendous pressure in clearance.
- ◆ AI was facing problems in loading of all imports cargo in the vehicle, most of which were not side open vehicle/trucks resulting in consuming long time in loading heavy off/outsized cargo.



- ◆ **Cyrus Katgara**, Partner, Jeena & Co, in the January-February 2003 issue of **CARGOTALK**, spoke about how bureaucracy, procedural delays and lack of infrastructure are hindrance in normal process of change in India.
 - ◆ Corruption cannot be left out, he mentioned.
 - ◆ In India, there is a need to change its image from the corrupt to non-corrupt country. This was possible through minimum procedures.
-
- ◆ **Kapil Dutta**, Managing Director, EGL in the same edition of **CARGOTALK** emphasised on how the entry of multi nationals in the Indian market, India is bound to compete in the international market.
 - ◆ The multi nationals have brought in a touch of innovation to this industry.
 - ◆ He added that there is a substantial change to the present scenario, it is very difficult to foresee India competing with the international market.

PAN INDIA

Govt. seeks technological support

The Commerce Ministry plans to evaluate the suitability of new technologies like EVs, hyperloop & personal rapid transit for freight transport to bring down the costs to less than 10 per cent of the gross domestic product (GDP) by 2022. India's logistics and transportation costs are as high as 14.4 per cent of GDP compared with China's 8 per cent. "These are upcoming technologies and we need to know their potential and impact," expressed **Julian Michael Bevis**, Senior Director, Group Relations South Asia, The Maersk

Group. He mentioned, "When combined with efforts towards building out India's infrastructure, we believe this initiative is a step in the right direction. Together, these will not only address issues related to cost and complexity but will also bring down India's carbon footprint and improve its turnaround time which will positively impact the country's overall EXIM competitiveness."

He opined on the trade climate in India currently. "As a global leader in integrated container logistics with a strong commitment to

innovation and sustainability, we are working on various measures to benefit the community at large. In line with the government's vision, we already have electric cranes deployed at all the terminals to help with moving boxes."

"Additionally, we are taking several steps in digitising the logistics supply-chain across the organisation to benefit the Indian consumer and are also working closely with the ship recycling ecosystem to introduce responsible practices in recycling processes and



Julian Michael Bevis
Senior Director, Group Relations
South Asia
The Maersk Group

labour rights. We continue to evaluate similar initiatives globally and in India and we stand ready to work with the ministry in its efforts to improve India's overall trade climate," he added.



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DTDC inaugurates warehouse in Delhi

The integrated hub will house the operations for all four big verticals of express delivery business – air, ground, international and B2C. The hub, occupying an area of 1,00,000 sq ft, will be equipped with cutting-edge devices.



CT BUREAU

DTDC has announced the launch of its largest integrated hub in Delhi's Samalka region. The state-of-the-art hub, occupying an area of 1,00,000 sq ft, will be equipped with an array of cutting-edge devices and state-of-the-art amenities such as automated sorter, x-ray machines, hydraulic trolleys and several other devices that enhance the facility's compliance, efficiency, and productivity quotients manifold.



Abhishek Chakraborty
Executive Director
DTDC

Abhishek Chakraborty, Executive Director, DTDC, said, "With the launch of our latest hub in Samalkha, DTDC has taken a step further in its efforts to establish a strong operational backbone that emboldens the entire logistical framework of the country. We envision the hub at Samalkha to emerge as one of the largest, busiest integrated express hubs of the country, and equipped with all the latest technological solutions to help achieve this goal. With an ideal balance attained between labour intensive activities and automation, we hope Samalkha hub sets an example in optimising productivity without compromising on job creation, efficiency or compliance to regulations."

DTDC, during the last one year, has been on a massive expansion drive, establishing hubs and warehouses in various regions of the country. The post GST spotlight on the logistics infrastructure has seen DTDC strengthen its stake as arguably India's fastest growing delivery service provider with an

array of clients across B2B, B2C, and SME space, who have invested their trust in the organisation due to its efficient operations focusing on transparency, customer engagement, and efficient delivery of parcel in perfect condition.





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Technology: Hallmark of air cargo

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Keku Bomi Gazder
CEO
AAI Cargo Logistics & Allied Services



Cyrus Katgara
DDP Gallery of Legends 2017 &
Partner, Jeena & Co.



Vipin Vohra
DDP Gallery of Legends 2015 &
Chairman, Continental Carriers Group



T. A. Varghese
President
ACAA



Samir J Shah
DDP Game Changer 2017 & Partner,
JBS Group of Companies



Sushant Nigam
International Aviation Consultant

If we take a long-term view, the cargo movement may grow between nine to 10 per cent over the next five years

To put the growth in Indian airfreight industry in a global perspective we need to look at reference countries

The last decade (2008-17) has been very challenging, eventful and rewarding for air cargo industry, world over

There has been a noticeable growth in exports from our country during the last decade, resulted in increased volumes of airfreight

Setting up of a department of logistics & the continual dialogues between the service providers and civil aviation will go a long way

Air cargo in India has undergone enormous changes in terms of business volumes, modernisation of infrastructure, to name a few

world. International trade remained dull for three years and started showing signs of recovery towards the end of the year 2010. Post-recession, last seven years witnessed recovery from the impact of slow down and many firms those wound up their operation re-started their business.” **T.A. Varghese**, President, ACAA, notifies, “There has been a noticeable growth in exports from our country during the last decade, which has resulted in increased volumes of airfreight. Many airlines have increased their cargo capacity ex India through freighter operations or by using larger aircraft such as Airbus380 for their operations to and from India. However, the infrastructure for efficient cargo handling even at the major airports has not kept pace with the growth in the cargo volumes. As a result, there are problems of congestion, bottlenecks

and delays in the despatch of the goods in a timely manner.”

“International air passenger growth has led to increased cargo carrying capacity of passenger aircrafts resulting in reduction of use of freighters. While the aggregate imbalance between exports and imports tonnages has been corrected and we have more or less balanced movement of cargo both sides. There are many sectors where huge imbalance has been created such as Hong Kong, China account for huge imports but there are negligible exports,” adds Katgara. “The industry has experienced dynamism, evolution, technology, certification, standardisation, multimodalism, increase in bonded trucking and challenging traditional

transport geography have all been the hallmarks of the air cargo industry over the past few years,” says **Samir J Shah**, Partner, JBS Group of Companies.

According to **Sushant Nigam**, International Aviation Consultant, “Air cargo in India has undergone enormous changes in terms of business volumes, modernisation of infrastructure, introduction of electronic and simplified processes and the credit goes to a highly collaborative approach of all stakeholders during the last decade.” He adds, “Privatising the major airports and establishing two competing cargo terminal operators, thereby breaking the monopolistic situation, has brought in modernisation/up-gradation/automation of the cargo terminals, duly supported by the offerings of world class services at

competitive yet capped rates of various services. Indian airports have continually been striving innovatively to ensure the biggest share of the pie.”

GAME CHANGERS OF THE SECTOR:

Gazder listed few major developments took place in 2017:

- ◆ The establishment of an air cargo route between Kabul and India was a significant step as the two countries circumvented Pakistan.
- ◆ Lenient policies and regulatory measures, increase in export volumes have persuaded the foreign cargo operators to turn their attention more on India.
- ◆ With the expansion of the JV Air France KLM and Jet Airways, more direct flights are expected between two nations.

India is one of the main regions of Pharma manufacturers for the EU and US markets. The network of KLM and Jet Airways is a perfect answer to the needs of the pharma industry to deliver a fast and reliable service with temperature-controlled solutions.

- ◆ Recently, the Agricultural and Processed Food Exports Development Authority (APEDA) facilitated the trial shipment of green chillies by air from Varanasi Airport. It is now agreed that an exporter will now source chillies, green peas from Varanasi for Dubai. Spice Jet has agreed to facilitate the shipment.

“The National Civil Aviation Policy released by government of India in 2016 includes several initiatives for air cargo which are likely to be bring

about major enhancements in this sector in the coming years,” advises Varghese.

According to Shah, “The setting up of a department of logistics by the government of India and the continual dialogues between the service providers and civil aviation will go a long way in bringing about a great change in this segment. The recognition of and setting up of Air Freight Station (AFS) and simpler protocols for bonded trucking coupled with the governments shift from regulating to facilitating are changing the way air cargo is being handled in India.”

“The beginning of the current decade has witnessed the emergence of ‘e-commerce’ which turned out to be the game changer for air cargo, both in domestic and international sectors. Secondly, government’s

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Distribution Redefined

Air freight to grow three-fold in 10 years

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'Regional Connectivity Scheme' is offering flight operations to and fro remote and underdeveloped areas and interiors of the country. This will certainly promote not only passenger movement but also cargo traffic from place to place. Further, government plans to create common user cargo terminals at 17 selected airports for promoting cargo movement to and fro hinterland. And, the impending digital transformation and growth will see technology taking over supply chain linking and integration with all value chain partners," enumerated Vohra.

"Government is proactively coming forward to talk to the stakeholders and understand their needs for betterment of the business. Government is also partnering with industry stakeholders to produce skilled manpower to give a new dimension



of professional services in this highly service-oriented, economy boosting and employment generating industry. Inter-connecting all regulatory bodies with Customs for effecting Single Window clearance electronically and vetting of hard copies of various documents through digital signatures are not only saving of papers but also saving heavily on manpower, leg-work, time and cost. These measures are maturing day-by-day and likely to

stabilise in the near future to change the game for economy-boosting EXIM trade," opined Nigam.

ROAD AHEAD

"It is estimated that India's freight movement would grow three-fold in next 10 years," tells Vohra.

Varghese believes, "The Indian economy is likely to show healthy growth during the next few years. Initiatives such as 'Make In India' are likely to boost manufacturing

activities in our country for domestic consumption as well as for exports."

"If we take a long-term view, the cargo movement may grow between nine to 10 per cent over the next five years. So clearly, we expect a healthy growth," mentions Gazder. On the other hand, Shah shares, "The Trade Facilitation Agreement and the need to have simpler transshipment norms will all ensure that the dynamism of this segment remains uncontrolled."

Challenges

- ◆ The first challenge/opportunity comes from incredible growth of e-commerce, and record online sales asks for improved service levels. The e-commerce is about to explode in India. And, the opportunity is huge.
- ◆ Air cargo connectivity, on a par with passenger connectivity under the RCS in the civil aviation policy, should also be brought under the ambit of the government policy to make optimum utilisation of the created capacity, available on smaller aircraft deployed under the scheme.
- ◆ Creation of better infrastructure at airports with adequate cargo handling capacity for exports and imports, enhancement of facilities for the multimodal transportation of goods (sea-air/air-sea).
- ◆ Creation of good road infrastructure for the speedy movement of goods from industrial hubs to airports, upgradation of airports in Tier II and Tier III for operation of larger aircraft directly from these cities to domestic/international markets.
- ◆ There are no service Level parameters defined to measure and compare each activity of the entire supply chain with standards defined internationally. It should be done by a specialised nodal agency of the Government.
- ◆ Customs intervention in the clearance processes should be electronic, simplified and more surveillance-oriented.



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More freighters vs Belly for air cargo

Acknowledging the unending opportunities in the air cargo sector, CARGOTALK sought views from airlines on whether industry needs more freighters or a belly capacity. Experts feel that a right balance between the two is the answer.



CT BUREAU

Anand Yedery

Regional Cargo Manager – South Asia Middle East & Africa, Cathay Pacific Cargo

We believe in finding the right balance between utilising belly capacity on our passenger aircraft with the combined main deck capacity on our Boeing 747 freighters. Cathay Pacific's fleet of 196 aircraft includes 20 freighters and 176 passenger aircraft. The cargo carrying capabilities of Boeing 777s, Airbus 350s and 330s have changed game in this industry over the last few years. In many ways they have helped majority of the carriers including Cathay Pacific Airways and Cathay Dragon in carrying huge

amount of cargo in these bellies. Our cargo unit carries more than 1.8 million tonnes of cargo per year, more than half of which is uplifted on passenger flights.

In some ways we regard our passenger belly capacity as mini freighters given the frequencies we operate to various destinations. Whilst our passenger flight provides us with a fixed schedule, our freighter routes and schedules are more flexible based on the kind of air freight demand we foresee. They also provide us the right amount of payload and capacity to carry large shipments at one go or odd dimensional cargo or shipments that



are restricted from being carried on passenger flights. Synergies between bellies and freighters also provide us an access to the wider network of Cathay Pacific & Cathay Dragon. In India, Cathay Pacific Cargo is the one-stop solution for shippers and freight forwarders. We offer solutions from all six major airports in India.

Henrik Ambak

Senior Vice President Cargo Operations Worldwide, Emirates

There is no doubt that freighters will remain important to the global air cargo industry. A bit more than half the world's air cargo is moved on freighter aircraft so in terms of 'lead' it is an even game with two winners. Freighters allow a significant amount of cargo capacity to be deployed to markets with a higher cargo demand than belly space on passenger flights can satisfy (think e.g. Hong Kong or Nairobi), while freighters are further key to the transport of large and outsized cargo that may not fit in the bellies of passenger aircraft - Not to mention certain types of

live animals (think e.g. race horses) or whole categories of Dangerous Goods.

For Emirates SkyCargo, our freighter fleet carries cargo directly from manufacturing hubs to consumer markets. For example, the flowers that we carry from Kenya or Ecuador directly to Amsterdam. We are also able to use our freighter fleet to respond to any sudden seasonal increases in demand where our passenger capacity may be insufficient to cater to capacity needs of the market. Further charter operations with the deployment of freighters on short notice on single or designated series of operations meet specific needs.



Through our passenger fleet we can offer high frequency direct air cargo connectivity to not just Tier 1 hubs but also to Tier 2 and Tier 3 cities across several geographies. Emirates SkyCargo's unparalleled service offering in the market is because we can offer a combination of freighter as well as belly hold capacity - both of which are extremely important in responding to customer demand.

Tadesse Tilahun

Regional Director India Sub Continent Ethiopian Airlines, Mumbai

Finding a right balance between belly and freighter is a true answer for us. We have wide body passenger operation and the daily belly capacity helps in minimising dwell time and tap shipments such as

perishable and courier that require fast transfer. The freighter capacity will complement that by protecting huge shipments to our hub - Addis Ababa - that will be distributed to our entire network. Ethiopian is already operating freighter flights from Mumbai, Delhi, Chennai, Bengaluru and Ahmedabad and looking for increasing capacity on the existing routes. We are very keen to open new freighter



destinations since we have witnessed good potential from India, and Hyderabad and Kolkata are in the offing.

Selahaddin Burak Ömero lu

Vice President, Cargo Sales (Middle East and South Asia) Turkish Cargo

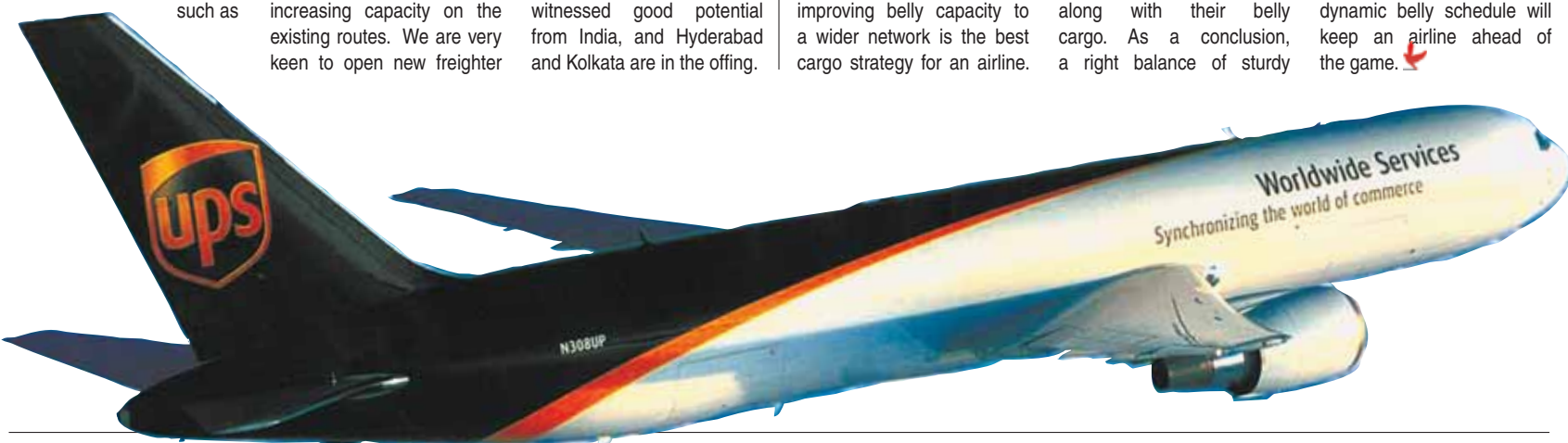
The trend in air cargo is ever-growing e-commerce business which makes shipments smaller and destinations wider. This basically means that improving belly capacity to a wider network is the best cargo strategy for an airline.

In parallel, air cargo means fast and reliable service providing daily frequency to a station.

There are very few stations where airlines can maintain a profitable freighter service on a daily basis but there are hundreds of stations where daily passenger flights can make profit along with their belly cargo. As a conclusion, a right balance of sturdy



freighter service along with dynamic belly schedule will keep an airline ahead of the game. ↴



W INDIA

JNPT container terminal @ Navi Mumbai airport

The Prime Minister Narendra Modi has dedicated the fourth container terminal at Jawaharlal Nehru Port Trust at the Ground-Breaking Ceremony of Navi Mumbai International Airport.

The Prime Minister said globalisation is a reality of our times and to keep pace with globalisation, to avail quality infrastructure. He said the Sagarmala project is ushering not only development of ports but also port-led development.

The Prime Minister said that the Government of India is devoting significant efforts towards the development of waterways.

The Prime Minister said that the Navi Mumbai airport project has been pending

for years. He said delayed projects cause many problems, and the PRAGATI initiative had been initiated, to give priority to completion of projects.

He said India's aviation sector is growing

tremendously, and there is a sharp increase in the number of people flying. This makes quality infrastructure in the aviation sector of prime importance, he added. The Prime Minister said that the Union Government

has brought an aviation policy that is transforming the sector. He added that a strong aviation sector also gives more economic opportunities. Better connectivity leads to more tourists coming to India, he said.

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- ▶ Consolidation of Cargo can be done at AFS only.
- ▶ Loading of Cargo can be arranged as per buyers / Agents requirements.
- ▶ No pilferage / mishandling at AFS.



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Foreign hand uplifts Indian logistics?

The arrival and presence of foreign players in the Indian logistics industry has been a profitable outcome. But, it could also be an opportunity for the foreign stakeholders to gain maximum experience. CARGOTALK explores more.



KALPANA LOHUMI

Shantanu Bhadkamkar
DDP Gallery of
Legends 2016 &
Managing Director
ATC Global Logistics



Since liberalisation, the presence of foreign freight forwarders has considerably increased in India. As a result, the fragmentation in the industry has also increased. Presence of foreign forwarders has considerably affected the business of Indian freight forwarders.

However, their presence has not changed the structure of logistics in India, nor have they enhanced the level of skill and training as they have also not made significant investments in training, logistics infrastructure and equipment. Whatever has been done or claimed to be done is only an insignificant tokenism. The foreign forwarders, by and large, have been conspicuous by

their absence in the local and national initiatives taken up by freight forwarders through their associations and federations. Therefore, even by their presence in India, they have stayed foreign in this respect. Many, in the industry accuse foreign freight forwarders of unsustainably extending long credit periods, unfair competition owing to unequal playing field and poaching of trained personnel, however, a closer look at this issue reveals that the situation is no different among the Indian freight forwarders among themselves. As the customer is concerned, they do now have an even more wider choice in an already fragmented market and have an even greater bargaining power than in the past.

One positive contribution of foreign forwarders is, by and large, they don't sign contracts on dotted lines. It is said that the logistics contracts today are written in blood. Foreign freight forwarders have been more vigilant about contractual



terms and their legal consequences compared to their Indian counterparts. Whereas, most Indian freight forwarders would sign contracts on the dotted line in good faith, without taking serious cognizance of the fine print as they rely on the kindness of the customers in implementing the conditions.

Since the foreign freight forwarders in India have neither invested significantly in skill building nor in infrastructure building nor in technical upgrading of the industry, it seems their presence of in India, at least as of now, is purely opportunistic and not a strategic one. They have therefore not changed the face of the country's logistics sector.

Nihar Parida
Director, Minerva
Integrated Logistics



Post liberalisation, with all the foreign companies setting shops in India saw a huge gap in logistics and how the Indians were managing their supply chain. They slowly trained or forced the Indian players to use better infrastructure, IT

system and implemented processes. Few international players also came in to handle these customers in India. After the initial adaption issues now, we see lot has changed not only on the thought process but also implementation in the ground level as to how logistics is approached. This new awareness has also forced the Indian government to focus on our logistics sector. From a designation of



store keeper, it has achieved the designation of logistics manager. Moving from go-downs to full-fledged warehouses or distribution centers is an achievement in itself.

Naveen Rawat
Director- Business
Development
Holisol Logistics



Significant opportunities exist now across every segment in Indian logistics industry and many leading international logistics companies have already entered the Indian market either through green field projects or via joint ventures or acquisitions. All major

international players have massive ramp up plans for their India operation. The investment in the industry has resulted in the addition of capacity in terms of port handling, modern warehousing spaces and cold chain Infrastructure. Foreign players have also started bringing in their global know-how in terms of best practices in supply chain management especially in the focussed sectors like retail, e-commerce, auto, pharma and FMCG segments. This will



enhance the efficiency and effectiveness leading to a significant cost optimisation opportunity thus bringing down overall logistics costs which continue to remain high in India in comparison to the global averages.



Ashish Asaf
MD-CEO
SA Consultants &
Forwarders



India is witnessing strong growth prospects in industry with foreign players investing in the subcontinent and it has immense scope for


expansion as along with time, urbanisation and consumerism has also been increasing. Several large global logistics companies have entered India by the way of mergers with or acquisitions of Indian logistics companies and joint venture agreements with other global and local players so as to provide multi-modal logistics services extending to air, road and water.

The entry of foreign players has optimised the industrial structure and enhanced industrial concentration and made a difference in corresponding growth in cross-border freight traffic, thereby, adding to demand for logistics services. and which in terms also increased private equity investments along with competitive land scape to the existing players.

Moreover, it has also enhanced wide-reaching global networks, uniformly available in all corners of the globe with technology advancement, trade opportunities and logistics processes. Consequently, many transportation, handling and warehousing processes have become highly advanced than earlier. India's sea port industry has not yet experienced significant

entry, in the coming period, with multinationals entering the domestic logistics markets will accelerate the increase in professionalism of the logistics industry. Through cooperation, joint ventures or by following the lead of competitors who have established such practices, logistics service providers in emerging markets will increase their level of automation and implement a broader range



of value-added services to lead the world. And, logistics will be right in the middle of it. 



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Logistics in India



Swift & time bound projects need of the hour

The need of a well-integrated transport system along with time-bound project is the requirement of the logistics industry for seamless movement of goods and services, esteem award winners share their views.



CT BUREAU

Govt and private investments vital

Dileepa.B.M., CEO Bonded Trucking, Shreeji Translogistics Limited, says, "There is need of investments by the government and private sectors in the large infrastructure projects to improve multimodal transportation through land bridges, rail-road inland waterways sea, LASH, Ro-Ro, etc. Apart from the need of the shippers to move the cargoes on a door-to-door basis the need of promoting multimodal transport is also arising from some typical issues being faced by the transport sector across the globe with respect to : increasing fuel price, congestion on highways, working time directive, driver shortages. The need for long-term planning applies to the development of transport infrastructure in particular like ports, airports, roads, railroads, bridges, tunnels – they all have common elements that span the life cycles span in decades, if not centuries. This requires long-term forecasting of the demand for transport infrastructure.

► Leading Bonded Trucking Operator (North & East 2017): Shreeji Translogistics Limited



► Emerging Logistics Company – Alcohol (North & East 2017): Ocean Pride Logistics India



Connecting remote areas

Virender Verma, Director, Ocean Pride Logistics India, says, "Multimodal transportation is crucial for any nation's growth and development. India is growing at a rapid pace and to maintain this growth we need more investments by the government and private investors in multimodal transportation. It is very important to diversify and use latest technology in multimodal transportation for expanding trade and linking together resources and markets into an integrated economy."

"It is also necessary for connecting villages with towns, market centres and in bringing together remote and developing regions closer to one another. Higher growth leads to higher demand of multimodal transportation and both plays equal role in nation building. Our current government already working on improving multimodal infrastructure but need swift and time bound projects to implement and bring all modes (road, rail, sea & air) on track," he adds.

Need to create small airports

Ravinder Katyal, Director Air Cargo & Head of Co-load Indian Subcontinent, Cargo Partner Logistics India, shares, "Government must put investment and focus creating freight corridors and improvement in road network for smooth transportation." "We need to create even smaller airports more operational or effective at Tier III and IV cities for not only to enhance pax traffic but it is important for fastest freight movement specially critical products/perishable goods," he believes.

"A very big number of perishable products died only because of difficulty in getting them transported within required time. This is all due to poor logistics," he adds.

► Fastest Growing Freight Forwarder - Air (North & East 2017): Cargo Partner Logistics India



Business Professional of the Year (North & East 2016): Kamal Dogra (Nishu Dogra receiving the award on his behalf)



Co-ordinated approach is the answer

Nishu Dogra, Managing Director, Kamal Translink, says, "If the government is sincerely trying to improve the transportation system in India, with support of private investor then it's should have the holistic views to provide the well-equipped infrastructure at central places with all modes of transportation like, inland waterways, railways and highways." He adds, "As government alone cannot meet these objectives, it needs to encourage more and more private players/investors through PPP Model. I hope the logistics industry will maintain steady growth in coming years. Co-ordinated approach is required from an empowered government body to oversee all infrastructure projects spanning road, rail, air, coastal, shipping and inland waterways. This will not only speed up things, but also bring in transparency in the industry."



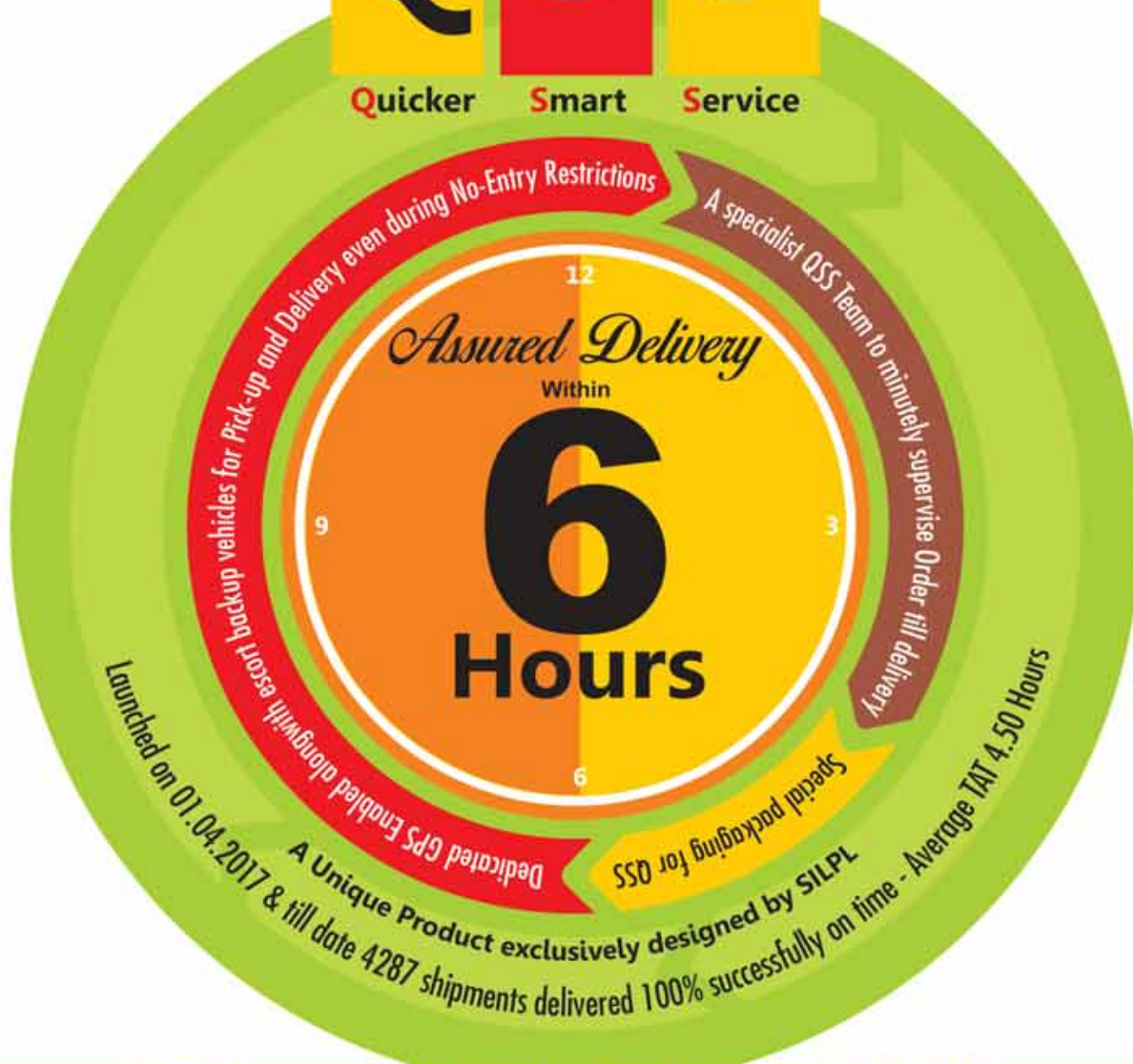
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Budget 2018-19: Among cheers,

The Union Budget 2018 was presented by Finance Minister Arun Jaitley last month. CARGOTALK brings you reaction from industry stakeholders on a roadmap that has been set for the year, which sees more infrastructure projects and what is aiding the transportation sector.



KALPANA LOHUMI

Overall, a good budget

Harpreet Singh Malhotra, CMD, Tiger Logistics (India), feels, "Union Budget 2018 is a mix of growth, expectations and opportunities. This budget provides expected attention on infrastructure by outlaying `2.04 lakh crores for smart cities. The expectations of GDP to grow by 3.3 per cent and exports by 15 per cent are good signs." "Textile sector, Indian Railways,

metro network, elevator facilities and highway construction received much attention which will benefit logistics industry in a long-term. This budget has liberalised agriculture industry for which India is always a premier and provides attention to farmers and the poor, which is a good growth sign for this government. Agri business is also getting benefitted and



expected to grow in a fast pace. Food processing and aquaculture industry will provide huge benefits to cold chain logistics industry," he adds.

Budget 2018-19 to head towards a vibrant economy

Sunil Kohli, Managing Director, Rahat Cargo, opines, "With regards to aviation and logistics sectors, the Finance Minister should announce certain vital measures to upgrade the small airports apart from their connectivity to the metro cities. The logistics related to the air exports needs to

be equipped with all the possible facilities which can smoothen the entire process of exporting the goods. A special emphasise is also anticipated whereby, a boost to the export of agricultural products shall be provided by granting incentives to the shippers and liberalising the paper formalities."



Not so much to cheer for logistics

Mohit Goyal, India Cargo Award winner 2017 & Director, TKW Management Solutions, says, "Firstly there weren't too many SOPs directly benefiting our trade and so there isn't much to cheer about for logistics industry. Even indirect taxes announced in-form of extra duty levies on mobile phone and TV are platonic on surface, but underneath the idea is

to please those who have invested in manufacturing setup over last two to three years. I am a bit disappointed as the tax environment is still not competitive."

"On one hand, MSME tax is reduced to 25 per cent which is welcomed, but, on the other cess is increased. Also, our Finance Minister had



earlier promised to do away with all cess and other such levies but that still hasn't been the case," he adds.

Internal consumption needs urgent addressing

According to **Anshul Singhal**, CEO, Embassy Industrial Parks, "India is one of the fastest growing economies in the world today. The inefficient logistics account for about two per cent of the country's GDP, so high costs could be attributed to inadequate infrastructure. There is a massive need of optimisation. There is no doubt that the current government is highly supportive of developing logistics and infrastructure. We are aware of the fiscal

deficit and reducing exports in the country and this is a reason to worry, but, the high cost of logistics in India is coming into sharp focus as one of the key factors affecting the country's cost competency."

"We hope that new reforms like 'Make in India', GST, 'Digital India' and some reliefs given to the industry in the upcoming budget would help enhance performance in this segment and help elevate the trade nationally



through focusing on improving trade efficiencies within the country, creating millions of new jobs and contributing significantly to the country's GDP," he continues.

Simplification of GST consolidates industry

Sunu Mathews, Managing Director, Leap India, tells, "Logistics infrastructure is an area targeted by the government in the recent budget. Continued simplification of GST framework will help consolidate the highly fractured and fragmented logistics industry. This advancement of eco-system will help pallet/asset pooling. On the other front, the current budget's increased allocation to rural

and agriculture is going to bring in lots of buoyancy on the demand front for our user industries like FMCG and auto, we are curtly supplying FLCs (Foldable Large Containers) to auto and pharmaceutical sector, this would also drive our business across the segments."

"As softwood is imported; the hike in the import duty is going to adversely affect the timber usage in the



country. Timber imports will fall, and the neighbouring countries will take the advantage of the same," he adds.

A well-balanced and positive budget

Raaja Kanwar, Managing Director, Apollo LogiSolutions, says, "National Logistics Portal will improve the transparency and visibility of cargo movement across the country. Infrastructure is the growth driver of our economy. With a large number of players serving metro cities and cut-throat competition on price, many logistics companies are looking to build out their last mile capabilities in Tier 2 and below cities. These regions are still relatively underserved by logistics companies and have a booming middle class which is driving massive demand. With Digital India and bringing millions of Indians online, the rise of digital payments, dedicated marketing efforts of large

e-commerce players, there is a big and growing e-commerce demand from regions beyond metros."

"On the multi-modal side, Bharatmala project is a positive development, coupled with e-Way bill implementation which will result in faster turnaround times for on-road transportation," he continues. "However, with the announcement of `1.48 lakh crore allocated to railways, we hope that there is a thrust on improving freight logistics apart from better passenger connectivity. This will help the logistics industry drive up efficiency through rail networks in terms of costs and CO2 reductions as the current logistics movement is skewed towards road



transport. The government's plan to expand its current 124 airports by five times seems skewed in favour of passenger movement, however, the development of airports across the board is a positive shift. We expect that freight movement is given due cognizance as well. The mass formalisation of MSME sector will spur local manufacturing which will increase the need for logistics services across the board," he adds.

Budget will help industry grow in long-run

According to **Vivek Kele**, Director, Teamglobal, "The budget has a very good

impetus in infrastructure. Focus on infrastructure will have a positive impact on the logistics sector in the long-run along with employment generation."



pertinent issues need addressing

People friendly budget

Adarsh Hegde, Joint Managing Director, Allcargo Logistics, says, "Budget 2018-19 has an overall balanced view with focus on the masses. After last year's GST rollout, we expected this budget to focus more on direct taxes. There weren't too many announcements for the logistics sector, but the

emphasis on infrastructure expenditure is a welcome move. Development of 35,000 km of road network under phase 1 of the Bharatmala project is a key corollary to addressing vital connectivity issues."

"The concerns of the logistics have also been looked into with the setting up of a National Logistics Information Portal. A much-needed single window clearance digital platform for stakeholders across the supply chain spectrum will enable them to consolidate their market



competencies. Significant focus on healthcare, education, rural upliftment and digital India is laudable. Marginal slippage in fiscal deficit is a slight worry but overall it is a people friendly budget. However, we will have to deep dive for better understanding," he adds.

Budget hints aid for transportation

Piyush Kumar Singh, CEO, Indus B2B Solutions, says, "While the logistics industry would not get many direct benefits from the Union Budget 2018-19, the sector is likely to benefit from upcoming major transportation projects.

The transportation projects would benefit transportation and logistics companies by reducing costs, increasing transit speeds and lowering turnaround times.

The industry stands to benefit from the upcoming infrastructure projects like

Sagarmala, Bharatmala as well as the various Dedicated Freight Corridors. These projects aided by the government aims to provide a fillip to the industry.

◆ Firstly, the government transportation projects like Bharatmala and Sagarmala are likely to benefit all logistics players.

◆ Secondly, certain sub-sectors such as cold chain and Container Freight Station (CFS) providers are likely to



get specially favoured by the Union Budget.

CFS providers could benefit by creation of Special Economic Zones (under Sagarmala) as well as subsidies for setting up of logistics hubs (under Dedicated Freight Corridor schemes).

Smart Cities to deliver results

Vikram Puri, CEO, Transworld Technologies, says, "We are pleased to see the government's continual focus on the 'Smart Cities' mission and its development through advanced infrastructure as announced in the Budget 2018. The government must however continue to look at

logistics infrastructure with specific development and investment targets, like the plan for 101 new projects in the cold chain, truck terminals and stops, and better facilities for safer road transport operations. Big data, integrated services, transparency of government deliveries will truly ensure



that the Smart Cities mission will deliver results."

Reforms galore

Nishith Rastogi, CEO & Co-founder, Locus feels, "Infrastructure upheaval continues to take the much-needed limelight again this year, bringing in tectonic shifts in the logistics expansion across India. Changes in reforms, taxes & policies last year could cause positive ripples in

this sector in 2018. With allocation of ₹500 crore under 'Operation Green', Indian export sector pins its hope on massive agriculture growth, which constitutes to 10 per cent of the country's exports. With the current major changes in agro-trade policies could lead newer avenues



for logistics to sow their seeds in."



What the last year budget focused:

- ◆ Sectors such as automobiles, cement, steel, paper, aluminium and fertilisers, which had the lowest capacity utilisation and were on a special focus by the government. Announcements like total allocation of ₹39,61,354 crore on infrastructure development, development of selected airports in Tier II & III cities on PPP mode, etc.
- ◆ Expenditure on infrastructure for improving coastal road connectivity from ports to the hinterland, expanding railway connectivity, introducing end-to-end integrated transport solutions in partnership with logistics players, and encouraging PPP for airport developments in certain smaller cities.
- ◆ In-direct boosts such as (a) higher outlay on highways; (b) support for MSMEs through a reduced income tax and (c) boosting money in hands of individuals through lower income tax.
- ◆ The government took the onus of setting up 100 India-International skill centres to address the issue of skilled labour in India.
- ◆ ₹2.41 lakh crore towards the transport sector (road, rail and shipping).

Agents: Top priority for Air India cargo

The national carrier's cargo division understands the importance of agents and has been taking steps to ensure that conducting business with Air India is easy for them.



HAZEL JAIN

Abhay Pathak, Executive Director (Commercial) Cargo Division, Air India, who was presiding over Air India's cargo division recently organised event for its top agents – both domestic and international – in Mumbai, said to the agents, "Your support is very precious to us. We have brought about a paradigm shift at Air India. When I took over cargo it was run in a very traditional way. That is when I started introducing new ideas into the system and even my team was not very comfortable with them at first."

NEW TEL AVIV FLIGHT

Air India has been increasing its number of sectors to European countries. The last one it added was Copenhagen and Stockholm. "We are now going to start Tel Aviv which will start from third week of March somewhere around the 20th as we now have received permission to fly over Saudi Arabia airspace. It will be operated on our 787. Tel Aviv is one of the best sectors for us and it will link our country with one of the strongest countries in the world. Both sides have great potential as far as cargo is concerned," Pathak added.



FREE DELIVERY FROM WASHINGTON

Most of the American sectors for Air India cargo are doing extremely well. In fact, Pathak said, Air India has introduced an innovative concept for the agents. "We have designed a new concept where whenever JFK is overflowing, we can shift the cargo on the IAT that is Washington. From there, we can take by road to JFK. Not only that, we will also do delivery at the shipper's warehouse. That's another advantage with Air India. The product is reaching their doorstep. We have started a new era and as a result, even the European sectors have a backlog. We are also selling at a very high price because that's the way the market is turning around now," Pathak reveals.

GREAT CONNECTIONS

Air India has great connections in Europe – Rome, Milan, Australia, Sydney, Melbourne, Stockholm, Copenhagen, Madrid, five flights to London, Paris and Frankfurt. Add to this, five destinations in the USA, and it gives an advantage to any shipper. As a result, Air India's international cargo is doing better than its domestic. Speaking about this, Pathak adds, "Growth for the domestic cargo in terms of tonnage is much higher. But the competition among the airlines in the domestic market is chopping each other. The revenue is not in synch with the volume. So the yield is not too high vis-à-vis the tonnage it has grown. It is the other way round in the international market. Tonnage has not

gone up too much but the revenue has gone up manifold. We are scoring almost 70 per cent growth in terms of revenue."

Air India is looking for a freighter but the decision rests on the government. "We are also working out on how we can go for a GSA for the domestic and the international markets. If that happens, it will be a great advantage for us. We now have the new 777s. With that we will be able to now go for more flights specially long-haul which can carry additional cargo load from here," Pathak revealed.

AGENTS FIRST

Speaking about how Air India has upped its focus on its agents, he said that the airline has been receiving a lot of inputs from its

agents which has led to it introducing a lot of changes in the system.

"In the last one and half years, I have brought in a lot of changes to make doing business easy. It needs to be smooth, and you have to ensure that not only the product side but also the pricing and policies should be such that it helps and welcomes the agents. At the end of the day, it is the profit that is important. We have to sort out our problems and showcase our products to them in a better way. In one and a half or two years we have really done that in such an effective manner that they have started believing that if you ship with Air India their cargo will reach its destination within seven to eight hours," Pathak adds.



Abhay Pathak
Executive Director
(Commercial) Cargo Division
Air India

The airline has been receiving inputs from its agents which has led to it introducing a lot of change

Indian economy on upward trajectory

India's economy holds the brightest growth prospects of the world's seven largest economies, according to results from the Global Trade Barometer (GTB) from logistics company DHL.



CT BUREAU

GTB analytics assigned India the highest growth indices of the seven countries assessed, due to strong and sustained increases in both air and ocean freight in and out of the country. The country's trade in machinery and high-tech goods continues to underpin its growth, while increased imports of industrial raw materials point to an extended period of trade development for the nation. "More than any of the world's largest economies, India's major industries have displayed levels of

resilience and growth that will buoy business confidence in the short-to-medium-term," said **George Lawson**, Managing Director, DHL Global Forwarding India.

"India's economy has built up terrific momentum in recent times: Since 2008, its GDP has risen every single year to US\$2.44 trillion last year, more than double the levels of a decade ago. As the country continues to invest heavily in infrastructure, we expect it to continue its upward trajectory for the foreseeable future."

According to the GTB, businesses in India can expect ocean trade to further improve on already-high levels, largely thanks to demand for commodities and industrial materials from overseas. Air freight demand is projected to remain stable at its current highs, sustained by growth in machinery and technology imports. Both India's air and ocean freight forecasts proved stronger than those of any other country in the GTB -- in large part due to every major sector

making a positive contribution to the country's trade.

More than any of the world's largest economies, India's major industries have displayed levels of resilience and growth

Form - IV
Statement about ownership and other particulars about newspaper CargoTalk to be published in the first issue every year after the last day of February

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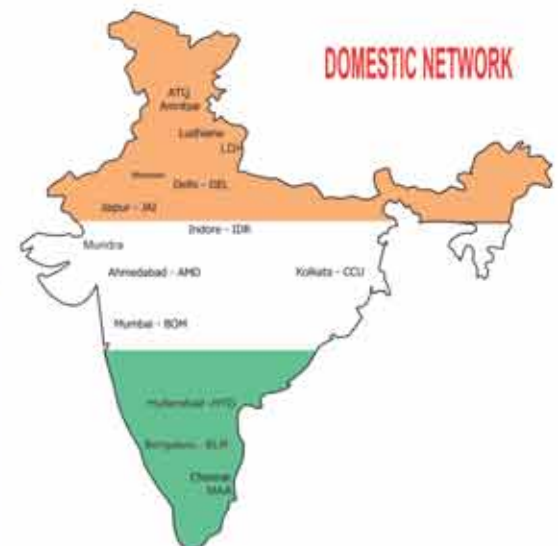
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Award & Accolades



Won "India Cargo Award" as a 'Best 3 PL – Pharma for North & East of India in 2015



Our MD was invited by Honorable President of India's office to accompany her as Leader of Business team to Shanghai in 2010



Our MD Won "India Cargo Award" as a 'Mentor Cargo Industry' for North & East of India in 2015



Won "India Cargo Award" as a 'Best Freight Forwarder Pharmaceuticals' for West & South of India in 2015



"Certificate of Excellence" awarded by Indian Institute of Economic Studies in 2007



Won "India Cargo Award" as a "Best 3PL – Pharma" for West & South of India in 2016



Awarded 'BEST PARTNER FOR INDIAN SUB CONTINENT' by WCA at WCA 9th Worldwide Conference in Singapore in 2016



Won 'FIEO: GOLD TROPHY', in the 1st set of Northern Region "EXPORT EXCELLENCE AWARD" in the category of service provider in 2016



Our (Director) Won "India Cargo Award" as a "Face of the Future" for West & South of India in 2016



Won "India Cargo Award" as a 'Best 3 PL – Pharma for North & East of India in 2016



Won "India Cargo Award" as a 'Best 3 PL – Pharma for West & South of India in 2017



Won "India Cargo Award" as a "Best 3PL – Pharma" for North & East of India in 2017

The wave of data science for business

By leveraging the huge influx of data, businesses may not only overcome challenges but also operate supply chains that can cut costs and meet expectations of consumers, shares **Prabhakar Chaudhary, MD, HAL Robotics.**

Supply chain management is a crucial wing for any enterprise, e-commerce industry or even a start-up. With increasing globalisation, technology complexity and given how volatile the supply chain systems tend to be, businesses that are unable to adequately regulate supply chains stand at a greater risk.

Logistics, as a sector, is widespread across the globe with complex networks. It is a vital industry, clocking in revenues worth \$8 trillion. Furthermore, the sector is expected to be valued \$15.5 trillion by 2024, clearly demonstrating the huge potential of the industry. At the same time, artificial intelligence has made significant inroads amidst our daily lives. As per the forecasts released by IDC, the global spending on AI will grow at a CAGR of 55 percent to be worth USD 47 billion by 2020. Amalgamating artificial intelligence with the growing adoption of Internet of Things can revolutionise the logistics sector across the globe.

UNDERSTANDING STRUCTURED TECHNOLOGY

While leveraging the true potential of data sciences may appear to be the most plausible solution, getting started with the same would warrant paradigm shifts and technology revivals. As of today, several factors have contributed to the upsurge of data. This



includes operational data, social media, data sourced from sprawling IoT devices, navigations services and more. While a portion of this data is structured, a major chunk continues to be unstructured. Structured data may include information regarding transactions, such as sales, purchases and production orders. The logistics companies have been dealing with the structured data for a long while, however, taking advantage of the unstructured data allows companies to operate in real-time, enhance visibility, and optimise operations live.

Making sense of all the available data and translating the same in business metrics require data science to become an integral part of the businesses today. The IoT technology is becoming

increasingly affordable, and can be integrated with a wide gamut of functions, such as low-cost consumer goods, at the production floor etc to collect data in real-time. The sensors help regulate the transit environment, update routes in real-time in case of any delays. Furthermore, companies also need to get a realistic estimate of the customer sentiments. The same allows logistics firms to get foresee risks and opportunities.

In addition, logistics companies operate in a globalised scenario, coordinating with a diverse and complex network comprising vendors, vehicles, partners and sub-contractors. The complex network exists within the spheres of ever-changing global economics, spikes in regional demand, climate,

geopolitics and more. The learning faculties under data sciences can integrate these real-world challenges to upgrade the existing models and better adapt to the changing environment.

ENABLING SUITABLE PROCESS

Adopting data sciences has significant direct impact on cost savings as well. Take for instance the road freight. Logistics companies must coordinate with a number of fleet vehicles, spread across the geography. To ensure proper health, constant maintenance is required. While preventative maintenance may cost more, data sciences provide savings in the form of predictive maintenance. By analysing transport data, logistics firm can foresee the likelihood of a component failing. Owing to the same,

the components can either be fixed or replaced ahead of time; hence, saving logistics companies enough time, money and loss of business due to unforeseen delays and resulting customer grievances.

In addition to saving costs, data sciences also allow logistics firms to usher in a wave of operational efficiencies. For instance, by considering myriad factors like economic indicators, past transactions and consumer profiles, local market dynamics etc, data sciences can provide logistics firms with accurate demand forecasts. The same can be broken down to compute daily volumes, properly allocate resources, optimise the delivery routes etc. As a consequence, not only the entire process is efficient but also helps

logistics companies deliver a greater satisfaction to their customers.

Speaking in regards to fourth industrial revolution, the World Economic Forum cited that the current world is standing "on the brink of technological revolution that will fundamentally alter the way we live, work and relate to one another." With the emergence of start-ups that combines data sciences and logistics, the space is going to remain abuzz with activity in the coming years. Ambitious logistic firms need to be quick to take note of this upcoming revolution and invest in establishing learning systems that can make sense of all the disparate and complex data, while creating greater opportunities for cost reductions, drawing operational efficiencies and streamlining supply chains.

(The views expressed are solely of the author. The publication may or may not subscribe to the same.)



Prabhakar Chaudhary
MD
HAL Robotics

W INDIA

Global supply chain symposium in Mumbai

The USC Marshall Center for Global Supply Chain Management symposium is scheduled on March 16, 2018 at the St. Regis Hotel, Mumbai. The

objective is to connect leaders, develop community, and create transformation through global supply chain excellence. This event is a unique opportunity for

business executives and professionals to connect and share insights on how to strategically manage supply chains in a rapidly evolving local and global

market. The event will give a chance to discover professional educational opportunities available through USC Marshall's Master of Science in Global Supply

Chain Management and certificate programmes. One can learn from a slate of business leaders and experts from the distinguished USC Marshall faculty, who will feature in a series of thought-provoking panels and keynote presentations. The symposium will focus on subjects like disruptive technology in supply chain, India's infrastructure, E-commerce, warehousing,

block chain/IT, cold chain, pharmaceuticals, talent recruitment and development, manufacturing, India's GST, and trade & commerce, whether the organisation is trying to reach firms locally or globally. Aligning with the USC Global business network will enable valuable exposure to 300+ event participants and 90,000+ alumni worldwide.

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Multimodal Transportation Conclave-2018

23rd March 2018 at 9:30 a.m. at PHD House, New Delhi

THE CONCLAVE WILL ENCOMPASS

➔ ROAD ➔ RAILWAY ➔ PORT AND SHIPPING
➔ INLAND WATERWAYS ➔ AVIATION

BROAD AGENDA OUTLOOK

Multimodal Transportation scenario in India & its Challenges	Need of Infrastructure development to improve Multimodal transportation
Seamless Connectivity (Bharat Mala and Sagar Mala Projects)	Detailed discussion on Bharat Mala and Sagar Mala Project
Delhi Mumbai Industrial Corridor (DMIC)	Ports
Safety in Transportation	Greener and Cleaner Transport
Sea Plane in India	Hinterland movement of Containers
Urban Transportation: New Development	Road Freight Corridors for economic development
Multimodal Logistics Parks	Supply Chain Transformation: Storage Innovations
New Opportunities: Inland Waterways & Coastal Shipping	Need of Future: Intelligent and Integrated Solutions
Impact of GST	Gateways: Congestion, Clearance & transit time and role of digitization's
Need for skilled and trained manpower	Need of investments by the govt. & private sector in the large infrastructure projects
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JNPT's 4th terminal to be India's largest

The new fourth container terminal will add capacity of 24 lakh containers per year in Phase-I and after completion of Phase-II in 2022 the capacity of JNPT will be 100 lakh containers per year.



CT BUREAU

JNPT is all set to double its container handling capacity with addition of its new fourth terminal which has been completed in record time. The foundation stone for the same was

laid by Prime Minister in October, 2015.

"The first Phase of the terminal is ready in record time. Logistics plays a key role in the development of the economy and the government is committed to

provide world class logistics and infrastructure facilities so that trade flourishes," says **Nitin Gadkari**, Minister of Shipping, Road Transport & Highways, Government of India. The Fourth Container Terminal (FCT) has been developed on Design,

Built, Fund, Operate and Transfer (DBFOT) basis for concession period of 30 years with an estimated cost of ₹7915 crore. The project is being implemented in two Phases, i.e. Phase -I and Phase -II. The indicative cost of



Infrastructure & Advantages

- ✓ Customs Bonded Warehouse.
- ✓ Import & Export Hub.
- ✓ Buffer Yard & Factory.
- ✓ Cold Storage & Cold Chain.
- ✓ Storage area 5,00,000 sq meter. of covered warehouse space.
- ✓ Direct access to the National Highway 4B leading to the JNPT Port.
- ✓ Ample space for parking of 1000 cargo trucks.
- ✓ 24x7 CCTV monitoring.
- ✓ CFS Owned equipments- 4 Top Lifters, 140 Trailers, 30 Forklifts, 2 Empty Handlers, 1 Crane.
- ✓ Distance from JNCH 11 Kms.
- ✓ Distance from Belapur Station 7 Kms.
- ✓ Zero Toll Charges, Zero Congestion in the CFS, Zero Carting Charges, Zero Congestion on the approach road.
- ✓ TEU Handling Capacity -9000 TEUs per month
- ✓ Carting & Stuffing done in Covered Area.
- ✓ Ideal Location for Exporters/CHAs/Freight Forwarders.
- ✓ Prompt Carting of Cargo.
- ✓ Unique Temperature Controlled Pharmaceuticals product handling capabilities in the CFS.
- ✓ Wi-Fi Enable CFS.



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the project for Phase - I is ₹4719 crore.

The PSA terminal will be able to dock mother vessels, handle the biggest container ships from a quay length of one km, and cranes that can reach 22 rows wide or greater. Thus, the commencement of operations at the fourth terminal offers a great opportunity for the EXIM community to avail of the new facilities. This terminal will be linked to the dedicated rail freight corridor and will be able to receive about 350 containers per rake. The facility will also have provision for storing 1,600 reefer (refrigerated) containers to handle agricultural and horticulture produce. Under Sagarmala, 101 projects worth ₹2.5 Lakh crore have been planned in Maharashtra. Out of these five projects have already been completed and 58 projects are under various stages of development.

Key Features

- ◆ Deepest berths capable to handle 'Mother Ships'.
- ◆ Largest cranes: 22 row wide cranes capable of handling largest container vessels.
- ◆ One Km quay/90 Ha: capable to handle three container ships at one go with sufficient yard space.
- ◆ Dedicated road access.
- ◆ The rail facilities will be the largest in India with the only on-dock Dedicated Freight Corridor (DFC) compliant facility in India, capable of handling 1.5km long, 360 TEU container trains on completion of the DFC.



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Cold chain in pharma: Hot topic

Agility Global Integrated Logistics organised a panel discussion on the 'Unbroken Cold Chain' for the Pharma industry. The idea behind the event was to bring each stakeholder under one platform to discuss the challenges and formulate strategy to fix the gaps. **Pradeep Panicker**, Dy CEO, GMR was the chief guest for the event and **Mohammed Esa**, SVP, Global Business Development, Agility, was the guest of honour.



W INDIA

APM Pipavav adds Maersk FM3 service

The 9662 TEU capacity Maersk Salina arrived at APM Terminals Pipavav on January representing the first call of Maersk Line's FM3 Service to APM Terminals Pipavav.

The service links India to key markets through port calls in Tanjung Pelepas, Malaysia; Colombo, Sri Lanka; Nhava Sheva, India; Singapore and the Chinese ports of Dalian, Xingang, Qingdao, Busan, Gwangyang and Ningbo. The Maersk Salina loaded seafood, polymers, chemicals, dyes, tires etc. for export.

Imports handled included home appliances, auto parts, machinery, plastic items, electrical/electronic goods and furniture.

Keld Pederson, Managing Director, APM Terminals Pipavav, said, "We are persistent in our endeavour to offer best services to our customers by quick turnaround of cargos at the berth, at the yard and at the gate. The new addition by Maersk takes us one step closer in providing easy access to our customers located in north and west hinterland in India with key markets across the globe."

Cochin Shipyard signs MoU with Russian firm

The MoU aims to improve capacities at Cochin Shipyard for construction of high-technology vessels for waterways and coastal shipping. This collaboration would bring in market innovation while harnessing newer technologies.



CT BUREAU

Cochin Shipyard & United Shipbuilding Corporation, Russia, has signed a Memorandum of Understanding (MoU) to collaborate and engage in design, development and execution of contemporary, state-of-the-art vessels for inland and coastal waterways. The MoU was signed by **Madhu S Nair**, Chairman & Managing Director, Cochin Shipyard and **Alexey Rakhmanov**, President, United Shipbuilding Corporation, in the presence of **Nitin Gadkari**, Minister for Road Transport & Highways, Shipping & Water Resources, River Development & Ganga Rejuvenation, Government of India.

"There is a huge potential in inland waterways, cruise tourism and RO-RO transportation in the country. This collaboration would certainly bring in the much-needed product as well as market innovation while harnessing newer technologies," said Gadkari.

The massive push to water-based transport through the infrastructure development efforts under the Sagarmala programme of government will open up opportunities for specialised vessels. The MoU is an effort to get ready to cater to the demand for different kinds of vessels that is expected in the near and medium term. The MoU will open more avenues and give way to wider participation of these organisations in the programme of the Government of India to boost eco-friendly and economic transportation

and give impetus to trade along India's Inland waterways under Sagarmala and 'Make-in-India' programmes.

CSL & USC will collaborate for development of High-Speed Vessels, River-Sea Cargo Vessels, Passenger

Vessels, Dredgers, and other watercrafts for Indian Waterways and coastal shipping. This will capture the growth and employment opportunities that will open up from the development of inland waterways and coastal shipping.



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Cargotalk/Jan-2018



Temperature Control Handling Area



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Services

DID YOU Know?

CSL has recently incorporated a JV Company by name HCSL (Hooghly Cochin Shipyard) at Kolkata, West Bengal, with plans of setting up an exclusive facility for construction and repair of vessels for Inland and Coastal Waterways.

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A forum on innovation and disruption

The Air Cargo Forum India (ACFI) recently held an interactive summit that focused on how technology is transforming the air cargo industry. The event saw deliberations through a mix of plenary sessions on innovation in the sector.



CT BUREAU

The summit was inaugurated by **Jayant Sinha**, Minister of State for Civil Aviation (MoCA), Government of India, followed by **Vandana Aggarwal**, Economic Adviser, MoCA,

Binoy Kumar, Special Secretary Logistics, Ministry of Commerce & Industry along with the industry veterans.

The event saw deliberations through a mix of plenary sessions for a

better understanding of the complex forces in the field of innovation for air cargo. Sinha discussed how Indian aviation is innovating in cargo transportation technology to become the next global aviation hotspot. According to him, the industry has



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huge potential and under the leadership and vision of industry experts with the government ably partnering in the process, the industry will certainly achieve the set milestones. Agarwal says, "Among the torrent of technology, whether it is artificial intelligence, I have told that around 40,000 applications are being brought out in the travel sector alone. The questions remain, what are we doing in the air cargo sector? It is crucial to understand; are we keeping pace with the technology or lagging behind it?"

Tushar K. Jani, President, ACFI, said, "The logistics industry is working on three pillars; Internet of Things (IoT), artificial intelligence and robotics. With IoT, India has done quite a bit and will continue to do better because the penetration of smart phones and internet is going to be highest in India. The industry, that is airports, CHAs, forwarders, express companies, carriers, etc, is now tuned to the IoT. Moreover, as far as IoT is concerned we are looking for more innovation; most of us has mobile applications to keep a track of their parcel.

Secondly, artificial intelligence is going to transform the well-being of the entire world. Third is robotics, where express companies have taken a lead in terms of automatic sorting."

He adds, "The government is running faster than all of us on digitalisation and technology. It is up to us now, how we can collaborate with the government, work with them and bring in the concept of innovation and disruption in air cargo. With disruption, I mean, challenging the innovation scheme and knowledge."

USC Marshall

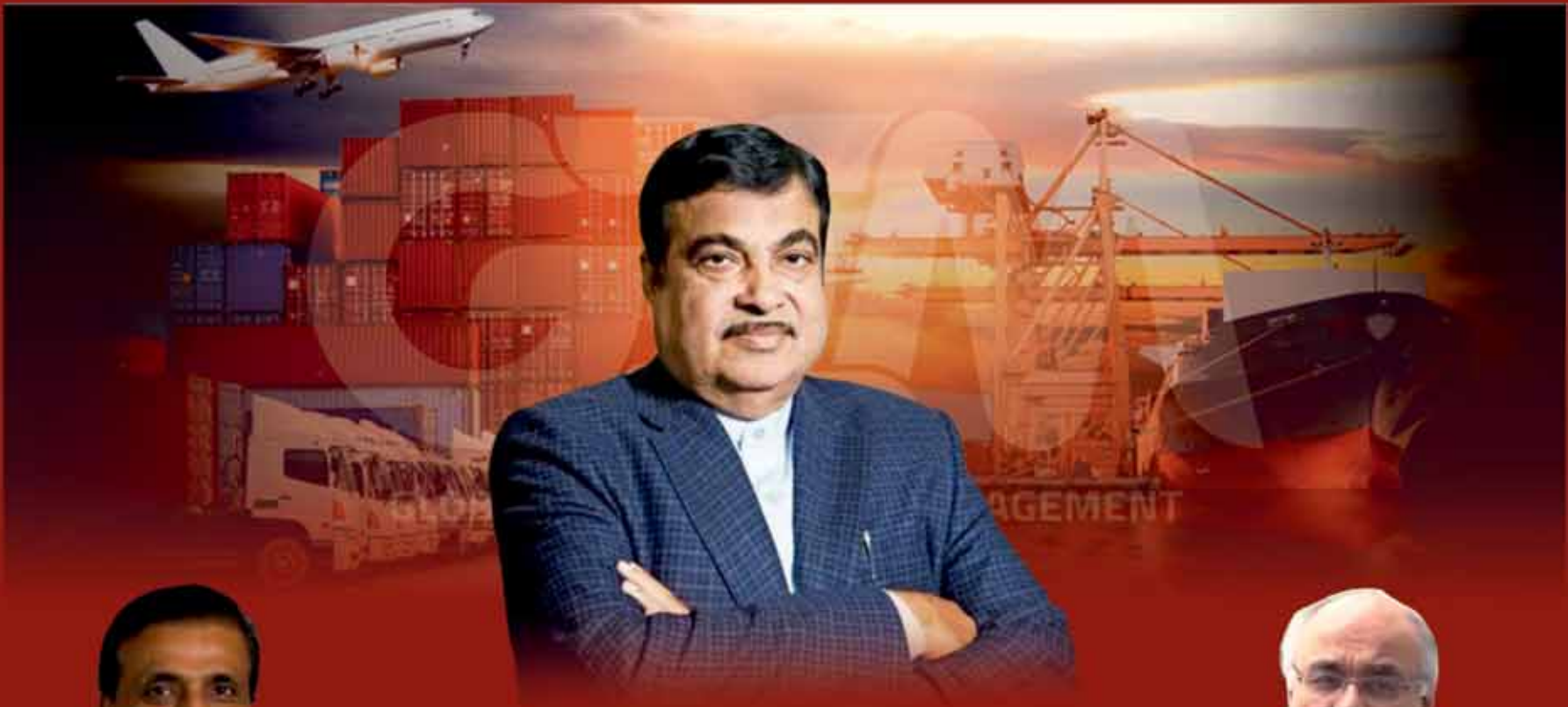
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ACFI summit on enabling technology

Air Cargo Forum of India (ACFI) held an interactive summit on 'Innovation and disruption in air cargo industry'. The summit was inaugurated by **Jayant Sinha**, Minister of State for Civil Aviation, Government of India, in the presence of more than 135 numbers of senior government officials and representatives of air cargo logistics industry.



BACC conducts cricket tournament

Bangalore Air Cargo Club (BACC) had conducted 'Cricket Tournament 2017'. The event sponsors were AISATS Coolport, while the main sponsors were Dhanyatha Cargo, Holiday Homes Club and Force Logistics.



Gefco's life science warehouse in UK

The facility was designed to meet the highest standards in the forwarding of pharmaceutical goods and features different temperature areas: from ambient (15°C to 25°C), and cool (2°C to 8°C) to frozen (-15°C to -25°C).



CT BUREAU

Gefco Group has opened its third dedicated temperature-controlled warehouse for the Life Sciences and Healthcare sector. The facility is based near London Heathrow airport, UK. This site complements company's warehouses in Frankfurt, Germany and Amsterdam, Netherlands. The opening of the new 15,000 sq ft facility, reinforces and expands Gefco's Freight Forwarding business line offering in the Life Science and Healthcare sector.

"We are able to differentiate our service by holding a Wholesale Dealer Authorisation, which demonstrates to our customers that we operate under the same compliant standards that they do," said **Josette Wells**, Forwarding

Quality & Compliance Director, Gefco. "The Wholesale Dealer Authorisation allows the facility to store human and veterinary medicines as well as medical devices as part of its logistics and transportation services."

The facility also provides high security levels including on-site x-ray screening for air cargo and constant 24/7 monitoring. The new centre is GDP compliant and ISO 9001:2015 certified. "The Life Sciences and Healthcare logistics market

is changing and becoming more complex. With the increase in temperature-sensitive products as well as the regulations related to their transportation, companies need to put more focus on control and security," said **Anthony Gunn**,

Executive Vice President - Freight Forwarding, Gefco. "The company has a strong history in the Life Science and Healthcare sector. The opening of this new UK facility reflects Gefco's continuous investment in this sector."

EUROPE

CEVA opens multi-user warehouse in Spain

The new site is located at Alovera, an industrial area, 50 km north east of Madrid. The facilities comprise 16,300 sqm, in total with 400 sq m office facilities, and almost 16,000 sq m of warehousing space, and will eventually contain the operations of several customers. It's location next to the A-2 motorway and close to the A-1 make it easy for customer goods deliveries and dispatch.

The opening of this new multi-user warehouse is a key part of CEVA's growth strategy across Iberia. It is also the first step of a strategic process of positioning the company in the area north of Madrid, where previously it had no presence and will enable the company to expand in the near future. Its easy connections to the Spanish motorway network provide simple connections to both Madrid and Barcelona. The operations of an existing customer have already been successfully implemented at the new Alovera site, and the future locating of existing and new customers is well underway.

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A brick that exuberates energy

Sushant Sarin, Executive VP- Commercial Line, TATA AIG General Insurance, tells us the importance of refractory fire brick that are used in high-end production materials and how these help in conserving energy.

REFRACTORY FIRE BRICK

A fire brick is a block of refractory ceramic material used in lining furnaces, kilns, fireboxes and fireplaces. A refractory brick is designed mainly to withstand high heat but should also usually have a low thermal conductivity to save energy. Usually dense refractory bricks are used in applications with extreme mechanical, chemical or thermal stresses, such as the inside of a wood-fired kiln or a furnace, which is subject to abrasion from wood, fluxing from ash or slag and high temperatures.

Dense refractory bricks have a high thermal mass which is sometimes a useful property in that they will retain heat example, in a pizza oven after the fire has been taken out. Kiln bricks are made by firing a clay based composition in the kiln until it is partly vitrified, and for special purposes may also be glazed.

The maximum service temperature increases with increasing alumina content and kiln bricks can be obtained with an alumina content of 80 per cent and above.

LESS DENSE REFRACTORY BRICKS

In other less harsh situations, such as a natural gas fired kiln, more porous bricks are a better choice, usually referred to as Insulation Bricks. They are weaker, but they are much lighter, easier to form, and insulate far better than dense bricks. In this case they have a low thermal



mass and so cannot be used to store heat. Insulation bricks have a better thermal shock resistance than dense firebricks but the main disadvantage is their low strength.

PACKING AND TRANSPORT

The refractory bricks are largely transported in shipping containers. Because refractory materials are heavy, they reach the container weight limit before the container's volume limit. Hence, such cargoes require dunnage for blocking and bracing the pallets inside the containers. For maximum space utilisation (weight v/s volume) it is advisable to use 20 feet container rather than a 40 container. The refractory material are also considered fragile and hence their shipping requires special attention. There are numerous incidents noted where the pallets are loaded inside the containers with

marginal gaps on sides or in middle space and this allows pallets to move during transportation or sea voyage and the cargo gets damaged. Hence it is prudent to employ use of adequate bracing and blocking inside the containers. As long as adequate blocking & bracing procedures are followed, there should be no major causes of concern.

SAFE MEASURES

Safe worthy packing, marking and transportation from vendor to consumer is important:

- ◆ All parts should be protected against damage, vibration, rain, dirt and corrosion.
- ◆ Bricks are stacked on pallets with corner protections so as to prevent any physical damages like edge chipping, transit breakage/cracks;

handling breakages while storage and application or any other.

- ◆ The vendor has the obligation to mark all individual parts clear and durable to allow easy identification during erection works. All individual items contained in one packing are to be listed in the respective packing list.
- ◆ For all shelf life items, date of manufacturing, batch number and date of expiry shall be legibly stencilled on the bag itself. Consumer's approved agencies reserve the right to verify the date of manufacturing from the records at vendor's manufacturing premises also.
- ◆ Each piece shall be clearly marked and identified. Codes shall also be marked on part

list and erection drawing.

It is a common practice that such cargoes are unloaded from containers and sent by open truck/trailer during the last leg of journey. In India, most such operations are done in the evening or late hours and this exposes cargo to handling damages, wet damages in inclement weather, shortages and sometimes loss of total volume too.

It is thus prudent to employ external surveyors during such operations to supervise the transshipment and following scopes can be given to surveyors for attendance:

- ◆ Check the cargo condition at the time of door opening of containers
- ◆ Ensure that cargo handling equipments such as forklifts and

their handlers are well versed and ensure physical condition of truck/trailer, condition of tyres, tyre pressures and documentation

- ◆ Ensure adequate quantity and quality of lashing material is available with truck/trailer/transporter
- ◆ Ensure safe unloading of cargo from container
- ◆ Ensure safe loading method on truck/trailer- each unitised cargo is adequately stowed on truck/trailer bed
- ◆ Ensure that cargo is duly covered for prevention from water/external damages
- ◆ Ensure that proper protest letter is submitted to the respective party or conveyed.

(The views expressed are solely of the author. The publication may or may not subscribe to the same.)



Sushant Sarin
Executive Vice President
Commercial Line,
TATA AIG General Insurance

PRODUCTS

Gandhi's rolling shutters define quality

Gandhi Automations is the only manufacturer of Rolling Shutters certified to ISO 9001 - 2008 quality management system. The company's efficient quality standards has enabled it to have continuous improvement in personnel training, production, inspection, equipment calibration,

machinery maintenance, logistics and customer relations. Over years of meticulously working on the design, fabrication and installation, Gandhi Automations has developed technical expertise in manufacturing various kinds of Automated Rolling Shutters. The Research and Development team

with its extensive know-how and experience are able to produce specific types of Rolling Shutters unique to certain sites and client requirements. A consistent quality product has thus become the hallmark of Gandhi Automations' manufacturing process right through installation to after sales service. Gandhi

Rolling Shutters are ideal for situations where side room is at a premium and security is required. The Rolling Shutters require very little headroom above the structural opening. They combine strength with elegance along with durability and are designed for both external and internal applications.

Gandhi Rolling Shutters are fabricated of interlocking Galvanized Insulated and Non Insulated, Stainless Steel, patented Aluminum or Polycarbonate profiles and patented MS Rolling Grills.

Each of our Rolling Shutters is designed to the clients specifications

conforming to IS 6248 and solidly constructed to promote trouble-free operation and long life. Gandhi Rolling Shutters fit openings to a maximum width of 30,000 mm and height of 40,000 mm with an endless array of options to satisfy both aesthetic considerations as well as working requirement.

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Keeping an 'i' Cargo for business

American Airlines Cargo has launched iCargo, to migrate to a web-based, fully integrated technology platform connecting all of its critical business functions.



CT BUREAU

American Airlines Cargo will implement a next generation cargo management system. The new platform will transform the company's technology across the entire

American Airlines Cargo footprint. This is the organisation's largest investment to date; one that will position the company for future growth. The technology solution will significantly enhance the customer experience so

American and its customers can grow faster together.

American selected IBS Software to implement the cargo management system; Cargo. Together, American and IBS are designing a multi-year, phased implementation

and rollout strategy, which ensures the new technology and processes are brought into the business in a seamless manner. The carrier is committed to taking an iterative approach to this implementation to ensure day-to-day business



functions run smoothly during the transition, minimising the impact go-live will have on partners and customers. The result will be new technology and streamlined processes that give American the agility necessary to stay at the forefront of the industry.

"We will continue to push the boundaries to deliver an industry-leading experience," said **Rick Elieson**, President, American Airlines Cargo. "We are focused on modernising processes for our team and increasing transparency and flexibility for our customers. The rapidly changing cargo landscape demands that we invest in the best of tools, so that our team can focus on doing what they do best—delivering an exceptional customer experience."



This is the organisation's largest investment to date; one that will position the company for future growth



"iCargo has, over the years, recorded remarkable traction in the market to emerge as the most definitive cargo management solution in the air transportation industry," added **VK Mathews**, Executive Chairman, IBS Group. "The iCargo footprint is now truly global and having American among our growing list of customers is indeed a strategic milestone for IBS. The engagement, I am sure, will herald the beginning of a long and productive business relationship."

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EVENT TALK

MARCH 2018

► Domestic

Shipping & Logistics India 2018 Southern Region	Chennai	1-3
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USC Global Supply Chain Symposium	Mumbai	16
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Multimodal Transportation Conclave	Delhi	23
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► International

WCA First 20th Annual Conference	Singapore	2-5
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IWLA Convention	Florida	11-13
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12th World Cargo Symposium	Dallas	13-15
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SCOPE Supply Chain Conference	Chicago	18-20
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Intermodal Asia 2018	China	20-22
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Logistics Summit & Expo	Mexico	21-22
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Breakbulk China	China	26-28
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APRIL 2018

► Domestic

ChemLogistics India	Mumbai	25-26
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► International

MODEX	Atlanta	9-12
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MAY 2018

► International

Multimodal 2018	Birmingham	1-3
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ACAAI	Abu Dhabi	3-9
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WERC 2018	North Carolina	6-9
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The Air Cargo Event	China	13-17
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Gartner Supply Chain Executive Conference	Phoenix	14-17
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Transport Logistics China 2018	Shanghai	16
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For more information, contact us at: cargotalk@ddppl.com

Celebi opens training centre

Celebi through its ASTI accreditation will now be able to certify staff on BCAS courses through a 21-seater computer-based training room.



CT BUREAU

Celebi Delhi Cargo Terminal Management has completed the accreditation of Aviation Security Training Institute (ASTI) by the India's National Aviation Security

Regulator BCAS (Bureau of Civil Aviation Security) and has formally opened the training institute. With the operationalisation of the institute the company will be able to give Aviation Security training and certification

accredited by Civil Aviation Security Regulator-BCAS as per 'NCASTP - National Civil Aviation Security Training Programme'. The chief guest of the launch was **K Rajesh Chandra**, Director General, BCAS. He says,

"Security protocols are not good in cargo as compared to passenger. This initiative is welcome. Security is generally considered as non-productive, but it needs to be realised that security is non-negotiable."

Speaking at the launch ceremony, **Ramesh Mamidala**, CEO, Celebi Delhi Cargo Terminal Management India, says, "With a smart and effective investment, we are now an authorised ASTI. We have built up the security training institute as per BCAS requirement. The institute will be a part of Celebi Global Academy."



WOMEN ACHIEVERS

Safeducate CEO wins ASEAN Young Woman Achiever Award

Divya Jain, Founder & CEO, Safeducate has been honoured with the prestigious Young Woman Achiever Award at the ASEAN awards at the recently concluded ASEAN Summit. This venerated award was bestowed upon Jain by **Sushma Swaraj**, Minister of External Affairs, Government of India.

Jain said, "It is my privilege and honour to receive this award. Having spent over a decade in the extremely challenging domain of skill

development, I feel this recognition will drive me to work even harder and achieve much more."

At Safeducate, Jain has curated a team of highly experienced consultants and trainers. These professionals offer world-class training as a part of uniquely designed programmes and courses, through which participants are able to gain extensive supply chain and logistics understanding. The participants are provided with comprehensive



domain knowledge and practical training, enabling them to face day-to-day challenges of working in supply chain

and logistics industry. She has enabled more than 50,000 individuals across India to achieve their livelihood by skilling them.



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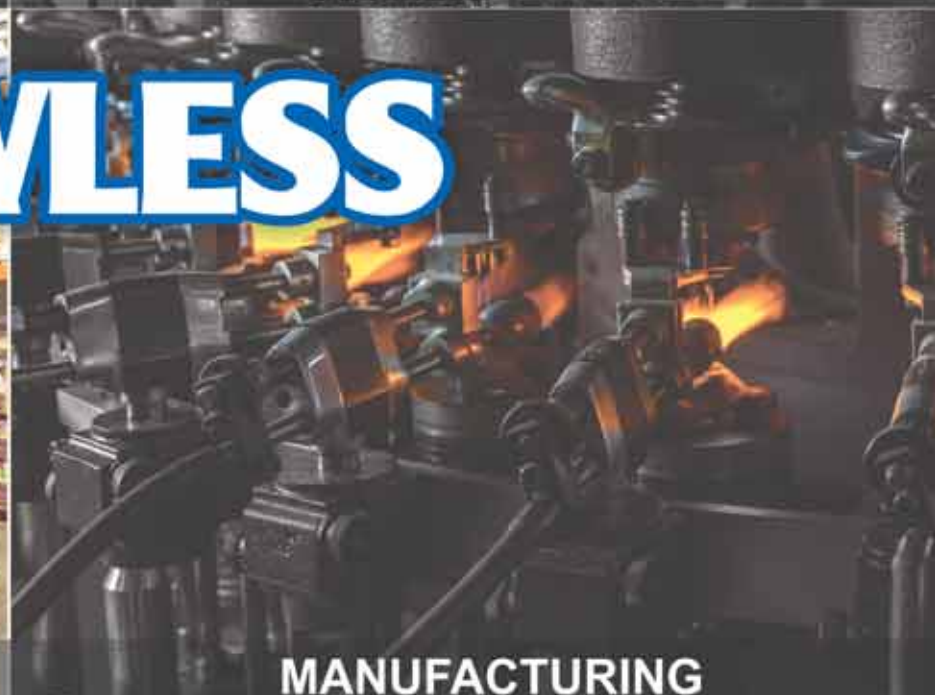


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Delhi International Airport

Delhi

Sanjiv Edward has taken over as Chief Commercial Officer of Delhi International Airport Limited (DIAL) w.e.f. January 2018, wherein he will be leading the Aeronautical and Aero-related business verticals of IGI Airport. In his new role, he will be responsible for developing and driving the strategy for these verticals by achieving sustained growth of aeronautical revenues through various streams, such as cargo, land & space, concessions and aeronautical services. His profile also includes leading the Airlines Marketing and Route development activities to enhance IGI Airport's air connectivity network..



Pharma.Aero

Belgium

Pharma.Aero has appointed **Frank Van Gelder** as its new Secretary General. Gelder has held several Senior Management positions within the air cargo industry where he handled pharmaceutical products and perishables. He also served on various boards and represented several global conferences. Having expertise in the global healthcare R&D, he has managed development of business projects, research programmes and management of acute time critical processes and logistics in the medical and pharmaceutical field. Supply chain improvement and innovative approaches towards time and temperature critical commodities through cross sectional industry exchanges is his hallmark.



IBS Software

IBS Software announced the appointment of **Anand Krishnan** as its Chief Executive Officer. Reporting to **V K Mathews**, Executive Chairman, IBS Group, Krishnan will lead IBS' worldwide operations and over 3000 employees globally. Anand comes to IBS with a 20-year track record of building high-growth software businesses.

Most recently, he served as Executive Vice President at Canonical Software where he led the commercialisation and growth of the Ubuntu business. Prior to that, he held several Executive positions over a decade at Microsoft Corp and was responsible for launching Microsoft's Cloud business internationally.



Ceva Logistics

Ashby-de-la-Zouch, UK

CEVA Logistics has appointed **Eddie Aston** to the position of Managing Director, UK, Ireland and Nordics (UKIN). Aston joins CEVA from Northgate the commercial van hire and leasing organisation where he was UK Managing Director. In his new role, he brings extensive international executive level experience in supply chain management, logistics and B2B service companies where he earned a reputation for delivering durable top and bottom line improvements across a number of vertical markets.



Walkers Transport

UK

Victoria Reynard joins Walkers Transport, a member of Palletways, Europe's largest and fastest growing express palletised freight network, from Portakabin Hire in Leeds as Group Sales Manager. She brings a wealth of sales and customer service-related experience to Walkers having worked in the industry since 1999 at companies including TNT and UK Mail. As part of her role she'll recruit, train and develop the growing sales team in order to win new customers and retain existing customers to ensure revenue and retention targets are met. She'll report directly to **Richard Simpson**, CEO, Walker.



PwC

PwC has appointed **Charlie Johnson-Ferguson** to lead its 200-person strong transport and logistics advisory business. Ferguson succeeds Coolin Desai, who led the industry sector since 2011. He has over 16-years' experience in industry, helping public and private sector clients on a range of projects including infrastructure

financing, competitive bid preparation and evaluation, financial modeling, and equipment financing and procurement and concessions.

He has also been extensively involved with both the UK government on bid side relating to the franchising of passenger rail operations and procurement of rolling stock.



TALKing People

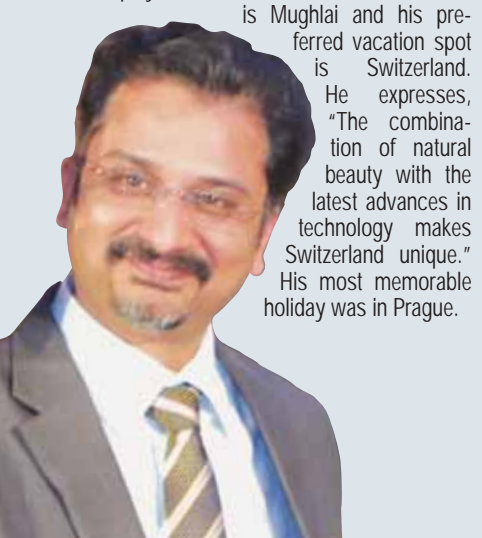
Vanish Ahluwalia, Senior General Manager-North India, Allcargo Logistics, shares that he loves to read newspapers, magazines, biographies and play with his two-year-old daughter during his leisure time. His favourite sport is Hockey and Cricket. "My favourite sport till school was Hockey, as was in the school team, later it was Cricket," he says. He likes Italian cuisine and it is his most favourite. On describing his most memorable holiday, he shares, "It was San Francisco, a drive on Golden Gate Bridge!" He reminisces his memorable holiday which was "in Vegas!"



Amit Verma, India Cargo Award winner 2017 and Director, A.R. Shipping, shares how he spends his time during respite. "I love my leisure time. I try to spend it with family either taking them out for lunch/dinner or visiting friends," he says. He says that his favourite sport is Cricket. "I am Cricket enthusiast and still very regular on field," he shares. Verma's favourite cuisine is North Indian. His favourite vacation spot is Venice and he feels that Italy is the most romantic place on Earth. Amongst the memorable holidays, "Venice tops the list followed by Disney Cruise holiday from Florida to Nassau in the Caribbean island," he adds.



Saket Gupta, India Cargo Award winner 2017 and Commercial Manager, Northern & Eastern India, Tamil Nadu, Karnataka, Bangladesh, Lufthansa Cargo AG, during his respite, prefers to read magazine and journals on technology and automobiles. "I am a technology, automobile buff, so I read car and tech magazines, and watch action movies." His favourite sport that he likes to play is Badminton. His favourite cuisine is Mughlai and his preferred vacation spot is Switzerland. He expresses, "The combination of natural beauty with the latest advances in technology makes Switzerland unique." His most memorable holiday was in Prague.



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