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**Creating
awareness
with clear visibility**

**Digitally
realigning
expectations**

Annual Issue

DIGITISATION

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INDUSTRY INTERVIEW

Digitally realigning expectations



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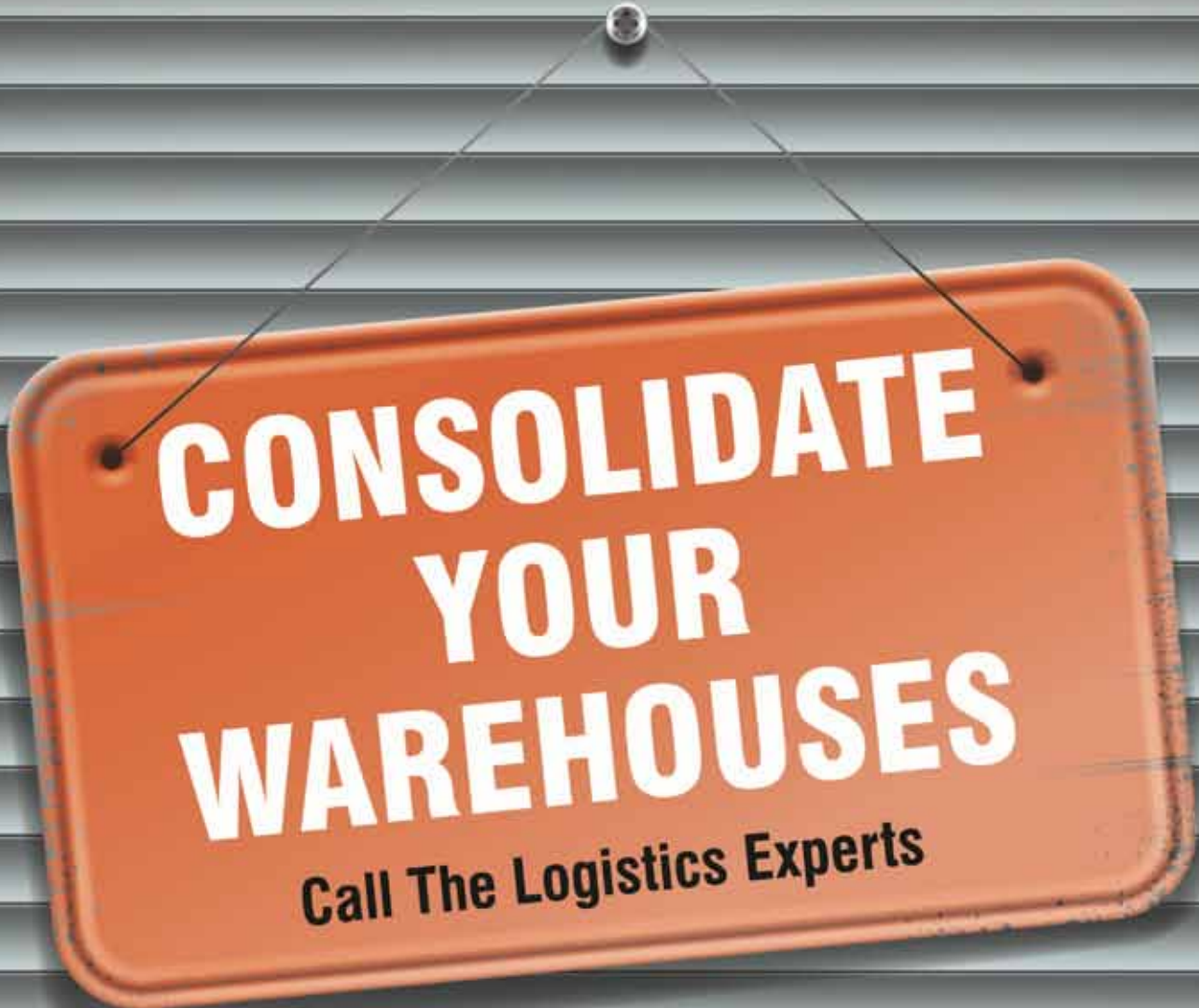
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Distribution Redefined

LUFTHANSA CARGO modernises RFS high-rack storage system



Lufthansa Cargo, supported by Miebach Consulting, is modernising the infrastructure for its road feeder services (RFS) at its Frankfurt hub. On behalf of the carrier, two mechanical companies — Vollert Anlagenbau and Körber — will carry out the modernisation of the RFS high-rack storage system, including its mechanical, control and IT features. Completion of the RFS stacker conversion is planned for early summer 2023. The complete modernisation of the Lufthansa Cargo Center is expected to be finished in 2029.

HAMBANTOTA PORT increases bulk handling

The Hambantota International Port (HIP) recorded their highest discharge levels of bulk cargo recently, when a shipment of gypsum consigned to Insee Cement was unloaded at a rate of 24,000 metric tonnes per day by port operations. **Thusith Gunawarnasuriya**, Director Procurement & Logistics of Insee Cement says this was an extraordinary achievement for a Sri Lankan port in terms of speed and efficiency. “As the No. 1 cement manufacturing company in Sri Lanka, we import raw materials in large vessels. But once these vessels arrive in the country, it is up to port operations, in this case HIPG and HIPS, to discharge the vessels quickly. The quicker the cargo is discharged, the more benefit not only to us but also the country.”



LA COMPAGNIE steps into air cargo



Business-class airline La Compagnie has appointed Worldwide Flight Services (WFS) as its cargo handler as it enters the air cargo market. The airline has awarded WFS a three-year contract to handle cargo onboard its Airbus A321LR services from Paris Orly to New York's Newark International Airport, which will increase from four flights a week to seven in September. WFS already provides ground handling services to La Compagnie in Newark for its passenger and ramp services to Paris Orly and Nice. Depending on the number of passengers, each flight is expected to carry up to 3.5 tonnes.



CATHAY PACIFIC CARGO introduces Ultra Track for real-time monitoring

Cathay Pacific Cargo is introducing Ultra Track, its multi-dimensional tracking product, to its network, with a phased introduction at 29 ports across the globe. Cathay Pacific Cargo's Ultra Track uses the Descartes Core Bluetooth Low Energy (BLE)™ Network, Tags and Readers. These data-loggers and transmitters offer visibility to Cathay Pacific Cargo customers who can now monitor shipments in near real-time through the airport-to-airport leg of the air-cargo journey. This is the first Cathay Pacific IoT (Internet of Things) application that enables remote connection to shipments.

Ultra Track is suitable for pharmaceutical, perishable and other vulnerable shipments. The loggers record and transmit data to Bluetooth readers in the cargo terminal and on the airside ramp area.

UNITED STATES OF AMERICA extends cargo-in-the-cabin exemption

The US Federal Aviation Administration (FAA) has extended the exemption allowing airlines to carry cargo in the cabin of aircraft. The exemption was due to expire on July 10, but Airlines for America and others petitioned the administration to extend the exemption for another year. They argued that cargo capacity was still constrained due to fewer passenger flights and that allowing flights to carry cargo in the cabin would help alleviate supply chain constraints.

In the end, the FAA agreed for the exemption until the end of the year. “The agency determined that airfreight capacity has not yet been fully restored to all communities, especially those which are dependent on passenger airplanes for such service,” the FAA said. “The FAA therefore finds that a short-term extension of this exemption will be in the public interest by supporting the continuity of the carriage of airfreight.”





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DELTA CARGO revenues exceed pre-COVID levels, to expand fleet



Rob Walpole
Vice President
Delta Cargo

In its Q2 2021 financial results, Delta Air Lines' reported cargo revenues exceeding pre-COVID (2019) levels. From March to June this year, the carrier's cargo division, Delta Cargo, posted revenues of \$251m — a 35% increase on cargo revenues in 2019.

Rob Walpole, Vice President of Delta Cargo, commented, "Air cargo volumes overall are back to pre-COVID levels, but the capacity available to move those volumes is less than what it was pre-COVID. So there's an imbalance between supply demand. I think that will continue through next year —

certainly through the first half of next year until international passenger services [and bellyhold capacity] get closer to pre-COVID levels."

With limited international passenger services operating currently, Walpole said Delta Cargo has ramped up its domestic network and added that operating at major US hubs like New York JFK has "improved our connectivity between Asia and Europe, and Latin America, and in Asia".

QATAR AIR CARGO rolls out WebCargo by Freightos throughout the USA

Qatar Airways Cargo announces the further roll out of third-party eBooking platform WebCargo by Freightos across the United States of America, effective July 19, 2021. Forwarders in the USA will be able to conduct eBookings with access to live rates and available capacity on the WebCargo platform. This will further improve their booking experience with the airline, resulting in higher efficiencies and instant responses for confirmation. The cargo carrier has an extensive network in the United States spanning 12 cities with 145 weekly flights, thus offering customers more than 4,700 tonnes of cargo capacity every week. Qatar Airways Chief Officer Cargo, **Guillaume Halleux** said, "Following our successful launch across Europe, we are glad to introduce WebCargo throughout the United States of America."



GEODIS strengthens pharma offering with Gandon Transports acquisition



Supply chain firm Geodis is set to expand its presence in the pharma market with the acquisition of temperature-controlled logistics business Gandon Transports.

Geodis said Gandon Transports, which specialises in the transport of pharma products at controlled temperatures of 2°C to 8°C and 15°C to 25°C, has an extensive network of warehouse and trucking services that will strengthen its capacity to distribute to pharmacies, hospitals and wholesalers throughout France.

HAPAG-LLOYD stops shipping cargo from Singapore to Bangladesh

Hapag-Lloyd, one of the world's biggest container shipping companies, has suspended carrying fresh Bangladesh-bound cargoes from Singapore port, which may worsen the ongoing container crisis in Chattogram port. The company has stopped it as per the advice of the Port of Singapore just a couple of days ago, according to a document obtained by the FE. Hapag Lloyd, the world's fifth-largest shipping firm by fleets, has a significant market share in Bangladesh as it carries nearly 9,000 TEUs (20-foot equivalent units) of imports per month.

ETIHAD CARGO and CargoAi agree on worldwide partnership



"JOINING TOGETHER IN A WORLDWIDE PARTNERSHIP"

Etihad Cargo, the cargo and logistics arm of Abu Dhabi's Etihad Aviation Group, and CargoAi, the SaaS application which provides air cargo digital solutions, have partnered to elevate the carrier's API accessibility for freight forwarders as part of its digitalisation strategy. During the past few years, Etihad Cargo has accelerated its development of technology advancements. This has culminated in the launch of its brand new digital platform, etihad-cargo.com. Their latest collaboration with CargoAi will further enhance this through the provision of brand-new API accessibility for freight forwarders the world over.

MAKING AIR FREIGHT A CHILD'S PLAY SINCE 1900



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Time to catch up with technology

Customising to the air cargo industry, CargoAi's tailor-made approach is providing the latest digital solutions that are simple to use for people who want to change their industry. **Matthieu Petot**, CEO, CargoAi, shares his perspective.



Priyanshi Bana

Do tell us about the recent partnership with Finnair cargo.

Live Rates and Capacity are available on CargoAi.co and all freight forwarders can make instant bookings directly on Finnair via CargoAi without the need to contact their sales offices. They can also request spot rates via our eQuote tool as well as track the shipments, get CO2 emissions data and dashboards. This is a great partnership as we are making Finnair flights available on CargoAi in every country they operate in.

With a large number of booking platforms available in the market, what makes CargoAi different?

CargoAi is a tech company with Air Cargo expertise and we have the intention to digitalise a lot of processes in our industry. We started with an e-booking platform and our experience made us have a different approach:

- CargoAi is not only an e-booking

platform but digitalises more processes than just the distribution and the booking processes. For example, forwarders can request ad hoc rates and make their 'e-quote' enquiries online via CargoAi, instead of sending emails or

Forwarders can request ad hoc rates and make their 'e-quote' enquiries online via CargoAi, instead of sending emails or calling the airline or its GSA 🐦

calling the airline or its GSA.

- CargoAi offers the visibility of all airline schedules, and not only of the airlines that are connected to us.
- We offer a more tailor-made approach and are connected to the entire suite of digital solutions with some partners which helps in terms of efficiency.

As other modern applications in other industries, we place our customer first and we have amazing feedback by the freight forwarders that use our platform.

What major challenges do you see in the air cargo industry?

We are very far behind other industries in terms of digitalisation and we see a rapid acceleration of willingness

to change since last year by airlines and freight forwarders. There is a real need to digitalise and catch up with technologies and processes that are now standard in other industries. Digitalisation is bringing significant cost savings which will help in the current situation that passenger airlines are in right now. Digitalisation is also where we are happy to help and can bring the most.

What are the plans and initiatives for the year 2021?

We are continuing expanding worldwide (we have now users in 55 countries) and building new features for our users (freight forwarders, airlines and GSAs) at the same time. Our team is very strong and we have now a good name and reputation so we can continue to expand with all the great applications we receive from people who want to help us change their industry.

Do you think technology integration has become crucial in recent times?

Integration is the norm everywhere else and air cargo has understood now that there is no choice but to make rapid progress on it. It is perfect timing for us and we are happy to be one of the most modern company in this space right now. 🐦



Matthieu Petot
CEO
CargoAi



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Technology: Key to resilient supply chain

Generating forecasts on platform Mateverse, using AutoML technology, currently the fastest in the world, help supply chain planners with robust and detailed forecasts that consider both historical data and real-time conditions. **Rahul Vishwakarma**, Co-founder and CEO, Mate Labs shares details.



Priyanshi Bana

Kindly elaborate about Mate labs and services offered.

Mate Labs is the fastest and most accurate demand forecasting solution for supply chains globally. The forecasts are generated by our platform Mateverse which uses our proprietary AutoML technology, which is currently the fastest in the world. This allows us to provide agile and accurate solutions that are unrivalled in terms of speed and accuracy.

Our predictions are real-time and 100X faster than traditional methods and help companies with a 5-30% increase in their planning/forecasting accuracy levels. By focusing on data-driven planning, a 5% increase in forecast accuracy improves the bottom line by 1%, adding millions of dollars to the bottom line. We work closely with Fortune 500 companies to provide them with accurate and real-time demand forecasting, through which organisations can lower the risk of overstocking, inventory waste and maximise production efficiency and streamline purchasing. Our solutions provide supply chain planners with

robust and detailed forecasts that considers both historical data and real-time conditions. Our current suite of solutions helps supply chains optimise processes such as demand forecasting, supply planning, demand driver analysis, crisis forecasting and new product forecasting.

Our predictions are real-time and 100X faster than traditional methods and help companies with a 5-30% increase in their planning/forecasting accuracy levels

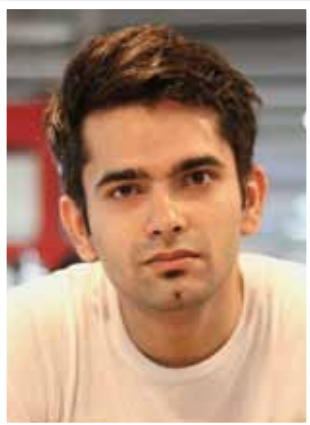
What initiatives are being taken for a sustainable supply chain?

Due to inflexible networks and unstructured data, organisations are struggling to meet rising customer expectations for quick delivery, customisation, low prices, and sustainability as a result of market volatility and uncertainty caused by the pandemic. In response to these

ongoing disruptions, organisations can no longer rely on traditional planning methods to address supply chain challenges. Mateverse provides advanced analytics and insights that can be used to significantly improve how businesses model, predict, and plan in order to reduce bias, identify trends, address challenges, and identify growth opportunities. We have created an end-to-end automated demand planning system that opens up a plethora of inventory, distribution, and production possibilities.

What challenges are faced digitising the supply chain?

In 2020, we saw an acceleration in the digitisation of various supply chain processes, but most companies failed to effectively implement AI, and demand planning teams were forced to revert to more familiar and traditional forecasting methodologies. The implementation process is riddled with lengthy, inconvenient decision-making processes, redundancies, complex workflow, poor KPI evaluation, and missed opportunities. Most supply chain



Rahul Vishwakarma
Co-founder and CEO
Mate Labs

planners are required to work with short planning horizons and generate forecasts based on input from multiple teams and sources.

As a result, while implementing AI-based Demand Forecasting solutions, businesses should consider the following:

- Invest in solutions that are simple to integrate into the existing workflow of the planning team.
- Invest in forecasting tools that use techniques like Scenario Modeling. In uncertain times, scenario planning will prepare you for any market condition.
- Automating repetitive tasks is a good idea. Look for scalable solutions that will eventually reduce the need for data scientists to duplicate their efforts. From data preparation to model updating, AutoML can automate the entire data journey. This will allow the planning

team to generate forecasts quickly and shift their focus to demand shaping.

Do you think digitisation will help make businesses future-ready?

Absolutely! The pandemic has demonstrated that being resilient is not enough; supply chains must also be extremely agile and dynamic in order to serve customers even in the most adverse conditions. With abundant data and cutting-edge technology that makes analytics accessible to many businesses in today's digital age, there is a huge opportunity to transform demand forecasting. By combining these technological advancements with a data-driven working culture, businesses can reap the benefits of improved forecast accuracy. Businesses can drive revenue growth, provide better service by anticipating and shaping demand, reduce costs across the supply chain,

and reduce inventory waste even with marginal gains.

What are the plans and initiatives for 2021?

Mate Labs is currently collaborating with global Fortune 500 companies to develop next-generation supply chains that can be completely automated. As a result of these efforts, the entire supply chain should be managed by a single supply chain control tower. Our core AI approach has allowed us to build the world's fastest AutoML technology, which will help bridge the gap between supply and demand by allowing supply chains to reduce response time from 3-4 months to near real-time response. We have currently automated the existing demand planning process and are working to automate inventory management, vendor management, distribution, and logistics.



FACTFILE

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Striving for seamless delivery

AI-based algorithms help make highly accurate decisions about vehicle and driver deployment. It crunches and analyses historical data to allocate the right task to the right delivery executive at the right time. **Soham Chokshi**, CEO & Founder of Shippy tells more about automation in delivery.



Priyanshi Bana

SERVICES OFFERED THROUGH A SINGLE PLATFORM

Shippy empowers businesses across the globe to ensure seamless delivery management, gain end-to-end visibility of shipments and boost productivity by driving real-time communication across delivery stakeholders. Here's a quick look at how we improve each of these aspects of logistics management.

DELIVERY AUTOMATION

Our AI-powered logistics management platform automates core delivery operations like route planning, dispatching, task allocation, driver onboarding, KPI benchmarking, and more. Shippy's routing engine considers multiple external and internal factors like delivery type, store-to-customer proximity, driver productivity, weather patterns, empty miles, and more while

automatically generating delivery routes. It ensures that a delivery executive follows the most efficient route when travelling from point A to B to C and so on.



The platform ensures seamless dispatch execution. Automated dispatching leverages AI-based algorithms to make highly accurate decisions about vehicle and driver deployment. It crunches and analyses historical data to allocate the right task to the right delivery executive at the right time. This eliminates the need to maintain exhaustive spreadsheets prone to error and downtime while allocating delivery tasks.

When it comes to scaling delivery operations, the platform quickly crawls

through an enormous repository of past performance data and narrows down on a select number of delivery partners who can execute deliveries rapidly with perfection. Also, KPI benchmarking is critical when it comes to selecting 3PL providers/delivery partners. Shippy's end-to-end logistics management platform ensures granular-level tracking of last-mile deliveries, thereby continuously benchmarking efficiency and productivity of 3PL operations.

SHIPMENT VISIBILITY

Poor visibility of ground-level logistics operations remains a crucial challenge in the supply chain industry. Our platform ensures that enterprises and logistics providers across the world gain end-to-end real-time visibility of logistics operations. We ensure that logistics stakeholders know where exactly a shipment is at any given point in time.



Soham Chokshi
CEO & Founder
Shippy

We keep things fresh...



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THIN LINE
BETWEEN HEALTHCARE
AND EDIBLE NEEDS!



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- ✓ Customs Bonded Area.
- ✓ Operated reach trucks, forklifts & hand pallet movers.
- ✓ IT Infra with WMS, FIFO control H Barcoding systems.
- ✓ Inflatable Dock Shelters with Dock Levelers.
- ✓ 100% Power back-up with multi generators.
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- ✓ LED eco-friendly lighting.
- ✓ ISO 22000:2005 and HACCP Certified.
- ✓ Refer Vans to Support Distribution.
- ✓ GDP Certified



Temperature Control Handling Area

Freezer\Chiller Chamber



Services



The platform's capability to provide granular-level visibility empowers businesses to boost delivery productivity by eliminating idle times, unnecessary route diversions, unprecedented stoppages, and more. Gaining real-time visibility of first, middle and last-mile operations also optimise costs by reducing fuel consumption and vehicle idling time. It mitigates chances of theft and pilferage and minimises vehicle wear and tear by constantly analysing driver behaviour.

When we say visibility, we also include customer transparency. Shipy's sends out live alerts and notifications to customers regarding delivery progress to drive instant gratification and customer transparency. In other words, customers are never kept in the dark when it comes to knowing where their orders are, who will deliver it, what's the ETA, are there en route delays, and so on.

DELIVERY COLLABORATION

Collaboration is key to delivery productivity. Shipy's advanced logistics management platform ensures that delivery stakeholders are updated with real-time information

on shipments. It expedites ticket/issue resolution by raising red flags to senior management regarding delivery exceptions and emergencies. The platform's collaboration capabilities enhance decision-making, lowers delivery latency, and significantly improves accountability.

ROLE OF DIGITISATION

Disruptive technologies like AI, IoT, data analytics, predictive intelligence, natural language processing (NLP), and more are empowering enterprises to streamline numerous complex processes in the logistics industry. For instance, dispatch automation, automated delivery scheduling, automated driver allocation, ML-based route planning, automatic customer notifications, the list goes on.

Digitisation is not just about minimising human intervention in the first, middle, and last-mile, more importantly, it's how businesses can optimise human efforts. Automating core delivery ops improves the efficiency of mundane delivery operations, shrinks transportation costs, drives prompt data-based decision making, simplifies audit trails and more. Digitisation ensures that people do not have to spend hours of productive time executing repetitive tasks. Instead, they can focus more on key business aspects like innovation, research and development.

How route-optimisation can contribute to facilitating faster and contactless deliveries?

Our logistics management platform's driver app allows drivers to check customer preferences such as preferred delivery slot, contactless delivery, mode of payment, etc., for the last-mile services. Contactless delivery eliminates physical contact with the customer during the final execution of the last mile. It could be for customer verification, getting customer signatures as proof of delivery, or cash.

So once the consignment is out for delivery, the customer receives the tracking link to see the driver's location in real-time and check the ETA. After arriving at the destination, the driver places the consignment at the doorstep and photos are uploaded on the app as electronic proof of delivery (ePOD). Customer verification occurs through OTP that a customer shares with the delivery agent once the order reaches them. For payment, customers with COD orders can request an online link and pay the amount through the same.

STREAMLINING OPERATIONS

We joined forces with ACT Grants and Udhym. They have been actively involved in raising funds from donors across the globe to secure COVID relief equipment like oxygen concentrators, BiPAPs, and others. A substantial scarcity of the right

Shipy's end-to-end logistics management platform ensures granular-level tracking of last-mile deliveries, thereby continuously benchmarking efficiency and productivity of 3PL operations

tools and technology complicated managing a heavy volume of inbound and outbound logistics for them. Our advanced logistics management platform assisted them in streamlining their operations by improving product management, communication between logistics partners, and other processes. We digitised and automated the product journey while eliminating manual intervention. Another such organisation is DTDC, which has been at the forefront of delivering COVID vaccines throughout the country. Our platform's route optimisation and ePOD capabilities enabled faster and contactless deliveries for them for timely and efficient disbursement of shots.

DIGITISATION

➔ Digitisation is not just about minimising human intervention in the first, middle, and last-mile, more importantly, it's how businesses can optimise human efforts.

➔ Automating core delivery ops improves the efficiency of mundane delivery operations, shrinks transportation costs, drives prompt data-based decision making, simplifies audit trails and more.



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- ✓ Cold Storage & Cold Chain.
- ✓ Storage area 5,00,000 sq meter, of covered warehouse space.
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- ✓ Ample space for parking of 1000 cargo trucks.
- ✓ 24x7 CCTV monitoring.
- ✓ CFS Owned equipments- 4 Top Lifters, 140 Trailers, 30 Forklifts, 2 Empty Handles, 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.



Custom Area



Covered Warehousing Facility



Covered Carting & Stuffing Area

Auto
SCMTR

Total Protection from Rains;
Carting & Stuffing area
Completely Covered

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Creating awareness with clear visibility

Focussing on end-to-end supply chain visibility and addressing air transportation issues and challenges faced, Pharma.Aero is a powerful international cross-industry collaboration platform for the Life Sciences and MedTech shippers. Kirsten de Bruijn, SVP Cargo Sales and Network Planning, Qatar Airways sheds more light on the same.



Priyanshi Bana

What are the advantages as a member of Pharma.Aero?

The main advantages are data sharing, lane certification and direct collaboration with other stakeholders in the air cargo supply chain and the opportunity to make impactful contributions that improve the cool chain of pharma and healthcare products which ultimately benefits the end user.

How will the pharma supply chain become stronger?

Pharma.Aero is a powerful international cross-industry collaboration platform for the Life Sciences and MedTech shippers, IATA CEIV certified cargo communities, airport operators and other air cargo industry stakeholders. With other members, we can contribute to ideas and projects that focus on end-to-end supply chain visibility and address air transportation issues and challenges faced by the Life Science and MedTech industry. This will ultimately benefit the end user of the product. Developing agility and resilience in the life science supply chain can create a stronger sector for all partners involved.

The demand for life science products is expected to grow in the next two decades and would represent a long-

term opportunity for the Life Science and MedTech and air cargo industry. In order to capture and maximise the opportunity, the entire network right from manufacturing to the global distribution will need to come together and work collaboratively to ensure that the sector remains strong and agile, providing quality products to patients in a timely manner. In these uncertain and unprecedented times, the air cargo industry is facing more risks than ever before. The key success factors are community collaboration, flexibility, transparency and harmonisation of standards. Through connection and collaboration, trust, transparent communication and interaction with all members and industry partners, Pharma.Aero tries to grow awareness in the industry and all new collaborations help strengthen this awareness in the pharma supply chain. With our expertise and experience in pharma transport, we have a lot to contribute as part of this membership and also learn from other stakeholders.

What are the challenges in pharma essentials?

Keeping cool chain products at the required temperature range is a colossal task that needs to be addressed by the

shipper, the forwarder and the airline together. Through risk assessments and, as mentioned earlier, close collaboration between stakeholders, it is possible to ensure that the right route, the right solution, the right packaging is chosen to ensure the ultimate goal of patient safety through product integrity.

To address all such challenges, earlier this year, we signed an agreement with Validaide to provide customers detailed station capabilities and lane risk assessments on key routes at the click of a button. We are investing in advanced temperature monitoring systems at our hub to enhance visibility and control of temperature regimes across our facilities.

Is pharma the new future for air cargo?

Transportation of pharmaceuticals and healthcare products is already a key focus area for airlines and forwarders around the globe. As the demand for pharma transport increases year over year in order to reach all parts of the world, several companies are focusing on temperature management solutions to attract the high yield pharma transportation. Life sciences and healthcare will definitely be a focus area for air cargo in the coming years. 🏆



Kirsten de Bruijn
SVP Cargo Sales and Network Planning
Qatar Airways

🏆 **Developing agility and resilience in the life science supply chain can create a stronger sector for all partners involved** 🏆



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Digitally realigning expectations

With accessibility and visibility playing a significant role, implementing technologies is proving to be challenging to become more nimble, adaptable, and efficient to meet customers' needs and expectations. Focussing on a customer-centric approach, **Jessica Tyler**, President, American Airlines Cargo shares details about the recent partnership with cargo.one



Priyanshi Bana

Do tell us about the recent partnership with cargo.one. What are the services being offered?

On June 16, we announced that American Airlines and cargo.one have entered into a strategic partnership. The partnership allows us to expand our network offering onto cargo.one's industry-leading e-booking platform for air cargo. Booking on American via the cargo.one platform will first be accessible starting in Europe later this summer, with global expansion following. Freight forwarders will be able to access our cargo capacity in real-time and book with instant confirmation.

cargo.one is an excellent strategic partner because of their state-of-the-art technology, customer-oriented interface, and modern product development that keeps up with the rapidly increasing number of freight forwarding customers using the platform. cargo.one's

extensive data insights will enable us at American to regularly fine-tune the capacity we offer on the platform as needed. Overall, the partnership with cargo.one marks another step in our modernisation journey and another way we are offering customers flexible and innovative solutions. And that's really our main priority, always looking for new ways to meet our customers' needs.

What makes cargo.one different?

I'm a strong believer that the cargo industry must continue to innovate to enable us to engage with our customers in a more personal, and definitely a far more efficient way. Flexibility and speed are more important than ever, and the industry needs to continue to find ways to quickly adapt. cargo.one's customer-centric approach puts us in an even better position to match those requirements. We've seen our

customer base expand and demand for a digital booking experience has increased with the global pandemic, as well as ever-changing

Booking on American via the cargo.one platform will first be accessible starting in Europe later this summer, with global expansion following

flight schedules. This has created an increased need for reliable, real-time capacity information and a clear overview of routes and services available. cargo.one meets these customer requirements, proven by its 700% growth rate in 2020, and also provides a fast, first-class booking experience and offers its partners like us a greater customer reach.



Jessica Tyler
President
American Airlines Cargo





What major challenges do you see in the air cargo industry?

I think we still have progress to make when it comes to collective modernisation. It takes all of us, not just one player, to push the industry forward. We adapted to the challenges of the pandemic, but we never know what is around the corner. We have to be prepared to meet the world's needs, and that means working the way the world works. Our technology and tools need to match those of other industries if we want to continue to evolve. So I think the challenge is that we have work to do implementing technologies that can make us more nimble, adaptable, and efficient in the way we work together along the supply chain.

What are the plans and initiatives for the year 2021?

I believe that 5-year plans are things of the past. The pandemic has reminded us that we have no idea what may be around the corner – be

it a challenge or a benefit. The best way to prepare for the unknown is staying agile and adaptable, and we MUST continue to look forward and evolve. We are at a pivotal time in our industry. I have used the term 'Adapt or Die' many times with my teams. We all may have paused on our future plans during the pandemic, but we can't stop now. We need to keep our continuous improvement mindset and look for ways we can adapt, grow and move forward.

We will continue to use modern technology and tools to provide our customers with an improved shipping

experience. Our partnership with cargo.one is an example of that, as well as the automation and machine learning tools we are using in conjunction with our iCargo platform to create efficiencies for our team members and customers.

Do you think technology integration has become crucial?

Absolutely. I've said before that sometimes there's a sense of fear around technology change – and I love that. Change is good, and it's the only way to grow. The way we work might change, but part of the learning is learning to let the technology work for us. These technology integrations are aimed at doing just that.

STRATEGIC PARTNERSHIP

→ cargo.one is an excellent strategic partner because of their state-of-the-art technology, customer-oriented interface, and modern product development that keeps up with the rapidly increasing number of freight forwarding customers using the platform.

→ cargo.one's extensive data insights will enable us at American to regularly fine-tune the capacity we offer on the platform as needed.



Serving nations in a cool way

With an extensive flight network and modern aircraft fleet, Emirates has been able to fly in vaccines from manufacturing locations to Dubai and then to developing markets who may not have adequate cold chain infrastructure required for storage of vaccines. **Abdulla Al-Khallafi**, Cargo Manager – India & Nepal, Emirates dwells on details of cool chain infrastructure.



Priyanshi Bana

Could you please share the details of your latest expansion of cool chain infrastructure at Dubai airport?

In October 2020, Emirates SkyCargo set up a dedicated GDP-certified airside hub at Dubai International Airport with over 20,000 sq. metres of EU GDP-certified cool chain infrastructure for storing and

handling COVID-19 vaccines in Dubai. To further strengthen our temperature-sensitive pharma and vaccine handling capabilities in Dubai, we have now extended the fully automated cool room in the facility by adding 94 airline pallet positions. Through this extension, we have gained an additional 2,600 sq. metres of temperature-controlled environment (2-25° Celsius) required for the storage and handling of vaccines and other pharmaceuticals at the purpose-built GDP-certified facility in Dubai. With this new addition, we can hold an estimated 60-90 million doses of COVID-19 vaccines at one time. The additional capacity will not only help us maintain our position as an industry leader in the air transportation of pharmaceuticals, but also enable our Dubai hub to meet the growing demand for the transportation of COVID-19 vaccines in the region.

What challenges do you see in moving vaccines worldwide?

The transportation of vaccines is a sophisticated process that requires expertise, capabilities, and most importantly, capacity. At Emirates SkyCargo, an elaborate planning process ensures that these aspects are addressed so that the integrity of the vaccines is preserved throughout transportation. Vaccines need to be stored in controlled-temperature

environments and these requirements vary depending upon the vaccines. Emirates SkyCargo has industry-leading capabilities in catering to the transportation requirements of most of the vaccine manufacturers. Our state-of-the-art GDP facility in Dubai; innovative thermal covers; and cool dollies, ensure that pharmaceuticals and vaccines are kept at optimum temperature throughout. Latest innovations in tracking and monitoring of the temperature, location, humidity, etc. of vaccines shipments is possible.

Capacity is also a crucial aspect of planning. The geographic location of our vaccine hub in Dubai is within only an 8-hour flying radius of more than two-thirds of the world's population. With our hub in Dubai and our extensive flight network and modern aircraft fleet we are able to fly in vaccines from manufacturing locations to Dubai and then to developing markets who may not have adequate cold chain infrastructure required for storage of vaccines.

How has the COVID-19 impacted the pharmaceuticals industry?

The air cargo industry has been one of the most resilient and high-performing industries during the pandemic. Emirates SkyCargo is one of the first air cargo carriers to begin extensive



Abdulla Al-Khallafi
Cargo Manager – India & Nepal, Emirates



preparations during the early stages of the pandemic for the transportation of essential commodities. We innovated by operating cargo-only passenger flights, mini-freighters and even loading cargo on overhead bins to maintain the supply of essential commodities including food, medicine, PPE kits and medical equipment across the world. The pandemic has revealed the importance of air freight and the quick transportation of lifesaving medicines and other essential commodities. This points to the need for continuous investment and innovation in providing solutions that meet the needs of our customers.

What is the volume of tonnage the airline has been carrying globally?

During 2020-21, we rapidly scaled up our global cargo operations and network to ensure the supply of essential commodities. To meet the strong demand that emerged across markets, we added 19 'mini freighters' to our operations using modified 777-300ER passenger aircraft and introduced new loading protocols to safely carry cargo using overhead bins and passenger seats. When Emirates SkyCargo marked one year of passenger freighter operations earlier in March this year, we had completed over 27,800 cargo missions on passenger aircraft and carried 100,000 tonnes of essential supplies to people around the world. Within the first four months of 2020, we transported more than 4,000 tonnes of food, including fresh vegetables and fruits, from India to the UAE and,

during the FY 20/21, Emirates SkyCargo helped exports of more than 25,000 tonnes of perishables from India to the rest of the world. We also moved 100 million doses of COVID-19 vaccines in total across the network.

What new initiatives does the airline plan to adopt?

Emirates SkyCargo's EU GDP-certified airside distribution hub in Dubai is the world's largest dedicated airside hub for the storage and distribution of COVID-19 vaccines. It enables us to store large quantities of the COVID-19 vaccines in Dubai while transporting smaller quantities to markets that have limited cool chain infrastructure. The recent expansion of our airside facility is the latest step towards meeting a growing demand and ensuring a continuous supply of vaccines across the world.

Additionally, Emirates SkyCargo is part of many strategic initiatives to improve the global population's accessibility to vaccines. Earlier this year, we signed an agreement with UNICEF to join the Humanitarian Airfreight Initiative under which we prioritise the transport of COVID-19 vaccines, essential medicines, medical devices and other critical supplies to more than 100 markets. The initiative supports the COVAX Facility – the global effort aimed at equitable access to COVID-19 vaccines. Emirates SkyCargo is also part of the Dubai Vaccine Logistics Alliance, launched in January this year, to hasten the distribution of COVID-19 vaccines around the world, through Dubai.

What is your take on technology integration becoming crucial?

Emirates SkyCargo has continually invested in technologies, over the years, to cater to the evolving needs of our customers. These investments now enable us to maintain our leadership position in the air cargo transportation industry while catering to dynamic demands of the pandemic. Our investments in the cool chain 'fit for purpose' EU GDP-certified capabilities enable us to offer origin-to-destination temperature protection. For example, cool dollies help protect temperature-sensitive cargo during transit between the aircraft and cargo terminal.

Where do you see air cargo industry in five years?

Air cargo industry has gone through an important reinvention during 2020. We had never anticipated a situation where we would be using passenger aircraft uniquely for cargo and yet given the demand for transportation of vital commodities and the lack of capacity, we had to reinvent our business overnight. Our agile and responsive teams worked flat out over an extended period of time to make sure we received all the required approvals and to make sure that we had adequate safety guidelines in place. All of this required extensive coordination with various authorities, internal and external stakeholders. As an industry, air cargo will need to take lessons from what we experienced and continue to be much more agile and adapt quicker to changing circumstances.

✈ **Our investments in the cool chain 'fit for purpose' EU GDP-certified capabilities enable us to offer origin-to-destination temperature protection** ✈

FACTFILE

➔ Within the first four months of 2020, we transported more than 4,000 tonnes of food, including fresh vegetables and fruits, from India to the UAE and, during the FY 20/21, Emirates SkyCargo helped exports of more than 25,000 tonnes of perishables from India to the rest of the world.

Aargus Global Logistics Private Limited. INDIA

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Cargo Complex



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Pharma Services include

- Generic Pharma, Clinical Trials
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- Frozen (-20C- all temp. range)
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Defence Logistics Services include

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Award & Accolades



2017: "Expression of Gratitude" conferred upon Rtn. Mahesh Tripathi in Appreciation of Exemplary Support and Contribution for "ROTARY SERVING HUMANITY" CHALTE CHALTE Presented by: RTN. SUDIP KOHLI (President 2016-2017), RCD South East, RI District 3011.



Customers and partners in our progress



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With the world being set into a new template by the pandemic, digital transformation, globally is heralding the new era for air cargo, supply chain management and logistics sectors in which suppliers and customers come together in entirely new ways, blurring the lines between the digital and physical worlds and erasing traditional organisational boundaries.



Digitisation: Choice no more, Necessity now



Priyanshi Bana



A revolution, digital transformation is driven by various technological disruptions, including Big Data and analytics, unprecedented connectivity via machine-to-machine and human-to-machine interaction, automation, artificial intelligence and augmented reality. The digitisation of the supply chain promises to reduce inefficiencies and lower costs while improving flexibility. Says **Rob Walpole**, Vice

President, Delta Cargo, "With the devastating effect of COVID-19 on the airline industry, supply chains were swiftly interrupted in March 2020 by limited flight schedules and reduced air capacity across the world causing a supply demand imbalance across multiple modes. There is an increasing mix of air transport in the end-to-end model and we are now using API technology to connect seamlessly with forwarding community and last mile

community enabling transparency and tracking customers' demand. Delta launched DASH Door-to-Door – an industry-first for a U.S. passenger airline in 2019. The 24/7 pick-up and delivery service, from your business or home, is now available from Atlanta to over 60 cities in the United States. This was created for time-critical shipments in industries including medical, manufacturing, automotive, industrial parts and more. Customers



can easily get a dynamic price quote, with a single booking for flights with pick-up/delivery, as well as end-to-end tracking and real-time status updates to provide customers with full peace of mind throughout the parcel journey. We have a constant focus on innovation – Delta is looking at ways to enhance and expand our last-mile collection/delivery offering – to provide a seamless customer experience.”

Further, resonating on the same lines, **Shankar Iyer**, Director, Head of Cargo Africa, Middle East & India, Swiss WorldCargo, says, “Digitalisation will play an important role in the future. However, it is clear that it will not be a silo-ed effort, but rather a joint progression and collaboration between different stakeholders. Right now, Swiss WorldCargo in India is handling a majority of processes electronically

– from e-booking to final release of shipment. This has highlighted the successful collaborative efforts of forwarders, airport & terminal operators, airlines, customs & cargo community network providers. Digitalisation and technology in general will also continue to help provide new, innovative solutions to help our business become more efficient and quicker – not just in India, but globally.”

The pandemic’s disruptive impact on global supply chains has pushed the organisations to focus on risk mitigation and increasing resiliency. By capitalising on digital technologies and increasing real-time visibility into every part of the value chain, companies can more proactively identify areas of potential risk prior to an issue, or more quickly notice and respond to disruption. Says **Ritesh Chopra**, Head of Business



Rob Walpole
Vice President
Delta Cargo

✈ **Delta is looking at ways to enhance and expand our last-mile collection/ delivery offering – to provide a seamless customer experience** ✈

Development, India, CEVA Logistics, “The global pandemic continues to affect growth rates of underlying industries, thus impacting the logistics industry. The pandemic is proving to be a once-in-a-lifetime experience for global supply chain leaders, including shippers and customers, to learn and adapt to the new normal. The most impactful changes for logistics providers will be to redesign their strategies and structure themselves for the volatile market and provide solutions to customers so that it’s not just about rates, space or availability of equipment, but rather a bespoke solution for their supply chain needs. Logistics service providers must come up with diverse and out-of-the-box solutions now more than ever before. The global pandemic has emphasised how crucial it is to build a balance between technology and human expertise. Shippers are revisiting their supply chain strategies to navigate the market volatility with options like near-shore supply chain elements, as well as technology- and innovation-enabled solutions – all coupled with the needed experience from logistics experts.”

Automation and business intelligence technologies have been central to



Shankar Iyer
Director, Head of Cargo Africa
Middle East & India, Swiss WorldCargo

✈ **Digitalisation will not be a silo-ed effort, but rather a joint progression and collaboration between different stakeholders** ✈

RISK MITIGATION

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➔ By capitalising on digital technologies and increasing real-time visibility into every part of the value chain, companies can more proactively identify areas of potential risk prior to an issue, or more quickly notice and respond to disruption.



Ritesh Chopra
Head of Business Development, India
CEVA Logistics

✈️ **The global pandemic has emphasised how crucial it is to build a balance between technology and human expertise** 🦋



Yuvraj Sharma
Cluster Head – Sales & Marketing India
Sri Lanka & Maldives, Kuehne+Nagel

✈️ **It is necessary for all stakeholders, including carriers and forwarders, to embrace the transformation so that we can connect smoothly** 🦋

improving adaptability and optimising the supply chain to meet customer demand. Internet-connected sensors can detect supply chain disruptions and address the issue in real-time with minimal human intervention. If done right, it can increase visibility, responsiveness and resiliency across the entire supply chain ecosystem. Expounding on the need for digitalisation in the supply chain sector, **Yuvraj Sharma**, Cluster Head – Sales & Marketing India, Sri Lanka & Maldives, Kuehne+Nagel, adds, "The digitised world is constantly evolving and making new rules. New technologies such as

machine learning, artificial intelligence, cloud technology, and automation have allowed companies to enjoy greater efficiencies. The logistics industry is at the forefront in embracing new technologies to improve efficiencies and transparency. The supply chain sector is looking at blockchain allied to Internet of Things (IoT), telematics to enable greater visibility and using artificial intelligence and machine learning to enhance the whole of the customer experience.

More and more carriers and forwarders have embarked on digitalisation to streamline operation processes and increase productivity by using modern technology. In fact, to accelerate digitalisation in logistics industry, it is necessary for all stakeholders, including carriers and forwarders, to embrace the transformation so that we can connect smoothly."

Explaining how the pandemic has created a need for a tectonic shift in the logistics industry from traditional ways to digitalisation, **Amar More**, CEO, Kale

Logistics Solutions, says, "The COVID-19 has pushed the logistics industry over the technology tipping point. In just a few months, the COVID-19 crisis has brought about years of change in the way logistics companies across the globe do business. The companies have accelerated the digitisation of their customer and supply-chain interactions and of their internal operations by three to four years. And the share of digital or digitally enabled products in their portfolios has accelerated by a shocking seven years. We are helping build the digital capability required to emerge stronger from every phase of this crisis – whether it's the phase of respond, rebound or re-imagine. The key reasons for technology upgrade are:

- Work from Home – needed digital infra on cloud to sustain this mode of working.
- Documents went online and 'e' as information was important for cargo to move essential and lifesaving medicines and equipment. Chambers of Commerce shared issuing Certificate of Origin online with tech.
- The virus stays on paper for 72



hours as per WHO. So operations had to go paperless.

- There was tremendous cost reduction pressure on the entire logistics industry. Technology ensured business continuity with more efficiency and cost reduction."

According to Chopra, "At CEVA Logistics, we consider innovation to be the implementation of new ideas for business impact, and the hub economy is disintegrating business across verticals. CEVA Logistics has always focused on innovations to make the movement of goods for the customer more simplified and efficient. We extended our freight management solutions portfolio with a new digital platform: myCEVA. From quotation to delivery, easily managed shipments are available through an all-in-one platform, anytime, anywhere through this portal. It gives real-time quoting and end-to-end visibility. Digital technologies enable our customers to control and bring simplicity and flexibility to their supply chains.

It's in our CEVA Logistics DNA to deliver responsive logistics solutions for our customers, so innovation is a key strategy for CEVA. Over the past few years, we have significantly invested on innovation and automation for our warehouse and transportation systems along with structuring, training and enhancing the skills of our teams to handle these technological advancements. First, there's the deployment of robots within warehouses, often operating as 'co-bots' as opposed to co-workers for sorting. Then there are driverless forklifts, voice picking technology, pallet shuttle conveyors, end-to-end visibility with geo fencing technology, E-POD solutions, predictive analytics dashboards, dynamic route optimisers, Truck Court + Dock Scheduling Software along with other track and trace solutions – these are just a few of the technology solutions making a difference in our warehouses today, as we move to the warehouses of tomorrow."

Not only the logistics sector is transforming itself digitally with the demand for faster responses, managing a larger number of SKUs with fewer



Amar More
CEO, Kale Logistics Solutions and
India Cargo Awards Winner 2019



Alexandre Amine Soufiani
Managing Director
FM Logistics

✈ **Companies have accelerated the digitisation of their customer and supply-chain interactions and of their internal operations by three to four years** ✈

✈ **Driven by technological advancements and greater affordability, robotics solutions are entering the logistics workforce, supporting zero-defect processes** ✈

errors, warehouses too need to scale up and meet the standards of an intelligent, efficient, and automated warehouse. Looking ahead, a predicted surge in the preference for digital transformation will bring fundamental changes to the way warehouses operate. Accordingly, the adoption of disruptive warehouse digitalisation will reach its apex. Alexandre Amine Soufiani, Managing Director, FM Logistics, says, "Our state-of-the-art multi-client facilities, backed by our indigenous WMS and IT solutions, our well-experienced collaborators efficiently manage omni-channel operations and can support our customer's growth strategies. We have the required expertise and technological know-how in terms of IT modules that enable us to offer customised warehousing solutions to our clients. Driven by rapid technological advancements and greater affordability, robotics solutions are entering the logistics workforce, supporting zero-defect processes and boosting productivity. This is a primary area of focus for FM Logistics. In India we have implemented drones for inventory control at one of our operational MCFs and are in the process of getting this implemented across all warehouses.

DISRUPTIVE WAREHOUSE DIGITALISATION

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➤ Accordingly, the adoption of disruptive warehouse digitalisation will reach its apex.





Anshul Singhal
Managing Director
Welspun One Logistics Parks

✈️ **Driven by the fast pace of digitisation, India is expected to become the second largest e-commerce market in the world by 2034** ✈️



Ketan Kulkarni
CMO & Head – Business Development
Blue Dart

✈️ **We pioneered the contactless delivery service in the industry, allowing access to 16 digital wallets, net banking, credit & debit cards** ✈️

We have also implemented a fully automated packing line for various clients across India. Globally, FM deploys AGVs and robots for various activities like loading, unloading, picking, palletising, etc."

The warehouse and supply chain systems of the future will be anything but opaque. Blockchain has the potential to play a pivotal role in achieving transparency at every level. This technology offers the power to distribute information fast and securely,

thus making real-time data exchange for warehouses efficient and transparent. Blockchain is incomplete without the Internet of Things (IoT). IoT is an ecosystem of sensory devices that are interconnected across digital networks. These can collect and transmit data in real-time without human intervention.

Playing a significant role in digitisation, e-commerce has grown manifold during the pandemic. Since customers have little tolerance for delayed or incorrect orders, meaning logistics and distribution—from warehousing to order fulfillment to shipping—must happen at lightning speed. As a result, some organisations are moving from direct store to centralised distribution and real-time inventory management, allowing order points to be less tied to warehouse inventory levels and more responsive to demand. As most customer transactions shifted online during the COVID-19 pandemic, companies are taking a cue from retailers and building their own e-commerce capabilities. Says **Anshul Singhal**, Managing Director, Welspun One Logistics Parks, "The e-commerce market in India as well as globally is one of the fastest growing markets today. Driven by the fast pace of digitisation in the country, Indian e-commerce market has been growing rapidly and is expected to surpass the US to become the second largest e-commerce market in the world by 2034, with China being the largest market. This increased growth momentum can be attributed to the rising rate of internet penetration in the country which has grown from 4% in 2007 to 45% in 2021.

COVID-19 has accelerated both the scope and pace of e-commerce adoption. Any e-commerce operation needs a strong and robust supply chain network, of which, modern warehousing forms a critical component. E-commerce companies as such are rapidly looking to expand in their battle for retail supremacy and thus investments in ancillary infrastructure like warehousing will remain a top priority."

Technology has indeed become the backbone of not just the supply chain or logistics industry, but of almost every industry across the world. With online shopping becoming the trend, delivery and courier service companies quickly realised the urgency of digitalisation. From real-time tracking of parcels, to route optimisation and latest being contactless delivery, the industry adapted and adopted the latest technologies at an unexpected pace. Says **Ketan Kulkarni**, CMO & Head – Business Development, Blue Dart, "Blue Dart has always remained one step ahead of the curve with our market leading technology-based solutions; during the pandemic, these very solutions benefited both our customers as well as our colleagues. Blue Dart leveraged the use of technology to introduce a number of initiatives to help our customers shop with us, during this challenging period. In order to safeguard the health and safety of our colleagues as well as our customers, we pioneered the contactless delivery service in the industry, allowing access to 16 digital wallets, net banking, credit & debit cards, UPI and BHIM. We launched the 'My Blue Dart' mobile application to allow our customers to book a shipment, track a shipment, find price estimates, etc. on the go. Our drone delivery, in its trial phase, leverages the use of future-ready technology to ensure that our reach extends into the remotest parts of the Indian heartland and provides every individual with the robust healthcare infrastructure that they deserve. This not only ensures an entirely contactless delivery, but also ensures that our colleagues are leveraged for more complex and rewarding tasks thereby increasing the efficiency and effectiveness of the entire man-tech combination."

Process automation, artificial intelligence (AI), Big Data have become some of the key words industries all over the world are juggling with as digital technology has been rapidly transforming air logistics operations. The main aim for digitalisation is to have



a sustainable future for the air cargo industry, enhanced online customer experience and seamless connectivity. With unprecedented COVID-19 impact on the air cargo industry, airfreight market players are reassessing the importance of digitalisation and accelerating its pace. Says **Ashish Asaf**, Managing Director, S.A. Consultants & Forwarders, "Technology is no longer a good-to-have but a must-have in any logistics and freight forwarding company. The players who were technologically equipped, managed to route to work from home and the others couldn't adapt to the sudden change.

opportunity, hence these disruptions are paving the way for a more digitalised way of transactions across the globe with air cargo operators."

Expounding further, **Cyrus Katgara**, Partner, Jeena & Company, President, Air Cargo Forum India, says, "I believe that technological development is a major driver for change in our industry and digital is now an ESSENTIAL means of doing business. Digital automation reduces mistakes and delays in the air cargo supply chain. A digital platform can automate common processes like logistics handoffs, real-time tracking,



From providing real-time information to the customers to making sure that the cargo reaches the destination on time, digitisation has helped the industry to sustain in these difficult times.

However, a lot of efforts has gone into digitising customs for improved border management but still manpower is being involved in clearing the shipment. Air cargo fraternity works on multiple and manual systems which shall take time and different stakeholder interactions to implement it. Since the pandemic induced disruption, there are initiatives from ground handlers, airlines, airports to shift many documentation and other protocols via digital mode. On the other side of a crisis is always a new

automated invoicing, billing etc. which is the key to run a profitable business in today's time. In the long-term, air cargo companies that provide outstanding digital experience with added efficiency to the customers, will be chosen as preferred service providers."

According to **Neeraj Atri**, Unit head, Air Canada Cargo Sales, "Due to pandemic, there is a massive change in the air cargo industry, never seen before in history....

a) The earlier trend in aviation industry was, passenger was the main revenue for an airlines and air cargo was always last with revenue or priority, but this pandemic has changed the mind (of the aviation industry) with the new trend



Ashish Asaf
MD, S.A. Consultants & Forwarders and
Face of the Future (India Cargo Awards) 2018



Cyrus Katgara
Partner, Jeena & Company, President,
Air Cargo Forum India and Gallery of Legends
(India Cargo Awards) 2017

✈ **Technology is no longer a good-to-have but a must-have in any logistics and freight forwarding company. Digitisation has helped the industry sustain itself** ✈

✈ **Air cargo companies that provide outstanding digital experience with added efficiency to the customers, will be chosen as preferred service providers** ✈

of Passenger to Cargo (P to C) aircraft or convert passenger aircraft into cargo flight.

b) Due to this pandemic, since almost two years, pax figures are declining (worldwide) day by day, aviation industry survived with air cargo only and specially with the above new trends."

Airlines, freight forwarders, airports and ground handlers too are playing their part in innovating and finding solutions. It was digital technology that enabled the industry to move the air freight more efficiently. Digitisation has kept the air cargo industry stay afloat even during the COVID-19 disruption. Air cargo industry is largely a paper-based industry. 30 types of documents and 124 copies of paper have to move along with an air cargo shipment that starts from its shipper to the consignee. Explains **Brendan Sullivan**, IATA Global Head of Cargo, "IATA has been driving the digitalisation of the air cargo industry for over a decade through the global implementation of the e-Air Waybill (e-AWB). While adoption has been slower than expected, the penetration rate is currently 65% and the target is 100% by the end of 2022. This is



CENTRALISED DISTRIBUTION

➔ Some organisations are moving from direct store to centralised distribution and real-time inventory management, allowing order points to be less tied to warehouse inventory levels and more responsive to demand.

➔ As most customer transactions shifted online during the COVID-19 pandemic, companies are taking a cue from retailers and building their own e-commerce capabilities.



Neeraj Atri
Unit head
Air Canada Cargo Sales

✈️ The pandemic has changed the mind (of the aviation industry) with the new trend of Passenger to Cargo (P to C) aircraft ✈️



Brendan Sullivan
Global Head of Cargo
IATA

✈️ IATA ONE Record will digitalise all aspects of air cargo and accelerate more efficient business practices across the supply chain ✈️

achievable if airlines and forwarders make that last push to remove paper from the process.

Building on this, since the end of 2017, IATA has also been working on the next generation of digital cargo: ONE Record, a standard for direct data sharing between air cargo stakeholders. The programme builds on paperless operations of the e-AWB (Electronic Air Waybill). IATA ONE Record creates a 'Virtual Shipment Record' for all shipments; a single-record view of a shipment that will enable data to be shared by all stakeholders across the air

cargo industry. ONE Record will digitalise all aspects of air cargo and accelerate more efficient business practices across the supply chain. It has the potential to generate new value for airlines and their partners in an increasingly data-centric industry.

Recently IATA also launched the IATA Enhanced Partner Identification and Connectivity (EPIC) platform to support the digitisation of the global air cargo supply chain. EPIC simplifies the complex process of making digital connections across the air cargo value chain including enabling the efficient exchange of critical information such as messaging capabilities and identities. The timing of this initiative is important. COVID-19 has led to exponential growth of e-commerce and shippers are demanding quality services that only a digitised supply chain can provide."

Explaining the need of hour, **Chamara Ranasinghe**, Head of Cargo SriLankan Airlines, says, "SriLankan Airlines is presently pursuing the IATA e-AWB initiative in line with the industry requirements for digitisation. The current e-AWB penetration is 75% in Sri Lanka and SriLankan Cargo is targeting for 100% by end of the year (2021) in line with the CAA – Civil Aviation Authority compliance. The airline is presently in the process of providing required training for converting manual AWB customers to the e-AWB model in meeting the objective.

- SriLankan Cargo further integrates all imports and exports customs data in Sri Lanka with the Acycuda system maintained by the Sri Lanka Customs Authority thereby eradicating the requirement for physical documentation for submitting Manifests and AWBs as of June 2021.

- In further enhancing the ease for customers, an online payment portal was developed for customer settlement of cargo related charges where they were previously required to physically

process payments at the cargo terminal at the airport.

The SriLankan Cargo mobile app providing customers with real-time information on shipments was further developed during this period to include available facilities and prior calculation of applicable charges."

According to Walpole, "Digitisation is a key focus. Our website, deltacargo.com was re-launched in Nov 2017 having been totally re-designed to be a one-stop-shop for our customers. Customers can book, check-in, manage and track their shipments exclusively online, on a laptop or mobile device, 24 hours a day, seven days a week – as well as submit eAWBs for free. The website continues to be our highest performing preferred digital channel across cargo's distribution mix with over a third of global bookings made through the website. Last year we also introduced PayCargo, a new secure payment platform as well as launching API connectivity, providing our customers with the convenience of real-time connectivity to Delta systems from a customer's own platform. Customers can now easily shop, book and track their shipments from their own platforms."

A trendsetter in many ways, COVID-19 changed the dynamics of the logistics and the cargo sector unprecedentedly. From digitisation to operations, the industry has changed drastically from what it used to be in pre-pandemic days. Says Sullivan, "Air cargo has been a bright spot for the aviation industry in a very challenging time and it has continually demonstrated just how effective it can be when we come together around a common objective. Capitalising on this momentum and building back better is critical to overcome the challenges of the future.

IATA's top three priorities for the industry are safety and security, digitalisation and sustainability:

1. Safety and security, in particular but not limited to the lithium battery



challenge where governments must address the threat from undeclared dangerous goods in cargo and mail.

2. Digitalisation, with speed as this underpins many other key initiatives such as safe and efficient borders, seamless operations and quality of the supply chain

3. Sustainability, we are committed to addressing sustainability challenges, meeting our sustainability targets and seeing if we can do more. This includes the energy transition to sustainable aviation fuels which is

partnerships and focus on delivery of the mandate set by our members. And we will continue to focus on the distribution of vaccines and related medical supplies as just one of the ways air cargo is contributing to help aviation restart and support the global community."

Explaining on digitisation as a key trendsetter, Ranasinghe adds, "The pandemic has severely accelerated supply chain digitisation in the air cargo sector, due to the requirement of increased integration and efficiency with

days. This has led to several efficiencies in speedier deliveries and an improved ability to track and trace shipments.

The adoption of digitisation has been historically significantly slow in the supply chain sector, however the disruption experienced during the pandemic forced stakeholders to review the potential of the same as a means of maintaining business continuity. Integrations such as Big Data and analytics have provided immense success towards the reduction of wastage and enhancement of



Chamara Ranasinghe
Head of Cargo
SriLankan Airlines

✈️ **The current e-AWB penetration is 75 per cent in Sri Lanka and SriLankan Cargo is targeting for 100% by end of the year** 🛬



taking longer than we would like and the electrification of ramp vehicles. We are committed to putting sustainability at the core of everything we do from standards to partnerships focusing on people and the planet.

We will also continue to focus on improving quality across the supply chain using programmes such as the Center of Excellence for Independent Validators (CEIV) and Smart Facility Operational Capacity (SFOC) to ensure we don't lose focus on quality. For each of those areas we have dedicated work plans which we need to continue to deliver on with and for our members. We also intend to continue to strengthen

the intensified demand for e-commerce as well as the capacity limitations and congestions experienced with the other modes of transport in relation to demand.

The emergence of digital communities was also prevalent in the supply chain sector allowing streamlined electronic communication of information and cargo amongst all key stakeholder organisations within the supply chain. An additional development owing to the pandemic was the requirement for the adoption of electronic air waybills (e-air waybills) due to the concern of the transmission of the virus through paper documentation over four to five

profitability. Digitalisation of the supply chain will drive efficiency through enhanced visibility for operations, faster processes through web-based applications and ease in monitoring the same. With over 70% supply chain management gearing to focus their investment towards digitising the supply chain aspects of their operations, mobility will become the norm where managers will be released from the standard desktops and laptops to mobile devices and tablets focusing on real-time management. With its ability to reduce operational costs and timelines, digitisation is the ideal solution to the present key management concerns in the supply chain sector." 🛬



SUPPLY CHAIN DIGITISATION

➔ The pandemic has severely accelerated supply chain digitisation in the air cargo sector, due to the requirement of increased integration and efficiency with the intensified demand for e-commerce as well as the capacity limitations and congestions experienced with the other modes of transport in relation to demand.

Unmatched resilience

Showing an impressive growth of 48% in June 2021, for the fourth time in a row, the commitment and dedication of the exporting community in these difficult and challenging times shows the vigour and dynamics of the industry, says the newly appointed **Dr. A. Sakthivel**, President, FIEO.



Priyanshi Bana

What is your take on exports showing such meteoric rise?

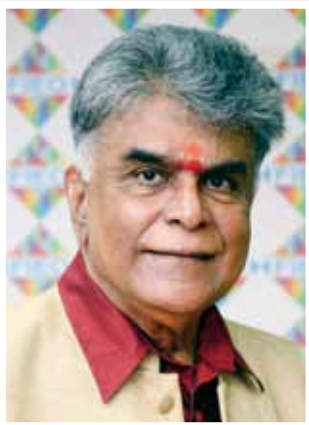
The highest-ever quarterly growth in exports of over 85% with US\$ 95 billion over FY' 2020-21 and by about 18% over FY' 2019-20 not only shows the resilience of the exports sector but also the inherent strength of the Indian economy. It is the commitment and dedication of the overall exporting community, who in these difficult and challenging times have continuously been able to perform with such vigour and dynamism. Exports for June 2021, for the fourth time in a row, have also shown a very impressive growth of 48% with US\$ 32.5 billion during the month, this augurs well for the overall foreign trade sector of the country. Of

course, the stupendous export growth witnessed during the months of April, May and June 2021 and also for the first quarter as a whole has been quite impressive and has provided impetus to the overall economic growth, but we need to keep up the momentum. Our assessment on the order booking position of our exporters is not only extremely good but also the gradual opening up of major global markets and improvement in the situation in the country is expected to further push exports growth.

The government aims to export goods worth US\$ 400 billion in the current fiscal, though it looks a little ambitious but certainly achievable. We as trade and industry would definitely like to partner with the government to reach this milestone.

How has the state-wise lockdowns impacted the growth trajectory?

As the overall global demand has remained buoyant, the partial lockdowns in different parts of the country and states have kept factories running at half strength in most of the states. Some states treated exports as essential services and allowed them to run seamlessly. Moreover, there was no restriction on movement of cargo during the second lockdown. With the decline in daily cases of infection and resumption of economic activities across the different parts of the country and the states, India is now set to achieve an all-time high export figures for the financial year. With such a growth trajectory showcased by the exports sector, the country's economic recovery will be likely led by exports especially from MSMEs.



Dr. A. Sakthivel
President
FIEO





How will labour-intensive sectors help in creating jobs?

The top sectors, which performed impressively during the first quarter of the FY' 2021-22 starting with 3-digit growth were Iron-ore, Rice, Cotton Yarn/Fabs/Made-ups, Handloom Products etc., Engineering Goods, Plastics & Linoleum, Organic & Inorganic Chemicals, Electronic Goods, Petroleum Products, Marine Products and Drugs & Pharmaceuticals. The country's exports basket is a nice mix of labour-intensive traditional and sunrise sectors of exports. We need to follow the twin strategy of promoting both as the former is crucial for job creation while the latter is the plank for exponential growth. The focus on sustained economic development emanating from the pandemic is pushing exports of handmade, organic and traditional products. The One District One Product (ODOP) announced by our Prime Minister is helping in bringing focus at the district level which directly contributes to exports. These developments will give further fillip to job creation in the country.

Is there a change in the customer behaviour under the new normal?

The new normal during COVID-19 pandemic has been the digitisation and

more and more usage of online mode of operations for trade and businesses across the globe. While the pandemic may take a little more time to settle, we are moving ahead with our vision of export promotion and handholding of trade and industry especially for MSMEs through virtual mode only, organising online shows/exhibitions/B2B meetings and should quickly shift gears to physical one once the situation improves.

The virtual shows are quite cost-effective costing less than 10-15% of participation of a physical show which is ideally suited to MSMEs. Further with the aim of promoting exports, a virtual platform will be soon created within FIEO to showcase products of our member exporters for export promotion focusing on new countries and new products. With these services being offered by FIEO, more and more exporters especially from the MSME sector have started taking the benefits of these services being offered by the Federation both as buyers and sellers.

What are the expectations from the government?

The government has announced a slew of measures during recent times to support exports with the extension of

Interest Equalisation Scheme by three months to September 30, 2021 and the announcement on revised guidelines for MSMEs with the inclusion of retail and wholesale trades as MSMEs, which will help 2.5 crore traders to get benefit of priority sector lending under RBI guidelines. Besides, the recent key announcement on continuation of RoSCTL benefits to apparel & made-ups is a huge support for the sector. I would like to compliment the government especially the Hon'ble Union Finance Minister, Commerce & Industry and Textiles Minister and MSME Minister under the able and dynamic leadership of the Hon'ble Prime Minister, Shri Narendra Modi for the continuous support to the sector during such challenging times.

The need of the hour is to soon notify the RoDTEP rates to remove uncertainty from the minds of the trade and industry, besides addressing some of the key issues including release of the necessary funds for MEIS and clarity on SEIS benefits, resolving risky exporters issues, continuance of seamless refund of IGST, announcement of the new Foreign Trade Policy, resolving the issue of container shortage and higher freight and last but not the least continuing with the facility of IGST option for exports to get quick refund of GST. 🇮🇳

🇮🇳 **The virtual shows are quite cost-effective costing less than 10-15% of participation of a physical show which is ideally suited to MSMEs** 🇮🇳

ONE DISTRICT ONE PRODUCT

➔ The focus on sustained economic development emanating from the pandemic is pushing exports of handmade, organic and traditional products.

➔ The One District One Product (ODOP) announced by our Prime Minister is helping in bringing focus at the district level which directly contributes to exports.

Quick estimates for selected major commodities for June 2021

Trade: Export

Sl. No.	Commodities	Values in Crores		% Change JUN'21
		JUN'20	JUN'21	
1	Tea	493.29	390.28	-20.88
2	Coffee	574.15	629.23	9.59
3	Rice	5159.28	5453.09	5.69
4	Other cereals	190.50	621.70	226.35
5	Tobacco	659.46	699.16	6.02
6	Spices	2721.38	2344.44	-13.85
7	Cashew	245.91	180.47	-26.61
8	Oil Meals	650.80	810.18	24.49
9	Oil seeds	881.71	575.97	-34.68
10	Fruits & Vegetables	1436.89	1511.00	5.16
11	Cereal preparations & miscellaneous processed items	1084.59	1460.58	34.67
12	Marine Products	3655.76	4749.39	29.92
13	Meat, dairy & poultry products	1542.52	2424.53	57.18
14	Iron Ore	2683.48	3748.89	39.70
15	Mica, Coal & Other Ores, Minerals including processed minerals	2315.50	2792.70	20.61
16	Leather & leather products	1854.44	2390.72	28.92
17	Ceramic products & glassware	1615.25	2149.01	33.05
18	Gems & Jewellery	11847.86	20776.37	75.36
19	Drugs & Pharmaceuticals	15283.29	14848.86	-2.84
20	Organic & Inorganic Chemicals	14831.11	19636.44	32.40
21	Engineering Goods	45983.20	68294.21	48.52
22	Electronic Goods	5468.44	7712.79	41.04
23	Cotton Yarn/Fabs./made-ups, Handloom Products etc.	5765.66	8785.99	52.38
24	Man-made Yarn/Fabs./made-ups etc.	1870.61	3301.88	76.51
25	RMG of all Textiles	6083.70	7367.33	21.10
26	Jute Mfg. including Floor Covering	178.62	251.51	40.81
27	Carpet	776.54	1052.09	35.48
28	Handicrafts excl. handmade carpet	794.03	1196.21	50.65
29	Petroleum Products	14143.13	29588.12	109.20
30	Plastic & Linoleum	4822.74	7204.72	49.39
	Sub-Total	155613.84	222947.86	43.27
	GRAND TOTAL	165898.85	239047.45	44.09

Note 1: Grand total is inclusive of component 'Other'.

Note 2: The figures for JUN'21 are provisional.

(Source: Ministry of Commerce & Industry, Government of India)

Quick estimates for selected major commodities for June 2021

Trade: Import

Sl. No.	Commodities	Values in Crores		% Change JUN'21
		JUN'20	JUN'21	
1	Cotton Raw & Waste	251.61	505.73	101.00
2	Vegetable Oil	5351.01	10547.50	97.11
3	Pulses	493.77	1016.11	105.79
4	Fruits & vegetables	833.41	1486.64	78.38
5	Pulp and Waste paper	327.07	871.97	166.60
6	Textile yarn Fabric, made-up articles	421.17	1074.43	155.11
7	Fertilisers, Crude & manufactured	4758.60	7646.12	60.68
8	Sulphur & Unroasted Iron Pyrites	69.70	200.21	187.25
9	Metaliferrous ores & other minerals	2480.18	4074.84	64.30
10	Coal, Coke & Briquettes, etc.	7193.80	13797.20	91.79
11	Petroleum, Crude & products	37341.70	78532.41	110.31
12	Wood & Wood products	1939.75	4153.50	114.13
13	Leather & leather products	290.30	526.06	81.21
14	Organic & Inorganic Chemicals	9678.32	18035.74	86.35
15	Dyeing/tanning/colouring materials	1079.60	2124.90	96.82
16	Artificial resins, plastic materials, etc.	4739.24	10800.05	127.89
17	Chemical material & products	4330.43	7528.47	73.85
18	Newsprint	255.18	263.77	3.37
19	Pearls, precious & Semi-precious stones	4805.95	18917.46	293.63
20	Iron & Steel	4776.91	10643.97	122.82
21	Non-ferrous metals	4106.78	10722.16	161.08
22	Machine tools	1445.16	2748.54	90.19
23	Machinery, electrical & non-electrical	13065.18	22748.30	74.11
24	Transport equipment	4439.90	8941.13	101.38
25	Project goods	654.36	556.24	-14.99
26	Professional instrument, Optical goods, etc.	2621.30	5219.61	99.12
27	Electronic goods	24011.52	33855.51	41.00
28	Medicinal & Pharmaceutical products	4061.17	9106.16	124.23
29	Gold	4609.45	7134.17	54.77
30	Silver	1039.09	87.04	-91.62
	Sub-Total	151471.61	293865.94	94.01
	GRAND TOTAL	159892.42	308002.48	92.63

Note 1: Grand total is inclusive of component 'Other'.

Note 2: The figures for JUN'21 are provisional.

(Source: Ministry of Commerce & Industry, Government of India)

A better future awaits electric vehicles sector

Until recently, electric vehicles were only looked at through an environmental lens. However, the breakthroughs in battery-tech and manufacturing have made electric vehicles viable from an economic standpoint as well, says **Dr. Akshay Singhal**, Founder, Log 9 Materials.

The last-mile logistics is a booming sector in India owing to the increasing market penetration of the e-commerce, groceries and food delivery industries. The growing business comes with larger operating costs, 'fuelled' by rising petrol prices, while generating ever-increasing emissions. Until recently, electric vehicles were only looked at through an environmental lens. However, the

Log9's RAPIDX batteries have a life of over 15,000 cycles, corresponding to over 15 years of usage

breakthroughs in battery-tech and manufacturing have made electric vehicles viable from an economic standpoint as well. EVs have now been widely accepted as a sustainable solution for our mobility problems.

The transition to e-fleets (2/3-wheelers) has been slow and ridden with challenges. First comes the problem of degrading range, creating range anxiety for fleet drivers. The batteries are subjected to harsh temperature and local conditions resulting in rapid state-of-health degradation and a short life (2 - 3 years) requiring frequent and pricey replacements. The next problem is slow charging, resulting in longer

durations of daily downtime. In fact for a three-wheeler, the speed of charging limits daily operations to one shift thereby requiring fleet operators to own a larger number of EVs to fulfil daily targets. Slow charging also requires an extensive charging infrastructure (and corresponding real estate) as the number of vehicles a single charger can cater each day are quite small.

Additionally, the limited power output from the current battery packs restrains vehicle acceleration and its load-carrying capacity (especially on an incline). The power supplied also falls based on state-of-charge requiring fleet operators to complete the heavier deliveries first. Doing that forces the fleet drivers to forgo route optimisation and consequently bear higher operating costs.

Batteries are a costly affair, and with the risks presented by the above problems, financing of electric vehicles is a massive challenge. Towards this end, entrepreneurs have turned towards battery swapping wherein a consumer only purchases the vehicle (without the battery) and uses battery as a fuel. However, the issue here lies in the fundamentals. Looking at the current market, a massive need exists for robust batteries with predictable battery behaviour, long battery life, fast charging, high load-carrying capacity, and ones with a lower upfront cost for higher affordability. That's where Log9's RAPIDX batteries come in. Log9's



batteries have a life of over 15,000 cycles, corresponding to over 15 years of usage, with already certified less than 3% degradation in the life of a typical last-mile delivery vehicle. Moreover, the battery can charge/discharge at 5-6C continuously with a peak power of 9C. High power allows quicker acceleration/ deceleration and a consistent load-carrying capacity (500 kg payload for three-wheelers). Additionally, a two-wheeler battery can be fully-charged in <15 minutes and a three-wheeler in <40 minutes. The battery is quite robust and can function in temperatures from -30 to 65 °C. Finally, Log9 will provide its batteries on a monthly subscription basis, thereby reducing the financial load on the end consumer while supporting the scaling of their businesses. And therefore, it can be positively said that a better and more efficient future awaits India's B2B last-mile logistics.



Dr. Akshay Singhal
Founder
Log 9 Materials

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

Digitising supply chain to be cost-effective

Providing digital solutions to the retail and supply chain segments, Acuver offers clients with its product engineering services to deliver digital opportunities with the greatest market potential and less GTM time. **Sunny Nandwani**, Founder & CEO, Acuver Consulting shares details.



Priyanshi Bana

Kindly elaborate on Acuver Consulting.

Incepted in 2013, Acuver Consulting is a leading digital transformation solutions provider for retail and supply chain segments. The company's Enterprise IT services are rooted in the innovation- and accessibility-driven approach of Acuver Innovation Centre (AIC), wherein 'Ideation', 'Productisation', 'Patents', and 'Improvisation' are the four key pillars. They are further complemented

Acuver envisions emerging as the end-to-end digital transformation partner for retailers, e-commerce companies as well as e-services and 3PL players across the globe

by its Product Engineering wing with 'Product Design', 'Microservices', 'Open Source Infrastructure', and 'Agility' being some of its key elements. Acuver envisions emerging as the end-to-end digital transformation partner for retailers, e-commerce companies, as well as e-services and 3PL players across the globe, thereby being their growth partner that helps them achieve scale, accuracy, time-efficiency, and cost-effectiveness. The firm believes

its core values of 'Collaboration and Transparency', 'Innovation and Technical Excellence', and 'Integrity and Respect' will play a pivotal role in doing so.

What are the services being offered by Acuver?

We are the digital transformation partner for retailers, e-commerce, and other organisations that need a seamless supply chain. We help them in order management, inventory visibility, inventory optimisation & marketplace integration, going omnichannel and last-mile fulfilment solution. Our product engineering services help clients to deliver digital opportunities with the greatest market potential and less GTM time.

What are the main challenges posed by the pandemic?

The COVID-19 outbreak is a black swan event of a kind never seen before in its trifold impact on demand, supply and markets. There are different challenges faced in order to stay relevant in the industry, viz:

- Understanding the need of the consumers specially during pandemic
- Studying customers even when they are not dealing with you, and then using those insights to personalise and deliver what they want in a way that is multichannel, scalable and evolving.
- Having a mature digital and data strategy to stay relevant in the industry.

In the face of unpredictable, dramatic events, businesses need strong business models enabled by a robust digital backbone, and processes that can pivot rapidly. This is the time to be forward-thinking and experimental with customers needs first and foremost to stay efficient and effective. Consumers are no longer expecting only the experience they were offered before, instead they have developed much higher digital expectations.

What is your present network? What are your expansion plans?

Presently, we are serving a customer base of 9+ countries through our presence in India, Singapore and Australia. We are strategising our expansion across geographies like Europe, USA. It is further supported by the technological edge of our channel partners including IBM and SAP.



Sunny Nandwani
Founder & CEO
Acuver Consulting



Warehousing on demand

Palava Industrial and Logistics Park (PILP) has excellent connectivity to JNPT, the upcoming Navi Mumbai International Airport, and the upcoming Multi-Modal Corridor making it a hub for logistics and warehousing. **Shaishav Dharia**, CEO – Townships and Rental Assets, Lodha Group talks about the fast-emerging destination.



Priyanshi Bana

What are the services offered by the Lodha Group?

Palava Industrial and Logistics Park (PILP) has emerged as Mumbai's preferred industrial and logistics destination. The Grade-A industrial and logistics park planned across 800 acres is being designed with sustainability at the core, for creating long-term value for the clients. With 300 acres already under development, the park is located in close proximity to the industrial hub of Navi Mumbai – Talaja MIDC. It offers manufacturing companies a ready ecosystem of skilled and semi-skilled labour, transportation ecosystem and ancillary industries. Moreover, the park enjoys excellent connectivity to JNPT, the upcoming Navi Mumbai International Airport, and the upcoming Multi-Modal Corridor making it a hub for logistics and warehousing.

It is part of the 4,500-acre Palava city that provides a ready social ecosystem with high-quality residences, social housing, world-class education, healthcare and much more. PILP offers clients the full suite of options to set up

operations, whether in terms of leasing or buying Built-to-Suit buildings, or buying land for construction, along with easy scalability and expansion options. With clean marketable land titles, all statutory approvals and permits in place, the park offers a complete hassle-free on-boarding and operations to the clients.

According to you what is the new normal in the logistics sectors?

In the post-COVID world, companies are looking for Grade-A industrial and logistics parks that are designed to conform to social distancing norms, use technology to provide operational efficiencies, and have state-of-the-art infrastructure that ensures supply chain de-risking and optimising costs. Companies have realised the importance of being in proximity to a well-developed social ecosystem. The lockdown has also established an accelerated growth in the e-commerce sector, with consumer preference for quicker deliveries being a key differentiator. As a result, companies are looking at multi-location warehousing solutions within the

same city that can ensure timely delivery to consumers.

What is your present network and expansion plans?

We have witnessed an increased interest for Palava Industrial and Logistics Park among companies across sectors particularly 3PL, e-commerce, pharmaceuticals, manufacturing and others. In a short span of last six months, we have signed deals with four clients across sectors, who have opted for PILP as their preferred business destination. These crucial deals have further cemented Palava Industrial and Logistics Park's credibility as the preferred logistics hub in Mumbai. We recently completed a 1 million square feet land parcel deal with FM logistics in April 2021 and have further secured a deal with a US-based pharma company for its manufacturing operations. There is tremendous potential in the space and with the recent success of Palava Industrial Logistic Park, we are evaluating a pan-India expansion into key markets across the country. 🐦



Shaishav Dharia
CEO – Townships and Rental Assets
Lodha Group

🐦 **The need for Grade-A warehousing solutions within the same city, using standardised processes and technology has become vital to ensure quicker delivery** 🐦

Logistics sector geared for recovery

Post a COVID-led hiatus, logistics sector is geared for a healthy recovery in H2 FY2022, however rising fuel costs are likely to dent industry margins, says **Suprio Banerjee**, Vice President and Sector Head, Corporate Ratings, ICRA. The sector witnessed sequential recovery over Q2-Q4 FY2021.

The Indian logistics sector is dominated by the road transportation, with a lion share of ~60%, followed by ~30% by Railways and balance by seaways. Growth in the logistics primarily hinges on economic and trade activities in the country. Given the heavy dependence on road for transportation of goods, the impact of lockdown on the sector was severe during the first wave of COVID-19, bringing business activities to a standstill in Q1 FY2021 with consequent impact on revenues and earnings.

With gradual relaxation on lockdown-related restrictions, increasing needs for essential goods and revival in economic activities, the sector witnessed sequential recovery over Q2-Q4 FY2021 with the improved transportation through various modes such as rail, road, port etc. On a sequential basis the road logistic sector revenues witnessed QOQ growth of 53% in Q2, 19% in Q3 and 9% in Q4 with some of the industry players reporting historical levels of quarterly revenues during Q4 FY2021. For the full year FY 2021, the industry revenues grew by 4% YoY, amidst expectation of subdued performance.

The growth however was stunted with the resurgence of second wave of COVID-19. E-way bill volumes (refer Exhibit 1) and FASTag volumes (refer Exhibit 2) contracted during Apr-21 (over Mar-21) and May-21 (over Apr-21).

However, with improving pace of vaccination and reduction in COVID cases, e-way bill and fast-tag volumes recovered in Jun-21. Our channel check suggests a sustenance of recovery in the month of July 2021 as well. While there is an uncertainty around the potential

The road logistic sector revenues witnessed QOQ growth of 53% in Q2, 19% in Q3 and 9% in Q4 with some of the industry players reporting historical levels of quarterly revenues during Q4 FY2021

impact of the third wave, we expect the impact to be minimal with improving pace of vaccination, expectation of faster revival in economy, and healthy rural cash flows amid a normal monsoon forecast.

Earnings profile of road logistics entities are primarily dependent on diesel price movements apart from other operating costs, as fuel prices account for major share of total operating costs. The impact of commodity inflation was not significant during FY2021, as logistics companies managed to resort to aggressive rationalisation of fixed overheads and cost-control initiatives. However, with continued rise in operating costs, the margins are likely

Exhibit: 1
Monthly E-way bill volume trend

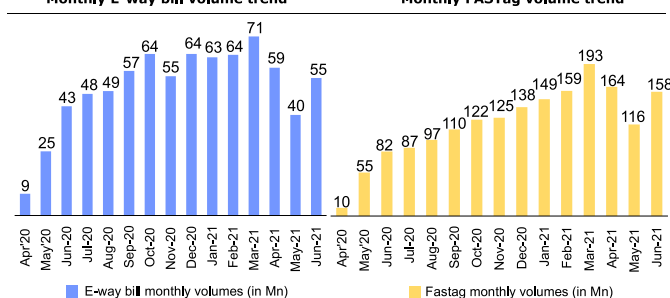
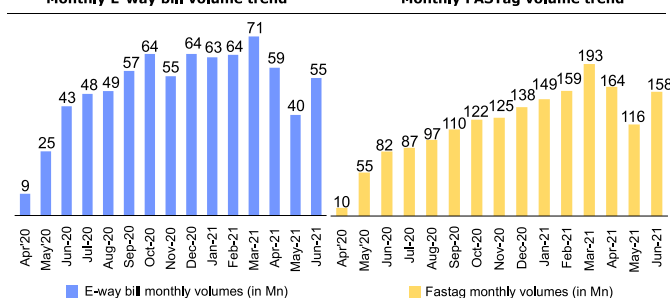


Exhibit: 2
Monthly FASTag volume trend



Source: NPCI, NETC, ICRA Research

to under pressure in H1 FY2022 due to lower scale and limited absorption of fixed overheads. Ability to hike freight rates in a timely manner is a key factor, which in our view will be very difficult for small truckers. ICRA expects the sector to recover at a faster pace than the previous fiscal due to relaxations in lockdown-related restrictions and the improved vaccination drive. However, muted business performance over Q1 FY2022 is likely to arrest yearly growth to high single digits.

Growth over the medium term would continue to be driven by demand from segments like e-commerce, FMCG, retail, chemicals, pharmaceuticals and industrial goods, coupled with the industry's shift towards organised trade, post the GST and the E-way bill implementations. Planned investments in Railways, under Dedicated Rail Freight Corridors (DFCs) and Waterways under the Sagarmala project over the next 5-10 years hold the key for India's transportation mix.



Suprio Banerjee
Vice President and Sector Head
Corporate Ratings, ICRA

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



35 MULTI-MODAL LOGISTICS PARKS projects to come up

Cabinet Committee on Economic Affairs (CCEA) on October 2017 had approved Phase-I of Bharatmala covering 24,800 km of roads under Bharatmala Pariyojana in addition to 10,000 km of residual NHDP, at a financial outlay of ₹ 5,35,000 crores. Apart from above highways projects, CCEA also mandated MoRT&H to develop 35 Multi Model Logistics Parks (MMLPs) across the country.

35 MMLPs being implemented by MoRT&H are to be developed under Public Private Partnership (PPP) on Design, Build, Finance, Operate and Transfer (DBFOT) mode. The bidding documents (The Model Concession Agreement and Request for Proposal) for these 35 MMLPs is under finalisation. Based on the outcome of DPR/feasibility studies and approved bidding document, the tender will be invited from companies.

AVIATION MINISTRY to resolve air transport and cargo challenges

The civil aviation ministry has constituted three advisory groups with representatives of airlines, airport operators, cargo carriers, ground handling companies, flight training organisations, and maintenance, repair and overhaul companies to address and solve challenges faced by the sector. These three groups will be chaired by Civil Aviation Minister Jyotiraditya Scindia. The first group will have chiefs of airline companies and includes Air India CMD Rajiv Bansal, IndiGo Promoter Rahul Bhatia, SpiceJet Chairman Ajay Singh, GoAir Director Ness Wadia, Vistara Chairman Bhaskar Bhat and CEOs of AirAsia India and Alliance Air. The group also has Minister of State for Civil Aviation, Secretary of Civil Aviation and Director General of Civil Aviation as members. The second group comprises of Airports Economic Regulatory Authority of India Chairman, Director General, Bureau of Civil Aviation Security, Chairman of AAI, GMR Group Business Chairman GBS Raju, Adani Group VP Jeet Adani and BIAL MD and CEO Hari Marar in addition to the civil aviation ministry and DGCA representatives.



MUNDRA PORT to charge less for LNG powered vessels



The Adani Group owned Mundra Port will offer a 50% discount on port related charges to ships running on liquefied natural gas (LNG). India has been aggressively initiating strategies to cut emissions under its green ports plan. LNG fuelled ships are said to emit significantly less CO2 and other forms of pollutants compared with conventional shipping fuel.

"Port will offer 50% discount on Port Dues, Pilotage and Berth hire charges," the notice to shippers, issued by Adani Ports and SEZ Ltd, said.

WAREHOUSE LEASING to touch 100 mn sq. ft. in next three years

CBRE South Asia, India's leading real estate consulting firm, announced the findings of its 'India's Industrial & Warehousing Sector: Tenacious Amidst the Turning Tide' report. Against the backdrop of robust growth of manufacturing, e-commerce and third-party logistics (3PL) sectors, the report highlights how Industrial and Warehousing (I&W) activity has gained momentum over the past few years in India. The report delves into the dynamics of the current manufacturing ecosystem in India and its improving prospects as an alternative supply chain destination.



ESR INDIA to set up two industrial parks in Tamil Nadu

ESR India, the largest APAC focused industrial and logistics real estate platform, has inked a MoU with the government of Tamil Nadu for a potential investment of INR 550 crores. The MoU is signed for the launch of two industrial parks in Kancheepuram and



Krishnagiri districts of the state over the next five years. Once fully operational, the two projects have the potential to create over 4,400 jobs in the facility, that shall boost the overall socio-economic growth in the region. The MoU was signed at the Investment Conclave 2021 conference.



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INDIAN PORTS BILL-2021 Bone of contention

In the recently concluded 18th meeting of the Maritime States Development Council (MSDC), which was organised by the Ministry of Ports Shipping and Waterways (MoPSW), the Central government has proposed and asked ministers from the state governments for the discussion on the new 'Draft Indian Ports Bill 2021'. Moreover, the state governments oppose it because many powers currently implemented by state governments would be transferred to the Union government. While the Central government says that the proposed Bill would enable the best management and utilisation of the coastline.



ICRA reports on stressed financial health of airline operators

The Ministry of Civil Aviation (MoCA) had launched the UDAN (Ude Desh Ka Aam Naagrik) scheme in 2016 as a Regional Connectivity Scheme (RCS) to enhance regional connectivity through fiscal support and infrastructure development. However, as on May 31, 2021, only 47% of total routes and 39% of airports (unserved and underserved) have been operationalised [1] under UDAN. The number of new RCS routes which started operations increased at a healthy pace and stood at 102 and 120 routes in FY2019 and FY2020 respectively but have declined to 77 new routes in FY2021 due to the COVID-19 pandemic according to ICRA.



GOVERNMENT plans to use clean energy for logistics



Stating that India is one of the fastest-growing economies, leading through sustainable and climate-neutral development, Union Minister Nitin Gadkari said that society should be liveable, workable, and sustainable for all with an important focus on ethics, ecology, and the environment. The government has planned to shift public transport and logistics to 100 per cent clean energy sources, the Minister said, asserting that India has made significant progress towards improving green energy access over the last decade.



BENGALURU AIRPORT processes 483,460 kgs of mango exports from March to June 2021

Kempegowda International Airport, Bengaluru (KIAB/ BLR Airport/ www.bengaluruairport.com) has processed 483,460 kgs of mangoes in four months from March to June 2021. The month of June witnessed highest movement of mangoes with 169,882 kgs. A total of 158,936 kgs were processed in May, 110,886 kgs in April and 43,776 in March. This year, Doha emerged as the leading destination for mangoes from Bengaluru, with 140,000 kgs, followed by London (68,000 kgs) and Singapore (55,000 kgs).

Backed by two reputed cargo terminal operators – Air India SATS and Menzies Aviation Bobba Bangalore – BLR Airport has the infrastructure required to ensure the fruits reach their destinations maintaining their quality as well as freshness.

STELLAR VALUE CHAIN SOLUTIONS to invest 200 crore to strengthen e-grocery supply chain



Anshuman Singh
Chairman and Managing Director
Stellar Value Chain Solutions

Stellar Value Chain Solutions, one of the largest tech-driven consumer supply chain companies in India, will invest ₹ 200 crore to boost its e-grocery supply chain offerings in FY21-22. The investment will help the company to set up 25 fulfilment and sort centres across the country in the current financial year to strengthen its e-commerce supply chain network.

Apart from setting up fulfilment and sort centres, Stellar Value Chain Solutions will invest in technology integration as well to enhance operational efficiency. The company will also infuse money into rolling out a fleet of electric vehicles (EV) to develop an EV-based transportation network to facilitate the e-grocery delivery. **Anshuman Singh**, Chairman and Managing Director, Stellar Value Chain Solutions, said, "Our enhanced e-grocery supply chain will help companies develop a strong delivery backbone."



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RHENUS GROUP CANADA

The Rhenus Group has appointed **Chris Matthews** as Chief Executive of Rhenus Canada. Matthews has more than 25 years of management experience in the logistics industry. He was previously the Chief Operating Officer for Rhenus Canada. In his new role, he will oversee the Canadian air and ocean and national warehouse distribution product. Matthews succeeds Jeff Cullen who was the founder of Rodair, which the Rhenus Group acquired in 2019.



CRITICALOG NEW DELHI

CriticalLog has announced the appointment of Dhruv Kumar as Deputy Chief Executive Officer. Kumar has around 13 years of experience in the Ecommerce and Automotive Industry in managing business, P&L, building supply chain and managing category functions while delivering industry best performance, creating robust processes and customer experience. In his new role, Dhruv Kumar will be responsible for planning, directing and overseeing CriticalLog's sales and operational policies, rules, initiatives and goals.



DNATA SINGAPORE

dnata has appointed **Musdalifa Abdullah** into the role of Managing Director Singapore. Abdullah joined dnata in 2017 and over the last few years, as Chief Financial Officer Asia Pacific, he helped to develop dnata's market position in Singapore. Prior to joining dnata, Abdullah held several senior positions in the aviation industry. In his new role, he will manage a team of 1,800 employees and will oversee dnata's ground handling, cargo and catering operations at Changi Airport in Singapore.



KUEHNE+NAGEL SINGAPORE

Global logistics major Kuehne+Nagel has announced the appointment of **Peer Gjoew Rasmussen** as the Managing Director for Kuehne+Nagel Singapore and Malaysia, effective July 12, 2021. In his new role, Rasmussen will be responsible for overseeing the company's operations in Singapore and Malaysia, while being based in Singapore. Rasmussen has a logistics career spanning over two decades, through which he has held several leadership positions across the Asia Pacific.

FLEXPORT GERMANY

Freight forwarder Flexport has appointed **Stefan Böhler** as General Manager Germany, effective from August 1. Böhler brings logistics and software expertise from having previously worked at CEVA Logistics, Kuehne+Nagel and DB Schenker in various management positions. Additionally, his most recent role was Vice President of Operations EMEA at Crane Worldwide Logistics. Böhler said, "I am looking forward to further strengthening Flexport's market position with the German team."



BOLLORÉ LOGISTICS QATAR

Bolloré Logistics is pleased to announce the appointment of **Rashika Vijayakumar** as Country Manager of Bolloré Logistics Qatar. She joined Bolloré Logistics in 2019 as Head of Operations for Qatar before being promoted to Country Manager in May 2021. In her new role, Vijayakumar will be responsible for the development of the business with the support of her teams. In particular, she will leverage her experience and knowledge of Qatar in order to strengthen the company's position in the country as a leader in transport and logistics.



IATA CANADA

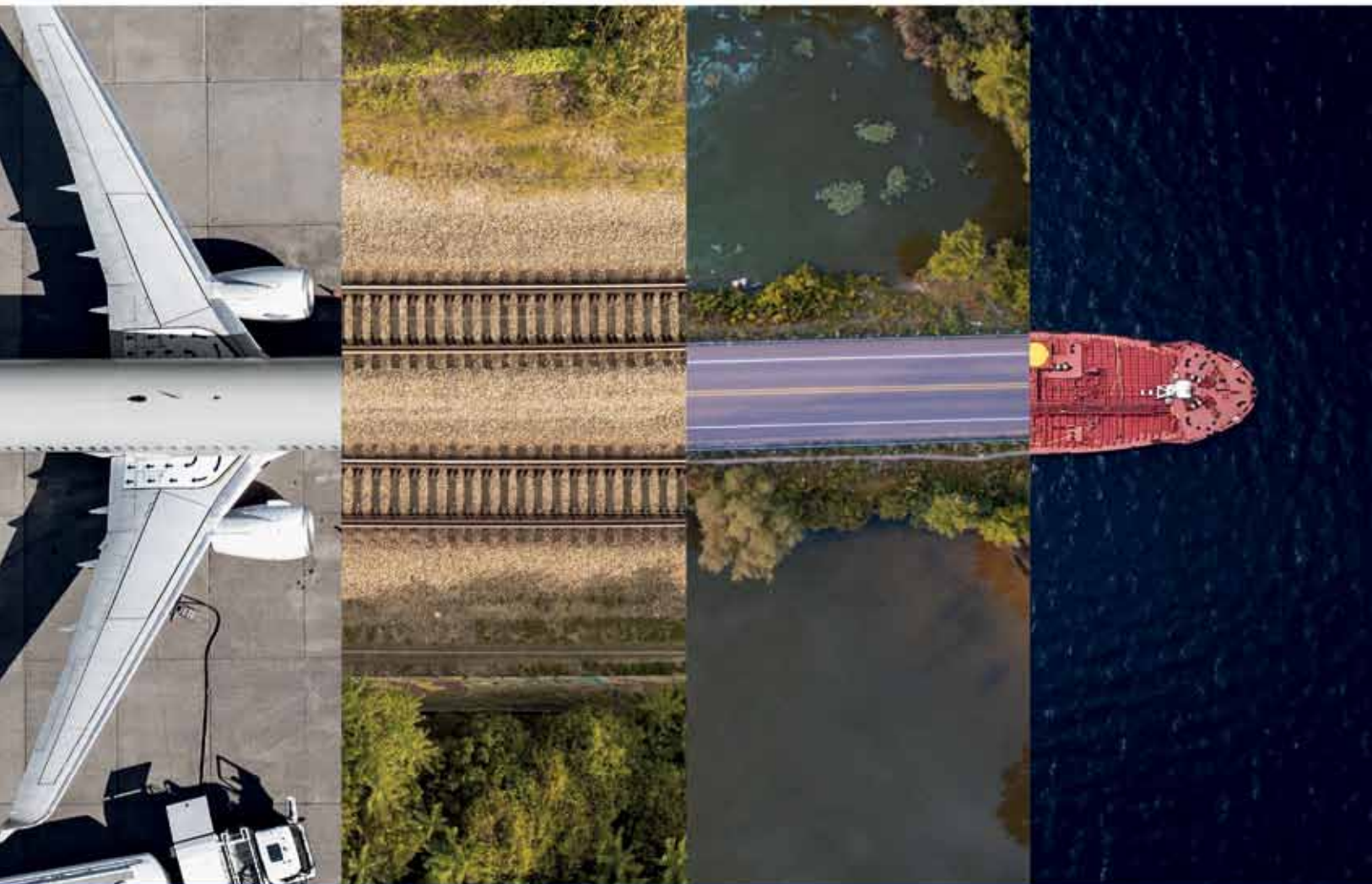
The International Air Transport Association (IATA) has appointed **Brendan Sullivan** as the organisation's Global Head of Cargo. Sullivan is preceded by Glyn Hughes, who left the organisation in January. Since Hughes departure, Sullivan has been working as the interim Global Head of cargo alongside his role as the Head of Cargo Operations and E-Commerce. Sullivan has around two decades of experience in the air cargo industry, of which he has spent 14 years at IATA.



HELLMANN WORLDWIDE LOGISTICS GURUGRAM

Hellmann Worldwide Logistics has announced the appointment of **Marc Wijnen** as the Global Head of e-commerce. In this newly created position, Wijnen takes responsibility for the further development of the e-commerce product globally, which falls under the Contract Logistics segment. Wijnen will also remain responsible for the European Contract Logistics product as Chief Operating Officer. The company is setting up a Centre of Excellence.

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