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THROWBACK 2021

Facing the toughest times ever,
cargo sector has managed well to stay afloat

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With neutral standards in place, competitive pricing
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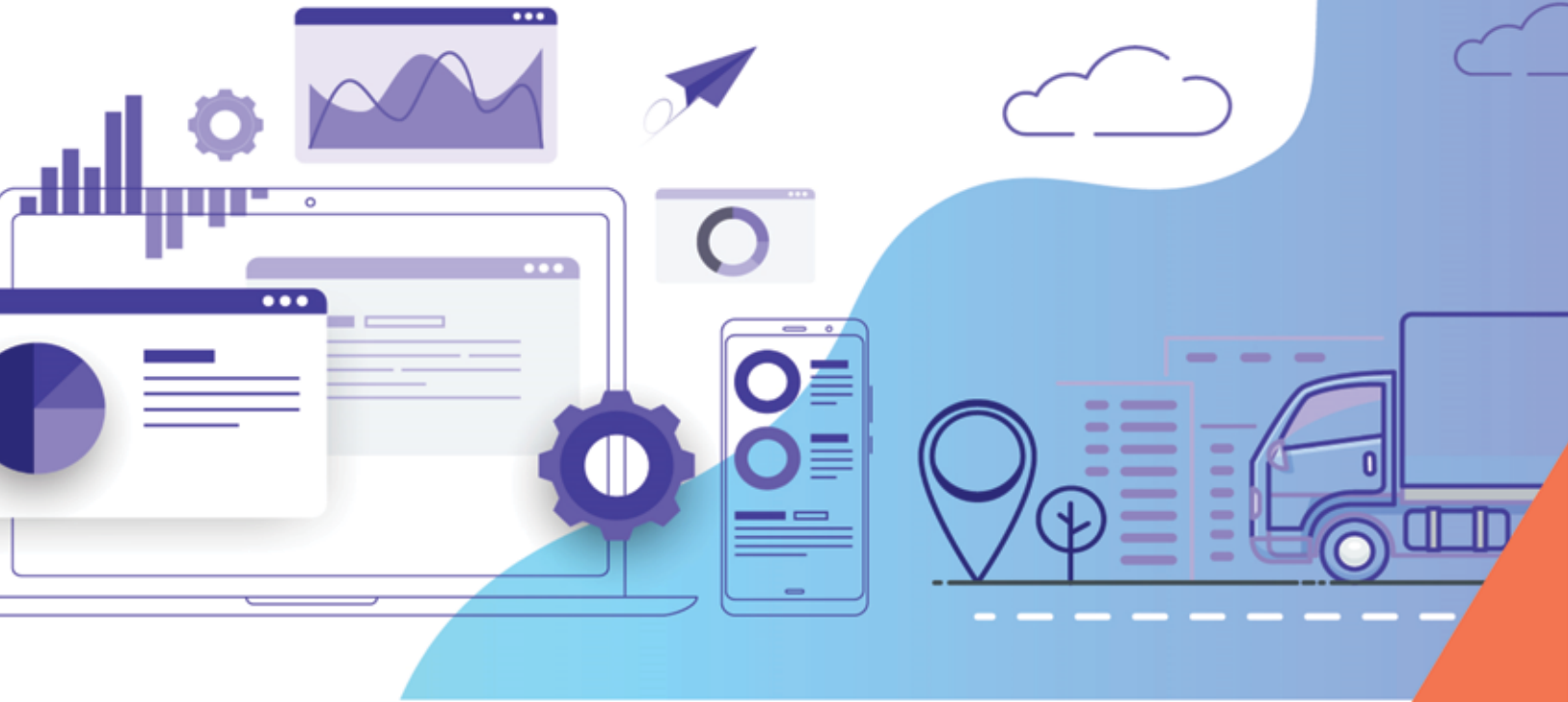


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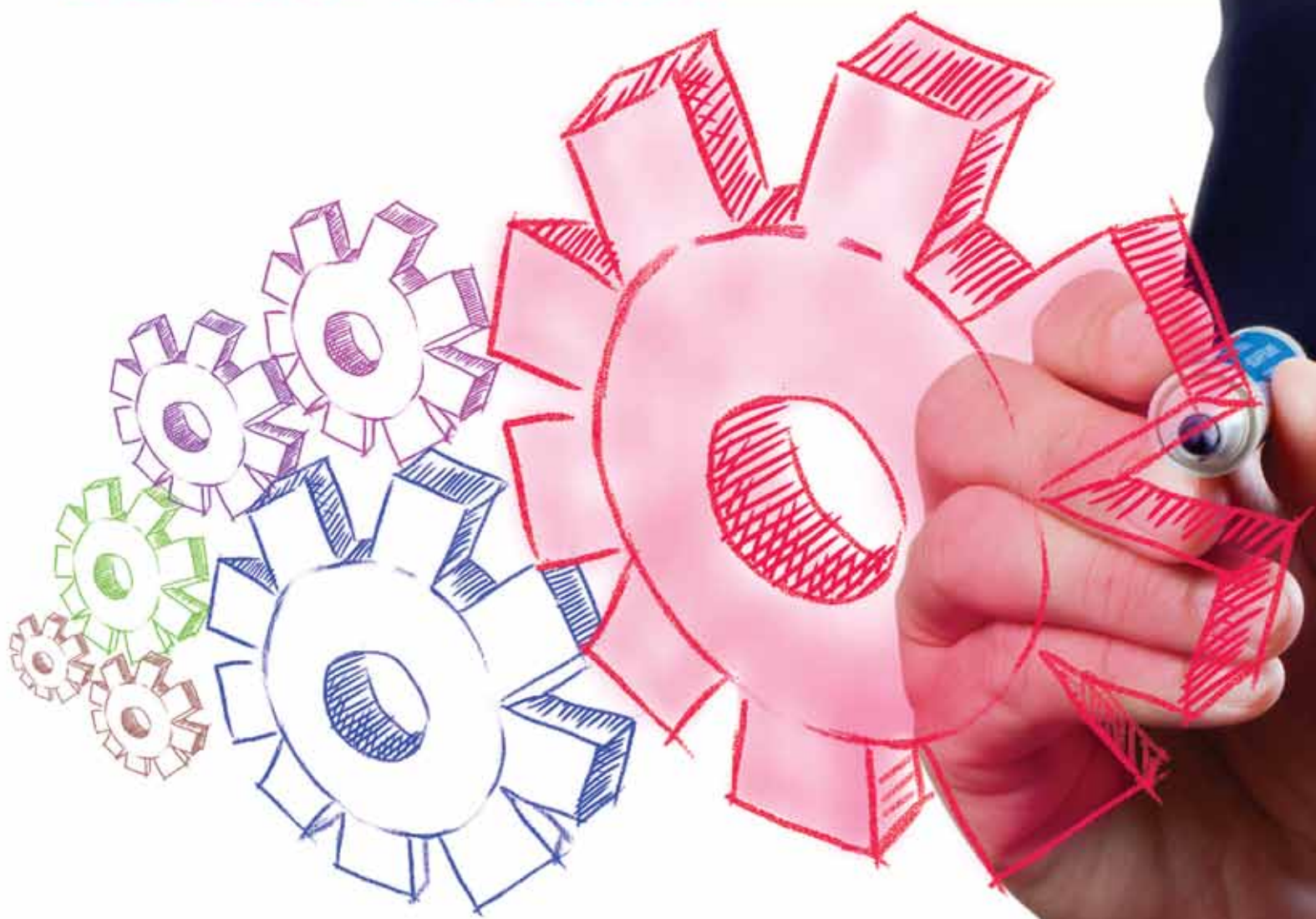
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Distribution Redefined

SINGAPORE will host transport and air cargo trade fair



MMI Asia, the regional subsidiary of Messe Muenchen, announced The Marina Sands in Singapore to host the Southeast Asian edition of the Transport Logistics and Air Cargo Trade Fair to be held in September 2023. This edition is the latest in the transport logistic and air cargo shows. The Singapore Tourism Board and MMI Asia signed a MoA for the event, including the development of new content, marketing, publicity efforts, and areas of collaboration. The expo will identify challenges of the logistics ecosystem and share best practices. "The event will enable the best minds to meet, network and ensure they remain up to date with latest trends," says Michael Wilton, MMI Asia's Director and General Manager.

Etihad Cargo pact with SPEEDCARGO to boost cargo capacity

Etihad Cargo signed a Proof-of-Concept agreement with SPEEDCARGO to utilise the Singapore-based provider's AI products to boost cargo capacity on flights. It makes Etihad Cargo the second aviation firm in the world to leverage Cargo Eye dimensioning system, and among a few firms to trial SPEEDCARGO's AI-powered Cargo Mind software solution delivering optimal cargo space planning and utilisation in seconds. "Its goal is to assess whether Cargo Eye and Cargo Mind could ensure a complete end-to-end process, transforming airfreight operations," says Martin Drew, SVP Sales and Cargo at Etihad Aviation Group. "The pact will confirm whether the SPEEDCARGO products can boost efficiency, and revenue return through digital technology solutions to integrate them into our operations in 2022."



ABP to develop 14 supply chain sites in UK

The United Kingdom's largest port operator, Associated British Ports (ABP) is bringing forward over 1,000 acres (4,046,856 m²) of development land to support the UK's supply chain, manufacturing and renewable energy sectors. ABP operates 21 ports around the UK and is making 14 sites, including Cardiff, Newport, Port Talbot, Southampton and Hull etc. "This initiative will help us contribute to the economic vibrancy and supply chain efficiency," says Henrik L. Pedersen, Chief Executive Officer, ABP.



CEVA LOGISTICS receives PRISM Award for sustainability



CEVA Logistics recently bagged the PRISM Award for sustainability from ASM International N.V. as part of ASM's annual Supplier Day Awards in recognition of its energy conservation efforts. CEVA opened an in-house operations site in July at ASM International NV's new global manufacturing headquarters in Singapore. Sustainability was the key theme of ASM's Supplier Day as it looked to increase the impact of its sustainability initiatives. The Award distinguishes CEVA as a partner in offering responsive logistics solutions and an advocate for sustainability initiatives. At the ASM facility in Singapore, 150 employees deliver critical logistics support such as inventory and storage management etc.

Hactl opens a 24x7 single command centre

Hong Kong Air Cargo Terminals Limited (Hactl) has opened a new Integrated Hactl Control Centre (iHCC), creating a single command centre. The iHCC centralises operations control, systems control and maintenance control, with duty managers able to monitor the SuperTerminal 1 facility. The iHCC provides real-time data, and workload forecasts for the coming eight hours, enabling instant adjustments to be made to staffing and resources to cope with unexpected workload peaks. The iHCC also serves as a fully-integrated emergency centre, facilitating the involvement of the crisis management team, and ensuring decision-making and responses to crises.





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PSB Singapore

PORT OF HAMBURG registers 2.9 per cent rise in handling bulk marine cargo



In the first nine months of the year, at 95.8 million tons (MT) the Port of Hamburg achieved a 2.9 per cent rise in seaborne cargo. Bulk cargo throughput advanced especially strongly, being 6.1 per cent ahead at 29.7 MT. Totalling 66.1 MT, in the first three-quarters general cargo throughput was 1.6 per cent ahead. The upward trend was maintained on container handling. A total of 6.5 million TEU-20-ft standard containers were hoisted across the walls of Hamburg's container terminals, a 2.4 per cent gain. Axel Mattern and Ingo Egloff, HHM, Joint CEOs, Port of Hamburg Marketing, says, "At 709,000 TEU, the Port of Hamburg had recorded the highest quarterly total for containers transported."

ETHIOPIAN AIRLINES inks agreement with Boeing for B787 landing gear exchange programme

At the Dubai Air Show, Boeing signed a MoU with Ethiopian Airlines that will help it get Boeing's 787 landing gear exchange programme. "As the fastest growing airline in Africa, our success depends on our ability to seek out new ways to drive operational efficiency," says Te-wolde GebreMariam, Group Chief Executive Officer, Ethiopian Airlines. With the exchange programme, Boeing will guarantee availability of 29 landing gear shipsets wherever and whenever they are needed to support the Ethiopian 787 fleet, thus enabling cost-effective maintenance operations. The Boeing 787 programme simplifies the contracting, scheduling and management of the process. Now air carriers can exchange landing gears that need to be repaired or overhauled with a replacement from a resource pool maintained by Boeing.



SANAD closes new revolving credit facility with FAB

Sanad, wholly-owned by Mubadala Investment Company PJSC (Mubadala), has secured a new US\$ 100 million revolving credit facility with First Abu Dhabi Bank (FAB). The deal extends Sanad and FAB's 10-year ties which has seen the two UAE-based firms close pacts worth US\$ 950 million. The various financings are extended in support of Sanad's global spare engine leasing and component access portfolios. Troy Lambeth, Group CEO, Sanad says, "Our longstanding banking ties with FAB has played a key role in our growth within the industry."



IATA welcomes efforts to decarbonize aviation



The International Air Transport Association (IATA) welcomed the commitments towards strengthening climate action made at COP26. The management of global aviation's climate commitments sits outside of the COP process and is the International Civil Aviation Organization's responsibility. Airlines at the 77th IATA AGM in October agreed to achieve net-zero carbon emissions by 2050, in line with the Paris agreement. "The pledges made at COP26 show that it is significant to incentivize technological change," says Willie Walsh, Director General, IATA.

BOEING opens freight lines across North America, Europe

Boeing announced the addition of three conversion lines for 737-800BCF across North America and Europe. The company signed a firm order with Icelease for 11 of the freighters as the launch customer. In 2022, it will open one conversion line at Boeing's London Gatwick Maintenance, Repair & Overhaul facility, modifying 737 to 800 aircraft into Boeing Converted Freighters and increasing its footprint in the Crawley area, and two conversion lines in 2023 at KF Aerospace MRO in Kelowna, Canada. "This new work for London Gatwick is due to cargo demand," says Sir Martin Donnelly, president, Boeing Europe and Boeing, UK and Ireland, MD.



EVERGREEN expands fleet with more box ships, containers

Evergreen is adding to its fleet and equipment capacity by ordering two 24,000 TEU ships from China's Jiangnan Shipyard and 55,500 containers. The new build-ings will cost US \$140m to \$160m each. The containers comprising 20 feet and 40 feet, will cost Evergreen US\$338.5m. They will be delivered in mid-2022. Among liner operators, Evergreen now has the most orders, with 78 vessels under construction. Alphaliner estimates Evergreen's order book-to-fleet ratio is around 45 per cent. "We have never seen such high freight rates and the current situation is quite positive for the business prospects of the liner operators," says Eric Hsieh, President, Evergreen.



DB SCHENKER, LUFTHANSA CARGO get more freighter flights



DB Schenker and Lufthansa Cargo became news when a cargo flight flew on rotation between Europe and Asia, whose fuel needs are covered by Sustainable Aviation Fuel (SAF). To continue their contribution towards a greener future, DB Schenker and Lufthansa Cargo have extended their weekly CO2-free freighter flights between Frankfurt and Shanghai. The mission will be continued throughout the winter flight schedule until March 2022. Now Nokia has signed up for the initiative. In the upcoming winter flight schedule, from October 2021 to the end of March 2022, another 14,175 tons of conventional kerosene are likely to be saved.

HAMBANTOTA PORT positions as the gateway to local industry

The Hambantota International Port (HIP) recently facilitated the shipment of locally manufactured trailers, marking the beginning of its services to the local industry as a gateway port. "The master plan of the HIP spells out supporting the development of Sri Lankan industries servicing overseas markets. This shipment for Dutch Lanka Trailers emphasizes HIP's position as Sri Lanka's gateway port and flags a new era for local manufacturers in terms of cost effective methods to reach their respective markets," says Lance Zuo, GM, Commercial and Marketing. Tissa Wickramasinghe, COO HIP Group said, "The port is well equipped to handle such cargo and has an advanced Turburg tractor which makes it more convenient for the shipper."



ECU WORLDWIDE conducts study on API freight forwarders' market



ECU Worldwide, global multimodal logistics major, has conducted a study on 'the state of API adoption within the freight forwarding market'. The study helps discern the impact of APIs on freight forwarders and understand the forwarders' perspective on API adoption. This report is informed on a global survey of over 120 commercial freight forwarding companies. As per the report technology limitations and data streamlining are major headwinds to API adoption.

The logistics industry has been slow on the uptake with technology, which holds true with data capturing and building inter-stakeholder connectivity. Human-intensive operations likely the earliest workflows to be API integrated. Improved visibility and operational efficiency are low-hanging fruits of API adoption.

FEDEX EXPRESS study reveals India is ready to face future challenges

FedEx Express in its 'Future is Now' study offers insights into India's readiness to embrace the future. India is at the cusp of change, with the pandemic accelerating India's digital transformation. From health-care to education, banking to manufacturing, technology is transforming every sector, giving rise to a future full of possibilities. As per the study, which surveyed 4,000 respondents in 18 cities, 79 per cent stated that India was prioritizing technology such as AI, the IoT, and Blockchain to deliver a future-ready world. Mohamad Sayegh, Vice President, India Operations, FedEx Express, says, "We have a legacy of innovation spanning several decades, and we constantly innovate to create solutions for the world."



Empowering emerging forwarders: SACFPL

With neutral standards in place, S.A. Consultants & Forwarders (SACFPL) aims to empower emerging airfreight forwarders by offering them competitive pricing and absolute transparency. In conversation with **CARGOTALK**, **Ashish Asaf**, Managing Director, SACFPL stresses on building neutrality in air cargo industry.



Priyanshi Bana

With what services you are benefiting Indian logistics and air cargo industry?

We are the country's leading neutral wholesale freight forwarding company facilitating shipments via air, ocean and road, and offering tailor-made packages for one's forwarding needs. We are providing services exclusively to freight forwarders, custom brokers, courier agents and food product manufacturers. There is no such commodity, be

FACTFILE

→ Air cargo industry is on the ascendant. Though the capacity had decreased during the pandemic, it is slowly on the rise now. COVID-19 has placed the air cargo industry in a prominent place and brought interesting changes in the market.

it pharmaceuticals, live animals, perishables, dangerous goods, apparel, handicrafts, or personal baggage, which we do not move from one place to another.

With our extensive network across India and globally, we do advise on legislation which might affect international trade, political situation and unrest, and other factors that may affect the movement of goods. Once your cargo is in our hands, all the documentation

is being done by us. Our specialised customs team has the requisite skills to manage documents, calculate taxes, excise duties, and coordinate with exporters and importers and are aided by the hassle-free approval from varied government agencies for importing as well as exporting goods from one nation to the other.

Last but not the least, we facilitate the shipment of heavy items that cannot be loaded onto scheduled



services and requires critical precision to propose the most suitable solution. From small jets to large freighters, we have an infrastructure to send any outsize cargo anywhere in the world and within the deadline. We are offering tailor-made solutions to all requirements of customers .

What is SA Group's USP which makes it different from other freight forwarders?

Ranked amongst top 10 IATA Indian freight forwarders, we are India's leading neutral wholesale freight forwarding company. The next question in everyone's head might come is 'what does neutrality stands for in freight forwarding business?' Bringing neutrality in business signifies growing together. With neutral standards in place, we empower emerging airfreight forwarders by proposing them competitive prices and pan-India presence. This would possibly help developing innovative business models that will improve customer experience and operational inefficiencies.

When there is a neutral standard in place, a platform prioritizes rate and client data security. Following neutrality means providing neutral tools that benefit all its participants and functions such as shipment tracking and digital document transmission should no longer be a barrier to customer acquisition.

Our objective is to maintain zero interest in value unit (cargo) to protect customers and not compete against them. By maintaining zero interest in the value unit, we are giving access to great rates and services and no risk of 'back selling' which means we are not a threat to any company.

We are one of those few freight forwarding companies who believes in taking responsibility of your cargo before, during, and after the shipment arrives at the point of destination.



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

The Group has completed 20 years of operations. What changes have you seen in the air cargo industry from last two decades?

Our industry has changed significantly in the last 20 years; the air freight industry which represents less than one per cent of global trade by volume, but over 35 per cent by value, has become a vital part of the broader logistics sector. The sector has had a few challenging years in recent times. Just before the pandemic hit the world, the air cargo sector noted the biggest decline in a decade with volume decreasing by over

✈ **By maintaining zero interest in value unit (cargo), we are giving access to great rates and services and no risk of black selling which means we are not a threat to any company** ✈

three per cent. The trade war between the US and China had an adverse effect on the market too.

However, the pandemic has placed the air cargo industry in a prominent place and brought some interesting changes in the market, who would have thought cargo would be going on seats in place of passengers! However, not to forget that the crisis has reduced the airfreight capacity because of reduced flight frequency globally.

How would you evaluate the current state of the air cargo sector in India?

Indian air cargo industry is poised to take off. I believe that the stage is set for air cargo to grow into the ascendant industry of India's globalized future, since cargo has already proven itself to be a key revenue generator for Indian airlines in the chaos and pressure of a global pandemic.

Meanwhile e-Commerce, accelerated by the pandemic, has transformed consumer shopping habits and spending





patterns, and driven the demand for distribution facilities and warehousing that are digitally-enabled and offer value-added services. This could generate new business opportunities for carriers.

In today's India, we have seen the rapid enhancement of airport cargo infrastructure, digital infrastructure for cargo handling, and the development of collaborative partnership models wherein all stakeholders manage cargo multilaterally. But it remains to be seen how precisely Indian aviation will

✈️ **Why we are still limited to tracking the location of shipments only, what about the live updates of capacity availability and getting prices directly from the airlines?** ✈️



respond to, and ultimately overcome, current market challenges posed by air cargo growth.

What are the changes that you would like to see about in making the industry more efficient?

In my opinion, the most vital change the industry needed at this point of time is integrating airlines ERP systems with the freight forwarders' system. It is high time for airlines to digitize their pricing and integrate with the IATA freight forwarders' systems to bring uniformity and transparency in the freight forwarding community. Freight forwarding companies have their own ERP systems with which the airlines can integrate their pricing and give the freight forwarding community an equal and fair chance of succeeding. Why we are still limited to tracking the location of shipments only, what about the live updates of capacity availability and getting prices directly from the airlines? Why are we still waiting for hours to get a price quote for cargo and not getting it in seconds? If tourism industry can have that sort of transparency while booking tickets, what is stopping the cargo industry from following the same?

Moreover, despite putting a lot of efforts into digitizing customs procedures for

improved border management, still manpower is being involved in clearing the shipment. The air cargo fraternity works on multiple and manual systems, hence, interaction with different stakeholders take time.

How would you like to contribute towards making these changes?

Digitization would help not only the financial part, but also the freight forwarding tasks. If the companies have cloud-based ERP systems, works can be tracked on daily basis, and it can be ensured that the employees are engaged in their duties. However, it has to be a joint effort by the stakeholders of the industry as well as the government in order to ensure more digital gateways and smooth processes need to be formulated.

As a company, we have implemented robust digitized systems in order to stay connected with the industry stakeholders, be it custodians, airlines, airports, and customs among others. Our systems are robust enough in a bid to give an opportunity to the emerging freight forwarders to come on board, grow together, and build innovative solutions. 🚀

Enabling exporters to compete globally

New Logistics Policy is good news for us. The government is working on the final draft and aims to slash cost of operations. Moreover, we are inviting our stakeholders to take part in the growth sessions by sharing ideas and success stories with them, says **Afzal Malbarwala**, President, ACAAI.



 Priyanshi Bana

Kindly throw some light on the associations' operations in 2021? How are they different from 2020?

There has been a difference in the business of the associations in 2020 and 2021 to an extent. They are as following:-

a) Ease of doing business - Work together,

 **The fact that third and fourth COVID-19 waves are being felt in Europe has confronted our abilities** 

share ideas and make the industry more efficient.

b) Infrastructure growth — Share our experiences and ideas and convert them into initiatives with participation

from all stakeholders. Growth is good news for all of us.

c) Address and resolve long pending issues — Enhancing cooperation and building consensus among all stakeholders to tackle the ongoing issues.

Any new policies expected from the government to help improve the efficiency and revenue growth?

The central government is working on the final draft of the New Logistics Policy (NLP) which is primarily aimed at increasing efficiency (cutting down unnecessary or unproductive tasks during export formalities), and thereby reducing cost of operations which will enable the Indian exporters to compete aggressively in the global markets. These initiatives coupled with increasing push on automation are likely to make

exports out of India seamless and attract investments.

What have been the major challenges in accomplishing tasks set for 2021?

The after-effects of the pandemic are still being felt in the industry. We still have pending initiatives awaiting final clearances, before we can jointly look to implementing the same. The fact that European countries are continuing to have phased lockdowns as they endure the fourth and fifth waves of the pandemic has also challenged in our abilities to implement and measure results of our initiatives.


What are the future plans of the association in the New Normal?

The ACAAI, as a growth-oriented association, is keen to drive adaptation to newer methodologies and processes. There is definitely growth in the coming months, as the businesses start rebuilding and newer requirements are identified. We are still in a state of fear amidst the pandemic and the New Normal, which we thought is going to prevail in 2020 is evolving in 2021. Keeping pace and continuing to value add is our focus for now.



Afzal Malbarwala
President, ACAAI and Gallery of legends
(India Cargo Awards) 2017

FACTFILE

 ACAAI is keen to drive adaptation to newer methodologies and processes. There is definitely growth in the coming months

India Inc. hope for dip in freight, fuel costs

The MSMEs and SMEs are looking up to the authorities so that they can come back to pre-COVID-19 levels. A major challenge we faced this year was the second COVID-19 wave. The pandemic came at the worst possible time when things were starting to look fine in mid-2021, says **Xerrxes Master**, President, AMTOI.



Priyanshi Bana

Throw some light on association's operations in 2021? How were they different from 2020?

Honestly, there has not been much difference from 2020. We have been working in virtual mode for the last two years. Despite the virtual concept, we have been far more active in 2020-2021.

The emphasis has been on technology, and reaching out to our members through various platforms. Submissions to the government and requisite authorities are being done on a real-time basis to ensure industry is active despite limitations.

Any new policies expected from the government to help improve efficiency and revenue growth?

We would expect the government to protect the interests of the micro, small and medium enterprises (MSMEs) and small and medium enterprises (SMEs) who form our membership base and have suffered during the pandemic.

Tax-friendly regimes, paperless transactions, removal of bureaucratic hurdles will go a long way in improving the bottom line of our members. Interventions by the government are required to check the escalating freight prices, fuel prices which result in rise of EXIM cost.



Xerrxes Master
President, AMTOI

We continue to strengthen our value-added services, such as co-packing, automated labelling and last stage of customisation for digital marketplace readiness

What have been the major challenges in accomplishing tasks set for 2021?

I think one of the major challenges we faced this year was the second

further the cause of its members on all platforms and is currently in touch with the authorities to ensure appointment of our organization as a Self-Regulatory Organization (SRO)



COVID-19 wave. In the first quarter of 2021, things were starting to look up business-wise, and one could see normalcy on the horizon. However, all the pundits were proved wrong, and we were set back several months in the second quarter due to the second wave, which was severe than the first one. We can only hope and pray that there is no repetition. India is bouncing back well currently, thanks to the government's initiatives and the industry's hunger. Let's hope it continues.

What are the future plans of the association in the New Normal?

The association will continue to

which will be of benefit to our members and the industry at large. We have working on virtual mode for the last two years, and hope to move to a hybrid model in the near future.

FACTFILE

We are in touch with authorities to ensure appointment of our AMTOIL as a Self-Regulatory Organization which will be of benefit to our members and the industry at large. We have working on virtual mode for the last two years, and hope to move to a hybrid model in the near future.



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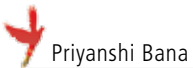
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Modernising operations to handle cargo traffic

With ground handling and cargo warehousing sector relying on international flights, aviation sector suffered losses during the pandemic. Following rise in number of flights, we assume demand will reach pre-pandemic levels soon, says **Kamesh Peri**, CEO, Çelebi Delhi Cargo.



Priyanshi Bana

Since many airlines have converted their aircrafts into freighters, what has been the impact on cargo volumes? Kindly elaborate.

While the pandemic has taken a toll on the aviation sector, cargo operations are helping in offsetting a part of the airline losses, even as they continue to play a significant role in facilitating international trade and accelerating air cargo volume worldwide. The passenger-to-freighter aircraft conversions is contributing to some

During the pandemic, we could somehow make two ends meet by carrying cargo when passenger flights came to a standstill

extent in this effort. Many airlines have implemented temporary conversions of passenger planes to allow them to carry more cargo during the pandemic.

However, this did not totally compensate for the loss of capacity as in pre-COVID-19 times. The passenger-to-freighter aircraft assisted in carrying cargo volumes and helped the airlines to stay afloat during the pandemic.



Kamesh Peri
CEO, Çelebi Delhi Cargo and
India Cargo Awards Winner 2019

In the long-term, global air cargo traffic has been forecast to grow by 4 per cent a year over the next two decades. In Boeing's World Air Cargo Report from last October, it is forecast that the world's dedicated freighter fleet will grow by more than 60 per cent, and nearly two-thirds of the deliveries will be conversions from passenger-to-freighter aircraft.

Amongst the impacted industries, aviation will probably be the most affected; our ground handling and cargo warehousing sector is dependent on international flights, and a few domestic customers. Ever since the lockdowns, our business has declined. The ground handling and cargo warehousing industry is laborious and capital-intensive. We have a high fixed cost base which makes our position more precarious.

What cargo tonnage was flown during 2021? What were the main essentials that were transported?

According to the Airports Authority of India (AAI) in 2021 (YTD September), below is the cargo tonnage flown for domestic and international air cargo from all Indian airports. The essentials transported include electronics, electrical components, auto parts and components, perishable, meat, pharma products, textile and readymade garments, engineering goods, e-Commerce goods, face masks, sanitizers, oxygen concentrators, PPE and leather products.

As normalcy has been restored in passenger flights, will the air cargo be impacted?

The passenger traffic remained weak in the first half of 2021, but recent signs are pointing towards a surge in air



Contd. on next page ►



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Global Headquarters at Dallas, Texas, USA



travel for the second half of 2021 since an increasing number of people have got vaccinated, and international travel restrictions are gradually easing. It is expected that the international passenger traffic will reach its pre-COVID-19 level by 2023, while domestic passenger traffic will reach the pre-COVID-19 level by the second half of 2022. These developments would have a positive effect on air cargo as with the number of flights increasing, Cargo capacity will grow and add up to current numbers. It is expected that with an increase in flight frequencies and capacity, and a growing demand, overall cargo volumes would reach pre-COVID-19 levels by 2023.

What is the future of air cargo in the New Normal?

In the current scenario, we are witnessing the enhancement of airport cargo

India volume	January to September 2021 (MT)
International	1,442,756
Domestic	866,796

✈ If the digital assets of one business cannot 'talk' to the digital assets of the stakeholders, then digital transformation will be in vain ✈

infrastructure, digital infrastructure for cargo handling, and the development of collaborative partnership models between various stakeholders.

As per International Air Transport Association (IATA), the world air cargo traffic is forecast to increase dynamically, with an annual growth rate of over 4 per cent in the next 20 years. The air cargo market is and would be significantly stimulated by the boom of e-Commerce, with its market size predicted to increase by 20 per cent year-on-year during the next five years.

Economic outlook, increasing customer expectations, and changing regulations: All are redefining the handling, storage, and distribution of goods transported by air, which consequentially, impacts cargo facilities. Therefore, changes are needed in the business models, architectural and process designs, deployed technologies, and workforce skill sets. Green vehicles, employees equipped with digital tools, along with the next generation of technology-enhanced cargo facilities; altogether shall boost productivity, operational efficiencies and increase responsiveness to customers. The cargo facility of the future is expected to be safe and secure, green, automated, connected, and smart.

AT A GLANCE

- The world's air cargo is all set to increase dynamically, forecasts IATA. The annual growth would be around 4 per cent.
- Rise in cargo volumes would increase once the flights would normalise to pre-COVID-19 levels in 2023.
- Green vehicles coupled with digital tools shall boost productivity, and increase operational responsiveness to customers.



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Infrastructure & Advantages

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- ✓ Temperature range of +25.c to -25.c.
- ✓ 24x7 Operational Hours.
- ✓ VAS facility of Processing, Repacking, Labeling & Sorting.
- ✓ 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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- ✓ GDP Certified



Temperature Control Handling Area

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Services

Taking digital strides to be future-ready

Following the pandemic, several companies have been forced to devise new strategies led by digital transformation to be relevant and compete. There was also the need to keep sure that the supply chain remained intact, says **Amit Bana**, Co-Founder & Chief Growth/Revenue Officer, Automation.AI.



CT Bureau

Digitalisation has been at the forefront since the pandemic. How have the past two years changed the perception towards digitalisation?

Before COVID-19, people used to think of digitalisation as slow incremental changes. However, after the dual lockdowns, the companies have been forced to upgrade their technology to remain viable.

The pandemic accelerated digitalisation in a multiple ways. Firstly, employees needed to stay connected with the organisations and their data even when the offices were closed. This resulted in the popularity of video conferencing Apps such as Google Meet or Zoom. Secondly, there



Amit Bana
Co-Founder & Chief Growth/Revenue Officer,
Automation.AI

was the need to access company data independently — the employees could not be available at the same time. But importantly, there was the need to provide customers with continued

✂ Firms have realised that during any emergency, only modern digitized technical assets can save them from going out of business. ✂

customer service, and to make sure that the supply chain remained intact. Hence, we saw a combined effort of automation and data analytics.

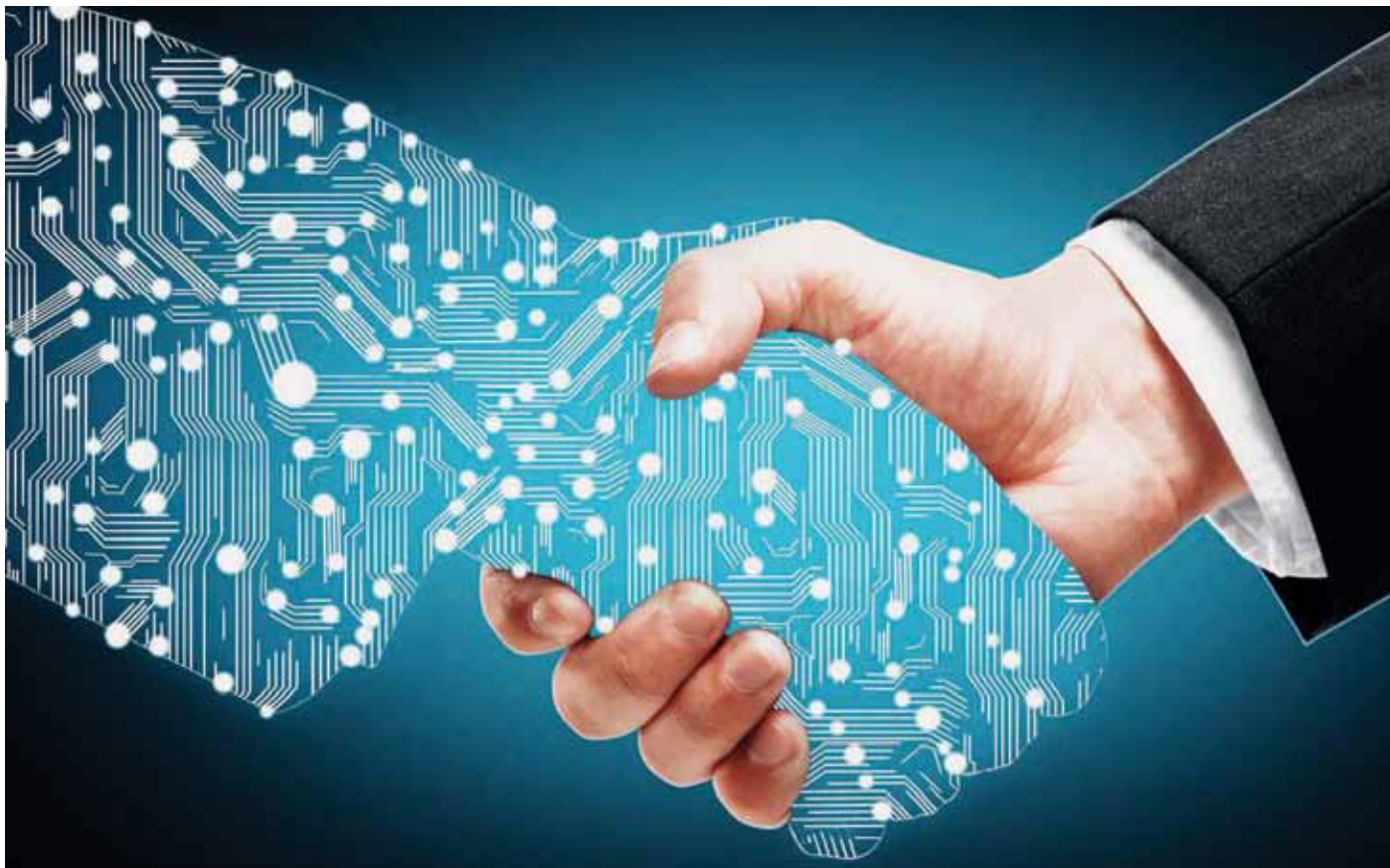
Now that the lockdowns are past us, companies are still investing heavily in digital assets. They have realised that during any emergency, modern digitized technical assets can save them from going out of business. Pandemic or no pandemic, the stride towards digital transformation will continue.

It is no more perceived as a cost to business, rather a necessity now. What is your take on it?

The companies are putting in millions into digital transformation initiatives, only to see a high percentage failing to pay off. The main reason being companies put the cart before the horse, focusing on a specific technology (we need a Machine Learning strategy) instead of putting in the change into the overall business model. Not only should they align tech investments with business goals. They should leverage insider knowledge base than outside consultants, allay fears about job loss that those insiders may have, and invest in understanding its impact on how it would influence customer experience, and use processes borrowed from the tech world such as experimentation and prototyping etc., to facilitate change.

Most digital technologies provide possibilities for efficiency gains and





customer intimacy. But if people lack the right mindset to change and the current organizational practices are flawed, Digital transformation will simply magnify those flaws.

Focusing on the right metrics leveraging the power of assimilation, and extracting insights from Data leads to better realization of committed Business Outcomes. This lets businesses manage their top and bottom lines effectively and efficiently, thereby strengthening the point that digital transformation-led strategies is no more a matter of choice, but a necessity to be relevant.

What is the future of digitalisation in the new normal?

If you look at the history of digital transformation, you will see that it started on the back of digitalizing the communication channel. However, what propelled this digital revolution was the invention of semiconductor chips. What this indicates is the fact that digital transformation has always been a combined effort of hardware and software innovations, and the same trend continues even today.

✈ **If the digital assets of one business cannot 'talk' to the digital assets of the stakeholders, then digital transformation will be in vain** ✈

FACTFILE

➔ Automation combined with Machine Learning (ML) is going to be a game changer. We will soon see some innovations in the hardware sector as well which will propel the IoT revolution. Because even to this date, 180 per cent of enterprise data remains underutilized.

While we see greater adoption of cloud-based technologies, I forecast that the fear of automation will recede as the people can now see that automation opens up new job opportunities. So soon, automation combined with Machine Learning (ML) is going to be a game changer. We will soon see some innovations in the hardware sector as well which will propel the IoT revolution.

The IT world will focus more on data analytics. Why? Because of this, 80 per cent of enterprise data remains underutilized, even though data analytics can revolutionize the business process. We will see more analytical software cropping up. Lastly, the stride towards no code/low code software development will increase in intensity.

What are the potential challenges faced by other players in the market?

One of the potential challenges that can cause haphazard digital transformation is the fact that there is a lack of standardization. There are so many tools and frameworks. If the digital assets of

one business cannot 'talk' to the digital assets of the stakeholders, then the entire exercise of digital transformation will be in vain.

Luckily, the software companies are working with each other to solve this problem. For example, AWS now allows support for workloads that run



on Azure or Google Cloud. Another challenge is since digitalisation has become pervasive; we need everyone in the company to be able to handle digital assets. But not all are programmers. So here comes the idea of low code/no-code development. Automation Factory faces these challenges too. When we worked with a shipping company, we had to make sure that the tech stack we provide them must support the tech stack of other stakeholders in the maritime industry. So, we had to carefully choose the right technological assets for the company. ✈

Warehouse automation recipe for smooth ops

Due to the pandemic, companies have been left with no choice other than to look beyond conventional technologies to overcome market changes. How they automate to remain competitive is the million dollar question, says **Vinayak Bhat**, General Manager, Bastian Solutions India.



CT Bureau

Automation has been at the forefront since COVID-19. How have the past two years changed the perception towards use of robotics in warehousing segment?

The pandemic has forced brands to meet consumers where they are at – online. The digitization and increase in consumer e-Commerce is shifting the way warehouses operate thereby creating new challenges that companies must address quickly to remain competitive. Additionally, COVID-19 has created delays in transportation and a labour crunch that ensued due to lockdowns. These have only exacerbated problems of keeping supply chain operations running smoothly and managing new consumer demand cycles successfully. The companies are now looking beyond conventional approaches to modern automation. They are adopting new, advanced technologies such as robotic-enabled automation systems. They are striving to not only have an edge over the competition, but also to make their organization thoroughly future-proofed so that they can easily adapt and thrive in future market changes.

One such technology that is transforming the way manufacturing and distribution centres operate are automated guided vehicles (AGVs) and autonomous mobile robots (AMRs). They are easier to integrate



Vinayak Bhat
General Manager
Bastian Solutions India

Automated guided vehicles and autonomous mobile robots are currently in demand in manufacturing distribution centres

into your operations and are currently seeing a significant boost in adoption. These mobile robots are helpful in transferring products between locations or sorting them in an optimum sequence.

Even more noticeable in today's operations is the impact on the workforce. Human operators do not have to walk or search, risks from heavy lifting has been reduced, safe distances can be maintained during the pandemic, and their time and skills can be better utilized for other operations. To be future ready and to be competitive, the companies need to move beyond 'thinking about automation', and start adopting warehouse automation solutions for improved operations, labour efficiencies, safety, fleet scalability, and the flexibility to adjust operation processes or facility locations.

Automating processes is no more perceived as a cost to business, rather a necessity now. What is your take on it?

When demand for products rise and customers expect quicker delivery, one cannot compromise fulfilling customer expectations. The objective for automation is to bring efficiencies, increase productivity, and remove the slightest possibility of an error. It has become a necessity, since increased competition and pressures to reduce costs force businesses in the country to adopt automation.

Whether you incorporate one automation solution or integrate a whole automation system that features various technologies, software support can help further optimize your overall fulfilment process. An integrator can help assess and identify a right-fit solution that meets your business objectives today and in the future. This will lead to increased accuracy, productivity, and efficiency, but it will also help reduce the general expenses, establish better work conditions, and drive customer satisfaction.

In addition, to improving the product flow and being able to rise to the challenges or changes in the market with automation, you can also achieve several labour benefits. Automation can create better work conditions — minimizing the time spent on manual tasks, reducing risks for injury, and eliminating order errors. By automating repetitive work, workers can now spend more time on other essential processes.

FACTFILE

Firms must move beyond automation, and start adopting warehouse automation solutions for improved operations, labour efficiencies, safety, fleet scalability, and adjust to facility locations.



Infrastructure & Advantages

- ✓ Customs Bonded Warehouse.
- ✓ Import & Export Hub.
- ✓ Buffer Yard & Factory.
- ✓ Cold Storage & Cold Chain.
- ✓ Storage area 5,00,000 sq meter. of covered warehouse space.
- ✓ Direct access to the National Highway 4B leading to the JNPT Port.
- ✓ Ample space for parking of 1000 cargo trucks.
- ✓ 24x7 CCTV monitoring.
- ✓ CFS Owned equipments- 4 Top Lifters, 140 Trailers, 30 Forklifts, 2 Empty 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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Adopting automation only way to stay afloat

The firms still have a long way to go. But one thing is certain, advanced technology is here to stay, whether we like it or not. In the future, there would be cent per cent technology upgrade for all logistic frontliners, says **Rahim Bhimani**, Senior Vice President, Air Cargo Excellence, Kale Logistic Solutions.



CT Bureau

Digitalisation has been at the forefront since COVID-19. How have the past two years changed the perception towards digitalisation?

Whether delivering essential PPE around the world or supporting small and medium-sized enterprises (SMEs) as they adapt their business operations, the logistics sector has helped ensure the global flow of goods and provided an essential service for our society during the crisis.

However, to ensure business continuity, stakeholders resorted to digitization and till now, the trend is continuing. Right from solutions such as Air Cargo community Systems (ACS) to enterprise offerings, the logistics industry is now going digital on all aspects.

Yet, there is a long way to go since several processes remain manual and complex. We have seen specific modules such



Rahim Bhimani
Senior VP, Air Cargo Excellence, Kale Logistic Solutions and India Cargo Awards Winner 2019

While the world came to grinding halt, logistics frontliners kept the supply chain active to ensure medical supplies were made available

as truck slot management, e-Airwaybill (electronic airwaybill and e-Payment modules gaining more traction.

The key reasons for technology upgrade are as follows:

- Work from Home – 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 technology intervention
- The virus stays on paper for 72 hours, as per WHO. Therefore, operations had to be paperless
- There is tremendous cost reduction pressure on the entire logistics industry. Technology ensured business continuity with more efficiency and cost reduction

It is no more perceived as a cost to business, rather a necessity now. What is your take on it?

Today, the perception is about saving lives than changing lives. While the entire world came to grinding halt, logistics frontliners kept the supply chain active to ensure medical supplies are available for the world.

In the process, saving their own lives became a priority. To achieve the same, reducing the paper touchpoints and enabling backend staff to work remotely was of utmost importance.

With all this, the stakeholders have accepted the fact that technology adoption is the way out. This comes to your question of necessity over cost. When it comes to protecting the lives of our logistics frontliners, all the entities involved in the logistics value chain chose to digitize, and now they are reaping the benefits of digitization. In most instances, IT has enabled businesses to stay afloat and survive and thrive.

What is the future of digitalisation in the New Normal?

The New Normal is already here and the future is 360 degree digitization and paperless trade. Going forward, we can expect cent per cent technology adoption across all processes in the logistics industry. We can expect a rise in community focused digitization. Cargo Community Systems, Digital Freight Corridors and other technologies such as Logistics e-Marketplace will gain more prominence.

What are the potential challenges faced with other players in the market?

We see skilled staff shortage as a major area of concern, added to that we see there is caution among the stakeholders in choosing the right IT service provider, especially, small and medium industrialists with limited solutions for industry needs.





Covered Warehousing Facility



Warehouse



3PL Admin Building



Infrastructure & Advantages

- ✓ Customs Bonded Warehouse.
- ✓ Import & Export Hub.
- ✓ Covered Warehouse facilities of over 4,50,000 sq. feet under 1 roof with modern racking system which can house more than 40,000 Pallet spaces.
- ✓ 3PL Facilities.
- ✓ Flexi Warehousing.
- ✓ Automobile Logistics services.
- ✓ Spread over 50 acres of land.
- ✓ Over 6000 teus per month i.e. 72,000 teus p.a.
- ✓ Robust fleet of company owned vehicles, monitored & tracked electronically.
- ✓ 24x7 CCTV monitoring.
- ✓ CFS Owned equipments - 5 Top Lifters, 140 Trailers, 30 Forklifts, 2 Empty Handles, 1 Crane.
- ✓ Direct Access to the National Highway 17, from Panvel to Goa.
- ✓ Distance from Panvel station 6 Kms.
- ✓ DPD Facility along with 3PL Facilities.
- ✓ General warehouse.
- ✓ 200 trailers for PAN INDIA movement.

Auto
SCMTR

Faceless
Import
Clearance
Facilities

Pandemic pushed firms towards bespoke solutions

The organisations responded by digitalisation throughout the value chain. In other words, the pandemic has proved to be once-in-a-lifetime experience for industry leaders to adjust in the New Normal. However, there has to a balance between human expertise and technology, says **Kruti Jobanputra**, Director, JWC Logistics Park.



CT Bureau

How has 2021 been different from 2020? What percentage increase has been recorded by your company?

The seaways freight traffic, though growing slower than the other modes on account of supply-side/infrastructure constraints, has nevertheless, reverted to its growth trajectory from November 2020 onwards with the highest-ever monthly freight volumes reported in March 2021.

Most logistics players reported sustained growth in freight volumes on a year-on-year basis over Q3 FY2021 and Q4 FY2021. The rail freight traffic reported year-on-year growth of 13 per cent and 11 per cent in Q4 FY2021 and Q3 FY2021, respectively.

While the market continues to remain robust, and the equipment shortage and capacity constraints will continue into November and maintain the industry-wide challenge. The port congestion will delay the vessel schedules and add to more blank sailings. Port congestion remains a problem at Los Angeles and vessels have been piling up at Savannah as well. Carriers have decided to omit Savannah and replace it with Charleston instead. Demand remains strong, especially



Kruti Jobanputra
Director, JWC Logistics Park and
India Cargo Awards Winner 2019

to the USEC ports. Service disruption and equipment are two burning issues for the trade. Space planning must stay agile and adapt to last-minute change of schedule. Equipment SOC or NOR are a good alternative. Few extra loaders deployed, but still no long-term upgrade of capacity; demand shall

supply. Ongoing port congestion leads to delays. Market demand is still strong to AFR/EMED.

Middle East volumes are slightly decreasing, while the Red Sea is plagued by capacity shortage and bookings are still strong. Space and equipment

✈ **The most impactful changes for logistics providers will be to redesign their strategies and structure themselves for the volatile market** ✈

remain high as the trade enters peak season. Equipment stock level at Far East is slowly improving but 40 HCs are still deficit. Vessel blankings or slidings are leading to an overall tight capacity

remains tight resulting from frequent service changes and cancellation. More delays are expected in Q4 due to congestions and weather conditions. Demand into IPBC is still going strong,

UPS committed to India's SMB interests

UPS and UPS Foundation have joined hands with ITC SheTrades to assist businesses owned by women to succeed in markets across the globe. We not only impart them training, but also encourage them to understand and compete in markets across the globe, says **Deepak Shrivastava**, Country Manager, UPS Express India.



CT Bureau

UPS started its first direct flight between India and Europe in November 2021. It is a significant development for SMBs since the flight will improve export and import opportunities. This was done by opening up new markets and customers and connecting them through Europe to North America and Latin American markets. The flight operates five days a week and doubles our previous capacity.

Customers have been diversifying their supply chains as they respond to pandemic disruptions. And cargo space in the belly of passenger aircraft – reliable and cost-effective – has been reduced. Now, buoyed by market demand and with an eye on business continuity, Indian entrepreneurs are looking for reliable alternatives to import and export products. UPS's smart global logistics network connects buyers and sellers with speed, precision and ease, regardless of the distance that separates them. This flight will keep supply chains moving,



Deepak Shrivastava
Country Manager
UPS Express India

Our focus is on building more cross-border opportunities for our Small and Medium Businesses (SMBs) customers

provide better connectivity, and increase predictability for UPS Express India customers, Shrivastava said.

Small businesses play a key role in India's economic growth story. Throughout the year, UPS has been aiding India's SMB to connect with global markets. With an aim to move our world forward by delivering what matters, UPS is committed to supporting India's SMB integration into global value chains and make shipping across borders as easy as shipping at home.

UPS and the UPS Foundation have collaborated with ITC SheTrades in the mission to help women-owned businesses succeed in global markets by imparting them training, skills, and growth opportunities to allow them to understand and benefit from global trade.

We commit our resources and industry know-how to empower women through UPS's Women Exporters' Programme. We recently conducted a bootcamp for women entrepreneurs in fashion and textiles sector. Women entrepreneurs were imparted training to understand how to build their digital strategy, identify market segments, and access global markets.

SUSTAINABILITY

UPS has been recognized as one of the socially responsible companies of 2021

by the Fortune magazine. We do this by creating more sustainable solutions: Introducing innovative logistics models that lower emissions and congestion in crowded cities, investing in next-generation vehicles, route optimization technologies, and encouraging our people to contribute towards environment protection

"We are now the largest user of renewable natural gas in the transportation industry and have an alternative fuel and advanced technology fleet of 12,000 vehicles. Last year, UPS announced an investment in UK-based Arrival and committed to buy 10,000 of its electric vehicles. We have also announced plans to purchase more than 6,000 natural gas trucks through 2022," he said.

Recently, UPS along with its subsidiary, Flight Forward, announced to purchase electric Vertical Takeoff and Landing aircraft from Beta Technologies to augment its air service for select small and mid-size markets. These aircraft will take off and land on-property at UPS facilities in a whisper-quiet fashion, reducing time-in-transit, vehicle emissions, and operating costs.

UPS IN DUBAI EXPO 2020

In October this year, Dubai Expo 2020 has opened to the world and UPS is the official logistics partner of this mega event.



Network optimization in logistics, distribution vital

They have broken the ground for digital innovation, so far as bringing about transparency in operation is concerned. Distribution has come a long way from 1990s. Today, instant online phone-based order tracking and real-time processes are an expectation of doing distribution business, says **Vijay Vashisht**, AVP, Business, Safexpress.



CT Bureau

How has the delivery scenario changed from 2020 to 2021?

Distribution is a service to manufacturers what publishing is to an author – it gives voice and reach that both are dependent upon. They are unsung heroes which even though provide the fulcrum on which the sale and marketing strategy revolve; they get a cold shoulder in return. For manufacturers the world over, it is logistics and distribution network that is the important and least visible cog in its customer connect.

Since the beginning of last year, when COVID-19 was raging, the manufacturer's strategy to connect with consumers exposed the importance they attached to distribution. It is after all, the distribution partner who is exposed to the dynamics on the long haul and challenges in the last mile delivery. This was especially so in B2B distribution where the movement was in bulk, but required both manufacturer and distributor to be open to the services.



Vijay Vashisht
AVP, Business, Safexpress and
India Cargo Awards Winner 2016

✈️ **Continued investment in network expansion and infrastructural development connecting hubs with spokes reduce transit time in the long run considerably** ✈️



So, what happened was there was disequilibrium between demand and supply — localized lockdowns and movement curbs. The supply issues during the second half of last year generated a pent up demand by the manufacturers; distributors and retailers could not consume due to a plethora of reasons. The distribution partners and retailers were either closed down due to curbs or had the capacity to absorb new supplies. This was not a place to be in for the distribution partner, several of whom took the brunt. It took months for the situation to normalize.

Also, it brought all the stakeholders closer to each other, and to understand and appreciate the role that distribution partner play, but are hardly recognized for.

What are the lessons learnt in the pandemic to make deliveries more efficient and on-time?

There is no substitute for network optimization in logistics and distribution business. Network optimization means availability of delivery offices in proximity to the delivery area, with several trucks available with the delivery office to service the requirement on time. Network optimization means that the turn-around-time in loading and unloading activities is reduced.

We have sought to address these teething problems by developing logistics parks

with cantilever sheds, multiple loading, and unloading bays. Availability of skilled manpower, and mechanized tools make operation-floor activities user-friendly while enhancing cargo transit-worthiness at the same time.

Continued investment in network expansion and infrastructural development connecting hubs with spokes reduce transit time in the long run considerably.

How has digitization played a role in making delivery seamless?

Logistics and distribution in every way has broken the ground for digital innovation, so far as bringing about transparency in operation is concerned. In fact, distribution was one place where the need for transparency was felt the most. Distribution business has come a long-long way from 1990s. Those were the days when an enterprise would place an order and come to know about it only when it came for delivery. There was no way of knowing the progress or the time-frame involved. The enterprise could call the supplier who, in turn, had no knowledge itself. Cut to today, instant online phone-based order tracking, along with a comparable real-time processes, are an expectation of doing distribution business. This has sort of become a business practice which is now assumed as "given" and thus is no longer competitive. ✈️



Turning challenges into opportunities

Though transport curbs threatened us, we steered through them, thanks to our leadership team. This is not all, we also work with major e-Commerce players who account for 70 per cent of business. Innovation is the benchmark of survival for organisations now, says **Ketan Kulkarni**, Chief Commercial Officer, Blue Dart.



Priyanshi Bana

What were the challenges faced by Blue Dart during 2020 & 2021 and how did you manage to overcome them?

The pandemic has been an integral part of our lives over the past two years; the challenges experienced initially called for acclimatizing to the New Normal. Blue Dart, as the nation's Trade Facilitator, had to provide solutions on how to ensure efficiency without compromising on health and safety of our colleagues and customers. Transport curbs, providing for essential service passes, workforce migration to their villages were some of the difficulties that we navigated through. Leveraging the advantage that India's geographic disposition provides us, we actioned our Business Contingency and Continuity Plan (BCCP). Accordingly, the leadership team provided guidance



Ketan Kulkarni
Chief Commercial Officer, Blue Dart and
India Cargo Awards Winner 2017

to all frontliners and pilots ensuring 'Safety First' was practised, no matter what. Thousands of hours of Safety SOP training and introducing the Contact Less Delivery Service (CLD) ensured that our frontliners and, in turn, our customers were safe and healthy. Transport curbs posed a potential threat and we navigated our way around them using our aircraft. For us, 2020 was the 'Year of the Pandemic', where success was measured on the basis of survival and resilience and not on the parameters it is weighed against.

The year 2021, however, witnessed the beginning of a new COVID-19-acclimatized world. The search for a corona vaccine meant that people would now be readying themselves to live life with the virus. Once we overcame the initial challenges

COVID-19 posed, clinical trials of the potential vaccine candidate began. We have also ramped up our Temperature Controlled Logistics Services to ensure a seamless temperature sensitive supply

Training in Safety Standard Operating Procedures and introducing the Contact Less Delivery Service ensured our frontliners & customers are safe

chain for the vaccine against COVID-19. The second wave, and the resultant lockdown, stressed on the need for last-mile efficiency as demand for oxygen concentrators, oxymeters and other

critical equipment catapulted across the nation. Blue Dart's supply chain network ensured that we were able to fulfil our role as Trade Facilitators.

Further, we leveraged drone-technology in the form of Blue Dart Med-Express Consortium, to extend our reach and build a healthcare infrastructure for areas that are otherwise difficult to access. The Blue Dart Med-Express Consortium will deliver vaccines and emergency medical supplies to the Indian heartland.

How has the pandemic and rise of e-Commerce impacted the growth trajectory of Blue Dart?

e-Commerce and logistics came into the spotlight during Covid-19. Actually, it already obtained prominence prior to the pandemic outbreak. It gained momentum during COVID-19 as everything from groceries to consumer electronics were sourced online. Logistics and e-Commerce, meet at crossroads, not unlike other industries, as logistics plays a key role in the success of any business or industry vertical.

e-Commerce forms one of the major sectors that Blue Dart operates in. We work with all the e-Commerce majors in the country from the largest players who account for 70 per cent of the e-Commerce business in the country, to a robust long tail. As South Asia's Trade Facilitator, Blue Dart is the preferred Provider of Choice for many e-Commerce majors in the country given our reliability, resilience and efficiency. e-Commerce was a segment that became popular with our customer base. The pandemic only fuelled this trend by closing shopping malls, retail stores, and imposed travel curbs.

This growth, over the last two years could be seen to increase, especially around the festive season not only from tier-I cities, but also with new shoppers being added to the fray from tier-II, tier-III and tier-IV cities. This is a result of technology making e-Commerce available across the Indian heartland.

As part of the DPDHL Group, Blue Dart has access to 220 countries across the world, apart from 35,000 locations we service, domestically in India. During the pandemic, we flew our fleet of Boeing 757-200 freighters across the nation and across borders. Blue Dart is known for its strong domestic network which extends connectivity across our nation. Leveraging the use of the drone flights, we intend on extending this service across industry verticals, including the e-Commerce segment.

Since a lot of medical cargo was being transported last year, what other goods were in demand in 2021?

The year witnessed industries across verticals coming back onto the recovery path. Green shoots emerged as various positive indicators such as GDP growth, an increase in GST collections among others were observed. This was a result of organizations and the economy at large, acclimatizing to COVID-19 and rising above it.

Blue Dart, as the market leader in the express logistics segment, is the backbone to a majority of organizations across verticals. Open customer communication channels as

✈️ **A Control Tower was built for proactive 'Track & Trace' of shipment movement where the consignments are scanned from pickup to every transit point till delivery tech to transmitting updates to the Oracle database** 🦋

AT A GLANCE

➔ Ensuring a smooth and hassle-free experience for our customers is always a priority. Therefore, we went over every touch point and reconfigured anything that could pose as a potential challenge for us in the future.

well as assessing the large volumes of shipments suggest that apart from medical cargo, e-Commerce shipments, consumer durables and consumer electronics are the bulk of shipments that were carried.

How did digitalisation help in moving seamless deliveries?

The express logistics industry is customer-centric and customer experience is what sets us apart. Ensuring a smooth and hassle-free experience for our customers is always a priority. Therefore, we went over every touch point and reconfigured anything that could pose as a potential challenge for us in the future. Application Programming Interface-based solutions for our customers have been enhanced to ensure seamless supply chain, from pre-pickup to post-delivery (inclusive of collections). A Control Tower was built for proactive 'Track & Trace' of shipment movement where the consignments are scanned from pickup to every transit point till delivery using barcoding and laser scanner technology, transmitting updates to the Oracle database.

Innovation was in full swing as we leveraged technology to induct new initiatives to improve our benchmarked customer-centricity. We have recently concluded the drone delivery trials and we look forward to extending these services across the nation.

Can drone deliveries become a reality in near future?

I firmly believe that drones are not a future innovation, rather it is becoming a reality even as we speak. However, we must remember that the modern supply chain will include lean operators that are able to ramp up and achieve high service levels at a very short notice. Technological leaps such as drone delivery, real-time ordering, end-to-end inventory visibility, autonomous warehouses and a use of robotics is what we can expect the future outlook to reflect. 🦋



Quick estimates for selected major commodities for Oct 2021

Trade: Export

Sl. No.	Commodities	Values in Crores		% Change OCT'21
		OCT'20	OCT'21	
1	Tea	537.89	489.07	-9.08
2	Coffee	348.37	642.07	84.31
3	Rice	5060.56	5161.09	1.99
4	Other cereals	455.41	466.11	2.35
5	Tobacco	561.17	638.60	13.80
6	Spices	2453.55	2531.90	3.19
7	Cashew	268.66	324.39	20.74
8	Oil Meals	819.02	412.13	-49.68
9	Oil seeds	739.01	631.20	-14.59
10	Fruits & Vegetables	1230.94	1682.63	36.69
11	Cereal preparations & miscellaneous processed items	1294.58	1394.80	7.74
12	Marine Products	5025.01	6051.29	20.42
13	Meat, dairy & poultry products	2954.11	2874.27	-2.70
14	Iron Ore	2490.17	591.71	-76.24
15	Mica, Coal & Other Ores, Minerals including processed minerals	2475.26	3291.45	32.97
16	Leather & leather products	2356.61	2779.20	17.93
17	Ceramic products & glassware	2234.13	2128.04	-4.75
18	Gems & Jewellery	21499.87	31623.64	47.09
19	Drugs & Pharmaceuticals	15271.33	15437.03	1.09
20	Organic & Inorganic Chemicals	13301.13	19252.62	44.74
21	Engineering Goods	45763.75	70422.16	53.88
22	Electronic Goods	7098.21	10099.12	42.28
23	Cotton Yarn/Fabs./made-ups, Handloom Products etc.	6701.90	9992.19	49.09
24	Man-made Yarn/Fabs./made-ups etc.	2660.03	3502.87	31.69
25	RMG of all Textiles	8650.14	9387.80	8.53
26	Jute Mfg. including Floor Covering	251.48	326.86	29.97
27	Carpet	1155.75	1297.31	12.25
28	Handicrafts excl. handmade carpet	1332.35	1490.89	11.90
29	Petroleum Products	11513.15	39948.64	246.98
30	Plastic & Linoleum	4404.17	5862.04	33.10
	Sub-Total	170907.70	250733.12	46.71
	GRAND TOTAL	183060.60	267056.26	45.88

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

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

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

Quick estimates for selected major commodities for Oct 2021

Trade: Import

Sl. No.	Commodities	Values in Crores		% Change OCT'21
		OCT'20	OCT'21	
1	Cotton Raw & Waste	190.75	284.82	49.32
2	Vegetable Oil	7478.64	12207.04	63.23
3	Pulses	556.89	2834.89	409.06
4	Fruits & vegetables	1883.40	1795.03	-4.69
5	Pulp and Waste paper	521.67	1045.95	100.50
6	Textile yarn Fabric, made-up articles	929.64	1503.72	61.75
7	Fertilisers, Crude & manufactured	8305.54	6035.26	-27.33
8	Sulphur & Unroasted Iron Pyrites	151.45	239.17	57.92
9	Metaliferrous ores & other minerals	2950.12	5954.50	101.84
10	Coal, Coke & Briquettes, etc.	11113.29	24808.63	123.23
11	Petroleum, Crude & products	44076.88	108096.22	145.24
12	Wood & Wood products	2566.17	3532.30	37.65
13	Leather & leather products	342.59	496.28	44.86
14	Organic & Inorganic Chemicals	11483.19	19660.61	71.21
15	Dyeing/tanning/colouring materials	1704.97	3097.77	81.69
16	Artificial resins, plastic materials, etc.	8235.10	12944.54	57.19
17	Chemical material & products	4573.92	7009.03	53.24
18	Newsprint	87.64	241.31	175.34
19	Pearls, precious & Semi-precious stones	16832.16	18599.46	10.50
20	Iron & Steel	7240.83	10822.64	49.47
21	Non-ferrous metals	7832.94	10698.97	36.59
22	Machine tools	1942.92	3014.41	55.15
23	Machinery, electrical & non-electrical	18344.63	26522.81	44.58
24	Transport equipment	11555.84	10593.65	-8.33
25	Project goods	1645.84	332.20	-79.82
26	Professional instrument, Optical goods, etc.	2705.50	4233.94	56.49
27	Electronic goods	40649.74	51014.18	25.50
28	Medicinal & Pharmaceutical products	4392.69	4865.61	10.77
29	Gold	18364.33	38248.44	108.28
30	Silver	66.50	6967.99	10377.87
	Sub-Total	238725.77	397701.37	66.59
	GRAND TOTAL	250299.93	414832.20	65.73

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

Note 2: The figures for OCT 21 are provisional.

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

Signs of industry returning to pre-pandemic times

Chhatrapati Shivaji Maharaj International Airport adopted digitalisation to move air cargo when the industry came to a grinding halt during the pandemic, and digitalisation proved to be the silver lining. Following this we remained open to supply life-saving cargo, says **Manoj Singh**, Senior Vice President and Head, Cargo & Express, CSMIA.



 Priyanshi Bana

How has 2021 been different from 2020 for air cargo tonnage? By what per cent has the increase been recorded?

The pandemic has revealed air freight and cargo as a crucial aspect of the aviation industry. Keeping critical supply chains open, the air cargo community remained fully functional, even during the lockdowns, to cater to the need to mobilize and supply essential life-saving items right from the beginning of the outbreak.

The year has shown some promising signs of the aviation and logistics industry going back to the pre-COVID-19 days. Chhatrapati Shivaji



Manoj Singh
Senior Vice President and Head
Cargo & Express, CSMIA and
DDP Game Changer (India Cargo Awards) 2016

Maharaj International Airport (CSMIA) has recorded over 4.52 lakh tons of cargo volume this financial year until October 2021 compared to more than 2.79 tons in the same period of FY20. CSMIA also recorded 88,740 tons of freight movement until October 2021 as against 38,006 tons in 2020.

Between April and October 2021, Emirates, Qatar and Turkish Airlines have recorded the highest tonnage this year with 41,993, 36,283 and 23,216 tons, respectively, while they posted the highest tonnage in 2020 with 25,253, 24,503 and 18,580 tons, respectively. Pharmaceuticals, agro products and automobiles were the top three exported commodities in FY21 and FY22

as well, while automobiles, electrical/electronics, and pharmaceuticals were the top three imported commodities in FY21 and FY22.

To cater to the increasing needs of mobilizing and exporting commodities around the globe, the CSMIA has been working 24x7 and handling the cargo activities seamlessly even amidst the pandemic. CSMIA has facilitated the movement of essential goods by processing over 14,755 tons of COVID-19 supplies, including PPE kits, face masks, other medical equipment, and more than 1.02 lakh tons of pharmaceuticals during COVID-19.

The growth in tonnage and capacity has been consistent month-on-month for both years, 2020 and 2021, and the airport is optimistic that this will continue in the upcoming years as well. CSMIA remains committed to surpassing its role as a facilitator of essential aid in support of India and the globe in maintaining the momentum of battling the pandemic.

Since a lot of medical cargo was transported last year, what other goods were in demand in 2021?

With the ongoing pandemic, critical life-saving medicines and equipment continued to be in demand, and these include essential and non-essential

products such as pharmaceutical goods, vaccines and COVID-19 related aid, engineering goods, machinery, electricals, and electronics to name a few. CSMIA transported over 254 million doses of COVID-19 vaccine and witnessed a steady movement in airfreight demand between July and October 2021.

In the same period, automotive parts were seen to be the highest transported goods contributing 22 per cent to the overall general cargo, while pharmaceutical goods contributed to 19 per cent, engineering goods at 11 per cent, electrical and electronics at 9 per cent, and agro products and perishables at 8 per cent and rest was contributed by other goods such as chemicals, garments, dangerous goods and live animals.

How did digitalization help in moving seamless cargo?

Cargo network expansion is one of CSMIA's key segment contributing to its long standing in the logistics and supply chain industry, making Mumbai one of the major touchpoints in the region. As one of the busiest airports in the country, CSMIA has played a key role in facilitating the transportation of essential medical goods and emergency services, thanks to its well-equipped infrastructure, digital innovations, and strategic foresight along with a trained and dedicated workforce.

CSMIA Air Cargo is known for innovating solutions inclined towards having greater control over the movement of air cargo in real-time as well as providing efficient transport of goods and introducing the first-of-its-kind Air Cargo Community System (AMAX-ADANI MIAL AIR EXCHANGE) in the air freight industry. CSMIA recently upgraded its Air Cargo IT Application with a view to optimize its digital infrastructure to offer the Mumbai air cargo community with a seamless transactional experience, paperless operations and reduction of dwell time.

India's first Air Cargo Community portal 'AMAX' has resulted in the reduction of cost and time for the stakeholders, and boosted the efficiency and agility in cargo operations at the airport. With cent per cent digital communication, CSMIA has the capability to digitally interact with all air cargo allied agencies such as regulators, manufacturers, consignees, freight forwarders and airlines with a single digital point of access. This apart, AMAX can integrate with all kinds of tracking and monitoring devices, thus, ensuring transparency and timely information of the air cargo supply chain. The use of technology has accelerated the supply chain and offered transparency and real-time status updates to the customers.

Besides facilitating paperless transactions, faster clearances, and reduced processing times, the community system developed also supports industry revolutionary concepts such as e-Freight, digital corridor, and inter-connectivity among various IT applications and devices. The advance shipment information concept offered by the community system has enabled CSMIA to make necessary capacity planning, and to achieve the lowest processing time of 12 minutes for domestic COVID-19 vaccine shipments and 25 minutes for international. The GPS and web-based mobile App developed in the Export Pharma Excellence Centre and Android/IOS-based air cargo mobile App for general cargo has taken the digital penetration of CSMIA to the new level.

The Export Pharma Excellence Centre, pharma-dedicated Import Cold Zone, an indigenously developed 'Cooltainer' facility, and arguably the largest hub for Envirotainer movements are a few commitments of MIAL for the pharma air cargo industry. Given the requirement for timely and temperature-controlled movement of the vaccine, the existing infrastructure at CSMIA enables the airport to offer a continuous temperature-controlled movement



✈️ **To cater to exporting commodities around the globe, CSMIA has been working 24x7 and handling the cargo activities seamlessly** ✈️

and seamless processing of essential pharma goods. The CSMIA is committed to fulfilling and surpassing its role as a facilitator of essential aid across the country and globally in making sustained efforts for maintaining the momentum of battling the pandemic.

How has the future of air cargo transformed due to pandemic?

During the pandemic, even though the aviation industry came to a standstill, the air cargo operations played a vital role thereby keeping the supply chains open. CSMIA, during the pandemic, has proved its standing to be one of India's key gateways for pharmaceuticals, perishables, and engineering goods. During distribution of vaccines, CSMIA exported 55.8 million doses across 76 foreign cities. Asia's largest airport-based export pharma excellence has an annual handling capacity of 3.5 lakh tons spread 4,000 sq.m.

Witnessing the advances made in this transit air cargo hub, the government's National Air Cargo Policy envisions to make India one of the top five air freight markets by 2025 and create air-transport shipment hubs at all major airports. The expectations of freight movement has resulted in leveraging India as a transit hub between Europe and Southeast Asia and to be a gateway to the South Asian region. ✈️

AT A GLANCE

➔ **Export Pharma Excellence Centre, pharma-dedicated Import Cold Zone, is arguably the largest hub Import Cold Zone for the pharma air cargo industry**



Freighter focus opens new market avenues

IndiGo's Passenger-to-Freighter conversions came as blessing in disguise. The revenue collection zoomed up by a mammoth 9.6 per cent during the pandemic. Also we are positive of the potential of cargo business post-Covid-19, says **Willy Boulter**, Chief Commercial Officer, IndiGo.



Priyanshi Bana

Air cargo tonnage-wise, what percentage increase was recorded in IndiGo in 2021 as compared to 2020?

Even though the aviation industry has seen the worst time last year, the cargo business has been a silver lining. It contributed greatly toward revenue generation for the aviation sector. At IndiGo, we started with 'no' freighters, but deployed around 10 A320/321 passenger aircraft for cargo operations as our 'CarGo-in-Cabin' charters. We added some minor changes to the cabin and used the aircraft cabin and belly space.



Willy Boulter
Chief Commercial Officer
IndiGo

Talking about 2021, we have initiated a freighter programme and are in the process of sourcing 4 A321CEO aircraft. The A321P2F, Passenger-to-Freighter conversion is the most efficient narrow-bodied freighter available, offering 24 container positions and supporting a payload of up to 27 tons, which is expected in the first half of CY2022. For the fiscal year 2021, our cargo revenue increased by 9.6 per cent compared to the previous year. We are also anticipating a potential structural shift from traditional widebodies to narrow body cargo aircraft, and with our upcoming freighters, we will be able to take full advantage of this opportunity.

Apart from medical cargo transported last year, what other goods were in demand in 2021?

With cargo on seats, we have been able to participate in a number of different markets. We transported medical cargo, vaccine cargo, and perishable cargo.

Medical cargo: We have been carrying oxygen concentrators, medical equipment, and critical hospital supplies through the past 18 months.

Vaccine cargo: We have transported a total of 67.9 crore doses from January 12 to October 20, 2021. The airline carried 1,727 tons of COVID-19 vaccines via 4,505 flights, securing a leading share of 67.9 per cent in vaccine



transportation during this period.

Perishable cargo: We have maintained and supported supply chains in and out of the country by carrying fresh vegetables, fruits and other export cargo.

Was digitalisation of any help in moving seamless cargo?

The pandemic has encouraged us to adopt a number of ground-breaking automation technologies. These include:

- Introduction of the Shipper App across our domestic network has brought about an ease of business to the cargo fraternity. This has given an opportunity for agents to view status of their shipments, complete airline cargo reservations all on a real-time basis.

- We have also adopted the latest payment integration methodologies, thus giving the agents an additional medium to complete their payments.

- The valuable cargo business for which we have been a market leader, have introduced real-time valuable box tracking thus ensuring the shipments are safe and inventory of assets maintained.

- Implementation of standard IATA Cargo IMP messaging across the domestic and international network has helped us to integrate our cargo software with ground handling agents. This enabling our customers to track their shipments end to end.

- On the business intelligence front, we have built various tools to track

✈️ We built various tools to track the overall cargo performance and also looked at tracking the sensitive COVID-19 vaccine movement 📦

the overall cargo performance and also looked at tracking the very sensitive COVID-19 vaccine movement which for which we have been market leaders as well.

How has transformation of air cargo benefitted in New Normal?

We have been one of the most innovative airlines in India and around the world. We had started focusing on cargo some years ago, and it is a critical part of our ancillary revenues. However, the pandemic accentuated the potential of the cargo business for us as it provided revenues in the absence of normal scheduled commercial flight operations, within India and internationally. In general, the pandemic has reinforced the importance of cargo operations in the airline business. In the future, we at IndiGo are confident of its longer-term development post-COVID-19. We face the future with optimism and have four full freighter aircraft on order, the A321P2F, the first of which will arrive in next year.



FACTFILE

- ✈️ COVID-19 accentuated the potential of cargo business for us as it provided revenues in the absence of normal scheduled commercial flight operations.

Tech key for seamless movement of air cargo

SriLankan Cargo is currently in the process of imparting training to manual EWB customers so as to convert them into the e-AWB model in line with digitization. We are targeting 100 per cent by end of this year, says **Chamara Ranasinghe**, Head of Cargo, SriLankan Airlines.



Priyanshi Bana

How has this year been different from last year's air cargo tonnage? Increase of what percentage was recorded?

SriLankan Cargo experienced an increase in the cargo uplift by 29,000 MT during January to October 2021, accounting for a growth of 61 per cent.

Since medical cargo was transported last year, what other goods were in demand 2021?

Perishable goods, manufacturing raw materials and e-Commerce have been vital contributors to hauling air cargo, in addition to urgent medical supplies. Due to restrictions in sea freight capacity, air cargo volumes saw a swell in demand as the logistics sector aimed to minimise the disruption during the winter peak.

How did digitalisation help in moving seamless cargo?

Enhanced digitization was a key factor



Chamara Ranasinghe
Head of Cargo
SriLankan Airlines

There has been a paradigm shift in air cargo. The significance of cargo revenues grew overnight during the pandemic

in facilitating operations during the pandemic. The following represent the key initiatives undertaken by SriLankan Cargo during the pandemic.

- SriLankan Airlines is currently pursuing the IATA e-AWB initiative in line with the industry requirements for digitization. The current e-AWB penetration is 75 per cent in Sri Lanka, and SriLankan Cargo is targeting 100 per cent by end of this year in line with the compliance of the Civil Aviation Authority (CAA). The airline is in the process of imparting training to manual AWB customers for conversion into the e-AWB model in meeting the objective.
- SriLankan Cargo further integrates all imports and exports customs data in Sri Lanka with the Aycuda system maintained by the Sri Lanka Customs Authority, thereby eradicating the requirement for physical documentation for submitting Manifests and AWBs as of June 2021.
- 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 App providing customers with real-time information on shipments was further developed during this period, in order to include available facilities and prior calculation of applicable charges.

How will the future of air cargo transform due to the pandemic?

Growth in air cargo is viewed as a permanent shift in the aviation sector by many in the industry, with cargo currently accounting for one third of global airline revenues from the 12 per cent in the past as confirmed by IATA. Cargo revenues were considered previously taken for granted by the airlines, and the significance of the same pivoted overnight due to the pandemic, as its value for sustaining operations over the past year will ensure that due prominence and consideration is given for cargo in planning airline networks and operations.

The logistics sector has a renewed appreciation for the key benefits of speed and reliability through air freight over other modes of transport, primarily over cross-border distances and the resilience of the sector in disastrous global conditions.

FACTFILE

➔ An online payment portal was developed for customer settlement of cargo-related charges where SriLankan Cargo was previously required to physically process payments at the cargo terminal at the airport.



NEXTBILLION.AI, LOCUS transforming supply chain



Locus announced its strategic partnership with NextBillion.ai. This collaboration combines Locus' expertise in automating complex supply chain decisions with NextBillion.ai's industry-leading location tech offerings — map data management service, map APIs, SDKs and tools. The duo will accelerate global supply chain solutions and drive sustainable impact through their technological capabilities. "Our goal is to offer localized solutions that address gaps in the mapping and geospatial data industry," asserts Ajay Bulusu, co-founder, NextBillion.ai. "We are confident that with NextBillion.ai's data layer and Locus' AI and Machine Learning application, we will unlock new supply chain solutions and empower enterprises in this space," says Nishith Rastogi, Founder and CEO, Locus.

ZYPP ELECTRIC building India's 'First EV D2C Business'

To become carbon emission-free, Zyp Electric, an EV logistics tech delivery start-up, claims to build India's first EV D2C business. "We are proud to be the first EV D2C Business in India. Our goal is to achieve 100 per cent electrification in last-mile logistics and to assist businesses from many sectors in becoming emission-free," says Akash Gupta, Co-Founder & CEO, Zyp Electric. The firm caters to a range of enterprises and handles end-to-end and last-mile deliveries with differentiated tech-enabled custom solutions, including the use of e-vehicles among others. Currently, it has more than 2,000 electric scooters and provides 500,000 deliveries each month. It made its debut in India with its first B2B heavy electric scooter, the 'Zyp Cargo,' in July 2021.



GO FIRST to transport cargo from Srinagar to Sharjah

Go First inked a pact with UAE-based Lulu Group and becomes the first airline to commence global cargo services from the J&K. The MoU was signed between Go First Head (Corporate Affairs) Mohit Dwivedi and Lulu Group Director Salim M A. "We can export fruits, vegetables and antiques and craft and a lot more items from J&K," says Salim MA, Director, Lulu Group. "On behalf of Go First, I would like to thank the state government, Lulu Group and the Centre, for allowing us to take cargo to the Gulf." The airline will start the operations from December 2021.



PIYUSH GOYAL use AI to make GeM more transparent



Piyush Goyal
Union Commerce Minister

Union Commerce Minister Piyush Goyal, while reviewing the functioning of the Government e-Marketplace (GeM), told officials to watch out for malpractices such as 'cartelisation and collusion' and advised them to use AI to avoid them. He says AI would simplify the system and as the volume of operations grow, AI would be needed to bring the most buyers and sellers together for transactions, as per an official statement. To make the system more transparent, Goyal added that operations should be audited to ensure that all technical and financial aspects of GeM stay strong. Advising that the GeM be made more user and commerce-friendly, Goyal says transaction charges be capped so that more traders are attracted to the portal.

GOVERNMENT move to relax payment of royalty by pvt firms

The Centre is set to give concession in royalty or revenue share payable by private firms handling transshipment and coastal containers in major ports to promote container transshipment and coastal shipping in India. The relaxation in payment of royalty or revenue share by Public-Private Partnership (PPP) operators at major ports on transshipment and coastal containers will be made applicable to existing terminals and upcoming projects, an official briefed. The move will benefit the global container transshipment terminal run by Dubai's DP World at Vallarpadam in Cochin Port Trust. It was developed to cut India's dependence on regional hubs and help save extra time and costs, but has failed to live up to expectations.



TATA MOTORS introduces small, commercial EVs

Along with the launch of 21 new commercial vehicles, Tata Motors also announced to launch Electric SCVs for the Indian ecosystem. The EVs are being developed in synergy with a few e-commerce firms since Tata targets last-mile transportation. Though the exact timeline has not been revealed, Girish Wagh, ED, Tata Motors said it was going to be 'soon'. EVs have an advantage over conventional vehicles, he says. Demand for EVs in the e-commerce and logistics sectors has increased as firms strive to achieve net-zero emissions as a part of sustainable supply chains.



SHIPROCKET posts 191% rise in sellers from tier-III markets



Shiprocket has released its annual Festive Season Report for the D2C sector. The report highlights various aspects such as growth in the number of sellers from tier-II and tier-III cities, top cities for delivery and pickup and other popular categories. The report also focuses on shipment trends just before the festive season in the D2C sector between August 2020 and August 2021. As opposed to last year, Shiprocket has observed a whopping 191 per cent increase in sellers in the tier-III cities, while the tier-II cities saw a surge of nearly 176 per cent, and tier-I cities registered an increase of more than 138 per cent. The platform now has 47,000 sellers from tier-III cities as compared to 16, 000 in 2020.

IIFF-FIATA starts second edition of online course

The Indian Institute of Freight Forwarders' (IIFF) – education wing of Federation of Freight Forwarders' Associations in India (FFFAI) started the second batch of IIFF-FIATA Online Diploma Course in Logistics, Shipping and Freight Forwarding from



November 1, 2021. The first batch of the course received good response from industry professionals and fresh aspirants. The course has been validated by the International FFFAI. Shankar Shinde, Chairperson, FFFAI and IIFF stated that the logistics industry is now perceived as choice of an industry to work for, rather than 'entry by accident' or 'inherited business'. "We have to enhance our logistics courses to meet the expectations of the next generation."

MoCA identifies four sites for cargo terminals in Gujarat



Launching the Krishi UDAN 2.0 scheme, the Union Civil Aviation Ministry has identified four sites at Ahmedabad, Vadodra, Rajkot and Bhavnagar in Gujarat to set up cargo terminals with the development of hub and spoke model along with a freight grid. Jyotiraditya Scindia, Union Minister of Civil Aviation, said, "This Krishi UDAN 2.0 scheme will open up more avenues of growth for the agricultural sector and help attain the goal of doubling farmers' income by removing barriers in supply chain, logistics and transportation of farm produce." The Krishi UDAN 2.0 scheme has given a full waiver of airport charges at select airports, including Srinagar, Dibrugarh, Imphal, Jorhat, Lucknow, Tuticorin and Kozhikode among other cities.

MoCA CAG debates key issues to boost air cargo services

Jyotiraditya Scindia, Minister of Civil Aviation met the Cargo Advisory Group (CAG) to discuss key issues in boosting the air cargo services. Members present during the meeting were Vipin Vohra, Cyrus N Katgara, Keku Bomi Gazder, Sanjiv Edward and others. The presentation was given by the CAG, led by Cyrus Katgara, President, ACFI. The discussion involved making an effective Air Cargo Eco-System with global airline network, domestic air connectivity, multimodal connectivity and hinterland connectivity through AFS Spokes. FFFAI members shared certain key issues such as TDS on freight commissions charged, TDS lower deduction or nil deduction certificate issued u/s 197 of the I-T Act to the airlines and Foreign Exchange Earner recognition to the freight forwarders.





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PAYCARGO UNITED STATES

Amit Gairola has been appointed as the Chief Design Officer of the cargo payment platform. He will be based in London from where he will lead a team for devising strategies of PayCargo's expansion in Europe, the Middle East, and Asia. He will also have global responsibility for PayCargo's data business. Gairola worked previously at Amazon for 10 years in General Management, Product and Commercial roles, including as the General Manager of Amazon Freight in Europe.



CHAPMAN FREEBORN INDIA

Maxim Tsarev has been named as the director general of its new office in Russia. Chapman Freeborn wants Maxim to the firm's growth and expansion plans. Maxim joins the business following after working for 10 years at DSV Global Transport and Logistics, where he progressed to the position of DSV Air and Sea Russia Deputy, MD, Eric Erbacher, CEO, Chapman Freeborn says, "We see aircraft building, aerospace production and tech as growing industries, as well as automotive and transport."



RIVIGO NEW DELHI

Rohan Mittal has been appointed as Rivigo's new Chief Financial Officer (CFO), effective November 15, 2021. His appointment demonstrates Rivigo's focus on making logistics safer, efficient, and humane. Rohan brings over 15 years of core logistics and infra experience in M&A, digital and business transformation and P&L leadership. At Rivigo, Rohan will be responsible for directing the company's strategic and financial growth, enabling it to bring its patented offering, Relay-as-a-Service to the forefront and drive further innovation.



SKYWAYS GROUP NEW DELHI

Captain Raj K Malik has joined Skyways Group as the Chief Relationship Officer (CRO). In his more than 39 years of experience, he has spent 32 years in the civil aviation sector. After being a part of the Indian Army from 1982 to 1989, he has worked for the Airports Authority of India as an Executive Director till he retired in July 2021. At Skyways, Capt. Raj will be a part of the management and have a diverse role spreading into business development, operations, accounting and HR.



DHL GLOBAL FORWARDING EUROPE

Tobias Schmidt took over as Chief Executive Officer (CEO) of DHL Global Forwarding, Europe from November 1. Schmidt will report to Tim Scharwath, CEO, DHL Global Forwarding, Freight, and will continue to lead the German and Swiss organization in a dual function. "We are confident that Schmidt's proven track record in the forwarding market will help DHL Global Forwarding, Europe to grow its market share and strengthen it in the future," says Tim Scharwath.



IATA CANADA

Marie Owens Thomsen will get onboard the International Air Transport Association (IATA) as its chief economist with effect from January 4, 2022. "I am joining the Association to contribute to the aviation sector, a formidable long-term driver of economic growth. I aim to do this with a research approach that identifies causal factors for contentious issues, and their high-priority solutions. I look forward to a future where the aviation sector can flourish within a sustainable global economy," said Owens Thomsen.



KUEHNE+NAGEL EUROPE

Stefan Paul will join Kuehne + Nagel International AG as the CEO from August 1, 2022. Paul has been a member of the Kuehne + Nagel Management Board since 2013 and is currently responsible for Road Logistics and Sales. He started his career at Kuehne + Nagel in 1990. Between 1997 and 2013, he served at logistics firms in Germany and the UK. In 2013, Paul returned to Kuehne + Nagel, where he took charge of all Road Logistics activities and expanded the business increasing profitability.



CHAPMAN FREEBORN INDIA

Malcolm Dsouza has been appointed as the director, India, of Chapman Freeborn, the air charter specialist and part of Avia Solutions Group. He also worked at Jeena & Company, India's freight forwarder in the global market. Having worked with international airlines for 18 years, he is based in Mumbai and will focus on developing Chapman Freeborn into the leading charter broker firm. He plans to understand customers' requirements, and build upon the solid cargo and passenger brokerage teams.





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