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SOUTH ASIA'S LEADING CARGO MONTHLY

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GSA:
The backbone
of air cargo industry

Cold chain
never been this hot

Vipin Vohra, Chairman, Continental Carriers Group

Continental's giant leap



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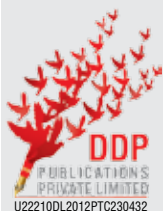
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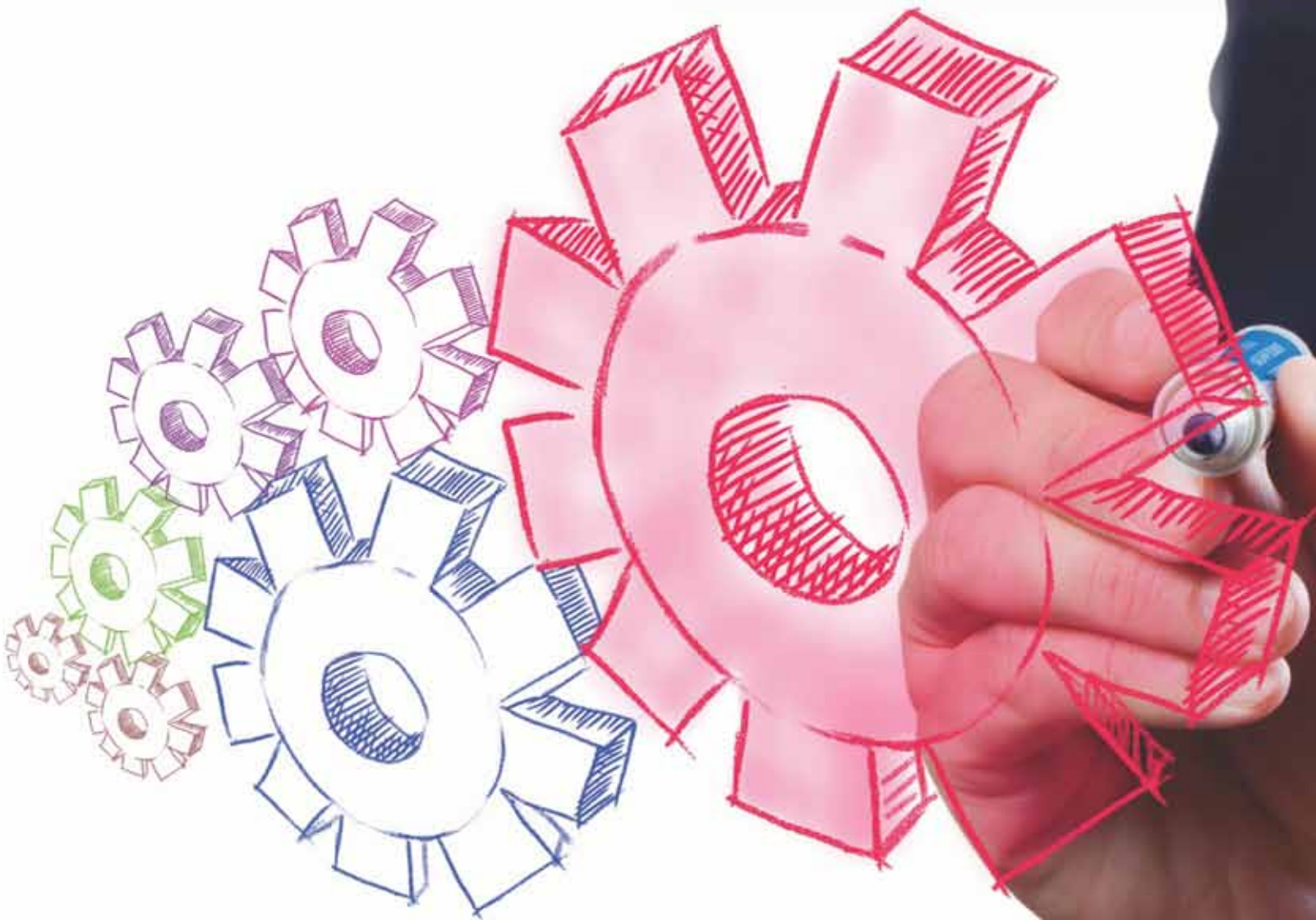
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ANTONOV MOVES 216 TONNES OF MINING EQUIPMENT TO BURKINA FASO & LIBERIA

Antonov Airlines has transported 14 pieces of mining equipment, weighing 216 tonnes in total, on two AN-124-100 flights from Istanbul, Turkey to Ouagadougou, Burkina Faso and Monrovia, Liberia. "These two flights from Turkey to Africa were meticulously planned and both flights were completed with maximum payloads on each route," said Eugene Kiva, commercial executive at Antonov Airlines. "As per our customer's request for the delivery of large quantities of oversized drill machinery in a short timeframe, the two flights provided by Antonov Airlines made sure the needs of the expanding mining facilities were met," said **Tekin Ertemel**, Director Business Skyair Chartering, development at



CEVA LOGISTICS LAUNCHES 'SKYCAPACITY PROGRAM' & 'TIME CRITICAL SOLUTION'

CEVA Logistics has launched two new services; the new SKYCAPACITY program offering guaranteed access to global air cargo capacity and new premium 'time critical solution', delivering custom, guaranteed transport for time-critical, no-failure shipments.

In setting up the SKYCAPACITY program, CEVA Logistics has purchased recurring capacity on key routes. Time Critical Solution is ideal for clients in healthcare, automotive, Aerospace or manufacturing environments, where specific parts or products are needed in emergency or short-timeframe situations. The new solution offers the reliability and security needed for emergency and rush shipments.



BOLLORE LOGISTICS TO OPEN A PHARMA UNIT AT CHARLES DE GAULLE HUB



Bolloré Logistics is reinforcing its healthcare product processing facilities with an 800 m2 extension of a pharmaceutical unit with a temperature of 15 degree Celsius to 25 degree Celsius. These facilities are reserved exclusively for processing healthcare product shipments in a secure environment. Three dedicated dock doors ensure the seamless and temperature-controlled flow of goods for total mastery of the cold chain during operations. The new cell also has a racked area with a 550-pallet capacity as well as a mass storage area.

TIACA URGES FOR ACTION PLAN ON CHALLENGES FACED BY AIR CARGO

The International Air Cargo Association (TIACA) has called for action to address five critical challenges being faced by the air cargo industry, which are digitalisation, sustainability, security, liberalisation and collaboration. "The industry has demonstrated over the last 12 months, how effective it can be when all the supply chain partners unite around a common objective, supporting the global community through the Covid pandemic. Our industry came together initially by transporting PPE and other life essentials and then mobilized to provide the only effective transport mode to support global vaccine distribution" stated **Glyn Hughes**, Director General, TIACA. TIACA has identified key industry priorities that will need to be embraced by the entire supply chain.



BRUSSELS AIRPORT OPENS 50,000 SQ M LOGISTICS BUILDING AT BRUCARGO WEST

A new 50,000 square metres logistics building for the handling of goods is officially opened, after two years of construction work, at the west side of Brucargo. The building provides large refrigerated storage areas and offers direct airside access, with three logistics companies operating out of the facility including Kuehne+Nagel, Worldwide Flight Services and Expeditors. "Brucargo West not only provides additional first-line facilities for handling activities (WFS), increasing maximum capacity but also anchors the airfreight activities of two global logistics service providers (Expeditors and Kuehne+Nagel)," the airport says.



ETIHAD CARGO OFFERS DIRECT INTEGRATED BOOKING OPTIONS

Etihaad Cargo has entered a new partnership with WiseTech Global Limited (ASX:WTC), a leading cloud-based software solutions provider for the global logistics industry.

"Now, more than ever, it is essential for the air cargo industry to accelerate its embrace of digital technologies. Etihad Cargo is carefully selecting partners to enhance customer experiences and streamline booking processes to provide additional convenience," says, **Martin Drew**, Senior Vice President Sales and Cargo, Etihad Aviation Group.



KLM CARGO DEPLOYS CARGO SEAT BAG

To develop on product innovation and to meet customer demands, KLM Cargo has introduced the Cargo Seat Bag. The carrier has carried out the first operational flight using 172 Cargo Seat Bag, carrying 950



boxes of medical relief goods like Corona test equipment, from Shanghai to Amsterdam in the cabin of our Boeing 777 on April 13. The user-friendly, easy-to-install and remove Cargo Seat Bag (CSB) was designed in collaboration with product developer and supplier Trip & Co. These bags not only protect the interior, seats, and entertainment systems but also double loading capacity on the seats, handling and prevent plastic waste.

DHL EXPRESS BEGINS EXPRESS CARGO FLIGHTS FROM CORK TO LEIPZIG



Following a surge in cargo traffic during the pandemic, DHL Express has started cargo operations between Cork Airport and DHL Express' largest European hub in Leipzig, Germany. The flights will be operated initially by a Boeing 767 lower deck aircraft five days per week, Monday to Friday inclusive.

Niall MacCarthy, Managing Director at Cork Airport said, "With the changes arising from Covid-19, it has provided the opportunity to us to diversify our business into new areas supporting cargo, offshore gas and wind operations."



VIRGIN ATLANTIC PARTNERS WITH SKYCELL FOR SECURE SHIPMENT OF PHARMA PRODUCTS

SkyCell has partnered with Virgin Atlantic to contribute to its safe, secure, and sustainable shipment of valuable vaccines and pharma products. Virgin Atlantic will use SkyCell containers covering the full range of biologics transit temperature requirements: -80°C, -25°C to -15°C, +2°C to +8°C, and up to +15°C to +25°C. The partnership will give customers confidence that their pharmaceutical shipments will arrive at destination safely, as the innovative hybrid containers - which have an average runtime of 202 hours - have a failure rate of less than 0.1 per cent. This is compared to an industry standard failure rate of up to 12 per cent, which cost the pharma industry \$34.1 billion in 2019 alone.



IAG CARGO MOVES 2.5 MILLION DOSES OF VACCINES INTO LATIN AMERICA AND THE CARIBBEAN

Continuing its efforts to transport COVID-19 vaccines across the world, IAG Cargo has delivered 2.5 million doses into Latin America and the Caribbean since January. The shipments were transported using IAG Cargo's specialist Constant Climate service via its airside hubs at London Heathrow and Madrid Barajas, two of its three specialist pharmaceutical GDP certified hubs, to the approved Constant Climate stations in the region. **Daniel Byrne**, Regional Commercial Manager – UK & Ireland at IAG Cargo said, "We are delighted to be able to support Latin America and the Caribbean with their vaccine rollout – a region that is a key part of our network. With our sister airlines, British Airways and Iberia we've already transported vaccines into El Salvador, Mexico and the Dominican Republic."

March 2021: Dark Horse for Air Cargo

Worldwide, March 2021 was only marginally lower than the same month in 2018 and 2019 with YoY load factor improvements in each of the three first months of 2021, range between 15 and 20 per cent-points. According to WCD, airlines are clearly able to use their cargo space much more efficiently than in the past.



CT Bureau

FACTS & FIGURES

- ➔ China leads the Q1 air cargo growth tables by a large margin.
- ➔ The whole Asia Pacific area increased by 19 per cent YoY (outbound), followed by the Americas (+10 per cent YoY in the north, +6 per cent YoY in central & south). Europe and Africa remained the same, whilst the origin MESA dropped by 10 per cent YoY.

According to the data provider WorldACD, air cargo's final March figures show a year-on-year (YoY) worldwide growth of 21 per cent. The YoY change in the period March 1-15, 2021, stood at -0.2 per cent, but the YoY growth in the second half of the month was +44 per cent, making March the most two-faced month in air cargo living memory. "A clear reminder that the first lockdown started to bite air cargo by mid-March 2020," says the data provider.

"We looked at volume developments for the 30 largest markets first. For six of them (the origins USA Atlantic South, USA Midwest, Taiwan, Thailand,

Belgium and Kenya), March 2021 was simply the best month since January 2018. The same was true for the destination markets China-East, South Korea, Japan, Belgium, the Netherlands and USA-Midwest. Other top-origins, notably China North East and Central, France, UK, India, and Australia, have not yet recovered. Their month of March remained more than 20 per cent below their best month over the past three years. This is also the case for the destinations Australia, Canada East, China Northeast, Spain, South Africa and USA Northeast.

Worldwide, March 2021 was only marginally lower than the same month

in 2018 and 2019. This is the more remarkable when taking into account the enormous reduction in cargo capacity. YoY load factor improvements in each of the three first months of 2021, range between 15 and 20 per cent-points; airlines are clearly able to use their cargo space much more efficiently than in the past," says WorldACD.

For the full first quarter of 2021 (Q1), chargeable weight worldwide was 7.7 per cent above Q1-2020, but still two per cent below Q1-2019. The categories Vulnerable & High-Tech, Flowers and Live Animals, however, did better than in Q1-2019, the first-mentioned by an impressive 22 per cent. Compared with Q1-2019, the 10 largest forwarders gained considerable market share in Africa (+2.4 per cent-points) and Central & South America (+3.3 per cent-points), but lost share in the Northern hemisphere, ranging from a loss of 0.4 per cent-points in the Middle East & South Asia (MESA) to a loss of 2.7 per cent-points in Europe.

Until the financial crisis of more than 10 years ago, a country's air cargo growth was often double the growth of the country's economy; this 2:1 ratio moved downwards since. Yet, it may be back to the old level in China. According to The Economist, China's economy grew by 18.3 per cent YoY in Q1. In the same period its outbound air cargo increased by 39 per cent and

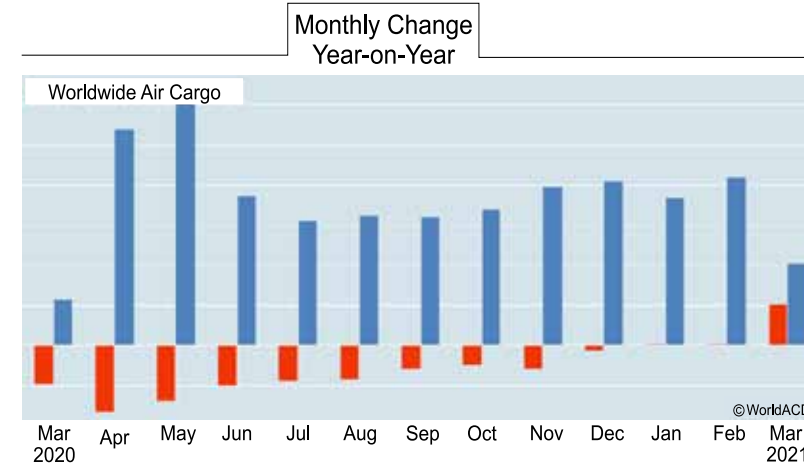
%Change vs. Same
Month Previous Year

USD



its inbound by an even higher 41 per cent. To no one's surprise, China leads the Q1 air cargo growth tables by a large margin. The whole Asia Pacific area increased by 19 per cent YoY (outbound), followed by the Americas (+10 per cent YoY in the north, +6 per cent YoY in central & south). Europe and Africa remained the same, whilst the origin MESA dropped by 10 per cent YoY.

Since the start of the pandemic, the most drastically changed figures are those on rate developments. The Q1 YoY rate increase of 64% puts the much smaller volume gains in a rather different light. Not only



Chargeable weight
Yield
incl. charges

March 2021
Weight 21.2%
Yield 40.5%

do the rate increases highlight the capacity shortage and the short term financial influence of the pandemic, they may cause further changes in cargo capacity made available by passenger airlines. After all, with rates on full freighter flights up by 32 per cent YoY, whilst those on passenger aircraft almost doubled, airlines could be tempted to take a fresh look at the capacity they make available for air cargo.

The Common-user Terminal will add impetus to Bengaluru's already strong e-commerce base. The terminal will have a dedicated space for Customs offices, and direct access to both landside and airside

Freighter capacity in March increased 7 per cent-points less than cargo capacity on passenger aircraft, while the worldwide rate increased every week from mid-March to mid-April. 📈

CONSOL ALLIANCE UPS UK-AUSTRALIA FREQUENCIES IN FACE OF BOOMING DEMAND



Alana Raitt
National Airfreight
Product Manager

Responding to a boom in e-commerce and general cargo traffic, Australian airfreight consolidator Consol Alliance has increased its services from the UK to four Australian Airports. All cargo is pre-palletised before presentation to carriers for added security, safer transits and faster handling. The company is offering both door-door and airport-airport options. Consol Alliance now handling a record 300 tonnes of airfreight per month on the UK-Australia trade lane alone,

and the company has already processed 500,000 inbound e-commerce parcels in the first quarter of 2021. **Alana Raitt**, National Airfreight Product Manager, says, "Having successfully maintained a totally reliable service throughout the last year, despite the considerable challenges, we are pleased to announce this increase in capacity and frequency to Australia, with over 20 consolidations per week from the UK.

B&H WORLDWIDE EXPANDS IN SINGAPORE, DOUBLES THE SIZE OF CARGO OPERATION

Located adjacent to its existing operation within the ALPS Free Trade Zone at Changi Airport, B&H Worldwide has doubled the size of its operation in Singapore. The new facility will cater for business growth in one of the fastest growing aerospace markets in the world. The new unit will enable B&H Worldwide to continue serving customers with aero assets requiring strict quality and climate control storage in a Free Trade Zone setting. It will also provide significant additional space to store aircraft engines and other large specialist items.



Stuart Allen
Group CEO
B&H Worldwide

Says B&H Worldwide's Group CEO, **Stuart Allen**, "State-of-the-art facilities under-pinned by cutting edge IT and this doubling in the size of our operation here will enable us to meet the strong demand we are now seeing from customers across the aerospace industry. It will also allow us to further extend the range of additional services we can offer customers including long and short-term storage, inventory management, neutralising and unit inspection, all in accordance with EN9120:2018 requirements."

Logistics digitised with Ezyhaul

Catering from sub one ton trucks to deploying 40 foot trailers for intra and intercity moments, EzyHaul provides log-tech solutions. **Mudasar Mohamed**, Chief Operating Officer and Co-Founder, Ezyhaul talks about the challenges of road freight industry and how these challenges have become an opportunity to serve the trucking industry in a systematic manner.



Mudasar Mohamed
Chief Operating Officer and Co-Founder
Ezyhaul

Specifically, talking about the 'last-mile delivery' there are a lot of start-ups working on it but when we have a closer look at start-ups catering to 'first mile' and 'middle mile' there are about two to three start-ups in each country. With a conscious decision, Ezyhaul decided to create a niche and not reworking on a fairly overcrowded sector such as the 'last-mile delivery'.

Talking about strategy, unlike most start-ups, Ezyhaul was very well tried and tested in terms of platform and performance in a small market (Singapore and Malaysia) and then further expanded to larger countries like India (2018) and Indonesia. Secondly, in terms of investments, Ezyhaul is backed by the largest logistics company in the world which enables us to gain momentum and expand stronger and faster. Currently, we are functioning in six countries in a span of four years




Kalpana Lohumi

What was the idea behind launching Ezyhaul?

Around 2013, the founder Raymond & I had spent a lot of time in the US and we observed that there were middlemen, more like brokers who bridged the gap between shippers and transporters. Later, once we moved to Singapore, the transport industry witnessed the business model of connecting the demand and supply with Uber's & Ola's of the world. In 2016 we both were already thinking on giving up fulltime to begin our start-up and also realised the potential disruption the

industry can undergo. Understand the unorganised nature of trucking and the dynamic change technology can bring in we started Ezyhaul in Singapore and Malaysia with almost none to some start-ups catering to our expertise. Additionally, both Raymond & I also come have heavy experience in the logistics industry and this was a pretty natural fit for both of us.

 When already so many digital platforms are available in the market, do you have any strategy in mind to endure the competition?

INDIAN ROAD FREIGHT ON GROWTH TRAJECTORY

→ GST mechanism allows a lot of state warehouses to be expanded, leading to more interstate travel and low stop at every state boarder

→ Hence, with multiple warehouses set up across the country to cater to e-commerce demands the Indian road freight industry is growing remarkably



which is difficult for any start up to claim in this space.

Another important factor that helps us differentiate ourselves from the competition is the immense backing of technology we rely on. On the shippers end, Ezyhaul provides visibility, track and trace facility and detailed analysis of the services. On the backend, we are employed with 250 people for a platform across 6 countries and robust technologies help us support.

What drives Singapore based Ezyhaul to enter into the Indian market? Where do you place Indian road freight market in the global map?

The idea when we were catering to two small markets was always to enter a larger market. The fact that I am from India and was also associated with GATI – a trucking giant helped us work our way to the Indian market. Having a great network in India and understanding the statistics of the entire Southeast Asian trucking industry that mounts around 35 Million dollars, whereas the Indian trucking industry itself is worth 180 Million dollars. Another factor was the unorganised, single fleet owner dominated Industry that could be realigned with Ezyhaul, gave us all the reasons to be present the market

size like India. Ezyhaul entered India in 2018 and in two and a half years we are aiming for 1000 crore revenue for the upcoming year.

Where do you place Indian road freight market in the global map?

The Indian road freight industry is growing with double digits YoY and shall continue to do so. With the Indian economy expanding YoY with a few dips over the last year due to COVID, the Prime Ministers vision of transforming India into a US\$ 5 trillion dollar economy has also set a road for growth. Importantly, trucking Industry plays a pivotal role in domestic cargo movement. With multiple warehouses set up across the country to cater to e-commerce demands the Indian road freight industry is the right place to be in currently.

What major challenges do you see in the road freight industry in India and globally?

Firstly, low technological emergence in India as compared to the global market. Secondly and more importantly is the high disorganised nature which means from 12 million of trucks about 70 per cent are single truck owners. The low probability of winning business



by themselves and involvement of brokers makes the industry slow in its manual nature.

Such challenges become opportunities for Ezyhaul to service the trucking Industry in a much more systematic manner and help the community overcome the hurdles.

What are your expectations from the Indian market to support your business?

Apart from the complexities small business faces, I believe the GST mechanism really works in our favour. It allows a lot of state warehouses to be expanded, leading to more interstate travel and low stop at every state boarder which is beneficial for fast movement of truckers.

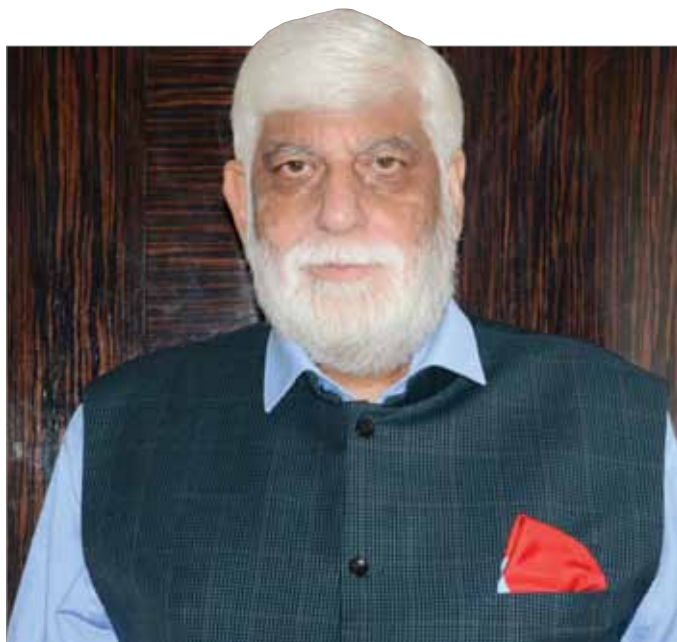
In terms of infrastructure, the roads constructed are getting better. Under the guidance of Union Minister Nitin Gadkari the whole of transport Industry has grown remarkably.

 **Apart from the complexities small business faces, I believe the GST mechanism really works in our favour. It allows a lot of state warehouses to be expanded, leading to more interstate travel and low stop at every state boarder which is beneficial for fast movement of truckers** 



Continental Carriers Expansion mode on!

Continental Carriers is making fundamental changes in their approach to moving pharmaceutical shipments from point to point and continuously evolving in their pharma logistics business. **Vipin Vohra**, Chairman, Continental Carriers Group tells **CARGOTALK** how he has turned the crisis into an opportunity.



Vipin Vohra, Chairman, Continental Carriers Group and Gallery of Legends - India Cargo Awards 2015



Kalpana Lohumi

Q How are you strengthening your pharmaceuticals logistics business? How are you handling the logistics of oxygen concentrators and other related equipment?

We specialize in pharmaceutical logistics and are definitely ready to deliver the vaccine. Being Good Distribution Practice (GDP) Complaint, we are equipped to handle sensitive vaccine and other pharmaceutical shipment. Our offering includes 'Thermal Blankets' in storage for additional temperature control requirements.

The most important goal of pharmaceutical transportation is maintaining integrity throughout the supply chain. Hence,

we are offering various active/passive packaging solutions.

Envirocontainer: Thermostat-controlled air conditioning system with compressor cooling and electrical heating powered by rechargeable batteries.

Acutemp: This active unit will keep your shipment at a precise temperature regardless of the climate, and has the ability to heated cool in order to maintain the required environment.

Unicooler: It is a high-end active container based on dry ice technology with permanent air circulation but it also contains electrical heating technology with large rechargeable accumulators.



Continental Carrier's Business Class Seat Movement



Continental Carrier's Moves Airbus H 145

✈ Our reefer trucks deliver products in the range of -25 degree Celsius to +25 degree Celsius. This refrigeration unit provides uniform temperature distribution with non-contamination ✈

Opticooler: The temperature within the cargo compartment is regulated by using compressors for cooling in combination with as electrical heating.

Continental cold-chain transportation solutions are equipped with cutting-edge technology. 'ContiCOOL Cold Chain Solutions' address the challenges in the handling of pharmaceutical products. Our reefer trucks deliver products in the range of -25 degree Celsius to +25 degree Celsius. This refrigeration unit provides uniform temperature distribution with non-contamination. We have recently bought eight Compressed Natural Gas (CNG) trucks and will be changing the entire fleet by December. One of our guiding principles is to adhere to operational processes that meet or exceed global industry standards.

We are already running several state-of-the-art warehousing facilities across the country and aim to add another 50,000 sq ft in Chennai soon.

Could you please throw some light on your extraordinary achievements during the crisis?

During the period of April to December 2020, when the world was struggling to find solutions, Continental Team was moving military cargo between

Delhi and France via air and ocean. The movement required special permit and handling license which exerts even more pressure on timely performance and delivery of assets as per SLA agreed.

We have moved Genx Engine Tooling complete set in September 2020, mounting to approx. 15 tonnes from US East Coast to West Coast on high ball truck and moved on RORO vessel to Nhava Seva. Given the sensitivity of the cargo, the same was monitored on hourly basis and feedback on safe arrival of these critical/expensive tooling provided to shipper and customer.

Continental Carriers has moved Business Class seats in August 2020 from France to USA on Charter on India's New Dreamliner. The movement entailed loading of this sensitive cargo and further delivery of same in US without jeopardizing the sensitivity of seats integration. During the period of 2020-21, our Aerospace vertical has moved over 40+ engines between export from India, imports into India and third country movements and counting.

We have successfully completed the door to door movement of Airbus H145 helicopter ex Germany, Donauwörth to Mumbai on April 21, 2021. H145- Airbus

twin-engine light utility helicopter can carry up to nine passengers along with two crew in standard configuration.

The helicopter will be used for passenger transport, corporate transport, emergency medical services (EMS), search and rescue, para-public and utility roles with the possibility of reconfiguration for various roles.

With experience of 64 years in the logistics industry, Continental Carriers is a proud member of IATA Family, one of the pioneers of CHA License Holders and International Freight Forwarding business with strong partner presence across the globe. Continental's global service portfolio includes AOG's, ODD Dimension, HAZ movements. The Group's Aerospace Team has for over a decade been the first choice for Private Carriers, OEM's, MRO and Lessors. ✈

CONTINENTAL NEVER STOPPED

➔ During the period of April to December 2020, when the world was struggling to find solutions, Continental Team was moving military cargo between Delhi and France via air and ocean

➔ Also, successfully completed the door to door movement of Airbus H145 helicopter ex Germany, Donauwörth to Mumbai



GSA: The backbone of air cargo industry

In the last year, Indian air cargo industry performed well and contributed in overall growth. The sector presents huge opportunity for General Sales Agents (GSAs) to invest in the future and compound the market share. **CARGOTALK** presents the role of GSA in air cargo business and how it has evolved over the years.



Kalpna Lohumi

It is estimated that around 25 per cent of the air cargo industry's US\$50 billion annual revenue is raised via outsourced sales operations, which means General Sales Agents (GSAs) are responsible for generating around US\$12.5 billion of the industry's annual income. GSA is just not a marketing arm of an airline but contributes to the airline's sales and profitability by expanding operating networks, help cut operating costs to reduce prices, getting involved in data capturing, managing ground handling

and surface distribution, to name a few. It has the ability to establish an airline's market presence through wide network coverage and can generate greater sales revenue. And, still the role of GSA market continues to evolve. **CARGOTALK** understands how the role of GSA in the air cargo business has evolved over the last years.

Commenting on the same, **Naveen Rao**, Founder & Chairman, Sentro Group, says, "The role of GSAs is evolving with the ever-changing

needs of the cargo industry. Today, only selling capacity is no longer enough. The airline needs better services at a lower cost with maximum ROI. GSA need to align itself with the business model of the airline and adapt to the requirements of the airline. As times are changing airfreight industry has become more challenging in terms of competition, services and global reach. Nowadays, it is just not the cargo capacity filling agents but end-to-end service providers and manages customs,

FACT

➔ Sentro Group flew the first cargo flight from Delhi to Tashkent, on April 21, 2020, carrying more than 27,000 kg of essential pharmaceutical supplies.

safety, security, quality, interlines, promotions, pricing and revenue management; in other words, all the principal activities of the airline. GSAs are designing tailor-made commercial planning processes (pricing, revenue management) combined with performance management processes (sales steering, destination-mix optimisation), supported by digital tools developed in-house."

"We at Delmos Aviation & Beehive Logistics take care of all aspects of our partner airlines, from creating a brand to developing a product-specific market, keeping a tab on current market trends and analysis to create customised solutions for improved financial gains.

We act as the backbone of our partner airline and bring innovations to the table. Through continuous evaluation processes and innovations, we keep upgrading our services regularly to achieve global benchmarks in quality and best practices," he adds.

ECS Group is a GSA, but it is constantly developing its services and diversifying the offerings to stay in step with demand. **Adrien Thominet**, Chief Executive Officer, ECS Group, explains, "We currently offer business services including all GSA activities as well as e-commerce; logistics services, which include all of our ops expertise and charter activities; and digital services, which include business intelligence, e-booking and data capture." Stressing on their expertise in local markets, he continues, "Our business strength allows us to manage sales all over the world, to find transport solutions for our clients, and therefore to benefit from very strong market penetration. It's a real source of added value. Another key criterion for airlines is that they need partners who can offer them revenue optimisation. With our sales network, our ops expertise and our cutting-edge in-house business intelligence system, we're

able to reduce our clients' costs and maximise their revenue."

COVID LED US TO INNOVATION

Sharing his views on how the pandemic has impacted the GSA's operations, Thominet says, "The impact on the GSA business is both positive and negative. The negative impact is that the number of commercial flights has significantly reduced and cargo capacity with it. But this has forced us to find new solutions and to innovate to support our clients who need our support more than ever given the current situation. This has strengthened our role, allowing us to be an essential ally in maintaining our clients' activity levels and assisting in their recovery. For example, we do this by finding solutions to increase revenue with freighters and charters, but also by offering new outsourcing opportunities to reduce costs."

According to Rao, "GSA/GSSA became more viable to partner airlines, as their expertise proved vital in operating passenger to cargo aircraft due to the suspension of regular flights. GSSAs has come forward with 100 per cent advance paid charter operations to keep essential goods supply chain operations alive and keep carriers



Naveen Rao
Founder & Chairman
Sentro Group

✦ **The role of GSAs is evolving with the ever-changing needs of the cargo industry. Today, only selling capacity is no longer enough. The airline needs better services at a lower cost with maximum ROI** ✦

afloat with minimum revenue to sustain hard times."

Keeping the pharmaceutical supply chain undisrupted, Sentro Group flew the first cargo flight from Delhi to Tashkent, on April 21, 2020, carrying



Adrien Thominet
Chief Executive Officer
ECS Group

✦ **Agility is the main quality of a GSA; one needs to be able to adapt to all client needs, adapt offering to suit those needs, and excel in any situation. Other major assets are network and innovation** ✦

TARGET ACHIEVED

➔ In September 2020, Uzbekistan Airways with Beehive Logistics achieved a target of supplying 2,54,012 kg of pharmaceutical shipments in record time.





more than 27,000 kg of essential pharmaceutical supplies. "Since then, we have been operating regular flights serving all nearby destinations like Kyrgyzstan, Tajikistan, Turkmenistan, Russia and Kazakhstan," Rao updates. He says, "In September 2020, Uzbekistan Airways with Beehive Logistics achieved a target of supplying 2,54,012 kg of pharmaceutical shipments in record time. In the FY 2020-2021 (up to Dec 2020) we have delivered more than 2393.94 US ton, an approximate 25 per cent growth during pandemic."

PARAMETERS TO BE FOLLOWED IN AIR CARGO BUSINESS

There are various parameters a GSA follows. Rao shares the two most important aspects been taken care of at Delmos Aviation & Beehive Logistics, which are, financials which says reducing costs to increase profit margins and reducing credit risks and secondly product placement which includes market research, brand building, innovative creations as per partner specifications and robust marketing to find synergy and better results.

"Agility is the main quality of a GSA; one needs to be able to adapt to all client needs, adapt offering to suit those needs, and excel in any situation. Then, a close relationship with the client and a perfect understanding of their issues and their needs are

essential in offering premium-quality services. Another major asset is network and finally, innovation, so you can move with market needs and anticipate them where possible," explains Thominet.

AIR GOT THE ADVANTAGE OVER OTHER MODES

In the mid of the challenges thrown by pandemic, the air cargo industry is growing steadily at a sturdy pace. Talking about the opportunities, Rao says, "At present, air carriers have an advantage that not all sea, rail and road routes are functional due to various disruptions caused by the pandemic. Air carriers have the opportunity to tap customers and offer them a competitive solution for their logistics needs to protect their products demand in multiple markets. Freighters can help their customers by keeping their goods competitive in respective areas in a time-bound manner. Cost for air carrier is the key to be on the right growth trajectory and high service level with less lost shipment index."

INDIAN MARKET LOOKS FUTURISTIC

"India is a market with a lot of potential and one that's key for airlines (both domestic and international). The market is experiencing strong growth, with a rise in demand for manufactured products, perishable

goods, pharmaceutical products, clothing, electronic retail goods, etc," says, Thominet. He continues, "We've massively invested in the country in the last few years. Within the group and in terms of revenue generated, India is one the top 5 contributing countries.

Since the start of the pandemic, the expertise and dynamism of our Indian teams has allowed them to find solutions to deal with a lack of capacity. For them, there's no situation that can't be overcome. Our teams in the country have shown incredible business sense and are real business finders. They've beaten production records, vastly surpassing their targets (+350 per cent in 2021 vs 2020), and they even recently broke the world record for highest ever tonnage at the start of April 2021 with a B777 freighter – 65485 kgs on the DEL-RUH route."

"We will see significant growth in global demand ex-India. The need to move cargo more cost-effectively and faster is a vital growth aspect for the air freight industry. With the boom in e-commerce, there is an increase in demand for a seamless and swift supply chain. Air cargo as the fastest mode of transport will benefit from this. Globalisation will also bring more opportunities for the Indian airfreight industry. With the phenomenal growth in India's manufacturing, retail, automotive and pharmaceutical sectors, we are at the centre of large scale imports & exports. To fulfil the demand for time-bound deliveries air transport is the most convenient mode of delivering goods. It will lead to enormous opportunities for the air cargo industry to tap. Indian cargo industry, with more technological integrations in the future, will become an online market-based product and will grow leaps & bounds," concludes Rao. 📈

COMPETITIVE SOLUTION FOR LOGISTICS NEEDS

➔ Air carriers have the opportunity to tap customers and offer them a competitive solution for their logistics needs to protect their products demand in multiple markets

➔ Freighters can help their customers by keeping their goods competitive in respective areas in a time-bound manner

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COLD CHAIN never been this hot

In the rapidly evolving logistics, cold is the new hot. The demand of refrigeration has never been so high and the industry is grappling to keep up and to evolve in order to meet the newest developments. **CARGOTALK** explore the trends that will continue to shape the ever-changing requirement for the refrigerated and cold chain markets.



Kalpana Lohumi

GOVERNMENT EXTENDED SUPPORT TO INDUSTRY

→ The national level training of trainers were conducted by the government of India for 2,360 participants comprising of state immunization officers, cold chain officers, IEC officials, development partners etc.

Certainly, the pandemic has brought a dramatic change in the cold chain industry. With or without the vaccine, the demand for refrigerated services was and will continue to be high. Moreover, with the second wave of COVID-19 the pandemic will further drive the need of efficient cold chain transportation and warehouses. Considering the fact that the pandemic has propelled growth opportunities in the sector, **CARGOTALK** discovers the trends to look forward in the cold chain transportation. Has the pandemic made the cold chain trends

more transformative than before? Let's hear out from the industry.

"The Indian cold chain landscape is witnessing a significant paradigm shift as the government has unveiled various measures to bridge the cold chain gap in the country. The two main sectors where the cold chain can play a pivotal role are pharmaceuticals and agriculture. The pharmaceuticals industry has been one of the fastest adapters of the cold chain in recent years. An efficient supply chain network to carry pharmaceutical products and vaccines across the country was a crucial part of the fight

against the COVID-19 pandemic," says, **Pankaj Mehta**, Managing Director, Carrier Transicold, India & South Asia. He continues, "We have been supporting pharmaceutical logistics companies around the clock to establish formidable cold chains. Even though these are challenging times for the agricultural sector, there is huge opportunity to reduce food loss and improve food distribution by expanding the usage of cold chain technology. With a focus on the agri-logistics sector, we are working closely with several stakeholders to help plug the identified gaps by offering Carrier cold chain solutions. These interventions have



helped growers of strawberries, cherries, mangoes and other commodities achieve better returns on their investments, and it has resulted in benefits to traders and transporters as well."

To overcome any disruptions in the supply chain during the national lockdown and to reduce wastage at farms, commodities are also now being temporarily stored in cold storage units to be shipped later.

According to **Sunil Kohli**, Managing Director, Rahat Cargo, "The pandemic has created enormous growth opportunities within the cold chain industry, resulting in its enhanced demand for outsourcing, transportation in reefer vehicles, warehousing and many other areas that quickly became amplified immediately following the pandemic lockdowns. This shift also impacted the supply chain planning

process for ensuring that delays in the supply chain could be absorbed by higher demand for cold chain storage and longer dwell times for source to shelf cycle times."

Pandemic has affected the industry big time. You can never get benefited when your customers are affected. Not seeing much positives during the pandemic for cold chain industry, **Sunil Nair**, CEO, Snowman Logistics finds the following major impacts across industry segments:

Ice Cream Industry: Their major sales happen during March to July. And this period last year has completely been washed out by lockdown and restrictions. Thus, affecting sales big time. Now again this year we see similar trend due to increase in covid cases.

Quick Service Restaurants: Same is the case here. With lockdown most of the outlets were closed except for some stores who were doing door-step delivery sales. The impact has been big. Now this year, at least stores will be open for deliveries. However, the impact will still be felt.

Seafood & Meat: This business is largely export oriented. Since international trade has come down considerably, container availability is scarce, thus affecting production and export in this category.

E-commerce industry: This industry had a better performance, as most of the buying by consumers were online. However, this is not sufficient to compensate the overall impact to the customer segments we serve.

TECHNOLOGY ENABLED COLD STORAGE FACILITIES

"The cold chain industry in India has been shunned for a long time due to the requirement of high initial and operating costs and lack of adequate infrastructure. As a result of the pandemic, the stakeholder sentiment towards the cold chain sector changed. The cold chain sector is being termed as the sunrise sector gauging its indispensability in an industry's growth and the investment potential in this sector.

Cold chain industry in India is fragmented and it will require heavy investment in building technology enabled cold storage facilities to cover entire value chain from procurement to transportation in refrigerated trucks. India being the second largest country in the world in terms of population and with the second highest number of COVID cases in the world, it requires about 2-3 years for complete immunisation against COVID-19. This will create sustained business opportunities for private cold



Pankaj Mehta
Managing Director, Carrier Transicold
India & South Asia

🔥 **The key to success in the cold chain business in India is the creation of technology-based, tailor-made solutions that address the unique challenges that exist across the cold chain. The concept of 'one size fits all' does not work in the Indian landscape** 🔥

Cold Chain Infrastructure in India Status & Gap

Sl. No	Component	Existing Capacity	Approximate Requirement
1.	Integrated Pack Houses	250 numbers	70,000 numbers
2.	Reefer Trucks	< 10,000 numbers	62,000 numbers
3.	Cold store (Bulk & distribution hubs)	32 million tonnes	35 million tonnes
4.	Ripening Chambers	800 numbers	9,000 numbers

Source: Ministry of Food Processing Industries (MoFPI), Government of India



Sunil Kohli
Managing Director
Rahat Cargo

✦ **The pandemic has created enormous growth opportunities within the cold chain industry, resulting in its enhanced demand for outsourcing, transportation in reefer vehicles, warehousing and many other areas** ✦

GOVERNMENT EXTENDS SUPPORT

➔ The government of India has extended financial and technical support to the states and union territories for proper storage of vaccines in the country including in rural areas.

➔ Under the programme, states and union territories are provided with Ice Lined Refrigerators (ILRs), Deep Freezers (DFs), Walk-in-Coolers (WIC), Walk-in Freezers (WIF), Solar Refrigerators, Cold Box, Vaccine Carrier and Ice Packs for storage and distribution of vaccines.

chain players in storing, transportation and distribution of COVID-19 vaccine products," says **Srinivas N**, Managing Director, Industrial and Logistics, Savills India.

Explaining the importance of technology, Mehta notes, "The key to success in the cold chain business in India is the creation of technology-based, tailor-made solutions that address the unique challenges that exist across the cold chain. The concept of 'one size fits all' does not work in the Indian landscape, which means innovation and reliability are essential for meeting the diverse demands of the cold chain in this environment."

Beyond the movement and storage requirements in cold chain logistics, there was also an increased interest in technology that offered higher visibility and transparency on the movement of cargo owing to the longer transit times and delays arising out of lockdowns. More and more customers were keen on taking additional services that included products based on Remote Container Management such as the mobile app app Captain Peter provided by Maersk which gives full visibility to customer on the position of their cargo, temperature, humidity and similar parameters inside the container during the transit etc. When restrictions came down strictly on flights, customers also turned towards ocean transportation in all possible cases by prioritising only the most critical cargo on airfreight."

Explaining the IOT's role in providing end-to-end visibility within the cold chain ecosystem, Mehta informs, "Data transparency and traceability also ensure product quality and process efficiency. Carrier Lynx Fleet solutions empower our customers to remotely monitor and control refrigeration units and help track their consignments with a strict watch over temperature integrity. The digital platform which developed in collaboration with AWS will apply advanced IoT, machine learning and

analytics technology to connect the cold chain in the cloud, automate key processes and deliver real-time visibility and insights throughout the cargo's journey."

Explaining how the pandemic has brought to the fore the importance of global supply chains and, in particular, the cold chain side of logistics, **Prajeesh Ravindranathan**, Sales Manager - Cold Chain Logistics, Maersk South Asia, says, "There has also been an increase in the retail consumption of packaged food for the fear of losing access to essential food items during strict lockdowns. The increased demand for such perishable and frozen items has accelerated the growth of cold chain logistics as these items need effective cold storage system to keep the chemical composition intact even after several months."

"Cargo safety, efficiency and reliable temperature control are key to effective cold chain transportation," adds Mehta, "Carrier equipment offers technology, advance control, remote monitoring, safety devices and automation. The most basic technology interface mounted on the truck dashboard for the

drivers called as the 'Cab Command' is made extremely simple to operate and understand. While at the wheel and at all times, the driver can easily monitor box temperature and change the set point temperature based on the product being carried. It also checks the health of the machine and signals any alarms, which the drivers need to be notified. The same controller enables the driver to run a pre-trip inspection of the refrigeration system to ensure readiness and avoid breakdowns en route."

HOT TREND IN COLD CHAIN LOGISTICS

"The pandemic definitely accelerated cold chain logistics with certain trends particularly growing faster than other. With increased consumption of chilled fruits, vegetables and protein, several initiatives have been taken by Government as well as private sector for the development of cold chain facilities to increase the shelf life of perishable cargo and thus improve the reach of such items to the end user," informs Ravindranathan.

On the contrary, Nair tells, "Pandemic has not accelerated the cold chain growth trends, at least not for short





term. May be, in the long run it will raise the overall standard of cold chain requirement and organised players like us would score there. However, from overall demand side of it, we don't see pandemic as an accelerator to the demand."

"Another area that can be counted as the hot trend in cold chain logistics is that of pharmaceuticals which is a highly developed industry with respect to infrastructure and has stayed ahead of the trend due to regulatory requirements at destinations. For us, in logistics it is now important how we tackle and partner with pharmaceutical companies to identify each of their unique needs and provide a solution to ensure highest levels of reliability. With end-to-end solution being made available by Maersk in cold chain logistics, we have better control over availability of refrigerated containers (reefers), availability of space on vessels, provision of rail or road connectivity and so on at pharmaceutical hotspots like Goa, Hyderabad, Bangalore, Ahmedabad, Aurangabad etc," Ravindranathan adds.

RE-WORK ON MARKETING STRATEGIES

"The onslaught of the pandemic has compelled the cold chain industry to re-work and re-shape their marketing strategy since it had to encounter a situation which was never witnessed before. Thus, the stakeholders resorted to new methods of innovations, high road networking and asset stabilisation to keep their logistics moving forward. Whether warehousing, automation or

freight, the business leaders needed to evaluate and address many or all in order to maintain their supply chains and keep up with the demand, which in turn, was drastically altered by the pandemic," emphasises Kohli.

COLD CHAIN, A SAFE BET FOR CAPITAL INVESTMENT

Sharing his views on investment in cold chain industry, Srinivas notes, "Investors are confident that cold chain is a safe bet for their capital investment. The domestic and offshore funds are expected to diversify their portfolios and continue to invest in high yielding cold chain assets and many foreign institutions are exploring opportunities to invest in this growth sector. Investors remain focused on facilities supporting 'First mile delivery', the growing middle class and young age population in India have become accustomed to e-commerce and door-to-door deliveries, which is furthering the demand for refrigerated deliveries.

Financial institutions are likely to play a major role to encourage the investment in cold chain industry in terms of term loan sanctioning, nominal interest rates and disbursement.

Developers likely to adopt more effective, efficient, and well-thought-out cold storage infrastructure in order meet the rapid growing demand for cold storage facilities. The technology of construction has undergone a phenomenal change from conventional brick wall construction to sandwich insulated panel and reinforced concrete

(RCC) structures to pre-engineered buildings (PEB) steel structures."

CHALLENGES FACED AND OVERCAME

The logistics industry in general was faced with a lot of challenges during the pandemic and a lot of those were also in case of cold chain supply chains. Sharing few of them, Ravindranathan says, "Container and space availability were the biggest challenges faced by this sector. Maersk ensured that containers and space was provided on priority to all our regular strategic, long-time partners and providers of critical supplies. Major impact was felt in the protein segment that includes seafood and meat as well as in the fresh produce segment as these were on a slightly lower priority as compared to pharmaceuticals which fell under essential commodities."

Srinivas segregated sector's challenges into two categories; general and challenges came during the crisis. He says, "Operating costs for the cold storage business in India are approximately US\$ 8.0-9.5 per pallet per month as compared to around US\$ 3.0 per pallet per month in the West. Electricity expenses alone make up about 25-30 per cent of the total expenses for the cold storage industry in India compared to around 10 per cent in the West. These factors along with high land rentals make the business of setting up of cold storages a high entry barrier.

A fully integrated multi commodity cold storage facility with 5,000 pallets will require cost around US\$ 3.4 million, excluding the cost of land thus constituting 10-12 per cent of the project cost.



Sunil Nair
CEO
Snowman Logistics

🔥 Pandemic has not accelerated the cold chain growth trends, at least not for short term. May be, in the long run it will raise the overall standard of cold chain requirement and organised players like us would score there 🔥

ELECTRONIC VACCINE INTELLIGENCE NETWORK

➔ The Government of India has rolled out an Electronic Vaccine Intelligence Network (eVIN) system that digitizes the entire vaccine stock management, their logistics and temperature tracking at all levels of vaccine storage from national to the sub-district.

➔ As of Dec 2020, there are 28,932 cold chain points, 240 walk-in coolers, 70 walk-in freezers, 45,000 ice-lined refrigerators, 44,226 deep freezers and 294 solar refrigerators will be used for the Covid-19 vaccine storage.



Prajeesh Ravindranathan
Sales Manager - Cold Chain Logistics
Maersk South Asia

🔥 **The increased demand for such perishable and frozen items has accelerated the growth of cold chain logistics as these items need effective cold storage system to keep the chemical composition intact even after several months** 🔥



Srinivas N
Managing Director, Industrial and Logistics
Savills India

🔥 **Investors are confident that cold chain is a safe bet for their capital investment. The domestic and offshore funds are expected to diversify their portfolios and continue to invest in high yielding cold chain assets** 🔥

Cooling units are not mobile units; hence, location becomes a key factor, and with India's small land holdings, getting large tract of land to build a cold storage unit becomes a major constraint."



Now coming to the challenges happen during the crisis, he adds, "With the COVID-19 vaccine roll out in January 2021, the Indian government and cold chain private operators are gearing up for storage and delivery of vaccine product. The safe delivery of vaccines for mass immunisation against COVID-19 requires huge cold chain facilities in the country as the vaccine product requires refrigeration or frozen condition for storage.

In the beginning, cold chain industry faced some challenges like lack of adequate cold chain infrastructure, demand for more skilled workforce in various realms such as drivers, forklift/reach truck operators, refrigeration technicians etc. The government of India has taken proactive measures to address these challenges."

"Several bottlenecks in transport and logistics have disrupted the movement of products along supply chains. The airfreight has been severely disrupted. Global air cargo capacity has been adversely affected because of pandemic, with the largest decline in capacity on routes between India and various countries abroad. The disruption is caused by the steep decline in passenger air travel, which normally accounts for the majority of air cargo capacity. Transport and logistics problems have thus been most pronounced for perishable high-value products, such as fruits and vegetables. The fruits and vegetables sector was also affected by quarantine measures and delays in border inspections (including as the number of import/export inspectors has fallen). However, the trade had

started limping back to near normalcy but the fresh Covid wave seems to be disrupting its recovery," says Kohli.

Nair elaborates major challenges faced by the industry are:

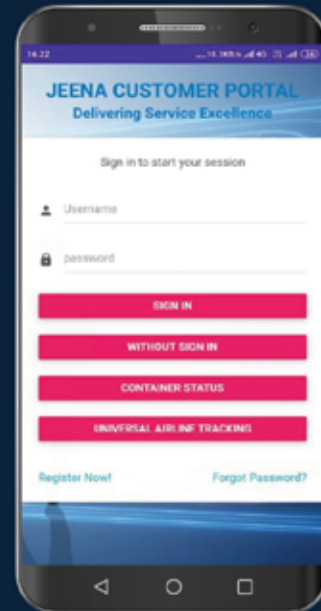
Shortage of labour: As you have to maintain a lot of precautionary measures at the work place, the overall productivity of work force has come down. In addition to that, the overall availability also has come down, as people don't want to take risk by moving out of their homes. Most of the migrant labourers went back to their natives. At Snowman, we could address this by engaging our labour force right from the day the lockdown was declared last year. We have been taking care of their needs. We have been assuring that their job is not at risk if the business is affected. Overall, we could do fairly well.

Increased operating cost: The operating cost has considerably gone up due to the hygiene and security requirements at the facility. Not just the personal hygiene, the facility hygiene also attracts a lot of cost. Security controls to ensure overall discipline in the premises are costing additional. And we don't want to compromise on them. Most of our costs are regulated prices e.g., Fuel, Power, Labour, etc. Thus, during such time, it is not possible for us to negotiate the rates with suppliers. So, we could hardly do anything on cost side. However, we have installed Solar Panel on the roof top of all our cold storages, which helped, to some extent, in power cost. We also worked on other smaller operational activities to be more efficient and control cost. 🔥

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Bringing sustainability in logistics operations



Sooner or later, logistics providers and shippers are realising the significance of giving back to the community and renewing their focus on sustainability. Moreover, the pandemic has accelerated the importance of bringing sustainability in cargo operations. **CARGOTALK** explores what is driving logistics companies to step into sustainable logistics practices.



Kalpana Lohumi



An environmentally focussed business consider more than just profit and contributes to the health of the structure within which it operates. Eventually, sustainability has become the buzz phrase in the industry today. However, what is important to understand is what sustainable logistics is and why it is important for business? Bringing sustainability in logistics is more than just reducing cost but looking at the resources being used throughout the production and delivery process. Seeing the growing numbers of logistics providers incorporating sustainability in their operations, **CARGOTALK** speaks to

industry experts and understands what is driving them to adopt environmental sustainable practices and achieving carbon neutrality.

Sharing his thoughts on logistics service providers coming forward and incorporating sustainability in their operations, **Rachid Fergati**, Managing director for Middle East and Indian subcontinent, UPS, says, "Sustainability is a collective and individual responsibility. As cities transform and there is a shift in the way we live and work, businesses will need to be more committed than ever because

commerce and communities are two sides of the same coin. It requires a collaborative and continuous effort to support environmental sustainability, foster safer, healthier, and more resilient communities."

Calling it great that there is more and more realisation by various logistics providers to fully integrate sustainability in the day-to-day operations, **Guillaume Halleux**, Chief Officer Cargo, Qatar Airways Cargo, says, "In fact, it is a strategic for many companies. The COVID-19 pandemic has further accelerated sustainability and its

RISK-ADJUSTED RETURNS

➔ Sustainability is everyone's job and that it is the foundation of good management practice, contributing to the long-term success of the company and better, risk-adjusted returns for customers



importance to the air cargo industry. While the industry remains committed to reducing environmental footprint and we are seeing several initiatives in this area such as digitalisation, we must remember that it is wider than just the CO2 emissions. For us, sustainability is understood in the broadest sense. That's why WeQare, our sustainability programme focuses on the key pillars of sustainability: environment, society, economy and culture."

Paras Rawal, Managing Director Indian subContinent, CEVA Logistics believes that sustainability is everyone's job and that it is the foundation of good management practice, contributing to the long-term success of the company and better, risk-adjusted returns for our customers. He says, "Our sustainability focus areas are closely linked to our business objectives and operations. Through a series of actions, we aim to

achieve the objective of maximising long-term value creation while minimising waste and costs."

According to **Matthieu Petot**, CEO, CargoAi, "The increased interest and initiatives to incorporate sustainability in logistics are great and really show that mindsets are evolving in the right direction. It also reflects what the final consumers want and goes up to every level of the supply chain. Sustainability is part of our values and DNA, and we feel we have the responsibility to contribute and help where we can. It is great to see that our customers are embracing what we propose in this regard.

"Sustainability is something that we need to look at from a holistic perspective. It is not just about logistics providers incorporating sustainability in their operations, but it is also the customers who have an appetite for decarbonisation. We believe that everyone across the supply chain is recognising the risk for the planet and is willing to be committed towards sustainable operations for a better future for all," says, **Sanjay Vasudevan**,



Rachid Fergati
Managing Director for Middle East and Indian subcontinent, UPS

✶ **Sustainability is a collective and individual responsibility. As cities transform and there is a shift in the way we live and work, businesses will need to be more committed than ever because commerce and communities are two sides of the same coin** ✶





Paras Rawal
Managing Director Indian subcontinent
CEVA Logistics

🔥 **Our sustainability focus areas are closely linked to our business objectives and operations. Through a series of actions, we aim to achieve the objective of maximising long-term value creation while minimising waste and costs** 🔥

EASING COMPLEX URBAN DELIVERIES

- ➔ UPS plans to purchase more than 6,000 natural gas trucks through 2022.
- ➔ The company will also be including the Fernhay eQuad to its growing fleet of sustainable delivery solutions that improves air quality, decreases congestion, and reduces emissions.
- ➔ Less than three feet wide, this four-wheeled electric-assist cycle is catering to complex urban deliveries allowing the driver to easily move through congested narrow streets and to pedal in bike/cycle lanes.

Head of Key Client Management & Sustainability, A.P. Moller - Maersk.

He tells, "At Maersk, we have as many as 90 customers out of the top 200 who have set themselves an ambitious science-based zero-carbon target for themselves. So, going beyond our own goals and ambitions, it is also our responsibility towards these customers to support they achieve their targets. The whole industry also understands that isolated efforts are not going to get us where we want to be tomorrow and that has led a lot of the logistics providers to incorporate sustainability in their operations."

HOW LOGISTICS TAKE ON SUSTAINABILITY

Logistics negatively impacts the environment in many ways, mainly by releasing greenhouse gases (GHGs), impairing air quality and causing noise disturbance. Adopting sustainable practices has become a need of the hour. Sharing how CargoAi has been committed to sustainability in air cargo industry, Petot says, "CargoAi is about digitizing the air cargo industry, and this leads us to curate a very large great amount of data on a daily basis, enabling us to calculate or predict CO2 emissions for each shipment on every route. There are a few existing CO2 calculators available, but we are the first and only company to take a step further and incorporate this calculation in all our products, from flight schedules to track and trace so the forwarders using our application can see CO2 emission for each option when they want to make an adhoc or booking request. This brings another dimension for them to choose from along with pricing, flight time and quality and we are confident that sustainability will play a growing role in the whole airfreight procurement process.

We have also added those CO2 emissions to Air Cargo Schedule and Track and Trace solutions that can be



consumed via APIs by any system (TMS or others). Our customers can now enjoy a more complete solution compared to the traditional existing solutions, with much better data refined with CO2 emissions.

Finally, we also offer Business Intelligence tools where our customers can monitor and report on CO2 emissions for all their Air Cargo shipments that are tracked via our solution."

"Qatar Airways Cargo remains committed to sustainability. The 'WeQare' programme is driven by our employees who are always keen to share new ideas on incorporating sustainability in our everyday operations. Through this programme, we hope others will also join us too, as sustainability is indeed everyone's business," shares, Halleux.

The carrier has launched two chapters; One Million Kilos (Chapter 1) and Rewild the Planet (Chapter 2). "Through the first chapter, 1 million kilos were donated to selected customers who then allocated it to the charities of their

choice to transport humanitarian aid, medical supplies and PPE. We were glad to involve our customers in this worthwhile initiative and we received a good buy in. Many of the forwarders were delighted to be part of this initiative. Few of them even went to the extent of providing their own services, like pick up or customs clearance, free of charge.

Chapter 2, called Rewild the Planet, was launched on February 1. Since, rewild is a word used throughout conservation efforts, it refers to ecological restoration. Animals have an important role to play in preserving the ecological balance which ensures the stability of the environment. Through our second chapter, we are offering free transport to rescued wild animals and bring them back to their natural habitat. There are a number of chapters already outlined, additional chapters will be rolled up in the course of 2021."

"Maersk is attacking the decarbonisation and sustainability topics through various actions. By shipping with Maersk ECO Delivery,



Matthieu Petot
CEO
CargoAi

✶ The increased interest and initiatives to incorporate sustainability in logistics are great and really show that mindsets are evolving in the right direction. It also reflects what the final consumers want and goes up to every level of the supply chain ✶

the first carbon-neutral solution in the shipping industry, one helps to decarbonize ocean freight today using biofuels instead of fossil fuels. The fact that this large an uptake happened during the slowdown months of 2020 proves how keen our customers are to decarbonise their ocean freight. The uptake is led by consumer brands in fashion and technology, but the trend is picking up in retail and other industries across geographies.

On a long term view, we have set ourselves the target of going fully carbon-neutral by 2050. We had also set ourselves the target to introduce the first carbon-neutral vessel by 2030, something that we will be achieving seven years in advance by putting first carbon-neutral vessel on water in 2023.

There are other efforts that are also ongoing in which some of the industry leading customers are partnering with us in joint innovation projects such as the LEO (Lignin Ethanol Oil) Coalition which is focused on zero carbon fuels of the future."

UPS is focussed on delivering what matters for its customers and communities. Fergati continues, "We do this by creating more sustainable solutions; introducing innovative logistics models for crowded cities, investing in next-generation vehicles, route optimisation technologies, and encouraging our people to contribute towards environment protection. We have announced an investment in the UK-based technology start-up Arrival and committed to buy 10,000 of its electric vehicles."

The company also plans to purchase more than 6,000 natural gas trucks through 2022. "UPS will also be including the Fernhay eQuad to its growing fleet of sustainable delivery solutions that improves air quality, decreases congestion, and reduces emissions. Less than three feet wide, this four-wheeled electric-assist cycle is catering to complex urban deliveries allowing the driver to easily move through congested narrow streets and to pedal in bike/cycle lanes. As the official logistics partner of Expo 2020 Dubai, the eQuad will be one of the

cutting edge solutions showcased at Expo 2020 Dubai.

Recently, UPS together with its subsidiary, UPS Flight Forward, announced plans to purchase electric Vertical Takeoff and Landing (eVTOL) aircraft from Beta Technologies (BETA) 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 cost. These new aircraft will create operational efficiencies in our business, open possibilities for new services, and serve as a foundation for future solutions to reduce the





Sanjay Vasudevan
Head of Key Client Management & Sustainability,
A.P. Moller - Maersk

✈ It is not just about logistics providers incorporating sustainability in their operations, but it is also the customers who have an appetite for decarbonisation ✈



Guillaume Halleux
Chief Officer Cargo
Qatar Airways Cargo

✈ The COVID-19 pandemic has further accelerated sustainability and its importance to the air cargo industry. We must remember that it is wider than just the CO2 emissions ✈

emissions profile of our air and ground operation," he adds.

"Taking a lead in the air cargo industry to reduce the logistics-related impact on the environment at the source by creating demand for more sustainable aviation fuel, CEVA Logistics has joined United Airlines Eco-Skies Alliance to promote the use of sustainable aviation fuel in passenger and transport flights," informs Rawal.



Sharing CEVA's strong commitment to the protection of the environment, he continues, "As a whole, the Group is significantly investing in research and development to help the emergence of future energy sources and technologies to reduce the impact of transport and logistics on the planet. We aim to become carbon-neutral by 2050."

SAVE FUEL, REDUCE CARBON EMISSION

According to Qatar Airways Cargo, it is very important to give back to the communities we serve. "At the airline level, Qatar Airways environmental management system is certified to the highest level of IATA's Environmental Assessment Programme (IEnvA) and covers passenger and cargo airline operations, flight operations, catering and cabin services, aircraft maintenance and repair, cargo ground services and all corporate functions," Halleux informs.

"We are also collaborating with industry associations IATA, AACO and SAFUG on the development of a global policy for managing aviation's greenhouse gas emissions and are fully compliant with regional schemes such as the European Union Emission Trading Scheme. Qatar Airways is enhancing the efficiency of air travel through hour fuel optimisation programme, this involves testing and implementing new ways to save fuel and reduce carbon emissions. The carbon offset programme is completed for passenger side and now we are working on the same product offering for cargo," he says.

Petot thinks that our generation has grown with this mindset and sustainability as well as other topic like equality are completely part of our core values. Sharing what led him to step into environmental sustainable practices and achieving carbon neutrality, he adds, "It is always in the back of our mind when we have designed our product. And, it has become rewarding when we see it answers the latest expectations from our customers.

There is a long journey before carbon neutrality in air cargo but if CargoAi can help orientate every booking to a slightly better routes or flights, we will certainly move in the right direction and eventually massively disrupt the current airfreight procurement practices."

UPS global 'rolling laboratory' with a whole zero-carbon fleet is contributing at every stage of the supply chain to eradicate emissions and deliver what matters: a better world. ✈





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LSPs must adapt to meet post COVID boom

With doorstep delivery now an expectation not a luxury anymore, dependence on online services has grown exponentially almost overnight. **Hemanth Chandra**, CEO, Pickup talks about the Indian model and the need for multi vertical delivery models.

Even before the COVID 19 pandemic provided a massive push to e-retail and online delivery services, the logistics sector in India was on a booming path. According to a market research released in 2020, the logistics market in India was projected to grow at a CAGR of 10.5 per cent between 2019 and 2025. COVID-19 has further accelerated this growth. As online buyers surge even in smaller towns, the pandemic has clearly shown that it takes 21 days to form a new habit.

With online sales still comprising just 1.6 per cent of the total retail sales in India compared to 14 per cent globally, we are looking at a massive opportunity for the logistics sector in the near future. With its 14 million retail stores, 1.5 million restaurants and 1 million pharmacies, India also presents an infinite demand for last-mile delivery. With even local businesses turning to online delivery commitments, the level of hyper-local logistics delivery will get deeper, demand for transparency

and tracking will increase, so will the demand for efficient delivery services from B2C as well as B2B segments.

We will increasingly need business models that are not only efficient but also adept at scaling up without compromising on customer experience.

THE INDIA MODEL: NEED FOR MULTI VERTICAL DELIVERY MODELS

For the logistics sector in India, this



is an exciting as well as challenging phase. The sector needs to adapt itself to meet the changing needs of the time by revamping its service models and adopting a full cycle approach to the three essential components of a delivery experience: ordering, pick-up and delivery.

Clearly as digitisation takes centre-stage and customer expectations evolve, the post-COVID boom demands greater innovation and adaptation from logistics service providers including experimenting with new delivery models and leveraging tech-enabled systems with data analysis as their bedrock. Localised data, demand predictability, area predictability and technology driven tasks to drive efficiency is the way to go.

OPTIMISING RESOURCES ACROSS OPERATIONS

Under-developed infrastructure, fragmented warehousing, inadequate inter-modal transportation, limited use of new age technology and resultant high costs are among the major challenges experienced by the supply chain and logistics sector in

India. A recent report by CII & Arthur D Little India suggested that India's supply chain industry needs to halve its logistics costs from the current 14 per cent of GDP to seven per cent to make the sector globally competitive. This requires optimisation across operational levels, creation of resilient logistics services and adoption of digitization across the sector.

Lower delivery density is a major bottleneck that raises costs and prevents optimisation. Increasingly, as commitments for time-bound one day and two day deliveries increase, logistics providers are experiencing the growing challenge of less than truckload shipping and low delivery density. A multi vertical delivery model is one step towards addressing the low delivery density problem. Another important intervention needed to overcome these optimisation challenges is effective use of digital technology and predictive analysis to achieve greater supply chain visibility and step by step tracking. Use of AI based tools and data analysis is critical in establishing intelligent supply chains that can optimize delivery routes as well as fleets and make tracking more efficient and real time.

Real time tracking enables better services to consumers by allowing them the ability to change delivery time or place at different stages of package delivery. Not only does this improve customer satisfaction, it also saves the time and costs of delivery services providers. Having a real time view of different package locations, delivery providers can predict to a high degree of accuracy the density of supplies at different locations and enable its fleet to adjust delivery routes faster to respond to the situation. This high level of transparency and data monitoring enables optimization of resources to a high degree, thereby savings time and costs.



✈ Clearly as digitisation takes centre-stage and customer expectations evolve, the post-COVID boom demands greater innovation and adaptation from logistics service providers including experimenting with new delivery models and leveraging tech-enabled systems with data analysis as their bedrock ✈

IMPROVING LAST-MILE DELIVERY

Last-mile delivery or the final stage of delivery to the consumer mostly happens from one point to another within a city. It is estimated that last mile delivery accounts for a major part of delivery costs for the logistics sector and stands at around 30-40 per cent of the total logistics cost. Evidently, optimising last mile delivery costs can reap rich dividends for the sector. In fact, efficient intra-city logistics are critical not just to satisfy B2C customers but also for optimizing times and costs for enterprises. The manufacturing sector also depends on efficient last mile delivery services to improve its supply chain management.

Digitisation and transparency of the entire delivery process is key to achieve the last link optimization by ensuring effective utilization of the delivery fleet. At Pickup, we have devised innovative technology based solutions to optimise our resources and last-mile delivery costs while ensuring high degree of customer satisfaction. Our sector-agnostic multi-vertical model backed by an efficient tech-enabled system achieves not only optimization of the delivery fleet but also yields better unit costs. ✈

INDUSTRY NEEDS TO BE DIGITALLY FIT

- ➔ Adopting the Industry 4.0 approach is now a critical need for the logistics sector that plays a pivotal role in improving the efficiency of other major sectors in the economy including manufacturing and services.
- ➔ Digital fitness and agility will increasingly become prerequisites for survival of logistics operators, particularly the last mile delivery providers.



Hemanth Chandra
CEO
Pickup

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

Traffic statistics (Domestic Freight)

S. No.	Airport	Freight (in tonnes)					
		For the Month			For the period April to January		
		Jan 2021	Jan 2020	% Change	2020-2021	2019-2020	% Change

(A) 19 International Airports

1	CHENNAI	7,744	6,813	13.7	59,084	76,389	-22.7
2	KOLKATA	7,105	7,491	-5.2	60,375	91,129	-33.7
3	AHMEDABAD	3,354	4,550	-26.3	33,071	54,294	-39.1
4	GOA	535	358	49.4	3,234	4,142	-21.9
5	GUWAHATI	1,446	1,879	-23.0	13,863	19,876	-30.3
6	LUCKNOW	646	928	-30.4	8,011	11,099	-27.8
7	JAIPUR	1,251	797	57.0	10,472	14,244	-26.5
8	TRIVANDRUM	134	148	-9.5	900	1,923	-53.2
9	BHUBANESWAR	966	829	16.5	6,274	9,165	-31.5
10	CALICUT	43	49	-12.2	462	627	-26.3
11	VARANASI	298	284	4.9	2,626	3,381	-22.3
12	COIMBATORE	589	784	-24.9	4,749	9,172	-48.2
13	SRINAGAR	689	350	96.9	5,731	6,574	-12.8
14	AMRITSAR	85	51	66.7	792	949	-16.5
15	MANGALORE	229	230	-0.4	1,359	1,348	0.8
16	PORTBLAIR	418	388	7.7	3,550	5,972	-40.6
17	TRICHY	0	0	-	0	2	-
18	IMPHAL	752	728	3.3	4,104	7,484	-45.2
19	VIJAYAWADA	223	143	55.9	1,572	2,015	-22.0
Total		26,507	26,800	-1.1	2,20,229	3,19,785	-31.1

(B) 6 JV International Airports

20	DELHI (DIAL)	27,512	27,730	-0.8	2,43,358	3,32,997	-26.9
21	MUMBAI (MIAL)	16,718	23,464	-28.8	1,33,434	2,66,046	-49.8
22	BANGALORE (BIAL)	11,506	11,815	-2.6	1,06,647	1,41,532	-24.6
23	HYDERABAD (GHIAL)	4,576	4,952	-7.6	41,638	57,634	-27.8
24	COCHIN (CIAL)	1,162	946	22.8	8,502	12,671	-32.9
25	NAGPUR (MIPL)	833	729	14.3	5,783	8,240	-29.8
Total		62,307	69,636	-10.5	5,39,362	8,19,120	-34.2

(C) 9 Custom Airports

26	PUNE	2,587	3,662	-29.4	24,158	35,406	-31.8
27	PATNA	1,090	883	23.4	10,701	11,520	-7.1
28	BAGDOGRA	613	595	3.0	5,422	7,081	-23.4

S. No.	Airport	Freight (in tonnes)					
		For the Month			For the period April to January		
		Jan 2021	Jan 2020	% Change	2020-2021	2019-2020	% Change

29	INDORE	1,178	838	40.6	6,591	9,473	-30.4
30	VISAKHAPATNAM	383	276	38.8	3,160	4,627	-31.7
31	CHANDIGARH	937	618	51.6	7,135	8,430	-15.4
32	SURAT	591	389	51.9	3,989	3,409	17.0
33	MADURAI	225	197	14.2	1,718	1,580	8.7
34	AURANGABAD	108	224	-51.8	669	885	-24.4
Total		7,712	7,682	0.4	63,543	82,411	-22.9

(D) 20 Domestic Airports

35	RANCHI	629	447	40.7	4,924	5,543	-11.2
36	RAIPUR	620	547	13.3	4,340	5,886	-26.3
37	AGARTALA	292	216	35.2	1,743	4,497	-61.2
38	JAMMU	92	75	22.7	830	1,260	-34.1
39	BHOPAL	208	187	11.2	1,191	1,414	-15.8
40	DEHRADUN	5	16	-68.8	54	164	-67.1
41	UDAIPUR	0	1	-	3	6	-50.0
42	VADODARA	425	337	26.1	2,023	3,379	-40.1
43	LEH	274	101	171.3	2,091	1,781	17.4
44	JODHPUR	0	0	-	0	1	-
45	DIBRUGARH	72	88	-18.2	662	854	-22.5
46	HUBLI	0	10	-	58	100	-42.0
47	SILCHAR	55	62	-11.3	533	746	-28.6
48	TUTICORIN	0	3	-	0	47	-
49	KANPUR(Chakeri)	9	21	-57.1	92	140	-34.3
50	RAJKOT	18	3	-	42	32	31.3
51	JHARSUGUDA	14	12	16.7	41	63	-34.9
52	DIMAPUR	23	45	-48.9	217	334	-35.0
53	JUHU	18	29	-37.9	128	340	-62.4
54	JORHAT	2	0	-	23	0	-
55	AGATTI	1	6	-83.3	1	69	-98.6
Total		2,757	2,206	25.0	18,996	26,656	-28.7

(E) 2 St Govt./ Pvt Airports

56	Lengpui (Aizwal)	29	8	262.5	342	389	-12.1
57	Nasik (Hal Ozar)	43	0	-	75	7	-
Total		72	8	-	417	396	5.3

Grand Total (A+B+C+D+E)	99,355	1,06,332	-6.6	8,42,547	12,48,368	-32.5
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* Estimated

Traffic statistics (International Freight)

S. No.	Airport	Freight (in tonnes)					
		For the Month			For the period April to January		
		Jan 2021	Jan 2020	% Change	2020-2021	2019-2020	% Change

(A) 15 International Airports

1	CHENNAI	21,769	20,749	4.9	1,95,335	2,54,241	-23.2
2	KOLKATA	2,969	3,936	-24.6	31,839	53,463	-40.4
3	AHMEDABAD	3,189	3,327	-4.1	20,784	45,381	-54.2
4	GOA	5	55	-90.9	179	971	-81.6
5	GUWAHATI	0	0	-	18	3	-
6	LUCKNOW	130	205	-36.6	808	3,002	-73.1
7	JAIPUR	12	196	-93.9	400	2,173	-81.6
8	TRIVANDRUM	902	1,620	-44.3	12,619	21,998	-42.6
9	BHUBANESWAR	0	6	-	18	68	-73.5
10	CALICUT	603	2,370	-74.6	8,104	25,652	-68.4
11	VARANASI	1	0	-	4	5	-20.0
12	COIMBATORE	43	233	-81.5	499	2,438	-79.5
13	AMRITSAR	35	83	-57.8	360	1,106	-67.5
14	MANGALORE	18	316	-94.3	535	2,879	-81.4
15	TRICHY	307	777	-60.5	2,326	7,614	-69.5
Total		29,983	33,873	-11.5	2,73,828	4,20,994	-35.0

S. No.	Airport	Freight (in tonnes)					
		For the Month			For the period April to January		
		Jan 2021	Jan 2020	% Change	2020-2021	2019-2020	% Change

(B) 6 JV International Airports

16	DELHI (DIAL)	43,318	47,331	-8.5	4,13,258	5,62,951	-26.6
17	MUMBAI (MIAL)	44,209	49,453	-10.6	3,89,005	5,41,799	-28.2
18	BANGALORE (BIAL)	19,060	19,063	0.0	1,85,602	2,08,332	-10.9
19	HYDERABAD (GHIAL)	6,248	6,897	-9.4	57,237	76,663	-25.3
20	COCHIN(CIAL)	2,758	4,622	-40.3	29,793	55,261	-46.1
21	NAGPUR (MIPL)	3	30	-90.0	12	886	-98.6
Total		1,15,596	1,27,396	-9.3	10,74,907	14,45,892	-25.7

(C) 4 Custom Airports

22	Pune	0	57	-	0	292	-
23	Indore	7	25	-72.0	52	666	-92.2
24	Visakhapatnam	0	32	-	33	451	-92.7
25	Madurai	28	150	-81.3	137	1,522	-91.0
Total		35	264	-86.7	222	2,931	-92.4

Grand Total (A+B+C) 1,45,614 1,61,533 -9.9 13,48,957 18,69,817 -27.9

(Source: AAI)

TRAFFIC HANDLED AT MAJOR PORTS (DURING APRIL TO MARCH, 2021* VIS-A-VIS APRIL TO MARCH, 2020)

(*) PROVISIONAL

(IN ' 000 TONNES)

PORTS	APRIL TO MARCH		% VARIATION AGAINST PREV. YEAR TRAFFIC
	TRAFFIC		
	2021 *	2020	
1	2	3	4

SMP, KOLKATA			
Kolkata Dock System	15869	17303	-8.29
Haldia Dock Complex	45468	46680	-2.60
TOTAL: SMP, KOLKATA	61337	63983	-4.14
PARADIP	114549	112689	1.65
VISAKHAPATNAM	69843	72722	-3.96
KAMARAJAR (ENNORE)	25888	31747	-18.46
CHENNAI	43552	46759	-6.86

PORTS	APRIL TO MARCH		% VARIATION AGAINST PREV. YEAR TRAFFIC
	TRAFFIC		
	2021*	2020	
1	2	3	4

V.O. CHIDAMBARANAR	31790	36076	-11.88
COCHIN	31503	34038	-7.45
NEW MANGALORE	36500	39145	-6.76
MORMUGAO	21953	16017	37.06
MUMBAI	53324	60696	-12.15
JNPT	64809	68449	-5.32
DEENDAYAL	117558	122606	-4.12
TOTAL:	672606	704927	-4.59

(Source: Indian Ports Association)

Automation is crucial for agile supply chain

A large part of company's success can be attributed to the use of scheduling and delivery routing capabilities on top of the fundamental field service management software for transportation. **Mradul K.**, VP of Global Sales and Strategy, LogiNext shares his views on how investing in route planning software is beneficial for the transportation Industry.

Traditionally, logistics management has typically been a process that has been handled manually, or in separate pieces of software. Despite being a process that handles scale-fleets numbering in hundreds, delivering shipments which weigh thousands of kilograms, and handling multiple truck heads at one go, for the longest time, automation in the sector was practically unheard of. But all this is set to change with automation coming into the picture in recent years. At the start of 2020, a large European

Artificial Intelligence and Machine Learning are transforming transport management. Through this, it is now possible to track billions of location data points annually

FMCG firm sought to automate its delivery management software. By the end of the year, the company found itself 43 per cent more efficient in terms of the 'time' parameter in terms of its logistics operations.

A large part of the company's success can be attributed to the use of scheduling and delivery routing capabilities on top of the fundamental field service management software for transportation. With a thorough

understanding of the situation, the company was able to benefit from new age solutions that centered on technology frameworks, leading to the rise in operational efficiency.

This understanding, has been developed basis a customer requirement management flowchart developed at McKinsey that touches upon the challenges and demands a customer has during their business journey.

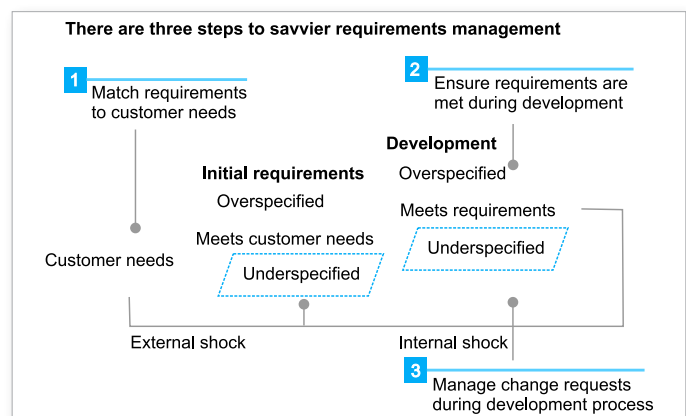
Besides allowing logistics management companies to gain insights into the company's requirements, there are three key features to keep in mind that will enable greater efficiency in operations:

LINEHAUL EXPRESS TRACKING: COMPLETE VISIBILITY OF VEHICLE TYPE AND BEYOND

An often overlooked factor when it comes to transportation of goods is the nature of the vehicle. When handling sensitive goods, more often than not, they require a certain type of vehicle with certain specifications. Using Linehaul express tracking, customers can avail complete visibility right down to granular details of the trucks, even if you are a 3PL provider.

FIELD WORKFORCE MANAGEMENT

One of the biggest challenges in the global logistics space is the shortage of



manpower. Due to this, overworking and tiredness is one of the major causes of road accidents by drivers. To address this concern, automation solutions step in to handle all field workforce management needs - be it fleet management in cases such as the CEP (Courier Express and Parcel) industry or be it last mile delivery in QSR (Quick Service Restaurant) scenarios.

ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING IN A TRANSPORTATION MANAGEMENT SYSTEM

Artificial Intelligence and Machine Learning are transforming transport management. Through this, it is now possible to track billions of location data points annually, which in turn help algorithms become smarter, to can bring about increased efficiency to supply chains.



Mradul K.
VP of Global Sales and
Strategy, LogiNext

*(The views expressed are solely of the author.
The publication may or may not
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SPICEJET AIRLIFTS 800 OXYGEN CONCENTRATORS FROM HONG KONG TO DELHI



Amid the second wave of the coronavirus pandemic which has resulted in an acute shortage of oxygen in the country, SpiceXpress has airlifted 800 oxygen concentrators from Hong Kong to Delhi via Kolkata for emergency use and distribution across the country. **Ajay Singh**, Chairman and Managing Director, SpiceJet, said, "Along with SpiceHealth, we have airlifted 800 oxygen concentrators from Hong Kong for emergency use in India and we are looking at bringing more than 10,000 oxygen concentrators in the coming days from across the globe."

INDIGO TO BRING FOUR AIRBUS FREIGHTERS ON BOARD, SIGNS LETTER OF INTENT

IndiGo has initiated a freighter programme and is in the process of sourcing four A321XLR aircraft each of which will be converted from passenger jets to a full freighter configuration. A Letter of Intent has been signed with a lessor for two aircraft already, and IndiGo expects to reach agreement for the next two shortly. The initiative will make best use of the natural synergies that IndiGo offers, using the same pool of pilots and engineers that fly and service its current fleet. The A321XLR (Passenger-to-Freighter conversion) is the most efficient narrow-bodied freighter available, offering 24 container positions and supporting a payload of up to 27 tonnes. These are being converted through a programme involving ST Engineering and Airbus with their joint venture, Elbe Flugzeugwerke (EFW). The airline is expected to take the delivery of its first freighter in the first half of 2022, which will be used for both domestic and regional missions.



TURKISH CARGO JOINS WEBCARGO



Turkish Cargo is joining the WebCargo, a Freightos Group company to provide real-time e-bookings, access live rates, and see available air cargo capacity to the provide forwarders around the world. This provides critical agility as air cargo contends with unexpected shifts due to the global pandemic. **Christian Tesch**, Director - Airfreight Carrier Relations & Procurement, Hellmann Worldwide Logistics said, "Live access to capacity and price supports our ongoing commitment to providing Hellmann customers with outstanding service. We're delighted to see Turkish Cargo on WebCargo."

PHARMA LOGISTICS CENTRES TO BE OPENED AT INDIAN AIRPORTS



(L-R): Sanjiv Gupta, CEO SpiceXpress Jean Claude Kugener, Ambassador of Luxembourg to India and Jesal Doshi, CEO, B Medical Systems India

B Medical Systems, the Luxembourg-based pharma cold chain solutions provider, has signed up an agreement with SpiceXpress to open pharma logistics centres of excellence at Indian airports to facilitate transportation of vaccines, pharma preparation and biological specimens. B Medical Systems manufactures medical-grade vaccine refrigerators, laboratory freezers, ultra-low freezers, and transport boxes that can store and transport any vaccine in the temperature range of -86 °C to 8 °C.

ASTRAL AVIATION MOVES 20 TONNES OF VACCINE IN ITS MAIDEN FLIGHT

Astral Aviation, the Kenya-based cargo-only carrier, has uplifted 19.5 tonnes humanitarian cargo of vaccines in its first cargo flight from India, Yemen via Djibouti-Ambouli International Airport. **Sanjeev Gadhia**, CEO and Founder, Astral Aviation, stated, "Astral has never operated any flights to and from India which has been served via interline partners. During the pandemic, due to lack of direct capacity and connectivity between India and Africa, Astral has received a number of requests for the transportation of Covid-19 vaccines and pharma to and within Africa which are originating from Mumbai, Bangalore and Hyderabad."



STELLAR VALUE CHAIN DEPLOYS REEFER TRUCKS TO MOVE OXYGEN & VACCINE



Anshuman Singh
Chairman and MD
Stellar Value Chain Solutions

Stellar Value Chain Solutions provide its fleet of refrigerated trucks for transporting Covid-19 vaccines besides facilitating storage of oxygen cylinders, oxygen equipment and oxygen concentrators forgoing the entire cost. "Even as the healthcare system is doing its best to fight the pandemic, corporates like us have to do our bit for the nation in such an unprecedented crisis. We are coming forward to provide free of cost storage and transportation of all Covid related requirements such as Vaccines, Oxygen Cylinders, Oxygen concentrators, Mattresses, Beds and Other Medical Equipments" said **Anshuman Singh**, Chairman and MD, Stellar Value Chain Solutions.

FLIPKART & ADANI TO OPEN 5.34 LAKH SQ. FT. FACILITY IN MUMBAI

Flipkart has announced a strategic and commercial partnership with the Adani Group to strengthen Flipkart's supply chain infrastructure. In addition, Flipkart will set up its third data centre at Adani-



connex, Chennai based facility, leveraging AdaniConneX's world-class expertise and

industry-leading data centre technology solutions. As part of this partnership, Adani Logistics will construct a massive 534,000 sq. ft. fulfilment centre in its upcoming logistics hub in Mumbai that will be leased to Flipkart to address the growing demand for e-commerce in Western India and support market access of several thousands of sellers and MSMEs in the region.

CARGOFLASH INFOTECH JOIN HANDS WITH EDIFLY



Ingo Roessler
Chief Commercial Officer
EDIfly



Gautam Mandal
Director-Products
CargoFlash

CargoFlash Infotech has partnered with the Luxembourg-based EDIfly to enable free, encrypted messaging for its air cargo management solutions. "Some clients on the comprehensive nGen management platform by CargoFlash work without a connection to legacy Type B providers while relying on the global IATA messaging standards and end-to-end encryption instead of using unsecured email for mission-critical communication," says **Ingo Roessler**, Chief Commercial Officer, EDIfly.



LOGINEXT PARTNERS WITH DARAZ TO EMPOWER LOCAL LOGISTICS BUSINESS

LogiNext has announced partnership with Alibaba backed Daraz which involves rolling out the LogiNext Mile platform over which Daraz has optimised and automated millions of orders over the past four years resulting in Asia's largest e-commerce carrier network. Through this partnership, Daraz got access to LogiNext's Mile platform for its logistics marketplace recently launched for a potential end customer base of more than one billion to empower local logistics businesses and establish their businesses with Daraz. LogiNext's platform automates order capturing, scheduling, delivery associate compliance, handling peak event sales and the end to end customer experience for these smaller businesses supported by Daraz in its countries.

SAFESTORAGE OPENS 40,000 SQ FT WAREHOUSE IN BHIWANDI

SafeStorage has unveiled facility 40,000 square footage warehouse facility with state-of-the-art features in Bhiwandi. The company is growing at a steady pace and has crossed the 7 lakh square feet mark in its business. Sharing his thoughts on the Mumbai launch, **Ramesh Madisetty**, CEO & Co-Founder, SafeStorage, said, "Our research shows that Mumbai is a promising market for self-storage & warehouse companies and we hope to capitalise on the demand. It is our mission to be recognised as India's top end-to-end storing facility and we are building on our capabilities each day to reach that goal. Seeing the response we have received from our patrons in current markets, we are also planning on entering Kolkata market in the coming months. By end of 2021, we aim to be present across nine cities in India."



TIACA MIAMI

The International Air Cargo Association (TIACA) has announced the appointment of **Liana Coyne**, Coyne Airways as new member to serve on the Board of Directors. Coyne is the Chief Operating Officer of Coyne Airways – Coyne Airways is the pioneering non-asset based cargo airline specializing in scheduled and chartered lift to niche destinations including Armenia, Georgia, Iraq, Afghanistan and around the Caucasus, Central Asia and Africa.



TIACA MIAMI

Bob Chi, SATS has been appointed as new member of TIACA's Board of Directors. Chi is the Chief Operating Officer, Gateway Services of SATS – SATS Ltd is a ground handling operation that covers all Gateway Services operational units, covering cargo handling, passenger services, baggage and ramp handling as well as security services. He believes TIACA will provide a good platform for open dialogue amongst key stakeholders on all matters affecting our industry.



TIACA MIAMI

TIACA has appointed Manel Galindo, WebCargo as new member to serve on the Board of Directors. **Manel Galindo** is the Co-founder of WebCargo; the platform digitises freight sales, pricing, and booking for thousands of logistics providers and carriers around the world. He combined a passion for deep technical thinking with a strong vision for air cargo digitisation to scale his business, reaching over 1,500 global air cargo forwarders by 2016.



TIACA MIAMI

TIACA has announced the appointment of **Hendrik Leyssens**, Swissport as new member on the board of Directors. Leyssens is VP Global Operations, Cargo of Swissport International. He is excited to join the TIACA board and looking forward to working with all board members and Glyn. He says, "TIACA is placed exceptionally well to unite and support all stakeholders that want to make a difference in our industry. I'm thrilled I can contribute to its' further success."

HELLMANN WORLDWIDE LOGISTICS GERMANY

Hellmann Worldwide Logistics has announced the appointment of **Jens Wollesen** as Chief Operating Officer. In the new Management Board position, he will hold responsibility for the four product segments Air, Sea, Road & Rail and Contract Logistics as well as IT & Digital. Wollesen, an industrial engineer, was a member of BLG Logistics Group's Executive Board for the past five years, responsible for the contract logistics division.



WORLDWIDE FREIGHT SERVICES UK

Worldwide Flight Services (WFS) has announced the appointment of **Jennifer Smith** as the Commercial Director - Cargo & Ground Handling in the UK. Smith joins WFS from Air New Zealand, where she held the post of regional cargo sales manager – UK & Europe. In her new role, she is tasked with using her account management expertise to strengthen WFS' existing airline client relationships and to lead the onboarding of new airline customers.



GEODIS SINGAPORE

Geodis has elevated **Yigit Saricinar** to the position of Regional Air Freight Director for the Asia Pacific (APAC) region. He will join GEODIS' regional management board, reporting to Onno Boots, GEODIS' regional president and CEO, APAC. Previously sub-regional air freight director, ASEAN, Saricinar has built a strong foundation for air freight in key ASEAN countries and will now expand his responsibilities to manage an ambitious air freight strategy within the regional as a whole.



VOLGA DNEPR GROUP GENEVA

Volga Dnepr Group has announced the appointment of **Pauli Immonen** to its global team in the position of Deputy Director Healthcare, humanitarian and emergency response. A professional Airbus A320 pilot, Immonen has a rich experience in humanitarian aviation and emergency response including Covid-19 air cargo, cold chain and pharmaceutical transportation. Prior to taking up this role, he worked as an aviation consultant with WHO for the World Food Program in Rome, Italy.

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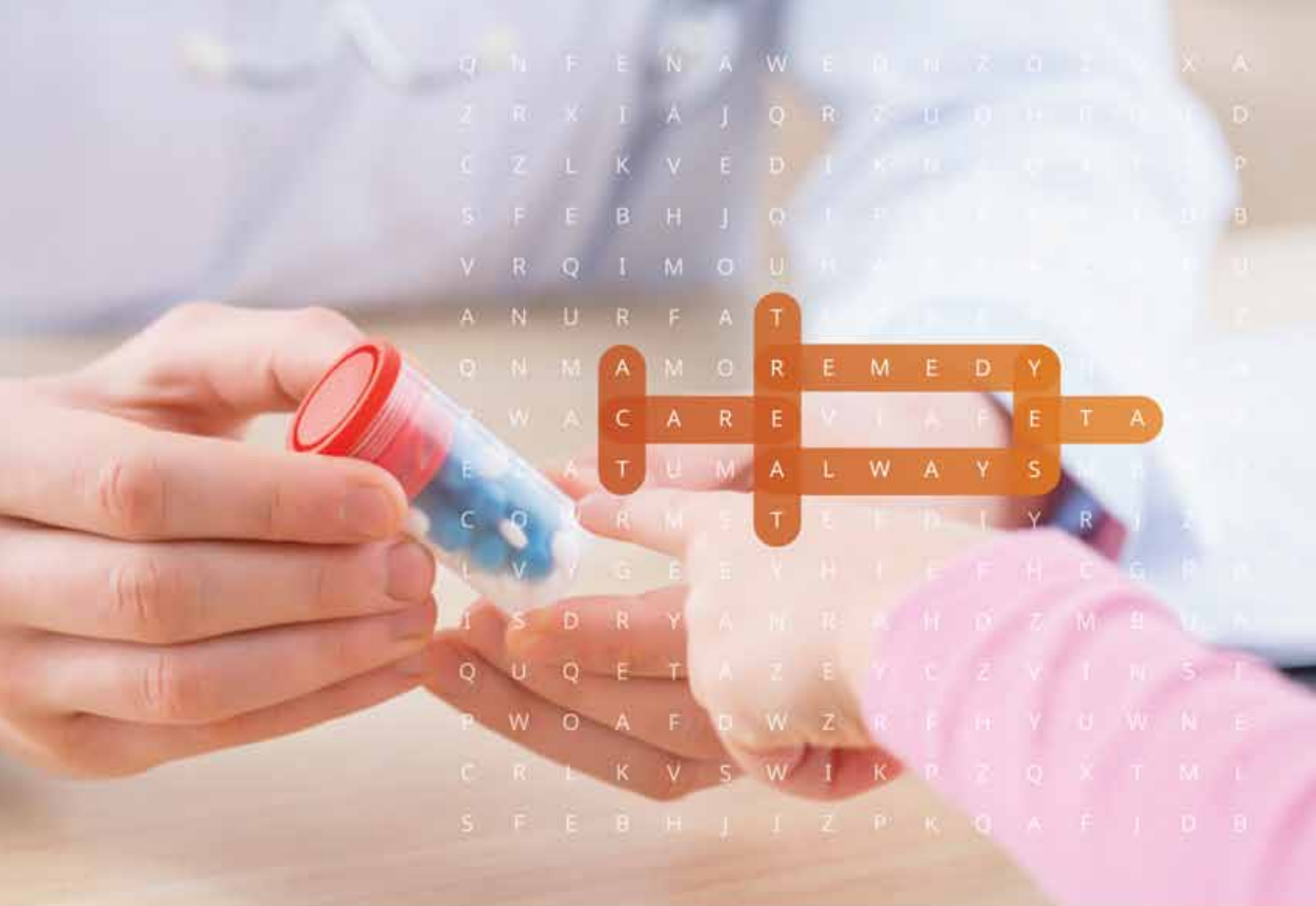
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