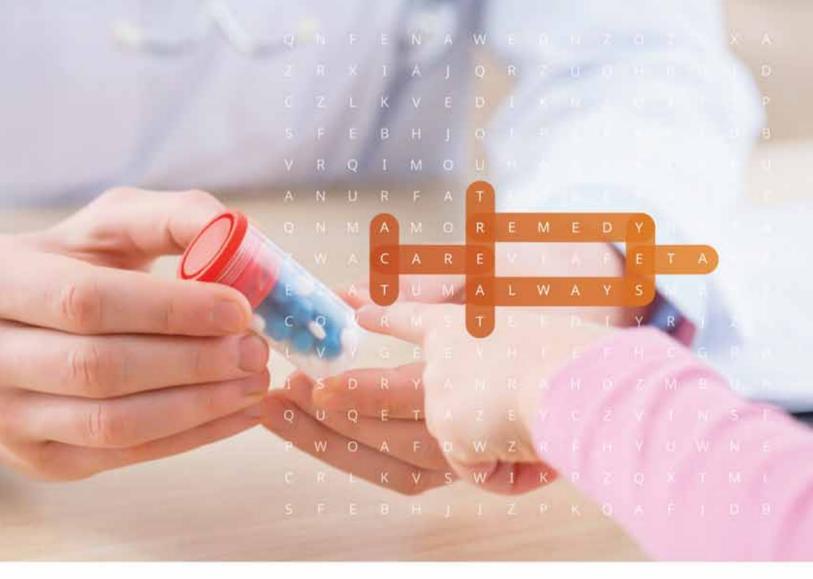


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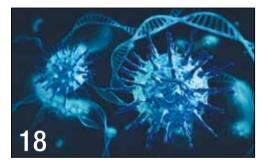
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AIRPORT TALK

BUDAPEST AIRPORT HANDLES 134,459 TONNES OF AIR CARGO IN 2020

Budapest Airport has handled a total of 134,459 tonnes of air cargo in 2020 and dealt with 38,868 tonnes of air cargo in Q4. Ferenc Liszt International Airport handled 6,118 air cargo flights last year, 17.6 per cent more than in 2019. Cargo volume fell only a 0.8 per cent from last year. Cargo charter flights transporting medical equipment and other healthcare supplies accounted for approximately six per cent of last year's cargo traffic, which meant handling around 350 dedicated flights in 2020. "The fact that cargo traffic at Budapest Airport remained stable during this extraordinary year is attributable to the exemplary persever-



ance of the cargo community. It is our strong intention to maintain the organising and supporting role of the airport in this work," said **Rolf Schnitzler**, CEO, Budapest Airport, in adding, "It takes numerous players, precise coordination and a strong base like the BUD Cargo City to handle the cargo traffic of the airport. We remain committed to continuously developing air cargo and the BUD Cargo City."Due to the coronavirus and its economic impacts, the proportion of exports and imports shifted from the previous 50-50 per cent to 40-60 per cent in the first half of 2020, and then normalised at 45-55 per cent by the end of the year, the airport notes.

BRUSSELS AIRPORT'S CARGO VOLUMES GROW BY 2% IN 2020 TO 511,613 TONNES

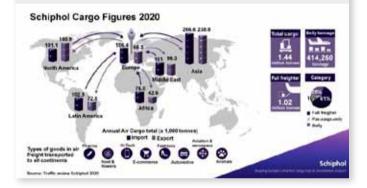


Brussels Airport, the Europe-based hub, has experienced a 2.2 per cent year-on-year increase in cargo volumes to 511,613 tonnes, especially for the transport of pharmaceuticals and medical supplies. The strongest growth was recorded in the full-freighter segment, which was up 43 per cent on 2019. This steep growth is accounted for by the arrival of new carriers and the use of passenger aircraft for cargo only (30 to 40 per cent of the full-cargo flights). Additionally, express services experienced a year-on-year increase of 18 per cent. Imports originating from Asia also recorded strong growth. This year, the number of vaccine shipments from Brussels Airport is rising; already, more than 10m doses have been shipped from Brussels Airport to destinations around the globe.

SCHIPHOL AIRPORT'S CARGO VOLUME SLIPS 8 PER CENT IN 2020

Amsterdam Airport Schiphol's total cargo volume for 2020 declined by eight per cent to 1.44 million tonnes compared to 2019. The airport notes that last year's freight volumes were shipped in three categories of flights. Full freighters accounted for 61 per cent of total volume, whilst passenger flights with belly space as well as passenger flights with only freight on board (pax-cargo-only) accounted for 29 per cent and 10 per cent, respectively.

Inbound cargo volumes dropped by 4.7 per cent to 754,361 tonnes in 2020 compared to 2019, and outbound cargo volumes fell 11.7 per cent to 687,161 tonnes during the same period. The three biggest destinations for cargo tonnage were Shanghai, Doha and Chicago.



ONTARIO AIRPORT WITNESSES 18% Y-O-Y INCREASE IN CARGO DEMAND THROUGHOUT 2020

Despite the staggering impact of the COVID-19 pandemic on global aviation, Ontario International Airport (ONT) looks forward to maintaining its position as a leading cargo hub in 2021. Two weeks into the New Year, airport officials announced final statistics for 2020, with cargo volumes growing more than 18 per cent year-over-year, while the number of passengers who travelled through ONT was down more than 50 per cent. For the year, ONT processed nearly 900,000 tonnes of commercial freight, 18.2 per cent higher than the previous year. Freight shipments increased by double-digits in 10 months in 2020 and by more than 20 per cent in six months. Mail shipments increased almost 17 per cent to more than 25,000 tonnes last year.

In December, freight tonnage totalled more than 93,000 tonnes, six per cent higher than the same month in 2019 while shipments of mail grew 340 per cent to more than 3,600 tonnes. "Ontario solidified its position as a leading air cargo hub in 2020," said **Mark Thorpe**, CEO, Ontario International Airport Authority.



BOLLORÉ LOGISTICS DELIVERS 50 TONNES OF PHARMACEUTICALS TO IRAQ



Bolloré Logistics Switzerland has handled the door-to-door shipment of 50 tonnes of temperature-sensitive pharmaceutical products from Europe to Iraq for a leading biotech company. The operation started on January 16 at the customer's warehouse in Germany. The goods were carefully packed in passive cool boxes equipped with cooling elements to maintain the temperature of +2°C to +8°C. For additional protection the pallets were covered with special thermal blankets. The pre-transport to Cologne airport was executed by temperature-controlled full truck loads and the air freight to Bagdad airport by full charter A330F. The complex customs clearance was finalised within a record time to make it possible that the entire operation was accomplished within 24 hours.

DNATA INAUGURATES CARGO COMPLEX AT MANCHESTER AIRPORT

dnata has opened a new, state-of-the art cargo complex, dnata City North, at Manchester Airport (MAN). Representing an investment of over GBP 30 million, the 150,000 sqft facility allows the company to significantly expand and consolidate its Manchester operations.

Particularly well-situated for ease of airfield access, dnata's purpose-built on-airport facility includes 125,000 sq ft² warehouse space and is capable of processing in excess of 150,000 tonnes of cargo annually. It is equipped with the latest technologies and complies with the highest industry standards ensuring efficient and safe handling of all types of cargo. "Our continued investment in the UK underlines our commitment to our customers and the local cargo industry," says **Alex Doisneau**, Managing Director - UK, dnata





QATAR AIRWAYS CARGO AND WEBCARGO TO OFFER DIGITAL CONNECTIVITY TO FORWARDERS

Marking a major milestone in air cargo digitalisation, Qatar Airways Cargo has announced that the airline will provide forwarders with real-time pricing, capacity, and e-bookings via WebCargo. Forwarders globally will soon be able to conduct realtime e-bookings, access live rates, and see available capacity with Qatar Airways Cargo via the service of WebCargo, a Freightos Group company, providing critical agility as supply chains contend with COVID-19's impact and disruption. Rollout will begin with France, Germany, Italy, Netherlands, South Africa and Spain on February 7, 2021. As part of the launch, Qatar Airways Cargo will be offering the most competitive rates on WebCargo by introducing a discount scheme to forwarders, resulting in an average saving of US\$ 0.06 per kg for the first 20,000 shipments booked via the platform in these countries. The cargo carrier is determined to push the development of WebCargo.

CEVA LOGISTICS LAUNCHES JINHUA – DOURGES TRAIN

CEVA Logistics has launched an express train service from Jinhua (China) to Dourges (France) to provide additional freight capacity for shippers amid unprecedented demand for transport and logistics services. Loaded with 22 full containers of various supplies, CEVA Logistics'



first train has left China on an 18-day journey. The train connects a string of 'Belt and Road' countries such as Kazakhstan, Russia, Belarus, and Germany with a journey of over 11,000 km. Having Dourges as the transit point, the destination delivery outreach will cover Belgium, the Netherlands, Spain and Italy as well as France. **Xavier Bour**, Global Ground and Rail Product Leader, CEVA Logistics, says, "With global supply chains experiencing unprecedented demand for transport and logistics services, CEVA Logistics is committed to providing its existing and potential customers with convenient and sustainable solutions. Our rail and multi modal solutions, together with our parent company the CMA CGM Group, between China and Europe are part of that strategy.

DSV BUILDS INTEGRATED LOGISTICS CENTRE IN STOCKHOLM, SWEDEN

DSV Panalpina will develop an integrated logistics centre close to the airport, railway and motorway. The new site in Rosersberg, north of Stockholm, offers an entire range of transport and logistics services and will be ready for use by the end of 2021. The traffic around Stockholm is particularly dense during rush hours and in addition to its cross-docking terminal in southern Stockholm, DSV will establish a logistics centre in the northern part of the city.

"With the new location, goods for local customers can be shuttled between the northern and southern sites and be distributed from either of the locations. We will to a great extent avoid most rush hour problems which will enable us to improve on both pick-up, delivery times and reliability," says **Magnus Malmqvist**, Managing Director, DSV Road AB, Sweden.



Decarbonising road freight sector

Shell and Deloitte have put out a joint study on how to decarbonise the road freight sector. The report indicates that the road freight sector is close to a tipping point to decarbonise faster than expected with hydrogen fuel cell electric vehicles and battery electric vehicles as the most viable long-term zero-emission heavy duty truck technology.



he 'Decarbonising Road Freight: Getting into Gear' report offers a detailed 10year roadmap with 22 solutions aimed at addressing the economic, technical, regulatory and organisational factors influencing the sector's ability to decarbonise. According to the report, more than 70 per cent of participants view hydrogen fuel cell electric vehicles and battery electric vehicles as the most





Huibert Vigeveno Downstream Director Shell

► Road freight is currently responsible for around 9% of global CO2 emissions and with demand for road freight services set to double by 2050, urgent action must be taken now ►



Carlos Maurer Executive Vice President of Sectors and Decarbonisation, Shell

The next 10 years will be critically important for the road freight sector to introduce zero emission vehicles into the global fleet 🐋 viable long-term zero-emission heavy duty truck technology, and many believe these trucks will become commercially viable in the next five to 10 years. "Trucks move virtually everything modern society depends on for daily life and during the current COVID-19 crisis, society has experienced just how critical road freight is in delivering essential goods," said Huibert Vigeveno, Downstream Director, Shell, in adding, "However, road freight is currently responsible for around nine per cent of global CO2 emissions and with demand for road freight services set to double by 2050, urgent action must be taken now to put the sector on a pathway to net zero emissions by then."

BARRIERS TO DECARBONISATION

The sector is facing several barriers to decarbonisation – especially limited infrastructure, insufficient regulatory incentives and lacking demand from shippers. Relatively cheap trucks and

diesel fuel, and near-universal access to fuelling infrastructure, underpin the current attractiveness and flexibility of the road freight sector.

SOLUTIONS

The 22 solutions fall under four categories, based on shared characteristics.

MAKING AN IMPACT

Solutions can be started immediately, using existing technologies, leading to significant short and medium-term reductions in emissions. Firstly, last-mile delivery and city buses can be largely electrified, reducing pollution and noise in cities. Secondly, the sector should focus on reducing emissions from the current fleet through proven cost saving technologies. Thirdly, where sufficient supply exists, the sector can deploy transition solutions such as liquefied natural gas (LNG), compressed natural gas (CNG), bioLNG and biodiesel to begin reducing tailpipe emissions.

CREATE A SNOWBALL EFFECT

To deploy zero-emission vehicles at scale, fleet owners, infrastructure providers and OEMs should launch joint truck and infrastructure pilots in highvolume clusters and corridors. Demand for alternative technologies needs to be further stimulated by shippers putting greater emphasis on emissions in transport procurement, and by financiers creating green products - aimed at smaller fleet owners in particular. Through technology partnerships for example, with fuel-cell and battery producers OEMs can accelerate the commercialisation of trucks. And novel revenue models could reduce the risk for fleet owners by creating secondary market certainty. More trucks on the road means more reliability, lower cost and yet more infrastructure, which in turn creates incentives to invest further.

BUILD CONDITIONS FOR SUCCESS

In parallel, the sector should give stakeholders incentives to move to widespread adoption of zero-emission trucks. Regulators will play a key role here, expanding incentives for OEMs, energy companies and truck owners, clarifying regulatory pathways and creating joint-city campaigns. Especially in the early stage of the transition, the role of regulatory incentives will be important because "we will need to invest in new trucks long before the market demand for green trucks scales. We need help to bridge that timing gap," in the words of one technology provider. Regulators will also work with energy companies and industry bodies to set standards for battery charging and hydrogen fuelling. Standards and certification programmes can also be set up by industry bodies to assess the carbon intensity of fleets and serve as a reliable metric in transportation tenders.

SCALE

As demand and supply grow, the sector will focus on mass production of trucks and fuels, ensuring maintenance capability and integration with other technology roadmaps.

THE TIMELINE

"The next 10 years will be critically important for the road freight sector to introduce zero emission vehicles into the global fleet, and it is very encouraging that road freight leaders have already begun to align on a technology pathway," said **Carlos Maurer**, Executive Vice President of Sectors and Decarbonisation at Shell.

Reducing emissions

→ Solutions can be started immediately, using existing technologies, leading to significant short and mediumterm reductions in emissions.

The sector should focus on reducing emissions from the current fleet through proven cost saving technologies.

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Advertorial

Transparency is fundamental to success

Jaisey Yip, General Manager, Cargo & Logistics Development, Changi International Airport and Emir Pineda, Manager Aviation Trade & Logistics, Miami International Airport, talk about the air cargo industry's readiness in response to the needs of shippers and the transport of vaccines in optimal conditions to all corners of the globe.



Emir Pineda Manager Aviation Trade & Logistics Miami International Airport



Jaisey Yip General Manager, Cargo & Logistics Development, Changi International Airport

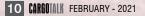


How has the virus has impacted the air cargo supply chain of the pharmaceutical industry? What should be industry stakeholders' strategy to ensure continuity of supply worldwide?

In the earlier months of the pandemic when China was under lockdown, we have witnessed supply disruptions in Active Pharma Ingredients (API), affecting the production of pharma drugs. This was a wake-up call for the pharma industry, as well as the logistics sector. When it comes to the air transportation of essential medical supplies, the air cargo industry was quick and committed to prioritise and facilitate such humanitarian shipments across the world. In ensuring supply continuity, it is imperative that supply chain visibility, quality and reliability are embedded across the supply chain. This would require collaboration; different actors in the pharma supply chain would need to closely collaborate, harmonise standards as well as to jointly establish quality standards in order instill stronger agility within the supply chain network.

What challenge do you see in the colossal task of moving vaccines worldwide?

A few months ago, when the advanced vaccine candidates were still in clinical stages, the lack of information and uncertainties on





production timelines, volumes, trade lanes, transportation and storage requirements and product specificities, coupled with airfreight capacity crunch, increased exponentially the number of difficulties to address and plan for supply chain professionals. As vaccine distribution commences, another major challenge, which remains to be a concern, is the last mile delivery to clinics and vaccination centres in developing economies where accessibility and cool chain infrastructure is limited or absent.

Could you please elaborate on how and why collaboration is crucial to overcome the supply chain challenges? How can it be achievable? achieving effective global In distribution of COVID-19 vaccines, creating transparency between the vaccines manufacturers and logistics industry is paramount. It is precisely why TIACA and Pharma.Aero are joining forces in Project Sunrays to provide the air cargo industry with clarity of the needs and expectations from vaccines manufacturers and better visibility on future COVID-19 vaccines supply chain specifications. Through Sunrays, we also aim to provide vaccines manufacturers and pharma shippers with more visibility on existing air cargo capabilities, as well

as better understanding of constraints and needs from air cargo providers to serve them adequately.

Fostering effective communication and collaboration between vaccines manufacturers, shippers, and air cargo industry players will ensure that once the vaccine is available in the market, the air cargo industry is ready to respond to the needs of the shippers and transport vaccines in optimal conditions to all corners of the globe.

According to you what are logistics service providers' requirements from the shippers?

Based on our consultation with vaccines manufacturers, the top concerns could be summarised in four areas; speed, security, reliability and transparency.

✤ Speed: Ensuring no unexpected delays in every supply chain touch point

✤ Security: Ensuring that the shipment is transported with the highest security standards to mitigate counterfeits and theft

 Reliability: Guaranteed delivery times maintaining the shipment integrity

 Transparency: Real-time (or near real-time) tracking, monitoring and information sharing on shipment and alerts so that preventative actions can be undertaken; and there is relaible information on capabilities of logistics providers including each cargo facilities at transit and destination points.

What difference can be observed in the pharma supply chain before and after the pandemic?

It is apparent that the success of pharma supply chain would depend on visibility, agility and resiliency. The demand for pharma products is expected to grow in the next two decades. In order to capture and maximise the opportunity, the entire network – right from manufacturing to the global distribution - will need to come together and work collaboratively to ensure that the sector remains strong and agile, providing quality products to patients in a timely manner.

Another major difference is the visibility and importance the world has given the pharma supply chain. At no other time in history has the supply chain been so critical to the well-being of the entire world, with not only governments, the media and even the lay person now aware of the tremendous challenges the industry faces but also the companies, organisations and people providing the solutions to meet those challenges.

TIACA and Pharma.Aero are joining forces in Project Sunrays to provide the air cargo industry with clarity of the needs and expectations from vaccine manufacturers and better visibility on future COVID-19 vaccine supply chain specifications

Transparency is paramount

→ In achieving effective global distribution of COVID-19 vaccines, creating transparency between the vaccines manufacturers and logistics industry is paramount.

→ There should be real-time tracking, monitoring and information sharing on shipment and alerts so that preventative actions can be undertaken.

Simplifying the e-booking process

CargoAi offers digital solutions that are tailored to the air cargo industry. **Matthieu Petot**, CEO, CargoAi, shares his perspective of digitalisation. He believes that solutions must be simple and make users' lives easier in a tangible way just like the tools we use in our everyday lives.



financial difficulties, most airlines pursued their efforts and investments to connect to digital applications. For some of our services, webcargo and cargo. one can be considered our competitors, but the three of us have probably captured less than three per cent of the total booking market so it is not worth fighting too much for and it is not wise to only focus on each other. We are all busy enough coping with the amazing growth of our market.

What is your USP that makes you different from other digital platforms?

We are unique in three key areas:

- We are the only application via which a forwarder can request quotes from and bookings with 100 per cent of airlines. On CargoAi, our users don't need to have a different process to work with other airlines – they are all under the same roof.
- We have solutions for airlines, GSAs and forwarders, no matter if they are big or small, via our online application or via APIs. The APIs allow easy integration into their current system.
- We use the most modern and secure technology. Our solutions are going to last for a long time and do not rely on old and slow architecture.

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

From a forwarder's point of view, the airfreight purchasing process is still very traditional. Other industries used to have the same kind of processes



Matthieu Petot CEO CargoAi

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What was the idea behind launching CargoAi?

The airfreight industry has always been 'dusty' and terribly lacking in new technologies and high-end solutions. The idea came to me in 2019, when I came back to airfreight after an experience in innovation at Dyson, and nothing had changed. It was still relying on EDI and traditional and inefficient sales processes. In the meantime, all industries have dramatically improved in the last 20 years in e-commerce, e-purchasing and CRM, but not airfreight.

CargoAi is a huge step forward in digitalisation for the industry because the team is formed of tech specialists and in particular of airfreight specialists who understand the sector's needs perfectly. This combination allows us to offer digital solutions that are tailored to the air cargo industry and its specific characteristics, all while offering the greatest possible simplicity (our solutions can be used right away and do not require any effort from airlines or long roll-out periods). We believe that in order to be used and adopted, solutions must be simple and make users' lives easier in a tangible way – just like the tools we use in our everyday lives. And that's what we've put in place.

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

Most airlines are working on their connectivity and it doesn't make sense for them to work exclusively with only one digital platform. We will all have a lot of work in 2021 as the market is booming and our penetration rates are growing exponentially. Even with COVID, which has caused a lot of With our partners, we carry out all of the technical work upstream so that airlines can be visible on our platform without them having to do anything and so that forwarders can instantly access and book these airlines' capacity

but have evolved with modern tools and processes over the last 20 years to become faster and more optimised and to reduce potential compliance issues.

The same is true from the airline perspective for sales processes; only a few airlines are looking at implementing a CRM and still the majority don't know what one is or have ever heard about Salesforce - a giant company that has penetrated every sales process in every industry for the last 20 years. These are two great examples of inefficiencies. Our approach is to look at all this from a different angle and see where it can be improved and how we can help using modern technologies. As such, we work on the many different issues surrounding digitalisation in airfreight, and simplicity is our goal. With our partners, we carry out all of the technical work upstream so that airlines can be visible on our platform without them having to do anything and so that forwarders can instantly access and book these airlines' capacity.

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

India is a country, where technology is being adopted quickly. We are



working with a growing number of Indian companies and they are very well advanced compared to other parts of the world. It is great to be here and we are getting some good partnerships in place to grow at a rapid pace. The partnership with IBS Software (iCargo) is an excellent example of the synergies that we are creating to help digitalise airfreight. Some markets are highly dynamic, including the Indian market, but we don't limit ourselves to certain regions – we work on a worldwide basis, just like our industry.

Digitise Airfreight

- → CargoAi is a huge step forward in digitalisation for the industry because the team is formed of tech specialists and in particular of airfreight specialists.
- This combination allows us to offer digital solutions that are tailored to the air cargo industry.

DB Schenker commences charters

eacting to the ongoing lack of freight capacity on passenger flights, DB Schenker has extended its global flight network. For the first time in the company history, own-controlled flights connect America, Europe and Asia directly. The first of two routings touching three continents have already taken off from Munich Airport.

INTERNATIONAL NEWS

The new offer comes in addition to the major commercial block space agreements DB Schenker holds with preferred airline partners. Every week, the 43 flights can transport as much cargo as 135 wide-body passenger aircraft would hold. **Thorsten Meincke**, Member of the Management Board for Air and Ocean Freight at DB Schenker, says, "As air passenger travel is still far from



recovery, we have decided to create new and reliable cargo options for our customers. I am especially excited about our new routes via Munich Airport. Our existing and strong flight network will become even more global." The first new route runs from Chicago (RFD) via Munich to Tokyo (NRT) and Seoul (ICN) before flying back to Germany and from there again to the US. It is operated by National Airlines and offers a combined weekly transport capacity of 400 tonnes. The second connection will be launched end of February and alternates from Munich to Chennai (MAA) and Chicago (RFD), with a combined weekly capacity of 300 tonnes. Both routes will run for one year to provide stability in a challenging environment.

Active collaboration is the name of the game

When a cargo craze took wings, SpiceXpress didn't leave any stone unturned in exploring every opportunity available, from launching the cargo-on-seat concept to providing end-to-end logistics services. **Sanjiv Gupta**, CEO, SpiceXpress, shares how the carrier has ensured that the country's supply chain remains intact and what the future holds for air cargo industry.

Kalpana Lohumi

Could you please share the vital trends that will shape the air cargo industry?

I will answer this with a few keywords, which are technological disruption, customer satisfaction, product innovation, cost competitiveness, and collaboration. The initial two batches of transportation of COVID-19 vaccine have taught us that the industry has now come into collaboration mode. There is collaboration custodians, between carriers, forwarders, government agencies and manufacturers. And, I am sure better collaboration is here to stay in the air cargo industry. This is a mega-trend because the collaborative approach that we demonstrated in India is being witnessed globally as well.

<u>SpiceXpress</u>

SpiceXpress Com

How has COVID-19 impacted the air cargo supply chain of pharmaceuticals industry? What should be industry stakeholders' strategy to ensure continuity of supply worldwide?

The pharmaceutical industry was already transporting cold chain cargo and vaccination pre-COVID-19. However, the ongoing pandemic has brought about a better sense of cognizance of the supply chain effort and has highlighted its importance. In my view, active collaboration is the name of the game. The industry stakeholders need to work with a collaborative strategy.

The entire COVID-19 vaccination effort cannot be undertaken without all stakeholders putting in their bit. Government agencies, ministries, handling agencies, freight forwarders, carriers, and custodians have to work even more closely to deliver the vaccination to the final point of inoculation. This is the time to collaborate with each other to achieve a seamless transportation experience for all rather than transporting in a competitive environment. ✓ The initial two batches of transportation of COVID-19 vaccine have taught us that the industry has now come into collaboration mode. There is collaboration between carriers, custodians, forwarders, government agencies and manufacturers ✓

The first two phases of vaccine movement within India and to neighbouring countries in the month of January was done exceptionally well because of a collaborative approach between all the stakeholders. This needs to be repeated for the next phases of vaccine transportation within India. I also see it being replicated for international movement.

What challenge do you see in the colossal task of moving vaccine worldwide?

The major challenges that we could foresee were of maintaining the product integrity by transporting at the right temperature. This came across as a challenge because we were initially not able to determine the exact temperature range required for stability of the vaccine. However, we have overcome this challenge by investing in the right areas and launching our product for temperature-controlled shipment – Spice Pharma Pro.

Spice Pharma Pro gives us the capability to transport temperature-sensitive cargo with 24x7 real-time tracking and temperature and humidity tracking. We are capable of transporting frozen (-40 degrees to 0 degrees), chilled (2 to 8



= 17-519

degrees) and controlled ambient (8 to 15 degrees and 15 to 25 degrees). With the experience that we have gained over the years, we are confident of being able to handle the vaccine movement without major foreseeable challenges.

Please share the strategies the airline has adopted to sail through this difficult time.

We believe in keeping our business simple. We have been actively listening to our customers and adapting to the needs of the market. SpiceXpress has always been customers' preferred logistics service provider. When the international market demanded capacity for international transportation, we were quick to invest in, and deploy our Boeing 737 freighters.

The domestic market required smallercapacity aircraft and we were the first to convert our Bombardier Q400 aircraft to freighters to meet the need. When our

Tracking in real time

→ Spice Pharma Pro gives us the capability to transport temperature-sensitive cargo with 24x7 real-time tracking and temperature and humidity tracking

COVER STORY



air cargo partners demanded a real-time system, we provided them SpiceTag, an end-to-end track and trace system.

When our pharma clients asked us for last-mile delivery support, we strategically partnered with the leading logistics companies of the country to strengthen cold chain network and provide endto-end logistics solution. Hence, the strategy at SpiceXpress is and will continue to be to make our customers' lives simpler.

According to you which are the emerging cargo gateways in the developing world?

There are a few developing cargo hubs in the Asian and Middle Eastern region. I feel that these could be upcoming cargo gateways to cater to the local needs. Also, a few that we have explored to cater to Central Asia in the last few months are:

- Almaty International Airport Kazakhstan
- Tashkent, Uzbekistan

- Manas International Airport, Bishkek, Kyrgyzstan
- Ras Al Khaimah, UAE

Additionally, Khartoum, Sudan is an emerging gateway into East Africa. As a gateway into Europe, we have been using Liege Airport, Belgium & Brussels. Apart from these, I feel that Dhaka, Yangon, Myanmar could be the upcoming hubs in the South Asian regions owing to the growing local consumption. Recent change in trade lanes has been supporting Bangkok, Hanoi and Kuala Lumpur.

The COVID-19 disruption has been such a leveller that any airport can aspire to be a cargo gateway.

Which are the top markets for the carrier to which cargo can be transported?

Demand for airfreight has been increasing for the most improbable of destinations. We are open to the market demands and are completely flexible in terms of the sectors to which we operate our cargo freighters.

Which verticals will you be focusing on in 2021?

The next five years should be highgrowth years for the industry. This will





bounced back like automotive aftersales. While these will be our focus sectors, we will not restrict ourselves to particular industry verticals.

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

In 2020, we have transported about 128,000 tonnes of cargo. We had set out to surpass our milestones that we had set in 2019. The COVID-19 related disruption certainly slowed us down but generated enough opportunity for us to exceed our targets for 2020 by a long way. We were the pioneers in launching 'cargo-on-seat' concept. Adapting to the conditions, we have also converted our Bombardier Q400 passenger aircraft into cargo carrying freighters. Our innovative and adaptive

approach to the market conditions has paid dividends.

What are plans? your expansion

So far we have inducted 17 freighters in our fleet - five Boeing 737, one Boeing 767, seven Bombardier Q 400 freighters, one Airbus A330 and three Airbus A340. However, we see a continuous surge in demand, and the plan is to be able to induct a freighter every few months.

How do you see the future of the air cargo industry?

I had mentioned in one of my earlier interviews in May 2020 that I was expecting a U-Shaped recovery rather than a V-Shaped one. Our industry has taken a breather in 2020. The next five years will be highgrowth years for the industry.

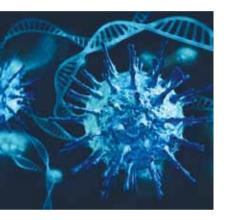
With the end consumer becoming more tech-savvy and more demanding, the air cargo industry is poised to leap forward.

Maintaining the integrity

The major challenges that we could foresee were of maintaining the product integrity by transporting at the right temperature

Digitised supply chain for last-mile distribution

Air cargo is comfortably the most suitable mode for transportation of sensitive vaccine shipments because it can reduce transit time to a bare minimum. **Ashok Rajan**, SVP & Head of Cargo & Logistics, IBS Software, talks about the transformative role of digitisation in last-mile delivery of the COVID-19 vaccine.



he vaccine airfreight supply chain needs to overcome some critical challenges. Not only must shipments conform to pharmaceutical grade handling requirements, but the industry must be able to guarantee delivery of shipments urgently and completely reliably to every corner of the world – the allimportant 'last-mile' of delivery. Global vaccine shipment is consequently a vast logistical puzzle.

Fortunately, air cargo has a secret weapon available that makes this puzzle surmountable; data. Digitising every step of the supply chain provides the ability to socialise mission-critical data with all relevant parties so that it can be used in real time to enable informed decision making. Embedding data collection in all process steps and distributing and analysing data efficiently will be a vital element of the industry's response to arguably its greatest challenge in a generation.

Digitisation will improve lastmile distribution in three major ways:

Extending the reach of airline networks – In the wake of the pandemic, most carriers are operating with smaller fleets and networks. This is a major impediment in their ability to deliver the vaccine across the world. However, the problem can be tackled if carriers could leverage each other's networks to create a system of large conduits between their hubs, and then serve locations throughout this enlarged global network.

The digital platforms that allow such complex networks to operate seamlessly will not only improve the reach of individual carriers, but also provide huge savings in terms of better capacity utilisation – which can help offset the cost of distribution of the vaccine.

Extending digital processes to third party handlers and small

GHAs – Embracing digitised workflows that are driven by configurable rules that can guide processes through electronic work orders, electronic check sheets and process validations will ensure a much more efficient and effective supply chain. Plus they will unlock a huge treasure trove of data which can be used to fine tune the process, identify bottlenecks and drive further improvements in service quality. Digitisation will not only add value in the short-term, it will be a valuable asset for the future. Additionally, for airlines without established third party handler relationships, it can be challenging to establish partnerships and agree to processes and SLAs, which can cause delays. In some markets, smaller GHAs may have limited digital offerings. Extending digitisation to small GHAs lowers the bar for them to access latest digital tools to deliver superior quality of service.

Equipping the supply chain with the flexibility needed to cope with issues – Even the most carefully created transportation plans and standard operational procedure are only fit for purpose if the delivery system is resilient enough to understand deviations in the supply chain and react quickly to get it back on track. Smart digital systems can collate and make sense of data to identify potential issues which can be resolved before it results in catastrophic failure in the last mile.

A 'control tower' system can constantly monitor progress of critical shipments across the network and identify issues such as flight delays or missed milestones which can potentially derail the itinerary and put a huge risk on maintaining the integrity of the vaccine shipments. By working together as an industry to operationalise a progressive approach to air cargo digitisation, every party in the transportation chain can fulfil their responsibilities and the challenge of global last-mile vaccine distribution can be cracked. Digitising every step of the supply chain provides the ability to socialise mission-critical data with all relevant parties so that it can be used in real time to enable informed decision making



Ashok Rajan SVP & Head of Cargo & Logistics IBS Software

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





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ACCD hosts networking lunch

Air Cargo Club of Delhi (ACCD) has kick-started the year with its much-awaited networking lunch at The Radisson Blue Plaza. Since 2020 was a year of challenges and the club couldn't host any event, it looks forward to hosting more such events this year. The lunch saw the august presence of all the members and industry stakeholders.





Robust airfreight station network: A missing link

India's total air cargo volumes reportedly grew to around 3.75 million tonnes in the financial year 2019. **Narayanankutty Karayangal**, Senior Director – Airfreight, DHL Global Forwarding, expresses his views on setting up Air Freight Stations (AFSs) to handle international air cargo.



implementing regulations around cargo handling, staging and storage freight outside the airport.

DHL Global Forwarding operates its own cargo handling facilities in all major cities across continents. We receive the airline ULD, handle the break bulk and stage them according to individual cargo characteristics. All these facilities are TAPA-certified and well equipped with security features, capable of building break bulk import cargo with dedicated pallets and break down positions. Equally, these facilities have different chambers to cater to the various temperature needs of freight. They facilitate conditioning of packing materials as well, so as to support passive cooling solutions for different types of cold chain cargo movements. All these facilities operate with the latest warehousing digital solutions to track the location of freight at any given point in time. Furthermore, we have customised vehicles to transport airline ULD, like roller bedded trucks, which are equipped with forklifts, hand trollies, etc. All these facilities are also monitored by CCTV at specific intervals with the objective of using the footage for continuous improvement of processes.

While Indian airports differ from one another in the provision of such facilities, the main differences include the daily maintenance of warehouses, and the mindset for freight-handling. These warehouse/AFS have Customs bonded

Building import cargo

→ DHL Global Forwarding operates its own cargo handling facilities in all major cities across continents.

All the facilities are TAPAcertified and well equipped with security features, capable of building break bulk import cargo with dedicated pallets and break down positions.

everal freight forwarders including DHL Global Forwarding have a long standing expectation for Air Freight Stations to develop. India's total air cargo volumes reportedly grew to around 3.75 million tonnes in the financial year 2019, a 7.5 per cent growth rate. Airports are built to handle certain capacity levels but are currently handling several times more. There will come a certain inflexion point where these facilities can't continue expanding to cater to such growth. Further, the guantum of cargo that needs to be handled during the peak periods at the end of every month and quarter is significantly higher. Airports are less geared to handle these peaks and have limitations on space, infrastructure and the workforce. All these factors can lead to congestions, disruptions to turnaround time and negatively impact the deliveries for customers.

Increasingly, freight is getting more sophisticated and needs very careful handling, onto and off airline pallets. The lack of skilled handling staff and equipment are often a challenge. An external facility managed by warehouse experts is greatly needed to meet these requirements.

IMPLEMENTATION TAKES TIME

The air cargo sector sees the value and benefits of establishing air freight stations but implementation takes time. There are a few AFSs in India but not commonplace at this juncture. To expand the availability of such facilities, there are several factors to consider; first, making it cost and market competitive for freight forwarders to establish AFSs and airports to transfer ULDs (unit load devices) to freight forwarders and secondly, reviewing and areas for both exports and imports and customs officers are co-housed.

Due to the multiuser facilities and increased flow of cargo at Indian airports, higher than what it was intended for, the lack of AFSs is leading to several hindrances. These include instances of truck congestion, malfunctioning of x-ray machines, workforce disruptions, shortage of handling equipment, fewer number of trained professionals to screen the cargo, etc. Often, the storage facilities of the cargo hold area are sheds and not ideal warehouses in the true sense. The turnaround time of freight differs from airport to airport and is unusually long during month end and quarter end, and sometimes even during weekends. This causes greater idling time for trucks in the airport thereby increasing the cost for

We believe it is our responsibility to ensure the safety and intactness of the freight from pick up of the cargo at the seller's facility till we hand it over to the buyer at destination

forwarders, all of which are wasteful expenses that can be avoided.

WHAT IF THIS PROJECT GETS THROUGH IN INDIA

If the project gets through, DHL would definitely look into setting up our own facilities in phases. Our customers will benefit from the improvement in turnaround time, safety, elimination of damages and pilferages. With DHL Global Forwarding building airline ULD

Cathay Pacific launches Skid FCB

for export cargo, our exporters will benefit because their customers will receive the freight with less damages and pilferages. We can derive cost competitiveness from these operations over a period of time which would benefit customers too.

We believe it is our responsibility to ensure the safety and intactness of the freight from pick up of the cargo at the seller's facility till we hand it over to the buyer at destination. With this mindset, we would be able to provide the customer all that he needs; visibility, smooth documentation with monitoring all the way through and managing exceptions with fast track actions in case of deviations from the initial plans. A robust Airfreight Station network in India is the missing link, breaking the supply chain, and we look forward to it becoming a reality soon.



Narayanankutty Karayangal Senior Director – Airfreight DHL Global Forwarding

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

PRODUCT LAUNCH

athay Pacific Cargo has launched 'Skid Fire Containment Bag' (SFCB) in the Indian market to ensure safe and convenient transportation of lithium-ion batteries with an unlimited loadable weight capacity. This innovative cargo solution is developed to fulfil the growing global demand for lithium-ion battery shipments. SFCB is an advanced and



enhanced version of the earlier introduced 'Fire Containment Bag' (FCB) which had a limited loadable weight capacity of up to 50 kg for lithium-ion batteries. Currently, Skid FCB service has been rolled out to three ports of Cathay Pacific in India – Delhi, Bengaluru and Chennai, and is also available in other ports across the network, namely -Hong Kong, Shanghai, Xiamen, Chongqing, Chengdu, Kansai, London, Taipei, Penang, Dhaka and will be progressively rolled out across Cathay Pacific and

Air Hong Kong network in months to come.

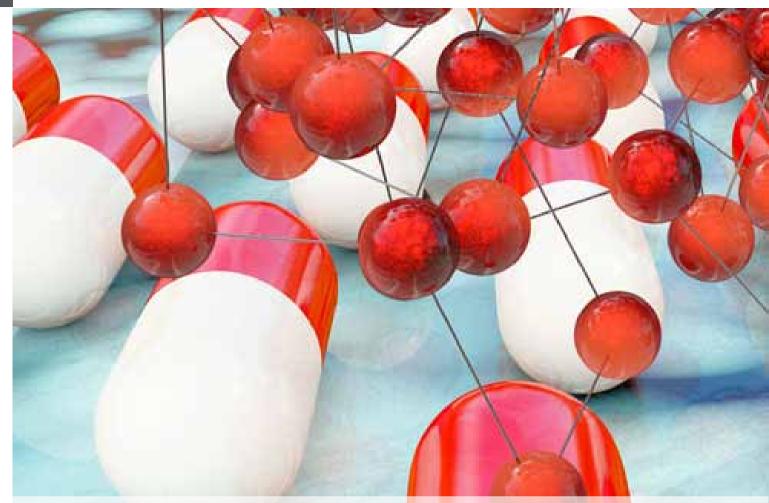
One of the key advantages of Skid FCB is that it is over five times larger and can exclusively be used for skid size shipments like larger-sized batteries used in e-vehicles. The Skid FCB is designed to transport hazardous cargo and is constructed of innovative fire-retardant material that can contain the fire within the bag, in case of the battery combusting. The bag limits the supply of oxygen, while letting the smoke escape triggering the smoke detectors on board, thus also safeguarding other shipments on board.

Rajesh Menon, Regional Head Cargo – South Asia, Middle East and Africa, Cathay Pacific, says, "The support we received across our 50 ports for the Fire Containment Bag has been overwhelming. To further support the movements of lithium battery shipments we have introduced 'Skid Fire Containment Bag' (SFCB). This innovative solution is also aimed to cater to the growing technology and automobile industries in India with the requirement of bigger battery sizes. To ensure the safety of the products, we undertake many initiatives to raise awareness amongst our shippers, freight forwarders, ground handlers and staff."

Benefits of Skid FCB

Skid FCB is over five times larger and can exclusively be used for skid size shipments.

It is constructed of innovative fire-retardant material that can contain the fire within the bag in case of the battery combusting.



Universal collaboration key to resilient supply chain



The COVID-19 crisis has led airfreight to validate once again its vital role in the global economy and distribution of essential medical supplies. **CARGOTALK** explores the impact of the virus on the air cargo supply chain of pharmaceuticals and stakeholders' strategy to ensure continuity of supply worldwide.









ir cargo has historically been the optimal choice for high value and sensitive goods like pharmaceuticals and this pandemic has further magnified the importance of this mode of transportation. With the arrival of vaccine, airfreight is again making an important contribution in fighting this pandemic by playing a vital role in the COVID-19 vaccine global supply chain. However, the pandemic has also highlighted the need of updating the pharmaceutical supply chain. When the pandemic first started, people were having trouble in getting the product access and there were

airfreight capacity issues because with the sudden restriction on passenger flying, the industry has lost the belly capacity too. But pharmaceutical industry has overcame the situation in such a short span and did relatively well, maintaining drugs on pharmacy shelves. Let's hear from the industry experts on the impact of the virus on air cargo supply chain of pharmaceutical and logistics requirements.

Sharing the airport scenario, **Satyaki Raghunath**, Chief Strategy & Development Officer, Bengaluru International Airport (BIAL), says,

"COVID-19 had minimal impact on the supply chain of pharmaceutical cargo at BLR Airport, right from the outbreak of the pandemic. During the pandemic, air cargo volumes have witnessed a faster recovery, as compared to passenger traffic. The faster recovery in cargo volumes is largely due to the transport of essential supplies, especially pharmaceutical and medical equipment. The movement of COVID-19 vaccines will give the cargo industry a boost as this potentially life-saving drug is in high demand across the globe. Air cargo will be the only mode of transport that would be able to meet such immediate delivery timelines. As stated by IATA, a large amount of air freighter space would be required for vaccine delivery. However, easing of restrictions on international passenger operations holds the key to longer-term cargo growth. This will also allow for greater belly capacity and the free flow of pharmaceutical products globally."

Explaining the impact on supply chain due to the uncertain restrictions, Naveen Rao, Founder & Chairman, Sentro Group, shares, "Lockdowns, uncertain restrictions, and different stands of the governments across the globe severely impacted the supply chains. Gaining clarity on various restrictions imposed in various parts of the world is a task as these are locally interpreted and had different meanings altogether. Due to this ever-changing scenario and suspension of regular flight operations, air cargo industry has faced disruption. In order to mitigate the effect on supply chain, many airlines started operating air charter services. Today many airlines have converted passenger aircraft as PTC (passenger to cargo) with or without seats. However, the pharmaceutical industry serves as an essential commodity. Even in tough times like this pandemic, governments are responsible for providing their nationals with adequate quantity and quality of medicine, which pushes all to adapt to new challenges and take it forward. This adaptability to the challenges was the key to success for all the supply chain participants." In his view, airports, airport authorities, warehouses, airlines, agents, shippers,





Satyaki Raghunath Chief Strategy & Development Officer, Bengaluru International Airport (BIAL) and India Cargo Award Winner 2019

Easing of restrictions on international passenger operations holds the key to longer-term cargo growth. This will also allow for greater belly capacity and the free flow of pharmaceutical products globally

Requisites

Experts estimate that somewhere between 12 billion and 15 billion COVID-19 vaccines are needed globally.



Naveen Rao Founder & Chairman Sentro Group

✓ In order to mitigate the effect on supply chain, many airlines started operating air charter services. Today, many airlines have converted passenger aircraft as PTC (passenger to cargo) with or without seats ✓ and consignees have adapted to the challenges slowly and mastered it at all levels – operational, financial & commercial.

Emphasising the that fact pharmaceuticals is one of the verticals which needs a consistent and smooth supply chain always, Vaibhav Vohra, Managing Director, Continental Carriers, stresses, "COVID-19 has caused much disruption to the world in the year 2020. Since the start of the pandemic in early 2020, air travel got obstructed like never before and badly disrupted the pharmaceutical supply chain also. COVID-19 or otherwise, there is always an urgent need for pharmaceutical companies to ensure the delivery of products worldwide. Pharmaceutical supply chain involves lots of complexities and requires logical, realistic and flexible solutions to overcome challenges related to timely distribution of pharmaceutical products. Organised logistics network, digitised supply chain, a highend tracking system are important aspects for the distribution of pharmaceutical products."

Adding to these lines, Rao, highlights, "Restrictions and lockdowns created many urgent situations during the early phase of COVID-19. The industry stakeholders have learned how to work in uncertainty and keep the competitive spirit alive, this strategy should continue. COVID-19 presented a unique situation and highlighted the importance of investing in supply chain resilience to build long-term stable operations. The importance of supply chain resilience and risk management is the lesson learnt well by one and all. Today, the industry stakeholders have already prepared well in advance for the vaccine distribution with temperaturecontrolled warehouses and logistics channels. Civil aviation authorities have already released guidelines on SOPs for carrying vaccine packed in dry ice in temperature-controlled environment. Innovative and economical packaging material has also been introduced to the

market to control the temperature with reduced cost."

"Lack of uniform industry standards for handling pharmaceutical shipments among all the stakeholders is another weak point in the pharmaceutical supply chain. Non-uniform standards lead to time loss as well as hinder optimised use of the cargo capacity of an airline. A resilient pharmaceutical supply chain and sound enterprise decisions call for universal collaboration and coordination efforts from all," he continues.

According to **Rajiv Singh**, Managing Director – India, cargo-partner, "Curbs on tourism resulted in a decrease in airfreight capacity due to flight cancellations and this situation led to bottlenecks in the supply chain. He says, "The airfreight industry was more or less able to maintain some strategic routes with passenger aircraft operating as freighter aircraft, also known as paxto-cargo aircraft. However, the lack of capacity and the inefficiency of such pax-to-cargo aircraft resulted in an increase in airfreight rates."

Singh stresses on the importance of well-designed supply chain in the industry. He notes, "The COVID-19 situation clearly showed that it is very important to be close to the market and

have strong relationships with strategic partners: airlines, trucking companies, manufacturers of temperaturecontrolled packaging. We as cargopartner observe the market very closely and prioritise close collaboration with all parties involved in the supply chain. As a global company, we also benefit from the cooperation between our offices around the world, including our network of Pharma Competence Centers – from Mumbai to Vienna.

It has become clear how important well-designed supply chains are and how vulnerable companies are if they underestimate this issue. Beside assets and equipment readiness, contingency planning has also become much more significant. On some trade lanes, 'Space is Gold' and we have gone from buyers' to a sellers' market in many areas."

"The crisis has sped up innovation, for example, global customs authorities are moving fast towards digital implementations of their respective processes to minimise paper handling for safety during the COVID-19 pandemic," says **V. Raju**, Senior Vice President – CL –Chemical, Pharma & Food Sector, Avvashya CCI, in adding, "Availability and continuity of quality information is key to managing the pharmaceuticals businesses,



even prior to the pandemic. Given the highly complex nature of pharmaceutical supply chains, there would not be a one size-fits-all solution. The current unprecedented environment has forced many stakeholders in the supply chain to think differently and focus on the basics. The re-opening of economies will lead to different industries competing for the limited capacity available on aircraft. Given this situation, airlines might adopt a policy 'go where the money is' in assigning cargo spaces. Notwithstanding this, there is a continued need to enhance supply chain integrity, improve endto-end supply chain visibility coupled with seamless handshakes amongst the players in the air cargo supply chain to ensure the timely and effective distribution of pharmaceutical shipments."

Commenting on the technology part, Rao adds, "Air cargo industry is at a very nascent stage in terms of technology. We need to develop more smart solutions for tracking, monitoring and smooth coordination between various stakeholders of the supply chain. Integration of artificial intelligence and other technologies may present unique opportunities for further supply chain innovation." "Another challenge is to achieve air cargo charter costs as low as regular belly flight space, airlines have worked out a formula of transporting mix density cargo to attain better revenue and handling companies have also come forward with reduced handling rates. Although warehousing, loading, unloading building, x-ray costs are still higher," he adds.

Rao is optimistic that with more competition in the segments, the prices will eventually reduce.

COVID-19 VACCINE ROLLOUT

The vaccine rollout has begun across the world and India has kicked off a leg in the fight against the pandemic by flying Covishield and Covaxin to different parts of Raghunath shares the country. the challenge in the colossal task of moving vaccine worldwide. He says, "Temperature excursions, lack of adequate infrastructure such as cold chain, cargo supply chain, transparency about the condition of the shipment, availability of cargo space and transportation from port to delivery point are key challenges that need to be addressed. Apart from cold chain and supply chain issues, countries would need to prepare and train their health workforce, deploy digital tracking systems, ensure safety surveillance protocols are in place and undertake community preparedness activities. BLR Airport is equipped to handle smooth processing of vaccines because of its state-of-theart infrastructure with a temperaturecontrolled cargo terminal capacity of 60,000 MTPA and 25 dedicated cold storage rooms with adjustable temperature ranges from -25 to +25 degree Celsius."

"The industry could face a shortage of airfreight capacity, especially for certain key corridors where vaccines are being produced as well as hub locations where vaccines are stored," says Singh, in adding "Already a challenge is the lack of dry ice and the safety procedures around producing dry ice, hence several stakeholders in the supply chain are now planning to produce dry ice. The product integrity of vaccines must be maintained throughout the supply chain to ensure patient safety. This requires a great deal of infrastructure to be in place. Especially challenging is the vaccine from Pfizer which needs to be stored and transported at a temperature of -70 °C. Final leg delivery to hospitals and storage at hospitals is critical as most countries' cold chain infrastructure is not built around such temperatures."

Singh further lists a set of challenges:

✤ The temperature requirements are also affected by extreme weather conditions and the complexity of routings for the vaccines. In order to move such large quantities, there will be potential shortages of certain equipment and issues with the positioning of empty equipment.

✤ Beside the pharmaceutical industry, we also have to consider all other industries involved in vaccine distribution, who will also be heavily challenged for supply, such as glass vial producers, the packing industry or the labelling industry.



Vaibhav Vohra Managing Director, Continental Carriers and Face of the Future - India Cargo Awards 2017

Pharmaceutical supply chain requires logical, realistic and flexible solutions to overcome challenges related to timely distribution. Organised logistics network, digitised supply chain, a high-end tracking system are important

Requisites

→ The cold chain requires three major pieces of infrastructure: planes, trucks and cold storage and warehouses.

Currently, the world is capable of producing and distributing around 6.4 billion flu vaccines per year.





Rajiv Singh Managing Director – India, cargo-partner and India Cargo Award Winner 2019

The COVID-19 situation clearly showed that it is very important to be close to the market and have strong relationships with strategic partners: airlines, trucking companies, manufacturers of temperature-controlled packaging

Requisites

➔ In 2021, experts expect companies will produce around 9 billion COVID-19 vaccines, and the cold chain must be able to handle this huge increase on top of the vaccines that must be distributed every year already.

SPECIAL PLANNING, SECURED LOADING & PROTECTION THROUGHOUT THE MOVEMENT

"Vaccine distribution is certainly going to be a challenging task. Vaccine supply and distribution is guite a complex process which requires a temperaturecontrolled atmosphere throughout the shipping process, starting from the manufacturing unit until the delivery point. Presently, cold chain networks are concentrated in the big cities and towns. To fill this gap we need enough cold chain trucks, freighters and a good freight management scenario. A good number of planes, trucks, warehouses and health centres will need to be outfitted with freezers, so air cargo rates and capacity would be another challenge. We just cannot ignore the risk factor and security concerns involved in logistics for the vaccines. Vaccine logistics would require special planning, secured loading and protection throughout its movement," shares Vohra.

Continuing on ideal temperature required for the storage and movement of vaccine, Raju adds, "Temperature mistakes are mostly due to inappropriate shipping procedures in the cold chain, and these losses are estimated at US\$34.1 billion annually. But that number does not even take into account the cost - physically as well as financially – of any illnesses that could have been prevented by timely deliveries of high-guality vaccines. With billions of vaccines needed to address the pandemic, a high spoilage rate would result in an immense financial loss and a huge delay in vaccinations that could result in deaths and a longer global shutdown."

"Different vaccines may require different temperatures and different handling procedures. Hence, staff throughout the cold chain would need different training on how to handle each vaccine. Airports and logistics companies are



currently evaluating whether they can meet this need. The results remain to be seen. These are just a few of the major problems and potential solutions, but there are dozens of interesting scenarios that could arise. And finally, it's possible that with the airline companies reeling from the pandemic, there might not be enough active planes to meet the demand for shipping these vaccines. Preparing and fortifying the cold chain for vaccine distribution will ensure that vaccines are not wasted and will help the world get through this pandemic sooner," he adds.

GENERAL CARGO GETS THE BACKSEAT

Putting stress on such an important concern, Singh points out, "We can see difficult challenges for 'general cargo' in getting space and allocation agreements since many carriers are much focused on the moving of vaccines, putting the general cargo somehow in the background, resulting in the repositioning of aircraft to cover the demand and the cancellation of existing allocations and agreements."

KEEPING COST UNDER CONTROL

Highlighting the pricing part, Rao adds, "Most important for the vaccine is temperature- controlled transportation at an affordable price. Keeping costs under control and maintaining high-quality temperature-controlled transportation and warehousing are key factors for moving vaccine worldwide. Delivering billions of doses of a vaccine that must be transported and stored in a deep-frozen state to the entire world efficiently, will involve hugely complex logistical challenges across the supply chain. Air cargo plays a crucial role in the distribution of vaccines in usual days. But, for COVID-19 vaccines, we need a wellestablished global time- and temperaturesensitive distribution systems."

LOGISTICS SERVICE PROVIDERS' REQUIREMENTS FROM THE SHIPPERS

When asked about the service providers' requirements from the shipper, Vohra says, "The vaccine distribution cost will be measured based on the volume of vaccine and location based demand which is still not cleared by any of the shippers. Also, there is uncertainty on how and when the global rollout will happen."

Product integrity needs to be maintained throughout the supply chain in the vaccine transportation. "To ensure this, the shipper and manufacturer must provide the required product stability data, information around the product, demands around temperature requirements, humidity control etc. There has to be an agreed Standard Operating Procedure (SOP), where critical control points are identified. These critical control points form a Route Risk Assessment. These assessments are normally made by service providers, presented and signed off by the shipper. Accordingly, shipper and manufacturer must have persons in charge of shipping who connect with logistics service providers. Given the global challenges relating to transport capacity, it is also



essential to plan transport schedules very carefully," explains Singh.

On the other hand, Rao stresses, "Adaptability to new challenges, keeping cost-effective service and quality of services is vital as vaccine is temperature-controlled commodity. Deficiency in quality of service will lead to serious consequences, users' health will be at stake."

COLLABORATION ALLOWS EASE OF WORK

According to Rao, "Collaboration is crucial because we need some facilities on a large scale like temp-controlled warehouses and logistical channels. These once developed with heavy investments may not be utilised later and may lead to zero returns in the coming days. Hence, collaboration with existing supply chains with less pressure can act as a saviour for the industry, which can reduce cost and eliminate heavy investment to overcome this pandemic and the crisis which it will leave."

"Supply chain is directly impacted by instabilities in demand and supply. The risk of supply interruptions can only be avoided if the challenges faced by the industry are addressed comprehensively. In the current scenario, horizontal collaboration among stakeholders in the exiting supply chain would allow greater ease of work and cooperation towards accomplishing a common goal, thereby overcoming innumerable challenges," expresses Raghunath.

PHARMACEUTICAL SUPPLY CHAIN BEFORE AND AFTER THE PANDEMIC

"From a technical and industry-oriented point of view, the industry has always had a clear understanding of how the transport and supply chain must function. But now, the industry stakeholders are coming together in order to overcome the new challenges. There are more open partnerships now between different service providers, carriers, packing providers, local warehouse providers. The pandemic has created a more open and transparent global supply chain. The pandemic is not only a challenge, but also a chance for the airfreight industry to drive global standards, like the CEIV, and set up better infrastructure for temperature-controlled cargo at the airports. Before COVID-19, there was basically no public perception of a temperature-controlled supply chain, or it was at least very limited, while now, this topic is the primary focus. At the end of the day, every individual will benefit from this development as anybody could be a patient," states Singh.

"Several vulnerabilities were exposed during the COVID-19 pandemic in the pharmaceutical supply chain, mostly due to a lack of coordination among the various stakeholders. Complete and ongoing supply chain risk assessment, forecasting and planning will be vital going forward. Greater automation and implementation of digital technologies will be equally important to enable true networking and data sharing and maintaining transparency across the entire supply chain which was neglected earlier," voices Raghunath.

Adding to these lines, Vohra enlightens, "This outbreak of pandemic has exposed the weaknesses of the logistics industry. It showed that there is an urgent need to give out of the box solutions and traditional supply chain approaches might no longer be relevant. Logistics companies who have invested in technologies and believe in providing flexible, timely & effective quality solutions embedded with transparency will be the winners."

"With vaccine rollover, demand for many medicines will reduce, leading to new challenges for pharmaceutical companies and their supply chains," notifies Rao. Calling it one of the short-term effects of COVID-19, Rao further explains, "Due to the pandemic, the sale of certain medicines used for symptomatic treatment has increased manifold. People may have bought medicines to keep in their homes but not consumed them. It has boosted the sales manifold.

Similarly, for the pharmaceutical supply chain, pressure for fast delivery in a temperature-controlled environment is enormous. There is a need for developing infrastructure to accommodate this influx in demand. Once the target is achieved, there may be a gap in supply and requirement. It may lead to financial disasters for some companies, who may not be able adapt to new business models with new challenges and opportunities."



V. Raju Senior Vice President – CL – Chemical Pharma & Food Sector, Avvashva CCI

There is a continued need to improve end-toend supply chain visibility coupled with seamless handshakes amongst the players in the air cargo supply chain to ensure the timely and effective distribution of pharmaceutical shipments



High-value commodities opt for airfreight

Establishing passenger to cargo operations last month, Swiss WorldCargo flies Boeing B777-300ER three times a week to Mumbai (BOM) and once a week to Delhi (DEL), and has been flying with full load factors from the day of inception during the COVID crisis. **Shankar Iyer**, Director Cargo India, Middle East & Africa, Swiss WorldCargo, shares details.



Kalpana Lohumi

According to you, what are the most important issues the industry is facing at the moment? And, how should we prepare for the challenges?

The entire air cargo industry is facing challenges, which mainly occurred due to the travel restrictions implemented to combat the Corona crisis from March onwards last year. This led to a significant reduction of the network and required very short-term and innovative planning and flight scheduling. We at Swiss WorldCargo have been able to reinstall a significant part of our long-haul network in order to connect Switzerland with the world and vice versa.

From our perspective, the biggest challenge right now is that it is very difficult to predict how the business will continue to be impacted by the effects of the Corona crisis, which causes very short reaction times and makes longterm planning a challenge. Further, the directional freight flow imbalance due to the pandemic and existing trade barriers pose a major fiscal challenge to the pure cargo operations.

What is the volume of tonnage the airline has been carrying globally? How much capacity do you deploy from and to India?

In the last month, we operated freight flights to both BOM and DEL with our B777-ER or A340-300 which we seek to continue in the future. Globally, we operated over 1,000 cargo flights during 2020 carrying over 23,000 tonnes. Of course, once the passenger travel will pick up again, we will resume our focus on carrying cargo inside the belly of our aircraft.

How did COVID-19 impact the air cargo business in 2020? How are you preparing for this year?

We saw that the demand for air cargo continued in the past year with the reinstating of our long-haul network, through which we have been able to contribute our share and kept the network available. Further, there was a demand for the transportation of medical equipment with the beginning of the crisis, and by end of the year also the transportation of vaccines increased.

What are the vital trends that will shape the air cargo industry? The pandemic reinforced the fact that essential and high value commodities will always choose the airfreight mode.

Globally, we operated over 1,000 cargo flights during 2020 carrying over 23,000 tonnes. Of course, once the passenger travel will pick up again, we will resume our focus on carrying cargo inside the belly of our aircraft

Pure charters, part-share charters are the indicators. New distribution centres and destinations with higher capabilities and connectivity emerged.

Which are the top markets to which cargo can be transported? Also, which verticals will you be focusing on this year?

We as Swiss WorldCargo are specified for the transportation of care-intensive products; we have a long-standing reputation for this segment and will continue with our focus and expertise in this field also for 2021.

Are you looking at expanding cargo operations in India or worldwide?

We have already been successful in keeping our operations running and connecting India with Switzerland. We are also looking into opportunities and possible new destinations if it makes commercial sense. We are looking forward to normalcy in future with daily operations.



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



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Automate to minimise risk and build resilience

A positive outcome of the COVID-19 pandemic for the logistics and supply chain industry has been that the sector has gained its long-due importance in the country. While it was earlier seen as a mere support service, it is now being considered a significant sector. **CARGUTALK** discovers how supply chain leaders can minimise risk and maximise opportunities.

🕈 Kalpana Lohumi



KUSHAL NAHATA CEO & Co-founder, FarEye

🔀 ear 2021 will be a defining year for the supply chain and logistics industry. Industries across retail, manufacturing, food chains, grocery businesses, post and parcel companies, and pharmaceutical firms will ensure greater focus on supply chain resilience and last-mile operations. Some trends that emerged in 2020, like contactless deliveries, curb-side pick-ups, ensuring supply chain resilience, and bringing inventory closer to customers, will continue to influence the way businesses define their logistics goals and drive customer service. But, others that will be equally significant are direct-toconsumer deliveries, autonomous supply

Embracing digital tools that enable real-time dynamic routing, scale deliveries, boost driver productivity and reduce delivery turnaround time will be the smart way forward to build robust logistics operations \checkmark

chain and logistics, loop optimisation, environmental sustainability and order consolidation.

In order to minimise risks and build resilient logistics operations, delivery stakeholders would need to increase focus on predictive intelligence, automation, real-time transportation visibility, and customer experience. Embracing digital tools that enable realtime dynamic routing, scale deliveries, boost driver productivity and reduce delivery turnaround time will be the smart way forward to build robust logistics operations. Machine learning and predictive intelligence can be of immense help when it comes to ensuring scaling delivery operations. Leveraging these disruptive technologies, businesses can quickly and intelligently outsource delivery to the nearest thirdparty delivery providers to ensure rapid scale. It can also optimise delivery routes depending on the number of orders placed from a particular location.



ABHISHEK BANSAL

Co-founder and CEO, Shadowfax Technologies

he pandemic and the lockdown which lasted for a major part of 2020 proved to be a major challenge for most businesses, including the logistics and supply chain sector. The logistics sector performed remarkably and contributed to keeping the supply chain for essential items functional, despite roadblocks. Further, the challenges faced by the sector during the pandemic have highlighted the urgent need for a robust infrastructure that can not only withstand the unexpected disruptions of this scale but is also agile enough to help adapt and bounce back to efficiency. Also, supply chains make up an essential aspect of most businesses today. As the year has progressed, we have seen exciting trends in the industry take shape. Some of these trends include adoption of



✓ Try to build in as much operating resilience as possible, including by setting up an operations war room ✓

technology such as big data and Al. Also, sustainability and omni-channel marketing have emerged as differentiators. The application of technology has grown beyond stock taking, orders and delivery. It has grown into other aspects like security and risk management, process automation, and customer service as well.

Leading a supply chain in this age of constant disruption – both large and small – means managing several priorities while watching for emerging risks and opportunities. But the real challenge is staying focused on things that matter most to long-term business success. The COVID-19 pandemic has disrupted nearly every part of supply chain, from supply upstream to inbound and outbound logistics to demand planning and estimating. Now businesses are beginning to consider plans to build resilience in the medium term and adjust to a 'new normal' beyond the pandemic. As a leader, I would say in times like these, try to build in as much operating resilience as possible, including by setting up an operations war room.



✓ Digitising the shipping and logistics sector, a leap towards the initiative will bring transparency, reduce cost, and provide better cost management ✓

SANJAY BHATIA

CEO, Freightwalla

ear 2020 has shown us the importance of digitisation, and we will see massive adoption of it in 2021. Companies are digitally transforming the management of their supply chains by piloting and applying technologies such as robotic process automation, Machine Learning and Blockchain to traditional supply chain management activities. The industry has learned lessons from the past, and the pandemic gave acceleration to digital transformation, especially in India. Digitising the shipping and logistics sector, a leap towards the initiative will bring transparency, reduce cost, and better cost management. It should also include implementing smart single-window clearance for smooth processing of shipments or approvals. Such initiatives will prepare us to tackle any untoward incidences in the future, like the current pandemic.



Trends set to shake up the space:

- The pandemic has catalysed automation and AI adoption across industries. Going by its proved utility, this trend will only get stronger in the coming year.
- An agile supply chain makes it easier for businesses to navigate disruption within the marketplace and helps adapt to changing market and customer needs.
- Cloud technology is allowing the easy storage of huge amounts of data. There is no need for even physical servers or hard drives. Logistics service benefactors can easily access whatever information they need in almost no time.
- Achieving operational efficiencies in the logistic framework and identifying improvement opportunities is becoming easier because of Big Data Analytics.

INDUSTRY OPINION

delivery

listen



supply chain

freight



Companies can no longer work with the age-old pen & paper method. Leaders need to use the power of Big Data and Artificial Intelligence to revolutionise the supply chain

KRISHNA KHANDELWAL

Chief Business Officer, Locus

he COVID-19 pandemic has pushed supply chain leaders to rethink their strategies. Supply chains in 2021 will become more reactive than predictive. With growing dynamism in demand, there isn't another way out, and supply chains have to be agile in order to cater to the changing needs. We also believe that companies will be more open to technology solutions and be more willing to experiment on their network design overall, given the emergence of new fulfilment models and increasing market expectations. More importantly, green logistics will become a mainstay. Right from environmental-friendly packaging to the use of electric vehicles, companies will do their best to combat the environmental impact of logistics.

To minimise risk and maximise opportunity, one has to spark a digital transformation in their organisation. Businesses need to integrate data analytics and supply chains

to provide much better traceability and predictability. Companies can no longer work with the age-old pen & paper method. Leaders need to use the power of Big Data and Artificial Intelligence to revolutionise the supply chain.



Cargo

✓ Knowing where equipment or material is, what are the exact ETAs, where exactly the drivers are, ensuring driver safety and maintaining SLAs, sustainability - all this is possible if one invests in technology ✓

customer

MRADUL K

VP, Global Sales and Strategy LogiNext

loading

he pandemic has definitely accelerated logistics automation, and we are going to see a lot of innovations in supply chain visibility and tracking, and driver safety and compliance trends. Year 2021 will also be the year where we focus on delivering solutions that improve the customer experience, and increased visibility on that front. Additionally, a key focus area will also be that of total consolidation, which is a strategic imperative where leaders need to rethink their entire delivery operations with the simple goal of - do more (and make more) with less.

If there's one thing that 2020 taught supply chain leaders, it is the importance of visibility and track-ability of supply chains along with a seamless customer experience. Knowing where equipment or material is, what are the exact ETAs, where exactly the drivers are, ensuring driver safety and maintaining SLAs, sustainability

- all this is possible if one invests in technology and plans out a seamless supply chain keeping the next decade and possible disruptions in mind.





Supply chain leaders must go for 'logistics audit' and 'risk audit' to identify improvement areas and vulnerable areas in their supply chain V

VIKASH KHATRI

Founder, Aviral Consulting

Compone of the key areas where pace of change will be transformative will be risk management, agility, use of data analytics and automation. We will see thrust on building resilience and implementation of risk management strategy to incorporate more flexibility and agility to react and adapt guickly in case of any disruption. In the new scenario, a complete relook is required on most counts of supply chain like vendor mix, geography mix, inventory mix, outsourcing mix, etc., which will be the need of the hour. Role of supply chain leaders is guite complex in the modern era. Leaders are expected to deliver a fine balance between cost, quality and service levels across network along with profitability and sustainability. In such a situation, one of the challenging tasks is to identify weak and vulnerable links in the chain. Many of these weak links may be

controllable while some may be non-controllable as well. So, supply chain leaders must go for 'logistics audit' and 'risk audit' to identify improvement areas and vulnerable areas in their supply chain. Objective of these audits is to examine competitiveness and robustness of logistics operations, efficiency and cost structure.

Trends set to shake up the space:

- If India accepts documentation over a Blockchain platform, it will help eliminate all the unnecessary printing, scanning and emailing, and multiple rounds of back and forth, resulting in improved time and process efficiency.
- Exporters still struggle with poor inventory management, lack of container space and transportation, among others. A transition towards smart demand-supply management is expected.
- A crucial component of green logistics is the usage of electric vehicles across all legs of the supply chain. We will see the use of electric vehicles increasing, especially in the last-mile operations of firms.
- A change is expected in upstream and downstream supply chain network. On upstream procurement, global sourcing will get realigned to new sources and we will also see more thrust on onshore procurement in order to mitigate various geo-political risks.
- On the downstream, emergence of omni-channel will be on a fast pace. These omni-channel warehouses will be relatively small in size and closer to consumption markets for faster turnaround.

21 CC Education and NSDC join hands



Sanjay Tiwari Co-founder 21 CC Education

LOGISTICS SKILLS TALK

2 1CC Education has partnered with National Skill Development Corporation (NSDC) to provide skill-based education specifically for the logistics and transportation industry. The partnership is pioneering in its effort to present an opportunity for thousands of users present on NSDC's eSkillIndia portal and in its skilling ecosystem to not only upskill, but also help a largely unaddressed demographic in the Indian workforce build robust careers in the logistics, transportation and supply chain sectors.

Sanjay Tiwari, Co-Founder of 21CC Education, says, "The trend is clear- it is time to change the face of logistics and transportation. It is time to invest in people and in using resources to upskill and reskill them. Through this new association with NSDC, our young and robust workforce will have the opportunity to not only be gainfully employed, but also build a legitimate career by training with us." 21CC's unique application offers nearly 50 courses from a library of 110+ modules that guarantee skill development in logistics

and transportation sectors. These courses are available on NSDC's eskillindia.org portal, which is an online learning hub with more than 800 courses in 20+ sectors.

Meeting demand to be a global leader

A recent report from the World Economic Forum reveals that by 2022, at least half of the Indian workforce will require reskilling or upskilling in order to keep with the changing demands from the logistics sector. India's logistics sector is ripe and rich in potential. According to a KPMG logistics report of 2019, the Indian logistics sector is a US\$ 200 billion market. The explosion of e-commerce and e-tail, further exacerbated by COVID-19 and over 560 million internet subscribers, the transportation of critical goods is now tantamount to an essential service. At the current rate and with the skill level leaving much to be desired, the sector is still predicted to grow at over 10% CAGR in the next five years to reach around \$320 billion to \$330 billion. If the future-ready workforce of skilled professionals is made proficient in warehouse practices, logistics, digital inventory management, space optimisation, exposure to IT, verbal and written communication, the sector has potential to make India a global leader.

FEBRUARY - 2021 CARGOTALI 35

Traffic statistics (Domestic Freight)

(A+B+C+D+E)

			Freight (in tonnes)									
			For the Month			For the period April to December						
S.	Airport	Dec	Dec	%	2020-	2019-	%					
No.		2020	2019	Change	2021	2020	Change					
(A) 19 International Airports												
1	Chennai	8,359	6,890	21.3	44,148	62,992	-29.9					
2	Kolkata	6,874	7,040	-2.4	46,520	76,336	-39.1					
3	Ahmedabad	3,955	4,921	-19.6	26,855	45,002	-40.3					
4	Goa	509	439	15.9	2,212	3,358	-34.1					
5	Guwahati	1,874	1,490	25.8	10,491	16,091	-34.8					
6	Lucknow	862	1,043	-17.4	6,273	9,066	-30.8					
7	Jaipur	1,437	1,488	-3.4	7,926	12,031	-34.1					
8	Trivandrum	132	163	-19.0	643	1,621	-60.3					
9	Bhubaneswar	768	870	-11.7	4,432	7,416	-40.2					
10	Calicut	38	0	-	373	578	-35.5					
11	Varanasi	376	286	31.5	2,034	2,795	-27.2					
12	Coimbatore	575	848	-32.2	3,625	7,515	-51.8					
13	Srinagar	537	371	44.7	4,339	5,919	-26.7					
14	Amritsar	137	37	270.3	584	847	-31.1					
15	Mangalore	21	269	-92.2	1,100	839	31.1					
16	Portblair	498	518	-3.9	2,671	5,130	-47.9					
17	Trichy	0	0	-	0	2	-					
18	Imphal	622	698	-10.9	2,685	6,075	-55.8					
19	Vijayawada	152	158	-3.8	1,167	1,708	-31.7					
	Total	27,726	27,529	0.7	1,68,078	2,65,321	-36.7					
-) 6 JV Interi											
20	Delhi (DIAL)	30,054	29,340	2.4	1,87,534	2,75,616	-32.0					
21	Mumbai (MIAL)	18,241	24,808	-26.5	99,136	2,17,898	-54.5					
22	Bangalore (BIAL) 12,764	12,072	5.7	83,436	1,17,382	-28.9					
23	Hyderabad (GHI	AL)5,029	5,393	-6.7	32,238	47,264	-31.8					
24	Cochin (CIAL)	1,060	1,118	-5.2	6,097	10,640	-42.7					
25	Nagpur (MIPL)	886	710	24.8	4,105	6,672	-38.5					
	Total	68,034	73,441	-7.4	4,12,546	6,75,472	-38.9					
-) 9 Custom	-										
26	Pune	3,444				28,421						
27 28	Patna Bagdogra	1,129 715	959 577	17.7 23.9		9,694 5,862						
20	bayuoyia	113		لا.د∠	4,133	J,00Z	-23.2					

			Freight (in tonnes)								
			For the Month			For the period					
S.	Airport	Dec	Dec Dec %			April to December 2020- 2019- %					
з. No.	Airport	2020	Dec 2019	% Change	2020-	2019-	% Change				
20		4 4 4 2	070	27.0	4.250	7.676	42.2				
29	Indore	1,113	870	27.9	4,350	7,676	-43.3				
30 31	Visakhapatnam	264 1,049	330	-20.0 57.5	2,471 5,084	4,035 7,227	-38.8				
32	Chandigarh Surat	403	666 	75.2	2,950	2,861	-29.7 3.1				
33	Madurai	265	159	66.7	1,306	1,221	7.0				
34	Aurangabad	102	45	126.7	476	556	-14.4				
	Total	8,484	6,926	22.5	47,622	67,553	-29.5				
/ D) 20 Domest	-									
35	Ranchi	705	483	46.0	3,614	4,539	-20.4				
36	Raipur	562	565	-0.5	3,098	4,756	-34.9				
37	Agartala	179	281	-36.3	1,243	3,223	-61.4				
38	Jammu	173	98	6.1	623	1,082	-42.4				
39	Bhopal	163	149	9.4	814	1,043	-22.0				
40	Dehradun	10	21	-52.4	40	132	-69.7				
41	Udaipur	1	0	-	2	3	-33.3				
42	Vadodara	391	363	7.7	1,039	2,662	-61.0				
43 	Leh	326	184	77.2	1,109	1,542	-28.1				
44	Jodhpur	0	0	-	0	1	-				
45	Dibrugarh	109	40	172.5	525	703	-25.3				
46	Hubli	3	10	-70.0	56	80	-30.0				
47	Silchar	72	56	28.6	420	625	-32.8				
48	Tuticorin	0	2	-	0	41	-				
49	Kanpur (Chakeri)		22		50	115	-56.5				
50	Rajkot	9	3	200.0	13	24	-45.8				
51	Jharsuguda	2	8	-75.0	20	42	-52.4				
52	Dimapur	37	28	32.1	171	261	-34.5				
53	Juhu	17	34	-50.0	91	281	-67.6				
54	Jorhat	5	0	-	16	0	-				
 55	Agatti	0		-	0	55	-				
Tota	al	2,723	2,355	15.6	12,944	21,210	-39.0				
(E) 2 St Govt./ Pvt Airports											
56	Lengpui (Aizwal)	48	37	29.7	284	349	-18.6				
57	Nasik (Hal Ozar)	16	0	-	17	7	142.9				
•••••	Total	64	37	73.0	301	356	-15.4				
Gra	and Total 1	,07,031	1,10,288	-3.0	6,41 <u>,</u> 491	10,29,912	-37.7				

* Estimated

Traffic statistics (International Freight)

			Freight (in tonnes)								Freight (in tonnes)					
			For the Month			For the period April to December					For the Month			For the period April to December		
S. No.	Airport	Dec 2020	Dec 2019	% Change	2020- 2021	2019- 2020	% Change	S. No.	Airport	Dec 2020	Dec 2019	% Change	2020- 2021	2019- 2020	% Chang	
(A)	A) 15 International Airports					(B) 6 JV International Airports										
1	Chennai	23,768	23,257	2.2	1,52,041	2,12,115	-28.3	16	Delhi (DIAL)	43,141	52,284	-17.5	3,26,130	4,65,250	-29.9	
2	Kolkata	4,216	4,828	-12.7	25,358	45,252	-44.0	17	Mumbai (MIAL)	45,038	52,430	-14.1	3,03,075	4,43,738	-31.7	
3	Ahmedabad	3,046	3,875	-21.4	14,564	37,897	-61.6	18	Bangalore (BIAL)	20,425	18,896	8.1	1,47,283	1,71,073	-13.9	
1	Goa	67	63	6.3	165	841	-80.4	19	Hyderabad (GHIAL) 5,809	6,912	-16.0	45,097	62,988	-28.4	
5	Guwahati	0	0	-	18	3	500.0	20	Cochin (CIAL)	2,623	4,023	-34.8	24,327	46,988	-48.2	
5 	Lucknow	20	232	-91.4	617	2,536	-75.7		Nagpur (MIPL)			-		829	-98.9	
7	Jaipur	95	164	-42.1	325	1,741	-81.3				1,34,582	12.0			-29.0	
3	Trivandrum	1,148	1,620	-29.1	10,725	18,749	-42.8				• •	-15.0	0,45,921	11,90,866	-29.0	
9	Bhubaneswar	0	14	-	18	42	-57.1	(C)		4 Custom Airports						
10	Calicut	633	2,314	-72.6	6,894	20,930	-67.1	22	Pune	0		-	0	189		
11	Varanasi	0	0	-	0	5	-	23	Indore			-85.1	34	618	-94.5	
12	Coimbatore	27	208	-87.0	413	2,005	-79.4	24	Visakhapatnam	25	54	-53.7	32	369	-91.3	
13	Amritsar	69	127	-45.7	291	975	-70.2	25	Madurai	21	109	-80.7	76	1,249	-93.9	
14	Mangalore	27	300	-91.0	489	2,228	-78.1		Total	53	265	-80.0	142	2,425	-94.1	
15	Trichy	268	594 37,596	-54.9	1,743	6,143	-71.6		Grand Total	1,50,473	1,72,443	-12.7	10,59,724	15,44,753	-31.4	
	Total	33,384		-11.2	2,13,661	3,51,462	-39.2		(A+B+C)						(Source: A	

Monthly Traffic And Operating Statistics During 2020 (Provisional) (Scheduled Domestic Services) (Cargo Carried)

	Freight in Tonnes	Mail in Tonnes	Total in Tonnes	Freight in Tonnes	Mail in Tonnes	Total in Tonnes	Freight in Tonnes	Mail in Tonnes	Total in Tonnes	Freight in Tonnes	Mail in Tonnes	Total in Tonnes
JAN to		Air Asia	3		Air India	a	Air	India Ex	press		Alliance	5
MAR	9,653.9	219.6	9,873.4	6,797.8	751.9	7,549.7	227.8	0.0	227.8	53.5	0.0	53.5
APR	-	-	-	-	-	-	-	-	-	-	-	-
MAY	153.9	11.0	164.9	199.9	12.2	212.1	0.0	-	0.0	85.0	_	85.0
JUN	1,522.1	159.5	1,681.6	2,050.8	_	2,050.8	_	_	_	8.0	_	8.0
JUL	1,590.0	118.6	1,708.6	1,937.3	-	1,937.3	_	-	_	23.6	-	23.6
AUG	1,963.7	127.9	2,091.6	2,378.5	_	2,378.5	_	_	_	32.5	_	32.5
SEP	2,803.8	179.7	2,983.5	3,466.7	-	3,466.7	_	_	_	36.2	-	36.2
OCT	4,151.3	214.8	4,366.1	3,990.3	-	3,990.3	_	-	_	37.1	-	37.1
TOTAL	21,838.5	1,031.1	22,869.6	16,805.8	1,910.3	18,716.1	227.8	0.0	227.8	275.9	0.0	275.9

JAN	Blue Dart			GoAir				SpiceJe	et	Indigo		
to MAR	27,756.7	0.0	27,756.7	3,279.4	0.0	3,279.4	35,056.7	0.0	35,056.7	58,953.2	3,452.3	62,405.5
APR	3,341.0	-	3,341.0	-	-	-	-	-	-	-	-	-
MAY	6,219.9	-	6,219.9	-	-	-	3,850.0	-	3,850.0	782.3	192.7	974.9
JUN	10,359.6	-	10,359.6	887.3	_	887.3	5,965.9	_	5,965.9	7,861.0	1,410.2	9,271.2
JUL	10,936.2	-	10,936.2	1,036.6	_	1,036.6	2,863.6	-	2,863.6	10,776.5	1,797.6	12,574.1
AUG	10,510.7	-	10,510.7	1,746.7	-	1,746.7	3,533.4	-	3,533.4	11,349.1	1,959.6	13,308.7
SEP	11,250.7	_	11,250.7	3,387.6	_	3,387.6	5,059.4	_	5,059.4	13,099.1	2,296.4	15,395.5
OCT	10,503.6	_	10,503.6	4,315.1	-	4,315.1	5,711.4	-	5,711.4	15,878.0	2,522.2	18,400.1
TOTAL	90,878.4	0.0	90,878.4	14,652.6	0.0	14,652.6	62,040.5	0.0	62,040.5	118,699.0	13,631.1	132,330.1

(Source: DGCA)

Green logistics

Indian logistics and warehousing sector is set to grow by 35 per cent by 2021. With all the ingredients for success such as its global expertise, FM Logistic India aims to become the leader of the contract logistics market in the country. **Alexandre Amine Soufiani**, Managing Director, FM Logistic India, shares the plan for the future.



Alexandre Amine Soufiani Managing Director FM Logistic India

🧡 Kalpana Lohumi

What solutions are you offering in the logistics and warehousing space to fulfil changing demands?

We aim to develop the long-term partnership approach with our customers by offering process optimisation and operational efficiencies with the help of CI, 100 per cent compliances and better work environment, sustainable development initiatives and a safety culture with periodic training and audits.

To keep pace with the ever-increasing customer demand, FM Logistic India offers warehousing and distribution solutions that are tailor-made to provide our customers with what they want, whenever they want it and wherever they want it, undertaking various customercentric measures be it focus

and action orientation to address customer concerns on urgent basis; measurement of possible customer concerns before and as they come up and present solutions to clients for resolutions; structured MIS and monthly review meets with customers and specialised team of industrial engineers to make processes leaner and more efficient for cycle time reduction, systems and workflow customisation; manpower planning and training and centralised audit team to audit inventory and processes. Secondly, we have commissioned an array of WMS & IT solutions to enable omni channel services for our customers, which is indeed the need of the hour. We partner with clients to realign supply chains to cater to omni channel (both B2B and B2C flows) from the same warehouses, under one roof. Digitalisation and automation are also a primary area of focus for FM

Logistic. In India, we have implemented drones for inventory control at one of our operational MCFs and are in the process of getting this implemented across all warehouses. We have also implemented a fully automated packing line for various clients across India.

We also offer a range of valueadded services enabling a variety of logistics delivery models that improve customer service while mitigating inventory and transportation costs. Value-added services include kitting & de-kitting, pre-packing, co-packing and co-manufacturing, labelling & MRP stickering, bundling, customised packing and return customisation. We also provide top-of-the-line storage and handling equipment.

An increasing shift towards renewable or 'green' energy sources (solar, wind, etc.) is propelling the development of electric mobility and facility solutions for logistics. Sustainability is in the heart of our DNA at FM Logistic. We

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are one of the 3PL service providers in India to be associated with this initiative for sustainable development with the United Nations Global Compact Network. We will soon launch electric vehicle intra city transportation in metros. We also plan to invest locally in electric trucks for urban distribution.

Urban logistics with green energy and last-mile is the next priority. FM Logistic is committed to the objective of decarbonising our distribution activities and last-mile logistics. We have created Citylogin, an urban, sustainable and effective solution to limit the impact of delivering goods (pollution, noise, congestion, etc.) in city centres, by using suburb-based warehouses and small hybrid or electric vans. In India, we have invested in electric vehicles to carry out hyper local deliveries in cities. These vehicles will be operational by the end of this quarter.

What are the trends you see in the logistics and warehousing industry, besides omni-channels?

In addition to omni channel logistics, below are some of the trends in the logistics and warehousing industry to look out for in 2021:

Connected Life - Secured, real-time access to the consumer's ecosystem of connected devices can enable a variety of innovative pick-up and delivery services, as well as improved customer service support and valuable insight generation for logistics providers.

Augmented Reality - Blurring the lines between the digital and physical worlds, Augmented Reality (AR) will provide new perspectives in logistics planning, process execution.

Internet of Things - The Internet of Things (IoT) has the potential to connect virtually anything to the internet and accelerate data-driven logistics.

Robotics & Automation - Robotics solutions are entering the logistics



workforce, supporting zero-defect processes and boosting productivity.

What are the main challenges you have overcome?

The biggest challenge faced by the industry today is insufficient integration of transport networks, information technology, warehousing & distribution facilities, and real-time flow of information. Regulations, existing at a few different tiers, are imposed by national, regional and local authorities. However, the regulations differ from city to city, hindering the creation of national networks.

Trained manpower is essential both for the third party logistics sector as well as manufacturing and retailing sectors. At the warehouse level, FM Logistic India has recently launched the Supervisor Development Program through which existing warehouse associates can become Team Leaders. The eligible associates are evaluated on the basis of their performance.

Poor facilities and management are the reason for high levels of loss, damage and deterioration of stock, mainly in the perishables sector. Part of the problem is insufficient specialist equipment, i.e. proper refrigerated storage and containers, but it is also partly due to lack of training. The practitioners and the academicians are now aware of the importance of logistics and supply chain, however, the field is still under-penetrated as far as research is concerned.

What is your present network? What are your expansion plans five years down the line?

With an extremely strong client base

that includes several blue-chip Indian and multi-national corporations, we manage more than 6 million sqft of warehousing space and provide warehousing & distribution logistics services for the FMCG, retail, automotive, e-commerce, engineering, telecom, pharma and other sectors. In 2020, despite the ongoing pandemic, we added 1 million sqft of warehousing space under our operations. We plan to expand our operations by another 30 lakh sqft by the end of 2022-23.

We will soon start operations at our two new multi-client facilities, i.e. 400,000 sqft in Farukhnagar where we start operations for phase 1 of our own 700,000 sqft warehouse. We have signed a strategic partnership with Welspun One Logistic Parks to develop 900,000 sqft in the next three years.

Thanks to our sister real estate company NG Concept: We are working on deal closures for additional A grade state of the art Multi Customer Facilities of an average size of 300,000 sqft each in Bengaluru, Delhi NH1, Kolkata, Chennai and Hyderabad.

Over the next five years, we aim to become the leader of the contract logistics market in India. We aim to establish ourselves as a long-termoriented Indian service provider with deep human values, stable, reliable, with strong industry-wide expertise having non-negotiable priorities on safety, compliance, quality, CI and customer satisfaction. We are working towards being positioned as the pioneer service provider for sustainable and green logistics. The biggest challenge today is insufficient integration of transport networks, information technology, warehousing & distribution facilities, and real-time flow of information

FM Logistic India's network

➔ More than 6 million sqft of warehousing space managed at present.

→ 1 million sqft of warehousing space added in 2020.

C@VID vaccine Logistics drive begins

India's biggest fight against the pandemic has begun with Indian airlines, including Air India, SpiceJet and IndiGo, and major airports like Delhi, Mumbai, Hyderabad, Bengaluru and Kochi, among others, getting involved in the movement and storage of vaccines. Meanwhile, Directorate General of Civil Aviation (DGCA) has issued guidelines to airlines and other aircraft operators for transportation of COVID-19 vaccines.



54 boxes of the COVID-19 vaccine, consisting of approximately 650,000 doses, arrived at BLR Airport from Pune at 11:45 hours on Tuesday, January 12, 2021



The first truck carrying the shipment of COVID-19 vaccine entered on January 12, 2021 into the facility of Delhi Cargo Service Center from the airside rolls



The second lot of COVISHIELD vaccine (over 30.86 lakh doses) was dispatched on January 20, 2021 from AAI's Pune to Delhi Airport



GMR Hyderabad Air Cargo (GHAC) handled the first consignment of COVID-19 vaccines shipment, consisting of 31 boxes of 1 MT of Covishield vaccine, arrived at the Cargo terminal by the Spicejet freighter from Pune





In-line with its commitment to provide support to the nation in the current scenario, IndiGo transported a total 5,785 kg of shipments from SII and Bharat Bio-tech - vaccine vials equating to 21.60 lacs doses - between January 12, 2021 and January 19, 2021



ABU Dhabi launches Hope Consortium for global vaccine distribution



The vaccines developed by BioNTech and Pfizer arrived by truck in warehouses across the continent



SpiceJet carries India's first COVID-19 vaccine shipment; transports close to 4 million doses weighing 11 tonnes on the first day shipment





Chhatrapati Shivaji Maharaj International Airport (CSMIA) became the first airport in the country to export the vaccine to international destinations. The Airport has initiated the international shipment of Covishield vaccine to Brazil and Morocco



The second batch of the COVID-19 vaccine arrived at Cochin International Airport Limited (CIAL)

Domestic road freight sector to contract by 12%

According to the recent report released by ICRA on domestic road transportation sector, smart sequential recovery is visible in the logistics sector Q2 FY2021 onwards, but sustainability of recovery remains critical. Logistics companies have also managed to arrest extent of earnings contraction through adoption of cost control measures, freight rate hikes, etc.



Shamsher Dewan Vice President ICRA Ratings

Y CT Bureau

he Indian logistics sector has witnessed a sequential recovery in months following the severe disruption in Q1 FY2021 on account of the nation-wide lockdown. The pandemic-induced disruptions had created demand-side and supply-side challenges, however, as the restrictions eased and economic activity revived, the freight availability for logistics players also improved. Although the Y-o-Y volume and revenue contraction continued even in Q2 FY2021, the recovery has been faster than expected, with volumes reverting to yearago levels by September 2020 and improving thereafter.

According to **Shamsher Dewan**, Vice President, ICRA Ratings, "As the economy opened up and industrial, manufacturing, construction and consumption activities picked up pace, freight availability also improved, aiding recovery in the sector. Freight rates also held up in this period. As ✓ Despite the sequential improvement reported in Q2 FY2021, ICRA expects the pressure on earnings and credit metrics of logistics entities, especially the smaller unorganised players, to continue over the near-term ✓

such, although revenues continued to contract in Q2 FY2021, the pace of contraction mellowed down. As per industry estimates, freight volumes reverted back to year-ago levels by the end of Q2 FY2021, and have improved further in the third quarter, with festive-led demand and specific sectors like e-commerce leading the growth. This trend was visible in E-way bill and Fastag data, which reached prepandemic levels in September 2020 and posted Y-o-Y growth in October and November 2020."

With the encouraging trends visible so far, ICRA expects that the logistics sector would be able to pare back some of the volumes and revenues lost during the first quarter, with rural-led sectors and sectors such as e-commerce, pharmaceuticals and auto aiding recovery. Accordingly, ICRA expects the revenue of its sample of logistics companies to decline by 12-14% Y-o-Y in FY2021, despite the 18% contraction reported in H1 FY2021. Nevertheless, in the absence of a successful commercial vaccine, the possibility of a second or third wave, and possible lockdowns imposed to combat it, poses potential downside risks to these estimates.

In terms of profitability, logistics companies have been able to arrest the extent of earnings contraction to a large extent, supported by rationalisation of fixed overheads and implementation of cost-control initiatives. Accordingly, the aggregate OPM of ICRA's sample expanded by 900 bps on a sequential basis and 100 bps on a Y-o-Y basis during this period. However, with the impact of several cost-control initiatives like employee salary reduction, rental waivers, reduction in lorry hire charges, etc., being temporary in nature, and with the firming up of diesel prices, ICRA believes that margins are likely to moderate from the highs of 9.6% reported in Q2 FY2021. Accordingly, ICRA expects the aggregate operating profit margins of its sample to be in the range of 6.0-8.0% in FY2021, as against 8.8% in FY2020.

"Despite the sequential improvement reported in Q2 FY2021, ICRA expects the pressure on earnings and credit metrics of logistics entities, especially the smaller unorganised players, to continue over the near-term, given the challenges of overcapacity prevalent in the system even prior to the pandemic.



GUJARAT GOVT AND APSEZ SIGN MOU FOR AIR CARGO COMPLEX AND MMLP



Gujarat government has inked an agreement with Adani Ports and Special Economic Zone (APSEZ) to explore possibilities of development of a dedicated air cargo complex and multi-modal logistics park in the state at Virochan Nagar near Sanand, Gujarat, Adani Ports and SEZ said in a regulatory filing. APSEZ informs that the aforesaid evaluation is subject to various regulatory and legal permissions/ approvals and clearances including land acquisition. "We will announce any such development as and when any concrete decision is reached in such matters after evaluation," the filing noted. According to the state government, the project will be completed in a phased manner in three years as the work will commence within six months after obtaining required clearances and permissions.

SPICEJET TO USE BRUSSELS AIRPORT AS ITS FLIGHT POINT IN EUROPE

SpiceJet has signed a Memorandum of Understanding (MoU) with Belgium's Brussels Airport to provide seamless transportation of COVID-19 vaccine. As strategic partners, both SpiceJet and Brussels Airport Company NV will jointly work with the government, pharma companies and forwarders to ensure a reliable ecosystem for vaccine delivery in a temperature-controlled environment. Besides, they will also work towards developing and strengthening a direct air link for Spice-Jet with Brussels Airport.

As part of the association, Brussels Airport will be SpiceJet's first flight point for Europe. The airline's cargo arm, SpiceXpress, envisions to provide rapid and secure transportation of COVID-19 vaccine from and to Europe and beyond.



HYDERABAD AIRPORT & DUBAI AIRPORTS LAUNCH PROJECT 'HYDXB-VAXCOR'



In a bid to build an exclusive Vaccine Air Freight Corridor Product called 'HYDXB-VAXCOR' (Hyderabad to Dubai global Vaccine Corridor), GMR Hyderabad International Airport & GMR Hyderabad Air Cargo (GMR-HYD) and Dubai Airports are coming together, and the MoU for the same was signed by Pradeep Panicker, CEO-GMR Hyderabad International Airport, Saurabh Kumar, CEO-GMR Hyderabad Air Cargo and Eugene Barry, EVP-Commercial. Dubai Airports Corporation in a virtual ceremony. As per the MoU, GMR-HYD and Dubai Airports will be according priority to the temperature-sensitive vaccine shipments moving between GMR Hyderabad and Dubai Airports for further connections to various continents as part of the 'HYDXB-VAXCOR' and build this service offering as value proposition for the vaccine customers.

BENGALURU AIRPORT PROCESSES 33,053 MT OF CARGO

Kempegowda International Airport, Bengaluru (KIAB/ BLR Airport) has continued to maintain positive momentum as 33,053 metric tonnes (MT) of cargo were processed in December 2020. Working in close coordination with the Central Board of Indirect Taxes and Customs (CBIC), Ministry of Finance and BLR Airport's cargo partners – Air India SATS and Menzies Aviation Bobba Bengaluru – this is the highest amount of cargo ever processed at BLR Airport for the month of December since airport operations commenced in 2008. International cargo grew at seven per cent, with a throughput of 20,288 MT in December 2020.



AARGUS GLOBAL LOGISTICS LAUNCHES WAREHOUSE FOR PHARMA



Aargus Global Logistics has recently unveiled 11,500 sqft state-ofthe-art temperature-controlled warehouse at Delhi International Airport next to Terminal 3. The warehouse caters to the export and import of pharmaceuticals and perishables industry maintaining ambient temperature between 15-25 degree Celsius and two to eight degree Celsius. The facility will be operated under the guidance of a GDP-certified team of the company. The company maintains the temperature monitoring systems necessary to safely store and distribute pharmaceuticals/fresh products through systematic qualification and validation process.

PM MODI UNVEILS REWARI-MADAR SECTION OF WESTERN DFC



Prime Minister Narendra Modi inaugurated the 306-km new Rewari-Madar section of the Western Dedicated Freight Corridor (WDFC). While dedicating it to the nation, Prime Minister also flagged off the world's first double-stack long-haul 1.5-km-long container train hauled by electric traction from New

Ateli-New Kishangarh through video-conferencing.

The 306 km Rewari-Madar section of Western DFC will provide quantum boost to freight and logistics by decongesting Indian railway network with energy efficient transportation and reduced transportation cost. The new Rewari-Madar section of the WDFC is situated in Haryana (approximately 79 km in Mahendragarh and Rewari districts) and Rajasthan (approximately 227 km in Jaipur, Ajmer, Sikar, Nagaur and Alwar districts).

GATEWAYRAIL ASSOCIATES WITH WESTERN DEDICATED FREIGHT CORRIDOR



GatewayRail Freight is one of the first operators on the Western Dedicated Freight Corridor. **Sachin Bhanushali**, Director & CEO, Gateway Rail Freight, says, "The transit time of our trains will reduce significantly and we will be able to provide an even more reliable service to our customers through our North India ICDs at Garhi Harsaru, Faridabad and

Ludhiana. Our intermodal hub at Garhi Harsaru, Gurugram in NCR is now connected to the Western Dedicated Freight Corridor. We have created the necessary infrastructure at this terminal to operate regular services on the DFC for Mundra and Pipavav Ports from our container terminal. We will also be operating our train services for Nhava Sheva port on the DFC through our Gujarat hub at Viramgam near Ahmedabad."

INDIA'S FIRST 'ALTERNATE INVESTMENT FUND' BY WELSPUN ONE

Welspun One Logistics Parks has announced the launch of its first Alternate Investment Fund (AIF) product 'Welspun One Logistics Parks Fund I'. The fund, a SEBI-registered Category II AIF, is India's first warehousing fund that provides domestic institutions, HNIs, family offices and



Anshul Singhal Managing Director Welspun One Logistics Parks

NRIs, an opportunity to invest in the booming warehousing and industrial real estate sector in India. The fund has a target size of ₹500 crore with a tenure of four years and a hurdle rate of 15 per cent. It has a significant commitment from the Welspun promoter family office of ₹75 crore.

Anshul Singhal, Managing Director, Welspun One Logistics Parks, says, "Our business model of an integrated fund, development and asset management platform ensures that there is control over the entire lifecycle of the investment including land acquisition, leasing, development and divestment."

CRYSTAL LOGISTIC SIGNS MOU WITH PLUSS FOR COVID-19 VACCINE DELIVERY

Crvstal Logistic Cool Chain (Crvstal) has signed a Memorandum of Understanding (MoU) with Pluss Advanced Technologies (PLUSS) for the supply of indigenously developed precise temperature control boxes required for maintaining the effectiveness of the vaccine during transport. According to the MoU, PLUSS will supply its patented product - Celsure®, developed using its proprietary Phase Change Material technology, for transportation of the COVID-19 vaccines from the manufacturer to different parts of the country. Refrigerated transportation on pan-India network. "Transportation of the vaccine while maintaining the precise temperature control is as important as the vaccine itself. This partnership is a very significant step towards ensuring the COVID-19 vaccine reaches its destinations in a way that maintains its efficacy," said Samit Jain, MD, PLUSS. With PLUSS' temperature

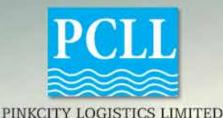


said **Samit Jain**, JSS' temperature control boxes we will ensure lastmile delivery, to even the remotest parts of India," said **Akash Agarwal**, CEO, Crystal Logistic Cool Chain.

BALMER LAWRIE'S HYDERABAD WAREHOUSE HANDLES COVAXIN'S 2 LAKH DOSES



Supporting Bharat Biotech in the COVID-19 vaccination drive, Balmer Lawrie's Temperature Controlled Warehouse (TCW) at Hyderabad, handled 2 lakh doses of Covaxin on January 21, 2021. The activities included unloading, storage, packaging, loading and despatch of Covaxin to different parts of the country as per the Government of India's directive. The service provider has Temperature Controlled Vehicles (TCV) and TCWs at Medchal (Hyderabad) with storage capacity of 3,500 pallet positions, Rai (Harvana) with 3,800 pallet positions and Patalganga (Navi Mumbai) with 3,840 pallet positions, adhering to international standards, besides other facilities. A new TCW is being set up at Bhubaneswar.



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CARGO MOVEMENT

ALLCARGO LOGISTICS MUMBAI

Allcargo Logistics has appointed **Suresh Kumar** as its Chief Executive Officer - India. With over 28 years of industry experience and a proven track record in building and expanding businesses as well as driving change management initiatives, his appointment is well-timed with Allcargo's strides towards sustainable growth and digital transformation. Kumar will head Allcargo's CFS, P&E, and Contract Logistics divisions as well as focus on overall organisational compliance and adherence to ESG standards.



DACHSER KEMPTEN

Burkhard Eling has joined Dachser as Chief Executive Officer (CEO) and Spokesperson of the Executive Board. He heads the Corporate Strategy, Human Resources, Marketing executive unit, which also includes Corporate Key Account Management and the Corporate Governance & Compliance division. Eling succeeds Bernhard Simon, who will take over as Chairman of the Supervisory Board of the family-owned company in mid-2021. Eling joined Dachser in 2012 as Deputy Head of the Finance, Legal and Tax executive unit.





NATIONAL AVIATION SERVICES DUBAI

National Aviation Services has appointed **Burak Kurt** as group COO for cargo. In his new role, Kurt will be responsible for driving technology and innovation, improving cargo growth and expanding the company's cargo business in new growth markets in the MENA region. Kurt has served as Celebi's Chief Executive Officer for its India office since November 2019. He has been associated with Celebi Aviation for the last 20 years holding several key role, having begun his career at Celebi Aviation in 2001 as an operations agent.

NALLIAN BELGIUM

Nallian has appointed **Steven Polmans** as its Chief Customer Officer. Polmans, who is well known in the air cargo industry and was previously director of cargo and logistics at Brussels Airport and is currently TIACA chairman, will be responsible for accelerating the expansion of Nallian's global network of cargo communities that operate the Nallian Cargo Cloud. Polmans has more than 20 years of working in the cargo sector.

<mark>delta cargo</mark> Atlanta

Delta Cargo has announced the appointment of **Jannie Davel** as Managing Director– Commercial. Davel will lead the Cargo commercial activities including Sales, Alliances and Product Management. With over 26 years in the logistics business, he has an in-depth understanding of the cargo and supply chain industry having held leadership positions at DHL Global Forwarding and Emirates SkyCargo. Most recently, he served as Senior Vice President at Global Feeder Services, a specialised industry player operating 15 freighters globally.



INSTAFREIGHT BERLIN

Adam Chassin, Former Head of Business for Uber in Europe and the former Head of Strategic Business Development at Amazon, has joined InstaFreight as Chief Commercial Officer. He will bring his broad expertise in rapidly scaling digital businesses, deal making to drive growth, and disrupting industries to lead InstaFreight's commercial activities as it expands operations across Europe. Chassin has vast experience in growing new businesses and in driving disruption in existing industries in both the US and Europe.





DELTA CARGO ATLANTA

Delta Cargo has announced the promotion of **Vishal Bhatnagar** to Managing Director–Global Cargo Operations, Delta Cargo. Bhatnagar will lead the Global Cargo Operations team having most recently held the position as Director, Cargo Operations Performance and Customer Experience. Since joining the airline in 2017, Bhatnagar has been instrumental in the development of an industry-leading Cargo Control Center and built numerous key business functions.



CARGOAI SINGAPORE

CargoAi has announced the arrival of **Magali Beauregard** as Chief Customer Officer. Prior to her near-six-year stint at the German cargo carrier, she was nearly four years at booking.com, as account manager, global accounts. The recruitment of the former Head of Commercial Asia Pacific at Lufthansa Cargo and Senior Account Manager at Booking.com is the perfect embodiment of CargoAi's strategy - combining expertise in air cargo and digital technology to deliver customtailored solutions to its users.



Our new facility of temperatures controlled warehouse at Delhi International Airport. Next to Terminal 3 on left side, Total warehouse 11500 sq feet, 4000 temp controlled 15-25 and 2- 8 rather 0 to 25, 100 sq feet chamber. We do have Pre-Cooling and packaging facility too for temperature controlled Shipments.



Aargus Global Logistics Private Limited

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