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BY 2024-2025: SCINDIA

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# NEWS



**Logistics industry, which is on the path of recovery after challenges of the ongoing global pandemic, has launched many projects with govt support under PM Gati Shakti Masterplan.**

## Government aims to lay 18,000-km highways in 2022-23: Gadkari



**Nitin Gadkari**  
Union Road Transport and Highways Minister  
Government of India

Nitin Gadkari, Union Minister of Road Transport and Highways, has announced an ambitious target to construct 18,000-km of highways in 2022-23 at a pace of 50 km per day. The target is said to be 33 per cent higher than the last fiscal year. "We have set ambitious targets across New India. Under the leadership of Prime Minister Narendra Modi, we are committed to expanding the national highway network across the country to lay 18,000 km of national highways in 2022-23 at a record speed of 50 km per day.

I am not giving a guarantee that we will achieve this target, but we will try hard to achieve it," Gadkari said, at an event recently. The minister also added that the government's overall target is to develop 2 lakh km of NH network by 2025. He also emphasised that constructing world-class road infrastructure in a time-bound and target-oriented way is essential to achieve this goal.

## Indian ports put down emphasis on increasing cargo handling capacity



**Vinit Kumar**  
Chairman  
Kolkata Port

Anticipating a hike in import and export traffic in the current fiscal and next, India's leading ports are speeding up projects to increase the cargo handling capacity. Officials at Chennai Port, Thoothukudi's V.O. Chidambaram Port, Jawaharlal Nehru Port Trust, Kolkata's Syama Prasad Mookerjee Port, Mundra Port, and Cochin Port are looking for solutions to enhance cargo handling and eradicate supply chain bottlenecks. "The port is working to advance the timelines of the projects, worth nearly ₹1,700 crore, for augmenting capacity, modernizing infrastructure, monetisation of assets, and digitization of operations and creating infrastructure over the next two years. The port is expected to

speed up issuing tenders to modernise more berths at Haldia and to construct an extended gate to the port at Balagarh, 80 km from Kolkata," said **Vinit Kumar**, Chairman, Kolkata Port said in a statement. The port has also made operational changes to lower the waiting time for ships and augment cargo handling.

## Dabolim airport in Goa to become cargo hub: Transport minister

Goa's Dabolim airport is all set to become a logistics hub, says, Mauvin Godinho, state's transport minister, who recently revealed plans to convert the Goa International Airport at Dabolim into a cargo hub in the coming years. "The airport has recently been modernised



at a cost of ₹450 crore, while an additional ₹250 crore is being spent on its expansion," said the minister. He also stated that, as the Mopa International Airport is bigger than the one at Dabolim, the former will accommodate jumbo aircraft, and a facility for aircraft repairs will also be made available there.

## Cochin Shipyard to invest ₹50 crore in maritime startups: Sonowal

Cochin Shipyard Limited (CSL) is planning to invest an initial corpus of ₹50 crore in startups engaged in the maritime sector, announced Sarbananda Sonowal, Union Minister for Ports, Shipping, and Waterways. He unveiled the startup engagement framework of CSL at the inauguration of its Golden Jubilee celebrations. The framework is envisaged to augment the Union



government's steps to develop an ecosystem in India to support the maritime startups from technical, regulatory, financial, and marketing points of view by bringing the stakeholders together, read an official statement. The framework is likely to provide a platform for young and talented entrepreneurs to develop the products/services in the marine space with financial support provided by CSL.

## NHAI to construct transport corridor for northern Ring Road

NHAI will construct a transport corridor for the northern Ring Road project. It will be jointly constructed with the state government. As per the deliberations, out of the 360-metre-wide Ring Road, NHAI will construct a 70-metre corridor, while the Jaipur Development Authority (JDA) will construct a 135-metre development corridor on either side of the Ring Road. A senior JDA official said, "The NHAI will bear the acquisition and construction cost of the land for building transport corridor. The chief secretary has also mentioned the same in a recent letter." The cost of the 45-km (Bagrana to Achrol) project is pegged at ₹2,887 crore. The Ring Road project comprises a six-lane access-controlled expressway and a three-lane service road on both sides. The northern corridor will be developed on the lines of the 47km southern corridor (Agra Road to Ajmer Road) and the agencies will acquire the 360-metre wide strip of land.







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## DNATA extends partnership with Qatar Airways Cargo



dnata and Qatar Airways Cargo have extended their partnership in Belgium. The multi-year extension of the contract will see dnata continue to deliver a range of cargo handling and road feeder services for the airline from its state-of-the-art facility at Brussels Airport (BRU). Currently, Qatar Airways Cargo operates a mix of 15 freighter and passenger flights each week to and from the Belgian capital. In 2021, dnata handled 25 per cent more cargo for the airline at BRU than in the previous year. **Stef Vanbinst**, Managing Director, dnata Belgium, said, "We are proud to have earned the trust and loyalty of Qatar Airways Cargo with our reliable and safe services. We continue to invest in our operations to consistently provide world-class quality to the airline and its customers."

## JAFZA LOGISTICS PARK construction work begins

Dubai's Jebel Ali Free Zone (Jafza), one of the biggest trading hubs, has started construction of its Jafza Logistics Park as demand for warehousing units continues to increase due to e-commerce boom fuelled by the pandemic. "The park is scheduled for completion next year. The purpose-built trading and logistics development will accommodate the growing number of warehousing, processing, and logistics activities carried out in Dubai," as per the statement. "We recognise the role logistics plays in enabling the growth of industries across the globe," said **Abdulla Bin Damithan**, Chief Executive and MD, DP World, UAE and Jafza. "As the UAE grows into a global processing and re-distribution gateway, we have experienced a spike in demand for logistics and warehousing space. We are building the park in response to give an impetus to the development of the UAE's logistics sector," he added.



## QATAR CARGO launches 3rd WeQare charitable initiative

Qatar Airways Cargo has announced Chapter 3 of charitable initiative, 'WeQare' titled as 'Let's Stand Together'. The third part of the carrier's initiative will include a donation drive that seeks to gather donations for children from 26 April-10 May 2022. The donation drive focuses on education, sports, and fun, stated an official release. Qatar Airways Cargo is collecting study material, clothes, sports items, toys, musical instruments, and board games. To collect all the donations, each station of the company has its own collection point, where people can drop off their donations. Six donation collection points for have been opened for its employees, and a public collection point in Doha. Qatar Airways Cargo sends toys, educational materials, and sports items so that they can enjoy their childhood.



## CAPGEMINI to drive innovation, sustainability



Capgemini has been selected by Airbus to deliver a cloud-first transformation programme for its commercial aircraft and helicopter businesses worldwide. It will help Airbus with a fully managed service of the core cloud infrastructure for its business. "Capgemini will drive the transformation of existing services through unification and modernization along with infrastructure management to achieve the flexibility needed to meet any future needs of Airbus aircraft and helicopters," as per a statement. "The hybrid cloud transformation programme will accelerate new functions through advanced releases in Airbus' IT systems."

## IAG CARGO records 23% YOY growth in revenue

International Airlines Group (IAG) Cargo has recorded growth in the revenue for first quarter of 2022 of £32 million, an increase of 23.4 per cent as compared to first quarter 2021. This positive first quarter cargo growth is for the period 1 January-31 March 2022. "The results represent an increase of 18.6 per cent at constant currency versus the same period last year. Overall yield for the first quarter of 2022 reflected an increase of 2.3 per cent at constant currency versus the corresponding period in 2021," read a company statement. The first quarter of this year saw an increase of 19 per cent in sold tonnage as compared with the same period in the previous year.







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# AFSs are the way forward for air cargo

**Vipin Vohra**, Chairman, Continental Carriers private Limited; Co-Chairman, Civil Aviation, PHDCCI; Convener FFFAI, and Advisory Board, ACAAI is focused towards achieving growth by adopting mega trends and raising concerns to resolve existing bottlenecks. In an interview with **CARGOTALK**, he says, the industry will reach new heights in next five to eight years.



Ritika Arora Bhola

## How do you see the future of Indian logistics and air cargo industries?

The Indian logistics and air cargo industries have a bright future. In the next five to eight years, it will reach new heights. The country's manufacturing capability is growing, thanks to the Make in India initiative. We must remember that India is a resource-rich country and we must take advantage of the resources by focusing on skill development, infrastructure, and developing a transparent ecosystem to accelerate the logistics industry to the next level.

## What are the transformations you have observed since the time you stepped in and how can they benefit the industry?

Technology has transformed the industry, especially risk management systems (RMS). It is without a doubt the best EXIM trade implementation. The way customs clearance procedures are handled. The system's self-assessment processes not only reduce dwell time but also ensure quality control throughout assessment, inspection, and post-clearance monitoring, among others. Following COVID-19, industry players have been investing in new technologies and innovative solutions. Supply chain management



Vipin Vohra, Chairman, Continental Carriers, Dinesh Puri and Rajinder Singh Bedi receiving award at the recent India Cargo Awards

**It is unfortunate that no Greenfield AFSs have been built since 2014. The government must resolve all such hurdles to the AFSs becoming operational**

has never been more connected, convenient, or controllable.

## At various forums, you have raised issues such as infra, high logistic costs, freight corridors, and AFSs. What are the possible solutions?

Given the rapid growth of the logistics industry, insufficient infrastructure, high logistics costs, dedicated freight routes and the need for more air freight stations (AFS) are the issues that must be addressed soon. This is the reason why I continued to raise the flag on various occasions. It is unfortunate that no Greenfield AFSs have been built in the country since 2014. The government must resolve all such hurdles to the AFSs becoming operational.

## How can Gati Shakti, EoDB, and Atmanirbhar Bharat help improve the industry?

Initiatives such as Make in India and Atmanirbhar Bharat are already showing positive results. The manufacturing facilities are expanding, and several foreign investors are showing interest and approaching with know-how sharing. Gati Shakti is a great initiative.

## You focused on improving sea trade. Can we expect to see more shippers moving freight by ocean this year?

Every means of transport has its own set of benefits and drawbacks. We saw a shortage of containers during the ongoing pandemic. 📦



# Future of air cargo lies in automation

**Sanjay Gupta**, Chief Executive Officer, AISATS, discusses adopting sustainable initiatives and technology as the survival kit in order to move ahead for growth during the ongoing pandemic, and today, the ground handling firm is fully geared up to meet the futuristic demand.



Ritika Arora Bhola

**N**ow that the cargo and pax operations are back to normal, how is AISATS gearing up to achieve 100 per cent capacity utilization?

AISATS has been investing in processes and technology to ensure that the increase in demand is handled without challenges. With proactive recruitment initiatives, our workforce is getting augmented on a continuous basis, and training processes are revamped to ensure that well-trained resources are readily available to handle the futuristic demand.

*Please share with us digital and physical infra for efficient storage, handling, and transportation of cargo, especially cold chain products, pharma, high-end equipment, and bulk cargo?*

AISATS has a handling capacity of 250,000 MT per annum at its air cargo terminals at BLR Airport, out of which 40,000 MT is dedicated to cold chain products, including perishables and pharmaceuticals. The physical infrastructure comprises advanced material handling systems such as automated storage and retrieval systems, elevated transfer vehicle systems, and very narrow aisle high rise racking systems at its air freight terminal, while 17 dedicated cold rooms with temperatures ranging



Kalpesh Kumar Singh and Bobban Philip Jose receiving an award at the recent India Cargo Awards

**AISATS has a handling capacity of 250,000 MT per annum in its air cargo terminals at BLR Airport, out of which 40,000 MT is dedicated to cold chain products**

from -25°C to +15°C are available to handle different types of cold chain products at our Coolport facility.

*Sustainability and digitization have become the buzzwords in the air cargo sector. Kindly share the initiatives taken in this regard?*

AISATS believes in sustainable development and we have introduced many sustainable initiatives at our cargo terminals in the last few years, which include rainwater harvesting system, usage of treated water for landscaping and washrooms, optimization of HVAC and lighting for reduction in energy consumption, usage of nylon nets in place of disposable plastic shrink wraps to cover cargo skids, reuse of wooden

crates, waste disposal through approved vendors for recycling, and usage of all electric equipment at our Coolport facility.

AISATS has introduced the Ground Radar powered by AI and IoT, resulting in a productivity increase and operational efficiency in ground handling operations. We also rolled out 'COSYS+' a new generation cloud-based cargo management system at the ACTs with features such as a digital workflow engine, the latest messaging platform, and end-to-end track and trace capability. Furthermore, we are in the process of implementing 'Pharma Tag' at our Coolport facility to provide end-to-end temperature tracking using IoT Beacon technology. 📌

# Logistics: Sure shot winner in worried times

Air cargo industry should be in sync with India's globalized future. Strong growth drivers require government support and reforms, but the most important basis for improvement in the logistics industry would be to have contingency plan on levels, says **Manish Sharma**, Director, Freight Logistics.



Bryan Anthony Thomas

**H**ow do you envision the Indian logistics industry's future?

I am optimistic, and I believe that the stage is now prepared for the air freight industry to rise to prominence in the country's globalized future. We have observed rapid improvements in airport cargo infrastructure and digital infrastructure for cargo handling in today's India.

The Indian air cargo industry is currently concentrated around metropolitan cities such as Delhi, Mumbai, and Hyderabad, but this situation is rapidly changing; tier 2 and 3 cities are rapidly developing and will add a significant volume of air cargo logistics business in the near future, with reference to surface logistics under the Prime Minister Gati Shakti Masterplan, Make in India initiative, improved road connectivity, dedicated freight corridors, and technology-driven warehousing.

**What have been the major growth drivers for the logistics industry?**

There are many drivers of growth, but the key growth drivers of our logistics industry will be customer demand and expectations, and these that will always be the most important basis for improvement of the logistics industry, growth of e-commerce business, globalization,



Manish Sharma, Director, Freight Logistics and Surbhi Sharma receiving an award at the recent India Cargo Awards

**Indian air cargo industry is currently concentrated around Delhi, Mumbai, and Hyderabad, but this situation is rapidly changing. Tier 2 and 3 cities are also developing at a fast pace**

digitalization, Artificial Intelligence (AI), and skilled manpower.

**What major infrastructure and technological investments has your organization made?**

We are improving our working with technology and delivering frequent training to our team members in order to increase their skill sets so as to meet the impending difficulties of the business in today's environment where technology drives innovation in the logistics industry. Understanding the significance of adopting technology, majority of companies have adopted technology to breathe easier.

**What have been your contingency plans to deal with future crises?**

The past few years have served as a grim reminder that contingency plans must be made by the companies at all levels. When the entire world came to a grinding halt following the global pandemic, *power majeure* was applied to all contracts.

All the industry leaders and the stakeholders understood that any disruption to the business could be extremely costly. There were contingency plans at various levels that not only helped the industry survive, but also helped them to come out on top. 🚀



# Need govt support to improve state highways

**Dileepa B.M.**, CEO, Bonded Trucking in an interview with **CARGOTALK**, elaborates on the importance of technology, the need for skilled and trained drivers, and plans to enter the cold chain market soon. Supply chain solutions provider, Shreeji Translogistics, was conferred with the Premium Bonded Trucking Operator Award at the recent India Cargo Awards.



Ritika Arora Bhola

**What are the major opportunities in 2022 and beyond and the risks involved?**

Today, we are seeing tremendous changes in the transportation industry. Transit time has been drastically reduced. Currently, only national highways have seen improvement. Major opportunities include the government's support in improving the state highways. New and advanced technology should be deployed at the tolls, such as automatic sensors, which enable vehicles to move continuously, even if the vehicle moves a speed of 100 kmph. Sensors should catch the FASTag within seconds. These areas need improvement in the transportation sector.

**What are your plans for entering the cold chain market?**

Shreeji Translogistics will be entering into Reefer truck movements in this year. Our trucks will be on the road within three months. The company plans to own refrigerated freezer trucks and transport customer products from the point of sourcing through reefer vehicles or ambient distribution vehicles. We are also planning to expand warehousing in the western regions of India in a bid to take advantage of increased demand for warehousing facilities by the customers for storage of their cargo and goods.



Dileepa B.M., CEO, and Gopal Dutt Upadhyay Bonded Trucking receiving the award at the recent India Cargo Awards

**What are your efficient supply chain strategies to ensure timely pick-up, safe delivery, and zero damage of cargo?**

We export and import transshipment cargo from one airport to another airport. Cargo is loaded and unloaded without wasting time. We even have skilled manpower and advanced technology to avoid any kind of damage during transit.

**Recently, the Union government introduced many schemes to improve transportation infrastructure in India for green NHs. Will these benefit the industry in the coming years?**

Yes, the central government has undertaken huge infrastructure

**The company plans to own refrigerated freezer trucks and arrange for the transportation of products of the customers from the point of source through reefer vehicles or ambient distribution vehicles**

development in the transportation industry. At the same time, since there is no control on the prices of fuel, it is becoming very difficult to retain customers with the new rates.

**Today, skilled and trained truck drivers are essential. What initiatives has the company taken in this regard?**

As we carry export and import transshipment cargo, it is vital we train the drivers about the cargo's importance. Only then will the drivers deliver the cargo on time. Once every three months, we have review meetings with all drivers to improve our service levels. 🚚

# 33 cargo terminals by 2024-2025: Scindia

This can be achieved by acquiring small-sized aircraft. To facilitate this, new domestic cargo terminals will be set up, says **Jyotiraditya M Scindia**, Union Minister of Civil Aviation. Another major focus area is Ease of Doing Business in air cargo sector to make processes paperless, automated, and digitized.



CT Bureau

**Jyotiraditya M. Scindia**, Union Minister of Civil Aviation, announced, "The country will have 33 additional domestic terminals by 2024-25." He was addressing the Air Cargo Forum India's (ACFI) annual event held recently. Speaking about reforms in the Indian air cargo sector, the minister said that the air cargo industry players need to focus on the transportation of smaller cargo loads from tier 2 and 3 cities to metros to achieve the target of 10 million metric tonnes (MT) in cargo. "This can be achieved by acquiring smaller-sized aircraft, and in order to facilitate this, 33 new domestic cargo terminals will be established by FY2024-25. Ease of doing business in the cargo sector in a bid to make processes paperless and digitized, which can make cargo processing swift, was another major focus area at the forum.

Charting the growth plan of the government's vision to reach 10 MT of air cargo by 2030, the minister said, seven Brownfield and three Greenfield



*Jyotiraditya M. Scindia, Union Minister of Civil Aviation*

**The potential for air cargo in India is good. The govt, which near 3.1 mn MT, has targeted 10 mn MT by 2030. We will develop a build transshipment hubs across the country**



locations and new airports at Navi Mumbai and Goa at an expenditure of ₹98,000 crore will be built in the next four years. Out of this amount, ₹62,000 crore will be spent by private companies and ₹30,000 crore by the AAI. Currently, there are 21 international and 33 domestic cargo terminals.

Focusing on the country becoming the fastest-growing economy in the world and how the government has set an target for India to become a US \$5 trillion economy by 2024-25 (the fourth largest in the world), the minister said, "The potential for air cargo in India is tremendous. We are currently at 3.1 million MT and have targeted 10 million MT by 2030. We will develop a hub and spoke arrangement and build transshipment hubs across India."



**Cyrus Katgara**  
President  
Air Cargo Forum India

**Cyrus Katgara**, President, Air Cargo Forum India and Partner, Jeena & Company, welcomed the minister, who took part as the chief guest, and Piyush Srivastava, Senior Economic Advisor, MoCA, who was the guest of honour at the ACFI event. This apart, the government will give an impetus to the agriculture sector. The government is targeting 53 cargo terminals, which will connect airports with agricultural farmlands for the transport of perishable commodities.

Green shoots from Assam or Tripura's jackfruits can travel to London and Germany only to be consumed internally in Kolkata, Hyderabad, and Chennai. The government is certain that India will emerge as a global air cargo player in the coming years, the Union minister said. 🇮🇳





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# ACFI holds its annual event

Jyotiraditya M. Scindia, Union Civil Aviation Minister and Piyush Srivastava, Senior Economic Advisor, MoCA attended ACFI's annual event recently. Cyrus Katgara, President, ACFI welcomed the minister and called him 'Superhero of Civil Aviation'. Top air cargo industry stakeholders and industry representatives participated.







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# Green airports back sustainability

For achieving sustainable transformation goals, global airports need to adopt concrete green transport, architecture plans, implement hybrid model, utilise green and non-green resources in order to facilitate smooth business operations in line with United Nations Sustainable Development Goals.



Ritika Arora Bhola

**C** OVID-19 has proved to be a blessing in disguise for the global air cargo sector as it accelerated the need for sustainability to achieve growth. The ongoing pandemic has made stakeholders realize the need to preserve the environment to eliminate, minimize, or compensate for environment and the industry's commitment to reduce its environmental footprint through decarbonization and waste reduction programs. In the last few years, airports worldwide, in line with the UN Sustainable Development

## FACTFILE

→ DIAL is set to become a Net Zero Carbon Emission Airport by 2030, ahead of the IPCC's 2050 target.

→ As part of NIA's approach toward sustainability, applicable SDGs are being evaluated and initiatives are being planned.

Goals 2030, have taken various groundbreaking initiatives.

Delhi International Airport Limited (DIAL) is all set to become a Net Zero Carbon Emission Airport by 2030, well ahead of the IPCC's 2050 target adopted by all industries across the world. **Videh Kumar Jaipurkar**, CEO, DIAL, says, "DIAL's sustainability framework is focused on creating economic value, delivering service excellence, caring for the environment, and improving quality of life. It follows the UN's SDG 2030 goals, ICAO's environmental

objectives, and other relevant initiatives to transform into a sustainable and environment-friendly business."

Jaipurkar outlines a few initiatives taken in the last two-three years:

- ❖ DIAL has embraced the Airport Carbon Accreditation framework for airports to manage and reduce carbon emissions.
- ❖ In 2016, DIAL became the first airport in the Asia Pacific to achieve ACI "Level 3+", in 2020, the accreditation was upgraded to



"Level 4+" as the first airport in the Asia Pacific and second globally.

- ❖ DIAL uses Taxibots and an Airport Collaborative Decision Making (A-CDM) system. Taxibots have led to a reduction of 1154 T CO<sub>2</sub>.
- ❖ It operates a 16-km-long fuel hydrant network and installed bridge-mounted equipment in 78 aerobridges of T3, which reduces emissions from the aircraft's Auxiliary Power Unit.
- ❖ DIAL has adopted energy management system and is certified for ISO 50001:2018.
- ❖ DIAL has signed a long-term PPA with a hydropower plant for developing 9 ml of rainwater storage facilities as a part of sustainable water development program.
- ❖ Both cargo terminals have rooftop solar PV plants. The capacity of these plants is 4.52 mw, which meets the overall power consumption of the terminals. Implementation of an efficient lighting system is a focus area of the terminals.

**Pradeep Panicker**, CEO, GMR Hyderabad International Airport Limited (GHIAL), says, "The airport considers environmental protection and sustainability as an integral part of the business operations and is committed to operating in an environment-friendly and sustainable manner."

He highlights green initiatives at the cargo terminal operated by the GMR Hyderabad Air Cargo (GHAC):

- ❖ GHAC works towards eliminating fossil-fuel-powered material handling equipment.
- ❖ The use of novel 'slip-sheets' in cargo handling instead of wooden or plastic skids leads to a reduction in demand for wood, lighter loads, reduced fuel burn on-board aircraft, and reduced wastage/pollution from used skids (wood/plastic). To enable this, GHAC has invested in specialized equipment and training in collaboration with both shippers and airlines.
- ❖ Modern IT systems minimize the need for paper-based processing in operations.
- ❖ Terminal lighting is being changed to energy-efficient and LED units, thereby reducing the power consumed.
- ❖ World-class handling procedures



are designed to ensure safe handling of dangerous/toxic goods with no damage or discharge to the environment.

In addition, Panicker affirms that GHAC operations benefit from ACI Level 3+ (carbon neutral status) supported by a 10 MW captive solar power plant, rainwater harvesting in the airport campus, including cargo facilities for up to 90 days without external supply and water treatment/re-use ensuring nil discharge to the environment.

**Daniel Bircher**, CMD, Noida International Airport (NIA) says, "Sustainable business operations are crucial as Zurich Airport has set the vision for NIA to become India's first 'Net-Zero-Emission' airport operator. We are developing four sub-concepts (energy, fuel, waste, and water) and developing feasible solutions. The aim is to strengthen all-inclusive, green, and sustainable growth of air transportation in India. NIA is planning initiatives in areas aligned with UN's SDGs 2030. As a part of NIA's approach toward sustainability, applicable SDGs are being evaluated and initiatives are being planned."

**Arnaud Feist**, CEO, Brussels Airport Company also lists down some of the green initiatives:

- ❖ **Brucargo West:** It is a logistics building suitable for handling of



**Videh Kumar Jaipuria**  
CEO  
Delhi International Airport Limited

**It may not be feasible to have an airport with the availability of energy technologies as of today. Uninterrupted availability and high cost are worries once the market develops**



pharmaceuticals (vaccines). It also has sustainable infrastructure with LED lighting and heat pumps. The roof is designed so as to be fitted with solar panels in the future.

The project plans to realize a fully digital green lane by creating a new application linked to BRUcloud, including digitizing airside processes by increasing efficiencies (reducing CO<sub>2</sub> emissions)."

## Green infra related to logistics is at an evolving stage. A lot needs to be done — green mobility, sustainable packaging, paperless processing, and renewable energy usage, to drive the industry towards goal of zero carbon

### ❖ **Bicycle Bridge Brucargo:**

Investment supported by Flanders and the European Union to promote soft mobility and evolve towards a true intermodal hub.

### ❖ **Digital Green Lane:**

Digitization of the cargo processes at the Brussels Airport, Air Cargo Belgium and Brucargo community leverages BRUcloud. The standardised pick-up and delivery process is efficient and paperless.

### ❖ **Stargate EU Green Deal:**

The commitment of a consortium of 22 partners, led by Brussels Airport, to take up airport operations in a greener way.

Feist adds, "Until 2026, 30 projects will be tested, and if proven successful, they will be rolled out. These projects include electrification, fuelling of taxiing, ground handling equipment, production, and promoting Sustainable Aviation Fuel (SAF) through an on-site blending installation to increase the use of renewable energy.

The upcoming Greenfield Mopa International Airport in Goa has taken up environmental and sustainability initiatives. "The airport is being developed to become a zero-carbon airport by the fifth year of its operation. Its terminal building is being developed as a Green Building, as per IGBC standard, and received a platinum rating during pre-certification. The airport, which has an HVAC system and energy-efficient lighting, will have five MW solar plant. It also plans to use electric vehicles (EVs) for transportation," said the spokesperson.

**Sridhar. L.**, Head, Sustainability, Bangalore International Airport Limited (BIAL) says, "We have tied-up with the stakeholders to address environmental sustainability, economic stability, and social responsibility. The entire campus is now water positive and become energy neutral. We have strived to restore the past glory of 'Devanahalli' pomello, a citric fruit of the region. We also deployed smart automatic irrigation system to



**Pradeep Panicker**  
CEO, GMR Hyderabad International Airport and  
Gallery of Legends (India Cargo Awards) 2018

manage the landscape on our campus. Rooftop solar panels and an off-site PPA were initiated for wind and solar energy."

"We are also driving paper consumption reduction across our operations by adopting digital processes. BLR Airport saved 2.2 million units of energy in 2020-2021, which was enough to supply electricity to 9,000 houses in a month. As a result, the airport reduced 50,000 tonnes of carbon emissions. In the future, we intend to adopt an aggressive approach to accomplish Net Zero Carbon Emissions by 2030," says Sridhar.

Since its inception, Chhatrapati Shivaji Maharaj International Airport has practised environment-friendly processes across all its terminals, as per an official spokesperson.

- ❖ The Air Cargo Complex, Mumbai installed solar panels capable of generating 1720.16 kv. They are currently operational.
- ❖ Diesel-operated cargo handling equipment such as forklifts, tugs, and tractors are being replaced with battery-operated equipment and vehicles in a phased manner.
- ❖ To keep carbon and noise emissions below regulated levels, period checks are also conducted.
- ❖ Non-conventional electrical fittings have been replaced with LED lights, and processes were digitized to facilitate paperless transactions.
- ❖ To reduce the dwell time, CSMA has launched the D cube delivery system to facilitate paperless/contactless transactions for import operations.



**Daniel Bircher**  
CMD  
Noida International Airport

**We are developing four sub-concepts (energy, fuels, waste, and water) and feasible solutions. The objective is to promote and strengthen all-inclusive, sustainable transportation**



### AIRPORT'S GREEN PLAN

In the last few years, the airports worldwide have formulated concrete green plans to achieve net zero emissions target by 2030. With efficient, green transport, architecture plans, and best practices in place, using a wide range of renewable energy resources and energy efficiency technology to minimize air cargo impact on the environment—the industry promises a bright future for the planet.

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Acknowledging the same, Jaipurair highlights DIAL's components of a net-zero roadmap:

**Green transport plan:** DIAL has adopted electric bus services for passenger movement. It is in the process of replacing its existing fleet by using the EVs in a phased manner.

**Green architecture plan:** DIAL has adopted a green infrastructure program at IGIA. The adoption of the green building principle resulted in receiving the leadership in energy and environmental design (LEED), Gold level for T3 under the new construction category in 2011. The Terminal3 has received Platinum level in performance excellence in electricity renewal certification system from the US Green Building Council. Currently, the Terminal1 is being developed as a LEED-compliant building.

**Renewable energy:** DIAL also installed a 7.84 mw solar plant in the premises. It also has a solar plant in the airside area.

**Energy efficiency:** The IGIA has adopted ISO 50001 for effective energy management.

Panicker shares few green initiatives adopted by GHIAL:

- ❖ GHIAL has been reducing carbon emission by using solar power and reducing power consumption. The airport operates on solar-based ground support such as baggage freight loader and stepladder. The airport is working towards a zero-emission GSE and GSV replacing

conventional vehicles with EVs in line with Ministry of Civil Aviation guidelines.

- ❖ During the current expansion, the PTB-LEED silver rating is being upgraded to Gold by enhancing the energy, water-efficient and waste management features. The US GBC has accorded in-principal approval to the PTB's design.
- ❖ GHIAL has developed a green belt, apart from existing natural greenery. The green cover acts as a GHG sink and absorbs 695 tonnes of CO2 per year.

"The airport has been sustaining its status by augmenting the carbon emission reduction used by optimization of air conditioning system; electricity consumption reduction by LEDs, and other energy-efficient practices; single engine aircraft taxing resulted in 4,382 kl of ATF savings and use of fixed electrical ground power resulted in prevention



of APU usage, leading to saving to ATF consumption of 34,622 litres per year. The airport is equipped with gaseous and particulate matter analyzers to provide real-time air quality 24x7," adds Panicker.

Meanwhile, Bircher says the NIA has adopted some practices to minimize environment impact on its operations.

## SUSTAINABLE GREENFIELD AIRPORT

"We are planning to develop the airport considering requirements of green infrastructure such as green buildings and campus. Green and sustainable initiatives such as usage of EVs airside, RWH, tree conservation and transplantation, STP, waste management facility are planned. These initiatives will be reviewed through environment management system. This will make NIA a green and sustainable airport and also set the benchmark to other Greenfield airports in the region," says Bircher.



**Arnaud Feist**  
CEO  
Brussels Airport Company

**Green and sustainable initiatives such as usage of electric vehicles, RWH, tree conservation and transplantation, sewage treatment plant, waste management facility have been planned**

## RENEWABLE ENERGY

Continuing, Bircher says, "We have planned to use the renewable energy from in house solar farm to generate enough green energy for the airport operations. We have incorporated elements of energy-efficient infrastructure such as EMS, LED lighting, efficient chillers, and use of natural lights in the airport design."

## AIRSIDE TRAFFIC MANAGEMENT

"We believe aviation operations can be improved by cutting emissions and



Brussels airport1



reducing the time taxiing time. This could be achieved by optimizing the design of runways, taxiways, and terminals, improving air traffic and navigation management systems. At NIA, our endeavour is to achieve short turnaround time and low operating costs for airlines, cargo/logistics providers by supporting them in optimizing fleet utilization and fuelling domestic and global growth. We will offer flexible, modular, cost-effective cargo and logistics infrastructure along with intermodal connectivity to and from manufacturing hubs," asserts Bircher.

For BIAL, Sridhar says, "Our roadmap 2030 is built on six pillars—water stewardship, net zero carbon emission, community aligned noise management, circular economy, sustainable procurement, and sustainable mobility. We aim to achieve green and clean solutions to balance our current and future needs. We will work to reduce carbon emission through usage of renewable electricity."

He lists down some of the green plan initiatives:

- ❖ BIAL uses plastic waste to lay roads within the campus.
- ❖ After a road trial utilising plastic and bitumen, the airport constructed polymerised roads with a binding ability and can withstand all weather conditions.
- ❖ We have undertaken various landscaping, afforestation drives, provisioned several e-charging pods, and emission



**Sridhar L**  
Head, Sustainability, Bangalore International  
Airport Limited and  
India Cargo Awards winner 2022

**We have restored the glory of 'Devanahalli', a citric fruit of the region. We deployed Smart Automatic Irrigation System to manage the sprawling landscape in our campus**

control mechanisms to achieve sustainability goals.

- ❖ BIAL is part of ACA initiative, launched by Airports Council International, a global benchmark for airports.
- ❖ BLR Airport has retained Carbon Accreditation Level 3+ from ACI, and is upgrading its ACI accreditation to Level 4+ by FY 2022-23. Approximately 950 CFL lights have been replaced with LED lights.
- ❖ We are applying Green Building concepts in our upcoming terminal in line with world-class standards.
- ❖ Another step BIAL plans to roll out is electric bus shuttle ops between T1 and T2.

### SUPPORTING AIRPORTS' GREEN OPS

Building eco-friendly airports with a stable infrastructure and renewable energy sources is key to achieving sustainability in the industry. India is at the forefront of green infrastructure and GMR airports are taking the lead in developing it in airports.

Jaipuria says, "Natural resource conservation is key in operational strategies adopted by GMR Group. Energy and water efficiency, and use of renewable energy are key aspects of GMR Group's green vision. GMR airports are focusing on implementing green transportation by replacing the existing fleet with EVs in a phased-wise manner. Another area is to make cargo ops digitized.

DIAL facilitates paperless and contactless operation in export and import cargo operations."

However, Panicker feels, "The green infrastructure in India related to logistics is evolving and needs a lot to be done in areas such as green mobility, sustainable packaging, paperless processing, and renewable energy usage to drive the industry towards the goal of zero carbon era."

On the other hand, Bircher says, "There is scope to increase green infrastructure in India to achieve net-zero emissions by 2070. The airports can apply to reduce its carbon footprint that are under their direct control. These include improvements in energy efficiency and conservation, ground fleet conversions, low emission power generation plants in-site, or renewable energy supplies. The NIA has incorporated the requirements of IGBC Green Building certification in the design. It will have an efficient terminal design with lighting system allowing natural sunlight as a source of illumination at different hours of the day."

Aiming to become net zero carbon by 2050, Feist says, "We are pushing for electrification of existing heating systems at Brussels Airport. New energy-efficient buildings/warehouses will be constructed with gas-free heating system. New buildings will be heated by heat pumps, wherever possible supported by geothermal energy. BAC is addressing the need for green energy supply by looking into installing additional solar panels to ensure 100 per cent green energy supply."

### GREEN AIRPORTS TO BOOST ECONOMY

Looking at the market scenario, it is not feasible to operate solely on biofuel or renewable sources of energy alone. At present, it is better to have a hybrid model—a blend of green and non-green resources and infrastructure for improving sustainability. Jaipuria agrees, "An off the grid Green Airport will be a good concept to provide



Solar Plant - GMR Hyderabad International Airport



renewable sources of energy that can be harvested in the proximity of the airport. Considering that the airports are 24x7 facilities, they significant amount of energy is consumed. Hence, it may not be feasible to have off the grid airport with the availability of energy technologies. Biofuel availability and high costs are major concerns. Once the market develops fully, it has the potential to address some of the airport's sustainability concerns."

Agreeing with him, Panicker says, "Even though renewable source of electricity is not available at a consistent level, what makes it difficult is the transition from a renewable source to electricity. Therefore, at the present level of technology maturity, it is best to opt for a hybrid model of renewables plus conventional sources to power mission."

Bircher says, "We plan to produce electricity locally and complement this by purchasing sustainable power. The government can play its part by incentivizing investments in green energy production. To ensure cent per cent reliability of airport systems, battery-based back-up and connection to grid is necessary."

On the other hand, Feist states, "In the Stargate project, the Brussels Airport will invest in development of green energy innovations. The airport will be the first one in the world where jet fuel will be blended with SAF. We will employ a

feasibility study on collection of local waste fats and oils to turn into SAF. The BAC has been purchasing green electricity for 10 years, and will continue to do so. The Brussels Airport strives to increase the share of on-site produced renewable energy production (solar) to 13 per cent of total power consumed by 2030," Feist adds. Today it is 5 per cent," he says.

"Onsite solar PPAs and off-site PPAs from solar, wind energy suppliers have helped BLR Airport to achieve energy-neutral status. One must move toward and gradually move towards 100 per cent biofuel consumption. New technological advancements shall also remain the key for achieving 100 per cent sustainability in the future," adds Sridhar.

The Chhatrapati Shivaji Maharaj International Airport (CSMIA) spokesperson says it is better to have a combination of biofuel, battery-operated, renewable, and electric driven equipment rather depending on a single source. On the other hand, electric revolution, solar models, and the use of drones is an expensive affair. It will not be accepted by all sections of people. "Green adoption at an individual level and end-to-end collaboration can pave the way towards low-cost efficiency and make the air freight competitive. Community approach towards sustainability initiatives at airports will achieve this vision soon," the spokesperson adds.

**The Brussels Airport strives to increase the share of on-site produced renewable energy production (solar) to 13 per cent of total power consumed by 2030. Today it is 5 per cent**

## INDUSTRIAL COLLABORATION

The industry is determined to reduce carbon emissions to 325 metric tonnes by 2050. It is not possible to achieve the goal possible without industrial collaboration. Integrated collaboration between airlines, airport operators, green fuel firms, regulators and authorities will help in achieving the industry's sustainable management. With the airlines adopting SAF, introduction of new technologies for environmental management, the industry is ready to achieve growth and save the environment. "The stakeholders' collaboration is key for DIAL's sustainability strategy. Sustainability has become imperative across all organizations," says Jaipuria. "To bring in sustainable practices towards a net zero goal, it is imperative they join forces to adopt sustainable processes and practices in the supply chain," he notes.

Bircher says, "The airport planning, construction, and operation will be taken up to minimise the environmental impact. We will implement processes such as zero-emission fuel, electricity, waste and wastewater management, and environmental management system to realize this goal. Steps such as use of natural lighting, natural ventilation, and glare protection will not only improve passenger experience, but also reduce CO<sub>2</sub> footprint and energy costs. We will also invest in PV for solar production to reduce CO<sub>2</sub> footprint and lower energy costs in the long run." 🌱

## FACTFILE

→ Use of natural lighting, natural ventilation, and glare protection will improve passenger experience and reduce CO<sub>2</sub> footprint

→ The collaboration of the stakeholders is crucial for DIAL's sustainability strategy.



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# Women in logistics strive for gender balance

Till some years ago, women leaders were not seen in logistics and air cargo industries. But now, smart and passionate women are well prepared to take the industries to new heights, with their core strategies and growth plans in place.



Ritika Arora Bhola

**T**raditionally, logistics industry was a male-dominated sector, and for a long time, women were not allowed to enter the 'blue-collared' profession. But not anymore.

The international logistics and air cargo industries are now completely in 'awe' of the outstanding contribution made by the women leaders in the so-called male-dominated sectors.

The industries have witnessed an increase in the number of women appointed at senior positions.

With constant innovation across the international supply and demand chain, the logistics sector is no longer about lifting and shifting consignments. The logistics industry today offers a plethora of opportunities in varied domains such as technology, e-commerce, warehousing,

shipping, and multimodal operations, and research.

As part of this feature, **CARGOTALK** talked to smart, erudite, and passionate women business leaders, who are determined to take the international logistics with their strategies and growth plans in place and air cargo industries to the next level and also bring gender balance at their places of work.





## ‘I feel proud to have proved myself in logistics’

**Vivien Lau**, Chief Executive, Jardine Aviation Services Group, Hong Kong International Airport

### PROVING MY WORTH

Having spent around 15 years in the aviation industry, with as many as 10 years of specialization in the logistics sector, I do not think gender bias will put me to any disadvantage. I was appointed as the HACTL Executive Director and was appointed as the HACIS Managing Director between 2012 and 2021, focusing on the air cargo, cross-border road feeder services and e-commerce

logistics. In November 2021, I joined as the Chief Executive of JASG. In my current role, I am responsible for a full range of ground handling services, including passenger, baggage, ramp, cargo, and ground support equipment (GSE) services. I feel proud that I have proved myself and will continue to do so.

### CHALLENGES & OPPORTUNITIES

When I joined the Jardine Aviation Services Group (JASG), I faced the challenges of the pandemic—whose intensity has subsided now—and ‘freighters’ came to the rescue of our team. They mobilized cross-departmental resources in providing cabin loading services and ad hoc pandemic-related

**I feel that the women can bring in new perspectives. Empowering them is to let them speak out their mind and share their views openly, which many may see it as unconventional**

supporting services. In addition to the day-to-day operations, I was also appointed as the member of the logistics advisory committee by the local government bodies to elaborate on any issues and lobby for the supportive policy/policies for sustainable logistics development in Hong Kong.

### DETERMINED TO BRING IN CHANGE

I feel that the women can bring in new perspectives. Empowering the women is to let them speak out their mind and share their views openly, which many may see it as unconventional. To build a sustainable aviation and logistics industries, what is needed immediately is diversity and inclusion, which should be supported by all the related stakeholders. I believe that the women can see a more balanced representation of views and sustainable development of the aviation and logistics industries in the near future.



## ‘I made air cargo modern, faster and attractive’

**Celine Hourcade**, Managing Director, Change Horizon

### PASSION FOR AVIATION & AIR CARGO

I have always been fascinated by the aviation industry. I always wanted to get a job that would take me around the world. So I joined International Air Transport Association in 2006. After working for 13 years at the IATA, I decided to start my own management consulting company—Change Horizon.

With my growing team, we started business development and transformation projects in the aviation and logistics sectors, and helped the leadership teams to implant sustainability and innovation into their corporate strategy and culture.

### DETERMINED TO MAKE AIR CARGO SUSTAINABLE

As the former Head of Cargo Transformation at the IATA, the Transition Director of The International Air Cargo Association or through my consulting company Change Horizon, I wanted to capture growth opportunities brought by innovation and future trends through the development and transformation projects. I am proud of my achievements to make air cargo more modern, faster and attractive—from the interactive cargo project

**Diversity and inclusion matter for every company. To capture these opportunities, it is important to have different perspectives, a set of diverse leadership styles, and a combination of skills**

to FACES program when I was with the IATA, and modernization of The International Air Cargo Association for the women in aviation and logistics. I am more than excited with the opportunities in order to make my clients and the air cargo industry sustainable and resilient. That is my mission in the coming decade.

### GENDER DIVERSITY IMPORTANT TO SUCCEED

The air cargo business is by nature international and is serving the world. It means the air cargo workforce and customers are diverse. The air cargo leadership should reflect that. Diversity and inclusion matter to every company. To capture the growth opportunities, it is important to have different perspectives, a set of diverse leadership styles, and a combination of skills. This is what diversity brings on to the table, and how it brings success.



## 'I never faced gender-based difficulties at my workplace'

Audrone Keinyte, CEO, Bluebird Nordic Group

### 'I DIDN'T FACE GENDER BIAS'

I joined the Bluebird Nordic when I entered the aviation industry not so very long ago. For a moment I was afraid of the gender discrimination. But from the moment I entered the aviation industry, I was amazed at the support I received from my new colleagues, especially from men. I have not faced any gender-based difficulties, while working at the Bluebird Nordic. It was a smooth

ride all the way for me. Now I am extremely confident that I will be able to lead a successful team of professionals without fear of any gender bias.

### VALUABLE CONTRIBUTION

I see potential for growth and development in the air cargo industry. Before being appointed as the Chief Executive Officer of the Bluebird Nordic, I worked as the CEO of a leading tourism services provider in the Baltics region. I took up the challenge with open arms and lead my employees through challenges of the pandemic, unscathed. Although the pandemic has nearly subsided, I trust that I will be able to lead the company, Bluebird Nordic, to new heights.

From the moment I entered the aviation industry, I was amazed with the support I received from my new colleagues, especially men. I have not faced any gender bias. It was a smooth ride all the way for me

### EQUAL REPRESENTATION, NEED OF THE HOUR

I consider diversity, equality, and representation as the focus areas that bring together different perspectives to help the businesses become successful in a competitive environment. For example, the aviation industry. Gender discrimination is unheard of at my workplace.

The customers are a strong proportion of our goals. We are excited to continue the partnerships with our long-term clients, who trust us and our services. These partnerships allow us to improve our services and find ways and means to fulfil the needs of our customers. We are also set on continuing to grow our mark on the international cargo ACMI market and have plans to add 25 more B737-800 aircraft to our existing fleet by the end of 2024.



## 'I was always listened to and respected by my peers'

Vanessa Hubert, Director, Revenue Optimization, DHL Aviation

### NEVER FELT OUT OF PLACE IN MALE-DOMINATED FIELD

I have lived and worked in different parts of the world, alternated revenue management and pricing functions for air cargo airlines with commercial functions on the forwarding side. I always adopted the cultures of each country I worked and lived in. I have never felt that being a woman was either an opportunity or a burden. I was blessed as I

have been listened to and respected by my male peers.

### SEEKING SUSTAINABLE GROWTH

As responsible leaders, we need to always ensure that we focus on sustainable growth. We are in an economic model that always wants more. Growth can only be possible if the wellbeing of the team members is taken care of. This is possible only if we make the necessary efforts to preserve and support the communities around us.

### GENDER BALANCE IS ESSENTIAL

According to reports, only 13 per cent of women are leaders in the air cargo industry. It is important to promote diversity and gender equality

I adopted the cultures of each country I worked and lived in. I never felt that being a woman was either a burden or an opportunity. Of late, several companies are running a programme to promote women leadership.

in this sector. Of late, several companies are running a programme to promote women leadership. Such programmes are necessary in order to put women in the spotlight. However, I hope that the women will be appointed to executive positions on the dent of sheer talent. I also hope that men and women will not be differentiated as far as salary element is concerned. Digitalisation is bringing in transparency in many processes. Of late, the air cargo startups are flourishing, and with them, new and fresh talent is being infused in the industry, both men as well as women.

Over the last few months, we have seen a number of initiatives launched to do away with gender discrimination. I consider collaboration and clarity as strong pillars of growth. I believe that these elements are important to boost any department or efficiency of any company. As a team, we need to have clarity about where we want to go and who we want to be in the highly competitive market.

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## ‘Women are steadily climbing up the ladder in the sector’

Sabrina Menahem, *Commercial Manager Europe, Challenge Group*

### WOMEN GO EXTRA MILE TO PROVE THEIR WORTH

It is a well-known fact that being a woman in a male-dominated world is not an easy task. Women always need to go the extra mile to show that they are strong, capable, and have the required skillset. We must promote our ability to occupy higher positions. Especially in my position, leading multiple offices in Europe with different cultures (all of which need to be approached differently) is a daily challenge. We work in harmony, respect, sharing ideas and open discussion.

### WE CHOOSE LEADERS NOT BY THEIR GENDER

The key to succeed is to be surrounded by the right people. We must be an example to the team and lead them, no matter if they are women or men. I am proud to be a woman and have contributed to support the global supply during the ongoing pandemic. I am fortunate enough because in Challenge Group, women and men are treated equally. The women leaders have been chosen, according to their professional skills only.

The key to success is to be surrounded with the right people. We must be an example to the team and lead them to world-class standards, no matter if they are women or men. I am proud to be a woman

### GENDER DIVERSITY

The women are steadily going up the ladder in the industry. The world has changed. We see more and more of them in leading positions. I endorse the idea of having a specific target when it comes to a woman's presence in any organization and any initiative which contributes to it, such as those in aviation. The significant concept here is the ability of our community to understand the breadth of change in world trade and commerce and the capability to quickly adapt the business model to sudden changes and the uncertain future. The logistics industry should adopt a multimodal approach to the supply chain in a bid to create alternative solutions from origin to destination based on a variety of different goods and services and encourage industry stakeholders, both men as well as women to perform well.



## ‘There is no gender prejudice in our supply chain business’

Hima Parvataneni, *CEO, Navata SCS*

### TAKING FORWARD FAMILY'S LEGACY

Although the group has been around for more than 60 years, Navata SCS was started in 1982. I grew up watching the elders in my family do this work, day in and out. So being part of the industry was also about taking the Navata family legacy forward. The transition was not difficult, and I have not come across any gender discrimination myself, but I have

seen many of the women going through it. We should cultivate a culture of publicly addressing workplace prejudice and have a conversation about it.

### LOGISTICS IS AN EXCITING BUSINESS

I find supply chain exciting, whether it is in terms of analysing complicated data, solving new and interesting problems, taking quick decisions, or collaborating with multiple stakeholders to get things done. At Navata SCS, we devise new ways to meet our customers' specific needs. We are a technology-driven, asset-light firm, concentrating on offering end-to-end solutions. We raise awareness of these opportunities. We wish to inform youth, especially engineers, about the prospects that await them in logistics and supply chain industry. We provide free driving school and ITI courses at

I find supply chain exciting, whether it is in terms of analysing complicated data, solving new and interesting problems, taking quick decisions, or collaborating with multiple stakeholders to get things done

our Nandigama-based trust in order to encourage those who cannot afford such courses.

### WE NEED MORE WOMEN LEADERS

When you mention logistics, the image that immediately comes to mind is of truck drivers eating away at line *dhabas*. Also, there is a preconceived impression that the sector is unsafe for women. But it is far from the case. As measured by market value and revenue, being diverse has made the firms productive. There are studies citing women to be better managers than men, and gender diverse companies are 27 per cent more likely to create superior value: such companies are likely to earn higher profits. Therefore, the women in the industry are not just "good things" but a profitable ones too. I believe encouraging the women will pave the way for a more gender-neutral business that will appeal to the younger generation.





## ‘Accepting a woman entrepreneur is a challenge’

Reema Jogani, Director, Reema Transport

### DEALING WITH FAIR SHARE OF STRUGGLE, GROWTH

The journey so far has been challenging and interesting. There is something new to learn. Success and growth require managing daily operations efficiently and constant adjustment to ensure we remain at the forefront of the industry that is competitive and rapidly evolving. Accepting a woman entrepreneur is a challenge, both externally

and internally. I had to prove my worth by working in the trenches and executing daily operations. Ever since I have become the director of the company, the areas of responsibility are much wider and require more effort.

### TIME TO ENCOURAGE WOMEN IN LOGISTICS

When I joined RTPL it was almost an all-male company. I made a conscious effort to recruit women, wherever possible. This small change literally changed the environment at work: it is now more sophisticated, sober, and less loud. We have also tried to bring about a change in the

**The women are empathetic and view situations compassionately; this adds maturity and also a human angle. This ensures that there are women at every rung of the organization**

mind-set of employees also by inculcating the attitude of ‘we’ from the earlier ‘me.’

### CREATING GENDER BALANCE

The women are empathetic and view situations compassionately; this adds maturity and also a human angle. This ensures that there are women at every rung of the organization. The companies in the past institutionalized processes and value systems to perpetuate male domination. However, replacing the existing work culture with fluid, transparent, and integrated workplaces will enable the talented women to grow. Diversity management programs will help establish positive work culture and introduce fair practices in recruitment, promotion, selection, training, appraisals, among others.



## ‘Work climate must be sans gender bias’

Jessica Tyler, President, Cargo, and VP, Operations Innovation & Delivery, American Airlines

### BE EMPOWERED TO GIVE YOUR BEST

I am focusing on cultivating an environment wherein my team represents a range of diverse characteristics. In addition to gender and ethnicity, there are many ways to have a broadly represented team. My

goal is that my team represents and ensures an environment wherein everyone feels a part of the team, and is empowered to bring their best. When you keep getting better at both elements, you achieve results in an organised manner. Ensuring work environment is one where all can thrive, it is a responsibility we all must own.

### CREATING WORK EQUALITY

We all have strengths and weaknesses, no matter our make-up or background. Building one’s strength is the path to growth, and our teams have been designed that way at American Airlines Cargo. For example, designing a job role around a team member’s strength, rather than forcing them into a box. I believe when we capitalize on what we are good at, as individuals, teams, large organizations or even as an industry, we set the foundation for great things to occur. My achievements are those which belong to the people I work with.



## ‘Women are at the forefront of logistics’

Sakshi Gupta, Country Manager, India, Air Logistics Group

Currently, when women equality and empowerment is rising steadily, women are making parallel footprints in all walks of life around the globe. In India and some countries, there are still some pockets where gender bias exists and it is with awareness, motivation and persistent efforts that this gap can

be reduced. The ‘winds of change are blowing.’ My journey started with Air Logistics Group (India) and my mentor, VS Ahluwalia, who always had faith in my earnest efforts and willingness to learn and explore, believed that with resilience, clarity, calmness, nerves of steel, everything is possible. Joining this group propelled me forward and there was no looking back. Besides, the cargo fraternity was supportive, which ushered conviction that women can carve a niche of being ‘Astute Architects’ in any industry.

### A VISION

Regardless of gender, it is paramount there should be a level playing field where equal opportunities are given to both women and men. The future logistics workforce, we hope, will accelerate gender equality, curate special roles, and give opportunities to more women. Just mere words will not suffice, it should show in reality.

# Demand increases for micro-fulfilment centres

Group handler, Bobba Group is all set to launch its 75,000 sq. ft. warehousing facility, Bobba Logistics, on NH-44 to manage end-to-end supply chain needs, says **Chandrakala Bobba** and **Balajee Bobba**, Directors of Bobba Group. They are the second generation of Bobbas, all set to take the company forward, with a vision to spread pan India.



Ritika Arora Bhola

**A**s an aviation and logistics specialist, what are the most important parameters you follow, while serving a particular airline/airport?

As a ground handler, we provide wide range of services to the carriers such as documentation handling, dedicated team for handling and processing the cargo, loading, and unloading. We offer efficiency and cost-effective solutions to our airline partners. We have been providing best-in-class ground handling services to Lufthansa Cargo since the last 25 years.

**The 75,000 sq. ft. new facility has completed provisions to manage end-to-end supply chain needs. It will also have a Cold Zone for perishable products**

*Elaborate on your upcoming warehousing facility at the airport. How is it going to benefit the industry at large?*

With 30 years of expertise in this industry, the Bobba Group is proud to launch Bobba Logistics, a 360° warehousing solution for fast cargo transportation at multiple locations. This new 75,000 sq ft facility has completed provisions to manage end-to-end supply chain needs. We also have a dedicated Cold Zone for storing perishable products. We will offer value-

added services such as sorting, reverse packaging, grading, pre-cooling, multi-commodity capability, among others. Our dry and cold warehousing solutions are an ideal combination to take care of every business need.

*How much have you invested in the physical and digital infra in the warehouse and what strategies are you planning to infuse into the firm's operations?*

This new warehouse will be one-of-its-kind facility with highly innovative steel



structures, pre-engineered in factories and assembled at the location. It will be 100 per cent digitalised, waterproof, well-ventilated, and temperature-controlled facility.

*Cargo handling companies are expected to have 'creative' ideas to gain business. What are your ideal strategies for consolidation in the coming years?*

Bobba Group has invested in a facility on the lines of model proven in several countries such as Hong Kong, Japan, Singapore, and South Korea. The Bobba Logistics facility at NH-44 is accessible from the city and major industrial hubs around Bangalore. There is an increased demand for micro fulfilment warehousing solutions. Finding a large warehouse has become an easy task. Bobba Logistics has been set up to cater to this specific demand, and this will be our focus whichever city we expand to. We offer a host of value-added services along with our micro fulfilment solutions namely—sorting, reverse packaging, grading, pre-cooling, multi-commodity capability. We also have a specialised Cold Zone and we offer our clients cold chain facilities and services for perishable transportation.



**Chandrakala Bobba and Balajee Deekshith Bobba, Directors of Bobba Group**

*What trends do you believe will aid the transportation of cargo, especially perishables and pharmaceutical products?*

The government is investing in infrastructure projects in a big way which will boost multimodal logistics across the country. The present facilities are clustered around major cities and ports. We, being in the Cargo Handling business for a considerable period of time are aware of the changes that are being driven by the Government and as a part of our efforts, are creating a facility which will help support various types of cargo, including pharmaceuticals

and perishables. Airlines have shifted focus to these commodities providing training, resources, special loading equipment and hub transformation. Hitherto such facilities are available only at ports and airports and at select locations based on the local requirements. We aim to make such facilities available at a convenient location with ease of access to the manufacturing areas and airports, dry ports, and major highways.

*Bobba Group has a strong commitment to innovation and marketing approach. How do you continue to embody this in your projects?*

Having partnered with Lufthansa for 25 years, Bobba Group has embodied a strong commitment in the team for adopting innovation at various levels. Be it customer service, cargo handling or dealing any requests for special services, we have excelled in performance. We aim to provide the same facilities to support their supply chain requirements. Bobba Logistics is all about impeccable service to the customers and state of the art infrastructure that meets global delivery standards. It is being set up to meet the industry-wide demand for smaller warehousing solutions, closer to the city limits. With the same dependability and reliability, the Bobba Group is known for along with our trademark stamp of the best-in-class service. 📌

#### HIGHLIGHTS:

- E-quality
- Persistence
- Accountability/Security
- Real-time access to data/temperature/ tracking/ other details to customers who want such services over the cloud
- Innovation
- Real-time tracking in cloud



# Air logistics vital in pharma supply chain

Logistics industry is in focus with initiatives such as Gati Shakti masterplan and Self-Reliant India. We see demand with bi-directional traffic growth. Multimodal transportation will result in savings for exporters and importers, making them more competitive, says **Huned Gandhi**, MD, Air & Sea Logistics, Dacsher India.



Ritika Arora Bhola

**What is your company's role in future air cargo and logistics, and services evolving around these concepts? Are such developments in Europe being planned for India?**

We believe air and sea logistics in India will grow in the years to come. Contract logistics; warehousing and distribution is a mature business in Europe and Asia. In the next five years, we expect similar developments to take place in India. Our focus has been to provide quality services leveraging our road logistics network and standardize processes. I would like to highlight Life Science and Healthcare



**Huned Gandhi**  
MD, Air & Sea Logistics  
DACHSER India

market in India. While ocean freight has been garnering increasing share of Life Science logistics spends, it is evident the air logistics will be the key in pharma supply chain in terms of value of goods shipped. It is likely to grow in the next decade; it shall remain one of the key industries for Dacsher India to focus on.

*Dacsher's global revenue exceeded EUR 7 billion for the first time in 2021. Kindly share with us the growth strategies adopted by you to move ahead?*

Our approach is designed based on customer expectations and

maintaining high quality services in these evolving market trends. Certifications such as CEIV, AEO, ISO provide customers assurance of an expertise, quality, and compliance. Over the years, the Dacsher has expanded to be able to provide its valued customers with seamless services across the globe. Investment of time and resources in training, development and upgrading our skills in business field solutions such as Life Science and Healthcare Logistics has ensured we can cater to the specialised service needs of valued customers.



### *What are the growth drivers in 2022 and beyond?*

The supply chain management (SCM) technology landscape is changing rapidly, hence, the capacity for technology and innovation optimizes the way firms are working to remain competitive. In the future, real-time data and analysis will become crucial to address uneven demand fluctuations across different geographies. It will help adjust transport routing plans ahead of time, along with the ability to forecast and adapt to the volatile global geopolitical and supply chain situations—they are the key drivers for sustained growth. The demand for eco-friendly products and processes will play a vital role in demand-supply model. Our climate protection initiative focusses on efficiency, innovation, and inclusive responsibility. By 2022-end, our deliveries to the city centres will be emission free. Sustainable capacity solutions, enhanced handling capabilities for specific business and the ability to motivate employees will remain important too.

### *Which trade lanes exist at Dacsher Air & Sea India? What are additional ones planned for 2022 and beyond?*

Being a Germany-based company, the largest trade lanes for Dacsher India are

to Europe followed by intra Asia and to the United States. In the recent times, we have seen growth within Asian markets and the US trade is booming with all vessels running to full capacity. For the future, we see the US as one of the major trade lanes for our growth. The markets of Thailand, Singapore, Vietnam, Indonesia, and Malaysia hold potential, and we are looking forward to explore these markets, considering that we have offices in these countries.

### *May we expect to see more shippers divert freight from ocean to air this year? What kind of commodities are most likely to see a surge in air freight?*

Air cargo has come a long way and with new age aircraft and technology. It has proved itself as a cost-effective solution for many products and continues to register growth over the years. Having said that, in ocean freight the container shortage and blockages in production activities, the supply of PPE during the ongoing pandemic, and pent-up demand—all this led to a surge in demand for air freight. A similar situation is likely to persist until the SQ of 2022, though at a much lower scale. This will lead to a surge in air freight demand due to a diversion from sea to air.

### **Investment of time and resources in training and upgrading the skills in business field solutions has ensured that we can cater to the specialised service needs of valued customers**

### *Could you elaborate on the strategies being devised to enhance efficiency in the company's business and network enhancement?*

We are having a well-defined and proven quality management system. We invest in employees training and development, have a structured approach to laying out standard operating process, documentation, route validation, and lane assessment. Deviation, exception handling and, a subcontractor management are some of the areas where we are implementing tried and tested best practices followed by our network, which are often customized in collaboration with customers.

### *Today the world seeks to ship to India. Where do the trade activities with India stand at the moment?*

We are looking at growth in 2022-23 and the logistics industry is getting the right focus from the government. The PM Gati Shakti Masterplan covers relevant aspects of logistics. Atmanirbhar Bharat initiative and PLI scheme will see a rise in manufacturing activities. The resultant output will also be targeted for exports to the overseas buyers seeking to diversify their sourcing. Increased production will most invariably need imported inputs and raw materials. Thus we see a demand with bi-directional traffic growth. Multimodal transportation will result in savings for exporters and importers, globally.

### *Do you think the stakeholders are collaborating and uniting for growth?*

Collaborative efforts for collective good of shippers, forwarders and carriers is always welcomed. Collective representations to government bodies for facilitation of EXIM processes, infrastructural development and trade facilitation are needed to keep up with the evolving business situations. 📌

#### **FACTFILE**

➔ Air cargo proved itself as a cost-effective solution for many products and continues to register growth.

➔ A similar situation is likely to persist until the SQ of 2022, though at a much lower scale. This will lead to a surge in air freight.



# Mission to achieve low carbon future

American Airlines, with new facilities to store, handle and move cargo, is all geared up to meet pent-up demand. **Jessica Tyler**, President, Cargo and VP, Operations Innovation & Delivery told **CARGOTALK** that real-time data, seamless connectivity, and transparency in pricing and capacity will be crucial areas in 2022.



Ritika Arora Bhola

**H**ow is American Airlines gearing up to meet the increased demand and cent per cent capacity utilisation?

As an airline, we are moving forward to meet demand from passengers and cargo customers. Our network offers the broadest reach in the industry, and we can connect with the customers across the world. While the passenger demand has remained low, cargo-only programme was a success during COVID-19. But our cargo-only flights have been reduced to make way for the

## FACTFILE

→ The New York to Doha flight will begin in June in tie-up with Qatar Airways allowing our customers to reach the Middle East.

→ We are increasing flights from Miami to Buenos Aires. It will operate twice daily from DFW.

full return of our passenger services. With all our aircraft in the air, this means more opportunities for the cargo customers to take full advantage of the breadth of our network.

*Throw light on the new freighters launched or routes initiated for both cargo and pax ops following resumption of air services?*

In partnership with Qatar Airways, our New York to Doha flight will begin in June, allowing our customers to reach the Middle East and connect to the

African continent. We are also extending transatlantic services from Philadelphia to Athens; Chicago to Barcelona and Dallas Fort Worth International Airport (DFW) to both Dublin and Madrid. We are also increasing flights from Miami to Buenos Aires, which will operate twice daily from this summer along with expanded daily service from DFW.

Our wide-bodied aircraft will focus on long-haul international routes this summer, which is great news for cargo. With more fuel-efficient, wide-bodied



aircraft on order, we have a lot of growth, new air routes, and connectivity options for customers ahead of us.

**Could you elaborate on the strategies devised to enhance the company's operations, business and network?**

I think we learnt in the ongoing pandemic that creativity and adaptability alone prevail above all else when it comes to making rapid progress. Partnerships, digitization and staying close to our customers' changing needs will be the guidepost for us as we evolve our operations. This year, we are focused on moving in the direction of real-time data, seamless connectivity, and transparency in pricing and capacity thus making it easier for customers to do business with us and better equip our team so that they can serve our customers well.

**Share with us digital/physical infra for storage, handling, and transportation of cold chain products and bulk cargo?**

We offer a variety of products to the customers to tailor the handling of shipments to their needs. From the launch of our re-branded pet programme, American PetEmbark, to

our recently announced Life Sciences and Healthcare dedicated product suite, we are now looking at how to improve products, and offer the customers more resources to make their experiences with us as easy as possible. We strive for excellence in handling and procedures for our products and facilities, exemplified by our CEIV Pharma certification in DFW, PHL, and MIA with more stations this year.

**Sustainability and digitization are the buzzwords in air cargo sector. Share with us the initiatives taken in this regard?**

Our mission is to increase fuel efficiency, reduce greenhouse gas emissions and plan low-carbon future. We are the first US airline with a clear path to net zero carbon emissions by 2050, and committed to develop a science-based target by 2035. To reach this goal, we have invested in newer, fuel-efficient aircraft and sustainable fuel, among others. In 2020, we had introduced a programme for customers to calculate emissions, manage their own carbon footprint through a partnership with Cool Effect. We believe it is critical to take responsibility as a company and take action at an individual level with our customers.



**Jessica Tyler**  
President, Cargo and VP  
Operations Innovation & Delivery

**The best brands you interact with do what they do better than anyone else. The safety of our team and the customers comes first and our business comes second**

Although the industry has made rapid progress over the years, we still have a long way to go. It is a daily commitment to uncover efficiencies and greener best practices, doing our best to care for this world and the generations to come.

**Could you explain what makes you better than your competitors? How do you ensure efficient customer service and supply chain operations?**

Our goal is to be an airline our customers can count on. To achieve this, we are laser-focused on recovering better than anyone when things do not go as planned (a regular part of airline operations). The safety of our team and the customers comes first and our business comes second. The best brands you interact with do what they do better than anyone else. Focus and a desire to keep doing better are the keys to navigate forward.

**Apart from a rise in freight rates and restricted ocean trade, what other blockages is the industry facing of late?**

The capacity crunch the industry is experiencing due to the delayed return in long haul global passenger travel and infrastructure challenges at airports and other modes of cargo experience various bottlenecks at ports and borders for a variety of reasons. Entry curbs for crew and passengers have been streamlined and are travel-friendly, which is crucial to rebuilding global networks. They, in turn, will create efficiencies and reliability in the supply chain. This will correct the imbalance between supply and demand. The best we can do as an air cargo industry and supply chain is to work together to extend the capacity, where we can be as efficient as possible.



**FACTFILE**

➔ We are the first US airline with a path to net zero carbon emissions by the year 2050.

# 'Tie-ups gave impetus to logistics, business'

Cyrus Katgara, Partner, Jeena & Co and Stephan Schiller, CEO, Hermes International and MD, Hermes Europe have entered fifth decade of their partnership and are looking forward to fuelling growth through mutual business opportunities. In an interview, the logistics experts discuss about their association and latest offerings in the Indian market.



Ritika Arora Bhola

**K**indly elaborate on opportunities and benefits your firms can avail from this partnership?

**Katgara:** Our partnership has provided an impetus to the Indo-German trade and business activities in the form of lower logistic costs combined with best infrastructure, expertise, and technology to the exporters and importers. Since Germany is the hub for retail, automobile, engineering and construction, our Indian customers have been able to leverage this alliance for their logistic needs. We have developed three to four consolidations in every Indian city for exporters and importers to benefit from it.

**Schiller:** The cooperation between Hermes and Jeena & Co is a good reflection on the general development on the trade between Germany and India. I feel India is a country with enormous potential. For us, Jeena & Co has been a superhero and the association has been a success for us.

*What are the key highlights of this association?*

**Cyrus:** Being a 122-year-old organization, Jeena & Co believes in investing in long-term relationships by partnering with local experts and leaders in Germany. Hermes being a leading LSP in Germany, helped Jeena

to strengthen its foothold and grow the overall business between the two countries. The objective of the tie-up is to be a one-stop-solution provider to our customers in both these countries. The key offerings include the best of technology, innovation, and solutions.

**Stephan:** The association gives us hope to look forward and find a constructive solution. We are not looking for quick success but a long-term successful partnership for growth.

*Sustainability has become a buzzword in the logistics industry. Please share with us the initiatives taken in this regard?*

**Katgara:** I have always been a green man for the last 15 years I am fighting to go paperless with

**Since Germany is the hub for retail, automobile, engineering and construction, our Indian customers have been able to leverage this alliance for their logistic needs**



Cyrus Katgara and Stephan Schiller

customs and airports. I feel the entire ecosystem should be digitalised. I thank Hermes for its latest initiative of buying all electric trucks. I am also asking Tata, Ashok Leyland, and Mahindra to focus on providing electric trucks rapidly into the market. I would like the airports to have electric ground handling equipment.

**Schiller:** Sustainability has been one of the key focus areas for us. Air freight is not known as a sustainable transport mode, but in case it all starts with making the consumption of CO2 visible to clients to say that this is what we do for our clients in Germany. We

are developing a strategy to introduce electric vehicles, bicycle deliveries...so there is a lot to come.

*Could you elaborate on your latest offerings for the Indian market?*

**Katgara:** Earlier, we were heavily into retail, but now we have shifted our focus towards pharma and electronics. They are mainly transported via air as it requires speed, quality, and safety.

**Schiller:** At present, automotive, retail, fashion, home living are the segments for us in India, but I am sure there are other industries where Jeena & Co is active. 🚀



# CII roadshow on sustainable infra

Confederation of Indian Industry (CII) held a roadshow EXCON in New Delhi recently focusing on creating environment-friendly and sustainable infrastructure in order to attain holistic growth in infrastructure and allied sectors. Senior executives and stakeholders of the infrastructure and construction sectors attended the roadshow.



# Multiclient facility at FM Logistics

FM Logistics opened state of the art warehouse facility in Farrukhnagar in Haryana recently. It will provide handling, packaging, e-commerce, and omnichannel services and the like to customers. Jean-Christophe Machet, CEO, FM Logistic, S Descarpentries, MD -Asia and Strategic Projects Director and A Amine Soufiani, MD, FM Logistics India attended





# Global maritime meet in Mumbai

Indian Maritime Transport & Shipping India Expo and ShipBuild India Expo provided global maritime logistics and cargo industry an integrated platform. Several local and global shipping firms, freight forwarders, and tech among others participated in the event, making it a success.





# Data-driven planning for decision-making

Analysis of historical information and by the use of Machine Learning methodologies, executives can get a clear view of the entire supply chain and thus optimize for specific variables. Not only this, they can also model future scenarios and forecast customer behaviour more accurately, according to McKinsey research.

Consumer product goods (CPG) companies know that global supply chains are just not working as they should, leading to shortages and higher costs. At the same time, COVID-19 has changed India's consumers; they are more digital, selective, and less loyal.

In response to these trends, many CPG companies are investing in Artificial Intelligence (AI) and Machine Learning (ML), but fall short of potential. According to a recent McKinsey research, 80 per cent of senior leaders from large Asian CPG manufacturers have only limited real-time decision-making. Even those who do incorporate data-driven planning methods optimize decision-making at local level, rather than globally, and cannot address potential disruptions in real time.

The approach should be to integrate the entire supply chain so that most processes and decisions can be run through autonomous planning, defined as the use of advanced analytics and AI to enable critical business processes. Autonomous planning covers everything—demand planning, dynamic production scheduling, inventory and replenishments, exceptions, and the integration of suppliers.

Through the analysis of historical information and the use of ML



**K. Ganesh**  
Associate Partner,  
Chennai, McKinsey &  
Company



**S. Ganguly**  
Partner, Gurugram,  
McKinsey &  
Company

**Companies must consider creating formal roles to coordinate specific aspects of autonomous planning across different business units and functions, all along the value chain**

methodologies, executives can get a clear view of the supply chain and thus optimize for specific variables. They can also model future scenarios, predict customer behaviours more accurately, and meet demand faster and with a higher level of confidence. In our experience, autonomous supply-chain planning can increase revenues by up to 4 per cent, while inventory and supply chain costs can be reduced by as much as up to 20 and 10 per cent, respectively.

It can also play a role in environmental sustainability. Capturing these benefits is not just about buying the right technology. It entails a shift in the way that organisations work. There are three priorities.

## INTEGRATE PROCESSES

The organisational design of the supply-chain function matters. Even if the right solution is in place, it would not work as intended if individual components are disconnected.

Companies should consider creating formal roles, such as demand-planning analysts, control tower planners, and sales and operations planning facilitators, to coordinate specific aspects of autonomous planning across different business units and functions all along the value chain.

It is also important to get everyone on the same page by defining company-wide performance indicators with incentives to match. For companies that are used to setting targets at the function or business-unit level, this will represent a major change, but the value of an integrated performance-management system is substantial. One Indian pharmaceutical company, for example, reduced inventory stock-outs by two-thirds after it introduced autonomous planning capabilities.

Build capabilities: a CPG company is used to thinking in terms of beginnings and ends for specific processes. A demand forecast or a production capacity prediction is a separate consideration with its own timing. In autonomous planning, flexibility and cohesiveness replace rigidity. Instead of monitoring outcomes, operating executives manage for responsiveness; their task is to understand changing conditions and make real-time adjustments.

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

# Digital logistics solution at the click of a mouse

In the journey of digitizing the industry, getting a second-by-second live location in the journey of goods is what ECU360 is focusing on right now. **Vikram Vikas Varma**, Head of Marketing, says the biggest challenge is to get freight forwarders to adopt this product. We are aiming towards 80 per cent.



Hazel Jain

**E**stablished four years ago with the aim of digitizing the logistics industry, ECU360 delivers a customer-centric digital logistics experience that is capable of performing end-to-end shipping services at the click of a mouse. The name comes from ECU Worldwide, a company that Allcargo bought a few years ago. Users of the portal can do the entire end-to-end logistic solutions digitally. This means users can sign up, get a quote, book, check sailing schedules, do invoicing, and upload SB file, ensuring that the end-to-end process is taken online.

**Vikram Vikas Varma**, Head of Marketing, ECU360 said, "In the past, when we used to do logistics manually, there was a lot of documentation required. Now everything has become easier with ECU360. Of course, there are challenges because it is still a traditional industry. People think that with every new technology, it will lead to job losses. But that is not true. With digitisation, people also evolve. You obviously need people to run a portal like this—at our end as well as the freight forwarders' end. They need people to key in data. So while we say that in 30 seconds we can quote and book, we need people to punch in details that they need to send shipments. You need to add



**Vikram Vikas Varma**  
Head of Marketing  
ECU360

**People want a track and trace feature, which is 90 per cent accurate. There are so many elements in an end to end journey of goods. Getting that updated info to the 'T' is difficult**

details of CBM, whether the goods are hazardous or non-hazardous. So you need people to run this digital portal." He added that it was a challenge within the group as well to get its people to adopt the technology. "Now the biggest challenge is to get freight forwarders to adopt this product. Six out of 10 forwarders have already booked on ECU360—60 per cent adoption has already happened. We are aiming towards 80 per cent," Varma said.


## NEW FEATURES

The portal started with Less Than Container (LCL) load and now it has FCL and trucking in the United States. We are continuously adding other services as and when they hear of requirements. "Just now we have added insurance for the United States. We are hoping that people will book an insurance. Because cargo insurance is vital in the journey of goods going from one place to another, it is good to be insured. So, now the people on booking quotes can directly take up insurance quote and that gets added to their cost. That gets added to their total cost. Currently, we do door-to-door quotes in more than 52 countries. And we have offices in 180 countries with 2,400 trade lanes. Everything is mapped onto ECU360," he stressed.

## ENGAGEMENT AND TRAINING

Varma shared that the company is currently working with the customer success team, creating training teams, which are reaching out to freight forwarders to train them at the ground level. "We recently conducted a survey among them to find out what kind of services will make them efficient. Almost 70 per cent asked



for quoting booking digital product. So clearly, this is need of the hour. One important need, which emerges is visibility. People want a track and trace feature, which is at least 90 per cent accurate. I will not say it is that it is 100 per cent accurate because there are so many elements in an end to end journey of goods. Getting that updated info to the 'T' is difficult. But we are getting there. We should be able to do that what Uber does with live location. Just that it is the whole tech thing started late but we will reach there soon," Varma added. 



# Times Pro launches PG course

TPL, under the brand Times Pro, recently launched job-oriented PG course in e-commerce and SCM in New Delhi. The event saw experts of e-commerce logistics and academicians discussing on topics such as '2030: Employment Growth in e-commerce and supply chain in India' and 'Developing Student Employability in a Changing World.'



## Multimodal Show 2022 on 21 June

Two-day Multimodal Show 2022, supported by Association of Multimodal Transport Operators' of India (AMTOI) will be organised on 20 and 21 June 2022 at Hotel Vivanta in New Delhi. Representatives from industries such as logistics, supply chain, warehousing, and logistics parks are likely to take part in the show.



## DCBA elects new Managing Committee for 2022-24

Delhi Customs Brokers' Association (DCBA) elected the new Managing Committee with majority of votes from the Association members on 8 May 8, 2022, for the term 2022-2024. The committee members had organized its first managing committee meeting on 13 May 2022, to discuss on their prime objectives and activities for the ensuing two years. Following are the DCBA Office Bearers and MC Members elected for the term 2022-2024 Puneet Jain has been elected as the President, Vaneet Agarwal as the Vice President, Devendra Singh Bhadoria as the Honorary Secretary, Mukesh C. Hira as Honorary Joint Secretary, Harjit Singh as the Honorary Treasurer, Deepika Sadana, Jogesh Sethi, Kailash Chand Mishra, and Mahendra Singh, Mohit Sharma, Rajesh Kumar Sharma, Rajiv Chhibber, and Umesh Chaturvedi have been elected as the members of the new managing committee, respectively.



## INDIA-UAE PACT first consignment flagged off

BVC Logistics delivered the first of three consignments from India to Dubai under the recently signed Comprehensive Economic Partnership Agreement (CEPA) flagged off by B.V.R Subrahmanyam, Commerce Secretary and other dignitaries. All the three consignments would be getting a zero-duty access to the United Arab Emirates market. The consignment was handed over to the representatives of Malabar Gold and Diamonds by Khalfan Al Kaeibi, Head of Customs, Dubai Airport Free Zone Authority. CEPA came into force at the most opportune time for the Indian gems and jewellery industry as it looks to bounce back after two years of the ongoing pandemic. CEPA is said to support the gems and jewellery industry to increase bilateral trade between UAE and India to the tune of US\$10 billion annually. The sector looks to positively reach its target of US\$52 billion with the UAE by March 2023.



## V-XPRESS records highest industry growth

V-Xpress, part of V-Trans (India) Limited announced acceleration in its growth by around 30 per cent. The company owes its success to the newly launched innovative product 'Box N Ship' business service, which has grown at a rate of 40 per cent month-on-month. Mahendra Shah,



Group, MD, V-Trans (India) Limited said, "We are proud to announce our acceleration of V-Xpress by 30 per cent. We aspire to continue achieving such milestones in the future as well. We have launched 'Box N Ship', and strengthened air business, the focus of leadership team, along with efforts of our senior colleagues enabling the fast-paced growth of the company. "Our IT-enabled infra helps us provide best services to our customers," V-Trans (India) Ltd added.

## OPR SEAWAYS opens India's first water line to Bangladesh



OM Logistics, Phonex Group, and Roadwings International have joined hands for a tri-party venture, 'OPR Seaways,' to provide Inland Water Transport services to Bangladesh. The first sailing was conducted on 5 May 2022, with 74 TEUs loaded and sailed out on barge 'MV Ashrafi 2' owned by M/s Abul Hassan & Brothers, Kolkata. This move has opened trade opportunities between India and Bangladesh—less transit time and overall profitability. OPR Seaways aims to provide reliable container transportation services to Bangladesh via barges through consolidated logistics. Om Logistics has recently acquired Transafe, which has an inventory of 15,000 containers, ready for the movement. It also focused on providing logistics to the exporters where containers can be ferried from across India to Bangladesh in an economical manner.



## BIAL joins Kotak Phi Commerce for omnichannel payment solution



To enable a seamless payment experience for customers, Bangalore International Airport Limited (BIAL), in partnership with Kotak Mahindra Bank and Phi Commerce, has introduced an innovative omnichannel payment solution across the airport ecosystem. The one-stop payment solution, designed for the airport in partnership with KMBL and payment solutions company, will enable a secure, scalable, and unified payment experience across the airport, says an official statement. The solution will power B2B and B2C payments across channels – both online and offline.

## DHL SUPPLY CHAIN expands IFN in three Indian cities

DHL Supply Chain has, after Bengaluru, has now expanded its India Fulfilment Network (IFN) to Ahmedabad, Mumbai, and Delhi. The company has so far invested



₹25 crores in capacity building through IFN. "The latest development is designed to be a launch pad curated for easing the B2C fulfilment process. It is a supply chain solution for enterprises across sectors, allowing them to manage their operations seamlessly in a online marketplace scenario. IFN also offers carrier agnostic transportation network linkages to brands and companies desiring to sell online, providing them with last mile delivery services.

## DACHSER INDIA certified as 'Great Place to Work'

Dachser has been certified as a Great Place to Work in India for the year 2022. The company owes this recognition to its employees, who consistently rated highly on their workplace experience including the level of trust and support they received. Great Place to Work® is the global authority on workplace culture. "Achieving this certification, particularly during a global pandemic, is a true honour for our team. It is testament to their efforts in building a 'High Performance' culture aligned with the company values of trust, respect and integrity," said Huned Gandhi, Managing Director, Air & Sea Logistics Indian Subcontinent at Dachser.



## FFFAI team visits Jebel Ali Free Zone in Dubai



Federation of Freight Forwarders' Associations in India (FFFAI) team members recently visited Jebel Ali Free Zone, a free economic zone located in the Jebel Ali Port area at the far western end of Dubai, UAE, to experience the port infrastructure and its operations. Jebel Ali Free Zone is the flagship free zone of DP World. While interacting with the team members of the DP World, Shankar Shinde, Chairman, FFFAI said, "We thank the DP World for its hospitality extended to our FFFAI team during visit to their Dubai headquarters. It was a pleasure meeting Mike and the DP World team exchanging ideas and areas of cooperation to take it forward to next level."

## FFFAI upgrades office infra in Mumbai with latest IT facilities

Federation of Freight Forwarders' Associations in India (FFFAI) upgrades its Mumbai office infrastructure with the innovative and latest technologies, on May 3, 2022. The highlights are the training centre and



video conferencing rooms for its members for training and meetings. The inauguration was attended by its office-Bearers, members, boards of advisors, trade body representatives among others. "This year is special for FFFAI we are celebrating Diamond Jubilee, 60 years of service in this industry and we are happy to create the modern infra to enhance knowledge of our members," said Shankar Shinde, Chairman, FFFAI.

## OBITUARY

### Doyen of logistics dies

It is with great sadness that **CARGOTALK** announces the death of Bharat Jamnadas Thakkar on May 27, 2022. He was aged 68 years.



He is survived by his wife Nina Thakkar and two

**Bharat Jamnadas Thakkar**  
(1955-2022)

sons. Thakkar passed away due to a prolonged illness, his family members said.

The deceased was the Co-founder and Joint Managing Director at ZEUS Air Services. He spent more than four decades serving the Indian logistics and air cargo industry.

We extend our deep and heartfelt condolences to the bereaved family. The industry has been immersed in grief following the death of Thakkar, who was a visionary and veteran logistician. The deceased was cremated on May 29, 2022 in Mumbai.

## SKYWAYS GROUP INDIA

**Sona Handa** has been promoted as the VP, Global Logistics, in New Delhi. Handa joined the Skyways Group in March 2015 and over the years displayed passion and determination to build the global network making the group as one of the most sought-after brands to work with by forwarders around the globe. As the group sets itself on a bigger growth plan in the global logistics vertical, she will now step into a larger role to drive the global logistics to much bigger heights in years ahead.



## JAIPUR GOLDEN TRANSPORT CO. INDIA

**Ajay Khosla** has joined Jaipur Golden Transport Company as GM. He has over two decades of expertise in the logistics industry. Previously, he has worked for companies such as Gati, OM Logistics, AFL Logistics, Overnite Express, Patel Roadways, and Coldex. He recently worked a logistics startup firm as an Associate Director, where headed transportation business for Northern territories for their B2B vertical. In his new role, he is expected to bring in growth with his business strategies.



## LOCUS INDIA

**Ranadheer Velamuri** has recently been appointed as the Senior VP, Engineering, Locus, an order-to-delivery dispatch management platform that solves logistics challenges and enables intuitive workflow automation. He brings 20 years of experience in building technology for enterprises in logistics, advertising, retail, e-commerce, and data. Previously, he built the fulfillment platform at Tesco's retail business, bringing in new customer propositions and revamping existing platforms.



## ETIHAD CARGO UAE

**Tim Isik** has been appointed as VP, Commercial, Etihad Cargo, the cargo and logistics arm of Etihad Aviation Group. He will oversee the air carrier's global commercial operations at Etihad Cargo's headquarters in Abu Dhabi. In his new role, Isik will oversee the development and deployment of the carrier's sales strategy and be responsible for further growing Etihad Cargo's strategic relationships, executing sales and marketing plans, and team performance. Isik will report to Martin Drew, Senior VP, Sales & Cargo.



## JETTAINER HONG KONG

**Stella Wang** has joined Jettainer, the global leader in Unit Load Device (ULD) management services, as Head of Product for lease & fly on April 1, 2022. She will be supervising the development of the ULD expert's leasing business in addition to serving customers in the East Asia region. Wang's job responsibilities include customer services and distribution in East Asia, along with ramping up the lease and fly leasing service. Wang's appointment is a part of the ULD service provider's growth strategy in the Asian region.



## BARIG AIR CARGO & LOGISTICS COMMITTEE EUROPE

**Jorge Carretero** of LATAM Cargo has taken over as chairman, BARIG Air Cargo & Logistics Committee. The cargo division of the Chilean-Brazilian LATAM Airlines Group supports the association in representing the interests of the BARIG airline community. "I am happy Carretero is taking over," BARIG Chairman and ED Michael Hoppe stated. Carretero has been working for LATAM Airlines Group for 15 years and is considered an expert in sales and cargo business.



## UNITED PARCEL SERVICE AMERICA

**Ufku Akaltan** has joined United Parcel Service as the President for the Indian Subcontinent, Middle East, and Africa (ISMEA). Akaltan will oversee 70 countries in the Indian Subcontinent, the Middle East, Africa, and Central Asia. In his new role, he will be responsible for promoting growth to help clients take the advantage of cross-border opportunities. Additionally, contributing to the company's environment and sustainability goals of carbon neutrality for global operations by 2050 will be one of his top job responsibilities.



## WORLDWIDE FLIGHT SERVICES AMERICA

**Tom Lynch** has been appointed as Senior VP, Commercial, by the Americas at Worldwide Flight Services. Lynch will oversee the commercial strategy and business development flight services' for its cargo and ground handling operations in North and South America. Lynch's responsibilities include building the company's sales capabilities through training and mentoring, working closely with the operations group, new and existing customers and monitoring current practices to increase revenue and maximising profitability.







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