

Middle East's leading cargo monthly

March 2025

# CARGO talk

Let's Keep Moving

A large cargo aircraft is parked in a vast hangar. In the foreground, two women wearing hard hats and safety glasses are looking at documents. The woman on the left is wearing a white hard hat and safety glasses, holding a pen and a clipboard. The woman on the right is wearing a blue hard hat and safety glasses, smiling while looking at a document. The hangar has a high ceiling with blue structural beams and large windows.

**DIGITISE AIRPORT  
INFRASTRUCTURE**  
streamline logistics

**WOMEN TAKING**  
air cargo, logistics by storm



Accepting Cargo EX UAE  
to KABUL, Afghanistan



# AZIMI CARGO & LOGISTICS

Your Trusted Logistics Partner in Afghanistan

Our mission is to deliver reliable, high-quality logistics services that ensure your shipments are secure, efficient, and ready for any destination ahead.



**ALL KINDS  
OF FREIGHT**



**BEST  
MANAGERS**



**FAST  
SHIPPING**

## OUR SERVICES:



### AIR FREIGHT

Fast air transportation for urgent and high-value shipments.



### OCEAN FREIGHT

Sea transport for large volumes and international shipments.



### RAIL FREIGHT

Efficient rail services for bulk and long-distance cargo.



### ROAD FREIGHT

Road transport solutions for regional and cross-border deliveries.

## WHY CHOOSE US?

We provide reliable and efficient logistics solutions to ensure your shipments arrive on time and in perfect condition.

## CONTACT US:



+971 4 456 1678



[www.247azimi.com](http://www.247azimi.com)



[kbl@247azimi.com](mailto:kbl@247azimi.com)



www.cargotalkgcc.com

#### PUBLISHER

SanJeet: [sanjeet@sanjeet.ae](mailto:sanjeet@sanjeet.ae)

#### EDITORIAL TEAM

Devika Jeet  
[devika@ddppl.com](mailto:devika@ddppl.com)

Nisha Verma  
[nisha.verma@ddppl.com](mailto:nisha.verma@ddppl.com)

Dr. Shehara Fernando  
[shehara@ddppl.com](mailto:shehara@ddppl.com)

Ritika Arora Bhola  
[ritika.arora@ddppl.com](mailto:ritika.arora@ddppl.com)

#### DESK EDITOR

WN Murthi: [wn.murthi@ddppl.com](mailto:wn.murthi@ddppl.com)

#### ADVERTISING TEAM

Crisna De Guzman: [crisna@ddppl.com](mailto:crisna@ddppl.com)  
 Sonia Butalia: [sonia.butalia@ddppl.com](mailto:sonia.butalia@ddppl.com)  
 Rajith Fernando: [rajith@ddppl.com](mailto:rajith@ddppl.com)  
 Mobile: +971 529208684  
 Angelito Villeza: [angelito@ddppl.com](mailto:angelito@ddppl.com)

#### MARKETING SERVICES

Jaspreet Kaur: [jaspreet.kaur@ddppl.com](mailto:jaspreet.kaur@ddppl.com)

#### DESIGN

Nityanand Misra

#### PRODUCTION MANAGER

Anil Kharbanda  
Ramesh Gupta

#### ADVERTISEMENT DESIGNER

Nitin Kumar, Aditya Kumar Singh,  
Anil Khatri Chhetri



DURGA DAS PUBLICATIONS (MIDDLE EAST) FZE

UAE : Z1-02, P.O. Box 9348, Saif Zone,  
Sharjah, UAE, Ph: +971 6 5528954,  
Fax: +971 6 5528956  
E-mail: [uae@ddppl.com](mailto:uae@ddppl.com)

**CARGO talk** Middle East is printed on behalf of  
Durga Das Publications (Middle East) FZE  
at Modest Print Pack Pvt. Ltd.,  
C-52, DDA Sheds Okhla Industrial Area,  
Phase-I, New Delhi-110020



## 6 Women move forward in air cargo & logistics



## 4 UAE Cabinet nod to promote logistics



## 5 Saudi Cargo posts record growth



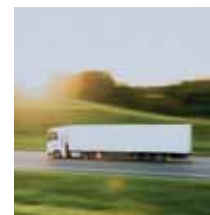
## 10 Digitising infra for logistics



## 14 14% YoY growth in cargo demand in ME



## 28 Dubai aviation, Keeta Drones join forces



## 33 DHL, Neste to cut carbon emissions

**CARGO talk** MIDDLE EAST is a publication of Durga Das Publications (Middle East) FZE. All information in **CARGO talk** MIDDLE EAST is derived from sources, which we consider reliable and a sincere effort is made to report accurate information. It is passed on to our readers without any responsibility on our part. The publisher regrets that he cannot accept liability for errors and omissions contained in this publication, however caused. Similarly, opinions/views expressed by third parties in abstract and/or in interviews are not necessarily shared by **CARGO talk** MIDDLE EAST. We wish to advise our readers that one or more recognised authorities may hold different views than those reported.

Material used in this publication is intended for information purpose only. Readers are advised to seek specific advice before acting on information contained in this publication which is provided for general use, and may not be appropriate for the readers' particular circumstances.

Contents of this publication are copyright. No part of or any part of the contents thereof may be reproduced, stored in retrieval system or transmitted in any form without the permission of the publication in writing. The same rule applies when there is a copyright or the article is taken from another publication. An exemption is hereby granted for the extracts used for the purpose of fair review, provided two copies of the same publication are sent to us for our records. Publications reproducing material either in part or in whole,

without permission could face legal action. The publisher assumes no responsibility for returning any material solicited or unsolicited nor is he responsible for material lost or damaged.

This publication is not meant to be an endorsement of any specific product or services offered. The publisher reserves the right to refuse, withdraw, amend or otherwise deal with all advertisements without explanation.

All advertisements must comply with the UAE and International Advertisements Code. The publisher will not be liable for any damage or loss caused by delayed publication, error or failure of an advertisement to appear.

# Cabinet gives approval to UAE integration council for logistics

The UAE Cabinet, chaired by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, has approved the creation of the UAE Logistics Integration Council, aiming to transform the country into a global hub by projecting growth to AED 200 billion by 2030.

CT Bureau

The UAE Cabinet, chaired by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, has approved the establishment of the UAE Logistics Integration Council to position the UAE as a global trade hub.

The initiative targets growth in the logistics industry, with a projected increase from AED 129 billion to over AED 200 billion by 2030.

The council, chaired by Suhail Mohamed Al Mazrouei, Minister of Energy and Infrastructure, UAE, will integrate policies, strategies, and programmes in the logistics sector, while developing the UAE's infrastructure to enhance global competitiveness.

His Highness Sheikh Mohammed bin Rashid Al Mak-



**His Highness Sheikh Mohammed bin Rashid Al Maktoum**  
Vice President and Prime Minister of the UAE and Ruler of Dubai

**“E-commerce boom, spurred by pandemic-era adoption rates, has created a demand for LMD solutions.”**

toum, Vice President and Prime Minister of the UAE and

Ruler of Dubai, said, “During the meeting, we approved the creation of the UAE Logistics Integration Council, aimed at aligning efforts and ensuring seamless coordination to strengthen the UAE’s position as a global trade hub.”

The e-commerce boom, spurred by pandemic-era adoption rates, has created an unprecedented demand for LMD solutions. Supporting this growth, government initiatives like Vision 2021 and the Dubai Logistics Master Plan 2040 emphasise technological advancements and infrastructure development.

“The council will bring together all key federal and local entities, including ports, roads, transport, customs, railways, and border crossings, ensuring efficiency and synergy in the sector. With the logistics industry valued at AED 129 billion in 2023, our goal is to expand it beyond AED 200 billion over the next seven years,

reinforcing the UAE’s role as a central hub for global trade and commerce,” he added. During the meeting, the UAE Cabinet briefed about the high-speed train project connecting Dubai and Abu Dhabi with a speed of 350 km per hour, which is expected to transform the mobility and connectivity of goods within the Emirates.

“We reviewed one of the country’s most significant infrastructure projects—the Etihad High-Speed Passenger Rail. Its contribution to GDP will exceed AED 145 billion over the next five decades,” His Highness Sheikh Mohammed bin Rashid Al Maktoum said. “More than just a railway, it represents a new ambition and a step toward building an infrastructure that remains among the best and most advanced globally,” he added.

Today, the UAE focuses on integrating logistics policies, technological advancements, and infrastructure development to strengthen its economic ties and global connectivity in trade.”



# Record-breaking growth achieved by **Saudia Cargo** in 2024

Saudia Cargo achieved growth of 27% increase in weight and a 13% rise in activity compared to the previous year by transporting 577,870 tonnes of cargo in 2024. The growth was fuelled by a surge in e-commerce shipments. This reinforces the carrier's vision of becoming one of the top 10 air cargo airlines internationally by 2030.

 CT Bureau

**W**ith on-time flight performance and expanded routes to markets such as Shenzhen (China), Nice (France), and Athens (Greece), Saudia Cargo recorded a 6 per cent rise in flight activity, reaching 193,599 flights, strengthening its leadership in global cargo markets.

“Our 2024 results reflect our steadfast dedication to delivering innovative and agile

***This growth was also fuelled by a surge in e-commerce shipments, which rose by 23%***

cargo solutions that adapt to market dynamics,” Eng. Loay Mashabi, CEO and Managing Director, Saudia Cargo, said.

This growth was also fuelled by a surge in e-commerce shipments, which rose by 23 per cent to 64,107 tonnes, and high-value shipments contributing to 54 per cent of total revenue. With strong support for homegrown exports, the carrier transported around 13,740 tonnes of locally produced goods last year, reflecting a 14 per cent increase compared to the previous year.

Strategic collaborations, such as an agreement with the Red Sea Global and a partnership with the Royal Commission for AIUla, expanded the reach of exports from the Kingdom of Saudi Arabia to more than 800 global destinations and supported

tourism initiatives through artefact transportation.

Saudia Cargo also issued its first-ever Sustainability Report and formed a dedicated committee to oversee carbon reduction efforts aligned with IATA's 2050 net zero goals. The company also collaborated with the Ministry of Economy and Planning under the Sustainability Champions Programme to reduce energy consumption and emissions.

“We remain focused on growth, strengthening partnerships, and providing advanced solutions that drive success for our customers. By prioritising sustainability and operational excellence, we are steadily progressing toward our goal of ranking among the world's top 10 air cargo carriers by 2030,” he added. The airline also expanded its digi-



**Eng. Loay Mashabi**  
CEO and Managing Director  
Saudia Cargo

**“The results reflect dedication to deliver innovative and agile solutions adapting to market dynamics.”**



tal offerings by 10 per cent, launched a specialised e-portal and earned an impressive cybersecurity rating of 81.8 per cent from the National Cybersecurity Authority. In 2025, Saudia Cargo plans to expand its fleet with next-generation aircraft, embrace AI-driven logistics, and adopt eco-friendly practices to further align with Saudi Vision 2030.

**2024  
ANNUAL DATA**

**577,870 tonnes**  
Total cargo transported


**193,599**  
Total flights

**92%**  
On-time flight performance

# WOMEN FLYING HIGH in air cargo, logistics

There is paradigm shift as women move forward in air cargo and logistics, a male-dominated industry for a long time, in the Middle East. Avenues are emerging for women to take on leadership and operational roles in air cargo and logistics, spurred by national visions in the region, economic diversification and global trade.



 Dr. Shehara Fernando

**A**ir cargo in the Middle East is recognising the value of gender diversity and inclusion as regional collaboration and commitment play a vital role in accelerating progress. Apart from initiatives, partnerships and industry-driven efforts that drive change in technology, automation and evolving business practices redefine the role of women in this critical industry across the Middle East.

In terms of industry associations as well as alliances, organisations such as Arab Air Carriers Organisation (AACO), IATA, and Middle East Logistics Hub actively promote gender diversity through training programmes, networking events, and leadership forums. IATA's 25by2025 initiative encourages airlines and aviation-related businesses to

---

### ***IATA's 25by2025 encourages airlines and aviation-related businesses to commit to increasing female representation***

---

commit to increasing female representation, particularly in leadership roles.

Government-led policies and vision goals in the Kingdom of Saudi Arabia and the UAE are integrating diversity into national transformation plans. Saudi Vision 2030 has paved the way for greater female workforce participation, including in logistics, through legal reforms, education initiatives, and employment support programmes. Free zones and special economic areas,

such as Dubai South and Abu Dhabi Airports Free Zone, are emphasising gender-inclusive hiring policies. Education and training programmes, such as those led by Emirates Aviation University, Qatar Airways Aviation Academy, and Saudi Logistics Academy, are creating pathways for women

## Automation, Artificial Intelligence, and digital transformation in air cargo are reshaping job roles

in aviation and cargo management. These institutions collaborate with regional and international organisations to offer specialised scholarships and mentorship programmes.

Some organisations have launched women's leader-



ship networks to foster mentorship and career progression. Automation, Artificial Intelligence, and digital transformation in air cargo are reshaping job roles, reducing the need for physically demanding tasks, and enabling more inclusive career opportunities.

With an increasing focus on skills over physical labour, women have more access to roles in operations, data analytics, and supply chain management.

While challenges remain, regional collaboration among governments, industry lead-

ers, and educational institutions is driving an inclusive air cargo industry. As policies evolve and corporate cultures shift, the Middle East region is poised to become an example of how gender diversity can enhance efficiency, innovation, and sustainability in logistics.

## Govt is game changer in supporting women

Cultural shifts, driven by economic diversification, policy reforms, and evolving societal attitudes, are creating opportunities for women in male-dominated air cargo. The government's push to empower, educate and facilitate work placement and sup-



**Nadia Abdulaziz**  
President  
National Association of  
Freight and Logistics

**“The govt’s push to educate, facilitate work placement and support women has helped change the mindset in the UAE.”**

port women has helped change the mindset of many, especially in UAE. We see a positive shift in the KSA. Women are work in all areas and get excellent support from the public and private sectors.

## Women making rapid strides in operational roles

The Middle East’s air cargo sector is male dominated. That said, we recognise this imbalance and are working to improve gender diversity. Women are making strides in operational leadership roles. The roles of women are set to expand as cultural and industry dynamics continue to evolve. I envision women take on leadership roles across operations, logistics, decision-making. Fostering a workplace culture supporting gender diversity through mentorship, training, and clear career progression pathways is crucial.”



**Noor Salman**  
Vice President, Cargo  
Business Support, dnata

**“The roles of women are set to expand as the cultural and industry dynamics continue to evolve.”**

## Cultural shifts enhance opportunities for women

There are two main factors impacting female participation in the workforce. There is a shift in societal attitudes whereby women have been granted access to higher education and are empowered to pursue careers across male-dominated industries.



**Liana Coyne**  
Director  
Coyne Airlines

**“There is a shift in societal attitudes whereby women have been empowered to pursue career of their choice.”**

Several households require a second income to make ends meet. Cultural shifts in the region are enhancing opportunities for women in male-dominated fields such as air cargo sector.





## Women entering air cargo breaking stereotypes

Cultural shifts within the region are opening more opportunities for women with increased focus on gender diversity and empowerment leading to supportive policies and initiatives. More women are entering the workforce in these sectors, break-



**Ayah Al Badh**  
PR and Marketing  
Manager, Orbit Logistics

**“More women entering the workforce in air cargo sector thanks to supportive policies and initiatives.”**

ing stereotypes. Their role will evolve in the industry across the Middle East in the coming years, as the females work hand in hand to create a solid foundation for the sector along with proper exposure.”

## Versatility makes women taking up important roles

We are seeing more women taking on key roles in logistics, operations, and management, which was rare in the past. And I believe the region is experiencing a positive cultural shift towards gender diversity, and this is creating new avenues for women in air cargo. Governments and businesses are supporting females through policy changes, education, and leadership programmes. Women’s role will continue to expand and encourage them.



**Yamrot Nigusie**  
Cargo Manager  
Gulf Region  
Ethiopian Airlines

**“Governments and businesses are supporting females through policy changes, education, and leadership programmes.”**

## Training can help bring women into air cargo

Opportunities for women in air cargo are only growing, with more women stepping into leadership roles than ever before. At Etihad Cargo, we have seen this first-hand, with women shaping the industry’s future. Inclusive teams bring fresh perspectives, drive



**Mercy Mutegi**  
Area Manager Africa  
Etihad Cargo

**“Clear pathways for growth will ensure more women see the air cargo sector as an option for career.”**

innovation, and create a more engaging workplace. One will soon see women as decision-makers and leaders. Clear pathways for growth will ensure more women see the sector as an option for career.”



# Digitise airport infrastructure, streamline logistics in ME

The Middle East region, which is emerging as a global air cargo hub due to its strategic location, continues to invest in technologies to ensure speed, accuracy, and sustainability. Hence the focus now is more towards developing or modernising their infrastructure with automation, digital tracking, among others.

 Dr. Shehara Fernando

With airports such as Dubai, Doha, and Riyadh serving as global transit points, the Gulf region is central to international trade. Its air cargo market is expanding due to booming e-commerce, which has brought in a rapid digital transformation following increasing demand for express deliveries. An important component is strategy with Vision 2030 & Economic Diversification, Gulf countries are investing in logistics to reduce dependency on oil.

To maintain its competitive edge, airports in the region are on their way to make their mark by integrating



advanced technologies so as to ensure speed, accuracy and sustainability. Automation is reshaping the cargo terminals by increasing ef-

iciency and reducing scope of human error. Automated Cargo Handling Systems, which are AI-powered sorting and robotic tools, opti-

mise cargo movement. Autonomous Vehicles & Drones, used in internal logistics, reduce transit times within the airports. Smart Warehousing Solutions is another aspect where automated storage and retrieval systems improve space utilisation.

Digitalisation is the key in today's tracking, transparent and security areas. Real-time monitoring of cargo conditions is essential for pharmaceuticals and perishables.

Blockchain-based documentation is another element to ensure that the records are secure and tamper-proof and digital records expedite customs clearance. AI-driven Logistics Management is becoming predictive analytics

optimise flight schedules and cargo allocation.

Dubai's Al Maktoum Airport and KSA's NEOM aim to create seamless trade hubs. As regulatory digitalisation sets in governments are digitising customs to enhance trade ef-

**Automation is reshaping the cargo terminals by increasing efficiency and reducing scope of human error**

iciency. Airport expansions in Jeddah, Abu Dhabi, and Doha are designed to handle more volumes. The airports are transforming into high-tech logistics hubs. Automation, and sustainable infra are key to enhance efficiency and maintain the region's competitive advantage.



**Abu Dhabi reinforces its role as air cargo hub**

Airport infra balances cost efficiency, speed, and traceability to meet the growing demand for e-commerce and time-sensitive shipments. Facilities prioritised either cost efficiency or advanced automation, but an integrated approach is essential. Abu Dhabi is rein-



**Leonard Rodrigues**  
Director, Revenue Management & Network Planning, Etihad Cargo

“**Airport infra balances cost efficiency, speed, and traceability to meet the growing demand.**”

forcing its position as an international cargo hub with the east midfield cargo terminal (EMCT) at Zayed International Airport. The facility is set to be operational in first half of 2027, enhancing capacity and efficiency.

**Right tech to optimise load by handling agents**

We are focusing on opening the new dnata Express e-commerce terminal at Dubai International Airport. It will be commissioned later this year. This will build more capacity in the market. E-commerce imposes a fast-paced cycle from origin to



**Guillaume Crozier**  
Chief Cargo Officer dnata

“**Ground handling agents need to have the right technology to optimise their load. This needs investment.**”

the destination within 72 hours. Ground handling agents need to have the right tech to optimise their load. That is why we will continue to invest in and implement our computer vision technology.

**Modern facilities designed to handle more volumes**

The Middle East's airport infrastructure is evolving rapidly to meet the increasing demands of air cargo, especially with the surge in e-commerce and time-sensitive shipments. Modern facilities are being designed to handle larger volumes efficiently, incorporating dedicat-



**Razmal Assen**  
Executive Director Scanwell Logistics

“**Modern infra supports seamless flow of goods, reduces delays and ensures timely deliveries.**”

ed cargo terminals and optimised logistics hubs. This infrastructure supports seamless flow of goods, reducing delays and ensuring timely deliveries. Automation and digital tracking systems streamline processes.

## Automation enhances efficiency in cargo ops

Airports are addressing the growing demands of air cargo by investing in infrastructure development and improving capacity to meet the rise in e-commerce and time-sensitive shipments. Many airports are expanding DCTs and improving intra-airport transport systems to



**A.S. Azimi**  
MD and CEO, Azimi  
Cargo and Logistics

**“Expanding DCTs and improving intra-airport transport systems to streamline movement of goods.”**

streamline movement of goods. Automation and digital tracking systems play role in enhancing efficiency in cargo ops. Real-time digital tracking systems allows managers to monitor cargo status.



## Investment in infra vital for timely delivery

The development of infrastructure is indeed an asset to air cargo and logistics, especially as e-commerce and time-sensitive shipments continue to surge. Current airport infra is evolving to meet these demands by expanding cargo facilities to handle



**Yusuf Najim**  
CEO  
Orbit Logistics

**“Investments in latest warehouses and dedicated cargo terminals help streamline operations.”**

higher volumes. Investments in latest warehouses and DCTs help streamline operations and reduce TAT, vital for businesses relying on timely delivery. Smart warehouses and automated systems smoothen cargo flow, minimise delays and optimise storage.

## PPPs develop next gen cargo infrastructure

The Middle East’s airport infrastructure is evolving to meet the cargo demands, particularly with surge in e-commerce and time-sensitive shipments. Hubs such as Dubai, Doha, and Abu Dhabi have expanded DCTs, integrated advanced cold chain facilities, and enhanced express cargo capabilities. Increasing volumes necessitate investment in streamlined customs clearance, multimodal linkage and warehouse automation to ensure seamless cargo movement. Technology plays a vital role in driving efficiency in air cargo operations.



**Samantak Dasgupta**  
General Manager  
Cozmo Logistics

**“The ME carriers adapted to rise in their fleet capacities, utilise trade flows through alternative routes.”**

## Joint investments enable usage of airport resources

The Middle East has emerged as a hub for air cargo, driven by its location and rising volumes. Airport infra has evolved to meet demand, particularly from the e-commerce and time-sensitive shipments. Dubai, Abu Dhabi, and Doha



**Abid Hamza**  
GM, Fast Logistics  
Cargo FZCO

**“Airport infrastructure has evolved to meet demand from e-commerce and time-sensitive shipments.”**

airports have increased cold chain capabilities, and enhanced multimodal linkage to smoothen freight flows. Joint investments in digital platforms, data-sharing and integrated logistics enable better planning and utilisation of airport resources. 🚚

# Nominations Open

# ARABIAN CARGO AWARDS



— 2025 —

## Nominate Now

[devika@ddppl.com](mailto:devika@ddppl.com)

[sonia.butalia@ddppl.com](mailto:sonia.butalia@ddppl.com), +971 55 425 6326

[rajith@ddppl.com](mailto:rajith@ddppl.com), +971 52 920 8684

[www.arabiancargoawards.ae](http://www.arabiancargoawards.ae)

Media Partners



# 14% YoY growth in cargo demand in Middle East last year

Global air cargo industry achieved a milestone last year, emerging as one of the strongest-performing sectors amidst economic volatility and geopolitical uncertainty. The performance was supported by a 26% year-on-year rise on Europe-Middle East corridor, says **Willie Walsh, Director General, IATA**.



The demand for international cargo tonne-kilometers (CTK) increased by a modest 3.3 per cent year-on-year, while capacity grew by just 0.2 per cent—well below the global average in December 2024. Middle Eastern airlines contribute to the around 14 per cent of global volumes as per the annual report released by IATA.



**Willie Walsh**  
Director General  
IATA

**“Air cargo was the standout performer in 2024, with airlines moving more air cargo than ever before.”**

This performance was supported by strong demand on certain trade lanes, particularly the Europe-Middle East corridor. The lane posted a remarkable 26 per cent year-on-year increase. The region’s belly-hold capacity grew marginally, but overall capacity expansion lagged global averages. “Air cargo was the standout performer in 2024, with airlines moving more air cargo than ever before. Importantly, it was a year of profitable growth. Demand, up by 11.3 per cent year-on-year, was boosted by strong e-commerce and various ocean shipping restrictions,” Willie Walsh, DG, IATA, said.

This combined with airspace restrictions and limited capacity on some key long-haul routes to Asia, helped keep yields at exceptionally high levels. While average yields continued to soften from peaks in 2021-2022, they

	World Share*1	2024 (%Year-On-Year)			
		CTK %	ACTK %	CLF (%-pt) *2	CLF (level) *3
Total Market	100	1.3	7.4	1.6	45.9
Africa	2.0	8.5	13.6	-2.0	41.8
Asia Pacific	34.2	14.5	11.3	1.3	47.2
Europe	21.5	11.2	7.8	1.6	53.7
Latin America	2.9	12.6	7.9	1.5	36.6
Middle East	13.6	13.0	5.5	3.1	46.9
North America	25.8	6.6	3.4	1.2	40.3

1 % of industry CTKs in 2024

averaged 39 per cent higher than 2019,” he added.

up 5.3 per cent and capacity increasing by 2.1 per cent.

Capacity, measured in available cargo tonne-kilometres (ACTKs) and grew by 7.4 per cent year-on-year last year, was driven by the recovery of belly-hold capacity. Belly-hold capacity accounted for 54.8 per cent of international cargo in 2024, while freighters contributed 45.2 per cent.

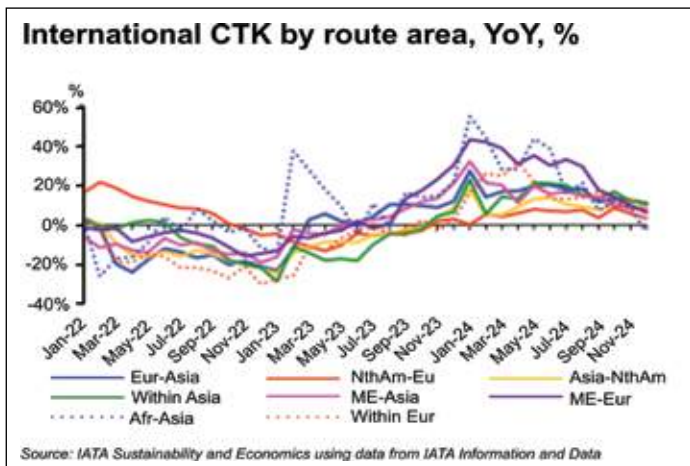
**Europe:** European airlines showed 11.2 per cent year-on-year demand growth in 2024, benefiting from strong e-commerce demand-trade with Asia. December demand rose 5.1 per cent, while capacity grew by 3.7 per cent.

**Latin America:** Latin American carriers experienced robust growth, with

## REGIONAL PERFORMANCE

**Asia-Pacific:** Asia-Pacific Airlines led the global market with 14.5 per cent YoY growth past year. This was supported by robust intra-Asia trade and the recovery of global supply chains. December saw an 8.4 per cent increase in demand, alongside a 6.3 per cent rise in capacity.

**North America:** North American carriers experienced the lowest regional growth at 6.6 per cent year-on-year. However, the region’s December performance remained steady, with demand



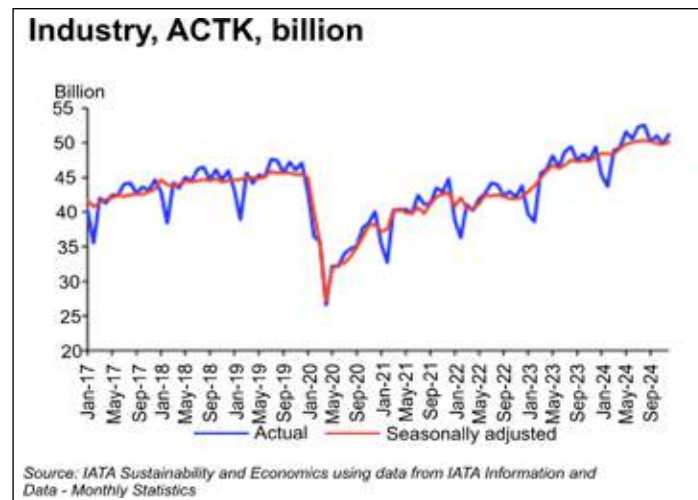


12.6 per cent YoY demand increases for 2024. December saw the highest regional growth of 10.9 per cent, while capacity expanded by 8 per cent.

**Africa:** African airlines saw demand growth of 8.5 per cent year-on-year for last year, but December marked a 0.9 per cent decline in demand, reflecting operational challenges in the region.

## TRADE LANE GROWTH

International routes posted exceptional performance, with December demand increasing 7 per cent year-on-year. YoY. The Europe-Middle East trade lane led all routes with a 26 per cent year-on-year surge, driven by limited ocean shipping capacity and rising e-commerce demand. The Asia-North America cor-



ridor, the largest by volume, grew 8 per cent, continuing a 14-month expansion streak.

Looking ahead, Walsh forecast, “Economic fundamentals point to another good year for air cargo—with oil prices on a downward tra-

jectory and trade continuing to grow. There is no doubt, however, that the air cargo industry will be challenged to adapt to unfolding geopolitical shifts. The first week of the Trump administration demonstrated its strong interest in using tariffs as a

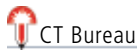
## *The robotics solutions support business growth and facilitates the expansion of operations*

policy tool that could bring a double whammy for air cargo—boosting inflation and deflating trade.”

The global air cargo industry entered this year on a high note, buoyed by record demand, capacity growth, and resilient trade lanes. While challenges persist, the sector could well adapt to changing market dynamics ensures a promising future for air cargo worldwide. 🚀

# ‘AI to optimise efficiency, **reduce costs** in supply chain & logistics’

CargoAI also utilises AI language models such as ChatGPT and Anthropic to improve the transaction process between airlines and freight forwarders. The result is faster, more efficient communication and transaction processing. AI also reduces human error and boosts efficiency, says **Matt Petot, CEO and Founder**.



**A**I enables companies to make real-time decisions by unifying data across internal and external entities to predict demand and uncover hidden patterns in broad datasets. It will become integral to nearly every supply chain technology.

“The introduction of a cargo wallet solution in CargoAI enables freight forwarders to pay airlines and each other digitally. This move is one of several steps the com-

pany has taken to revolutionise payment systems in the logistics sector. Integrating with the largest Transportation management system (TMS) providers, it allows forwarders to do everything from booking to payment directly through the platform,” Matt Petot, CEO and Founder, CargoAI, said.

## DATA MANAGEMENT

AI automates tasks such as paperwork, customs compliance, and regulatory documentation. It reduces human

error and boosts efficiency. Large Language Models (LLMs) enable users to extract data seamlessly using natural language or images. He explains: “For instance, we use AI-powered tools, like the Cargo Co-Pilot AI API, to automate processes. Airlines can use our Outlook plugin to automatically extract data from emails and convert it into bookings and quotes. Freight forwarders can do the same on our platform, even with emails in different languages, saving time. It saves a lot of time and reduces manual data entry.”

CargoAI also utilises AI language models such as ChatGPT and Anthropic to improve the transaction process between airlines and freight forwarders. The result is faster, more efficient communication and transaction processing. “The AI we use is getting better every week. What we’re focused on is how we apply it effectively to benefit the us-



**Matt Petot**  
CEO and Founder  
CargoAI

**“Introduction of cargo wallet solution in CargoAI enables forwarders to pay airlines and each other digitally.”**

ers,” he added. It can accelerate load matching by analysing factors like location and carrier performance and negotiate rates based on market conditions, weather, and load board data, reducing administrative costs significantly.

## PAYMENT SOLUTIONS

“CargoAI offers comprehensive tools like booking, rate management, spot quotes, tracking, and payments—all integrated into the freight forwarders existing systems. This year, we have integrated four of the top five TMS platforms, which are used by the freight forwarders, allowing them to do everything from booking to payments seamlessly. Payments, in particular, are a significant area of focus for us,” Petot said. 🚀

### AI in data management

- Automates paperwork, compliance, and documentation
- Uses LLMs for seamless data extraction
- AI tools streamline booking and quoting
- Enhances transaction speed & communication

### AI in payments & sustainability

- Integrates payments with top TMS platforms
- Enables fast, low-cost cross-border transactions
- Optimizes routes to cut CO2 emissions by 50%
- Improves air cargo efficiency without delays





# Hellman Logistics introduces robotic-driven solutions in UAE

Hellmann Worldwide Logistics partnered with Dubai CommerCity (DCC) to implement robotics automated storage solutions at Hellmann's e-commerce Fulfillment Centre in the UAE. The robotics technology, provides flexible solutions to warehouses and factories, incorporating blockchain management across various industries.



CT Bureau

The new initiative introduced by Hellmann Worldwide Logistics (HWL) is set to increase the storage capacity, operational efficiency, and speed of delivery for companies within the logistics sector.

The UAT programme, driven by robotics technology, provides flexible solutions to warehouses and factories, incorporating blockchain management across various industries and enabling companies to automate their logistics services with smart technologies. This supports business growth and facilitates the expansion of operations.

"We are committed to supporting various innovative and digital solutions that elevate the operational processes of

companies within DCC. Hellmann's innovative programme for advanced logistics services, which utilises robotics technology, adds value to the range of leading technologies and services available in our free zone. This programme

supports the growth of companies in the logistics sector and facilitates their business expansion. It also enhances the quality and excellence of logistical operations and accelerates their efficiency and responsiveness to market demands," Abdulrahman Shaheen, Senior Vice President of Property Management and Supply Chain, DCC, said.

Echoing similar sentiments, Francois Coron, Managing Director, Hellmann UAE, explained, "We are excited about this innovative development. Our investment in robotics solutions will significantly enhance our speed, accuracy, and efficiency, leading to increased warehouse productivity with real-time monitoring and volume flexibility."

"With our centralised location at DCC and by working

---

***The robotics solutions support business growth and facilitates the expansion of operations***

---

closely with our customers, we are providing a comprehensive e-commerce Fulfillment Centre that meets all business needs and goals with end-to-end logistics solutions for B2B and B2C models," he added.

"This development resonates with the mission mission to provide reliable integrated logistics solutions powered by technology, expertise, and entrepreneurial spirit," Coron explained. 🚀



# Flight optimisation technology to reduce carbon emissions

The air cargo industry in Middle East has initiatives from fuel-efficient aircraft and sustainable aviation fuel (SAF) to advanced technologies such as the COMET TMS to reduce its carbon footprint, says **Nissrine Elqobai**, CEO and Co-founder, **ENY Consulting**, in an exclusive interview with **CARGOtalk**.

CT Bureau

## What initiatives are being implemented to reduce air cargo's CO2 footprint in the Middle East?

The air cargo sector in the Middle East is increasingly adopting innovative measures to reduce its carbon footprint. Airlines are investing in fuel-efficient aircraft, exploring use of SAF, and adopting advanced flight optimisation technologies to reduce emissions. These initiatives

## Efforts smoothen adoption of green fuels and optimise flight routes for reduced footprint

support environmental goals and improve operational efficiency by cutting fuel costs. Our partner AHOY is devoted to mobility and sustainability, COMET is their TMS (for first, middle and last-mile), that is, embedding carbon tracking.

## How can collaboration between agents, airlines and regulatory authorities drive adoption of sustainable solutions?

Collaboration between the cargo agents, airlines, and regulatory authorities play a significant role in accelerating sustainable practices. Efforts can facilitate the adoption of green fuels, optimise flight routes for reduced carbon footprint, and promote eco-friendly packaging materials. Partnerships across the value chain fosters a culture of innovation and share the responsibility for sustainability.



**Nissrine Elqobai**  
CEO and Co-founder  
ENY Consulting

**“These steps support environmental goals and improve operational efficiency by cutting fuel costs.”**

ability metrics. Sharing these insights with stakeholders demonstrates accountability and encourages continuous improvement.

## What steps can agents and airlines take to improve transparency in reporting the environmental impact?

Transparency in environmental reporting is a must to build trust and meet global sustainability standards. Cargo agents and airlines can achieve this by adopting standardised reporting frameworks that track emissions and sustain-

At ENY Consulting, we partner with digital solution providers such as Shippeo, a leading real-time multimodal transportation visibility platform. Shippeo plays a significant role in reducing the carbon footprint across various modes of transport, including air cargo, through a unified user interface. It helps optimise transport routes, reduce delays, and eliminate unnecessary fuel consumption by offering real-time visibility and predictive insights.



# AJEX initiatives to align with Saudi Arabia's Vision 2030

Kingdom of Saudi Arabia's initiatives under Vision 2030 are transforming KSA into a global logistics powerhouse. **Mohammed Albayati, Chief Executive Officer, AJEX Group**, shares insights into the partnerships shaping the region's logistics sector, in an exclusive interview.

CT Bureau

The Kingdom of Saudi Arabia is investing over US\$ 1 trillion in modernising its transportation networks, including the development of 40 new logistics centres, spanning 100 million square metres. AJEX is at the forefront of this transformation, offering cutting-edge e-commerce, freight, and supply chain solutions. It received a recognition highlighting AJEX's high standards in pharmaceutical and cold chain solutions across the Kingdom, UAE, and the Kingdom of Bahrain.

"Supported by a robust logistics network comprising 50 facilities, a fleet of 900 vehicles, and 1,500 dedicated team members, our suite of customer-centric services include express distribution, e-commerce, road, ocean, air freight, warehousing, cold chain, and healthcare," Mohammed Albayati, CEO, AJEX, said.

Logistics sector expanded with the recent partnerships in support of growing trade between KSA and the world. He added, "AJEX in 2024 signed new partnerships with Widect, a leading Turkish e-commerce partner, to enhance shipping solutions on the Türkiye–Middle East corridor. We also partnered with Africa Union Holdings to enhance logistics and supply chain services between Africa and the Middle East. At the beginning of the year, we partnered with Chapman Freeborn to boost aviation and cargo services across KSA."

AJEX, which received the Platinum GDP (Good Distri-



**Mohammed Albayati**  
CEO  
AJEX Group

**Logistics sector expanded with recent partnerships in support of trade between KSA and the world."**

bution Practice) certification from Marken for its pharma and cold chain solutions in KSA, UAE, and Bahrain, continues to meet the evolving demands of consumers. "Recently, we signed a pact with Omni Llama to introduce smart parcel locker services to our customers there. Accessible 24x7, parcel lockers offer added convenience and flexibility in collecting shipments. We are soon to launch a new mobile application, which will redefine how the company engages its customers as part of our digital transformation efforts, providing them with transparency and practicality when it comes to managing and receiving shipments," he added.

As KSA accelerates its economic diversification and strengthens its position

as an international trade hub, the logistics sector shapes the future of the region. By expanding new routes and enabling trade, the logistics companies such as AJEX are a significant link in supporting Vision 2030 diversification objectives. 📍



# FedEx customs facility in RAKEZ to streamline imports, exports

The new customs clearance facility will enhance trade flow for local businesses and improve their access to specialised logistics support. It will provide businesses, particularly manufacturers, with streamlined customs processes and access to top-tier logistical solutions from FedEx, helping to improve their operational efficiency.

CT Bureau

As Ras Al Khaimah's (RAK) manufacturing and industrial sectors grow, the opening of the FedEx customs clearance supports the broader goals of RAKEZ in providing logistics solutions to companies establishing in the region.

## FedEx aims to simplify the often complex and time-consuming process for its customers

Manufacturing contributes approximately 30 per cent of the Emirate's GDP, positioning RAK as a key player in the regional and global trade. FedEx, in fact, aims to simplify the often complex and time-consuming process for its customers, reducing delays and lower-



ing costs by handling shipment clearance procedures directly through the latest facility. It also supports the clearance of packages using a range of FedEx Express air and deferred road services.

"We are pleased to launch our new customs clearance facility in RAKEZ to enhance trade flow for local businesses and improve their access to specialised logistics support. By providing customs clear-

ance services in the free zone, we are helping businesses to reduce costs and save time and allowing them to focus on their growth and expansion. This facility demonstrates our commitment to strengthening the UAE's logistics ecosystem by continuously investing in the enhancement of our products and services. We look forward to supporting RAK's economic growth and the evolving needs of our customers in the Emirate," Taarek Hinedi, Vice President of FedEx Middle East and Africa Operations, said.

"Welcoming the new FedEx customs clearance facility in RAKEZ marks yet another

strategic development in our efforts to enhance the business support infrastructure for our community. This facility will provide our businesses, particularly manufacturers, with streamlined customs processes and access to top-tier logistical solutions from FedEx, helping to improve their operational efficiency," Ramy Jallad, Group CEO, RAKEZ, remarked.

"An integral part of our commitment to empowering businesses in Ras Al Khaimah Economic Zone is facilitating their expansion plans and providing businesses with seamless access to international markets," Jallad added.



### Advantages

- FedEx aims to streamline shipment clearance by handling procedures directly at its new facility, reducing delays
- The facility enhances speed, allowing businesses to focus on growth rather than navigating customs hurdles

### Projections

- The facility in Ras Al Khaimah Economic Zone supports the Emirate's manufacturing and industrial sectors, enhancing trade
- The development contributes to RAK's economic growth, helping businesses connect to global markets and expand

# New **logistics facility** to be built by Expeditors International

Dubai South signed an agreement with Expeditors International to set up a new logistics facility as a part of expanding its operations in the region to offer logistics solutions. The official signing event, which took place recently, was attended by several industry leaders.

CT Bureau

The new logistics facility, located in Dubai South Logistics District, will cover 23,200 square metres and serve as a significant hub for Expeditors' warehousing, fulfilment, and container freight station operations to support a range of logistics services, including inventory management, kitting,

***The facility will provide transportation management and pick-and-pack services***

labelling, order management, compliance inspections, and pick-and-pack services. The facility will provide transportation management and return programmes, inspections and quality control capabilities.

The container freight station within the facility will focus on consolidating and segregating shipments, handling export services, and managing unit load device breakdowns. "We are delighted to welcome the global leader in logistics to Dubai South. Our integrated ecosystem, advanced infrastructure, and innovative



solutions align with the government's vision of positioning Dubai as a leading global logistics hub. This partnership underscores our commitment to supporting Expeditors' regional expansion and enhancing their capabilities to meet the growing demand for logistics services," Mohsen Ahmad, Chief Executive Officer, Dubai South Logistics District, said.

"Our new facility in Dubai South reflects our commitment to deliver innovative solutions that address the dynamic needs of the global supply chain. Having operated in Dubai for 25 years,

***The container freight station in the facility focuses on segregating shipments***

this investment reinforces our dedication to enhancing operational efficiency and meeting the evolving demands of our customers.

"We are grateful for Dubai South's strategic infrastructure that supports our expansion and aligns with our mission to drive excellence in logistics sector," Jeffrey Musser, President and CEO, Expeditors International, said.





# Ethiopian Airlines recertified with IATA CEIV accreditation

Ethiopian Airlines has announced the recertification of its IATA CEIV Pharma accreditation for providing services tailored to meet needs of healthcare and pharma industries. Our goal is to make Addis Ababa the premier pharmaceutical corridor, says **Mesfin Tasew**, CEO, Ethiopian Airlines Group.

CT Bureau

Ethiopian Airlines has been recertified with IATA CEIV Pharma accreditation after consistently maintaining its position as a leader in pharmaceutical logistics. The recertification reaffirms the airline’s dedication to operational excellence, with ongoing investments in modernising cold chain infrastructure, specialised training, and cutting-edge technologies to meet the demanding needs of pharmaceutical logistics.

“This achievement underscores our unwavering

***Recertification ensures the safe handling of pharma, providing a stamp of quality***



commitment to excellence in healthcare logistics. With a global network spanning key healthcare logistics hubs, Ethiopian Airlines positions itself as a trusted partner in pharma and life science logistics. We are dedicated to supporting the healthcare industry by providing reliable and efficient air cargo services that meet global standards. Our goal is to make Addis Ababa the premier pharmaceutical corridor in the

global south, leveraging its geographical location to address the logistical challenges of healthcare air transportation,” Mesfin Tasew, Chief Executive Officer, Ethiopian Airlines Group, said.

Through its fully automated cargo facility with a capacity of processing one million tonnes annually, the carrier ensures the safe transport of a range of products, including

pharmaceuticals, horticulture, live animals, and e-commerce goods. The recertification ensures the safe handling of pharma products, providing customers and partners with a globally acknowledged stamp of quality. Delivering air cargo across several destinations in Africa, the Middle East, Asia, Europe, and the Americas, Ethiopian Cargo averages a daily uplift of more than 2,000 tonnes. 🇪🇹

# Ethiopian Cargo hosts network session with cargo agents in UAE

Ethiopian Cargo hosted their agents at their regional office in Dubai. Yamrot Nigussie, Cargo Manager Gulf, Ethiopian Airlines Cargo, said, “Our regional office in Dubai hosted a network session at its renovated premises. True to Ethiopian tradition, our customers, whose support has been vital to the airline’s success, attended the event.”





# Oman Air Cargo, NAV AERO join hands to boost **logistics operations**

Oman Air Cargo partnered with NAV AERO to expand its airline portfolio and strengthening its presence across the region. This collaboration marks a significant step in NAV AERO’s goal of providing clients with enhanced connectivity, flexibility, and tailored logistics solutions worldwide.

 CT Bureau

Oman Air Cargo collaborated with NAV AERO offer its clients a range of flight options, scheduling flexibility, and cus-

## *The Oman Air Cargo utilises the SmartKargo system in order to provide real-time updates*

tomised logistical services, enhancing its ability to meet the rising demand for secure and efficient air cargo services. This collaboration between NAV AERO and Oman Air Cargo aims to drive growth and innovation in the global air cargo industry and meet the evolving needs of the market.

Both organisations are focused on addressing the increasingly complex logistics requirements. The expertise of Oman Air Cargo in managing specialised freight enhances NAV AERO’s capabilities, helping to address the increasing demand for efficient, secure, and transparent air cargo solutions.

Oman Air Cargo utilises the SmartKargo system to provide seamless shipment monitoring and real-time updates. This advanced technology ensures reliable handling of goods, enabling customers to track shipments throughout their journey, fostering transparency and reliability in the process.


“We are thrilled to join forces with NAV AERO, a network known for its dedication to innovation and service excellence. This partnership strengthens Oman Air Cargo’s reach and allows us to de-

liver our premium cargo services to a broader client base. Together, we are setting new benchmarks in air cargo logistics, focusing on reliability, quality, and customer satisfaction,” Mike Duggan, Head, Cargo, Oman Air, said.

“Bringing Oman Air Cargo into our network is a testa-

ment to our commitment to providing unmatched service and flexibility for our clients. The reputation for innovation and quality of Oman Air aligns with our vision of linking the world’s cargo markets through a trusted and efficient network. This partnership enhances our ability in order to address specialised client requirements and reinforces our position as a leader in the air cargo industry,” Ralph van Eijk, Head, GSSA Network and Airline Development, NAV AERO, said.

Oman Air Cargo has earned a reputation for handling sensitive shipments, including dangerous goods, pharmaceuticals, perishables and valuables.

The airline’s diverse fleet—Boeing 787s, Airbus A330s, and Boeing 737s ensures cargo deliveries to various destinations in the Middle East, Asia, Africa, and Europe. 





# E-commerce surge triggers logistics growth in MENA region

E-commerce sector in MENA region has experienced remarkable growth, reaching a valuation of US\$ 1.80 billion last year, a 30% year-on-year rise, as per joint report by Flowwow and Admitad. This increase is reshaping logistics across the region as consumers demand faster delivery and seamless online experiences continue to rise.

CT Bureau

The UAE and the Kingdom of Saudi Arabia have emerged as leaders in e-commerce, with online orders growing by 7 per cent and 9 per cent respectively, compared to the regional average of 5 per cent valued at US\$ 1.8 billion. These coun-

## The e-commerce market in MENA region may expand as the products continue to grow

tries, along with Kuwait contributed to the gross merchandise value (GMV) of online sales. The rise in e-commerce has brought an increasing demand for logistics. As per the latest IATA report, full-year demand for 2024, measured in cargo tonne-kilometres, increased by 11.3 per cent year-on-year. Capacity also rose by



7.4 per cent, driven by robust e-commerce growth that shifted demand to air freight.

Middle Eastern carriers saw 13 per cent YoY growth for air cargo in 2024. The UAE, with its strategic location and infrastructure, is central to this growth as a logistics hub, combining air cargo facilities for faster delivery and inventory management for the sector. The Kingdom, through its Vision 2030, invests in the logistics sector to enhance supply chain efficiency and last-mile delivery services.

E-commerce logistics highlighted by the jump in average order values in 2024 from US\$ 30 to US\$ 35.60 in MENA overall, with the UAE and Kingdom of Saudi Arabia leading the charge.

In addition to its impact on air freight, the region's logistics growth is spurred by government initiatives promoting digital economy expansion and support for SMEs. It includes investment in AI-driven supply chain solutions, which optimise routes and enable quicker delivery.

Logistics and cargo companies adopted advanced warehouse automation technologies, such as robotics and AI, to streamline picking, packing, and sorting processes. Automation reduces delivery times and ensures order accuracy to meet consumer expectations.

### LAST-MILE DELIVERY

The surge in e-commerce orders is driving demand for innovative last-mile delivery solutions. The companies are investing in electric delivery vehicles, drones, and AI-pow-

ered route optimisation to reduce costs and improve delivery efficiency.

### MULTIMODAL EXPANSION

Cross-border e-commerce is growing, requiring logistics providers to manage complex regulations, customs procedures, and multimodal transport networks, particularly in the Middle East region, where markets are interconnected. The US\$ 50 billion e-commerce market in the MENA region is likely to expand as e-commerce continues to grow with full-year demand for logistics, projected to see record-breaking volumes this year, driven by technology and consumer demand.



### FUTURE PROJECTIONS

**US\$ 50 billion**

MENA e-commerce market value

**US\$ 6 million**

Projected GMV in 2025

**30% in 2024**

MENA e-commerce growth

# Breakbulk Middle East 2025 ends as region's largest cargo event

Breakbulk Middle East 2025 wrapped up at the Dubai World Trade Centre (DWTC), bringing together leaders from across the supply chain and cargo networking, and deals. **Capt. Jaber Saif Al Shehhi, Director, Inspection and Control, UAE Ministry of Energy and Infrastructure**, said, "The event is a platform for exchanging knowledge across sectors."





# Dubai aviation, Keeta Drones join hands for **drone delivery** operations

Dubai Civil Aviation Authority (DCAA) and Keeta Drones have partnered to create regulated safe airspace for drone delivery operations, enhance infrastructure, foster compliance with local laws and international standards as well as attract international investments, says **His Excellency Mohammed Abdullah Lengawi, Director General, DCAA.**

CT Bureau

The Dubai Civil Aviation Authority (DCAA) has partnered with Keeta Drones to develop standards of safety and security in Dubai for drone deliveries, aligning with local laws and international regulations.

The agreement focuses on three key areas: Evaluating infrastructure requirements for designated drone zones, reviewing airspace needs, and ensuring safety and security protocols for effective drone delivery operations across Dubai.



His Excellency Mohammed Abdullah Lengawi, Director General, DCAA and Dr. Yinian Mao, Chairman, Keeta Drones



“This collaboration highlights the DCAA’s dedication to implementing Dubai’s leadership vision by enabling drone-based delivery and offering innovative infrastructure that allows firms to test their solutions within a safe environment. We are focused on creating an environment for emerging technologies in aviation, while ensuring the adequacy of our regulatory frameworks. This enhances safety and security, while streamlining operational processes in coordination with various

government entities,” His Excellency Mohammed Abdullah Lengawi, Director General, DCAA, said.

By facilitating regulatory frameworks and encouraging investment, the DCAA aims to enhance airspace security and safety, while drawing foreign investments to the region. “This partnership with DCAA marks a long-term collaboration between both parties. With DCAA’s support, the drone company will be able to expedite the expansion of its operations by establishing routes across Dubai, offering more services, and exploring diverse new initiatives,” Dr. Yinian Mao, Chairman, Keeta Drones, said.

Throughout this process, Keeta Drones would adhere to the required safety standards and works jointly with the DCAA to transform Dubai into one of the most advanced cities for smart transportation, he added. According to the agreement, the DCAA will

support Keeta Drones in crafting drone flight paths and facilitating communication with

**Keeta Drones will adhere to the safety standards and work with DCAA to change Dubai**

relevant government entities. This will help promote the growth of Dubai’s low-altitude aviation economy, while ensuring drone operations are conducted within approved zones and under stringent safety protocols. The partnership represents a significant step toward achieving Dubai’s vision of becoming a leader in smart transportation and innovative aviation solutions, strengthening the emirate’s position on the global stage. 🇦🇪



# DP World introduces new solution to aid **cross-border payments**

DP World has launched stablecoin-powered payment solutions to address challenges of cross-border payment in global trade, aiming to deliver instant, cost-effective, and transparent transactions, fostering inclusive trade to thrive in an interconnected logistics ecosystem.

 CT Bureau

DP World has recently launched an initiative to address the challenge of cross-border payment in global trade through the adoption of stablecoin-powered payment solutions by collaborating with FIs and technology providers, targeting barriers such as delayed settlement times, restricted financial access, and lack of transparency, issues that hinder trade in emerging markets across Asia and Africa for decades.

This project, unveiled at the World Economic Forum in Davos, seeks to transform global payments by introducing instant, accessible, and transparent solutions. “By addressing some of the inefficiencies and pain points in traditional supply chains, stablecoins offer the possibility of creating a more streamlined, cost-effective, and transparent global supply network. This initiative aligns with DP World’s broader mission to enhance trade flows and economic development in regions that need it

most,” Sultan Ahmed bin Sulayem, Group Chairman & CEO, DP World, said.

## PAYMENT SOLUTION

The initiative will allow cross-border payments in real-time as stablecoins operate on blockchain networks, facilitating near-instant transfers. This reduces delays and ensures a smoother flow of goods and funds. For many businesses, especially in developing economies, banking systems are a bottleneck.

## *Cross-border payments ensure smoother operations for the supplier and the buyer*

With DP World’s stablecoin-powered system, such as payments could be settled instantly, ensuring smoother operations for the supplier




and the buyer. Moreover, the new system promises enhanced financial accessibility for businesses of all sizes.

“We believe this initiative will redefine the way businesses engage in cross-border trade, particularly in regions where financial barriers have limited potential. DP World is committed to creating a more inclusive and efficient trade ecosystem,” Sulayem added.

The lower transaction fees associated with blockchain networks could cut costs for businesses, particularly those engaging in micro-



transactions or operating in emerging markets.

The nature of blockchain ensures all transactions are recorded on a transparent ledger. It allows businesses to track goods through supply chain, reducing fraud, errors, and disputes. “Stablecoins enable transparency and accountability thereby making it easier to verify product quality, ensure timely shipments, and automate payments using smart contracts,” he added. The stablecoins could be the significant to building a resilient and equitable global trade network. 



# Dubai Customs pioneers digital transformation initiatives

Dubai Customs recently launched groundbreaking initiatives such as Shahin platform, unified toll-free number, and Seamless Inspections project in a bid to advance digital services and promote efficiency, transparency, and collaboration in international trade facilitation.

CT Bureau

Dubai Customs has unveiled new initiatives—Shahin digital platform—to track trucks and shipments using advanced satellite technology, and the innovative Seamless Inspec-

**The system collects vital shipment data and helps detect violations and irregularities**

tions initiative to shift customs inspections to warehouses, reducing processing times.

A new unified toll-free number, 800-1886, has been created to streamline communication channels, aimed at enhancing efficiency, trans-

parency, and security in global trade operations.

“In line with the goals of the Dubai Economic Agenda D33 and the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister of the UAE and Ruler of Dubai, Dubai Customs continues to be committed to develop digital services and programmes enhancing efficiency, security, and prosperity in customs operations and Dubai’s external trade,” His Excellency Sultan Ahmed bin Sulayem, Group Chairman and Chief Executive Officer, DP World, and Chairman, Ports, Customs & Free Zone Corporation, said.

### SHAHIN PLATFORM

The digital platform allows tracking of trucks and shipments across Dubai in collaboration with the authorities with satellite technology to provide real-time monitoring from entry points to final destinations, enhancing logis-



**His Excellency  
Dr. Abdulla Busenad**  
Director General  
Dubai Customs



**Engr. Adel Al-Suaidi**  
Director of Technical Support  
Department, Dubai Customs

“The system collects shipment data and also helps detect violations and irregularities during transit.”

tics transparency, operational efficiency, and security. “This platform will support logistics

“We introduced the initiatives to aid transparency among all our business sectors and sort out any issues in logistics.”

firms in complying with the approved regulations and procedures. The system collects crucial shipment data and also helps detect violations and irregularities during transit. Alerts will be issued for any deviation from the shipment’s route, allowing necessary action to ensure compliance with the declared customs route,” His Excellency Dr. Abdulla Busenad, Director General, Dubai Customs, said.

The platform includes all trucks and shipments operating in Emirate of Dubai, including those carrying HAZMAT and other categories as specified by authorities. Dubai Customs told transporters to register on the platform to leverage its smart solutions, ensuring the safe, secure and efficient transportation of goods.





Senior officials of Dubai Customs and DIAC sign pact for utilising dispute resolution method in logistics sector

## The pact is a step towards bolstering Dubai’s status as an global destination for arbitration

arbitration attractive to this critical industry. It enables Dubai Customs to promote DIAC-approved arbitration clauses and integrate them into contracts with its network of business partners.

“The agreement represents a step towards bolstering Dubai’s status as an international destination for arbitration and dispute resolution. Encouraging the use of alternative dispute resolution methods in the logistics sector would enhance the trust of global investors in the emirate, making it an attractive environment for investment in this sector,” Dr. Tariq Humaid Al-Tayer, Chairman, DIAC, remarked.

The recently unveiled unified toll-free number, 800-1886, which replaces the previous numbers: 04 4177777, 80080080, and 80072333, is designed to streamline the organisation’s communication channels, offering a faster and efficient service that connects all Dubai Customs’ services and centres. The move reflects Dubai Customs’ commitment to reducing bureaucracy, enhancing public communication, and delivering client experience by ensuring quick responses to inquiries.

### SEAMLESS INSPECTIONS

Dubai Customs has launched its innovative Seamless Inspections project, which relocates customs inspections directly to company warehouses. This groundbreaking approach has cut customs processing times by over 50 per cent, improving operational efficiency, while enhancing Dubai’s commercial and logistical competitiveness by fostering supply chain flexibility and fluidity.

“We have introduced initiatives, including blockchain technology, and the Seamless Inspections project and our unified toll-free number, 800-1886, to assist the transparency among all our business sectors and sort out any challenge in logistics and trade facilitation,” Engr. Adel

Al-Suaidi, Director, Technical Support Department, Dubai Customs, said.

### EXPANDING ARBITRATION

Dubai Customs signed an agreement with Dubai International Arbitration Centre

(DIAC) to encourage the use of alternative dispute resolution methods in the global logistics sector. The objective of the agreement is to establish effective frameworks for implementing DIAC’s rules as the preferred approach for resolving disputes and to make

#### Digital initiatives

- Launched Shahn digital platform for real-time shipment tracking
- Introduced Seamless Inspections, reducing processing times by 50%
- Rolled out a unified toll-free number (800-1886) for streamlined communication

#### Key highlights

- Enhances shipment risk assessment and supply chain security
- Eliminates paper processes, reducing the carbon footprint
- Aligns initiatives with the Dubai Economic Agenda D33

#### Advanced solutions

- Signed MoU with DIAC for dispute resolution in logistics
- Promotes DIAC-approved arbitration clauses in contracts
- Hosts seminars on arbitration and mediation practices



# Dubai Trade launches digital delivery platform for logistics ops

Dubai Trade builds Trade+ Digital Delivery Order platform to advance efficiency of supply chain and logistics operations by streamlining digital exchange of cargo release documents. Trade+ enhances efficiency, reduces environmental impact by offering 90% faster transaction times and 100% paperless processes.

CT Bureau

Dubai Trade has launched Trade+, a digital delivery order (DDO) platform designed to enhance the efficiency of logistics and speed of trade operations across Dubai. The platform accelerates cargo release processes and optimises supply chain efficiency by fostering seamless digital collaboration among shipping lines, freight forwarders, consignees, and other trade stakeholders.

With Trade+ integrated into the Dubai Trade Single Window for Trade and Logistics, businesses can reduce



## KEY INDICATORS

### Active fleet

16 aircraft (10 B777Fs, 6 B747s)

### Capacity increase

15% capacity from 2024

### Network growth

38 destinations

### New aircraft

12 tonne bellyhold in A350

transaction times by 90 per cent, handle greater trade volumes, and speed up cross-border operations, completing tasks that previously required up to 48 hours in less than 10 minutes.

Trade+ promotes sustainability by eliminating paper-based processes. With cent per cent paperless transactions, the platform saves around 2.36 million documents from being printed, reducing carbon footprint linked to travel, fuel,



دبي التجارية  
DUBAI TRADE

and congestion last year. Dubai Trade has invested substantially in Trade+ to meet the evolving business needs, aligning

with Dubai's Economic Agenda D33 to establish the city as a leading global trade and logistics hub. It also supports the Smart City vision, aimed to make Dubai one of the world's technologically advanced and sustainable urban centres.

The platform has set a benchmark for efficiency, sustainability, and global trade by simplifying approvals, payments, and documentation. It



**With 100% paperless transactions, the platform saves 2.36 million documents**

will undergo refinement and development to deliver added benefits and process enhancements, thereby improving the efficiency and ease of conducting trade in Dubai.



# DHL Group, Neste hasten to decarbonise logistics sector

DHL Group and Neste have announced a step forward in their collaboration aimed at reducing emissions in logistics. Firms will jointly explore how Neste's renewable solutions—specifically renewable diesel (HVO100) and SAF—can contribute to DHL Group's decarbonisation efforts across air and road transportation.

 CT Bureau

**D**HL Group has set ambitious goals to reach net zero greenhouse gas (GHG) emissions in its logistics operations by 2050. Interim targets for 2030 include electrifying two-thirds of its last-mile delivery vehicles and ensuring that 30 per cent of

## *DHL Group and Neste will work together to develop a model for the gradual offtake of SAF*

its transportation fuels come from more sustainable sources. This includes a focus on SAF, which has the potential to reduce emissions in the aviation sector. Neste, a leading producer of renewable diesel and Sustainable Aviation Fuel, will play a vital role in helping DHL meet these objectives.

“We are looking forward to strengthening our cooperation with DHL Group through a joint approach to tackling GHG emissions in transportation,” said Carl Nyberg, Senior Vice President, Commercial, Renewable Products, Neste. “This gives us a chance to support DHL, a frontrunner in its field with our renewable fuels, to provide a solution to reduce GHG emissions on the road and air.”

To advance its air transportation goals, the DHL Group and Neste will work togeth-




er to develop a commercial model for the gradual offtake of SAF. By 2030, the objective of DHL is to secure up to as many as 300,000 tonnes of unblended Sustainable Aviation Fuel annually from Neste. This partnership will meet DHL's emission reduction targets and open opportunities for additional SAF purchases.

“The signing of this agreement with Neste is a step in our strategy to achieve net zero emissions in logistics by 2050. By collaborating with a leading producer of renewable fuels, we can advance on our interim targets,” Yin Zou, Executive Vice President, Corporate Development, DHL Group, commented.

“Together with Neste, we will develop innovative solutions that support our own sustainability goals and eventually also those of our customers,” he added.

This partnership is a continuation of the companies' collaboration in areas such as SAF deliveries. Their efforts also extend to the International Sustainability & Carbon Certification (ISCC), where the two companies have helped pioneer the ISCC Credit Transfer System.

## *DHL's aim is to secure up to 300,000 tonnes of unblended SAF annually from Neste by 2030*

This system enables airlines, logistics providers, and end customers to credibly report the emission reductions achieved by using SAF—an important tool in reducing the carbon footprint of freight transport and air travel. With the companies' committed to accelerate the transition to sustainable fuels, this collaboration marks an important milestone in the journey of the logistics industry toward achieving a greener and more sustainable future. 

### HIGHLIGHTS

**2050**

DHL Group's Net-Zero Emission Target

**Electrify two-thirds**

DHL Group's Interim Target for 2030

**30%**

Increase SAF supply to more than

**300,000 tonnes**

SAF Offtake Target by 2030: DHL Group aims to secure

# Aramex opens robotic sorting facility to boost its capacity

Robotic facility at Jeddah is all set to enhance operational efficiency and sustainability. The facility is designed to boost the Kingdom of Saudi Arabia's logistics sector in achieving Vision 2030. The system has the capability to process up to 4,000 shipments per hour and 96,000 shipments daily.

CT Bureau

Aramex inaugurated a new robotic sorting facility, an advanced automated sorting system, featuring three feeding lines and 120 robotic guided vehicles at Jeddah. The system has the capability to process up to 4,000 shipments per hour and 96,000 shipments daily. "This automated facility represents a quantum leap in logistics efficiency and dem-

onstrates our commitment to fulfilling Saudi Arabia's Vision 2030. By combining robotics, Artificial Intelligence, and temperature-controlled environments, we are creating a blueprint for the future of logistics in the region. With the automation system, our capacity to handle shipments will increase to 100 per cent," Abdulaziz Alnowaiser, General Manager, Aramex, said.

Additionally, the plan for the activation and launch of drone delivery by February-end has been reviewed by one of our clients, and we are advancing our future plans for domestic express mail sea transportation services," he added.

The company also revealed its plans for a drone delivery project. This initiative aims to enhance last-mile delivery efficiency in urban and remote areas while reducing



Aramex unveils state-of-the-art robotic sorting facility in Saudi Arabia

carbon emissions, reinforcing the company's focus on sustainability.

Samer Marei, Vice President GCC, Aramex, commented. "We remain committed to the Kingdom of Saudi Arabia as our primary market, where we continue to make strategic investments in a bid to lead the logistics

## The plan for activation and launch of drone delivery by February-end has been reviewed

sector. We hope to contribute to Vision 2030's goal of establishing the Kingdom as an international logistics hub. Our sustained and ongoing investment reflects our confidence in the Kingdom's vibrant economy and the transformative vision of its leadership."

Located at Jeddah Islamic Port, the new facility's advanced capacity positions Aramex as a significant player in advancing KSA's goal of becoming an international logistics hub. Its improved operational efficiency and commitment to sustainable practices align closely with the Kingdom's Vision 2030 objectives.

### PROCESSING DETAILS

**4,000**  
shipments per hour

**96,000**  
shipments daily

**3**  
feeding lines

**120**  
robotic guided vehicles




Aramex unveils state-of-the-art robotic sorting facility in Saudi Arabia



# Arcapita, DSV to develop facility to enhance regional logistics

Arcapita Group Holdings Limited and DSV announced development of 30,000 square metres warehouse in Dubai's Jebel Ali Free Zone (JAFZA). Designed with sustainability and innovation at its core, the new facility will be built as per international standards, incorporating advanced automation systems.

 CT Bureau

Arcapita partnered with DSV for developing a logistics warehouse in JAFZA, catering to diverse industries. The facility is likely to be completed in 11 months. Amana is the design and build contractor.

The new warehouse will be built as per international standards, incorporating advanced automation systems, LEED certification for energy efficiency, and green building practices.

## KEY HIGHLIGHTS

**Facility size**  
30,000 square meters

**Completion timeline**  
11 months

**Storage capacity**  
75,000 pallet positions

*The facility's 'white glove' logistics will benefit healthcare and luxury goods sector*

Having a capacity of 75,000 pallet positions, the facility will have a dedicated area for hazardous materials, including lithium batteries. It will also support sectors such as healthcare, consumer, retail, technology, automotive, and industrial verticals.


"The facility's specialised features, such as 'white glove' logistics for sensitive shipments, will benefit the healthcare and luxury goods sectors. This warehouse underscores our commitment to providing sustainable logistics solutions for our cli-



ents. It reflects our focus on key verticals and our dedication to meeting the growing demands of the region," Chrys Mendonca, Managing Director of DSV Dubai, said.

This project represents the second phase of the Arcapita-DSV partnership and solidifies their shared vision for logistics innovation. Located on DSV's JAFZA South Campus, the warehouse will enhance DSV's operational capacity in Dubai, a vital hub for international trade.

"As one of the largest investors in industrial real estate in the GCC, we are proud to deliver tailored, energy-efficient facilities to support the increasing complexity of global supply chains," Isa Al Khalifa, Director of Real Estate Investments at Arcapita, emphasized.

The collaboration aims to address the region's rising demand for industrial real estate with focus on sustainability and innovation paving the way for a more efficient logistics sector in the GCC. 

# Optimising data analytics to transform air cargo industry

Freight forwarders are integrating advanced algorithms and Predictive ETA to streamline their processes and improve decision-making in the supply chain, says **Martin Schulze, CEO, BlueBox Systems**. How real-time data integration is transforming air freight logistics, particularly in time-sensitive regions such as the Middle East, he adds.

CT Bureau

## What role do algorithms and ETAs play in optimising air logistics?

Predictive Estimated Time of Arrival (ETA) models are vital in air freight logistics. Most shipments are not ferried from Origin to Destination (OD), but through one or two hubs in between.

And that is where delays occur. Being able to provide reliable predictions for the end-to-end chain is crucial, especially as the airlines frequently do not provide this information or are not very reliable.

## How does integration of real-time shipment tracking across multiple data sources help forwarders improve efficiency?

The integration of real-time tracking helps the freight forwarders improve their efficiency in many ways. It reduces efforts in gathering information and updates in many ways. In several cases, this makes a business



Martin Schulze  
CEO  
BlueBox Systems

**“Integration of real-time tracking helps forwarders improve their efficiency in quite many ways.”**



case for real-time tracking integration. Access to real-time information improves decision-making in the supply chain.

## How does API integration enables seamless data sharing across different stakeholders?

To leverage the value of real-time data, the provision and integration of this database must be as seamless as possible and with no manual interaction. This can only be established using APIs, especially in a multi-stakeholder environment such as the air freight logistics. Data and processes within silos work separately from each other.

## With sustainability becoming a concern, how does technology and data help in tracking emissions for air cargo?

As they say, you can only manage what you can measure. This maxim also applies to measurements make tracking of emission data crucial. For the freight forwarders, and shippers such data can enable them to base their pur-

## The pact between SAL and MDA outlines the development of a joint strategy to support exports

chasing decisions on price or transit time and on potential carbon footprint.

## What role can ML play in detecting anomalies in cargo operations?

Considering the landscape of processes and data, ML and data analytics can play out their strengths in dealing with these situations. These tools are tailored to spot patterns and identify problem areas.

## What predictive analytics models can be used to improve capacity planning?

Over the past few years, the impact of the so-called black swan events, has become relevant for future demand.

### Predictions

- Advanced algorithms and predictive ETAs enhance accuracy by providing end-to-end shipment predictions, even across multiple hubs
- Solutions like BlueBox improve service quality by offering arrival estimates, filling gaps left by airlines

### Benefits

- Integration of real-time tracking reduces manual effort in collecting shipment statuses, boosting operational productivity
- Access to real-time data supports proactive supply chain decisions and enhances partner collaboration

### Collaboration

- APIs enable seamless data sharing, eliminating manual processes and fostering transparency among stakeholders
- API-driven integration dismantles siloed workflows, enhancing collaboration across the air freight network

# SAL to offer airport logistics services in Madinah airport

SAL Logistics Services has signed a cooperation agreement with the Al Madinah Region Development Authority (MDA) to offer advanced logistics services and integrate smart facility systems at Prince Mohammed bin Abdulaziz International Airport. The agreement also outlines the development of a joint strategy to support exports.

CT Bureau

The partnership between SAL Logistics Services and Al Madinah Region Development Authority (MDA) strengthens logistics infrastructure, addresses the challenges faced by exporters and importers and helps boost air cargo volumes and logistics in the region. The cooperation focuses on integrating smart facility systems at Prince Mohammed bin Abdulaziz International Airport and extends facilities extended by the SAL.

“This agreement marks a turning point in the develop-

## The pact between SAL and MDA outlines the development of a joint strategy to support exports

ment of logistics services in Madinah. Our collaboration with the Al Madinah authority will enhance air cargo operations, provide innovative and sustainable solutions that contribute to growth, and align with the Kingdom of Saudi Arabia’s Vision 2030,” Saleh bin Ahmed Aldaini, Chief Shared Services Officer, SAL Logistics Services, said.

The partnership is designed to address significant challenges faced by the exporters and importers, improve the logistics performance index in the region,



SAL Logistics Services and Al Madinah Region Development Authority officials sign the pact to integrate smart facility systems

and boost air cargo volumes. The goal is to explore and implement innovative solutions to increase the efficiency and sustainability of logistics operations.

The agreement outlines the development of a joint strategy to support exports. The agreement was signed by Saleh bin Ahmed Aldaini and Abdulmajeed Mangara, General Manager, Madinah Smart City Programme, in

the presence of several executives from both organisations. Through these initiatives, it aims to improve logistics services across the Madinah region, ensuring that it can better serve the needs of local and international businesses.

The collaboration also includes a range of other initiatives, such as conducting a study on environmental sustainability at Madinah airport, supporting seasonal events

## Pact includes conducting environmental sustainability study at Madinah Airport

and activities, and forming a joint task force to oversee logistics workshops and initiatives. These measures would ensure that the region remains a key player in the Kingdom’s logistics sector.

Association with the MDA represents a step forward in achieving sustainable development and economic growth, collaborating with both government and private sector entities to establish a global logistics hub.

### Strategic partnership

- Improve logistics at Madinah Airport
- Supports Saudi Vision 2030 goals
- Boosts air cargo and logistics
- Solves exporter & importer challenges

### Key initiatives

- Smart facility systems for efficiency
- Sustainability initiatives at the airport
- Joint task force for logistics workshops
- Strengthening export logistics solutions

# Skyports & iot squared to bring drone technology to KSA

Skyports Drone Services (Skyports) will play a crucial role in the establishment of a beyond-visual-line-of-sight-friendly ecosystem, which will accelerate the expansion of drone operations in the Kingdom of Saudi Arabia. Proof-of-concept will highlight benefits of drone services to sustainable transport and cargo solutions.

CT Bureau

Skyports Drone Services (Skyports) is marking its debut in the Kingdom of Saudi Arabian market through a partnership with iot squared to leverage Skyports' expertise in beyond-visual-line-of-sight (BVLOS) drone operations into KSA's logistics projects.

The key aspect of the initiative is the establishment of a BVLOS-friendly ecosystem, which will accelerate the expansion of drone operations in KSA. Skyports will play a crucial role in this effort, particu-

## This centre will serve as a hub for monitoring and managing drone ops across various giga projects

larly in the development iot squared's remote command and control centre. This centre will serve as a hub for monitoring and managing drone operations across various giga projects, ensuring seamless integration into existing and future infrastructure.

According to Skyports, the proof-of-concept will highlight the significant benefits of drone services, demonstrating their potential to contribute to sustainable transport and cargo solutions, while enabling faster and more efficient operations. By showcasing real-world applications, the initiative aims



Othman Aldahash, CEO and Daniel O'Neill, General Manager, Middle East, Skyports at signing ceremony

to lay the groundwork for the widespread adoption of drone technology in the Kingdom's logistics and transportation sectors.

"With focus on innovative infrastructure and mobility, KSA has long been a key target market for us. The efforts of the GACA and the Ministry of Transport and Logistics Services have fostered a progressive regulatory environment that was instrumental in unlocking drone operations in the Kingdom. We are excited to work alongside iot squared and bring our expertise in inter-island drone delivery to KSA, demonstrating how drone technology can enhance efficiency and connectivity for world-renowned giga projects," Daniel O'Neill, General Manager, Middle East, Skyports, said. He also emphasised the importance of KSA as a key market for

drone technology expansion. The partnership between iot squared and Skyports is expected to extend beyond the initial proof-of-concept, with both companies exploring opportunities to scale drone operations across the Kingdom's ongoing and upcoming giga

projects for delivery use cases. These large-scale initiatives, which include projects such as NEOM, The Red Sea Project, and Qiddiya, present vast opportunities for drone technology to revolutionise logistics, transportation, and surveillance operations.

"Our partnership with Skyports reinforces iot squared's position as a key player in IoT and drone-enabled solutions. By focusing on complex operations in remote and offshore locations, we are addressing critical missions that demand high precision and where traditional methods are often expensive or inefficient. Together, we aim to deliver impactful, cost-effective alternatives that redefine operational excellence in key sectors," Othman Aldahash, CEO, iot squared, said, highlighting the significance of the collaboration. 🚀



# Join NAFL / FIATA to get connected for networking and business opportunities



## Here's why you should consider being a member:

### International Benefits:

- + The FIATA member certificate
- + Use of the Fiata logo
- + Entry in the FIATA members directory & networking events
- + Advertising in the FIATA members directory, review and information (FIATA e-Flash)
- + Special Rates for FIATA publication and articles
- + Access to secretariat's assistance
- + FIATA arbitration code
- + Use of FIATA documents
- + FIATA worldwide member connectivity
- + Talent Connect Worldwide, E-Learning

### National Benefits:

- + The NAFL member certificate
- + Use of the NAFL logo
- + Free access to networking events
- + Discounted rates in participating in global and regional conferences
- + Assistance in case of legal advocacy
- + Discounts for cargo/logistic events and exhibition stands
- + Discount training for NAFL members
- + Training/Certification for regional/international courses
- + Insurance at discounted rates (cargo/liability/medical)
- + Complimentary internship, Skill upgrade and Mentoring & Innovation ideas
- + Discounted supplier rates for industry products

**Be the Industry voice, protect yourself by STC, Insurance and maritime advice, network B2B, B2C**

### ACCREDITATIONS



## NAFL : National Association of Freight & Logistics

P.O. Box 60944 Dubai, United Arab Emirates Tel: +971 4 3431112, Reyan Abdullah +971 56 146 5001

Register at [info@nafl.ae](mailto:info@nafl.ae) or [marketing@nafl.ae](mailto:marketing@nafl.ae), [www.nafl.ae](http://www.nafl.ae)



# 80% private investments for logistics projects in KSA: Minister

Private investment has been pivotal in funding large-scale projects, ensuring the Kingdom remained on track to meet its Vision 2030 goals. Majority of investments for logistics and transport sectors will be drawn from private sector, announces **His Excellency Saleh Al-Jasser, Minister of Transport and Logistics, KSA.**

 CT Bureau

The partnerships and integration models with private entities will be the backbone of the Kingdom of Saudi Arabia's (KSA) ambitious strategy.

"The private sector is a vital partner in developing the transport and logistics system, and this partnership continues to grow and strengthen," His Excellency Saleh Al-Jasser, Minister of Transport and Logistic Services, KSA, said, while addressing the third PIF Private Sector Forum in Riyadh.

He also stressed that private investment has been pivotal in funding large-scale projects, ensuring the Kingdom remained on track to meet its Vision 2030 goals.

"By value, 80 per cent of the logistics projects are open to private sector investment as



**His Excellency Saleh Al-Jasser**  
Minister of Transport and Logistic Services, KSA

the Kingdom seeks to become a 'regional logistics hub', the Minister added.

Al-Jasser emphasised that opportunities worth SAR240 billion will be offered to the transport and logistics sectors. In the air transport sector, he revealed the upcoming privatisation plans for four airports—Abha, Taif, Qassim, and Hail. "The private sector is responsible for construction,

**“The private sector is partner in developing transport & logistics, and this partnership continues to grow.”**

operation, and management of this project," he explained, referring to the ongoing expansion of the Madinah Airport as an example of successful collaboration.

"The total value of opportunities that will be made available through partnerships with the private sector—whether through privatisation or other models—amounts to SAR 240 billion," he added.

Al-Jasser also outlined four major road projects open for investment, including the new main road linking Jazan

and Abha, the Jeddah-Jazan Expressway, the operation of the new direct road between Jeddah and Makkah, and the completion and operation of Yanbu-Jubail highway, which would connect the Kingdom's eastern and western regions for seamless logistics transportation.

Reaffirming the KSA government's plans for public-private partnerships, the minister said, "Our future depends on dynamic partnerships with private entities, ensuring continuous innovation and excellence in our transport and logistics system."

As the Kingdom pushes ahead with its Vision 2030 goals, private sector participation is expected to continue driving infrastructure development and increasing new projects that can position Saudi as the logistics hub in the Middle East. 🇸🇦





## Trendsetters of the month



### Ethihad Airways

Ethihad Airways post on the Jersey sponsors of Chennai Super Kings cricket team for another season of an Indian Premier League was trending

16.4 m views



### FedEx

FedEx 'regifting' post highlighting the ease of gifting with FedEx One Rate services went viral

28.8k views



### DHL Express

DHL Express latest Instagram reel on how it can be a logistics partner for delivery of shipments in Asia-Pacific-based businesses went viral

486k views

56.8k likes



### CEVA Logistics

CEVA Logistics' recent reel on their partnership with Ferrari and contest to win the brand-new piece signed by two drivers went viral

10.4k views

800 likes



### DSV

DSV's post focusing on its progressive growth by releasing the Annual Report for 2024, thanking their customers, team and stakeholders.

1.5k likes

127 reposts



### DP World

DP World's LinkedIn post on listing of US\$ 100 million Blue Bond on NASDAQ celebrating the impact of Blue Bond in supporting positive sustainable initiative was trending

1.1k views

32 reposts



## AI advancing your cargo business



### Cognigy AI—conversational assistant

Delivering seamless and personalised support is essential, it is a business imperative. But with growing customer interactions across several channels and languages, meeting these demands can often feel overwhelming. The AI tool is a platform that supports businesses to deliver customer experiences with ease and efficiency.

### Customer interaction made easier

Cognigy AI does not only automate customer interactions but also offers a personalised touch and relevance. That is Cognigy AI—your single support system for intelligent, scalable, and omnichannel communication. From resolving customer queries instantly to providing human-like conversational experiences, Cognigy AI helps businesses interact smartly with customers, while reducing operational burdens.

### What makes Cognigy AI stand out?

Cognigy AI is not just another chatbot platform, it is a comprehensive conversational AI solution that transforms how businesses interact with their customers. Here is why it is indispensable for modern enterprises:

- **Advanced conversational automation:** Automate routine queries across chat, voice, and messaging channels, ensuring customers get instant, accurate answers round-the-clock
- **Human-like interactions:** Powered by cutting-edge Natural Language Processing, Cognigy AI delivers natural and authentic conversations
- **Multilingual support:** Interact with customers in their native language with real-time translation capabilities, breaking down language barriers
- **No-code design:** Create and manage conversational flows effortlessly using a user-friendly, no-code interface—perfect for technical and non-technical teams
- **Seamless integrations:** Connect with your CRM, helpdesk, or backend system—Salesforce, Zendesk, or SAP—for a unified experience across platforms
- **AI-Powered insights:** Gain valuable analytics and actionable insights in order to continu-

ously optimise your conversational strategies. The AI tool adapts to your unique requirements. From automating appointment scheduling to providing self-service options for common queries, the AI platform enables faster resolutions and happier customers.

**Pro Tip:** Use Cognigy AI's live agents feature in a bid to seamlessly transfer conversations from Artificial Intelligence to human agents when complex issues arise—ensuring your customers always feel supported.

### Transform your customer journey with Cognigy AI

With Cognigy AI, businesses of all sizes and shapes can achieve a perfect balance between automation and personalisation. By enhancing efficiency and delivering world-class experiences, Cognigy AI empowers businesses to stay ahead of the competition.



# ME cargo sees **paradigm shift** with infra boost



An absolute surge in air cargo is witnessed in the Middle East, particularly with huge infrastructure projects taking place in KSA and Iraq amid geopolitical crises, says Simon Aynsley, Chief Commercial Officer, Gulfair.

CT Bureau

The cargo industry in the Middle East is experiencing shifts as we enter this year, driven by infrastructure developments and evolving technologies, fuelling an increase in project and out-of-gauge cargo. These shifts are most noticeable in the Kingdom of Saudi Arabia and Iraq, with projects related to oil and gas driving demand.

“We are seeing a surge in cargo coming into the Middle East, particularly with huge infrastructure projects happening in KSA and Iraq,” Simon Aynsley, Chief Commercial Officer at Gulfair, said.

Geopolitical factors, especially the Red Sea crisis, continue to pose challenges for the region. However, Gulfair has leveraged its strategic location to offer an edge. With terminals in Sharjah and Khorfakkan, the company benefits from being positioned outside the Straits of Hormuz, a chokepoint vulnerable to geopolitical instability.



**Simon Aynsley**  
Chief Commercial Officer  
Gulfair

“Khorfakkan is just outside the Straits of Hormuz, which means that should any geopolitical crisis take place, our customers will have the opportunity to bring their ships up to Khorfakkan, unload and load their cargoes, and clear customs,” Aynsley explained. “This flexibility is crucial for customers in navigating potential disruptions,” he added.

Sustainability is another key trend. Another development in this area is the planned rail connection to Khorfakkan. “It will allow carriers to come up to Khorfak-

kan, unload and load cargoes, and transfer the same to rail,” Aynsley explained.

This rail connection offers several benefits, including cost savings for carriers

**“As the industry evolves, multimodal transportation and rail integration stand out as game changers.”**

and reduced carbon footprint by bypassing the Straits of Hormuz.

As industry evolves, multimodal transportation and rail integration stand out as game changers for operational efficiency and environmental sustainability. Introduction of such infrastructure will undoubtedly shape the future of cargo logistics in the Middle East, he added. 🚚

## 2025

### Upcoming Events

#### MARCH

- 10-11** *International Conference on Supply Chain Management*  
Dubai, UAE
- 11-13** *LogiMAT 2025*  
Stuttgart, Germany
- 17-20** *ProMat Supply Chain*  
Chicago, USA
- 17-20** *Gartner Supply Chain Symposium | Xpo 2025*  
Florida, USA
- 18-20** *LogiChem*  
Rotterdam, Netherlands
- 25-26** *Sustainable Supply Chain Exhibition*  
Birmingham, UK
- 25-26** *IntraLogistEX 2025*  
Birmingham, UK
- 25-27** *Expo Logistica Panama*  
Panama
- 25-27** *Routes Asia*  
Perth, Australia

#### APRIL

- 1-3** *SITL 2025- Transport & Logistics*  
Paris, France
- 2-3** *Logistics World Summit & Expo*  
Mexico
- 2-4** *11<sup>th</sup> International Logistics Congress*  
Portoroz, Slovenia
- 2-4** *Global Supply Chain & Logistics Summit (SCLG Summit)*  
Amsterdam, Netherlands

**For more information contact: [talk@ddppl.com](mailto:talk@ddppl.com)**

The dates shown on the Events calendar are subject to change. Please refer to EventTalk in **CARGO** to track the changes in dates

## To boost trade links, direct Air Arabia flights to Ethiopia take off from Sharjah Airport



Sharjah Airport has launched direct Air Arabia flights to Addis Ababa, Ethiopia, further expanding cargo and travel connections between the UAE and Africa. Air

Arabia will operate three weekly flights on an Airbus A320, with services available on Saturdays, Tuesdays, and Thursdays, Ali Salim Al Midfa, Chairman, Shar-

jah Airport Authority, said. "The launch of our new service to Addis Ababa and its addition to the list of direct destinations from Sharjah airport underscores our commitment to expanding our network across African cities. This step is designed to meet the demand for cargo between the UAE and Ethiopia. The move fosters development in various sectors, including freight, air cargo handling, exports, and re-exports among others.

## Arvato launches regional logistics headquarters in Dubai CommerCity

Arvato has inaugurated its new regional logistics headquarters in Dubai CommerCity with a 3,300 square metre facility aiming to offer seamless good transportation across the region and globally, Amna Lootah, Board member at Dubai CommerCity, said. The new Dubai HQ will offer advanced services, including warehousing, transport management, order handling, and analytics, to meet the region's growing e-commerce demands, projected to reach US\$160 billion by 2029. "We take pride in witnessing the opening of Arvato's first presence in this region at DCC. Arvato's decision to launch its new site in Dubai speaks volumes of



the firm's interest in capitalising on the potential of the region, as well as of its trust in the emirate. With unparalleled capabilities

and advanced offerings, Dubai CommerCity is positioned to empower Arvato and accelerate its growth in the Middle East."

## Emirates Transport, e& enterprise partners to elevate vehicle connectivity through tech



Emirates Transport has partnered with e& enterprise to improve the vehicle connectiv-

ity and operational efficiency through advanced technologies, Peter Milner Jørgensen, Acting CEO & CFO, Emirates Transport, said. The partnership will leverage innovative solutions such as telematics, IoT-driven data analytics, and real-time communication systems to improve fleet performance, driver safety, and traffic flow. Real-world pilot programmes will validate the effectiveness of these technologies in improving safety and reducing environmental im-

pact. "This partnership marks a step forward in our commitment to innovation and sustainability in the transportation sector. By integrating advanced connected vehicle technologies, we will optimise traffic flow, reduce congestion, and enhance coordination between vehicles and traffic systems. Together with e& enterprise, we are advancing towards a future of smarter, safer, and more sustainable mobility solutions aligned with the UAE's vision," Jørgensen said.

## Matternet gets GACA nod for M2 Drone delivery

Matternet has received approval by the Saudi General Authority of Civil Aviation (GACA) for drone operations to operate its M2 drone in Saudi Arabia, Andreas Raptopoulos, Founder and CEO, Matternet, said. This enables Matternet to expand its advanced drone delivery solutions into KSA, underscoring



the growing global acceptance of its technology. The M2 drone is celebrated for its reliability and safety, having been the first to achieve FAA Type Certification, setting a precedent for urban drone logistics worldwide, Raptopoulos said.

## flyadeal joins IATA, boosts role in global aviation

Kingdom of Saudi Arabia's flyadeal has joined IATA after the completion of IATA's Operational Safety Audit. The membership grants flyadeal access to IATA's resources, including safety initiatives, sustainability programmes, and Billing Settlement Plan for streamlined payment processing, Steven Greenway, CEO,



flyadeal, said. "It is an honour to be in IATA. We sit alongside our sister airline Saudia, another IATA member. As Saudia and IATA celebrate their 80<sup>th</sup> anniversaries, it is a moment of pride for flyadeal to be part of an association in a milestone year," he added.

## Vienna Airport, Korean Air Cargo extend partnership

Vienna Airport and Korean Air Cargo have extended their cargo handling agreement for by four years up to 2028. The renewed agreement, which began in 2004, addresses cargo handling, joint marketing initiatives, sharing logistics expertise, and enhanced freight forwarding services, Ju-



lian Jäger, Joint CEO and COO, Vienna Airport, said. "This reflects two decades of trust between our organisations. We will continue enhancing cargo ops between Seoul and Vienna, strengthening our position as a leading cargo hub."

## Allivate's software to address EU customs data norms

Allivate has launched a new product, 'Easy Transit', to address recent changes in EU customs data needs. The launch comes after the EU implemented phase five of its New Computerised Transit System, which mandates declarations at the goods item level using a six-digit HS code, Martina Schikorr, MD,



Allivate, said. Allivate's software, available on the Fair @ Link CCS, aims to reduce the need for manual code entry. A quarter of the imported freight at Frankfurt Airport is impacted by these rules. Allivate is a joint venture between Fraport and Dakosy.

## Unisys integrates Finnair Cargo into Cargo Portal Services platform

Unisys (NYSE: UIS) has integrated Finnair Cargo into its Cargo Portal Services platform, aiming to enhance global air cargo ops. This partnership improves booking efficiency and network access for forwarders, linking 33,000 users worldwide, Sean Tinney, VP, Enterprise Computing Solutions, Unisys, said. Finnair Cargo's inclusion expands



its customer base and offers real-time booking and vis-

ibility across its network, soanning as many as 60 destinations and 15 long-haul locations. "The addition of Finnair Cargo to our platform shows our commitment to expand accessibility in air cargo. This partnership gives the freight forwarders options for cargo booking and management, while extending our reach to new customers," Tinney added.

## Lufthansa Cargo ferries seven million roses, demand for Valentine's Day

Lufthansa Cargo ferried seven million roses, weighing 600 tonnes, from Nairobi to the EU in the Valentine's season. Several customers have chosen the 'Sustainable Choice' service, saving 50 tonnes of CO<sub>2</sub> using SAF and climate protection projects. Also, the airline regularly flies perishables such as vegetables, fruit, and fish from Kenya and other African countries to Europe, Anand Kulkarni, Head, Global Markets, Lufthansa Cargo, said. "During high demand, say, around Valentine's Day, we have the flexibility to increase capacity to meet market and customer needs. This is how we connect



with markets, true to our mission of 'Enabling Global Business'. Our expertise ensures

compliance with temperature and quality standards along the entire supply chain," he added.

## WFS acquires MWS, expands warehouse capacity at Amsterdam Schiphol Airport

Worldwide Flight Services (WFS) Holland has completed its acquisition of Menzies World Cargo (MWS), increasing its warehouse capacity at Amsterdam Schiphol Airport to 50,000 sq. mts., John Batten, Chief Executive, Europe, Middle East, Africa, and Asia, WFS, said. The acquisition enhances WFS's ability to handle growing business, serving 120 airline and forwarder customers at AMS.



The move follows WFS's recognition that its Schiphol operation was nearing capacity. "This

WFS in Amsterdam, and the trust placed in us by our customers."

## UPS acquires Frigo-Trans, BPL to expand healthcare logistics

UPS has acquired Frigo-Trans and its sister company BPL, to strengthen UPS Healthcare's ability in offering comprehensive, temperature-controlled, and time-sensitive logistics solutions to its pharma customers across Europe and globally, addressing the growing demand for complex healthcare logistics. As per a press release, "Frigo-Trans' network includes temperature-controlled warehousing ranging from cryopreservation (-196°C) to ambient (+15° to +25°C) as well as pan-European cold chain transportation. This combined with the logistics solutions brought by BPL's time-critical freight forwarding capabilities further enhances UPS Healthcare solutions for customers in Europe," the release stated.



## ECS Group partners with Thai VietJet to boost cargo ops



ECS Group partnered with Thai VietJet and its subsidiary, AVS GSA Thailand, optimising capacity on daily BKK-BOM-BKK flights, using A320/321s to transport general cargo, spare parts, and e-commerce. Exports from Mumbai include pharma and garments, with opportunities for transshipment through Bangkok to expand reach across Thai VietJet's network, Jean Ceccaldi, CEO, ECS Group, said. "This pact with Thai VietJet underscores our dedication to empowering airline partners through our extensive network, advanced solutions, and industry expertise."

## DHL Freight opens Berlin-Marienfelde terminal to enhance cargo operations



DHL Freight has launched its new terminal in Berlin-Marienfelde, spanning 5,200 sq. mts., and featuring 48 loading docks. Replacing the previous old facility, the terminal's advanced infrastructure and central location aim to boost logistics efficiency in Berlin and surrounding areas, Dr. Thomas Vogel, CEO, DHL Freight DACH, UK & IE, said, "The new terminal in Berlin expands our capacities and reflects our commitment to more sustainable logistics. In addition to various technologies such as electric trucks, at the site itself we have placed importance on measures such as photovoltaics, wind turbines and the latest in water management."

## WestJet Cargo joins WebCargo, Freightos platforms for digital logistics

WestJet Cargo is available on its WebCargo and 7LFreight platforms, enabling forwarders to access real-time rates, make eBookings, and process payments online for key routes from Calgary to hubs such as Tokyo Narita, London Heathrow, and Paris Charles de Gaulle, Wayne Tyndall, VP, Commercial, Freight Forwarders & Airlines, said. The integration of WestJet Cargo into Freightos' platforms represents a move that enhances the competitive edge in several key areas. "The carrier adds capacity to WebCargo and 7LFreight, connecting thousands of forwarders to 100 destinations."



## Kale Logistics to develop Africa's first airport cargo community system

Kale Logistics announced partnership with Mozambique Airport Handling Service to develop Africa's first Airport Cargo Community System. This initiative comes as Mozambique experiences growth in air traffic and soaring cargo volumes, positioning the country as a potential multimodal cargo hub within Africa, Tubias Fondo, IT and Com-

munications Head, Mozambique Airport Handling Service, said. "Kale has been the torch bearer of digitisation across the world, and we are proud to be the first adopters of its ACS in Africa. We believe its technology-enabled solution will build strong business synergies for us in the long run."



# Movements

## HELLMANN WORLDWIDE

UAE



Lee l'Ons has been appointed as new Regional CEO, IMEA, at Hellmann Worldwide Logistics. He will join the International Executive Board on April 1. He spent 26 years at Kühne+Nagel, where he held several senior leadership positions.

## HELLMANN WORLDWIDE

France



Gilles Duffaut has been appointed MD, Hellmann France. In his new role, he will expand Hellmann's market position in France across all products and consolidate network in the region. Duffaut has 30 years of expertise in logistics and transport.

## CHAPMAN FREEBORN

Europe



Markus Schmidt has been appointed as VP, Cargo Commercial Operations, Europe, Chapman Freeborn. In his new role, he will oversee brokerage operations, focusing on transforming customer requests into business opportunities.

## MSC AIR CARGO

Switzerland



Andrea Gruber has been appointed as Head, Service Excellence in Geneva, MSC Air Cargo. Previously, he served at the IATA for 13 years. In her new role, Gruber will oversee the expanding business operations and commercial strategies.

## LUFTHANSA CARGO

Europe



Dr. Andre Schulz has been appointed as the Head, Europe region, Lufthansa Cargo. He has been working with Lufthansa Group since 2008, and joined Lufthansa Cargo in 2022, bringing 17 years of corporate and sales experience into his job.

## LUFTHANSA CARGO

MEA & CIS



Stephanie Pöhn-Helbig has been appointed as the Head, Region Middle East, Africa & South Asia & CIS. She joined Lufthansa in 2021 and crew management in 2023. In the new role, she will handle the company operations.

## AEROLOGIC

Germany



Marcus Niedermeyer has been appointed as MD and CFO, AeroLogic, overseeing finance, HR and IT after serving in this role on an interim basis since July 2024. He also served as Managing Director, Air Mail Center Frankfurt.

## MAS AIR CARGO

Mexico



Robert van de Weg has joined as the CEO of Mas Air Cargo. In his new role, he will focus on expanding ops and built new trade relations with key markets. Previously, he worked in Cargolux, AirBridge-Cargo, and CargoLogicManagement.

## MENZIES AVIATION

USA



Milton Uribe has been appointed as VP, Sales, Commercial, and Business Development, Americas. In his new role, he will oversee customer ties and business growth in the region. Having 25 years of experience, Uribe served in Swissport.

## AVFLIGHT CORPORATION

USA



Henry Julicher has been appointed as new Senior Manager, Cargo Operations, Avflight Corporation. With 15 years of experience, he will oversee cargo operations, while driving business development strategies to strengthen Avflight's cargo.

## FREIGHTOS

Spain



Freightos Limited appointed Pablo Pinillos as the CFO, effective March 1, 2025. He also worked in leadership positions at Bitrise and Qlik. With 20 years of experience, Pinillos' will support Freightos' growth in the digital freight marketplace.

## NOATUM LOGISTICS

UK



Jane Smith has been appointed as the new GM, Business Development of Contract Logistics, of Noatum Logistics. Having 20 years of experience, she will spearhead business development efforts for the contract logistics sector.



## SKYLINK CARGO SERVICES

is pleased to announce its appointment as cargo GSA for



Operating Daily Wide Body Aircraft from Dubai to Kabul

Flight No.	From	To	Dep.	Arr.	Days	Aircraft
RQ902	DXB	KBL	0300	0615	Daily	A340

Acceptable Dimensions: 315\*215\*157cms/1900 kgs per piece

Cargo handover accepted in DXB or DWC

**Contact us for rates, space and booking confirmations**

[sales@skylinkcargoservices.com](mailto:sales@skylinkcargoservices.com)

 1516 BURLINGTON TOWER,  
BUSINESS BAY, DUBAI



PH. +9714 2989880  
MOBILE : +971 50 9189182

Your air cargo  
*partner of choice*



**ETIHAD**  
CARGO

[ETIHADCARGO.COM](http://ETIHADCARGO.COM)