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Broadening TIACA’s global outlook and breadth of industry knowledge

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Flying high with quality service

I am writing this article while working at the ICAO air transport symposium in Seoul, Republic of Korea. It is symposium number 4, but it is only the first time a dedicated air cargo session has been organized. I have been invited to moderate. The organizers selected a stimulating slogan for this event: “Together we challenge. Together we fly”. So far nobody was able to give an unequivocal interpretation; so, I have come up with my own, which I would like to share with you.

The air cargo industry is known for its volatility and unpredictable developments. This year did not start very well and it was a challenge for all, but fortunately after several weeks of decline, the news came that the cargo is growing again.

Other zones of challenges surround us daily as well. The security, IT systems and data exchange, e-commerce, digitalization... all these buzzwords continue appearing in the press and are pronounced at virtually every conference. In this environment we regularly challenge each other, as partners doing the job in the sequential manner while cargo is moving through the supply chain.

We challenge partners but we challenge ourselves too, because we want to be competitive, because we want to be appreciated by our customers, and because we are proud of what we are doing. And as a reward, the job which we perform well brings a lot of satisfaction.

However, the degree of satisfaction from the job which is done with quality is difficult to measure. Hence we in TIACA have developed an instrument that helps to assess the quality. Several sessions explaining this instrument at different venues have been held and several articles have been already written.

However, we still need to continue explaining how this instrument works and what kind of benefits it brings to the industry. The CSQ or “cargo service quality” program is aiming at measuring the quality of cargo handling at certain stages of its movement through the supply chain.

It requires involvement of participating partners, and some of them are to be challenged indeed to bring their service to the desirable level. This is where the second part of the slogan, “Together we fly”, comes to play.

Even if we do not fly ourselves like passengers do, we make sure that the consumer goods and all other products destined to fly will bear the stamp of high quality service before they start their journey on the way to the customer.

Follow our publications, TIACA web page updates, conference presentations and correspondence and look for the way to be involved in this common challenge which allows cargo to “fly high” with the meaning of high service quality.

Vladimir Zubkov, TIACA Secretary General
JOIN TIACA

Building Blocks for Innovation.
Opening doors for new business opportunities.

Join TIACA to increase your visibility in the air cargo industry, benefit from unique networking opportunities, and ensure that you are up to date with the issues that affect your daily business.

“TIACA is the global voice bringing together all elements of air cargo and logistics trends, changes, updates relating to government, customs, trade and regulatory authorities’ policies that will affect the air cargo supply chain. Hence, the value of being a member of TIACA lies in the ability to advocate on industry issues, networking and access to a reliable source of global air cargo information.”

- Wong Chee Meng, SATS

Benefit from TIACA membership today!

- Gain unique networking opportunities and a boost in business prospects
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A BOLD VISION FOR AIR CARGO

OPINION

Sebastiaan Scholte, outgoing Chief Executive Officer of Jan de Rijk, reflects on the achievements during his two years as Chairman of TIACA, and considers some of the ambitions held by the organization for the years ahead.

TIACA has witnessed a renaissance over the last two years, which has seen the organization grow its global reach, settle its financial future, and establish new partnerships with respected organizations which will help drive our events.

Our new vision for the organization, which we launched in 2017, has provided a solid framework on which to develop new projects and cement our value proposition for members, from networking and training opportunities, to the initiation of the new Cargo Service Quality (CSQ) tool. CSQ went live in March, giving participating airports an opportunity to measure their performance, at the same time providing our industry with data that will in the long run benefit us all. It is this type of project that will have tangible benefits for TIACA members and for the industry at large, which we will continue to invest in.

Thanks to a growing number of collaborative projects and Memoranda of Understanding (MOUs) we have also ensured that the voice of the air cargo industry is heard, and TIACA will continue this work under Steven Polmans’ (Director Cargo + Logistics Business Development, Brussels Airport) Chairmanship. We are now working with Eva International for the Executive Summit and Messe München for the Air Cargo Forum, which will help make these events even more professional and more worthwhile to attend.

Moving forward, we have ambitions to further develop our training and internship schemes and will be focusing on encouraging the next generation of air cargo leaders. TIACA’s achievements during my chairmanship have been very much a team effort and I have worked closely with our Vice Chairman Steven Polmans and Secretary General Vladimir Zubkov, as well as the team based in our Miami headquarters – Rachael Negron, TIACA Director of Operations, and Kenneth Gibson, TIACA Business Development Manager, and all of the other Board Members.

In closing, I would like to extend my welcome to our new Board members. In Bertrand Schmoll, the Chairman of ECS Group, we have added the voice of the General Sales and Service Agents (GSSA), which often goes unheard. Dr Khalfan Al Shueili of Oman Aviation Services and Emir Pineda from Miami International Airport represent two important and developing air cargo regions, bringing new expertise. The membership of Neel Shah Jones, Global Head of Airfreight at Flexport, brings a technology representation to the Board that will ensure we have a cutting edge view of the industry. Turhan Özên’s insight, based on his extensive experience in cargo, will prove invaluable to the TIACA Board and its members.

TIACA is proud to be the only organization representing all sectors of the air cargo industry, and it has been an honor to be at the helm of an Association, which truly makes a difference for its members and for the air cargo industry. I wish the new management team the very best and look forward to a bright future for TIACA.
THE GREENING OF AIR FREIGHT

ANALYSIS

With aircraft traffic predicted to double by 2037, how can air cargo companies stick to tight environmental targets? Lee Mannion reports.

The white criss-cross of vapour trails against the backdrop of a blue sky will become an ever more familiar sight in the decades to come. According to the International Air Transport Association (IATA), the number of planes in the sky is going to double by 2037.

And for reasons including globalisation, the proliferation of e-commerce, and increasing express routes in Asia, a substantial part of that air traffic will be air cargo.

Last year, Boeing’s World Cargo Air Forecast predicted that air cargo traffic would grow at 4.2% annually during the next two decades.

Increasing revenue is obviously good news for the air cargo industry, but what about the impact on the planet? The Carbon Footprint of Global Trade, a report produced by the International Transport Forum for the Organization for Economic Co-operation and Development (OECD) in 2015 found that, although aviation emissions are lower than those of road transport, “they are not insignificant and are growing”.

The World Wildlife Fund (WWF) goes further, describing unregulated carbon pollution from aviation as “the fastest-growing source of the greenhouse gas emissions driving global climate change”.

And in 2016, following recommendations from the UN Framework Convention on Climate Change (UNFCCC), IATA advised airlines that carbon emissions should be capped at 2020 levels.

The emissions for international shipping and aviation were not covered by the United Nations Framework Convention on Climate Change (UNFCCC) – Paris Agreement. Instead, they have been left for the International Maritime Organization (IMO) and International Civil Aviation Organization (ICAO), both United Nations (UN) agencies, to govern.

For its part, the IMO will crack down on allowable sulphur.

“Whatever other sources of fuel appear, they will need to be economically viable. It should not be cost-prohibitive. We all care about our planet, but customers are not willing to pay a cent extra for environmental solutions.”

– Sebastiaan Scholte, Jan de Rijk Logistics
emissions from the heavily oil-dependent shipping industry from next year. When the IMO 2020 regulations come into play, increasing production costs will ultimately be passed onto consumers.

Efforts to reduce emissions from international aviation is the responsibility of ICAO. The Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) was agreed by governments at the 39th ICAO Assembly in 2016. Airlines are required to monitor emissions but participation in CORSIA is voluntary, with 66 states (representing 86% of the aviation industry) committing to cap carbon emissions at 2020 levels. Notable absentee states from CORSIA include Brazil, Russia, and India.

From 2021, operators will self-report their estimated carbon emissions to national authorities, which will pass the figures on to ICAO. The authority will then recommend the amount of offsetting the nation should undertake.

So, with more aircraft predicted to fill the skies, how will it be possible to keep greenhouse gas emissions to 2020 levels?

There are three ways that this can be achieved, according to Sebastiaan Scholte, Chairman of TIACA and Chief Executive Officer (CEO) of Jan de Rijk Logistics. The first is through more efficient aircraft and, in time, alternative energies. He is quick to warn about the feasibility of the latter though.

"Whatever other sources of fuel appear, they will need to be economically viable. It should not be cost-prohibitive. We all care about our planet, but customers are not willing to pay a cent extra for environmental solutions," said Scholte.

**BIOFUEL**

Although some carriers, notably United Airlines, are using biofuel in small quantities and others are putting money into development, at present there is not a plant that looks capable of providing for the scale of aircraft that are flying now, let alone in the future. ICAO predicts that biofuels will make up only 3% of the total aviation fuel being used by 2020.

The WWF has also expressed concerns about the impact on food security and natural habitats when land is repurposed to grow the plants that are used in biofuels.

Scholte also sees emissions reducing as older aircraft are replaced by more modern, fuel-efficient aircraft. This has been an ever-improving story in aviation history, with aircraft becoming 80% more fuel efficient since the 1960s, according to ICAO.

Engines that produce more thrust with less fuel, lighter materials, and improved aerodynamics help to reduce emissions. Technology can also help, with smart data allowing more flexible routes set to replace preset flight plans.

However, ICAO found that reducing carbon emissions from more efficient aircraft will not be enough to keep to the targeted 2020 cap, which is why the CORSIA agreement looked to offsetting as well.

**LOAD FACTORS**

Scholte’s last recommendation is that load factors in passenger and cargo aircraft should increase, which he thinks could lessen emissions by around 9%. With the IATA reporting that freight load factors in February 2019 averaged 45%, there is no doubt that aircraft have the available space.

“These things will help to improve greenhouse gas emissions and we have to do it. The industry accounts for 2% of global emissions and it is our obligation to reduce global warming," said Scholte.

Aside from the moral argument, investing in preventing further climate-related disruption should save airlines money in the long term. As our climate continues to change, unpredictable weather patterns such as storms or extreme heat are already resulting in lost revenue for airlines when flights are cancelled as a result.

Scientists have recently issued optimistic reports about cost effective biofuels that may one day come into production, but they are some way off.

Whilst also confident about the positive environmental impact of more efficient aircraft and optimistic about the potential for biofuels, Neel Jones Shah, Global Head of Airfreight at Flexport and a TIACA Board member, suggested another way that emissions could be reduced.

“We need a complete overhaul of Air Traffic Management (ATM). Airlines are routed through
RAISING THE BAR
A SCOOP ABOVE THE REST

HOW IS YOUR QUALITY DOING LATELY?

Across the globe, Quality in Air Cargo has sometimes taken a back seat to other, more pressing matters... The first step towards improving the Quality of Service is to start measuring it. CSQ aims to assess the Quality aspect over the entire Air Cargo Supply Chain and to identify the OFIs (Opportunities for Improvement) for all the stakeholders in an integrated manner.

The intent behind CSQ was to create a Quality assessment tool that is simple, covers every aspect of the Air Cargo Processing and could be uniformly used by any stakeholder across the globe.

This is TIACA's initiative to build quality awareness and culture in the air cargo supply chain & to boost air cargo as a preferred mode of transportation.

The first Phase of CSQ has been launched for Cargo Terminal Handlers and Airports.

Key benefits of joining the CSQ project:
• Objective Assessment of Quality of Service Delivery
• Established Benchmark parameters
• Gap Analysis - Identification of Strength & Improvement areas.
• Visibility of Service Quality of other Operators

Cargo Terminals already participating in CSQ include:
• SATS Airport Services
• Swissport (BRU)
• Celebi Delhi Cargo Terminal
• Beijing Aviation Ground Services
• Menzies Aviation (Bengaluru)
• Brussels Airport
• Kenya Airport Authority

CSQ puts that information, and much more, at your fingertips.

For more information, please contact the CSQ team at: CSQ@TIACA.org or call 786 265 7011.
corridors and flying thousands of hours where they do not need to. If we have free flight, you could save thousands of flight hours,” said Jones Shah.

Free flight would lessen dependence on air traffic controllers, using data from satellites to map efficient routes away from other aircraft and disruptive weather conditions.

Flexport, a freight forwarder using technology to offer a more modern service, gives customers the option of offsetting the carbon their journeys produce, or donating to Flexport.org, which is dedicated to delivering global aid.

Despite Scholte's warning that more expensive biofuels would put off customers, Jones Shah thinks there might be a market for those wanting to ship in an environmentally-friendly way. He thinks a bigger obstacle to more enlightened thinking might be climate skepticism.

“When you get administrations like the one we have in the United States that are skeptical about global warming, sometimes it can feel like government is working against you,” said Jones Shah.

INCREASED CAPACITY

It is useful to look at the success of Atlas Air to see how increased cargo capacity might be implemented in a sustainable way. Since 2013, Atlas has doubled the number of cargo planes it operates to 101 and seen revenue grow by 62% in the same period.

It has a full spectrum of clients that include express delivery providers, e-commerce companies, airlines, freight forwarders, and the military. Familiar names on its roster include FedEx, Amazon, and Emirates.

The airline, represented on the TIACA Board by Greg Guillaume, Senior Vice President of Strategic Development, started reporting emissions to the Federal Aviation Administration (FAA) this year.

Emissions in the USA will be looked at collectively. Greenhouse gases emitted from aviation companies during the period 2021-23 will be considered against 2020 levels. If the cap is exceeded, each individual carrier will be required to purchase carbon credits according to how polluting they have been.

“Our company’s ongoing commitment to the acquisition and operation of modern, fuel-efficient aircraft should assist worldwide aviation industry efforts to achieve carbon neutral growth,” said Debbie Coffey, Vice President and Chief Communication Officer at Atlas Air. “We recognize that demand for air transportation services is likely to keep growing, which in turn may trigger a need for us and other airlines to secure and surrender carbon credits beginning in 2024. Our company intends to be fully compliant with all CORSIA requirements.”

Buying carbon credits is no longer just about planting trees.

Sometimes it can mean investing in public transport, which reduces the amount of private vehicles on the road, or installing biogas digesters and cookstoves in low income communities where charcoal or wood would normally be burned for cooking.

Carbon credits seem a good bet to keep to 2020 levels. In the 2016 report Greener Skies, the WWF forecasted credits could help to achieve at least two-thirds of the 2020 goal, with the potential for that figure to climb to 91%.

CLIMATE WARNINGS

Famed UK naturalist David Attenborough, who has made repeated warnings about climate change at high profile events such as the World Economic Forum at Davos, Switzerland, and at the White House by invitation of President Barack Obama, has said he fears “irreversible damage to the natural world and the collapse of our societies”.

But he has also expressed optimism if concrete actions to limit global warming are taken in the next decade – the period within which CORSIA carbon offsetting will take place if emissions are excessive.

There might yet be a way that the cargo industry can grow in a sustainable way, but it is only through the monitoring of carbon emissions in future years that we will know if this is possible. There is certainly a lot at stake: the future of the globe that all those aeroplanes are currently flying around.
The long-running saga of the UK’s decision to leave the European Union (EU), following a national referendum three years ago this May, has bemused and confused logistics and supply chain managers as they endeavour to assess the consequences for their cargo flows.

The challenge has been made immensely more difficult because neither the terms of the future trading relationship, nor when the new relationship will commence, are known. Rarely have businesses been expected to plan in such a fog of uncertainty.

But of all the risks posed to the conduct of international trade by Brexit, the impact on air transport services could generate some of the more immediate and high-profile consequences.

SEVERITY OF THE IMPACT

The severity of the impact depends on the manner of departure and what arrangements are available to replace the current free movement of goods and aircraft available under EU membership. The most talked about scenario is a ‘No Deal’ Brexit where the UK simply leaves all the EU institutions, including the Customs Union and Single Market, without any negotiated alternative trading arrangements in place and reverts to third-country status in the EU’s eyes.

Not only would flying rights and code sharing arrangements be jeopardised, so too would mutual recognition of airworthiness certifications, flight crew qualifications and the status of security clearances for air cargo, amongst many others.

Given the high degree of integration of airline fleets, the wide use of UK-approved certifications for parts and aircraft, and the extensive route networks of UK-based airlines, it would not just be flights to and from the UK that would be affected.

Handled badly, one of the first effects of a No Deal Brexit could be the grounding of large numbers of aircraft right across the EU, literally overnight, as the legal validity of approvals, certifications, and flying permissions unravelled. But the plan is to not handle Brexit badly.

The Withdrawal Agreement concluded between the British Government and the European Council in December 2018 contains a Transition Period until the end of 2020, during which all the current trading and transport arrangements will continue while the UK and EU negotiate a new permanent free trade agreement, including a new Air Services Agreement.

These would be expected to contain many of the current features of ‘frictionless’ trade and transport integration, which would be implemented as the Transition Period expired. Handled really well, a negotiated Brexit could go almost unnoticed at operational level in many areas of commerce, including air transport.

That relatively benign scenario relies on the Withdrawal Agreement being ratified by the House of Commons and subsequently by the newly elected European Parliament. At the time of writing, there is no certainty that this will happen before the revised official Brexit date of October 31 this year.

A No Deal Brexit remains a high probability risk for businesses and despite the lull, no business involved in flying or hauling goods between the UK and the EU can afford to ignore the consequences of such an outcome.

James Hookham, Secretary General of the Global Shippers’ Forum and Deputy Chief Executive, Freight Transport Association (FTA), discusses how different Brexit scenarios could affect the air cargo industry.
UK and Europe should relax its contingency planning.

Faced with a possible ‘grounding of aircraft’ scenario and an inevitable public backlash about cancelled passenger flights, both the UK government and the EU agreed contingency plans to ‘keep the planes flying’ in the event of a No Deal Brexit.

The EU passed regulations that would allow some, but not all, of the current flying freedoms for UK airlines to continue, and key certifications for air cargo security would still be recognised until March 2020. Nearly all of these measures would be reciprocated by the UK.

**PLAN B**

So in the event of a No Deal Brexit, there is at least a Plan B for air transport, and importantly for air freight, which would require changes and adaptations but would allow many services to continue, albeit on a temporary basis. If you are affected, it is important to check out the respective details for the EU here: www.easa.europa.eu/brexit, and for the UK here: info.caa.co.uk/eu-exit/airlines-and-aoc-holders/

Significant volumes of air freight are also moved by road haulage between EU and UK destinations via the Dover Straits ferry crossings or by Channel Tunnel shuttle services. The impact of a No Deal Brexit on these services, where Customs declarations and regulatory checks on goods would be re-imposed for the first time in over 25 years, has been the main focus of contingency planning for governments, border agencies, and affected businesses for many months.

The No Deal procedures for these routes have now also been published by both the UK and the EU (separately) and these include other temporary concessions to ease the flow of goods and traffic through this vital freight corridor.

Even trade between the UK and the rest of the world would be affected by a No Deal Brexit. Because the UK would leave the EU Customs Union it would be able, indeed required, to decide its own tariffs on imported goods.

Currently these are set under EU trade deals and a continuing source of uncertainty is which of these EU deals will be replicated by new bilateral arrangements with the UK by the date of Brexit.

For a period in March, there were goods at sea where the duty payable upon landing in the UK was simply unknown and unknowable, given the political uncertainty.

At a global level, Brexit is a microcosm of the consequences of major economies re-setting their trading relationships. Whilst a big deal in the UK (and to a lesser extent in the EU), it is dwarfed by the scale of change resulting from the introductions of tariffs on trade between the US and China.

Navigating the logistical challenges arising from political differences has always been part of the day-job for those involved in supply chain and logistics management, and one that they do brilliantly, but at a cost and a diversion of resources that could be used for more productive purposes.

Through the Global Air Cargo Action Group (GACAG), which provides a collective voice for the air cargo sector, GSF and TIACA, together with our partners IATA and FIATA, will continue to make a powerful and compelling case for the benefits of a low-friction trade that is ultimately in the best interests of citizens everywhere, as well as for the air cargo interests we represent.
INTRODUCING NEW BOARD MEMBERS

PROFILES

TIACA’s leadership team has been rolling out a new vision for the Association, focusing on a forward-looking approach to representing, supporting, and informing every element of an efficient, modern, and unified air cargo industry. As part of this, TIACA has recently appointed five new members to its Board, growing both the global outlook and the breadth of industry knowledge in the Association. We asked the new Board members to introduce themselves and share some thoughts on their ideas for TIACA.

BERTRAND SCHMOLL, ECS Group Chairman

The first General Sales and Service Agent (GSSA) representative to be elected to the Board, Bertrand Schmoll holds a master’s degree in economics and spent 14 years with PricewaterhouseCoopers before joining ECS Group as Chief Financial Officer in 2000. He was promoted to Chairman and Chief Executive Officer of the Group before the positions were split in 2017. He currently serves as Chairman of ECS Group.

Schmoll shares the view of TIACA’s leadership team of Sebastiaan Scholte, Steven Polmans, and Vladimir Zubkov in feeling that the air cargo industry has a low public profile, something that may hinder future talent being lured to the sector. “We need to open this industry to the outside world and have more young, well-educated people joining the industry,” said Schmoll. “The new generation is arriving on the market and they have a different way of working. If we want to attract young people, we must modernize.”

Schmoll’s hope is that the air cargo industry will adopt new tech. If it appears innovative, he believes, the younger generation will come. During his time on the Board he hopes to raise the profile of TIACA in the air cargo industry. The opportunity to participate in the “fostering influence” of TIACA in guiding the industry was what drew him to the position.

“TIACA has a key role – to convene people, to spark discussions that will ensure the continued health of the air cargo sector going forward. I do not know of any other organization like that.”

– Bertrand Schmoll, ECS Group Chairman
Volumes of air cargo doubled in the Sultanate of Oman between 2013 and 2018. This was in no small part down to the efforts of Dr Khalfan Al Shueili, who was leading readiness operations for the Oman Airports Management Company during a period when five new airports opened in the Sultanate.

Recently installed as a TIACA Board member, Dr Khalfan Al Shueili is currently the CEO of Oman Aviation Services (OAS), based at Muscat Airport, Oman.

OAS signed a Memorandum of Understanding (MOU) with TIACA last year, pledging to work together with the Association to promote air cargo growth in the Middle East.

“We see a lot of investment in our region in cargo development,” said Dr Al Shueili. “As well as the three or four air cargo facilities in Oman, in the region we have seen expansion in Dubai, in Bahrain, in Kuwait. Everyone is using aviation to enact a transformation of their economies.”

And with new, state-of-the-art facilities in place in Oman, by joining the Board, he is looking to learn from those players from other countries who are more advanced in their air cargo development.

“We will be able to join hands with key players – the Board members – in enhancing cargo operations, promoting best practices and discovering what is required by other players such as the freight holders and manufacturers. It will help us to catch up with all of this development.”

Dr Khalfan Al Shueili, Chief Executive Officer (CEO) of Oman Aviation Services

Alongside that, Pineda is interested in helping TIACA promote a future-proofed logistics industry.

“TIACA is leading the push to bring innovation to logistics, which, traditionally, has been slow to catch up. I want to accelerate that.”

He was interested in joining the Board because of the unique nature of TIACA. Unlike other logistics organizations that solely represent trucking or freight forwarders, for example, TIACA covers the whole air cargo supply chain.

“That puts TIACA in a special place because it tries to bring all parties to the table to address the challenges that we all face. That is not an easy thing to do and I want to be part of that.”

Emir Pineda, Aviation Trade & Logistics Manager for the Marketing Division of the Miami-Dade Aviation Department

“Everyone is using aviation to enact a transformation of their economies.”

TIACA is leading the push to bring innovation to logistics, which, traditionally, has been slow to catch up. I want to accelerate that.”

– Emir Pineda, Miami-Dade Aviation Department

We will be able to join hands with key players – the Board members – in enhancing cargo operations, promoting best practices and discovering what is required by other players such as the freight holders and manufacturers.

– Dr Khalfan Al Shueili, Oman Aviation Services
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NEEL JONES SHAH,  
Global Head of Airfreight, Flexport  

Responsible for building up global air cargo delivery capabilities for freight forwarder Flexport since 2017, Jones Shah returns to the TIACA Board for a second stint, having previously served from 2011 to 2012.

He joins with almost 20 years of experience in the aviation and transport industry.

“I am at a freight forwarder in Flexport that is at the cutting-edge of technology and doing things differently in this business, and I would like to see some wholesale changes,” said Jones Shah.

“Our industry needs to evolve, to adopt new technology and embrace new ideas, but unilaterally you are not going to get a thing done in this business.”

Every stakeholder in the air cargo industry has a seat at the TIACA table. It is important because it is the only organization that does that.”

In addition to his role at Flexport, Jones Shah currently sits on the Board of Directors of Amerijet International Holdings, and is a Senior Advisor to The Boston Consulting Group.

He previously worked as Senior Vice President and Chief Cargo Officer for Delta Air Lines, as well as Vice President of Sales and Marketing for United Airlines.

“I bring this cross-functional set of experience to the table that can benefit TIACA.

“I have empathy for two of the major stakeholders: the airlines and the freight forwarders. Not a lot of people have that background – I appreciate everyone in the supply chain.”

TURHAN ÖZEN,  
Chief Cargo Officer of Turkish Airlines and the Head of the Turkish Cargo Brand

Starting his career in 1991 at IVECO, Turhan Özen joined TNT Logistics in 2000, eventually taking the position of Distribution Operations Group Manager and Operations Director.

He went on to join CEVA Logistics in 2007 before joining Turkish Airlines in December 2016.

Özen has an extensive knowledge of the territories surrounding Turkey, having overseen business development in the Balkans, Middle East, and African regions.

“The air cargo industry requires effective leadership to manage the changes demanded by continuously diversified customer needs.”

With a sizeable and impressive new airport, Turkey is set to become a major aviation transport hub between Europe and Asia,” said Sebastiaan Scholte, Chairman of TIACA and Chief Executive Officer (CEO) of Jan de Rijk Logistics.

“Because Turhan will be present on the ground as this major project works towards completion, his insight will prove invaluable to the TIACA Board and its members,” said Scholte.

Earlier this month, Turkish Airlines moved all operations from Atatürk Airport to the new Istanbul Airport, an undertaking called the ‘Great Move’ by the airline.

The new airport, due for completion in 2027, will be the busiest hub in the world, with six runways boosting capacity for cargo.

“The air cargo industry requires effective leadership to manage the changes demanded by continuously diversified customer needs,” said Özen.

“That leadership needs to be the clear manifestation of the common will to enable us to establish well-functioning processes and a sustainable future vision.

“I believe that my Board membership at TIACA will contribute to this leadership in terms of a positive way for the change, and for the development of the international air cargo sector.”
AiR CARGO – A PASSION OR JUST A JOB?
It started as a job. Too many people would not believe me if I said that today it is not a passion. It takes a big part of my time and life, so without feeling a passion for it, I would feel sorry for myself. Doing this with passion makes it easier and more fun!

WHAT MAKES COMMUNITIES TICK?
Why do we look for far-away friends if we have great neighbors? Yes, it is important to work together and improve on a lane basis. But often it is easier and better to work together with your neighbors, even if they are competitors. The benefits become apparent quickly; it is more personal and it can be more fun. But it also needs some moderation and facilitation. Once you get minds thinking in the same direction and can put aside old, and often stupid historical discussions and egos, it really is a differentiator in what you can do together.

WHY SHOULD THE CLASS OF 2019 CONSIDER A CAREER IN AiR CARGO?
Should they? There are so many great opportunities in the world. Why do we feel we need to promote our business that hard? People should find their path and do what they like to do.

And yes, cargo can be fun. But most of the times it goes back to the organizations and people you work for.

So let us stop promoting our great, fun and interesting industry. It is not up to the new generation to come to air cargo, it is up to us to create interesting, challenging and fun jobs for this new generation in the air cargo industry. That is the big challenge we are facing. Luckily there are also a lot of companies and people doing so.

AIR CARGO DIGITIZATION – JAW JAW OR THE NEW NORMAL?
The new normal, no doubt. Yes, we are much slower in adoption. And yes, it takes time. And yes, there are a lot of reasons why it is more difficult in our industry. But the question really is not if it will come, but when it will come. If we are too slow, we will pay the price afterwards.

Others will say: if we are too quick, we will pay a price now. Both are correct. If the world and everything we do and see is getting more digital, why would we be an exception? Why should we even have the ambition to be the exception? No: digitization is coming.

TIACA IS ENTERING A NEW SEASON – FACT OR FICTION?
Fact! Building on the old strengths of TIACA, two years ago we started a journey to focus more on content and work with partners for our traditional strong points such as networking, events, and advocacy. It does not mean those aspects are less important, but that we have teamed up with
partners for these specific jobs. Those partners are bigger and stronger or more specialized, and they see a benefit and value in working together with an organization such as TiACA.

This once again shows the strong brand and reputation we have built over the past years, something that does not fade overnight. This allows us, as TiACA, to do what we are best at, which is our natural habitat as an organization representing all the air cargo industry players. What can we do or what should we do to make this industry better, smarter, smoother, and more beneficial for everybody, and all shippers using our industry worldwide? It took us some time to redefine our mission, vision, and strategy and we are still on the road to our new destination. But the direction is clear and it is great to see new enthusiasm from so many, something which is also being reflected in some great additions to our Board.

TELL US MORE ABOUT CROSS-COMPANY INDUSTRY COLLABORATION AT TIACA’S EXECUTIVE SUMMIT, THE THEME THIS YEAR.

There are limits to how much you can improve as a company working independently. When we cannot solve problems, we often look to an organization or industry body to solve the problem for us. In day-to-day life we do the same. When we have a problem, we look to a third party to fix it. And when they do something we do not like, we complain about them.

But as an industry and individual companies, we could do so much ourselves and we should take part of the overall responsibility. And yes, we can still compete with each other and yes, we will and should continue to do so. But that competition can take place in a better environment for all of us.

ABOUT STEVEN POLMANS

Steven Polmans will become Chairman of TiACA on 1 June 2019, having been the vice chairman since 2016.

Polmans joined Brussels Airport in 2010 as Cargo Marketing Manager, and was promoted to Head of Cargo and Logistics at Brussels Airport in 2012. In April of this year, he was appointed as Director Cargo & Logistics, a position with which he has P&L, commercial and operational responsibility for all cargo related activities at Brussels Airport.

Steven develops cargo strategy, product development, marketing activities, real estate development and growth of the logistics and air cargo activities at BRU cargo, the dedicated cargo area of Brussels Airport.

Digitization is coming, says Steven Polmans of Brussels Airport.
SPOTLIGHT ON NEW MEMBERS

Corporate members

Almaty International Airport – The Kazakhstan airport, founded in 1935, is located on the route from South-Eastern Asia to Europe and back.

www.alaport.com

Forwarder members

ACT 247co – A Thailand based forwarder specialising in time critical and special logistics to/from Thailand, the Indochina region and Worldwide. With 20 years’ experience in hand-carry/on-board courier, door-to-door and airport-to-airport solutions, Customs clearance and consultation.

www.actglobal.xyz

Express Air freight unlimited inc – Founded in 1990, the Express Group prides itself on its exceptional service, ability to meet tight time constraints, deadlines and service to a multitude of industries. Headquartered in New York City, with 11 offices in the USA, an office in Hong Kong and Lagos, Nigeria.

www.expressairfreight.com

TIACA PARTNERS WITH MESSE MÜNCHEN

COVER STORY

TIACA has teamed up with Germany-based event organizer Messe München to stage the Air Cargo Forum (ACF), which will take place every two years in Miami, US, where TIACA is headquartered.

TIACA will retain editorial control of all content for the ACF conference programs and will continue to organize the Executive Summits at different corners in the world to reflect the organization’s global status.

“We have won an international leading trade fair partner with Messe München,” said Steven Polmans, Vice Chairman of TIACA. “We are creating a basis for strong development for the ACF. We see great potential in organizing the event in a fixed location and, with the support and knowledge of Messe München, to transform it into a real logistical intermodal event. Miami is the North American gateway to the whole world, and the ACF is a mandatory date for all those who want to benefit from this international connectivity.”

TIACA will also be a strategic partner at Messe München’s ‘transport logistic’ events in Munich, Germany, Shanghai, China, and Istanbul, Turkey.

“It is a special honour for us to be able to further develop the air cargo forum with TIACA. In our opinion, TIACA has made an important decision. The ACF is to take place at a fixed location in the future. By choosing Miami, we see the right location to reach the Americas. We can now integrate the ACF into our international network and thus further expand the exhibition,” said Gerhard Gerritzen, Member of the Management Board, Messe München GmbH.”

The next ACF Miami will be held at the Miami Beach Convention Center from November 10 to 12, 2020.

TIACA’S CARGO SERVICE QUALITY ONLINE PORTAL LAUNCHED

Cargo Service Quality (CSQ), the fully automated, technology driven tool designed for an independent assessment of the service quality delivery at each step of the Air Cargo Supply Chain, has been launched. The online rating tool covers every aspect of air cargo processing including process, technology, facilities, regulators, and general airport infrastructure, assessing cargo service across 51 parameters ranging from environment to handling, storage, and more.

The launch comes after the successful completion of the CSQ pilot scheme that took place last year, involving 179 freight forwarders and 18 cargo terminal operators around the world, including India’s Delhi Indira Gandhi International Airport and AAICLAS Chennai Cargo Terminal, Brussels Airport in Belgium, Indonesia’s PT Jasa Angkasa Semestra, Hong Kong’s Asia Airfreight Terminal, and Singapore Airport Terminal Services (SATS) Ltd, amongst others.

COVER STORY

ZUBKOV LEADS CARGO SESSION FOR ICAO

Vladimir Zubkov moderated the first dedicated air cargo session at the International Civil Aviation Organization’s (ICAO’s) Fourth Air Transport Symposium held in Seoul, Republic of Korea, on May 9.

He is pictured here with Lt Col Egbert Field, Director General, Guyana Civil Aviation Authority (left), and Dr Kostas Iatrou, Director General, Hermes – Air Transport Organisation (right).

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www.aircargoforum.org
TURKISH CARGO WILL BE IN ITS NEW HOME ON APRIL 6TH!

Turkish Cargo will begin operations out of two airports as of April 6th, 2019.

turkishcargo.com