



5th – 7th September 2022 – Grand Hyatt, Athens

Integrating The Air Logistics Supply Chain

Monday 5th September 2022

09.00 - 12.30 Exhibitors' Set-up and Registration

13.00 - 14.30 Exhibition Opens & Welcome Lunch

14.30 - 17.30 **1-2-1 Meetings**

Innovation Showcase - (15-minute presentations)

Host - Chris Notter

Session 1 - 14.15 - 14.30 Philipp Maier, Senior Manager, Wipro Talent & Change

Innovation – The importance of Change Management.

Air Cargo Corporations must be resilient, balancing their innovation efforts between supporting the core business and developing new initiatives for further growth and transformation. Both have their own dynamics, often competing internally for attention. Innovation complexity increases, while its delivery time decreases. The complexity of replacing legacy systems and the successful launch without the buy in of the users. A train the trainer concept will not help. In their Dialog Philipp and Christian want to elaborate on how modern change management methodologies can drive change and innovation to a successful outcome.

Session 2 - 14.30 - 14.45 Reinier Danckaarts, VP, Head Product Development Air Logistics, Kuehne + Nagel

Low-cost technology is a game changer

Knowing where your shipments are at any given point in time has been a long sought-after situation by anyone in transportation and logistics. The current situation is best reflected by stating that we have indications of where shipments are based on various sources of information that vary in their degree of accuracy. A level deeper is knowing where each shipment piece is and if all shipment pieces are together during the transportation process until final delivery. This level of detail has only been available to us using expensive devices that transmit on real time basis but

from a technical and financial point of view cannot be deployed for all shipments without creating additional and costly processes to enable visibility at all levels.

Where RFID provided some of the required parameters, there was still the challenge of obtaining data without building expensive physical infrastructure that impacts processes and logistic flows. As we have arrived at the dawn of Industry 4.0 and the digitalisation of transportation, we can see the potential of Internet-of-Things (IoT) such as smart devices which inform you of the status of operation, or in the case of transportation and logistics: the shipment's progression and condition. Low-cost technology is a game changer and opens several opportunities we have never had before; through smart labels we can now integrate technology into standard processes without process disruption.

Session 3 - 14.45 - 15.00 Dirk Goovaerts, Head of Middle East & Africa/Global Cargo Chair, Swissport

Innovative solutions, from kiosks to unmanned, automated guided vehicles

Swissport, are pioneers, they work constantly on achieving sustainable results, and creatively explore new options and improved solutions through digitalisation and automation. By introducing digital solutions and new technologies into their processes, they enable employees to concentrate on value-adding and rewarding tasks and aim to provide support or relief.

Dirk Goovaerts, Global Cargo Chair, will present Swissport's latest innovative solutions, from kiosks to unmanned, automated guided vehicles; from Speedcargo to Integrated Weighing Solutions. Through innovation-driven projects, Swissport aims to be a leader in the air cargo industry, simultaneously improving efficiency and results for the clients while attracting young talent.

Swissport goes beyond technology – they recognise the power of combining experience and exchange. It drives the creation of cargo communities that bring stakeholders together to create innovative products through collaboration and co-operation.

Swissport, believe in constant development through the right tools and methods and in empowering employees by creating the most advanced work environment in which they can thrive.

Session 4 - 15.00 - 15.15 Thomas Schürmann, Head of Cargo Operations & Delivery, Etihad Cargo

Cargo Operations – Innovation by Digitalisation

Innovation is at the core of Etihad Cargo's ongoing success and provides insights into the carrier's ongoing projects.

The session will start with an overview of Etihad Cargo and some quick facts about the carrier's fleet structure, network, and recent achievements. Thomas will then provide some context around Etihad Cargo's digitalisation strategy and recent achievements. He will then focus on cargo operations and how digitalisation, automation, and innovation form part of the five pillars of Etihad Cargo's operations strategy, which ensures the carrier is delivering promised service levels and meeting the demand of its customers.

Thomas will highlight several projects Etihad Cargo has launched as part of its ongoing digitalisation journey before focusing on the carrier's latest project. Through this case study, Thomas will discuss whether automated dimensioning and load planning is the next generation of cargo optimisation. Exploring today's challenges, outlining potential solutions to those challenges, and highlighting some of the benefits, the presentation will conclude by showcasing Etihad Cargo's roadmap on achieving innovation through digitalisation.

Session 5 - 15.15 - 15.30 [Rich Kilmer, President & CEO, Cargosense](#)

Minimise the risk to pharmaceutical products

To minimise the risk to their products, pharmaceuticals and other high-value shippers are leveraging more advanced tracking technologies and platforms to provide seamless end-to-end visibility and ensure that their freight handling complies with transportation SOPs. Historically, measurements at every step in a transportation process have not been performed on every shipment to assure compliance to those SOPs. This lack of process measurement has created unpredictable outcomes. Shippers know if the transportation process was performed correctly, their products would always be delivered in a quality condition.

This talk will share the kind of solutions that manufacturers are embracing to ensure every shipment's transportation process is performed correctly at every step, including truck transport, facility storage, tarmac exposure management and timely delivery. Technologies finally exist at a cost that makes this economically feasible to do at scale, and will dramatically limit product loss, reduce CAPA/SCARs, accurately measure forwarder/carrier/handler performance, and ultimately produce a resilient supply chain they can depend on. Collaboration around resolving exceptions detected by these solutions will be an emerging area where forwarders, carriers and handlers will have to participate in to secure this high-margin business.

Session 6 - 15.30 - 15.45 [Bob Rogers, VP & Treasurer, ULD Care](#)

Digitalisation of ULD Identification

ULDs have been a feature of air cargo operations for more than 50 years. While many aspects of the industry have improved, others have stagnated since the 1970s – for example, identification of ULDs and particularly, pallets. The IATA standard for a pallet marking is mechanical engraving on the pallet. IATA attempted to introduce a standard for using barcodes, which never achieved widespread adoption. Around 20+ years ago there was also a great deal of interest in the application of RFID, but this solution did not materialise due to cost, technical and infrastructure obstacles.

However, modern generation RFID offers interesting opportunities. ULD CARE is now actively investing in interesting new developments that could create opportunities for digital identification of ULDs, particularly pallets, at an affordable cost. If successful, this initiative could eliminate the use of paper-based documentation to track the transfer of ULDs between parties.

Session 7 - 15.45 - 16.00 [Ari Ketola, Chief Operating Officer, Airport College](#)

Applying New Technology to Training - the ULD CARE & Airport College Virtual Reality Solution

The industry is aware of the enormous challenges in delivering cost-effective and manageable training to the vast numbers of high turnover employees working in the ground handling and cargo environment. Classroom training is simply impracticable and while online training can provide some degree, it is difficult to measure training uptake. Virtual reality can provide one solution as it brings the operating environment directly into the training process and enables highly measurable testing to take place. ULD CARE and Airport College have already developed two ULD-related training modules: an inspection of a container and inspection of a pallet and net. This technology could be applied to other aspects of ULD operations such as storage and handling of ULDs.

Session 8 - 16.00 - 16.15 [Lucas Fernandez, Head of Innovation, CHAMP Cargosystems](#)

CHAMP Cargosystems innovation team keeps track of the regular evolution of one hundred trends impacting today and tomorrow the society, the supply chain, and the air cargo industry.

Lucas Fernandez, CHAMP's Head of Innovations, will share the latest update of the top 20 CHAMP Innovation Trends radar and develop the most impactful trends for the handling activity ranging from new technologies to people relations, to work.

Session 9 - 16.15 - 16.30 [Raoul Paul, Author, Cargo Community Solutions, CargoHub](#)

How to increase landside operations efficiency

During this presentation we will share insights on how digital transformation, by using a single window cargo community system (CCS), enables handling agents to increase landside operations efficiency and to how the CCS will increase truck movements and air cargo shipment transparency, visibility and plannability for road feeders, freight forwarders and airlines

Session 10 – 16.30 – 16.45 [Stuart Maddocks, Director, Calibrate Learning and Calibrate Technology](#)

Encouraging and leveraging your differences, the fastest way to protect your business and ensure continuity and sustainability.

Diversity of thinking is critical in today's competitive, global marketplace – it holds the key to continuous improvement, creating a point of difference for your customers.

Cognitive diversity in any organisation involves the selection, inclusion, and deployment of a range of thinking, brought about by people, to any problem or opportunity.

It however only exists and more importantly survives when coupled with a supportive environment, created by courageous Senior Leaders to promote, and encourage the involvement of people who have different approaches, alternative viewpoints and varied skill sets in any team or business unit.

Stuart Maddocks of Calibrate will share some insights and practical ways to enhance your organisation's ability to leverage this critical component within your teams and across your operation.

He will share with you how improving your understanding, visibility of your skillsets and people, whilst developing innovative technology to tap into what you currently have – will have major benefits in terms of current and future performance.

16.45 - 17.00 Sören Destoop - Chief Commercial Officer – iPort

Optimize aircraft loading with the new iPort DCS Ramp Control application.

This mobile application for hand-held devices will allow the loading supervisor to work on a digital LIR to reconsolidate the load while being in direct communication with the load controller.

17.00 - 17.30 Refreshment Break and Viewing of Exhibition

18.30 - 21.30 Welcome Reception

Tuesday 6th September 2022

08.00 - 17.00 Registration

09.00 - 09.15 Welcome from the Chairman – Des Vertannes, ACHL Chairman

09.15 - 10.15 **The Need for Evolution and Integration - The New World of Logistics: We Must Adapt to Remain Relevant**

Stephen Dawkins, Chief Executive Officer, Air Logistics Group

John Batten, Executive Vice President Cargo – EMEAA, Worldwide Flight Services

Vito Cerone, Senior Vice President International, Cargojet

Moderator: Stan Wraight

10.15 - 11.10 Refreshment Break and Viewing of Exhibition

11.10 - 12.10 **How Digitisation Must Accelerate the End-to-End Process**

Kester Meijer, Director Operational Integrity, Compliance & Safety Integrated Safety & Compliance Manager, KLM Cargo

Amar More, Chief Executive Officer, Kale Logistics

Nicholas Xenocostas, VP Commercial & Customer Engagement, CHAMP Cargosystems

Christian Gessner, Business Leader Airline Platforms, Wipro

Vitaly Smilianets, Founder & CEO, Awery Aviation Software

Moderator Des Vertannes

12.10 - 13.10 **Infrastructure - The Role of Airports in Future Data and Logistic Corridors, to Assist Airlines in Developing Value-Added Products**

Zach Oakley, Deputy Director Operations and Planning, Chicago Rockford International Airport

Robert Fordree, Executive Vice President Cargo, Menzies Aviation

Steve Forrer, Executive Vice President, and Chief Investment Officer, AFCO

Elliott Paige, Managing Director, Thera Solutions Group

Torsten Wefers, Vice President Sales & Marketing, Liege Airport

Konrad Best, Senior VP of Business Development and Strategy, Leipzig Halle

Moderator: Stan Wraight

13.10 - 14.30 Lunch with Industry Friends and Viewing of Exhibition

14.30 - 17.00 **1-2-1 Meetings**

14.30 - 15.30 **Why Air Cargo Must Always Be a Core Business Post-Covid for Airports and Airlines**

Mammen Tharakan, Director, E-Commerce, Cargo, Aviation Real Estate, Investment Attraction, Partnerships, Edmonton International Airport

Audrone Keinyte, CEO, Bluebird Nordic

Tim Strauss, Chief Executive Officer, Amerijet International

Yossi Shoukroun, CEO, Challenge Group

Tim Isik, Vice President Commercial, Etihad Cargo

Moderator: Des Vertannes

15.30 - 17.30 **Serving BCOs (Beneficial Cargo Owners) and Value in the Air Cargo Supply Chain – Can We Increase Modal Share?**

Thomas Mack, Executive Vice President Global Airfreight, DHL Global Forwarding

Olivier Bijaoui, President, OB Invest

Racheal Ndegwa, CEO, Swissport Kenya

Henrik Ambak, Senior Vice President, Cargo Operations Worldwide, Emirates

Michael T. Steen, Executive Vice President, and Chief Commercial Officer, Atlas Air Worldwide

Wilson Kwong, Chief Executive, HACTL

Lars Droog, Director EMEA Operations, CYTEK

Moderator: Stan Wraight

17.30 - 17.45 Closing of the conference - Des Vertannes, ACHL Chairman

17.45 - 18.30 Refreshment Break and Viewing of Exhibition

19.00 - Meet in the Hotel Lobby: Coaches will be departing for Networking Dinner
(Dress Code Casual)

22.30 – 1st Coach departing Back to The Hotel

23.00 – 2nd Coach departing Back to The Hotel

23.30 – 3rd Coach departing Back to The Hotel

Last Coach - Midnight

Wednesday 7th September 2022

08.30 - 12.00 Registration

09.00 - 13.00 **1-2-1 Meetings**

09.15 – 09.30 Welcome Back from the Chairman

09.30 - 10.30 **Recruiting, Training, and Retaining Staff – Staffing Shortages Across the Aviation Industry**

Janet Wallace, Senior Director Cargo Transformation, Air Canada

Teresa Wojtanka, Head of Operations Support and Innovation, dnata

Megha Palkar, Assistant Manager, Cargo iQ

Glyn Hughes, Director General, TIACA

Arpad Szakal, Principal Consultant, Cormis Partners

Moderator: Chris Notter

10.30 - 11.30 **Sustainability – Can and Will the Industry Meet its Environmental and Economic Challenges?**

Nathan De Valck, Head of Cargo - Product & Network Development, Brussels Airport

Sean Dolan, CEO, NorthLink Aviation

Ross Marino, CEO, Unilode

Jos Jacobsen, COO – E. Hemisphere Managing Director Global Leasing, ACL Airshop & Board Director, ULD Care

Moderator: Glyn Hughes, Director General, TIACA

11.30 - 12.00 Refreshment break and Viewing of Exhibition

12.30 - 13.30 **Bring Back the Senior Delegates from the First Session – Executive Review of Conference Goals**

Audrone Keinyte, CEO, Bluebird Nordic

Racheal Ndegwa, CEO, Swissport Kenya

Tim Strauss, Chief Executive Officer, Amerijet International

Moderator: Des Vertannes

13.30 - 13.45 Closing Remarks, Action Points and 3 S.M.A.R.T goals

Des Vertannes - ACHL Chairman

13.45 - 15.00 Lunch - End of Conference