



World Cargo Symposium 2012

Operations Track
Cooperation, Coordination, Collaboration
and Compliance



Cargo Airport Services USA LLC

Wednesday – 14 March 2012

08:30 – 10:00

Chairman's opening remarks

Joseph (Chris) Notter, Head of Cargo Handling, Hub & Network, Etihad Airways

Part of the
e-Cargo and
Mail Tracks

Welcome address

Tom Choi, Chief Financial Officer, Cargo Airport Services

Try a Little Tenderness

You have heard the hype: paper air waybills, paper mail delivery bills and other documents will be replaced by electronic alternatives and that will revolutionize a decades-long tradition of cargo handling and start a new paradigm shift in cargo terminal operation. The challenge of constantly connecting cargo and its information together, can be met by a mobile-tech equipped warehouse. Learn about a new operations model that truly revolutionizes a decades-long tradition of cargo handling and hear how a people-centric approach, instead of a document-centric mess, is at the tip of the fingers, literally.

Speakers:

Chuck Zhao, Process Engineer, Cargo Airport Services

Vida Shaver, IT Manager, Cargo Airport Services

Oh where or where can my package be?

Once the airline has agreed to transport a cargo or mail consignment and taken over custody there is a customer expectation that the whereabouts of the consignment will be known and obtainable. Going a step further, ideally the customer should be able to know the status for individual pieces. Such piece level tracking is already in place for mail and express. Discover how it is accomplished within those industries. What are the plans for cargo? What can cargo learn from the post and express business models?

Moderator:

Steve Hill, Product Development Manager, CHAMP Cargo Systems

Panelists:

Mark Gilbert, Manager Postal Affairs, American Airlines
Christophe Eggers, Manager Supply Chain Facilitation, Le Groupe La Poste
Ron Stevens, Managing Director Postal Transportation Management, FedEx Express
Vida Shaver, IT Manager, Cargo Airport Services
Marcel Fujike, Vice President Product Management & Business Development
Global Airfreight, Kuehne + Nagel

10:00 – 11:00 Networking coffee break

11:00 – 12:30 Risks in Temperature – Controlled Distribution

**Part of the
T&T Track**

What is the impact of direct sunlight on shipments covered with plastic sheets? If white plastic were used instead of transparent plastic to set up air freight cargo pallets, how much would this decrease the "greenhouse" effect caused by the sun? Become aware of the findings of a study on the use of brown, white and metallic parcels exposed to the sun on pallets together with the addition of transparent plastic. This study is useful for pharmaceuticals but could also be considered for general cargo.

Speaker:

Shirley Ann Feld, Global Quality Supply Chain Deputy Director, Sanofi-Aventis

Take It To The Limit – But Not More

Dangerous goods require particular attention and it starts with awareness. Can it go in the mail? What are the acceptable limits? Can it go on a passenger aircraft? Is it packaged correctly?

Although some dangerous goods should never have been accepted for carriage, they do get discovered at transit locations from time to time. What are the procedures that have to be followed when such incidents occur? Hear about the operational procedures the posts, forwarders, handlers and airlines must have in place for dangerous goods.

Moderator:

Dave Brennan, Assistant Director, Cargo Safety and Standards, International Air Transport Association (IATA)

Panelist:

Alan Wright, VP Global Cargo Operations, Swissport

Dr. Gerhard Gompf, Director, Business Process Optimization Europe & Head of Global Airmail Control, Deutsche Post AG

12:30 – 14:00 Networking lunch

14:00 – 15:30 A Matter Of Trust

**Part of the
Security and
Mail Tracks**

Regulators need to be confident that the supply chain is secure. Some countries and regions have established security programs that ensure that confidence is built-in where consignors are known to the state and agents are regulated by the state. Other countries are relying on the industry. When it comes to operations, what is expected of known consignors and regulated agents?

Speaker:

Douglas A. Smith, Assistant Secretary Office of the Private Sector, Department of Homeland Security

Applying Security Controls

Security controls cover many aspects including advance information about the consignment itself and when necessary the use of physical screening techniques like x-ray and security dogs. Get a clear and fair viewpoint on the options that are available to the industry that meet the criteria of the authorities when it comes to the application of physical techniques.

Speaker:

Stuart Mackiernan, Business Development, L-3 Communications Security and Detection Systems Division

Due Diligence

Cargo and mail must be considered secure before it can be uplifted on an aircraft. The airlines need to protect their assets, crew and passengers and the states need to protect their civilians and infrastructure. Forwarders, posts and airlines need to demonstrate that due diligence has been exercised when it comes to consignment security. Find out which parties are expected and entitled to do that screening, how it is accomplished and how that security information is associated with the consignments.

Moderator:

Douglas A. Smith, Assistant Secretary Office of the Private Sector, Department of Homeland Security

Panelists:

Axel Klein, Manager Handling Competence, Lufthansa Cargo

Rolf Bosselaar, Global Head of Air Freight Standards and Governance, Panalpina

David Bowers, Programme Manager, Postal Security, Universal Postal Union

15:30 – 16:30 **Networking coffee break**

16:30 – 18:00 **Up, Up And Away**

**Part of the
ULD Track**

The Unit Load Device, always needed but never fully appreciated, is an essential part of cargo operations. These beasts of burden are loaded with millions of tons of air cargo year after year with very little real attention being paid to their wellbeing. Times are changing within IATA though as it ups the anti to support new initiatives designed to improve operating practices, implement training standards and ensure only airworthy ULDs are uplifted on aircraft. What are the changes so far? Do they make a difference? Are we ambitious enough? Where do we go from here?

Moderator:

Stephane Parrenin, Manager, Cargo Services - Australia, New Zealand & Pacific Islands, International Air Transport Association (IATA)

Panelists:

Robert Brown, General Manager - International Services, Australian Air Express

James Rigby, ULD Manager, Etihad Airways
Ir Dr Paul Tsui, Managing Director, The Janel Group of Hong Kong Limited

Testing the Temperature of the Pool

The potential establishment of an industry pool for Unit Load Devices has been suggested and considered before. Is now the right time to reconsider this? Would it be beneficial for airlines to surrender or sell their ULD assets to a pool? Would the user fees be more palatable (pardon the pun) and affordable than the continued purchasing, maintenance, management and system costs? This topic could be heated, and we want your feedback. So sit near the edge of the pool to get splashed - or jump right in.

Speaker:

Ludwig H. Bertsch, President, CHEP Aerospace Solutions

Panelist:

Henrik Ambak, Vice President Ground Services & Commercial IT, Cargolux Airlines

Bob Rogers, Vice President Industry Affairs, Nordisk Aviation Products

Bob Lugton, Head of Freight Operations, Qantas Airways Limited

Chairman's closing remarks

Joseph (Chris) Notter, Head of Cargo Handling, Hub & Network, Etihad Airways