IATA Air Cargo Operations Conference

29 – 31 October 2019, Amsterdam, Netherlands
IATA Air Cargo Operations Conference

29 – 31 October, Amsterdam, Netherlands
Opening

Brendan Sullivan
Head Cargo Operations & E-Commerce
IATA
IATA Competition Law Compliance

Do not discuss:

• Pricing, including fares, service charges, commissions, etc.
• Bids on contracts or allocation of customers
• Geographic/Product market allocations and marketing plans, including
  – Expanding or withdrawing from markets
  – Group boycotts
  – Your commercial relations with agents, airlines or other third parties

Any discussion aimed at influencing the independent business decisions of your competitors
You will be asked to leave the meeting, and the meeting may be terminated, if the above-mentioned discussions occur.

Remember: All discussions count, even informal ones outside the meeting room!
Thank you to all our sponsors!
Why are we here?

Air Cargo Operations – Amsterdam 2019

30 October 2019
You Asked
Case for Change

• Industry set to double in size by 2035
• Strong E-Commerce growth (20-25% per year)

• E-Commerce, Drones, Automation, AR/AI all driving process change

• Ongoing regulatory demands and complex changes

• Organizational capability
• Labor constraints
• Training and competencies
Welcome Address

Hendrik Leyssens
Vice President Global Operations Cargo
Swissport International
Keynote Speech
Cargo Operations in 2035

Alan White
Vice President, Group Operations, Middle East
National Air Cargo

Robert Fordree
Executive Vice President Cargo
Menzies Aviation

Henrik Ambak
SVP, Cargo Operations Worldwide
Emirates SkyCargo
Networking break 10:30 – 11:00

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IATA AIR CARGO OPERATIONS CONFERENCE

Amsterdam, Netherlands
29-31 October 2019
E-Commerce: the Customer Perspective

Arne B. Andersson
e-Commerce Advisor
PostNord
The growth of e-commerce

E-COMMERCE SHARE OF TOTAL GLOBAL RETAIL SALES IN 2023
22%

E-COMMERCE SHARE OF TOTAL RETAIL SALES IN NORTH AMERICA
8.1%

COUNTRY WITH HIGHEST RETAIL E-COMMERCE CAGR FROM 2019-2023
India
Value of Nordic consumers’ e-commerce during the first six months of 2019* (in SEK billions)

- Sweden: 44.2
- Denmark: 25.9
- Norway: 15.4
- Finland: 26.1

Value of Nordic consumers’ e-commerce in each respective country as well as abroad during the first six months of 2019 (in percent)

- Value of e-commerce in home country*: 85%
- Value of e-commerce abroad*: 15%

Calculated based on each country’s respondents’ answers to the question: “What total amount do you estimate that you have spent on products online in the past 30 days?” (Basis: Have shopped online in the past 30 days)

*Based on consumers’ estimates
Low prices are always important

The diagram shows that low prices are an important reason for shopping from abroad. However, a large range of products is a driving force that varies from country to country. Question: Why have you purchased products from abroad? Basis: Have shopped online from abroad.
E-commerce using the cell phone is skyrocketing

Have you used your cell phone to buy products online at any point in the past 12 months?

Percentage who answered yes. Basis: Have shopped online.

- UK: 65%
- Belgium: 54%
- Netherlands: 61%
- Italy: 76%
- Poland: 62%
- Spain: 77%
- Germany: 58%
- France: 60%
- Nordic region: 68%

Percentage who shopped online using a cell phone or tablet

2014
### Delivery demand differ

When you order a product online, how do you prefer to have it delivered?

**Basis: Have shopped online.**

<table>
<thead>
<tr>
<th>Delivery Method</th>
<th>UK</th>
<th>Belgium</th>
<th>Netherlands</th>
<th>Italy</th>
<th>Poland</th>
<th>Spain</th>
<th>Germany</th>
<th>France</th>
<th>Nordic region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home delivery in daytime</td>
<td>63%</td>
<td>46%</td>
<td>51%</td>
<td>68%</td>
<td>43%</td>
<td>37%</td>
<td>42%</td>
<td>23%</td>
<td>9%</td>
</tr>
<tr>
<td>Delivered to my mailbox/multi-occupancy mailbox by the mail carrier</td>
<td>14%</td>
<td>20%</td>
<td>19%</td>
<td>11%</td>
<td>6%</td>
<td>16%</td>
<td>37%</td>
<td>44%</td>
<td>38%</td>
</tr>
<tr>
<td>Collect the product myself from a distribution point</td>
<td>4%</td>
<td>13%</td>
<td>11%</td>
<td>4%</td>
<td>7%</td>
<td>8%</td>
<td>2%</td>
<td>23%</td>
<td>30%</td>
</tr>
<tr>
<td>Home delivery in evening</td>
<td>11%</td>
<td>13%</td>
<td>17%</td>
<td>7%</td>
<td>8%</td>
<td>25%</td>
<td>10%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Collect the product myself from a parcel machine</td>
<td>1%</td>
<td>3%</td>
<td>0%</td>
<td>2%</td>
<td>29%</td>
<td>2%</td>
<td>4%</td>
<td>1%</td>
<td>10%</td>
</tr>
<tr>
<td>Delivery to workplace</td>
<td>5%</td>
<td>4%</td>
<td>1%</td>
<td>7%</td>
<td>5%</td>
<td>9%</td>
<td>2%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Pick up at the online store's physical store</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>4%</td>
<td>2%</td>
<td>1%</td>
<td>6%</td>
</tr>
</tbody>
</table>
China, the UK and the US top the list for online shopping abroad

China is most popular when Europeans make online purchases from abroad. Companies such as AliExpress and Wish mainly attract with inexpensive products, while the UK, Germany and the US are more appealing with respect to brands, good service and unique products.
International marketplaces in Europe

The latest e-commerce trend involves digital marketplaces, a kind of digital bazaar where external salespeople compete with each other for customers. The gist is a huge offering, stiff competition and low prices, which many traditional shoppers find hard to resist.

International marketplaces are common in large countries, and less common in small countries. The explanation is Amazon, which has deliberately focused on the largest markets in Europe.

Access to international marketplaces will probably increase in the smaller countries over the next few years. Most likely, the major market participants will expand, or less likely, a domestic participant will succeed in positioning itself before the giants barge in.
Taking a closer look at the original flywheel, it’s evident that all the pieces revolve around a continuous improvement of the customer experience. A strong customer experience will lead to more shoppers, which will in turn bring more sellers. More sellers will lower costs and prices through competition while bolstering selection for customers. Lower prices and more selection will bring in more customers and the cycle repeats itself. Simple as that.
Prediction
Flexibility
Availibility
Speed
Sustainability
Delivery times have been cut in half as other retailers narrow the gap with Amazon.
Speed of Delivery

- **72 hours** Alibaba anywhere in world
- **24 hours** Alibaba anywhere in China
- **4 hours** Amazon U.S. Major Cities
- **1 to 2 hours** Amazon Prime Now within city
- **0.5 hours** Alibaba New Retail within city
NEXT GENERATION LEADERS
THE TEENAGER ON STRIKE FOR THE PLANET
Greta Thunberg

I'm on the cover of TIME Magazine. Link in bio!
visa alla 8,887 kommentarer
The Challenge
In our work with sustainable deliveries sending no air is an important part. We have calculated that if we were to limit ourselves to a few boxes that hold all products an additional 300 trucks per year would have been required to deliver the same amount of packages.
How many products have you sent back in return in the past 30 days?
(Percentage that responded that they had returned at least one product, June)

- Denmark: 12%
- Finland: 14%
- Sweden: 15%
- Norway: 14%

DID YOU KNOW THAT...
The share of Nordic e-commerce consumers who have returned products bought online is almost twice as high among women as among men.

Basis: Shopped online in June 2019
Profitability

Forever 21 files for bankruptcy, to shut down 178
ASOS shares just crashed 23%. Here’s what I’d do now

Edward Sheldon, CFA | Friday, 19th July, 2019 | More on: ASC
+46 73 0790552

Arne B Andersson
Nordic Ecommerce advisor
Stockholm, Sweden • 500+ connections • Contact info
E-Commerce: Operational Challenges & Opportunities

Andre Majeres
Manager Cargo, Mail and e-Commerce Operations
IATA

Bart Pouwels
Head of Cargo
Schiphol Airport
IATA - E-Commerce
Facts and Figures
20%

On average growth per year of global e-commerce

Source: Euromonitor

Twice as fast as domestic e-Commerce

Source: International Post Corporation
14.6%
Share of e-Commerce retail sales VS global retail sales in 2020
Source: eMarketer
Air cargo serving e-commerce

e-commerce growth is the "not-to-be-missed" opportunity!

• 2.3 trillion USD in 2017
• 2.9 trillion USD in 2018
• 3.5 trillion USD in 2019
• 4.1 trillion USD in 2020
• 6.5 trillion USD in 2023

Source: Online Sales (2020: est.)
3,050B EUR

By 2023 (includes physical products ordered online via any device, regardless of method of fulfilment (excludes travel, tickets, services))

Source: Euromonitor International, IPC analysis
Singles Day – 11.11

Facts and figures from 2013 to 2018

- From 5.7b$ to 30.8b$
- From 9 to 2.6 days delivery time (for the first 100 million parcels)
- 152 million to 1.88 billion parcels (1 billion orders)
- 40% is cross-border e-Commerce

Source: Euromonitor International, IPC analysis, Post and Parcel Technology International
Air cargo serving e-commerce

Cross-border e-commerce is mainly low cost and light-weight.

- 36% < 25 EUR
- 81% < 2 kg

Consequence: a Tsunami of Parcels

*Online Sales (2020: est.)*
More and more reasons to buy online

E-Commerce event opportunities for the year 2019

Source: DHL
Doubling expected within next 20 years

Index (2017 = 100)  20-year forecasts for freight tonne kilometres

Boeing: 3.7 to 4.7% CAGR
Airbus: ~3.8% CAGR

Sources: Airbus, Boeing
E-commerce is part of the story

Source: IATA Statistics, Datastream
Air cargo serving e-commerce

- E-Commerce Logistics trends
- Business & Technology

Source: DHL
Last mile

More than 70% last mile deliveries performed by postal operators

Source: International Post Corporation (IPC)

We may see a shift from Mail to Cargo in the future...
E-Commerce Shipper Survey
E-Commerce Survey

66% of shippers see e-commerce impacting or transforming their supply chain

(33% heavily, 33% moderately, 22% low, 12% no impact)
E-Commerce Survey

30% of shippers think air cargo adequately serve their needs for e-commerce

59% said partially

11% said not at all

The industry needs to adapt to e-commerce!
77% of the e-commerce shippers would be ready to participate in a program that would speed up the processing of regulatory formalities ("Known Shipper")

83% of e-commerce shippers would be ready to sign a "Code of Conduct" to combat counterfeits, illegal wildlife trade, illegal narcotics
IATA Activities
Air cargo serving e-commerce

Parcel delivery **volume** more than **doubled** in the past decade.

**Digital** technologies have **revolutionized** the retail industry, buying patterns & consumer expectations, and will continue to do so.

**Our industry** is set to **double in size** by **2035**.

IATA’s role is to facilitate the growth of civil aviation and cut airline costs by creating a better regulatory and business environment for our member airlines, and the stakeholders of the air cargo industry.
8 key IATA work streams for e-commerce logistics
IATA White Paper: “Air Cargo Serving e-Commerce”
E-Commerce Dashboard
### Safety and Security

Strengthen safety and security for air cargo and airmail

- Position Paper finally endorsed at UPU POC in February 2019
- Airline lead on a Working Group to draft “Mail Safety” guidelines for postal operators to implement.
- CBM Bulletin on lithium battery issues

### Border Procedures

Encourage trade facilitation and border procedures aligned to international standards using modern approaches

- PLACI and Mail EAD advocacy

### Stakeholder engagement

Increase level of engagement with major and emerging e-commerce players to capture needs, challenges and guide relevant global industry standards development

- Discussions started with WCA (e-Commerce certification for members). Possible link to SF.
- Ongoing discussion with major e-commerce providers (see WCS)
- Investigation for an e-Tailer code of conduct (ethical, counterfeits...etc)
- Shipper survey includes e-commerce

### Operational Efficiency / Infrastructure

Simplify processes, optimize flows and speed up the transaction, introducing industry best practices based on stakeholder requirements.

- ICHM handling standards.
- Working on Fast Cargo vision and deliverables.
- Investigation for including Risk Assessment in ICHM mapped to MOP
- Smart Facility to validate efficiency
- Cooperation with UPU for dimensions
- Ongoing work with UPU for integrating Mail and Cargo Systems.
- Ongoing work with IPC on mapping mail processes to the Cargo Industry MOP.
- Review of cargo terminal infrastructure requirements by the ICHC

### Data, Economics, Insight

Use data to provide industry insights on e-commerce and create lobbying positions.

- Investigating an e-commerce monitor
- MoU to be signed with IPC

### Sustainability

Simplify processes, optimize flows and speed up the transaction, introducing industry best practices based on stakeholder requirements.

- Initiative with IPC on “e-Packets”
- Initiative with UPU on usage of mail parcel size (box size) and issue of returns
- IWT?

### New Business Models / Enhancement

Monitor new and emerging trends to call for and promote stronger industry coordination

- Cargo Facility of The Future (Robotics, Drones, AI...)

### Digitalization

Encourage the industry to embrace new technologies that will ensure greater visibility, transparency and efficiency

- Usage of CARDIT 2.1
- Conversion of EDIFACT into XML
- Usage of e-AWB
- Investigation of ONE Record e-commerce elements
Cross-Border e-commerce Framework of Standards

Thank you

Andre MAJERES
Manager Cargo, Mail and e-Commerce Operations and Standards
majeres@iata.org

https://www.iata.org/whatwedo/cargo/Pages/e-commerce-logistics.aspx
Networking Lunch 12:30 – 14:00

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Operations and Handling Standards
What is in the toolbox?

Alan Glen
Vice President
Cargo Development
Menzies Aviation

Andre Majeres
Manager Cargo, Mail and e-Commerce Operations
IATA
Menzies Cargo
Operations and Handling Standards –
What is in the IATA toolbox?

Date 29 Oct 2019
FEATURES OF OUR SERVICE

We provide integrated Cargo management services, from aircraft unloading to delivery to customers.
OUR CARGO BUSINESS TODAY

*2018

[Cargo destinations and weights mapped on a world map, with cities such as YVR, SFO, LAX, DFW, and others marked with their respective cargo weights in kilograms.]
We’ve aligned our GOM and MCHM to the IATA GOM and ICHM, ensuring we continue to coordinate all of our procedures and quality materials to the highest standards.
Our top priority

Safety and security is our top priority, our systems ensure we "work the right way, everyday".

Aligning standards

We are fully aligned to the IATA standards in Ground Handling and Cargo.

Process mapping

Online process maps have made our operating processes easier to understand, reducing risk across our operations.

Bespoke auditing

We can incorporate Customer specific inspection requirements into our SMART app, reducing your audit requirements across our network.

Implementing the safest working methods

5 Star Audit Program

Quality Assurance

Quality Control

S.M.A.R.T. App

Management Review

THE METHOD

Menzies’ Rules and Manuals

EXCELLENCE FROM TOUCHDOWN TO TAKEOFF
Tablet computers produced by manufacturer

Tablets collected and taken to Forwarder or AMI location

AMI prepares shipment for air transportation

Airline flies shipment to flight

Airline flies shipment to destination airport

Cargo Handler receives, breaks down load, and prepares for collection by Forwarder or AMI

Forwarder or AMI transports shipment to own warehouse

Forwarder or AMI splits shipment and prepares for delivery to individual consignees

Forwarder delivers consignments to final recipient

Shipment transferred to Cargo Handler by Forwarder or AMI

Cargo Handler prepares shipment for flight

Tablet Computers go on-sale in high-street electronics store

Driving
- Processes
- Procedures
- Training
- Cargo Systems

Excellence from touchdown to takeoff
Menzies Cargo Handling Manual (MCHM)

IATA Content as the core

Menzies additions are highlighted

Follows Numbering which also follows the IATA MOP.

Includes ISAGO references

Multi Lingual Capability
Menzies Method  Links to Menzies Cargo Handling Manual
All standards met or exceeded.

Additional explanatory info added where required.

Numbering system maintained for ease of cross reference.
Hermes – Our Cargo System

- Real-time data
- Reducing handling errors
- Identifying operational inefficiencies
- Preventing revenue leakage
- Championing inbuilt best practice
- Creating automated processes
- Avoiding SLA failures
- Highly configurable to meet customer needs for messaging, products and SLA
The Challenges
Same Aircraft Model - Same Pallet - Different Carrier

4,500Kg Max

4,600Kg Max
Aligning our processes to the carriers requirements

Handler process

Customer Process
Double Data Entry – One Cargo Two Systems
Thank you
Cargo Training

Ensuring successful application of working instructions and make people confident.

30 October 2019
After publishing the first edition of the IATA Cargo Handling Manual (ICHM) in March 2017, the IATA Cargo Handling Council (ICHC) brainstormed about the best way to efficiently provide the working instructions through training.

The members provided a list of common cargo trainings provided within their own organization and agreed on mandatory, optional and conditional trainings required.
Standardized Training Requirements

The ICHC defined the training requirements for one training and developed a matrix for cargo build-up based on the Competency Based Training and Assessment (CBTA) methodology.

However as this activity was very much time consuming and the group thought that they had the required instructional expertise, they tasked IATA to create a larger group to evaluate existing training requirements in air cargo and develop non-existing ones.
Cargo Training Task Force (CTTF)

IATA created the CTTF with the objectives to provide recommendations to the specific Boards of aligning and benchmarking training requirements based on existing regulations, manuals, RPs across cargo operations, and future common training standard for design and development under the competency-based training and assessment (CBTA) approach.

The CTTF will identify the current training requirements if available, provide recommendations on corrective actions to align them considering today’s work environment needs but also establish the potential the future needs and create new training requirements where none exist.
Smart Facility

Transparency in Cargo Handling

30 October 2019
What we want to do?

Build a common industry audit program focusing on operational capacity in cargo facilities

Objective 1 - Reduce audit complexity, redundancy and cost for CTOs and Airlines

Build an industry platform for cargo capacities and IATA certifications, providing the same user experience known from prominent online search platforms into the cargo industry

Objective 2 - Create transparency and visibility for customers
Objective 1 - Reduce audit complexity, redundancy and cost for CTOs and Airlines

Do you know how much CTOs & Airlines spend on operations audits?

Facility Audits >70k

Person Days 715k

Auditing Cost $250M
Facility Operational Capacity Audit

- Validates ICHM implementation
- Assesses all IATA Regulations relevant to Cargo Handling Operations, e.g. ICHM, DGR, ULDR etc.
  - a. Remote Validation: Infrastructure
  - b. SFOC On-sight Audit: Procedures + Infrastructure
- Allows Airlines to reduce audit scope to SLAs and unique services, reducing industry burden up to 50%
- Allows CTOs to benchmark against industry standards and identify gaps in processes
- Increases operational handling capacities to a consistently higher baseline level
Facility Operational Capacity Audit

Complements existing IATA Cargo Accreditations

- Full alignment with ISAGO and CEIV standards
- Leverages content touchpoints with existing IATA certifications for further audit scope reduction:
  
  a. Mutual recognition – allowing for audit scope reduction for entities with existing IATA Certifications (CEIV and ISAGO)
  
  b. Complementary joint audits – allowing combined audits utilizing the same auditor to attain multiple certifications in one audit session (ISAGO confirmed, CEIV under investigation)
2. Objective - Create transparency and visibility for customers

How do you find your...

Hotel?

Restaurant?

Rental Car?

Cargo Terminal Operator?

IATA
IATA Capability Finder

The Industry Platform for validated cargo capability and infrastructure information

- One stop shop for all IATA Cargo Accreditation Programs, i.e. CEIVs, ISAGO, IenVA, CargoIQ
- Industry Management for IATA Accreditations including booking, maintenance of data, renewals
- Bringing the Tripadvisor experience into the Cargo Industry
- Search for any type of IATA Accreditation or facility infrastructure
IATA Capability Finder - Benefits

- Single point of validated information provides trust in existing IATA Certifications, provided service offerings & capacities
- Visibility allows for efficient business matchmaking
- Transparency stimulates healthy competition and fosters higher handling baseline standards across the industry
- APIs provide industry with audit report data to enhance risk assessment systems, facilitating industry audit reduction
Thank you

Andre Majeres
majeresa@iata.org

www.iata.org/cargo-operations
www.iata.org/ichc
www.iata.org/smartfacility
www.iata.org/ecommerce
Operations and Handling Standards
Opportunities for improvement

Jussi Mattila
Manager Global Ground Handling
Cargolux Airlines

Arnaud Wink
Manager Compliance & Safety Execution
KLM Cargo

IATA
AIR CARGO
OPERATIONS
CONFERENCE
Amsterdam, Netherlands
29-31 October 2019
TRUST AND MUTUAL RECOGNITION THROUGHOUT THE SUPPLY CHAIN

J. Mattila / Cargolux
A. Wink / KLM
HOW?

What are the building blocks of mutual recognition in our day to day logistic business and how can we earn trust of each other and amongst the stake holders involved?
HOW TO

A common way of doing is needed to gain the transparency

All airlines in the world operate on production platforms build by a very few manufacturers, thus all airlines approach the business very differently.

- PMC is all production platforms – can the basic processes be standardized?
To gain trust a fair picture of state of the shared business is essential. It is of the utmost importance that everyone knows their role, who is doing what and how it is measured.

Measuring the performance must reflect the process and be as effortless as possible.

Service Level Agreements are essential and as the name says service level...

The SLA KPI’s must be in the very essence of how the business relationship is not only measured, but also managed continuously by both partners.

Robust KPI’s also bring transparency to all stake holders involved.
Industry certifications and standards do yield to transparency.

IOSA, ISAGO, CEIV etc. are global and base line.

**IOSA & ISAGO**

<table>
<thead>
<tr>
<th>IOSA</th>
<th>ISAGO</th>
</tr>
</thead>
<tbody>
<tr>
<td>An audit of Air Operators (passenger and cargo)</td>
<td>An audit of Ground Service Providers</td>
</tr>
</tbody>
</table>

**Common elements**

- Safety and security of flight operations
  - ISAGO includes safety of *ground ops personnel*
- Audit based on internationally recognized operational standards and recommended practices
- Highly trained and experienced auditors conduct audits
- Audit sharing
- A system of registration
How do we attract young people into our business?

How do we make sure that the staff involved to daily operations are competent and trained in a manner that enables smooth and flawless processes?

How do we assure best potential performance by making people available at the right place and time?
Big differentiator from passenger business in cargo is the facilities available to handle air cargo.

Facilities do matter and have an impact to the performance of the ground handler.

IT is and becomes more and more important in day to day business. The magical 7+1 data elements are not only used for AWB, but necessity also for different PLACI programs in global picture.
TRUST IS GAINED

SHARE PROCESS
COMMON KPI'S

BASIC STANDARDIZATION

COMPETENT PEOPLE IN RIGHT
ENVIRONMENT WITH
FUNCTIONING TOOLS

Plan ➔ Do ➔ Perform
Joint Session

Lithium Battery Workshop, Cargo Security & Facilitation Forum and Air Cargo Operations

Moderator:
Dietmar Jost
Customs & Security Advisor
GEA

Panelists:
Howard Stone, VP Aviation Security, UPS
Liz Merritt, Managing Director Cargo, A4A
Alex Rodriguez, Compliance Manager, MSA Security
Eric Gillett, Policy Specialist Dangerous Goods, UK CAA
Jimmy Pang, Managing Director, Alliance Knowledge Mngt Ltd
IATA Lithium Battery Workshop: Safety Risk from Undeclared/Misdeclared Lithium Batteries

Eric Gillett, Policy Specialist Dangerous Goods
29th October 2019
Undeclared/Misdeclared in Cargo
How can product designers, manufacturers and distributors be made more aware of UN 38.3 test requirements and dangerous goods shipping requirements?

- Establish national regulations requiring importer to obtain evidence of tests
- Reshaping consumer demand by focusing on verifiable test status during marketing
- Global access to test credible test reports via databases
- Measures to stop abuses of certification marks, e.g. UL
- States to promulgate IATA lithium battery guidance, e.g. via social media
How can counterfeit, poorly manufactured or untested batteries be prevented from entering the supply chain, or be intercepted at the earliest opportunity?

• Further scrutiny of the supply chain by air operators stemming from emerging ICAO Annex 6 requirements
• ICAO to resolve responsibilities of freight forwarders and explore opportunities for detection through screening (Flight Ops WG-Safe Carriage of Goods)
• IATA commitment to develop protocol for sharing non-compliance data between members without breaching anti-trust regulations
• Enhancement of IATA Air Cargo Agent accreditation process
Detection through screening

- Lithium batteries within small parcels are identifiable through visual x-ray.
- UK cargo sector is developing similar methodologies but recognising that cargo packages and consignments are often larger making visual screening more complex.

![Images of Alkaline, Nickel Metal Hydride, and Lithium batteries.]
Automated Screening Solutions

- On advanced screening equipment, algorithms can be developed to detect particular dangerous goods
- Good potential for machine learning (AI) solutions
- Operational within one UK express courier sector site
- Low False Alarm Rate
How can freight forwarders, air operators and their agents leverage existing data to identify potential shipments of undeclared or misdeclared dangerous goods?

- Potential electronic systems to analyse:
  - Air waybill and customs declaration data using natural language processing and fuzzy matching against list of dangerous goods from the ICAO Technical Instructions, synonyms, etc.
  - Package mass density
  - Shipper/forwarder compliance history data
Workshop Questions

How can the various regulators and other agencies collaborate more effectively on investigation and enforcement?

• CAA to establish working group with Customs, Office for Product Safety (trading standards), etc. to develop agency agreements for sharing intelligence and collaborative enforcement.

• Better coordination of related activities by ICAO, Universal Postal Union, IATA, World Customs Organisation, International Federation of Freight Forwarders Associations (FIATA) and The International Air Cargo Association (TIACA)
Day 1 Closing Remarks

Hendrik Leyssens
Vice President Global Operations Cargo
Swissport International
Thank you to all our sponsors!
Welcome Reception 18:00 – 19:30
Exhibition Hall area

Kindly sponsored by; PayCargo