

**IATA**

**WORLD CARGO**

**SYMPOSIUM**

London, England

27 - 29 September 2022

**E-Commerce Think Tank**





**09:00 – 09:15**

**E-Commerce Facts & Figures**

The COVID-19 crisis has accelerated the expansion of e-Commerce towards new companies, customers, and product types. The pandemic has added diversity in a sector that was already very dynamic, with many different players, big and small, and various business models. How can the airline industry capitalize on the growth of e-Commerce and cater to a very diversified market?

- **Andre Majeres, Head of eCommerce & Cargo Operations, IATA**

**09:15 – 09:55**

**Creating eCommerce visibility**

**Background: relevance of e-commerce in air cargo**

Air cargo trade statistics often do not capture the full extent of e-commerce volumes in air cargo due to reliance on customs data. Different estimates show that e-commerce is already ~20% of air cargo volumes and the share is growing.

**Current challenges in e-commerce related air cargo**

From enabling operational efficiency, managing customs complexity and compliance, to ensuring sustainability, one key challenge is the limited interoperability and lack of e-commerce related industry standards (e.g., postal systems, e-commerce giants with own standards, express integrators with fixed networks and products and hybrid operators).

**Future opportunities in e-commerce and what it means for different stakeholders**

Capturing the opportunities of e-commerce requires a greater productization and standardization between stakeholders. We need to ask ourselves, what the e-commerce opportunity means for us and what we can learn from other industries when developing new market standards.

- **Tobias Woelfel, Expert Lead Logistics, McKinsey & Co**

**09:55 – 10:30**

**E-Commerce Code of Conduct**

Engaging with key e-Commerce stakeholders with the objective to create strong working relationships, encouraging all to engage with IATA initiatives, especially on safety, security and sustainability through a mutually agreed global Code of Conduct.

- **Jasraj Singh Chug, CEO, Cargoflash**
- **Andre Majeres, Head of eCommerce & Cargo Operations, IATA**

**10:30 – 11:30**

**NETWORKING BREAK**

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