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# Interview Menzies Aviation

John Park, Head of Business Operations | Freight & Trade Alliance recently sat down with Kayla Moa, Vice President Cargo Operations Australia & General Manager NSW & ACT | Menzies Aviation after her recent trip to Hong Kong for Air Cargo Week.

“ *Menzies is focused on digitizing transactions and providing industry with standardised levels of service across our global network of 75 cargo locations.* ”



**1. John Park – Menzies has a strong global presence – how do you ensure consistent efficiency standards across all your ground handling locations?**

Air cargo demands the open sharing of trusted and secure information. To ensure we are meeting industry standards for exceptional cargo ground handling, we will ensure all our primary locations have Cargo iQ certification. This demonstrates our commitment to improve the efficiency of the air cargo industry while enhancing customer service, and we encourage industry partners to do the same.

In addition, by the end of 2024 every Menzies cargo location will accurately share location details on Validaide. This means that the global network, along with Menzies customers and stakeholders, will have access to information surrounding our facility details, credentials, and handling capabilities driving transparency and visibility across our network.

**2. John Park – In Menzies Aviation’s experience, what are the efficiency trends currently driving the need for improved cargo handling efficiency?**

Reliance on a truly integrated ground handling relationship is crucial as airlines are increasingly operating with leaner structures, resulting in varied and more specific service requests. We have always been an extension of our airline customers but now more than ever, there is a stronger need to provide agile and responsive services. The same can be said of our freight forwarding partners; we have extended our sphere of influence in many locations by providing first and/or last mile trucking services, labour services, off site quality checks and more.

We are also committed to ensuring we have highly trained staff working both in our own facilities and providing services to our customers at different locations. Our people are our biggest asset, and essential in ensuring that we are effectively adapting to changing customer expectations.

**3. John Park - Can you share any specific examples of how Menzies’ focus on efficiency has translated into quantifiable benefits for its airline partners?**

We were proud to unveil Menzies Aviation Cargo Handling (**MACH**) system in 2023. Launching in Bucharest, we will continue to roll out the new cargo management system across our network in 2024.

**MACH** represents a significant enhancement on Menzies’ current cargo management system, boasting a modern user interface (UI) with easy-to-use navigation, making it exceptionally user friendly for all stakeholders. Its cloud-based architecture ensures accessibility from anywhere, anytime and on any device, providing real-time insights and data. Operating from a ‘single source of truth,’ **MACH** seamlessly integrates with other systems helping to simplify and standardise all processes. An integral part of the cargo management ecosystem, it improves data accuracy as all electronic information is populated automatically across the system.

**MACH’s** drive to standardise is matched by its ability to generate bespoke solutions where necessary.

In addition to **MACH**, we are investing in further innovative technology solutions such as our award-winning robot inventory solution named **Mimi**, cargo dimension assessment tools and wildlife tracking solutions.





Influenced by a generational change in thinking, a general acceptance to change jobs frequently and with further economic cost of living pressures across the globe, we have found staff retention and development to be a significant priority for our business and the aviation sector in general.

**6. John Park - What role will new and emerging technologies play?**

Technology underpins air cargo solutions now and will grow further in the future. We are exploring facility design to allow for robotics and autonomous vehicles to assist and support our people and customers. Whether it be in ULD build up, dangerous goods acceptance or security screening algorithms – technology plays an important role in mitigating risk to keep our industry safe and secure.

We are also acutely aware of the need to embrace technology to be an attractive employer of choice for our people and to use technology to engage with our teams.

Waste is also a top priority for many of our stakeholders. In 2023, we partnered with BioNatur Plastics to help make our cargo operations more sustainable, but also ensure we are working in partnership with our customers to meet their own ESG goals. Our cargo operations use various packaging materials and replacing our cargo-use plastic products with BioNatur Plastics will not only dramatically reduce waste levels but supports our long-term sustainability targets.

**4. John Park - What are your expectations about how 2024 is likely to develop – e.g. for the air cargo sector and your organisation’s role or area of activity within the sector?**

After a strong end to 2023, with air cargo tonnages getting close to 2019 comparable levels, 2024 forecast is optimistic for a return to pre COVID trading in most countries. Regions such as the Middle East, Asia and Oceania have seen particularly strong volumes – Oceania in particularly aided by challenges with sea freight and port volatility.

Menzies is focused on digitizing transactions and providing industry with standardised levels of service across our global network of 75 cargo locations. We have five cargo locations now accredited with IATA’s CEIV Pharma certification and look to bolster our network with further accreditations in Oceania and Africa.

**5. John Park - What are the biggest challenges currently to meeting customers’ requirements and expectations?**

Our people are our biggest asset and their passion and pride help us deliver our best-in-class air cargo solutions,

making Menzies Aviation the chosen air cargo terminal operator across the global logistics supply chain. They are also our biggest challenge in the current market.

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