

ATW

AIR TRANSPORT WORLD

CEO INTERVIEW

Qatar Airways'
Akbar Al Baker

CARGO SURGE

DHL Express'
Asia experience

ANALYSIS

Why 2021 is
looking scarier

ALSO INSIDE THIS ISSUE

Routes magazine

SAFELY SEATED

Cabin concepts that focus on hygiene

214619998 ATW 20200901 20201001 AT0
*****AUTO**3-DIGIT 907
MARTIE VARGAS
BEN SIMBORIO
21131 MARBELLA AVE
CARSON CA 90745-1339
P2 - 3116



**8 ON THE COVER
Safe and Seated**

Will the pandemic change aircraft cabin designs?

by Linda Blachly

PRIESTMANGOODE

FEATURES

16 DELIVERING

DHL Express has adapted rapidly to the changing market.

by Chen Chuanren

18 THE FINAL ROUND

The Heathrow expansion plan heads to Britain's top court.

by Alan Dron

21 NEW PLAYER

Joint Chinese-US company broadens the simulator market.

by Chen Chuanren

DEPARTMENTS

3 Editorial

Accidents that shouldn't happen

by Karen Walker

4 Analysis

Sinking Confidence

2020 is awful; 2021 may not be much better.

by Karen Walker

5 Quotables

Best quotes heard from industry leaders

6 CEO Interview

Crisis Innovator

Akbar Al Baker

Qatar Airways Group

by Karen Walker

22 Sustainability Report

New eco-aviation initiatives

by Linda Blachly

24 Commentary

Profit Principles

COVID-19 provides a reset opportunity for airlines.

by Peter Davies

26 Customer Services

26 Advertisers' Index

27 News Briefs

INSIDE

Routes magazine begins after page 14



BUSINESS/AUDIENCE DEVELOPMENT CONTACT INFORMATION

PUBLISHER, AIR TRANSPORT WORLD MANAGING DIRECTOR, AMERICAS, AVIATION WEEK

Beth Wagner
Aviation Week Network
2121 K Street, NW, Suite 210
Washington, DC 20037
Tel. 202-517-1061
beth.wagner@informa.com

PRESIDENT AVIATION WEEK

Gregory Hamilton
greg.hamilton@informa.com

AUDIENCE DEVELOPMENT SENIOR DIRECTOR

Abi Ahrens
TEL: +1 913-967-1686
abi.ahrens@informa.com

AUDIENCE DEVELOPMENT MANAGER

Tyler Motsinger
TEL +1 913-967-1623
tyler.motsinger@informa.com

SUBSCRIPTIONS

Printed in USA Copyright © 2020 by Informa Media, Inc., all rights reserved. Air Transport World (ISSN 0002-2543) is published monthly except for combined issues in July/August & December/January by Informa Media, Inc., 22701 W 68th TER STE 100 Shawnee, KS 66226-3583, USA. Periodicals Postage Paid at Kansas City, MO, and at additional mailing offices.

Submit payment for subscriptions and/or single copies via <http://atwonline.com/catalog>. One-year subscription rates start at US\$69 for the digital edition, and at US\$89 for US and US\$129 outside the US for the print edition. Single issues are US\$15/copy. The annual World Airline Report issues are US\$50/copy. For subscription related questions or for alternate payment options, please contact atw@aviationweek.com.

Qualified subscriptions are limited to management personnel in airlines and selected industries at the discretion of the publisher.

Canadian GST #R126431964 Canada Post Publications Mail Agreement No: 40612608 Canada return address: The Mail Group, P.O. Box 25542, London, ON N6C 6B2, Canada.

POSTMASTER: Send address changes to Customer Service, Air Transport World, P.O. Box 12901, Overland Park, KS 66282-2901 USA



AVIATION WEEK NETWORK

An Informa business

On The Cover: The Pure Skies Zones cabin concept, Photo: PriestmanGoode

CONNECT WITH ATW

Follow @ATWOnline **Facebook** [facebook.com/AirTransportWorld](https://www.facebook.com/AirTransportWorld)
LinkedIn www.linkedin.com/groups/Air-Transport-World

EDITORIAL STAFF

Editor-in-Chief

Karen Walker
+1 703-656-6300
karen.walker@informa.com

Managing Editor

Jack Wittman
jack.c.wittman@informa.com

News & Online Editor

Linda Blachly
linda.blachly@informa.com

Europe Bureau Chief

Victoria Moores
Tel: +44 (0) 7966 389 339
victoria.moores@informa.com

Europe/Middle East Editor

Alan Dron

South East Asia & China Editor

Chen Chuanren

US Congressional Editor

Ben Goldstein

Senior Editors

Sean Broderick
Bill Carey
David Casey
Kurt Hofmann
Aaron Karp
Mark Nensel
Graham Warwick

Director, Editorial Production

Michael Lavitt

Director, Content Design

Lisa Caputo

Content Designers

Thomas De Pierro
Rosa Pineda
Colin Throm

Production Editors

Audra Avizienis
Rosa Pineda

Contributing Photographers

Rob Finlayson
Joe Pries

© Air Transport World 2020. All Rights Reserved. Permission is granted to users registered with the Copyright Clearance Center, Inc. (CCC) to photocopy any article, with the exception of those for which separate copyright ownership is indicated on the first page of the article, for a base fee of \$125 per copy of the article and 60 cents per page, paid directly to the CCC, 222 Rosewood Dr., Danvers, Mass. 01923, U.S.A. (Code No. 0002-2543/04 \$125 + 60). Microfilm of issues and reproductions of issues or articles can be ordered from The Proquest Company, 300 North Zeeb Rd, PO Box 78, Ann Arbor, Mich. 48106, USA. Tel: +1 800-521-0600.

Editorial

Accidents *that shouldn't happen*



Karen Walker | Editor-in-Chief
karen.walker@informa.com

Two fatal airliner crashes this year are a sober reminder that commercial air travel safety is not all about reducing virus transmission; the pre-pandemic industry definition of safety first remains true.

The May crash of Pakistan International Airlines (PIA) flight 8303, an Airbus A320, in Karachi, and the August runway excursion of an Air India Express flight IX1134, a Boeing 737, in Kozhikode, Kerala, had different origins and causes. But they share a common factor—the crashes, and loss of 116 lives, were totally avoidable.

That is unacceptable in 2020.

The India crash occurred on what is referred to as a “tabletop” airport, one of three such airports in India that feature runways atop flattened hills. Another, Mangalore International Airport, was the site of another Air India Express fatal accident, in May 2010, when a 737-800 ran off the runway end following continuation of an unstable approach.

There were lessons from the 2010 crash that could have prevented this year’s crash, including eliminating downward slopes beyond runway ends and installing Engineering Material Arresting Systems (EMAS), which were recommended by investigators of the Mangalore accident. The sad irony of the Kozhikode crash is that it was a pandemic repatriation flight from Dubai. The passengers were returning home in a world made dangerous by a virus, only to be endangered by their mode of transport.

The Karachi crash is even more shocking in its needlessness and for the discoveries that have emerged as part of the investigation. Inexplicably, PIA 8303’s pilots continued with an unstable approach and forgot to extend the landing gear before scraping the runway and going around. The aircraft then lost engine power and crashed in a residential area as it was circling. Worse, the investigation has indicated that 30% of Pakistan’s 860 commercial pilots may have falsified their licenses by getting others to take their written tests.

FAA has responded to that discovery by downgrading Pakistan’s International Aviation Safety Assessment (IASA) status from Category 1 to Category 2, meaning airlines from Pakistan are banned from flying into the US. Other regional aviation authorities, including Europe’s EASA, have taken similar action.

That’s a good start. IASA downgrades typically have the effect of focusing a country’s aviation regulators on urgently reassessing their oversight processes and addressing deficiencies.

The safety failures of Pakistan and India’s air transport systems will, as always, be better addressed by collaborative industry initiatives. That will be harder to do in a pandemic world with quarantines, border closures and virus mitigation measures.

But safety—whether it’s keeping aircraft clean or avoiding crashes—remains this industry’s credibility currency. **ATW**



CONTACTS

ADVERTISING SALES

North and South America
Beth Wagner
Publisher, Air Transport World
Managing Director,
Air Transport MRO Media,
Aviation Week
Tel: +1 202-517-1061
beth.wagner@aviationweek.com

Tom Davis
Sales Director,
Commercial Aviation
Tel: +1 469-854-6717
tom.davis@aviationweek.com

Europe
Iain Blackhall, Managing
Director, Global Media
Tel: +44 (0) 207 975 1670
Mobile: +44 7824 597499
iain.blackhall@aviationweek.co.uk

Asia Pacific
Paul Burton
Managing Director, Asia Pacific
Tel: +65 64117795

CUSTOM MEDIA SALES

Jason Washburn
Director, Digital Customer
Solutions
Tel: +1 216-931-9161
jason.washburn@aviationweek.com

Emily Soucy
Senior Program Manager,
Informa Marketing
Tel: +1 603-404-0276
emily.soucy@informa.com

CLASSIFIED ADVERTISING

Steve Copley
Advertising Sales Representative
Tel: +1 440-320-8871
steve.copley@aviationweek.com

CONTACT ATW

Beth Wagner
Publisher, Air Transport World
Managing Director,
Americas, Aviation Week
Tel: +1 202-517-1061
beth.wagner@aviationweek.com

Jacqi Fisher
Production Manager
Tel: +1 630-524-4479
jacqi.fisher@informa.com

ATW Address
2121 K St. NW, Suite 210
Washington, DC 20037, USA
Tel: +1 202-517-1100
Fax: +1 913-514-3909

Gregory Hamilton
President, Aviation Week

Elizabeth Sisk
Director, Marketing
Tel: +1 860-495-5498
elizabeth.sisk@aviationweek.com

SERVICES

http://www.aviationweek.com/
air-transport

Subscription Services
Tel: +1 866-505-7173
Outside US
Tel: +1 847-513-6022
Fax: +1 847-763-9522
airtransportworld@halldata.com
• Qualified subscriptions
• Paid subscriptions
• Change of address
• Back issues/single copy sales
• Bulk orders
• World Airline Report

Product Sales
book.orders@informa.com

List Rental
Anthony Treglia
SmartReach
Tel: +1 212-204-4231
anthony.treglia@informa.com

Reprints/Permission Sales
Nick Iademarco
Director of Sales
Wright's Media
informa@wrightsmedia.com
US Toll Free
Tel: +1 877-652-5295
Int'l. Tel: +1 281-419-5725



INDEX OF COMPANIES AND ADVERTISERS

Table with 3 columns listing companies and their page numbers: Aviation Daily (26), CAE (C4), Malaysia Airports (15), AWIN (20), Fleet & MRO Forecast (2), Routes Reconnected (11), BAE Systems (C2), Komy Co., Ltd. (27), Taoyuan International Airport (C3)

AviationDaily

Get Key Developments and Analysis of the Commercial Aviation Market

Delivered each business day, Aviation Daily will provide you the data and intelligence you need to stay informed of this complex market.

Visit aviationweek.com/AviationDaily to download a complimentary edition

EMPOWER YOUR WORKFORCE WITH A GROUP ON SITE LICENSE
For more information visit aviationweek.com/ATW

