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BI-MONTHLY PUBLICATION OF CSS GROUP



CSS TEAM AT THE 21ST GLOBAL
FREIGHT FORWARDING
CONFERENCE

DRIVING EXCELLENCE: ENHANCING
CUSTOMER EXPERIENCE THROUGH
TECHNOLOGY

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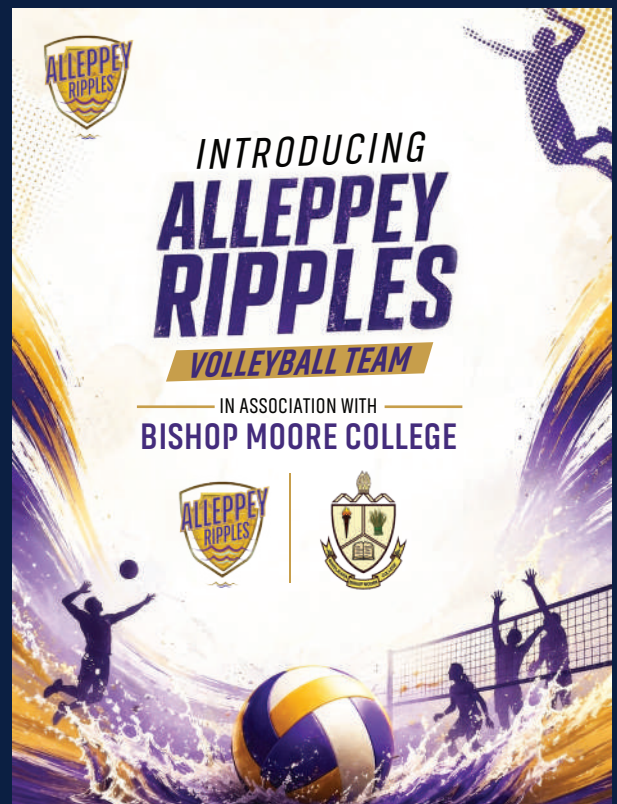
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CHAIRMAN'S MESSAGE



T. S. KALADHARAN

Founder & Chairman, CSS Group

Disruption at the Heart of Global Trade

Over the past several months, the GCC trade ecosystem has been navigating a period of unprecedented disruption - once again underscoring how closely global commerce is intertwined with geopolitics. The closure of the Strait of Hormuz, one of the world's most strategic maritime corridors, created ripple effects extending far beyond the Gulf region, impacting shipping networks, freight movements, energy markets, and supply chain reliability across continents.

For the logistics industry in the UAE and wider Middle East, these developments have served as a powerful reminder that resilience is no longer optional, it is essential. In an environment where uncertainty can reshape trade patterns overnight, adaptability and strategic foresight have become defining pillars of operational success.

Building Resilience through Strategy

At CSS, we have always believed that volatility is not an exception within logistics — it is the environment in which we operate. Our experience across global forwarding, warehousing, multimodal transport, and supply chain solutions has consistently reinforced the importance of building systems that are agile, responsive, and future-ready.

In moments such as these, our focus remains on transforming challenges into coordinated action. This includes activating alternative trade corridors, strengthening multimodal transportation capabilities, leveraging regional infrastructure, and ensuring operational continuity for our customers across key markets.

Equally important is the strength of collaboration. Our ability to respond effectively is shaped by the trust we share with customers, shipping lines, airline partners, authorities, and stakeholders throughout the supply chain ecosystem. By working collectively, we are able to create solutions that are not only responsive to present challenges, but sustainable for the future.

Through resilience, innovation, and strategic partnerships, we remain committed to moving forward with confidence - even amidst uncertainty.

INSIDE CSS

Aerospace logistics is a highly specialized domain that demands precision, speed, and strict compliance. At CSS Aviation and Defence Logistics, the focus is on delivering measurable value to airline partners. This includes reducing Aircraft on Ground (AOG) time, lowering operational costs, and improving fleet availability. Faster return-to-service (RTS) timelines remain a key priority.

In an industry where every minute counts, delays can have a significant financial and operational impact. Efficient logistics support ensures that critical aircraft components are delivered on time and handled with the utmost care. This directly contributes to minimizing downtime and maintaining operational continuity for airlines.

A vital component of this ecosystem is the 24/7 AOG hotline operated by CSS Dubai. This service ensures that customers receive immediate assistance for urgent shipments at any time. Whether it is a last-minute requirement or an emergency, the team is equipped to respond efficiently. This round-the-clock support reflects CSS's commitment to reliability and customer-centric service.

AEROSPACE LOGISTICS: PRECISION, SPEED, AND RELIABILITY



Structured Maintenance and Operational Excellence

Aircraft maintenance follows a rigorous schedule to ensure safety, reliability, and regulatory compliance. These checks are categorized into A, B, C, and D checks, each serving a specific purpose.



A Checks: are routine inspections carried out every 400–600 flight hours or within one to two months. They involve light maintenance and basic system checks.

B Checks: are more detailed and typically conducted every six to eight months, covering systems such as avionics and hydraulics.

C Checks: are extensive and performed every 18–24 months. During this period, the aircraft is taken out of service for a thorough inspection.

D Checks: are the most comprehensive. Conducted every six to ten years, they involve complete disassembly, detailed inspection of the fuselage and wings, corrosion checks, and often refurbishment or repainting.

CSS Aviation and Defence Logistics works closely with airlines, MROs, and Ministries of Defence. The goal is to ensure the safe, compliant, and timely movement of critical and time-sensitive parts. Through expertise and coordination, CSS continues to support the global aviation industry with dependable logistics solutions.



AVIATION AND DEFENCE LOGISTICS



FEATURES :



AOG, CRITICAL, ROUTINE
Spares Management



Air-Side & Land-Side
Access



ITAR & MUW
Compliance



Next Flight Out
(NFO) Priority



Hand-Carry &
OBC Solutions



Bonded Staging at
Jebel Ali



Cargo Air Charter

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INSIDE CSS

The CSS team proudly participated in the 21st Global Freight Forwarding Conference. It was held from April 1–4, 2026, in Bangkok and organized by JCtrans Logistics Network. The four-day event brought together leading freight forwarders and logistics professionals from across the globe. It served as a key platform to network, exchange knowledge, and explore new business opportunities in a rapidly evolving industry.

From the first handshake to the final exchange, the atmosphere remained focused and purposeful. Throughout the conference, the CSS team participated in many scheduled one-on-one meetings. Each interaction was structured and meaningful. These meetings enabled productive discussions with global partners and opened pathways for future collaboration. Key conversations covered global trade dynamics, supply chain resilience, and emerging innovations in logistics. In addition, informal networking activities provided valuable opportunities to build stronger professional relationships in a more relaxed setting.

CSS TEAM AT THE 21ST GLOBAL FREIGHT FORWARDING CONFERENCE



Strengthening Global Partnerships

The conference delivered significant networking value. It created an ideal environment to strengthen existing partnerships and establish new connections. The CSS team effectively utilized this platform to expand its international presence and explore potential markets.

The event stood out for its professional organization and seamless execution. High-quality panel discussions, gala dinners, and structured roundtable sessions contributed to a well-balanced and engaging experience. These interactions encouraged both professional dialogue and personal rapport, helping to build trust among participants.



Focus on Trust and Sustainable Growth

A key highlight of the conference was its strong emphasis on trust, risk management, and financial security. Discussions addressed real challenges faced by the logistics sector. They also offered practical strategies to manage risks in an increasingly complex global environment.

Overall, the conference created valuable business opportunities. It reinforced the importance of reliability, transparency, and collaboration within a global network. For the CSS team, participation was both productive and forward-looking, underscoring the role of strong partnerships in driving sustainable growth and long-term success.

INSIDE CSS

As part of our ongoing Customer Improvement Program, we are committed to evolving our service standards to match the pace of modern logistics. We believe that technology should simplify your daily interactions. To achieve this, we are proud to introduce our In-House WhatsApp Chatbot—a digital solution built specifically to integrate our logistics expertise directly into your daily workflow.

Technology Built for Your Daily Interaction

Our goal is to move beyond traditional, slow communication channels. By introducing this in-house developed tool, we are putting the power of our database directly into your hands, ensuring that routine enquiries are resolved in seconds.

DRIVING EXCELLENCE: ENHANCING CUSTOMER EXPERIENCE THROUGH TECHNOLOGY



Seamless Access to LCL Import Data

This bot serves as your personal portal for all LCL import requirements, providing instant updates on the metrics that matter most to your business:

► **Shipment Status:**

Get real-time milestones from "Vessel Arrived" to "Cargo De-stuffed".

► **DO & Cargo Readiness:**

Instantly verify if your Delivery Order is ready for collection or if your cargo is cleared for pick-up.

► **Charges & Transparency:**

Access a breakdown of DO Charges and calculate current Storage Charges to better manage your landed costs.

► **Other Enquiries:**

Get quick answers regarding documentation requirements, warehouse locations, and office operating hours.

Why an In-House Solution?

Unlike generic third-party tools, our chatbot was built in-house by our logistics and tech teams. This ensures:

- **Direct Integration:** with our internal freight systems for high accuracy.
- **Custom-Fit:** to handle the unique complexities of LCL import documentation and warehouse billing.
- **Continuous Improvement:** As part of our Improvement Program, we will continue to update the bot's features based on your feedback.

Efficiency During Your Workday

Logistics doesn't stop, but clear communication helps it move faster. Our chatbot is available during business hours to ensure you get the answers needed to coordinate with carrier /truckers and Agents without the lag of back-and-forth emails. The Goal is to reduce your administrative burden, giving you more time to focus on growing your business while we handle the data flow.

Experience the future of our service and start interacting with our in-house bot today.



INTRODUCING OUR WHATSAPP BOT

Get instant answers for your **LCL import** needs



Chat With Us

+971 54 306 0881



Scan Me

FAST | CONVENIENT | SIMPLE

Reliable Digital Solutions | Smart Customer Support

www.cssgroupsite.com



THE GLOBAL LENS

Members of the Dubai Delivery Business Group, operating under the Dubai Chamber of Commerce, have highlighted the resilience and efficiency of Dubai's delivery and last-mile logistics sector despite ongoing global challenges.

Industry leaders said Dubai continues to maintain smooth and uninterrupted delivery operations due to its advanced logistics infrastructure, supportive government policies, and strong public-private collaboration. The sector has successfully managed rising demand from both businesses and consumers while ensuring reliable and sustainable services.

Mehreen Inderyas, Chairwoman of the Dubai Delivery Business Group, said Dubai's strategic location, diversified supply chains, and agile regulations have strengthened the sector's ability to respond quickly to disruptions.

"The emirate's agile regulatory framework and strong public-private collaboration have enabled rapid response to external disruptions, while advanced digital capabilities have ensured continuity and efficiency across last-mile operations," she said.

DUBAI'S DELIVERY SECTOR SHOWS STRONG RESILIENCE AMID GLOBAL CHALLENGES



Key factors supporting Dubai's delivery sector include:

- Advanced logistics and transport infrastructure
- Strong government support and digital regulation
- Investments in fleet expansion and warehousing
- AI-driven logistics and smart routing systems
- Flexible workforce models and operational scalability

Technology and Innovation to Strengthen Future Growth

Shahid Nadeem, Managing Director of Zone Delivery Services, said long-term investment and technology-driven operations have helped Dubai maintain service continuity even during periods of stress.

"The system is designed with redundancy and flexibility, allowing it to absorb shocks while maintaining service levels," he noted.

Business leaders also highlighted the growing role of technology, such as AI, micro-fulfilment, and data-driven logistics in improving efficiency and meeting future demand. They noted that continuous investment in smart logistics and operational innovation is enabling the sector to scale rapidly while maintaining high standards of speed and reliability.

The sector also praised the UAE government for reducing operational barriers, improving compliance systems, and ensuring business continuity during challenging periods. Industry representatives stated that Dubai's stable business environment, transparent regulations, and future-focused planning continue to strengthen investor confidence and reinforce the emirate's position as one of the world's leading logistics and commerce hubs.



THE GLOBAL LENS

The United Arab Emirates officially withdrew from OPEC and the wider OPEC+ alliance on May 1, ending more than five decades of membership and marking a major shift in its oil production strategy. Ahead of an OPEC meeting in Vienna, the UAE announced its withdrawal following a review of its production strategy and economic priorities. Officials said the move would provide greater flexibility in responding to market dynamics while supporting global energy stability.

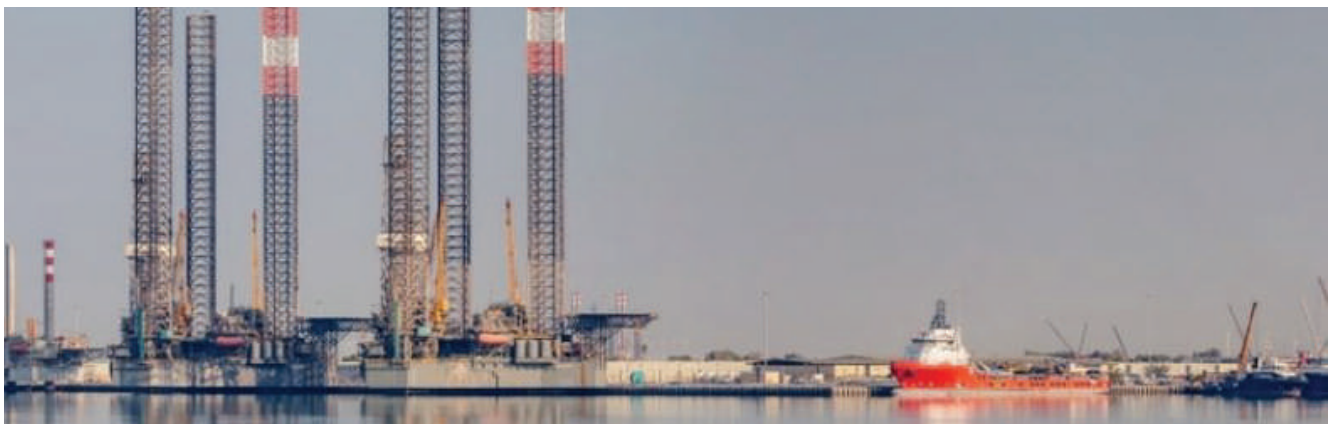
Key developments linked to the UAE's exit:

- Greater freedom to increase oil production outside OPEC quotas
- Plans to raise production capacity from 3.4 million to 5 million barrels per day by 2027
- Increased activity at ports such as Jebel Ali Port
- Higher tanker movement through the Strait of Hormuz
- More variable shipping volumes and freight demand

Analysts say the move may also contribute to higher volatility in oil prices. Since fuel remains a major cost for trucking, aviation, and maritime transport, fluctuations in oil prices could directly affect freight rates, logistics planning, and delivery schedules across the region.

The decision also comes after a turbulent period for OPEC, when production fell 27% to 20.79 million barrels per day during a recent geopolitical crisis.

UAE'S EXIT FROM OPEC SIGNALS MAJOR SHIFT FOR ENERGY AND LOGISTICS SECTORS



Diversification Strategy Strengthens UAE's Logistics Position

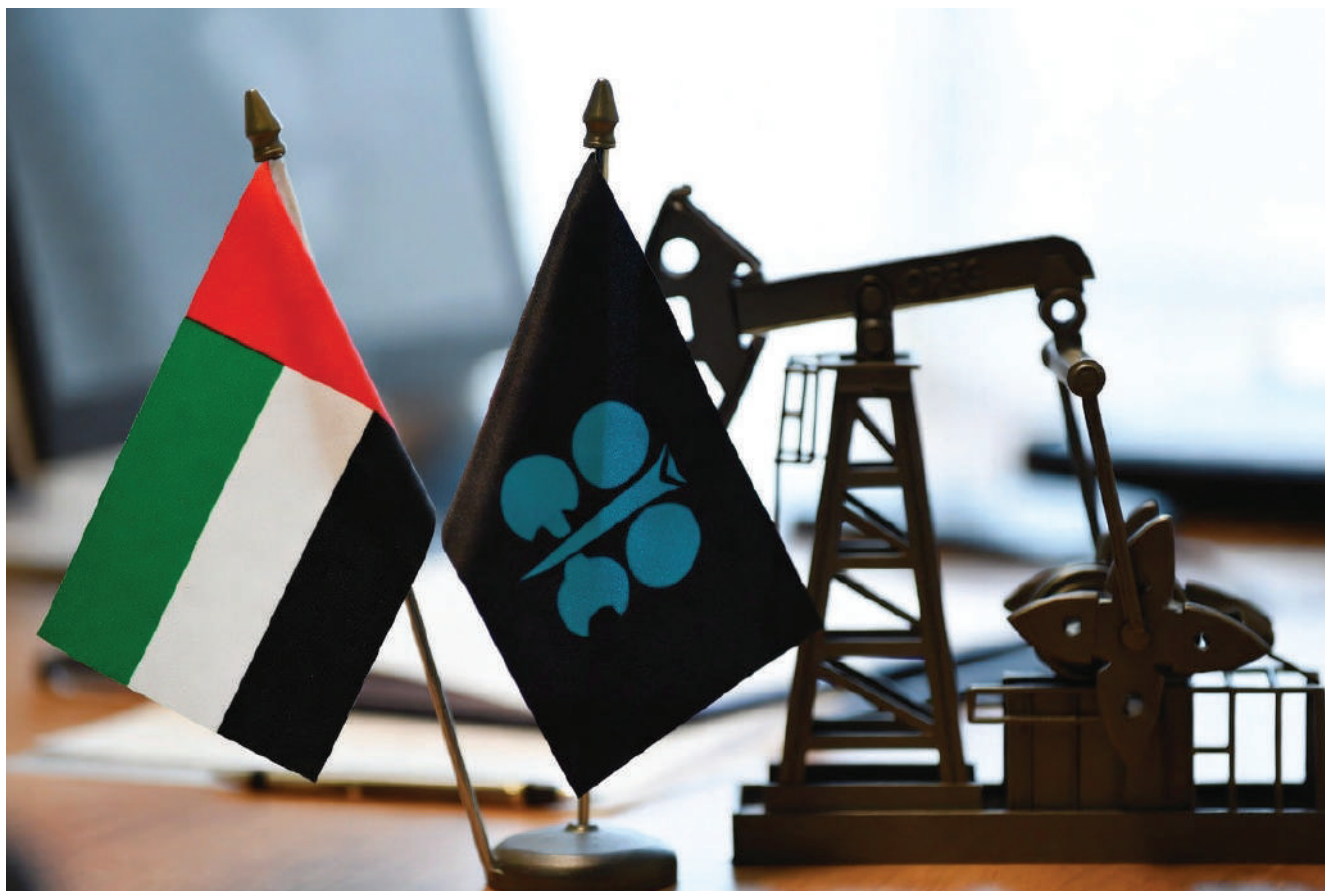
The UAE's departure from OPEC also reflects its broader economic diversification strategy. Non-oil sectors now account for nearly 75% of the country's GDP, while investment continues in oil, gas, renewables, and low-carbon energy solutions.

At the same time, the UAE has strengthened its position as a global logistics and trade hub through:

- ▶ Expansion of global port operations by DP World
- ▶ Improved inland cargo connectivity through Etihad Rail
- ▶ Growth in warehousing, multimodal transport, and re-export services
- ▶ Increased focus on Asia-Europe-Africa trade corridors

The UAE's withdrawal from OPEC+ reflects growing tensions over production quotas, particularly as some members expanded capacity beyond assigned output levels.

Although no immediate disruption is expected, the move could gradually reshape regional logistics networks, shipping activity, and global energy trade patterns in the years ahead.



OFF THE CLOCK

The regional sports landscape marks a significant milestone as Alleppey Ripples officially announces the launch of the Alleppey Ripples Volleyball Team through a partnership with Bishop Moore College, Mavelikara. Previously recognized as a cricket-focused entity, Alleppey Ripples is transforming into a dynamic, multi-sport brand. This expansion reinforces a long-term commitment to identifying, developing, and showcasing the diverse athletic talent found across Kerala. By stepping onto the volleyball court, the organization broadens its sporting footprint and establishes a sustainable ecosystem for regional sports development.

A Strategic Foundation for Athletic Excellence

Partnering with Bishop Moore College provides the volleyball team with a strong foundation. This alliance grants access to professional training grounds, top-tier infrastructure, and a disciplined environment. Combining the operational expertise of Alleppey Ripples with the college's institutional support ensures that athletes receive elite coaching and tactical preparation. This strategic synergy creates an ideal pathway for sports development, ensuring the squad is fully equipped to compete at the highest levels.

A NEW CHAPTER IN SPORTS: ALLEPPEY RIPPLES EVOLVES INTO A MULTI-SPORT BRAND WITH NEW VOLLEYBALL TEAM



Empowering Local Youth and Nurturing Talent

At the core of this initiative is a deep focus on community engagement and youth empowerment. Kerala possesses a rich history and passion for volleyball, and this venture aims to revitalize that heritage at the grassroots level. The team provides a dedicated professional platform for young, aspiring athletes in the region who lacked access to elite sporting pathways. By unearthing local talent and offering structured opportunities, the partnership helps young individuals transition from amateur arenas to professional spotlights. This initiative elevates the standard of regional volleyball and inspires the next generation to pursue athletic excellence.

As preparations for the upcoming competitive season get underway, the journey of this exciting new squad begins.



EMPLOYEES OF THE MONTH

January 2026



Sunil Dahal

Office Assistant - Operations (CKL - Sharjah)

Awarded By

Robin Phil James

Branch Manager (CKL - Sharjah)

I am nominating our office boy for his exceptional dedication and work ethic. He is consistently the first person to arrive at the office, often well before official working hours, to ensure everything is prepared for the team. He handles every task assigned to him - no matter how small - with a positive attitude and total commitment, making him an indispensable part of our daily operation.



Abhijith Vijayan

Tally Clerk - Homeward Bound

Awarded By

Ajith Menon

ERP Integration Manager

Nominating this employee because they consistently demonstrate outstanding performance, reliability, and a positive attitude. They go above and beyond their assigned responsibilities, support their teammates, and maintain a high standard of work. Their dedication and professionalism have made a meaningful impact on both the team and overall operations.

TOP MANAGEMENT - CSS GROUP

T S Kaladharan
Chairman

Chandrakala (CK)
Chief Operating Officer - NVOCC & Operations

Krishna Kaladharan
Chief Operating Officer - Freight Forwarding & Operations

Arjun Bose
Managing Director - CSS Abu Dhabi, Qatar, Oman & Northern Emirates

Dr. Britto Satheesh
Managing Director - CSS eLogix, CSS Global Forwarding India

Rakesh Menon
Director - Global Sales

Renjith Pillai
Vice President - Projects

Santanu Datta
Vice President - Ocean, Pricing & Product Development - MEA

Richard Varghese
General Manager - Sales

Fida Asghar
General Manager - NVOCC Sales

Susanth Shekar
General Manager - HR & Administration

Sundhar Srinivas
Finance Manager

SAUDI ARABIA
Krishna Kaladharan
Chief Operating Officer - Freight Forwarding & Operations

ABU DHABI
Renjith Pillai
Vice President - Projects

KUWAIT
Dean Landers
Vice President

QATAR
Amith Radhakrishnan
Branch Manager

OMAN
Sumesh Narayanan
Assistant Branch Manager

BAHRAIN
Krishna Kaladharan
Chief Operating Officer - Freight Forwarding & Operations

KENYA
Dean Landers
Vice President

INDIA
Rahat Talreja
Vice President - India Operations

Rajeev Kumar
Sr General Manager
CSS North India

T K Viswanath
General Manager,
South India

TÜRKIYE
Kemal Onur
Managing Director

CSS ELOGIX
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Chief Operating Officer - CSS eLogix

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Scan for website



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