



DNATA WINS MULTI-YEAR SILK WAY GROUP CARGO HANDLING CONTRACT IN SINGAPORE

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dnata has secured a new multi-year contract with Silk Way Group to provide cargo and freighter handling services at Singapore Changi Airport (SIN), further strengthening a longstanding global partnership between the two companies. As part of the agreement, dnata will support Silk Way Group's twice-weekly freighter services at SIN. The operation is expected to handle more than 15,000 tonnes of cargo each year, including general freight, temperature-sensitive goods and specialised shipments such as oil and gas, aviation and aerospace equipment. The contract was awarded following a highly competitive tender process, reinforcing dnata's position as a trusted cargo partner in one of Asia's most dynamic air freight markets.

Tom Alwyn-Jones, Managing Director of dnata's Airport Operations unit in Singapore, commented: "This agreement reflects the strength of our operations in Singapore and our ability to support freighter carriers in a fast-paced and highly coordinated hub, working closely with partners across

the Changi Airport community – something our team here takes real pride in. For us, it's about delivering consistent, reliable handling on the ground – ensuring aircraft turnarounds, cargo flows and service standards are maintained, even as operational demands continue to increase. That comes down to having the right teams, processes and systems in place locally, working together to keep operations running smoothly at scale.”

Onno Pietersma, Chief Operating Officer of Silkway West Airlines, said: “Reliable ground and cargo handling is critical to maintaining efficient freighter operations, particularly in major transit hubs such as Singapore. With dnata’s support on the ground, we are well positioned to maintain high operational standards and continue delivering dependable service across our network.”



This latest agreement builds on dnata’s longstanding relationship with Silk Way Group across multiple international markets, where it already supports Silk Way West Airlines’ operations at scale – handling more than 1,000 flights and significant cargo volumes each year. More recently, the partnership has extended to a joint venture to develop an aviation services hub in Azerbaijan.

Across its network, dnata has been investing in digital systems, automation and operational processes aimed at improving visibility, control and throughput in cargo handling. These include advanced cargo management systems, data-led planning tools and modern weight and dimensioning technology, alongside ongoing upgrades to ground support equipment.

These capabilities, combined with dnata’s strong safety performance and customer-focused approach, enable the company to deliver efficient, reliable and scalable cargo solutions tailored to the evolving needs of airline partners.

In Singapore, dnata provides a full suite of its aviation services at SIN, supporting over 30 airline customers and handling approximately 250,000 tonnes of cargo annually. The team manages about 22,000 flights per year and employs more than 1,500 people, playing a key role in dnata’s Asia-Pacific network. Globally, dnata delivers reliable and safe ground handling and cargo services

at more than 90 airports across 16 countries. In the financial year 2025-26, dnata's customer-oriented teams handled over 888,000 aircraft turns and moved 3.2 million tonnes of cargo.



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