

DOMESTIC OVERNIGHT EXPRESS – DURBAN ROUTE

Secure, safe and speedy

Our Overnight Express service to and from Durban meets the needs of couriers for safety, security, speed and convenient timing.

“Clients tell us they favour air over road because the transit is quicker,” says Lenishia Naicker, BidAir Cargo Regional Manager for KwaZulu -Natal. “They have more time to collect cargo before hand-in and they appreciate the earlier hand-out. Also, their customers appreciate the containerisation aspect with its security, less handling and greater certainty of performance. Cargo care, reduced handling and greater security reduce hidden costs such as insurance premiums and operational time and involvement in risk management. Road transport risks range from loss through pilferage or hijacking, delays through traffic accidents and extreme weather (yes, even snow and ice during the winter).”

To keep the service cost-effective, the older aircraft has been replaced with a leased Antonov workhorse with the capacity to handle growing volumes.

Key Accounts Manager at BidAir Cargo Durban, Rixon Moodley sums up why air beats road hands down.

- Air is far faster at moving a shipment from Durban to Johannesburg and other destinations in our network
- Quick transit times eliminate the need for cargo staging as it can be cleared and delivered to customers immediately
- The short hand-in times are designed to allow clients and their customers more time for collection while still making the cut
- The Overnight Express dedicated freighter has reliable departure and arrival times



- The tightly-managed airport security reduces exposure to damage or theft
- Online tracking permits clients to follow the status of consignments

Clients are reminded that Overnight Express is complemented by 115 daily flights on our Same Day Express service serving all major and most secondary airports. In other words, we have a round-the-clock option for all movers of express cargo offering the fastest transit times, cargo care, security, reliability and cost-effectiveness.

O R TAMBO HEIST

The multi-millionrand cash heist at O R Tambo International Airport is a wake-up call for everyone in our industry. We must never relax our vigilance and security checks and procedures.

The latest shocking airside robbery comes just five months after a gang



other disturbing incidents. It is the responsibility of all players in

made off with an estimated one-and-a-half tons of electronic goods in crates. There have been a number of

the express logistics chain to continue to enforce measures designed to protect premises and cargo against safety and security threats.

While there is little we can do about risks to cargo vehicles on the roads,

Continued on page 8

The PetLounge

– Delight for Pets and their Owners

As more families discover their pets can join them when travelling by air, the PetLounge continues to expand with more outlets and more journeys.

The secure, tranquil, air-conditioned comfort of the lounges and transfer to the aircraft and the caring, specialist expertise of our

people has made The PetLounge the South African market leader in pet travel.

To accommodate this continuing growth and to develop our services further, we have made important appointments to our management team.

New PetLounge Product Manager

Natasha Willis has been appointed PetLounge Product Manager. While she is based at Port Elizabeth Airport she will travel nationally to ensure consistency of service.

Her brief is to continue to develop the quality of the PetLounge service and the look-and-feel of the facilities which prove so successful with owners and their pets. The PetLounge provides secure, comfortable airport-to-airport travel for dogs, cats, birds and other pets in this fast-growing segment. She will also extend relationships with other stakeholders in the pet travel sector.

Natasha developed her service skills and knowledge as Key Accounts Manager. Having proved herself popular with people, she now moves on to our most demanding customers - pets.

“As an animal lover, I am looking



forward to ensuring that the PetLounge product continues to evolve and offer substantial value to our VIPs (Very Important Pets) and their owners”, says Natasha.

“The best part is to see the joy of pets reunited with their families – this is priceless.”

To boost the success and growth of our PetLounge service, Chivonne Pretorius has been appointed Operations Manager.

Animal-lover Chivonne was a pivotal part of the “Noah’s Ark” team which orchestrated a charter flight of wildlife to the Far East in 2016. She has excellent skills in communication,



teamwork, safety and customer relations.

Now she is putting her experience to work to make sure that pets are safely and comfortably

flown around South Africa. “Families can rest assured that their little darlings are in good hands.”

Dear PetLounge



Say Hi to Bunny – visiting Durban for a few days.



Suki the kitten enjoying love and affection from Shahiema Moos at the Cape Town PetLounge



Who said snakes couldn't fly? They sure can through the PetLounge

"It was with pride and absolute joy to hear that Dodge has wooed and charmed all the staff at the OR Tambo PetLounge on Friday! I immediately notified his new Daddy, Lyndon that he really got himself quite a Casanova.



- Marizanne Ferreira from Animal Welfare



Isabella heading back to Pretoria after her holiday in Cape Town.



Peanut enjoying all the attention at the Cape Town PetLounge.

Visit our Facebook page at <https://www.facebook.com/bidairpetlounge/>


Pet Welfare, Security and Comfort

Being strict to be kind

Since the welfare of your pet in transit is our overriding consideration, the PetLounge strictly enforces regulations and the requirements for secure, approved travel crates. This is to ensure that your pet travels in comfort and safety. We comply with international and local regulations and practices to ensure your pet has an enjoyable journey and arrives at destination in tip-top condition, ready for a joyful reunion.

Central to this compliance is the correct type of travel crate to keep your pet secure and comfortable.

When making your booking, please ensure that you are in possession

 The **CORRECT** container has

- Handles for easy carriage
- Ventilation openings
- Screws and not clip-ons
- Door hinges and locking pins to extend minimum 1.6cm top & bottom
- Secure door lock

The pet must still be able to stand up and turn around comfortably in the container without its head touching the roof.

Containers must be leak-proof along with a raised water bowl and absorption material inside the container. No other objects are permitted inside the container

of the approved type of travel crate (shown here). Our pet-loving staff are not permitted to accept for travel any crate or container that does not comply with these requirements or has been modified. We cannot accept crates with modifications because our staff are unable to judge if they are beneficial or a risk.

It is vital that you check you have the correct travel crate before you arrive at the airport to avoid any disappointment.

With the correct travel container and the air-conditioned PetLounge network, your loved one is guaranteed a comfortable and secure journey.

The PetLounge Bus

Passengers flying out of O R Tambo International Airport may be lucky enough to travel on The PetLounge themed bus from airside to aircraft and vice-versa.

"The idea is to remind travellers that whether they are flying on business for a few days, on holiday or prior to re-locating, they can arrange for their pets to accompany them," says



Natasha Willis, PetLounge Product Manager. BidAir Cargo founded the PetLounge in 2011.

Six years on, The PetLounge moves over 40 000 pets domestically every

year on kulula.com and British Airways for families, breeders and animal welfare organisations. Pets travel to and from secure, air-conditioned PetLounges on the Republic's airports.

Charter to Mexico

When Turner's Shipping approached BidAir Cargo with 48 tonnes of delicate high-value cargo bound for Mexico for BMW Robotics, planning began around a charter flight.

"Our clients are familiar with the advantages of using our same day and overnight express services. They may, however, be unaware that our resources, expertise and equipment can also be employed for receiving, handling and assembling cargo for charter flights," says Chief Commercial Officer, Roy Solomons. "This is a cost-effective and efficient solution which embraces appropriate packing and cargo care at our O R Tambo logistics centre."

The urgent cargo moved on a chartered Boeing 747 freighter from National Aircraft Corporation. It arrived on time in perfect condition.



Air Cargo Africa

BidAir Cargo was prominent with a stand at this year's Air Cargo Africa from 21 to 23 February at Emperors Palace in Ekurhuleni, in the shadow of O R Tambo International Airport, Johannesburg .

The theme was "Air freight in Africa: Building tomorrow's market today". It attracted 533 global industry decision-makers as registered delegates and over 3000 trade visitors from across

29 African countries and 32 overseas countries.

"There was particular interest in our sector," reports Roy Solomons, Chief Commercial Officer of BidAir Cargo. "Express remains the fastest-growing segment of the transport industry. Moreover, our region is attracting attention because many of the sub-Saharan African countries are posting

impressive growth in their economies. These are areas where BidAir Cargo can offer value and representation to clients and airlines from around the world."

Awards went to: Qatar Airways Cargo - Global Cargo Airline of the Year; Saudia Cargo - International Cargo Airline of the Year in Africa; Ethiopian Airways Cargo - African Cargo Airline of the Year.



BidAir Cargo will be flying the South African flag at Air Cargo Europe in Munich from 9 to 12 May



O R Tambo Cargo Development Air Cargo Africa 2017

O R Tambo International Airport (ORTIA) has announced a major expansion of its cargo facilities with the proclamation of the first phase of 43 ha of industrial zoned land set to be completed this year.

"Our cargo facilities are running at close to capacity, so we have started to engage with the sector about its infrastructure development needs," said Ortia general manager, Bongwiwe Pityi. "We have major capital

expenditure in mind with regard to a midfield cargo terminal, but there is also going to be significant development of the western precinct of OR Tambo International Airport."

Africa Outlook

Pets. Souvenirs. Sculptures. Diplomatic Cargo. Perishables. General Cargo

Zimbabwe

As evidenced by attendance at Air Cargo Africa, the world is demonstrating great interest in Africa and its economic opportunities.

BidAir Cargo plays a pivotal role in facilitating growth in trade. For our principals, the airlines, the attraction is our comprehensive network and intimate knowledge of Southern and East Africa business. For clients and their customers, there is access to safe, secure and reliable transport on quality carriers.

François du Toit, Regional Manager, Zimbabwe explains: "We offer various airlines an airfreight service agreement to manage their cargo capacity. BidAir Cargo acts as a General Sales Agent delivering a ready-made infrastructure and catchment area to optimise their cargo revenue. The benefits include

access to our established network and contacts, plus servicing cargo agents and owners on their behalf.

"In conjunction with our Ground Handler in Zimbabwe, we are able to book and manifest cargo on the best suited carrier to Johannesburg for delivery or onward carriage to domestic or international destinations. We provide the necessary data for planning and costing purposes on any potential shipment. Our personal service also embraces full post-flight information up to arrival at final destination."

FRANCOIS DU TOIT

Regional Manager

tel: +263 4 575 600

tel: +263 783 082 894/5

mobile: +263 773 469 443

email: francoisd@bidaircargo.com

Zambia

"The enhanced flow of Foreign Direct Investments - FDI - is another key indicator that the recovery plan is bearing fruit."

-Felix Mutati, Minister of Finance, Republic of Zambia

Reliable, speedy transport is a vital component in land-locked Zambia's economic recovery drive. The economy has been under pressure for two years and now the signals are positive again.

Zambian business is reliant on airlines for a variety of express import and export consignments, according to Mildred Musonda, Acting Regional Manager at BidAir Cargo, Zambia.

It is well-served by regional and international carriers: Ethiopian Airlines,



Airlink, Proflight, Rwandair and DHL - to whom BidAir Cargo provides cargo management services.

The cargo mix ranges from courier consignments and consolidations to spare parts, perishables, agricultural products, foodstuffs, documents and general cargo.

MILDRED MUSONDA

Acting Regional Manager

tel: +260 211 271178

mobile: +260(0)962 936172

mobile: +260(0)976 831400

email: mildredm@bidaircargo.com

Tanzania

With operations in Dar-es-Salaam, Kilimanjaro and Mwanza, BidAir Cargo serves the cargo interests of Tanzanian carriers fastJet and Precision Air.

fastJet operates Airbus 319s and a leased Embraer E190. It flies to domestic airports and over-border to Lusaka and Harare. From Harare it serves Victoria Falls and Johannesburg.

The Precision Air network embraces towns within Tanzania, using its fleet of ATR aircraft. It also flies over-border to Nairobi.

BidAir Cargo Operations Manager, Dominic Pallangyo says there is cargo capacity for domestic courier shipments as well as express consignments to and from regional and international destinations. Tanzania's economy is the second largest in the East African community.

QUEEN MALLYA

Sales Manager

tel: +255 22 292 4114

fax: +255 22 292 4113

mobile: +255 767 565 479

email: queenm@bidaircargo.com

Ethiopian
የኢትዮጵያ
THE NEW SPIRIT OF AFRICA

Top Aircargo Carrier 2016

Ethiopian Cargo has underscored its status as Africa's top aircargo carrier in 2016. The carrier has a daily lift of 650 tonnes by its freighters in or out of its Addis Ababa hub complemented by another 200 tonnes in its passenger aircraft belly-holds.

BidAir Cargo is proud to include Ethiopian Airlines as a partner to whom we provide cargo services in Zambia.

Uganda

In Uganda, BidAir Cargo serves the cargo interests of Qatar Airways, managing the cargo capacity of their daily Airbus A 320 passenger flights and four times weekly freighters which lift cargo destined for the Middle East, Europe and USA.

As the country is largely dependent on agriculture, perishable items such as chilled fish, fresh cut roses, fruits and vegetables, and fresh herbs require prompt and careful handling, says Martha Nakishero, BidAir Cargo Regional Manager. Other exports include dry foodstuff, general cargo, aircraft parts and electronics and some live animals.

In addition to these international flights, Martha's team services Rwandair, largely a regional carrier. Pharmaceuticals, express parcels, electronics and craft items form the bulk of the cargo for Kigali, Juba, Johannesburg and Lagos. While Dubai is currently its only international destination, the airline is planning to fly to Bombay, Harare and London Gatwick in the second quarter. New York, Washington and Guangzhou are in the carrier's sights.

MARTHA NAKISHERO

Regional Manager

tel: +256 414 323 246

mobile: +256 77 2 761 700

email: marthan@bidaircargo.com

"These relationships are Win-Win as they benefit the airlines and allow us to offer the courier industry speedy and secure airport-to-airport line-haul."



Sparkling Fifth Anniversary

Qatar Airways recently celebrated five years of operations to Entebbe with General Sales Agent BidAir Cargo at a joint event at the Sheraton Kampala Hotel. Pictured are Musoke Collins Douglas, Senior cargo sales & services Executive-EBB and Francois Hubert Nicolas Danton, Regional Cargo Manager Africa, sharing the occasion with members of the BidAir Cargo team.

Feather Award

Khanyisile Mabuza
ACSA Cargo
Account Manager,
Roy Solomons,
Christa Soltau
Cargo Manager



Airports Company of South Africa (ACSA) has bestowed its Lifetime Feather Award for Cargo on Roy Solomons, Chief Commercial Officer of BidAir Cargo, for services to express cargo.

ACSA's Khanyisile Mabuza says in the 2016 O R Tambo International Airport Feather Awards, cargo was identified as a sector for the Lifetime Award. The Lifetime Achievement Award recognises the lifetime achievement of an individual with visionary leadership who has

made a significant contribution as an inspirational role model and performed an outstanding service to the sector.

Roy's express parcel experience spans twenty three years, fifteen of them at BidAir Cargo. As Chief Commercial Officer he takes responsibility for managing relationships with customers and stakeholders including ACSA, the airlines, the authorities and suppliers. He deals with the many commercial aspects of the business as well as acquisitions and developing the network in Africa.

Investment in Security

All of us in the express parcel chain are charged with safety and security responsibilities. These are enforced by regulation and business ethics. Paying constant attention to aviation and cargo security and adhering to procedures is essential to prevent costly mistakes or oversights. Education in aviation security awareness is mandatory but the question arises as to how operations people keep what they learnt fresh in the mind months after their training.

The ideal is continual, ongoing training tailored to the operations and circumstances in an operation. But how can we take front-line people away from busy operations? Karl Davids, BidAir Cargo Chief Operations Officer, has the answer.

"To offer our clients the security they demand, we have invested in an innovative training regime which

is implemented at the workplace," says Karl. The process began with a comprehensive assessment of the role each operator fulfils under actual operational conditions to assess training needs. "We designed individual training units based around the processes and procedures at each point in the operation. An online learner management program is delivered on tablets featuring short instruction sessions. It means that learning is taking place in the real world, not the classroom. The system allows our people to learn when daily pressures permit and allows management to monitor their progress."

A BidAir Cargo pilot program is in the final stages of development before being rolled out at all branches.

David Alexander of Professional Aviation Services has provided input in developing the application.

O R TAMBO HEIST

Continued from page 1

we can make sure that cargo by air is protected and secure from airport hand-in to airport hand out. This means refreshing the security procedures in place to check and control processes, equipment and, most importantly, people.

Referring to the O R Tambo heist, the Air Cargo Operators Committee's Alwyn Rautenbach says it's simply impossible to gain access to the airside cargo area without help from someone on the inside. "The gates must have been opened by security guards to get in and get out. Otherwise the person will be identified by finger prints and their air side access card, the vehicle had to be searched before it entered and before it exits and clearly that procedure was not followed."

I said the heist gives us a wake-up call. We need to re-examine security measures and their implementation to ensure that in our companies complacency has not set in. Familiarity breeds contempt and there is always the temptation for people to follow procedures without consciously thinking about why they are vital. Property and lives are at stake and everyone in the express parcel chain must apply their minds to security.

Everyone has been trained but over time the immediacy and importance of the messages may begin to fade. Refreshers are essential to sustain the integrity of the express parcel chain.

It's difficult to take front-line people off their daily work for refresher training, which is why BidAir Cargo has instituted on-line on-the-job training as reported in this edition of Cargo Chat. This is working for us and for you and we are always ready to assist clients in addressing risk management.

GARRY MARSHALL – CHIEF EXECUTIVE OFFICER