

# CARGO chat



every kilo counts

## 2018 and beyond...

I'd like to begin by thanking our clients for their business in 2017. All of us at BidAir Cargo look forward to expanding our relationship into 2018 and beyond. The more we work together, the more we understand of each other's business and the better we can anticipate and fulfil your needs.

In reviewing our company year, I find every achievement attributable to the sterling performance of BidAir Cargo people. We are proud of you.

### Performance Standards

Without being complacent, we have reason to be pleased with our service levels. In an industry where we have to contend with the disruptive effects of weather, congestion, crime and technical issues, our people still met service standards. When it comes to actual versus promised cargo hand-out times, we reached 99%, which we now aim to sustain and improve on.

### Customer Delight

It isn't enough simply to meet operational targets – that's efficiency – we're aiming for customer delight. Bushy Mbele, CEO of BidAir Services says "Service is rendered by people who want to serve." Our people at BidAir Cargo are selected for their

ability to deliver service with a smile and our responsibility as management is to equip and empower them to do so. We are continuing to invest in customer service training and to this end we have added a train-the-trainer programme to ensure that the message is relayed consistently across the company. The closer we stay to the customer, the more we can add value. It's a recipe that's working.

### Unsung heroes

Nor is it only the front-line people to whom we owe our reputation for service excellence. Management is mindful of the "ghosts" who keep the systems and procedures working. Behind the scenes, dedicated, willing yet modest unsung heroes stick to their tasks through thick and thin, many working through the night while the rest of South Africa sleeps. This being one of the motivations behind the S.M.A.R.T. awards Initiative which we introduced for the peak period to encourage employees and clients to share recognition for service delivery under pressure.

### Management Committee

In another move to stay closer to customer needs, our Exco has now broadened to a Management Committee

which welcomes regional managers around the table to ensure we are aware of particular market needs in every centre.

### Partners

Finally, I'd like to pay tribute to many stakeholders who, with our clients, comprise the express parcel business – our airline partners, the ramp handlers, the Airports Company of South Africa, the aviation security community, other service providers and our shareholders. We wish all of you a happy and restful holiday.

### New Year Wish for 2018

Relief from congestion at O R Tambo cargo section. Our clients' vehicles coming to deliver or collect express consignments are caught up in the stack as far as the eye can see. Even inside the security area, space is limited and attending to vehicles is a race against time. ACSA needs a solution that preserves security while facilitating rapid throughput. Our input is readily offered.

Peace, Joy and cheers to 2018.

GARRY MARSHALL  
– CHIEF EXECUTIVE OFFICER



## Edward Flipper Hands

*"Our new arrival was in very good condition".*

*Cherie Lawrence, Bayworld's curator for sea birds and marine mammals*

The PetLounge has had the honour of re-locating Edward Flipper hands, a beautiful Sub-Antarctic fur seal from Cape Town to Port Elizabeth, reports Natasha Willis, PetLounge product manager

Edward needed transport to Port Elizabeth's NSPCA approved Bayworld Oceanarium to prepare him for the freedom of the ocean again. During a storm he had been washed up on the beach in the Cape and separated from his mother. The NSPCA looked after the malnourished pup for four months, during which time staff had to coax

*Continued on page 6*

# THE RISK IS REAL – LITHIUM ION BATTERIES

*"A smoking package caused a scare and long delays at Orlando International Airport on a busy Friday evening last month. A lithium ion camera battery exploded inside a passenger's bag and caught fire just outside a security checkpoint."*

Every time we open a newspaper, there's a new story about the dangers caused by lithium ion batteries and the risks they pose during transportation. Compliance with regulation is so critical that the South African Civil Aviation Authority, at its recent Aviation Security Conference, convened an expert panel discussion on Dangerous Goods with lithium ion batteries the focus.

Every stakeholder in our industry is aware of the risks. So it is regrettable that we still encounter situations where such Dangerous Goods are mis-declared or not declared when tendered for shipment. This is the biggest issue confronting the express parcel industry.

We accept that some members of the public or companies may still be unaware of the gravity of the situation but it is the responsibility of the service provider to ensure that they are informed and to be alert to any mistakes or evasions.

## "You see something – you say something"

Vigilance is critical in averting threats to the integrity of air cargo. Employees have to remain alert throughout their shift to detect any accidental or deliberate attempts to short circuit safety and security measures. They must be properly trained, educated and equipped to spot existing risks and new, emerging threats. Equipment and procedures alone will not do the job.

This was the underlying message of the National Aviation Security Seminar convened by the South African Civil Aviation Authority (SACAA) at Garden Court, Marine Parade, Durban 1-3 November.

From the opening remarks by Luvuyo Gqeke, Executive Aviation Security, SACAA, for three days high-powered delegates focused on the practical responsibilities needed to keep aviation safe and secure.

As BidAir Cargo is thoroughly committed to operational safety and security, the seminar was attended by Roy Solomons Chief Commercial Officer and Lenishia Naicker, Regional Manager KwaZulu-Natal, accompanied by Yaseen Sayed – Operations Manager and Rixon Moodley, Key Accounts Manager. They joined senior, high-powered management from Airports Company of South Africa (ACSA) SACAA, airlines including Comair, Mango, SAA, Airlink, ground handlers and international experts. They were addressed by, among others, international experts, Aiden Yeo, Assistant Director (Security Policy) of the Singapore Ministry of Transport and Justus Nyunja, Regional officer International Civil Aviation Organisation (ICAO) Aviation Security for Eastern and Southern African based in Kenya.

Aviation security is a concern without borders, so delegates were exposed to the Global Aviation Security Plan (GASeP) which provides the foundation for States, industry, stakeholders and ICAO to work together with the shared and common goal of enhancing aviation security worldwide.

Then the seminar zoomed in on South African issues and concerns.

*"Coming together is a beginning, staying together is progress and working together is a Success."*

Ms Bongiwe Pityi, General Manager: O.R. Tambo International Airport Stakeholder Collaboration stressed the need for relationship-building among

stakeholders and identifying platforms to improve aviation security. All links in the express chain need to be on the same page. It was resolved that SACAA would invite representatives from the express cargo industry more often to future gatherings.

Underscoring the multi-faceted nature of the supply chain was recognition that a significant road freight component – inter-city, linehaul, local collections and deliveries – experienced vulnerabilities of its own and practical risk management was the subject of discussion.

One area which has perhaps enjoyed less prominence has been the question of cyber-attacks. These can range from endangering the safety of aircraft operations, operational reliability or snooping on high-value cargo, resulting in financial loss and

*Continued on page 4*

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[HTTP://WWW.IATA.ORG/DGR](http://www.iata.org/dgr) [Learn More](#)

"Lithium ion batteries are dangerous goods that can pose a safety risk if not prepared in accordance with the transport regulations"

– IATA

Failure to adhere to the regulations can cause delays to your shipment or consolidation and to the flight and may result in criminal damage to people and property. There is no room for complacency or shortcuts when dealing with lithium ion batteries.



### Panel Discussion – Mis-Declared and un-declared dangerous goods

(L) Mr David Alexander, General Manager, Professional Aviation Services; Alwyn Rautenbach, Executive Manager Airlink Cargo; Mr Roy Solomons – Chief Commercial Officer Bidair Cargo; Jillian Clement, Consultant Sales and Marketing, DGM; (R) Mr Nico Smit, Senior Manager, Dangerous Goods & Cargo Security, SACAA.



David Alexander, General Manager, Professional Aviation Services



Roy Solomons – Chief Commercial Officer Bidair Cargo



Lenishia Naicker – Regional Manager Bidair Cargo – Durban and Eastern Cape

Continued from page 2

## “You see something – you say something”

business interruption. “The wheels of regulation turn slowly,” says Roy. “A dynamic high-speed industry like ours cannot wait for regulators. We need to anticipate and protect against problems such as these before they gain a hold.”

As the question of Dangerous Goods is critical and topical, this was the subject of a panel Q & A moderated by Nico Smit, Senior Manager: Dangerous Goods & Cargo Security, SACAA. His panellists were Alwyn Rautenbach, Executive Manager Airlink Cargo; Jillian Clement, Consultant Sales & Marketing, DGM; Roy Solomons, Chief Commercial Officer, BidAir Cargo and David Alexander, General Manager of Professional Aviation Services. This guaranteed a lively Q & A exchange with delegates. Mis-declared and under-declared dangerous goods pose a serious risk to operators. Not all Dangerous Goods are intuitive. In our industry – where the man in the street is handing in parcels for shipment – he is often in ignorance that certain innocent-seeming items constitute a risk.

Discussion ranged on what can be done by role players within the cargo supply chain to improve awareness. The challenge is how to get the message down to street level of the dangers of Undeclared or Hidden Dangerous Goods. This calls for more educational engagement with the industry cascading from senior management

to call centre to front line. Companies must recognise that training is not selective but applies to all staff in the industry – including drivers and sales people who engage with senders.

The conclusion is that express parcel movement remains a people-driven service industry. The more we introduce technology, the more important our people become to make sure it works.

BidAir Cargo congratulates SACAA and all involved for convening this forum to address key concepts in striving for aviation security. Such engagement with stakeholders is to be welcomed. “The overwhelming consensus from delegates was that the seminar was time exceptionally well spent,” says Lenishia.



(L) Lenishia Naicker – Regional Manager Bidair Cargo – Durban and Eastern Cape (R) Mr Lesibana Marks Shikwane – Inspector Air Cargo Security (SACAA)



(L) Rixon Moodley Bidair Cargo, Key Accounts Manager; Mr Roy Solomons – Chief Commercial Officer Bidair Cargo; Yaseen Sayed, Bidair Cargo Operations Manager Durban; Lenishia Naicker – Regional Manager Bidair Cargo – Durban and Eastern Cape



(L) Rachel Reddy, Avsec Manager ACSA; Lenishia Naicker, Regional Manager Bidair Cargo – Durban and Eastern Cape; Marche Arnold, Public Safety and Security Manager ACSA; Thirusha Naidoo, Customer Service Supervisor Comair; (R) Claudia Daniels, Senior Security Services Manager ACSA.

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## Precision Air



Established in 1993 as a private air charter company, Precision Air has grown to become a successful airline in East Africa. Operating from Dar-es-Salaam it flies to Arusha, Bukoba, Kigoma, Kilimanjaro, Musoma, Mtwara, Mwanza, Tabora, Zanzibar, Nairobi and Entebbe.

Now the airline has added direct air services to Kahama three times a week - every Wednesday, Friday and Sunday. The town, located in the northwest of Tanzania is host

to the gold mines of Buzwagi and Bulyanhulu and has a vibrant economy. The Precision Air flights will contribute to economic development in the district. The mines and their suppliers will have access to air cargo for urgent spare parts, machinery, materials and other urgent items.

As BidAir Cargo represents the cargo interests of Precision Air, we are able to offer cargo owners and agents access into a wider regional and international network.

## Bay Air Aviation – Dynamic – Safe – Reliable

Mining generates more than 50% of Namibia's foreign exchange earnings. So avoiding costly downtime is critical. That makes the express air transport of urgent special cargo, often at short notice, a key factor in keeping the mines working.

BidAir Cargo works closely with Bay Air Aviation, whose night express linking Johannesburg's O R Tambo International Airport with Windhoek's Eros Airport dovetails conveniently with courier operations at both ends. Its cargo-configured

Cessna F406 has capacity for 960 kg and in the eight years of scheduled operation, the company has earned a reputation for efficiency and reliability.

Bay Air Aviation also offers charter facilities within

Namibia and to and from neighbouring states, using light to medium class aircraft.

Namibia ranks fifth in the world's uranium production and sixth in diamonds. It is also a producer of copper, gold, zinc and lead.



# MISSING A HEALTHY OPPORTUNITY ?

Pharmaceutical companies ship over a trillion dollars worth of items every year. It's a growing market as people are living longer and taking better care of their health. Small, high-value parcels represent an attractive market for the express air cargo. So why is air losing market share to surface transport with a market share decline from a lofty 17% in 2000?

In its Pharma and Healthcare Products Handling section, IATA reminds us of the need for rigorous, careful, time-sensitive, temperature-controlled, segregated logistics to avoid compromising the integrity of such products. It underscores the importance of specific equipment, storage facilities, harmonised handling, trained personnel and strong, seamless co-operation among



all parties in the cold chain.

Our industry is aware of the challenges and there are indeed courier companies successfully offering dedicated pharmaceutical services.

Internationally, however, airports such as Singapore's Changi and Sharjah in the United Arab Emirates are ahead

in the race to accommodate pharmaceutical logistics. Transport by air confers desirable benefits such as faster speed, reliability, security and efficiency. Airports in Africa, however, are still way behind the curve, so small wonder companies have taken the easy way out,

consigning much volume to road freight.

At the moment the express parcels business is still growing but there are some clouds on the horizon. For instance, a growing move towards 3D printing of machinery and automotive spare parts means that only data needs to move from origin to end-user and there will be fewer such items to be carried. Transporting pharmaceuticals does necessitate investment in equipment, infrastructure and education. It mandates stringent compliance with global and local regulations and is subject to accreditation. Still, given the attractiveness of this growing market, industry strategists should be focusing on this healthy opportunity for the medium term.

## Edward Flipper Hands

*Continued from page 1*

him to eat. Reliance on human intervention carried the risk that as Edward has never learned to hunt for his own food he might be ill-equipped for survival.

Fortunately, the NSPCA, Bayworld Oceanarium, The PetLounge and British Airways got together to find a solution. They would move Edward to Bayworld Oceanarium to benefit from the companionship of two other Sub-Antarctic Seals who were being rehabilitated for return to their natural habitat. They will teach Edward to hunt and feed.

BidAir Cargo Petlounge donated the specialised animal travel kennel and made all the transport arrangements. British Airways – Comair kindly sponsored the flight from Cape Town to Port Elizabeth for Edward and his carer, Conner Berning. A member of SPCA's Inspectorate, Conner monitored the pup's welfare en route. Edward showed



every sign of having enjoyed his flight and is now settled in his new surroundings.

"At the PetLounge we work with different kinds of animals on a daily basis. Upon hearing Edward's story, we immediately jumped at the opportunity to assist and can recall seeing him for the first time that he was really special," says Natasha.

Sub-Antarctic fur seals are generally released into the Agulhas Current 60 - 80km from Port Elizabeth to undertake their 1 600km journey to their natural habitat.

The NSPCA has been protecting South Africa's animals, preventing cruelty, promoting kindness and uplifting their welfare for 60 years.

The Bayworld Oceanarium is home to several species of fish, turtles, fur seals, cape gannets and African Blackfooted Penguins.