

SECOND QUARTER 2018 – Edition 19
NEWS, EVENTS, BUSINESS, COMMUNITY & EDUCATION!

CARGOchat



Supply Chain partnerships

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Compliance
with Safety
Standards

PROFILE:
COMAIR



Supply Chain Partnerships

As supply chains become more vital, complex and urgent, so the benefit of established relationships comes to the fore. The longer partnerships endure, the more all parties in the chain learn about the nature of the cargo, client patterns and preferences, seasonalities and risks to be managed. This goes far beyond the simple shipping requirements of the past. Express parcels may be subject to pilferage, damage or contamination which experience and expert procedures mitigate. There are so many links in the chain that only a close and long-term partnership can do justice to the interests of all.

Just as importantly, the people in each party at all levels, get to know their counterparts, building trust, openness and a mutually-beneficial working relationship.

In this issue of Cargo Chat, we highlight our long-time domestic partnership with Comair for our daytime express parcel services. Comair provides

the capacity in kulula.com and British Airways flights, the couriers manage customer relationships, collections and deliveries and BidAir Cargo orchestrates airport-to-airport linehaul and airside facilities. All parties take responsibility for security and interface with the authorities as necessary. The result is a reliable and seamless operation.

We also pay tribute to Qatar Airways with whom in Uganda we sustain a close and satisfying relationship.

BidAir Cargo really values the continued support of clients and the other key parties in the industry. We look forward to nurturing these relationships over the long term to adapt to the challenges of our vital and growing industry.

Garry Marshall – Chief Executive Officer

E-AWB – HOW'S IT PROGRESSING?

The e-Air Waybill (e-AWB) solution allows electronic filing of a transportation document for an air cargo shipment.

The benefits of adoption include faster transmission and shipment processing, improved accuracy, greater flexibility and reduced paperwork/paper storage, all leading to reduced costs.

This is an industry-wide initiative by the International Air Transport Association (IATA) to replace the paper Air Waybill. IATA is urging all parties to adopt e-AWB and help customers and other stakeholders implement e-AWB.

Global penetration for April 2018 was 53% against IATA's year-end target of 68%, showing there is a long way to go.

Still, South Africa is doing its bit, ranking 14th globally in volumes of E-AWBs.

O R Tambo International Airport, Johannesburg, took 17th place worldwide in 100 priority e-airports of origin, ranked by e-AWB volume over the past 12 months. It posted a creditable 65.3% figure up from 62.7% in April 2017.

In 71st place, Cape Town International Airport posted 47.9% penetration, a 24% improvement over April 2017 but still lagging the average and with some way to go towards the year-end target.

Let's all get behind the push for e-AWB.

[Credit: IATA AWB monthly report]



Committed to Compliance with Safety Standards

Update on the ISAGO Certification BidAir Cargo and BidAir Services



From the back row starting left to right: Chris Brown (Quality Manager – BidAir Cargo), Emmy Letting (ISAGO Lead Auditor), Danny Mzyk (GM – BidAir Services), Karl Davids (COO – BidAir Cargo), Seal Muda (ISAGO Auditor), Leah Todd (Passenger Handling Manager – BidAir Services), Sheldon Van der Westhuisen (Baggage Manager – BidAir Services).

Front row left to right: Nick Cole Niven (SHEQ Manager – BidAir Services), Peggy Nkadameng (Grooming Manager – BidAir Services), Morne De Clerq (Fleet Manager – BidAir Services), Donovan Pillay (Ramp Manager – BidAir Services)

In conjunction with BidAir Services, BidAir Cargo has undergone the International Air Transport Association (IATA) Safety Audit on Ground Operations (ISAGO).

Both the Headquarters and the Station audits for Johannesburg were conducted. The aim of the ISAGO audit program is drastically to reduce accidents and injuries on the ground. It is a complementary standards audit to the International Operations Safety Audit (IOSA).

“As we are committed to total adherence to safety standards, BidAir Cargo valued this opportunity to demonstrate our compliance with ISAGO,” says, Quality Manager, Chris Brown.

The primary objective of the IOSA and ISAGO programs is raising safety standards. The audit is conducted in a standardised and consistent manner using internationally recognised quality auditing principles. The format is applicable

“ISAGO is well-established as the global standard for the oversight and audit of ground service providers.”

– Alexandre de Juniac,
Director General and CEO of IATA

across the ground handler scale range from multinational to smaller single-airport providers. It is expected that the requirement for airline-specific audits of ground handling cargo service providers will be reduced by acceptance of the ISAGO certification.

The ISAGO audit process will continue till mid-July when BidAir Cargo will welcome IATA auditors to Cape Town and Durban stations for the respective station audits. “The final result will be ISAGO certification for all three branches - Johannesburg, Cape Town and Durban,” says Chris.



“Service excellence is taking the next right action to create new value, better value, or more than expected value for someone else”

Given BidAir Cargo’s overall value proposition and strategy we have embarked on a drive to step up service excellence. We strive to continuously improve business offerings and to build trust through consistency. We want to provide customers with what they want, when they want it and do it right the first time.

Over the past six months we have taken the time to re-evaluate our processes, systems, people, training and facilities to enhance efficiencies. We have implemented new service level measures linked to productivity incentives for our employees to encourage focus on every step of the process. Various projects have already been implemented to improve facilities, process flows and the overall customer experience.

One of the exciting initiatives, we have introduced an arrangement whereby we position in-house controllers on site at client premises where the volumes justify it for both parties. This includes, having a customer champion on site, with access to our system for creating e-waybills, printing and labelling cargo with tracking stickers, managing the hand-in process at the BidAir Cargo warehouse according to the agreed cut-off times and again ensuring the on-time hand out of cargo.

We realize that not only does every kilo count, but for your business every second counts.

CHECKING IN WITH OUR PARTNERS

How I Got to Where I Am Today - An Interview with... Erik Venter, CEO, Comair Limited

Did You Always Want to Go into Your Chosen Career?

I had no specific intention of getting into aviation. I was on my way to a holiday in Zimbabwe when I went for an interview at Comair, and they offered me a free airline ticket instead of taking the bus, which looked like a good deal!

When Did You Start to Develop a Passion for What You Currently Do?

I have always had an interest in aircraft and used to build model aircraft as a kid, so the opportunity to get into aviation, although by chance, was very appealing.

What Advice Would You Give to Your Younger Self?

Don't be afraid of girls!

How Did You Get Your First Experience Within Your Chosen Field?

Vacation work with KPMG (while I was studying) exposed me to the scope of possibilities in finance related careers.

What Were You Like at School? Did You Enjoy It? What Were Your Favourite Subjects?

School was a process that I just had to tolerate as I had far more interesting things to do at home, like building motorbikes. I really only put in effort for my final Matric exams. I enjoyed science, but all the rest was very boring!

What Happened Next? Did You Go to University or Straight into Work?

I went to UCT to study a B.com and then did articles with KPMG, only because the careers advisor said that I could do anything except accounting (that was before I put in some effort for my Matric exams!)

What Path Did You Take to Get to Where You Are Now?

I have never plotted a deliberate path, but rather always looked for ways to improve the business and then taken on opportunities as they arose, even if they looked daunting at first.

What's Been the Biggest Challenge in Your Career So Far?

Moving from the finance department into sales. That required a serious personality makeover. It was quite a culture shock after 10 years with accountants.

Where Do You See Yourself and Your Career Going in The Future?

No idea. I will continue to look for ways to improve the business and take on challenging opportunities as they arise, whatever they may be.



When Do You Think You Got a Breakthrough with Your Career?

Perhaps when I took on the role of commercial manager and broadened my experience well beyond finance. That also forced me to become sociable!

What Would You Say Is Your Biggest Achievement?

In hindsight I have been very happy with the modernisation of Comair's processes, skills and culture over the past 5 years, and its recent achievement of delivering the 5th best shareholder returns on the JSE. .

If You Could Share Three of Your Biggest Life Lessons. What Would They Be?

Goals are not achieved by the setting thereof but rather by working hard and doing ones best every day.

Look for, and be prepared for opportunities, and then take on the challenge.

Maintain courage, humility and persistence.



Reliable, Efficient and Profitable – Comair



BidAir Cargo is proud of our enduring relationship with Comair and the excellent daytime service this partnership puts at the disposal of South Africa's express parcel industry.

Launched in 1946, Comair has made global aviation history by having posted 66 years of operating profit - an aviation record that is held by no other airline. It is Africa's fourth largest airline, undertaking

43 000 flights per year using 26 Boeing 737 aircraft. Now, our partner has announced details of its fleet renewal programme.

Comair is scheduled to take delivery of the first of eight Boeing 737 MAX 8s early in 2019 with the last one due in 2022.

This marks the next phase of the airline's renewal strategy, which started in 2011. It will see the company phasing out

the remaining Boeing 737-400s and becoming the first airline on the continent to take delivery of the Boeing 737 MAX.

Comair's CEO Erik Venter says this will give Comair's two airline brands, kulula.com and British Airways (operated by Comair) benefits which include lower operating costs and less downtime for maintenance which will be welcomed by the express parcel community.

Comair and Bidair Cargo – An Enduring Partnership

Like ourselves, Comair believes that collaboration among all players in the express supply chain results in Win/Win/Win.

- The shipper hands over his parcel to the courier with confidence that it will be treated with care, secured and moved to final destination without delay.
- The recipient receives his parcel in perfect condition, on time.
- The courier has the necessary options



to make the optimum transport decisions while business operations and reputation are enhanced

- The airline generates revenue from cargo space that would otherwise fly empty without incurring any risks or costs associated with the non-passenger side of the business

- The orchestrating party, BidAir Cargo, has the resources to make efficient use of cargo space available to satisfy the needs of all users

- The authorities know the cargo is in secure and trusted hands throughout.

BidAir Cargo's partnership with Comair goes back many years, as evidenced by the attached letter of reference from CEO Erik Venter, written when we were still known as Express Air Services.

Fives Football Stellenbosch

Bidair Cargo Cape Town organised this thrilling competition which was hotly contested by 12 teams from our industry, reports Mandy Johnson, Operational Support Services.

The Competitors

- * BidAir Cargo
- * Swissport Trucking
- * Swissport Cargo
- * Lace Couriers
- * Courier It
- * UPS
- * AMI Menzies
- * Royale International
- * Lonrho Logistics
- * Aramex
- * Alert
- * Comair

The festive day out was well attended by colleagues, clients, families and friends. From our side BAC Wayne Davids (Regional Manager), Nigel Booysen (ONX Manager) & Desmond De Lange (Domestics Operations Manager) ensured that both daytime operations and Overnight Express management was there to shout themselves hoarse from the sidelines along with many fellow BidAir Cargo employees.

After countless exciting incidents and near-misses, Royale International & Courier It fought their way through to the end round. Obviously repeat games take their toll on players and the final was not the close-fought match we were all hoping for as Royale International ran out 7-0 winners.

Altogether an enjoyable break and a great deal of fun with a braai on the sidelines and entertainment for the kiddies.



Royale after receiving trophy



Royale 2018 Champs



Courier It runners up



Aramex 3rd place



BidAir Cargo



Lonrho Logistics



UPS



AMI



Alert Engine Parts



Swissport Trucking



Lace Couriers



Comair



Swissport Cargo

INTRODUCING OUR NEW FACEBOOK LOOK!

We decided to give our social media platforms a "Make Over"

WE COVER A WIDE RANGE OF TOPICS RANGING FROM....

Your pets health & well-being, knowing your breed, pet lifestyle information and Pet Lounge air travel advice.

We also share the cutest social pets every week for #TongueOutTuesday and of course, regular feature our VIP - Very Important Pet Pictures as they trot across to our various Pet Lounge's.

Please visit, like & share our page

@BIDAIRPETLOUNGE

CELEBRATING CARGO CAPACITY TO AND FROM UGANDA

Glittering Qatar Airways Cargo annual function

BidAir Cargo was privileged to be joint hosts of the Qatar Airways Cargo annual gala function at the Golden Tulip Canaan Kampala Hotel, reports Martha Nakishero, BidAir Cargo Regional Manager in Uganda. The evening comprised a dinner at which the Top 15 clients were honoured, each being awarded a prestigious certificate.

BidAir Cargo was appointed General Sales Agent when Qatar Airways entered the Uganda market. The relationship has flourished as the carrier continues to cement its significant position serving the country's businesses. Airbus A300 F freighters were replaced by A 330 of which Qatar Airways Cargo now operates three weekly, linking in to an ever-expanding global network.

In addition, the daily wide-bodied passenger aircraft provide much-sought-after additional cargo capacity. Airbus A320 were replaced by A330 and now Dreamliner B787 are employed to and from Uganda.

The combination of daily passenger and three times weekly freighters gives the market both volume and frequency of cargo capacity.

Attended by senior management, the gala evening presented a perfect opportunity for networking. The highlight was a draw to win a free Qatar Airways ticket to any destination which was scooped up by MS Betty Kabahenda of Ice Mark Africa.



Sitting Left to right; Ms Martha Nakishero(BidAir Cargo); Mr. Abduk Karim(Sulma Foods); Ms Betty Kabahenda(Icemark); Mr Aseel Babu(Aseel Impex); Ms Judith Kyule(Euro Cargo); Mr Farouk Bogere(Bofa); *Left to Right Standing;* Mr Roger Kivumbi(Roki); Mr Nasser Ssegujja(Newman); Mr Wycliffe Nuwagaba(Tropical Dynasty); Mr Ronald Mukalasi(Palladium Recycling); Mr Henry Ssetimba(BidAir Cargo); Mr Johnson Yiga(Lake Eco); Ms Catherine Winnie Mucai(QR); Mr Stephen Sekayomya(SM Impex); Mr Philip Onzima(Immanuel Agro); Mr Julius Kimera(Ultimate Foods); Mr Francois Nicolas Danton(QR); Mr Thomas Yiga(YTBM); Ms Agatha Nyachwo(BidAir Cargo); Mr Ismail Senungi(BidAir Cargo); Ms Isabella Nalubega(QR); Ms Faridah Wamala(QR)



Ms Martha Nakishero, Mr Collins Douglas Musoke, Senior Cargo Sales & Service Executive Qatar Airways Entebbe and Mr Roy Solomons, Chief Commercial Officer BidAir Cargo



Mr Babu Aseel, Director Aseel Impex, Mr Nicolas Danton, Regional Cargo Manager Africa(QR) and Ms Isabella Nalubega, Senior Sales Support Agent QR PAX



Left to Right; Mr. Chris Byamugisha(QR); Ms Martha Nakishero(BidAir Cargo); Ms Faridah Wamala(QR); Ms Isabella Nalubega(QR); Ms Catherine Winnie Mucai(QR); Mr. Francois Nicolas Danton(QR); Mr Collin Douglas Musoke(QR); Ms Agatha Nyachwo(BidAir Cargo); Mr Ismail Senungi(BidAir); Mr Constantine Barigye(QR); Mr Henry Ssetimba(BidAir Cargo)

Qatar Airways Cargo, the world's third largest international cargo carrier, serves more than 60 exclusive freighter destinations worldwide via its world-class Doha hub and also delivers freight to more than 150 key business and leisure destinations globally with more than 200 aircraft. The Qatar Airways Cargo fleet includes eight Airbus A330 freighters, 13 Boeing 777 freighters and two Boeing 747-8 freighters. The cargo carrier recently received the International Cargo Airline of the Year award at the STAT Times gala awards night in Mumbai.



ARE YOU MAKING THE MOST OF THE TIME YOU HAVE?

Our Fleet Freight service guarantees upliftment on the third available flight after hand-in, with a 60 minute hand-in/hand-out.

An intermediate service intended for larger urgent shipments which need not necessarily travel on the next flight.