

THIRD QUARTER 2018 – Edition 20

NEWS, EVENTS, BUSINESS, COMMUNITY & EDUCATION!

# CARGOchat



## Preparing for Peak Season

**ISAGO PHASE 2  
– SUCCESSFUL  
AUDIT**

**PROFILE:  
BAY AIR  
AVIATION**

# Preparing for Peak Season

## Capacity. Technology. Partnership.

**T**alking to clients, I have the impression every day is peak season in the express parcel industry. Volumes keep growing while the urgency doesn't let up. And in a few weeks, we all face even more time and capacity pressure.

To accommodate clients who use our overnight express, we accept shipments up to the time limit, giving them more leeway to collect and consolidate. At destination, quick hand-out gets them away faster to sort and distribute parcels timeously.

As everyone thus wants to be at the airport at the same time, the inevitable result is a tight time window. Moreover parcels still have to be accepted, documented, screened for security, weighed and dimensioned and allocated space aboard the aircraft. Any delay has a knock-on effect throughout the express chain. So how do we mitigate capacity and time constraints?

Capacity cannot be turned on nor off instantly as finding suitable aircraft is a costly and lengthy business. After extensive consultation with clients, at the start of the third quarter, we introduced a fourth freighter for our overnight express service.

This was possible because many clients are working with us on a contract basis.

They warrant the volumes and in return we guarantee cargo space. For those who can sustain the volumes, we can sustain the price. If you haven't already arranged your block-space agreement, please ask your customer service representative to outline the benefits.

We are also spending heavily on advanced handling systems to save precious minutes and step-up efficiency behind the scenes.

For larger clients, where the volumes justify it for both parties, there is the option of an in-house operative, to push-back the induction process even further. As couriers return with cargo collected from customers, an on-site dedicated BidAir Cargo operator scans, data captures and processes each consignment, generating any necessary labels and manifests, before accompanying the cargo to the airport for hand-in.

As a pivotal component in your supply chain, we are very conscious of the need for reliability and service. The more we share responsibility and the closer our partnership, the more our respective businesses will continue to flourish.



Garry Marshall – Chief Executive Officer

## “The Customer and Me”

Operational considerations determine what we do for clients. Customer service dictates how we do it.

The service level agreement is a vital element in our partnership with clients. It lays out what we do, where, when and at what cost. The customer service element dictates who does what and how.

Service with a smile, the way the client expects it, is the goal. The method is to select the right people, train and educate them and equip them with the resources and responsibilities to do the job. In return, they generate client satisfaction and the partnership flourishes to mutual advantage.

Our most recent customer service programme “The customer and me” is being implemented throughout BidAir Cargo at all levels. Led by Jasmine Magantsela, the three days of this motivating experience start with a self-assessment. This self-recognition exercise is designed to help people understand their abilities, personality, motivations and purpose. It is designed to make them feel good about themselves. Their self-esteem benefits. It also permits them to see the work they do in the context of achievement and self-improvement.

The second phase is an intensive look at the customer's business environment and the people in it - their needs and wants, the various personalities one encounters, and the pressures they experience in their business lives. This understanding gives a deeper perspective on service expectations.

The final phase integrates both sides of the equation through “the customer and me”. This emphasises the need for partnership and reliability on a person-to-person as well as company-to-company level. The result is an enhanced business relationship for both parties.

# Preparing for Peak Season

By Vernon Muller



**A**s we are nearing the traditional Peak Season in the airfreight industry, our Key Account Managers have been approaching our customers to discuss block space allotments on our freighter network over this period.

The block space allotment process was successfully implemented in the 2017 peak season, and allowed for the better utilisation of aircraft resources by BidAir Cargo. We envisage that with our customers' support this process will again be successful this year.

This year, BidAir Cargo's fleet will consist of 4 Boeing 737-300 freighter aircraft which are already in operation servicing our Overnight Network.

In light of the above and in order to assist you with your planning, we would like to advise you of our schedule, over December 2018 and January 2019. Should you foresee that the below schedule may result in disruptions to your network, kindly contact us by 16th November 2018, in order for us to schedule a meeting to discuss any specific requirements which you or your clients may have.

## Please note the following:

- Our normal schedule will be operated up to and including Friday 14th December 2018.
- There will be no schedule operated on the evening of Monday 17th December 2018

/ morning of Tuesday 18th December 2018, due to the public holiday.

- Our normal schedule will resume from the evening of Tuesday 18th December 2018 up to and including the morning of Saturday 22nd December 2018.
- There will be no schedule operated from the evening of Monday 24th December 2018 thru to the morning of Tuesday 2nd January 2019.
- From the evening of Wednesday 3rd January 2019, a three aircraft schedule will commence operations.

We would like to highlight that over this period security protocols at the airports are heightened, and request that our customers ensure that all drivers and escorts have the correct identification with them.

## BURNING RUBBER AT KYALAMI

Karl Davids and Morné Bellingan flew the flag for BidAir Cargo at this year's "Speed in a Suit" competition, hotly contested by fellow members of SAEPA, The South African Express Parcel Association.

In a Top Gear-like atmosphere, eighteen entrants competed in a time trial around Kyalami's dynamic handling circuit in the Fiat Doblo. They were up against a hot lap set by MasterDrive.



But it wasn't just a test of speed. Cartrack, the telematics sponsor, monitored harsh braking and cornering which affected the score. The event was judged on the basis of the quickest and safest circuit using the least amount of fuel.

"It was a fun occasion where we could socialise with our clients," said Morné.

Stevan Saffy was the winner of the FIAT Trophy with Mark Scott of NGL Logistics Solutions and Eddie Vosloo, Managing Director of Globeflight Worldwide Express SA a creditable second and third respectively.

"We're still fastest airport-to-airport," quipped Karl.



Karl Davids



Morné Bellingan



Steven Saffy receiving the winner's trophy from Jason, Fiat.

# ISAGO PHASE 2 – SUCCESSFUL AUDIT

## International Air Transport Association (IATA) Safety Audit on Ground Operations (ISAGO)

**D**uring the second phase of the ISAGO audits in Cape Town and Durban, BidAir Cargo again demonstrated our regulatory compliance with IATA standards and recommended practices, reports Chris Brown, Quality Manager. Both station audits concluded with a positive result.

The audit exposed staff to greater comprehension while giving the company an overview of our core strengths and areas to build on for further improvement.

“Our goal is to remain the benchmark in South Africa’s aviation cargo handling sector,” says Chris. “We want to remind our clients that they can rely on BidAir Cargo for adherence to international quality and safety practices.”

### Commendations

The Lead Auditor issued commendations to employees selected at random for interview. They were questioned on their understanding and interpretation of company policies and standard operating procedures and how these relate to the ISAGO standard.

### O R Tambo Branch

Chivonne van Vliet and Bongani Mavuso.

### Cape Town Branch

Fazlin Coetzee and Ashley Hendriks.

### Durban branch

Lenishia Naicker, Clive Moodley, Phindile Mthiyane, Revendren Chetty and Celumusa Ntuli.



*Yaseen Sayed BAC Operations Manager, Chris Brown BAC Quality Manager, Lenishia Naicker Regional Manager, Thokozani Msomi BAS Grooming Manager, Emmy Letting IATA Lead Auditor, Thabani Ntuli BAS Ramp Manager, Alfie Hayward BAS General Manager, Shaistha Rughbeer BAS HR Administrator, Sebenzile Khanyile BAS SHEQ officer, Nick Cole Niven BAS SHEQ Manager, Pragasen Reddy BAS Fleet Manager, Sharmista Maharaj BAS Passenger Handling Manager & Talha Goksel IATA Auditor.*



*Talha Goskel IATA Auditor, Lenishia Naicker BAC Regional Manager, Alfie Hayward BAS General Manager, Emmy Letting IATA Lead Auditor.*



*Front Row: Brian Chalmers, Rodger Dickson, Dimitra Paizis, Fazlin Coetzee.  
Back Row: Ashraf Pangarker, Sergei Fischer, Sindy Ndlovu, Emmy Letting, Delecia Swartz, Wayne Davids, Angelo Williams, Rooi Solomon, Anthony Hayes*

# Positive signs from Zimbabwe

By François du Toit, Regional Manager

**F**astjet Zimbabwe now offers twice daily flights into Victoria Falls, with the exception of Saturdays, which is one flight.

BidAir Cargo introduced a domestic cargo service with our partner in the second quarter. This offers a combined cargo capacity of 800kgs per day into Vic Falls. It has taken off with significant volumes, largely catering for the hospitality industry. The service has seen tremendous growth in perishables, herbs, frozen meats, dairy products and other items.



July and August showed a sharp climb in tonnage limited only by the aircraft cargo capacity. Client demand is strong which augurs well for the future. Hospitality group Africa Albida Tourism

(AAT) chief executive Ross Kennedy has recorded a 13% increase in occupancy. "Talking to colleagues in the town it is clear that forward bookings are much stronger than usual for the rest of 2018 and all indicators for 2019 reflect continued growth."

Fastjet recently also introduced daily flights into Bulawayo and BidAir Cargo is vigorously promoting the service to ensure the market knows of this important source of express cargo capacity.



## RwandAir, young and fast

Operating from Kigali as its hub at the heart of Africa, RwandAir is one of the fastest-growing airlines. It operates one of the youngest and state-of-the-art fleets on the African continent comprising four Boeing 737-800NG, two Boeing 737-700NG, two CRJ900NG, two Bombardier Q-400NG and two new Airbus A330.

The carrier, which is recognised for excellent on-time performance, reaches out to twenty-six cities in Southern, Western, Central and Eastern Africa, the Middle East, Asia and Europe.



*Paul Kagame, President of the Republic of Rwanda, Thomas Schäfer, CEO of Volkswagen South Africa, and Michaela Rugwizangoga, CEO Volkswagen Mobility Solutions Rwanda admire the first Volkswagen to be made in Rwanda.*

## VOLKSWAGEN IN RWANDA

German carmaker Volkswagen has opened the first car assembly plant in Rwanda's capital, Kigali, in a milestone for the East African country.

President of the Republic of Rwanda, Paul Kagame, said African consumers will be among the biggest contributors to global demand in the coming years.

The operation aims for local assembly of up to 5,000 vehicles per year. The first phase of the investment is expected to employ about 1 000 people. Models to be assembled in Rwanda include the Polo and the Passat using imported parts.

African consumers will be among the biggest contributors to global demand in the coming years.

Paul Kagame, President of the Republic of Rwanda

Roy Solomons, Chief Commercial Officer, reports that BidAir Cargo and Rwandair are in discussion with Volkswagen and other parties to clarify our role in sustaining an efficient, time-sensitive and streamlined supply chain.

## CHECKING IN WITH OUR PARTNERS

### An Interview with...

### Frank Stein, MD, BAY AIR AVIATION

#### Did you always want to go into your chosen career?

While at school I had the intention to do something along the lines of mechanical engineering. I started a degree at the Namibian Technicon in Windhoek but once I got involved in aviation I was pretty much hooked.

#### When did you start to develop a passion for what you currently do?

Pretty much the moment I started flying an aircraft. At the time I could not believe that people actually get paid for a job like that....

#### What advice would you give to your younger self?

Always believe in yourself and stay true to what you really want. Don't be influenced by the masses and don't be afraid to swim in the opposite direction.

#### How did you get your first experience within your chosen field?

While I was busy with my PPL (Private Pilot Licence) I was invited to join a good friend of mine, who was a commercial pilot, on a charter flight to the north of Namibia. I was allowed to do most of the flying and was absolutely hooked thereafter. I had no doubts as to what I wanted to do as my career.

#### What were you like at school? Did you enjoy it? What were your favourite subjects?

I would call myself an average student, did not like homework and most certainly thought of school as being too dull and not adventurous enough.

I don't think I had any favourite subjects, in the lower grades. I enjoyed the woodworking classes but probably only because it did not involve homework.

#### What happened next? Did you go to university or straight into work?

After studying for close to 2 years I started flying and pretty much started the company, together with a good friend of mine, and as they say the rest is history....

#### 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?

To react timeously and dynamically to the changes in the economy.



#### Where do you see yourself and your career going in the future?

To create a more stable foundation for the company in respect of the overnight express service between South Africa and Namibia. Our main aim is to have a long-term growth pattern along the guidelines of our industry. In addition we are diversifying into different fields so as to create a more robust financial future.

#### When do you think you achieved a breakthrough with your career?

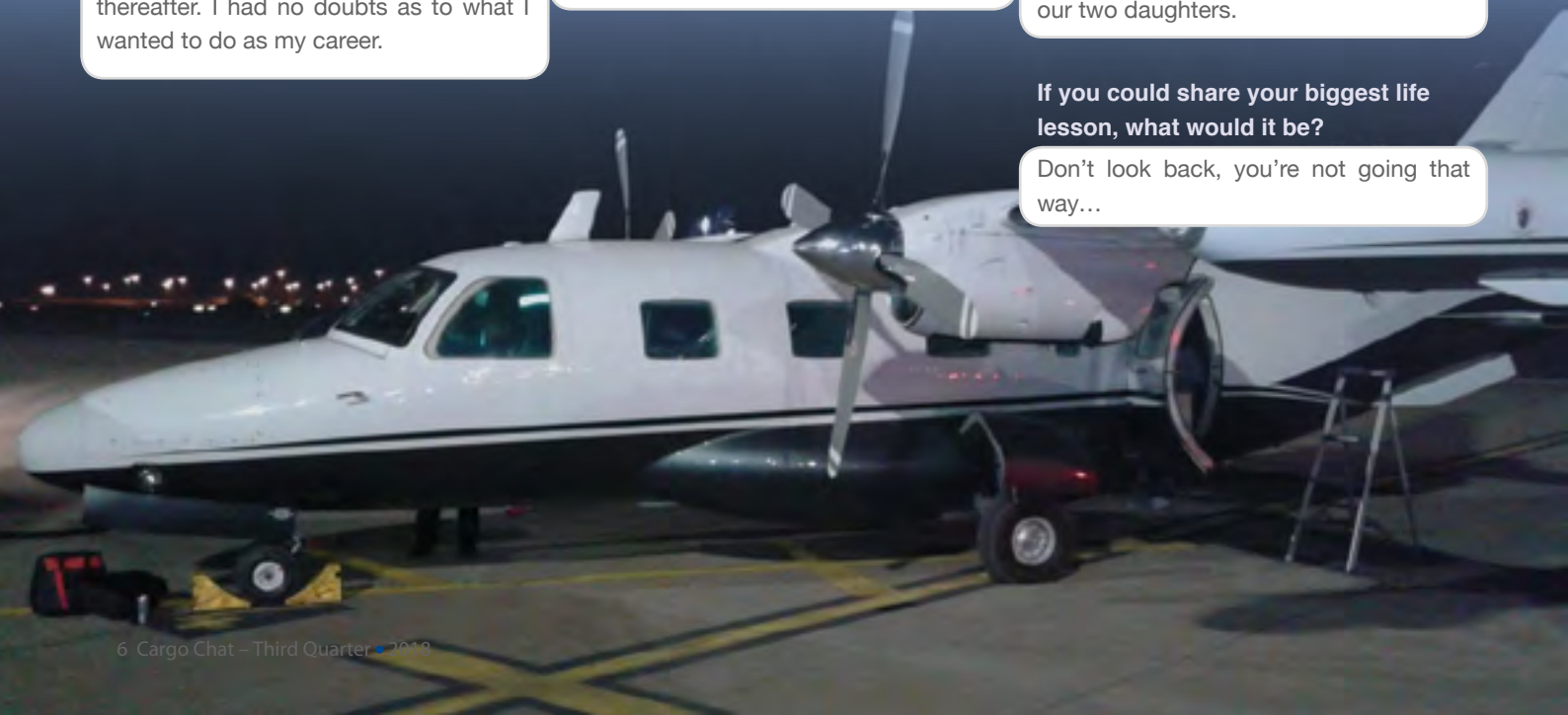
In 2008 our Company was awarded an extensive offshore contract for the provision of aviation related services to an international OGO (Oil & Gas) client. This was for the support of an exploration drilling campaign in the North West of Namibia.

#### What would you say is your biggest achievement?

To be married to an extremely supportive wife and to have the love and affection of our two daughters.

#### If you could share your biggest life lesson, what would it be?

Don't look back, you're not going that way...





## Connecting Namibia with South Africa Overnight

**B**ay Air operates overnight between Windhoek and Johannesburg, to cater for movers of express parcels between Namibia and South Africa, plugging into the BidAir Cargo network at our O R Tambo International Airport logistics operations.

The schedule is timed for the convenience of business at both ends. The weekday

flights leave Windhoek at 19h30 in the evening, allowing business the whole working day before hand-in. Cargo arrives in Johannesburg at 03h00 in good time for morning delivery or onward connections in the Republic.

Return flights leave Johannesburg at 22h30, giving South African consignors a full working day for collection and hand-in.

Express parcels thus reach Windhoek at 06h00, in time for early morning delivery.

The service plays a key role in catering for the urgent and important items needed to sustain production at Namibia's strategic diamond and uranium industries. The flights also offer a pipeline for couriers and other movers of general cargo requiring speed, care and security.

## Logistics through Innovation and Technology

**T**he South African Association of Freight Forwarders (SAAFF) has held its 2018 Congress in the Cape Town International Conference Centre. It brought together the freight forwarding industry and strategic allies as well as government departments and parastatal institutions responsible for matters such as customs, ports, health and safety, border control, cargo handling, security at terminals and airports, and road legislation.

Among the impressive array of speakers were Mark Kingon Acting SARS Commissioner and Beyers Theron Acting Chief Officer: Customs and Excise. Naturally, there was a great deal of focus on the New Customs Act and enabling technology.

SAAFF CEO, David Logan, confirmed the hosting of the World Congress of the International Federation of Freight Forwarders Associations (FIATA) at the same venue from 1-5 October 2019.

  
For your diary  
World Congress  
of FIATA  
Cape Town ICC  
1 - 5 Oct 2019



*In conversation: David Logan, SAAFF CEO (left) with Roy Solomons, BidAir Cargo Chief Commercial Officer.*



*Meeting clients and partner airlines at the SAAFF Annual Congress – Thokozani Hlobi, Maria Jiyane and Roy Solomons.*

# National Women's Day

**N**ational Women's Day falls annually on 9 August. This public holiday was established in 1995 to celebrate women's contribution to achieving freedom in South Africa. It gives the nation the platform to recognise the strength of women and the role they

play in the success of our nation.

We are fortunate to have overwhelmingly talented women at all levels in our industry. So BidAir Cargo took the opportunity to cement our relationships with the presentation of gifts to clients.



*Lee-Ann van der Merwe CWC Operations Controller*

Lee-Ann boasts 16 years in the express freight industry and loves managing airfreight exports. She enjoys working with the "BidAir Cargo family"



*Maria Majola (Intersped)*



*Afritrek Logistics JNB - Leticia Chetty*

*Tracy-Lee Boulton, Dawn Wing, International Branch Executive*

"I started off my career as a data capture clerk back in Jan 1996 and from there just learnt and pushed myself to succeed." Tracy-Lee believes her hard work and determination helped her climb the ladder to her current position. 22 years on she remains passionate about the international courier product as well as the industry in general.



*Emma Jacobs (Jabezfreight)*



*Nonhlanhla Hlatshwayo, DSV, Supervisor, Air Exports, Airfreight*

Since late 2017, Nonhlanhla holds the position of Air Export Supervisor with DSV, working with a team of 12. This has allowed her to use the skills and knowledge she gained over ten years in the industry. She is a firm believer in human development, mentorship, leadership and coaching as the power to help shape people's careers, having had

personal experience of the benefits.

"I began my career in the freight industry working for Martin Air Cargo. I will be forever grateful to Maarten Klijnstra who gave me my chance. Since I started I have never looked back. From working for the airline I moved to Expeditors International where over nine years my career and interest in people development took shape."

Engaged in tertiary education for the future, Nonhlanhla feels highly motivated and fulfilled at DSV. "My blood is Blue."



*Dorothy Moloko (DHL)*



Rixon Moodley greets Janene Des Fountain, Managing Director of Split Second Logistics, who has 26 years' experience in our industry.



Sheree Harmse of DSV Distribution – PLZ



Kimberley Wallace (BAC)  
Tiziana Smit (WCB)



Carli Grobler (Dawn Wing)



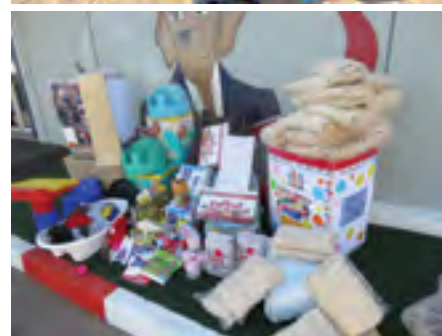
Benita Buitendag, National Operations Executive, Dawn Wing



Kimberley Wallace (BAC), Chanel Calversari (Aramex)

Juggling her work environment with continuing management studies required toughness and dedication. While studying strategic business management at University, Chanel became intrigued with the express logistics industry. So when Aramex approached her with an opportunity on their graduate programme it was welcome. There was still the challenge of completing her Honours Degree in Business Management, which she achieved this year. Still new to the industry Chanel's hands-on experience with clients is invaluable in evaluating business processes. She has developed a passion for the operational side of the business and revels in projects that have a

big impact. Chanel's goal is to continue using the skills learnt during her studies and employment, with a focus on entrepreneurship and management.



## Mandela Day

*"What counts in life is not the mere fact that we have lived. It is what difference we have made to the lives of others that will determine the significance of the life we lead."* – Nelson Mandela

The St Francis Care Centre in Boksburg contains a registered children's home, accommodating 30 lovable youngsters, from birth to seven years old. These children are delighted to see visitors who can give them the love and attention that helps their growth and development, leading to happy and constructive lives.

Mandela Day is a time to remember the less fortunate. So on 18 July, a team from BidAir Cargo called to deliver toys, baby care products and food. "The quality time spent with the children made them happy and was very rewarding," says Ruth White.

Readers who wish to help in some way, should contact the Centre Manager, Tilly Brouwer on 083 406 7977 or [tilly@stfranciscarecentre.co.za](mailto:tilly@stfranciscarecentre.co.za)

# PETLOUNGE GOLD AWARD



The PetLounge is proud to announce that our stand won a gold award at this year's World of Dogs & Cats & Pet Exhibition (WODAC PET EXPO) at the Gallagher Convention Centre in Midrand, reports Natasha Willis.

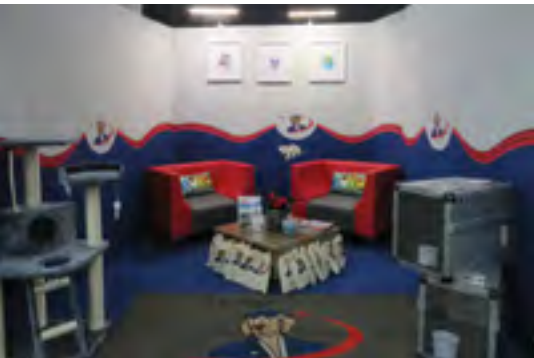
This was a fine opportunity to renew our acquaintance with many clients in the pet world, among them the breeders and clubs who trust The PetLounge to take care of their precious charges from city to city. It was gratifying to confirm that our image remains top-of-the-mind and highly favourable among all the players and strategic allies who attend.



Ruth White, Zanele Nhlapo, Portia Solomons, Ntombi Nhlabathi, Natasha Willis,



Natasha Willis, Zodwa Molefe, Ntombi Nhlabathi, Chivonne Pretorius



## Alfreda, the Rockhopper Penguin, Survivor

### The Southern African Foundation for the Conservation of Coastal Birds (SANCCOB)

*"It's because of supporters like BidAir Cargo PetLounge that SANCCOB is able to continue its conservation efforts and strive toward ending seabird extinction in southern Africa. Thank you from the SANCCOB team."*



Alfreda in transit

Alfreda the Northern rockhopper penguin was found at Rufane's River in Port Alfred. She was a juvenile at the time and had just started her first moult. SANCCOB Port Elizabeth was called upon to help. Alfreda was diagnosed with a chest infection so the best way forward was to have her rehabilitated at SANCCOB's Cape Town centre.

Travelling by road over 750 kilometres

would have been too long and stressful so it was decided Alfreda needed to fly. SANCCOB spoke to The PetLounge, reports Natasha Willis, PetLounge Product Manager. The result was that a few days later, courtesy of BidAir Cargo, Alfreda was in the air en route from

The PetLounge in Port Elizabeth to The PetLounge at Cape Town International Airport. Within hours she was safe and sound at SANCCOB's Table View Centre. She is still being cared for there in case she may have picked up pathogens that her colony has not been exposed to and cannot fight off.

Alfreda's species originates from Gough Island and the Tristan da Cunha group of islands, which are over 3,000km from Port Elizabeth so she was a long way from

home. It's likely that Alfreda was picked up by a fishing boat and kept on board but then put overboard once South African waters were reached.

Annually, SANCCOB rescues and rehabilitates thousands of sick, injured and oil-contaminated seabirds. Its specialist chick rearing unit saves African penguin eggs and chicks that have been abandoned, for subsequent release back into the wild. The Foundation engages in research to increase understanding of seabird species' behaviour, diseases and other factors that impact on their long-term survival. It also educates the public, admitting children and adults to tours of the facility, with presentations and encounters with Ambassador penguins. Now over 50 years since inception, SANCCOB remains a non-profit organisation, largely dependent on volunteers and donations.

<https://sanccob.co.za>  
Phone 021 557 6155

# The Story of Little Kira

**W**hen a distressed tiny, eight week old female baby baboon in the Southern Cape needed to travel for special care and attention in Gauteng, The PetLounge stepped up and took charge, reports Chivonne Pretorius, Operations Manager.

"We would like to sincerely thank BidAir Cargo for flying Kira, the baby baboon, from George to O R Tambo International Airport at no cost. Not only was this generous, but the care given to little Kira whilst in transit was incredible. The service we received from beginning to end, was incredibly professional and efficient and the staff provided friendly support. BidAir Cargo – you are heroes! Without you and your generous support, the beginning of Kira's journey to freedom would not have been possible." -NSPCA - National Council of SPCAs

The story began when a member of the public found baby Kira hiding under a bush on a farm near Leeu Gamka. There were no other baboons nearby. Kira was taken to the Karoo SPCA where Inspector du Plessis arranged for a local veterinarian to examine her. Kira was reasonably healthy but underweight and dehydrated. The Inspector contacted the NSPCA Wildlife Protection Unit who advised that since there were no rehabilitation facilities close by she should travel to Gauteng to start her road to recovery.



*Marthinus Wagman, George Branch Manager, BidAir Cargo with Inspector Andre Baardtman and little Kira.*



*Martie Rossouw and Kira with Michelle Bertschinger-Watson at Johannesburg Wildlife Veterinary Hospital.*

After Cape Nature approved the necessary permits, Kira was able to fly from George PetLounge to the PetLounge at O R Tambo International Airport where the Manager of the Wildlife Unit was waiting to take her to the rehabilitation Centre. BidAir Cargo Branch Manager at George, Marthinus Wagman and Inspector du Plessis took



*Kira in comfort and safety*

every care to ensure Kira was comfortable and safe for her flight.

Our story has a happy ending. Waiting at the PetLounge in O R Tambo International Airport to welcome the little traveller was Martie Rossouw, Wildlife Protection Unit Manager. Kira was fine after her journey and Martie looked after her throughout the night before taking her to Johannesburg Wildlife Veterinary Hospital to begin her rehabilitation.

Acknowledgments by National Council of SPCAs - Inspector du Plessis of Karoo SPCA, The Garden Route SPCA, Friends of Free Wildlife, Johannesburg Wildlife Vets and BidAir Cargo.

## The refurbished PetLounge



# Our Coolest Cargo



Whether you transport vegetables, seafood or flowers, BidAir Cargo delivers your perishable cargo to its destination, fresh and on time.