

FOURTH QUARTER 2018 – Edition 21

NEWS, EVENTS, BUSINESS, COMMUNITY & EDUCATION!

# CARGOchat



## Flying High – Same Day Express

The South African  
Civil Aviation Authority

PROFILE:  
RWANDAIR



## Partnerships are vital

**T**he peak period will have been upon you by the time you receive this newsletter. Demand for express parcel services just continues to grow, keeping us all on our toes.

Meeting the requirements for speedy delivery of time-sensitive parcels securely and cost-effectively remains the challenge. That's why partnership is so vital among service providers, customers, the authorities and strategic allies.

In the case of BidAir Cargo, we are fortunate to sustain excellent relationships with partner airlines to provide same day express (SDX) and regional services.

As mentioned before, we have invested further in additional capacity for our Overnight Express (ONX). ONX links all major centres by air and is supported by road feeder services to extend the network. The short hand-in and hand-out times are designed to offer our clients more time to manage customer collections and deliveries. This does mean that adherence to the timetable is vital to ensure that flights take-off on time.

Looking to the future, as the pressure for cargo space intensifies, we are aware that clients are looking for certainty. That's why we urge you to enter into agreements with us to guarantee capacity in return for guaranteed volume.

Thank you for your business in 2018. It's a tribute to all of you that even in this pressure-cooker environment our workings relationships are enjoyable and fulfilling.

In closing, may I wish all readers a well-deserved festive-season break with their loved ones.

All of us at BidAir Cargo look forward to continuing to serve you in the New Year.

  
Garry Marshall  
– Chief Executive Officer

# Aircargo Security

**T**he South African Civil Aviation Authority (SACAA) is to be commended for their recent aircargo security workshop in Cape Town's Pepper Club Conference Centre. Courier companies from across the Province attended the morning session.

Andrew Dhlakama, SACAA Manager: Air Cargo Security was joined on the podium by the SACAA's Lesibane Shikwane, Air Cargo Security Inspector, Maria Spyridis, Dangerous Goods Inspector and Rita de Swardt, of the Cargo Learning Aviation Academy.

The main message was that security of cargo throughout the air cargo supply chain is best safeguarded through partnership among all the parties involved. Speakers reminded delegates of the efficiency and time-saving benefits of becoming a Known Consignor. They also addressed the subject of strategic partnership between Known Consignor (KC) and Regulated Agent (RA) as the best recipe for a trouble-free movement of urgent consignments.



*Lesibane Shikwane, Rita de Swardt and Andrew Dhlakama.*

*photo courtesy of SAEPA*

A strategic partnership between Known Consignor (KC) and Regulated Agent (RA) is the best recipe for a trouble-free movement of urgent consignments.

# RWANDAIR EXPANSION



RwandAir has assigned five new direct weekly flights from Johannesburg to Lusaka using Airbus A330-300 wide body aircraft. South Africa country manager, Thembela Dladla says the additional flights were motivated by increased cargo demand between The Republic and Zambia and from Zambia onwards within Africa.



**Thembela Dladla**  
courtesy of  
Business Traveller

The flights operate every Monday, Wednesday, Friday, Saturday and Sunday.

BidAir Cargo is proud to provide cargo services to the Rwanda flag carrier.



**Brett Sauerman**, General Manager - DSV, **Abdul Abrahams**, Branch Manager - DSV, **Billy Tshabalala**, Business Owner – Basadi Recycling, **Fikelwa Makhanda**, Business Owner – Basadi Recycling, **André Hough**, Operations Director - DSV, **Jacques du Plessis**, Logistics Engineer - DSV and **Greg Saffy**, Managing Director - DSV, with four awards at the LAA

## 2018 LOGISTICS ACHIEVER AWARDS

**C**ongratulations to DSV South Africa who won a Platinum, a Bronze and two Enviro awards at the Logistics Achiever Awards 2018, following the three DSV Gold awards in 2017.

DSV's innovative DSV Locker won a Platinum Award, while the waste solution at the DSV Automotive Supplier Park in Rosslyn, Pretoria, won the Bronze award. Both these entries also won Enviro awards.

The Logistics Achiever Awards competition recognises professionalism and excellence in the effective application of strategic, tactical, and operational logistics and supply chain management principles, concepts, and practices in Southern Africa.

### LOGISTICS ACHIEVER AWARDS 2018

CIMERWA (PPC Rwanda)/Transnova

DSV Lockers

Transnet Freight Rail (Maputo Corridor)

ZZ2 Avo Supply Chain

### Gold Awards:

Afrimat / Transnet Freight Rail

Barloworld Logistics Manline Mega (African Dream)

Coricraft / Trackmatic

RTT Group

UPD

WD Ice Distributors

### Silver Awards:

Dachser Logistics

WHS /Dawn Logistics

Kraft Heinz / CEVA Logistics

TOTAL South Africa

### Bronze Awards:

Basadi Recycling / DSV

Transnet Freight Rail / Unathisiyanda Logistic Services (ULS)



# FLYING HIGH – SAME DAY EXPRESS



**B**idAir Cargo is excited about developments at Comair. Our partner's kulula.com and British Airways flights are the backbone of our Same Day Express service SDX which complements our overnight express ONX to offer round-the-clock express parcel options.

## • Equipment • Procedures • People

Kulula is in the process of upgrading its fleet to Boeing 737-800s and Boeing 737 MAX 8 aircraft. These come with lower operating costs and extended potential daily utilisation.

Moreover, Comair has budgeted R100 million to meet the challenge of further improving on-time performance. Among the measures being instituted are moving all major maintenance requirements

overseas, retaining five full-time back-up aircraft to its fleet of 21 and leasing an additional Airbus A320.

Our business relationship flourishes thanks to common values and objectives. Comair Limited has been officially recognised by the Top Employers Institute as a Top Employer 2019. Comair was commended for excellence in employee conditions, working environment and progressive 'people-first' HR practices. CEO, Erik Venter says the company has "a corporate culture that nurtures and rewards innovation, a passion for service, integrity and leadership."

Our compliments are therefore in order to the highly-experienced Wrenelle Stander on her recent appointment as executive in charge of Comair's airlines division. We



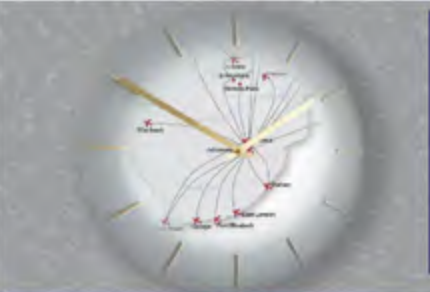
*Wrenelle Stander*

look forward to a continuing close partnership which delivers so much benefit to all parties.

The Comair culture and business model deploys people, equipment and procedures to satisfy customer needs and operate profitably. The


company announced record profits in its annual report despite difficult economic conditions. This marks 72 years of uninterrupted profitable operation, reportedly a world record for an airline.

SDX business and legal documents, machinery, electronic equipment, x-rays, advertising material, samples, automotive spares and components, ships spares, aircraft spare parts, magazines, pharmaceuticals, medical equipment, perishable items, gifts SDX




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# A New Lease of Life

**A**irports Company (ACSA) regulations require trucks that operate airside to be retired after seven years service. This is to prevent the considerable problems that could result from a breakdown, disturbing time-sensitive air operations.

So what is to be done with these vehicles when they may no longer deliver and collect cargo from aircraft? The traditional solution has been to sell them into the second hand market or use them for less specialist off-airport duties.

Then Karl Davids, our Chief Operations Officer proposed an idea for a new layer of client service, working with a team comprising Morné Bellingan and Wayne Davids, Gauteng and Cape Regional Managers respectively and Senior Commercial Manager, Vernon Muller.

“Sometimes clients experience a sudden peak in volumes requiring additional empty ULDs (Unit Load Devices) during the day to load cargo for our overnight express service(ONX)”, says Morné. “They can’t justify taking a revenue-earning vehicle off its collections or deliveries to pick up an empty ULD. So we explored ways to help.”

This was where synergy presented itself. “On the one hand we had vehicles completing their airside duty balanced with a demand to deliver empty ULDs or collect them for cleaning,” says Karl. “We asked ourselves if there was a way to convert the retiring vehicles to perform this task.”

In a pioneering move, the solution was re-engineering the trucks



to replace the hard closed body with a roller-bed framework to accommodate AAY and AYY ULDs.

The converted trucks - in Cape Town and Johannesburg - are working a full day. They deliver empty ULDs, check their condition, transport them to and from the cleaning facility as necessary and see that client requests for deliveries of empty ULDs are met. BidAir Cargo believes it is the first airline to offer such service as the responsibility sits usually with the client, not the carrier. “This is further evidence of our integrative partnership approach,” says Karl.

The outcome confers considerable advantage on clients and the entire supply chain. “Prompt delivery of the empty ULDs mean time-saving as client loading staff are able to start work ahead of deadlines. The ULDs are delivered timeously to enhance on-site processing, minimise bottlenecks and avert delays to aircraft and the entire network,” Morné concludes.

## Fore!

*“This is the one day in the year that the whole industry gets together”*

- Roy Solomons, Chief Commercial Office, BidAir Cargo.

Speedy, safe and secure movement of urgent and important express parcels is dependent on the complementary interaction of numerous industry players.

The Air Cargo Operators Committee golf day at Benoni Country Club allowed participants to cement partnerships. This successful event attracted over 130 key operators from airlines, cargo handlers, couriers, freight agents and other service providers such as charter brokers, security and insurance companies.

### The BAC fourball:

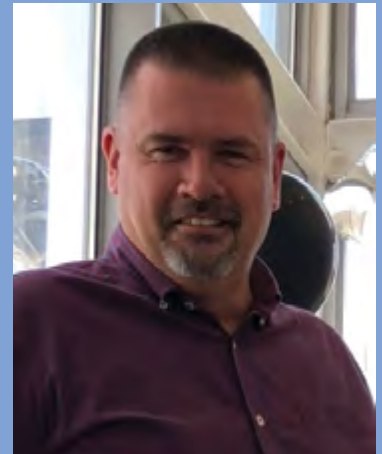
Left to right: Thokozani Hlubi - BAC; Mags Anthony - TUC; Handre Marais - TransAir Freight; Jasmine Magantsela - BAC; Roy Solomons - BAC; Kevin Hefele - Atlantic Forwarding.



## CHECKING IN WITH OUR PARTNERS

An Interview with...

**Mark Scott,**  
**NGL Logistic Solutions, Director**



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

No, never thought I would end up in this industry, I wanted to be an architect and that was my dream.

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

Passion? It started off with working hard and earning money. The harder I worked the easier it became. Passion then came from starting at the very bottom, understanding every working part and every detail that made this industry tick over.

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

Work hard at every opportunity given to you. Don't take anything for granted, lost opportunities are lost so grab those opportunities and make it count, nothing ventured nothing gained. Make mistakes BUT learn from them.

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

I had just left the army and had called a few places and had no luck. The one company I called was only looking for young, unexperienced hard-working people. I called and got the job at the interview. Then over the next six weeks I worked from 06:30 to 22:00, "throwing boxes" and being taught the business.

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

School, I hated every second of everyday. I lived for swimming and did very well. I did very well with Tech. Drawing hence the wanting to be an architect and that was my interest at school.

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

I finished Matric, during Matric I got my "call-up" papers, I changed the field given to me and then was "called up" in the second part of the following year. Before the army I worked as a head barman for a hotel group in Berea/Hillbrow.

**What path did you take to get to where you are now?**

In the beginning for me it was, work hard then to understand what was happening in the business around me and what made the business tick-over. Getting to know every detail and every person's roll within the business. I then could understand what made best business sense and how everything worked together.

**What's been the biggest challenge in your career so far?**

My biggest challenge so far has been that being in one company for so long is knowing only one way and not stray from this. I only understood once I moved out to a different company, my growth and understanding as a person was determined by people around me that taught me the "correct way". Going out and experiencing more than what is currently out there made a huge difference.

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

Very difficult to say, our industry changes every day, there are new players coming in and leaving. I think firstly, is to keep up to date with the workings in this industry, don't have blinkers on get involved with other players and share ideas.

Secondly, stick to what you know and that has worked for me and for the success of my business and clients.

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

I think it was the first time I moved onto a different company, I had spent so many years in one business that I only knew one way, my eyes opened too many different possibilities and opportunities that gave a different way at looking at business and a different perspective. This gave me the opportunity to explore different businesses and the way they operated.

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

My biggest achievement is to see the people around me grow and share in the success of NGL Logistic Solutions, this business we have built over the last eleven to twelve years together. I have taken my understanding and experience and tried to create a solution for customers.

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

1. Listen, taking in everything you are taught and using it for your betterment.
2. Empowering your staff to work as a team as not one person runs or builds a company.
3. Doing the right things for the right reasons, creates wealth and not necessarily money.



# No pet left behind

How the PetLounge solves your holiday dilemma

Holiday time is approaching and the usual mixed emotions come into play. The family is looking forward to those summer days by the coast but they don't relish leaving the family pet behind. It won't be complete without Fido.

Now, the Petlounge offers the ideal solution. Deliver your beloved pets to be pampered by our specially-trained animal lovers at your local airport PetLounge. Collect them at your destination PetLounge. Your pets can even travel on the same flight as you so the separation is minimal.

These days there are numerous pet-friendly guest houses and hotels, so there is no excuse for leaving Fido in kennels.

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[www.petlounge.co.za](http://www.petlounge.co.za)



Edward Julius, Training Inspector; Glenville Stevens, AVI Driver; Inspector Minette Pieterse and Shahiema Moosa



Inspector Connor Berning



Glenville Stevens AVI Driver

# Sylvester takes a joyride to the Cape

The CoGH SPCA Wildlife Facility were very excited, and a little surprised to be honest, to find themselves face to face with a rather unusual visitor in late September.

It turned out Sylvester Stallone (aka Rocky) had accidentally hitched a ride on a truck and found himself on a journey from Kwa-Zulu Natal all the way to the Western Cape. Now we're not talking about the international actor and jet-setter but rather a smaller, but no less impressive beast, commonly known as a Rock Monitor Lizard.

Our Wildlife Department responded to this wayward traveler's situation by bringing him back to our facility to be properly cared for during his stay with us – Sylvester was

kept in a quiet and peaceful temperature controlled room and provided with an array of food options. Sadly, Sylvester isn't really suited for the dry Cape and he needed to get back to a more tropical climate as soon as possible. Inspector Minette Pieterse noted that he just wasn't feeling himself and had lost interest in eating most likely due to his stressful travel mishap.

Rock Monitors are not indigenous to Cape Town and Sylvester's only chance at freedom, and of course finding some friends of his own kind, would be to return him to his native habitat in KZN. Friends at CROW (Centre for Rehabilitation of Wildlife), have kindly offered to give him a home for a while and once he has been

given a clean bill of health, they will ensure that he is released back into the wild where he so rightly belongs.

On hearing about Sylvester's plight the team from Bid Air Cargo immediately leapt to his aid, offering him first class flights back home that even the real Stallone would approve of. Thanks to their generous help he now has a real chance at successful rehabilitation and release.

A special thanks to Jacques Le Roux from Pet Port for the tailor-made crate provided to safely transport Sylvester on his flight.

Thanks to Bid Air Cargo's animal loving team, Sylvester boarded his VIP flight on Friday, 12th of October at 17:00 and was back in his rightful birthplace by nightfall.



**Cape of Good Hope**



# Only A Flight Away!

Our **PetLounge** welcomes your **beloved pets and valued animals** from the point of arrival until they are back safely in your hands. We offer **hygienic and comfortable facilities** for our unique passengers traveling from airport to airport.

