

# CARGO chat



every kilo counts

## CAPACITY

### Clients told us their prime concern over the peak period for express cargo was capacity

We responded by temporarily introducing an Antonov AN32 to assist with moving the vast volumes of overnight express cargo being tendered for the freighter fleet.

This temporary stablemate joins the three BidAir Cargo-leased Boeing 737F freighters to provide additional overnight domestic capacity to cope with the volumes of cargo being carried during the busiest peak period. The Russian workhorse is lifting an additional five to seven tonnes every night (depending on volumetric or weight cargo) on the Johannesburg - Durban – Johannesburg route.

“We’ve also taken on extra handling staff and the extra aircraft to sustain the service levels our clients demand,” says Karl Davids, Chief Operations Officer.

Volumes are not the only challenge. The inordinately high temperatures in Gauteng affect aviation. The high altitude and hotter weather means lower air density which limits payload at take-off from O R Tambo International Airport “In some cases, we loaded cargo breakbulk aboard the aircraft to save the weight of the containers and accommodate more consignments for clients and their customers.” To ensure cargo care, staff travel aboard the freighters as an additional security measure in flight.

#### Flexibility

There was a sudden client demand for additional capacity when a competitor’s flights were cancelled for days and BidAir Cargo stepped in to take on the extra cargo. “So our assets are also sweating,” quips Karl. “Fortunately, having



these dedicated freighters means we have greater flexibility and we can re-route if necessary.”

It is all hands on deck to sustain the service levels and interaction customers expect. “Top management gives us support on day-to-day matters and all of us pull together round-the-clock to meet client expectations.”

Sister company, BidAir Services, comes in for particular recognition. “They have brought in additional resources to keep the cargo flowing and to pay special attention to cargo security. We are in live communication throughout so we all stay on top of operational standards.”

With increased volumes, our focus remains on maintaining customer service levels. We are proud to say that with the increase in volumes we have experienced only one minor technical difficulty this far.

Overnight express capacity is critical for the peak period.



### Clients, please help us to help you

Karl stresses that BidAir Cargo will do whatever it takes to meet and exceed client needs, including signing allotment deals. “What we ask in return is that clients signal to us their expected volumes. Even an estimate is helpful for planning purposes so we can better align capacity to demand”.

## Airline Security



The recent downing of a passenger aircraft in the Sinai peninsula has had a number of repercussions. Among them was an request from the United States authorities to Egyptair not to carry express mail parcels and goods on its flights to the United States. Numerous foreign civil aviation authorities and airlines have asked to inspect security measures at Cairo International Airport. The world's attention is again focused on airline security.

For those of us in the industry, that focus has never wavered.

Our security procedures are stringent. Cargo is checked and re-checked, using a variety of proven and uncompromising measures. Our performance and compliance with procedures are the subject of continual assessment, analysis and audit by our airline partners, the authorities and our own management. But we realise that our service represents only one stage in the transport of express parcels. Safety and security are the responsibility of all parties in the supply chain.

This is one of the reasons that we have been investing in educational workshops on dangerous goods issues, including lithium-ion batteries, as described elsewhere in this magazine. Our clients have been very enthusiastic about the greater awareness of security matters that expert speakers deliver at these workshops. However, actions speak louder than words. That's why we are pleased to note that statistics show the workshops are bearing fruit.

Mis-declaration of dangerous goods is a serious area of concern in the express cargo chain. It is generally down to lack of awareness rather than deliberate falsification of labelling and documentation. Over the last three months, the number of such occurrences has declined from 25 per month to just three. This is highly encouraging though of course even three is too many.

Thus we strive for zero tolerance through working with clients and sharing knowledge and awareness. As I said earlier, though, security measures need to permeate the entire supply chain. So the cargo owners and shippers need to get the message, as well. It was pleasing to see that a number of our clients in turn brought along some of their customers to the workshops. We would hope that for future events there will be an even bigger turnout of clients and end-users. Security is the biggest issue facing all of us at this time.

*Garry*

# MANAGING THE RISKS

## LITHIUM-ION BATTERIES AND OTHER DANGEROUS GOODS

*David Alexander,  
General Manager of  
Aviation Security at  
Professional Aviation  
Services*

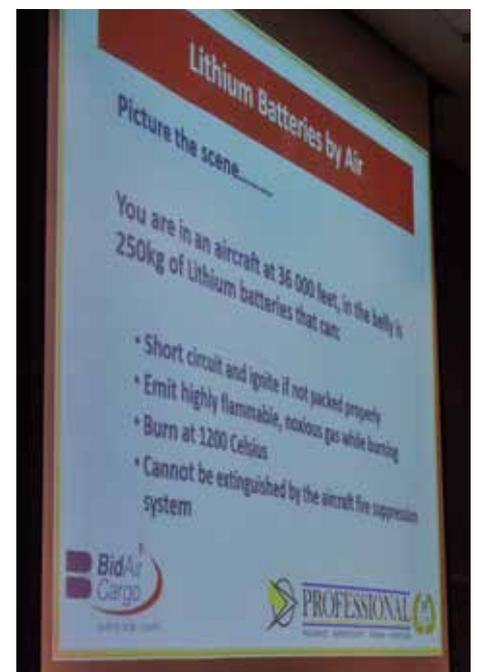


*Muriel Sahd,  
Chief Business  
Development Officer*



*"Security, safety and risk management are the responsibility of everyone in the supply chain and we all need to do the right thing"*

*- Muriel Sahd,  
Chief Business  
Development Officer*





The second BidAir Cargo workshop addressing the safe and secure transport of lithium-ion and dangerous goods was well-attended at the ATNS Training Centre in Bonaero Park, close by O R Tambo International Airport.

“Responsible clients need to play their part in safety and security measures by ensuring dangerous goods are properly packed and identifiably marked and labelled,” said David Alexander, General Manager of Aviation Security at Professional Aviation Services in his keynote address. The company provides specialist advice and guidance on matters of cargo and aviation security and safety.

“The challenge is to educate people so that they can recognise what may constitute dangerous goods and how to deal with them,” says David. “The nature of the courier business is such that there is a wide variety of commodities for transport – and not all consignors or consignees are regular shippers with experience in this field.”

On the subject of lithium batteries, staff need to distinguish between those that constitute dangerous goods and those that don't. Professional Aviation Services offers a bespoke and focused training course “Safe Transport of Lithium Batteries” which covers the subject in detail.



*“BidAir Cargo is committed to working with clients in the interests of a more secure and efficient supply-chain”*

*- Roy Solomons, Chief Commercial Officer*

### Paying Dividends

*“This investment in raising awareness of dangerous goods is paying dividends. Since these workshops there has been a noticeable focus on compliance by clients in the area of dangerous goods. They are taking their responsibility for proper packing, labelling and declaration very seriously.”*

*Karl Davids, BidAir Cargo's Chief Operations Officer.*

South African law requires that any person who deals with aircargo or the relevant documentation must have undergone dangerous goods training. In the event of any incident, the South African Civil Aviation Authority will request training records as well as evidence that responsible procedures have been followed.

“Any shipper or cargo handler who is unsure may phone us for guidance on 0860 PART 108 or can visit the dedicated website [www.lithiumbyair.net](http://www.lithiumbyair.net),” David concludes.





L-R: Collin Musoke – Senior Cargo Sales and Services Executive QR; Francois Hubert Nicolas Danton – Regional Cargo Manager Africa; Rogers Kivumbi – Roki Foods; Betty Kabahenda – Ice-Mark; Authur Tuhumiire – Morgan Air; Paul Kaigwa – Fresh Handling; Judith Kyule – Euro Cargo; Francis Kiggundu – Seko Logistics; Stella Isiko – DHL Global and Faridah Wamala Sales executive QR Passenger, MC of the day.



Francois Hubert Nicolas Danton – Regional Cargo Manager Africa

## QATAR AIRWAYS UGANDA

**Our cargo network is growing across Africa**

**Celebration at Sheraton Kampala Hotel, October 2015**

Francois Hubert Nicolas Danton, Regional Cargo Manager Africa, Qatar Airways and Vincent Banda, Chief Operations Officer (Africa) of BidAir Cargo were joint hosts.

The prestigious function was held to thank leading shippers and agents for their contribution to the success of Qatar Airways cargo operations which plug Uganda and its exporters into the carrier's global network. Cargo moves from Entebbe to the highly-advanced cargo complex at Doha's Hamad International Airport with



## Uganda trade profile

Uganda's leading export partners are Rwanda 10.1%, United Arab Emirates 9.8%, Democratic Republic of the Congo 9.3%, Kenya 9.1%, Netherlands 6%, Germany 5.7%, Italy 5.5% and China 5.3%, according to the CIA World Factbook (2014). The country exports about \$2.66 billion of commodities per annum, with fish, tea and coffee, cotton, flowers and gold the most significant.

The country imports \$4.7 billion

of capital equipment, vehicles, petroleum, medical supplies and cereals mainly from Kenya 18.3%, United Arab Emirates 14.3%, India 12.8%, China 11.3% and Japan 4.4%

The trade profile may well change as the country moves towards oil production and export. Government is exploring the optimum route for a pipeline to East African ports from the oil-rich Western part of the country.



Vincent Banda Chief Operations Officer(Africa)

onward connections to 150 key global destinations.

Qatar Airways Cargo is the world's third largest international cargo carrier.

"BidAir Cargo is proud to serve Qatar Airways and clients in Uganda," says Vincent Banda. The company offers carriers a full range of cargo management services including sales, marketing and administration. "At the same time, we serve cargo owners and their agents, which equips us to harmonise the requirements of all parties."



From left to right: Faridah Wamala, Hajati Sophie, Vincent Banda, Nicolas Danton, Collin Musoke, Milly, Flavia, Isabella, James(in the back), Annet, Ismail and Martha.

- The Qatar Airways daily passenger flight has cargo capacity of 1.5 tonnes
- The Qatar Airways freighter with a cargo capacity of 60 tonnes flies on Mondays, Tuesdays, Wednesdays and Sundays
- The prime commodities are perishables : chilled fish, fruits and vegetables and fresh cut roses. There is also some general cargo such as aircraft spares, personal effects and sandwood oil

BidAir Cargo has been General Sales Agent (GSA) for Qatar Airways in Uganda since November 2011

"We serve cargo owners and their agents, which equips us to harmonise the requirements of all parties."

Vincent Banda Chief Operations Officer(Africa)

## Wayne's world

Congratulations to top achiever, Wayne Davids, BidAir Cargo Regional Manager. The South African Express Parcel Association (SAEPA) recently held a graduation ceremony for those who completed its pilot Management of Technology and Innovation (MOTI) one-year programme. Wayne graduated cum laude (with honours). The courses of study were organised by SAEPA and funded by discretionary grants from the Transport Education and Training Authority (TETA). They were presented by Da Vinci Institute whose modules embrace Technology, Innovation, People and Self. Learners from various SAEPA member companies attended, sharpening their people management and supply chain skills.



Wayne Davids

## PetLounge PE

Work is nearing completion on the new PetLounge in Port Elizabeth, reports Ridwaan Lagardien Eastern Cape Regional Manager of BidAir Cargo. The facility will open its doors early in the New Year. "After the success of The Petlounge in Johannesburg and Cape Town, local clients in the region have been asking for a dedicated operation," says Ridwaan.

The Eastern Cape is home to many breeders, associations, vets and game farms. "We have always had great support from these clients when it comes to transporting animals by air," says Ridwaan. "The new Petlounge will take our services to a new level."

# Little Lia, the Lion Cub from Egypt

She's only half the size she should be and she walks with a limp. But Lia, the tiny lioness is at last in comfort in a place she can call home - Jukani Wildlife Sanctuary, near Plettenberg Bay. The six-month-old tawny lioness was kept in a small cage in Cairo, normally used for chickens. The businessman, Hesham Sheta, bought her with a view to rehabilitation in South Africa.

It took four months to accomplish the move, according to safari tour operator



*Lia has befriended Elsa, another lioness rehomed at Jukani.*



Drew Abrahamson, because of CITES permit applications, veterinary health certificates and rabies vaccinations.

The client contacted The PetLounge for assistance in making sure Lia travelled on the same flight in South Africa. The little lioness arrived in her ancestral home on Egypt Air, landing at O R Tambo International Airport where all customs and other formalities were satisfactorily concluded by 09h00 am.

Morne Bellingan tells us Lia was looked after in the PetLounge to ensure she was snug, safe and stress-

free till the time came for her onward journey. She was comfortably housed in a travel container and personally supervised aboard the 45 minute kulula.com flight to George. On arrival our staff took Lia in her travel container to the airport building where she was reunited with the client for travel to Plettenberg Bay.

The latest news is excellent. Lia has befriended Elsa, another lioness rehomed at Jukani around the same time after her rescue from a breeding facility near Johannesburg.

## FIRST LIONESS LIA

# Now six rhinos to San Diego Zoo

San Diego Zoo Safari Park has taken delivery of six southern white female rhinos from South Africa.

The rhinos, aged from four to seven, came from private facilities in the North West Province and said

goodbye to South Africa on a special charter flight. They were accompanied by a veterinarian on their 22 hour flight from O R Tambo International Airport, Johannesburg, during which they ate normally and caught up with their sleep.

The rhinos were housed in a Boma for several weeks before being commencing their journey. They were led into airline-approved crates at the farm and moved by road to The PetLounge, says Rene Rix, Animal Transport Specialist. "The size and nature of these magnificent animals calls for specific skills in loading and transporting. Moreover, wild animal urine is corrosive and can damage

**The PetLounge**  
- aiming for  
the Big Five

aircraft flooring. To mitigate that problem, the crates needed special preparation before we loaded them onto airline pallets."

Our PetLounge people escorted the precious cargo and their handlers to the aircraft and supervised the careful loading of the rhinos aboard. At the request of the client, the exercise was treated confidentially.

The rhinos have completed their quarantine period and will move to new quarters in the rhino area during December. They will be part of the Zoo's conservation efforts. San Diego Zoo has one of the most successful rhino breeding programmes in the world.

*Six female rhinos that arrived in San Diego will live at the Safari Park's Rhino Rescue Center.*



# Client Lunch at De Grendel

Chief Executive Officer, Garry Marshall and the Cape Town Management Team hosted the Cape Town client lunch at De Grendel Estate in Panorama. “While a function is a way of thanking clients for their continued support, it also fulfils an important business objective,” says Garry. “In this high-octane business of express freight, we are all in this together. Time is tight, consignments may be subject to change, security and safety regulations are stringent, aircraft may be delayed and nerves can be frayed. It’s essential that client and service provider work together as a team. Cementing these working relationships – once in a while – with a relaxing lunch is a way of bringing everyone together in a stress-free environment, enabling them to get to know each other better.”

## De Grendel Estate

The prestigious De Grendel Estate has a history dating back to 1720. It is home to a lineage from the First Baronet Sir David Pieter de Villiers Graaf that continues from generation to generation.



Client gifts from BidAir Cargo.



L-R: Jo-Anne Kruse(UPS), Aline Copley (BAC), Rita Pretorius (UPS) and Christina Adams (AMI).



L-R: Tony Capazorio (Interloc), Justin Dell (Comair), Desmond De Lange (BAC), Garry Marshall (BAC) and Theuns Dreyer (Comair)



L-R: Erich Kuhn (ACT Logisitics), Mandy Johnson (BAC), Mark Lewis (ACT Logisitics) and Trevon Padayachee (SwiftAir).



L-R: Garry Marshall, Aline Copley (BAC) and Blake Higgin (Fedex).



L-R: Greg Taylor (Lonrho Logistics), Martin Brown (Toll Global), Wayne Davids (BAC), Sedick Majiet (Lonrho Logistics) and Conrey Johnstone (TNT).



L-R: Rita Pretorius (UPS), Jacques Du Plessis, Eric Du Plessis, Kobus Karsten (Mercury Logistics), Jo-Anne Kruse (UPS) and Christina Adams (AMI).



L-R: Shawn Bell (RAM), Karima Mazari (Lace Couriers), Krips Badul (Lace Couriers), Aline Copley (BAC) and Aurora Niemandt (RAM), Karen Guild and Muriel Sahn (BAC).



BidAir Clients enjoying lunch.



# Long Service Awards



**Clorida Erasmus** has won the Bidvest Credit Management award and was nominated for an Institute of Credit Management award. These achievements are testimony to her sustained excellence in implementing BidAir Cargo's credit management policies and processes over 15 years.

Chief Financial Officer, Irene Butterworth says "I have followed Clorida's growth for many years and marvelled at her continued contributions to the Credit Control team" Not only is Clorida a team player at work but she also gives generously of her spare time to community upliftment.



**Vincent Banda** is driven by challenge. When he joined EAS (BidAir Cargo predecessor) in 2000, it was to set up the Zambia operation from scratch. As Country Manager, he was tasked with putting all the processes in place and ensuring the company was properly resourced. Since then, in his own words, "There has never been a dull moment." Now, as Chief Operations Officer (Africa) Vincent remains fully motivated as every day brings exciting new situations and market needs. Changes to regulation, strategic planning, negotiating with established businesses, engaging with management in start-up companies, developing people, participating in the growth and expansion of business in Southern, Central and East Africa are all part of this dynamic environment.



**Vinea Sekoadi** – Starting as cargo handler fifteen years ago, Vinea is now Import and Export Supervisor. Vinea enjoys her daily work and especially appreciates the teamwork at BidAir Cargo.



**Elizabeth Monyanyedi** joined in August 1999 as cargo handler. Within five years she earned promotion to cargo officer responsible for the frontline. Elizabeth is grateful to the company for a career that enables her to look after her family.



**Johanna Monati** has put in fifteen years as a cargo handler at BidAir Cargo. She enjoys her work and feels proud to wear the uniform.



## MR RELIABLE

**Richard (Ndukuzonke) Mtolo**, seen here receiving his award from Lenishia Naicker, has been a driver for BidAir Cargo for 15 years. During this time, he has not taken a single day's sick leave!

Richard loves the family feeling at BidAir Cargo and the fact that colleagues care for each other. He also enjoys client contact and contributing to client service.



**Paulus Sibanyoni** – Paul is another long-service operator who enjoys the family feeling at BidAir Cargo and the motivating management style. Having started with the company in night shift operations as overnight supervisor, he now has the additional responsibility of inducting new employees.