

CARGO chat



every kilo counts

Meeting Your Needs



A big thank you to our clients for your continued support. The year has been tough and challenging for all of us but overall rewarding.

Our goal at BidAir Cargo is to retain market leadership through understanding your needs, adapting our services to fulfil them and co-operating closely.

That's why during 2016 our most important decision was upgrading to newer generation Boeing 737F freighters for our Overnight Express services. Such an investment is not made lightly, which is why we engaged in extensive consultation with clients. So these are your aircraft, integral to the express parcel community and we will operate them according to market requirements.

In a fast-changing business like ours, continuity and the quality of relationships is critical. So in addition to equipment and procedures, we made a huge investment in education and training. The result has been greater stability, low staff turnover and meaningful client interaction. We are encouraged to see that many clients are also investing in people development. There can be few other industries where regulation and responsibilities weigh so

Continued on page 2

AIR LINE-HAUL THE SUPERIOR OPTION

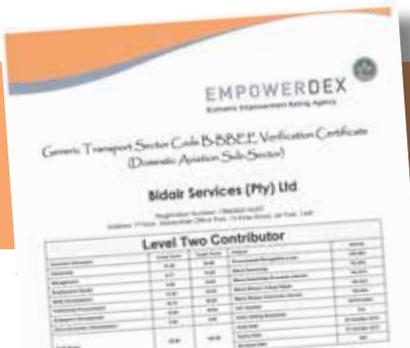


"In truck hijackings there are cell-phones that are involved. Within 48 hours, the consignment is in Lagos, Nigeria."
- Gauteng Police Commissioner

Couriers who diversified into airport-to-airport road line-haul between major centres are having second thoughts. Increasingly, our service people are becoming engaged in cost-benefit analysis comparing air with surface transport. Qualitatively, air wins hands-down and is the option the end-user would choose, all things being equal. Air has all the service advantages, speed, safety and security and cargo care. It also allows the courier company to concentrate on what they do best – collections, deliveries and customer service.

Thanks to intensive security at airports, air offers greater cargo protection, delivering peace of mind as well as faster transit times. Less handling means less opportunity for pilferage or damage, meaning the end-user has fewer stock losses. There are also stricter airside procedures concerning hazardous or dangerous goods, significantly reducing the possibility of contamination or disruption. All this helps the courier keep the customer happy and retain and grow the account.

Continued on page 2



TRANSFORMATION

BidAir Cargo is pleased to display our BBBEE Level 2 Certificate. Clients partnering with us are choosing a credible, proudly South African company and enjoying the relevant procurement benefits. BidAir Cargo will continue to adhere to best BBBEE practices.



Air line-haul the superior option (continued)

Continued from page 1

At first glance, road may appear to have the edge on cost but this is misleading. Cost isn't a simple issue and it's not just a question of comparing rates per kilo. There are hidden expenses applicable to road haulage, though they are rarely brought to account on a parcel to parcel or kilo to kilo basis.

Companies running their own fleets incur significant capital expenditure on vehicles needed for long-distance operation. They assume responsibility for the employment and welfare of an enhanced labour force. Operators also face the uncertainty of fuel pricing, maintenance, downtime, tolls and tighter commercial vehicle regulation. Besides such concerns,

there is exposure to road accidents and delays through industrial action or adverse weather, as the recent flooding reminded us.

Most importantly, there is the ever-present threat of damage to cargo and vehicles and injury to employees. Road line-haul necessitates constant surveillance. This means capital investment in a control room and satellite equipment and the very costly round-the-clock deployment of overt or covert escort vehicles, response vehicles, anti-hijack teams and recovery measures.

Gauteng police report that the majority of truck hijackings have taken place on the N3 highway, with organised crime using inside-job staff, signal jammers, diversion tactics and pure violence.

So which is the better deal? In general, air is faster, more secure and – when all costs are allocated – competitive against surface options. With 115 daytime flights and an intensive overnight express schedule (See Page 8) using new generation freighters, BidAir Cargo offers all the air options the South African courier industry needs.

For details of our comprehensive range of daytime and overnight services and the destinations served, please visit our website www.bidaircargo.com or ask your BidAir Cargo Key Accounts Manager for a copy of our latest brochure.

100kpm
speed limit
for vehicles
with GVM
3500 - 9000kg



Meeting Your Needs

Continued from page 1

heavily on all players, so keeping the knowledge base and skills up-to-date is essential.

We also set great store by engaging with key stakeholders, As detailed elsewhere in this newsletter, we are

excited that the Airports Company of South Africa recognises the importance of our industry and is committed to improved facilities for the cargo side of aviation.

There are a few more holiday season challenges remaining but if you are like me you may already have an eye

on the calendar with a view to a well-earned rest. So let's relax with family and friends and recharge our batteries. 2017 is going to be even more successful for this dynamic industry of ours.

Garry
GARRY MARSHALL – CHIEF EXECUTIVE OFFICER

PETLOUNGE ORIGINALITY TAKES GOLD

The 28th Logistics Achiever Awards has conferred its Gold Medal on The PetLounge, an initiative of BidAir Cargo. The judging process seeks evidence of competitive advantage with operational and financial improvement through innovation and logistical improvements.

The PetLounge moves over 40 000 pets domestically every year on kulula.com and British Airways. Pets travel to and from secure, air-conditioned PetLounges on the Republic's airports. These facilities are away from the noise, bustle and fumes of ground operations to keep the pets stress-free in surroundings where they are cared for by specially-trained animal handlers. This has opened a new pet-travel segment by making it easy for families to take pets with them on holiday

In planning and designing the PetLounge BidAir Cargo drew on best practice worldwide to ensure the service met global standards. Locally the company sought input from the State Vet, SPCA, animal travel agencies, breeder associations, rescue charities, veterinary experts, individual pet owners and the airports company.

"The Logistics Achiever Awards panel gave our concept points for



Rene Rix, Nonhlanhla Ntuli, Morne Bellingan, Megan Van Vuuren and Shahiema Moos

originality," says Roy Solomons, BidAir Cargo Chief Commercial Officer. "We broke away from airline practice which often requires owners to hand their pets across the cargo counter. Our model is based on separate customised facilities at all airports – not just the international gateway – staffed by specialist, certified pet-handlers. This is exactly why after 5 years, the LAA awarded us the prestigious Gold Award"

From the PetLounge, staff accompany the pets to their flight shortly before take-off and secure them in pressurised forward compartments where the first officer can keep an eye on temperature and status. On arrival

they are first off to minimise time away from their owners..

"This is a no-compromise service where the animal's safety and comfort is paramount. Accordingly, we are strict about the travel containers we accept," says Roy. "This is to ensure that the pet has enough room to stand and turn around and cannot escape during transit."

BidAir Cargo founded the PetLounge in 2011. PetLounges are now fully established in Johannesburg, Cape Town, Port Elizabeth and George. Pets are also accommodated in segregated premises at other airports. These facilities will be fully upgraded to PetLounges early in 2017.

TOP DOG

The PetLounge was a sponsor of the Western Cape Top Dog and Puppy Competition held at the Italian Club, Milnerton, reports Shahiema Moos, BidAir Cargo AVI specialist. "This was our first function since the Logistics Achiever Awards bestowed its Gold Medal for excellence on The PetLounge."

The Gala Dinner was a glitzy occasion attended by glamorous Cape socialites,



breeders, animal lovers and 140 pure-bred dogs. Western Cape Regional Manager, Wayne Davids represented the company.

In thanking The PetLounge, organiser, Elrena Stadler, said the occasion is the celebration of hard work and a successful year for pure-bred Kennel Union of South Africa (KUSA) registered dogs.

The sponsorship was in line with BidAir Cargo's commitment to supporting the various communities we serve.

Proflight Zambia



On the ground at Durban, BidAir Cargo's Rixon Moodley, Nkula Kasanga (Lusaka) Lenishia Naicker and Yaseen Sayed

"Proflight Zambia's inaugural flight direct from Lusaka to Durban in South Africa took to the skies on September 22 2015, opening up a new direct route," reports Lenishia Naicker, BidAir Cargo Regional Manager – Durban.

Zambia's leading scheduled airline flies three times a week direct between Lusaka and Durban, departing from Lusaka at 09:50 and arriving in Durban at 12:20 on Tuesdays and Thursdays, and departing at 08:15 on Sundays for a 10:45 arrival in Durban. From Durban, flights leave at 13:00 and arrive in Lusaka at 15:30 on Tuesdays and Thursdays, providing a comfortable connection with Proflight's thrice daily service from Lusaka to Ndola and there's an 11:25 departure on Sundays to arrive at 13:55.



- Celebrating 25 years of operation this year, Proflight flies a 50-seater Bombardier CRJ jet on the route. "To enhance trade between Durban and Lusaka, Proflight Zambia in partnership with BidAir Cargo offer space for cargo on the Lusaka/ Durban flights with a 2 ton cargo capacity," says Lenishia.

His Excellency,
Vincent Banda,
Ambassador of the
Republic of Zambia
and SADC to ICAO
with a seat on the
Council



FAREWELL TO VINCENT

First the good news. BidAir Cargo's Vincent Banda has been elevated to Southern African Development Community Alternate Ambassador to The International Civil Aviation Organization (ICAO) . This is a United Nations specialised agency, established in 1944. Vincent also holds the post of Ambassador of the Republic of Zambia to ICAO (UN).

The sad news is that it means saying goodbye after 15 years. Vincent says "All you great people have provided me a unique camaraderie and support, and through your encouragement and guidance I have been able to excel at the projects offered to me."

We wish Vincent well as he faces new challenges and adds more diverse experience to a successful career. More importantly, we know he brings a strong voice to the organisation and will keep our region firmly on their map.

Bidvest Chairman's awards 2016 – Nomination

BidAir Cargo is proud that The Bidvest Group has nominated Garry Marshall, our CEO, for the 2016 Chairman's Award in the Bidvest Services Division. The Award is granted in recognition of outstanding performance and contribution.

A delighted Garry dedicated the Award to loyal supporters and staff. "Thank you, clients for allowing us to partner you in your business." says Garry. "Well done, BidAir Cargo people. Your hard work and commitment to client satisfaction are the qualities that build relationships for mutual growth."



Gillian McMahon; Mpumi Madisa, Alan Fainman; Garry Marshall; Lindsay Ralphs; Peter Meijer

RECOGNITION FOR CINDERELLA

In world aviation, passenger is the glamorous belle of the ball while cargo is the stepsister. – Some stepsister!

While on average cargo generates less than 10% of airline revenues, it does represent an important contribution. Carrying cargo on passenger airlines makes more effective use of the assets and provides much-needed cargo capacity for the express parcel industry. The only requirement is that loading and unloading of cargo must be performed in a tight time window swiftly to avoid delaying the passenger schedule. Since speedy operations are the core of the courier industry, like Cinderella's slipper, this is a perfect fit. It's one reason why the business is fast-growing.

Here in South Africa the airport assets supporting cargo are largely ageing facilities, with the exception of King Shaka International, where the development is recent. That's why the express parcel industry is delighted to hear from Airports Company South Africa (ACSA) cargo manager, Christa Soltau. Christa confirms the company plans to improve the efficiency of the cargo environment, particularly at OR Tambo International, where there is high demand and good opportunities for growth.

"OR Tambo International is the cargo hub in Africa, and we will work closely with stakeholders to improve existing facilities and look into the



ACSA CARGO TEAM:
Khanyisile Mabuza, Christa Soltau and Nina Malherbe(ACSA) and Roy Solomons.

development of a true cargo city to ensure it remains so.

This falls in line with the Aerotropolis concept of Ekurhuleni Municipality for the airport facility," says Christa. This is particularly good news as IATA reports in its "Cargo strategy to 2020" that it expects emerging markets such as ours to deliver the fastest growth.

A steep rise in e-commerce and the insatiable market desire for speed are the drivers. Fulfilling user expectations

calls for more connectivity at airports with seamless transfer from air to delivery and collection vehicles. Just what the express industry needs.

BidAir Cargo has been impressed with the vision and the can-do approach of Christa and her team. "It's encouraging to deal with people who understand the dynamics of cargo and who bring extensive global experience," says Roy Solomons, Chief Commercial Officer of BidAir Cargo. "We are building a relationship which will benefit ACSA, our industry and the South African economy."

Christa Soltau started her career at Munich Airport in 1988. Over nearly 30 years she has held management positions at Munich Airport, Dusseldorf Airport, Dubai World Central and Budapest Airport. She has also worked in projects in China, Mexico, Chile, and Armenia. Christa has extensive knowledge of cargo operations and business development.



Regatta

The Rotary Club Cape of Good Hope



PO Box 22134
FISH HOEK
7974

Attention Wayne Davids
BIDAIR CARGO

10 October 2016

Dear Wayne

On behalf of President Peter Gray, the organisers and all the Rotarians of the Rotary Club, I want to thank you sincerely for your support of our 10th Annual Dragon Boat Regatta, which took place on Saturday 10th October.

The weather was kind to us and the day was a wonderful success. Thanks to your generosity we are able to make a difference in providing improved education to the little children in some of the local disadvantaged communities. The profits are to be allocated to our Early Childhood (ECD) projects such as the current upgrading of the Elisabeth Yolisa Preschool in Masiphumelele.

It was a pleasure to see the various



teams vying against each other for a better race time, and also to watch the supporters, staff and family members enjoying themselves on the banks of the Zandvlei as they cheered and encouraged the paddlers to go faster.

I have attached some pictures so you can get an idea of what it looked like on the day, which will hopefully inspire you to participate again next year.

We have loads of pictures taken on the day that we can share with you. Let me know and I will arrange to get them forwarded to you.

Again, our grateful thanks

Yours in Rotary service

Susan

Susan O'Hagan Ward

Secretary

Rotary Club Cape of Good Hope

Bidvest Charity Golf Day, Port Elizabeth

Not even unseasonal rain and wind was able to spoil this festive occasion at The Hill, reports BidAir Cargo Key Accounts Manager, Natasha Willis. The Port Elizabeth Golf Course is the second oldest in the Republic, clocking up 126 years of history.

The occasion brought together Bidvest Group companies and their clients. "Our participation underscored BidAir Cargo's commitment to the local community, in line with Bidvest Group values," says Natasha.

BidAir Cargo branding was

prominent and our Overnight Express and PetLounge videos were well-received.

Importantly, Northwood Children's Hospice benefited from a substantial sum the Bidvest Group raised for charity.



"Your gift can really make a real and lasting difference, enhancing the quality of life, when every precious moment counts."



Northwood Children's Hospice offers some of the very sick children of Port Elizabeth a warm place of respite and care. Its work is funded entirely funded by public gifts. So we urge readers to support them with their year-end donations.



Extra cargo capacity to and from Kigali

Rwandair is introducing a second flight linking Kigali with Johannesburg, starting January 2017, daily excluding Tuesdays and Thursdays.

The southbound flight leaves Kigali at 09.15, arriving at O R Tambo International Airport at 13.15. Northbound departure is at 16.45, arriving at Kigali at 20.45.

The Rwandan flag carrier network embraces cities in Western, Eastern and Southern Africa and the Middle East. Rwandair also flies to Dubai and Mumbai.

BAC Meeting with RwandAir Senior Cargo Management in Kigali



BidAir Cargo's Martha Nakishero (centre) and Roy Solomons (right) with l to r Thomas Rugina, George Rudakubana and Alex Buterere at Kigali International Airport. BidAir Cargo is proud to represent Rwandair in Uganda, Zambia, Tanzania and South Africa



Left to right: Rixon Moodley – Key Accounts Manager; Lenishia Naicker – Regional Manager Bidair Cargo Durban; Ricardo Isaac – Dube Trade Port Cargo Terminal Manager

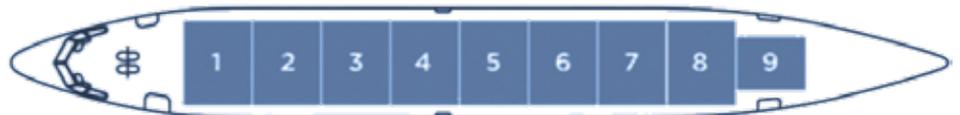
Bidair Cargo scoops the Top Domestic Tonnage Award 2nd year in a row.

Dube Trade Port recognizes high-flying investors and tenants for their contribution towards the creation of over 9000 local jobs and R1.4 billion in new business. Bidair Cargo was delighted to receive the Top Domestic Tonnage Award for the second year in a row. Lenishia Naicker, BidAir Cargo Regional Manager, Durban says “Thank you to our clients for entrusting us with your cargo, to Dube Trade Port for their facilities and to our people for their hard work and customer service.”

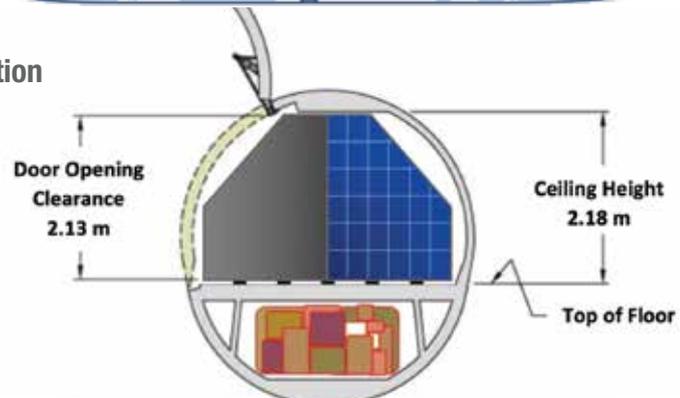
Boeing 737-300 SF Aircraft Specifications

Dimensions	Wingspan	28.9 m
	Tail height	11.1 m
	Overall length	33.4 m
Design Weights	Maximum Taxi Weight	63 500 kg
	Maximum Landing Weights	52 880 kg
	Maximum Zero Fuel Weight	49 710 kg
	Operating Empty Weight	32 820 kg
Volumetric Capacity	Main Deck	9 PAJ type pallets, or 16 AYY containers and 1 PAJ type pallet
	Lower Compartment: Fwd Bulk Load	12.0 m3
	Lower Compartment: Aft Bulk Load	18.2 m3
Main Cargo Door Size	350 x 230 cm	
Max Cruise Speed	795 km/h	
Max Fuel Capacity	20 100 litres	
Engine Variant	CFM56-3C-1	

Main Deck Layout



Cross Section



More speed, capacity, destinations and flexibility



How we can work together to achieve service excellence

Our commitment

During the course of the year, BidAir Cargo has made significant investments to provide you with unmatched service levels.

In the air

New generation 737-300F freighters made their debut on our Overnight Express services. They offer greater availability thanks to additional cargo capacity and the ability to take off with a bigger gross weight thanks to more powerful engines. As we have dedicated these aircraft to the express parcel industry, we are able to be more flexible.

For your daytime shipments, there are increased frequencies with 115 daily flights serving 20 domestic destinations including some of the smaller airports.

On the ground

We replaced ageing containers with new equipment and invested millions in new handling equipment, IT software development and hardware supplied to clients on the E-Waybill side, to streamline cargo movement and reduce handling times. The aim of all this is to extend cut-off times to give you precious extra minutes to get your cargo to us on time and "Ready for Carriage".

Where you play a role

As you see from the schedule, we have slashed these cut-off times to the bone. In order for that to work and for the aircraft to take off on time, in clients' own interests they must adhere to these cut-off times. Any delay has a domino effect on the entire schedule.

Specifically, it doesn't help if, for instance, loose cargo is delivered at the last minute if it is not ready for shipment. That means properly packed and labelled with documents in order as it still has to be off-loaded, accepted, inducted and security-scanned, ready for carriage.

We are all in this last-minute business together and closing the door on cargo is a last resort for us all. Keeping strictly to the schedule is what makes our industry efficient, successful and customer-friendly.

Domestic ONX Schedule Friday evening/ evening prior to Public Holiday/Consult our website www.bidaircargo.com

Overnight Express Schedule

Effective 1st September 2016

Day	Aircraft	Flight No	Sector	STD	STA	Loose Cargo Cut-Off	ULD Cut-Off	Hand-out
Domestic ONX Schedule Monday thru Thursday								
1,2,3,4	B732F	FSK747	CPT-PLZ	21H00	22H15	20H00	20H15	23H15
2,3,4,5	B732F	FSK748	PLZ-JNB	23H00	00H30	22H00	22H15	01H30
2,3,4,5	B732F	FSK749	JNB-CPT	01H30	03H45	22H30	23H00	04H45
1,2,3,4	B733F	BRH733	DUR-JNB	21H45	22H45	20H30	20H45	00H00
2,3,4,5	B733F	BRH734	JNB-PLZ	00H00	01H30	22H30	23H00	03H30
2,3,4,5	B733F	BRH735	PLZ-DUR	02H15	03H45	01H00	01H15	04H45
1,2,3,4	B733F	BRH721	CPT-JNB	21H30	23H45	20H15	20H30	01H00
2,3,4,5	B733F	BRH751	JNB-CPT	01H00	03H15	22H30	23H00	04H15

Season's Greetings

Thank you for your support this year. Enjoy your holidays and we look forward to sharing in your success in 2017.