

CARGO chat



every kilo counts

Through thick and thin



The introduction of dedicated leased freighters to work BidAir Cargo overnight express services has added a whole new dimension to airport-to-airport line-haul for the express freight industry.

As you know, daytime cargo is carried in passenger aircraft. These have to fly to a fixed schedule anyway, regardless of cargo volumes. It's a different picture with overnight express. While we have our regular patterns networking coastal airports and Johannesburg, we also have the capability of adding extra flights to cope with a surge in demand. It is this flexibility which came to the rescue over the peak holiday season.

We can schedule such additional

flights when volumes justify more capacity, or to plug a gap when a competitor suspends flights. It must be borne in mind, however, that putting more aircraft into the air incurs significant operating costs to be defrayed by revenue. So we are reliant on promised cargo materialising as forecast. That means playing open cards with each other. We are immensely proud of those clients who support us regularly and exclusively, thus guaranteeing predictable volumes. At the same time we recognise the choice of shippers to share their cargo with other airlines or even use their own trucks for inter-city line-haul from time to time.

Times are tight and margins are under pressure – we feel it too. So we know that shippers and agents look for the best deal : cherry-picking can be an attractive short-term decision. However, strategically, it makes good business sense for non-regular users to support our freighters. Then they have someone to turn to when they experience a cargo spike, the usual carrier can't accommodate their cargo, or their trucks suffer downtime.

That's why we believe short-term considerations should give way to the partnership approach. Partners support each other through thick and thin. Give us a fair share of your business in the good times and we'll



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Through thick and thin

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be there for you when times are tough. That means when express freight capacity is at a premium because competitors can't fly or are using alternative aircraft with lower capacity. It's the solution during peak seasons when retail comes out of hibernation or perishables suddenly command the lion's share of capacity. Moreover, getting to know each other better gives us both the relationship to match the express supply chain to the needs of your cargo for special handling, reliability, security, cargo care, speed and personal service.

The old "master and servant" paradigm worked well in the early days when express freight was the exception more than the rule and it was difficult to forecast volumes. These days, given that most companies rely on express logistics to sustain their day-to-day business, the partnership approach is preferable because it means cargo is expected and can be accommodated without disappointment.

So let's work more closely together



"Strong, truly collaborative Industry relationships hold the key to much of the hoped for future industry success as each supply chain stakeholder needs to be open and share to extract maximum mutual benefit and creation of value for the ultimate system user. The traditional vertical procurement led relationships must give way to horizontal business partner relationships to fully realize this opportunity."

Glyn Hughes, Global Head of Cargo for IATA

and make 2016 a year of mutual loyalty, open communication and fairness for the success of all our businesses.

GARRY MARSHALL – CHIEF EXECUTIVE OFFICER

ALLOTMENT AGREEMENTS

BY KARL DAVIDS, CHIEF OPERATIONS OFFICER

The modern express supply chain is an exercise in close collaboration by all parties to mutual benefit. To our loyal customers who support our overnight express service consistently, we promise reciprocal support even at times when capacity is under pressure. These days, with most companies using express freight as a regular component of their supply chain, it is much more feasible to forecast volumes

confidently. Thus, we believe our regular, loyal supporters can benefit from requesting an allotment agreement.

Entering into an allotment agreement means we contract the required cargo capacity for a pre-designated period or season. You guarantee the cargo and we guarantee the capacity.

The advantage is that when volumes suddenly increase sharply – perhaps when a competitor cancels a flight for technical or other reasons – and we are suddenly swamped with ad-hoc bookings, your capacity is protected and you can still give your customers the service they depend on.

We can also bring additional resources into play, allocating an additional aircraft to our route network as we did during the holiday peak – if we are confident in advance that sufficient payload is guaranteed.

The International Scene

IATA reports that African airlines Freight Tonne Kilometres – FTKs – (ie. revenue-generating cargo flown) declined by 8.4% in December though for 2015 as a whole the region grew by 1.2%, compared to the global average of 2.2%. This in turn was a slower pace of global growth than the 5.0% recorded in 2014.

The Freight Load Factor (percentage of available capacity taken up by the market) in 2015 was 29.7%, the lowest of any region. The under-performance of the Nigerian and South African economies was a challenge throughout the year.

The industry's key challenges will be discussed in detail at the **World Cargo Symposium (WCS) in Berlin, 15-17 March.**



View of Potsdamer platz - financial district of Berlin, Germany

Gearing up for St Helena Airport opening



Left to Right: Marlene Brown Supervisor, Julie Cranford, Karen Ellick, Nadia Henry, Brenda Stevens

British Airways flights from Johannesburg to the new airport at St Helena, operated by Comair, are expected to start in May. They replace the 2000 km sea voyage which takes five days. Cargo capacity is expected to be in the region of four tonnes each way. The remote island is import dependent, with food and beverages, animal feed, fuel oils, building materials, motor vehicles, machinery and parts the main commodities.

BidAir Cargo has played host to the St Helena team who will be responsible for running the new airport's cargo operations as cargo handling agents.

"As the island is so remote and this is the first entry of aviation, the ladies encountered a degree of 'future shock'", reports Joe Fyfer, Operations Manager of BidAir Cargo, who oversaw their familiarisation, education and training. "Yet such was their enthusiasm and willingness to

learn that they acquired knowledge and experience quickly.

The ladies undertook 10 days training in all aspects of the processes and controls essential for efficient cargo operation, from correct packaging, acceptance, cargo care to hand-out, with the accompanying documentation and use of information systems. "This was the equivalent of the practical side of Cargo 1 and 2 training," says Joe. "But there was more to come. The team then embarked on the five day Category 6 Dangerous Goods course which, despite its being intimidating, they passed first time." They returned home with reference materials to ensure that their learning remains fresh and they are ready when the first wheels touch down.

The St Helena team and their BidAir Cargo counterparts got on well together and are looking forward to a long and productive relationship.



TRANSPORTING LITHIUM-ION BATTERIES

Some clients are concerned about reports in the press to the effect that The International Civil Aviation Organisation (ICAO) Council has prohibited the shipment of lithium-ion batteries as cargo on passenger aircraft from 1 April 2016. This article should put your mind at rest.

“Your shipments which BidAir Cargo moves on Comair’s British Airways and kulula flights are not affected as we are at the forefront

of security compliance and have the necessary permission to move cell phones, tablets, laptops etc. when shipments are compliant with UN3481 packing instructions,” says Roy Solomons, Chief Commercial Officer. “Please consult BidAir Cargo if you are in any doubt as to what steps you must take to ensure such cargo can be accepted.”

The ICAO prohibition does not apply to lithium-ion batteries packed with

or contained in equipment. It is aimed at shipments which comprise batteries-only. Such shipments – if you have them - may still be transported on cargo aircraft such as our overnight dedicated freighters.

The ban is mandatory for ICAO member states and thus applies to South Africa. It will remain in force until the new fire-resistant packaging standard is designed, expected by 2018.



Lenishia Naicker, Manager of BidAir Cargo Durban and Hamish Erskine, the property executive at Dube TradePort.

Top Award for BidAir Cargo, Durban

Dube Cargo Terminal has presented its award for the highest annual domestic tonnage for the year 2015 to BidAir Cargo, Durban.

“We are honoured to collect this prestigious award on behalf of our clients who entrusted us with their cargo,” says Manager, Lenishia Naicker, who received the award. “It is their loyalty, support and partnership that enabled us to generate the volumes.”

Lenishia also paid tribute to the staff of BidAir Cargo, who sustain superior standards of client service.

PORT ELIZABETH PETLOUNGE

Our furry and feathered friends travelling to and from the Eastern Cape are excited to learn that the new PetLounge is fully furnished and ready for launch shortly. The facility has been custom-designed to international standards for the comfort and safety of pets and another animals in transit.

“By keeping the PetLounge apart from other airline operations, we provide a quiet, stress-free haven for the animals and peace-of-mind for their owners,” says Ridwaan Lagardien, Port Elizabeth Regional Manager.

The last stage of the development, access and parking for visitors, is under way and the new PetLounge is planned for a fanfare opening in the second quarter.



Left to Right:
Megan Van Vuuren Branch Administrator, Godfrey Taylor Operations Manager, Ridwaan Lagardien Regional Manager

Farewell to Irene



"We are proud of Irene as a committed, hard-working, sensitive person who encourages and looks after her fellow workers and also shows great compassion to the less fortunate. She espouses Bidvest values."

Wayne Davids, Western Cape Regional Manager, BidAir Cargo

Of all the tough business decisions Irene Butterworth has made at BidAir Cargo over the years, her hardest was to retire. "There is still so much to be done," says Irene wistfully, "yet fortunately we have a first class team to take the company forward."

Our chief financial officer is now stepping down at the end of a long association stretching back to the late nineties. Irene already had extensive experience in the transport industry when she joined François Wolmarans at Express Air Services, the company which became BidAir Cargo in 2003. After being an operating company with responsibility for all aspects of aircraft management, fuel procurement, payment of all fees and taking care of the pilots, the company devised a new business model.

"We started working with Sun Air on the basis that operations were their business while ours was marketing and managing their cargo capacity,

something that was new in the South African marketplace."

This mutually beneficial arrangement proved robust and is the business model at the heart of BidAir Cargo today, where we offer a range of cargo marketing and management services to domestic, regional and international carriers, equipping them to serve the express parcel industry.

As the service proved a success in the domestic market, customers urged BidAir Cargo to spread our wings into neighbouring countries with Zimbabwe, Zambia, Namibia, Uganda, Kenya and Tanzania following in short order.

The challenges were numerous, Irene recalls. Every time we signed a contract with another airline we had to find a way of managing the relationship that took account of a different culture and operational procedures at all levels. Supportive management and teamwork were the essential ingredients."

Irene also made sure the company

remained a learning environment with people encouraged and assisted to undergo training and education to add value to their lives and work. In the process, she picked up several qualifications and diplomas herself, culminating in a B Comm Accounting.

As a "people person" Irene is devoted to her husband, two daughters and a son and three grandchildren. Though work took pride of place, her devotion to family made her conscious of the social situation of the local community – especially children - from which many BidAir Cargo personnel are drawn. Over a decade ago, Irene and her team formed the "Soup Kitchen" initiative, supported by the company, which gives local children and several older people a square meal every Friday lunchtime and a bumper year-end party at Bonteheuvel swimming baths. They work closely with Sister Ann Fortune and her husband Kenneth of the "We Care Feeding Scheme". Irene will continue to be involved. "The little mouths are not going to be any less hungry just because I've retired."

IMPROVING THE SAFETY AND SECURITY OF YOUR CARGO

Identification and Verification System (IVS)

BY ROY SOLOMONS, CHIEF COMMERCIAL OFFICER

To protect your precious consignments, BidAir Cargo is shortly to introduce the Identification and Verification System (IVS) at O R Tambo International Airport. It will be used for access control at the ORTIA cargo precinct, for drawing cargo and for authorisation/identification of your staff drawing cargo. The IVS system is the Industry standard currently used by over 500 companies in the Courier & Freight Forwarding Community, so you are probably familiar with it. Over the past few years it has been in use at BidAir Cargo branches as it brings cargo protection to another level.

The high risk of conventional ID

The continued use of driver's license or green RSA ID book/new ID card is not advisable. While such ID may confirm who the person is, it does not confirm that he is authorised to collect the current shipment!.

That's why for those presenting ID Book, ID card or driver's license we insist every time on a covering letter on company letterhead. But nothing is easier to forge than a company letter or even an ID. And even when such ID is genuine, it remains valid for many years – during which time the bearer could be discharged from your employ.

IVS – added protection

The IVS system gives your cargo added protection. It works in real time so that when an IVS card is presented it identifies the employee and confirms that he is authorised to be there, on the spot. Should you disqualify or discharge an employee,



this will immediately be changed on the system and access will be refused.

Benefits of the IVS system

- IVS is a much more secure method of controlling and facilitating secure access to the Cargo Complex at ORTIA
- IVS screens all staff before issuing them with an IVS card
- It confirms the authorisation of your staff for drawing or lodging cargo as well as their identity
- As Airports Company of South Africa (ACSA) uses this system to permit entry to the cargo precinct it speeds up entry provided your driver and passengers are carrying their IVS card.
- It allows you to make tactical changes, deciding which drivers are better suited to collecting certain cargo or dealing with specific customers

- It gives you live track-and-trace information on your staff

Changing to the IVS system

- If you are not currently using IVS, we recommend you contact Antoinette at IVS on +27 11 453 8337 or antoinette@idvsystems.co.za to implement the system in advance of the switch on date.
- After that date BidAir Cargo will require company staff/drivers to confirm their identity and authorisation from your company before they may draw cargo. This requires an authorisation letter on your company letterhead stating Drawer/Lodger full names and ID number and your employee will have to produce a driver's licence, green SA ID book/Card. The ID will be scanned into our system and a copy affixed to the POD.





CAPE TOWN CYCLE TOUR

The world's largest timed cycle race took place on the first Sunday in March, a week earlier than usual to avoid a clash with other events. This year the race reverted to the full 109 km after last year's event was shortened to due to raging fires.

As usual Kulula.com, British

Airways operated by Comair and Mango joined forces with BidAir Cargo to transport entrants' cycles down to Cape Town with the maximum safety and the minimum fuss.

Clint Hendricks took first place with a time of 2:35:31



YOUTH WORK READINESS PROGRAMME

Learners gaining skills and experience at BidAir Cargo

In implementing its ambitious youth policy, the Ekurhuleni Metropolitan Municipality (EMM) approached employers to participate in twelve-month learnership and skills programmes. The objective is to take young people and prepare them for gainful employment by helping them develop into well-rounded and employable young citizens.

BidAir Cargo bought into the concept enthusiastically and is now in the third year of its youth work readiness programme.

“We are proud to report that we have been able to accommodate 15 learners in 2016,” says Sibongile Gatite, Skills Development Manager. “In our first year all six learners found employment in the company, and in year two seven were employed with two opting for further development.” Sibongile liaises closely with Colin Ramogale, her counterpart at EMM.

The programme has two dimensions. In terms of the business, learners undertake familiarisation with every aspect of company operations. This starts from the moment a client approaches BidAir Cargo and continues through parcel acceptance, operations and handling including airside, 3rd party liaison, cargo care, security and



safety, communications, systems and documentation and customer service. As well as learning the intricacies of the express freight business, learners perform physical work including tidying and cleaning the work area. This demonstrates how everyone in the company contributes to its overall effectiveness. “One day when you’re a Manager, you need

to know where everyone fits into the organisation and why all jobs are important,” Sibongile explains. Their progress is recorded on a training passport where stamps confirm the learner went through each module.

On a personal level, learners are given a grounding in life skills, including how to conduct themselves in a business environment, etiquette,

“The BidAir Cargo team has been very patient in teaching us, giving us time to understand and learn at our own pace. I really enjoy working here”

- Tracy

Sibongile Gatite

was a Customer Service/ Frontline Supervisor in Bid-Air Cargo’s customer service department when management noted her talent for helping others develop and appointed her as Skills Development Manager.

"The programme has helped us in preparing and teaching us how to stand out in big corporates and be able to be great team players"

- Judas



Assisting clients at hand out

Off loading cargo



"Being granted this opportunity has made me realise that there is more to the cargo industry than what we just see. I'm highly grateful and looking forward to learning more"

- Michel

telephone manners - "mobile madness", the importance of attitude and getting along with others, personal hygiene and grooming and how to manage money. They also set their own personal goals.

Entry into the programme requires preliminary screening by telephone, presentation of a written cv and thereafter a formal interview.



FLYING HIGH

Cargo Chat talks to Justin Dell, Airside Operations Manager of our partner airline, Comair.

Tell us about the nature of the relationship and how it works on a day-to-day basis

Justin : We have a number of relationships with various partners in order to provide an enhanced customer experience, whilst ensuring we operate a commercially sustainable operation. One of these partners is BidAir Cargo, with whom we work daily and continuously look at how we can further grow this partnership. Our partnership with BidAir Cargo comprises of us transporting cargo on their behalf on our daily flights within South Africa as well as across the borders to our Regional stations which includes Victoria Falls, Windhoek, Livingstone and Harare.

To ensure a smooth operation, our teams are in talks daily to discuss BidAir cargo's requirements for each day, which includes discussions regarding the consignment weights, timings and the destinations that the consignments need to be sent to. From a Comair point-of-view, we then endeavour to get these consignments on our aircraft, within the specified, agreed time frames.

As with any partnership, communication is vital and we therefore have numerous weekly and monthly meetings with the various teams, where we look at ways to improve our partnership as well as address any concerns that may arise, and have found these meeting very productive.

From my side, I am responsible for overseeing the smooth running of the Airside operations for all the Airports where we operate to, which is made possible with the assistance and support of the dedicated Ramp Managers and Ramp Controllers based at the various airports.



How have the new animal travel arrangements settled down

Justin : We have been working together with BidAir Cargo AVI Experts over the past couple of years, to ensure we provide the best service for our customers as well as their pets, in line with the regulations we have to adhere to. On 04 May 2015, Comair, amended our pet policy by which all pets are now transported via BidAir Cargo. From a customer point-of-view, this new policy/ procedure provides numerous benefits which include:

- Pets are kept in the BidAir Pet Lounges/ Holding Areas which provide a safe, secure and comfortable environment, as opposed to being held in the basement and transported to the aircraft with the other checked bags.
- Pets are transported to the aircraft in an air conditioned vehicle (currently only available at ORTIA and CPT), fitted with the necessary equipment to safely transport the animals. Pets are checked by trained personnel at

BidAir Cargo, to ensure they are fit to travel.

- Transporting pets via BidAir Cargo, provides us with a more reliable tracking system, as the animals are recorded on the cargo manifest.
- At destination, customers no longer have to wait at the baggage carousel/ counter for their pets to be brought through – a scary experience for pets. They simply collect their bags and go straight to BidAir Cargo or



EXPRESS AROUND AFRICA

BY VINCENT BANDA, CHIEF OPERATIONS OFFICE, AFRICA



Good news for East Africa

The boom in East African economies continues, averaging a whopping 6.6% GDP growth per annum for over a decade. At the heart of express cargo is fastjet to whom BidAir Cargo provides a range of cargo marketing and management services. This is a growing partner in a growing market. With every destination and flight added, its network grows in reach and importance.

fastjet Tanzania has taken delivery of another Airbus A 319, bringing its total to five. The airline is setting its sights on further expansion in Southern and East African markets this year.

In just over three years the carrier has built a domestic network embracing Dar-es-Salaam, Mwanza, Mbeya Kiliminjaro and Zanzibar as well as serving international destinations Johannesburg, Harare, Lusaka, Nairobi and Entebbe. It is accordingly attracting a great deal of interline interest from international carriers to feed and de-feed into their global networks.

More Harare flights

fastjet has stepped up its service between Johannesburg and Harare which is good news for clients moving the growing volumes of cargo between these busy centres.

The timetable is :

Dep HRE 06.15	Dep HRE 18.50 (*)
Arr JNB 07.55	Arr JNB 20.30
Dep JNB 08.40	Dep JNB 21.15 (*)
Arr HRE 10.15	Arr HRE 22.50
(*) Not Saturdays	

The additional evening flights, coming just a month after the inaugural service. Are being phased in with the Mon, Wed, Fri and Sunday service starting in February and the Tue and Thu flights starting from 28 March 2016.

the Pet Lounge to fetch their pets in an environment that is less busy and disturbing to the animals.

- Owing to this new policy/ procedure, we continue to see an increase in the number of pets we and BidAir Cargo carry month-on-month, and have received numerous compliments from customers.

What are the advantages of a joint approach to special events - such as the Cape Town Cycle Tour

- Over the years, BidAir Cargo have assisted us at Comair in the smooth transportation of customers' bicycles to and from the various stations for the Cape Town Cycle Tour, ensuring that customers receive their bicycles on time and without any damage. (See article on Page 7)

How exciting is the new St Helena service?

Justin : We at Comair are delighted and honoured to have been selected as the airline to provide a scheduled service to St Helena. The flight schedule will comprise one flight a week, which will depart from O.R. Tambo International Airport every Saturday at 08h30 (GMT +2) and will arrive in Saint Helena at approximately 11h30 (GMT). The return flight will depart from Saint Helena on the same day of arrival, at approximately 12h00 (GMT) and will arrive at O.R Tambo International Airport at approximately 18h30 (GMT +2), ensuring seamless connections onto international destinations. We are still awaiting confirmation on the commencement date.

BidAir Cargo is working with a cargo service provider in St Helena, and Comair will then endeavour to work with BidAir Cargo to assist with cargo that needs to be transported to and from St Helena on our weekly flight. (See article on Page 3)



AVOIDING DAMAGE TO ULDs



"The annual damage and the cost it represents for the industry is \$330 million"

Glyn Hughes, IATA Global Head of Cargo at the Air Cargo Handling Conference, Bangkok.

In the interests of cargo care and security, BidAir Cargo has invested in 33 new Unit Load Devices (ULDs) of AYY type to transport client cargo. We need to keep these assets damage-free so they can do their job.

"Keeping ULDs airworthy and extending their life span is essential in the interests of safety, efficiency and economy," says Vernon Muller. "That's why we have a rolling maintenance plan to ensure they enjoy at least a decade of service."

Maintenance is only part of the picture, however. The fact is that, as the quote above shows, ULDs are subject to costly damage through inappropriate handling procedures. BidAir Cargo has invested in roller-bed systems at its facilities in Cape Town and Johannesburg as these are the ideal system for manoeuvring full or empty ULDs.

The industry experience has been that damage comes largely from the use of incompatible equipment – the wrong choice for the job. It may occur off-airport especially if the

people working on cargo handling are not properly trained, qualified and equipped.

"Ideally ULDs should always be moved on a slave pallet and never be dragged along nor put on a forklift truck. It is also essential that the roller systems, on the ULD trailers, or any other vehicle used to transport ULDs are maintained as an impaired system results in damage to the ULD and delays the loading and off-loading processes" says Muller.

ULDs are scrupulously inspected

against a comprehensive check-list before leaving, BidAir Cargo premises and when returning as a BUP for shipment. "We encourage clients to take great care of these assets as it is also in their interests to sustain cost efficient usage and long life." It should be noted that upon receiving ULDs from BidAir Cargo, the responsibility for handling, inspecting and controlling the ULDs air worthiness and acceptability on an aircraft remains that of the accepting party until it is handed back to BidAir Cargo.



Ideally ULDs should always be moved on a slave pallet and never be dragged along nor put on a forklift truck.