

CARGO chat



every kilo counts

Long-term growth

I am delighted to tell clients that BidAir Cargo has signed a three-year lease for two Boeing 737-300F aircraft to carry Overnight Express



Cargo on our network. This contract reflects our confidence in the long-term growth of the express cargo business and the need for continuous progress to satisfy the needs of the courier industry.

Aircraft operation is an expensive business especially with major costs such as leases, fuel and spares dollar denominated and thus exposed to exchange-rate fluctuation. Efficiency, economy and reliability are paramount to sustain service levels and keep tariffs affordable for couriers and their customers. Hence we needed to move up to new generation aircraft.

The new freighters are 14 years younger than the trusty workhorses they replace. They offer 20% additional capacity, 10% lower fuel consumption and can take-off on shorter runways even with an increased payload. Their CFM56 turbofan engines are environmentally-friendly, reducing both noise and emissions.

This Win/Win initiative has been made possible thanks to the loyal support of our clients, the co-operation and hard work of our night owls and our lease negotiating team. Special acknowledgment is due to Bidvest Group management for supporting BidAir Cargo in this significant investment, reflecting their confidence in the company and our industry.

GARRY MARSHALL – CHIEF EXECUTIVE OFFICER

Overnight Express – Boeing 737F Freighters



NOW FLYING TO AND FROM DURBAN

DURBAN UPDATE

In response to client requests, we have now included Durban in our Overnight Express pattern. The service offers couriers a faster, more secure option to road-freight. We will continue to offer this leg as long as volumes justify it, so please support the Durban service.

Couriers excited about greater cargo capacity



Vernon Muller, Senior Operations and Commercial Manager.

Feedback from couriers is that they are excited about the greater cargo capacity the aircraft offer, reports Vernon Muller, Senior Operations and Commercial Manager. The 737-300F have space to accommodate additional volume and the more powerful engines mean they can take-off with a higher gross weight. That means improved operational flexibility at the various airports and translates into greater availability, even during peak periods when demand for cargo space is at its most intense.

There are also behind the scenes operating advantages which contribute to greater service reliability. “We are in an even better position to say ‘yes’ to clients, whatever their requirements,” says Vernon.

While South Africa sleeps...

... the express parcel sector is frantically busy



Off-loading incoming cargo



ULDs being unloaded



Loading outgoing cargo



In the cockpit - Captain Martin Sons (left) and First Officer David Van Der Weyde



Securing cargo for the flight



Pushback

Adding Kimberley and Bloemfontein to the network



Regional airline, Fly Blue Crane, has appointed BidAir Cargo to provide its cargo management services. Flying since September 2015, Fly Blue Crane links Bloemfontein and Kimberley with Johannesburg and Cape Town. It will in the coming months also introduce services to Mthatha, Maputo and Windhoek.

"The airline saw an opportunity to put its cargo capacity at the disposal of couriers and their customers who need to move urgent items between these cities," says Theunis Potgieter, Chief Commercial Officer. The Embraer Regional Jet 145 (ERJ 145) can accommodate a



"Signing the agreement are Bidair Cargo CEO, Garry Marshall and Siza Mzimela, CEO of Fly Blue Crane"

significant amount of cargo, ideal for consignments such as equipment, spare parts, medication, retail and other urgent parcels.

"As we need to turn our aircraft around quickly to adhere to schedule, we approached BidAir Cargo

because of their special skills in airport-to-airport line-haul," says Potgieter. "Their system is geared to loading and off-loading cargo in less time than it takes to de-plane and board passengers. Working with them also plugs our destinations into their extensive national distribution network."

BidAir Cargo Chief Commercial Officer, Roy Solomons, welcomed the agreement. "Adding these new destinations to our network underscores our positioning as the one-stop-shop for couriers and express freight operators looking for comprehensive coverage."

SAME DAY EXPRESS

As express freight continues to grow apace with more parcels to more destinations, BidAir Cargo and our partner airlines have been inundated with tell-me-more requests about same day express services.

“In addition to local and regional queries, we have found increased overseas interest in the sub-Saharan market,” says Roy Solomons, Chief Commercial Officer. Courier and express freight companies want to know more about this immediate airport-to-airport line-haul to benefit their customers. Plus, airlines are realising that BidAir



cargo offers them the opportunity to capitalise on available cargo space without delaying their core passenger operations.

“In the spirit of ‘show don’t tell’, we invited the video cameras into our

operations and onto the tarmac to see how it works,” says Roy. In order not to spoil the fun we won’t say any more while the video is in post-production. In our next issue we’ll give you the address where you can view it.

DISCOVERING THE ADVANTAGES OF LANSERIA



BidAir Cargo has a client-friendly operation at Lanseria International Airport, conveniently located in the drop and go area. The Operations Manager is Michael Mashego, reporting to Morne Bellinghan, Gauteng Regional Manager.

“We are a regulated agent for cargo screening and offer airport-to-airport line-haul to and from Cape Town and Durban on kulula.com and Mango,” says Morne. “Historically, couriers have become used to O R Tambo International as the hub without realising there is a less-congested alternative to suit many of their customers. Being North of Randburg and Sandton, Lanseria offers ease of access to Roodepoort, the West Rand,



Michael Mashego and Albert Mnisi assist customer Senzo Hlatswayo.

Midrand, Centurion and Pretoria.”

In addition to cargo services, the Lanseria Operation accommodates animals travelling alone or with families going on holiday. “We are busy developing our PetLounge,” smiles Michael. “Pets are comfortably received in our facility, away from the noise and bustle of the main airport before we see them safely and securely aboard their flight.”



Privately owned Lanseria International Airport is the only other Internationally accredited airport in Gauteng after O R Tambo International. Scheduled flights are mainly to and from Cape Town and Durban. It was officially opened on 16 August 1974 and has grown to become an alternative gateway for businesses in its catchment area.



Lanseria PetLounge

New PetLounges

New PetLounges have opened on Port Elizabeth and George airports to cater for the growing number of animals travelling in South Africa. These secure and comfortable air-conditioned facilities are where pets relax before being personally escorted aboard domestic and regional flights.



Cape Town PetLounge

"We cater for the pets of holidaymakers, families relocating and breeders sending young animals to their new homes", says Muriel Sahd, Chief Business Development Officer. "We even have four-footed frequent flyers accompanying business consultants who shuttle between inland and the coast."

Many factors are driving the increase. For instance,



Lanseria PetLounge

B&Bs are recognising that to compete for family bookings requires them to accommodate all members. Another factor is the rising cost of kennels and catteries added to the pain of separation, making pet travel a more pleasurable and economical alternative. More PetLounges are under development.

Container Requirements

The **CORRECT** container has

- Handles for easy carriage
- Ventilation openings
- Secure door lock
- Door hinges and locking pins to extend minimum 1.6cm top & bottom
- Screws and not clip-ons

Pets must still be able to stand up and turn around comfortably in their container without their head touching the roof.

Containers must be leak proof along with a raised water bowl and absorption material inside the container, no other objects are permitted inside the container

The **WRONG** container has

- Only clip-ons to hold the container together
- Turn style pins
- Top and bottom door hinges and locking pins that measure less than 1.6cm

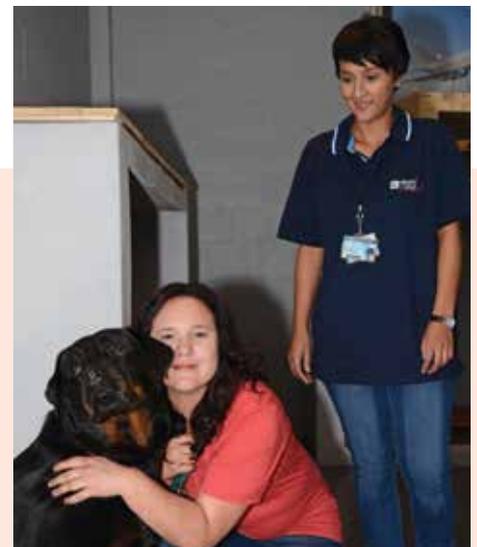
We will not accept containers if alterations need to be made to the container in order for it to comply with IATA regulations

THE FRIENDLY CITY – now pet-friendly, too!

Port Elizabeth now boasts an on-airport BidAir PetLounge as our pet-friendly network continues to expand.

Looking after our jet-setting four-footed friends (and their feathered and finned cousins) in the Friendly City is Megan van Vuuren. During July, Megan proudly graduated from her international-standard animal

travel training. This complements her marketing diploma and equips her for providing service and care for animals and their owners. "My responsibilities are to deliver comfort and safety for pets in transit and to ensure that IATA and BidAir rules - there to protect these precious animals - are applied," says Megan.



Megan reunites loving pet and owner after a flight to Port Elizabeth.

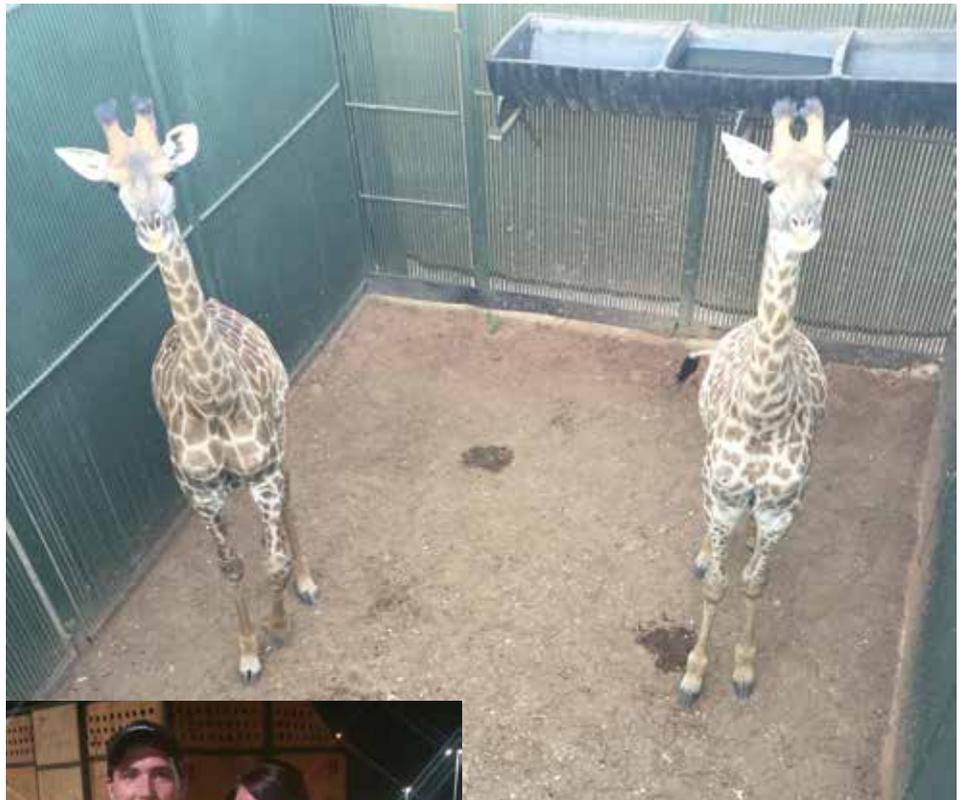
Noah's Ark

In addition to serving the domestic pet market, BidAir Cargo has proved adept at managing animal shipments of various kinds.

We were recently privileged to work with Intradco Global Animal Transport, the world's leading livestock, exotics and horse transportation air charter specialist. This was a significant live animal shipment on behalf of two clients and was operated by Atlas Air into South East Asia.

All animals were breeding stock, sourced from North West Province and Limpopo. There was a total of 33 giraffes, 10 zebras, 10 gemsbok and 10 kudu. As there were two shippers and two consignees it made sense to combine the load to create a full charter.

Charter Sales Manager – Global for Intradco, Tom Lamb, takes up the story. "As the charter brokers we organised the aircraft, bringing in a front load from South America and positioning the aircraft to Johannesburg for the pick-up. Taking giraffes and large numbers of exotics I always feel that the 747F is best as it provides more than enough space and is well ventilated ensuring the animals are well-conditioned and comfortable in transit. We were able to save the client a lot of cost by positioning in a 747F aircraft from South America and using a back load from South East Asia. Reducing



Two of the young giraffes being cared for before their long-distance flight.



A quick photo break during an intensive operation – Tom Lamb with BidAir Cargo's Operational Administrator, Chivonne Pretorius.

positioning costs is a strategy we always try to implement with our charters."

Tom travelled down from London to meet all parties and manage the project. "In the end it was a very successful operation and the animals all arrived safely, with a smooth offload

in both airports. BidAir Cargo did a great job."

Intradco is the world's leading livestock, exotics and horse transportation air charter specialist. Please contact Tom Lamb on tom.lamb@intradco-global.com for more information.



*Evan Claven,
Officer Cargo
Ground Handling
and Freighter
Operations South
Africa*

Horses for Courses

Qatar Airways Cargo has recently carried horses to Mauritius where they will serve the EU quarantine period before moving to Europe.

BidAir Cargo was pleased to receive a compliment from Evan Claven, Officer Cargo Ground Handling and Freighter Operations South Africa,

thanking us for our part in the project.

"I would just like to say thank you to everyone involved with our charter of horses ex CPT. I really appreciate all the effort and extra time and extremely hard work that your team put in to ensure that this operation went smoothly from the warehouse operation point of view. Your team did an outstanding job. Our customer was very pleased with the service levels they received."

Meet the Business Development Team

HIGH SPEED. HIGH VALUE CARGO. A HIGH OCTANE BUSINESS.



Muriel Sahd

In airport-to-airport line-haul, precision and performance are paramount. Businesses appoint courier companies in the expectation of just-in-time performance coupled with cargo care and security. The job of Key Accounts Manager calls for understanding of courier operations, regulations, processes, shipping patterns, risks and costings. They work together with the courier to determine the right balance of speed, service and economy to deliver the optimum outcomes for their

customers' businesses. They also act as troubleshooters in case of any unexpected interruptions such as aircraft technical problems, industrial action, security concerns or intervention by the authorities.

That's why Business Development is overseen by the Chief Business Development Officer, Muriel Sahd (pictured) and why the people we select are highly skilled, experienced and service-focused.

Let's meet them!



Aline says interaction, mutual respect and fun make the client/provider team a winner.

WESTERN CAPE SPARKLE

No-one has to prompt Aline Copley to smile at work. Our Western Cape Key Account Manager says working with BidAir Cargo clients and colleagues is not just rewarding, it's fun. "I am always cheered up by the people around me."

With responsibility for clients in both the Mother City and George, Aline has the responsibility of building and sustaining relationships through ensuring that service levels meet and exceed expectations. This results from teamwork whereby everyone in the chain works to make a positive impact. "Plus, management offers support, extensive knowledge and allows me room for innovation, creativity and personal growth."

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EASTERN CAPE CHALLENGES

Natasha Willis is Key Accounts Manager, charged with ensuring service excellence meets the expectations of Eastern Cape clients. In this hub of automotive and other busy industries, Natasha serves couriers in Port Elizabeth and East London, two cities 240 km apart. Her goal is to find the optimum just-in-time solutions to promote loyalty among clients and attract new users.

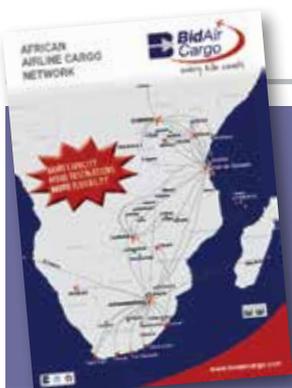
"I look forward to going to work every morning, meeting new people and learning something new every day."

While a self-starter, Natasha enjoys the boost of being a member of a respected company and the support of knowledgeable and experienced colleagues.

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Always looking to make a difference



African Airline Cargo Network

If your copy of our African Cargo Network Guide does not look like the one in the picture, please contact your BidAir Cargo representative to obtain a copy of the new revised version. "There's a lot happening in the African air cargo

scene, so couriers need to stay up to date," says Vincent Banda. "The new leaflet contains profiles of our airline partners, a map of destinations served and key organisational contacts in South Africa and throughout the region."

AT HOME IN EXPRESS FREIGHT

Durban's Key Account Manager describes himself as self-motivated and passionate about his job. Rixon Moodley earned promotion a few months ago from customer service consultant in Johannesburg and thus has extensive experience at the sharp end.



Working in the aircargo industry fulfils my ambition

Like all his colleagues, Rixon relishes that special family feeling at BidAir Cargo and the respect with which each employee is valued. This basis equips him with the confidence and support to exercise his skills and experience in delivering superior service in a business sector he loves

"I get immense satisfaction from meeting different types of people and ensuring that client requirements are consistently exceeded."

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BidAir Cargo is filled with dynamic people who make you feel you will reach your true potential

IN THE CITY OF GOLD

Kimberley Wallace has an impressive track record of over eight years' logistics industry experience. This equips her as Key Accounts Manager to offer meaningful guidance and solutions for Gauteng clients.

She prides herself on exceeding targets through strong client relationships, creative business development, fact-based selling thanks to in-depth product knowledge and forecasting accuracy.

"I thrive on customer interaction and working with dynamic clients and colleagues."

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NON-STOP GROWTH IN JOHANNESBURG



Wow, the adrenalin buzz in this fast-growing industry!

Johannesburg -based Christelle Petersen says being a Key Account Manager calls for an all-rounder. On the front line, she builds relationships with clients through service and dialogue. "You need to be a good listener to understand the client's processes and priorities. Then you need to arrange and monitor exceptional personal service that delivers value at the right place, at the right time."

Open communication is critical both with the client's people and the BidAir Cargo professionals around the Republic who are charged with meeting service requirements. Apart from day-to-day operational liaison, Christelle says it's important to keep an ear to the ground and be pro-active in advising clients of operational, regulatory or other changes that may have an impact.

Behind the scenes, the Key Accounts Manager works to protect mutual interests through overseeing agreements, pricing and administration.

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Fascinated by exposure to different cultures and the corporate world.

REACHING HER POTENTIAL

Business Development Administrator, Ntombi Nhlabathi is a newcomer to the team in Johannesburg, having previously been a student on the Ekurhuleni Work Readiness Program.

Her responsibilities are to assist Key Account Managers with reports, rates, customer relationship management and various administrative tasks. She is currently studying supply chain management. "I enjoy learning something new daily and implementing what I learn in class."

"I am grateful to BidAir Cargo for employing me, grooming me and teaching me to become goal-focused."

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Proflight-Zambia

BidAir Cargo has been appointed to serve the cargo interests of Proflight-Zambia, the largest Zambian carrier, between King Shaka Airport in Durban and Lusaka.

Southbound Lusaka to Durban

Sunday	08.15	10.45
Tuesday	09.50	12.20
Thursday	09.50	12.20

Northbound Durban to Lusaka

Sunday	11.25	13.55
Tuesday	13.00	15.30
Thursday	13.00	15.30

"Cargo capacity is limited on the regional Bombardier CRJ 200 airliners," says Lenishia Naicker of BidAir Cargo Durban. "So it's a case of first come first served." Proflight-Zambia serves eight destinations in its home country and has connecting flights to Lilongwe, Malawi.



Karl Davids, Chief Operations Officer (right) personally overseeing the development of these keen young learners

Creating Job Opportunities

"We will be using the 30-year master plan to take this programme forward and ensure that we get the full gains of being Africa's first Aerotropolis."

- MAYOR OF EKURHULENI, MZWANDILE MASINA.

Co-operation among interested parties is creating learning opportunities for keen young people and a Win/Win for the industry in and around O R Tambo

International Airport. The express cargo industry continues its rapid growth, developing job opportunities for those prepared to work their way through rigorous education and training.

them attractive to industry employers, ourselves included."

Karl says five unemployed learners join nine staff on the General Education and Training Certificate: Road Transport at level NQF 1 up to April 2017, with training provided by Yonke Education. One member of staff has embarked on Supply Chain Management at NQF 5 through Metro Minds while three colleagues have received Bursaries for a Supply Chain B Com, pursued through Da Vinci Institute. These four courses run till May 2017.

At BidAir Cargo, Karl Davids, Chief Operations Officer takes personal charge of ensuring that keen young learners are given the opportunity to succeed through formal learning and on-the-job training. They are funded by City of Ekurhuleni, with whom the company has an excellent working relationship, in line with the Mayor's "aggressive job creation and skills development strategy"

"We interviewed a further 19 learners to start a Freight Handling Learnership at level NQF 3," says Karl. "The programme will be run by and funded by Network for Career Development. The intention is for learners to gain the skills and experience that make

The 12 month learnership embraces key practical operational subjects including Dangerous Goods awareness, Part 108 Air cargo security and Airside Induction. Additionally, learners benefit from workplace experience and coaching in attitude, teamwork and on-the-job behaviour so they are equipped for employment.



Sarah provides network and desktop IT support

TOP OF THE CLASS

Sarah Mabunda achieved 100% pass mark in her Cisco Certified Network Associate course, under the auspices of the City of Johannesburg Educating Digital Interns (COJEDI). For this she received a trip to Hong Kong, all expenses paid.

While clients are familiar with the BidAir Cargo front line of operations and service, it is the back-office activities which keep their supply chain intact. The IT department's unsung heroes maintain the systems essential for bookings, tracking, invoicing, security, planning and record-keeping. That's why excellence in this area is something to be celebrated.

QATAR AIRWAYS CARGO CERTIFICATION

Congratulations to Irefaan Meniers of BidAir Cargo Cape Town. He gained his Cargo Warehouse Operations (CWO) Train the Trainer (TTT) Certificate from Qatar Airways Cargo after training in Doha with delegates from around the world. The certification means he is now authorised to conduct training for BidAir Cargo staff.

Our thanks to Siddhant Saldanha, Cargo Learning Specialist – HR Talent Development of Qatar Airways

