

New Opportunities, Partnerships and continued focus on People

By BEAU PAINE - Regional Vice President Cargo – Australia, Menzies Aviation

In true unprecedented times, the traditional 'soft' season for air cargo occurring during our Australian summer, did not present itself in its usual fashion. Instead cargo volumes remained relatively stable as we transitioned from 2020 and into 2021. With continued strong demand for perishable exports and the extension of the Australian Government's, International Freight Assistance Mechanism until mid-2021, our cargo terminals across the country continue to be busy.

As many airlines continue the search for schedule consistency with a focus on air cargo rather than passengers, we have found new opportunities in new locations. Most recently, partnering with Cathay Pacific in a series of seasonal flights from Hobart to Hong Kong. These flights have carried fresh product, from both land and sea, direct from Tasmania into Asian markets and truly demonstrate what can be achieved through a partnered approach. In differing circumstances and an unfamiliar location, we relocated equipment and operated a fly in fly out manpower operation to successfully handle these flights from the island state. The opportunity to commence international flights from Tasmania serves well to repeat itself on a seasonal or more regular basis.

At the same time, we were pleased to expand our global partnership with Qatar Airways with commencement of cargo and ground handling services in Sydney, Melbourne, Brisbane and Adelaide. Already having a long cargo handling partnership in Australia, via our operations in Perth, we were delighted to expand the relationship and partner with Qatar Airways across



all stations within Australia. Globally, we also commenced operations in London, Los Angeles, San Francisco and Auckland and continue to grow our relationship with Qatar Airways via their network handling partnership program. With aligned values of customer focus and service excellence, this partnership will enable smooth and seamless handling of all types of cargo, with a particular focus on pharmaceuticals and temperature sensitive commodities.

As COVID vaccines begin distribution within Australia, we are pleased to offer temperature-controlled solutions across all stations - with Sydney, Melbourne and Perth also offering dedicated controlled room temperature facilities to accommodate passive pharmaceutical storage. Sydney and Melbourne continue on the journey for IATA's CEIV Pharma accreditation with both ports targeting accreditation by mid-2021.

From a global cargo service delivery standpoint, we have announced new appointments to bolster our cargo team. Roles include a VP of Cargo Technology, Head of Cargo – Africa, VP Cargo – Americas and a new Head of Sales for Air Menzies International. These roles add to our already strong and experienced global Cargo Executive Team.

With an ongoing focus on our people we are very much aware of the mental impact that the continuing uncertainty presents. COVID-19 infections have not ceased, and it is not a flash in the pan event.

Whilst vaccinations are being rolled out and we are hopeful of a gradual recovery to the aviation sector, the current environment remains that much of the international passenger airline fleets are grounded, or schedules are severely reduced. For cargo, this reduction in capacity of passenger airline traffic continues to be an enormous challenge to meet consumer demand.

To support our people, our business has migrated to web based and virtual support services. We are proud to offer a **Wellbeing hub**. This new online hub is full of resources to help our people look after every aspect of their wellbeing. Supported with guides to managing some of the common challenges that can make life feel difficult, such as stress, anxiety or feeling alone. Pointing to dedicated resources within each country, and information about organisations and services where help can be found along with continued direct support from their direct line managers.

We are buoyed by the opportunities and new partnerships we have developed in the present marketplace however also realistic that as coronavirus variants emerge and travel restrictions remain a continuing trend, 2021 will be another tough year for aviation.

