

Capability Statement 2016

Airside Logistics

Mount Isa



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Built through dedicated customer service and professional delivery, the company has grown in size from a staff of five to currently just under 40 Mount Isa locals.

Airside Logistics was established by former Ansett Australia managers Gary Murray and Alan Mathieson to provide ground handling support to airlines flying into Mount Isa Airport. Following the collapse of Ansett Australia in 2001, their business continued to grow with the company providing services to Qantas, Virgin Blue and Macair.

Built through dedicated customer service and professional service delivery, the company has grown in size from a staff of five to currently just under 40 Mount Isa locals. Harvey World Travel (now helloworld), the sole travel agency in Mount Isa, was acquired in 2004 to create greater synergies with its airport operations.

Due to its strong reputation, the company was approached to take over the Australian Air Express contract in 2008, and has expanded the freight business to include TNT road and air, REX Freight, Qantas Freight, Australia Post, Dogtainers, EMO Trans - Global Logistics and, more recently, engaged as the rapid deployment centre for CISCO in Outback Queensland and Northern Territory.

Recently, the business consolidated its operations into one location with the construction of a new Airside Logistics warehousing facility and administration centre at Mount Isa airport.

With the average length of service of full time staff at 6.8 years, our new facility is another example of the positive workplace culture Airside Logistics has established.



About Airside Logistics



Airside Logistics

Stellar support from touch down to takeoff.

Airside Logistics is a diverse fixed base operator (FBO) located at Mount Isa Airport in the centre of the North West Mineral Province.

About Us

Founded by two former senior airline employees, Airside Logistics is known for the quality of our services and the stellar performance of our well-trained staff. We understand the needs of commercial and private aircraft owners and are dedicated to providing seamless chock-to-chock service for transport arrangements, passenger services, catering, baggage and general aircraft ground handling.

Our Services

- Airline Ground Services
- Ramp Services
- Ground Handling
- Freight Services
- Warehousing

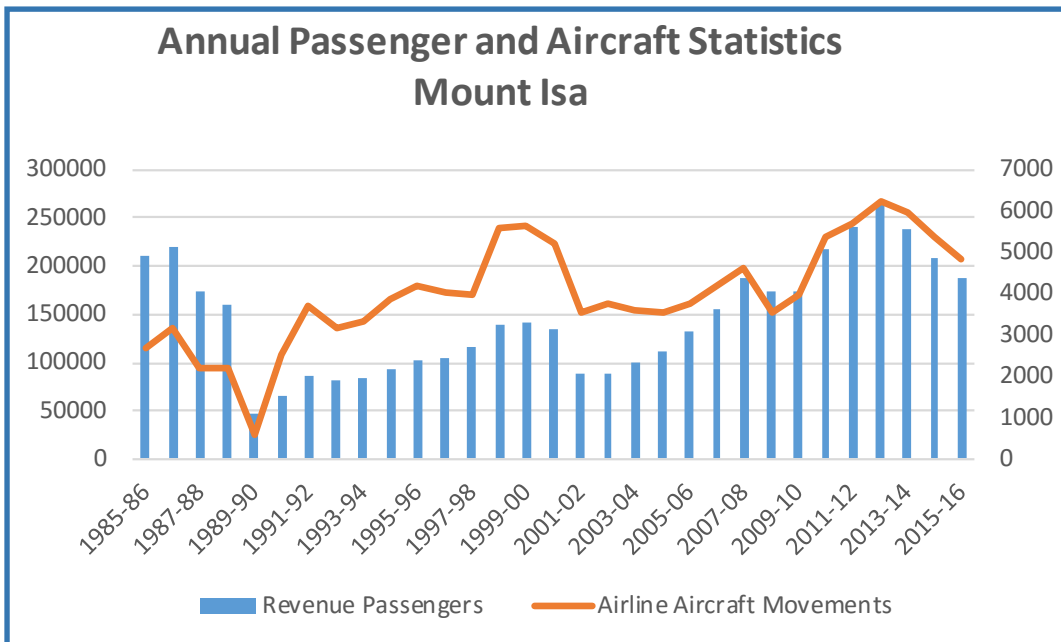
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Commercial Success



Airside Logistics has modern equipment and current accreditations which support this busy regional airport.



NOTES:

Domestic Pilots Dispute from August 1989

Deregulation of Domestic Aviation in Australia 30 October 1990

Ansett Collapse occurred September 2001

Growing Customer Base

Due to its strong reputation and dedication to customer service, Airside Logistics has remained the provider of choice at Mount Isa Airport for the following customers.





Airline Ground Services

From touch down to takeoff, Airside Logistics' professionally trained and service-focused Customer Service personnel ensure the smooth handling of your passengers, taking pride in being the friendly face of our customer airlines.

We consider ourselves more than just check-in staff; our full range of airline ground services includes:

- Check-in
- Ticketing
- Service Counter
- Special needs passenger assistance
- International connection/passport reconciliation
- Ground to air communications
- Load management
- Lost baggage – World Tracer
- Delay management & recovery
- Experience in major DCS systems

Delay Management

When the inevitable delays happen, you can count on Airside Logistics to relieve the pain for both airline crew and passengers. As part of our commitment to our airline and customer partners, Airside Logistics has an extensive range of contacts with hotels and transport service providers to expedite the recovery process and minimise the inconvenience while managing costs.



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Airside Logistics' expert ramp team is dedicated to the efficient, on time handling of your flights.

All our ramp personnel are thoroughly trained on each airline customer's policies and procedures to ensure seamless service delivery for:

- Crew transfers
- Aircraft marshalling
- Unloading/loading
- Baggage/freight
- Special needs passenger assistance
- Cabin cleaning
- Toilet & water service
- Ground Power Units
- RUSH Baggage coordination and delivery
- Aircraft security
- Aircraft refuelling

Our commitment to providing superior ramp services is guaranteed by our strict adherence to each customer's individual requirements and quality standards as well as a continual training process that ensures our ramp personnel exceed customer expectations for service delivery.

VIP Charter Logistics

From our modern Mount Isa Airport facility, Airside Logistics is also able to provide outstanding service for VIP Charters, including:

- VIP Lounge
- VIP transfers
- Crew transfers
- Accommodation reservations
- In-flight catering and refreshments
- Aircraft cleaning
- Toilet & water service
- Escorted vehicular tarmac access
- Aircraft security

Ramp Services





Ground Handling

Airside Logistics is committed to delivering top quality ground handling services to protect your most important investments: your aircraft, your crew and your customers.

Training and safety is always our top priority, which enables us to deliver a seamless service solution for our customers.

We are currently certified to service the following aircraft:

- Airbus: A320
- BAE 146: 100/200/300/400
- Boeing: B717, B727-100/200, B737-300/400/800, B767-200/300
- Dash 8: Q100, Q200, Q300, Q400
- Embraer: E120, E170, E190
- Fairchild: Metroliner
- Fokker: F28, F50, F70, F100
- Ilyushin: 76
- SAAB: 340, 340B

Excellence in Training

Airside Logistics in-house trainers are certified TAE40110, the most recent Certificate IV in Training and Assessment otherwise known as “train the trainer”. Our trainers are particularly skilled in the development of learning programs based on specific customer needs as well as assessment protocols to ensure the highest level of training among our ground service personnel.

In addition, we are certified to provide customer airlines’ in-house training modules and curriculum for Customer Service and Ramp personnel, from induction training to supervisor/leading hand positions. We continually refine and improve our handling logistics processes working in partnership with our airline customers to achieve common goals. This results in added value, individualized solutions that contribute to the profitability of our customers’ business.

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Freight Services



Airside Logistics Freight is a specialised airfreight and cargo handling agent at Mount Isa Airport.

Airside Logistics Freight is proud to serve as the Qantas Freight agent in Mount Isa for the past 14 years, and has been entrusted as the freight company of choice for TNT road and air, Australia Post, REX Freight and Dogtainers. With a fleet of 12 vehicles on the road in North West Queensland, we are also honoured to be CISCO's rapid deployment centre for this vast area.



We provide the following services:

- Aircraft loading & unloading
- Aircraft freighter receipt and despatch
- Freight delivery
- Freight manifesting
- Airway bill creation
- Dangerous goods acceptance
- HUM & AVI handling
- Special loads and skids
- Medical consignments
- Refrigeration

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Warehousing

Airside Logistics offers a complete range of warehousing services for off site or overflow storage needs.

We can tailor a solution that is perfect for your business requirements.

Warehousing is available for pallet items only, on a casual or long-term basis. The new Airside Logistics warehousing facility is located at Mount Isa Airport and is equipped with forklifts, pallet scales and wrapping facilities.

We do not accept any dangerous goods for storage.



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OUR AIRSIDE LOGISTICS TEAM

Alan Mathieson - Director



Alan began his career in the aviation industry with Tillair Airlines in the Northern Territory.

Working for this small dynamic airline, Alan thrived in the 'jack of all trades' environment and rose to a managerial position within the main operations centre. Returning to Brisbane, Alan secured a position within the international freight forwarding industry and continued in this cargo handling environment for the next 10 years.

His attention to detail, customer service and respect from fellow employees did not go unnoticed. He soon progressed into managerial roles while continually developing long-term relationships with customers and airlines.

A subsequent move to Mount Isa saw a change to a more passenger-focused career for Alan in the aviation industry and employment with Ansett Australia. This continued until the collapse of Ansett in September 2001.

Following that event, Alan formed a business partnership with Gary Murray and Airside Logistics began operations in Mount Isa.

Gary Murray - Director



Gary was born in Brisbane and spent much of his youth at Archerfield aerodrome while growing up and attending school at Salisbury.

Gary started his adult career in Katherine NT working for a local travel agency that provided ground handling services to Ansett NT and its Fokker F-28 fleet of aircraft. Gary moved back to Brisbane and took a position with Ansett reservations; however, it wasn't long before his talents were recognised and he was quickly moved into the airline's Group Sales Department re-

sponsible for aircraft charters and large group movements. A move into sales and subsequently retail operations completed Gary's airline administration apprenticeship.

Gary's unending ambition and desire to further his airline knowledge led to his move over to the operational side of the airline where, after exhaustive training, he became a Duty Airport Manager based in Brisbane for Ansett Australia. With his sales and marketing background and operational experience, Gary was persuaded to take on the senior role of Port Manager Mount Isa, ultimately overseeing the airline's interests in that city, a position he held for seven years until the untimely collapse of Ansett Australia in 2001. Gary identified the need for an experienced ground handling company in Mount Isa and understood with the collapse of Ansett Australia the dynamics of the airline industry had changed for good.

Subsequently, Airside Logistics was born. Gary is an active member of the Mount Isa community and is currently a board member of Commerce North West as well as a long-term member of The Australian Institute of Company Directors and Australian Institute of Management.



Our Team



Ashleigh Trenergy - Airport Manager

Ashleigh has an unbridled passion for service delivery and employs her skills and knowledge base in her role as our Airport Manager. Commencing in 2006 with Airside Logistics, Ashleigh's skills and focus were instantly recognised and her move into a senior role within the company was a natural progression. Ashleigh holds a cert IV Training and Assessment qualification and is responsible for all aspects of our customer service training and delivery.

Ashleigh is endorsed to deliver all of our customer airlines training and assessment modules.





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