

OMAN SATS

NEWSLETTER



CEO

Share the creativity
In your second "HOME"

Trending News :

Early retirement scheme... Targeting
Job Redundent & Genuine Sickness .

Sakhi Al Sa'adi :

We are lucky to work in such
attractive enviroment .

Mahmood Al Hinai :

Oman SATS Mobile App is
interactive and saves time and efforts .





Tan Siang Tang
CEO

CEO's Note :

Dear Colleagues,

It gives me tremendous delight to pen this opening message for our in-house newsletter. This is possible due to the hard work put in by the editorial team, and I can see the passion each one of them has for this newsletter. The team worked many hours and stayed back after work to commit to this project, and I am sure you all will like it too.

This project provides a platform for the staff of the Company to interact and share news about their work, about themselves, and about their ideas in making this workplace a second "home". Come to think of it, this workplace is the venue whereby we spend the most time, apart from our own house. And the editorial team wants to present their ideas in a creative way, and we can't wait to see how future editions would look like.

I, and I am sure all of you members of the Oman SATS family, look forward to every edition of this newsletter. Let's all make this OUR newsletter by taking an interest and ownership of this project. This means providing the necessary feedback, ideas and also your own contributions to its success as well. Finally, we are still facing the virus pandemic and I ask that all of us stay safe so that we can look after our families and our community better. Wear mask, practice social distancing and good hygiene habits and get vaccinated (when we can) to win the war against the virus. This virus is strong, but together, we can do it.

Trending News

- As part of Oman SATS efforts to optimize the operations, the Company got the approval from its Board to offer early retirement scheme to selected group of staff. The scheme targets those staff who are physically unfit and whose jobs have been made redundant due to the use of technology, and where the staff are not trainable to adapt to the new operating environment. These staff are mainly with low education and above 45 years old. The early retirement scheme was conducted in phases started at end April 2021. This will help the Company to preserve its cash flow for the early retirement pay out.
- On 24 December, Oman SATS handled the arrival of the first batch of the Pfizer Bionic anti-virus for covid-19 vaccine through Muscat International Airport Cargo Terminal. The shipment includes 15,600 doses, while about 28,000 more doses received on January. The Handling operations went about smoothly, thanks to the dedicated team that worked closely with the Ministry of Health, the ROP Customs, DHL and TRANSOM Handling.
- Value Added Tax (VAT) has been implemented in Oman since 16th of April 2021 based on a royal decree No. 121/2020. Oman SATS has incorporated the VAT requirements for its operations. The whole transaction was smooth, and our systems were all put in place to ensure operations were not affected. Domestic operations attracted VAT and all the frontline staff were trained to explain to the users of our facility.



- As a matter of its digitalization program, Oman SATS has introduced the Undelivered Shipments Report to its airline clients. This is in line with the company continued efforts and commitment to provide the best services to support the industry and its valued customers. The auto generated message of "Undelivered Shipments Report" will provide timely and updated information to the airlines, adding transparency to the shipments on hand as they received the updates on a daily basis. The report will eliminate the manual delivery of such reports via Emails.



Safety Lesson

While cargo was unloading, the driver unexpectedly hit the safety concrete barrier when approaching to the import airside tunnel towing the wide dolly. The area was closed in order to remove the blockage.

Accident Cause:

The driver was not aware of the space area between the wide dolly and the safety concrete barrier as he was pulling inside the long and the wide dollies.

Lesson learned:

At least two long dollies to be pulled in and out the warehouse to allow enough spacing on both sides while approaching to the warehouse tunnel to ensure that our staff and facility are safe and not to involve in such incident like this.

Oman Vision 2040

Why did the Sultanate launch Oman 2040 vision?

The changes in the world and its political, economic and scientific technological developments associated with the end of the oil boom pose more challenges for the Sultanate, and all of these have been reflected in a new challenge in the social system, especially at the level of youth and the family. In addition to climate change, which predicts population growth for Omani society, which will constitute an increasing pressure on the basic natural resources.

Faced with these transformations and challenges, the Sultanate stands at a crossroads. Either to ignore these changes and transformations, and surrender to the quicksand policies around it, or to keep pace with them and absorb their challenges and take advantage of their opportunities, so the future bet for Oman 2040 vision.

With this, Oman Vision 2040 was formed by a decision from the late Sultan Qaboos bin Said, may God rest his soul, and whose noble orders stipulated that the future vision of Oman 2040 should be prepared, crystallized and formulated with complete mastery and high accuracy in light of a broad societal consensus and with the participation of different groups of society, so that it is comprehensible to the economic reality, social and forward-looking objectively.

On 8/18/2020 AD, His Majesty Sultan Haitham bin Tariq issued Royal Decree No. 100/2020 to establish a unit to follow up the implementation of Oman Vision 2040, define its terms of reference and approve its organizational structure.

In the coming editions, we will discuss about the vision logo and other matters related to it.

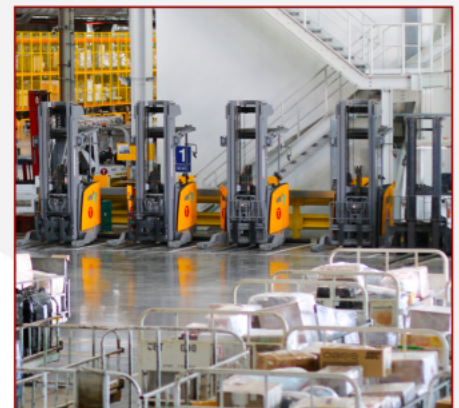


Work Ethics

Business ethics is the study of appropriate business policies and practices regarding potentially controversial subjects including corporate governance, insider trading, bribery, discrimination, corporate social responsibility.

And we can define it as, the moral principles that act as guidelines for the way a business conducts itself and its transactions. In many ways, the same guidelines that individuals use to conduct themselves in an acceptable way – in personal and professional settings – apply to businesses as well.

Business ethics are important for every company. They keep workers safe, help trade and interactions between companies remain honest and fair, and generally make for better goods and services. Distinguishing what a company will and won't stand for is not always the same for each organization, but knowing basic ethical guidelines is a key component of company management.





Staff Engagement

His diversified wealth of experience in this field being shared is greatly appreciated. Hoping to inspire everyone, especially the younger ones to strive do their best and continue to grow professionally and responsibility as a member of the company and society.

Sakhi Al Sa'adi
Officer -Import OPS

When did you join the company and how has your experience been up to now?

I joined the company in 1995, at the time, the company name was Oman Aviation Services, and I started the work at the import reception. Undoubtedly, it was a successful experience by all standards and I benefited a lot from it, because I have an experience in the military field, English language courses, as well as, specialized certificates in communications.

How did you find the change that took place after the joint Venture (JV) with SATS Singapore as an Air Cargo partner with Oman Air?

Before SATS, the situation was somehow volatile with failures in some aspects, however, after the Joint Venture (JV) with SATS Singapore, major changes took a place at Cargo terminal, of course, good changes according to what we have witnessed and based on the testimony of all the companies and governmental institutions that we have been dealing with.

What is the secret behind Sakhi and this continuous giving?

Having an iron will. Also, my military experience taught me discipline and devotion to the country, along with the diligence to earn a decent living in order to support my family, who are everything to me.

What are your expectations for the air cargo sector in light of the company's current business?

Very optimistic, especially after the end of this pandemic. I ask everyone not to rush in the results and there is no doubt that the company's management will support their staff in various ways through training courses and creating a comfortable work environment by bringing new technologies and attractive trends..

What are the challenges you face in your job?

There are almost no job challenges, as long as, the employees devotes their time, mind and intelligence to develop the company in particular and the country in general. Hence, all challenges will be overcome, and the company will spare no effort for that.

What role did the company play that led to the development and success of the cargo sector?

Change of mindset. Our attitude towards work has changed. Before, we were not responsible of work, but today we work in a comfortable and attractive environment, even with practical pressure, deducted monthly salary during the pandemic and lack of employees, all of these were incentive for us to continue working hard to achieve the set goals. Thanks to our senior management, headed by Mr. ST Tan and Mr. Ahmed Dahlan, as well as our Omani colleagues who provided us with all the required support, and the success you see today is yesterday's consistency.

Anything you would like to conclude the conversation with?

I would like to thank the editorial team and the family of this newsletter for this encouraging gesture to interact and communicate, and I am confident that it will be a good reference for all staff.



Guest On Focus

The success of any institution is accompanied with its customers' satisfaction with the services provided by that institution. Oman SATS has strived to develop a solid strategy to ensure the quality of its services. Mahmoud AL Hinai, a customs broker, at Oman SATS rates the services provided by the company.

Mahmoud Al Hinai
Customs Clearance

Where do you work and how long have you been in this company?

I work in Dharamsey Nensey. I have been working in this company since 2002 and currently I have completed 18 years of experience as a customs broker.

Tell us more about Dharamsey Nensey, in terms of its establishment year, its ownership, and the sector in which it operates?

Dharamsey Nensey is a private institution that was established in the 1970s. Its core business is catering.

What is the secret behind your commitment and devotion for staying 18 years at the same company?

It is very simple. I consider my work as a second home in which I see my brothers, sisters and other family members, and from that point of view I give as much as I can to build my home as I envisioned it to be in a good picture. And there is no doubt that mutual respect, as well as, work ethics between staff are the top secrets of the continuity of work. All in all, I believe that these manners will continue for years, as long as, we educate and support the new comers of the company in order to follow the same approach.

What are the challenges that you expect to face Oman SATS in the coming period of time and the same for Air Cargo sector in general?

The big challenge that Oman SATS may face is determining handling prices for shipments which have been never remained the same and the customers have been never satisfied by them. As well as, the speed of shipping shipments in light of the great growth of this sector. It is no secret that the current pandemic is one of the most severe challenges that could face the Air Cargo sector.

In your opinion, what is the impact of the new technologies that Oman SATS introduced in import and export operations on the companies operating at Cargo terminal?

It is obvious that the new technologies introduced by Oman SATS are useful, for example, mobile application. It helped to save much time and cost. Workflow has become easier and much effort has been kept.

Based on your long experience on working with Oman SATS, to what extent are you satisfied with the service provided by the company?

Completely satisfied with the services provided by Oman SATS, and I give my regards to Mr. Ahmed Dahlan, Head of operations and Hamad Al-Zadjali, Cargo Officer, who are sparing no effort in order to overcome the difficulties that we may face.

What are your expectations for the next stage in the process of developing Air Cargo in the Sultanate of Oman?

I expect that all paper transactions will disappear with the procedures currently followed for transferring to digital world, similar to that of other developed countries. The current pandemic has played a big role in highlighting the urgent need to accelerate this change and to go paperless. This could be achieved through training the newly emerging Omani youth, and following new methods of dealing with different categories customers.

IT World

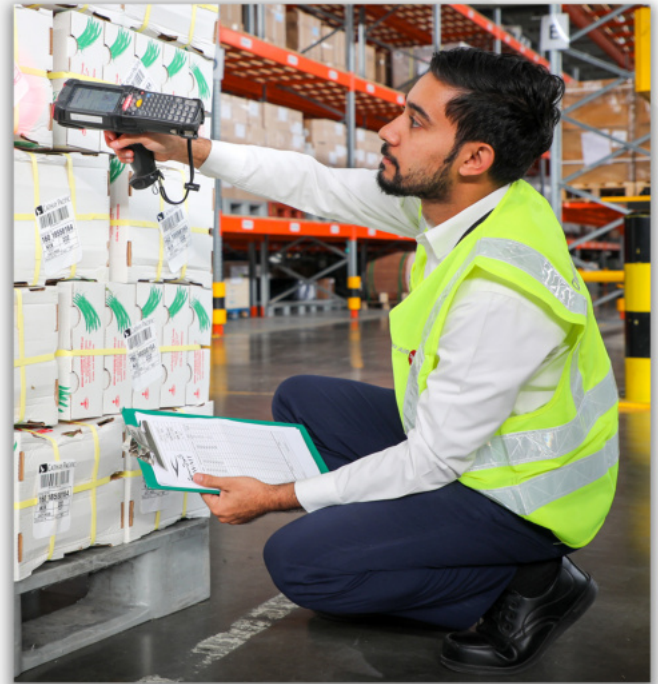
RFID (Radio Frequency Identification) Technology :

We often see when we buy clothes from supermarkets, an old piece of plastic is removed later by the knowledge of the shop, and we hear about the automatic payment system for cars at the gates. This is what we call Identification using radio frequency (RFID).

RFID is a wireless device that uses radio frequencies, which are electromagnetic waves, to transmit data from a smaller device that is affixed to the object to be recognized for identification and tracking purposes.

RFID is an acronym for Radio Frequency Identification and it is used to describe a specific system by sending a specific set of coded numbers that express the object or system to be identified by radio waves.

Some of these devices require batteries to operate it, while others use part of the waves that they send to convert them into the energy needed for its work. The device attached to the body contains digital data that can be read from a distance of several meters.



Omani Labor Law

According to Royal Decree No. 35/2003 in 2003, the Omani Labor Law was promulgated, and it aims to achieve social justice in the country. This law applies to all Omani and expatriate employees and who are in private sector.

The labor law consists of ten chapters, which are: Definitions and General Provisions, Employment of Citizens and Organization of Foreign Employees Work, Contract of Employment, Salaries, Leaves and Working Hours, Employment of Juveniles and Females, industrial Safety, Employment of Employee in Mines and Quarries, Labor Disputes, Representative Committees, and Penalties.

And we will shed the light in the coming editions on these chapters and the laws related to them.

Saying

"Anyone who has ever made anything of importance was disciplined."

Andrew Hendrixson

"It does not matter how slowly you go as long as you do not stop."

Konfochios

"The journey of thousand miles begins with one step ."

Tao Tzu

OMAN SATS Newsletter

General Advisor

Abdullah Al Rashdi

Chief Editors

Khalifa Al Riyami

Jumana Al Hasni

Amal Al Maqbali

Designing

Muneer Al Balushi

Photography

Ibrahim Al Zadjali

Translation

Manal Al Subhi

Editorial Team

Asira Al Balushi

Hanan Al Toqi

Khalid Al Raqadi

Talal Al Balushi

OS.newsletter@transom.om

7240 6664

1st
Edition