

# OMAN SATS

## NEWSLETTER

TRANSOM  
SATS Cargo  
ساتس الشحن



**Cyclone Shaheen :**  
Unexpected hurricane hit  
Al Batina region.

**Haitham Al Hinai :**  
Proud that our staff  
worked continuously  
during the cyclone.

**Mohammed AL Musafir :**  
Bright future for Air Cargo  
sector in Oman market.

6<sup>th</sup>  
Edition  
NOV2021



## Haitham Al Hinai

Assistant Manager  
Documentation and Reception

It gives me great pleasure to write on the sixth edition for this month. I would like to take this opportunity to thank all those in charge of this monthly news platform.

With caution and concern, we followed the movements of the tropical hurricane (Shaheen), which arrived off the coast of the Sultanate, starting on Sunday morning 3<sup>rd</sup> October 2021.

The country had anticipated the hurricane by declaring an official holiday. Appeals were made to residents of areas within the direct impact of the hurricane to evacuate their homes, and go to shelters due to the seriousness of the tropical situation.

On Saturday afternoon, the cargo operations team held an emergency meeting to prepare for any requirements at work, due to the possibility of employees not being able to report for work due to cyclone. The team was concerned as they have a responsibility to ensure that the cargo in and out of Muscat are being handled in a professional manner in order to serve the industry in Oman .

On Sunday morning, the direct impact of the hurricane was felt in Muscat. This led Oman Air to postpone its incoming and outgoing flights. Some cargo flights of other airlines continued to operate.

The continued heavy rain led to the inability of most employees to start their usual shifts. Postponed Oman Air flights arrived later in the day all at the same time, which increased the pressure of work. However, with the cooperation of the operations team, we were able to overcome this ordeal smoothly, and with minimal damage.

I thank the team that withstood the field in these difficult circumstances. I thank the management for their support and provision of the necessary needs during the passing period of the hurricane. Indeed once again, we lived up to our reputation of operating 24/7 to serve the industry and country of Oman.

# Trending News

**RA3**Regulated Agent Status in 3<sup>rd</sup> Country

An RA3 is a cargo handling entity located in a third country that is validated and approved as such on the basis of an EU aviation security validation for the handling of cargo.

An RA3 shall ensure that security controls including screening where applicable have been applied to consignments bound for European Union and the consignments have been protected from unauthorized interference from the time that those security controls were applied and until the consignments are loaded onto an aircraft. We are happy to report that Oman SATS along with aviation sector stakeholders (ROP, Oman Airport, and Transom Handling) have successfully completed the revalidation and RA3 certificate has been extended till 29th Sep 2024. Congratulations to the teams involved!

## Support For The Affected by Cyclone Shaheen :

Thousands of Omanis and expatriates have joined forces for the huge clean-up operation days after Cyclone Shaheen ripped through the country. With the slogan "All of Us, One Hand" and as part of the Corporate Social Responsibility activities, Oman Airports and in collaboration with TRANSOM Handling and Oman SATS organized a voluntary campaign to stand by those affected by Shaheen Cyclone.

The objective of the campaign was to provide all kinds of assistance and support to the affected families. The campaign included a technical team, which was responsible for visiting the affected houses and providing maintenance services. The teams also participated in cleaning the damaged houses, removing the dirt obstacles, and cleaning the affected roads. The company assisted staff whose house and possessions were destroyed by the cyclone.

## Corporate CSR - Blood Donation :

As part of firm belief from Oman SATS that it's a part of Omani society a blood donation campaign was launched on 28th October in our Terminal and invited all staff, ROP, and other tenants to participate in this event. The campaign was a success as a lot of our staff were positively engaged and donated blood to save lives. An appreciation message has been received from Blood Bank Services for the arrangement and all volunteers. The blood donation campaign was also in support of the citizens who were affected by the cyclone where many injured citizens require blood supplement support.

# Guest on focus

## Tell us about yourself and your career with Oman Air?

I have been working with Oman Air since 1996 in internal audit department. In 2016, I was appointed as Vice President of Cargo Commercial. I consider this one of my best career move that I am always proud of.

## From your experience as the Vice President of Cargo Commercial, how can you market the Air cargo sector in the Sultanate?

Air cargo can be marketed by providing financial facilities to cargo companies from the airports and handling management. In addition, Developing a marketing plan to promote air cargo and target international airlines us also very necessary.

## How did you overcome the challenges that emerged from the recent pandemic?

After the scheduled flights stopped during the pandemic period, coordination was established with government and private agencies to provide cargo flights to several countries. These were countries from which we import health supplies like medical equipment and other goods to the Sultanate. We still provide similar cargo flights, which amounted to approximately 18 weekly flights, in addition to transporting cargo on scheduled passenger aircrafts.

## Air freight is a gateway to many opportunities. As the Vice President, how can we seize such opportunities?

There are always opportunities to develop work and increase sales. Through our attendance at international exhibitions and our communication with our trading partners around the world. We as a team were able to increase sales by more than 90% within 4 years. During the pandemic period our sales increased significantly, especially after the increase in air cargo flights, and also improved Systems and technology in the cargo department.



**Mohammed Al Musafir**  
Vice President of Cargo Commercial  
OMAN AIR

## Are there any partnership agreements between you and other airlines that you intend to conclude in the near future?

We have agreements with most international airlines, estimated at 70 agreements for the use of capacity from both sides, and we are constantly communicating with international airlines for mutual benefit and cooperation.

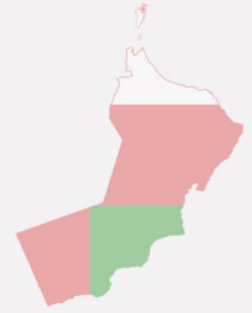
## Last word?

Thanks and appreciation to Oman SATS staff for this newsletter. I take this opportunity to express my appreciation and thanks to the management of Oman SATS, and for their constant endeavor to provide excellent services in the field of handling.



الشحن  
CARGO

# Oman Vision 2040



Developing the different levels of the educational system and improving educational outcomes have become necessary to build Omanis' confidence in their identity and commitment to their social values. This is attainable through increasing the quality of basic and higher education and developing scientific and educational curricula, so that graduates are acquainted with competitive qualifications and employability skills to enter the local and international Labour market. Such graduates will have an adequate level of productivity and competitiveness to build a knowledge-based economy, enhance job security in the private sector and foster a participatory relation between the private and the public sectors. In addition to this, a developed educational system also entails the development of educational institutions, faculty and staff, the application of international standards for accreditation, the use of modern teaching and learning techniques, and the dissemination thereof as national culture.

A leap is required in quality and quantity in the domain of scientific research and development, through the provision of diverse and sustainable sources of funding to support applied scientific researches to promote innovation in various fields and strengthen partnership between the academic and research institutions on the one hand and the private sector on the other.

The various stakeholders need to join forces to promote the role of citizens and society in advancing economic development. This necessitates the establishment of a stimulating educational and vocational training system to afford individuals high-level skills to enter the Labour market, raise their productivity and improve the efficiency of the economy in general. Values of competition and qualification should prompt individuals to seek high-ranking jobs based entirely on merit. This implies adherence to institutional values and a performance-based qualification system. Another aspect of joining forces also entails maximizing national capabilities through a national system established to nurture talent, creativity and entrepreneurial potential.

## Objectives :

A high-quality educational system with societal partnership.

- An integrated and independent system to govern and evaluate the educational ecosystem against national and international standards.
- Value-enforcing curricula that incorporate Islamic principles and Omani identity; are inspired by Oman's history and heritage; are consistent with the contemporary requirements of sustainable development and future skills; and support the diversification of learning pathways.
- A system that empowers human capabilities in the educational sector.
- An effective national system that nurtures scientific research, innovation, and creativity to build a knowledge-based economy and society.
- Diversified and sustainable funding sources for education, scientific research and innovation.
- National talents with dynamic capabilities and skills that are competitive locally and internationally.



# Story & Lesson

## Outlook Tips :

### Keyboard Shortcuts :

"Ctrl" + "1" will open Outlook mail.

"Ctrl" + "2" will open calendar.

"Ctrl" + "3" will open contacts.

"Ctrl" + "4" will open tasks.

"F3" will open the search field.

If you can in the calendar section, pressing "Ctrl" + "G" opens a "Go To Date" prompt where you can search for any date and quickly go to that date in the calendar.

Highlight an email and press "Ctrl" + "U" to mark it unread or press "Ctrl" + "Q" to mark it read.

### Mark Deleted Items Read :

If you delete an unread email, it leaves it marked unread in the trash. But you can also set up settings to automatically mark messages as read when deleted. To do that, go to "File" and click "Options". Go to the "Mail" tab, scroll down to the end and tick the "Mark messages as read when deleted" checkbox. Afterward, click "OK".

### Read Aloud :

Outlook also provides the feature to read your email aloud. Open any email from your inbox, go to the "Home" tab, and click the "Read Aloud" option. You can even highlight some specific text and ask to read it. It also shows you the menu option where you can change the reading speed and select the voice. If the "Read Aloud" option is not enabled in your Outlook, you can go to "File" and click "Options". Go to the "Ease of Access" tab and tick the "Show Read Aloud" checkbox. Afterward, click "OK".

### Dictate Messages :

If you have Microsoft 365 account, then you can easily dictate your message instead of typing. So, when you are writing a new email, click on "Dictate" and start speaking. It will start writing the text at the same time.

### Case study 1:

The driver was entering the import delivery ramp door when suddenly the shutter door closed down. This was due to servicing of shutter door conducted by Oman Airport Contractor. He did not notice that driver is approaching while closing the shutter door.

### Lesson Learned:

Safety is for everybody and all staff are to ensure that they observe the safety measures that are put in place in the operations.

In the above case, the dolly should be in close contact with the MHS roller deck before the transfer. This will help protect staff, facility, and cargo from being injured or damaged to the facility and cargo.

### Case study 2:

A pallet fell when a driver was trying to connect the pallet from a dolly to the roller desk of the MHS. It fell because of the gap between the dolly and the MHS rolling deck. The gap was wide and it caused the pallet to drop, causing slight damage to the pallet.

### Lesson Learned:

By ensuring the safety measure in all areas, staff have always been reminded, and ensure proper towing procedures are being met at all times. The dolly should be touched while approaching the ETV rolling machine to ensure that our facility and staff are protected for their safety.

# OMAN SATS

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