



Whatever the challenges! - We support WFP in their mission to ensure zero hunger

The baseline of Humanitarian Aviation Challenges!

- Inherent operational complexities
- Lack of road networks
- Absence of commercial operators
- Desolate and war torn
- Challenging environments

2 ZERO HUNGER

No infrastructure

Sharm El Sheikh, Egypt: 23 – 25 October 2018



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We go above and beyond

We are passionate about making a difference



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We are major sponsor of Mama Ibado Charity – Feeds over 500 elders every month and now providing a roof over the head!!

- With the motto – feeding the elders is our responsibility
- The annual medical camp – volunteer doctors flown in and out by 748
- And for the first time this year – Accommodation for the elders!!



Zero hunger



MAMA IBADO CHARITY



MAMA IBADO MEDICAL CAMP



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PROFESSIONAL RESOURCES



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The business is highly depend on robust Information Management Systems

- Aircraft Control – Operations Command Centre
- Aircraft Tracking
- Crew Control – Monitor the resource, roster, training records
- Maintenance AMO
- Maintenance reliability Program
- Parts tracking Program
- SMS System – Safety & Quality Audits
- Financial Management Statements
- Human Resource Management
- Booking Engine





Dynamic BowTie Risk Management

The dynamic BowTie allows to visualize all the hazards that may lead to an undesirable event and also the defenses to fight the hazards and avoid consequences.





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PROFESSIONAL RESOURCES

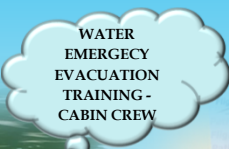
- Global shortage of pilots

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Retention of a professional crew – passionate beyond the call of duty – “away from sweet home”!

- The challenge of minimum flying hours
- Price and retention
- Hostile areas and fields
- High training costs
- Jungle Jeps
- Cultural barriers









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PROFESSIONAL RESOURCES

- A dynamic Aircraft Maintenance AMO

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A linchpin of quick and efficient operations that ensures a high dispatch reliability

- Maintain highest regulatory maintenance standard
- Perform line maintenance and operations checks
- Ground support equipment
- Technical Ramp handling
- High training costs
- Retention challenges







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PROFESSIONAL RESOURCES
- Base Managers & Certified Flight dispatch Professionals

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Operational control and Flight dispatch

- Base Managers – Client liaison coordinators
- Project Management
- Compliance and conformance
- Continues training









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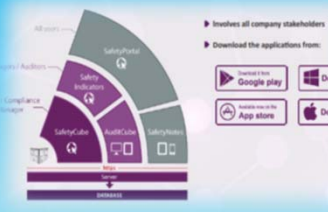
CRITICAL ROLE MANAGEMENT

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Safety & Security Management

- Efficient Technology - SMS – hazard reporting
- Client advisory follow-up
- None punitive reporting culture
- Responsive security measures
- Dynamic Bow-tie Risk Management
- Internal Safety Continues Audits
- Bio monthly Executive Review meeting
- Strict deadlines on closure of findings
- Benchmarking with industry leaders
- Staff training









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CRITICAL ROLE MANAGEMENT

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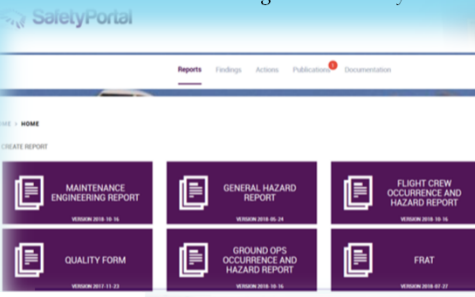


Quality & Company Compliance Management

- SMS – for continues audits both Quality and Corporate Compliance
- External Audits – Clients and BARS Certification
- Bio monthly Executive Review meeting
- Civil Aviation Recertification
- Strict deadlines on closure of findings
- Benchmarking with industry leaders



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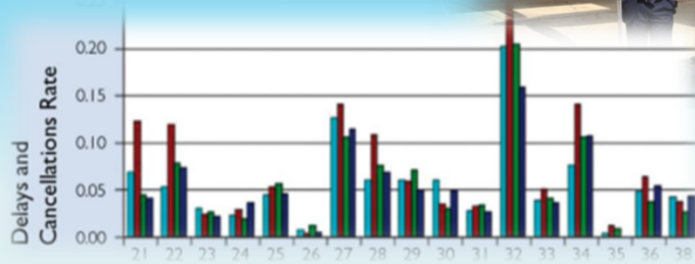


Aircraft Reliability Monitoring Program

- Crew reports
- Shop findings
- Components unscheduled removals
- Functional checks
- Aircraft hours/running hours/landings
- Follow-ups



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CRITICAL ROLE MANAGEMENT

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Financial Management

- Cashflow controls
- Budgetary controls
- Aircraft Utilization
- Load factor
- On time Financial Management Information
- Strategic focus
- Benchmarking





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BUSINESS CONTINUITY

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Business Continuity versus Myriad Challenges

- Pressure on prices as donor tighten the belt
- Engines off the wing before 2,000 hrs
- Exceptional C check costs
- High insurance premiums
- Quasi taxes and levies
- MGH annual reconciliation – match costs with revenue
- Global shortage of pilots
- Capital investment





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Unforgiving Terrain

- Incursions & Excursions
- Unpaved gravel terrain
- Traffic congestion and lack of proper ATC services
- Security
- Sandstorms
- Birds strike
- [Video - Chad, Moissala](#)





Bird strike in
Chad ann d a
tyre burst
iSomalia



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Logistic Nightmares!

- The parts supply chain
- Margin overloads
- Governments bureaucracy and inconsistency
- Fuel contamination






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**TAX EXEMPTION
CERTIFICATE**

W-9

A revolutionary reflection

- Sustainable contract rates
- MGH reconciliations every three months
- Negotiate and incorporate operators in tax exemptions
- Negotiate humanitarian access discounts on our behalf - engine shops and other major components vendors
- More engagement with the players





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