



## Chairman's Message

Contrary to our personal and business aspirations, 2020 has brought one of the greatest challenges in human history, the Covid-19 pandemic. The air cargo and passenger industries are the most affected sectors due to the pandemic, and have been forced to adapt their business models to fulfill the unprecedented surge of demand for capacity. Responding to these adverse circumstances, National rededicated its missions to transport pandemic relief cargo across the globe, partnering with various governments and international agencies. The entire National team has dedicated their efforts and resources to convert a global adversity to a favorable opportunity for sustainable businesses. For National, there has been capital investments to increase asset bases and more aircrafts have been added to the fleet to cater to the increased transportation demands. We at National should be creative in offering our customers end to end solutions to their customized air transport needs. The pandemic has posed grave challenges to the industry, however it's our time to embrace a path of 'resurgence'. It's our cumulative responsibility to adopt a proactive approach and look out for every avenue of sustainable businesses. Through this edition of 'Ascend' Newsletter, I would like to acknowledge all the efforts and commitment of the entire National team.



*Chris Alf, Chairman, National Air Cargo Group*



## Covid 19: National's Response

Read more about National Air Cargo's medical relief supply mission flights to various challenging locations and nations during the pandemic. (pg 2)



## National Airlines Updates

This October marked a new chapter in the global business operations when latest B-747 400Fs were commissioned back to the fleet. (pg 3)



This October National Air Cargo Celebrates 29 years of service. National was founded by Lori & Chris Alf in Buffalo, New York. We grew from a freight forwarder to an international airline offering cargo and passenger transport solutions. Our fleet of seven organic aircrafts and 15 accessible aircraft types offer customized services to customers. Let us rededicate and embrace a renewed vision to 'Deliver the World'



## Air bridge project

• National in partnership with US Department of Homeland Security (DHS) & Federal Emergency Management Agency (FEMA) transported Covid relief supplies to the US. Apart from the B747-400 freighters, National with its partners had deployed the most advanced Boeing B777-300ER passenger aircraft and B 757 to carry medical relief cargo procured from factories in Singapore and Seoul to New York and Washington DC. This was part of the US President Trump's 'Project Air bridge'.

• Each cargo only passenger flight has 14 pallets positions in the lower deck and over eight weekly frequencies between Singapore and Seoul were coordinated by the national Air Cargo crew.

"We are proud to be part of President Trump's Coronavirus Task Force and are working closely with the Federal Emergency Management Agency (FEMA) (Project Air Bridge Supply Chain Task Force) and various State local bodies, and organizations, coordinating the logistics and charter missions of the utmost priority relief supplies across the world into USA", exclaimed, Chris Alf, Chairman, National Airlines

• National has been carrying out multiple missions from China and US transporting millions of masks, gloves, ventilators, and other relief supplies. National also operated flights carrying medicines into US and other countries affected by Covid 19.



## National's Covid 19 pandemic relief missions



*We salute our crew members and ground personnel for their outstanding grit and commitment in combating the Covid 19 pandemic.*

• The Republic of Haiti contracted National Air Cargo to operate five cargo flights to carry Covid 19 relief supplies from Shanghai to Port-au-Prince, Haiti. Critical supplies including respirators, surgical masks, N95 masks, full beds and other accessories were part of the cargo from China.

• Relief supplies worth \$18 million were transported as part of this mission. National deployed two of its B 747-400F aircrafts for the urgent and safe transport of these supplies. Jovenel Moise, the President of Haiti; Joseph Jouthe, the Prime Minister and Dr. Marie Greta Roy Clement, the Minister of Public Health and Population, received the flights at the airport.

• Even when normal operations and business were standstill in National offices across Europe, emergency charter flights with masks and

other medical equipment were coordinated by the team in response to the Covid 19 pandemic relief work.

• National offices in US, Europe, Dubai, China and Malaysia relentlessly worked to coordinate with the factories in China and relief organizations in US to carry out these critical relief missions in a round the clock manner.

• National operated numerous flights into China carrying the vital relief supplies from rest of the world at the beginning of the pandemic. National also carried critical missions into India carrying the vital testing kits.

• Chris Alf, Chairman of National Air Cargo Group notes, "We salute the healthcare professionals for their selfless service to the society. We salute our crew members and ground personnel for their outstanding spirit and commitment to ensure un-interrupted supply of vital PPE kits to serve the people in need".



## National Airlines News: 'Queens' return to the sky!

To further cater to the rising business operations demand, National decided to add N756CA aircraft to its expanding fleet of B 747 400Fs. After Completing its initial maintenance work in Arizona, the aircraft was flown to San Antonio, Texas for detailed D checks. The aircraft was later bridged to National Ops Spec after all preliminary checks. N702CA was also commissioned into the fleet. The aircrafts join with N952CA and N919CA B747-400Fs. N729CA will also join the fleet soon continuing a glorious chapter in our global business operations. "As we commence with the expansion of our B 747 - 400F's fleet. I take this opportunity to congratulate the entire national team for working tirelessly to bring on these additional airplanes to our fleet. We are motivated to support the resurgence in global demand and grow our company along the way", exclaimed, Chairman Chris Alf.



In addition to this, newest Aircraft type A330-200 with registration N819CA also joined the passenger fleet, along with the current B757-200.

### #News Updates: US



Our Chairman, Chris Alf wishes everyone a Happy 29th Anniversary at National Airlines headquarters in Orlando, Florida.



Florida's busiest airport Orlando International Airport will open its new south side Terminal C in 2021. The terminal includes modern tech security feature for Transportation, security, administration and customs.



In September, 12 flight attendants, 16 B 747 pilots and Director of Finance attended the boarding classes following Covid working protocols and safety.



## #News Updates: Europe

- The pandemic spread and lockdown affected routine work at all our offices in Europe. The business in Spain was almost nil for many weeks and staff members shifted to 'work from home' arrangement. Frankfurt office adopted a two group structure, first one working from home and rest from office. The summer saw more staff members returning for regular office work in Frankfurt, Madrid and Amsterdam. The onset of second wave has forced for an extended 'work from home' arrangement for staff members including the sales team. Regular business was restricted to Charters with masks and other medical equipment.
- National Air Cargo was the trusted partner to US MIL USAMMCE (Army Medical Logistics Command) to transport flu vaccines to 12 different destinations in Eastern Europe and Middle East (Kuwait & Afghanistan). The temperature controlled goods were delivered within a time window of 48 to 72 hours. Shipments were monitored by the Frankfurt and Dubai offices.
- High value cargo of a SK Hynix, a prominent manufacturer of semiconductor was handled by National's logistics experts throughout Europe. National successfully fulfilled responsibility of route planning including secure parking and ferry connections. Such demanding transport and customer support is always an opportunity for us to showcase our multimodal system and innovative solutions.



Pic: The 747-400 F visited Frankfurt this March..



Pic: Gregorio the General Manager & Alvaro, Operations Specialist at New Madrid Office.



Dirk Verheijden – MD, Europe



Brainstorming by Gregor, Marc and Nico



Brune and Tabea from Operations team FRA



Pic: Anjas (Ops, Frankfurt office) mother sewed 60 masks for our office staff.



## International Nurses day Celebrations



National team celebrated International Nurses Day 2020 in a unique way by honouring over 1500 nurses and medical staff of Al Rashid hospital with flowers and fruit baskets. We acknowledge their unceasing commitment to serve humanity, especially during the global pandemic.

## The Power of admitting your Imperfections

*Excerpts from paper published by Bryan E. Robinson – Professor Emeritus, University of North Carolina – Charlotte*

Uncurbed perfectionism has an iron fisted grip that can cause us to set unrealistic goals, try too hard and over-focus on our mistakes. It blinds us from seeing our strengths, working with integrity, and generating our best creative product. However, accepting your imperfections, can actually improve your performance and enhance almost anything you undertake. Contrary to what you may tell yourself, most people don't expect you to be perfect. Our flawed perceptions lead us to go overboard – far beyond what friends, loved ones, and business organizations expect. EGO stands for "Ease Good Out". When our ego tries to protect us from failure, humiliation, or wrongdoing, it can reek of conceit and arrogance. It's difficult to admit you're wrong or didn't get what you wanted, even though you worked so hard for it. It's a bitter pill indeed to swallow your pride. Gulp! But letting it go makes you more successful and resilient. When your ego is out of the way, you can be more creative and find endless possibilities for job and career problems. You won't ever stop making mistakes, but you can stop denying them. Choosing the path of humility and courage, instead of ego and pride, makes you a stronger leader in the workplace and a more loving & compassionate family member.

## Obituary

- Erik from our Europe division passed away on 2nd August 2020. We at National share our deepest condolences on this tragic loss. He is survived with his wife and son.
- Johnny Wilson, Quality Control Inspector with National Airlines passed away on 2nd October 2020. We at National share our heartfelt condolences in the loss of our valuable member. Prior to joining National in 2013, Johnny was with the Navy and also worked on Oil Rigs in Texas. He is survived with his wife Darlene & his two sons.

## Employee News

- Jacques from Madrid office completed 10 years with national this July. We wish him good luck for all future professional endeavors with national and share our gratitude for his unrelenting service to the company.
- Our trainee Edward did his final examination in freight forwarding in Europe this August. He passed with excellent results.
- Sascha Gollung who was working with our supplier IT cargo for many years replaced Erik in Europe.
- Alfredo Gumbs, Manager of Cargo Ops celebrated 10-year anniversary with National on 4th October 2020. We wish him continued success with National and share our happiness and gratitude.

## Ascend Editorial Team

Please send your articles to one of the Editorial Team below

- Mohanie Sakhichand
- Tricia Klingensmith
- Claudia Klecha
- Jacob Chacko

*Please share interesting photographs & stories. We will be featuring few selected ones in the upcoming Ascend editions.  
Email: [ascend@nationalaircargo.com](mailto:ascend@nationalaircargo.com)*



## National Airlines adds the latest Airbus to its fleet

This year national Airlines added the latest Airbus 330-200 to its fleet. The aircraft joined the fleet of Boeing 747-400s Freighters and Boeing 757-200 Passenger Aircraft. Airbus 330-200 commenced its international charter missions in May this year. This aircraft has been delivered with its N819CA registration in National's striking livery. The current two-class configuration of 288 seats provides a generous seat pitch while providing onboard entertainment to all seats. The introduction of the Airbus 330-200 allows National to enter the medium and long-range business needs of its customers across the globe.

Chris Alf, Chairman of National Air Cargo Holdings said, "National has plans to introduce two additional Airbus 330 family aircraft into its fleet by early 2021. We at National take pride in delivering personalized service offerings to our customers. Fleet improvements are continuously evaluated, and the demand for the passenger business drove us to the decision to acquire the Airbus 330-200, based on its proven history of providing the highest level of safety and performance."



**500th flight handled by National at Al Minhad Air Base for Australian Defence. Proud moment for the entire team !**

## Australian Bush Fire: National's Response

On behalf of the US government, National Airlines operated Air cargo transport missions from USA to Australia carrying Fire Retardants for recent Bush Fire crisis. 200 tons of Fire Retardants on two B747-400F's were transported from Los Angeles to Sydney & Perth.

## Multnomah Falls located in Corbett, Oregon

Photo by James Millora, Key Account Manager, West Coast, National Air Cargo.





# Blog: National continues the challenges of Covid 19

by Alan White, VP - Ground Operations, Middle East



At the onset of what was fast becoming a global pandemic in early 2020 National Air Cargo was already prepared for the crisis as part of our daily business globally. National has gained an unrivaled reputation for our standard

'white glove' treatment for shipments handled on a daily basis. When the global scale of the pandemic became apparent National quickly engaged with our team of experts to put together our emergency action plans to provide solutions for what was becoming a very rapidly changing environment. In our 29 years of operations we have developed the ability to provide critical logistics support no matter where the location often under challenging conditions. When PPE and other essential medical equipment were needed we deployed our fleet of aircraft at the request of governments and agencies alike. Whether it was the airline arm of the company, National Airlines, or our forwarding group we quickly coordinated efforts to get much needed supplies moving. Our teams started managing the processes throughout the whole supply chain be it with the factories, ground transportation links to airports, customs and ground handlers through to arrangements to be made upon arrival and ultimate delivery. The airlift required was the likes of which we hadn't seen in a long time in our company's history. We quickly realized that using our own organic lift of 747 freighter aircraft and our own passenger fleet wouldn't be enough! We immediately secured outsourced capacity of passenger aircraft that were operating now as passenger freighters 'preighters' – using the belly hold space of these aircraft or indeed those having their seats removed to accommodate cargo were all utilized in our operations.

We also worked with airport authorities in many countries to help facilitate smooth passage for our flying crews to ensure they were kept safe and regularly tested. Our pilots, loadmasters and mechanics deserve huge credit for their dedication and focus throughout this pandemic whilst operating these missions across the globe. To this day National has kept global supply chains moving during this coronavirus crisis and we are now preparing for the safe distribution of COVID-19 vaccines once they are ready to be shipped.



*National's 747 in Monrovia, Liberia for Ebola*

Our experience during the Ebola virus response efforts in 2014 when we flew relief missions for both cargo and support troops directly into Monrovia, Liberia with our own personnel on the ground to coordinate these efforts have prepared us for what lies ahead.

Being at the forefront of operations such as this has given us a proven track record of handling in the air and on the ground such complex logistical requirements across the globe. With standard commercial passenger air travel still very much limited we have quickly acted to bring 3 additional 747 freighters we had parked in the desert in Arizona to our fleet and have them all ready for flight operations by year end. We are also working with partners across the globe to ensure we have the availability for warehouses on and off airport equipped for cold chain and pharma handling as well as appropriate ground transportation to ensure full end-to-end solutions are provided for this distribution.

There are still many discussions and ongoing webinar's that are taking place regarding the potential temperature requirements for the vaccine and the impact this will have on supply chain and difficulties in ability to handle particular temperature requirements in certain areas of the world. We are continuing to work with the relevant stakeholders as this progresses and come up with collaborative solutions that will ensure that, together, we are well prepared and ready to initiate our network.

TRACKING

Tracking Criteria

HAWS

Tracking Number

I agree to these Terms and Conditions

TRACK

If you experience difficulty while tracking your shipment or require any additional assistance, please contact us at:

FreightTracking@nationalaircargo.com

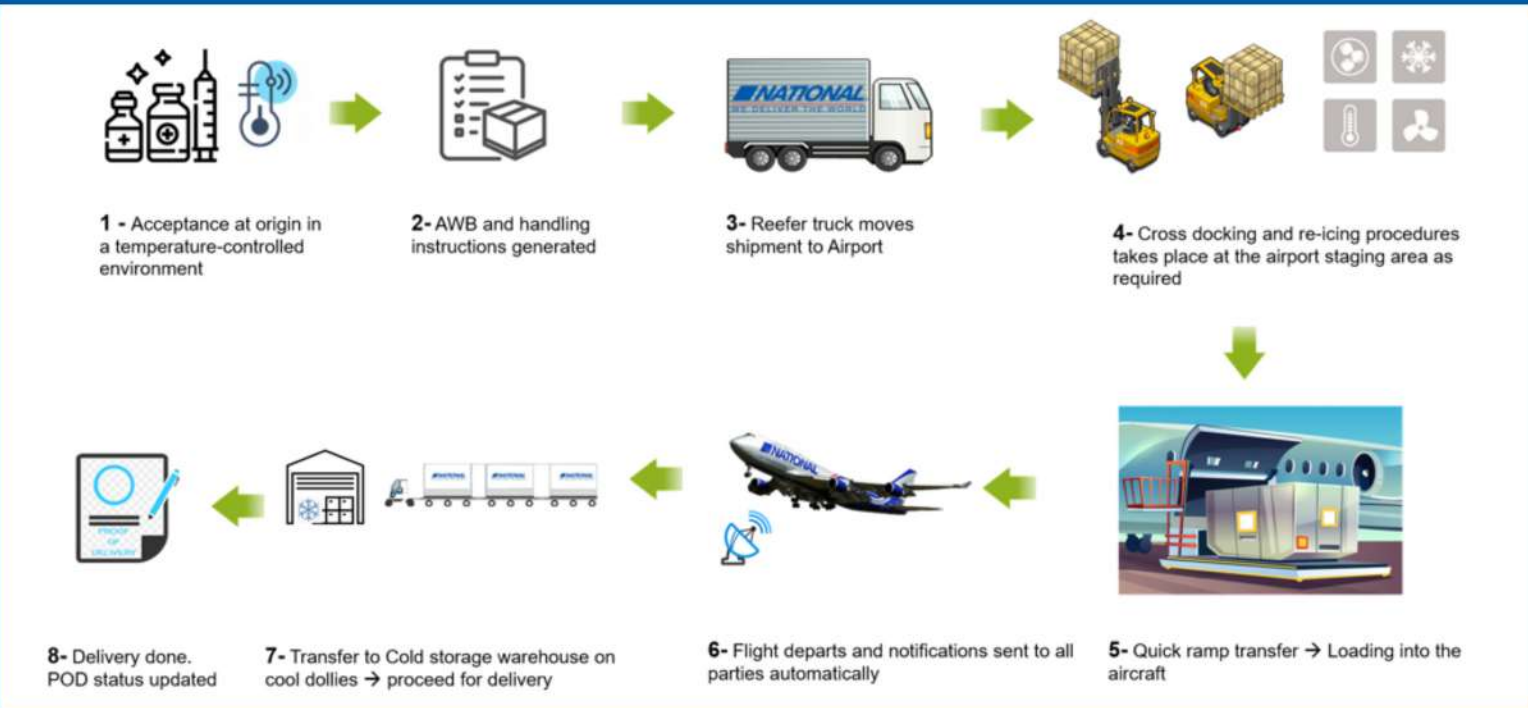
**NATIONAL**

DESTINATION EXCELLENCE™

*In-transit Visibility at every step of the way*



As the world prepares for the global rollout of a vaccine, National will be in the frontline as the logistics industry faces one of the largest distribution challenges ever experienced with the likelihood of various methods of transport being used. With a well-knit global network, we are working with several partners and global health suppliers to engineer a global airlift plan for the vaccine. Below is a simple process flow of how National handles a typical cold-chain shipment within our network subject to exact requirements.



This is an unprecedented global health issue that requires us to work collectively in playing our part to the deliver vaccine and medical supplies safely and efficiently to all parts of the world! Stay safe!

## #News Updates Middle East

**Ten PMV trucks were part of a defence transport from Dubai to Australia**



**B 747 400 Helium Mission Movement from Afghanistan to UAE.**

