



Your **I**ntegrated **G**lobal **S**olutions Provider

Company Background

IGS Air Group (hereby IGS Air) is one of the experts in providing airline representation service in the industry. It was founded in Hongkong in 2005 to offer a full range of services on behalf of the world's most reputable airlines. In 2009, IGS Air expanded its branch in Macau and at the same time setup its China regional office in Guangzhou to serve the market in Greater China area. Through our expansion into Beijing, Chengdu, Dalian, Chongqing, Hainan, Kunming, Shanghai, Shenzhen, Xiamen and Yiwu we can now offer carriers a greater level of representation in the entire China region. Our local knowledge and expertise are key factors in representing international airlines through broad client base and increased cargo sales.

Our adherence to the highest standards and performance evaluation in supplying advanced logistics solutions, reliable and measurable services and feasibly effective transportation programs enhances business opportunities for the carriers that we represent. IGS Air further expanded to the other parts of the world to strengthen its network. In Asia, our Singapore office started its operation in 2019 followed by the establishment of our office in Sydney, Australia likewise in the same year. On the other hand, IGS Air launched KS Global Logistics FZCO as its Middle East and Africa regional office in Dubai in 2017.

On the other hand, IGS Air launched KS Global Logistics FZCO as its Middle East and Africa regional office in Dubai in 2017. Our Dubai office is also an IATA GSSA registration, FEDAGSA member and authorized by Dubai Civil Aviation Authority to conduct GSA activity in the UAE. Its branches in Sharjah and Abu Dhabi started in 2020 while Skyline Air Zambia Limited, the first office in Africa operated in Zambia in 2020. By the year 2021, we have achieved another milestone by setting up our Bangkok and Manila office to further extend our network in Asia. In the year 2023, another significant event for IGS Air took place when our 2nd representative office in Africa was established in Madagascar. We are here to forge long-lasting partnerships, develop solutions tailored to the unique needs of the continent, and foster innovation that will drive progress across the region.

Our global network has been expanding as we continue to cover more territories through joint ventures and setting up our own branches. It allows us to provide a higher level of airline representation on a global scale.

Vision

Dedicated to provide integrated global solutions and endeavour to become the world's leading General Sales and Service Company.

Mission

It is our mission to present, serve and bring maximum benefit to airline principals.

Qualifications

IGS AIR Group is accredited GSSA Registration by IATA and member of the Federation of Airline General Sales Agents (FEDAGSA).



Our Middle East and Africa regional office in Dubai, UAE is an IATA GSSA Registration, also a member of the Federation of Airline General Sales Agents (FEDAGSA) and likewise authorized by Dubai Civil Aviation Authority to conduct GSA activity in the UAE.



طلب تجديد تصريح مزاولة نشاط يتعلق بقطاع الطيران
 Application for renewing a permit to conduct the aviation-related activity

Reference No : RP/2021/00855 Date : 05/10/2021	Applicant Details Name : Chun Nin Hung Email : johnny@ksglobal.ae	Service Fee: AED 13040
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To whom it may concern (Concerned Entity)

The Dubai Civil Aviation Authority has no objection to the variation of details of a permit to a company, establishment, or agency that conducts aviation-related activities.

Company Details		
Company Name	KS GLOBAL LOGISTICS FZCO	Contact Num +971544933055
Email	JOHNNY@KSGLOBAL.AE	License Number 3234

Type Of Activity	Air Cargo Agent-(630410/5229018)
Activity Description	Includes agents of international airlines who are engaged in air cargo operations. They are authorized to reserve spaces for imported exported or re-exported goods.
Type Of Activity	Air Cargo Services-(630105/5224003)
Activity Description	Includes firms specialized air transport of exported goods such firms are allowed to receive goods from different parties as well as handling all related services such as warehousing crating unloading and sorting out they coordinate with freight forwarders and air-cargo agents to reserve aircraft spaces It involves transporting all kinds of animals including camels as well as horses for races abroad.

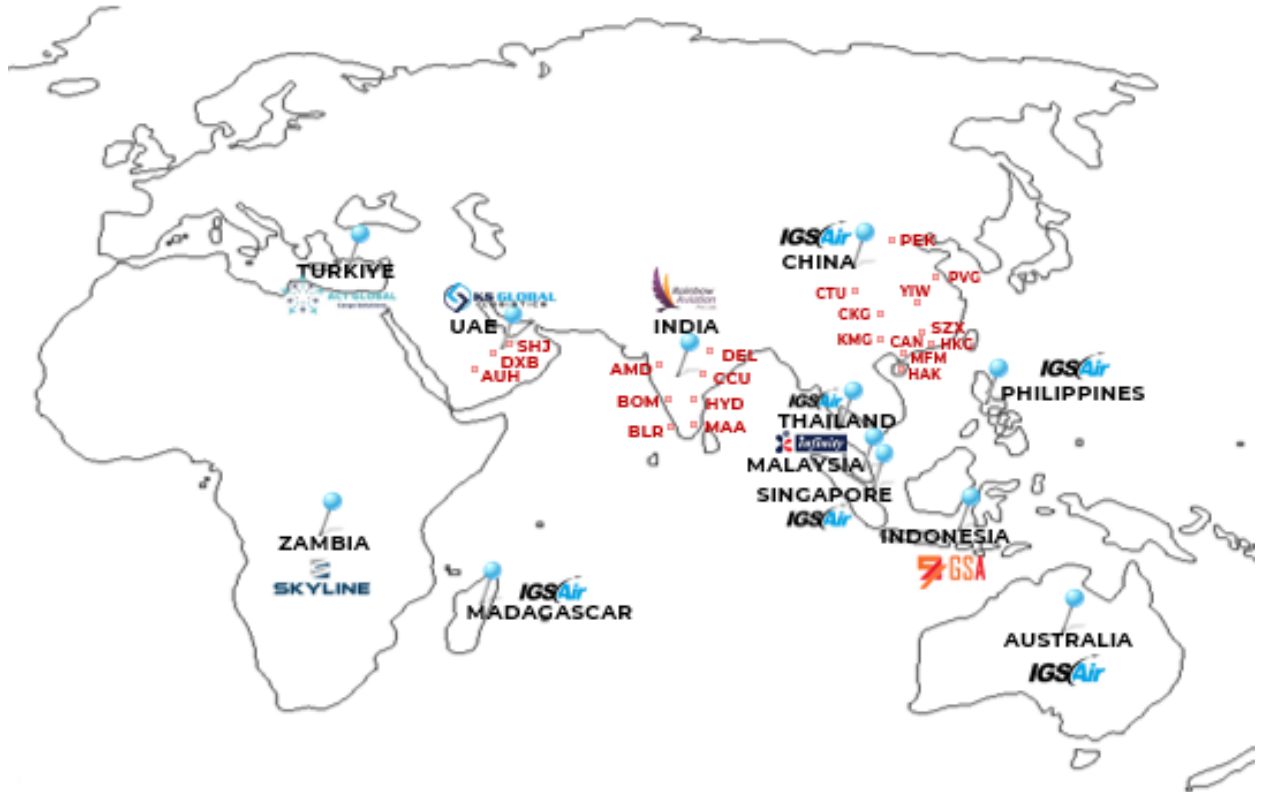
Terms and Conditions

- Where applicable, DCAA reserves the right to conduct planned, or unplanned inspection to ensure compliance with all terms and conditions of DCAA.
- The applicant acknowledges his commitment to the laws and regulations of the Dubai Civil Aviation Authority, and all relevant laws and legislations applicable in the United Arab Emirates and any amendments that may occur to them.
- This certificate has been issued based on the applicant's request as per the documents and information submitted by the applicant without the Dubai Civil Aviation Authority taking any responsibility towards the applicant or others for the consequences, losses or damages that may result later. Inaccuracy or amendments of details will stand this Certificate null and void and will be subject to legal accountability.

Approved electronic document issues without signature by Dubai Civil Aviation Authority

Click here or Scan QR Code for Terms and Conditions

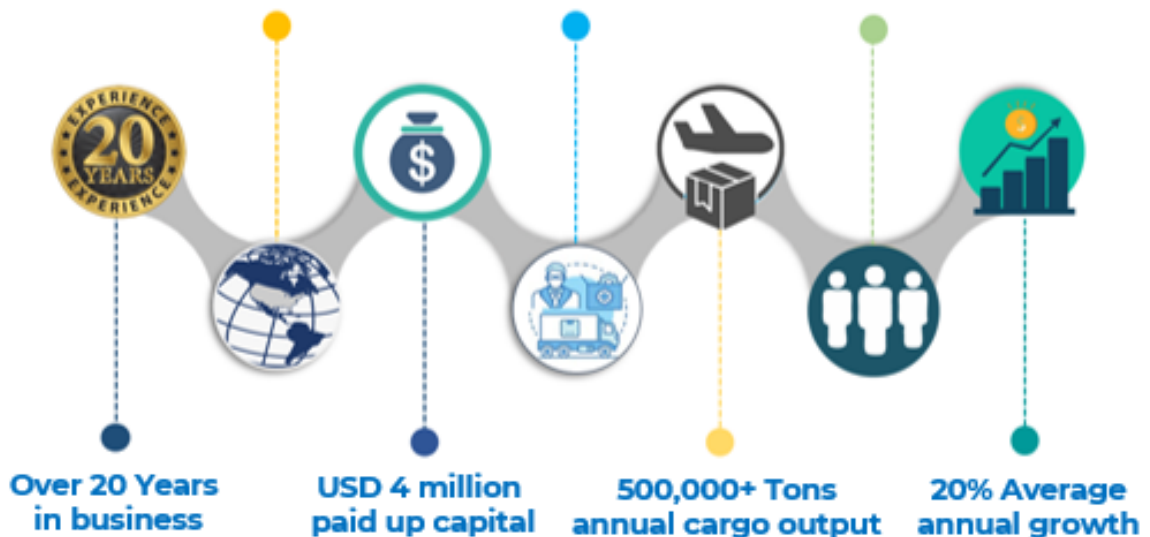
IGS Air Network



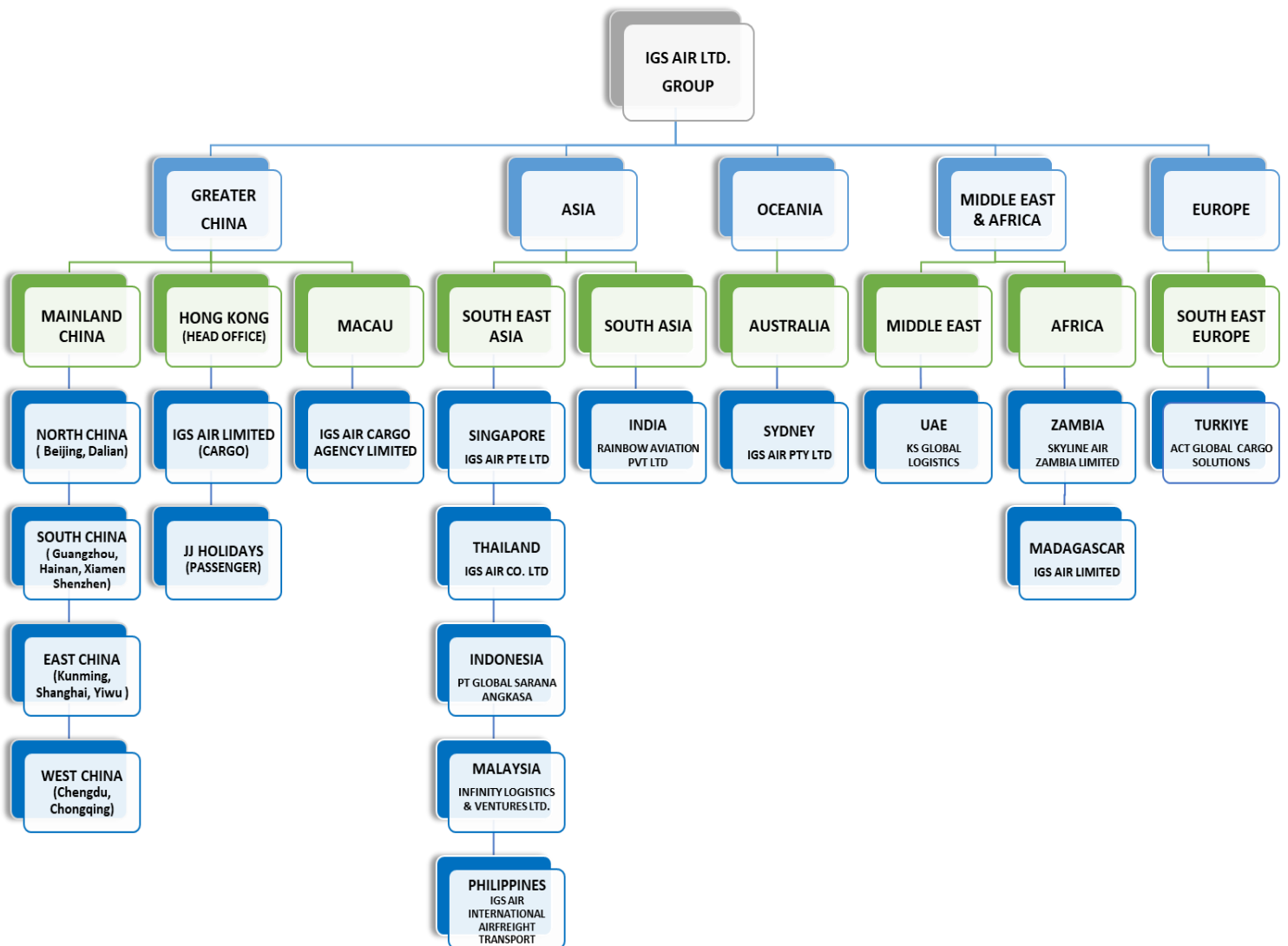
30 offices
in 12 countries

5,000+
Sales agents

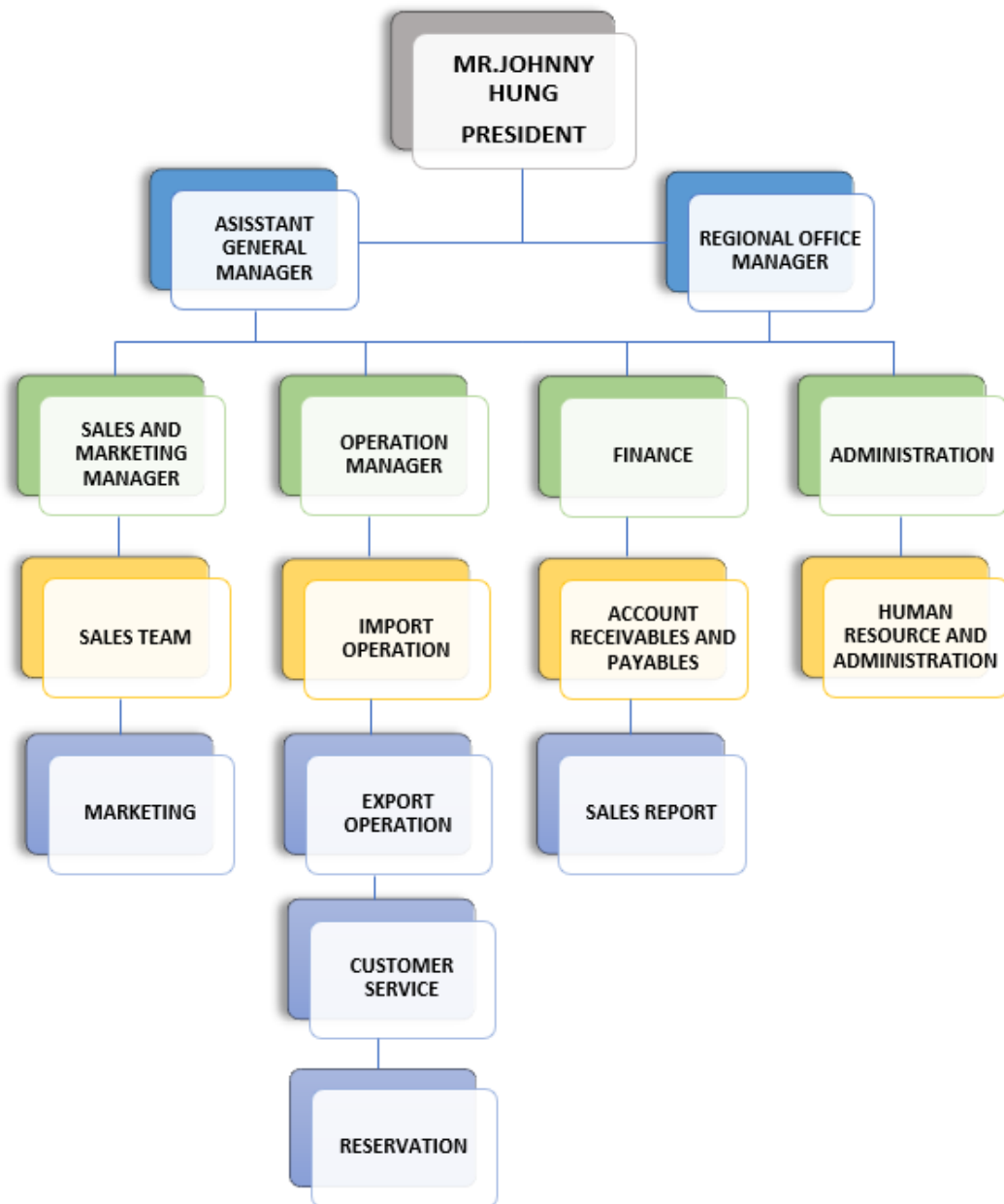
100+ Experienced
Employees



Structure



Organization



Our Experienced Team



Our President Mr. Johnny Hung leads, directs, and coordinates with other officers in the organization to ensure that all departments meet their goals throughout the year. His experience of over 20 years in GSSA Sales and Operations is remarkable. In Sales, he fully understands the market and can provide an efficient strategy to develop principal's service. He is an expert in identifying goals and leading the team to good results. Moreover, he is a well-trained DG professional and is a certified DG instructor to provide training and to ensure safe cargo transport under IATA standard.

HONG KONG



On the other hand, Ms. Betty Man holds the esteemed position of Chief Finance Officer (CFO), bringing with her a wealth of experience and expertise in the field of finance. As CFO, Ms. Betty plays a crucial role in overseeing and managing the financial operations of the organization. Her extensive knowledge in financial analysis, budgeting, and forecasting allows her to make informed decisions that drive the company's financial success. She ensures compliance with regulatory requirements, maintains financial stability, and provides accurate and timely financial reporting to stakeholders.



IGS Air's Cargo Sales and Operation Manager, Ms. Fion Lau, with an impressive 30 years of experience, is a highly skilled and accomplished professional in the role of an air cargo sales and operations manager. Her extensive industry knowledge and expertise make her a valuable asset in the field. Ms. Fion possesses a deep understanding of the intricacies of air cargo sales and operations, including market dynamics, pricing strategies, and efficient logistics management. With her decades of experience and dedication to excellence, Fion Lau continues to excel as an air cargo sales and operations manager, making a significant impact in the industry.

CHINA



Ms. Carmen Chan, our VP of Cargo Sales & Operations in China, with 18 years of airline industry experience and DG Cat-6 certification, excels in cargo logistics. She efficiently manages ULD control, loading, unloading, and optimizes weight balance for each flight. Her seamless coordination with Ground Handling Agents ensures reliable cargo services, emphasizing efficiency, safety, and timely delivery. Trust IGS Air, led by Carmen, for all your cargo needs in China. Her seamless coordination with Ground Handling Agents (GHA) ensures dependable cargo services focused on efficiency, safety, and timely delivery.



IGS Air's Cargo Sales Manager, Ms. Tiffany Hu, has over 20 years of invaluable GSA experience. She has cultivated strong working relationships with both global and local agents, as well as e-commerce giants like DB Schenker, Kuehne Nagel, DHL, China Post, 4PX, JD.com, Shein, Lazada, and many others. These partnerships enable us to ensure top-notch support in fulfilling our principal's space requirements. Her deep understanding of the intricacies of the GSA field, coupled with these partnerships, empowers IGS Air to offer comprehensive services that cater to a wide range of client needs.



On the other hand, Ms. Floren Ouyang, the Account Manager, maintains efficient administrative systems and control mechanisms to support the smooth running of the operations and ensure compliance with administrative, human resources and financial rules and procedures for IGS Air. Her 20 years of experience in account and administration enables her to competently implement the principal's requirement such as AWB control and inventory, timely remittances, monthly/yearly revenue report and other tasks related thereto.

MIDDLE EAST



IGS Air's Commercial Manager, Ms. Joann Ignacio brings a wealth of experience and expertise to her role as an air cargo commercial manager. She excels in overseeing and managing the commercial operations of the air cargo division. She seamlessly collaborates with internal teams, such as operations and customer service, to ensure the seamless and efficient movement of cargo. Her unwavering dedication, professionalism, and extensive knowledge make her a valuable asset in her position as an air cargo commercial manager at IGS Air, where she consistently goes above and beyond to meet our clients' needs and exceed expectations.



The Charter Services Manager, Abdul Shukoor is a highly skilled and experienced professional in the role of a cargo charter services manager and certified DG Cat-6 expert. With his extensive knowledge of the logistics and aviation industry, he excels in overseeing and coordinating cargo charter operations with utmost efficiency. He has a keen eye for detail and ensures that every aspect of the charter process, from negotiating contracts to coordinating with aircraft operators, handling cargo, and managing logistics, is executed flawlessly. His meticulous approach guarantees a seamless and efficient experience for our clients.



Our Finance Manager, Mr. Akram Masoud is an exceptional professional who holds the position of finance manager. With his in-depth knowledge of financial management principles and practices, he excels in overseeing the financial operations of an organization. He possesses a strong understanding of financial analysis, budgeting, and forecasting, allowing him to make informed decisions and provide strategic financial guidance. He possesses expertise in crafting and enacting financial policies and procedures, thereby enhancing financial controls and overall efficiency.

- ✓ More than 20 years of GSSA experience
- ✓ Provide cost-efficient operations based on the principal's requirements
- ✓ Highly capable of conducting government transactions (Civil Aviation, Customs, GHA)
- ✓ We tailor-made various marketing strategy based on the principal's requirements to maximize their cargo space and provide significant revenue
- ✓ Our sales and marketing plan include face to face sales calls, brand promotion, social media promotion
- ✓ Well-trained staff in DG Cat-6 to ensure that our flight operation is in compliance with global safety standard
- ✓ We are highly flexible in providing response to the evolving needs of airline principals based on our team's professionalism and years of experience



Our Business



Cargo GSSA Service

IGS Air custom-craft marketing and sales strategies align with the airline principal's vision and values, ensuring that you always stand out in the market. Our foremost priority is to ensure that the airline's cargo space is used to its maximum potential. Through our expert analysis and effective sales strategies, we ensure that the revenue is also maximized. We also guarantee that all cargo handled by IGS Air is prepared, packed, and transported in strict compliance with IATA standards. Our commitment to safety ensures peace of mind for both the airline and the customers relying on our services.



IGS Air Limited functions as cargo business seller and as service supplier on behalf of airline principals. IGS Air commits to provide the following services:



SALES AND MARKETING

Our highly experienced and proactive Sales and Marketing team will help your goals by carrying a wide variety of sales activities. Likewise, our Marketing team will create a tailor-made marketing strategy to promote our airline principal's services in the territory.

OPERATION

Operation is the heart of our business with professional and trained staff. Aside from the close collaboration among our team, cargo terminal and the ground handling agent, we can also ensure that we comply to the rules and regulations in the territory set by the governing authorities.

FINANCE

Our professional financial and accounting system ensure the provision of bank guarantees and timely remittance based on the terms agreed between us and our principal. In addition, we can also present an accurate cargo sales report to our principal and ensure that the AWB stock is being monitored and controlled.

Passenger GSSA Service

In the dynamic and ever-evolving world of aviation, ensuring a seamless and exceptional passenger experience is paramount. This is where Passenger General Sales and Services Agents (GSSAs) step in as pivotal players in the airline industry. These specialized service providers serve as a bridge between airlines and passengers, offering a range of essential services to enhance the journey for travelers while supporting airlines in expanding their market presence and optimizing operations. At IGS Air, we have carved a distinctive niche for ourselves as a leading Passenger GSSA service provider, dedicated to connecting airlines with passengers seamlessly. With a relentless commitment to excellence, we have become a beacon of reliability and professionalism in the aviation industry.



Charter Service

IGS Air is a global air cargo charter company. In order to meet diverse customer needs, we offer flexible and customizable charter services. With a vast and comprehensive infrastructure and extensive relevant experience in the field of global air cargo charters, we stand out among numerous competitors in the air freight logistics industry. We collaborate with airline principals that possess professional and rich experience, and we have established strong partnerships with globally reliable charter suppliers, carefully selected and pre-approved operators, ensuring the smooth operation of our charter projects. We can provide a full range of air cargo aircraft, whether it's leasing a small aircraft for transporting urgent parcels or e-commerce goods, or arranging a large cargo aircraft for transporting oversized goods. We offer tailored air cargo charter services for your air shipments, E-commerce goods, high-value items, humanitarian aid, special or oversized equipment. We analyse route, payload and timescale in order to propose the most suitable cargo aircraft for your requirement. IGS ensures to offer innovative solutions for ad-hoc, peak season and project cargo at the most cost-effective way.



Value-Added Service

➤ **Interline Program — SPA Agreement**

Our extensive experience in assisting airlines in signing SPA Agreements can facilitate cooperation between airlines and extend the service to cover more off-line destinations.

➤ **Road Feeder Services**

Road Feeder Services is essentially part of the last-mile trip for air shipments executed on the ground. It provides a vital link between airports and distribution centers and adds an extra layer of reliability to global supply chains. RFS can significantly reduce transit time by providing a direct connection between airports and customer locations. It also helps to reduce operational costs associated with air cargo delivery by optimizing the route network and reducing direct overhead costs. We provide comprehensive domestic and cross-border RFS that enable faster delivery while maintaining quality standards.

➤ **Assist the Airline Principal in Obtaining Required Permit from Local Authority**

We are highly confident that we can assist our principal in acquiring the important certifications that they need for their operations. For example, for the airline to be able to move DG, ELM and ELI cargos, we can assist for the application for DG permit from the Civil Aviation Authority on behalf of the principal. Likewise, we can also assist to apply for the landing permit and slot application to ensure a smooth process of the airline's operations in the territory.

➤ **GHA (Ground Handling Agent) Supervision and Management**

We ensure smooth execution of ground handling services. We adhere to strict protocols, operational standards, and service level agreements. We manage the coordination and communication between GHA's, airlines, airport authorities, and other stakeholders to facilitate seamless operation. GHA supervision and management contribute to the overall efficiency, safety, and customer satisfaction in ground handling operations at airports.

Airline GSSA Experience

2009 - 2012	Cargo GSSA for Garuda Indonesia in Hong Kong
2009 - Present	Cargo GSSA for Air Madagascar in Greater China and Hong Kong
2013 - 2020	Cargo GSSA for Cebu Pacific Air in Macau
2014 - 2020	Cargo GSSA for Cebu Pacific Air in Xiamen
2014 - 2020	Cargo GSSA for Air Zimbabwe Greater China
2015 - 2020	Cargo GSSA for Cebu Pacific in Hong Kong
2016 - 2020	Cargo GSSA for Cebu Pacific Air in Guangzhou
2016 - Present	Exclusive Cargo CSA for Gulf Air in Macau
2018 - 2022	Cargo GSSA for Cebu Pacific in the United Arab Emirates
2018 - Present	Cargo GSSA for RwandAir in Greater China
2020 - 2022	Cargo GSSA for Citilink in Kunming
2021 - Present	Cargo CSA for Cebu Pacific in Macau, Xiamen & Guangzhou
2022 - Present	Cargo CSA for Cebu Pacific in the United Arab Emirates
2022 - July 2023	Cargo GSSA for Air Botswana in India and Australia
2022 - Present	Cargo GSSA for Air Botswana in China (including Hong Kong & Macau), Indonesia, Singapore, Thailand & Zambia
2022 - Present	Cargo GSSA for Astral Aviation in China
2023 - Present	Cargo GSSA for APA Cargo in Hong Kong, China & Macau
2023 - Present	Cargo GSSA for FitsAir in Macau, Shenzhen and Xiamen
2023 - Present	Cargo GSSA for Air Tanzania in Thailand
2023 - Present	Cargo GSSA for Batik Air Malaysia in Hong Kong & Thailand

IGS Air Advantage

IGS Air differentiates itself from its competitors in below competitive advantages which ensure our capabilities to be a qualified Cargo GSSA:

✓ **Company Recognition**

IGS Air has obtained industry recognition as an IATA GSSA registered. It is not only the sales office for the airline Principal it represents, but also a service center for the clients, providing a wider range of duties as GSSA. IGS Air services are also recognized by its network all over the world by being a FEDAGSA member.

On the other hand, our regional office in Dubai - KS Global is an IATA GSA registration, FEDAGSA member, and is authorized by Dubai Civil Aviation to conduct GSA activity in the UAE. We are fully capable to represent international airlines in this territory.

✓ **Lucrative Experience in Running Cargo GSSA for Airline**

IGS Air possess extensive experience in running Cargo GSSA business thereby contributing high revenue to its airline principals. Our GSA history proves that we have gained the expertise thus obtain our principal's trust in representing them in our established regions.

✓ **Expertise and Strong Relationships**

Through the years, we were also able to establish strong relationship with the government-related authorities i.e., Civil Aviation, Ground Handling Agents, Customs and all other relevant offices. We can also represent our principals in obtaining government license and approval on their behalf.

✓ **Tailor Made Sales and Marketing Strategies**

With professional market analysis and industry expertise, IGS Air has built mature and stable networks throughout established territories. By utilizing the existing network, IGS Air is capable to assist our principal to enter into the local market quickly and win market share from other competitors.

✓ **Fast Payments and Accounting**

As Cargo GSSA, we can prepare an accurate cargo sales report and ensure the timely remittance to our airline principal. In addition, we also guarantee that AWB stocks are being monitored and controlled for a reliable stock audit and management.

✓ **Bank Guarantee**

IGS Air will submit a Bank Guarantee in support to our application as Cargo GSSA to our airline principal.

✓ **IGS Air Commitment**

IGS Air commits to run Cargo GSSA business strictly in line with our principal's regulation and policy

Office Photos

Hong Kong (Head Office)



Guangzhou (Regional Head Office)



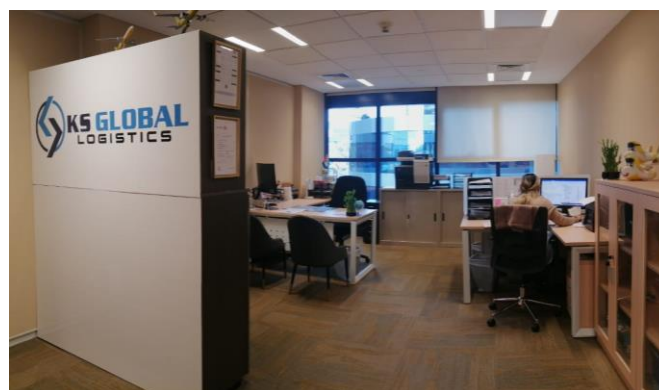
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Thailand Office



Dubai Office





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