

# TRANSOM

Cargo

The  
**NEWS**  
Letter

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# TRANSOM Cargo News

## Ministerial Visit to Air Cargo Terminal



His Excellency Mr. Saeed bin Hamoud bin Saeed Al Mawali, Minister of Transport, Communications and Information Technology, visited the cargo Building at Muscat International Airport on 10th July 2025.

The visit focused on inspecting the facilities, reviewing ongoing projects, and reinforcing the government's commitment to developing logistics infrastructure in line with national vision 2040. Transom Cargo was proud to share the efforts and capabilities during this important visit.

## Farewell to Lieutenant Colonel, Director of Muscat International Airport Customs

On 27th July 2025, Transom Cargo, with great pride and appreciation, bid farewell to the Director of Muscat International Airport Customs, Lieutenant Colonel, following a distinguished journey of service and achievements.

We wish him every success in his new role and extend our sincere gratitude for his dedicated contributions to the nation.



# TRANSOM Cargo News

## Collaboration with National Records and Archives Authority (NRAA)

On 10th July 2025, Transom Cargo was pleased to host a training workshop led by the National Records and Archives Authority (NRAA), focused on records and archive management.

We thank the NRAA team for this valuable initiative and look forward to applying best practices to enhance operational excellence and compliance with national standards.



## Oman SATS Rebranded as Transom Cargo

Oman SATS Cargo has officially rebranded to Transom Cargo, reflecting a renewed identity in the cargo sector. The company continues operations exclusively in Muscat, focusing on efficiency, reliability, and enhanced customer service to strengthen its market position and brand presence.

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# STAFF Engagement

**Khalil Al Mazro'ei**  
**Sr. Agent - Operations**



## **Six Years of Dedication at Transom Cargo... From Challenges to Achievements and Leadership**

At the heart of Transom Cargo operations lie the success stories of our employees, who are the cornerstone of our excellence. We met with Khalil Harib Al Mazrouei, a member of the export team, who is celebrating six years of dedicated service. Al Mazrouei is not just an employee; he is a living example of passion for work and the ability to transform challenges into opportunities for growth and innovation.

### **Passion Drives Success: Six Years in Cargo Handling**

Khalil Al Mazrouei began his journey with the company in August 2019 and has remained with the export section ever since. When asked about the secret to his continued passion and commitment, Khalil says, I enjoy my work because it offers me many opportunities and adventures, such as customer service, developing solutions, and building and strengthening the team with the help of my colleagues. His experience in the export section has been incredibly rewarding, teaching him the importance of accuracy, organization, and flexibility in dealing with unexpected challenges.

### **Time Management and Teamwork: Keys to Overcoming Peak Season Pressure**

The biggest challenge Khalil faced was managing the immense workload during peak times. However, he didn't give up; instead, he developed a clear strategy to overcome this pressure. He explains: Initially, it was difficult, but I focused on better time management and clearly distributing responsibilities within the team, while also seeking guidance from experienced colleagues. The results were impressive, as he explains: I was able to complete the work with high efficiency, and even faster than usual, praise be to God. This earned me recognition and appreciation from the company, which I am proud of to this day.

### **Strategic Collaboration and Self-Improvement**

When asked about what he is most proud of, Khalil didn't just mention a personal achievement; he emphasized the broader impact of his efforts. He is most proud of building strong relationships with clients, other companies, and government entities to collaborate on improving logistics in Oman. He adds proudly: The proposals and ideas I presented to our great company have achieved remarkable success, including reducing costs, improving efficiency, and increasing customer satisfaction. This achievement reflects my commitment not only to achieving operational goals, but also to contributing to the company's strategic leadership.

### **Advice for the Future and Ambitions for Leadership**

Khalil offers inspiring advice to new employees, summarizing his practical philosophy: Be patient, have a passion for your work, and learn from experienced colleagues without hesitation. Most importantly, always strive for collaboration, because teamwork is the secret to our success at Transom Cargo. Regarding his career goals, Khalil Al Mazrouei emphasizes that his ambition is limitless: he aims to continue developing his expertise in outbound shipping and logistics services, and to learn more about global best practices. With the company's support, he aspires to contribute to improving the department's operational efficiency and further enhance Transom Cargo's reputation as a leading Company in the Sultanate.

# GUEST on Focus

**Abubakir Al Zadjali**  
**Custom Clearance Agent**



In today's business world, Companies are no longer looking for mere suppliers, but for strategic partners who share their goals and contribute to their success. With this in mind, our Newsletter interviewed Mr. Abu Bakr Al Zadjali, an expert in logistics and supply chain management, who holds a position at CEVA Logistics. He shared his experience with Transom Cargo and highlighted the true dimensions of a successful partnership.

## **Flexibility and Precision: The Foundation of Partnership**

Al Zadjali emphasizes that high reliability and adherence to deadlines are among the most significant benefits his company has gained from its collaboration with Transom Cargo. He adds: The precision in shipment delivery and the flexibility in meeting customer requirements have made Transom Cargo a trusted partner in our daily operations. These are not just slogans, but core principles that are translated into action, especially when dealing with sensitive shipments that require utmost care. Al Zadjali recounts how Transom Cargo handled such shipments efficiently and professionally, reinforcing CEVA Logistics' confidence in them and positively impacting end-customer satisfaction.

## **Exceptional Customer Service: More Than Just Support**

The true value of a partnership lies in the quality of communication and support, which Al Zadjali underscores by describing Transom Cargo's customer service as Excellent. He points out that the team excels in responsiveness, continuous follow-up, and the ability to find immediate solutions to challenges, reflecting their commitment to customer satisfaction. This dedication makes the experience seamless and efficient, demonstrating that the partnership is built on mutual respect and a commitment to exceeding expectations.

## **Looking to the Future: Embracing Digital Innovation**

Despite the achievements to date, Al Zadjali believes there is always room for improvement, especially given the rapid pace of technological advancements. He offers clear advice to Transom Cargo: invest further in digital solutions and automation, such as real-time shipment tracking via advanced online platforms. This will enhance efficiency and boost customer satisfaction. This looking forward vision reflects the perspective of a partner who believes that continuous innovation is the key to sustained success.

## **A Message from Experience**

Al Zadjali concluded his remarks with a strong and direct message to Transom Cargo's clients, advising them to take advantage of its services, which are characterized by high quality, security, and reliability. He emphasizes that the experience with Transom Cargo embodies a genuine partnership built on trust and professionalism. Ultimately, this discussion underscores that successful partnerships in the logistics industry are not built solely on business transactions, but rather on trust, commitment, and a shared vision of excellence.



# Excerpts Oman Labor Law

سُلْطَنَةُ عُومَانِ  
وَدَارَةُ الْعَمَلِ

## Determining the minimum Annual increment and disbursing it to private sector employees

An Omani employee is entitled to an annual increment on January 1<sup>st</sup> of each year, provided that the employee has been employed at least six (6) months with the company. This increment is based on the result of employee performance evaluation and shall be, at a minimum, as follows:

(5%) five percent of the basic salary for "an out standing" performance.

(4%) four percent of the basic salary for "a very good" performance.

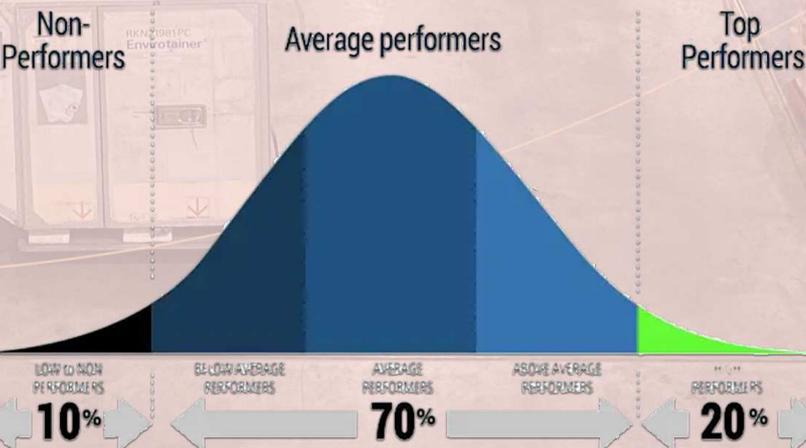
(3%) three percent of the basic salary for "a good" performance.

(2%) two percent of the basic salary for "a satisfactory" performance.

The employee is not entitled to an annual increment for a "poor" performance.

An employer may suspend the annual increment in the following cases:

\* If the employee is accused of committing a misdemeanor or felony within the workplace and is referred for investigation by the competent authorities. If a final judgment acquitting the employee is issued, the company shall be obligated to pay the suspended annual increment, in accordance with the provisions of this decision.



\* If the employee takes unpaid leave in accordance with the provisions of Articles 80 and 83 of the Labor Law, or is absent from work for a period exceeding six months in the year in which the annual increment is calculated.

