

# BALUS TOKTOK

## NEWSLETTER

### 45th Independence Special Edition

#### CEO's Message



**CEO, Bruce Alabaster**

Welcome to this special edition of Balus Toktok Newsletter for September, 2020.

As the country commemorated its 45th

Independence Anniversary on the 16th of this month, we must all be proud working for Air Niugini as the National Airline that has contributed immensely to the development of Papua New Guinea, in fact well before independence in 1975.

Even though PNG has gone through its fair share of challenges, it remains an independent and stable Nation that continues to progress. As part of the Air Niugini family, you can be proud and hold your head up high on what we have achieved so far. Your loyalty, commitment, trust

and support have always been the biggest drivers for the National Airline's growth now and into the future.

Sir Kostas and I had the opportunity to meet with the Prime Minister Hon. James Marape on Friday 25th September, and he asked that we specifically convey his thanks to you all for the efforts you have all made to keep the vital air links within PNG, and internationally open both throughout Air Niugini's 47 years of operations, and especially over the challenging last 7 months.

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30 September 2020

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#### STAFF CELEBRATE 45TH INDEPENDENCE ANNIVERSARY IN RED, BLACK AND GOLD



## AIR NIUGINI BOARD COMMENDS STAFF

The Air Niugini Board has thanked all the staff of Air Niugini for your efforts and hard work over what has been an extremely challenging period.

The Board noted that the last five months have been extremely challenging, however despite the Covid crisis it is pleased to share some good news on how Air Niugini has delivered for PNG during this tough period. We know that

getting away on time is one of the most important parts of our customer's flying experience.

Air Niugini's on-time-performance (OTP), as measured by flights that depart the gate within 15 minutes of the scheduled departure time, is 99.8% for all flights.

Link PNG's OTP is also an impressive 95.7%.

During these difficult

times Air Niugini's OTP is almost certainly the best in the world. Our staff's commitment to delivering service excellence Air Niugini and Link PNG's flight completion rate has increased from a good 98.8% in May to a perfect 100% in August.

The Chairman of Air Niugini Sir Kostas Constantinou was pleased to be able to brief the Board in late August that the airline has continued to deliver throughout the difficulties of the past five months.

The airline has assisted by bringing many Papua New Guineans home including repatriation flights to Kuala Lumpur, Fuzhou, Manila, Nadi, Honiara, Port Vila, and Shanghai.

Sir Kostas stated, "PNG has learnt it can depend



**Air Niugini Board Chairman, Sir Kostas Constantinou**

on Air Niugini, even in the toughest of times, and everyone at Air Niugini can be rightfully proud of your contributions to what we as the Air Niugini family have continued to deliver."

The Board took the opportunity to express its sincere thanks and appreciation to each and every Air Niugini employee that has kept the airline going through these turbulent times.



**The POM Shift 3 team celebrating their Award this year**

## LINK PNG COMMENCES OPERATIONS TO TUFI

Link PNG commenced flights to Tufi airport in Oro Province on the 25th of September 2020.

These flights will connect Tufi with both Port Moresby and Popondetta, aiding the movement of public servants and bringing in much needed necessities in terms of health, education and infrastructure materials to drive the governments' agenda on delivery of services to the wider rural

Community.

Link PNG notes that Tufi is home to the world renown Tufi Resort which is famous everywhere especially for its diving.

The airline thanks the resort for many years of maintaining and even upgrading the Tufi airport which has now allowed Link PNG to commence services.

Link PNG as well as its



**Link PNG commenced flights into Tufi this month**

parent company, Air Level Government (LLG) Niugini also appreciates and local MP for their the efforts of the Oro assistance in getting this Provincial Government, air service running. the Governor, the Local

## INDEPENDENCE MESSAGES FROM STAFF



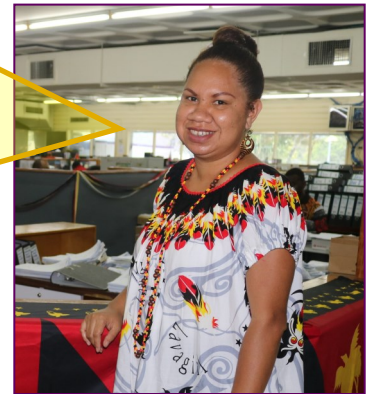
Independence always brings about the feeling of pride and identity, more so, to celebrate as part of the Air Niugini family, this gives me a sense of belonging to a great airline and country that continues to stand strong 45 years on.

**Ido-Genevieve Kariko, Manager - Advertising & Events**



45 years of Independence is a testimony of PNG's growth and historic journey since gaining Independence. It's a proud moment when you are able to serve your people and country by working with the National Airline who has been part of the country's development and growth.

**Julia Kavanamur, Executive Assistant - Special projects**



PNG had reached its 30th anniversary when I joined Air Niugini – the professional growth is exhilarating, 15 years on.

You sow honesty, hard-work and loyalty, you reap the benefits and it is not always in monetary value but professional experiences, friendships that go beyond borders that often becomes family!

**Bessielah David  
Senior Business Analyst-Airline Systems**

On this 45th Independence Anniversary, let us also honour the hard work and contribution of our former colleagues and keep the National Flag Carrier flying.

One People, One Country, One Flag Carrier.

**John Lokes, Planning Officer**



As we reflect on Papua New Guinea's 45th Anniversary, Air Niugini carries a special anointing upon its operations and will never go into extinct. The resemblance of the Big Bird's branding will be experienced as in the spirit of Eagle, flying into the skies of PNG and overseas carrying the Spirit of God.

**Hane Garo-Karl,  
Commercial Operations Retail Manager**



45 years of Independence reminds me of the great efforts of our forefathers in the battle to freedom which we stand proud to celebrate every year.

I am honored to be part of the National Airline that provides world class service within PNG and abroad. This gives a sense of pride and true meaning of being free and Independent.

**Theodorah Totaliue, Route Development and Statistics Officer**

## CEO EXTENDS COMPLIMENT FROM PRIME MINISTER

### From page 1

The Prime Minister acknowledged the tough time all airlines around the world are presently facing, and noted his Government's strong support for PNG's National Airline.

He complimented everyone at Air Niugini for having continued to provide flights to every town and city around PNG throughout the Covid emergency, and noted that many other much bigger airlines elsewhere in the world have not delivered this same level of service to their Nations.

Air Niugini has continued to deliver for the people

of PNG throughout the difficulties of the past six months with more challenges expected as we continue to push through this global pandemic.

The airline has maintained services to all cities and towns across PNG, even during periods where passenger loads meant this was not financially viable.

This has included ensuring that essential travellers as well as cargo have been delivered safely to their destination to assist in the fight against Covid to keep the economy

running.

In addition, through subsidiary Link PNG, we have extended our domestic services to both Tufi as well as starting the new route from Mt Hagen to Kiunga.

Link PNG has restarted flights into Tari following completion of the NAC runway works.

With the challenges of Covid19 including social distancing as one of the measures to avoid catching the virus, the Sales teams at the out ports have done well carrying out Online Product Awareness to our corporate clients.

This online access allows customers to sit in the comfort of their offices or homes and book flights or access other products.

Air Niugini has been here representing the interests of the people of PNG for over 47 years, and we will still be here serving the people as PNG emerges from the global crisis.

Once again, I wish you and your families a Happy 45th Independence Anniversary and look forward to celebrating Air Niugini's 47 years of continued air services to PNG in November 2020.

Thankyou!

## LINK PNG COMMENCES NEW SERVICES BETWEEN MOUNT HAGEN AND KIUNGA

Link PNG Limited added new scheduled flights between Mount Hagen, Western Highlands Province, and Kiunga, Western Province, which commenced on Tuesday 29th September, 2020.

The new service links Mount Hagen, an important transport and economic hub for the Highlands region, with the communities and economic developments centered around Kiunga, as well as with Port Moresby.

This will aid the movement of much needed necessities in terms of health, education



**Link PNG commences flights between Hagen and Kiunga**

and infrastructure materials to drive the governments' agenda on economic growth and delivery of services to the wider rural communities. Flights operate three times a week, on Tuesday

Thursdays, and Saturdays, routing Port Moresby – Mount Hagen – Kiunga and return.

The Tuesday and Thursday flights are operated by a Dash-8 "Combi" aircraft, offering 20 passenger seats plus a

large cargo hold at the rear of the aircraft to allow for the uplift of bulky freight.

The Saturday service is operated by a larger Dash-8 configured with 50 seats.

These new thrice weekly services to Kiunga via Mount Hagen complement Link PNG's existing three weekly services to Kiunga via Daru (on Mondays, Wednesdays, and Fridays), plus a direct service to Daru on Sundays – meaning Western Province now has daily flights from and to Port Moresby.

### STAFF AT OUT PORTS JOIN THE CELEBRATIONS



Manus Sales staff Cindy Denu, Vincentsia Kelveh and Eluh Kanas celebrated with a pizza for lunch



The Sales Team in Kimbe in their colorful PNG colors; Back from left-Edmund Ragu and Erwyn Pawe Seated from left; Lydia Tarutia and Rose Mondo



Kokopo Sales Team from back; Garry Mark. Front from Left ; Elizabeth Madek, Bonni Diap and Tulian Posolop



Kavieng Sales Team Serah Pranis and Judith Palat in their PNG colors



Lae Sales Team were all in smiles posing in front of their Independence decoration, an Independence gift to Lae Retail and initiative of Acting Sales Supervisor Valerie Kailabu.



As the National flag carrier, Air Niugini proudly flies the National flag everywhere. Thanks to Air Niugini Brisbane Airport Manager, Michael Raleigh and the team for the display at Brisbane airport on September 16 to mark Papua New Guinea's 45th Anniversary!



## FEATURE: AIR NIUGINI AND CAIRNS AIRPORT CONNECTION GOES RIGHT BACK TO INDEPENDENCE

Papua New Guinea's National airline, Air Niugini was the first international airline to operate flights to Cairns airport, Australia on 17th September, 1975.

The direct maiden flight on a Fokker Friendship F27 aircraft started a partnership that now spans over four and a half decades, with Cairns continuing to be an important gateway in Air Niugini's network.

Air Niugini Chief Executive Officer, Bruce Alabaster said the airline's partnership with Cairns airport has been a strategic one that has stood the test of time.

He said "Air Niugini was already operating to Cairns even before the commencement of the Cairns airport redevelopment plan in 1982 where further lengthening of the airport runway plus other growth and expansion that took place thereafter"

"The opportunity to operate into Cairns airport as the first international airline was in itself historic and special, a tie that's maintained to-date even during this Covid-19 period."

Following the merger of Australia's two domestic airlines Trans Australia Airlines and Ansett in the 1970s and formation of Air Niugini in November



**Passengers on Air Niugini's direct Kieta/Cairns service in the early 1980s**

1973, Air Niugini became the first international airline to commence flights to Cairns airport.

Since the first flight in 1975 and to-date, Air Niugini continues to provide an important connection to Cairns.

Air Niugini like all other airlines is greatly affected by the COVID19 pandemic. Whilst many of our international flights have been suspended, Air Niugini continues to fly to Singapore, Brisbane and Cairns and continues to operate with strict health measures in place.

Since the pandemic in March this year, these three ports including Cairns airport have played a vital role in uplifting essential workers, essential medical supplies and other associated medical equipment as

well as much needed supplies to the keep the PNG economy going.

Air Niugini acknowledges Cairns airport for a partnership that spans over 45 years and still going strong, even during these very trying times.

"During this period Air Niugini has remained as the only airline continuing to provide international flights to Cairns, a testament to the strong relationship between both the airline and the airport, but also between Cairns and

PNG. In fact, with five flights to Brisbane and the weekly Cairns service, Air Niugini has been Queensland's largest international airline during much of this crisis."

Air Niugini continues to operate weekly flights to Cairns airport, every Monday. Prior to the COVID pandemic, Air Niugini was operating ten flights a week between Port Moresby and Cairns, a level of service the airline remains determined to resume as soon as possible.



**A file picture of Air Niugini's F27 aircraft, a similar aircraft operated the first international flight to Cairns airport on 17th Sept, 1975**

## AIR NIUGINI TICKETS NOW SOLD AT POST PNG BRIAN BELL PLAZA

Air Niugini customers can now purchase airline tickets at the new Post PNG office located within the recently opened Brian Bell Plaza at Gordons in Port Moresby.

This brings the total number of Post PNG Air Niugini Ticketing offices nationwide to four including Brian Bell Plaza as well as Rabaul, Konedobu and Gerehu located inside Bismilla.

The arrangement between the national airline and Post PNG started in 2019 with the aim to establish more ticketing sales outlets that are accessible to customers, and also to strengthen the partnership between both State-Owned Enterprises (SOEs).

Air Niugini General Manager Commercial Services, Mr Dominic Kaumu said the partnership demonstrates the importance of SOEs working together to promote growth in all areas of business.

"In these difficult times, business is continuously changing for all organisations including Air

Niugini and Post PNG; we therefore need to work together to ensure there is continuous growth and at the same time save costs whilst delivering services to our people efficiently," Mr Kaumu added.

In addition, six Post PNG staff from Kundiawa, Mendi and Port Moresby successfully completed a weeklong training on how to use the airline ticketing and reservation system. The training was recently conducted at Air Niugini Training Centre at 7mile in Port Moresby.

This was the third batch to be trained on the airline system. The first batch did their training in March 2019, followed by the second batch in August 2019.

Post PNG is established throughout the country with a total 43 branches in almost all districts and remote areas.

Post PNG National Retail Manager, Vincent Kora said the ticketing arrangement marks another milestone to our business

partnership.

Plans are in place to extend the partnership to also include air freight in the near future where any delivery to Post PNG will be airlifted by Air Niugini to the out ports and International ports.

Additionally, three Ticketing offices will be set up at Mendi, Kundiawa and Boroko Post. There are also plans for new Ticketing offices in Kainantu, Wabag, Kavieng, Gusap in Ramu, Kerema and Hoskins.



**Air Niugini Agency & Interline Manager, Rachael Ume explains to a Post PNG Air Niugini ticketing agent at the Brian Bell Plaza ticketing office on how to use the Sabre Reservations System.**

## RESUMPTION OF LINK PNG FLIGHTS TO TARI

Link PNG has resumed flights to Tari, Hela, commencing on Monday 21st September 2020.

Link PNG suspended services to Tari in July 2019 to allow for the commencement of major upgrade works to the runway by National Airports Corporation (NAC).

These runway upgrade works have now been completed and Link PNG is pleased to be able to restore services to Tari and the surrounding communities once again.

Link PNG is operating three weekly direct flights between Port Moresby and Tari, every Monday, Wednesday, and Friday, using



**Link PNG has restarted flights into Tari**

Dash-8 aircraft.

The airline already operates scheduled services to Komo, on Tuesdays and Thursdays, which will continue to operate.

Tickets can be purchased as normal.

Link PNG continues to operate with strict health and safety measures in place including temperature testing of all passengers and providing face masks and hand sanitiser to ensure your air travel is safe.

### STAFF AT WORK



Staff and crew at the newly opened Tari Airport. The crew operated the Prime Minister's charter flight on Wednesday 16th September, 2020 when he traveled to open the new sealed Tari runway.



Cargo Officer Nelson Mamia at Nadzab airport, Lae loading cargo onto PX 129, a Fokker 70 aircraft on Thursday, 27th August 2020 that operated from Lae to Port Moresby.

### INDEPENDENCE ANNIVERSARY CELEBRATIONS AT LINK PNG

The Link PNG Team together with Air Niugini staff from Engineering and Ground Support Equipment division commemorated Papua New Guinea's 45th Independence Anniversary with food and cutting of cake by Link PNG General Manager Alex Kia.





# GALLERY



## Air Niugini

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The National Airline of Papua New  
Guinea

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Papua New Guinea's national airline, Air Niugini serves over 20 destinations domestically and 10 internationally.

Air Niugini strives to provide safe, efficient, affordable and comfortable airline services.

Mission:

To continue to be the premier airline to Papua New Guinea striving to provide safe, reliable, cost-effective and profitable air operations while exceeding the expectations of our customers and stakeholders.

## Staff Noticeboard

### **TO ALL STAFF**

Due to the increasing number of COVID 19 cases in NCD, Management has decided to temporarily close the Air Niugini Medical Clinic as of Monday 07 September, 2020 for a period of six (06) weeks.

The situation will be monitored during the six week period and a decision whether to re-open or extend the temporary closure of the Clinic will be determined by Management and advised to you all through webmaster circular before the six week period is due to end – 18 October, 2020.

During the period any urgent medical cases arising whilst staff are on duty are to be referred to Human Resource Department who will prepare a referral letter for the case to be referred to the Port Moresby Medical Services for treatment.

The contact persons in Human Resource Department to obtain the medical referral letter are Ms. Mea Gini who can be contact by telephone on extension 3289 or by email [mgini@airniugini.com.pg](mailto:mgini@airniugini.com.pg) or Michelle Henao, telephone extension 3917 or by mail [mhenao@airniugini.com.p](mailto:mhenao@airniugini.com.p)

Thankyou!

Rei Logona

General Manager Human Resources

### **STAFF DEATH NOTICE:**

#### **LATE MOLA MARTIN**

On behalf of Management and the Staff, it is with great regret and sadness that I advise of the death of the Late Martin Mola, who passed away on Saturday 26 September, 2020.

Late Martin commenced employment with Air Niugini on 15 February, 2010. He was serving Air Niugini as Accountant with Property & Facilities Department until his untimely passing.

Late Martin was a loyal and committed employee during his 10 plus years of service to Air Niugini. He was a dear colleague and friend to many employees of Air Niugini and will be dearly missed.

Our thoughts and prayers are with Late Martin's family at this unfortunate time.

May God grant him eternal rest and may his soul rest in peace.

*My flesh and my heart may fail, but God is the strength of my heart and my portion forever.*

*Psalm 73:26*



Questions or comments? Email us at [ikaprangi@airniugini.com.pg](mailto:ikaprangi@airniugini.com.pg) or [qnaime@airniugini.com.pg](mailto:qnaime@airniugini.com.pg) or call 327 3509/3564