

BALUS TOKTOK

NEWSLETTER



Managing Director's Message



Managing Director, Alan Milne

A very Merry Christmas to you, your family and loved ones! This is the third issue and final edition of the Balus Toktok Newsletter for the month of December, 2019.

As we close the year, I would like to take this opportunity to reflect on 2019.

Despite the challenges, Air Niugini has made significant progress this year, aligning most of its activities and operations with the four core pillars of the airline's Higher Altitudes transformation program.

Air Niugini has successfully passed the International Air Transport Association's (IATA) Operational Safety Audit (IOSA) once again, which now gives the airline validation for the

next two years. You have all contributed to this great achievement and I acknowledge everyone for your support.

Well done to the engineering team for successfully completing full service on a Dash 8 aircraft belonging to Solomon Airlines, the first time Air Niugini has undertaken C check for a customer airline. Word has already gone out and we are hopeful more regional airlines in Australia and the Pacific will be knocking on our doors soon.

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Staff Achievement: Mary Gaige

Congratulations to Mary Gaige who was awarded with an Australian Awards Scholarship to study Master of Aviation Management at the Griffith University in Brisbane, Australia.

The program will take her 1 year 6 months to complete starting from Jan 2020 to the end of July 2021.

Ms. Gaige said, "I was so excited when I initially got notified that I was shortlisted knowing the selection process is vigorous and was even overjoyed when I was

successful after all the tests and interviews. I look forward to living and studying overseas for some time, get to experience different culture. I think the exposure will be positive," Mary said.

She has been with Air Niugini for 6 years since starting as a Graduate Commercial cadet in July 01 2013.

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Ms. Gaige cuts her farewell cake



Mr. Milne gives a review of 2019

FROM PAGE 1

We have commenced our Boeing 767 service on the expanded Cairns/ Port Moresby/Hong Kong route after Cathay Pacific left in October. It's another revenue stream for ANG in terms of both passengers and especially cargo. The flights are integral to the \$75 million export industry in the Cairns region which includes local fresh produce and seafood destined for Hong Kong and the markets of China and the region. Again, I acknowledge all staff for your support in ensuring this becomes a reality.

To commemorate Air Niugini's 46th Anniversary, a total of 44 long serving staff were awarded for their loyalty and commitment to the airline. I commend and congratulate each of you for your undivided dedication.

We are glad to have trained more Rural Sales Agents (RSAs), currently 11 in total, expanding our services to more rural areas in PNG and this will continue in 2020. On the social front, congratulations to our very own rugby league team, PX Falcons that won Pennant at the 2019 Corporate 9s competition in

October. To the ground operations staff at all domestic and international ports, well done for always working to achieve best On Time Performance (OTP). Congratulations to Air Niugini Madang and POM shift 3 for maintaining top spot in OTP for the 3rd consecutive quarter this year. I encourage staff in all ANG network to always strive to achieve the best OTP.

May you all have a safe festive celebration and a prosperous New Year 2020 to you and your families.

Thankyou!

STAFF ENCOURAGE STUDENTS DURING SCHOOL EXCURSION

Air Niugini continuous to inspire the younger generation to fulfill their dreams and ambitions with a career talk conducted recently at the airline's training centre by staff from various departments.

The educational talk was part of a school excursion visit to Air Niugini by students from the Destiny Transformation Centre in Port Moresby.

The 45 students, aged between 4 to 13 years old, were fascinated to learn more about the airline and the aviation industry in general.

Representatives who spoke to the students were from various sections within the airline including engineering, a pilot from the airline's flight operations, security, cabin crew, customer services agent and sales travel consultant.

About 29 of the 45 students have chosen Air Niugini for their future career path with the interest of

becoming a pilot, an engineer or a flight attendant.

First Officer on B737, Bernice Watinga encouraged the children to work hard and have right attitude in order to achieve their dreams.

Watinga told the students that aviation is a big industry with a lot of laws to follow but with good communication skills, being a team player and doing a lot of planning

will help lead to success.

Destiny Transformation Centre School Principal, Mrs. Jacklyn Wilson thanked Air Niugini for the opportunity given to students to learn and be inspired and to work hard to achieve their goals.

This was the school's second time to visit Air Niugini since 2016 when the first excursion took place with just 20 students.





KEYGAN GETS TOP POST IN AIRPORT & CARGO OPERATIONS IN AUSTRALIA



The recently appointed Ms Maree Keygan

Air Niugini has recently appointed Ms. Maree Keygan as the Australian Airports Regional manager based at Cairns International airport in Cairns, Australia.

Ms. Keygan is not new to Air Niugini, having worked with the airline for 29 years, commencing in January 1990 as an International Travel advisor before moving to airport operations and recently with cargo being added to her portfolio.

She brings with her many years of experience to her new role where she is now primarily responsible for leading and managing all airport and cargo operations throughout Australia.

Ms. Keygan said “I look forward to the new challenges ahead and will continue to assist in streamline processes, focusing on Higher Altitude program’s four key areas, cost, revenue, people and operational customer excellence.”

She explains that the airport and cargo operations roles and responsibilities are carried out within the established safety, security, service delivery and quality standards, all with the focus of ensuring the highest of customer Service standards. Air



Niugini Airport managers in Australia including Brisbane and Sydney report directly to her.

“We have always maintained a great working relationship. I look forward to continuing this and to ensure that we adhere to the Higher Altitude and continue to deliver great customer services to our passengers. “Keygan said.

Air Niugini Managing Director, Alan Milne said Keygan is a very experienced staff and her appointment is timely, considering the fact that Air Niugini has now expanded its Hong Kong services to include Cairns with the focus on uplifting not only passengers but also cargo. Keygan is excited about the new role and thanked the Management of Air Niugini for this great opportunity and looks forward to working closely with the Australian operational team.

“On my first day at Air Niugini, I was asked if I

would like to learn airport operations and that evening, I went to the airport to be shown how to arrive an aircraft and I was hooked from there,” she recalled.

She was in charge of Air Niugini’s corporate mining accounts at that time and continued to do night arrivals at the airport in Cairns. When a position came up to move to operations full time, she applied and was successful, the rest is history.

She said, “Air Niugini is a great company that is like family and we have the most amazing passengers.”

Keygan also thanked her family including her husband Wayne and sons Thomas and Jack who have also been part of the Air Niugini family for the last 30 years.





Out Port News: FOKKER SERVICES TO MT HAGEN RESUMES FOR PEAK PERIOD ONLY

Air Niugini has resumed jet operations using its Fokker 70/100 aircrafts to Mt Hagen only for the peak period.

This will cater for the high number of passengers traveling during this time.

Air Niugini services to Mt Hagen were downgraded to Dash 8 aircraft in June 2019 to

cater for maintenance work on the airport by the National Airports

Corporation (NAC). The Fokker flights

resumed on Sunday, 15th December, 2019 and will continue until the

31st January, 2020 when the peak period ends. After January the service will return to Dash 8 aircraft to allow NAC to complete upgrading the airport.

Air Niugini operates a daily service to Mt Hagen.



Ms. Gaige returns to Air Niugini after studies

FROM PAGE 1

After a year, Ms. Gaige was confirmed to a Pricing Officer role in the Pricing Department.

She will be on a study Leave without Pay and will return to her department here at Air Niugini once she has completed studies.

These are Ms. Gaige's departing words to her colleagues, "To my Pricing Team, be innovative, bold and do what you do best and this time do it better. I'd like to thank PX especially my bosses Mr. David Glover and Mr. Lohia Garo for approving my study Leave.

This is a plus for me as I have my reintegration back into the workforce, after studies."

Ms. Gaige also thanked her family and very supportive PX colleagues in the Revenue and Fleet Team.



Mary with colleague Evangelynnah Paul at her farewell.

PUBLIC WARNED OF FALSE ADVERTISEMENT FOR CABIN CREW TRAINING

Air Niugini wishes to advise the general public to be cautious about a false advertisement on social media for cabin crew recruitment training.

The advertisement, which uses the Air Niugini Logo and a fake email account is false as the national airline is not aware of this.

We appeal to the public to disregard this advertisement as it is not from Air Niugini and we strongly advise the public to be wary of such false information.

Furthermore, Air Niugini will not be liable for any commitments made by anyone



Cabin Crew on board a Boeing aircraft

in response to this advertisement.

We also remind the public that all our cabin crew recruitment is done through our Human Resource Department before any training is conducted internally.

Currently, there is no requirement for Air Niugini to recruit new Flight Attendants.



Department News: NEW SALES OFFICE OPENED AT WAIGANI CENTRAL

Air Niugini has opened a new sales office on Thursday 12th December which is conveniently located at the Waigani Central Stop n Shop Complex, ensuring easy access and ample parking for customers.

The sales office at Datec building, Waigani is now closed and relocated to the Stop n Shop complex.

Air Niugini Managing Director, Alan Milne said this new facility is the airline's flagship, paving way for continuous, enhanced customer services and overall customer experience.



Mr. Alan Milne cuts ribbon to officially open the Waigani Sales office.

He said, "This is our newest and biggest domestic sales facility which is centrally located with sufficient parking space for customers and

is a 'one stop shop'.

It is also close to bus stops where customers can do their shopping and other business in the same area."

It currently operates from 8am to 8pm including Sunday, giving customers especially working class people the opportunity to buy tickets outside working hours, if they are unable to purchase during the normal working days.

The office currently has 15 staff members but this is expected to increase to more than 20 with several domestic and international counters in the retail section and corporate sales. This will cater for the increasing number of customers and corporate clients.



MANAGEMENT WELCOMES DECISION BY UNION MEMBERS FOR NO STRIKE ACTION

Air Niugini Management has welcomed the decision made by members of the National Airline Employees Association to not be involved in any illegal industrial action during the festive period.

The NAEA members threatened to go on strike over their request for a K1000 per fortnight housing allowance, a

54% increase on their existing allowance, adding an additional K11 million to the wages bill.

As we strive to bring Air Niugini back to a profitable business, increases such as these without productivity improvements to offset that cost, are simply not possible.

In a letter delivered to Air Niugini Management,

the Union Executive confirmed that their Members had instructed them to follow the agreed legal process and not to take any illegal strike action. They also instructed the Union Executive to wait until the next agreed meeting in the week commencing the 6th January 2020 to hopefully resolve the

issue. Air Niugini Management is committed to the process and is currently analysing the latest proposal submitted by the union in regard to the productivity Improvements that they suggested. The previous two union submissions fell far short of funding the proposed increases.



STAFF SOCIAL ACTIVITIES

STAFF END YEAR WITH CHRISTMAS PARTIES



Staff Travel , Marketing & Ecommerce Team receive Christmas gifts



Staff from Cargo and their families celebrate Christmas together at Pom Nature Park



Santa was on board PX093 flight on December 21 to spread the Christmas Cheer. The aircraft was operated under the command of Capt. John Rondeau.



The Hoskins team spread the Christmas cheer with festive decorates



The Cabin Crew Social Club hosted their party at Sogno Restaurant





Gallery





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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

PEAK PERIOD STAFF TRAVEL NOTICE

This is to advise staff that there will not be any Embargo on Staff Travel during the peak period from 15th December 2019 through to January 15th 2020.

Staff will be allowed to travel during the Peak Period, HOWEVER, staff are hereby advised of the following conditions:

The normal staff travel policy will strictly be applied, that is, staff to travel ONLY on seat availability basis.

Full fare paying passengers will be and are the priority.

Staff must NOT pressure/ intimidate the check-in staff to get on the flight.

Any staff intimidating or harassing check-in staff will be reported to HR for appropriate disciplinary action.

Thank you.

Ms. Ritchilyn Barrios

Executive Manager Human Resource Services

Air Niugini
DESTINATIONS
Loyalty Program

Merry Christmas

We would like to thank you all for your continuous support this year.

We look forward to working with you again in the coming year.

Wishing you all a safe holiday and a prosperous 2020.

*Team Destinations,
Executive Club and Tours.*

Air Niugini
DESTINATIONS
Loyalty Program

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For more information contact the Destinations team on Ph: (675) 327 3335 or Email: destinations@airniugini.com.pg or Visit: www.destinations.com.pg



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