

# BALUS TOKTOK

## NEWSLETTER

### CEO's Message



**CEO, Bruce Alabaster**

Welcome to the first edition of Balus Toktok Newsletter for January 2021.

As we are now into the new year, it's always good to look ahead and think about what this year may bring us. Although the current

COVID19 global pandemic unfortunately continues to deteriorate in many overseas countries, the rollout of vaccines in Europe, the USA and other countries hopefully shows the start of the return to something more normal.

It is however, likely that international borders will remain closed for most of 2021 and hence we will depend heavily on our domestic market which has done well, especially during the peak period.

We continue to operate in a safe and compliant manner, adhering to Government as per the

advice from the PNG Pandemic Measures issued to mitigate the risks in the spread against Coronavirus (COVID-19).

In addition, I encourage staff in all Air Niugini network to continue to work smarter to achieve the 100 percent On Time Performance (OTP) mark.

We must ensure to meet customers' expectations and deliver on time, every time, but at the same time we must not compromise safety.

**Continue on page 3**

Volume 3, Issue 1

31 January 2021

### *Inside this issue:*

**AIRPORT STAFF PRESENT GIFTS TO CHESHIRE DISABILITY SERVICES** 2

**STAFF OF THE MONTH: SERAH PRANIS** 3

**ANG PARTICIPATES IN PNGTPA WORKSHOP** 4

**STAFF AT WORK** 6

**Gallery** 7

**Noticeboard** 8

### ANG MANAGEMENT TEAM ATTENDS COMPANY DEDICATION CEREMONY

A blessing ceremony was held at PX Apartments on Wednesday 20th January.

The event was attended by Air Niugini Executive Management Team to dedicate 2021 as we commence the new business year.

Pastor Tom Watinga, pictured standing 6th from left, officiated at the ceremony attended by our General Managers and Executive Managers.



**Air Niugini Management Team during the dedication ceremony at the flight deck.**

## AIR NIUGINI FLIGHTS TO MADANG & WEWAK



Passengers boarding a flight at Madang Airport

Air Niugini has earlier on advised the travelling public of the temporary shortening of the runway lengths at Madang and Wewak airports by the National Airports

Corporation (NAC). This was to allow for runway maintenance and upgrading works at both airports. The reduced runway length at Madang commenced this

month to be followed by Wewak in March. These runway works at both airports are expected to last until November, depending on weather conditions.

As a result of the above, Air Niugini flights to and from Madang and Wewak will progressively be rescheduled onto Q400 and Dash-8 turboprop aircraft, operated by our subsidiary company Link PNG.

Air Niugini regrets the inconvenience to the travelling public,

however safety of operations remains our primary concern.

We look forward to resuming our Fokker jet services to Madang and Wewak once the runway maintenance is completed.

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

## AIRPORT STAFF PRESENT GIFTS TO CHESHIRE DISABILITY SERVICES

Despite the challenges of COVID19 this year, Christmas is the season of giving and sharing and our staff were at it again, this time sharing with people living with disabilities at the Cheshire disAbility Services at Hohola in Port Moresby.

Our staff from Passenger Handling and Customer Service, International terminal presented food hampers, toiletries, clothing, fresh vegetables, cake and other gift bags.

Customer Service Manager -International terminal, Freda Taralulu said it was a perfect time to be sharing with the less fortunate and her team was pleased to be able to

do just that. "It's a staff initiative, a tradition that we started some years back where we would visit a non profit, community based organisation during the festive to share gifts and bring smile to their face. "Most of these gifts were purchased by the staff

while others contributed financially towards the purchase of these items. Each year, we choose a different organisation"

Cheshire disAbility Services PNG's Program Support Officer, Operations Sam Sarwom in receiving

the gifts thanked Air Niugini staff for a wonderful gesture. Apart from Cheshire disAbility Services, our staff also visited sick children at the Port Moresby General Hospital where they presented similar gifts.



## CEO: TALKS FOR FLEET REPLACEMENT ONGOING

### From page 1

Air Niugini is working through the options for the Fokker/B737 fleet replacement, and we hope to be in a position to provide more details over the next couple of

months.

Following the replacement for our narrow-body jet aircraft, this will then be followed shortly thereafter by a replacement for our

wide-bodied 767s.

Our objective in renewing the fleet with more efficient aircraft is to reduce costs, improve on on-time performance and reliability, lowering our

operating cost-based and enabling lower airfares.

I take this opportunity to thank you all and look forward to your support this year.

Thankyou!

## STAFF OF THE MONTH: SERAH PRANIS

Our Staff of the Month for January 2021 is Serah Pranis who is based in Kavieng.

Firstly, congratulations to Ms Pranis for being the August 2020 first place winner for the Smart Ideas campaign.

Ms Pranis's idea was options to have SMS confirmation for paid reservations to be made possible for customers without email addresses. This can contribute to cost savings in printing itineraries.

From a mixed parentage of Manus and New Ireland Province, Ms Pranis has been with the company for seven years

now, starting as a Domestic Ticketing Officer with Kavieng Sales on the 17th June 2013. She is now a Travel Consultant at the same sales office where she does reservations for both domestic and partly international as a trainee.

She issues air travel tickets, electronic miscellaneous documents additionally for other PX ancillaries such as hotel accommodations, hire cars for Corporate clients' duty travel and lodging in of UATP prepaid applications on behalf of the clients.



Serah Pranis of Kavieng Sales is Staff of the Month for January, 2021



Ms Pranis was awarded first place for August 2020 in the Smart Ideas campaign .

### My words of encouragement:

*"Always plan, manage and focus to achieve given tasks as stipulated in our vision/mission statement. Ensure good attitude towards customers and always comply with policies/processes that result in excellent customer services."*

### What motivates you at work?

*"Working with the National Flag Carrier is inspiring and I am proud to be part of the Air Niugini family. Serving people from diverse cultures also motivates me to work harder to accomplish travelers' needs and meeting Sales targets. Additionally, empowering people is what motivates me the most, especially providing solutions to customers' travel issues."*

### What would you like to see happening at Air Niugini in the future?

*"Sales to have refresher/recurrent courses and multi skills trainings ."*

## TRAVEL TO AUSTRALIA – NEW REQUIREMENTS

In response to the COVID-19 global pandemic, the Australian Government has announced further changes to the requirements for travel to Australia from overseas.

These new restrictions include a greater than 60% reduction in the number of passengers allowed to be uplifted on Air Niugini flights to Australia, with effect from 15th January. Consequently, and as previously advised, based on the number of passengers already booked, Air Niugini has already had to close all Port Moresby to

Brisbane and Cairns flights for any additional ticket sales from 15th January up to 28th February.

Despite the above, and due to the scale of the reduction in arrivals that has now been mandated by the Australian Government, unfortunately there are a significant number of customers who have purchased tickets to travel to Brisbane or Cairns in the coming weeks who we are no longer permitted to uplift on their booked flights. These flights may be after 15th February. Should the alternative date offered not be

acceptable, customers can request a full refund.

Air Niugini sincerely regrets that a significant number of our customers will now not be able to travel to Australia on the dates that they had planned.

Unfortunately, this situation is outside of the airline's control, and as such Air Niugini will not be responsible for accommodation or any other costs which may arise as a result of the measures being taken by the Australian Government at this time.

### DO NOT BUY RESOLD TICKETS

Air Niugini wishes to advise the travelling public not to buy airline tickets which are being resold including tickets purchased on our special offers.

This follows continuous reports that some of these heavily discounted tickets are being resold to the public

Customers suspected of purchasing such tickets will have their bookings and tickets cancelled without notice and will be denied boarding.

Therefore they will lose the money they have paid to the person originally making the booking. They also risk legal action.

As per the conditions of the fare, these tickets are not transferrable.

Name change is not permitted and there are no refunds. Only the person whose name under which the initial booking is created can travel.

IDs are required at both the check-in and boarding.



#### Public warned of airline tickets resold at black markets on social media

Air Niugini also warns that there are certain groups and pages on social media (Facebook) that are using the company brand to re-sell tickets, namely 'Air Niugini Special offers' and 'Air Niugini Ticket Sales'.

We advise that these pages and groups are not Air Niugini or linked to Air Niugini.

We also remind our customers who purchased these special tickets to ensure they travel on the specific dates as per the ticket or they will lose the ticket as the rules and conditions of the promotion still apply.

### ANG AT PNGTPA WORKSHOP

Executive Manager, Sales and Distribution Floyd Smith did a presentation during the PNG Tourism Promotion Authority validation workshop this month.

He spoke on marketing PNG through Air Niugini. The 3 day TPA validation workshop with the theme "Build Back Better" in Port Moresby was attended by the stake holders, all from the industry including tour operators and hoteliers from all around the country.



Executive Manager, Sales and Distribution Floyd Smith doing a presentation at PNGTPA's validation workshop

## PRE-DEPARTURE COVID TEST REQUIREMENTS FOR FLIGHTS TO AUSTRALIA

The Australian Government has announced that the following pre-departure and inflight requirements will apply to all passengers travelling to Australia on flights departing on or after 22 January 2021.

- All Passengers travelling to, or transiting Australia on flights departing on or after 22 January 2021 must provide evidence at check in of a negative COVID19 polymerase chain reaction (PCR) test.

This applies to all passengers 5 years of age and older. If a member of a travelling party tests positive to COVID-19, all members of the party will not be allowed to travel to Australia.

This test must be taken within 72 hours prior to scheduled departure, and evidence of a negative

result presented at check in.

Other types of tests such as rapid GenX test are not acceptable.

These PCR tests can be completed in Port Moresby at the Pacific International Hospital and St John for a fee with results provided quickly.

It is likely there are other service providers in PNG that are also able to do these PCR tests for passengers.



**Air Niugini continues to operate with strict health and safety measures in place including temperature testing of all passengers, and providing face masks and hand sanitizer to ensure the safety of travellers.**

It is critical that the test result includes the passenger name, test result, method and date of test.

If the provided test results do not contain this information the traveller may be prevented from boarding the aircraft. A paper-based record is preferred, however electronic records (such as a document embedded in an email or text message) that contains the required

information can be accepted.

Passengers should retain the evidence of the negative test result in case it is required for future stages of their travel itinerary.

- All Passengers travelling to Australia, excluding children under 12 and passengers with special health exemptions, on flights departing on or after 22 January 2021 must wear a mask for the duration of your flight, and in Australian airports.

Passengers should also wear masks in Jackson's airport prior to boarding.

Further Information for Passengers is available at:

<https://www.smarttraveller.gov.au/news-and-updates/update-new>

### STAFF ASSIST AT NATIONAL CONTROL CENTRE

Air Niugini continues its efforts during the COVID-19 pandemic in ensuring the safety of passenger travel.

Seen here are Air Niugini staff attached with the Travel Desk Team at the National Control Centre (NCC) at Morauta Haus in Port Moresby assisting international passengers get the SOE Controller's approval before they

travel into the country.

The team works alongside other volunteers from Government agencies and organizations involved at NCC.

The team consists of staff from various sections under the Commercial Services Department. They have been in operation since May 2020.



**The Air Niugini Travel Desk Team at the National Control Centre located at level 4 Morauta Haus. The team responds to over 100 applications per day for passengers intending to travel into the country.**

## OUR CHAIRMAN PAYING A COURTESY CALL



Air Niugini Board Chairman, Sir Kostas Constantinou and Director Anthony Seeto with our cabin crew,

Leeanne Poto (standing) and Amy Tongia (seated) on PX 154 from Port Moresby to Alotau on Saturday, 23rd January



2021. They also paid a courtesy call on Air Niugini Alotau staff on arrival. Seen here in the picture on the left are

Senior Traffic Officer Hubert Kibikibi (2nd from left) and Porter Steven Gideon (4th from left).

## STAFF AT WORK

A usual day at the Legal and Company Secretary's Division.

The Team is responsible for Legal and Regulatory matters, review of Contracts, Agreements and documentation, Board of Directors and related matters.

The Team also provides

assistance to staff with stamping of Statutory Declarations, Passport Applications and other documents such as Bank Accounts forms that require signing before a Commissioner of Oaths.

They also give general legal advice and litigation matters on behalf of Air Niugini.



**Staff during the annual management skills training**

Goroka Port Manager Romney Enos making a leadership roles take part in this training to equip them with basic management skills.

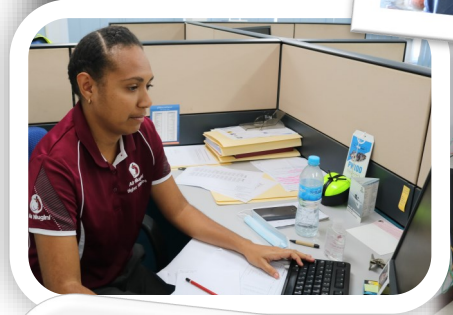
The training covers 10 essential management skills topics including

Staff comprising of Leadership, Team supervisors, line Building and Work managers and senior Priorities.



**Pictured from left; Legal Assistant Rosemary Aopoi, Secretary/Admin Lorna Haoda and General Manager Legal/Company Secretary Benneth Kome (seated).**

# GALLERY





The National Airline of Papua New Guinea

[www.airniugini.com.pg](http://www.airniugini.com.pg)

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

### DRESSING STANDARDS/CODE WHEN VISITING ANG HAUS

This notice serves as a reminder to all staff that standards of dressing must be acceptable and respectable when visiting ANG Haus particularly when on days off or leave.

The requirements are as listed hereunder:

1. Staff must have their Company /Staff ID on them at all times when visiting the ANG Haus.
2. Staff must dress appropriately and decently.
3. Staff must be presentable grooming wise, including the removal of betel stains from mouth

The dressing standards are as per the Code of Conduct and every employee is required to adhere.

Any staff who do not meet the requirements will be refused entry at the boom gate. The security personnel at the boom gate have been given instructions to refuse entry to any staff who do not meet the requirements as stated in the notice.

Staff who refuse to adhere to the instructions will be subject to disciplinary action.

Thank you!

Ritchilyn Barrios

Executive Manager Human Resource Services

### SECURITY ADVICE

DATE: 06 JAN 2021

Ref: SADV 01/2021

SUBJECT: 2021 ANL VEHICLE ACCESS STICKERS

TO: ALL POM BASED STAFF

This is to advise that the 2021 Access Stickers for vehicles are now available at the Aviation Security Admin office.

1. Payments for the Access Stickers are to be made at the Claims officer at ANG Haus.
2. Staff Access Stickers = K20.00, PX Apts Stickers = K20.00 and Contractors Access Stickers = K50.00
3. Receipt of Payments to be presented at the Aviation Security Admin office for collection of stickers.

STAFF - 2020 Access Stickers      CONTRACTORS- 2020 Access Stickers      2020 - PX APTS Access Stickers



K20.00



K50.00



K20.00

- > **Staff** are to provide their staff ID and vehicle registration details before obtaining a sticker.
- > **Contractors** are to provide a signed document from the manager of the department they are contracted to and vehicle registration details before obtaining a sticker.
- > **Residents of PX Apts** - Per list from Kathleen Terence Mark

These stickers will only be available during normal working hours:

Days: **Monday to Friday**

Time: **08:00am to 05:00pm**

Please note that, effective **21<sup>ST</sup> JANUARY 2021**, ONLY vehicles with the 2021 Access Stickers will be allowed access into Air Niugini properties.

Thank you,

**Aviation Security Management**

*Ground Operations & Aviation Security Division*

IN CASE OF EMERGENCY CALL SECURITY INCIDENT INTERVENTION OFFICE ON 3273666 or EXT: 3666