

BALUS TOKTOK

NEWSLETTER

CEO's Message



CEO, Bruce Alabaster

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

Following the recent increase in local transmission of COVID19 in

the country, especially in the nation's capital, we are taking all possible steps to mitigate the risks, both for you our staff, all our passengers and all the people of PNG. This is based on ensuring that in addition to all Controller requirements we are also constantly reviewing what else we can do to minimize the potential for transmission

Our current air services are operated principally using the Boeing 767 and Fokker 70 aircraft on the international routes whilst a combination of Dash 8 and Fokker jet

services are being used to service the domestic network. We have also operated a number of international charter services using the B767's, B737's and the Fokkers.

In other areas of operation, we continue to work with Post PNG to establish more ticketing sales outlets accessible to customers, and to strengthen the partnership between the State-Owned Enterprises (SOEs).

The new Post PNG Ticketing office recently opened at the Brian Bell Plaza, Gordons.

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STAFF ACHIEVEMENT: CARGO STAFF RECEIVE AWARDS

Air Niugini Cargo continues to recognise and award its staff for their effort in ensuring cargo transport operations run smoothly.

This initiative by the Cargo Management commenced in December 2019 where staff are awarded at least twice a year.

Congratulations to the five staff members who were awarded in different categories for their performance in the first six months of this year (January-June 2020). The recent Awards ceremony was



The five staff members awarded for their performance in the first six months of 2020

witnessed by Chief Executive Officer, Mr Bruce Alabaster, staff and Management of Cargo Department.

Mr Alabaster presented certificates and prizes

to staff who performed well.

- **Kirriwom Papi** Certificate of Achievement (Quiet Achiever)

- **Tom Obea** Certificate of Performance (Best Performer)

- **Agape Hitolo** Certificate of Recognition (Most Valuable Staff)

- **Ishmael Api** Safety Award (Safety Leader)

- **Donna Hevoh** Executive Manager's Award

AIR NIUGINI CONTINUES TO PROVIDE AIRFREIGHT SERVICES DURING THE COVID19 PANDEMIC

Air Niugini continues to maintain its airfreight services to the majority of the ports delivering cargo which also includes vital medical supplies, Personal Protective Equipment (PPEs) and much needed goods and services to ensure we meet our obligations to the business community and people of PNG at large.

General Manager Cargo Gus Kraus said “ Although flights have and will be scaled down as a result of the recent domestic travel restrictions, the airline will maintain its Cargo services. We will continue to service and deliver cargo on our scheduled

services within the guidelines set out by the Emergency Controller.”

All airfreight services are currently operated using the Boeing 767 aircraft and Fokker 70 jets on the international routes whilst Dash 8 and

Fokker jet services are being used to service the domestic network.

Air Niugini also operates Dash 8 combi service, part passenger and part cargo seven days a

week to Lae, Hagen, Rabaul, Hoskins and Wewak to compliment the passenger flights.

Air Niugini’s international service operates 5 flights weekly to Brisbane with 4 flights weekly to Singapore and once a week to Cairns. This is not expected to change for our Cargo business.

Domestic services are operating to all major airports.

Air Niugini Cargo is open for business from Monday – Saturday. For Cargo enquiries, please call 327 3316 or email cgo.res@airniugini.com.pg



Cargo from China being unloaded from a Boeing 767 aircraft in Port Moresby in May, 2020

OUTPORT: BOARD AND MANAGEMENT VISIT KOKOPO STAFF

Air Niugini Board and management paid a courtesy call on the airline’s Kokopo staff at their office on the 27th of July, 2020.

It’s the initiative of Chairman Sir Kostas Constantinou to pay visit to staff in the outports whenever the board is in the area.

Air Niugini board was in Kokopo for a board meeting held on the 28th of July, 2020 and also met with the East New Britain Chamber of Commerce.

Air Niugini also hosted a

corporate function on for its key business partners including those from the East New Britain Chamber of Commerce.

Chairman of the Air Niugini Board, Sir Kostas Constantinou and Chief Executive Officer Mr Bruce Alabaster explained to clients the plans in place to bring the airline forward including the need to bring back Fokker services to Rabaul.

All Rabaul flights are



Board & Management paying a courtesy call on our staff at Kokopo Sales office.

currently operated by Dash 8 due to the current runway works at Tokua airport. The Chairman and the CEO also discussed challenges

in the last four months especially COVID19 and how Air Niugini continues to address this, going forward.

STAFF OF THE MONTH: MARIA MULE



Air Niugini Travel Consultant Maria Mule featured as Staff of the Month

This month we feature Maria Mule from the Commercial Service Centre (CSC) section under the Commercial Services Department.

Ms Mule is a Travel Consultant, who deals with Domestic and International travel for both retail and mostly

corporate clients for their travel request.

She was commended for doing great sale for the month of July. From the total sale of the month K2,054,322.66, Maria made a sale of K609,306.

Well done Ms Mule for your efforts!

Hailing from a mix parentage of New Ireland and West New Britain, Ms Mule has been with the company for six years now.

She started her Air Niugini journey back in May 2014 where she was attached with Waigani Sales office under the supervision of Regina Parkop for five years then transferred to CSC in July 2019.

What motivates you at work?

"I am proud working with Papua New Guinea's national airline. Success and good service is what motivates me at work as a Travel Consultant, giving professional service to satisfying customers bringing

value and positive feedback to the company."

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

"A little change of appreciation to staff especially to the sales network, incentive to staff in a little way to motivate them at work."

My words of encouragement:

Don't give up, appreciate the little things that we are blessed with at work and be proud wearing Air Niugini, keep aiming high! At the end of the day appreciate the work you do regardless of your role.

DEPT NEWS: DESTINATIONS LOYALTY PROGRAM PARTNERS WITH MADANG RESORT

Air Niugini Destinations Loyalty members can now earn and redeem points on the various products offered at the Madang Resort Hotel.

This service is now fully operational following the recent signing of a two years partnership bringing the total Destinations corporate partners to 21.

Destinations and Executive Club members will earn loyalty points not only on accommodation but also



Air Niugini Destinations Loyalty Program partners with Madang Resort

activities like fishing, kayaking and sailing.

Air Niugini's General Manager Commercial Services, Mr Dominic Kaumu welcomed Madang Resort on board highlighting the need to

forward in boosting the tourism sector and aviation industry amidst the current pandemic situation," Mr Kaumu added.

The Madang Resort Hotel is run by the Melanesian Tourism Services (MTS) Limited which also operates schedule and expeditionary cruises aboard the Kalibobo Spirit yacht.

Visit the Air Niugini Destinations website www.destinations.com.pg for more information.

focus on the domestic market and assist our partners with Post Covid-19 recovery strategy.

"This year has seen more hotels come on board to be part of the program which is a positive step

CEO: REGULAR UPDATES ON COVID19

From page 1

This brings the total number of Post PNG Air Niugini Ticketing offices throughout the country to four including Rabaul, Konedobu and Gerehu.

The Sales teams throughout our domestic network now have new polo shirts weekend wear uniform.

For any employees who

are on Leave without pay, but with outstanding loans with Finance Companies and Banks, HR is working with them to provide payment holiday options.

In the meantime, I ask you all to be vigilant and apply the recommended COVID 19 measures as

stated in circular advice of 22 July, 2020.

That is, wash your hands frequently, maintain social distancing, wear masks, avoid touching eyes, nose and mouth, practice respiratory hygiene and if you have fever, cough and

difficulty in breathing, seek medical care early. The Toll free COVID19 call centre's number is 1800200.

We will continue to provide regular updates and I hope that you and your families remain safe over this challenging period and as we work towards a positive future.

DANGEROUS GOODS TRAINING CONTINUES FOR EXTERNAL CUSTOMERS

Air Niugini is the only organization in the country offering Dangerous Goods (DG) training to external clients under the airline's Part 141 training organization and issues certificates and licenses under Civil Aviation Safety Authority (CASA) Civil Aviation Rule (CAR) part 92.

The training is being offered at Air Niugini's Training Centre at 7mile here in Port Moresby.

This month, saw yet another group complete their training. The group comprised of participants from Hevi Lift PNG, International SOS, Institute of Medical Research based in Madang and ANG staff.

Dangerous goods are articles or substances that pose hazard to health, safety, property and environment.

Air Niugini's Non-Technical Training



Some participants from Hevi Lift PNG, International SOS, Institute of Medical Research and Air Niugini who attended Dangerous Goods Training at ANG's Training Centre in Port Moresby.

Instructor, Martin Tugano who normally conducts DG training explained that dangerous goods can be flammable liquids, explosive, radio-active materials, dangerous chemicals, compressed gases, poisons and aerosols among others that pose high risks to the airlines, passengers and crew.

He said transportation of dangerous goods by air is very restricted

and therefore it is important that companies who deal with dangerous goods need to undergo this training to help them understand what DGs are and how they can safely prepare them for transportation including airlifting DGs.

Tugano said, "Dangerous Goods, especially hidden DGs like lithium batteries, aerosols, paints, mercury, human or

animal blood or body samples and tissues must be carefully checked and packed before they are airlifted.

"All parties involved, freight forwarders, shippers, those sending and receiving the goods need to understand the requirements."

Apart from the training on dangerous goods by Air Transport, Air Niugini also conducts training on DGs by sea transport.

OUT PORT: LAE TEAM BEGINS ONLINE PRODUCT AWARENESS DRIVE

Air Niugini team in Lae has commenced with the Online Product Awareness drive to 50 Corporate customers on how to access and use our online services.

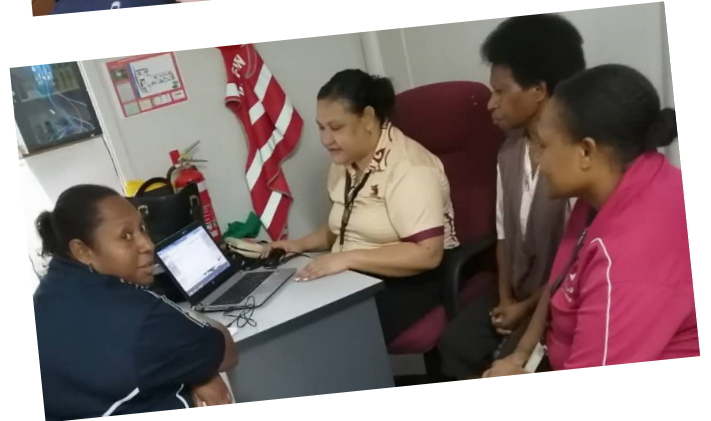
The product awareness includes demonstration of the online ticketing and reservation processes, and the purchasing of Executive Club Membership (ECM) products from preferred seat selection, pre-paid excess baggage and online check-in.

With the challenges of Covid19 including social distancing as one of the

measures to avoid catching the virus, online access to the airline products would ensure customers sit in the comfort of their offices or homes and book flights or access other products instead of physically visiting the sales offices.

So far this month, our Lae team have visited Seeto Kui, Papindo Trading Company, Nauti Kwenbu Winima (NKW) Travel Agency, Trans Wonderland and Trukai Industries.

This will also be rolled out in Mt Hagen and Rabaul.



AIR NIUGINI TRAINS SALES AGENTS



Air Niugini continues to expand its ticketing sales agents with the completion of training for the third batch of staff from our sales agent partner, Post PNG.

The six staff from Kundiawa, Mendi and Port Moresby successfully completed the weeklong training at the Air Niugini Training

Centre on how to use the airline ticketing and reservation system.

Post PNG operates airline ticketing offices throughout the country including a number of branches in the nation's capital (Boroko, Gerehu, Konedobu) and in Rabaul where customers can purchase Air Niugini tickets.

CHAIRMAN VISITS MT HAGEN STAFF

Air Niugini Board Chairman, Sir Kostas Constantinou paid a courtesy visit to our Mt Hagen Sales Office this month.

Sir Kostas who is also BSP Board chairman was in the province for their board meeting.

The staff were delighted to have the Chairman visit them and presented

him with a gift.

Since taking up office about two years ago, Sir Kostas has taken the time to also visit Air Niugini out-ports.

And by visiting staff in person, he has the opportunity to hear first hand issues being faced by the airline staff in the out-ports.



FEATURE: MOREA MAIU BEING LOYAL TO AIR NIUGINI FOR 47 YEARS



Morea Maiu worked as a driver for Air Niugini since the company's inception in November 1973.

Although a simple driver, he is a very important member of the Air Niugini family who ensures staff including aircraft engineers get to work on-time and leave on-time. And he has been doing his job passionately with loyalty and commitment for the last 47 years.

Morea Maiu, known to many Air Niugini staff who have come and gone over the past four decades as "father Moxie", is a proud pioneer of Air Niugini who has been working as a driver since the company's inception in November 1973.

Morea said, "My job allows me to make contact with staff from different departments, some on a daily basis. I would have known almost all staff and they would have known me too.

I had the opportunity to drive their parents who once worked with Air Niugini and I am now driving the children."

From Ovahuhu village in Kerema, Gulf Province, Morea has been living and working in Port Moresby most of his life.

Morea was born on 01st February 1951 in Ovahuhu village Kerema, Gulf Province. He attended primary school at Saint Michael at Hanuabada in Port Moresby, completing his primary education in 1961.

His first job was in 1966

with South Pacific Brewery as a Forklift driver.

He later joined Australia Airways (TAA) after it amalgamated to form Air Niugini. Morea was only 22 then.

He is now the Transport Coordinator with Air Niugini's Aviation Security Department (AVSEC).

Morea recalled his early days when Air Niugini Transport section was based at 6mile in Port Moresby where they started off with only four buses and a truck to do staff pick up and drop off. Morea was heavily involved in the early morning pickup and night drop off for all the staff including pilots, engineers, cabin crew and ground operations. If a flight was departing at 6am, the staff pick up was done at least 3 hours early.

"It is not really the pay and comfort, I love my job, what I was doing and still doing for the

great organization and the people that I work for," Morea said.

As a transport co-ordinator, Mr Maiu carries out his daily responsibilities of looking after the company's transport fleet with care and attention, ensuring that the vehicles are fully operational and ready for the next run.

"I wake up at 4am daily for a 6am start and finish at 6pm. I arrive at work at least one hour early which gives me enough time to check the vehicles' tyres, oil and water before the staff pick up and drop off commences."

Morea's loyalty eventually paid off when he was recognised not only by Air Niugini but the country also when he received the Queens award in March 2013 after clocking in 40 years with Air Niugini. The award was presented by the then Governor General, Sir Michael Ogio at the Government House.

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FEATURE: A DRIVER BEING LOYAL TO AIR NIUGINI FOR 47 YEARS

“It was a proud moment for me to represent Air Niugini and receive that award in front of so many people, in-fact my greatest achievement for serving the National airline.”

Morea has also received six other awards recognised by Air Niugini for serving the company for the 10 years milestone, 20 years, 30, 35, 40 and 45 years just recently.

“Seeing staff arrive at



Morea Maiu has received six other awards for his service to Air Niugini.

work on time and going home safely gives me great satisfaction”, he explained.

Morea encourages all Air Niugini staff to be committed towards work and continue to fly Air Niugini higher.

“The success of Air Niugini is a direct result of your efforts and dedication. Look after the company and it will look after you, stay committed to your work, be grateful, work for your families and most importantly, love what you do.” Morea concluded.

AIR NIUGINI NETBALL CLUB GETS NEW UNIFORM

Air Niugini Netball Club’s participation in the Port Moresby Private Companies Netball Competition has been greatly boosted with the presentation of new team uniform by Axellerate Sports in Port Moresby on Friday 14th August, 2020.

The national airline’s club has three teams participating in the competition with over 50 players, comprising of both employees and dependents who are recognised by the company.

Air Niugini Chief Executive Officer, Mr Bruce Alabaster witnessed the presentation and expressed the company’s appreciation towards Axellerate Sports for the assistance during these

difficult times.

Mr Alabaster said, “We are extremely overwhelmed by Axellerate’s kind gesture in honouring their commitment to Air Niugini Netball club with the sponsorship.

“We already have an existing corporate partnership under the Destinations Loyalty Program where Members can use their points to buy, or earn points, when they purchase Axellerate runners.”

Axellerate Executive Director, Mr Anthony Toscano said they’re happy to support Air Niugini as the national airline that proudly represents the country and the people.

“With all the changes happening globally and



Air Niugini Netball Club receives new uniforms from Axellerate Sports

during these tough times, it is important that we all support one another,” Mr Toscano added.

Air Niugini Netball Club President Nohokau Mai added that the assistance fosters unity and further boosts team moral which in turn can keep players motivated to succeed.

The Private Companies Netball Competition, which the Club has been

affiliated to since 1990s, provides an avenue for women to compete in a safe and friendly environment, to network and socialise and create long lasting relationships.

The 2019/2020 season saw two dependents, Mrs Annie Garo (spouse) being awarded Best Seasonal Mid Court and Mrs Esther Babona (spouse) being awarded Most consistent Umpire.

STAFF AT WORK

Air Niugini's Dash 8 Captain Sharon Tarah and her all female crew who operated PX 206/205 recently from Port Moresby to Rabaul and back.

From left, front row: Cabin crew Josephine Avediba and Debra Kabewa, middle row: Captain Tarah and First Officer Vanessa Nagul, back row: Cabin crew Dika Boto

Congratulations ladies, thank you for flying Air Niugini and Papua New Guinea higher.



Our staff from ramp services, customer services and passenger handling were at it again, handling yet another charter flight into Port M o r e s b y .

From left: Manager, Customer Services and Passenger Handling - Freda Taralulu, Manager International Ramp Operations -Robert Okole, Customer Service

Officers, Vangie Ivaraoa and Ravu Minama meeting the aircraft on arrival.

They also did ground handling for a Solomon Airline's Airbus A320-200 series aircraft in Port Moresby on a repatriation charter for students attending Australia Pacific Training Coalition (APTC).

The charter commenced in Apia, Samoa to Port Vila (Vanuatu) and later Port Moresby where it dropped off some passengers before continuing to Brisbane.



SALES STAFF IN NEW WEEKEND WEAR



From top; Waigani Sales, Kimbe Sales (left), Wewak Sales (right) and JAX Airport Sales Team

GALLERY



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The National Airline of Papua New Guinea

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

TO ALL STAFF

This message strongly serves to inform all Staff that are using the company organized transportation services that as per current COVID19 General public protocols No. 10 Face Mask is mandatory on all public venues and transportation including bus services and taxi services.

Any staff without a face mask will not be allowed entry into the company organized transportation.

Message is NO MASK, NO RIDE.

All staff accessing the company transport please take note and comply to avoid any disappointment.

Staff who disobey this instruction will be reported to Human Resource Department for further action.

Thankyou

Joanne Kilip

Occupational Health and Safety Coordinator

DEAR COLLEAGUES

Following the recent spike in local transmission in COOVID 19 cases in NCD, the following steps have been agreed to by Management:

- All Staff Travel on concession was suspended and consequently the Staff Travel Office was closed. However, the suspension has now been lifted .

- Each Department will require to increase the number of staff on annual leave, long service leave etc. For those with no leave credits anymore, Leave Without Pay (LWOP) will apply. Your Department Managers will manage this process on a weekly basis.

- For those with outstanding loans with Finance Companies and Banks whose pay will be affected due to reduced working hours and leave, please provide your details to Ms. Ritchilyn Barrios at Human Resource Department so we can work with these Finance institutions to provide a payment holiday options.

Thankyou

Rei Logona

General Manager Human Resource

