

# BALUS TOKTOK

## NEWSLETTER

### Managing Director's Message



**Managing Director, Alan Milne**

Welcome to this edition of Balus Toktok for February 2020.

We are into the 2nd month of

2020 and already have seen new developments in Air Niugini.

Firstly, Link PNG proudly welcomed its first Q402 aircraft into Port Moresby at the end of last month which brings substantial additional capabilities to the Link PNG operation.

We announced that Air Niugini has updated its purchase contract with the Boeing Company to delay the delivery of the four Boeing 737 MAX jets it has on order until

at least 2024. Due to the coronavirus outbreak, Air Niugini has reviewed its flight schedule to Asia and the Pacific.

We have adjusted and reduced a number of flights to Honiara, Manila, Singapore and Hong Kong. The next review for all these flights will be in the next two months.

We continue to work very closely with the National Government and all stake holders to implement measures to mitigate the coronavirus risk.

**-CONTINUE ON PAGE 2**

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28 February 2020

#### *Inside this issue:*

Department News: GSE RENOVATES FOREMEN'S TECHNICAL LIBRARY **2**

AIR NIUGINI CONTINUES SUPPORT FOR OPERATION OPEN HEART **3**

EMPLOYEES ASSOCIATION AGREEMENT RENEWED **4**

FOUR SMART IDEAS SUCCESSFULLY IMPLEMENTED **5**

Staff Social Activities **6**

Gallery **7**

### Staff Achievement: MANAGERS COMPLETE ESSENTIAL SKILLS TRAINING



**Participants receive their certificates after completing the management skills training**

40 Air Niugini staff and managers from out POM ground operations, comprising of supervisors ports, engineering, network operations, cargo

and the PX aviation training school successfully completed a training on Essential Management Skills this month and received their certificates on Wednesday, 19th February 2020. The training covered 10 essential management skills including Leadership, Team Building, Work Priorities and Delegation, Develop the Potential in Your People and Customer Service.

**CONTINUE ON PAGE 3**

## Mr. Milne announces NAEA Agreement renewal

### FROM PAGE 1

The Management and the National Airline Employees Association have concluded negotiations on the renewal of the Agreement 2019-2022.

The negotiations have

been subjected to some tough discussions mainly due to prevailing economic circumstances which not only impact on Air Niugini, but also other airlines in the region.

I thank NAEA for your

time, effort and understanding in working with and supporting the airline through difficult times. The union is a very critical and important partner to the business. On that note,

I look forward to working with the members of the union and the rest of the staff to implement the initiatives planned for 2020 to bring Air Niugini forward. Thankyou!

## Department news : GSE opens refurbished foremen's technical library

The Ground Support Equipment (GSE) division recently opened a newly renovated technical library for its foremen.

The new facility, which took four weeks to complete now stores manuals with vital information on correct maintenance methods and procedures which the GSE technicians can refer to when working on ground equipment.

These include quality of workmanship in rebuilding and installation of parts, adherence to Original Equipment Manufacturer maintenance procedures, and ordering of correct parts.

The library can also be used to improve competency of operators/

users from other departments within Air Niugini who wish to use it to further their skills and knowledge.

Air Niugini Managing Director, Mr Alan Milne opened the new library and encouraged staff to make good use of it.

He also said staff must feel free to bring to the management's attention any challenges they maybe faced with at their workplace.

He said "If you are faced with issues at your workplace, that's causing delay to progress of work, please talk to your manager, do let us know so that correct actions can be taken to address them. You are the



**ANG Managing Director- Alan Milne being taken on a tour of the refurbished foremen's technical library by Acting GSE Manager, Mika John Loko.**

experts and we as the company must make sure that proper tools and facilities are provided to enhance your input. "

"I also encourage staff members with smart ideas to contribute to our Higher Altitude Program so that we can all help to improve Air Niugini's overall performance."

Acting Manager Ground Support Equipment, Mika-John Loko thanked the management for the

commitment and encouraged staff to make good use of the opportunity.

He said, "Sometimes the biggest improvement starts with the slightest steps and I encourage staff to continue to work hard.

" A library plays an important role in promoting the progress of knowledge and skills, please look after this technical library for the good of everyone, you as the users and the company."



## AIR NIUGINI CONTINUES SUPPORT FOR OPERATION OPEN HEART

Air Niugini has continued its support for the annual Operation Open Heart (OOH) by airlifting the much needed medical equipment and supplies free of charge (FOC) from Australia to Papua New Guinea each year.

This year was no different, three pallets of medical items and supplies weighing a total 286kg were uplifted FOC on PX 004 out of Brisbane to Port Moresby in January, 2020 and delivered to Port Moresby General Hospital on Tuesday,



**Part of the cargo delivered at the POMGEN, present was Air Niugini Cargo Customer Service & Sales Manager, Stephanie Bawo-Akia.**

11th February.

Air Niugini Managing Director, Alan Milne said the airline has been supportive of the program since it started in 1993

by uplifting lifesaving medical equipment FOC to help Papua New Guineans especially children in need of complex heart surgeries

He said, “Air Niugini is pleased to be part of a vital program that continues to save and improve lives of hundreds of children with heart problem, most of who wouldn’t have been able to live a normal life, if it wasn’t for this program.

Apart from giving children a second chance in life, this program also ensures knowledge and skill transfer between the visiting and the local medical teams.

“ANG is happy to continue to support this important, lifesaving program.” Milne said.

## Ten Units Covered under Management Skills Training

### FROM PAGE 1

The other unit topics covered were Professional Administration Skills, Management people Performance, Project Management, Business Communication and Leading Change.

Managing Director Alan Milne was on hand to present the certificates to the first 20 participants, some of

whom are pictured here and encouraged them to implement at the workplace what they had learnt during the program.

Mr Milne added that completing the course satisfies one of the 4 Pillars of the Higher Altitude transformation program which is “Developing our people”.



**Port Manager, Manus– Sisan Peter**



**Manager, Aircraft Support Engineering, Maso Haro**



**Airport Supervisor, Kavieng – Philemon Missian**



**Port Manager, Wewak– Yawasing Giasa**



**Trainer-Eileen Aisi**



**Maintenance Control– Tiana Ila**



**Systems Coordinator, Cargo– Ruth Frani**



**Engineer Boromeo Siriman**

## NATIONAL EMPLOYEES ASSOCIATION AGREEMENT RENEWED

Air Niugini has renewed the National Airline Employees Association (NAEA) Agreement 2019-2022 which addresses all issues raised by the Union members including a modest increase in housing allowance with additional privileges of cargo rebate and improvements to staff travel.

Managing Director, Alan Milne during the signing of the

agreement on Tuesday 18th February said improvements to staff travel and cargo rebates are additional privileges granted as a token of the management's appreciation and recognition to all staff who continue to show commitment and loyalty.

"Bargaining in good faith has underpinned the negotiations and this has enabled both parties to achieve a positive outcome. I wish

to assure the union of management's commitment to work with the Union at all times and as mutual partners." Mr Milne said.

NAEA President Samson Nul said considering the current economic situation, it was a great outcome for both parties.

He said "It was tough going on both sides but we reached a positive outcome for the 1,400 members. Both parties are happy. We look forward to working amicably with Air Niugini management to bring the airline forward."

The previous Agreement expired on December 31, 2018. The new Award will be in effect for four years from 2019 to 2022 with negotiations concluded and signing of the agreement which took place on 18th February, witnessed by Industrial Registrar, Helen Saleau and representatives of Employers Federation and the Labour department.



**ANG Managing Director- Alan Milne, NAEA President Samson Nul and representatives of Industrial Relations, Employees Federation and the Labour Department during the signing on Tuesday 18th February.**

## AIR NIUGINI WORKING CLOSELY WITH AUTHORITIES AGAINST CORONAVIRUS

Air Niugini continues to work closely with the Government and stake holders in the country, as well as those from the three entry points in Hong Kong, Singapore and Manila, to implement measures to mitigate the coronavirus risk.

As per the Government's directive, Air Niugini will not uplift passengers who have been to Wuhan city or Hubei province during the last two months from any of the above three entry ports

Air Niugini has reviewed its flight schedule to Asia and the Pacific as a result of the direct impact of corona virus.

We have adjusted and reduced a number of flights to Honiara, Manila, Singapore and Hong Kong. The next review for all these flights will be in the next two months.

For passengers travelling out of Singapore, Hong Kong and Manila, or transiting through

these airports, there are full quarantine screenings and checks being carried out by authorities at these respective airports to clear passengers.

A similar set up has been put in place at the international terminal in Port Moresby by our Health and Quarantine authorities to monitor passengers from Asia and to collect the health declaration forms that are being provided.

## FOUR SMART IDEAS SUCCESSFULLY IMPLEMENTED



**2019 March – May Winners posing with Program Sponsor & Managing Director Mr Alan Milne (centre)**

**L-R: Lionel Aribi, Lucy Ghandhi, Rose Genolagani, Solomon Kawage, Jamlal Semoso**

Since the introduction of the Smart Ideas campaign in March, 2019, four smart ideas have been successfully implemented by various departments in Air Niugini.

This campaign has so far recognised 26 of the best ideas that will help contribute to the 4 pillars of Higher Altitudes.

Winning ideas have been assigned to respective department heads for review for implementation.

There have been an overwhelming 500 plus submissions received from staff in all departments across the PX network since the inception of the campaign.

The four ideas currently being implemented are:

**1. Fuel -Optimizing:** Smart idea by Jalal Semoso that won the 3rd place award for March, 2019.

Fuel Optimizing cost for each aircraft type to cut down on fuel usage and ultimately reduce fuel

costs. This is implemented by Flight Operations Department via the Fuel Saver Program initiatives which involve reviewing and removing any extra materials on each aircraft.

**2. Increase Firearm Fee:** Smart idea by Sandeep Tyagi that won the 2nd place award for April, 2019.

Increase the firearm fee from K50 to K400/500. Effective as of May 22nd 2019, firearm fee increased from K50 to K150. Revenue generated was K59, 400 between June –September.

**3. Leasing out Accommodation at PX Apartments:** Smart idea by Lucy Ghandi that won the 3rd place award for April, 2019.

PX Residential Apartment is officially open to staff at a special rate of K220 per night.

**4. Establish separate tool stores for Heavy Maintenance:** Smart idea by Solomon Kawage that won the 3rd

place award for May, 2019.

There is loss in productivity due to the time travel between Hangar One and Two for parts and tools to use.

Tools and Paint Stores setup established effective August 2019 for the Solomon Airline Dash 8 Heavy Maintenance C-Check, contributing to the Operational Excellence pillar.

Higher Altitudes Program Coordinator, Tasha Tukana encouraged all staff members to continue contributing ideas to the program.

She said, “Majority of the winning ideas are in review or work in progress for implementation due to the nature of the idea.

But above all we are happy to have witnessed a few that were able to be implemented in 2019.

We would like to acknowledge Digicel, Airways Hotel, Boeing and Air Niugini Marketing for the support.”

The first awards event was held in May, 2019 to recognize and reward the top 3 ideas from the monthly draws of March to May.

Following that, two other awards events were held in August and October to reward the top 3 ideas from the monthly draws of June to July and August to September 2019 respectively.

## STAFF SOCIAL ACTIVITIES

### Farewelling long serving staff: Sasa Gorogo

Air Niugini farewelled retired long serving staff Cashier, Sasa Gorogo on Monday, 17th February at the Business Travel Center (BTC) in Port Moresby after serving the airline for 40 years.

Mrs. Gorogo, attached with BTC, has been with the company since 1980 and was described as a very committed staff.

Accompanied by her family, she was farewelled by colleagues as they shared some food and a cake.

With tears in her eyes, Sasa thanked Air Niugini for giving her the opportunity to be part of the airline's growth over 40 years.

She also thanked her colleagues for the support all these years and encouraged them to continue to be dedicated and loyal to Air Niugini.



**Retired Sasa Gorogo (back-centre in blue and white top) with her colleagues at the Business Travel Center during her farewell.**

The staff were also sad to see her go.

Sales Supervisor- Business Travel Center, Alice.M.Oibi extended the team's appreciation for the support and guidance she showed to many staff she had worked with, from

her early days attached with Cargo and to being a Cashier with Sales.

Thankyou Sasa Gorogo for all your hardwork, dedication and loyalty to Air Niugini. We wish you a happy retirement!



# Gallery



## Air Niugini

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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

### PAYMENT OF REIMBURSEMENTS, DUTY TRAVEL ALLOWANCE, EXPENSES

To All Staff:

Please be advised that effective as of 15 March, 2020 all payments relating to reimbursements, staff expenses, duty travel allowances etc. that are currently paid out by the Cashiers at ANH-3 will only be paid via cheque or paid directly into the employees bank account through direct transfer by the Company.

Accordingly, there will be no more cash payments.

For your information.

Rei Logona

General Manager - Human Resource

### STAFF ID CARD FEES

Attention all staff:

This notice serves to advise all staff that due to increasing costs of the ID card materials, a review has been conducted on the fees currently being charged and from the review the company has agreed to the following new fees for replacement of lost/damaged Company ID Cards and issuance of Dependants ID Cards:

Accordingly, effective 01st March 2020, the new fees will be as follows:

LOST/DAMAGED STAFF ID CARD FEE : K 80.00 PER CARD

DEPENDANT ID CARD FEE: K 10.00 PER CARD

Thank you.

Regards,

HR DEPARTMENT

Ms. Ritchilyn Barrios

Executive Manager Human Resource Services



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