

BALUS TOKTOK

NEWSLETTER

CEO's Message



CEO, Bruce Alabaster

Welcome to this edition of Balus Toktok Newsletter for the month of July, 2020.

With the recent spike in the local transmission of the

Corona Virus in NCD and the Government's announcement on Pandemic Measures, the Management will continue to monitor the situation and inform staff of changes as per government response as and when information becomes available.

We are aware that an amended Pandemic Measure Number 3-Domestic Travel was issued by the Controller on the evening of the 27th and that domestic flights will continue to operate in accordance with the requirements of

this latest Order.

The requirements in the updated order are similar to the order that was issued earlier on the 23rd.

We will additionally continue to provide all passengers with masks, and require these to be worn whilst onboard, as well as providing access to hand sanitizer.

All passengers and staff will also continue to be temperature tested prior to entering the terminal, and passengers provided the Air Passenger Travel Form (APTF) at check-in.

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STAFF AWARDED FOR SMART IDEAS

Air Niugini continues to recognize and award staff members who contribute best ideas towards the Smart Ideas campaign.

The campaign is part of the four pillars under the airline's Higher Altitudes Program which aims to reduce costs, generate more revenue, build a stronger and happier workforce and excel in customer offerings.

Four staff from various departments within the airline were awarded on Friday, 17th July 2020 for contributing best ideas during January and May.



Staff members who contributed best ideas during January –May 2020 posing with CEO, Bruce Alabaster during the Award presentation.

The winning ideas centered around External Power Units (EPU) to Boeing aircraft classes for domestic tracking and when it arrives at the network among others. monitoring of aircraft terminal which adds to fuel saver, and saver fare blankets, availability of

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AIR NIUGINI PILOTS INSPIRE 24 ORPHAN KIDS FROM REMOTE BUNDI

The twenty four children from remote Bundi, Madang have arrived home and settled in at Mondia bridge Transit House at the foot of Mt Wilhelm, Chimbu after a memorable, inspiring day at Goroka airport on Thursday, 9th July 2020 with Air Niugini pilots and cabin crew.

The children, mostly orphans between the age of six and 11 had not only fulfil their dream of seeing an Air Niugini aircraft for the first time, they had the opportunity to also board the plane and meet Air Niugini pilots, Captain Nama Mariole and First Officer (FO) Patrick Kiromat.

FO Kiromat said “We are humbled to have crossed paths and be a small part of the lives of these little children and the journey they’re taking. We need more professionals in the aviation industry and we hope, we can be an inspiration to these kids, if we can inspire at least one of them, that’s good



FO Kiromat shows the kids how to wear an ear muff enough”

The oldest kid among the group, 11 year old Willie Kuri expressed his excitement in meeting the pilots and watching an Air Niugini plane land for the first time. Willie said most of their experience in Goroka is new including airplane, something they will all remember for a long time.

Captain Mariole, FO Kiromat together with the cabin crew interacted with the kids for sometime before taking them onboard the aircraft for a tour. The

kids were also presented with a gift bag each containing Air Niugini merchandise. There was so much excitement, fun and laughter every step of the way.

These kids come from very remote areas of Bundi in Madang Province bordering Simbu and Eastern Highlands, the disadvantage areas where there are no basic health and education services. They are looked after by Kumura Foundation and reside at the Transit House at Mondia Bridge in the

Kundiawa Gembogl District while attending school at Irugl Primary School located at the foot of Mt Wilhelm in Simbu Province.

The foundation raises funds to pay the kids’ tuition, feeds them and looks after them for the academic year.

Founder of Kumura Foundation, Vincent Kumura thanked Air Niugini for making the kids’ dream come true, describing it as the greatest highlights of their excursion in Goroka.

“Meeting the pilots will surely inspire and motivate them to work hard to reach their goals in life. This is really a pinnacle of their adventure. They were nervous and excited at the same time before the plane landed as they didn’t know what to expect. They will never forget this experience and

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The kids were privileged and excited to take a look inside the cabin of the Fokker 70 aircraft in Goroka

AIR NIUGINI HELPING TO MAKE DREAMS COME TRUE



The kids together with their teachers and helpers posing with our crew.

will continue to tell other kids and the people back home," Kumura said.

The children were in Goroka for a two-day school excursion where they visited several organisations and settings in town including visit to the

airport to see Air Niugini.

Their initial plan was to stand outside the fence at the airport to get a glimpse of the plane but Air Niugini was able to bring them closer to the tarmac and into aircraft where they also met the

pilots and the cabin crew.

Their journey began on Monday, 6th July on foot for almost two hours from Mondia Bridge to Gembogl to catch the bus. It took them about another 2 hours to reach Kundiawa town by bus

and another four to five hours bus ride to Goroka.

The kid's first airport and airplane experience was made even more special when they were surprisingly met by Prime Minister Hon. James Marape who was on the same flight. He took sometime to greet and talk to the children.

These children also had the opportunity to witness for the first time a guard of honour, performance by Asaro mudmen and media interview with Post Courier, The National, EMTV and TV Wan.

"We are also inspired by what Vincent and the Kumura Foundation and all the work that they have done and are doing to improve lives of people in the remote communities in Bundi and especially the most vulnerable children." FO Kiromat concluded.

CEO URGES STAFF TO BE VIGILANT AND APPLY COVID-19 SAFETY MEASURES

I would like to take the opportunity to congratulate the staff from various departments who were awarded for contributing their best ideas towards the Smart Ideas campaign during January and May.

For those who supported the general protest against Gender Based Violence (GBV) early this month, I commend your effort in the stance to

fight against GBV. Air Niugini is also now a corporate partner with Bel Isi PNG to fight Gender Based Violence.

Any staff who is subjected to GBV can now avail the services provided by Bel Isi PNG which include counselling, Meri Safe houses, transport assistance, repatriation and filing and handling, including Court assistance if needed.

I specifically take this opportunity to thank you all for your efforts over what haven been a challenging and often stressful past 4 months, and acknowledge we have quite a way to go yet, before the battle against COVID is over.

Before I conclude, all staff are urged to continue to be vigilant in your business operations and apply Covid-19 safety measures.

This include wearing mask which is now mandatory at all shops, shopping centre's, in taxis, at government and health facilities as well as other locations. Also wash your hands frequently, and maintain social distancing.

If you have a fever, cough and difficulty breathing, seek medical attention or call the COVID19 hotline: 1800-200

Thankyou!

STAFF ENCOURAGED TO CONTRIBUTE TO SMART IDEAS

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Air Niugini Chief Executive Officer, Mr Bruce Alabaster presented the awards to the staff and congratulated them. He said these ideas will add value to the Higher Altitude Program when implemented by the responsible departments.

Air Niugini's HA2020 Program Tasha Tukana said



January winner, John Vellacott

Coordinator Ms. Tasha Tukana said, "We look forward to more entries this year and we encourage all staff members to continue contributing ideas to the program. You're the heart of the organisation, thank you for going out of your way to take the time and effort to come up with these smart ideas."

The winners received shopping vouchers, amenity set as well as gift

chocolates and coffee, wine glasses, coffee mug and various snacks.

Staff submit their ideas each month to a committee who then selects and awards those who submit the best ideas. The Smart Ideas campaign also ensures staff inclusiveness and helps them to think positively by contributing ideas.



February winner, Esmond Yasi



March-May winner, Wellington Ronnie

DESTINATIONS LOYALTY PROGRAM LAUNCHES TRAVEL COMPETITION

Air Niugini has launched a travel competition called the 'Discover PNG Travel Pass' through its Destinations Loyalty Program.

The Discover PNG Travel Pass competition was launched on Wednesday 8th of July and will run till the 18th of December, 2020.

The competition aims to get all stakeholders including airlines, hotels, tour operators and hire cars involved in sustaining and boosting tourism in Papua New Guinea.

General Manager Commercial Services, Mr Dominic Kaumu said, "The competition encourages individuals to take trips, visit a specific destination and take part in any tour activities to score."

Activities may include boat tours, cultural experience, diving, festivals, fishing, historical sights,

sightseeing tours, trekking, water sports and wildlife watching.

In order to score, entrants must upload into their Travel Diary images of themselves participating in the activity, a copy of their E-ticket or Boarding Pass, and receipts for accommodation and hotel booking confirmation number, tours and activities.

"All activities, destinations, and accommodation scores vary. The more activities participants are

involved in, the more they score in one trip," Mr Kaumu added.

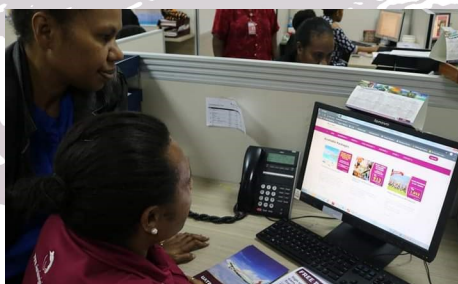
There will be 18 winning entries across the promotional period.

Every month, three prizes will be drawn, the top 3 scorers will be announced via email/contact number provided on their profile and via our Destinations Facebook Page.

Scores accumulated for each month will not be lost, however will be tallied for the Grand Prize.

There are 3 Grand prizes to be won.

Bookings can be done via Tours as a package or direct. Flights to destinations have to be on Air Niugini services only.



Bookings can be done via www.destinations.com.pg

AIR NIUGINI ANNOUNCES PARTNERSHIP WITH BEL ISI PNG

Air Niugini has joined Bel isi PNG by affiliating with the organisation to provide support to victims of family and sexual violence (FSV).

The initiative recognizes the impact family and sexual violence has on employees, and the increasing costs to employers and businesses in general as a result of this.

Air Niugini Chief Executive Officer (CEO), Mr Bruce Alabaster said with the joint partnership now in place, airline staff who are faced with family and sexual violence can now be able to timely assistance



Air Niugini partners with Bel isi PNG to provide support for victims of family and sexual violence.

With well-coordinated processes and procedures in place to guide them.

He said “Air Niugini does not condone any forms of violence including family and sexual violence and we are serious about this partnership to ensure our staff are protected from

from violence, especially our female staff who make up 48 percent of the workforce.

Bel isi PNG is a public, private, civil society partnership that provides access to case management and safe house services for survivors for family and sexual

violence (FSV).

If you are subject to abuse or violence or know someone who is; seek support through the Bel isi PNG Case Management Centre.

Call the emergency contact numbers on, Bel isi PNG Case Management: 79169063, St John Ambulance 111, Counselling: 1-Tok Kaunselin Helpim, 7am-7pm, 7150-8000, Police: 24hr Toll Free Hot Line 1800-100, Transport: G4S Meri Seif Line 7222-1234, COVID-19 Toll Free Help Line 1800200, or email info@belisipng.org.pg

SMART IDEA BY ROSEMARY APOI SUCCESSFULLY IMPLEMENTED



Rosemary Apoi receives award for her winning idea.

The Smart Ideas 2nd Place winning idea for September 2019 by Rosemary Apoi is now being rolled out by the Higher Altitude Program team. Ms Apoi, from the Legal Department,

suggested for Frequently Asked Questions (FAQs) to be emailed via Webmaster on Air Niugini Products, Services and Promotions. She initiated the idea after seeing the lack of Product

knowledge amongst our staff in understanding basic information about what Air Niugini has available apart from tickets and cargo sales.

Her Smart Idea was to provide a platform for basic awareness and familiarization for staff members on existing PX products and help sell it better at the point of contact with a customer whether it be on the phone, email or a walk-in.

As winner of the Smart Idea, Ms Apoi was appointed Project Lead for the implementation and rollout. FAQs

Project Team have met with the first batch of Subject Matter Experts from various departments in Air Niugini to guide and assist them compile FAQs for their respective products/services.

The FAQs Project Team encourages staff to make use of this opportunity to learn and build their knowledge base on Air Niugini's Products and Services.

Having sound product knowledge enables staff to be better Customer Service Agents equipped with confidence and can accurately provide beneficial information to our customers.

STAFF SUPPORT 'SAY NO TO VIOLENCE' CAMPAIGN

Early this month, Air Niugini staff including Chief Executive Officer, Bruce Alabaster held placards to show support for the stand against all forms of violence.

Mr Alabaster said as an organization, Air Niugini does not tolerate any form of violence in the workplace including gender based violence.

He added that, "Air Niugini will be approaching various organisations in the country that deal with Gender Based Violence

(GBV) with a view of setting up an arrangement with these organisations to assist the airline employees, or their partners who may be subjected to GBV.

Air Niugini staff also wore black to make a bold stand against violence.

We stand united to say no to gender based violence and all other forms of violence and we pledge to make a change.



MAURI KIKI FAREWELLED AFTER 35 YEARS

Air Niugini farewelled one of its long serving staff Mrs Mauri Kiki on Friday 3rd July 2020 after serving the national

airline for 35 years. Mrs Kiki was attached with the all your hard-work, Pricing/Net and Revenue dedication and loyalty to Department as a Senior Air Niugini. Pricing Analyst.



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

GENDER BASED VIOLENCE (GBV) POLICY

Air Niugini Management take abuse very seriously and as such GBV will not be tolerated in Air Niugini.

To be more specific employees who engage in GBV have no place in Air Niugini.

Accordingly Management approved that Air Niugini will be a corporate partner with Bel Isi PNG to fight Gender Based Violence.

To this end, any staff who is subjected to GBV can now avail the services provided by Bel Isi PNG.

Such services include:

- Telephone counselling
- Face to face counselling
- Meri Safe houses
- Transport Assistance
- Repatriation
- Case filing and handling, including Court assistance if needed

The Human Resource Department (HR) through Ritchilyn Barrios and Joanne Kilip will be the contact persons in Air Niugini under this partnership with Bel Isi PNG They will organise referrals to Bel Isi Team who will then take on the individual cases. Please be rest assured that CONFIDENTIALITY is paramount and

will be ensured at all times.

The Company will also be working on a Gender Based Policy for the Company. This will be made available to all staff once completed.

HR will also be organising a brief awareness / information session for all staff on Gender Based Violence. This will be coordinated for each section and by Department.

Staff will be advised accordingly on when your session will be. Please ensure you attend as the information will be vital for you and your family.

HR is also seeking volunteers from each department to be part of the working committee for the Gender Based Violence team for Air Niugini. If you are interested please make your intentions known to either Ritchilyn Barrios or Joanne Kilip and also ensure that your immediate Manager is advised.

As soon as the full team of volunteers is finalised, this team will undergo a 2 day training on GBV and they will be the Company's advocate and support centre for GBV.

Thank you.

Bruce Alabaster

Chief Executive Officer