

BALUS TOKTOK

NEWSLETTER

Acting CEO's Message



Acting CEO, David Glover

Welcome to this edition of Balus Toktok Newsletter for June 2021.

Firstly, the CEO Mr Bruce Alabaster is currently on his

annual leave, therefore I am stepping in on his behalf this month.

First, a few operational updates. The continuous runway maintenance and upgrading work by the National Airport Corporation has greatly affected our daily operations throughout the domestic network, providing an additional drag on our revenue in addition to the challenges posed by the pandemic.

The resumption of Fokker jet services to Tokua airport, Rabaul, was a welcome relief on

June 29th.

However from the same date all flights to another of our major destinations - Nadzab airport, Lae - are now operated by Dash 8 and Q400 aircraft to allow for NAC runway upgrade. This will continue for the next seven months. Madang, Wewak and Kavieng airports are similarly restricted, affecting our ability to provide our customers with the capacity and the high standard of service they deserve.

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30th June 2021

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12 NEW TRAVEL CONSULTANTS RECEIVE TRAINING

Air Niugini continues to resize in order to become a long term efficient, sustainable and profitable business.

On Friday 18th June 2021, the airline successfully completed a two week training course for 12 new travel consultants. The training covered mainly reservations and ticketing processes using the Sabre Reservations system that is used by many other airlines around the world.

The travel consultants came



12 new Travel consultants from the Sales offices in Goroka, Hoskins, Madang, Kavieng and Port Moresby completed their training using Sabre.

from Air Niugini Sales offices in Goroka, Hoskins, Madang, Kavieng and Port Moresby.

Air Niugini's General Manager Commercial Services, Mr Dominic Kaumu was satisfied with the outcome of the

training, adding that it is not only about selling tickets but gaining the confidence of customers and providing excellent customer service.

Mr Kaumu said, "I am indeed excited about where we are heading with the team we are now building together. We must continue to ensure that we not only grow our revenue but equally our market share through customer satisfaction."

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STAFF OF THE MONTH: MS GALI JOEL

Our Staff of the Month for June 2021 is Ms Gali Joel!

Ms Joel is a Travel Consultant based at the Alotau Sales office.

From a mix parentage of Sariba Island in Milne Bay and Chinese/Namatanai

in New Ireland, Ms Joel has been with the company for 14 years now, attached with Sales where she had the opportunity to work in all four regions of PNG.

She started as a Domestic

Ticketing Officer at Lae Sales and was sent on relief basis to work in the various ports such as Mt Hagen, Mendi and Buka.

In July 2011, Ms Joel transferred to work at Lihir Island office, NIP on a fly in fly out basis when Air Niugini was contracted to Newcrest Mining at that time.

Due to family reasons, she transferred in 2014, Alotau where she is

currently based.

As a Travel Consultant, Ms Joel does domestic and international travels for our walk in and corporate customers.

From tickets to other queries such as online bookings/emails/telephone queries on a daily basis. On weekends and public holidays, she assists with airport operations queries relating to Sales.



Alotau based Travel Consultant, Ms Gali Joel is Staff of the Month for June 2021

My words of encouragement:

"Be proud of the uniform you wear and the job you do. Together as a team, when each of us contribute in our areas of expertise, we fly the Bird of Paradise."

What motivates you at work?

"Getting a job with Air Niugini was a challenge. I wrote to Air Niugini three times, and got recruited after the 3rd attempt, so my job is my number one priority and giving the best back to Air Niugini, which has taken me to work in the four regions of PNG."

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

"I would like to see staff accommodation built for all staff in every port. If that cannot be possible, there should be an increase of Housing Allowance to K1000 or more, so that staff can be able to rent a decent home for their families."

GOROKA SHOW 2021!

50% OFF

FROM PGK 2,255

TWIN SHARE PER PERSON 50%

Air Niugini For more information or bookings contact Air Niugini Tours
Ph: (675) 327 3364 Email: tours@airniugini.com.pg
Website: www.destinations.com.pg

50% OFF

REMEMBRANCE DAY AT RONDON RIDGE!

2 NIGHTS FROM PGK 1,729
Twin Share Per Person

3 NIGHTS FROM PGK 2,067
Twin Share Per Person

INCLUSIONS

- Return Airfares Port Moresby to Mt Hagen
- Accommodation (Waghi Room)
- Daily Breakfast
- Return Airport Transfers
- Guided Nature Walk and Bird Watching
- All applicable Taxes

TRAVEL DATES: 23 July - 25 July, 2021

Terms & Conditions Apply

COVID PCR TEST REQUIREMENTS FOR INTERNATIONAL PASSENGERS DEPARTING FROM PORT MORESBY

Air Niugini has partnered with International SOS to deliver PCR testing at Jacksons Airport for all passengers departing on Air Niugini flights.

PCR testing of all international passengers departing from Port Moresby commenced on the 17th May, following its upgrade from the prior Rapid Antigen testing.

There is no longer a requirement for passengers to take an earlier, separate COVID test at other locations away from the airport - the COVID test which is taken at the airport, prior to check-in is sufficient.

The PCR test at the time

of check-in is the GeneXpert PCR test.

For PX 001/PX 003 to Australia, COVID testing at the international terminal commences 4 hours before scheduled departure time.

For all flights to Asia, and PX 4005 to Australia, COVID testing at the international terminal commences 5 hours

before scheduled departure time.

Access to testing closes 2 hours before scheduled departure time for all flights, and is free of charge. The testing facility is located in the small car park between the international terminal and the airport plaza.

For passengers

travelling to all other international destinations, Air Niugini requires a letter from their country of origin approving uplift, and also where applicable a letter/letters approving uplift from any countries being transited and from the airline they are onwards connecting onto.

This documentation needs to be sent to nocapproval@airniugini.com.pg at least 24 hours prior to planned travel.

Air Niugini continues to operate six flights per week to Brisbane, one flight to Sydney, three flights per week to Singapore, twice weekly to Manila, and once weekly to Hong Kong.



Boeing 767 aircraft parked at the Jacksons International Airport awaiting passengers to board.

BOEING PILOT CAPTAIN PAUN NONGGOR-R RETIRES



Moresby, arriving in Pom (image below) to a traditional wash down. Pictured (left image), Captain Paun Nonggor-r, right, with his son Captain Jason Nonggor-r, left, who is Captain on

our Fokker aircraft. This photo was taken two years ago when Jason attained his command on Fokker. Read Captain Paun Nonggor-r's full story in the next issue of Balus Toktok.

Air Niugini's seniority number one pilot retired from Air Niugini on Wednesday 30th June 2021 after a colorful 45 year career.

From Ramdi Tribe of Koepka, Mount Hagen,

Western Highlands Province, Captain Paun Nonggor-r is also the country's first Airline Jet Captain.

He operated his final flight, PX 004 from Brisbane to Port



RESUMPTION OF FOKKER JET SERVICES TO TOKUA AIRPORT

Air Niugini has now resumed its Fokker jet services to Tokua airport, Rabaul effective Tuesday 29th June 2021.

The resumption of Fokker flights follows the completion of runway repairs by the National Airports Corporation (NAC).

Since the works on the airport runway commenced in February last year, Air Niugini has been operating to Tokua airport using the 76 seat Q402 and 50 seat DHC-8-315 aircraft, but with passenger numbers restricted to as few as 20

at times because of the shortened runway.

Air Niugini General Manager Commercial Services, Mr Dominic K a u m u s a i d , “Restrictions at Tokua went on for over a year and has been causing

inconvenience for both our customers and the airline.

“ However , we understand runways must be maintained to the highest standard and we are pleased the works are now complete

and we can resume our Fokker 100 jet services into Tokua airport”.

All Air Niugini flights to Nadzab airport, Lae commencing 29th June 2021 will be operated by Dash 8 and Q400 aircraft to allow for NAC runway upgrade works at Nadzab. This will continue for the next seven months.

The works at Nadzab require the temporary shortening of the runway hence it will be restricted only to the operation of Dash 8 and Q400, instead of the bigger Fokker aircraft, whilst these works are in progress.



A file picture of Air Niugini's Fokker 100 aircraft at Tokua airport, Rabaul

ACTING CEO: AIRPORT UPGRADES BENEFICIAL TO AIRLINE

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In the medium term, as these projects are completed, the improved runways, terminals and other infrastructure now being built will bring great benefits to both the airline and travelling public.

The B737-700 P2-PXD departed our shores this month having finished its lease to Air Niugini, while we expect the first of an additional two Q402 aircraft to arrive in late July.

Training for 12 new travel consultants was completed on Friday 18th June. The new travel consultants came from Air Niugini Sales offices in

Goroka, Hoskins, Madang, Kavieng and Port Moresby, and will assist us manage the queues and bring in the revenue as we enter the traditionally busier second half of the year.

Regarding international flights, the Australian Government extended the suspension of international arrivals into Cairns until at least the middle of July to manage the risk of arriving passengers subsequently testing positive for COVID-19 during their stay in quarantine facilities.

Therefore, for the period until 16th July flights from PNG to Cairns have

been cancelled. However we continue to operate six services a week to Brisbane, and a weekly service to Sydney.

The return of our second Boeing 767, P2-PXW, from maintenance towards the end of June has enabled us to reinstate the 4th weekly service to Singapore, and add a second weekly service to Hong Kong in code share with Cathay Pacific.

Turning to staff movement, we farewelled Air Niugini's second retiring Papua New Guinean Captain, and seniority number one pilot, Captain Paun

Nonggor-r after serving the airline magnificently for 45 years. Captain Nonggor-r operated his final flight on the Boeing 767 on June 30th. He was Air Niugini's second National pilot to retire recently upon reaching the age of 65 years after Captain Paul Kodor.

To conclude, I commend you all for all your hard work and commitment as we work through the COVID pandemic and other challenges, and encourage you to adhere to safe working practices whilst delivering the best services to our customers.

Thank you!

David Glover on behalf of the CEO

STAFF ASSIST COLLEAGUE AFFECTED BY FIRE



The staff presented the household goods to colleague Jacklyn Lombe who lost all her personal belongings in the fire at her family home.

Several Air Niugini staff at the Head Office and the PX Apartments at 7 Mile donated household goods to colleague Jacklyn Lombe (pictured, centre) who lost all her personal belongings in a fire at her family home in Port

Moresby recently. The kind gesture was the initiative of staff Kathleen Terence – Mark, Richard Wagambie and Veronica Kepu who assisted by collecting items from staff and putting them together.

Ms Kathleen said they all decided to put the items together to show their support for a colleague.

She said, “It is vital to know that we do have colleagues who do care and support others. We must show our support if we are in this kind of struggle or situation, so that you can come to work and at least know that there’s support around you and you are not alone.”

Ms Veronica added that we are colleagues and more like family, “Whatever little that we could help with, we are with you in prayer and thought on what you and your family are going through.”

Mr Wagambie encouraged everyone to

continue to support each other.

“We hope to establish a committee with representatives from all departments for the purpose of organising support to help those in need.”

Ms Jacklyn was overwhelmed with the support and thanked everyone who had helped.

“I lost everything in the fire and this kind gesture is much appreciated, this is so much to me and my family,” she said.

Air Niugini continues to promote a family-oriented culture where everyone helps and supports each other in times of need.

TRAVEL CONSULTANTS EQUIPPED WITH SKILLS FOR TRAVEL RESERVATIONS

From page 1

The travel consultants are now equipped with the skills to make travel

reservations for customers including making bookings, quoting airfares, and issuing tickets.

The two weeks of training was carried out at the Air Niugini Aviation Training Centre in Port Moresby.

Air Niugini conducts this type of training for all new travel consultants and travel agents.



ORGANIZATION RESTRUCTURE - FLIGHT OPERATIONS

The Flight Operations Department has implemented changes to the Department organizational structure in compliance with recommendations from CASA PNG.

The changes to the organization structure is effective Monday 28 June 2021.

A revised organization structure reflecting the changes is already in

place.

- Manager B767 Fleet, Captain Alex Porter
- Manager B737 Fleet, Captain Esmond Yasi
- Manager Fokker Fleet,

Captain Vincenti Tongia

- Manager Flight Operations Administration, Mr. Sione Momoa

They will all be located at the Flight Operations Department on ANH4.

The former Manager Boeing Fleet, Captain George Greig, will be departing from Air Niugini in July 2021.

The Management and Staff of Air Niugini sincerely thank Captain Greig for his contribution and services to the Company for the six (6) years served, and wish him every success in his future endeavours.



A file image of the Flight Operations Management Team taken at ANG Haus Level 4

Workplace Etiquette: Dos and Don'ts of the Workplace

Here are some tips for the workplace by writer Michele Richinick.

There are certain actions and behaviors you just shouldn't bring with you into a professional workplace, and some you should always practice at work.

Below are some of the biggest dos and don'ts of office life.

1. Don't "Reply All" to an email chain.

Understand the differences—and repercussions—between hitting "Reply" and "Reply All" when responding to an email. Carefully consider whether or not all of the

parties who received the initial email need to be included in your reply.

When in doubt, always do your part to keep emails and other correspondences friendly and professional.

2. Don't be nervous, but also don't overstep your boundaries.

In the workplace, you'll often find yourself walking a fine line in how you present yourself. You want to be respectful, but you don't want to come across as being stuffy; you want to appear confident, but you don't want to overstep your boundaries.

3. Do jump at the chance to complete a new task.

If your boss, superior, or coworkers ask you to work on a task that you've never worked on in the past, it's natural to feel nervous.

But, that's no reason to decline the work. Accepting new projects expands your skillset and can lead to exciting opportunities down the line. You were likely chosen because they have confidence in your abilities. Just make sure to ask questions, seek advice, and make sure you're on the right track before getting too bogged down in the task.

4. Do be open-minded.

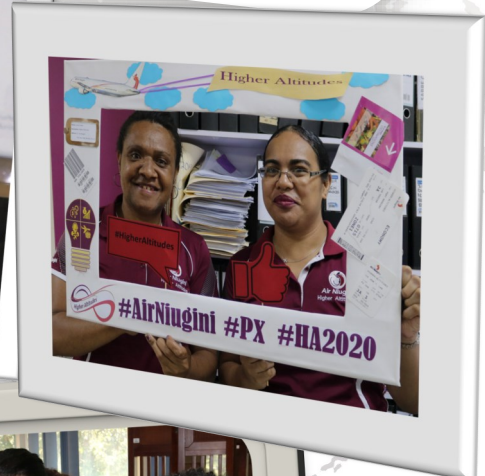
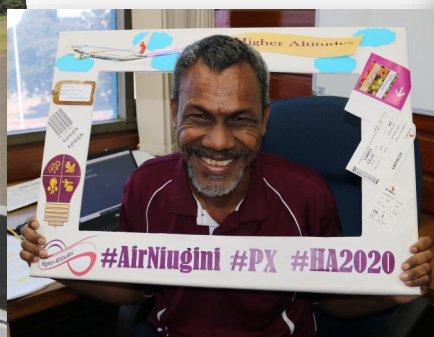
Whether you're taking on new work, building

relationships, or advancing in your career, you should do your best to remain open-minded. Nothing is known for certain, and being flexible and open to change will only help you in the long-run.

5. Do wear a smile.

Having a positive attitude about being at work will affect your job performance significantly. Appearing happy, friendly, and approachable at work can do wonders for your career. Never underestimate the power of a smile.

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

STAFF DEATH NOTICE: LATE MICHAEL TANGORIA

On behalf of Management and the Staff of Air Niugini and Link PNG, it is with great regret and sadness to advise the death of the Late Michael Tangoria, who passed away on Monday 28th June 2021.

Late Michael commenced employment with Air Niugini on the 03rd Of November 2009. He was serving Air Niugini as a Traffic Porter with our Tari Port under Link PNG before his untimely passing. He was a loyal and dedicated employee who has served the Company for almost 12 years.

He was a dear colleague and friend to many employees of Air Niugini and Link PNG and will be dearly missed.

Our thoughts and prayers are with Late Michael's family at this unfortunate time.

May God grant him eternal rest and may his soul rest in peace.

My flesh and my heart may fail, but God is the strength of my heart and my portion forever.

Psalm 73:26

PAYROLL OPERATION - NEW COUNTER SERVICE

To: All STAFF

Since the relocation of PAY OFFICE to Finance Department – ANG Haus 1st Floor, in March 2021 our operating hours remain unchanged:

- MONDAY – FRIDAY
- From 8 AM – 5PM

Except where a PUBLIC HOLIDAY falls within the week, this office is closed.

Further, be informed that [all payroll enquiries shall now be attended to, at the NEW COUNTER located outside the Pay Office.](#)

Therefore, with immediate effect please use the counter for your queries.

*Note that, this office values your issues and enquiries with high esteem, and we shall deliver with discreet in addressing them accordingly.

Looking forward to your usual mutual understanding and co-operation in working with you within our new office environment.

Thank you

Team Payroll