

BALUS TOKTOK

NEWSLETTER

CEO's Message



Acting CEO, Bruce Alabaster

Welcome to the 3rd edition of Balus Toktok Newsletter for the months of March and April 2020.

I appreciate and understand

the past weeks have been an anxious one for everyone.

I assure you, Air Niugini and I, are here to support you as well as your families through these challenging times. I am certain, together, we will all come out of these uncertain times stronger.

We have dealt with many operational and logistical issues as a result of strict travel restrictions imposed by the Government to minimise the transmission of the

Coronavirus. The issues Air Niugini has been facing is currently also being felt by the aviation industry worldwide.

Throughout these challenging times we will be here, working side by side, with you.

At this time, I want to assure you our priority is to mitigate the risks of the spread of COVID19 across our business and of my commitment to protecting jobs and ensuring your welfare is taken care of including you being paid your salary on time.

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30 April 2020

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MORE STAFF AWARDED FOR SMART IDEAS

Four Air Niugini staff members were awarded for contributing best ideas to the Smart Ideas campaign under the airline's Higher Altitudes program.

Smart Ideas is part of the four pillars of Higher Altitudes which aims to reduce costs, generate more revenue, build a stronger and happier workforce and excel in customer offerings.

Staff submit their ideas

each month to a committee who then selects and awards those who submit the best ideas.

Former Air Niugini Managing Director, Alan Milne awarded the Smart Idea winners for the months of November and December and the overall winners for 2019, during launch of the Higher Altitudes 2020 program on Tuesday, 3rd March.

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From left to right: 2019 Dec winners Charlie Wanma and Solange Jerram, Former Managing Director Alan Milne, Nov winner Loretto Awai and 2019 Annual Prize winner Enoch Gori.

CEO calls for team effort during challenging times

FROM PAGE 1

During this COVID emergency, Air Niugini Management with Board approval is focusing on four key goals;

- The survival of Air Niugini
- Keeping our staff and assets: safe, healthy and secure
- Keeping all our staff on, and as far as possible being paid

- Managing cash-flow and securing cash to allow these to occur

We will ensure our National airline comes through in a strong position and that we look after each other through this uncertain period.

It is important everyone understands this has very much been a team effort with the Board, senior management and

most importantly every one of you contributing as you do.

Our Crisis Management Team will continue to meet daily to consider and assess strategic responses to events which continue to move at a great rate to ensure the airline will be best placed to meet the unprecedented challenges facing Air Niugini and all airlines

globally. My promise to you is that I will do everything I can as your CEO to ensure our National airline comes through in its strongest position possible and together, we will do whatever it takes as a team to look after each other through this period.

I thank you for your support now and into the future!

ANG Board Chairman, Sir Kostas Constantinou thanks Alan Milne

Farewell Message from Alan Milne



ANG Board Chairman, Sir Kostas Constantinou

We would like to thank Alan Milne for all of his efforts over the last 18 months in his role of CEO.

COVID-19 has had a detrimental impact on the airline industry and our Chief executive's capacity to travel back and forth from his family in Australia.

Air Niugini takes the health and safety of our

our employees seriously and, as seriously the biosecurity laws of the countries in which we operate.

Alan Milne left Air Niugini on March 31st 2020 to be with his family.

Mr. Milne was disappointed and regretful that was the outcome, however his family must come first in these extremely worrying times.

Bruce Alabaster, the General Manager of Link PNG Limited has been appointed as Acting Chief Executive Officer.

Thankyou,

Sir Kostas Constantinou



Former Managing Director, Alan Milne

I would like to thank all members of the Air Niugini family for the support and encouragement they have shown me over the last 18 months in my role as CEO.

Unfortunately, the COVID-19 virus has had a devastating impact on the airline industry and also my capacity to

travel back and forth to my family in Australia, who temporarily returned there in December for the birth of our son in January.

I, like Air Niugini, take the health and safety of our employees seriously and, as seriously, the biosecurity laws of the countries in which we operate including Australia.

As hard as this decision has been, I am sure you will understand, my family must come first.

In these troubled times I wish all of the Air Niugini family the very best.

Thankyou,
Alan Milne

HIGHER ALTITUDES COMPETITION LAUNCHED DURING AWARDS

FROM PAGE 1

The two winners for November submitted ideas on 'No Show Penalty for passengers on the domestic sector', and 'Long Service Staff Recognition'.

Winners for December had their ideas around 'Computer Based Training (CBT) for Cabin Crew', and 'Creating an exclusive club where members are invited or selected to be PX Product and Brand Ambassadors'.

The 2019 annual overall winners submitted ideas on the 'Request for National Airports Corporation (NAC) to review airport maintenance schedule for Mt Hagen to cater for peak period loading', and 'Fuel -Optimizing cost index for each aircraft type'.

Mr Milne said, "Congratulations on your achievements that will add value to the Higher Altitude program when your winning ideas are implemented by department champions and program officers



2019 award winners with the Higher Altitudes Program team

"We look forward to more entries this year and encourage all staff members to continue contributing ideas to the program," Mr Milne said.

The winners received prize awards including hotel accommodation, meal vouchers and Air Niugini merchandises.

The event also saw the announcement of the Higher

Altitude poem, song, Jingle Competition, a smart idea by staff Bernadine Winkuaru which took out the 3rd place winner for August 2019.

Winkuaru explained that the four Pillars of Higher Altitudes must be translated into an exciting and motivational pledge, poem, or maybe a theme song to advocate and promote the message.

COVID-19 AWARENESS

LET'S BEAT COVID-19!



COVID-19
HEALTH TIPS



YUMI WINIM COVID-19!



COVID-19
HEALTH TIPS



DESTINATIONS PARTNER WITH CPL IN REDEMPTION PROGRAM

Air Niugini Destinations Loyalty Program and CPL Group's Real Rewards have partnered to launch a joint redemption program to create and add value for their members.

The redemption program will give more options for both Destinations Loyalty and Real Rewards members to redeem their points for products and services in both programs.

Former Managing Director, Alan Milne said, "Real Rewards and CPL, as a significant development partner in Papua New Guinea that brings to the table wide range of opportunities with their vast network of outlets and support to local SME's, it is natural for Air Niugini to

partner with them. Destinations now has over 18 partners and we warmly welcome CPL on board as part of our family," Mr Milne said.

There are currently plans for a reciprocal arrangement to allow Real Rewards member to redeem their points for ticket purchases and other Air Niugini services.

The trial shop for this joint program will be within Stop & Shop at Waigani Central Shopping Complex.

The 101 items will be available for Destinations members to redeem which includes, amongst

others convention oven turbo, broiler, logitech UE Boom 3 Portable Bluetooth Speaker and many more.

Members can redeem the items via the Destinations online shop www.destinations.com.pg

or contact the Destinations office directly for a redemption voucher to be issued while the collection of items will be at Stop & Shop Central Waigani Real Rewards Counter.



General Manager Commercials, Dominic Kaumu and MD CPL Group of Companies Mahesh Patel shaking hands to mark the partnership during the launch.

LINK PNG MEETS WORLD'S BEST PRACTICE



Link PNG awarded gold status after passing the Basic Aviation Risks Standards (BARS)

Link PNG, a subsidiary of Air Niugini Limited has been awarded gold status for the fifth consecutive year after successfully passing the Basic Aviation Risks Standards (BARS), an

international Aviation Safety program.

This worldwide audit program was undertaken by Flight Safety Foundation in December last year

which reviewed all of Link PNG's operational procedures and safety standards to ensure that the airline meets world's best practice.

This is not the first time the airline has achieved gold status in BARS, an assurance that Link PNG continues to meet world class safety and security standards.

BAR standard is a risk-based model framed against the actual threats posed to aviation operations particularly those that occur within

challenging and remote environments.

These standards are used by a wide range of resource companies to ensure airlines providing services to these companies meet their requirements. Link PNG currently provides charter services to a range of PNG based resource Company's including Oil Search Limited and Harmony Gold.

LINK PNG APPOINTS ALEX KIA AS ACTING GENERAL MANAGER

The Link PNG Board is pleased to advise that Alex Kia has been appointed as Acting General manager- Link PNG.

Alex is not new to Air Niugini, having worked with the airline for the last 14 years in various management roles. He holds a Bachelor Degree in Public Policy and Management from the University of Papua New Guinea, as well as diplomas in Accounting and International Air Transport Association (IATA) Airline Management.

Kia acknowledged the board and management for their trust and confidence. He stands ready to take on the new challenge with the rest of the team at Link PNG to bring the airline forward.

He said “ It’s a team effort and together we look forward to building on Link PNG’s current



Appointed Acting General manager - Link PNG, Alex Kia

strengths to maximize opportunities in a safe and compliant manner, whilst noting the challenges of the COVID19 pandemic impacting the aviation industry globally.”

Alex first started work with Air Niugini in 2006 as a traffic officer at Nadzab airport in Lae.

Three years later, he was appointed to Airport Manager looking after Nadzab, followed by Aviation Compliance Officer and later Aviation Compliance Manager.

Since 2016 and to date, just prior his latest appointment, Alex was Link PNG’s Manager, Ground Operations and airline security.

From a mixed parentage of Central and Eastern Highlands Provinces, Alex is married with three children.

Link PNG is a subsidiary of Air Niugini that operates a fleet of ten Dash-8 and Q400 aircraft.

HEALTH & SAFETY MEASURES IN PLACE FOR AIR NIUGINI DOMESTIC FLIGHTS

Air Niugini has beefed up its health and safety measures for passengers traveling on the airline’s domestic flights in support of the national government’s efforts to mitigate the risks of the spread of the Corona Virus or COVID19.

Air Niugini confirmed that temperature checks are being carried out on all passengers prior to every flight and the airline was supplying all passengers with face masks and hand sanitisers.

Health information cards are also provided for passengers to fill in prior to taking a flight.

Air Niugini noted that, before entering the terminal building,

both passengers and the airline crew are required to go through temperature testing and are then also provided with health information forms, which they must fill in.

At the check in counter and after a boarding pass is issued, passengers are supplied with face masks. They must wear



Staff at the check-in counter hands a face mask to passenger

these masks at all times including the duration of the flight.

Also as part of the health measures, Air Niugini has stopped providing inflight catering and has removed all inflight magazines from the aircraft. All aircraft are also being cleaned on every return.



NAC security guard checks temperature of passenger at the terminal .

STAFF SOCIAL ACTIVITIES

STAFF COMMEMORATE INTERNATIONAL WOMEN'S DAY



PX 9635 crew, Link PNG Moro team and ANG charter client Oil Search Limited commemorate International Women's Day

The crew of PX 9635 flight from Mt Hagen to Moro on Saturday, March 7, 2020 had the opportunity to commemorate International Women's Day with our Link PNG Moro team and our charter client Oil Search Limited.

The IWD campaign and celebrations started on Saturday and ended on Sunday evening with this

year's theme "I am Generation Equality: Realizing Women's Rights".

The International Women's Day is observed every year on March 8 to celebrate the women's movement and struggle for equality.

A message from the team:

"An equal world is an enabled world."

Individually, we're all responsible for our own thoughts and actions - all day, every day. We can

actively choose to challenge stereotypes, fight bias, broaden perceptions, improve situations and celebrate women's achievements.

So let's build a gender equal world.

Equality is not a women's issue, it's a business issue. Gender equality is essential for economies and communities to thrive.

A gender equal world can be healthier, wealthier and more harmonious."



Crew of PX 9635 and staff at Moro displaying placards to

Staff at Cargo commemorate IWD



Former ANG Managing Director- Alan Milne with female staff at Air Niugini Cargo

Air Niugini Cargo kicked off the Higher Altitudes program road show for staff scheduled from

March 11th to 19th, 2020.

Led by former Managing Director, Alan Milne, the staff were briefed on the positive outcome of the 2019 financial year as well the challenges ahead for this year in terms of the coronavirus outbreak and the impact on our operations and the steps that need to be taken to address the situation.

Mr Milne also took the opportunity to encourage and acknowledge the female staff for their hardwork and contribution towards Air Niugini as part of the International Women's Day, which is observed every year on March 8 to celebrate the women's movement and struggle for equality."

Gallery



Air Niugini

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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

TEMPORARY SUSPENSION OF CONCESSIONAL TRAVEL PRIVILEGES

To All Staff:

Under the prevailing circumstances and the stringent rules and regulations that have been imposed by the Government on air travel during the period of extended State of Emergency, please be advised that all concessional travel privileges for the duration of the State of Emergency period is suspended effective immediately.

Extreme cases will be considered on a case by case basis only. Such requests should be channelled through your Manager in the first instance and then to myself for further consideration.

Regards,

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 or qnaime@airniugini.com.pg or call 327 3509/3564