

BALUS TOKTOK

NEWSLETTER

CEO's Message



CEO, Bruce Alabaster

Welcome to this edition of Balus Toktok Newsletter for the month of April 2021.

It's been about 12 months

since the Covid-19 pandemic hit and we continue to mitigate its challenges and impacts.

Air Niugini, as the National Airline has proudly and consistently provided critical air services both domestically and internationally throughout the last 12 months.

This month saw additional changes to the requirements for international travel, effective from Tuesday 20 April, all passengers departing

internationally are now required to be tested for Covid-19 at time of check-in. We continue to operate the six flights per week to Brisbane, Monday's to Sydney, as well as to Singapore, Hong Kong and Manila.

Certainly, with recent increased restrictions on international travel, and reduced domestic economic activity, Air Niugini has had to continue to reduce costs in order to be sustainable.

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30th April 2021

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PIONEER LAME MOSES SOGOROMO RETIRES

Well "father Moses" as he is known here at PX Engineering is now calling it quits after getting Air Niugini aircraft wheels running and machine oiled for 41 years.

From Saure village, Wewak East Sepik Province, Moses first started here when he was only 19.

Air Niugini's Licensed Aircraft Maintenance Engineer (LAME), Moses Sogoromo was the flying spanner on ANG's chartered aircraft that took Michael



From left; Fidelis Arran and Aaron Guawi observe as Moses Sogoromo works on the wing of a F100 aircraft.

Jackson on a world tour that included Australia in 1996. On the flight deck was another pioneer PNG pilot, Captain Paun Nonggor-r.

They had to stop at every Australian city where the American superstar, king of pop was performing and had the opportunity to chat, take photos and signature.

Thank-you for your contribution to Air Niugini and Papua New Guinea.

FEMALE STAFF MARISA KUYPERS ATTAINS MASTERS IN IT

Air Niugini continues to promote gender equality in the workplace by encouraging more female staff to further their knowledge in their respective fields.

This has seen female staff, the Projects and Strategy Manager in the Information Technology (IT) Department, Marisa Kuypers recently attain her Masters in IT.

Ms Kuypers achievement demonstrates Air Niugini Management's commitment in promoting gender equality, based on merit, where more women are being encouraged and supported to further their education and also take on managerial positions within the airline.

She successfully completed her Masters in IT majoring in Enterprise Systems at the Queensland University of Technology (QUT) in Brisbane, Australia from January 2019 to December 2020 with

outstanding results.

She was admitted to the Dean's list of Students with Excellent Academic Performance from the QUT Science and Engineering Faculty in her final year semester one (1), 2020.

Ms Kuypers said the AusAid scholarship program was an opportunity to take because the goals and objectives behind it is to help in the development of the country.

She explained Air Niugini is an air transport service provider that enables development to progress and also contributes to the country's revenue thus needs good professional leaders to consistently make good change.

The course she majored in, Enterprise Systems is indeed needed in the rapidly changing e-business world.

Ms Kuypers said, "The Masters program was



Air Niugini IT Projects and Strategy Manager, Marisa Kuypers attains her Masters in IT.

made up of a combination of Business process management, networking, research, project management and many other IT units. It has provided me with an in-depth knowledge in the field of IT which I am currently applying these skills in what I do at Air Niugini."

Ms Kuypers has been with the company for five years now since she started in 2013 as an IT business Systems Analyst.

She now works in the Applications support section of the IT department providing support for the company's software applications and also provide IT solutions to the business where needed.

Air Niugini Chief Executive Officer, Mr Bruce Alabaster congratulated Ms Kuypers on her remarkable achievement.

He said, "Workwise, Marisa also stands out and is a great asset to Air Niugini and also the country. Air Niugini is very proud to have a person of Marisa's capability and her academic achievement is noteworthy."

Ms Kuypers acknowledged and thanked the Australia Department of Foreign Affairs and Trade, Australia Awards PNG and the Air Niugini Management for the support and encouragement that has enabled her to complete the Masters program.



Ms Kuypers returned to work with Air Niugini after completing her 18 months Masters study at QUT.

STAFF OF THE MONTH: PAILA LEKA



Staff of the Month for April, Ms Paila Leka from ANG Cargo receives her Certificate of Commendation.

Our staff of the month for April 2021 is Ms Paila Leka!

Ms Leka, who is currently

the Executive Manager Cargo Services, was recently awarded Certificate of

My words of encouragement:

“Respect others and yourself despite the positions we hold and take ownership in what you do. Be HONEST with your hours and days work.”

What motivates you at work?

“The new challenges faced every day at work is what motivates me to work hard to deliver the company goals and objectives.”

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

“It would be great to see the company expand the fleets.”

Commendation. This was in appreciation for her efforts and the level of professionalism displayed during the handling of an extremely difficult situation regarding a disputed cargo involving the Police (Mobile Squad) and the purported BDM shippers together with the true shippers.

Hailing from Makerupu

and Hula in the Rigo District of Central Province, Ms Leka has been with Air Niugini for 29 years now, attached with the Cargo Department ever since.

Her role at Air Niugini Cargo is to oversee the Standards and Administration and also give support to other areas off the cargo business as well.

AIR NIUGINI WILL AIRLIFT COVID VACCINES FREE OF CHARGE NATIONWIDE

Air Niugini stands ready to help the National Government roll out its COVID-19 vaccination program by uplifting vaccines free of charge out of Port Moresby to all provincial centres within PNG.

Air Niugini has proudly and consistently provided critical services both domestically throughout all of PNG, and internationally, throughout the last 12 months of the Covid

Pandemic. These Air Niugini services have provided critical airbridges for the transport of medical supplies, swab tests, Personal Protective Equipment (PPEs), medical professionals as well as cargo and passengers that allow all of PNG to continue to operate.

Air Niugini’s General Manager, Commercial Services Dominic Kaumu said “Air Niugini will be helping the National



Air Niugini stands ready to assist uplift Covid-19 vaccines free of charge throughout PNG.

government to ensure these vaccines are airlifted free of charge and reach as many centres as soon as possible,” Mr Kaumu confirmed that as PNG’s National Airline, Air Niugini will continue to support PNG in this fight against COVID-19.

CHANGES TO COVID-19 TESTING REQUIREMENTS



All passengers departing internationally will be tested for Covid-19 at time of check-in.

There are additional changes to the requirements for international travel, effective from Tuesday 20 April.

All passengers departing internationally will be

required to be tested for Covid-19 at time of check-in.

This is in addition to the requirement for the negative PCR test conducted within three days of travel.

International SOS have been contracted to conduct this test (at no cost to the passenger), and will be conducting this testing at the carpark next to the International Terminal.

The test takes around 45 minutes to be completed so passengers need to arrive between 4 hours and 2 ½ hours prior to scheduled flight departure.

For OH&S purposes, only passengers and staff will be permitted access to this car park area and into the international terminal.

Air Niugini acknowledges there will be rare occasions where a passenger tests negative at the time of the initial PCR test (taken within three days of travel) but then tests positive at check-in. Due to restrictions, the passenger will be unable to travel if they test positive at check-in, but Air Niugini will automatically rebook the passengers travel for a future travel date, at no cost. Equally for this reason, passengers checking out of hotels in Port Moresby should have a back-up plan just in case they test positive.

LINK PNG AND PNG AIR REAPPLY TO ICCC

Link PNG has confirmed that it and PNG Air have reapplied to ICCC for Link PNG to acquire a minority shareholding in PNG Air.

Link PNG Chairman, Sir Kostas Constantinou and PNG Air Chairman, Mr. Augustine Mano advised that the proposed joint venture between Link PNG and MRDC is based on PNG Air remaining as an independent airline, setting its own airfares and selling its own tickets totally separately from Air Niugini.

They added, "Covid-19 has gone on much longer than anyone in the world has expected and this continued to



Link PNG and PNG Air reapply to ICCC following extended effects of COVID-19.

have a negative effect on both airlines, and hence whilst its important we continue to operate independently at the commercial level, also that the airlines leverage off this opportunity to deliver cost reductions.

The Chairmen noted that the proposal is based on Link PNG only having a

minority share position, and all the commercial functions remaining separate and independent including;

(i) The sales of all of PNG Air's air tickets, including all pricing and yield management of these air fares, including all staff associated with these

functions;

(ii) The marketing of PNG Air, including existing sales offices and a separate website.

(iii) PNG Air retaining an independent Board and Management.

(iv) Ensuring that all cabin crew, sales staff and check-in staff are in PNG Air uniforms.

(v) Ensuring that all of PNG Air's aircraft remain in PNG Air livery.

The key synergy benefits would come from back office functions that can be more efficiently managed across the two airlines and more efficient use of the fleet.

CEO ACKNOWLEDGES STAFF WHO CHOSE TO BE VACCINATED

Apart from safety and service, our highest priority has been, and continues to be, being able to pay all our hard working and loyal staff, and forecast cashflows show this can continue to be achieved.

Air Niugini continues to resize in order to be a long term efficient, sustainable and profitable business. Whilst this has seen some employees leaving Air Niugini, the Airline has recently completed interviewing and hiring for a number of additional front-line customer service roles.

Additionally, we also announced that the Airline stands ready to help the National Government roll out its COVID-19 vaccination program by uplifting vaccines free of charge throughout PNG. As the Airline continues to review its business practices, a 5% cash handling fee now applies on cash transactions at selected locations effective this month.

For staff movement, on behalf of the Air Niugini Board and Management, I would like to congratulate GM

Engineering and Maintenance, Mr Benedict Oraka on his appointment by NEC as the new Director/CEO of PNG CASA. Ben joined Air Niugini in 1994 and his last day with the airline is on Friday 7th May.

Air Niugini continues in the interim to develop our fleet plan, with the Board having approved the induction of two additional Q402 aircraft (taking the fleet to an initial four aircraft), and the lease of one older hull which will actually be used solely as a

source of spares to support the fleet.

To conclude, I extend my appreciation to all those staff who chose to be vaccinated.

Your decision was voluntary and will protect you from the chance of becoming seriously ill from Covid-19 or possibly even dying.

Being vaccinated can also be expected in time to be a requirement for all international travel, including for crew.

Thank you!

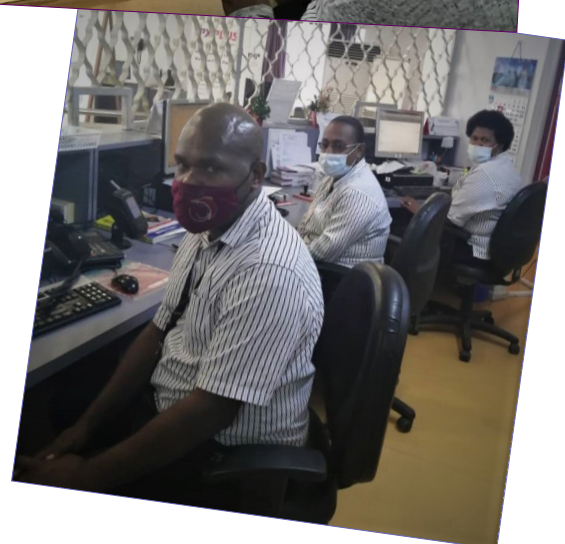
OUT PORT: LAE SALES STAFF SERVING CUSTOMERS



Our sales agents (image on right) Zuke Basape (front), Norma Giasa (centre) and Valerie Kailabu (far end) and Amy Tabara of Corporate Travel (top) serving customers at the Lae Sales office.

Air Niugini continues to

minimize any risk to staff by ensuring our staff are provided with and wearing appropriate personal protective equipment (PPE) especially face masks, social distancing and equipped with personal hand sanitizer.



STAFF AT WORK

GROUND OPERATIONS



Port Manager - Gurney Airport, Sarah Kimmins having a brief chat with Air Niugini Chief Executive Officer, Mr Bruce Alabaster upon arrival of the first Boeing 737 flight into Gurney in February 2021.

ENGINEERING



Aircraft Structures Repair Specialist Engineer, Ms Dailo Teibi working on the wing of a Fokker 100 aircraft.

FLIGHT OPERATIONS



Captain Stewart Kadiko (left) and Captain John Haoda (right) on a Fokker 100 flight that operated from Port Moresby to Buka, Rabaul and back to Port Moresby. They are jolly, good

fellows, you won't miss them on any Air Niugini F70/F100 flight. Smile and say hello to your countrymen, when you next meet them on board our Bird of Paradise service.

CABIN SERVICES CLEANING



Air craft cabin cleaning staff Flight Servicers Team Leader, Emma Waminan spraying overhead lockers inside a Fokker 70 aircraft. Air Niugini continuous to take precautionary measures to ensure our

processes are world's best in protecting the health and safety of our passengers and staff.

Before and after every flight our cabin are cleaned thoroughly.

GALLERY



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The National Airline of Papua New Guinea

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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

CASH HANDLING FEE

Air Niugini continues to review its business practices.

Air Niugini recognizes that paying by cash is important to many of our passengers and intends to continue to offer this payment option wherever practical.

Equally we need to ensure that at least some of the significant costs of accepting cash (including associated safety and security costs) are covered in order to be able to continue to offer this as a payment option.

Therefore, effective 22nd April 2021, a 5% cash handling fee applies on cash transactions at selected locations.

Air Niugini does also offer a range of alternative payment options for those passengers who wish to avoid this cash handling fee, including, Kundu and other bank cards, UATP, Credit cards, Direct Credit via Bank Deposits and BSP Mobile Ticketing.

Thank you for your understanding and co-operation.

Air Niugini Management

STAFF DEATH NOTICE

On behalf of Management and the Staff, it is with great regret and sadness that I advise of the death of;

- Late Joyous Yamuwe, who passed away on Sunday 18th April 2021.

- Late Nathan Kigolena, who passed away on Saturday 3rd April 2021.

- Former long - time employee, Late Diane Merchant who passed away in Brisbane, Australia on Sunday 11 April, 2021.

They were dear colleagues and friends to many employees of Air Niugini and will be dearly missed.

Our thoughts and prayers are with their families at this unfortunate time.

May God grant them eternal rest and may their souls rest in peace.

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

Psalm 73.26



Questions or comments? Email us at ikaprangi@airniugini.com.pg or qnaime@airniugini.com.pg or call 327 3509/3564