

# BALUS TOKTOK

## NEWSLETTER

### CEO's Message



**CEO, Bruce Alabaster**

Welcome to this edition of Balus Toktok Newsletter for November, 2020.

As the airline commemorated its 47th Anniversary this month, my

thanks to you all, for all your hard work, dedication and loyalty to PNG's National Airline.

Your loyalty, commitment, trust and support have always been the biggest drivers for Air Niugini's continuous growth now and into the future.

Congratulations also to Link PNG who commemorated its 6th Anniversary.

I commend the Link PNG Team for their hard work and support in bringing the airline forward.

Despite the challenges COVID19 imposed on our operations this year, I am also pleased to acknowledge a wonderful achievement by Air Niugini's inflight magazine, Paradise, that has won the award for the best inflight magazine in Oceania in this year's prestigious World Travel Awards.

In winning, Paradise beat magazines from many of the region's major airlines, including Qantas, Virgin Australia, Tiger Air and Fiji Airways.

**Continue on page 3**

Volume 2, Issue 10

30 November 2020

### Inside this issue:

**STAFF OF THE MONTH: LORIMOR KEBAYA** 2

**AIR NIUGINI'S PARADISE MAGAZINE WINS WORLD TRAVEL AWARD** 3

**CABIN CREW UNDERGO SAFETY AND EMERGENCY PROCEDURE TRAINING** 4

**STAFF FAREWELLED** 6

**Gallery** 7

**Noticeboard** 8

### STAFF RECEIVE AWARDS FOR SMART IDEAS

Air Niugini continues to recognise and award staff who contribute to the Smart Ideas campaign under the airline's Higher Altitude (HA) program.

The HA program consists of four pillars that aim to reduce costs, generate more revenue, build a stronger and happier workforce and excel in customer offerings.

Five staff from various departments within the airline were awarded on Friday, 6th November 2020



**Two winners of the Smart Ideas campaign receiving their awards. From left; Lorimor Kebaya, Air Niugini CEO Mr Bruce Alabaster and Ian Kaumas.**

for contributing best ideas for the months of June, July and August. They're June winners

1st Place Lorimor Kebaya and 2nd Place Joyous Yamawe, July winner Ian Kaumas, August winners 1st Place Serah Pranis and 2nd Place Nancy Kilip.

Air Niugini Chief Executive Officer, Mr Bruce Alabaster congratulated the winners on their achievement and encouraged all staff members to continue contributing ideas to the program.

**Continue on page 5**

## STAFF OF THE MONTH: LORIMOR KEBAYA



**Staff of the month: Lorimor Kebaya being awarded**

Meet Lorimor Kebaya, our Staff of the Month for November 2020.

Lorimor is the 1st place winner for the month of June 2020 for Smart Ideas.

Her idea involved creating a short advertisement video on how to use the PX Website for Online Bookings and Online Check-in; and how to pay for tickets using SMS Banking.

This awareness material can be distributed to the general public via our social media platforms and internal awareness so staff can educate their family, friends and wantoks on how to use the PX services and most importantly to sell the product via word of mouth marketing.

Hailing from Tari in Hela Province, Ms. Kebaya

has been with Air Niugini for about 2 years now . She joined the company on the 3rd of January 2019 after graduating from the Pacific Adventist University. She is a Bank Reconciliation Officer in the Finance Department and her role ensures that all Air Niugini Sales offices are doing banking on a daily basis with prompt settlement of all cash in transit accounts.

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

*"I am looking forward to seeing Air Niugini exceeding the expectations of our customers and stakeholders by providing the best air service."*

**What motivates you at work?**

*"Working with a team that offers opportunities for self-development, encourage happiness and positivity and gives me the insight into how I can make things better that will have a positive impact on this organisation."*

**My words of encouragement:**

*"Put GOD first, work hard, be loyal, honest and be committed to whatever role you are given. Work with all your heart, and the Lord will reward you in his time."*

## LINK PNG TEAM CELEBRATES 6TH ANNIVERSARY

Link PNG commemorated its 6th Anniversary with the cutting of cake to signify the event.

Link PNG was launched on 01st of November 2014, coinciding with the parent company's anniversary .

General Manager, Alex Kia on behalf of the Management and staff, thanked and congratulated Link PNG for six years of profitable operations .



**Front from left; Air Niugini Chief Executive Officer, Bruce Alabaster looks on as Link PNG General Manager Alex Kia cuts the cake to mark Link PNG's anniversary.**

Air Niugini Chief Executive Office, Bruce Alabaster was also present and shared the same sentiments.

He complimented the Link PNG Team for their hardwork and support in bringing the airline forward .

Link PNG operates a fleet of Dash8 aircraft, ensuring regular, reliable, safe and affordable services. Congratulations Link PNG!

## AIR NIUGINI'S PARADISE MAGAZINE WINS WORLD TRAVEL AWARD

Air Niugini's inflight magazine, Paradise, has won the award for the best inflight magazine in Oceania in this year's prestigious World Travel Awards.

In winning, Paradise beat magazines from many of the region's major airlines, including Qantas, Virgin Australia, Tiger Air and Fiji Airways.

The World Travel Awards, established in 1993, celebrate excellence across all key sectors of the travel, tourism and hospitality industries. They are recognised globally as the ultimate hallmark of industry excellence.

It is the first time Papua New Guinea's national airline has won a World Travel Award.



Air Niugini's CEO, Bruce Alabaster (right) and Manager, Corporate Communications Illan Kaprangi (left) displaying one of the copies of the prestigious World Travel Award winning inflight magazine for this year, Paradise.

"In a tough year for air travel, this is some welcome good news, and a wonderful endorsement of PNG," said Air Niugini's Chief Executive Officer, Bruce Alabaster. 'My congratulations to the magazine's publisher and to all the Air Niugini staff involved in getting the magazine into the

First published in 1976, Paradise is PNG's longest-surviving magazine. Since 2014, it has been produced for Air Niugini by publisher Business Advantage International.

'We're naturally thrilled to receive this award, which is a tremendous endorsement of the hard

editorial team, our contributors, advertisers and partners and, of course, Air Niugini itself,' said Publishing Director at Business Advantage International, Andrew Wilkins.

'It's great to be able to put PNG on the world travel map in this way.'

Air Niugini's inflight Paradise magazine is published bi-monthly. The publication is currently suspended due to COVID-19 pandemic restrictions, but Bruce Alabaster expressed his hope that it would return as soon as conditions allowed.

'Paradise is more than just an inflight magazine; it is the most read magazine, a window into the country, its people and culture,' he said.

## CEO WISHES ALL STAFF A SAFE AND ENJOYABLE CHRISTMAS PERIOD

### Continue from page 1

It is the first time PNG's national airline has won a World Travel Award. My congratulations to all the Air Niugini staff involved in the editorial build as well as prior to Covid in getting the magazine into the hands of our customers. Our flights are slowly picking up. We are now into the peak period and I am sure you all will continue to deliver the best service for our

customers and maintain on time performance.

We continue to operate with strict health and safety measures in place including temperature testing of all passengers, and providing face masks and hand sanitizer.

A reminder that cash payment is no longer accepted at the Business Travel Centre (BTC) and that we only accept

payments using UATP, EFTPOS and CREDIT CARDS.

Finally, Air Niugini continues to recognise and award staff who contribute to the Smart Ideas campaign under the airline's Higher Altitude (H A) program. Congratulations to the winners for this year and I encourage all staff members to continue contributing ideas to the program.

I also take this opportunity to wish you and your families a safe and enjoyable Christmas period. Please do take the time during this period to look back on the challenging year we have all had, and remember that even in all the tough times we go through in life that the LORD is always looking out for us, and especially in the Christmas period of what Jesus gave to us all.

Thank you!

## AIR NIUGINI OPERATES CHARTER FLIGHT TO REPATRIATE CITIZENS



The Fiji charter flight will be operated by our Boeing 737-700 series aircraft.

Air Niugini will be operating a charter flight on 09th December between Papua New Guinea, Solomon Islands and Fiji to repatriate citizens back home to their respective countries in time for Christmas.

The charter flight, PX 9084 will be operated by Air Niugini's Boeing

737- 700 series aircraft, departing Port Moresby at 6am for Honiara, Solomon Islands. It arrives in Honiara at 09:20am before departing for Fiji at 10am. The flight from Honiara to Nadi will take 3hours, arriving at 2pm(local time). The return service, PX 9085 departs Nadi airport at 3pm and arrives in Port Moresby at 7pm via Honiara.

The charter is open to citizens and residents of PNG, Solomon Islands and Fiji who may wish to return home in time to celebrate Christmas with families and loved ones.

It (charter) is being organised by WABS Pacific, an engineering and

manufacturing company based in Fiji which among others deals with air travel. It has organised five repatriation flights so far for Polynesia and Australia during COVID19, the flight on 09th December is the first for the Melanesian countries using the services of Air Niugini.

Strict adherence of COVID19 measures will be observed on all Air Niugini flights.

For bookings, call WABS Pacific office on 679-773 9999, email : [service@wabspacific.com](mailto:service@wabspacific.com) or visit [www.wabspacific.com/flight-booking](http://www.wabspacific.com/flight-booking)

## CABIN CREW UNDERGO SAFETY AND EMERGENCY PROCEEDURE TRAINING

Eight cabin crew members recently participated in an open water emergency practical exercise as part of their Safety and Emergency Procedure training.

This training is done every 24 months usually for renewal and also for initial air crew members joining.

It involves identifying skills for survival in open water emergency. Ditching emergency with and without life rafts.

The Safety & Emergency Procedure training for air crew come in two components, theory training which is classroom based training and practical training.

Other practical training component include evacuation slide training single and double lane, practical electronic firefighting, aircraft mock evacuation training, doors and exit training.

The 8 cabin crew operate on the various aircraft type including

Fokker 100/70 and DHC 8 -200/300.

The practical session was conducted by ANATS Ground Instructor Mr Eremasi Drodrolagi.

Currently only two trainers are

qualified to train crew for the full practical training for Fokker100/DHC 8 practical training, they're Mr Eremasi Drodrolagi and Cabin Crew Economy Line Operator Olive Kisselpar.



## CEO: SMART IDEAS INITIATIVE ENSURES STAFF INCLUSIVENESS

### Continue from page 1

Mr Alabaster said, “The Smart Ideas campaign helps transform the way we do things by improving our processes, systems, work habits and general output to achieve results over and beyond our usual targets. This initiative also ensures staff inclusiveness and helps them to think positively by contributing ideas.”

The winning ideas centered around creating advertising video for

tickets using SMS banking, Chatbot technology for passenger travel plans and queries, introduce SMS text alert for paid reservations, and run own Customs Brokerage clearing own freights among others.

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

The winners received CPL Gift Vouchers of

various amounts, amenity packs, airline merchandise and treats.

Most of the winners were not available for the presentation event.



From left; Executive Assistant - Special projects Julia Kavanamur, June winner Lorimor Kebaya, Air Niugini CEO Mr Bruce Alabaster, July winner Ian Kaumas and Higher Altitudes Project Manager Tasha Tukana

### AIR NIUGINI FLIGHTS TO AUSTRALIA



Air Niugini is limiting the number of passengers on each aircraft arriving into Brisbane.

Air Niugini would like to advise customers that due to the COVID-19 pandemic the Australian Government is limiting the number of passengers on each aircraft arriving into Brisbane in order to manage the flow of arriving passengers into the available quarantine facilities.

As a result of these measures, there are virtually no seats remaining on any Air

between Tuesday 24th November and Saturday 12th December.

Flights coming from Brisbane to Port Moresby are not restricted. Customers who need to travel to Australia over this period, and who are unable to secure a seat on a flight to Brisbane, are reminded that Air Niugini presently also has flights to Cairns on Mondays and Fridays.

### TRAINING CENTER CONDUCTS DG TRAINING

Thirteen (13) participants from various organizations have completed Dangerous Goods (DG) Training. The five day training saw participants from Post PNG, Daru Provincial hospital, Hevi Lift and Air Niugini mostly shippers and shipment of DGs

including biological, flammable and explosive substances. The participants are now certified and recognized by Civil Aviation Safety Authority (CASA PNG) under civil aviation rule part 92, in regard to transportation of dangerous goods by air. This was ANG's final Dangerous Goods training for the year.



13 participants from various organisations during the Dangerous Goods training at Air Niugini.

## STAFF FAREWELLED

Air Niugini Cargo farewelled one of its long serving staff Mr Paul Ali on Friday, 13th November 2020 after serving the national airline for 32 years.

Mr Ali headed the Pricing and Markets section overseeing all matters concerning Cargo Tariff and Pricing. He had been with Air Niugini for 23 years up until 2003 when he left then rejoined in 2011.

Within the 23 years, he was with Finance in various sections but mainly dealing with interline, passenger and cargo revenue prior to moving to Cargo to head Cargo Tariff & Pricing.

He returned in 2011 and was attached with Cargo for nine years until his departure last week.

We thank Mr Ali for all his hardwork, dedication and loyalty to Air Niugini.



**Mt Hagen Sales farewelled Margaret Mayle on Thursday 24th November 2020, bowing out after 31 years of service.**



**Pictured from left; Executive Manager Cargo Services Paila Leka, Manager Cargo Operations Trevor Elly, General Manager Cargo Gus Kraus and Mr Paul Ali.**



The staff at Airline Systems farewelled Gibson Tom and Mark Gori on Friday, 13th November.

Both attached with the Passenger Services Systems, Mr Tom served the airline for 16 years while Mr Gori for 15 years.

Air Niugini thanks both gentlemen for their services to the airline.

## Waigani Sales long serving staff farewelled

Air Niugini farewelled five long serving staff on Friday 20th November that had over 100 years experience in total between them.

The five female staff based at the Waigani Sales office in Port Moresby, each had served the national airline for over 20 years.

They include Util Ope -23 years, Mera Semuna -24 years, Martha Tilto-Loke-28 years, Priscilla Ugul -28

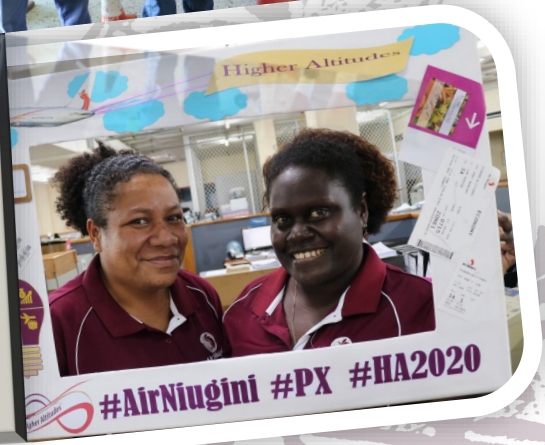


**Pictured from left; Susie Lewa, Mera Semuna, Martha Tilto-Loke, Priscilla Ugul and Util Ope.**

years and the longest serving staff amongst them Susie Lewa with 42 years.

These ladies have witnessed the growth of Air Niugini overtime and left with great satisfaction after contributing immensely towards the airline in terms of sales and ticketing. Thankyou all for your hard-work, dedication and loyalty to Air Niugini.

# GALLERY



## Air Niugini

PO Box 7186  
Boroko  
NCD  
Papua New Guinea  
Phone: 327 3444  
E-mail: [customerfeedback@airniugini.com.pg](mailto:customerfeedback@airniugini.com.pg)



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

### UPCOMING AUCTION

Dear Colleagues,

Once again we are selling off all retired motor vehicles and a range of retired GSE equipment from our fleet here in Port Moresby by way of a public auction. The Auction is once again in the hands of The Professionals, Auctioneers and Agents and will be conducted on Friday December 4th commencing at 9:00 AM.

As with the previous auctions, PX staff are most welcome to attend and bid alongside interested members of the public. Staff interested in bidding at the auction must first register with The Professionals prior to the auction and pay the required bidders fee. Please also seek the necessary leave permission as it will be conducted during a regular work day.

You may have seen the advertisements in the newspapers showing the contact details for The Professionals Team at their Hohola office. If you have any questions at all please feel free to contact Agi D o k o o n 7 6 9 1 2 7 8 3 E [adoko@theprofessionals.com.pg](mailto:adoko@theprofessionals.com.pg) or Gerard Davis on 7571 4039 E [sales.ncd@theprofessionals.com.pg](mailto:sales.ncd@theprofessionals.com.pg), both of The Professionals POM.

Thank you.

John Vellacott,  
Procurement, Contracts and Insurance Manager

### TIMELY REPORTING OF ACCIDENTS AND INCIDENTS

To all staff,

Timely reporting of accidents and incidents indicates a good safety culture of an airline. Section 60 of Civil Aviation Act, 2000 and CASA PNG Rule Part 12.55 stipulate that all Part 119 holders (All Versions) must notify the authority (CASA PNG) as soon as practicable if involved in an accident which is either a serious incident or an immediate hazard to the safety of aircraft operations.

As per our CASA approved Company Policy in Corporate SMS Manual, all such reportable occurrences are forwarded to Manager Safety on Operation Reporting (OOR) form. On receipt of the Report, Manager Safety registers the occurrence in AOD and notifies the authority with minimum delay.

Timely reporting helps in accessing any evidence like Flight Data Recorder, Cockpit Voice Recorders whose data will be lost if not retrieved in time.

Timely reporting also helps in establishing the root cause of the occurrence so as to take suitable preventative actions.

Thankyou.

Marco McConnell

General Manager Quality, Safety, Risk & Audit



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