

BALUS TOKTOK

NEWSLETTER

Managing Director's Message



Managing Director, Alan Milne

Welcome to the second edition of Balus Toktok Newsletter for the month of November, 2019.

As the airline commemorates 46 years anniversary this month, you all deserve a big

round of applause for all your hard work and unconditional dedication.

Congratulations to you and your families for being a part of the journey!

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

Lets maintain the momentum and together with the airline's "Higher Attitude" transformation program, we must continue to show

passion and commitment to drive Air Niugini to a higher altitude.

Congratulations also to the 44 long serving staff who received awards after serving the airline for 25, 30, 35, 40 and 45 years respectively. We acknowledge your commitment.

Once again, I encourage staff from all Air Niugini network to contribute to this newsletter by sharing interesting stories or pictures on any positive events/happenings at your respective ports.

Thank-you!

Volume 1, Issue 2

29th November 2019

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Staff Achievement

Shift 3 team located at Jackson's Airport in Port Moresby has again been awarded for the third consecutive time this year for achieving best On Time Performance. (OTP)

Under OTP, Air Niugini's 23 domestic ports are divided into four categories and according to the number of flights in a day. (See a separate story on best performing port, page 4).

Port Moresby being the base is categorized separately from the other ports. Its competition is between the



Shift 3 staff receiving their award from Mr. Milne

three shifts. Meanwhile, also awarded for their performance in the third quarter of this year. Congratulations to the following staff:

Baggage: Toku Givagiva, Jewish Kipa, Dibara Yagabo Jnr, John Gulolo, & Hannah Vila

Customer Services (International): Vangie Ivaroa, Tshala Arni & Joseph Tokilivila

Load Control: John Robert.

We look forward to overall performance in the final quarter of this year for both the ports and individual staff.

Staff awarded for long service to Air Niugini



Antonia Boas, 35 years



Jackson Savi, 30 years



Stanley Bega, 35 years

Three long serving Air Niugini employees were among a total forty four (44) staff members awarded by the airline during its 46th anniversary early this month.

They included Licensed Aircraft Maintenance Engineer (LAME)- Peter Gawi , Cabin crew trainer- Esther Sapulai and Supervisor Olga Apelis who started with Air Niugini in 1973 when the airline first commenced operations.

The rest of the awardees worked with Air Niugini for 25, 30, 35, 40 and 45 years respectively.

In presenting the awards (pictured), Air Niugini's Managing Director, Alan Milne acknowledged the staff for their loyalty, commitment and dedication to Air Niugini.

He congratulated all staff for achieving this milestone and their families for being a part of the journey as Air Niugini celebrated its 46th Anniversary.

“ What each one of you has done is nothing less than a mark of passion, dedication and perseverance. Air Niugini sincerely appreciates your commitment and endurance. It has been a long journey full of both challenges and opportunities. You are still here and continue to provide service and we say thank-you”

“ Now, together with ANG's higher altitude program, lets continue to take Air Niugini to the next level.”

The award presentation took place during the airline's anniversary celebration activity, a fun day event held at Ela Murray International School grounds on Saturday 02nd November.



Freda Taralulu, 25 years



Maryaileen Solien, 25 years



Capt. Christopher Mileng, 30 years



Mary Levan Waoh, 25 years



Jim Buri, 35 years



Julie Ripen, 35 years



Dickie Kabb, 40 years

First female Mechanical LAME on Dash 8



Ms Mai signing documents for the release of Dash8-200, P2-ANK to service

28 year old Elena Mai has become Air Niugini's if not Papua New Guinea's first female Mechanical Licensed Aircraft Maintenance Engineer (LAME) on Dash 8 aircraft.

From a mixed parentage of East New Britain, Gulf and Central Provinces, Elena is one of four female Air Niugini LAMEs, the other three women are licensed on Fokker jet aircraft.

Being a licensed engineer, Elena can now give approval for the release of Dash 8 aircraft to service after maintenance. Before signing the document of approval, Elena must be satisfied with the works, she thoroughly checks to ensure the maintenance is completed to the highest standard and is carried out in accordance with Papua New Guinea Civil Aviation Rules and Regulations.

The first aircraft Elena released to service was the Bombardier Dash8 -200(P2-ANK) on the 15th of May 2019 in Port Moresby. The aircraft was involved in heavy

involved in heavy maintenance checks at Air Niugini's in-house maintenance facility in Port Moresby. Elena was the section leader of this project which took 10 weeks to complete.

She said, "Being the first Papua New Guinean woman to have signed off or release a dash 8 aircraft to service hasn't really sunk in yet because you work on a day to day basis to achieve company goals and objectives."

"It comes with huge responsibility because you're signing off on something that you deem is safe and air worthy and you must work according to CASA PNG rules and



Ms Mai with colleague engineers

regulations and also manufacturers' to make sure that you meet all safety standards. "

Elena so far has released four Dash 8 aircraft to service. Her achievement also proves Air Niugini's continuous efforts to support and empower women in workplace. Elena has been with Air Niugini for 7 years now where she has done four years as a cadet and three years on the job. She attended Air New Zealand Aviation Institute in Wellington, New Zealand in 2014 where she did two years of theory and another two years on the job training with Hawker Pacific in Cairns, Australia.

Air Niugini's LAME and coordinator of Heavy Maintenance Checks, Richard Woolcock said, "I get a great feeling of satisfaction and achievement knowing that I have contributed to the next generation of LAME to be coming through to take over the engineering here at Air Niugini and beyond."

Woolcock highlighted that as an individual, Elena has an outgoing personality which helps a lot when communicating with others in her group, the staff working for her as a LAME and also the more senior staff members.

Elena further added that hard work and perseverance is key, if you have the right mindset you can achieve anything in life

"Looking at it from a broader perspective, I thank Air Niugini for achieving that milestone, for the investment and for being groomed under this airline as a cadet and then becoming an AME and now a LAME, I am grateful to everyone that has supported me through my journey."

Out Port News : Madang awarded best performing Port

Air Niugini Madang was awarded for achieving the best “On Time Performance (OTP)” in the airline’s category A ports for the third quarter of 2019, maintaining the top spot since the beginning of this year.

Air Niugini Managing Director, Alan Milne in presenting the award, congratulated Madang Port Manager, Hendrick Senat and his team for an excellent job in maintaining their performance.

He also encouraged the rest of the staff to continue to work smarter to achieve the 100 percent OTP mark.

He said “ We must ensure to meet customers’ expectations and deliver on time, every time, even if it means to exceed International Air Transport Association’s accepted bench mark of 85 percent, but at the same time we must not compromise safety.”

Hoskins was awarded shield in category B, Vanimo took out the award in category C and Wapenamanda in category D. Port Moresby being the base is categorized separately

For international stations, Brisbane



Madang Port Manager, Hendrick Senat (right) receiving shield from GM, Flight Operations, Capt Chris Mileng during the second quarter.

received award in category 1, followed by Singapore in the second category. Under OTP, Air Niugini’s 23 ports are divided into four categories and according to the number of flights in a day.

Madang together with Lae, Rabaul and Mt Hagen are category A ports that handle up to four flights on a daily basis, followed by

Goroka, Wewak, Manus and Hoskins in category B, Kavieng, Vanimo, Gurney, Buka and Kieta are in category C and all Link PNG ports which are Dash 8 operated ports including Wapenamanda are in category D.

On Time Performance continues this quarter to see who wins the overall award for the year.



Vanimo Port Manager, Sam Malo (right) receiving the shield from Mr. Milne



Hoskins Port Manager, Joshua Masiu (right) taking out shield in the 2nd category



POM International Terminal Manager, Pauline Tabua (right) receiving the shield on behalf of PX Singapore and PX Brisbane

Department News: Aviation Training Centre offers DG training

Air Niugini Aviation Training Centre in Port Moresby has successfully conducted a Dangerous Goods (DG) training last month for eight organizations in the areas of mining, exploration, airlines, freight forwarding and chemical manufacturing.

Air Niugini is the only organization in the country offering DG training to external clients under the airline's Part 141 training organization and issues certificates and licenses under Civil Aviation Safety Authority (CASA) Civil Aviation Rule (CAR) part 92. The

training saw a total twenty (20) participants, among them nine personnel from the Papua New Guinea Defense Force Air Transport Wing.

Also in attendance were staff from Ok Tedi Mining Limited, Hevi-Lift PNG Limited, Central Aviation, Heli Solutions, Nacap PNG, Keris Cargo and Air Niugini.

Dangerous goods are articles or substances that pose hazard to health, safety, property and environment.

Air Niugini Non-Technical Training Instructor, Martin Tugano explained

that companies who deal with chemicals need to undergo this training to help them understand what dangerous goods are and how they can safely prepare for transportation including uplifting them on airplanes.

The twenty participants apart from receiving certificates and licenses under CASA PNG, CAR Part 92 and Air Niugini's Part 141 Training Organisation, they are also equipped with current and up-to-date training information from International Air Transportation Association (IATA) Dangerous Goods Regulations (DGR)

manual.

Tugano added, "We have trained many nationals and expatriates in all sectors of work."

Apart from the air transport training, Air Niugini will also provide training on Dangerous Goods by Sea, International Maritime Dangerous Goods (IMDG) early next year.

The airline is currently in consultation with the National Maritime Safety Authority (NMSA) for this training.

For those organisations who maybe interested, pls call ANG Training



Twenty personnel from outside organisations as well as Air Niugini who attended the recent Dangerous Goods training conducted at Air Niugini Training Centre at 7mile, Port Moresby.

Air Niugini successfully passes International safety audit.

Air Niugini has successfully passed the International Air Transport Association's (IATA) Operational Safety Audit (IOSA) once again, which now gives the airline validation for the next two years.

From July 8 to 12, Air Niugini was subject to an IOSA Renewal Audit conducted by Aviation Compliance Solutions (ACS), an audit organization, accredited by IATA. The IOSA Program is an internationally recognized and accepted evaluation system designed to assess the operational management and control systems of an airline.

It enables airlines including Air Niugini to review its safety

processes using a worldwide standard that has become the single internationally accepted safety and security audit process for airlines.

Air Niugini's Managing Director, Alan Milne said this achievement provides continued assurance that Air Niugini meets world class safety and security standards when



One of ANG's Boeing 767 aircraft measured against IATA's global benchmark. "At Air Niugini, safety is always our highest priority. It is expressed in everything we do and we are pleased to be one of the few airlines audited under the IOSA

program in 2007, and we remain very proud of maintaining that safety record yet again in 2019." Milne said

Under IOSA, accredited auditors assess Air Niugini's operational management and control systems, including the areas of corporate organization and management, flight operations, operational control, flight dispatch, aircraft engineering and maintenance, cabin operations, aircraft ground handling, cargo operations and operational security.

Air Niugini's General Manager for Quality, Safety, Risk and Audit Sandeep Tyagi said, "Air Niugini is the only operator in PNG with IOSA certificate."

"IOSA certificate is one of the prerequisites for codeshare agreements with other international operators."

More training for Rural Sales Agents

Air Niugini has successfully completed training for eight staff from the four recently appointed Rural Sales Agents (RSAs) who will represent the airline by providing its services, including making reservations and selling airline tickets to people in rural communities.

RSAs are local business men and women in rural communities whom Air Niugini has identified, trained and equipped with tools to act on behalf of the airline.

The recently trained RSAs are based in Bulolo in Morobe, Aitape in Sandaun, Bogia in Madang and Namatanai in New Ireland Province, bringing to total 11 Air Niugini rural sales agents throughout the country. The other areas are Banz and Kudjip in Jiwaka, Kainantu, Ialibu



The four Rural sales agents with Air Niugini sales and marketing staff

-Southern Highlands, Biella in WNB, Maprik in ESP and Pomio in ENBP.

The training covers basic aspects of the business including ticketing and reservation, online booking, customer service, cargo acceptance process and procedures as well as dangerous goods acceptance. General Manager, Commercial

Services, Dominic Kaumu in presenting the certificates, highlighted that by bringing the airline services right into rural areas, it ensures convenience as people do not have to travel long distances and incur more costs to get into towns and urban areas to purchase an airline ticket.

Inaugural Cairns/Port Moresby /Hong Kong service



Cargo being loaded onto ANG's wide body aircraft, B767 aircraft at Cairns airport in preparation for the inaugural Cairns/POM/ Hong Kong flight

fresh Queensland pumpkins, one tonne of live aquarium coral and rockmelons were among the cargo on the first flight.

Air Niugini Managing Director Alan Milne said the opportunity was mutually beneficial to the airline as it is for the people of Far North Queensland.

“ Air Niugini was the first international airline to operate out of Cairns Airport 44 years ago. Today's flight is equally significant,” Mr. Milne said.

“It's great to be working with the State Government to provide this service which in turn is also beneficial to Air Niugini in terms of revenue opportunity from both cargo and passenger.”

Cairns Airport's chief executive officer Norris Carter said Cairns Airport is delighted to see the seamless transition of freight continue through Air Niugini to Hong Kong.

Air Niugini's inaugural flight from Cairns to Hong Kong via Port Moresby departed on the 30th of October with 8.5 tonnes of live fish, fresh produce and aquarium coral on-board.

The Boeing 767 wide body aircraft flew to Hong Kong via Port Moresby, one of two weekly flights

operated by Air Niugini after announcement with the Queensland Government.

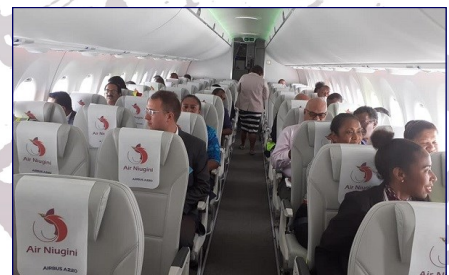
The flights are integral to the \$75million export industry in the Cairns region which includes local fresh produce and seafood. Two bins of live fish, four and a half tonnes of

Airbus A220 Demo Tour

Air Niugini Management team and senior staff members, senior Government officials including the Prime Minister James Marape, Minister for State Owned Enterprise and Public Investment Sasindran Muthuvel, Minister for Immigration Petrus Thomas and other Members of Parliament and the media had the opportunity to experience the Airbus A220 passenger aircraft's leading edge capabilities during a special demonstration flight this month.

The Airbus A220 passenger aircraft paid a one day visit to Port Moresby on 6th November as part of a demonstration tour of the Pacific region.

In addition to Port Moresby, the A220 demonstration tour has included stops in Vanuatu, Sydney, Brisbane, Auckland and Noumea.



Random pictures of the visit to Airbus A220 at Jackson's Airport, POM.

Staff social activities

Family fun day

In commemorating Air Niugini's 46th Anniversary, staff in Port Moresby and their families came together to celebrate at the annual family fun day.

The event was held at Ela Murray International School grounds on Saturday 02nd November.

The fun day was made even more memorable with a planned flyover by one of ANG's Boeing 767 aircraft over the event area.

The day was filled with fun games including soccer, touch rugby, basketball, netball, relay race, war cry challenge and lucky raffle prizes. Staff and their families came out in their team colours, again team Yellow came out victorious, retaining the cup.



The winning team, Yellow with Mr Milne after receiving their Cup



Capt Chris Mileng kicking the ball to start the event.



Zumba session prior to the commencement of the games

PX Falcons win 2019 Corporate 9s Pennant

PX Falcons took home the Pennant 2019 Corporate 9s after defeating Avenell Engineering Services (AES) 28-26 in a close encounter at the final playoffs in Port Moresby on Sunday, 27th October.

The two teams braved the scorching heat at the Bava Park, Boroko as they battled it out to see who would take the top spot.

AES fielded a much younger team who were more athletic, faster in skills and ball work, maintaining the lead in the first half, 16 points to PX Falcons 4.

But that didn't stop the more experienced PX falcons from

coming back. They surely meant business in the second half, bringing the score-line to level with ASE 26 all and just before

full time, a successful conversion saw them taking over the lead, winning the game by 2 points, 28 to ASE 26.



Jubilant PX Falcon team members and officials after defeating AES

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 of 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

NOTICE TO ALL TENANTS

ACCOMMODATING OF NON COMPANY RECOGNIZED DEPENDANTS

The management is very concerned at the large number of non-company recognized dependents being accommodated at company provided residential accommodations.

This blatant disregard of company provided housing policy by tenants is having a rippling effect on the utilities provided by the company for your comfort.

There is a general rise in lawlessness, high water consumption rate, maintenance, and cost of repair of basic household items brought about by overcrowding.

Please be reminded once again that company provided accommodation is strictly for you and your company recognized dependents, and therefore, no other unauthorized persons including adult and married children, friends, relatives and extended family members are to reside in company provided accommodation.

Air Niugini Staff Accommodation Department and Human Resource Department with the assistance of the Reserve Police Unit will be conducting random house to house checks to ensure that no unauthorized persons are residing in company accommodation.

Any tenants found to be abusing this company privileges will be referred to higher authorities for disciplinary actions which may include forfeiture of accommodation privileges.

Thank-you.

STAFF ACCOMMODATION DEPARTMENT

TO ALL POM BASED DEPARTMENTAL MANAGERS/ DUTY MANAGERS/ SUPERVISORS

Please take note that the annual fixed assets verification exercise for 2019 has commenced on 25th November till the end of December.

This exercise will be carried out to verify the physical existence of assets owned by the company and we will cover company properties/offices for POM locations only.

Please ensure that a staff is assigned to assist the 'asset team' during this period.

A work schedule including dates of visit will be sent out in a separate email to respective managers and supervisors.

Thank-you.

Veronica Kepu

Fixed Assets Accountant