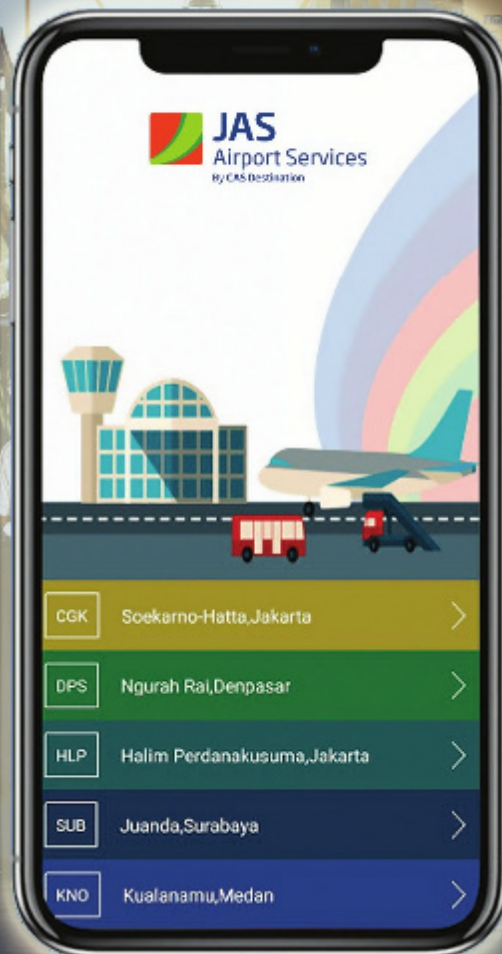


# frontlines

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January - March 2019

A Publication of JAS Airport Services



■ New JAS **Cargo Mobile App** Launch

■ JAS Help to Boost Kertajati Airport through **Premier Lounge**

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Pertama-tama, atas nama manajemen, saya sangat berterima kasih dan memberikan penghargaan yang setinggi-tingginya kepada seluruh karyawan atas dedikasi dan kontribusinya bagi Perusahaan.

Tahun 2018 dapat dikatakan sebagai tahun yang penuh tantangan dan perubahan. Saya meyakini bahwa di dalam setiap tantangan selalu ada peluang. Tantangan ada bukan untuk membuat kita berhenti, tanpa tantangan kita tidak akan tumbuh. Memang tidak semua yang kita hadapi dapat kita ubah, namun tidak akan ada yang berubah bila tidak kita hadapi.

Kunci untuk menjawab perubahan adalah adaptasi. Kemampuan menyesuaikan diri dengan perubahan harus dimiliki oleh setiap kita maupun organisasi JAS. Semakin baik daya adaptasi kita, semakin baik kita bertahan dalam perubahan zaman.

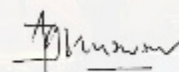
Langkah lain dalam beradaptasi adalah kemauan belajar. Perubahan biasanya diikuti dengan pengetahuan dan teknologi baru. Dalam upaya menghadapi perubahan di era digitalisasi, Perusahaan telah merencanakan untuk melakukan inovasi di bidang teknologi & informasi (TI) yang akan membuat kita semakin produktif. Semangat belajar tidak boleh kendor, tak peduli berapa pun usia dan seberapa tinggi jabatan kita. Biasanya semangat belajar inilah yang membedakan orang sukses dengan orang biasa.

Menanam keberanian untuk keluar dari zona nyaman atau menghadapi tantangan merupakan kiat lain dalam beradaptasi. Saya menghimbau kepada seluruh karyawan/ti JAS untuk meningkatkan keunggulan dalam layanan kita setiap hari, bertindak lebih baik dari biasanya, berprestasi lebih tinggi dari sebelumnya, serta berpikir lebih cepat dalam memberikan solusi bagi pelanggan.

Saya selaku Direktur Utama terus berusaha mendorong seluruh karyawan/ti JAS untuk meningkatkan kinerja pada tahun 2019 dan selalu bersiap menghadapi perubahan yang ada lewat adaptasi terhadap perubahan, mempelajari inovasi teknologi, serta peningkatan layanan di lingkungan persaingan yang ketat.

Akhir kata, semoga tahun ini memberi kebahagiaan baru, harapan baru, kekuatan baru, semangat baru, dan pencapaian baru bagi perusahaan yang kita cintai ini.

Terima kasih,



Adji Gunawan  
Presiden Direktur

## NEW JAS Cargo Mobile App Launch

We just launched a NEW JAS Cargo Mobile App for Android. Built from the ground up to combine all the tools that make JAS Cargo Mobile App attractive for agents, shippers and forwarders, simple enough that anyone can be easily track & trace the shipment and check flight schedules.

Besides that, the app can be used to trace Air Way Bill and price checking. We can download it from Android Google Play Store.

We will regularly release updates and new features for the app. If you find there's something missing or just have a suggestions on how to improve it, please let us know at [sulistyo.hidayat@ptjas.co.id](mailto:sulistyo.hidayat@ptjas.co.id).

Our team will consider all ideas when deciding what to build next.



A new **digital experience**  
in cargo services



Download and Install

## JAS Help to Boost Kertajati Airport through Premier Lounge



**JAS** has operated a premiere lounge that provides food and beverages, as well as a waiting room with Wi-Fi connection, flight information and a smoking area. The facility is located on the second floor of the domestic arrivals terminal and has a capacity for 70 people.

JAS General Director Sigit Muhartono said the company would support the BIJB's vision of becoming the gateway to West Java. He expressed hope that the airport's passenger traffic would increase following improvements in its services and routes.

"After Premier Lounge, JAS will also increase its investment through ground handling services and build international cargo warehousing facilities," Sigit added.

So far, five airlines serves 11 routes to and from Kertajati: Garuda, Citilink, Wings, Lion and Trans Nusa.



## SilkAir 30th Anniversary



**On 21** Feb 1989, SilkAir took the skies for the first time. 30 years later, they keep evolving to serve us better with their state-of-the-art fleet of aircraft, designer cabin crew uniforms, and an unrivalled network of destinations across Asia.

To celebrate their 30th Anniversary, Mr. Clerance Tan as Station Manager SilkAir in DPS distributed birthday cake to JAS employees on 1 March 2019.

## Malaysia Airlines 4th Flights to Bali

**Inaugural** Flight MH867 / 866 on 1 April 2019 KUL-DPS-KUL Route aircraft type B737-800. Malaysia Airlines carries out 4 flights from the original 3 times a day.

The inaugural for KUL-DPS-KUL route was held in a simple manner, starts with flower garland for arrival / departure passengers and SWTS (Say With The Song) when passengers were boarding.

Congratulations to JAS DPS, hopefully it can provide the best service for its customers.



## Middle East Carriers to also Operate from Soekarno-Hatta's Terminal 3



**Most** of Middle East carriers move its operations from Terminal 2 Soekarno-Hatta International Airport's to Terminal 3.

Dubai-based airline Emirates is set to move starting 7 January. Meanwhile Turkish Airlines is set at the same month, but 28 January 2019..

Etihad Airways also moved its flight operations on 4 March 2018.

Previously there were Singapore Airlines, Saudi Arabian Airlines, Vietnam Airlines, Korean Air, Xianmen Airlines, China Airlines, China Southern Airlines, AirAsia International, Tiger Scoot Airlines, and Citilink (international routes) which also moved to Terminal 3. In addition, also there are Malaysia Airlines, Thai Air, Oman Air, KLM Royal Dutch Airlines, Jet Asia, Qantas Airlines, Air China, Ethiopian, Shenzhen Airlines, Garuda Indonesia (international routes), Japan Airlines and ANA operating in Terminal 3.



# Our Achievements January - March 2019

## FEB 2019

JAS	The Most Loyal Tenant AP2	AP II
DPS	Premier Lounge Airport Service Quality ACI	AP I
DPS	GH Airport Service Quality ACI	AP I
DPS	GH Best Airlines Support	AP I
DPS	Premier Lounge Best Lounge Operator	AP I
BPN	Outstanding dedication and commitment	SilkAir

## MAR 2019

DPS	Best Station Zero Accident 2018 (International Station)	MH
DPS	Most Improved Station 2018 1st Runner Up	MH
DPS	Special Award for Major Flight Disruption 2018	MH
SUB	Best CSI-Check In 2018 (International Station)	MH
SUB	Special Award for Major Flight Disruption 2018	MH
SUB	Best Station - Zero Accident 2018 (International Station)	MH



## Atlas Air



**On 24** February 2019, JAS was handling Boeing 747 Freighter, Atlas Air which carrying a number of imported weapons equipment for Indonesian Air Force from Baltimore Washington, United States. The weight of this special cargo is approximately 7.5 tons.

The aircraft was departed again on 25 February 2019.



## JAS Handling BLACKPINK Cargo

**BLACKPINK** held a two-day concert in Jakarta on 20 January 2019 as part of the band's ongoing international concert tour.

JAS handled the concert cargo upon their departure from 21 - 23 January with total 22,430 kg using Singapore Airlines cargo flights.



BLACKPINK's tour kicked off in Seoul in November at the Olympic Gymnastics Arena in the city's southern district of Songpa-gu. Having wrapped up in Bangkok and Jakarta, the group continued to Hong Kong on 26 January, followed by Manila, Singapore and Kuala Lumpur in February and Taipei in March.





## Build Relationships With Gathering



**The cheerfulness** was seen on the faces of the family gathering participants which held on 19-21 April 2019 in Banyuwangi.

This activity was intended for all JAS SUB stakeholders namely airlines, cargo agents, including JAS SUB employees and their extended families, so they could get to know each other. The gathering participants visited various tourist attractions in Banyuwangi.



# JAS Celebrates Lunar New Year



## Ramp Safety Campaign 2019

**The** community in Soekarno Hatta International Airport held an aviation safety campaign entitled "Safety Excellence For World Class Company" on 12 February 2019.

The Ramp Safety Campaign (RSC) and Terminal Safety Campaign (TSC) were combined together with the 2019 National Occupational Safety and Health (K3) ceremony.

JAS Airport Services as part of the community was joining the campaign as an effort to improve airport service safety on the air and land side for passenger's convenience of Soekarno Hatta International Airport.



## PT Cardig Aero Services Tbk. Achieve the 2019 Living Legend Companies Award

**Once** again, PT Cardig Aero Services Tbk (CAS Group) received the 2019 Living Legend Companies Award for the "Leading Air Transportation Support Company" category from Economic News magazine. CAS Group received the award for the fourth time in a row since 2016.

Warta Ekonomi's CEO & Chief Editor - Mr. Muhamad Ihsan gave the award to PT Cardig Aero Services Tbk' representative on Friday, January 18, 2019 at UOB Plaza - Thamrin Nine Ballroom Jakarta.



## Together, CAS Group And Angkasa Pura 1 Conducts A Closing Ceremony For The Basic Coaching And Baggage Towing Tractor (BTT) Training Activities In Yogyakarta

**The New** Yogyakarta International Airport's construction continues. The development progress has reached 71.6% and targets to operate in April for international flights. In line with the ongoing development, PT Angkasa Pura I (Persero) continues to be committed in conducting trainings through its CSR program for residents surrounding the airport construction area in Kulon Progo. On February 27th, 2019, held at

the Yudhistira Meeting Room, Adisutjipto International Airport Branch Office, HR and General Director of PT Angkasa Pura I (Persero), Adi Nugroho together with the General Manager of Yogyakarta Adisutjipto International Airport as Spokesperson for the Yogyakarta New International Airport Development Project (NYIA), Agus Pandu Purnama, along with the Chief of Corporate Affairs



Officer & Corporate Secretary of PT. Cardig Aero Services Tbk (CAS Group), Widyanawati D. Adiningrat and the Head of Corporate Communication & Investor Relations, Andre Suntono, officially closed the Baggage Towing Tractor (BTT) Training which was held from January 21st to February 27th, 2019.

The training is expected to support the NYIA operational and it was also part of PT Angkasa Pura I's (Persero) Corporate Social Responsibility (CSR) program together with PT. Cardig Aero Services Tbk (CAS Group) and subsidiaries; JAS Airport Services and JAS Aero Engineering. The participants of BTT training are expected to gain awareness about new business opportunities along with the presence of NYIA.

The General Manager of Adisutjipto International Airport, Yogyakarta, Agus Pandu Purnama informed that, "All participant in the training have also taken part of the State Exam which held on February 24th-25th, 2019 that consisted of Theory and Practice. Moreover, this is expected to give additional value and equip the residents for job competitions in the future."

## Angkasa Pura Airports to be The Next Host of The 2019 ACI Customer Experience Global Summit

**Angkasa Pura Airports** is appointed by Airports Council International (ACI) World to host prestigious international airport events called ACI Customer Experience Global Summit which will be held on September 2 to 5, 2019 in Bali.

The 2019 ACI Customer Experience Global Summit is the second event while the first one was held in Halifax, Nova Scotia in Canada. This year, the event is expected to bring more than 400 delegates from all over the world to explore best business practices in the industry by providing a better customer travel experience at the airport.

The event consists of three parts, namely the Airport Service Quality (ASQ) international forum, the Customer Global Summit and the ceremonial awarding of the prestigious ASQ Awards.

The ACI Customer Experience Global Summit will provide opportunities for participants to share ideas, celebrate success, and get to know the best airports in the field of customer service based on customer surveys that have been conducted.

## Terminal 2F Soekarno-Hatta International Airport Becomes the First LCC Terminal in Indonesia

**Indonesia** finally has a special terminal for low-cost airlines called low-cost carrier terminal (LCCT). On 1 May 2019, Terminal 2F Soekarno-Hatta Airport will start operating as an LCCT which specifically serves international flights.

In total, there will be 8 LCCs serving international routes from Terminal 2F. Along with that, the operational relocation of airlines in Soekarno-Hatta was carried out as follows:

- AirAsia international routes from Terminal 2D moves to Terminal 2F starting 1 May 2019
- Cebu Pacific from Terminal 2D moves to Terminal 2F starting 1 May 2019
- Lion Air Group (Lion Air, Thai Lion, Malindo) international routes from Terminal 2D moves to Terminal 2F starting 1 May 2019
- Jetstar Asia from Terminal 3 moves to Terminal 2F starting 15 May 2019
- Sriwijaya Air from Terminal 2F moves to Terminal 2D starting 1 May 2019
- AirAsia domestic routes from Terminal 2F moves to Terminal 2D / E starting 1 May 2019

In addition, Citilink and Tiger Scoot will later also move to Terminal 2F later.

SATS HELPED RAISE  
OVER \$1 MILLION  
AT OVERNIGHT  
RELAY RUN IN

# FIGHT AGAINST CANCER



**13 SATS** employees and their family members joined hands with over 7,000 volunteers in an overnight relay run on 3 March 2019 in support of the fight against cancer. The event raised more than \$1 million in funds. In addition to this, SATS Foundation also contributed \$20,000 as the Silver Sponsor of this meaningful relay that aimed to encourage those currently battling with cancer and remember the ones who have lost their lives to the disease.

Gracing the event was Minister for Culture, Community & Youth Grace Fu, who went for the last lap around the track with cancer survivors. President Halimah Yacob, who flagged off the event on the preceding night, also joined the cancer survivors in one lap around the National Stadium and penned a message in support of the event.

Together, the SATS contingent completed a record 250 laps around the Sports Hub stadium where the event was organised. In its third year running, the relay was this year's Singapore Cancer Society's (SCS) TalkMed Relay For Life. It saw a total of 208 teams taking part in the 100km challenge. Participants walked and ran from dusk to dawn alongside cancer survivors and caregivers, in a bid to raise funds, provide encouragement to those affected by the disease, and raise awareness about cancer and its impact on lives. The funds raised at the relay run will go towards funding of the programs and services run by SCS to serve the cancer patients' community.



*SATS accomplished its first 100KM relay in 11 hours with 13 employees and their family members together completing 250 laps around the Sports Hub stadium.*



*The participants had fun and got to know each other better through this meaningful activity.*



**Complimentary Letter**

Date: 01 MAR, 2019

To: PT JAS Customer Airlines Services airport center

It's the great day and hope you're doing well.

On behalf of China Eastern Airlines in BNS station, I would like to show my best regards and thankfulness to Mr. Henry Purwono and his team, as ground handling company, who acting as GHI for China eastern airlines.

Feb of 2019 was the traditional Spring Festival of China, I would personally avail this opportunity to appreciate JAS for arranging our gate control staff to wear cheongsam and demonstrating check in counter with Chinese souvenirs, which presented an impressive and incredible view to our passengers.

I sincerely wish Mr. Henry Purwono and his team member a prosperous and brilliant future in career. Let's keep up the best performance in the year of 2019!  
Good luck!

Thank you and regards,

Yours faithfully:

Ranlie Teng 滕放凱  
Station Manager of MU BNS



Turkish Airlines A.O.  
Cargo Handling Service  
Halkiye Mahallesi  
Maslak Cad. No: 35  
Katilim Sok. Kat: 1  
T.C.İSİT - 80400  
P.O. Box: 21118  
SABİHA GÖKÇEN AIRPORT  
Istanbul, Turkey

Cargo Operational Performance Management

ISTANBUL  
04.02.2019

Dear Sir/Madam,

Please accept this letter as the formal acknowledgement of GHI station's achievement in the supplier performance assessments in 2018. It is one of the stations that makes a pleasing progress among the others included in the assessments. The hard work put by your team is what we expect from a well-established handling company like yours.


When we decided to evaluate station based supplier performances, we aimed to see the overall quality in particular areas and then uplift it so as to reach smoother operations and keep our customers satisfied as their needs change in time. Thanks to this study and almost each station's eagerness to improve their quality, we have come a considerable way in the previous year in the means of our aims. There is no doubt that you will do your utmost to take your performance to the next level in the following periods and contribute our mutual growth.

You have our sincere appreciation for your progress and we hope to continue working with you for many years to come, collaborating actively.

Our good wishes are always with you.

Sincerely yours,

TURKISH AIRLINES INC.

  
Yusuf Aytemir  
Cargo Operational Performance Manager

  
Mustafa ERCA  
VP of GHI

WIDEN YOUR WORLD

A STAR ALLIANCE MEMBER 





# frontlines

January - March 2019

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