

frontlines

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October - December 2018

A Publication of JAS Airport Services



Happy New Year



- **JAS Served** Its Clients in Terminal 3 Soekarno-Hatta International Airport
- Ground Breaking of **Premier Lounge** at BIJB
- **Welcoming** Our New COO! Sigit Muhartono



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SAMBUTAN AWAL TAHUN PRESIDEN DIREKTUR JAS

Seluruh karyawan dan karyawan JAS Airport Services yang saya cintai dan saya banggakan dimanapun anda berada,

Pertama-tama marilah kita panjatkan puji syukur ke hadirat Allah SWT, Tuhan Yang Maha Kuasa karena atas karunia-Nya tahun 2018 sudah kita tinggalkan dan kini kita akan melangkah dengan semangat baru pada tahun 2019. 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, dimana JAS harus berhadapan dengan persaingan antara regulator dan operator, fenomena sinergi BUMN, pemunculan ground handling asing di Indonesia, terbentuknya kerjasama operasional (KSO) maskapai domestik, dan ditambah lagi dengan era digitalisasi.

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.

Seluruh karyawan dan karyawan JAS Airport Services yang saya cintai,

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.

Menurut hemat saya, langkah awal dalam beradaptasi adalah belajar menerima perubahan itu sendiri. Maka untuk lebih memperkuat organisasi sesuai arahan pemegang saham, di awal tahun 2019 ini Perusahaan melakukan perombakan manajemen dari 3 menjadi empat 4 Direksi, sehingga dengan demikian susunan sebagai berikut:

- **Bapak Adji Gunawan** - **Presiden Direktur**
- **Bapak Ranjiv Ramanathan** - **Wakil Presiden Direktur**
- **Ibu Marianne Ludwina** - **Direktur Keuangan**
- **Bapak Sigit Muhartono** - **Direktur Umum**

Dapat saya informasikan bahwa Bapak Sigit Muhartono sebelumnya berasal dari PT Garuda Indonesia (Persero) Tbk. Dengan pengalaman 30 tahun lebih di manajemen berbagai industri, Bapak Sigit akan membantu kita lewat pemikiran-pemikiran baru, memperbanyak referensi, serta memperluas relasi dan usaha. Ijinkan saya dalam kesempatan ini mewakili manajemen dan seluruh karyawan/ti JAS untuk mengucapkan selamat datang kepada Bapak Sigit Muhartono yang akan menyumbangkan semangat profesionalisme dan dedikasi bagi JAS Airport Services.

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.

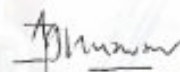
Menanam keberanian untuk keluar dari zona nyaman atau menghadapi tantangan merupakan kiat lain dalam beradaptasi. Saya menghimbau kepada seluruh karyawan/ti JAS untuk meningkatkan keunggulan dalam layanan kita setiap hari, bertindak lebih baik dari biasanya, berprestasi lebih tinggi dari sebelumnya,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

Seluruh karyawan dan karyawan JAS Airport Services yang saya banggakan,

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, saya ucapkan selamat tahun baru 2019 kepada kita semua. Semoga tahun 2019 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

JAS Proud to be Ground Handler of 2018 IMF-World Bank Group Annual Meetings

From 12 - 14 October 2018, around 12,000 to 15,000 people attended the Annual Meetings, including about 3,500 delegates from 189 member countries, roughly 1,000 media representatives, and more than 5,000 participants representing the private sector, the banking community, academic institutions, civil society organizations, and also observers and parliamentarians.

JAS handled VIP/VVIP Flights from 6 delegations country : Brunei, Philippine, Turkey, Malaysia, German, and Italy.



ANNUAL MEETINGS
2018 | indonesia
INTERNATIONAL MONETARY FUND
WORLD BANK GROUP

AirAsia to Move Jakarta international flights to Soekarno-Hatta Terminal 2

AirAsia is moving back its international flight operations in Jakarta from Terminal 3 to Terminal 2 at Soekarno-Hatta International Airport effective 12 December 2018. With this move, all AirAsia flights, including domestic flights, will operate from a single terminal.

AirAsia flight schedule remains unchanged. Ground handling staff from JAS will provide assistance to guests in need of direction in the terminal throughout the time.



Cathay Dragon Launches Flights to Medan



Sumatra's natural wonders will be more accessible to Hong Kong-based adventurers come 29 October 2018, when the Cathay Group adds a fourth destination in Indonesia.

Flights will depart Hong Kong at 9:50 p.m. on Mondays, Thursdays, and Saturdays, to arrive in Medan at 12:50 a.m.

It's like peanut butter and jelly, Airlines and ground handlers need each other. Cathay Dragon & JAS Airport Services completely dependent on each other to bring unique qualities and services to customers.



Aeroflot Launches Direct Flight Service to Bali from Moscow



Russian carriers Aeroflot and Rossiya Airlines officially launched their Moscow-Denpasar route on 29 October 2018 under a codeshare agreement.

The SU-6295 flight arrived safely at I Gusti Ngurah Rai International Airport on Monday at 8:20 a.m. local time after departing from Sheremetyevo Airport in Moscow, Russia, on Sunday at 3:05 p.m.

The direct maiden flight using Boeing 777-300ER aircraft carries 297 passengers.

A welcoming ceremony was held for the flight, where the passengers received flower garlands and were entertained with Sekar Jepun dance performance from JAS Airport Services.

According to its schedule, Aeroflot will serve the Moscow-Denpasar route three times a week, on Wednesday, Friday and Sunday. Meanwhile, the Denpasar-Moscow route will operate on Monday, Thursday and Saturday, departing from the Bali city at 10:05 a.m. and arriving in Moscow at 5:50 p.m.



SAUDIA Begins Regular Flights to Surabaya and Medan Cities



Saudi Arabian Airlines (SAUDIA), the national flag carrier of the Kingdom of Saudi Arabia, touched down in Surabaya and Medan, for the first time as a regular scheduled service - connecting Jeddah to the southern and northern Indonesian cities.

The inaugural routes to Medan and Surabaya were marked with a special ribbon and cake-cutting ceremony, and touched down on 29 October 2018 in both cities the following day.

The flights are operated as two separate routes with dedicated widebody Boeing 747 aircraft, availing 450 seats. Jeddah to Surabaya begins as a four-times-weekly service, while Medan is a twice-weekly service.

Upon arrival at Surabaya's International Airport (SUB), the airline's senior delegation were met by the Ambassador of the Custodian of the Two Holy Mosques to the Republic of Indonesia Osama Bin Mohammad Abdullah Al-Shuaibi, as well as aviation, airport officials and members of the media were present to attend the event in Surabaya.



Speeches and traditional folklore presentations and exchanges were made in the presence of guests to welcome the inaugural flight on the historic occasion.

JAS Served Its Clients in Terminal 3 Soekarno-Hatta International Airport



Since the beginning of 2017, most of international carrier has gradually moved the international airlines in Terminal 2 to Terminal 3.



- **ALL NIPPON AIRWAYS**

ANA relocates their operational of flights from Terminal 2 to Terminal 3 at Soekarno-Hatta International Airport Jakarta starting from 12 November 2018.



- **SINGAPORE AIRLINES**

SQ relocates its operations at Soekarno-Hatta International Airport from Terminal 2D to Terminal 3 on 28 November 2018.

The airline's check-in counters in the departure area are placed in islands C and D, namely counters C14 to C20 and D1 to D3. The airline's arrival area has moved to Terminal 3 as well.

Furthermore, the airlines also relocate its representative office in Jakarta on 19 November 2018. The new office is on the 26th floor of Noble House in the Mega Kuningan area of South Jakarta.



- **EVA AIR**

Taiwan's EVA Air has moved its operations from Soekarno-Hatta International Airport's Terminal 2 to Terminal 3 as of 11 December.



- **EMIRATES**

Emirates to also operate from Soekarno-Hatta's Terminal 3 starting 7 January 2019.

Nineteen foreign carriers have already moved to Terminal 3: Saudi Arabian Airlines, Vietnam Airlines, Xiamen Air, Korean Air, China Airlines, China Southern Airlines, Scoot, Malaysia Airlines, Thai Airways, Oman Air, KLM Royal Dutch Airlines, Jet Asia, Qantas, Air China, Japan Airlines, Ethiopian Airlines, Shenzhen Airlines, Singapore Airlines and Royal Brunei Airlines.

Ground Breaking of Premier Lounge at BIJB



MC by Ben Barika El H



Speech by Mrs. Witarl, JAS



Mr. Anel Samsul, Deputy Commercial of BIJB



Mr. Nawon, AV/SEC Manager of AP II



Rice cone hand over to representative of PT. Tripanoto



Rice cone hand over to representative of AP II



The Ground Breaking of Premier Lounge



Awards & Accolades



**ZERO ACCIDENT / INCIDENT
for YEAR 2017**
Malaysia Airlines



BEST PERFORMANCE 2018

EVA Air

- Ramp Handling
- Operation / Load Control
- Security
- ULD
- Export Warehouse
- Import Warehouse
- Document Handling & Customer Service



- A. CEO Services Excellence Award 2018 - SIA**
- B. Station Performance Award 2017/2018 Group I 2nd Runner Up - SIA**
- C. RVP South East Asia Service Excellence 2018 - SIA**
- D. Pride Of Silk Air Award 2017 - Silk Air**

In Recognition of Your Dedication to Delivering Outstanding Service



**Station Performance Award
FY 2017/2018 Group 3 1st Prize**
SIA Cargo



**Best Station of The Month
July - August 2018**
Turkish Airlines



**Mishandled Baggage Outbound -
Multiple Flight Operations
Quarter 1 2018 Winner**
ETIHAD Airways



**The Great Performance
and Commitment
in handling 147 Tons
in 3 x CX747 Charters - 2018**
DB SCHENKER - Surabaya



**Best Contributor &
Outstanding Performance
Service & Other Category -
Tenant Gathering 2018**
Angkasa Pura I

PT Cardig Aero Services Tbk as Living Legend Company: Leading Air Transportation Support Company



Being a legendary is the desire of every company. However, it is not as easy as turning our palm. Various efforts are needed: commitment, hard work, and good synergy within the company..

Indonesia has experienced an economic slowdown caused by the 1998 monetary crisis and the 2008 financial crisis, and this has resulted in changes to the business map. Thus, Warta Ekonomi considers companies that have run their business for more than 50 years, indirectly prove that they are able to withstand economic turmoil and business competition, as well as the potential for business development to maintain the existence of the company in the future.

The 2019 Living Legend Companies Award Indonesia Economic News comes as a token of appreciation to companies that are able to run their business for more than 50 years and are able to withstand challenges in the form of domestic and foreign economic crises, as well as business competition, and succeed as a company that can continue grow and develop very impressive.

Companies that deserve the 2019 Living Legend Companies Award Indonesia Economic News are not solely given to companies that can survive more than 50 years, but the company is also able to adapt to changes in the business environment and the acceleration of technological growth.

Therefore, the Warta Ekonomi Analyst Team evaluates on its growth and development process by reviewing the company's track record that is able to survive, achieve, and adaptive to the development of the business environment, where the company operates on 2018.

Based on the studies and assessments that have been made, the Warta Ekonomi Analyst Team determines PT Cardig Aero Services Tbk as Living Legend Company: Leading Air Transportation Support Company.

Seluruh Bandara Angkasa Pura Airports Raih Sertifikat ISO 9001: 2015 Untuk Jasa Pelayanan Kebandarudaraan

Seluruh bandara Angkasa Pura Airports berhasil meraih sertifikasi internasional Sistem Manajemen Mutu ISO 9001:2015 untuk ruang lingkup layanan jasa kebandarudaraan, baik Pelayanan Jasa Penumpang Pesawat Udara (PJP2U) maupun Pelayanan Jasa Pendaratan, Penempatan, dan Penyimpanan Pesawat Udara (PJP4U).

Sertifikat ISO 9001:2015 untuk 13 bandara Angkasa Pura Airports diberikan oleh badan sertifikasi internasional yang berpusat di Jerman, TUV Rheinland. Penyerahan Sertifikat ISO 9001:2015 diberikan langsung oleh perwakilan TUV Rheinland kepada Direktur Utama Angkasa Pura I Faik Fahmi di Jakarta, 7 Desember 2018.

Angkasa Pura Airports telah mengembangkan dan mengimplementasikan Sistem Manajemen Mutu ISO 9001 sejak tahun 2013. ISO 9001 merupakan salah satu sistem manajemen yang berfokus kepada kepuasan pelanggan, dimana pemantauan dan pengukuran kinerja yang dilakukan secara terus-menerus merupakan persyaratan yang harus dipenuhi. Sertifikasi ISO 9001:2015 yang diperoleh saat ini tidak hanya meliputi pada PJP2U dan PJP4U saja, tetapi juga pada Pelayanan Jasa Kargo dan Pos Pesawat Udara (PJKP2U) di seluruh bandara yang dikelola oleh Angkasa Pura Airports.

Terminal 3 Bandara Internasional Soekarno-Hatta Raih Predikat Bandara Terbaik 2018

Terminal 3 Bandara Internasional Soekarno-Hatta meraih penghargaan sebagai Bandara Terbaik versi Majalah Bandara pada Jum'at, 7 Desember 2018. Penghargaan tersebut diserahkan langsung oleh Menteri Perhubungan Budi Karya Sumadi di Jakarta.

Bandara Internasional Soekarno-Hatta menyisihkan sebanyak 103 bandara (105 Terminal), terdiri dari 13 bandara Angkasa Pura I, 15 bandara Angkasa Pura II, dan 75 bandara Unit Penyelenggara Bandar Udara (UPBU) Kelas I, II, III dan Bandara Khusus yang melayani Penerbangan Perintis.

Khusus Bandara Internasional Soekarno-Hatta (CGK), dinilai terpisah untuk masing-masing terminalnya, karena mempertimbangkan jumlah pergerakan penumpang yang besar. Berdasarkan hasil keseluruhan, Dewan Juri menetapkan 20 bandara peraih penghargaan Bandara Award 2018 termasuk Terminal 3 Bandara Internasional Soekarno-Hatta.

Peningkatan fasilitas infrastruktur serta pelayanan terus dilakukan khususnya di Bandara Internasional Soekarno-Hatta, beberapa diantaranya adalah Revitalisasi Terminal 1 & Terminal 2, Pembangunan east-cross taxiway dan Runway ketiga untuk meningkatkan kapasitas di sisi udara dan juga di sisi darat.

LAUNCH OF '60-MINUTE' ADVANCE PRE-ORDER FOR KRISSHOP MERCHANDISE ON BOARD

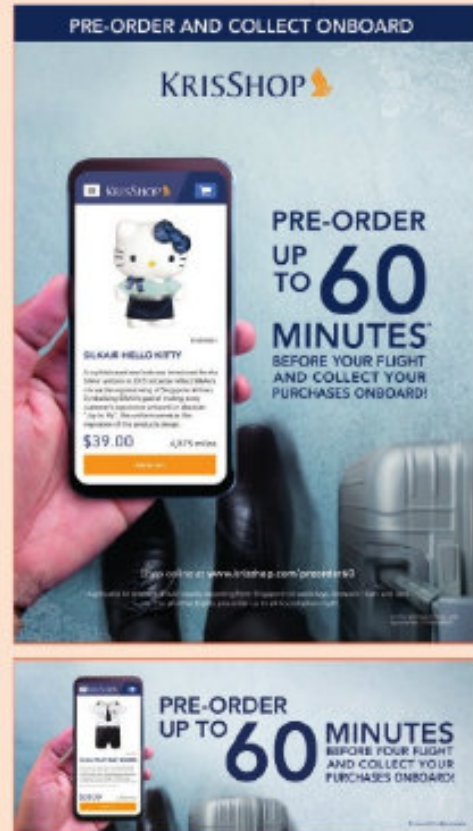
SATS is proud to be working with Singapore Airlines in providing the last-mile delivery for Singapore Airlines' flagship online retail store, KrisShop to achieve '60-Minute' Advance Pre-Order for Duty-Free Merchandise delivery on board.

Since 5 September 2018, KrisShop has allowed their customers travelling on selected flights to pre-order duty-free merchandise up to 60 minutes prior to their flight departure out of Singapore.

Currently, Singapore Airlines' customers departing Singapore on selected SilkAir flights on weekdays between 1000hrs and 1600hrs will be the first to enjoy such an offering.

KrisShop currently provides pre-ordering services of up to 24 hours and 48 hours for Singapore Airlines and SilkAir flights departing Singapore respectively. With this new initiative, customers who have already checked in and wish to make a last-minute order will still be able to purchase the duty-free merchandise before their flight departs. Customers can then collect their purchased items on board their flight. More details can be found at www.krisshopair.com/preorder60info.

SATS will continue to work closely with KrisShop to progressively extend this initiative to other SilkAir and Singapore Airlines flights in support of Singapore Airline's ongoing approach to provide a better travel experience to their customers using e-commerce platforms.



SATS COMPLETED THE INAUGURAL ISAGO AND SFOC JOINT AUDIT PROOF OF CONCEPT

SATS in Singapore was the first Ground Handler in the world to participate in the inaugural "IATA Safety Audit for Ground Operations (ISAGO) and Smart Facility Operational Capacity (SFOC) Joint Audit" proof of concept (PoC).



The SFOC PoC was conducted in conjunction with SATS' ISAGO Refresher Audit from 3 to 7 September 2018. In this PoC, auditors from the ISAGO Charter of Professional Auditors (CoPA) assessed SATS' entire facility handling operations capacities and the ISAGO Cargo and Mail Handling (CGM) discipline's safety aspects. The staff of Singapore Airlines also participated as observers in the SFOC PoC.

The PoC demonstrated that the SFOC audit could be conducted together with the ISAGO audit, leveraging Smart Facility's existing content touch-points with the ISAGO CGM discipline, and therefore, allowing cargo terminal operators to receive a more efficient audit when seeking both ISAGO and Smart Facility accreditations.

The accreditations reflect SATS' commitment towards high standards of safety and transparency in cargo handling services—an assurance and value to our airline customers.

Tips Siaga Bencana

Langkah Langkah Penyelamatan Diri Saat Terjadi Bencana

Penyelamatan Saat Terjadi Gempa Bumi

- Jangan panik saat terjadi gempa bumi, bersikap tenang agar bisa melakukan tindakan penyelamatan diri dan keluarga dengan baik
- Jika berada di dalam rumah, dengan segera pergi keluar rumah Carilah tempat yang agak lapang agar tidak tertimpa pohon atau bangunan yang mungkin runtuh.
- Jika berada di Dalam Gedung, kemungkinan untuk keluar sangat sulit dan membutuhkan waktu yang lama, tindakan yang harus diambil adalah berlindung di bawah meja atau tempat yang dapat menahan diri dari reruntuhan atau jatuhnya benda benda.
- Jika berada di Jalan raya dan dalam kendaraan, segera kurangi kecepatan kendaraan, cari tempat aman untuk menepi, cari tempat menepi yang jauh dari pohon, papan reklame atau bangunan yang berada di sekitar jalan.
- Saat berada di pusat keramaian, hindarkan diri dari berdesak-desakan untuk keluar pintu. Lebih baik cari tempat berlindung yang aman dari reruntuhan atau jatuhnya benda benda.

Cara Menghadapi Tsunami

- Jika terjadi gempa bumi, kemudian air laut surut secara tiba - tiba, segeralah lari menjauh dari pantai dan cari tempat yang lebih tinggi karena kemungkinan tsunami akan terjadi
- Saat terjadi gempa pada malam hari, dengan getaran yang cukup tinggi dan kemungkinan besar aliran listrik akan terputus dan saluran telekomunikasi akan terputus. Jika hal itu terjadi dalam keadaan darurat segeralah mencari bangunan bertingkat dan naik keatas
- Pemerintah memasang alat pemantau dini tsunami di pantai. Jika terjadi gempa dan disertai dengan tsunami, alat itu akan membunyikan suara sirine. Saat terdengar suara sirine segeralah menjauh dari pantai dan mencari tempat yang tinggi

Saat Terjadi Banjir

- Saat curah hujan tinggi dan menimbulkan banjir, ada baiknya anda mengungsi ketempat yang lebih aman terutama saat banjir sudah cukup tinggi dan memasuki rumah.
- Selalu perhatikan kebersihan tempat makanan dan minuman sebab saat terjadi banjir sangat rentan penyebaran penyakit terutama yang di sebarakan melalui kuman dan bakteri
- Waspada terhadap lingkungan sekitar agar terhindar dari hal - hal yang tidak diinginkan. Misal tersengat listrik.



Staying professional in and out of the office, but most specifically, ONLINE !!

1. Do not post criticisms about your boss or JAS online.

When you're frustrated or angry about anything related to work, try to stay away from your computer. Do not open Facebook, do not log in to Twitter. Your emotions are running high and there's a 50% guarantee that you'll say something that you'll regret later.

2. Do not upload drunken photos.

It's not like you can't post photos of you having fun. But there's a clear difference between enjoying a part and making a mess after or during the party.

3. Do not divulge company secrets.

Most of the things you learn and hear in the office should stay in the confines of JAS. It's up to your judgment which information can be shared, so being smart about it.

4. Do not devote time on useless online fighting.

Don't waste your time arguing endlessly and pointlessly about nonsense. If they attack you personally, it's best to ignore or block them.

5. Do not post anything you don't want your boss to see.

Basically, just don't post anything online that you know can get you in trouble. If you post about the government, just make sure it sounds rational and not just pure hatred.



JAS
Airport Services
By CAS Destination

frontlines

October - December 2018

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