

frontlines

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January - March 2014

A Publication of JAS Airport Services



All Nippon Airway's First Flight
Jakarta – Haneda

New Warehouse Facilities
in Halim Perdanakusuma



Dear Readers,

The year 2014 marks JAS Airport Services' 30th Anniversary. From humble beginning in 1984, we have evolved to become the leading airport services provider in Indonesia. But the story will still be continuing. Bearing the anniversary theme of "Building Future Excellence", we are committed to assume future opportunities and challenges by delivering service excellences while maintaining highest level of safety through continuous improvement on our human capitals, business processes and resources.

The 1st quarter of 2014 has been quite busy for JAS. From welcoming the 1st traveller to arrive in Indonesia, inauguration of new facilities, i.e Lounges and Warehouse, new service on ASA Human Remain, to our struggle to help those who were affected by disaster in some areas.

But the highlight is the Blood Donation event which was held in collaboration with PT. Angkasa Pura II (AP2) on March 12, 2014, to commemorate JAS and AP2 30th Anniversary. The event also marked the start of a series of JAS corporate events which will be held throughout this year. So, make sure that you are always staying tuned for more updates on JAS Anniversary celebration events.

In this edition, we also added new columns, namely profile and updates on our affiliated company, SATS. We thank Mr. Vinod Kannan and Mr. Agus Sundoro for allowing us to have the interview session, and Ms. Priscilla Quak for her contribution on SATS updates.

We welcome any suggestion, comment and/or story ideas you may have to make this publication better. And if you do have anything to tell us, please feel free to write it martha.lory@ptjas.co.id.

We hope you enjoy the reading...

Editorial Team

Building Future Excellence

30
YEARS



Blood Donation



To celebrate its 30th Anniversary, JAS will hold a series of event throughout the year. The first event was Blood Donation which was held on Wednesday, 12 March 2014. The event is co-hosted by JAS and Angkasa Pura II (AP2), particularly Cargo Business Unit (UBPK), which also celebrates its 30th Anniversary this year.

The event was held in UBPK office in CGK Cargo Area, and went successfully. All cargo communities were participated in this event as donors, including cargo staffs of Eva Air, Mandala Air, Garuda and many other companies.

172 donors were registered, but only 153 donors were medically qualified to donate their blood. To make the event merrier, JAS gave away lucky draws and souvenirs for those who donated their blood. The event was also enlivened by live music and lunch to entertain all guests and donors.

JAS is planning to hold similar event on June and September 2014. Believing that a drop of your blood may save the life of others, we expect you to participate in our next blood donation event on June 2014. Be there and be healthy!! (syarif)

what they give ...



what they get ...



what they said ...

Mr. Andi (AP2):

"This is a great and interesting event. We should do this more often in the cargo area."

Mr. Gumilar (Agent Cargo):

"The socialization of this event should be addressed to more other companies."

Mr. Sigit (AP2):

"I was impressed by this event. But I think it is still lack of publication. Many potential donors are willing to participate, but due to the lack of publication, they were less aware of this social event."



Launching New Warehouse Facilities in Halim Perdanakusuma

To improve the service quality of its cargo handling services, JAS launched the new renovated warehouse facility in Halim Perdanakusuma (HLP) Airport of Jakarta, on 28 March 2014. The new facility is expansion of the old facility, from 1,128 sqm to a total of 2,800 sqm.

This warehouse facility expansion is JAS' anticipatory measure to cater potential traffic increase as the impact of HLP commercialization.

In addition to this expansion, JAS also initiated some improvements to the facility, to meet safety and security standards, and at the same time to provide convenience, fast and integrated service of air cargo handling at HLP.

Some of the service improvement initiatives include separation between domestic and international cargo storage, establishment of integrated cargo service center, improvement in office area and compliance of security and safety standards. The new facility is also equipped with JAS Air Cargo System (JACS).

"The expansion and improvement of this warehouse is a proof of our commitment to provide ground handling and cargo handling services in accordance with the domestic and international standards" said JAS' CEO, Adji Gunawan .

The expansion and improvement of HLP warehouse facility is also performed to celebrate JAS 30th years of Anniversary. (martha)



Mr. Adji Gunawan, JAS' CEO



JAS officially announced the new organization structure in March 2014, and introduced some new faces in the management. One of the new faces is Mr. Agus Sundoro, who is appointed as the new Head of Silver Network Services, replacing Mr. Haniv Damarjati. Frontlines had the chance of interviewing this humble and mosque-goer person to understand his view on his new role.

Surabaya's origin Agus Sundoro is 46 years old, married with a 15 years old daughter. He earned his diploma degree in Faculty of Letters, majoring English. He later continued his education in Kerta Negara college majoring economics. Prior to joining JAS in 1991, he began his professional career in Borobudur Hotel and The Bank of America, Jakarta.

Upon joining JAS, he spent his career in various positions on apron and terminal operation.



Agus Sundoro, The New Head Silver Services

When asked about his new role as the Head of Silver Network Services (HSS), he explained that Silver has a strong team. As the new HSS, he needs to be wise in leading the team, set good examples, and encourage the staff to do their job with their full heart. He stated that great results usually come from people who work with their heart. He also stated that he will promote better communications, discipline, and work as per-SOP to his team.

When asked about his biggest challenge as HSS, he explained that Silver (Simple Delivery) handles mainly the low-cost, budgeted carriers, with tough operation, i.e. high frequency, quick turn-around, etc. This business model must be clearly communicated and understood by all team members to be able to deliver the service to meet each client's expectation.

Pak Agus spends his quality times with his family during weekends. His favorite occasion is eating out with family. He also enjoys sport, reads newspapers, watches TV and good movies, and listens to any kind of soft music. Though he seems to be a serious type of guy, he often laughs at anything that is funny and excites him.

He believes that performing 5 times prayers, spending quality times with family, and doing little sports are the best way to keep a healthy and balanced life.

He concluded the interview by sharing his most exciting moment and biggest dream. The exciting moment was when he, as the department head of SQ handling, received the compliment from SQ's GM. While his biggest dream is to dedicate his life to provide a good education for his only daughter. He also extends his appreciation to JAS Management for the chances given to him as HSS. *(martha)*



Vinod Kannan,
the new General Manager of
Singapore Airlines (SQ) for Indonesia.

Meet Mr. Vinod Kannan, the new General Manager of Singapore Airlines for Indonesia. Mr. Kannan took the position as General Manager of Indonesia as of 1 December 2013, replacing Mr. David Lau. Frontlines is fortunate to have the opportunity to interview this warm and fun person.

The Indian origin Mr. Kannan was born in Bangalore, South India. He went to Singapore in 1996 to study, and received his Bachelor degree. He later continued his education and received his Masters Degree in Boston, USA.



Mr. Kannan joined SQ in 2001, where he started his career with the SQ e-commerce team. He was later posted various positions such as in SQ's loyalty program, schedule planning, and sales. Prior to his assignment in Indonesia, he was assigned as Manager in Kolkata (India), Saudi Arabia and Milan (Italy).

Mr. Kannan is married and has a 3 years old daughter named Anya. He spends his spare time enjoying reading, playing golf, tennis and squash. But he stated that most of his quality time was spent mainly to chase his super-active daughter Anya. He jokingly said, "Anya is the one who keeps me healthy and in shape..."

Mr. Kannan told us that before his assignment to Indonesia, the only place he knew in Indonesia is Bali. He thought that Bali is a different part of Indonesia since Bali is unlike any other Indonesian place. Upon arriving in Jakarta, his first impression of the city is, like many other expats, terrible traffic and floods. But as time passes by, he began to enjoy Jakarta. He thinks that, despite being a melting pot of people from various ethnic groups and backgrounds, Jakarta's people are considerably warm and nice. He also loves the fact that there are lots of shopping malls and places to eat in Jakarta, which will make his family's stay in Jakarta more enjoyable.

"JAS is one of the best working partner I would say."

Speaking about the food, the Indian food fanatic Mr. Kannan is now starting to fall in love with Indonesian food. He said that nasi goreng, soto ayam, bakso and manadonese food are among his local favorites. When asked if he would challenge himself to eat Jakarta's street food, he said that he accepts the challenge and will try the street food when the wet season is over.

About JAS, Mr. Kannan said that he has already known JAS before his placement in Jakarta: "JAS is one of the best working partner I would say. I really thank JAS for supporting our 9 SQ flights in Jakarta. I think that SQ & JAS team are working together really well to ensure that we provide the best possible service to our customers."

Welcome to Indonesia Mr. Kannan, we wish you all the best in your Indonesia assignment, and thanks so much for the warm and interesting chat. *(martha)*



HARI KANKER ANAK INTERNASIONAL 2014
 "International Childhood Cancer Day"
JAKARTA SEHAT UNTUK ANAK KANKER

Healthy Jakarta for Children with Cancer



...because kids can't fight cancer alone![™]

To commemorate The International Childhood Cancer Day on 15 February 2014, JAS supported Yayasan Onkologi Anak Indonesia (Foundation of Childhood Oncology of Indonesia) to hold fun bike and fun walk event with the theme of "Healthy Jakarta For Children with Cancer"

The event was held on Sunday, 16 February 2014, in the Monas Area from 06.00 am - 11.00 am.



The event was attended by Mrs. Linda Agum Gumelar, the State Minister for Women Empowerment and Child Protection, and supported by Harley Davidson Owner's Group (HDOG) who took the children with cancer/ survivor for the ride encircling Monas on Harley Davidson bikes.



Mrs. Linda Agum Gumelar, the State Minister for Women Empowerment and Child Protection



The event is part of JAS' CSR program, in the form of JAS support for children who are less fortunate. (martha)

5S Competition at Soewarna Head Office

JAS had completed to roll out the 5S competition in Head Office Wisma Soewarna on 25 February 2014.

5S stands for Sort, Set in Order, Sign, Standardize, and Sustain, which is the program initiated by General Affairs Team to promote the clean and tidy working environment to all JAS' staff. The program is expected to be carried out regularly to ensure that the clean and tidy working environment is maintained.



Left to Right: Mr. Ardian Arismunandar, Mrs. Ita Hatto, Mr. Alfredo, Mr. Teddy Santoso, Mr. Ardjuna Sitrus, Mrs. Marianne Ludwina, Mr. Yoyak Priyowihono

Sort
Set in Order
Sign
Standardize
Sustain

During 5S competition in Head Office Soewarna, the office is divided into 7 areas, and all staff in each area are responsible for the cleanliness and tidiness of their working station. The most clean and tidy area deserves to win cash prizes, worth a total of 30 million rupiah.
(yani)



Welcoming the 1st Travelers of 2014 in Jakarta

On the occasion of 2014 New Year Eve, JAS supports Angkasa Pura II (AP2) to welcome the 1st Traveler arriving Jakarta on 1 January 2014.

The event was held in Terminal 2D of Soekarno-Hatta International Airport, where officials of AP2 presented a welcome dance and handed over flower garlands to the passengers of SQ 950. The Master of Ceremony interviewed arriving passengers about their purpose of travelling and how well do they know about the city of Jakarta.

Mr. Bram Baroto Ciptadi, Senior GM of AP2 closed the event by delivering 'welcome to Jakarta' speech and giving away special souvenirs for tourists interviewed. *(martha)*



Mr. Bram Baroto Ciptadi with the tourists



Performing Welcome Dance

Happy Chinese New Year 4712, The Year of Horse

According to Chinese Calendar, 2014 is the year of horse which symbolize the aristocracy, velocity, agility, and persistency. The Chinese Lunar New Year 2014 Celebration which begun on 31 January 2014 until 15 February 2015 is expected to bring more fortune, health and prosperity.

This year, JAS Airport Services decorated the check in area with some lanterns and other chinese ornaments in some Chinese Carrier counters, such as Cathay Pacific, Eva Air, Singapore Airlines, Tiger Airways, Value Air to animate the ambience of Chinese New Year celebration.

Happy Chinese New Year to everyone, wishing you a happy and prosperous year. *(Isn)*



JAS Flood Response Team



The flood which hit some of Indonesian places earlier this year, had also affected some of JAS' staff, whose houses were submersed by the flood. To help the staff affected, JAS' Flood Disaster Response Team were dispatched to areas exposed by the flood, namely the region of Kampung Makassar, Kampung Pulo, Cengkareng, Cipondoh, Rawa Bokor and Manado

The team distributed aid in forms of bread, light meals and mineral water, which were received by the employees and their families. *(buang)*

JAS & Garuda Indonesia (GA) Cargo Training

GA held a Cargo Training in Halim Perdanakusuma (HLP) airport, on 17 - 18 February 2014. The training was attended by a total of 70 people from JAS, CGU, CI (Kade), with various training subjects such as Dangerous Goods Handle, Handling Wet Cargo and Aviation Security.

The training was collaboration between JAS HLP and GA in relation to GA's plan to operate schedule flights In Halim Perdanakusuma Airport starting March 2014.

(satriana)



From Premier Services

Travel Document Campaign

Travel document campaign is aimed to promote and improve JAS staff's capability in detecting passenger's travel document fraud. The campaign was launched on April 2013, and within a year after launched, the total cases identified by JAS Staff are 209 cases. The cases were mostly related to fake passport, visa, ticket and other improper travel document.

The Winner of Travel Document Campaign for period of 2013

- Alfitayat
- Akmal
- Dhania
- Tri Hartono
- Vallen Yohannes
- Hasan Masruri
- Yenny Angela



Special Awards

The Special Awards category is awarded to frontline staffs who demonstrated the working quality beyond expectation of JAS' client (Airlines). The categories are selected based on the performance indicator as set by Airlines.

The agreed categories are :

1. Most Complimented Staff (KAM-1)
2. FQTV Collector (KAM-2)
3. Excess Baggage Collection (KAM-3)
4. Grooming Campaign (KAM-5)
5. Good Job Card (KAM-6)



Two Special Award has been announced and awarded to:

Most Complimented Staff

- Vallen Yohannes
- Aderani Anggraeni

Excess Baggage Collection

- Sofyan
- Ubaidillah

Congrats to all the winner!! (budiana)

Kelud Eruption Affected Denpasar, Yogyakarta & Surabaya Station



In Bali, Mount Kelud Eruption affected various airlines to postpone or cancel the operation. Virgin Australia is among the airline which cancel its flight for this reason, on 14 Feb 2014.

Virgin Australia assigned 2 Aussie representatives, Melany and Jim Woodrow, as well as Mr. Heru (VA's local representative), to support JAS Team to explain the situation to the passengers and help them to manage their flights.

While in Surabaya, JAS Team managed to locate some areas which were hardly affected by the eruption, but less received aids and supports from the authorities. Among the most affected area is Puncu Village in Kediri Regency, around 7 kms from the top of Kelud volcano.

On 22 February 2014, JAS SUB Team was headed to Puncu Village to donate groceries, cooking appliances, as well as some cash to help those who affected by the disaster. *(witari & heri.)*



JAS Signed MoU with Angkasa Pura Hotels

JAS Airport Services signed a Memorandum of Understanding with Angkasa Pura Hotel (APH) to initiate a joint operation in Lounge Management and Operation. The signing ceremony was held in Bali on 29 January 2014, by JAS' CEO, Adji Gunawan and President Director of APH, Danny P. Thaharsyah.

The cooperation is intended to establish world class operation on APH current and future airport lounges, of both domestic and international.

"With long experience in managing and operating the airport lounges, JAS is the perfect partner to support Angkasa Pura Hotel in providing lounge services to all airport users," added Adji Gunawan, JAS CEO.

Prior to this MoU, APH had also established a Joint Venture with Cardig Aero Services (CASS), the majority shareholder of JAS, in establishing 'Kulinair', an inflight catering provider at Ngurah Rai International Airport of Denpasar. (bd)



JAS' CEO, Adji Gunawan and President Director of APH, Danny P. Thaharsyah



Another Agreement Signed between **JAS & Angkasa Pura II**



On 21 February 2014, PT Jasa Angkasa Semesta, Tbk (JAS) and PT Angkasa Pura II (AP II) has signed a cooperation for Contract Extension, Lease and Concession JAS' warehouse in Cengkareng.

This contract is a business license that must owned by any company that conducts activities in warehousing management of international Airport Soekarno-Hatta.

The signing cooperation was made at hotel Novotel, Bogor and conducted by Mr. Sulistio Wijayadi as Director of Cargo & Business Development of AP II and Mr. Nazri Othman as Deputy President Director & COO of JAS.



JAS' COO Nazri Othman and AP II Director of Cargo and Business Development Sulistio Wijayadi

Also present as witnesses: Mr. Siswanto as Deputy Director of Cargo & Business Development AP II, Mr. Hargo Wibowo as General Manager of Business Development PT JAS, and Mr. Bia Laksamana as JAS Cargo General Manager. (bd)





for FIFA World Cup Trophy

On 9 January 2014, Indonesia was visited by the FIFA World Cup Trophy, as part of Coca Cola and FIFA World Cup 2014 Brazil worldwide campaign. ASA (Airport Special Assistance) was provided for the key persons whose bringing this "small-yet-very-prestigious" trophy around the world.



Mr. Ady Gunawan,
JAS' CBO



Mrs. Marianne Ludwina,
JAS' CFO



They were 2 security personnels, 1 FIFA representative, 1 from Coca-Cola, 1 blogtographer, and 1 other guest using ASA Premium Plus service, departing with Qatar Airways QR 955 on 9 January 2014. ASA Premium Plus service consists of JAS Personal Assistant, Immigration assistance, porter, and lounge service. JAS is proud to have this precious opportunity from Coca-Cola Indonesia, as one of ASA clients. *(ariyo)*



for Human Remain

On 6 February 2014, ASA handled the deceased parent of a Citibank Management, who passed away upon performing Umrah in Saudi Arabia. In this tragic occasion ASA Team was succeeded in providing 2 handlings, airport assistance for the arrival the deceased family, and airport handling for the human remain.



This marked as the first experience for ASA to handle the human remain. The handling went smoothly, thanks to the good coordination between JAS' ASA team and Cargo Rush Handling Team. Based on this success story, ASA and the cargo team is working together to introduce the new service, namely Human Remain Cargo Handling. ASA expected that the product can benefit to those who require this special service. *(rani)*



for Louis Vuitton – Moët Hennessy at Jakarta



Grand Hyatt Jakarta is one of ASA's reputable client and had given significant contributions to JAS since they joined as ASA's clientele in 2013. In end of January 2014, they contacted JAS to request for handling their VVIP partners' private jet in Halim Perdanakusuma. The VVIPs are top management of Louis Vuitton – Moët Hennessy (LVMH), a group holding luxurious brands such as Louis Vuitton, Marc Jacobs, Christian Dior, Bvlgari, and many others.

JAS was appointed for two occasions in one event: as ground handling to handle their flight of Bombardier Global 6000, and as Airport Special Assistance to handle the VVIP guests and the baggages. The flight arrived at HLP airport on 4 February and departed on 5 February 2014.

JAS Halim Perdanakusuma team and ASA Cengkareng team were jointly cooperated to ensure that the whole operation ran smoothly. The hard work was rewarded by the complimentary email from both Grand Hyatt Jakarta and LVMH, whose expressed "very happy with the service provided by JAS". (*ariya*)



Mrs. Asri Pematasari, ASA and HLP Team

JAS Annual General Meeting of Shareholders



Left to right (row above): Mr. Simon Hallim, Mr. Nurhadjono Nurjadin, Mr. Ronald Yeo, Mrs. Widlanawati Adhiningrat, Mr. Ferry Chung, Mr. Radlanto Kusumo

Left to right (row below): Mr. Ardjuna Sitonus, Mr. Adji Gunawan, Mrs. Marianne Ludwina, Mr. Nazri Othman

JAS held the Annual General Meeting of Shareholders (AGMS) in Menara Cardig on 25 March 2014.

The main agenda of the AGMS was to approve and accept the annual report of the company for year 2013, and to change and assign new Board of Commissioner members.

Two new commissioners were appointed : Mrs Widlanawati Adhiningrat, replacing Mr Kenneth Cheong as member of Commissioner, and Mr. Simon Hallim, replacing Mr. Taswin Zakaria, as Independent Commissioner. *(martha)*





Hainan Airlines Serves Ngurah Rai International Airport

JAS began the journey in 2014 by welcoming Hainan Airlines as the new customer in Denpasar. Hainan Airlines serves Ngurah Rai International Airport starting 15 January, 2014 on PEK – DPS – PEK route, 3 times weekly.

The flight's Estimate Time Arrival (ETA) in DPS is 00.05 WITA with Estimate Time Departure (ETD) at 01.10 WITA, every Tuesday, Thursday and Saturday.



The inauguration flight ceremony was held on Thursday 16 January 2014 by giving away flower garland to the passenger as token of appreciation.

(f/sri)

Surabaya (SUB) Win The Best Station Award & The Best On Time Performance 2013

For two consecutive years, SUB won Cathay Pacific's (CX) best South East Asia Station Award & Best On Time Performance 2013. The award was the sweet result of SUB Premier team for their hardwork to deliver the excellent service.

Grace Ho, Manager East Indonesia of CX said: "We thank everyone for the can-do spirit demonstrated from the preparation, to the launch of T2 until the disruption handling today. The leadership, teamwork and diligence within this team is certainly a way better gift than any romantic dinner on this valentine's."

Congrats to SUB Team!!! (heri.)





Boeing 787 All Nippon Airways Serve Soekarno Hatta International Airport

ANA Inspiration of JAPAN

A STAR ALLIANCE MEMBER

On 1 February 2014, All Nippon Airways (ANA) officially changed its fleet for Jakarta service into Boeing 787 Dreamliner. Boeing 787 Dreamliner is claimed to be a superefficient, light and sophisticated aircraft. The first Dreamliner flight was arrived at Soekarno Hatta International Airport at 16.30 LT, carrying 100 passengers on board.

ANA and JAS Team were very excited to handle the Dreamliner, which also involved teams of ANA Engineering, JAS Aero and GMF, to ensure that preparation of ramp, line maintenance and engineering services were carefully undertaken.



Mr. Andi Lukman (GM Premier) and Team



Upon arrival of the Dreamliner, the passengers were greeted by JAS' service staff wearing Japanese traditional costume, and received souvenirs from ANA.

Congratulations to ANA.
(/sni)

Frequent Flyer Program (FFP) Enrollment for **Qatar Airways**



Mr. Kenneth Serota (QR Station Manager) & JAS' staff on FLL Enrollment

Starting 2012, Qatar Airways (QR) initiated a Frequent Flyer Program (FFP) enrollment. The program is aimed to encourage QR's passenger to enroll for the FFP, to get various privileges, including fast check in and queuing time.

To appreciate and encourage QR dedicated team in introducing the FFP program to QR's passenger, QR Management, supported by JAS, held an annual appreciation night to appreciate team's good work and support for the program. The appreciation night was held on Thursday, 30 January 2014 at JAS Terminal Meeting Room.

Attended by JAS Management, QR team and all QR dedicated team, the event begun by giving away prizes in the form of shopping vouchers, to 3 staffs with highest enrollment achievement and followed by dinner. The top 3 achievers are:

1. Ms. Windy Saeputry with 191 form
2. Ms. Rizki Widya with 145 form
3. Ms. Octarika with 107 form



"We thank all the hard work to support our program and satisfied with the result so far, even though the achievement in 2013 was slightly down from 2012. Nevertheless, we are still succeeded in achieving the highest achievement in Asia Pasific Network for half-year 2013/2014. We therefore very proud of you and we believe that together we can break 2000 new enrollment in March 2014", said Kenneth Serota, QR Station Manager.

QR Jakarta successfully gained 1,087 enrollments, which mainly contributed by CGK station with 1,014 enrollment.

Congratulations to the team! *(isni)*

ANA's First Flight Jakarta – Haneda

On 30 March 2014, All Nippon Airways (ANA), a member of STAR Alliance, officially launched Inaugural Flight of Its Jakarta – Haneda services.

Since the first re-launched of ANA service in 7 January 2011 for Jakarta – Narita routes, the airline has carried more than 300 thousands of passengers. And in responding to this remarkable growth of Indonesia – Japan traffic, as well as to provide a better choice to the customer, ANA introduced the new service to Haneda, which is closer to Tokyo downtown. This new route is expected to provide the customer with choices and flexibility, as well as better and wider network connection.



Cutting ribbon ceremony by Mr. Takashi Mineo, His Excellency Yoshinori Katori, Mr. Djoko Muriatmojo, Mr. Adi Kanrio



The inauguration ceremony was attended by Mr. Takashi Mineo, Senior Vice President Operation Management of ANA, His Excellency Yoshinori Katori, Japan Ambassador to Indonesia, Mr. Djoko Muriatmojo, Director of Air Transport of DGCA, Mr. Adi Kanrio, Chief of Airport Authority Area 1, as well as Mr. Adji Gunawan, JAS CEO and other ANA's stakeholder. The ceremonial was opened by speech delivered by ANA's stakeholder, and then followed by tape cutting ceremony, prior to disembarkation of around 200 passenger onboard to Haneda.

In his speech, Mr. Takashi Mineo as Senior Vice President Operation Management of ANA stated: "With this inauguration of Jakarta-Haneda flight, Jakarta-Narita flight will operate with brand new schedule. Not only the customers we have served, we will also be able to offer more convenient service to Nagoya and other cities not served from Haneda. Also we have improved our connectivity to the United States. With combination of Haneda and Narita, and combination of morning flight and evening flight, we offer more choices to our customers and wish to meet wide range of demand."

ANA connects 41 cities across Japan. The wide network of ANA is expected to bring Indonesia and Japan much closer, in which ANA is able to actively involve in the development of trading between the two countries. ANA is committed to serve more customers in this expanding market. (Isni)



Sultan Bolkiah Flight Management

Management of Sultan Brunei: Lt. Col Hj Albadil Bin Hj Mohd Noeh and Hj Arifin together with the representatives of Indonesia, Mr. Andryana Machmud were visiting Halim Perdanakusuma on 6 February 2014.

During this visit, JAS is officially appointed as ground handling agent for all Royal Brunei flights in Halim Perdanakusuma, Surabaya, and Kualanamu. *(satriana)*



McDonald's Corporation in Halim Perdana Kusuma

The new CEO of McDonalds Corporation, Mr. Don Thompson was landed at Halim Perdanakusuma Airport on Tuesday 11 February 2014.

Mr. Thompson came to Indonesia for his first market visit since appointed as CEO of McDonalds Corporation. Indonesia is one of leading market in Asia region with sustainable growing market.

Mr. Don Thompson left Indonesia on 12 February 2014. *(isni)*




Contributor of Frontlines will receive **compensation** for articles or/and photos published



Singapore Airshow 2014 was held from 11 to 16 February 2014 at Changi Exhibition Centre (CEC). SATS is proud to be the appointed exclusive Ground Handler for the Airshow.



We had our very own SATS' Ground Handling Control Office at CEC, whose main function was to coordinate closely with the Flying Control Office on the aircraft and crew movements during the Airshow.

This year's participating fleet included as many as 30 aircrafts from 7 Exhibitors for the Flying Display Program, and approximately 65 aircrafts for the Static Display.

The highlights of the display included the new Airbus 350, Boeing 787 aircrafts and our airline customer, SilkAir's new Boeing 737-800.

SATS Coolport certified as the World's First Centre of Excellence in Pharmaceutical Handling by International Air Transport Association (IATA)



The certification process took 3 months to complete and involved upgrading of the facility, as well as specialised training for over 80 SATS employees. The IATA certification gives pharmaceutical companies the guarantee of excellence in service; helps customers save resources on facility audits and serves to promote Singapore as an even more attractive pharmaceutical air freight hub.

SATS' 26th Bi-Annual Airline



The 26th Bi-Annual Airline Survey Results Presentation and Dinner was held on 28 February 2014 at Village Hotel Katong.

This survey is conducted twice a year to allow SATS to better understand the airline customers' feedback so as to continuously improve and deliver the best products and services to the valued customers.

The overall score for the survey was an encouraging 81%, 0.6% higher than the previous survey.

Representatives from the various Business Units also shared service enhancements and product innovations initiatives that SATS is currently embarking on. After the presentation, there was a networking dinner where our airlines customers and the SATS team interacted to foster closer ties.

SATS is proud to be Cathay Pacific's (CX) Cargo handling partner at Changi Airport Singapore (SIN)

SATS was appointed by CX to be its cargo handling agent in SIN, with effect from 13 January 2014.

A thorough assessment of SATS' capabilities and facilities was carried out in late 2013, followed by training and familiarisation of SATS' staff on CX's systems and procedures.





Simple Steps to **Suitcase Security**

The vast majority of checked luggage arrives on time and intact, but things can still go wrong. These tips will help assure that you and your suitcase together.

BEFORE YOU GO

- Photograph the contents of luggage you intend to check, and keep an itemized list of valuable items in a safe place, with sales receipts if possible.
- Place an itinerary with your contact information and e-mail address in a visible place inside the bag.
- Make sure you've got a "clean" bag—remove tags from previous trips, especially those small white bag-check stickers airlines affix to the sides. Avoid travel stickers or decals: They may make your bag stand out, but they could be misread by a scanner.
- Take off any straps and lock wheels that can cause a bag to shift or get stuck on a conveyor belt.
- Avoid checking very expensive-looking bags; cloth bags are less appealing to thieves than leather luggage.
- Never pack anything valuable or that you can't afford to do without, especially a laptop or other electronics, medication, jewelry, or important documents. Replacing these items is inconvenient, to say the least, and airlines deny any liability. If in doubt, check airlines' policies on their Web sites.
- Put the address of your destination—not your home address—on the outside of the bag. Your home address could announce that there is a house available to be burgled. The address on your bag should be where you will next be spending a night.
- Consider a TSA-approved lock, but keep in mind that it offers limited protection since it can easily be removed.



For added protection

- To protect checked bags from dings and theft, consider using one of the luggage-wrapping services found at many airports.
- Open your luggage shortly after you land to see if everything is there. If something has been pilfered, submit a claim with the airline and your insurer as soon as possible.

(www.cntraveler.com)

MEDIA RELATIONS

Media relations involves working with media for the purpose of informing the public regarding JAS' mission, policies and practices in a positive, consistent and credible manner.

To develop the good relationship with journalists, JAS visited few medias and met with their chief of editors and reporters, who are keen to educate their readers about ground handling business, namely *Bisnis Indonesia*, *Seputar Indonesia* and *MNC Business*. *(martha)*

Bisnis Indonesia
NATIASI BISNIS TERPERCAYA



MNC
BUSINESS



KORANSINDO
KORAN BERITA TERPERCAYA



PMAD for Flynas



In April 2014, PT. Purantara Mitra Angkasa Dua has added one customer to their list, which is Flynas.

Flynas is the pioneering Saudi airline that sets a new standard of efficiency for low cost travel in the region. They operate the youngest fleet in the region, with more than 950 flights a week to a growing number of destinations around the world.

First uplift for Flynas type A330-200 was took place on 7 April 2014. Frequency of flights as much as two times a week, on Mondays and Tuesdays.

KULINAIR first handling Qatar Airways in Denpasar



Started 30 March 2014, KULINAIR (our Joint Operation Inflight Catering Services with PT. Angkasa Pura Hotels) began provide Inflight catering services to Qatar Airways at Ngurah Rai International Airport, Bali.

Qatar Airways flying Doha – Bali route 7 times per week using Boeing 777-200/300 aircraft

TATLER SPECIAL FEATURES ASA

Just For the VIPS

Experience the difference in travelling with Airport Special Assistance—ASA by JAS

Cengkering and other major airports across Indonesia are among the world's busiest airports in terms of passenger traffic. Thus, the need for more and better airports draws a strong interest in domestic and foreign investors—all are aimed at being part of the world's fastest growing market in air travel.

Indonesia's economic growth also plays an important role, as it leads to a re-boost in air traffic demand, as many Indonesian and foreign travellers choose planes over other modes of transportation for travelling across the archipelago.

Soekarno-Hatta International Airport, the country's main airport, handled approximately 64.4 million passengers in 2013, outnumbering its original capacity of 22 million. To meet the ever-growing air travel demand, some of the leading carriers have ordered more, and the government plans to start building 24 new airports and expand the current ones significantly by 2017. As a result, investors from all over the world lay their eyes on Indonesia's unstoppable development.

With this in mind, JAS Airport Services launched ASA, which stands for Airport Special Assistance, three years ago to answer the needs of luxury travel in Indonesia. ASA offers premium class meet-and-greet assistance in which passengers are pampered with extra conveniences at terminals. ASA provides prior check-in and arrival assistance in 12 airports across Indonesia, with main hubs at Soekarno-Hatta International Airport, Juanda International Airport Surabaya Ngurah Rai International Airport Denpasar, Sepringan



International Airport Balikpapan, and Changi International Airport Singapore.

Passengers can arrange ASA in advance, and ASA Personal Assistant will take care of the necessary arrangement, including porter service, a comfortable and luxurious car with entertainment to accompany them on their way to the airport or home. It also offers lounge facilities and immigration assistance.

Many business travellers, both domestic and international, have experienced the luxury of ASA. "We are pleased with ASA, a sophisticated way of airport assistance service that meets the expectations of our VIP guests while giving them the privileges of extra comfort when travelling. Indorama," Vaneet Goel, Vice President (Exports), Filament Yarn, of Indorama, shared with us his experience reveling in the one-of-a-kind ASA service.

For more information on ASA Services, email asa@otps.co.id.



frontlines

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