

frontlines

www.ptjas.co.id

July - September 2014

A Publication of JAS Airport Services



- **New team** to drive our transformation and deliver service excellence
 - **Get to know our holding, CAS Group**
- The launching of **Apron Assistant**
 - Understanding "Redress"

Member of
CAS GROUP

Forging New Partnerships & Contract Renewals Across the Network



Business Development Renewed 2014

Ground Handling	CGK, JOG
Warehousing	CGK, SUB, DPS
Avio Bridge Operator	CGK
Premier Lounge	CGK
Esplanade Lounge	CGK
Priority Check In	CGK
PJP2U Collection Fee	CGK
CSC Collection Fee	CGK, HLP
Warehouse Tariff Increase	CGK, SUB, HLP
Joint Operation JAS - APH for Premier Lounge	SUB
Certificate Operation for Ramp Handling	CGK, SUB, DPS, KNO, HLP, JOG, BPN, MDC, UPG, BTH, TIM
Certificate Operation for Passenger and Baggage Services	CGK, SUB, DPS, KNO, HLP, JOG, BPN, MDC, UPG, BTH, TIM
Certificate Operation for Cargo and Mail Handling	CGK, SUB, DPS, KNO, HLP, JOG, BPN, MDC, UPG, BTH, TIM
Certificate Operation for Warehousing	CGK, SUB, DPS, KNO, HLP

Airlines Renewed 2014

All Nippon Airways	CGK
All Nippon Airways Freighter	CGK
KLM	CGK
Silk Air	SUB, MDC

New Airlines Customer 2014

Flynas	CGK
Lufthansa	CGK
Air France	CGK
Hainan Airlines	DPS
Dragon Air	DPS

Hi everyone,

Welcome to our 3rd Frontlines issue of 2014.

Congratulations to all those who had received awards and achievements on the period of July - September 2014. As team of JAS Airport Services, we all share in and benefit from our colleague achievements, and we do hope to hear more good news along the way.

One of the most exciting announcements in this Frontlines edition is our new organization structure. A warm welcome for Mr. Titus Dewanto who joined JAS as Deputy Director of Corporate Affairs, and big congrats for Mr. Hargo Wibowo who is promoted as Deputy Director of Business Development and Mr. Subiyono as Deputy Director of Service Deployment. We are sure together we can look forward to a transformation to a better future and delivering excellences.

In this edition, we have included a list of articles which we expect to tickle your curiosity and say 'tell me more about it'. You might want to read more about CAS Group, JAS holding company and have additional knowledge on the article about redress in cargo inward manifest.

As you keep turning the page, you will see we have many good articles in this edition. We would like to make our Frontlines to be of your interest and cool stuff to read. If you have any ideas about a feature article, please do not hesitate to email: martha.lory@ptjas.co.id.

Last but not least, we would like to thank Feby Nugraha with his photo shoots, Lia Natalia & Melinda Rosa for their hard working on the cover, Hanifditya & Priscilla Quak for CAS and SATS news. And to those of you who contributed to all contents on this edition of Frontlines.

Happy reading and remember that *our life doesn't get better by chance; it gets better by change* (Jim Rohn).



Building Future Excellence



Team of AP II, JAS and Red Cross (PMI) after successful blood donation event

Blood Donor's Collaboration with Angkasa Pura II

To celebrate the 30th anniversary of AP II, on 12 August 2014, AP II and JAS collaborated with Indonesian Red Cross (PMI) to organize a blood donation event at Auditorium Building 600, AP II's Head Office.

The charity event was attended by AP II Board Members, including Mr. Iksan Tatang (Commissioner) who also donate his blood, Mr. Tri Sunoko (President Director), Mr. Rinaldo Aziz (Director of Airport Commercial), Mr. Salahudin Rafi (Director of IT & Airport Development), Mr. Hari Cahyono (Director of Human Capital), and Mr. Laurensius Manurung (Director of Finance). Representing JAS Board Member was Mr Adjie Gunawan (JAS CEO), Mrs. Marianne Ludwina (JAS CFO), and Mr. Ardjuna Sitorus (JAS CCO).

"This charity event were organized not only to celebrate AP II's anniversary, but also to strengthen the relationship between JAS and AP II; not only commercially, but also in other areas." stated Mr. Adjie in his speech.

A total of 348 donors were participated in the event.. - Dono



Mr. Adjie Gunawan (JAS CEO) giving his speech



"Donate your blood, Heroes come in all types and sizes."

JAS Fishing Trip

JAS' 30th anniversary celebration is not over yet. This time, we invite a group of fishing enthusiasts from CGK Airport Community to take off for a fishing trip in Tunda Island of Serang County on 15 - 17 August 2014.

Join the deep sea fishing fun were Mr. Tatang Suganda (Cargo BR), Mr. Rudi Eka Putra (Cargo EK), Mr. Pramu Widagdo (Cargo NH), Mr. Ryan Suprpto (Airside Manager AP II - BSH), Mr. Michael Hendra (Marketing Soewarna), as well as some of JAS' management including Mr. Subiyono, Mr. Eddy Hasan, and Mr. Jaya Sukma. - Subiyono



Fun Walk Competition



In celebrating Indonesia's 69th Independence anniversary and AP II 30th anniversary, AP II organized a Fun Walk Competition on Thursday, 21 August 2014.

The competition was started off at 7.30 am, whereby Mr. Tri S. Sunoko (AP II President Director) waved the flag to start the competition.

Over 50 teams from various organizations in Soekarno-Hatta Airport participated in the competition, including JAS Airport Services, Immigration, Customs, Airport Police, Airlines, Ground Handlers, Airport Tenants as well as AP II's management and commissioners.



The prize giving ceremony was enlivened by some local artists including MC Terry Putri, Lyla Band, Kikan Coklat, Melinda, and many more. - Lia

The Winners

Place	Male Team	Female Team
1 st	Airport Police	Blue Sky
2 nd	Lion Air	Mandai Prima
3 rd	AP II	Airport Police

Jakarta : A New Air France destination



With effect from 9 July 2014, Air France operates a new daily service from Paris-Charles de Gaulle to Jakarta. The service is an extension of its Singapore service.

The flight uses Boeing 777-300 equipment, with a total of 303 seats, consisting 8 seats of La Première exclusive cabin, 67 seats of business class, 28 seats of premium economy class, and 200 seats of economy class.

"Air France will be the only airline which offers premium economy cabin for the route," AF said

The new destination was an addition to the KLM service, which serves the Jakarta-Amsterdam route daily. It is also a continuation of the airline's service connecting Paris and Kuala Lumpur, Malaysia, which was launched in April 2013.



Mr. Patrick Roux (Air France KLM senior vice president for Asia Pacific) with AF team resumes AF Paris-Jakarta flights



In the mean time, ASA was also taken its part to Air France's Inaugural Flight in Jakarta. ASA service was provided for Air France's first class passenger La Première.

As always, ASA delivers its Personal Assistants to ensure that La Première's passengers are taken care during Visa On Arrival, immigration, and baggage collection processes.

ASA will be a standard airport assistance service for all La Première passengers of Air France, on both arrival and departure.

- Martha & Diah

Air France-KLM is the result of a merger between Air France and KLM in 2004. Both Air France and KLM are members of the SkyTeam airline alliance. Their frequent flyer program is called Flying Blue. - Wikipedia

Emirates Freighter for Indonesian Defense Day

On 4-5 September 2014, Emirates freighter arrived in Soekarno-Hatta International Airport (CGK) carrying 2 units of ground to air missile launcher.

Flew over from Zurich International Airport (ZRH), the missile was carried on board B777F to support Indonesian Defense Day celebration on 5th October 2014 at Surabaya.

JAS Airport services proud to be a part of this mission. - tsni

My Indo Airlines at HLP

On 23 July 2014, JAS HLP handled a proving flight by My Indo Airlines as part of the procedure for new airlines to operate in Indonesia. Mr. Taufik, of JAS HLP team, led the successful handling of the flight.

My Indo Airlines plans to operate domestic air cargo service based in Halim Perdanakusuma Airport (HLP) and Sepinggan International Airport (BPN) in early 2015 using its B737-300F/400F aircraft. - tsni

Hainan Airlines for Indonesian Delegates of ASEAN Expo

On 13 September 2014, Hainan Airlines fly to Soekarno-Hatta International Airport (CGK) for a charter flight by Ministry of Trade.

98 passengers of Indonesian Entrepreneurs were on board the charter flight, leaving on 13 September 2014 for the ASEAN Expo in Nanning - PRC, and return to CGK on 20 September. - tsni



Hainan Airlines Company Limited (HNA) is an airline headquartered in Haikou, People's Republic of China. It is the largest privately owned air transport company and the fourth largest airline in terms of fleet size in the People's Republic of China. - Wikipedia

Vincent Yu, The New CX Country Manager



Mr. Vincent Yu, Mr. Patton Chan, Mr. Madh Pradana from CX with JAS COO and BOM Members

After 2 years of service as the CX Country Manager of Indonesia, Mr. Patton Chan left Jakarta for his new assignment. As his replacement, Mr. Vincent Yu was assigned with effect from August 2014.

Vincent Yu Chi Wang was graduated from International Bachelor of Business Administration at Schulich School of Business, York University, specializing in marketing & Finance, in 2006. Interestingly, Vincent is also a black belt holder of the Tae Kwon Do martial art.

Posted various business units since joining CX in 2006, Vincent had been working in Indonesia as assistant County Manager Indonesia in 2007 -2008 and now he is returning to Indonesia as the Country Manager.

During the welcoming gathering, Vincent extended his appreciation for JAS continuous support since CX first operation in Indonesia, and wish that the support will continue during his time in Indonesia. - (sn)



Le to Ri : Mr. Patton Chan, Mr. Nazri Othman (JAS COO), Mr. Vincent Yu

Work Experiences

Nov '12 - Present : **Manager Airline Planning**

- Formulated global network strategy and managed operational profitability for both Cathay Pacific and Dragonair
- Generated incremental profits of HK300M in 2013
- Network coverage: North America, Europe, Northeast Asia, Greater China, Australasia and Africa.

Aug '11 - Nov '12 : **Manager Abu Dhabi**

- General management of commercial and operational activities in Abu Dhabi, UAE
- Managed logistics for launch of Cathay Pacific services in Jun11.

Hong Kong Logistics Visit JAS Cargo



On 18 September 2014, Hong Kong Trade Development Council (HKTDC) organized a group of Hong Kong logistics, suppliers and manufactures companies to visit JAS cargo facility in CGK to explore the possibility of partnership.

The visit was opened by a presentation on JAS company profile and followed by Q&A session. The visit was then continued with facility tour to JAS Cargo Export & Import, as guided by Mr. Wayne Lim (GM Commercial), Bia Laksamana (GM Cargo), Mr. Teddy Apriadi (Head of Commercial Cargo) and representatives of CX Cargo.

Over all, HKTDC organizes a broad spectrum of 340 promotion activities, 510 networking and outreach events, and receives 740 foreign trade missions, helping Hong Kong's small and medium sized enterprises (SMEs) to connect with business clients and partners around the world. - Martha

Visit from Ministry of Transportation New Staff

A group of newly hired staff of Ministry of Transportation visited JAS GSE maintenance facility on June 2014. The purpose of this visit is to see and learn the nature of maintenance operation in ground handling industry.

The group was welcomed by Mr. Subiyono, Deputy Director of Service Deployment, at JAS GSE Maintenance Facility in CGK, and taken for a short tour in the facility. During the tour Mr. Subiyono explained the group on JAS GSE maintenance program and emphasized the important of safety assurance in ramp operation. - Wwkk



Mr. Subiyono (JAS Deputy Director of Service and Deployment) with Ministry of Transportation New Staff

Happy retirement to Mr. Adi Kanrio ...



Mr. Adi Kanrio with Board of Management

On 6 August 2014, JAS hosted a farewell meeting for Mr. Adi Kanrio Dayanun, who retired from his position as The Head of Airport Authority Area 1, as per 1 August 2014. The farewell meeting was held at Wisma Soewarna and attended by all members of JAS Board of Management.

During this occasion, JAS Management expressed highest appreciation and gratefulness to the supports, assistances and cooperations extended by Mr. Adi Kanrio all these while.

As Mr. Adji Gunawan (JAS CEO) said, Mr. Adi Kanrio is the man whose willing to get his hand dirty for nitty gritty stuffs to ensure that everything is in order and runs well. Pak Adi is also the man who always opens his full arm when asked for a favor.

On his speech, Mr. Adi Kanrio said that he was also very impressed with JAS who is always working according to the rules.

We thank you very much for the good cooperation all these while, Mr. Adi. We hope you will always stay healthy and enjoy your retirement - *Martha*



Wishing you the best on your life after this retirement. We'll miss you, Mr. Adi Kanrio ...

From Our Silver



Halal Bi Halal - Silver, Apron Engineering & Airlines Customer



JOG Commercial Training Batch I



JAS JOG Team was invited for lunch gathering by Silkair as a compliment for smooth handling during Lebaran peak season

JAS & JACC

In collaboration with JACC (Jakarta Air Cargo Community), JAS held a dinner event in Swiss Bell Airport Hotel on 27 August 2014.



Begins with a moment of silence for the victims of MH 070, the event was continued with opening speech from the committee, Mr. Teddy Apriadi (JAS Head of Commercials) and Mr. Nur as one of the senior management of Thai Airways.

Attended by 70 invitees, this event became brighter with the laughter and song contributions from attended cargoers - *Martha*




at HFLA



Hotel Front Liners Association (HFLA) is an organization of front liners from various hotels in Indonesia.

On 18 July 2014, HFLA Jakarta Chapter held a breakfasting event in Grand Hyatt Hotel Jakarta. The event was also held to select the new chairman of HFLA Jakarta Chapter.

The chairman of HFLA Jakarta Chapter, Mr. Ari Wibowo, who's also the Director of Rooms of Grand Hyatt Jakarta, invited ASA to join the event.

In this event, ASA was given the opportunity to present the services before all attendees. ASA Team took the opportunity to present the comprehensive information on ASA and its various services to accommodate every need in airport assistances. - *Arjo*



Turkish Airlines World Golf Cup



Turkish Airlines held its World Golf Cup Amateur Series in Rancamaya, 29 Agustus 2014.

The 100 lucky finalists will have the opportunity to experience Turkish Airlines' award winning service whilst travelling to Antalya in Business Class.

The winners of Turkish Airlines World Golf Cup Amateur finals which will be held in Belek, Turkey from 9 November - 16 November, will then have the opportunity of a lifetime - playing alongside a professional in the Pro-Am at the Turkish Airlines Open.

As one of the player invitee, Mr. Adji Gunawan (JAS CEO) managed to give his testimony: "It is an honor for JAS to be participated in Turkish Airlines World Golf Cup, Rancamaya. This should be a great opportunity to expand our networking and strengthen strategic partnership with them."

-Northa



Charismatic & Transformational Leader Navigating the Change Journey



Mr. Soekono Subekti (Former Director of PPM School), Mrs. Wanda Hamidah (Member of Parliament) and Mr. Adji Gunawan (JAS CEO)

JAS was invited to become a key speaker in a leadership seminar entitled "Transformational & Charismatic Leadership" which was held at PPM School, Menteng, 6 September 2014.

Three leader figures: Mr. Adji Gunawan (CEO JAS) together with Mr. Soekono Subekti (Former Director of PPM School) & Mrs. Wanda Hamidah (Member of Parliament) shared their experiences to 150 master's students in order to improve their leadership competencies. - Martha



JAS Breakfasting with Clientele

On 21 July 2014, JAS held an annual breakfasting event to celebrate the holy month of Ramadan.

In this event, JAS invited representatives of airlines and non-airline partners to celebrate the joy of breaking the fast and have the dinner together. The event was also enlivened by a 7 minutes preach (kultum) - Martha



Lim Wei Qi (Wayne)

Working in different countries is never an easy thing to do. It is no different with Mr. Lim Wei Qi, or Wei Qi in short, a Singaporean residence, who was recently appointed as General Manager of Commercial & Customer Relations of JAS.

Graduated with honors in business from Nanyang Technological University (NTU), he joined SATS to kick-start his career and was appointed in various departments including apron, baggage, and passenger services. He enjoyed working with SATS as he gets to constantly learn new things and take on new challenges in many areas. After 10 years of experience and dedications in SATS Singapore, he was then stationed in Hong Kong as a General Manager of SATS HK, taking care of the operations, overseeing the Ramp, Baggage, Load Control, and Passenger Service departments for 4.5 years.



"I am certainly very excited to be part of this growth and looking forward to the many opportunities coming in our way"

Afterwards, SATS appointed Wei Qi back to Singapore, working in the Sales and Marketing Department, mainly handles ground handling contracts before being posted to JAS Head Office in Jakarta. Being able to overcome to work in 2 different countries where English is a common language, he faces a new challenge here in Jakarta.

When asked about the most challenging part in working here, he replied, "The most challenging for me would be communications as I do not speak the language. Thankfully, our colleagues speak good English and I have been able to hold meaningful conversations with most. Most importantly, I find people in Jakarta to be very pleasant and helpful."

Being appointed as an integral team member of JAS, Wei Qi has his own solution for the language barrier; he said, "I still hope to overcome this challenge as quickly as I can by speaking Bahasa as often as possible."

Aviation industry is experiencing a tremendous growth in recent years, and Indonesia is no exception. Wei Qi knows that the growth of passenger numbers have definitely been very strong over the past few years, and he believes this trend will continue as the middle class in Jakarta continues to grow and the cost of travel remains affordable.



"With the completion of the expansion to Terminal 3 in the near future, I am confident that we will see an increase in the number of flights and connections to the rest of the world," he said when being asked about the sorts of trends he sees in aviation industry, especially in Jakarta.

Wei Qi closed the interview by saying, "I am certainly very excited to be part of this growth and looking forward to the many opportunities coming in our way" - *Martina & Ezra*



About Mr. Lim Wei Qi

Date of Birth : 10 November 1980

Hobby : Collecting die-cast

Favorite Meal : Simple Japanese or Chinese Food

Favorite Color : Red, "It reminds me of my favorite football team, Man. Utd."

Fam Tour De CX's Freighter



CX cargo CGK held a familiarization tour to its freighter, inviting cargo agents and forwarders to learn more about CX Cargo's product. The tour was attended by several cargo companies and agents including DHL Express, PT Prathama Line Logistics, PT Itochu Indonesia, Uniair Indotama Group, PT Putra Lintas Kemas, PT Tiga Sekawan Sukses Ekspres, KN Sigma, dan FIN Logistics.

The event started with a video presentation from JAS on how the cargo handling works, and some details about JAS' services.

The invitees were then taken for a quick tour in JAS cargo facility led by Mr. Wynd Rizaldy, to see and get to know some facilities in the cargo area including Pet Shelter, Cold Storage, Strong Room, and Dangerous Goods Room.

As the CX Cargo 747-400 taxis towards the ramp, the tour continues with participants entering the plane and have look around inside this huge freighter.

Let's hoped that this tour could bring new ideas to the participants. - Erya & Feby



From Our Silver

MDC Charter flight :



Airnorth Regional
(10 Aug)



Premi Air
(11 Aug)



Jet Aviation Business
(21 & 23 Aug)



Transnusa
Aviation Mandiri
(26 Aug)

Ground Breaking of Premier Lounge in DPS



JAS is officially appointed to operate Premier Lounge in new international terminal of Ngurah Rai Airport of Denpasar. A ground breaking ceremony was held to begin the construction of the facility. The ceremony was held on 8 August 2014, at 3rd mezzanine floor of Denpasar New International Terminal.

The inauguration was attended by Airlines Representatives, Mr. Herry Sikado (GM AP I DPS), Mr. Gusti Ngurah Andita (Head of Ngurah Rai's Custom), Mr. Budi Rijanto (Airport Authority), and invitees from immigration, KP3U, and SBU's.

"We are delighted to be chosen and trusted by AP I to build and manage Premier Lounge in Ngurah Rai's International Terminal. In return, we will show our commitment to give full effort in bringing the best service and quality possible to our customers," said Mr. Adji Gunawan in his speech.

He continued, "Premier Lounge is designed to satisfy the needs of passengers of our airline partners, yet fully comply with the safety and security regulations of an international airport.

In addition, we incorporate traditional Balinese touch and hospitality in respect to the local traditions. We hope that this lounge will give an unforgettable experience to all passengers in Ngurah Rai Airport," he closed his speech. - Ketut



JAS readiness for A380



When an airline conforms to operate A380 in CGK, JAS is ready to serve. JAS has equipped itself with a set of GSE to handle a large carrier of A380, including one pushback car with GVW up to 70 tones.

JAS had once handled a A380 SQ aircraft which diverted in CGK on Fri, 4 May 2012 for medical evacuation. As well Mr. Irawan Kuncoro (JAS Mgr Ramp & Services) was also once seconded in JED to handled A380 ramp handling. - Sublyono



The Airbus A380 is a double-deck, wide-body, four-engine jet airliner manufactured by Airbus. It is the world's largest passenger airliner, and many airports have upgraded facilities to accommodate it. The A380 made its first flight on 27 April 2005 and entered commercial service in October 2007 with Singapore Airlines as the first customer. - Wikipedia

Hajj Flight in HLP & SUB



During this year's Hajj season on September - October 2014, JAS Airport Services is appointed by Saudi Arabian Airlines to handle their Hajj Flight, operated at Halim Perdanakusuma Airport (HLP) and Juanda International Airport (SUB).

Using B747-400 aircraft, more than 400 pilgrims departed to Jeddah on the first flight group on 1 September 2014.



JAS will also handle Hajj Flight Phase II (Pilgrims Arrival) on 10 October - 5 November 2014. - *Isri*



for HON



Lufthansa



On 1 June 2014, ASA welcomed Lufthansa with its Premium Service. ASA Team delivered its Premium service exclusively to the member of HON Circle, Lufthansa's frequent flyer program, and the companion.

ASA Premium enables HON Circle members to enjoy a hassle free airport experience, with the help of professional personal assistant who help the passengers during arrival and departure process in Soekarno Hatta International Airport of Jakarta. - *Diah*

Deutsche Lufthansa AG is the flag carrier of Germany and also the largest airline group in Europe, both in terms of overall passengers carried and fleet size. It operates services to 18 domestic destinations and 197 international destinations in 78 countries across Africa, the Americas, Asia, and Europe, using a fleet of more than 280 aircraft. - *Wikipedia*

SUB Station

Achievement

Erna Ariasmawati, a Senior Staff of Terminal Services is awarded with the Certificate of Achievement on the CM Floorwalker Training for the Trainer, held by Cathay Pacific in Hongkong on 26 May - 3 June 2014.



Extra Flight

To accommodate Lebaran peak period, Cathay Pacific added 5 extra flights for sector HKG-SUB-HKG on 25-27 July 2014 and 3-4 August 2014. In the same period, Eva Air also added 1 extra flight to accommodate passenger on TPE-SUB -TPE.



CM Cutover for CX - On 22-23 August 2014, CM Cutover for Cathay Pacific was successfully performed by CX SUB team. The new CM system replaced the previous system by CUPAC. A verbal compliment was extended by CX HKG and MNL to SUB team who completed the quickest check-in process during the first day of cutover.



Charter Flight - JAS SUB was succeeded to handle a charter flight of IL76 for CHK-SUB-HYD which carried a total of 8,700 kgs military equipment on 20 August 2014.

On 30 August 2014, JAS SUB also successfully handled another charter flight of B757 with route Rodna- Surabaya - Kadena which carried 141 military people from United States. - Eko.P



Do you know? The Djuanda airport of Surabaya was named after Djuanda Kartawidjaja, the last Prime Minister of Indonesia who initiated the development of this airport. - Wikipedia

SUB & DPS Go Live for **5S**

5S (Sort, Set in Order, Shine, Standardize, and Sustain) is a process to apply the standard in workplace both for employees and management. It is believed that this philosophy could help us to achieve 4 main objective of working, which are work efficiency, work productivity, work quality, and safety.

As one of JAS' commitments, we apply this program nationwide. As a continuation of this program which was already implemented at Soewarna Head Office, we are now expanding the program to our main stations, which are CGK, DPS and SUB.

Our goal is to develop a habit of working in an organized fashion. From this small thing, we believe we could reach a better work environment and ethics in the future. - Yoni



Assessment of Public Service Unit the Ministry of Transportation's Environments



The Ministry of Transportation will conduct an assessment of the public service for Banten province on 9 September - 12 September 2014.

The purpose is to reward the Company who had demonstrated the best performance of the public service.

To note, JAS had obtained the same award for the category of Prima Madya Service in 2012.

Let's keep our finger cross that JAS will 'carry the day' again this round - Martha

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



ISAGO Recertification audit in SUB & DPS

IATA Safety Audit for Ground Operations

On 13 - 15 May 2014, ISAGO Recertification audit was held at SUB Station. The auditor team were 2 representatives of Kenya Airways.

The objective of this audit is to determine the degree to which Surabaya team conforms to the ISAGO Standards and Recommended Practices.



And on 3 - 5 September 2014, ISAGO Renewal Audit was held at DPS Station. The auditor team consists of three persons of Transaero Russia: Mr. Anatoly Budrov (Lead Auditor), Mr. Vitaly Girov and Mr. Renat Asibkaov (Members).



On the closing meeting, there was no finding raised for both stations. The Auditors were fully satisfied, impressed and expressing his appreciation to the team with these results.

- Bud, H & Heri S

DPS ranked #2 for station's performance

With the score of 90.6, DPS placed 2nd rank for Eva Air station performance.

Mr. Nazri Othman (JAS COO) relay his sincere appreciation to DPS teams: "Bravo and Well done JAS DPS. We look forward to doing our best to overtake number 1 station."

- WToV

Do you know? Eva Air rank as one of world's 10 safest airlines by airlineratings.com

SQ Awards for JAS

DPS

Singapore Airline's station manager, Mr. Louis Tan, handed an award to SQ Dedicated Team for achieving 100% punctuality for period of January - June 2014.

SQ management hosted a dinner function as an appreciation at Warung Subak Khrisna Kuliner, Bali on 31 August 2014.



CGK

Meanwhile for Station Performance Monitoring Scheme 1Q14 & FY13/14, CGK performed well for the last 3 quarters of last financial year and resulting in a final position of 9/19.

And for Station Baggage Handling Scheme, CGK is having the absolute best baggage score, defeated NRT & MNL in its group. - *Witai & Budiono*



Mr. Budiono (JAS Key Account Manager for SQ)

Singapore Airlines Limited is the flag carrier of Singapore which operates from its hub at Changi Airport and has a strong presence in the Southeast Asia, East Asia, South Asia, and "Kangaroo Route" markets. - *Wikipedia*

Zero Deportation Case



JAS Silver received an appreciation from Mihin Lanka Management for the "Zero Deportation Case Achievement" on August 2014.

Mihin Lanka also sent their gratitude to one of JAS staff, Siti Malahayati for her best effort of controlling their passenger check-in process.

- *Agus Sundoro*



Mihin Lanka is a government owned low-fare leisure airline based in Colombo, Sri Lanka. The airline operates scheduled flights from its hub at Bandaranaike International Airport to a number of cities in the Indian subcontinent, the Gulf States, Southeast Asia, and Eastern Africa. Currently it operates three aircraft. - *Wikipedia*



JAS was selected to receive Customs Awards on 12 August 2014 for category of user rate compliance.

Criteria used for this category includes customer's work rate, work performance, and contributions.

The award giving event was opened by speech of The Head of CGK Customs, Mr. Dr. Marisi Zainuddin Sihotang, S.H.,M.M.

Other category's winners are:

Most responsive customer : PT. Nippon

Most discipline customer : PT. Agility

Most friendly customer : PT. Schenker

- Martono



Mr. Dr. Marisi Zainuddin S., S.H., M.M.
(The Head of CGK Customs)



Appreciation to JAS Management and CX Dedicated Team



For the great support that JAS had provide for CX Cargo over the years in the Indonesia, Mr. Duc Ngo Cong as CX Acting Cargo Manager sent his appreciation to JAS management and CX dedicated team.

CX thanked JAS teams who had worked beyond their call of duty to ensure a safe, punctual, and standard operational compliance as set by CX. - Duc L.

Cargo CGK Adjustment's Rate

In order to maintain the quality of cargo services and facilities in Soekarno-Hatta Airport, JAS decided to adjust our cargo services rate, with effect from 1 September 2014.

And to ensure that the adjustment runs smoothly, the IT Team has accommodated the adjustment's rate into JAS' Cargo application. - *Harjo & Tedy S*



Appreciation to DPS Customs

JAS awarded an appreciation to DPS Customs Office towards the significant improvement in handling cargo customers by providing **Sistem Manifest Dengan Email (SIMADE)**, and **Sistem Angkut Lanjut Barang Impor Melalui Darat (SANGBIMA)**.

The ceremony was held on 8 August 2014, at JAS DPS International Cargo Terminal, and attended by officials from both side: Mr. Budi Harjanto (DPS Customs Head), Mr. Adjie Gunawan (JAS CEO), Mr. Hargo Wibowo (JAS Deputy Director of Development), and Mrs. NLK Witari (JAS DPS Station Manager). - *Henry*



Contract Signing for Cargo SUB

JAS and AP I SUB signed an agreement on joint ventures of Cargo Terminal operation and International Station operation. The agreement also includes renting a space for JAS maintenance facility in SUB.

The contract signing was attended from both AP I and JAS. Mr. Trikora Harjo (GM AP I) and Mr. Sulkan (Sales Department Head of AP I for SUB) represented PT AP 1; while Mr. Nazri Othman (JAS Vice President Director), Mr. Hargo Wibowo (JAS Deputy Director of Corporate Business Affairs & Development), Mr. Bia Laksmana (JAS GM Cargo Network Services), and Mr. Heri Lukmanto (JAS Ground Station Manager for SUB) represented JAS. - *Henry*



Ivan Tosala, A Man with High Dedication

Mr. Ivan Tosala has been working with JAS since 2006. Graduated from Muhammadiyah University of North Sumatera, he started his career as Aircraft Cleaning and Outsourced Porter. Yes, you heard it right, Aircraft Cleaning and Outsourced Porter. It might sound a bit strange for a university graduate to work in those areas, but Ivan did not care. All he wanted was a job, and he got it!

With total commitment and hard work, he slowly climbed up the ladder until 2008, where he got a Flight Coordinator position in Polonia Airport, Medan. Such an improvement knowing that he only started as an aircraft cleaning and outsourced porter.

This is not the end of story. In 2013, he got promoted into Section Head of Ramp and Services, a position where even he never imagine reaching. Being a Section Head of Ramp, he is taking care of staff porter, aerobridge, maintenance, flight coordinator, and GSE Coordinator.

The rise of his career was triggered by his willingness to succeed, flexibility, and low profile, which makes him favorite amongst his colleagues. "I never seek popularity, especially being interviewed likes this," he smiled. When asked about his motto, Ivan answered, "I believe in hard work. There is no such thing as luck without hard work. The harder we work, the more luck we get".

JAS itself is introducing an In-sourcing program, bringing a third party outsourcer to work inside JAS' facility, and Ivan is one of the example of it.



"I believe in hard work. There is no such thing as luck without hard work. The harder we work, the more luck we get".

At the end of the interview, Ivan stated that JAS' vision and mission is at the same line with employees' career development. "Nothing is impossible for JAS' outsourced employees. The more they achieve, the more chance they will become JAS' family."

Keep up the spirit, Bro Ivan! We hope your spirit and inspirational story will motivate us all to pursue our career; and most importantly, work hard in everything we do.
- Martha & Eva

About Mr. Ivan Tosala

Date of Birth : November 1975

Place of Birth : Serampah,

Nanggroe Aceh Darussalam

Hobby : Photography

The Launching of Apron Assistant

Since the beginning of July 2014, JAS prepared an insourcing team ready to build full fledge insource staff teams for Baggage and Ramp Operations in CGK called Apron Assistant (AA). Its aim is to provide a secured and smooth cutover. Their jobs are, but not limited to, baggage make up from check-in and baggage breakdown on arrival. JAS believed that converting from outsourcing to insourcing would improve service quality, reliability, and image towards customers.

There are several steps to make sure that the AA teams meet the standard requirements. Started with interview with user and HRD, medical check up, gathering up files needed for airport pass; including *Perjanjian Kerja Untuk Waktu Tertentu* (PKWT), 2 days training for every batch, and lastly On Job Training. The training materials include ground handling business process, introducing the main job and function, basic loading and unloading skills, dangerous goods awareness, ramp safety awareness, and aviation security awareness.

There are 3 important targets for AA's. First is safety. Aircrafts must depart safely with no defects. All AA's must always comply with the safety procedures. Second is Punctuality, where the On Time Performance (OTP) set by airlines must be achieved. Third is Service quality. AA's must meet the service delivery performance of AA's set by airlines.

As per 1 October 2014, AA teams have started services in CGK Terminal 3, with AirAsia as the main customer. With proper education and preparations, it is hoped that the inauguration of JAS' AA will set a higher standards of ground handling service in CGK, especially for JAS' clients. - Bambang Satwoko



Check In Area



Make Up Area



Ramp Area



JAS New Organization Structure



JAS introduces the new organization structure to better prepare and anticipate the changing landscape of the industry and to keep the organization ahead of competition.

We are glad to inform you that there are three new positions of Deputy Directors, who will be accountable to the Board Of Directors management/administration.



Le to Ri : Mr. Titus Dewanto, Mr. Subiyono,
Mr. Hargo Wibowo

3 new Deputy Directors

Mr. Titus Dewanto as Deputy Director of Corporate Affairs

Mr. Hargo Wibowo as Deputy Director of Corporate Business Development

Mr. Subiyono as Deputy Director of Corporate Services Deployment

Mr. Adji Gunawan (JAS CEO) on behalf of management congratulate the new Deputy Directors, "I would like to welcome the new leaders in navigating our organization in these turbulence time." - Martha

JAS Care for Fire Disaster Victim

On 11 August 2014, a devastating fire accident hit the house of Mr. Agus Dwi, of JAS HLP cargo team. The fire was triggered by a short circuit. Despite no fatalities caused by the fire, most part of the house was burnt down.

On 22 August 2014, Halim Cargo Team and JAS visited Agus' house and contribute IDR 5 million in effort to help the family's burden in their process of recovery. - Satriano



Town Hall at Cargo, Terminal, Maintenance Center

To improve the communication, align the understanding between all employees, as well as to strengthen internal bonding between members of the board and frontline staff, JAS held a Town Hall meeting with cargo, terminal and maintenance staff.

The idea of these meetings is to have a 2-ways communication between top management and staff, to share updates on the company and to understand daily operational issue as faced by the frontliners. At the end, the meeting is also aimed to improve company's communication and teamwork.

The meetings were opened by an opening speech of Mr. Adji Gunawan (JAS CEO), and continued with Q&A sessions. - Tenka

Cargo's Town Hall



Terminal's Town Hall



Maintenance Center's Town Hall



The Graduation Ceremony of **JAS Academy** Batch I (SUB) & Batch V (JKT)



The graduation ceremony of JAS Academy was held on 5 September 2014 in SUB Learning Center after the 10 students passed the 3 months learning process on both theory and field training at cargo, apron and passenger services department. Taufik Adhi Prayitno was selected as the Best student of this batch.

Mr. Titus Wahyu Dewanto (Deputy Director of Corporate Affairs) in his speech stated: "The younger generation must have a dream and all of you must keep studying and keep trying to do your best to chase your dream."



Meanwhile, the graduation ceremony of JAS Academy Batch V JKT was held in JAS Learning Center Jakarta with a total of 15 graduates.

The best student in this batch is Jane Wulandari and she already gets her first job at JAS Lost and Found division.

During the graduation, Mr. Ardjuna Sitorus (JAS CCO) advised all students to keep developing themselves. - Eka.P.S WW

Education survives when what has been learnt has been forgotten

B.F. Skinner

JAS Academy Batch VII, Jakarta



Mrs. Ita Hatta (JAS GMH), Mr. Hery Silitonga (JAS Learning Center Manager) and JAS Academy Students Batch VII

On 18 September 2014, JAS Learning Center initiated an opening ceremony to welcome 35 new participants of JAS Academy Batch VII Jakarta. The opening ceremony was located at JAS learning center at Rawa Bokor, Cengkareng.



The ceremony commenced with an opening speech by Mrs. Ita Hatta (JAS GMH), who gave a warm welcoming words for the new participants. She also explains that the learning program will take 4 months to complete, 2 months in classes and 2 months on the field.

After the speech, Mr. Herryanto Silitonga (Learning Center Manager) gave a symbolic starter kit to Ms. Dinar and Mr. Galih as the 2 representatives of the participants. As initial program, the 35 participants are leaving to Puncak for a 3 days outbound as part of the introduction on team building. - Melinda & Ezra

Ladder for Success

Basic Development Program (BDP) is an employee development program designed for high potential staff of basic levels that demonstrated outstanding performances and carefully selected by his/her direct superior.

25 participants were selected from all JAS' stations to attend a 17 days program of comprehensive training. The program is expected to deliver a new pool of talents for JAS' future leader.

On the Graduation Day, 1 July 2014, 3 best students were selected, namely: Mr. Sukanto (Cargo CGK), Dhonny Suhendra (Avsec HLP) and Agung Arimbawa (Ops GH DPS).

- Daniel



The brain is wider than the sky
Emily Dickinson

Get to know our holding, CAS Group

PT Cardig Aero Services, Tbk - CAS Group is an Aviation and Food Solutions provider which owns five subsidiaries that provide a wide range of services in Aviation Support and Food Solutions.

CAS Group positioned themselves as a destination company. A destination for every customer that in need of a long term plan. Where the plan will eventually increase its customer value as a destination.

A plan that will provides a solutions from A to Z, that will increase the value of the client destination and business.

Those 5 subsidiaries are:



PT Jasa Angkasa Semesta Tbk - JAS is Indonesia's foremost ground and cargo handling company in 12 major airports in Indonesia.

Supported by over 3,000 employees, JAS currently serves over 37 carriers, of which 90% are international carriers, and more than 150 shippers and consignees.



PT JAS Aero Engineering - JAE is Indonesia's leading third-party provider for aircraft line maintenance and technical ramp services. JAE is a joint venture with SIA Engineering Company.

Operating in 17 major airports in Indonesia, the Company employs over 200 staffs including 80 licensed engineers and 50 mechanics to support its maintenance services.



PT Cardig Anugrah Sarana Catering - CASC offers integrated tailor-made solutions in industrial catering as well as housekeeping, laundry, gardening, logistics and purchasing of quality and safe raw materials to meet the HACCP (Hazard Analysis Critical Control Points) and ISO Standards.

So far, CASC has served seven large mining companies in 19 locations serves up more than 17,500 meals daily.



PT Cardig Anugra Sarana Bersama - CASB is Currently ventured into facility management services.

Currently, CASB is serving customers from various sectors, including offices, hotels and shopping malls in Jakarta and its surrounding vicinity.



PT Purantara Mitra Angkasa Dua - PMAD is an inflight catering service provider at Soekarno-Hatta which provides catering to local and international airlines to date.

CAS Group Brand Architecture



Integrated Services



Scan Me!



With effect from 27 July 2014, KULINAIR (Joint Operation of Inflight Catering Services with PT Angkasa Pura Hotels) began to provide inflight catering services for Royal Brunei Airlines at Ngurah Rai International Airport, Bali.

Royal Brunei Airlines serves Bandar Seri Begawan - Bali flight 4 times per week using Airbus 320-200 aircraft.

Other than Royal Brunei Airlines, now KULINAIR provides in flight catering to Indonesia Air Asia, Qatar Airways and Asia Atlantic Airways. - Hanif

Corporate Social Responsibility in Kampung Pisang

CAS under collaboration with Emmanuel Foundation (www.yayasan-emmanuel.org) visited Kampung Pisang, located near Soekarno-Hatta Airport to give voluntary donations to 110 families who mostly make their living as seasonal farmer.



Mr. Nurhadjono Nurjadin (JAS President Commissioner) with CAS team visited Kampung Pisang



The visit is part of CAS' Corporate Social Responsibility (CSR) program in helping the less fortunate families to improve their life. - Hanif

Best Air Cargo Terminal in Asia for the 16th time!



(Left) SVPCS Ronald Yeo receiving the award onstage; (Top) SATS Cargo management with representatives from SATSWU and AAT, at the AFSCA ceremony.

Beating two other finalists in its category, this is the 16th time, and fifth consecutive year that SATS has received the Asian Freight & Supply Chain Awards (AFSCA) for "Best Air Cargo Terminal – Asia".

The awards were based on votes cast by professionals in the logistics and cargo industry. SATS was recognised for our clear communications of performance standards to customers and ability to offer satisfactory and timely resolution of problems. In addition, timely and adequate investment in new terminal infrastructure to cater to future demand, and effective and user-friendly IT systems were also differentiating factors.

We have continually invested in our facilities and broadened our gateway offerings to better serve our customers. Our

on-airport perishable handling facility – SATS Coolport – was recently certified by IATA as the world's first Centre of Excellence in Pharmaceutical Handling. SATS Coolport takes our cargo competencies to the next level by providing airline customers and global shippers assurance that their pharmaceutical shipments are handled to the most exacting standards.

Being at the forefront of industry developments, SATS was the first Air Cargo Terminal Operator to enhance our IT system and align our cargo acceptance process to support Singapore Customs' Advanced Export Declaration regime last year. Additionally, in collaboration with Singapore Airlines Cargo, we were one of the pioneer industry players to support and comply with Air Cargo Advanced Screening requirements, which enhance security of cargo departing from Singapore to US.

"This award is a testimony of service innovation and excellence, and serves as recognition of the hard work put in by our staff. Being a leader in gateway services, we will continue to strive to value-add and improve connectivity for our customers through our comprehensive offerings across the region," said Ronald Yeo, Senior Vice President for Cargo Services, SATS.

The 28th annual AFSCA is organised by Cargonews Asia to honour organisations for demonstrating leadership as well as consistency in service quality, innovation, customer relationship management and reliability.



Excellence
I give only my best.
You can count on me.

sats



SATS' Annual Safety Campaign Be Safe: Look, Think, Act!

SATS kicked off its annual Safety Campaign on 9 April 2014. This year's theme "Be Safe: Look, Think, Act" focused on creating a culture where all employees should take a personal responsibility in ensuring a safe work environment. The campaign also reinforced the message that safety is our top priority and an integral part of our business.

Besides the main launch event, sub-launches were held to capture a wider audience and to bring the Message closer to home. Guest speakers from Changi Airport Group (CAG) were invited to share on the airport's drive towards 'zero incidents'.

Participants also took part in games and quizzes that highlighted the importance of safe practices during work. Across the various BUs, the common message to all employees was reiterated - that we are responsible for ensuring and creating a safe work environment for all.

- Priscilla Quak

SATS Staff Association (SSA) – Caring for Arc Children's Centre

On the afternoon of 5 June 2014, 25 volunteers from SSA hosted a group of 20 children from the Arc Children's Centre, a charity that SSA has been supporting since July 2011.

2 bouncing castles were set up in SATS In-flight Catering Centre 1 Multi-Purpose Hall, where the children and volunteers had great fun together.

Arc Children's Centre is a charity that nurtures and enriches the lives of children with cancer or other life-threatening illnesses, by providing them with a joyful and healthy environment. SSA supports the Arc Children's Centre by providing daily lunch and organizing quarterly activities for its beneficiaries. - Priscilla Quak



SATS is First to Receive **EU RA3 Accreditation** in Singapore

SATS Ltd. (SATS), Asia's leading provider of food solutions and gateway services, has successfully attained the European Union (EU) Regulated Agents (RA3) accreditation, making it the first ground handler in Singapore to do so. This certification confirms that SATS meets the stringent security requirements for screening air cargo and mail entering the EU, supporting Singapore's status as a regional aviation hub.

SATS is present at 44 locations and in 12 countries across Asia and the Middle East. They handle about 80% of the scheduled flights and serve close to 60 scheduled airlines at Changi Airport.

Media Visit to Gatra Magazine & Berita Satu Holdings

To proactively provide information to the media, instead of reacting to what they report, is always very useful, especially in the wake of a crisis, a situation where every business will experience, whether large or small.

To this end, JAS did a media visit to Gatra & Berita Satu on 13 August & 11 September 2014, to meet their Chief of Editors and Reporter's Team. Aside from introducing the company, the visit was also to strengthen our relationship with major medias - *Martha*



GATRA
MAJALAH BERITA MINGGUAN

**BERITA
SATU**



Memahami Redress

Pernahkan anda memesan barang dari luar negeri, dan setelah barang tiba di bandara Indonesia, ternyata barang anda tidak dapat cepat diproses keluar dari gudang bandara? Bila ini pernah terjadi, bisa jadi impor barang anda harus menjalani proses yang disebut dengan Redress.

Redress bermakna memperbaiki, mengkoreksi atau membetulkan. Dalam konteks ekspor/impor, redress berarti memperbaiki data/informasi yang tercantum dalam manifest barang kargo dengan data yang benar menurut ketentuan kantor Pabean setempat. Data/informasi yang dimaksud disini adalah data/informasi yang dikirim oleh pihak pengangkut barang, baik maskapai penerbangan atau pelayaran, kepada kantor Pabean setempat, bukan data yang disiapkan oleh importir/eksportir seperti dalam Pemberitahuan Ekspor/Impor Barang (PEB/PIB).

Pertanyaan yang lazim adalah, mengapa bisa terjadi kesalahan dalam data/informasi dalam manifest barang yang disiapkan pihak pengangkut? Bukankah pihak importir telah menyiapkan Pemberitahuan Impor Barang dengan jelas? Secara teknis hal ini memang mungkin saja terjadi.

Kesalahan yang umum terjadi adalah bahwa pihak eksportir di negara asal menyalpkan data manifest secara tidak lengkap atau tidak akurat. Namun selain itu, kesalahan juga dapat terjadi akibat pihak pengangkut melakukan perubahan atas data/informasi tersebut. Lho, kok bisa?

Maskapai penerbangan umumnya menggunakan sistem pertukaran data secara elektronik (Pertukaran Data Elektronik atau PDE). Pihak Pabean Indonesia pun telah mengadopsi dan menggunakan sistem PDE ini. Untuk mempermudah proses, Organisasi penerbangan dunia IATA menetapkan format pengiriman pesan yang standar (IATA Standard Cargo Messaging), yang dapat digunakan pada sistem pengiriman yang berbeda-beda (SITAtext, FFM/FWB/FHL). Yang menjadi masalah adalah sistem pertukaran data elektronik ini umumnya membatasi jumlah huruf/karakter untuk setiap informasi. Disinilah kemungkinan perubahan data/informasi oleh maskapai penerbangan itu terjadi. Sering kali kolom nama dan alamat consignee atau notify party terpaksa harus disingkat akibat batas jumlah karakter pada sistem hanya sebanyak 35 huruf saja. Dan akibat maskapai penerbangan tidak memahami cara menyingkat kata yang lazim di Indonesia, beberapa informasi penting terpaksa dihilangkan atau disingkat dengan cara yang tidak dipahami oleh pihak Pabean di Indonesia. Akibatnya, pihak Pabean mensyaratkan bahwa data manifest tersebut harus menjalani Redress.

Proses redress ini memang bikin pusing, selain barang tidak dapat keluar gudang pelabuhan dengan cepat, pihak importir juga harus menyiapkan surat permohonan dan berbagai dokumen pendukung, termasuk menjalani wawancara dengan pihak Pabean untuk menjelaskan mengapa terjadi Redress. Namun proses ini tetap harus dijalani, karena bagaimanapun Pabean berkewajiban untuk menjamin bahwa barang-barang yang masuk ke Indonesia tertib secara hukum dan administrasi.

Bagi anda yang bergerak dalam industri logistik, jasa impor atau agen kargo, ada beberapa cara yang dapat anda lakukan untuk menghindari peristiwa Redress ini:

- Pelajarilah dengan baik ketentuan-ketentuan yang berlaku di kantor Pabean Indonesia, khususnya mengenai tata-cara pencantuman data/informasi dalam manifest kargo yang sesuai dengan aturan yang berlaku di Indonesia.
- Jelaskanlah aturan-aturan ini kepada pihak eksportir/forwarder di negara asal.
- Dan cobalah memahami sistem Pertukaran Data Elektronik yang berlaku di dunia penerbangan, sehingga anda dapat menyiapkan data/informasi yang dapat diterima baik oleh pihak penerbangan, maupun kantor Pabean Indonesia.

Semoga bermanfaat.

- Iyok

TRAVEL LIKE AN ATHLETE

EAT TO BEAT JET LAG

Follow Heathrow's four day plan to help you cope with traveling across different time zones

3 DAYS TO GO FEAST!

- High protein breakfast and lunch and a high carbohydrate dinner. Limit caffeine to between 4pm and 8pm only

2 DAYS TO GO FAST!

- Light meals only today (like salads, soups, fruit and juices)

1 DAY TO GO FEAST AGAIN!

- Back to high protein breakfast and lunch and a high carbohydrate dinner. Don't forget to limit your caffeine too.

DAY OF TRAVEL FAST AGAIN!

- Limit caffeine to the morning if you are flying West or between 4pm and 8pm if you are heading East
- Flying "light" try to sleep, waking at transition time at your final destination and staying awake until landing
- High protein breakfast & lunch
- Avoid alcohol and aim to drink 200mls of water each hour



SLEEP WELL!

Here simple tips to ensure you arrive at your destination bright-eyed not bleary!

RELAX

- Wear loose comfortable clothing and take a jumper with you to keep out the cold

BOOK WISELY

- Book your flight so your dates to coincide with best time

ON THE PLANE

- Avoid alcohol which has a dehydrating effect. Try Charvonné tea instead.

BEST IS BEST

- Seasoned journeys produce the worst type of jet lag because you lose time across zones



DARK ARTS

Light exposure regulates your body clock so try wearing sunglasses during and after your flight until you are ready to face the light

CHIRPING

- Chew mastic over a film to help you sleep off

STRATEGIC MAPPING

- Keep track of time by having a stopwatch 45 minutes up at the time you would normally be asleep at home

MIND GAMES

- Change your watch to local time at your destination as soon as you board your flight

BANK YOUR SLEEP

- Gradually adjust your sleep times towards those of your destination a few days ahead of travel

ARRIVE REFRESHED AND READY TO GO

Help your brain stay awake by choosing a meal high in tyrosine - an amino acid found in high protein foods like turkey, eggs, almonds and dairy

- Try a cheese sandwich or crumbed scrambled eggs followed by a yoghurt

- Peppermint can reduce daytime drowsiness and fatigue - peppermint tea is a good choice

- Did you know that chewing gum stimulates facial muscles and blood flow to the head, helping you stay alert?

HEALTHY SNACKS TO TAKE ON BOARD



frontlines

July-September 2014

PT JASA ANGKASA SEMESTA, TBK
Wisma Soewarna, 1st Floor
Soewarna Business Park
Soekarno-Hatta International Airport
Jakarta 19110 - Indonesia
Tel : +62 21 5591 2988
Fax : +62 21 5695 6665
Email : corporate.secretary@ptjas.co.id

Advisor : Board of Directors
Chief in Editor : CORSEC Department
Contributor : All Employees

Frontlines is a publication of JAS Airport Services. Published three-monthly and circulated for internal and external parties. Material in **Frontlines** may be reproduced with written permission of the editor and for the purpose of the Company only. Contributor of **Frontlines** will receive compensation for articles or/and photos published.