

frontlines

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October - December 2014

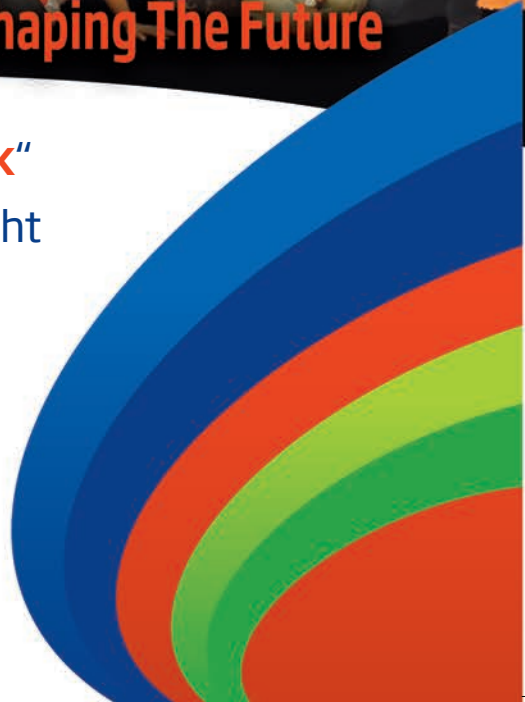
A Publication of JAS Airport Services



Strengthening The Present, Shaping The Future

- **"Same Company, New Look"**
- **The New** Customs Office & Freight Out Terminal
- Understanding Good Distribution Practice **(GDP)**
- **Getting to know** PT Purantara Mitra Angkasa Dua

Member of
CAS GROUP



Forging New Partnerships and Contract Renewal Across the Network

New Clients

Airlines	Station	Starting Month
Saudi Arabian Airlines	SUB	Dec 2014
Saudi Arabian Airlines	KNO	Dec 2014
Flynas	SUB	Dec 2014
Business Air	CGK	Dec 2014
Jet Asia	CGK	Dec 2014
Cathay Pacific 4 th flight Daily	CGK	Jan 2015
Qatar 3 rd flight	CGK	Jan 2015

Awards & Achievements

Awards & Achievements	Station	Airlines
The Best Baggage Score in Group 1	CKG	Singapore Airlines
The Best Airport Performance Award Among South East Asia Ports	SUB	Cathay Pacific
3 rd Rank Ground Handling South East Asia	CKG	Eva Air
1 st Rank Competitive Station	DPS	Eva Air
2 nd Rank Station Performance	DPS	Eva Air
1 st Rank Asia Pacific for Best Standard Process Time	CGK	KLM
The Best Baggage Score in Group 1	CGK	Qantas

2015

Welcoming the New Year

There is no better time to make the change than at the beginning of the New Year. We do believe that the start of a new year is a great time for change. So we're happy to direct your attention to several changes we're making in this last issue of 2014.

This issue will include a short list of anniversary news, airlines news, new facilities, awards & achievements and other updates which you will see on the contents page.

This edition also brings new faces to our profile column. We are happy to get to know closer with Mr. Heldi Yanuar, SV Cargo GM and Mr. Herry Purwono, the Best Graduate in JAS Officer Development Program Batch III.

We are also excited to soon change our brand from JAS Airport Services to CAS Destination. The new brand and logo will be officially launched in June 2015. And once we make the change, you will see our new look at our collaterals, signage, business cards, the new website, etc. And it's definitely will keep us busy as we are preparing for the changes ahead.

Let us know if you have any interesting articles or photos to share at martha.lory@ptjas.co.id

Here's to a successful and prosperous new year, and our very best wishes to you in 2015!



JAS 30th Anniversary Cocktail Party



On 10 December 2014, JAS held a Cocktail Party as the grand finale of series of event in commemorating its 30th anniversary. The event was held at Luna Negra, attended by JAS Board of Directors, staffs, clients and partners.

The event was launched with speech from JAS Board of Directors: Mr. Adji Gunawan (JAS CEO), Mr. Nazri Othman (JAS COO), Mr. Ardjuna Sitorus (JAS CCO), Mrs. Marianne Ludwina (CFO), and Mr. Nurhadijono Nurjadin (JAS President Commissioner), extending their appreciation and gratitude to all attendees who have supported JAS from the very beginning until today.

JAS founders, Mr. Arifin Sarodji & Mr. Sukardi were also managed to give their testimony on how JAS was started. The founders were also sent their gratitude towards the clients, staffs, and partners.

In addition to dinner, the event was also enlivened by a cabaret show and performance by past time hitmaker Vina Panduwinata and new dance music duo The Salt. - *Hezra & Feby*





JAS DO IT "Show Us Your Talent"

In celebration of our 30th anniversary, JAS held a talent competition from 17-18 November 2014. Participants are selected from all stations through an audition with varies talents from stand-up comedy, dance performances, solo singing, as well as group singing.

After a tough judgement on the 12 finalists, Mr. Wira of DPS Terminal Team was awarded as the 1st winner. His totality performance as a cabaret player brought him to the top place among all performers.

SUB Silver Team with their East Javanese traditional Ludruk performance came in 2nd place, and CGK SQ Dedicated Team with their Acehnese Saman Dance performance came in 3rd place.

Congratulation to all winners... - Feby

The Winners





Malang - Bromo Adventure Tour

Continuing last year's trip to Padang and Bukittinggi, this year JAS invited airlines and cargo agent clients to take the adventurous and culinary trip to Malang and Bromo, on 12-14 October 2014.

51 participants of Country Managers, Station Managers, Cargo Managers and JAS Board of Management joined this trip. Among the participating invitees were Management of Emirates, Qantas, Eva Air, Phillipine Airlines, Cathay Pacific, Turkish Airlines, Air France, Singapore Airlines, KLM, Sriwijaya Air, Mihin Lanka, and many more.

Departed from Cengkareng and Halim PK Airports, the group visited Batu Secret Zoo, witnessed the sunrise at the top of Penanjakan Hill in Bromo, hiked to the top of Bromo Mountain, took the rough and tough offroad adventure to the Teletubbies Hill, Savannah Valley and Whispering Sands, and took culinary visit to savour the famous local dish of Bakso Malang and legendary homemade ice cream at Toko Oen.

During the blissful dinner at Taman Indie Riverview Restaurant, Mr. Satish Sethi, the Country Manager of Emirates expressed his excitement on the tour, "I've been posted in so many stations, but I've never found a ground handling agency that take care of their clients, not only to provide the high standard of services as many quality airlines expect, but also entertain us like this. The tour is all fun and excited, so thank you to JAS for all the good times..." - *Yoyok.P*

_arrived on MLG



_at Batu Zoo



_at Bakso Cak Macan



_sunrise



_at savana



_dinner at Taman Indie





Jet Asia Airways Service Expansion Continues with Inaugural Flights to Jakarta

Jet Asia Airways, a Full Service airline based out of Bangkok-Suvarnabhumi airport has inaugurated scheduled service from Bangkok to Jakarta Soekarno-Hatta Airport every Monday, Wednesday, Friday, and Saturday. The new service is part of the Jet Asia Airways scheduled service's expansion program.

Jacob Saba, President and CEO of Jet Asia said, "We are delighted to launch this new service from our Bangkok hub to Jakarta, this is an integral part of our migration to a Full Service airline."

On 15 December 2014, JAS organized a Ribbon Cutting Ceremony and Cake Cutting by Mr. Benicio Mandez (Jet Asia Chief of Commercial), Mrs. Janny M (Jet Asia Country Manager of Indonesia), and Mr Andi Lukman (JAS GM Premier Network Services). - *Andi.L*



Jet Asia Airways is a Thai airline based out of Suvarnabhumi International Airport in Bangkok, Thailand. The fleet is composed exclusively of Boeing 767 aircraft. Jet Asia Airways offers full-service scheduled and chartered services as well as long and short-term ACMI flights - *Wikipedia*

Indonesia AirAsia Serves Lombok - Surabaya



Indonesian budget airline AirAsia has officially opened the service on Surabaya - Lombok Praya route with effect from 15 December 2015.

During the inaugural flight, 152 passengers were onboard the aircraft from a total capacity of 180 seats available in the Airbus A320, while the returning flight carried a total of 123 passenger.

"With a convenient flight schedule, we expect the opening of this route can provide alternatives to the people of Surabaya who want to travel to Lombok and vice versa. We are optimistic that we can contribute to promote tourism in Surabaya, Lombok and West Nusa Tenggara to support economic growth between the two cities," said President Director of Indonesia AirAsia Sunu Widyatmoko.



JAS is proud to handle both upper and below the wing process of Indonesia Air Asia. - Edwin

AirAsia to connect Medan with Yogyakarta

Low-cost carrier AirAsia Indonesia will connect its hub in Medan, North Sumatra, to the country's major destination of Yogyakarta in order to meet growing air travel demand between the two destinations.

"The opening of Yogyakarta routes will give more options for our customers in Medan who wish to visit Yogyakarta for leisure. We are hoping that the new flight services will help to contribute to commercial activities among the two cities," AirAsia Indonesia CEO Sunu Widyatmoko said.



The carrier began the Medan-Yogyakarta daily flights on 21 October 2014, operating an Airbus A320 aircraft with a total capacity of 180 passengers. - Eko.P

Goodbye, Valuair!



Budget carrier, Jetstar Asia, took over operations of Valuair flights between Singapore and its four destinations in Indonesia with effect from Sunday, 26 October 2014.

“Operating under the one brand with one airline code will further streamline and simplify customer communications, particularly for our growing number of Indonesia passengers travelling with us through Singapore to one of our 18 Jetstar Asia destinations,” Jetstar Asia CEO, Barathan Pasupathi said.

Jetstar Asia currently has a fleet of 18 180-seater Airbus A320 aircraft, and flies from Singapore to Jakarta, Medan, Surabaya and Denpasar (Bali). - *Martha*

Some of Jetstar Asia Awards & Achievements :

- Top 10 Airlines by Passenger Carriage - 2012, 2011, 2010, 2009, 2008, 2007 (Changi Airline Awards)
- Largest Growth in Passenger Traffic from Singapore 2011 (Changi Airline Awards)
- AsiaOne People’s Choice Award for Best Budget Airline in 2010

Business Air Inaugural Flight

Business Air was established in 2008 with the idea to anticipate and be part of the changing in tourism industry. The establishing groups have been in related industry in for years, including in hospitality services, finances, engineering and human resources.

The airline started by providing charter services for many purposes, including leisure, religious as well as MICE travel. The organization is run by professional and experienced team from various leading airlines.

In November 2009, Business Air obtained its license to do international regular services. On 11 December 2014, Business Air launched its first flight to CGK as their new destination.

Welcome Business Air! - *Lola.R*





Celebrate 5th Anniversary, Turkish Airlines Open Direct Route Jakarta - Istanbul

Turkish Airlines continuously provides quality services to its loyal customers in Indonesia. Since commencing the service in August 2009, Indonesia has become one of the important markets of Turkish Airlines.

"We thank our local partner for this 5 years and I hope this relationship will continue in years to come," said Mehmet Faruk Gurulkan, General Manager of Turkish Airlines Indonesia.

In celebration of the 5th anniversary year, Turkish Airlines opened the direct flight Jakarta - Istanbul, without transiting in Singapore.

This direct service will be available for sale on January 2015 and is targeted to business travelers and adventurers who want to experience to fly with the best airline in Europe. - Subiyono



Mr. Mehmet Gurulkan (TK Indonesia GM), Mr Adji Gunawan (JAS CEO) during the celebration of 5 yrs TK operation



Turkish Airlines has won four times Skytrax awards for Europe's Best Airline, Southern Europe's Best Airline, and the World's Best Premium Economy Class Airline Seat for three consecutive years in 2011, 2012 and 2013.

Additionally, Turkish Airlines has been selected the Airline of the Year by Air Transport News at the 2013 Air Transport News Awards Ceremony.



Flynas Operation at KNO & SUB

Flynas expanded its service to Surabaya with 3x weekly service from Jeddah having established two other routes in Indonesia, Jakarta and Medan. Flynas operates this sector with a long-range, wide-body Airbus 330-200, with effect from 14 December 2014.

And they also operates from Jeddah to Kualanamu with effect from 15 December 2014. The flight is a 2x weekly service, using a wide body Airbus 330-200 equipment with seating capacity of 246. - *Ferdi & Nanang*

Flynas, Saudi Arabia's national carrier, has won three CMO Asia Golden Awards for excellence in branding and marketing. Flynas marketing was honored with the awards in three categories: Brand Revitalization, Effective Use of Marketing Communication, and Marketing Campaign of the Year.

Saudi Arabian at KNO & SUB



Mustafa Ibrahim Al-Mubarak (Ambassador Arab Saudi for Indonesia), Abdulrahman S. Hajar (Vice President Haji, Umroh Product and Development of Saudi Arabian Airlines), Gatot Pujo Nugroho (North Sumatera Governor), H. Zainuddin Mars, H. T. Said Ridwan (GM AP II KNO Int'l Airport), Ir. Pramintohadi Sukarno (Otband Wilayah II)

Saudi Arabian Airlines starts to operate 2 times weekly service from Jeddah to Kualanamu with effect from 7 December 2014. The service is part of their strategy to expand routes to cities in Indonesia, the biggest Muslim country in the world.

And on 9 December 2014, Saudi Arabian Airlines operates a new flight from Jeddah to Surabaya. The service will be a 2x weekly flights and using its Boeing 747-400 equipment.

It is an extension of their network expansion plan in Indonesia, after Jakarta and Medan (Kualanamu). - *Ferdi & Nanang*

Saudi Arabian Airlines wins the award for Best Airline First Class Comfort Amenities announced in the 2014 World Airline Awards.

First Class Comfort Amenities assesses Quality of Amenity Kits, Washroom amenities, provision of slippers, pyjamas, duvet/blanket, pillows ~ total cabin comfort factors.

SilkAir Joins Singapore Airlines to Offer Flights to Denpasar



With effect from 12 December 2014, SilkAir, the regional wing of Singapore Airlines, began its daily services to Denpasar. Together with Singapore Airlines' four daily flights to Bali's capital, both airlines offer a total of five round-trip services a day, subject to regulatory approval.

SilkAir's Chief Executive, Mr. Leslie Thng said: "Bali is a popular year-round travel destination renowned for its multifaceted attractions from temples, to pristine beaches and paddy fields. SilkAir is extremely pleased to have the opportunity to connect travellers around the world to this vibrant tourist destination from 12 December." - *Edwin*



SilkAir Awards 2014

- Awarded Regional Airline of the Year by [AirlineRatings.com](#)
- Voted in the Top 10 List of "Best Airlines Worldwide for Cabin Service" by Hong Kong-based online travel magazine, [Smart Travel Asia](#).
- "Excellence in Airline Services" award by [Business Deepika Awards 2014 \(Kochi\)](#)
- Five-star Airline in the eye of [Sichuan Travellers- Golden Wing \(Chengdu\)](#)

Lufthansa to offer premium economy class in 2015

German carrier Lufthansa is set to introduce its latest premium economy and improved business classes to passengers in Indonesia mid-next year to help attract the country's growing affluent middle class.

Andrew Kim, Lufthansa's newly appointed Country Manager for Indonesia, said that the airline planned to introduce the new services to the domestic market in early June 2015.

"We see a lot of growth in Indonesia, especially the growing middle class, and the government is enhancing infrastructure as well. So we see a lot of opportunities here. We hope that our new products next year will further stimulate demand for our services," Andrew said on Friday, 12 December 2014.

In addition, Andrew said that Lufthansa might in the future connect its hub in Frankfurt to secondary cities in Indonesia such as Medan, driven by the country's healthy economic growth projection.

Welcome to Jakarta, Mr. Andrew Kim ... - *Subiyono*



Mr. Leo, Mr. Andrew Kim (new LH Country Manager for Indonesia), Mr. Adji Gunawan (JAS CEO), Mr. Subiyono (JAS DDO)



Mr. Adji Gunawan (JAS CEO) meet Dr. Georg Witschel (German Ambassador for Indonesia)



New Cargo Operations Control Room in SUB

JAS has recently installed a new elevated Cargo Operations Control Room with panoramic view of the Cargo warehouse for its duty officers.

This room acts as a communication centre and functioning as information control, warehouse activity monitoring, cargo tracing as well as customer services. - *Bia.L*



JAS Implements EDIFly as Its Messaging Provider

EDIFly is commonly used by many carriers and cargo operators worldwide, including: CargoLux, Swissport, BKK Flight Service, HKG Cargo Terminal, LUG Aircargo Handling, SGN Cargo, TAP Portugal, ICC Shenzhen, KUL, SIN GHA, EY, QR, as well as JAS affiliated company, SATS, in all of its stations.

This drives JAS to also choose EDIFly for its messaging solution with effect from 1 December 2014. The usage of EDIFly system is also expected to reduce JAS messaging cost, as it utilizes public internet system.

Apart from the new system, JAS will still be using SITA Messaging Gateway, particularly for the messaging transmission with non EDIFly clients.

Adji Gunawan, JAS CEO said: "We always strive to improve our service to cope with the future requirement and connectivity, and we are very pleased to introduce the use of EDIFly as our messaging system to improve our service delivery to our valued partners." - *Tedy.S*





The New Customs Office & Freight Out Terminal

On 1 December 2014, JAS held an event to introduce the new Customs Office and Freight Out Terminal facilities at Cargo Terminal 520.

The event was launched with a speech by Mr. Adji Gunawan (JAS CEO), expressing his gratitude and appreciation to all stakeholders in CGK Cargo Terminal who have continuously supported JAS all these while.

In addition, Mr. Adji explains that JAS is in the process of obtaining Good Distribution Practice (GDP) certification, which is a standard system of pharmaceutical distribution for human use, initiated by WHO. "By obtaining this certificate, we show our commitment to support CGK to become a world class airport, as well as to support Indonesian pharmaceutical industry" said Mr. Adji Gunawan.

JAS will be the first warehouse operator in Indonesia to acquire this GDP certificate, and we are proud to that achievement.

In return JAS awarded certificates of appreciation to Kantor Pelayanan dan Pengawasan Bea & Cukai Tipe Madya Pabean Soetta, Kantor Otoritas Bandar Udara Wilayah I Soetta, Unit Bisnis Pelayanan Kargo PT AP II Bandar Udara Soetta, Balai Besar Karantina Ikan dan Pengendalian Mutu dan Keamanan Hasil Perikanan Jakarta I, and Balai Besar Karantina Pertanian Soetta for the continuous support on JAS Cargo operation.

- Hezra & Feby



Memahami Good Distribution Practice (GDP)

Good Distribution Practice untuk Produk Farmasi atau disingkat GDP, adalah sistem kendali mutu atas proses distribusi produk-produk farmasi bagi kebutuhan manusia. Sistem GDP ini dipelopori oleh World Health Organization pada tahun 2005, dan saat ini telah diratifikasi oleh negara² yang tergabung dalam Masyarakat Eropa (EU) dan Amerika Serikat.

GDP mengatur panduan persyaratan untuk proses pembelian, pengiriman, penyimpanan, ekspor dan impor produk farmasi untuk konsumsi manusia. Secara umum proses yang diatur dalam GDP terhitung dari semenjak barang produk medis tersebut keluar dari pabrik farmasi hingga diterima oleh konsumen, yang meliputi proses transportasi oleh dan melalui berbagai moda, proses penyimpanan sementara, proses pengawasan oleh otoritas lokal, hingga proses penyimpanan di gudang distributor dan toko.

Pemberlakuan standar GDP ini ditindaklanjuti oleh IATA, yang juga menerbitkan aturan mengenai standar logistik produk-produk farmasi, yaitu IATA Air Transport Logistics for Time and Temperature Sensitive Healthcare Products.

GDP tidak mencakup proses produksi dari produk-produk farmasi, yang diatur WHO secara terpisah dalam pedoman yang lain, yaitu Good Manufacturing Practice (GMP).

Lalu apa hubungannya dengan JAS?

Sebagai salah satu operator gudang internasional di bandar udara, yang juga merupakan simpul dari proses ekspor-impor kargo udara, JAS berkepentingan untuk menjamin bahwa seluruh barang

yang melalui gudang JAS memenuhi standar-standar yang berlaku secara nasional maupun internasional.

Dengan semakin meningkatnya volume ekspor-impor produk farmasi di Indonesia, JAS menyadari akan pentingnya pemenuhan standar kualitas mutu atas produk farmasi yang melalui gudang JAS. Untuk itu pada November 2014, JAS mengundang auditor GDP untuk melakukan audit atas fasilitas gudang JAS di Bandara Soekarno-Hatta. Proses audit dilakukan oleh SGS (Societe Generale de Surveillance), yang mencakup audit terhadap seluruh manual, SDM, dan berbagai fasilitas penyimpanan di gudang JAS.

Proses verifikasi SGS telah selesai dilaksanakan dan diperkirakan JAS akan menerima sertifikasi GDP pada bulan Januari 2015. Ini berarti seluruh produk-produk farmasi yang melalui gudang JAS, telah dijamin memenuhi standar dan dapat diterima secara internasional. Dan JAS menjadi operator gudang pertama di Indonesia yang menerima sertifikasi GDP.

Upaya JAS untuk memperoleh sertifikasi GDP ini juga merupakan bagian program pengembangan mata rantai bisnis kargo farmasi yang juga dikembangkan oleh mitra JAS yaitu SATS Singapore. Dengan memiliki sertifikasi GDP, diharapkan akan terjadi end-to end solution atas pengiriman kargo farmasi di Indonesia maupun Singapore.

Sertifikasi GDP ini adalah wujud dari komitmen JAS untuk memajukan industri farmasi nasional sekaligus mendukung visi Bandara Internasional Soekarno-Hatta sebagai salah satu hub udara kelas dunia. -

Yoyok.P

Russian Parliament Delegates

On 11 November 2014, JAS was appointed to handle a VVIP flight carrying the Chairman of Executive Russian Council and Russian Parliament Delegates at HLP.

Valentina Mavienko, as the Chairman, visited Jakarta to meet the newly promoted vice president, Mr. Jusuf Kalla, to discuss potential partnership between the 2 countries.

The VVIP mission was operated by Ilyushin IL-96 aircraft, a type of aircraft that JAS rarely handle, carrying a total of 50 passengers. The ground handling was smooth throughout the process, and the plane took off from CGK back to Moscow on the day after. - *Hezra & Feby*



Mrs. Valentina Mavienko



Germany's Foreign Minister



Mr. Frank Walter Steinmeier

On 3 November 2014, Mr. Frank Walter Steinmeier, as the Foreign Minister of Germany, visited Istana Merdeka to meet The R.I President Mr. Joko Widodo.

The main focus of the meeting is to strengthen economic cooperation between the 2 countries.

After the meeting, Mr. Steinmeier and his team proceed towards HLP Airport. The departure process was handled by JAS Airport Services & ASA team.

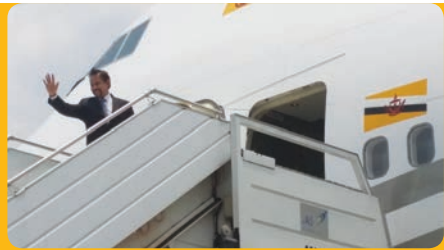
Mr. Steinmeier with around 50 other crews and VIP passengers boarded the Airbus 340-200 aircraft and departed out of HLP at 16.20. - *Hezra & Feby*

Sultan Hassanal Bolkiah

Brunei's Sultan Hajj Hassanal Bolkiah visited Jakarta to attend the inauguration of Joko Widodo as the President of Indonesia.

The mission uses a Boeing 747-400 aircraft, and arrived at HLP on 19 October 2014.

JAS is proud to be selected as ground handling agent of this VVIP flight, and the whole arrival and departure operation was smoothly handled. - *Satriana*



UN Flight



From 10 December - 23 December 2014, JAS handled Ethiopian Airlines B767-300 carrying 1500 Indonesia Troops assigned to Sudan and Lebanon.

It was a UN project and JAS was happy to become part of it. During that period, there were total of 7 flight groups, arriving in and departing from Halim Perdanakusuma Airport of Jakarta. - *Satriana*



Hajj Flights 2014 Completed!

On 1435H/2014AD Hajj season, Saudi Arabian Airlines appointed JAS to handle their Hajj flights mission on 1 September - 6 November 2014.

Saudi Arabian operated hajj mission in HLP and SUB with a total of 292 flights operated by its jumbo-jet B747-400 fleet. The handling was done smoothly with zero irregularity.

Well done to our Hajj dedicated team on this holy mission. - *Rachmad*



Live Coral Founding

On 11 December 2014, JAS Aviation Security (Avsec) unit in DPS has captured illegal items on one of Cathay Pacific's Cargo bound for Hong Kong.

Mr. Pande Putu Suti Suardana was on duty when he found a live coral while examining items through X-Ray. He directly reported this founding to DPS Customs and it was proven that the colliers contained live corals that are prohibited to be exported out of Indonesia.

It was a job well done by DPS Avsec team, doing their job properly by preventing security breach on exporting live corals. JAS is proud on this achievement and hoped that Avsec team could maintain the performance at the highest level. - Yudi



EVA Air Compliments JAS CGK

Eva Air awarded JAS CGK Cargo & Apron team for their good performance during October 2013-September 2014, fulfilling all criteria for Eva Air's performance review.

Special compliments were extended to:

1. Export Warehouse Department
- Mr. Dwirawan Kilatmono and Team
2. Import Warehouse Department
- Mr. Reza Pahlevi and Team
3. Ramp/Loading Unloading Department
- Mr. Irawan Kuncoro and Team
4. Operation/Load Control Department
- Mr. Yulianto and Team

And to celebrate this achievement, JAS CGK conducted a small event held at Cargo Import inviting the whole related team to have lunch together.

Congratulations to you all for the achievement, keep up the good work!! - Martono



Only a life lived in the service to others is worth living - Albert Einstein

CX' Altea Cut Over



On Friday 14 November 2014, JAS had successfully completed CX cut over from CUPAC to Altea on 1st flight of CX718.

Mr. Hedi Rachmat from CX extended his appreciation toward JAS staff' effort and contribution as the flight left early with one DNG case and no complaint.

Mr. Andi Lukman (Premier GM) congratulates Mr. Surya Noviandri (CX KAM) and his team for this smooth cut over. The team had performed a series of preparation since August 2014 and resulted satisfactorily." - Andre



Mr. Surya Noviandri (KAM for CX) & JAS Team on CX' Altea Cut Over



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



Damage Prevention Campaign

On 4 December 2014, JAS initiated a monthly Damage Prevention Campaign at Cargo 521 Building.

The campaign aims to raise awareness for import and export team on handling cargo items.

The campaign started with a speech from Mr. Bia Laksmana (JAS GM Cargo) underlining the import and export teams as the backbone of the company, and how important it is to follow Standard Operating Procedure in all process, "If we don't do things right, it will cost us our job, even the whole company."



Mr. Martono, Mr. Wynd Rizaldy on Damage Prevention Campaign

Through this Damage Prevention Campaign, we are showing our commitment to always deliver the best service to our customer. - Martha & Hezra



... follow Standard Operating Procedure in all process ...



Qantas Safety Week Program

The **Qantas** Safety Week Program is Qantas' regular annual event held in Qantas' Head Office in Sydney Australia as well as all Qantas' outstations, including CGK Station. The event was held on 27 - 31 October 2014.

The safety program aimed to remind the staff to always stick on the prevailing Standard Operating Procedures and encourage the staff awareness to report for any potential hazard, irregularity and/or potential to lead the incident/accident possible occurred during flight handling. - *Heri.S*

When you fly with Qantas, you fly with the best:

- Best Domestic Service, Best Lounges and Best Catering at 2015 AirlineRatings.com Airline Excellence Awards
- Best Domestic Airline 2012, 2013, 2014 AFTA National Travel Industry Awards
- Best Airline Australia-Pacific at 2014 and 2013 Skytrax World Airline Awards
- Best Premium Economy Class Airline Catering at 2014 Skytrax World Airline Awards
- Best airline in Australia in the 2014 TripAdvisor Travellers' Choice Awards



& Indonesia Tatler Magazine



Airport Special Assistance

(ASA) Team signed an agreement on exchange benefit program with Indonesia Tatler, one of the most prestigious magazines in Indonesia.

With ASA's equally prestigious target market, advertising in high-end magazine like Indonesia Tatler are important factors to introduce the products into wider and larger target market. - *Astari*

GSE Refurbishment

Fixing the Basics for GSE in 2014

Fixing The Basics is intended to provide full assurance that all GSE complies to safety regulation as required by civil aviation authorities, airlines, local airport authority and company policies:

January to December 2014

<p>Fuel Management Improvement</p> 	<p>HL Handrail Modification</p> 	<p>Rubber bumper replacement</p> 
<p>Controlling Fuel Management and reporting system base on GSE and LOB for daily Utilization with the average 18.000 from 25.000 litres/ day.</p>	<p>Modification of All High Loader Handrail to become easily retractable and adjustable for safety reason.</p>	<p>Rubber bumper replacement program to all GSE in all stations (completed by the end of September 2014)</p>
<p>Firex bracket and FOD Bin Installment</p> 	<p>GSE Washing program</p> 	<p>Tool Keeper & GSE Deployment</p> 
<p>To Improve safety, all firex attach to GSE must have proper bracket and FOD bin instalment to all BCL</p>	<p>Implementation of daily GSE Washing schedule to the operators</p>	<p>Implementation for Tool keeper of all GSE for better GSE deployment and control process</p>

- Danny

Indonesia Best Practices in Corporate Transformation (IBPCT) 2014



Mr Titus Dewanto (JAS DDC), Mr. Agus Sundoro (JAS Head Silver Services), Mr. Yoyok. P (Head of Corporate Secretary), Ms. Martha Lory (Corporate Communications).

SWA Magazine and WIN Solution (Strategic Change Consulting) invited JAS to compete in Indonesia's Best Practices in Corporate Transformation 2014.

The competition is aimed to give appreciation to the companies who have made painstaking efforts and show real success in change management programs in the form of corporate transformation. Participants of this competition includes some major Indonesian companies, including Pertamina, Angkasa Pura 1 and Transmedia Group.

On this competition, JAS proposed the process and result of establishment of Simple Delivery Units (Silver) as its transformation program. Let's hope for the best that JAS would be in the top 10 finalists. - Martha

JAS Year End Charity



As member of bigger society, we are obliged to help each other, especially to those who are less fortunate than us.

On 16 December 2014, JAS Representatives paid a visit to six different social institutions, including orphanage, nursing homes, disabled children, worship place, and leprosy hospital located in and around the area of Tangerang. The intention is purely sharing and caring to those in need.

"Hopefully with these donations, we can help to ease the burden of the people who need it," said Corporate Communications of JAS, Martha Lory Fransisca.

The way you get meaning into your life is to devote yourself to loving others, devote yourself to your community around you, and devote yourself to creating something that gives you purpose and meaning. - Mitch Albom



Socialization of Passenger Handling

In an attempt to raise service performance and Standard Operating Procedure (SOP), The Safety Quality Team (SQA) has created a basic pocket guide distributed to ground staffs.

This pocket guide provides important information regarding sequences step for check-in, security check for passenger, criteria to be seated in an emergency row, travel document check, handling passenger with excess baggage, and end of transaction process.

It is expected that all staff can implement all the process to become their daily routines on serving passengers. - Budi.H

JAS Annual Strategic Meeting 2014





We are The Present & The Future of JAS Airport Services

JAS held an annual Strategic Meeting on 7 - 8 December 2014 at Padjajaran Suites & Resorts Convention Hotel, Bogor.

With the theme of **"Strengthening the Present, Shaping the Future"**, the meeting is aimed to share opportunities, challenges and strategies of 2015, as well as to give each division the opportunity to share its workplan in 2015.

The Meeting was attended by around 100 top and middle management of JAS. Apart from presentations, the event was also designed as a forum to strengthen collaboration and improve communication between all JAS' Management.

The meeting was closed with discussion session with BOD and wrapped up by Mr. Adji Gunawan, JAS CEO.

It was a memorable days for us, thanks to Corporate Secretary team who has made this event possible.

- Hezra & Feby



Mr. Adji Gunawan (JAS CEO) highlighted **COMMUNICATION** as one of tools for a successful team work.

Coming together is the beginning - **Keeping** together is a process
Working together is a success - Henry Ford

DB Schenker Airfreight Terminal & Freighter Tour



DB Schenker Representatives, SQ Cargo, and JAS CGK Cargo Team

On 14 October 2014, Singapore Airlines Cargo and JAS Cargo team organized a freighter visit from DB Schenker. The visit was intended to introduce SQ Cargo's services, as well as JAS' cargo operations and storages facility to DB Schenker.

DB Schenker's delegates were given the opportunity to witness the SQ freighter handling process, from unloading to loading, and a chance to see the cargo room operated by JAS. - *Deni.A*

About DB Schenker 'Global logistics expertise with a strong rail foundation'

DB Schenker stands for the transportation and logistics activities of Deutsche Bahn. The Logistics sector of DB is the world's second largest transportation and logistics services provider, in term of revenues and performance. With 1,200 of its own charter flights each year, DB Schenker Air Freight offers its customers sufficient capacity for the fast global exchange of goods.





Airport Emergency Exercise (AEE)

In 16 Oct 2014, AP II held an Airport Emergency Exercise. It is an exercise to perform certain procedures in case of an emergency which occur in and around the airport.

The objective of the exercise is to minimize or to avoid operational accident and incident in the airport area.

The event was attended by Airport Authorities, Garuda Indonesia, JAS, Gapura, and Mayor of Tangerang.



Mr. Bram Bharoto Tjiptadi (Senior GM AP II),
Mr. Dwi Afriyanto (Head Otband Wilayah I), and
Mr. Tri S Sunoko (Director AP II).

The emergency exercise was wrapped up by conducting a session to evaluate the result of the operation and compare it with Standard Operating Procedure (SOP). - *Hezra & Feby*



**Safety does not come instantly,
we should implement it consistently.**

Asia Pacific Small & Emerging Airports Seminar 2014

JAS attended the ACI Asia-Pacific Small and Emerging Airports Seminar (SEAS) held in Bali from 20-22 October 2014, as initiated by Angkasa Pura 1.

The seminar was attended by more than 220 delegates from airports and industry partners. - Martha



The Asia-Pacific Region has 99 members operating 590 airports in 48 countries. According to the ACI 2013 World Airport Traffic Report, the airports in the Asia-Pacific and Middle East regions handled 2.34 billion passengers and 43.6 million tonnes of cargo and 20.8 million aircraft movements

Mr. Heldi Yanuar, Saudia Cargo GM.

Working at PT. Ayu Berga GSA Saudia Cargo has made Heldi Yanuar a no stranger to aviation industry, both passenger and cargo division. Graduated with a degree of Magister Management in DR. Soetomo University, he started his Saudia career on handling Hajj operation.

Then climbed up the ladder working at SV Passengers for two years, before being appointed as the General Manager in SV Cargo to manage the Sales & Marketing, as well as organizing the Cargo division.

"The working environment in SV is very dynamic, with different challenges in terms of product, services, capacity, and prices," said Heldi Yanuar when asked about what he likes about his job.

He found the most challenging about working in SV Cargo is to change customer's mindset about SV, as a global career in the Middle East, to keep the company growing and improving. Moreover, he stated that with the majority of populations are Muslims, Indonesia is a huge market for Umrah passengers as well as cargo business.

As the General Manager of SV Cargo, his main focus is to enhance and develop cargo business, as well as maintaining harmony among the community.

Being asked about trends in aviation business, Heldi stated, "In my view, technology has changed the industry, the people, and the market environment. People could easily make bookings online, fly on low fare with LCC, and have different options of airlines to reach their destination. That makes the competition more challenging and harder for airline companies." - Martha & Hezra



"The working environment in SV is very dynamic, with different challenges in terms of product, services, capacity, and prices".

About Mr. Heldi Yanuar SE, MM

Date of Birth : 1 January

Place of Birth : Bogor

Favorite Color : White and Green,
because it's Islamic color

Favorite Food : Fried Rice & Satay

Favorite Activities : Sport & Music

Qantas Helping Hand Community Field Trip

On 2 December 2014, Qantas Helping Hand Community (QHHC) invited more than 80 disabled orphans to Waterbom Pantai Indah Kapuk.

QHHC is an annual event organized by crews of Qantas Airways, intended to help less fortunate children around the world.



The event was organized by Qantas Team led by Mr. Brett South. This year's event was the last QHHC event for Brett, as he is entering his retirement. Brett has been the guy who initiated and organized this noble charity event, started seven years ago.

JAS is proud to become a part of this community. We hope to maintain good relationship with QHHC as part of our commitment to help the community. - *Hezra & Feby*

Airports & Aviation Indonesia "Preparing Indonesia to thrive under ASEAN Open Skies"



As air traffic forecasts for Indonesia indicate the number of passengers will increase from just above 100 million today to over 300 million per annum by 2025, Indonesia's airports are under tremendous pressure to significantly expand to cater this growth.

It will require extraordinary efforts to achieve the necessary expansion from the infrastructure operator, technology & service providers and related stakeholders in supporting Angkasa Pura Airports as we move to transform our airports into world-class.

From 5-7 November 2014 at JCC, JAS participated in AAI (Airports and Aviation Indonesia) & IABF (Indonesia Aviation Business Forum), which serve as the platform for Angkasa Pura Airports to review showcase exhibits from industrial expertise.

The event also is a forum to expand network with decision makers from all parties of the airport and aviation industries including suppliers and providers from: international airports, MRO, aviation training and education, ICT solutions, airport management system, original equipment manufacturers, airports security, air traffic management, and ground handling equipments. - *Martha*

Silver Services



Airfast Indonesia, MDC (14 Oct)



Kurylev Alexander Helicopter
MDC (10 Oct)



Premiair, MDC (12 Oct)



Premiair, MDC (12 Oct)

Juanda Airport Tour Program "STMT Trisakti"



On 27 November 2014, ASA came up with new initiative by inviting students from STMT Trisakti, Jakarta for a day tour at Juanda new Terminal 2 for International and Domestic flights. The idea of this tour is to introduce the new airport, as well as flight activities undertaken by JAS at Juanda Airport.

The program was attended by a total of 76 students, and guided by JAS team. The tour was started at SUB Terminal 2, in which the attendees were taken to see operational behind the scene in Check-In Counter, Ticketing, Immigration, Lounge and Gate. The tour continues to the Arrival Area and also Cargo Area.

At the end of the tour, Mr. Simon as Trisakti STMT representative gave verbal compliments for our good services and believed that this program will improve product knowledge of ASA, JAS, and Juanda Terminal 2.

Singapore Airlines Freighter Handling



JAS SUB successfully handled Singapore Airlines freighter flights, operated with B747-400 with nose cargo door. The flight landed from Australia, carrying more than 100 tons of live cattle inside its 39 Pallets.

The handling is a showcase of JAS Surabaya ground and cargo handling team's readiness on handling a huge freighter operation using aircraft with nose cargo door. - *Dwi.S*

MY INDO Cargo Service Expansion



MY Indo, the new cargo carrier in Indonesia, will expand their service in SUB. The new service will uses its B737 Freighter aircraft, to serve BPN and SIN route from SUB.

The proofing flight as a required by DCGA, was performed on 5 November 2014 at SUB. - *Eka.P*

6th Anniversary of Virgin Australia



To celebrate the 6th anniversary of Virgin Australia service to DPS, JAS and Virgin Australia organised a Bowling Fun Games on 2 December 2014, located in Kuta Paradiso Bowling Centre.

The event attended by Mr. Faisal Hambali (Virgin Australia Country Manager Indonesia), Mr. Heru Djamiko (Leader of Airport Indonesia & Thailand), and management and dedicated staff of Virgin Australia DPS.

JAS congratulates Virgin Australia for their six years service in DPS, and wish them continuous success in the future. - Endang.S



JAS Academy Batch III Graduation



On 23 December 2014, JAS Academy DPS organized a graduation ceremony for JAS Academy Batch III.

The graduation was held at JAS Academy Campus (Jl. Raya Tuban), and attended by Mrs. Kurniaty Hatta (GMH). The ceremony was also attended by student's parents, managers and instructors - Endang.S

Safari Education Program 2014



JAS JOG team held a Safari Education Program on 23 October 2014 to raise motivation and work dedication, as well as to harmonize relationship between JAS JOG team and team of Lembaga Pelatihan Penerbangan (LPP).

The safari attended by teams from LPP Patriot Bangsa, LPB Bina Avia Persada, and LPP Total Outsource Development.- *Eko.P*



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Officer Development Program (ODP) Batch III



The ODP program is part of JAS people development which has been running since 2011. The 3rd batch starts on 2 October 2014, runs for 8 weeks, and attended by 22 participants from various JAS' divisions and stations.

"Participants are carefully selected based on their performance, and expected to give contributions to JAS in the future," said Mr. Ardjuna Sitorus (JAS CCO). While Mr. Nazri Othman (JAS COO) extended his wishes that each participant should set his/her target on new knowledge and skill toward the end of the program.

After 8 weeks, on 28 November 2014, JAS held a Closing Ceremony of ODP Batch III and JAS Academy Batch VI at Jakarta Aviation Training Center. The 55 graduates (22 from ODP and 33 from JAS Academy) received their certificate as a reward for completing their course. Mr. Herry Purwono from JAS DPS is awarded as the best graduate of ODP Batch 3.

During the graduation, Mr. Adjie Gunawan (JAS CEO) emphasized the importance of building high quality human capital through JAS Academy, as well as developing our own through Officer Development Program. - *Hezra & Feby*



Board of Directors together with OPD Batch III and JAS Academy Batch VI participants

Mr. Herry Purwono, The Best Graduate of ODP Batch III

Mr. Herry Purwono started to join JAS right after graduated from SMAN 1 Denpasar on 12 Des 1994. He heard about JAS from his friend who was working at Garuda Indonesia Engineering, and who said that JAS was a company with a very good reputation in Indonesia.

He joined JAS as RHS team, and then moved to Loadmaster division in DPS. Shortly after in year 2000, he was transferred to operational division until 2011, when he was then moved to Silver Services.

Dedicating 20 years of his life at JAS, Mr. Herry Purwono was selected as one of high performance staff to join the Officer Development Program (ODP) batch 3 in early October 2014.

Mr. Herry was given the opportunity to develop his knowledge and skill at ODP, thanks to his many contributions to JAS such as winner of the best staff in 2005/2006 and chief of JAS' Labor Union (DPS) from 2003 to 2011.

During the ODP, participants were given the opportunity to propose a project to improve company's productivity, services or new revenue stream. Mr. Herry came up with the idea of relocating the GSE Parking Area at DPS. According to him, the new expansion of DPS airport has caused JAS GSE parking lot to be too far from the operational area, which consequently require long travelling time and high fuel consumption. The idea of GSE relation is to reduce time spent for operational activity as well as reduce cost through saving in fuel consumption.

With his idea and his attitude during ODP, Mr. Herry was awarded as the best student in this batch. "I am happy and proud to be awarded as the best student, and I hope this also motivates other staff and colleagues at JAS." - *Hezra & Feby*



"I am happy and proud to be awarded as the best student, and I hope this also motivates other staff and colleagues at JAS."

Push Yourself Because No One Else is Going To Do It For You.

Manager Development Program “Building A Trust-Based Organization”

Human Capital Development

held a Manager Development Program workshop for JAS’ managers with the theme of “Building A Trust-Based Organization” at Bidakara Hotel, Jakarta.

The 2 days work shop attended by 52 JAS managers from all unit and stations. The program is aimed to improve each manager to become a good leader through implementation of 7 Habits of Highly Effective People.

Mr. Titus Dewanto (JAS DDC) described on how important this workshop is and the whole management hoped that it will be applied in everyday’s work.

In addition, he hoped that the managers will eventually give inspirations and good example to their colleagues.

The program was scheduled in 2 batches, on 27 - 28 November 2014 and 2 - 3 December 2014. - *Daniel*



JAS Academy Batch VIII

JAS Academy (JAA) held a ceremony to welcome their new Batch VIII students on 18 December 2014. Ceremony started with an introduction by Mr. Herryanto Silitonga (Training Centre Manager) continued with a motivational speech by Mr. Ardjuna Sitorus (JAS CCO).

As part of the ceremony, Mr. Titus Dewanto (JAS DDC) handed starter kits to 2 representatives of JAA Batch VIII to formally welcome the new students.

This new batch is attended by 19 participants from across Indonesia, including Aliyudin, foster child of Mr. Brett South, the former chairman of Qantas Helping Hands Community (QHHC). Aliyudin is an orphan from Kampung Melayu who join JAS Academy Batch VIII.

- *Tenia & Heri.S*

From One Forum to Another ...

On 17 & 18 of November, Corporate Secretary and Internal Audit & Risk Management (IARMU) Units, organized a 2 days forum in Jakarta with main agenda to learn and understand more on the winning character and body analytic, which is important for daily communication skills.

Shortly after that, Human Capital Division also held their forum on 20-24 November 2014 in Yogyakarta, inviting 34 of HC staffs from Jakarta, Surabaya, Denpasar, and Medan. The purpose of this forum was to strengthen the bound between HC staff in Head Office and outstations.

Meanwhile General Affairs, Procurement and IT Department also organized their forum in Bogor on 12- 13 December 2014. Attended by 42 participants, the forum is focussed on "Unlocking Mental Block" as the learning topic. Finally, the forums close by Finance team with themed "Stronger Finance Team Through Excellent Communication Skills". These to include farewell for Mr. Ardian "Agi" Arismunandar as GM Finance and welcoming Mr. Tri Winarna as the new GM. . - Hezra, Ajeng, Feby, Himawan



Boss Goes To Basic



Boss Goes to Basic is a television series created by Mr. Helmy Yahya, Indonesian famous producer for Kompas TV. The show's format features the willingness of senior executives to accept the challenge offered by working undercover in their own companies.

One of the episode features Mr. Adji Gunawan, a CEO of JAS Airport Services. He altered his appearance and assumed a fictional back-story. He was exposed to a series of predicaments with amusing results, and invariably spent time getting to know the people who work in the PT. Purantara Mitra Angkasa Dua, learning about their professional and personal challenges.

At the end of his time undercover, Mr. Adji Gunawan return to his true identity and said: "Boss Goes To Basic was very challenging. But now I can identify better on how my company can be improved." - *Martha*

Media Visit to Kontan Newspaper, The Jakarta Post and Jawa Pos Group

The function of media relations in any organization is to cultivate and maintain the best image by not only encouraging better knowledge and understanding of organization's goals by the news media, but to effectively communicate information through the media to the public.

Editors of Kontan , The Jakarta Post and Jawa Pos Group welcome the opportunity to chat with representatives from JAS & CAS Group to learn more about the group of companies and JAS.

- *Martha*



JAS & Kontan Newspaper journalists



JAS & Editors of The Jakarta Post



JAS & Jawa Pos Group team of editors

The media is the most powerful entity on earth.
Because they control the minds of the masses - *Malcolm X*



Get to know our sister company “PT Purantara Mitra Angkasa Dua”

PT Purantara Mitra Angkasa Dua (PMAD) is an in-flight catering service provider at Soekarno-Hatta International Airport, Jakarta which serves 12 airlines to date.

Constantly striving to improve its performance and services, PMAD recruits industry experts, implements new technology, develops the industry know-how with the internal team and organizes regular courses and training for employees.

As part of company goals to be the best partner in providing international quality of inflight catering services in Indonesia, Purantara has constantly improving its quality services by expanding its facility.

It will expand its building area from 4,500 sqm to 11.500 sqm. The building expansion comprise of 504 sqm General Storage, 175 sqm Chiller Holding Area, 1.800 sqm Airlines equipment storage and 210 sqm Office area.

As of now, the expansion progress has reached 90% completion and expected to be completed by end of 2014 with the ability to handle 16.000 meals per day from its current capacity of maximum 8.000 meals per day.

PMAD currently is serving 12 airlines and 3 Airport lounges in Jakarta and will continuously growing to meet the growing of aviation industry.

Purantara Inflight Catering to Serve Oman Air

Oman Air officially launched their first flight from Jakarta to Muscat on 12 December 2014 and Purantara Inflight Catering has been appointed as the catering service provider for this Sultanate of Oman flag carrier in Jakarta.

Oman Air’s Jakarta service will initially operate every Wednesday, Friday and Sunday, with a Monday flight scheduled to be added in January 2015. The service uses Oman Air’s Airbus A330 equipment, with departure time from Jakarta at 1550lt and arrive at Muscat at 2055lt.



A letter from Management

"Same Company, New Look"

Dear our valued customers and partners,

As part of the rebranding process in which our Holding Company, PT. Cardig Aero Services Tbk, is undergoing, we are pleased to announce that JAS Airport Services will be changing our brand name into CAS Destination.

In addition the new brand name, we are also pleased to introduce our logo from currently :



to the new logo:



The new logo represents ourselves as the member of CAS Group, a group of companies with the vision to become the preferred customer centric solution provider in the Aviation, Food Solution and other related services.

The new logo consists of three major elements: the iconic square, wordmark and descriptor. The iconic square represents the senses of stability, strong and established corporation, while the dynamic pathway shape within the icon gives the sense of business growth toward a positive future. You will see this iconic square in all CAS Group Member Company's logo.

The wordmark CAS Destination represents our line of business within CAS Group, namely aviation and airport related business.

The descriptor JAS Airport Services resembles current brand name as reminder that we are still the same company.

The new brand name and logo will be officially launched in June 2015. Once we make the change, you will see the new logo in all our collaterals, signage, business cards, the new website, etc.

We also wish to assure you that the name change does not affect the legal name and status of the existing entity, namely PT. Jasa Angkasa Semesta, Tbk.

If you have any queries pertaining this rebranding process, please don't hesitate to contact us at corporate.secretary@ptjas.co.id.

Thank you for your continuous support to CAS Destination - JAS Airport Services.

AAT attains "Good Distribution Practices (GDP) for Pharmaceutical Products" Certification

On 30 July 2014, AAT successfully attained the "Good Distribution Practices (GDP) for Pharmaceutical Products" by SGS Hong Kong Limited (SGS).

AAT is in strict compliance with the GDP requirements set out by the World Health Organization (WHO) to handle pharmaceutical products.



AAT has assigned dedicated workstations as well as truck docks to enable the quickest movement of those temperature-sensitive inbound and outbound shipments. Its operation managers and staff are also professionally trained with GDP standards and operational procedures to enhance the efficiency of pharmaceutical products handling.

AAT is the second SATS station to be GDP certified, following in the footsteps of SATS Singapore. With the accreditation of GDP certification for pharmaceutical products, AAT becomes a vital partner in the healthcare supply chain by giving further quality assurance for customers.

SATS wins Payload Asia's Industry Choice Award for "Ground Handler of the Year"

SATS has recently been conferred "Ground Handler of the Year" at Payload Asia Awards 2014.

Payload Asia Awards seek to honour the successes of the air cargo community. The Industry Choice Awards were assessed by a senior level industry panel drawn from across the industry that included top level executives from organisations such as Airbus, Boeing, CAG, Amsterdam Airport Schiphol, ANA, Turkish Airlines as well as associations such as IATA and the International Federation of Freight Forwarders Association.



SATS was evaluated by the industry panel based on our operational cargo performance, customer service, product innovations, competitive cost structure as well as scope of services offered.



Giving back to the society: SATS – **Elderly Sector Network (ESN) Carnival 2014**

SATS Staff Association (SSA) recently organised its largest ever community service event on 11 October 2014 at the Marina Bay Cruise Centre Singapore.

Partnering the Elderly Sector Network (ESN), SATS played host to 350 elderly from 20 homes for the aged, and saw them enjoying an array of fun activities, including games and stage performances.



Some of the elderly beneficiaries gamely took part in a talent showdown, going on stage to perform songs while their friends and the volunteers cheered them on downstage.

Leveraging SATS' expertise in event catering, our chefs, led by Executive Sous Chef Matthew Yim, spent time planning the menu and cooking a delicious spread of local delights for the elderly. About 200 of our colleagues volunteered for this event, with majority being first-time volunteers.

It was indeed a heartwarming sight, looking at the interaction and laughter shared between our volunteers and our elderly friends. With happy faces, filled tummies and new friendships forged, this event was definitely an eye-opening and memorable one for all participants.

Cathay Pacific (CX) voted **"Skytrax Airline of the Year 2014"**

CX has once again been named "World's Best Airline" in the annual Skytrax World Airline Awards.

This is the fourth time CX is receiving the World's Best Airline honour.

SATS is truly proud to be CX's inflight catering partner in Singapore. Congratulations to CX!



TFK receives **Halal certification** for its newly enhanced Inflight kitchen in Narita (NRT)

TFK has been serving Halal meals to its airline customers since 2001. To meet the growing demand for Halal meals, TFK invested 60 million yen in the purchasing of new kitchen equipment and in the expansion of its Halal kitchen. This has resulted in its capacity doubling to 6,000 meals per day. It is now the **FIRST** inflight caterer in Japan to have set up a dedicated Halal kitchen.

Japan has been receiving high volumes of Muslim travellers in light of the recent structural changes and easing of visa requirements. This has driven the demand for services that cater to Muslim tourists. Muslim visitors to Japan are expected to reach one million a year by 2020, triple the level of 2013's.

With this certification, Muslim passengers of TFK's airline customers are given the assurance that the food prepared by TFK will conform to the Halal requirements.



TFK President Mr Makoto Fukada receiving the Halal certificate from Warees Investments's CEO Mr Zaini Osman



Snippets of the media event held at TFK's headquarters at Narita International Airport, Japan on 24 September 2014

Photo credits: MUJS

SATS Recognition

SATS has been described as the third most-admired company in Singapore, in a poll conducted by The Wall Street Journal Asia in September 2008.

SATS was also ranked second for the quality of its services and for corporate reputation, and placed fourth for innovation.

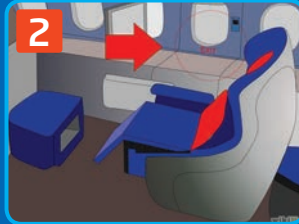


How to **Survive** a Plane Crash



1

Wear long pants, a long sleeve t-shirt, and sturdy, comfortable, lace-up shoes.



2

Book the right seats.



3

Read the safety information card and pay attention to the pre-flight safety speech.



4

Make a plan.



5

Keep your seat belt securely fastened at all times.



Brace yourself for impact.



7

Remain calm.



8

Put your oxygen mask on before assisting others.



9

Protect yourself from smoke.



10

Get out of the airplane as quickly as possible.



11

Get at least 500 feet (152.4 m) upwind from the wreckage.

<http://www.wikihow.com/Survive-a-Plane-Crash>

Mengenal Lebih Dekat 'TER'

Sebagai perusahaan publik, JAS berkomitmen untuk menerapkan prinsip kepatuhan tata kelola perusahaan (*good corporate governance*). Bilamana terjadi kasus pelanggaran kerja, maka penanganan pelanggaran tersebut dilakukan sejak dini untuk mencegah meluasnya masalah. Untuk itu, JAS membangun sistem yang melibatkan partisipasi atau keterlibatan semua pihak.

Salah satu sistem yang diterapkan JAS untuk mendukung hal ini adalah *Timely Escalation Report* (TER). TER adalah sistem untuk memfasilitasi Karyawan JAS dalam melaporkan penyimpangan atau pelanggaran kerja dalam Perusahaan, baik yang terjadi di unit kerjanya sendiri, maupun di lingkungan kerja sekitarnya.

Tujuan TER adalah:

1. Memfasilitasi penyampaian informasi penting dan kritis bagi Perusahaan kepada pihak yang harus segera menanganinya secara aman.
2. Membangun sistem deteksi dini (*early warning system*).
3. Membangun mekanisme penanganan masalah pelanggaran secara lebih awal.
4. Menciptakan keengganan Karyawan untuk melakukan pelanggaran melalui pengawasan oleh semua pihak.
5. Memaksimalkan peran serta Karyawan dalam mengungkapkan pelanggaran yang terjadi di lingkungan Perusahaan.

Permasalahan yang dapat dilaporkan dalam TER mencakup pada pelanggaran sistem kerja internal Perusahaan, misalnya:

- Pelanggaran Peraturan Internal Perusahaan
- Kecurangan (*fraud*) dan Penyalahgunaan Wewenang (*abuse of authority*)
- Pelanggaran Pelaporan Akuntansi dan Audit

Perusahaan menjamin kerahasiaan identitas serta memberikan perlindungan kepada pelapor.

Dengan melaksanakan prinsip-prinsip pengawasan oleh seluruh pihak dan *early warning system* ini, maka upaya JAS untuk menjadi Perusahaan yang berkinerja tinggi akan semakin berkelanjutan.

Komite TER PT JAS dapat dihubungi melalui email: ter@ptjas.co.id - *Ferdy*



Komite TER : Ferdy Fahdrian & Rengga Temenggung



frontlines

October-December 2014

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