

frontlines

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January - March 2015

A Publication of JAS Airport Services



INTRODUCING OUR NEW LOGO

- **Premier Lounge** at DPS
- Ramp Safety **Campaign**
- **8th** Asian Ground Handling International Conference
- **The Red Bucket**,
the new business of CAS Group

Member of
CAS GROUP



ISA GO

IATA Safety Audit for Ground Operations



Presented to: 876 0413

PT Jasa Angkasa Semesta Ltd. (PT JAS)

On the occasion of their ISAGO Station Registration at

Denpasar, Indonesia – Ngurah Rai International Airport (DPS)

under the

IATA SAFETY AUDIT FOR GROUND OPERATIONS PROGRAM

In the following operational disciplines

Organization and Management (ORM)
Load Control (LOO)
Passenger and Baggage Handling (PAH)
Aircraft Handling and Loading (HDL)
Aircraft Ground Movement (AGM)
Cargo and Mail Handling (CGM)

Registration is valid until October 25, 2016
in accordance with the provisions of the ISAGO Program Manual

Kevin Hull
Senior Vice President
Safety & Flight Operations



Presented to: 876 0289

PT Jasa Angkasa Semesta Ltd

On the occasion of their ISAGO Station Registration at

Surabaya, Indonesia – Juanda International Airport (SUB)

under the

IATA SAFETY AUDIT FOR GROUND OPERATIONS PROGRAM

In the following operational disciplines

Organization and Management (ORM)
Load Control (LOO)
Passenger and Baggage Handling (PAH)
Aircraft Handling and Loading (HDL)
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Cargo and Mail Handling (CGM)

Registration is valid until July 06, 2016
in accordance with the provisions of the ISAGO Program Manual

Kevin Hull
Senior Vice President
Safety & Flight Operations

Congratulation !!!
Keep up all the GOOD work.

Welcome to the first 2015 edition of Frontlines, a 3-monthly magazine of JAS Airport Services. As you may be aware of, during our 31th year of Anniversary this year, we are undergoing a rebranding program.

JAS Airport Services as you might know today, will be known as CAS Destination - JAS Airport Services. As well, we also change our 25 years old logo, into the new one as you can see in the cover page of this edition.

This rebranding program is manifestation of our commitment to change and improve ourselves to be able to better deliver our services to all of you, our valued partners.

CAS Destination - JAS Airport Services, the name might a bit long for you to say, but we are still the same company, PT. Jasa Angkasa Semesta Tbk. The rebranding program does not affect on the change of our legal state of the company. So, if you find the name is too long to say, you may just call us "JAS". After all, we are still the same company...

Anyway, the first quarter of the year is considered by many aviation related practitioners as the low season, lower traffic and cargo volume. But we do not want to spend this period just to wait until the business rebounds. This is the perfect time for us to back in the classroom or seminar hall, refresh our knowledge, learn something new, as well as improve our network & teamwork. So, in this edition you might see some stories on our people development programs.

We also have short story on our newest facility, Premier Lounge in Denpasar International Terminal, and a new business by our group, The Red Bucket, a fast casual dining restaurant. Be sure to also check them out.

We would like to thank everyone contributed this Frontlines 1st edition of 2015, and please feel free to drop any comments, suggestions or new stories to martha.lory@ptjas.co.id.

All the best and happy reading!



'JAS (CAS Destination) General & Administration Team'



Cathay Pacific Adds 5th Daily Flights

CX added 5 flights per week service for Jakarta-Hong Kong sector, with effect from 2 January 2015. The new services added the total CX service in this sector from 21 to 26 weekly.

Mr. Hedi Rachmat, Station Manager of Cathay Pacific extended his gratitude for smooth arrangement and flight handling by JAS (CAS Destination.)

This new service will give customers a greater choice, schedule flexibility and convenience service. - Subiyono

Contract Signed : JAS & Yemenia Airways



Mr. Mohsein Ali Haidrah (IY General Manager) and Mr. Nazri Othman (JAS COO)

JAS (CAS Destination) is pleased to announce the signing on extension of ground handling agreement with IY in CGK. The signing ceremony was carried out on 29 December 2014 in Menteng.

Representing JAS (CAS Destination) on the signing was Mr. Nazri Othman, JAS COO, and on behalf of Yemenia Airways was Mr. Mohsein Ali Haidrah, IY General Manager.
- Isni

Yemenia Airways is The National Airlines of Yemen. Its service had covered around 23 international destinations within 3 continents - Asia, Africa, and Europe and with good reputation in service and excellent safety records that it was awarded the Certificate of Membership for the years 1988/1989 from FSF (Flight Safety Foundation) Inc. IY is a member of IATA, AACO and ICAO. - Wikipedia



French Jet Fighters Flight Exhibition in Jakarta

Two Rafale jet fighters aircrafts, manufactured by France based Dassault Aviation, exhibited their flying skill and ability of maneuvering in front of the Indonesian Defense Ministry, the National Military HQ, and the Air Force. The French fleet arrived in Indonesia at the Halim Perdanakusuma airbase, 24 - 26 March 2015.

Dassault Rafale is a 4.5 generation jet fighter which has a unique design. It has a pair of triangle-shaped wings, commonly known as 'delta wing' and with a maximum speed of 1,900 kilometer per hour.

This flight exhibition was part of the Rafale jet fighter's promotional event to the Indonesian government. The Dassault Aviation company expected that the Indonesia Military would consider the Rafale fighter to replace its aging F-5 Tiger fleet. According to the Indonesian Military Officer, the Rafale aircraft is one of the selected candidate as the Indonesian military fighters fleet, along with Sukhoi SU-35, F-16 Block 60, SAAB Gripen, and Eurofighter Typhoon.

As planned, the Rafale jet fighters will be performing demo flight in Jakarta until Thursday, March 26, 2015.

During the show, JAS (CAS Destination) is appointed as their ground handling agent. -Satriana





Michael Bubl  Return to Asia

After his huge successful Asian tour in 2011, Michael Bubl , a Canadian hitmaker, did another tour in Asia, performing in Shanghai, Singapore, Hong Kong, Bangkok, Kuala Lumpur, Jakarta, Manila, Seoul and Tokyo in January and February 2015.

Michael Bubl  expressed his excitement on this year's tour, "I can't wait to tour Asia in January and February next year. I look forward to seeing my friends and making new ones."



Michael Bubl  Concert in Jakarta was held in ICE (Indonesian Convention Exhibition) BSD City, Tangerang on 29 January 2015, and JAS (CAS Destination) is proud to be his tour partner to handle 47 tons of their instruments and equipments. - *Deni.A*



From HLP to Sudan : UN Peacekeeping Mission

Indonesia officially became the 60th member of the United Nations on 28 September 1950, in accordance with the Resolution of the United Nations General Assembly on the "admission of the Republic of Indonesia to membership in the United Nations".

The responsibility of the Indonesian Mission is to represent the Indonesian interests in the UN including international security, disarmament, human rights, humanitarian affairs, environment, labor, international economic cooperation and development, international trade, South-South cooperation, transfer of technology, intellectual property rights, telecommunications, health, and meteorology.

On 9 January 2015 and 19 - 26 February 2015, JAS (CAS Destination) handled Ethiopian Airlines with total 1,000 personnels of Indonesian Army whom embarked to Sudan for The United Nations Peacekeeping Mission in Africa. - *Satriana*

PREMIER LOUNGE

Official Launching of DPS New Premier Lounge

JAS (CAS Destination) construction work on the New Premier in DPS International Terminal was finally completed. A ceremony was held on 12 January 2015 to celebrate the opening.

During the ceremony, Mr. Adji Gunawan (JAS CEO), Mr. Subakir (AP I) and Mr. Kenneth R. Guldbjerg (Virgin Australia) gave their speeches to congratulate the launching of Premier Lounge.

Mr. Adji said the new and improved lounge was a manifestation of JAS (CAS Destination) continuous commitment to Ngurah Rai International Airport to improve its service.

The event was wrapped up with the signing of inscription by Mr. Adji Gunawan. - Darmika



JAIS (JAS – ASA Information System) soon to be launched

Many businesses consider to use computerized system to support their back office applications, thanks to their ability to process various transactions in limited time and ease of use.



The same goes with ASA. ASA will launch its new system called JAS - ASA Information System (JAIS) on 1 April 2015. JAIS is a system to facilitate ASA in managing its operation and finance administrations which previously manually operated.

To do this, other than developing the system, ASA Team also held the training session for its staff on 25 - 27 March 2015, to introduce them the new system as well as teach them to operate it.

The new system is expected to improve ASA' operational efficiency as well as streamlining its administration process.



We encourage you to do the online booking through our website: asa.ptjas.co.id. Reservations can be easily and quickly done anywhere, anytime.

Opening Ceremony for DPS New Offices

On 5 February 2015, JAS (CAS Destination) held a launching ceremony of new Ramp, Ops, & Security offices in DPS.

At JAS (CAS Destination), we are committed to continuously improve our service, as part of our mission to deliver service excellences with highest standard of Safety, Service Quality and Punctuality," said Mrs. Witari (JAS GSM-Denpasar) on that day.

This event was attended by all DPS staffs and airlines partners: Mr. Dennis (SQ), Mr. Agung Trijatna (Kulinair), AMC, Air Asia, Cathay Pacific and many others. - *Endang.S*



JAS Receives GDP Certification

After an extensive audit and assessment in December 2014, JAS (CAS Destination) finally received Good Distribution Practices (GDP) certification. GDP is a quality assurance system for pharmaceutical distribution chain, which covers standard and requirements on purchasing, receiving, storing and exporting/importing of drugs intended for human consumption. GDP is initiated to ensure that the quality of a pharmaceutical product is maintained throughout the distribution process.

Mr. Adji Gunawan, JAS CEO said, "We have always been aligned towards establishing ourselves as a world-class service provider. We firmly believe in setting the benchmark for Distribution Practices and this GDP certification is a sure-footed step in the right direction." - Martha



CX Awarded SUB & DPS

On 4 March 2015, CX awarded SUB for the best on time performance (OTP) of 2014. This means that SUB succeeded to maintain its performance as previous year.

"Same as the previous Year, SUB Station successfully won Best OTP in 2014, as indicated and measured by zero delay record attributable to airport operation. We thank to all JAS SUB Team who has demonstrated high commitment and consistently delivered its best service to ensure our flight's punctuality," stated Mrs. Yani from CX.

Meanwhile, CX Engineering Department also extended their recognition to DPS Station for handling 366 CX transit flights with an average of 99.7% compliance on Transit Cleaning Requirements.

Well done and keep up the good work for SUB and DPS.

- Indah.K & Witari



AP1 Awarded JOG for Best Ground Services 2015

Angkasa Pura I awarded JAS (CAS Destination) JOG Station as best ground handling services 2015. The award was handed over in Bandara Adi Sucipto during the AP I 51st Anniversary.

“At JAS, we are committed to become the best ground handling. This award is really something we can be proud of, it is the most highly valued and sought after award”, said Head of Silver Services, Mr. Agus Sundoro.



Company Aviation Safety Officer Workshop (CASO) - Batch XV

Company Aviation Safety Officer (CASO) program is designed to develop company's Safety Officers through training, which focuses on identification and analysis of safety hazards in operational areas, as well as identification of possible solutions for correction and management. Furthermore, the Indonesian aviation authority requires that any company involving airlines operation to have CASO and implement Safety Management System as regulated.

To this end, JAS (CAS Destination) had assigned some of officers to attend Company Aviation Safety Officer (CASO) workshop on 2 - 11 February 2015. This workshop were attended by personnels from airlines and ground handling company which are the member of Indonesia National Air Carriers Association (INACA).

And as the result, we are proud that Mr Eko Purwanto, JOG Station Coordinator was awarded as 'The Most Progressive Participants' of this workshop, by INACA.

“We are proud for his progress. We do hope the CASO knowledge can be shared among the JOG staff to improve our performance.” said Mr Agus Sundoro as Head of Silver Network Services. - Eko.P



MI Passenger Compliments **JAS MDC**

Silk Air (MI) North Sulawesi Manager, Sabrina Lee, conveyed the compliment of its passengers to JAS MDC Station: "Passengers compliment JAS' check in staff on MI273/23 FEB for good service and pleasant disposition. They also compliment the cleanliness of your aircraft interior."

It was a pleasure and encouraging compliments for JAS MDC. We surely look forward to continuing to serve SilkAir. - *Buang*

Miles&Smiles **Enrollment Reward**

Miles&Smiles is Turkish Airlines' Frequent Flyer Program, which enables the member to enjoy various privilege by the airline and many of its program partners. In 2014, TK launched Miles&Smiles enrollment campaign with the target to acquire 5,000 new members in Indonesia, through joint effort with JAS (CAS Destination) dedicated staffs.

The campaign has successfully exceeded the target by acquiring a total of 5,735 new Miles&Smiles members. To honor this achievement, TK management in Indonesia rewarded 3 of JAS' staffs who managed to acquire highest enrollment of Miles&Smiles members.

The 1st winner is rewarded with Free Return Business Class Ticket of CGK-IST vv, while 2nd and 3rd winners are entitled for cash reward. - *Nunung*



TOP THREE PERFORMERS

- 1st winner : Miftah Taufik
- 2nd winner : Afriandi
- 3rd winner : Limas Aldi



MI Award for **JOG Station!**

Since MI's first operation in November 2013 to Jogjakarta, JAS JOG Station has posted some achievement in handling the flight.

And recently, JOG Station was awarded as 1st place on Overall Performance of MI's station for period Oct - Dec 2014. JAS UPG and MDC were also successfully to come in 2nd and 3rd place. JAS' stations managed to beat other overseas MI's station in the region.

"I would like to take this opportunity to say a BIG thank you to JAS Airport Services (CAS Destination) team as the results have shown that JOG station made the biggest improvement year-on-year in several of the categories," said Mr. Kelvin Teo, JOG SilkAir's Manager. - *Eko.P*

Prima Madya Awards from Ministry of Transportation

On Thursday, December 11, 2014, the Ministry of Transportation of the Republic of Indonesia organized an award-giving ceremony on the Public Service Excellence in transportation sector.

During 2014, the Service Excellence Assessment Team of Ministry of Transportation has selected 164 Public Service Unit (PSU) in Indonesia to be the award candidate, through assessment on 9 (Nine) criterias as stipulated in the Regulation of the Minister of PAN and RB No. 38 Year 2012, including vision and mission, service statement, systems, mechanisms and procedures, human resources, facilities services, handling complaints, satisfaction index and others.



From 164 PSUs in various transportation related industries, the Ministry of Transportation awarded JAS passenger services and cargo services units of CGK as the recipient of Pelayanan Prima Madya Award of 2014.

This award is a recognition of our service quality by the Indonesia authority, which motivates us in our strive to continuously improve and deliver our excellent services to all loyal airlines customers. - *Martha*

Roll Out of Ramp Safety Campaign



RSC at CKG station

JAS (CAS Destination) believes that everyone has the right to work in a safe environment. Therefore JAS is committed to implement the highest standards of safety, and continuously improve our safety performance.

On 30 January 2015, JAS (CAS Destination) rolled out The Ramp Safety Campaign (RSC) program in major stations. The campaign focuses to remind all staffs on the importance of safety awareness as well as to work according to the prevailing SOP, to ensure ZERO ground and aircraft accidents.

The campaign comprises in two main activities:

1. Sharing Session

In form of classroom session, which focuses on knowledge, information and experience sharing on safety on workplace and in the airside.

2. Field Assessment/Observation

To ensure the aircraft handling process in accordance to the SOP and procedures, with supervision by a appointed team.

During the launching of this campaign, Mr. Nazri Othman (JAS COO) extended his message to all staff to always obey and submissive to the applicable safety rules, and not to operate GSE's without a valid license/STKP."

The event was wrapped by handing over safety tools to staff' representative. - Heri.S



RSC at DPS station



RSC at SUB station



RSC at UPG station



RSC at MDC station



Business Continuity Management (BCM) Workshop

Business Continuity Management (BCM) is a framework to identify organization's risk of exposure to internal and external threats.

The goal of BCM is to give us with the ability to effectively respond to show-stopper threats such as natural disasters or data breaches and protect the business interests of our organization. BCM includes disaster recovery, business recovery, crisis management, incident management, emergency management and contingency planning.

Internal Audit and Risk Management Unit organized a Business Continuity Management (BCM) Workshop for our Business Operational Managers on 19 - 20 March 2015. This workshop was facilitated by Alvin Tang of SATS.

"The participants were very excited and enthusiastic. The event should be participated by maximum of 3 persons from each department but our operation units had sent more than that," said Mr Ferdy Fahdrian as Head of Internal Audit and Risk Management.

Through BCM, JAS (CAS Destination) shows that we are a discipline organization that will do almost anything to prevent any obstacles in our operations in order to give service excellence to our costumers. - Ferdy



Daily Safety Briefing at CGK Ramp



Starting 17 December 2014, Ramp Services CGK regularly conducts briefing to all Ramp Staffs (Load Masters and GSE Operators) on duty to remind all staffs to always work according to safety procedures during aircraft handling. The safety briefing is mandatory and must be applied on daily basis to all Ramp personnels in T2 and T3 CGK.

The briefing agendas are mostly to discuss every issues related to GSE Safety Operation and product knowledge of each Airlines.

This daily operational briefing is expected to enable JAS (CAS Destination) to achieve the 2015 operational, which are zero aircraft ground incident, improve punctuality and reduce irregularities by 50 % of 2014 achievement. - *Irawan.K*

Mr. M. Taufik Al Damai, the New UPG Station Coordinator

Mr. Agus Sundoro, Head of Silver Services led the handover position of Station Coordinator UPG Station from Ms. Lisa Devi to Mr. M. Taufik Al Damai on 5 February 2015.

Mr. Agus Sundoro said that the beginning of 2015 is a new round of sustainable development and capacity-building of JAS (CAS Destination) in the UPG.

"I would also like to thank Ms. Lisa Devi, for her spirit and dedication. Likewise, to Mr. M. Taufik Al Damai, I congratulate the new role as UPG Station Coordinator. With the integrity, experience and confidence, I am sure you can carry out well the mandate and trust given by the management of JAS Airport Services (CAS Destination)," he closed his speech. - *Lisa.D*



Travel Document Check Training in CGK

The importance of performing travel document checks cannot be underestimated. More and more countries are imposing ever-increasing heavy civil penalties on airlines transporting passengers with improper travel documents.

On 4 February 2015, Canadian Liaison Officer - Singapore (Mr. Barry Irvine) and British High Commission - Kuala Lumpur (Mr. Robin Misir) conducted a training on travel document check for JAS (CAS Destination) terminal staff.

They trained the staff to perform thorough document checks and to fully comply with Canadian and British travel regulations. - *Windu*



Our Heartfelt Condolences to QZ 8501

As we all know the QZ 8501 had a tragic incident, the search was scaled back dramatically in recent weeks, with foreign vessels as well as the Indonesian military with the bulk of personnel and equipments withdrawing from the crashing site.

JAS (CAS Destination) SUB was made our contribution with the handling of Cardig Air and Air Maleo which transferred the body remains of QZ 8501 passengers and crews from Surabaya to Jakarta (Halim Perdanakusuma).

We extend our heartfelt condolences and deepest sympathies to all families and friends of the passengers of flight QZ 8501. - *Indah.K*



Collaboration for **Charity Event**

PT. Airlines GSA Indonesia and PT. Orient Air Services, in collaboration with JAS (CAS Destination), jointly organized a charity event to ‘Tunas Bangsa’ Orphanage. The charity is part of our regular corporate social responsibility activities..

Corporate Communications of JAS (CAS Destination), Martha Lory, said, "We chose to provide donation to children and the elderly, because we want to help to make their lives more beautiful." - *Deni.A*



Visit to **Marketing Magazine**

As part of our program to introduce the company and educate the public on ground handling industry, JAS (CAS Destination) visited Marketing, a monthly national magazine, on 30 March 2015. In this visit, JAS management represented by Mr. Adji Gunawan (JAS CEO) was welcomed by the board of directors and chief of editor of Marketing Magazine.

JAS had the opportunity to present the nature of business of ground handling industry. The board of Marketing Magazine was excited to learn this from JAS, and admitted that they are lacking of knowledge about who doing what in the airport, and the role of ground handling company in ensuring the service quality, safety, security and punctuality of an airlines operation.

Mr. Adji Gunawan (JAS CEO) said "We want to be able to help our media partner to enhance the public knowledge on ground handling industry". The visit was wrapped up with the exchange of souvenirs. - *Martha*



8th Asian Ground Handling International Conference

The Asian Ground Handling International conference is an annual event which brought together top managements in aviation industry in a 4 days event. Last year's event in Bangkok had over 360 senior executives to attend this conference.

This year, the 8th Asian Ground Handling International Conference was held in Macau, on 17-20 March 2015. The conference took place in Conrad Hotel Macau, and attended by more than 300 participants, from airlines, ground handlers and other aviation support industries providers.

Mr. Titus Dewanto (DDC) and Mr. Teddy Santoso (GM IT&GA) represented JAS (CAS Destination) in this conference, and were given the opportunity by the organizer present and introduce JAS as ground handling company in Indonesia, as well as to share the implementation of EDIFly as messaging solution for type B messages in JAS.

- Tedy.S



Customer Intimacy with SilkAir

JAS (CAS Destination) hosted a dinner meeting with SilkAir at Pondok Tempo Doeloe, Bali on 2 March 2015.

Mrs. Witari (GSM-D), Mr. Weiqi Lim (GM Commercial & Relation) and Mr. Edwin Nugraha (Manager Silver Commercial) had the opportunity to have meet Mr. Ahmad Zuhri (Silk Air Indonesia GM) and Mr. Chan Mun Chung (SilkAirRegional Manager) and discussed the possibility of expanding relation and collaboration between the 2 companies. - Edwin

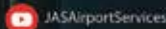
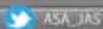




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SATS Human Capital Conference

JAS (CAS Destination) was invited to the Annual SATS Human Capital Conference in Singapore on 5 - 6 March 2015. The conference was developed by SATS to standardize and align human capital management in all of its joint venture company.



The two days conference focuses on the sharing session on human capital issues and challenges by each SATS' affiliated company, as well as learning session on human resources analytic as facilitated by MERCER.

Representing JAS (CAS Destination) on the conference were Mr. Titus Dewanto (DDC), Mrs. Ita Hatta (GMH) and Mr. Dadang (HCIS).

Human Resources is the most important capital for the sustainability of our business. So it is not surprise, our more than 30 years of success comes from our people! - Ita.H

Joyful Sharing for the Lunar New Year Celebration

According to Chinese Calendar, 2015 is the year of goat which symbolizes beauty and mildness. Goat is also an ancient symbol of peace and prosperous times.

To celebrate the beginning of this new year, on 19 February 2015, Queue Comber staffs in SUB wore cheongsam to greet passengers at the check-in area. They performed magic games and distributed chocolate coin for Business and Frequent Flyer passengers.

In the mean time, the excitement was also celebrated on 24 February 2015 in Duck King Restaurant. The commercial team of JAS (CAS Destination) hosted an appreciation lunch with our partners, including Eva Air, Singapore Airlines, Global Cargo, Airlines GSA, MJP Cargo, Standard Chartered, Airport Jakarta and many more.

The lunch is aimed to honor and appreciate the clients for their loyalty and continuous support throughout the year, as well as to wish them the properous and successful years ahead.

Thanks to all attending the lunch, we surely treasure this gathering and will enhance the harmonious partnership in years to come. - Edwin



Mr. Tri Winarna, the new Head of Finance & Treasury

As of 1 January 2015, JAS (CAS Destination) has the new member of management, namely Mr. Tri Winarna. He is appointed as the new Head of Finance and Treasury Department, replacing Mr. Ardian Arismunandar.

Mr. Tri holds bachelor degree in Accounting from the National School of Accounting (STAN) and started his professional career as Tax Officer in Ministry of Finance in 1993.

He joined in JAS (CAS Destination) in 2009 as a tax officer. And through his integrity, loyalty and hard work, the management promoted him as Finance and Treasury Department Head.

When asked what his mission on his new position, he said that the Finance & Treasury Department plays a very important role in the company, therefore his mission is to ensure smooth cost and revenue streams and to manage company funds.

He will also like to expand his knowledge in finance, particularly in how to improve company's bottom line through decision of long-term fiscal strategy.

Married and a father of five children, Mr Tri enjoys jogging in his spare time. "Life should be a benefit to others. Work with sincerity, do our best. Do not make our work as a burden." These are things which he believes could bring a person to happiness.

He also said that in addition to hard work, we also need to always do a self and work evaluation. Through department he leads, he hopes to be able able to give the best contribution to the JAS Airport Services (CAS Destination).

Congratulations on your promotion, Mr. Tri... - Adi



"Life should be a benefit to others. Work with sincerity, do our best. Do not make our work as a burden."

About Mr. Tri Warna

Date of Birth : 23 August

Favorite Food : Grilled Fish

Place of Birth : Klaten

Favorite Activities : Jogging

Favorite Color : Brown

Sri Lankan Food Festival in Medan



Mihin Lanka Airlines held Sri Lankan Food Festival in Medan on 29 January-3 February 2015. The events was held in Grand Aston City Hall Hotel, Medan

The event aims to show the diversity of Sri Lanka foods. And it is supported by JAS (CAS Destination), MAS Intimates Sumbiri, ACS Foods, and Purantara In-Flight Catering.

"Sri Lankan Food Festival is one way of Mihin Lanka to introduce Sri Lanka as a destination to the citizens of Indonesia, and also showcase the diversity of Sri Lankan specialties," Malinta Fernando, Country Manager for Indonesia.

"This festival brings together the best of Sri Lankan culture, food and music. Mihin Lanka has helped to improve relations between Sri Lanka and Indonesia. Events such as this will help put Sri Lanka as one of the most attractive holiday destination," he said again. - Zaki



Mihin Lanka had launched a nonstop service between Medan, Indonesia and Colombo, Sri Lanka, on 22 May 2013. The service will initially operate twice weekly on board Airbus A321 aircraft.

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AirAsia's New ROM Socialization (KNO)

On 11 - 12 March 2015, Air Asia hosted a socialization program to introduce their new Ramp Operation Manual (ROM) in KNO. The program aims to ensure the efficient turnaround of aircraft to ensure punctuality. - *Zaki*

Train The Trainer Program (KNO)

A motivated and competent trainer gives major contribution on the difference between success and failure of JAS (CAS Destination). Therefore, our training program is not only designed to prepare the ready-for-work staff, but as well to prepare the trainer who will be able to disseminate the knowledge and share the experience to others.

On 11 - 12 February 2015, Mr. Herryanto Silitonga as Learning Center Manager of JAS (CAS Destination) conducted a Train The Trainer Program for 13 participants, together with the opening preparation of JAS Commercial Training & JAS Academy in KNO. - *Zaki*

Cargo Community Gathering (KNO)

It is important for service-oriented organizations like us to regularly get the feedback from our business partners and customers.

On Wednesday, 4 February 2015, JAS (CAS Destination) organized a gathering between the cargo communities in KNO.

Some of airlines representatives and customs officers attended this gathering, which is expected to obtain inputs and suggestions on how to improve our service to them. - *Ferdy.M*

DGCA Audit (CGK)

The Directorate General of Civil Aviation (Direktorat Jenderal Perhubungan Udara/DGAC) conducted a regular audit on JAS (CAS Destination), on 13 March 2015.

On this year's audit, DGAC Indonesia received the support from DGAC France on performing audit in various aviation related companies. 2 auditors, Capt Prasetyo Wisaksono of DGAC Indonesia and Capt Jean Michel Constant Delval of DGAC France, performed audit in JAS CGK Area, and resulted "GOOD PRACTISE" with nil finding and satisfactory score. - *Eko.P*

Passenger Handling Service Training (JOG)

Continuous improvement is essential to cope with the changes in industry. To this end, our staffs are regularly trained to keep updated with the current and future expectations of the customers and their passengers.

JOG Stations conducted beauty class and document training on 23-27 February 2015. The training aims to improve staff' appearance and behavior in handling passengers, as well as to improve staff' awareness in detecting fraudulent documents. The training was facilitated by trainers from JAS Learning Center. - *Eko.P*

CGK Staffs Promotion

As part of periodic exercise to develop individuals' career, as well as continuous effort to adapt the organization structure and composition to meet and exceed our clients' expectations, JAS (CAS Destination) performed an appreciation and promotion ceremony to selected staffs in CGK. The number of staff promoted was 26 staffs, and promoted for their constant outstanding performance and contribution to the company.



Mr. Subiyono (JAS DDO) delivered his message and expectation to the newly promoted staff, as well as the problems that still need to be improved this year. In summary, he expected the staffs to maintain and improve the OTP and ensure zero error in handling the passengers and aircrafts.



And at the end of the ceremony, Mr. Subiyono put a new uniform on the promoted staff, to symbolically show the changing of the level and responsibilities. The event closed with a photo session and rice cone cutting. -*Budiara*

DPS Employee Of The Month

The Employee of the Month (EOM) is a reward program promoted by JAS (CAS Destination) to encourage the staff to continuously improve their work's quality and productivity.

By EOM Award, we recognize our employees' outstanding achievement in performing their duty in every unit.

Management of JAS (CAS Destination) would like to congratulate those who has been awarded as Employee of the month for February 2015 in DPS :

- Eka Ariyanti (Security)
- I Dewa Putu Bargawa Putra (Ops)
- I Gusti Ayu Oka Wulandari (Silver Terminal)
- I Made Pasek Lanang S (Maintenance)
- I Nyoman Suarta (Ramp)
- I Made Jagra (Cargo)
- An'amah Dewi Purwaningsih (Premier)
- Luh Juliantari (ASA & Lounge)
- Rizky Kurniawan (Support)

Congratulations to All EOMs and keep up the good work! -*Endang,S*

Development of Service Standard : Beauty Class



In the world of service industry, appearance does not only increase personal confidence, but also shows the brand image of a company.

Based on this principle, JAS (CAS Destination) initiated "Beauty Class" training for the frontliners.

The training was held on 2 January 2015 in SUB and 18 March 2015 in CGK. The training was facilitated by experts from Maybelline & Wardah. Participants who were mostly women, were taught to enhance their appearance, to be well-dressed, to explore their natural beautiful appearance, and to behave as a frontliner. - (Indah.K & Astari)

"Appearance is not everything, but everything starts from the appearance" - Hitman system

Leadership and Motivational Course for JAS (CAS Destination) Employee

Self motivation plays an essential role in workplace. JAS (CAS Destination) believe that if an employee constantly works on his/her skills, enjoys the work, he/she would automatically be intrinsically motivated which in turn would increase his/her productivity at work.

JAS Aiport Services (CAS Destination) equipped their staff with the self motivation course which was held on 24 - 25 January & 31 January - 1 February 2015 for Supervisor Assistants, Supervisors and Duty Manager at Cargo.

This course helped the employees to commit themselves to improve their performance and cooperate with other staff to be exceeded at work. - Herryanto.S



The Red Bucket, The new business of CAS Group



The Red Bucket is a new business under PT Cardig Anugrah Sarana Catering. It officially opens its first outlet at Cinere Bellevue Mall on 4th February 2015.

The Red Bucket is a fast-casual dining resto, in which the food would be freshly made after the customer ordered. Its offers various menus such as Crispy, Hot and Buttermilk Fried Chicken and also Fried Dory and Shrimp. The guest can choose to be served with French Fries, Wedges or Potato Chips and signature mayos.

Not only that, The Red Bucket also came up with Food Trucks concept. Food trucks offering unique foods with a different dining atmosphere are attracting consumers, mostly the young and trendy, who are curious about the rising in Jakarta.

Food Trucks are available in various location across Greater Jakarta area. The Red Bucket Food Truck already participated in various events such as Grand Opening of Auto eXhibition Center at Summarecon Bekasi on 30-31 January 2015, Lunar New Year Celebration at Kampung Cina, Kota Wisata Cibubur on 18-22 February 2015 and Food Truck on The Raid Festival at Pantai Indah kapuk on 6-8 March 2015. - Hanif



butter milk yummy

Patrice Bouttier, The Executive Chef of PMAD

Meet Patrice Bouttier, a France origin Executive Chef of our sister company, Purantara Mitra Angkasa Dua (Purantara).

Patrice is graduated from Lep Alienor Aquitaine Poitiers (Academy) and started his debut as a chef at the France army. His passion to become a professional chef came naturally since he was 9 years old, encouraged by his love on her mother cooks. Patrice describes his profession as "Mastering the art of instant experience given with a price tag on it, for highly expectative hungry people"

"It is a hard journey, but also rewarding," he explains his journey to become a professional chef. Patrice has already stayed in Indonesia for 25 years, far away from his origin country. He adds: "To become a chef was a very meaningful journey to my life, because it takes lot of sacrifices."

Patrice is a type of person who desires challenges, as his life motto 'what's next?'. Becoming an executive chef in an in-flight catering company is a new challenge for him. "In-flight catering has its own challenge, we must concerns with the timing of cooking and also we cook for people who we never face."

Passion, Tenacity, Mental and Physical Strength are his keys to his success until now. He always remarked himself to always put his best of the present time, and be useful at the service of fulfilling a vital human need to others. - *Adi*



"... ,we must concerns with the timing of cooking and also we cook for people who we never face."

About Patrice Bouttier

Origin Country	: France	Favorite Meal	: Bread and Cheese
Birth Date	: 14 Sept 1966	Favorite Color	: Green
Hobby <i>(other than cooking)</i>	: Reading	Favotite Dish to Cook	: Braised Beef, etc
Inspirational Chef	: Escoffier, Careme, Joel Robuchon, Thomas Keller	Favorite Activity	: Cooking for Relatives (For Free!)

Mengenal BPJS



Sejak 1 Januari 2014 Indonesia meluncurkan program Jaminan Kesehatan Nasional (JKN) sebagai implementasi program Jaminan Sosial Nasional yang diamanatkan oleh Undang-Undang No. 40 Tahun 2004 tentang Sistem Jaminan Sosial Nasional.

Dengan program ini, setiap warga negara berhak untuk mendapatkan pelayanan kesehatan yang komprehensif, yang mencakup tindakan promotif, preventif, kuratif dan rehabilitatif dengan biaya yang ringan karena menggunakan sistem asuransi.

Warga negara yang dimaksud adalah

pekerja penerima upah dan keluarganya yaitu:

1. PNS; TNI; POLRI; Pejabat Negara; Pegawai Pemerintah Non-Pegawai Negeri; Pegawai Swasta dan Pekerja lain yang menerima upah; termasuk WNA yang bekerja di Indonesia paling singkat enam bulan.
2. Bagi BUMN, BUMD dan Badan Usaha Besar, Sedang, Kecil paling lambat tanggal 1 Januari 2015 wajib mendaftar menjadi peserta BPJS Kesehatan.

Prosedur Pendaftaran

1. Mengisi Formulir Registrasi Badan Usaha dilampiri Data Karyawan beserta anggota keluarganya secara kolektif
2. Menyerahkan data ke Kantor BPJS Kesehatan untuk diterbitkan Virtual Account
3. Membayar iuran sesuai besaran tagihan melalui Nomor Virtual Account di Bank BRI/ Bank Mandiri/Bank BNI
4. Menyerahkan bukti pembayaran iuran ke Kantor BPJS Kesehatan untuk diterbitkan bukti identitas peserta.

Besaran iuran

1. Besaran iuran jaminan kesehatan bagi peserta pekerja penerima upah selain di atas yang dibayarkan mulai 1 Januari 2014 - 30 Juni 2015 adalah 4,5% dari gaji atau upah per bulan, dengan ketentuan
 - * 4% dibayar oleh pemberi kerja
 - * 0,5% dibayar oleh peserta.

Namun mulai 1 Juli 2015, pembayaran iuran 5% dari gaji atau upah per bulan itu menjadi

- * 4% dibayar oleh pemberi kerja
- * 1% oleh peserta.

2. Besaran gaji/upah sebagai dasar perhitungan iuran maksimal 2 (dua) kali Pendapatan Tidak Kena Pajak status kawin anak 1 (PTKP-K1) dan menjamin maksimal 5 orang/keluarga.
3. Pembayaran iuran dilakukan paling lambat 10 (sepuluh) setiap bulan berjalan.

Prosedur Pelayanan

1. Tunjukkan identitas peserta JKN BPJS Kesehatan di fasilitas kesehatan tingkat pertama (Puskesmas/Klinik Swasta/ Dokter Praktek Perorangan) sesuai peserta terdaftar.
2. Jika dibutuhkan pelayanan spesialisik sesuai dengan indikasi medis, peserta akan dirujuk ke Rumah Sakit yang bekerjasama dengan BPJS kesehatan
3. Apabila dalam kondisi gawat darurat, peserta dapat langsung ke Unit Gawat Darurat di Rumah Sakit (tanpa rujukan)

Manfaat

1. Pengobatan tidak sesuai prosedur
2. Pelayanan di fasilitas kesehatan yang tidak bekerjasama dengan BPJS Kesehatan, kecuali kondisi gawat darurat
3. Pelayanan kesehatan yang dilakukan di luar negeri
4. Pelayanan kesehatan untuk tujuan estetik
5. Pengobatan alternatif

Alur Pelayanan Kesehatan



* yang bekerja sama dengan BPJS Kesehatan

BUDAYA BERSIH LEWAT 5S

Member of
CAS GROUP

www.ptjas.co.id

5S LOMBA NASIONAL - MEI 2015 CGK - HLP - SUB - DPS

**JUARA
NASIONAL**



**JUARA
(HO-CGK-HLP)**



JUARA SUB



JUARA DPS



Mari kita jadikan 5S
sebagai
"BUDAYA BERSIH & RAPI"



10 Busiest Airports In The World

The following is a list of the world's busiest airports by passenger traffic. It is measured by the total number of passengers passing through the airport - either as arrivals, departures or transit passengers. This list was calculated according to the 2012 statistics, but the list remains more or less similar throughout the years.

1. **Hartsfield - Jackson Atlanta International Airport**, Atlanta, United States - 95,462,867 passengers. The world's busiest airport in 2012 and it has been the world's busiest airport every year since 2000.
2. **Beijing Capital International Airport**, Beijing, China - 81,929,689 passengers. Busiest airport in Asia.
3. **London Heathrow Airport**, London, United Kingdom - 70,038,857 passengers. Busiest airport in Europe. London Heathrow is in the third place, but if you combine the passenger traffic of all the airports in a city, then London is at the first place as the world's busiest city airport system.
4. **Tokyo International Airport**, Tokyo, Japan - 67,788,722 passengers.
5. **O'Hare International Airport**, Chicago, United States - 67,091,391 passengers.
6. **Los Angeles International Airport**, Los Angeles, United States - 63,687,544 passengers.
7. **Paris Charles de Gaulle Airport**, Paris, France - 61,611,934 passengers.
8. **Dallas-Fort Worth International Airport**, Dallas, United States - 58,591,842 passengers.
9. **Soekarno-Hatta International Airport**, Tangerang, Indonesia - 57,730,732 passengers.
10. **Dubai International Airport**, Dubai, United Arab Emirates - 57,684,550 passengers.



Asia Airfreight Terminal (AAT) renews IATA Safety Audit for Ground Operations (ISAGO) certification

In November 2014, AAT successfully renewed the ISAGO Certification for a 2-year period, satisfying the stringent ISAGO qualification criteria and standards in ground support equipment management, staff training, safety and security measures, and process management.

This further ensures enhanced operational safety and efficiency within the airport ground operations environment by minimizing ground accidents and the need for frequent audits by airlines on ground service providers.



Ms. Yvonne Ho, General Manager, Hong Kong of IATA, congratulated AAT on the successful renewal, "ISAGO is the industry's first global standard for the oversight and auditing of ground service providers. With this certification, AAT is among the rank of 157 ground service providers and has demonstrated its strong commitment to delivering safer ground operations."

Asia Airfreight Terminal (AAT) successfully renews Transported Asset Protection Association (TAPA) Class A Certification (2014 Version)

AAT is the first Air Cargo Terminal Operator in Hong Kong to have successfully renewed the highest Classification Level A under the enhanced Freight Security Requirement (FSR) Standards (2014 Version) of TAPA in November 2014 for a 3-year period.

The TAPA Certification is internationally recognized and widely considered as one of the most rigorous and independent logistics and supply chain security certifications. The TAPA certification process involves a wide range of stringent auditing, focusing on how the high-value cargo is securely handled throughout the global supply chain. The enhanced TAPA FSR 2014 Standards has further tightened up security requirements and taken major changes in the certification program to meet the emerging security threats.



AAT fully understands and supports the increasing global concern for more stringent safety and security requirements in the air cargo industry. AAT has invested heavily in a wider coverage of advanced and High Definition (HD) CCTV systems and physical barriers, enhanced security systems of intruder and panic alarms, as well as installations of time-out alarms system and record retrieval functions for performing the highest level of supervision and monitoring. AAT's operations staff are also well trained in security standards, risk assessments and operating procedures.

Another “World’s First” achievement for SATS Coolport



SATS PCEO Alex Hungate received the award for Centre of Excellence for Independent Validators in Pharmaceutical Handling from IATA's Regional Vice President of Asia-Pacific, Conrad Clifford.

On 21 November 2014, SATS Coolport became the world's first Centre of Excellence for Independent Validators in Pharmaceutical Handling (CEIV Pharma) certified by IATA. With this award, SATS Coolport will be able to train, advise and support industry stakeholders in pharmaceutical handling, to meet the rigorous requirements of the pharmaceutical industry.

"I congratulate SATS Coolport on being the first in the world to achieve the CEIV Pharma certification... This is a testament that SATS Coolport is operating to the highest standards for the transport of temperature-sensitive pharmaceutical products, giving pharmaceutical companies confidence that their products are

being shipped in a manner that preserves the integrity of the medicines," said Conrad Clifford, IATA's Regional Vice President for Asia-Pacific.

On the same day, 76 staff from SATS Coolport – the first batch in the world – received their IATA Pharmaceutical Handling Diploma. Having undergone a specialised training programme, they are better equipped with the knowledge and skills to handle pharmaceutical shipments at SATS Coolport.

Amongst them, 22 have been selected to attend the Train-the-Trainer course, after which they will be qualified to train new staff at Coolport and other employees within the SATS Group.

"I congratulate SATS for the significant strides it has made in pharmaceutical handling for transportation by air - providing solutions that address the many complexities; obtaining IATA's CEIV Pharma; and having its staff at SATS Coolport attain the IATA Pharmaceutical Handling Diploma, many with distinction. All these attest to SATS' commitment to high standards in pharmaceutical handling, and will substantially contribute to enhancing Changi Airport's position as a trusted air hub for pharmaceuticals," said Yap Ong Heng, Director-General of Civil Aviation Authority of Singapore.

Following the certification, SATS and IATA intend to further collaborate in the CEIV Pharma programme that includes leveraging SATS as a Regional Training Partner and its pool of pharmaceutical handling experts as Independent Validators.

"Through our close collaboration with IATA, SATS Coolport has achieved yet another milestone in the handling of temperature-sensitive, high-value pharmaceutical products. As a leader in gateway services, SATS is committed to the continual pursuit of excellence and innovation. We remain focused on extending our capabilities to provide a value-added, secure cold chain solution for our customers and partners across Asia," said Alex Hungate, SATS PCEO.

SATS Passenger Services clinched 31 awards at EXSA



The EXSA Star award recipients
Tamil Selvi,
Muhammad Azahari,
Lily Aluyah, Joyce
Teh and Mabel Poh
with Kevin Liao, Vice
President of
Passenger Services

Seven of our outstanding passenger services colleagues were conferred the Star award at the prestigious 2014 Excellent Service Award (EXSA) on 20 October. They were amongst the 727 Star award recipients who were recognised for their efforts in delivering exceptional service.

Our Star award recipients have each met the criteria of receiving more than five compliments; being conferred two other service-related awards; and making suggestions that have contributed to service improvements during the qualifying period.

In addition to the seven Star awards, our passenger services colleagues also clinched seven Gold and 17 Silver awards at the EXSA.

Launched in 1994 by the Singapore Hotel Association, the EXSA is a national award that recognises individuals who have delivered quality service.

Said DM Muhammad Azahari, a Star award recipient, "I am honoured to receive this award. I would like to take this opportunity to thank my fellow colleagues as this would not have been possible without them. This award is for them too!"



**Congratulations
to all EXSA
winners!**

Star Award Recipients

Joyce Teh
Mabel Poh
Ferrer Gary William
Tan Ching Lee
Lily Aluyah Bte Rahman
Muhammad Azahari Bin Samad
Tamil Selvi d/o Thangaraju

Gold Award Recipients

Razali Bin Ma'assom
Nurjihan Osman
Serene Han
Tony Hoe
Abdullah Bin Mohamed
Sin Pei Yau
K.Suresh Kumar

Silver Award Recipients

Danniyshah Liham
Jovie Goh Li Dong
Kendrick Mok
Nurani Binte Saniman
Yap Kok Yeow
Ishak Bin Suratman
Hadi Salem Taleb

Sunani Bte Abdul Ghani
Sathis Rajendran
Yong Kim Fui
Safik Ahmad
Syed Umar
Gunaratha S/O
Govindasai

Chou Wah Kei
Karpappa Vally d/o S.
Abdul Hazel Bin Abdul
Rais
Chan Yin Loke Luke



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

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.

POLL OF BABY BOOMERS TRAVELING IN 2015:



Work will probably get in the way in 2015.

Among those employed, **ONLY 52%** say they will take all or most of their vacation time in 2015.

32% are likely to take work with them on personal trips.

26% say it is important to stay connected to work.



Beyond prescriptions, the most popular travel items by gender



2015 TRAVEL TRENDS

82% say the current political events or health situations won't impact 2015 travel plans.

Poll of Baby Boomers (age 50+) who traveled for leisure in the past two years and plan on traveling in 2015.

62% are looking for a vacation that is laid back and relaxing.

TRAVEL
SINCE 1958

WHY WILL WE PACK OUR BAGS?*



International Travelers

Domestic Travelers

Bucket List
32%

Summer Vacations
24%

Multi-generational
22%

Weekend Getaways
26%



30%

32%

26%

*Parents, grandparents and children all traveling together

AARP
Real Possibilities

Source: AARP Travel Research: 2015 Travel Trends, November 2014
(aarp.org/2015TravelTrends)



frontlines

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