

frontlines

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April - June 2015

A Publication of CAS Destination



■ **CAS Destination** 31st Anniversary Celebration

■ Meet & Greet **Mr. Alvin Foh**,
our new COO

Member of
CAS GROUP



Congratulations & Success

Mr. Sulistyو Wimbo Hardjito

President Director of PT. Angkasa Pura I (Persero)

Mr. Heru Pambudi

Director General of Customs & Excise

Mr. Dwijo Muryono

Head of Soekarno-Hatta Customs & Excise

Mr. Saptandri Widiyanto

*Human Capital & General Affair Director of
PT. Angkasa Pura I (Persero)*



Message from CEO

This is a special time in our company's history as we celebrate our 31st anniversary – a significant milestone that few companies achieve. I am very privileged to write this message as the Chief Executive Officer to all of you, our valued clients, partners, staffs and readers.

We began our journey on 8 June 1984, and have spent the past decades to excel our products and services, which has now become synonymous with our commitment to provide our clients' needs with the best services in ground, cargo, and other airport related services.

As a company, we have seen many changes in the industry over the past 30 years such as changes in government and policies, airport expansions, changes in clients and their expectations, as well as some tragedies which changed the face of global aviation landscape, such as 9/11, Bali bombing, people come and go, etc.

But I would like to assure you that there is small part of CAS Destination which will remain the same throughout these changes, namely our mission to deliver service excellence through professionalism and innovation, to all of you, our valued clients & stakeholders.

As we go embarking a new journey into the next decade, we will ensure to deliver our promise for service excellence and I am incredibly excited about this journey and truly believe that the best of CAS Destination is yet to come.

And on behalf of Board of Directors, I would like to warm welcome Mr. Alvin Foh as our new Vice President Director and Chief Operating Officer.

To all our employees, customers, stakeholders and friends – I thank you for your continued support to CAS Destination.

Here's to another 31 fantastic years.....

Sincerely,



Adji Gunawan
President & CEO





CAS Destination 31st Anniversary Celebration



CAS Destination celebrates 31st Year of Anniversary as a preferred ground handling partner in Indonesia. 8 June 2015 marks the company's 31st year anniversary since establishment. And for this year, we choose "Change to Deliver Sustainable Performance" as theme.

Chief Executive Officer Adji Gunawan emphasizes the word "change" in this year's theme, and said in his message to all CAS Destination staffs "Change is a natural process. Only company that is able to anticipate and adaptive to changes in the business which will survive."

He also highlighted few important matters in managing the change, "We need to improve **communications** so all staffs can understand why change is necessary and what is in it for them. We also need to **train** our human capital through hard / soft skills as this will be the success key for company's growth.

Nor less important is our **top down management system**. The change must begin from the top level so their subordinates will obey and focused.

In this opportunity, Mr. Adji extends his grateful to CAS Destination's employees, clients and partners for their dedication, loyalty and continuous support to CAS Destination.

Indeed, in our 31st Anniversary this time, we launch the new logo - from what was once called JAS Airport Services now is changed into CAS Destination, identifying we are members of CAS (Cardig Aero Services) Group.

Various activities has been organized to mark CAS Destination 31st Anniversary and new logo launch including fishing games, 9 balls billiard tournament, badminton and futsal tournaments, fun bowling games, employee gatherings, golf invitational tournament, as well as two other social activities like blood donor and circumcision.

All fanfare photos can be enjoyed as you turn this page

Happy 31st Anniversary CAS Destination! We've done amazing things together, but the best is still yet to come... -Martha





 **EMPLOYEE GATHERING** 2015



Fishing Mania_02 May

- 1st Winner Samsul of Ramp Premier CGK
- 2nd Winner Muslih of Ramp Premier CGK
- 3rd Winner Rudy of AvSec Ground Handling CCK



Badminton Tournament_21 May

- | | Men | Women |
|------------------------|-------------|------------|
| 1 st Winner | HO A | Pasasi |
| 2 nd Winner | Maintenance | Aviobridge |
| 3 rd Winner | Apron | HO A |



Futsal Tournament_27 May

- | | Men | Women |
|------------------------|---------------|---------------|
| 1 st Winner | Avsec GH | Pasasi non SQ |
| 2 nd Winner | Pasasi non SQ | Aviobridge |
| 3 rd Winner | Aviobridge | HO |



9 Balls Billiard Tournament_7 May 2015

1st Winner Dwirawan K. of CAS Destination

2nd Winner Ade of SDV Cargo

3rd Winner Ocha of SDV Cargo



Fun Bowling Games_3 June 2015



1st Best Team Avia Jaya

2nd Best Team Cathay Pacific

3rd Best Team Dian Ayu



Team March Tournament_8 June 2015

1st Best Team AvSEc

2nd Best Team IT

3rd Best Team GA



Blood Donation_8 June 2015



Mass Circumcision_13 June 2015





Golf Tournament_11 June 2015



Best Gross Overall	Mr. Tri Maulana	Best Nett I Flight B	Mr. Afdal Amir
Best Nett Overall	Mr. Ari Singgih	Best Nett II Flight B	Mr. Holik
Best Nett I Flight A	Mr. Hendra Gunawan	Best Nett III Flight B	Mr. Firman Ali
Best Nett II Flight A	Mr. Imam Wartomo	Nearest to the Line	Mrs. NLK Witari
Best Nett III Flight A	Mr. Heri Lukmanto	Nearest to the Pin	Mr. Ken Kato
		Longest Drive	Mr. Rio



SilkAir Add 4th Flights to JOG

SilkAir, the regional wing of Singapore Airlines add its 4th weekly flights to JOG from SIN, increase from the previous schedule introduced in November 2013. The flights operates four times weekly on Monday, Thursday Friday and Sunday. The new services will be operated with Airbus A319 and A320 equipments, featuring both Business and Economy Classes.

"Yogyakarta is the 12th destination in SilkAir's Indonesian network. As the regional wing of Singapore Airlines, SilkAir is well placed to develop the rising demand of air travel in this important Indonesian market," said SilkAir Chief Executive, Mr. Leslie Thng.

As the capital of the Yogyakarta Special Region in Java, The city of Yogyakarta is the center for classical Javanese culture and fine art. With the world famous Borobudur and Prambanan temples in close proximity, Yogyakarta offers a variety of natural attractions and sightseeing opportunities within and beyond the city.

SilkAir first began operations to Indonesia in August 1992 and has steadily strengthened its network over the years. SilkAir currently serves 11 Indonesian destinations, namely Balikpapan, Bandung, Lombok, Manado, Makassar, Medan, Palembang, Pekanbaru, Semarang, Solo and Surabaya. - *Eko P*



Batik Air introduces flights from HLP Airport

Batik Air began to operate flight services from Jakarta's Halim Perdanakusuma Airport to Kualanamu Airport in Medan, North Sumatra, on Thursday, 2 April 2015.

President Director of Batik Air, Achmad Luthfie said that the airline has served six routes from Halim Perdanakusuma Airport so far, namely to Malang (East Java), Balikpapan & Tarakan (East Kalimantan), Medan (North Sumatra), Solo (Central Java) and Makassar (South Sulawesi).

Luthfie added that the airline hoped that by operating in Halim Perdanakusuma Airport, they would be able to contribute to economic activities to the airport and its vicinity. - *Henry H*



Qatar Airways 'World's Most Dependable Airline'

Qatar Airways has been named as the "World's Most Dependable Airline" in a comprehensive review of all major carriers, published by CBS MoneyWatch and conducted by recognized travel site, WanderBat.

Qatar Airways was chosen to lead a selected list of 22 international airlines based on on-time percentage, low cost to check bags, and average age of airline fleet.

"We are pleased to once again be recognized as leaders in world aviation. Our unmatched dependability comes from an enduring commitment to serve our guests on-time, in comfort and with the hospitality-centric dedication and convenience they deserve. This study reinforced the importance of all of these points for world travelers," Qatar Airways Group Chief Executive, Akbar Al Baker, said in the statement.

The CBS/WanderBat study also made reference to Qatar Airways' continued growth and renowned 5-star service and amenities, including Giorgio Armani kits with fragrances, earplugs, eye masks, socks and lotions for business and first class passengers.

CAS Destination are very honored to handle 40% of those reliable airlines in Indonesia.



WORLD'S MOST RELIABLE AIRLINES (AND THEIR SCORES) - <http://www.dailymail.co.uk>

Qatar Airways - 100	Tam Airlines - 88
Emirates - 97	Japan Airlines - 87
China Eastern - 97	Egyptair - 87
Singapore Airlines - 96	Ethihad Airways - 86
China Southern Airlines - 93	Malaysia Airlines - 85
Ethiopian Airlines - 92	Southwest Airlines - 84
Air China - 92	Qantas - 87
British Airways - 91	Aeroflot - 80
Saudia - 90	China Airlines - 80
Cathay Pacific - 90	Philippine Airlines - 80
Lan - 88	Air Berlin - 79



Launching Turkish Airlines direct flight CGK - IST



Turkish Airlines as one of the best global Airlines has always been giving the best service quality and security standard for its customers. Its best reputation was awarded in 2014 as the "Best Airlines in Europe" by Skytrax for the Fourth consecutive years and also in 2014 was voted as the World's Best Business Class Lounge Dining.

Indonesia as the fourth world's largest population is considered as an important market for Turkish Airlines. Thus, Turkish Airlines opened its routes to Jakarta since August 2009. Turkish Airlines has continuously been providing its best quality service and flight safety to its loyal customer in Indonesia, and also maintaining its relation to its local partners to help Turkish Airlines Growth in Indonesia.

Turkish Airlines had serve passenger 5 times a week from Jakarta to Istanbul since September 2009, and now with effect from 11 May 2015, Turkish Airlines has a new daily services to connect Jakarta and Istanbul directly.

JAS Destination is proud to become Turkish Airlines partner in CGK. - Nurloani

TURKISH AIRLINES 
A STAR ALLIANCE MEMBER 



Emirates to fly to Bali in June

Gulf carrier Emirates is set to expand its network in Indonesia this year by connecting its hub in Dubai with Indonesia's most popular tourist destination, Bali.

During the Dubai-Bali daily flight service launching on 3 June 2015, Emirates executive vice president and chief commercial officer Thierry Antinori said "Bali is a significantly important market for Emirates. There is a high interest in Bali from across our network, specifically in the leisure segment. Dubai would connect passengers from Bali to more than 80 destinations across Europe, the Middle East, Africa and America".



The non-stop daily flight service is served by a Boeing B777-3000 Extended Range (ER) with a two class configuration. He added that the Island of Gods would become the carrier's 148th global destination and strengthen its networks in the Asia-Pacific region, which spans 23 points in 13 countries. -Dama T

Emirates SkyCargo Expands Its Asia Pacific Network with Launch of Bali Service

Emirates SkyCargo, the freight division of Emirates, will soon be adding the popular Indonesian Island of Bali to its Asia Pacific network, opening up a new trade lane between the island and the cargo carrier's network of more than 140 destinations.

Bali will become Emirates SkyCargo's 2nd gateway in Indonesia and 24th Asia Pacific point in its global network.

With the launch of its daily service to Bali, Emirates SkyCargo will offer 294 tonnes of cargo capacity per week both ways in the belly hold of a Boeing 777-300 ER which will be used on the route. The new Bali service will bring a total of 4 daily flights of Emirates SkyCargo in Indonesia - three of which are to the country's capital Jakarta.

"With Bali joining our network, it opens up new opportunities for businesses on the island as well as for those across our network of more than 140 destinations. Our hub Dubai, which is strategically located between east and west, enables us to offer our

customers in the Asia Pacific region access to markets in the Middle East, Africa and Europe," said Nabil Sultan, Emirates Divisional Senior Vice President, Cargo.

Goods expected to be carried from Bali include marine products (tuna and other fresh fish), household goods, leather goods and handicrafts mainly going to Europe, while household goods, personal effects, perishables, pharmaceuticals and automotive spares are expected to be imported, not just into Bali but also to Surabaya and Balikpapan, as well as other catchment areas.

Jakarta was Emirates' first gateway in Indonesia when it launched its three flights per week service via Singapore and Colombo in 1992, and since March 2013, the airline has been operating three non-stop flights daily from Jakarta to Dubai with Boeing 777 aircraft. In 2014 alone, Emirates SkyCargo carried 16,000 tonnes of cargo on its three flights from Jakarta to Dubai.

<http://www.emirates.com>

AirAsia Back to SUB!

Indonesia AirAsia provides a special discount to all customers who purchase tickets at AirAsia sales offices in Tunjungan Plaza, Surabaya for fly period of 1 May 2015 onwards.

"We wish a Happy Birthday to the city of Surabaya, one of the most important hub for AirAsia Indonesia. To enliven the city's anniversary, AirAsia waives the service fee of Rp60,000 per passenger to purchase tickets to all AirAsia's domestic and international destinations during the promotion period," said Indonesia Commercial Director, Andy Adrian, in Surabaya, 30 April 2015.

CAS Destination is pleased to welcome Indonesia AirAsia back to SUB. -Edwin



AirAsia 'World's Best Low Cost Airline' Seven Years In A Row!

AirAsia (again) showed their quality by snatching the award from Skytrax as this year's the 'Best Low Cost Airline', marking AirAsia domination of this category for seven consecutive years.

AirAsia Group Chief Executive Officer, Tony Fernandes said he was proud airline that he built and led can re-awarded as 'Best Low Cost Airline' especially after facing a difficult period with QZ8501 last December 2014.

According to Tony Fernandes, to be the best for seven years in a row is an incredible honor for AirAsia. "We face many challenges over the last year. But I am proud to declare that the entire staff unite together to AirAsia customers and makes us all stronger than before.

I dedicate this to the power behind all this, our 17,000 AirAsia Allstars." -Mortha



Indonesia sends aid to Vanuatu

Indonesia has contributed US\$2 million worth of humanitarian aid to Vanuatu, which was devastated and economically crippled by a massive tropical cyclone that hit the Pacific island nation in March.

On Saturday, 3 April 2015, Foreign Minister Retno Lestari Priansari Marsudi dispatched two cargo aircrafts from Soekarno-Hatta International Airport. The two aircraft - a Garuda Indonesia Airbus A330-300 with a capacity of 35 tons and a Cardig Air Boeing 737 with a capacity of 15 tons - fly to Port Villa, capital city of Vanuatu.

CAS Destination is honored to be part of this humanitarian activity by handling The Cardig Air in CGK and while transit in UPG. - *Subiyono*



60th Asia Africa Conference Commemoration 2015

The first Asian-African Conference in 1955 marked an important milestone in the history of cooperation amongst Asian and African countries. Delegates from 29 participating countries gathered in Bandung, Indonesia to discuss peace, security, and economic development in the midst of emerging problems in many parts of the world.

In commemorating the 60th Anniversary of the Asian African Conference and the 10th Anniversary of the New Asian African Strategic Partnership (NAASP), the Government of the Republic of Indonesia hosts a series of summit under the theme "Strengthening South-South Cooperation to Promote World Peace and Prosperity" in Jakarta and Bandung on 19 - 24 April 2015. Delegates from 109 Asian and African countries, 16 observer countries, and 25 international organizations are invited to participate in this important event.

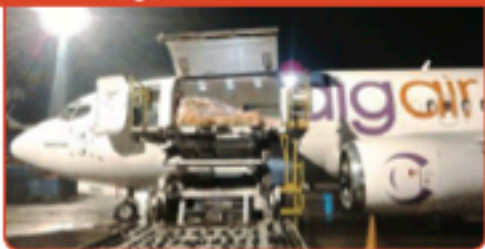
On this special event, JAS (CAS Destination) is proud to handle few VVIP flights like Royal Brunei, Turkish, Biman, Venezuela and Qatar Executive. The whole arrival and departure was from HLP, and the operation was smoothly handled. - *DeniA*



Indonesia helps Nepal's Earthquake Survivors

President Joko "Jokowi" Widodo said Indonesia was committed to help Nepal, which was hit with a strong earthquake on Saturday that claimed more than 1,800 lives.

Humanitarian aid to Nepal was departed in three phases. The first phase was dispatched by Indonesian Air Force Boeing B737-400 aircraft.



The second tranche of aid was dispatched on 1 May 2015 using two Garuda Indonesia charter flight and on the same day, Cardig Air Boeing 737 will also fly to Kathmandu to carry relief goods. All these flights were dispatched from CGK.

CAS Destination is proud to support the mission by becoming Cardig Air cargo handling agent. -Subiyono

Katy Perry's Roar in Jakarta

American pop singer Katy Perry made her second visit to Indonesia as part of her 2015 Prismatic World Tour, performing at the Indonesia Convention Centre (ICE), BSD City, Tangerang, Banten, on 9 May 2015.

Perry was touring to promote her 2013 album Prism, which debuted at the top of the Billboard Music Chart and spawned several hit singles including "Roar", "Unconditionally" and "Dark Horse". Her Asian leg of the tour will also include stops in Taipei, Manila and Bangkok.

Perry's previous concert in Indonesia was attended by 7,000 people at a colorful sold-out show in Sentul International Convention Center in Bogor, on 19 January 2012.

CAS Destination was proud to support her show by handling 43 tons of her instruments and equipments. The cargoes were arrived from Manila by Emirates and departed to Singapore by Singapore Airlines. -DeryA



Broadway's 'Beauty and the Beast' in Jakarta

In an unprecedented step, the Broadway musical featuring Disney's classic Beauty and the Beast was performed in Ciputra Artpreneur Jakarta in May and June, making Jakarta as a new outlet of international arts.

For the show, they brought 60 Broadway performers and around 60 tons of equipment to Jakarta to deliver a high quality show. The equipment was carried by a charter flight Atlas Air B747-400 on 9 June at CGK Airport. -DeryA



Mr. Alvin Foh, CAS Destination New Chief Operating Officer (COO)

As of 12 June 2015, CAS Destination officially has the new Chief Operating Officer (COO), Mr. Alvin Foh, who succeeded Mr. Nazri Othman.

A Malaysian origin Alvin Foh, is a graduate of National University of Singapore, and has more than 27 years of professional career in various industries. We are excited to have an interview session with him, to understand his working style, vision, and view of his new role as CAS Destination COO.

How would you describe your work style?

I am receptive to suggestions and encourage discussion to arrive at the best possible decision. I believe that each individual has their own strengths that can be tapped for the benefit of the team.

What techniques and tools do you use to keep yourself organized?

I adopt 5S to keep myself organized and as quoted by Elbert Hubbard "the best preparation for good work tomorrow is to do good work today".

If you had to choose one, would you consider yourself a big-picture person or a detail-oriented person?

I am more of a big picture person and believe in empowerment. However, I may drill down to details as when necessary.

Tell me the difference between good and exceptional. How would it apply in this industry?

Anybody can perform a good job but it is only those who are willing to go the extra miles that achieve the exceptional.



Tell me about your proudest achievement.

Opportunities to work with teams who are passionate about their roles that ultimately resulted in more than 100% year on year PBT improvement for two consecutive years.

How would you go about establishing your credibility quickly with the team?

High integrity and communication to connect with the team is the foundation of success. I subscribe to the culture where every member should be respected, comfortable to voice their opinion and share the same vision for concerted victory. I will be engaging the team to embark on the process of Business Intelligence that will excite them with strategies / action plans to lead

our company to greater heights. These strategies will be consulted with the Board of Commissioners and Board of Directors for their support and endorsement. I look forward to your innovative suggestion and participation to orchestrate a success story.

List five words that describe your character.

Compassionate, trustworthy, focus, consultative, jovial.

- Martha

“Work together as a family that inspire and care for each other to make a significant difference”.

Message from Mr. Nazri Othman, CAS Destination former COO

Thank you for your continued support and for the confidence that you have placed in us.

I would like to assure you that we do not take this confidence for granted.

At CAS Destination, we work as one team with a common purpose - to provide best in class service to our customers. Our philosophy has always centered on our belief that customers should be treated with exceptional manner.

Thus, we endeavor to make Service Excellence a core practice in everything we do - from the way we conduct our business and interact with customers to the products and services we offer.

As we continue to build a stronger partnership together, we fully recognize that your support and the continued trust that you place in us is the foundation of our success. You are at the centre of everything we do and we will work tirelessly towards ensuring that we meet and exceed your expectations in a fair and responsible way.

We had assigned Mr. Alvin Foh as CAS Destination New COO and he will lead our operation day to day. Please join me in welcoming and in wishing him luck at his new role.



PCEO Awards for CAS Destination

Mr. Itang Ruchiyat of CAS Destination Maintenance Department, won SATS' President and Chief Executive Officer (PCEO) Awards on 24 April 2015. The award is given to personnels who initiated and executed a cost saving or productivity improvement invention, and was presented in Intercontinental Hotel Grand Ballroom. This was the very first time for CAS Destination's staff to be nominated and received such awards.

Mr. Itang Ruchiyat was nominated due to his invention on a ZERO COST technology which can be used for training needs: "It such an honor for me to bring CAS Destination good reputation into this competition. I was really trembled when I heard our company's name being announced by the MC".

Meanwhile another comment comes from Mr. Tedy Santoso as GM IT&GA "Mr. Itang's innovation can be role model for other employees to contribute brighter ideas." - Itang



2014 Best Performance AIC (CX)

JAS (CAS Destination) and Dian Ayu Primantara awarded as '2014 Best Performance' from CX. This award was given due to our contributions to cabin cleanliness and attention to details during aircraft transit.

"This is such a great gift to start the year, thank you to our patner Dian Ayu Primantara" Mrs. NLK Witari (CAS Destination GSM-DPS) said in thank you dinner attended by Mr. Dimas, Mr. Haris, Mr. Machfud, Mr. July and Mr. Ben as CX DPS management. - Endang S

Lost Luggage Rediscovered!

Miss Julia, passenger of Jetstar' 3K281 SIN - KNO flight wrote her appreciation in 'Harian Analisis', a local newspaper in Medan.

The appreciation was addressed to CAS Destination employees, Mr. Taufik W. who has diligently undertook the process of finding her missing luggage until successfully found.

According to Julia, 1 or 2 days of searching process is already very saturated, she could not believe that someone is willing to do it in 9 days. Finally, the tenacity of Taufik has paid off, and Julia was thankful to him when she received her luggage undamaged.

Not only the passenger, CAS Destination also grant an exemplary reward for the to Taufik W. for the good deed he demonstrated. -Ahmad Z



Yeah... We Passed !

CAS Destination in CGK passed the audit performed by CAAP (Civil Aviation Authority of Philippine).

And the same result also went to JOG station that passed SilkAir and AirAsia's audit with NIL Finding Result.

JOG is the only station Indonesia AirAsia who had this achievement. -Eka P



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'Til We Meet Again, Tiger Air...

CAS Destination Team was lavishly praised at a farewell dinner hosted by Tiger Air and attended by Mr. Wei Qi Lim (General Manager of Commercial), Mr. Agus Sundoro (Head of Silver Services), Mr. Edwin Nugraha (Manager of Silver Commercial), Mr. Daniel Soh (Tiger Air Head of Ground and Cargo Services) and Bala Palari (Tiger Air Manager Ground Services).

The dinner at Restaurant Lembur Kuring, 20 April 2015 was held as a mark of gratitude by Tiger Air to CAS Destination who has provided their ground handling services for 8 years. - Edwin



CAS Destination Facilitate AP I in Advance Leadership Training

API Training & Development Department invited CAS Destination's Management to be one of the facilitators for their Advance Leadership Training which held at Novotel Bogor, 7 April 2015.

Mr. Subiyono (CAS Destination DDO) had the honor to present the material of ground handling for AP I General Managers, Group Head and the Board of Directors.



All participants interacted positively in the classroom and we hope this is a good sign for better synergy between CAS Destination and AP I in developing new business opportunities as well as enhancing airport services in the future. - Subiyono



Annual General Meeting of CAS Destination' Shareholders



On 9 April 2015, CAS Destination held an Annual General Meeting of Shareholders (AGMS) in Menara Cardig, HLP. The agenda of the meeting includes approval of the Annual Report 2014 and changes in the Board of Commissioners and Directors.

Another Extraordinary GMS was also held in 12 June 2015 with agenda approval of change of Company's Article of Association and changes of Board of Commissioners and Directors.

A warm welcome for the new members of the Board.- *Marta*



The new of Company's Article of Association and Board of Commissioners and Directors

Mr. Nurhadijono Nurjadin
Mr. Yacoob bin Ahmed Piperdi
Mr. Radianto Kusumo
Mr. Nazri bin Othman
Mr. Simon Halim
Mr. Adji Gunawan
Mr. Foh Chi Dong
Mrs. Marianne Ludwina Hasjim

President Commissioner
Vice President Commissioner
Commissioner
Commissioner
Independent Commissioner
President & CEO
Vice President & COO
Non Affiliated Director

CAS Destination Joined Safety Campaign, SUB



Ministry of Transportation organized Aviation Safety Campaign in order to educate publics and increase their understanding on aviation safety. The event took place on 12 April 2015 at Taman Bungkul Surabaya; which happened to be the regular Car Free Day (CFD) in Surabaya.

The event was opened by the Director General of Civil Aviation Ministry of Transportation and attended by the Director of the Ministry of Transportation, along with the Director AirNav Indonesia, Angkasa Pura Airports, PT Angkasa Pura II, Garuda Indonesia, the Director of National Airline, Regional Government of East Java, Surabaya City Government, CAS Destination as well as all stakeholders in the field of aviation.

The event started with a speech from the Director General of Civil Aviation, Ir. Suprasetyo, followed by the release of doves and a leisurely stroll along the Surabaya Darmo.

"Aviation safety campaign aims to raise public awareness on the importance of complying with regulations on a flight," said Ir. Suprasetyo in his speech.



"CAS Destination is participating in this campaign because we are very concerned with aviation safety in general, and we comply with international standards and international aviation safety." Mr. Titus Dewanto (CAS Destination DDC) said on the sidelines of the event.

Because safety in the air starts from the ground. Anything for Safety! - Norma



SilkAir Spring Travel Fair (JOG)

SilkAir held Spring Travel Fair from 18 - 19 April 2015 at the Plaza Ambarukmo, Yogyakarta. The fair was attended by seven travel agents with the target of up to 500 ticket sales and discounts up to 75 percent.

ASA team in JOG also participated in these travel fair and introduce ASA "hassle free" products.

Previously, SilkAir had added one flight schedule SIN - JOG every Thursday from 2 April 2015, making a total SilkAir service of four times a week from SIN to JOG vv.

-EkoP



Soekarno-Hatta Trade Facilitation Committee (STFC) 11th Anniversary

Soekarno-Hatta Trade Facilitation Committee (STFC) celebrated their 11th Anniversary by organizing a futsal tournament 'STFC CUP III' in Spartan Futsal Arena on 25-26 April 2015.

The tournament was attended by 24 teams such as CAS Destination, PT. Prima International Cargo, PT. MSA Cargo, PT. Birotika Semesta (DHL EXPRESS), PT. Banten Global Development, JACC, PT. AGILITY, PT. TNT, OTBAN Wilayah I, PT. Panah Perdana Logisindo, PT. Panalpina Nusajaya Transpor, PT. Andima Transportindo, PT. FIN Logistics, PT. Dahliatama Cargo, PT. Fajar Anugerah Semesta, PT. Uniair Indotama Cargo, PT. FAS, PT. Uniair Indotama Cargo, PT. DHL Global Forwarding, PT. Angkasa Pura II, PT. KN Sigma Trans, PT. Bank Negara Indonesia, PT. Gapura Angkasa, PT. Bank Rakyat Indonesia, PT. G4S Cash Service and Bea Cukai Bandara Soetta.

CAS Destination team has made it 'til the last eight but unfortunately we were defeated by PT. Dahliatama Cargo. The 1st place won by PT. Andima Transportindo, followed by PT. Dahliatama Cargo (2nd), PT. DHL Express (3rd) and PT. FIN Logistics (4th). - HendraM



Kartini's Day Celebration



Kartini Day is a historic day for Indonesian women where every April 21st, Indonesian people celebrate the birth of great lady Raden Ajeng Kartini, one of the Indonesian national heroes and a pioneer in the emancipation of Indonesian women. It's been over 110 years since R.A. Kartini penned her thoughts on women's emancipation. Kartini was considered to be the first female to fight for respect and equal opportunities for women's rights in Indonesia.

In commemoration of the Kartini Day 2015, ASA Team CGK together with Mustika Ratu and Jakarta Newspaper celebrated by handing some giveaways, traditional massage and drinks (jamu) to all women passengers in the CAS Destination's lounge. -Adi



Ethihad Airways Tests Emergency Preparedness

Ethihad Airways held an Emergency Response Exercise on 21 May 2015 to conduct a realistic assessment of the airline's readiness in the event of a real life aircraft emergency.

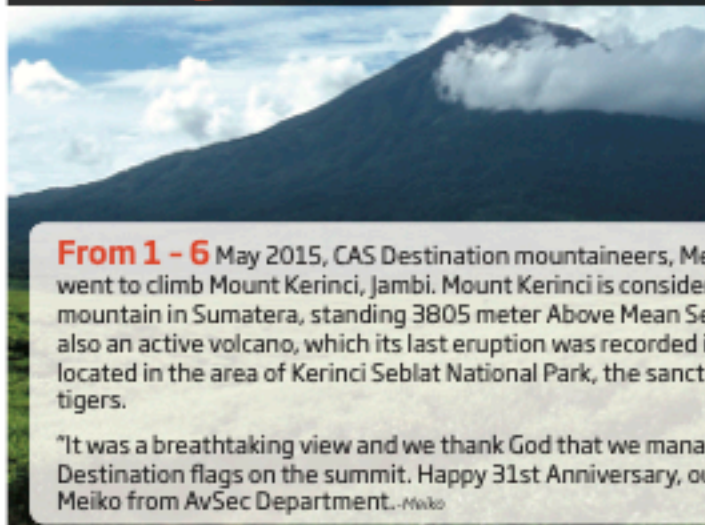
The exercise involved an Etihad Airways aircraft experiencing an emergency situation shortly after take-off from one of its worldwide destinations.

16 staff members of CAS Destination took part in the exercise which was held in PKPPK Building. Upon exercise notification, almost every aspect of the emergency response was activated.

Mr. Heri Setiawan as CAS Destination SQA gave his testimony: "In the event of a real life emergency, everyone will be involved in responding in some way, which is why it remains a top priority of every company to ensure all staff are well prepared and aware of their responsibilities." -Heri S



Climbing Mount Kerinci



From 1 - 6 May 2015, CAS Destination mountaineers, Meiko Wibowo and his team went to climb Mount Kerinci, Jambi. Mount Kerinci is considered to be the highest mountain in Sumatra, standing 3805 meter Above Mean Sea Level. Mount Kerinci is also an active volcano, which its last eruption was recorded in 2009. Mount Kerinci is located in the area of Kerinci Seblat National Park, the sanctuary center of Sumateran tigers.

"It was a breathtaking view and we thank God that we managed to wave CAS Destination flags on the summit. Happy 31st Anniversary, our beloved company!" said Meiko from AvSec Department. *-Meiko*

CAS Destination sponsored Trupala Team to Mt. Elbrus

In their attempt to reach the peak of the highest mountain on the continent of Europe Mt. Elbrus (5642 meters above sea level), team Trupala represented by Avicenna and Bambang Arya Sapta Samudera finally managed to set foot on the summit of Elbrus on the ascent to the Day-6 Friday, May 15th 2015 promptly at 12:35 Russian time or at 17:05 pm.

On their way to the summit, the team had difficulty because of the thick snow, slippery ice, and exposure of strong winds and temperatures that reached minus 25 degrees Celsius.

Teams must fight for more than 8 hours climbing from an altitude of 4100 meters above sea before being able to reach the summit of Elbrus. Steep terrain, ravines, as well as extreme weather like snow storm require teams to make the climb with extra caution.

For the team Trupala this trip is a series on commemorating their 40th anniversary by reaching the top seven summits (Everest, Aconcagua, Denali, Kilimanjaro, Elbrus, Vinson, Carstensz).

And as one of the sponsors, CAS Destination was really delighted with their patience and determination. What an achievement!! *-AdyG*



Travel Document Campaign 2015 (DPS & SUB)

According to aviation rules; passengers are liable to understand immigration rules and have a valid document required to enter the country where they travel to. Passport-Visa checks are undertaken during flight check-in and boarding. The objective is to prevent passengers traveling with invalid/false/fake visa or passport and to prevent penalties.

CAS Destination in DPS & SUB held Travel Document Campaign from April - May 2015 to improve our staff's capability in detecting passenger's travel document fraud. -Endang.S / Indah



CAS Destination Prepare Reliable Mechanics

Apron Maintenance Department conducted an intensive training for the mechanics in BBLKI (Balai Besar Latihan Kerja Industri) and SITI (Serang Institut Teknologi Industri) on 6 April - 16 May 2015.

The training was divided into 4 batches and attended by representatives from all stations. The training materials include basic knowledge of engines, electric and hydraulic / pneumatic.

The purpose of this training is to improve the knowledge of all mechanics to be able to cope and keep up with the new generation of GSE operated by CAS Destination. Going forward, this basic program will be expanded into intermediate and expert levels, to give CAS Destination more reliable mechanics who are able to support the cost-effective operation of the company. -Itong



Detection of Fraudulent Travel Document

CAS Destination & The Diplomatic Security Service of The Embassy United States of America held a workshop on 'Detection of Fraudulent Travel Document' from 13-14 April 2015 at J-Hotel Bandara, Tangerang.

Attended by 26 staffs, the objective of this workshop is to identify improper documented passengers destined to US. Comprised of interactive training, the curriculum allows participants to engage in "hands on" instruction of fraudulent document identification, passenger assessment, impostor identification, and traveler document verification. - Windu



SV' Safety Management System Course



On 22 - 23 April 2015, Saudia Airlines provides CAS Destination staffs with an knowledge in intermediate and advanced Safety Management Systems (SMS) concepts and supports, on both implementation and improvement of an active SMS within organization. The course was facilitated by Mr. Iain Stephens (Head of Quality and Safety Operations)

The SMS course was attended by 40 staffs from 3 different stations and by the completion of the course, the staffs will be able to use the principles of Safety Risk Management and to apply an SMS implementation plan. - Windu

The battle against "FOD"

The battle against "FOD" is a never ending effort. FOD is foreign object which is not belonged on the runway, taxiway, or ramp area, yet potentially damage airside equipment. FOD can cause damage to aircraft, and in rare case, cause an accident. To prevent these, CAS Destination in collaboration with AP II held a FOD cleaning on 24 April 2015 at Apron Terminal 2D - 2F.



Typical FOD items are aircraft parts, tire fragments, mechanics' tools, nails, luggage parts, broken pavement and pebbles which are often found while doing FOD Check.

One example of serious FOD incidents: A Bombardier Learjet 36A was taking off from Newport News/Williamsburg International Airport in Virginia on 26 March 2007, when the crew heard a loud "pop". Aborting the takeoff, the crew tried to control the "fishtailing" and activate the drag chute. The chute did not work and the Learjet ran off the runway, its tires blown. Airport personnel reported seeing rocks and pieces of metal on the runway after the accident. The NTSB said that the accident was caused by Foreign Object Debris (FOD) on the runway. Failure of the drag chute contributed to the accident.

F.O.D is everyone's concern. Bins it before it bins you!! - Heri.S

And A New Journey Begin...

Through entire motivated efforts, it's no surprise and yet an extremely great news.

CAS Destination was truly happy for the promotion of Mr. Fawaz Rabeh Alharbi from CGK Station Manager into Country Manager (SIN, KUL, BWN) with effect from 19 May 2015. Well done, Mr. Fawaz. Don't forget about us...-Subiyono



Lufthansa rolls out Amadeus' Altea DCS

Amadeus, a leading technology partner for the global travel industry, and Lufthansa German Airlines announced that the carrier has successfully implemented Amadeus' Altea Departure Control System - Customer Management ("DCS-CM") to enhance their passengers' end-to-end travel experience and simplify the pre-departure and check-in process effective 19 May 2015.

To introduce and familiarize the new system, they held a training class for CAS Destination staffs on 13-15 May 2015 at Cargo 521 training room.-Winda



CAS Destination Suggestion System

CAS Destination will launch the new system to collect ideas from our 3,000 employees. We call it "Suggestion System" (SS).

This SS is improved as media / channel for employee to share their ideas / suggestions as well as to execute and give respective rewards for any success implementation.

By doing this, we hope all passive employee will become more active and benefit themselves by doing the job faster with smarter and innovate way.-Tedy5



Never Say Good Bye ...

A farewell party for 7 senior staffs was held to honor their dedication to CAS Destination since the company's early establishment.

'Goodbye' is always hard word to say, but as we say goodbye, we remind ourselves that farewells are not forever, nor are they the end. It's simply the word to say that we will miss you dearly and that we will remember you fondly.

We wish you new happy adventures, fantastic new friendships, amazing experiences and the journey of a lifetime. - Adi

Those seniors are:

Mr. Setyo Wibowo	(1985-2015)
Mr. Teuku Zainul Efendi	(1988-2015)
Mr. Sutrisno	(1988-2015)
Mr. Apendi	(1989-2015)
Mr. Saparudin	(1990-2015)
Mr. Bobby Sandy Mulya	(1990-2015)
Mr. Eko Hari Subekti	(1992-2015)



Our Best Wishes for Mr. Ardjuna Sitorus...

Congratulations on your recent promotion, Mr. Ardjuna Sitorus!

We wish you the best both professionally and personally as you move into your new position within CAS Group.

We believe that you will tackle your new portfolio as President Director of Jakarta Aviation Training Center (JATC) with the same passion and dedication you've demonstrated as part of our cohesive team and will quickly establish yourself as a valued employee in your new role.

While we will miss the day-to-day interaction with you - you've been an indispensable part of our team - we know you will continue to do well and achieve major milestones. - Martha



English Class for Everyday Service

Without a doubt, the universally accepted language of service industry is English. It doesn't matter whether we are a staff or a manager; it is almost guaranteed that we will be expected to have not only a passive understanding of English, but also confidence in actively using it.



To this end, CAS Destination held English Class starting from 13 April 2015 in order to improve the capability of our passenger handling staff. -HC

Labor Union Election & The Launching of Employee' Sports Benefit

Labor Union is an organization of workers in the same skilled occupation or related skilled occupations who act together to secure for all members favorable wages, hours, and other working conditions. (legal-dictionary.com)

On 15 April 2015, located at Sport Club Modernland, Tangerang, Mr. Nandang Hendrawan was elected as a new chairman of CAS Destination Labor Union for 2015 - 2017, replacing Mr. Tunas Subagyo.



And still at the same day, CAS Destination also launched employee sports benefit. All staffs are eligible to use the Sports Club Modern Land in Tangerang to do fitness, swimming, tennis, badminton, squash, futsal, dan many more. Together we 'Mens sana in corpore sano' -Himawan

Labor Union Committee

Chairman	: Nandang Hendrawan
Vice Chairman I	: Yosep Panghoy
Vice Chairman II	: Anwar Sanusi
Secretary	: Yulita tara Diana
Treasury I	: Himawan
Treasury II	: Dermawan Toufik
Workers Faction	: Wasdi Khariswan H
Communication Faction	: Ade Irwan Ahmad Saiful
Sport Faction	: Juliantoro Denny
Event & Activity Faction	: Fawzi

Basic Development Program



(BDP) is a program designed for development of the high potential staff of lower grade. The program was introduced in 2014, which was attended by 22 staffs. This year, HC Division of CAS Destination organized the 2nd batch of BDP program, which was held in 3 weeks period on May 26 - June 17, 2015.

The training program includes hard and soft skill materials, i.e leadership, problems solving, building positive mental and service excellence.

The total participants of this batch are 18 staffs from various units and stations. During the graduation ceremony on 17 June 2015, CAS Destination awarded 3 best students of ODP Batch 2, namely Agus Fitrianto (Silver JOG), Dwi Fitria (KAM 5 C / I Staff) and Lutfi Gemilang (KAM 1 C / I Staff) for their active participations and exercise scores during the program. -Daniel

Aviation Security Gathering 2015

On 6 June 2015, CAS Destination's Aviation Security (AvsSec) gathered at Sederhana Restaurant, Rawa Bokor.

With the theme "Towards independent and professional AvSec", we aim to strengthen the communication between all AvSec members," Yudi Ashari (AvSec Manager) said.

Mrs. Kurniaty Hatta (GM Human Capital) managed to invite all AvSec members to be reliable and more stylish, which means they don't need to look sinister, but rather shaping their ability and combined with intelligence that someday they can be assigned in various divisions within company."

The festive event were filled with games, door prizes, and musical entertainment. -Hendra



Cardig Aero Services Annual & Extraordinary General Meeting of Shareholders



Cardig Aero Services held an Annual & Extraordinary General Meeting of Shareholders on 19 June 2015. On that meeting, the shareholders agreed to accept the management annual report for 2014 performance.

Cardig Aero Services posted double digit growth in revenue compared to last year achievement. Furthermore, the meeting also accept the resignation of Mr. Ferry Chung Qin An as Commissioner and his position is replaced by Mr. Yacoob bin Ahmed Piperdi.

We are pleased for this year achievement and committed to do better in 2015. *-Hanif*

Integrity Reveals...

INTEGRITY

What would you do if you found USD 5,000 Cash?
Pocket the money and go on vacation?
Maybe hit the casino? Invest it?

Well, one honest man, Mr. Juhendra from PT. Cardig Anugra Sarana Bersama (Dept. Aircraft Cleaning) did find important Documents of Bank CIMB Niaga, some Indonesian Rupiahs and USD 5,000 when he cleaned KL 809/10 on 25 June 2015. He turned it all completely to the management.

Even no passenger had claimed for these losts, but what he did is the definition of integrity. His integrity is in line with the core values that CAS Group which are Customer Centric, Always Achieving and Serving Sincerely.

Mr. Ricko Sugyanto as President Director of PT. Cardig Anugra Sarana Bersama expressed his gratitude and highest appreciation: "On behalf of management, we would like to convey our highest appreciation for attitude shown by Mr. Juhendra. This should be emulated by other employees in order to increase our customer satisfaction."



Integrity is choosing your thoughts and actions based on values rather than personal gain - unknown quotes

Kenzo Yoshikawa, PMAD Japanese Executive Chef

We are please to introduce you to Mr. Kenzo Yoshikawa, Purantara Mitra Angkasa Dua (PMAD) Japanese Executive Chef. Yoshikawa-san was born in Japan, 27 March 1954. Chef Yoshikawa began his culinary education in Osaka Tsuji Cooking School & France. He started his debut as a chef in Singapore Shima Restaurant Goodwood Park Hotel in 1983 .

When being asked what makes him love to cook? He answered: "Foods connect other cultures. I was inspired by TV Cooking Show. From there, I decide to become a professional chef so I can do my other hobby which is travelling."

Chef Yoshikawa had stayed in Jakarta since 1976. He managed to fulfill his desire to see other parts of the world before he entered Jakarta again in 1987. His passion for food and challenges brought him into in flight catering business now." To plan a small box menu within budget is surely an interesting challenge."

Now, we can experience Chef Yoshikawa foods at some airlines PMAD handled, especially ANA. Says Chef Yoshikawa, "I'm excited about the challenge of offering customers a new selection of menus that will make the flying experience even more enjoyable."

召し上がれ

--- that's Japanese for Selamat Makan. -Martha



"No success is achieved without little sweat called "Hard work"

About Chef Yoshikawa

Favorite color	Green
Hobby <small>(other than cooking)</small>	Traveling, Eating
Favorite food	Japanese Food
Life motto	Live for my family

What other people (non chef) could take a lesson from your life or profession or experience - No success is achieved without little sweat called "Hard work"

Silver Team Donates the Orphanage

In April 2015, as a self employees' initiative, the Silver Team of CAS Destination donated their private fund to the children of the Orphanage as well as to help the construction of a Mosque. Both are in Tangerang area.

Mr. Subiyono, CAS Destination DDO, spoke about the great Team Spirit at CAS Destination, and about the fact that all Silver Team had involved in making this possible. He said: "At CAS Destination we strongly believe in giving something back to the local community. It is part of our culture, part of 'who we are'." -Agus.S



Ramadhan's Charity

CAS Destination through its various representatives in 12 stations in Indonesia organized a charity act in welcoming the holy month of Ramadan. The charity in the form of donation was given to some orphanages foundation as recommended by each station manager / coordinator.

"It is never about how much we give but hopefully the sincerity we share can turn into blessing for the company and all our employees." CEO Mr. Adji Gunawan extended his wish. -Marmo



QHHC Reaching Hands for Unfortunate Community in Jakarta

Volunteers of employees of Qantas Helping Hands Community (QHHC) flew to Indonesia to organize the charity event for the underprivileged community in Jakarta.

QHHC is a charitable foundation affiliated with the Australian flag carrier Qantas airline. A number of volunteers consisting of pilots, flight attendants and CAS Destination' staffs invited the underprivileged children of Kampung Melayu to have a fun gathering in Jungle Water Park Bogor on 18 May 2015. -Herli.S



Our gems of service excellence at prestigious SIA awards

Last Friday at the SIA CEO Transforming Customer Service (TCS) Awards, four of our colleagues were recognised for their outstanding service and excellent care for passengers.

The TCS Award is the most prestigious honour given annually to teams and individuals who front the airline on the ground and respond to unique customer situations with exceptionally positive, innovative or selfless acts of service.

We will leave you with the admirable accounts of what Azhari Ismail, Fairoz Hamid, Olsen Theodore and Visvanathan P have done which led them to their well-deserved awards.

Airport Operations, Individual Winner Azhari Ismail (Duty Manager), Passenger Services



DM Azhari receiving his award from Mr Goh Choon Pheng, CEO of SIA

Duty Manager Azhari Ismail from Passenger Services went all out to coordinate the flight and baggage transfers of Mrs Tjio who was on her way to see her father-in-law before his passing. It didn't help that her flight into Singapore was delayed and she had only 31 minutes to connect to her next flight. The arrival and boarding gates were unfortunately located on extreme ends of two terminals too.

Despite the absence of pre-advice, Azhari sprang into action on learning her plight. He immediately secured a buggy to rush Mrs Tjio and her son to their gate. Many calls were made and in the span of less than 31 minutes, Azhari had successfully orchestrated the transfer of the passengers.

Most impressive was his ability to coordinate the baggage transfer, ensuring that they went with the duo on the same flight so that the grief stricken family would not need to deal with baggage issues.

As of standard operating procedure, Azhari could have just apologized to Mrs Tjio for the delay and let her go on the later flight as planned. Being the compassionate person that he is, Azhari has gone beyond the call of duty to make sure that the mother and son were able to catch the earliest flight out as he understood how distressing a death in the family could be. Doing this required a lot of coordination with other business units as well but thanks to Azhari, this was executed perfectly.

People's Choice, Individual Merit
Mohamad Fairoz (Duty Terminal Manager),
Passenger Services

Duty Terminal Manager Fairoz Hamid is an exemplary staff member who delivers exceptional customer service. Based in SATS Integrated Operations Centre, he never ceases to keep passenger experience in mind even though he is not in the frontline. Fairoz coordinates backroom operations impeccably to ensure that daily decisions affecting passengers' connectivity provide them a seamless experience. He anticipates problems pertaining to flight disruptions, and implements action plans promptly to resolve them, often seeking alternatives beyond standard guidelines.

Fairoz has proven that he is able to work well under high pressure of managing daily flight disruptions and has received compliments from more than eight station managers and other customer representatives in the past year.



DTM Fairoz receiving his award from Mr Goh Choon Phong, CEO of SIA

Cargo Services, Team Winner
SATS Operations Team & SIA Cargo Services Centre

One of the key initiatives of SIA Cargo Performance Improvement Program is to develop a new stream of high-yield regular businesses. A success story that has emerged is its partnership with DHL Express (DHLE). Olsen Theodore, Airlines Relations Manager (Hub Operations) from SATS Cargo and Visvanathan P. from apron played integral roles in this achievement.

Their success however did not come easy as there were many challenges such as short turnaround time and the time-critical nature of the express delivery business. The formidable team from SATS and SIA set up procedures and pushed conventional boundaries to meet the exacting requirement of DHLE.



[From left] Olsen Theodore and Visvanathan with the team from SIA Cargo Services Centre

They were eventually able to improve the team's handling capabilities and service offerings.



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



Trust
 Trust begins with me.
 I am dependable.
 You can count on me.



Collaboration
 Let's work it out together.
 You can count on me.

CAS Destination Management and staff
Would like to wish you all

Selamat **Idul Fitri** 1436H.

Minal 'aidin wal faizin
Mohon Maaf Lahir dan Batin



JAS Airport Services

frontlines

April-June 2015

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