

# frontlines

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July - September 2016

A Publication of JAS Airport Services

 **CAS**  
Destination  
JAS Airport Services



-  Awards & Achievements:  
**CEO TCS Awards 2016** for DPS!
-  Ground Handling Agents: **SilkAir (KNO)**  
and **Emirates Freighter (DPS)**
-  Mission Accomplished :  
**ISAGO certification** for CGK, SUB & DPS
-  China's **Lucky Air** adds Jakarta & Ball flights

Member of  
**CAS GROUP**

# THANK YOU, CUSTOMERS!!

## NEW and RENEWAL CONTRACTS

Airlines	Station
 <b>Lucky Air</b> 祥鹏航空	CGK, DPS
<b>AIRFAST</b> Indonesia	CGK, HLP, SUB, MDC, DPS
<b>QATAR</b> AIRWAYS  القطرية	CGK
 <b>Sriwijaya Air</b> <i>Your Flying Partner</i>	DPS, JOG
<b>tigerair</b> australia	DPS
 <b>SILKAIR</b>	SUB, MDC, DPS, JOG, UPG, BPN

## Ethics Message From CEO

Dear JAS Employees,

Delivering what we promise, practicing respect for all people, and conducting ourselves in an ethical, lawful manner in all we do are cornerstones of JAS' culture and business strategy. By expressing these principles in our work with customers, suppliers, other employees, and in our daily lives, we offer more value to our stakeholders. Whether you are dealing with an important client or a personal friend, the foundation of our value system which are **C**-ustomer Centric, **A**-lways Achieving and **S**-erving Sincerely (**CAS**) will help you successfully embody:

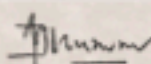
- High personal and product standards;
- A spirit of teamwork and accountability in all we do;
- Inclusion and engagement in our daily work;
- A focus on training and development; and
- Open, two-way communication.

The world is becoming more complex. As a company doing business in this ever changing environment, JAS relies on every member of the team to make a commitment to our value system and realize the benefits of following **CAS Values** every day. It must be our goal as employees to work respectfully with each other and achieve quality in all we do, to refuse to compromise our integrity and know that our colleagues will do the same, and to always be mindful of the rules and regulations that govern our business and environment.

It's important to point out that there are resources available if you ever have questions. Please read the Code to understand what is expected of you, talk to your supervisor or consult our Human Capital Department if you need more information. The Code booklet is just one of several tools that are here to help you find answers to your questions.

I expect that we will all act with integrity at all times and comply with laws and regulations without exception. It is absolutely critical to our business and our level of success; there is no room for compromise. We have many stakeholders who depend on the integrity of our people and products. We cannot let them down. Together, let's live those values, Every Day.

Thank You



Adji Gunawan  
Presiden Direktur - CEO



Customer Centric



Always Achieving



Serving Sincerely

## China's Lucky Air adds Jakarta & Bali flights

**Lucky Air** is an airline based in the Xiángpéng Hángkōng Dàshà in Kunming, Yunnan, People's Republic of China, near the Honghe Hotel. It operates scheduled services from Dali to Kunming and Xishuangbanna, and plans to expand to other areas of China. Its main base is Kunming Changshui International Airport. The airline is one of the four founding members of the U-FLY Alliance.

Yunnan Lucky Air has submitted two new services from Kunming to Indonesia's Jakarta and Bali with a stopover in Nanning starting from July. The Jakarta service will be offered once a week, while the Bali service will be operated twice-weekly. - *Commerci@ls*



## Finally...Glad to handle MI in KNO



**After 32** years operation in Medan, Singapore based Silk Air (MI) now has a new ground handling partner, JAS Airport Services.

This first handling by JAS was introduced on 1 October 2016, for flight MI233 bound to SIN. All ground operation went smoothly.

Glad to be of your service MI Team... - *Morho*

## Emirates Freighter to Fly to DPS



**Continuing** its passenger service, and to cope with the increasing demand in the region, Emirates SkyCargo initiated its freighter service in DPS. The first freighter flight was inaugurated on 26 July 2016, with its B777F equipment, on DPS-DBX direct flight.

EK plans to serve a regular freighter flight on the route. The B777F aircraft is capable to carry more than 100 tonnes of cargo on a 10-hours non stop sector.

JAS is honored to have become EK's cargo handling partner in DPS. -Commerciats

## JAS to Handle Saudia for Hajj Flights

**The Hajj** season of 2016 or 1437H, is started on 9 August 2016. JAS is appointed to become SV Handling partner for this year's hajj flight in HLP.

Hajj first flight group was departed by SV's B747 fleet, bound to Madinah. The Hajj season will last until mid of October 2016. -Sotriano



## VVIP Flight: **Ukrainian President, Mr Poroshenko**



**On 25 August** 2016, the President of Ukraine, Mr Petro Poroshenko, accompanied by the first lady, Mrs Maryna Poroshenko, started his 3 days visit in Indonesia. The presidential aircraft landed in Halim Perdanakusuma and welcome by Indonesian High Rank Official.

Other than meeting President Joko Widodo in Jakarta, Mr Poroshenko visited Yogyakarta and Denpasar during his stay in Indonesia. Relations between Indonesia and Ukraine have been developing well despite the great distance between the two countries and continents.

JAS was proud to be the official ground handler for the VVIP flight of President Poroshenko in Indonesia, and all the handling processes went smoothly. -Satriana

## VVIP Flight: **Philippine President, Mr Duterte**

**President** Joko "Jokowi" Widodo welcome the newly elected Philippine President Rodrigo Duterte at the State Palace on 9 September 2016 for his first state visit to Jakarta.

As a thank you, Jewel Viray from Office of Presidential Protocol, JP Laurel St. Malacañang Manila wrote:

*Our Office would like to congratulate you and your Office for the successful Working Visit of the President.*

*We would also like to extend our appreciation for the assistance which was provided to us during our stay. Looking forward to working with you and your team again! Thank you very much.*



For your information, during September 2016, JAS HLP had handled around 16 Presidents & Prime Minister Flights - Satriana

## VVIP Flight: **Tajikistan President, Mr Rahmon**

**The Founder** of Peace and National Unity, the Leader of Nation, President of the Republic of Tajikistan Emomali Rahmon arrived to Indonesia with the official visit on the night of 31 July 2016.

In International Airport of Halim Perdanakusuma, Emomali Rahmon was welcomed by the leadership and high ranked representatives of Indonesian Government.



It should be noted that it is the third visit President of the Republic of Tajikistan to Indonesia. Head of the State first time paid visit to Indonesia in 2003.

The official visit of Emomali Rahmon to the Republic of Indonesia had include the high-level bilateral talks, special meetings with heads of states and important international organizations, as well as in the 12nd World Islamic Economic Forum. - *Satriana*

## Ethiopian Airlines, official carrier for United Nations

**Indonesia** has been actively involved in UN Peace Keeping program, by sending Indonesian troop to various conflict zone around the world. Since few years ago, UN appointed Ethiopian Airlines as the official carrier to transport the peacekeepingtroop from and to Indonesia.

On 25 August 2016, an Ethiopian Airlines B777 aircraft, landed in HLP to carry 107 Indonesian Troop to the conflict zone in Lebanon.

Our pride to be the official ground handler for this special flight, by direct appointment of UN. - *Satriana*



## When **bad weather** takes place...

**On 17 July 2016,** Emirates flight EK356 bound for CGK, was facing a bad weather upon approaching its destination. EK Station Manager requested JAS to help to arrange its flight diversion to HLP. With close coordination with Airport Authority and Commander of HLP Airforce

based, as well as with the help of Ministry of Foreign Affairs, the approval to land at HLP was granted, and the handling process went smoothly by JAS HLP.

What special with this flight, which require interdepartmental coordination, it carries the Prime Minister of New Zealand, Mr John Key. The Prime Minister, accompanied by the first lady Mrs Bronagh Key, was having a official visit to Indonesia to meet President Joko Widodo. He took commercial flight for his visit, and accompanied by 22 of New Zealand's businessmen, to discuss and explore partnership with Indonesian government and companies in various field.

EK Station Manager, Mr Ferdinand Sitepu, expressed his appreciation to JAS HLP Team who demonstrated smooth cooperation and handling for this flight. *"It would be an honor for me to work together with you today. You did an excellent job for managing our B777 A/C when diverted to HLP. Indeed, without your help and assistance it might be jeopardize EK operation in CGK. Allow me to say thank you very much for everything"*, he said. - *Sabriana*



## Handling Services for FedEx & Omni Air International Flight (SUB)

**JAS** Airport Services is appointed to be the ground handling agent of the Fedex Express B767 freighter, carrying a huge bulk of military equipment for Indonesian Navy and Omni Air International charter flight, at SUB who pick up American Troop who had their joint military exercise with Indonesia Troop in Probolinggo area. - *Indah*





## Mission Accomplished : ISAGO Certification for CGK, SUB & DPS




**Another** milestone in JAS continual focus on safety and security has been achieved with the IATA's Safety Audit for Ground Operations (ISAGO) in CGK, DPS, SUB.

ISAGO is an internationally-recognised system for assessing the operational management and control systems of an organisation that provides ground handling services for airlines. It is based on industry-proven quality audit principles and is structured to ensure a standardised audit with consistent results across aviation businesses. The implementation of the ISAGO aims to improve safety as well as manage airline costs by reducing ground accidents and injuries.


"Safety has always been a core value in JAS culture. There is nothing more important to us than ensuring the safety and security of our staff. Investing the time and effort in ensuring compliance with ISAGO standards reflect our commitment to continuous improvement in safety standards." said Heri Setiawan, Safety & Quality Manager.

Established in 1984, JAS ensures the aviation industry operates smoothly and efficiently in 12 airports across Indonesia. - Heri S



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## CGK Performance

			
<p><b>2015</b> CGK SPT Punctuality</p>	<p><b>Nov 2015</b> Station of the Month</p> <p><b>June 2016</b> 99 % Turn Performance &amp; rank 13 among the EK network</p>	<p><b>Jan &amp; Feb 2016</b> The best 2nd International Station</p>	<p><b>Apr 2016</b></p> <ul style="list-style-type: none"> <li>• Best Improvement Station</li> <li>• Gold Award Station for passengers Arrive without Baggage</li> <li>• Station with Zero Discrepancy</li> </ul>

## SUB Performance

	
<p><b>Apr 2016</b> Nil finding during CAA Inspection</p>	<p><b>Apr 2016</b> Nil finding during Station Audit</p>

## JAS awarded TPS Permits in CGK



**JAS** managed to get an extension of TPS permits which issued by the Main Office of Customs and Excise Soekarno-Hatta.

TPS permits is a firm basis for our customs activities in CGK - *Henry*

## CEO TCS Awards 2016 for DPSI

**Nik Witari** and JAS DPS team received the CEO TCS AWARDS 2016 in the category of Flight Delay/Disruption Handling. Not only that, JAS DPS also received same category award from PRIDE OF SILK AIR 2015.

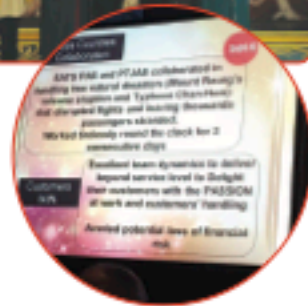
The CEO TCS Award is the highest and most prestigious award given by no less than the Chief Executive Officer of Singapore Airlines, Mr Goh Choon Pong. This award is given to esteemed service providers who transformed customer service by surmounting extraordinary challenges in providing SIA with the high level quality service despite irregular circumstances.

Station DPS encountered such challenge when flight to and from DPS were impacted by severe mount eruptions.

Witari said, "Just because disruption is sometimes inevitable does not mean that airports, airlines and all other parties involved in the travel process should be excused from taking responsibility. In fact, when a passenger's plans go awry, it is the time they are most in need of support."

"There needs to be timely information, consistent information and an orientated message for the passenger," explained Witari. "What's important is that they get the same message."

Congratulations Station DPSI - Endang S



## 85 minutes to 58 minutes? SMART!

**Compliment** came from Mr. Christoffer Hukom, Airport Services Manager Royal Jordanian CGK Station .

**He said:** *On behalf of Royal Jordanian Airlines Management kindly received our compliment for your team support. Especially for today we achieve 58 minutes ground time (standard 85 minutes) to minimize our delayed due to late incoming aircraft.*

*We are very satisfied for your team services since we are re-opened Jakarta Station on December 2015. This greatly affects the confidence of passengers on Royal Jordanian Airlines flight from Jakarta.*

Thank you Royal Jordanian! We were delighted to receive your compliment, and was especially pleased to read your kind words about our 58 minutes ground time - Edwin

## Asia Miles from Cathay Pacific

**Asia Miles** is Asia's leading travel and lifestyle rewards programme from Cathay Pacific (CX).

CX is targeting 1,000 pieces for JAS check-in staff to recruit every month.

Came out as the winners are Ellysa Nurfadilah (01508135), Alfitayat (01011004), and Ria Novitasari (01410762)

They had contributed their best and has received recognition from CX.

Thank you CX, we are happy to assist you. - Loka



## Welcome to our CGK & DPS Station

**Mrs. Yani**, Airport Service Manager (ASM) CX DPS will exchange her duty station with ASM CX CGK, Mr. Hedi Rahmat.

The Farewell party for her was held on 20 August 2016, attended by Mr. Heri Lukmanto (GMA2), JAS DPS Manager, CX dedicated staff and CX team themselves.

The event was also filled with CX Award for JAS staff: The best Check-In, Most Productive for Asian Miles, etc.

Meanwhile on 30 August 2016, CGK Station also held the same farewell for Mr. Hedi Rahmat, ASM of CX CGK who assigned to DPS.

Good luck for both of you. Enjoy your new adventure... - Endang,S & Loka



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

## Collaboration between “Turning moments into memories” & “Experience the difference”



**In June 2016** ASA has finalized an agreement with Fairmont Jakarta - a luxury hotel under FRHI (Fairmont Raffles Hotel International) network originally from Canada.

Fairmont Jakarta, which located in Senayan, has 488 rooms with more than 500 staff in total, claims that this is the first time that a five-star hotel trusts its airport representative matters to external party. Usually Airport Representative is part of hotel division under Concierge / Front Office, therefore they call this a 'breakthrough' in hotel world, and ASA is proud to be the chosen partner, and represents Fairmont's high class image.

On 2nd June of 2016, Ms. Angela Pagiri, Fairmont Jakarta's Chief Concierge, held and led the class in JAS Cargo Area 521 to introduce Fairmont Jakarta's brand, room types and outlets inside the hotels, and current in-house Airport Representative activities or issues.

ASA learns that the Fairmont's philosophy is offering a cherish experience to the guest by "turning moments into memories", and it is similar with ASA's own tagline "experience the difference", therefore it is expected that ASA will handle them very well.

And on 16th August 2016, Ms. Angela led ASA team to visit the hotel, guiding us to Fairmont's types of rooms and F&B outlets they have.

The visit purpose is that ASA team could have a better knowledge and providing better service when assisting Fairmont's guests by their own experience to hotel's surroundings.

Hopefully Fairmont Jakarta and ASA could grow together with long-lasting relationship as ASA becomes the part of Fairmont Jakarta's big family. *-Arlyo*



## Continuing JAS 32nd celebration: **Golf Tournament**



**Our 32nd** anniversary celebrations continued with a special golf tournament at Padang Golf Modern, Tangerang on 11 August 2016.

"This golf tournament was a wonderful chance for us to spend time with the airport community. We were able to thank our valued clients, mentors, friends and colleagues whom have been instrumental in our growth as a firm," said Adji Gunawan, JAS CEO

To everyone that attended, thank you. We are so grateful to have shared this special milestone with those that have supported us through 32 years.

Our Annual Golf Tournament was not just a continuation of tradition, but a celebration of how far we have come in our journey.

We look forward to continuing with you in our journey. -Ino



### **Congratulations !!!**

**Over All Best Gross**

Mr. Ismed Arifin

**Over All Best Nett**

Mr. Ade Lukman

**Best Nett 1 (A)**

Mr. Heru Purnomo

**Best Nett 2 (A)**

Mr. Tri Maulana

**Best Nett 3 (A)**

Mr. Suratman

**Best Nett 1 (B)**

Mr. Imam Rusli

**Best Nett 2 (B)**

Mr. Suparing

**Best Nett 3 (B)**

Mr. Juviano Ribeiro

**Nearest to the Line #5**

Mr. Michael Hendra

**Nearest to the Line #11**

Mr. Jonet

**Longests Drive #13**

Mr. Andrew Kim



## Continuing JAS 32nd celebration: **Bowling Tournament**



**We celebrated** our 32 year history with a series of events culminating on 24 August 2016 at Bowling Tournament, Hailai Ancoll

It was a great series of events, and we cannot express how grateful and proud we are to have been and continue to be a part of the JAS big family. Cheers to 32 more years!







## Hero's welcome for Indonesian gold medalists

**JAS Airport Services** actively participate in welcoming the arrival of Indonesia contingent who compete in the 2016 Olympic Games in Rio through **Airport Special Assistance (ASA)**.

In collaboration with the Ministry of Youth and Sports, Indonesian Olympic Committee, and several organizations of sports, JAS provide ASA services for two groups of Indonesian athletes who compete in the 2016 Olympics.

The first Group were 2 silver medalists Eko Yuli Irawan and Agustiani Sri Wahyu with all their officials. They arrived at Soekarno-Hatta Airport on August 14, 2016.

The second group is the badminton gold medalists pair: Tontowi Ahmad and Liliyana Natsir along with other 15 athletes and officials on August 23, 2016, also at Soekarno-Hatta International Airport.

JAS role is to ensure that passengers and their baggage are well take care, include facilitating flower garland on welcoming activity.



"The provision of ASA is one of our efforts in honoring their achievements that have been successful bringing the name of Indonesia. Their success should be appreciated.

Our Olympic medal winner and the splendor of the new T3 Cengkareng is a combination that deserves only the best service from us." said Adji Gunawan, JAS CEO. - Arjo



## Supporting Comprehensive News for The Press through Public Disclosure



**As a public** relations tactic, media trip create excellent opportunities to build relationships with target media. Media trip are designed to get us in front of selected, influential members of the press for face-to-face conversations that can increase the chances of our company's positioning.



On 7 - 8 October 2016, JAS hosted a Bandung trip for the representatives of the leading business mass media. During the media trip, the journalists had opportunity to communicate with JAS Big Guns (BOD & DD), and alongside with the excursion, organized by Corporate Secretary Team, a quick brief with JAS CEO, Mr. Adji Gunawan was held at Lawang Wangi Restaurant, Bandung.

We have a WHY to do all these. It's not always necessary to have breaking news. Part of the reason is to "meet and greet" the press and give them access to company executives, so they know who to turn to when news happens. During the brief, JAS company profile were presented to the press representatives. In the course of communication with JAS management, the topics for ground and cargo handling were brought by the journalists into their learning focus.

At the end of the event, JAS CEO thanked all attendees and delivered the company's message which applied to all of us too:

"The business grows from a harmonization between government and private industry to develop airport business through synergy of competence. While the business grows, more than 3,000 employees and their family can reap the benefits.

To keep it harmonize, JAS is ready to collaborate with the State Owned Enterprises (BUMN) to increase passenger traffic and goods through infrastructure development, joint marketing, improvement of service quality, compliance with regulations, and others to support the economy of the region and country."

We encourage all of JAS ambassadors (valued employees) to always speak the same positive message to any interaction made with our stakeholders. - Martha



## Happy 71st Independence Day, Indonesia!

On the 17 August 2016, Indonesia celebrates its 71st year of Independence!

A proud day for all Indonesians, as they raise their flags and enjoy a day of revelries, games and good times with friends, families and communities.



The biggest highlights of every Independence Day in the country are the classic "17th Games" or "Lomba 17-an", such as: eating crackers (kerupuk) off a string, Bakiak Races, the Greasy Pole, amongst others. And we did the same thing! - FebyW



## Supervisory Technical Refreshment Training



**We realize** human resource development is a long-term investment process that uses systematic and organized procedure, where managerial employees learn the conceptual and theoretical knowledge in order to achieve the common goal of The Company.

JAS held Supervisory Technical Refreshment Training at 3 stations: CGK, SUB and DPS in September - October, 2016. Training is held in the form of refreshment soft skills such as grooming and business ethics as well as increasing their technical ability. -107

## JAS Academy : SUB Batch IX & CGK Batch XIV



**JAS Academy** was setup to train people for the Aviation and Hospitality Industry. In terms of training, JAS Academy is known for its quality and for consistent results in the Indonesia.

We have a very strong network which helps us in placing our students in good companies, which makes us confident enough to offer you're a unique training. The students of JAS Academy are working in top Airlines, cargo and various organizations in Indonesia & abroad.



### Course of Materials:

- Passenger & Baggage Handling
- Basic Ticketing
- Basic Reservation
- Communication Skills
- Customer Services
- Travel Documents
- Basic Cargo Handling
- Basic Loading & Unloading
- Basic Weight & Balance
- Operation Services
- Human Factors
- Dangerous Goods
- Aviation Security
- Ramp Safety and
- English for Frontliners

## 17 August Celebration in Benda District



**We all** have a responsibility to step up for our community. We value the relationships we share with them.

JAS support Kelurahan Benda community on celebrating Indonesia Independence Day, 17 August 2016.

Our local relationships are in line with our values which Serving Sincerely. - *LiO*



## Eid al-Adha in Denpasar

**As a form** of social responsibility for the communities around DPS station, JAS handed one cow before the celebration of Eid al-Adha 1437 Hijri or 2016.

Handover of sacrificial animals symbolically carried out by Mr Odji (JAS DPS) and received by Mr. Heru Sutopo from Masjid Al Qudus on September 12, 2016.

JAS DPS hopes this can be useful for people who deserve it. - *Endang*



## Penyesuaian Tarif Jasa Pergudangan di CGK

**JAS** Airport Services melakukan penyesuaian tarif jasa pergudangan di Terminal Kargo Bandar Udara Internasional Soekarno-Hatta (CGK), efektif mulai tanggal 2 Oktober 2016 pukul 00:00 WIB.

Penyesuaian yang dilakukan oleh JAS adalah dengan menyesuaikan rata-rata tarif -dasar jasa pergudangan sebesar 25% atau berkisar Rp 350,- /kg dari tarif sebelumnya, yang telah berlaku sejak Oktober 2014. Walaupun demikian kenaikan biaya operasional tidak akan mengurangi kegiatan perseroan untuk meningkatkan layanan publik menjadi semakin baik,

Dalam kepatuhannya, JAS tengah melakukan peremajaan fasilitas pergudangan dan armada Ground Support Equipment (GSE) sebagaimana ketentuan pembatasan umur GSE yang digariskan pemerintah. JAS juga berinvestasi untuk kegiatan ramah lingkungan yaitu mengubah seluruh forklift diesel menjadi electric serta penggunaan solar cell untuk penerangan di lingkungan kantor kargo.

Sedangkan dalam komitmennya meningkatkan kualitas layanan kepada seluruh pengguna fasilitas pergudangan, JAS membangun fasilitas area khusus perokok, ruang tunggu full AC, free wifi, dan mobile charging station. Tidak hanya fasilitas fisik, JAS juga melakukan pengembangan sistem Teknologi Informasi seperti TPS Online guna memudahkan para consignee atau agent, dan E Tax Mandiri sehingga mereka bisa mengunduh sendiri faktur pajaknya.

Dalam dunia aviasi yang sarat dengan regulasi, JAS telah dan terus melakukan perpanjangan sertifikasi nasional dan internasional seperti ISAGO, RA3, AEO dan ijin TPS. Agar selaras dengan program audit ICAO, JAS mengambil langkah inisiatif melalui investasi pengadaan mesin xray dual view. Semua ini diupayakan guna memastikan keselamatan dan keamanan kargo serta karyawan.

Komponen harga dalam satu mata rantai logistik dipengaruhi oleh berbagai faktor. Dan untuk PT JASA ANGKASA SEMESTA TBK sendiri, penyesuaian tarif CGK ini akan diimplementasikan sesuai misi perseroan yaitu ***"To deliver service excellence through professionalism and innovation."*** - Martha



## Annual General Meeting of Shareholders PT Cardig Aero Services Tbk



**PT Cardig Aero Services Tbk** has held its Annual General Meeting of Shareholders at Gedung Menara Cardig on 30th June 2016. The meeting was attended by the shareholders, which the Board of Commissioners and Board of Director presents company achievement in fiscal year 2015. The Shareholders approved the company financial report of 2015. -Hanif

## CAS Group Employees Donate Blood for Humanity

**CAS Group** working together with Indonesian Red Cross (Tangerang branch) held blood donation activity on September 14, 2016 at Purantara Inflight Catering Building.

A large numbers of CAS Group employees participate to donate their blood in the name of humanity. This event already held periodically as company social activity. -Hanif





## SATS enters Saudi Arabian Cargo Market in Dammam



In March 2016, SATS formed a cargo handling joint venture with Oman Air. That gave us the opportunity to gain a presence in Oman, our first cargo business in the Middle East.

We are delighted to share the good news that SATS has just won a tender to operate a cargo terminal in Dammam in Saudi Arabia. In fact, we are the first international cargo handler to be given the right to operate in this large market.

We will be building a new cargo terminal in Dammam, within the vicinity of King Fahd International Airport. This new cargo terminal will be SATS' largest greenfield investment to date at S\$40 million. It will be managed by subsidiary SATS Saudi Arabia LLC. To be

completed by the first quarter of 2019, the new terminal is capable of handling 150,000 tonnes annually and gives us the opportunity to grow by offering our innovative cargo handling solutions, including dedicated cold chain facility, SATS' cargo management system COSYS, and certified handling processes for perishables.



## SATS Clinches Changi Airport Group (CAG) First Class Top Agency Award - July 2015 to June 2016

It was a proud moment for SATS to be awarded as the TOP Agency with the highest number of First Class Service Act with 108 winners.

The First Class Service Act recognises Changi Airport staff who had been spotted demonstrating any service act that is Above & Beyond the Call of Duty, the ABCD of service.

We believe that our Passion To Delight spirit will continue touch the hearts of many passengers who are handled by SATS staff and we strive to bring on more outstanding services to all our service partners.



Mr. Nazri Othman, Senior Vice President, Passenger Services, SATS receives the award from Mr. Tan Lye Teck, Executive Vice President, Airport Management, Changi Airport Group

## Singapore Airlines (SQ) and SATS win Team Award at the Changi Airport Quarterly Airport Safety Award (ASA)

The Changi Airport Quarterly Airport Safety Award Ceremony for the First Quarter 2016 was recently held on 19 August 2016.

The ASA aims to recognise Safety acts by staff working in Changi Airport who has gone beyond the call of duty to prevent potential safety incidents or injuries. We are proud of our Customer Service Agent Muhd Sadrudin Bin Jalil and Duty Manager Nur Shahrina Bte Abd Rahman from SATS Passenger Services for winning the Team Award along with Godfrey Jalleh, Goh Tor Yuan and Yeng Yi Zong from SQ.

Besides the SQ/SATS Team Award, SATS also won a team award with Singapore Airlines Engineering (SIAEC) and 2 individual awards - Jason Ong Chong Yu (Ramp Duty Manager) and Nur Fadzilla Binte Sani (Customer Service Agent). Both of them had shown their alertness and pro-activeness in identifying potential risks and took action immediately to ensure the safety at Changi Airport. Our sincere thanks to their dedication in their work. Congratulations to all award recipients!





Adherence to moral principles, ethics, integrity is regarded as honesty and truthfulness, brightness, sincerity, and

## Core Values : From ICARE to CAS

Core values are the heart of JAS business because they define who we are, how we work, what we believe in and what we stand for.

Our core values set out how we act and how we expect to be treated as part of CAS Group and provide a sound basis to make decisions

Previously, we apply ICARE as core values.  
**Then now, who we are?**

As CAS Group family, we are people who demonstrate **Customer Centric** with Care, Accurate, Responsive. It is not the employer who pays the wages. Employers only handle the money, it is THE CUSTOMER who pays the wages. - Henry Ford

We are people with Strive, Quality, People Development, and Objective to **Always Achieving**. There is no magic to achievement. Its really about hard work, choices and persistence. - Michelle Obama

And we are people who **Serving Sincerely** based on Respect, Integrity, Merit and Share. Be true to your work, your word and your friend. - Henry David Thoreau

- Let's be reliable and dependable.
- Let's do what we say we're going to do, even if we don't necessarily feel like it.
- Let's honor our commitments, to ourselves and others, and show up on time.
- Let's live by honor and courtesy and grace.
- Let's establish a code of conduct and live by it.
- Let's work hard and put forth our best effort.
- Let's treat people respectfully, even if they don't return the favor.
- Let's say please and thank you and not grab for more than our fill.
- Let's make the decision, daily, to live by integrity.
- Let's make it a habit to do the right thing. - Martha



## The six pillars of Customer Service





JAS Airport Services

# frontlines

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

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

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