

frontlines



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A Publication of JAS Airport Services



 **JAS** Partners with Gov't to Popularize Indonesian Tourism via **Wonderful Indonesia** Co-Branding

 **JAS** 33rd Anniversary 

 After King Salman, **JAS Serve Emir Qatar**

 **CAS** Destination |  **CAS GROUP**





JAS Partners with Gov't to Popularize Indonesian Tourism via Wonderful Indonesia Co-Branding



JAS Airport Services is selected to join the co-branding of Wonderful Indonesia and Pesona Indonesia. JAS believes that Indonesian tourism is not only the responsibility of the Ministry of Tourism but it is the responsibility of all elements, including businessmen.

JAS is excited to be a government partner to popularize tourism through the branding of Wonderful Indonesia (WI) or Pesona Indonesia (PI).

Wonderful Indonesia has been the slogan since January 2011 of an international marketing campaign directed by the Indonesian Ministry of Culture and Tourism to promote tourism. The campaign replaced the previous "Visit Indonesia Year" campaign which had been used since 1991. The "Wonderful Indonesia" concept highlights Indonesia's "wonderful" nature, cultures, people, food, and value for the money. After the campaign was launched, Indonesia reported an increase of foreign visitors; from 7,002,944 in 2010, to 7,649,731 in 2011; and 8,044,462 in 2012.

In December 2014, the new Minister of Tourism, Arief Yahya launched the new brand Pesona Indonesia to target domestic tourism market. Both Wonderful Indonesia and Pesona Indonesia have the same Garuda logo. The minister hopes that both brands will be a single tourism identity for Indonesia. (MLF)





JAS 33rd Anniversary Celebration



AirAsia connects Jakarta to Macau



On August 7, at exactly 12:20 p.m., AirAsia Indonesia officially launched its direct flight from Macau to Jakarta on Monday.

In the maiden flight, the carrier brought 150 passengers on a 180-seat Airbus A320-200 with flight number QZ161. The same plane with flight number QZ650 previously carried 162 passengers to Macau International Airport.

AirAsia previously launched international routes from Denpasar in Bali to Mumbai, India and Tokyo, Japan.

The airline currently serves Jakarta-Macau route three times a week, but will increase

the frequency to four times a week in September.

Macau also serves as the main gate to China for Indonesian tourists where they can travel to 10 cities in the southern part of China using Express Link service that only takes two hours or travel by land and pass through two border posts that stand in between Macau and South China. (bnn)

ANA to add third daily Jakarta flight



ANA has announced plans to launch a third daily flight to Jakarta.

Commencing on 1 August 2017, the Japanese carrier will introduce a second daily service from Tokyo's Haneda Airport to the Indonesian capital. It will continue to operate its existing daily Tokyo Narita-Jakarta service, taking the total number of flights between the two Asian capitals to three per day.

The new flight will depart Haneda at 2330 and arrive in Jakarta at 0505 the next morning. The return flight will then take off at 0655 and arrive back at Haneda at 1630. The will complement ANA's existing service, which departs Haneda in the morning and leaves Jakarta in the evening.

The route will be served using ANA's Boeing 787-8 Dreamliner aircraft, including premium economy class seats. *(Ino)*

Nam Air to fly from Jakarta to Bima, Tambolaka

Nam Air, a subsidiary of Sriwijaya Group, starting Sept. 9 is set open routes from Jakarta to Bima in West Nusa Tenggara and Jakarta to Tambolaka in East Nusa Tenggara, both of which would transit through Denpasar in Bali.

The routes would be served once a day in a return flight for each route, where both would be flying with a Boeing B737-500. The plane has a capacity of 120 seats, comprising 112 economy seats and eight executive.

The Tambolaka-Denpasar flight would also expand connection, Agus added, saying that it would connect flights heading to Yogyakarta, Surabaya, Maumere, Waingapu, Labuan Bajo and Makassar. *(Commercials)*



After King Salman, JAS Serve Emir Qatar...



President Joko "Jokowi" Widodo is slated to meet with the Emir of Qatar, Sheikh Tamim bin Hamad Al Thani, during the latter's two-day visit to Jakarta. It will be one of the Qatari head of state's first forays into Asia since a diplomatic spat isolated the Gulf state.

The Emir arrived in Soekarno Hatta Airport, CGK on Tuesday 17 October with official delegation of approximately 180 people using 4 (four) Qatar planes.



The plane which was boarded by Emir of Qatar itself is B747-800 series which happened to be the first time to enter Indonesia.

JAS Airport Services has prepared a number of Ground Support Equipment (GSE) and human resources to support the smooth handling of the delegation. Nor less, JAS did the same preparations as the handling of King Salman's last time in March 2017

This is a return visit by the Emir after President Joko "Jokowi" Widodo visited Qatar in September 2015.



Brian Lloyd on Earhart 80th Anniversary Flight



Eighty years ago Amelia Earhart undertook an ambitious and historic flight around the world at the equator, something not previously attempted. That flight stretched the technical limits of aviation and navigation technology of the time. Project Amelia Earhart recreated and commemorated that flight on its 80th anniversary with Brian Lloyd flying his airplane, Spirit on the same route.



The Aircraft was landed on 28 June 2017 in Bandung and JAS was proud to become ground handling partner for Brian Lloyd and his aircraft Mooney M20K. *(Dew)*

Indonesia Deported 153 Chinese for \$450 Million Scam

Indonesia had deported 153 Chinese nationals arrested for alleged involvement in a multimillion-dollar cyber fraud ring targeting wealthy businessmen and politicians in China.

Chinese nationals were arrested in Jakarta, the city of Surabaya and on the resort island of Bali in separate raids over the weekend.

Indonesian Police arranged extradition for these Chinese nationals using 2 Chinese carriers. One of them is China Eastern Airlines.

China Eastern Airlines together with JAS were assisting the Indonesian police for extradition on 3 August 2017.

Li Bin, China Eastern Airlines Country Manager Indonesia oversees the operation and grateful for the smooth handling by JAS. *(Iho)*



JAS Completed Hajj Handling of Saudi Arabian



JAS had provided ground handling services to support hajj flights in 2017 for Saudi Arabian (SV) through three international airports on Friday 28 July 2017.

The Saudi Arabian (SV5511) departed from Surabaya to Madinah, with 445 passengers and a total of 450 luggage weighing 9.5 tons.

Total flight group that JAS handled in phase I (July 28 - August 26, 2017) at Juanda Airport SUB as much as 83 kloter.

Furthermore, the other first flight group also managed to depart as scheduled from the embarkation Halim Perdanakusuma. The SV5501 route HLP - Jeddah route departed with 410 passengers and 410 luggage up to 8 tons.

JAS handle Hajj flights every year and the second phase will be on September 8 until October 6, 2017. *(Rudi)*



JAS Awarded with AEO Certification



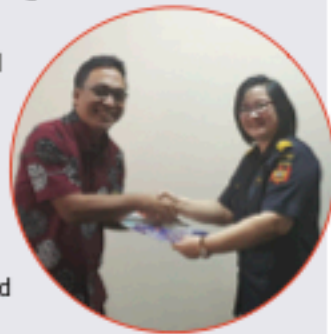
AEO status is an internationally recognized quality mark indicating that JAS role in the international supply chain is secure, and that our customs controls and procedures are efficient and compliant.

We are pleased to announce that JAS has been awarded with Authorized Economic Operator (AEO) Certification.

Company's having this certification are entitled to the all the benefits of being a AEO- certified company along with the following additional benefits:

- Ratio of cargo being inspected by the Customs will be reduced to a minimum
- Cargo that requires Customs inspection will be given priority to be checked and released

Receiving this certification not only proves the operation quality that JAS has, but also our ability to provide faster Customs processing which will allow our customers to export and import internationally with greater efficiency. *(AEO)*





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

Eva Air Cargo Recognition for JAS



Eva Air (BR) value the contribution that JAS employee to make in the cargo customer service department.

According to BR, not only does the outcome from good cooperation and communication, but they recognize JAS improvement at many section to give better service to customer.

They also viewed Anita as JAS Cargo Customer Service Manager and said she can manage her team to be better.

And Anita said, "Thank you for BR continued support and for the confidence that they have placed in us. I would like to assure you that we do not take this confidence for granted." (MLF)

SQ Cargo Service Excellence Award 2016-2017



JAS DPS Station got Number 1 in category group 3 from total 12 station (DPS,CCU,FCO,CP T,AMD,FUK,SUB,SHJ,BWN,MUC,NBO,DME)

DPS got the highest score 95,83 and the category assessment as cargo mishandling performance, Punctuality performance, FSU performance, ULD management and complexity that all achieved target.

JAS Celebrates Indonesian Independence Day



JAS celebrated the 72nd Independence Day by featuring national songs choir by Eva Air dedicated staff on 17 August 2017.

And for JAS employees, this one will not be missed during the celebration of 17 August. Any kind competitions like tug of war, cooking, drawing and many more.

Although sometimes the prize is not much, not dampen the spirit of JAS' spirit and nationalism towards the homeland. (Budiono & Rino)



1,000 Aviation Crew Inaugurated As Anti-Drugs Ambassadors

A total of 1,000 people are inaugurated as ambassadors of anti-drugs. They consist of aircraft crews from various airlines. The ambassador of anti-drugs was directly inaugurated by National Police Chief Tito Karnavian and BNN Chief Comr. Budi Waseso.

The inauguration was held at Garbage Plant Soekarno-Hatta Airport, Tangerang on 15 August 2017.

Tito said, choosing the crew as ambassadors is due to the responsibility to hold the lives of many people. (Andi)



ASEM Transport Ministers Agreed to Synergize Connectivity in Asia & Europe



Indonesia successfully held the 4th Asia-Europe Meeting Transport Ministers' Meeting (ASEM TMM4) in Bali on 26-28 September 2017. With the theme "Bridging an Integrated Transport Connectivity of Asia and Europe through Synergizing Regional Strategic Plans" the Transport Ministers of ASEM have successfully agreed on a strategic measures to enhance, expand and modernize Asia and European connectivity cooperation, both on land, sea and air.

As Chair of the meeting, Indonesia has played an important role in ASEM TMM4 through the acceptance of Indonesia's proposal on the importance of joint efforts to develop connectivity cooperation in the maritime sector in Asia and Europe. The concept of World Maritime Axis echoed by Indonesia has also received positive responses from ASEM partners. The delegates have conveyed their appreciation for the leadership of Indonesia for successfully uniting all interests in ASEM TMM4.

Some important outcomes agreed in the Bali Declaration and In the Interest of Indonesia are to include and empower the participation of the private sector in the development and cooperation of the transportation sector, as well as the effort to address cargo transport imbalances in Asia and Europe via land and sea.

The successful implementation of ASEM TMM4 has proven the full commitment and attention provided by both Indonesia and ASEM Partners to strengthen Asian and European connectivity. When closing the ASEM TMM4 meeting, the Minister of Transportation, supported by all ASEM partners, agreed to follow up on the results contained in the Bali Declaration.

The Asia-Europe Meeting (ASEM) is an informal dialogue process between Asian and European countries that was formed in Bangkok in 1996. ASEM has grown to have 53 members: 10 ASEAN member countries, 28 EU member countries, Australia, Bangladesh, India, Japan, Kazakhstan, Republic of Korea, Mongolia, Norway, Pakistan, China, Russia, New Zealand, Switzerland, ASEAN Secretariat, and European Commission. (Subiyono)

Workshop Penyelenggaraan Kegiatan Fasilitas (FAL)

It is JAS commitment to always participate actively in everything aims to realize a better and regular national flight.

This commitment was realized in the facilitation of FAL Workshop activities conducted by the Ministry of Transportation which took place in Bali 30 August 2017.

The workshop was attended by representatives of Airlines in Indonesia, Ground Handling Agent, CIQ, AP 1, AP 2, and Otband from all over Indonesia.

JAS had the honor to bring the procedure of Handling Passenger with Special Needs (Passenger with Reduce Mobility / PRMs).

In recognition of JAS contribution, the representative of the Directorate General of Civil Aviation gave an award to us. (Subiyono)



Otban Soetta Socializes Flight Safety

Flight Safety Campaign

'Selamat Aman Nyaman' was held on 27 July 2017 at SDN 05 Pegadungan, Kali Deres, Jakarta.

Head of Soetta Authority said that aviation safety education should be introduced from early age and done continuously.

"The kids will know what not to do at airports like kite, drone, laser light, and fly unmanned balloon," he explained.

JAS Airport Services was one of the campaign supporters, we believe that flight safety is not the responsibility of the government only. (MUF)





JAS Family Gathering Program

To excel in their assignment, people need an environment that is conducive, friendly and nurturing for their future development. JAS provide this kind of environment because we expect top performance employees. Family gathering is one of the ways that JAS can pursue in order to provide an ideal environment for our employees to grow.





JAS FCO Who Loves To Sing



To commemorate National Transportation Day 23 September 2017, one of JAS employees named Ricky Febrian has become the third winner in a karaoke competition held by Otband Soetta.

Ryan joined JAS since 2014 as an aerobridge and eventually promoted as a flight coordinator operation until now.

He received compliments from ANA who impressed by his kind handling. ANA said he protected passenger's eyes from strong sunlight and he adjusted blanket. It was a small thing that makes a big difference.

Ryan said he loves what he does and hopefully he can continue to give his best for JAS. (Lia)

Simon Ng, Commercials General Manager

PROFILE

Armed with 20 over years of successful experience in aviation industry; in-depth experience in professional marketing, business development, contract management and procurement of airline ground handling services.

Deep knowledge of the ground handling industry, with sound technical knowledge and its operations, also with extensive industry contacts. Understands suppliers' and airlines' perspectives, best practices, and what drives their decision-making. Most useful in negotiating airline handling and technical contracts.

Exceptionally strong grasp of the IATA SGHA for fast and effective detailed adaptation of contract to customize to airlines' requirements.

Relentless follow up, strategic and innovative in negotiating to leverage unprecedented value in closing business deals. Par excellence and hands-on in building and managing relationships within company, with customers, suppliers and airport stakeholders to ensure effective service delivery with high value-add.

Strong and passionate coaching and mentoring of staff, Emirati Graduate Managers and colleagues to achieve great results through team, and to add value in building them up. Both team members were widely considered to be one of the best buyer in P&SM, and top performing Emirati Graduate respectively.

WORK EXPERIENCE

2013 July to present (Procurement & Supply Management)

Ethihad Airways PJSC

Senior Manager, Procurement & Supply Management

Leading a team to procure ground handling, cargo handling and airport services for Ethihad Airways outstations in Asia Pacific (previously including Africa). Team was new to these categories of services. Coached and developed team to outstanding performance and results. Even though covering only half of the world, the teams exceeded the department's Y2015 target of US\$17M for EY and US\$11.4M for joint procurement, by achieving US\$19.7M and US\$15.1M respectively. Staff was shortlisted as CIPS MENA Top 5 P&SM Procurement Professional of the Year (Y2016). 2 successful projects were consecutively submitted to CIPS' competitions and they won the Y2016 & Y2017 CIPS MENA Award for International Project of The Year. The only company to do so.

Introduce JAS

new family members, Simon Ng. He is armed with 20 over years of successful experience in aviation industry; in-depth experience in professional marketing, business development, contract management and procurement of airline ground handling services.

He has deep knowledge of the ground handling industry, with sound technical knowledge and its operations, also with extensive industry contacts. Understands suppliers' and airlines' perspectives, best practices, and what drives their decision-making. Most useful in negotiating airline handling and technical contracts.

We may say he's exceptionally strong grasp of the IATA SGHA for fast and effective detailed adaptation of contract to customize to airlines' requirements. Welcome Simon ...



Ariffin Hussein, Deputy GM Cargo CGK

JAS is pleased to announce that Ariffin Hussein will join us as Deputy GM Cargo.



Ariffin brings us 37 years of increasingly responsible experience in cargo operations. He's been part of SATS team with latest functional job title is Assistant Vice President (Bangalore Cargo Operations).

We're excited to welcome him and hope that you will be, too.

Work Experience:

Position	Name of Company	From	To
Sales Executive	Sarlnah Jaya P.V.	12.05.1977	17.07.1977
Non Commission Officer	National Service SAF	19.07.1977	18.02.1980
Security Executive	Isatan Emporium	27.03.1980	04.04.1980

Current Company: Singapore Airport Terminal Services Limited. (SATS)

Career History in Company:

Position	Department	From
Operations Agent	SATS Cargo Services	22.05.1980
Officer	SATS Cargo Services	01.02.1986
Supervisor	Cargo Terminal 3 Operations	15.12.1988
Supervisor	Cargo Terminal 3&4 Operations	01.04.1992
Supervisor	Cargo Terminal 1 - 4 Operations	01.08.1995
Duty Manager	Express & Courier Centre	18.03.1996
Duty Manager	SQ/MI Hub	09.05.2009
Cargo Operations Manager	India (Gateway) - Posting	03.01.2011
Cargo Senior Manager	India - Triandrum / ASATS	04.01.2012
Cargo Assistant Vice President	India - Triandrum / ASATS	10.05.2013
Cargo Assistant Vice President	India - Bangalore / ASATS	04.01.2014
Cargo Deputy GM - CGK Ops	Indonesia - Jakarta / PT JAS	04.09.2017

Our Best Staff Reward

JAS appreciate the effort and the time our staff have put into their job in the 1st semester. We have noticed that you have displayed great enthusiasm to learn and grow professionally. You have been working hard and also worked overtime to gain the maximum benefit from your work.



We might not show our appreciation frequently as the work keeps us busy all the time, but we never fail to notice the hard work of our employees in the long run.

Congratulations goes to ...

- Aderani Anggraini
- Eti Rahmawati
- Nurul Azisah
- Suryana
- Ida Farida
- Ibnu Dana Iswara
- Raka Bintang Pratama
- Didin Apipudin
- Ryan Fadilah
- Dian Permata Bunda
- Nina Fitriani
- Romy Cahaya
- Yullarti
- Laksana
- Suri Afreni
- Sukisno Nababan
- Risnaini Nurhayati
- Abdul Azis Muslim
- Linda Yulia Cahyani
- Qatar LL Team
- Melirina Puspa Anjani
- Fitria
- Jeni Trias Verlina
- Mega Mekar Pembayun
- Danti Maharani
- Jonathan Manansa
- Muhamad Aff
- Septi Putri Lestari
- Maulana Fadliansyah



CAS Core Values - Why are they so important to JAS?

CAS core values are what support the vision, shape the culture and reflect what JAS values. They are the essence of JAS identity - the principles, beliefs or philosophy of values.

Establishing strong core values provides both internal and external advantages to JAS:

- Core values help JAS in the decision-making processes.
- Core values educate clients and potential customers about what JAS is about and clarify the identity of JAS, especially in this competitive world.
- Core values are becoming primary recruiting and retention tools. Job seekers weighing whether or not JAS hold the values that they consider as important.

Our CAS Group have listed below a list of core CAS values that across all subsidiaries, including JAS:

C - CUSTOMER CENTRIC

- Care** : We care about our customer, and we will seek to understand customer first, then develop solutions for their needs
- Accurate** : Customer focus will allow us to deliver those solutions effectively and accurately
- Responsive** : We are always responsive to our customer's feedback

A - ALWAYS ACHIEVING

- Strive** : In our work we will consistently strive to be the best in the industry
- Quality** : Our products and services' qualities should exceed our customer's expectations
- People Development** : We must consistently invest in our people as our most valuable resources
- Driving Execution** : Through investment in our people, we will be able to always execute our tasks successfully

S - SERVING SINCERELY

- Respect** : We honor and respect our customers, companies, stakeholders, and each other
- Integrity** : We are professionals with a high level of integrity
- Merit** : We are meritocratic organization that values competencies, performance, and contribution to CAS Group.
- Humble** : In our work, we will remain humble

The Opening of CAS Group Training Facility - CASTle

On 8th of August 2017, CAS Group training room facility has been officially opened. And the inauguration ceremony followed by the prize giving to the winner of the competition naming the training room.

The winner went to Mr. Indra Erfan Septiyan - an employee of PT Jasa Angkasa Semesta (JAS) in Cargo Cengkareng unit. From the 64 names obtained from the contest, finally elected CASTle by the management.

CASTle which literally means a palace or fortress and is expected to be the knowledge palace of CAS Group. And CASTle stands for **CAS Training Learning and Education**.

The inauguration ceremony was then closed with a joint prayer and a tumpeng-cut that was attended by all CAS Group employees.



Mr. Radianto Kusumo and Mrs. Widianawati D. Adhiningrat symbolically opened the training room and presented the prize to the winner of the competition.

To Be The Best Partner for The Government

Located in the PMAD's function room on August 2nd – 3rd, 2017, CAS Group held a workshop entitled "To become the Best Partner for Government". The workshop was attended by 50 participants consisting of board of directors and stakeholders.

Guided by Mr. Hotasi Nababan, the event lasts for 2 (two) days with a pretty solid agenda. In addition, the workshop was filled by speakers who are competent in their respective fields. On the first day, the event was opened by CAS Group Board of Directors followed by speakers from different background and expertise.

The second day was filled with sharing session from the participants as well as input from the directors which was then continued by GE (General Electrics) to give input on best practices in dealing with government. The result of the workshop will be a guide for stakeholders in CAS Group to be the best partner for the government.



Public Expose Marathon Roadshow 2017

JAKARTA, SEMARANG, YOGYAKARTA, SURABAYA

In collaboration with the Indonesia Stock Exchange (IDX), CAS Group conducted a series of roadshows to several major cities in Indonesia, namely Jakarta, Semarang, Yogyakarta and Surabaya. The Public Expose Marathon event was held to introduce the public about the company's financial performance in the first quarter of 2017 as well as the next Development Plan.

Businessmen, media and students attended the public expose marathon events in the big cities. And a variety of interesting questions were raised at the Q&A session, which helped introducing the CAS Group businesses to the public.



Mrs. Widinawati D. Adhiningrat as Chief Corporate Affairs Officer & Corporate Secretary of CAS Group gave exposure during the Pubex Marathon roadshow took place in four big cities in Indonesia

Indonesia Tough Corporation Award

Alumni ITB Class 1977 Choice



PT Cardig Aero Services Tbk (CAS Group) had been selected as one of Indonesia's tough corporation by ITB alumni of class of 1977.

Located on the west function room of Bandung Institute of Technology (ITB) on Friday, 18th August 2017, Mr. Hotasi Nababan as EVP Government Relations CAS Group gave a short speech about CAS Group and received the award as one of Indonesia's tough corporations.

The event was attended by a number of ITB alumni class of 1977, the invitees and the students of Institut Teknologi Bandung.

Singning Ceremony **JATC** with **CAE**

Singapore, 29th August 2017 - Jakarta Aviation Training Center (JATC) signed a partnership with CAE for the placement of Airbus A320 full-flight-simulator (FFS) in Indonesia.

The plan to install the Airbus A320 simulator will begin at the end of 2017 to complement the existing simulators at JATC today.

Represented by Mr. Arif Syafrie as President Director of JATC signed the cooperation with Mr. Nick Leontidis as President of CAE Group.



PPM Manajemen Award to **CAS Group**



The PPM Management had awarded to the CAS Group for its commitment to competence-based executive deployment and professionalism. In the framework of the 50th Anniversary of PPM Management, which took place on 23rd August 2017 at the Westin Jakarta, the award was given to the CAS Group in accordance with several considerations such as in line with the values of PPM that are pioneers, sublime, superior and polite. As well as having concern for the development of organization and human resources in the company, became a strategic partner and part in the development of 50 years of PPM Management history. Mr. Ricko Sugyanto as the Deputy Director of CAS Group Human Capital received the award on the day.



Ready To Travel app – putting at your fingertips reminders on passport expiry, access to SATS airport lounges, purchase travel insurance, flight and gate details

SATS launches travel concierge mobile app Ready To Travel

Ready To Travel, now Travel can be made easier!

Launched at National Association of Travel Agents Singapore (NATAS) Travel Fair on 11 August 2017, the Ready To Travel app is available for download in Singapore, Malaysia, Indonesia, Australia, the Philippines and Hong Kong with more countries to follow!

A unique feature of the app is that it allows users to navigate their way through the airport with point-to-point directional information. Instead of a static map, travellers will be guided through the airport in real time. This feature is currently available to those at Changi Airport, Bangkok's Suvarnabhumi Airport, Tokyo's Narita Airport and Hong Kong's

Chek Lap Kok Airport, with more airports in the pipeline.

From a social point of view, the app allows subscribers to create and share itineraries with travel buddies, choose and book from over 10,000 activities or attractions, in over 90 countries.

Users can further enrich their travel experiences with checks on entry-visa requirements, reminders on passport expiry, access to SATS airport lounges, purchase travel insurance, flight and gate details and other important travel updates on the go.

With Ready To Travel, travellers can also purchase

portable, pocket-sized Wi-Fi routers and have them delivered to their homes before their trips. Overseas Wi-Fi connectivity covers more than 55 destinations.

As quoted by SATS President and Chief Executive Alex Hungate, "With Ready To Travel, SATS becomes the first ground handler to offer a seamless service that integrates the physical and digital aspects of the customer experience."

Ready to Travel is now available for download on Apple App store and Android Google Play store. Get yours now!

Cargo Services

First ground handler to install the Smartgate Volumetric Scanner in Asia



Marco Sperling, Head of Production South and Southeast Asia, Lufthansa Cargo and SVP Wong Chee Meng unveiled the volumetric scanner with a handshake.



On 25 July 2017, SATS launched the Smartgate Volumetric Scanner in Airfreight Terminal 3. The Smartgate, which is worth S\$145,000, comprises of a volumetric scanning module and weighing scale, making it capable of measuring the weight and volume of shipments simultaneously within seconds. This new technology not only allows for the measurements to be recorded in the database automatically, it also improves accuracy in dimension checks and thereby increasing productivity and efficiency!

In the past, cargo staff would use a measuring tape to manually

measure the shipment, write the measurements down on a piece of paper and calculate the estimated volume of the shipment. This labour intensive process would take about 5 minutes for each shipment and was prone to error.

SATS Cargo had been looking for an automated volumetric scanner to improve efficiency during cargo acceptance for quite some time before the Smartgate Volumetric Scanner was introduced to SATS through the excellent collaboration between SATS Cargo and our valued partner, Lufthansa Cargo.

With the Smartgate Volumetric Scanner, which was installed

since June 2017, cargo staff only had to place the shipment beneath the machine and the weight and volume would be automatically calculated and recorded simultaneously into the system within 5 seconds! At the launch event, a test was done on the machine where a piece of shipment measuring 95cm x 110cm x 116cm was placed on it. It took the measurements and weight of the shipment swiftly without any error!

SATS will continue to explore latest technology to improve the efficiency and accuracy of our work processes as we work towards delighting our customers.

AISATS launches 'AISATS cargo' app for real time cargo tracking

Air India SATS Airport Services Pvt. Ltd. (AISATS), India's premier airport services company has launched a mobile app 'AISATS Cargo' to facilitate the cargo tracking process at AISATS Air Freight Terminal and at AISATS Coolport, located at Kempegowda International Airport (KIA), Bengaluru.

AISATS is the first and the only air cargo operator at Bengaluru to develop this free on-the-go app to provide its customers with comprehensive cargo-tracking solutions. This user-friendly app, picks up cargo movement data from COSYS and provides real-time information on flight schedules, Air Way Bill (AWB) shipment tracking and

e-Delivery Order (e-DO) status. The user can input the AWB number and obtain the current status of a shipment such as date of uplift/arrival, number of pieces, weight as well as approval status of the delivery order through its e-DO feature. The 'AISATS Cargo' app will increase efficiency of the supply chain by relaying relevant information of the cargo to key stakeholders.



From (left) Mr Adifin Hussain - AVP- Cargo Operations, AISATS BLR, Mr M.R. Raddy - Joint Commissioner, Customs, Mr Michael Joseph - VP - CH- AISATS BLR, Mr Harshwardhan Umre - Additional Commissioner, Customs, Mr Anjali Kumar IRS - Commissioner Customs, Mr Hoa Kai Ee - SVP- AISATS DEL & IXE, Mr Bipin Kumar Upadhyaya - Joint Commissioner, Customs, Mr Bobban Jose - VP- Cargo and PNC, AISATS BLR

Joint initiative between Singapore Airlines (SQ) and SATS Lost and Found team towards providing service excellence for passengers with left on board items

Together with Singapore Airlines, SATS Lost and Found had set up the SQ Found Property Team earlier this year with growing success. A team of staff were pooled together to expedite the reconciliation of left on board items to passengers.

Understanding the anxiety passengers feel about their lost items, the team works with great speed and accuracy to trace and restore the items to the owners. Apart from restoring items to local passengers, the team also prides itself in being able to restore the items

to passengers who transit in Singapore, allowing them to have a comfortable onward journey to their next destination.

We have been constantly surprising and delighting passengers since the formation of this team. For example, passenger Ms. Laura Deal Lacey had written in a note of commendation on 24 July 2017, mentioning that she "was so pleased with [our] great detective work of matching me and my device. Thank you for the excellent work. I deeply appreciate it. Once again, Thanks for the wonderful service rendered from

the very beginning and going the extra mile." On 30th May 2017, Ms. Aushaya Mahajan even exclaimed "a full five star service from SATS team who went above and beyond her role to assist outside of what's normally expected."

The SATS Lost and Found Team strives to give its very best in delivering service excellence to our clients and passengers.

ACI Anugerahkan Penghargaan Kelas Dunia Untuk Bandara I Gusti Ngurah Rai Bali dan Bandara Sultan Hasanuddin Makassar



Airports Council International (ACI) menyerahkan penghargaan prestisius tingkat dunia - Airport Service Quality (ASQ) Awards 2016 - untuk dua bandara PT Angkasa Pura I (Persero), yaitu Bandara I Gusti Ngurah Rai Bali dan Bandara Sultan Hasanuddin Makassar. Penganugerahan penghargaan ini dilakukan oleh Director General ACI Angela Gittens kepada Direktur Utama Angkasa Pura Airports Danang S. Baskoro pada kegiatan "27th Airport Council International Africa/World: Annual General Assembly Conference & Exhibition" di Port Louis, Mauritius, Rabu (18/10/2017).

Bandara I Gusti Ngurah Rai Bali berhasil meraih gelar "The 3rd World Best Airport 2016" untuk kategori bandara dengan 15-25 juta penumpang per tahun, sedangkan Bandara Sultan Hasanuddin Makassar menjadi "The Most Improved Airport in Asia-Pacific 2016" dalam ajang ASQ Awards 2016. ASQ merupakan satu-satunya program benchmarking global yang mengukur tingkat kepuasan penumpang di bandara yang dilakukan oleh ACI, sebuah organisasi kebandarudaraan terkemuka di dunia yang berbasis di Montreal, Kanada. ASQ Award 2016 ini merupakan hasil survei yang dilakukan ACI terhadap 600 ribu penumpang di bandara dalam 41 bahasa di 84 negara sepanjang tahun 2016 lalu. Survei ini mengukur pandangan penumpang terhadap 34 indikator kinerja utama, antara lain akses bandara, check-in, security screening, toilet, serta toko dan restoran di bandara. Survei ini dilakukan sama persis di setiap bandara, sehingga memungkinkan setiap bandara membandingkan dirinya dengan bandara lain di seluruh dunia dan bagaimana best practice para operator bandara kelas dunia.

Skytrain Bandara Internasional Soekarno-Hatta Resmi Beroperasi



Skytrain Bandara Internasional Soekarno-Hatta mulai beroperasi pada hari ini Minggu, 17 September 2017, atau bertepatan dengan Hari Perhubungan Nasional.

Pada tahap awal, Skytrain beroperasi untuk melayani perpindahan penumpang pesawat atau pengunjung bandara dari Terminal 3 ke Terminal 2 dan sebaliknya pada pukul 07.00 - 09.00 WIB, lalu 12.00 - 14.00 WIB, serta 17.00 - 19.00 WIB. Nantinya, Skytrain akan beroperasi 24 jam dalam 1 hari. Penumpang pesawat juga dapat mengetahui jadwal keberangkatan dan kedatangan Skytrain melalui aplikasi Indonesia Airport di smartphone iOS dan android.

Adapun lintasan yang dilalui pada tahap awal ini adalah sepanjang 1.700 m dan kapasitas 1 set Skytrain yang terdiri dari 2 kereta ini adalah sebanyak 176 orang.

Pada tahap awal ini operasional Skytrain akan tetap melibatkan pengemudi hingga sekitar 6 bulan ke depan sebagai bagian dari familiarisasi dan sosialisasi kepada publik, dan Setelah itu Skytrain akan beroperasi tanpa awak.

Sementara itu pada tahap selanjutnya Skytrain akan menghubungkan Terminal 3, Terminal 2, stasiun kereta bandara, dan Terminal 1 dengan total lintasan dual track mencapai 3.050 m atau sekitar 3 km. Saat beroperasi penuh, headway Skytrain ditetapkan setiap 5 menit dengan total waktu tempuh 7 menit.

Modernisasi Sistem Operasi Bandara, Angkasa Pura II membangun Airport Operation Control Center (AOCC)



PT Angkasa Pura II (Persero) pada hari ini, Senin 11 September 2017, memulai pendirian Airport Operation Control Center atau AOCC guna mendukung Bandara Internasional Soekarno-Hatta menjadi smart connected airport.

Adapun pendirian AOCC di Gedung 631, Bandara Internasional Soekarno-Hatta, ini juga hasil kolaborasi dengan seluruh pemangku kepentingan di bandara yang terdiri dari unsur 4A yaitu Airport Operator, Airline Operator, Air Navigation, dan Authorities seperti karantina, bea cukai, imigrasi, kepolisian, dan lain sebagainya.

Terlibatnya seluruh stakeholder bandara termasuk JAS karena AOCC mengintegrasikan pengelolaan sumber daya di Bandara Internasional Soekarno-Hatta guna dapat beroperasi secara efektif dan efisien sehingga mengakomodir terwujudnya keselamatan (safety), keamanan (security), pemenuhan atas regulasi (compliance), serta pelayanan (services).

Secara umum, fungsi AOCC adalah sebagai suatu command center untuk mengawasi operasional di sisi udara dan sisi darat serta mencakup seluruh aktivitas kedatangan dan keberangkatan di bandara.

Sebanyak 1.300 pergerakan pesawat per hari atau 76 pergerakan pesawat per jam dengan jumlah penumpang sekitar 170.000 per hari, dan akan semakin tumbuh ke depannya, Bandara Internasional Soekarno-Hatta membutuhkan pendekatan dari sisi teknologi informasi guna memastikan kelancaran operasional dan tetap terjaganya pelayanan sehingga prioritas pembangunan AOCC ada di bandara ini.



Whistle Blowing System Timely Escalation Report (TER)

Apa itu TER? Sistem pelaporan dugaan penyimpangan atau pelanggaran yang berkaitan dengan Perusahaan, yang berpotensi menimbulkan kerugian materil dan imateril bagi Perusahaan.

APA SAJA YANG BISA DILAPORKAN?

- Pelanggaran Peraturan Internal Perusahaan
- Kecurangan (*fraud*) dan Penyalahgunaan (*abuse*)
- Penggelapan (*embezzlement*)
- Pencurian (*pilferage*)
- Pemalsuan (*falsification*)
- Menaikan harga untuk keuntungan pribadi (*mark-up*)
- Manipulasi (*manipulation*)
- Meminta bagian keuntungan (*kick-back*)
- Inefisiensi (*inefficiency*)
- Penyalahgunaan wewenang / jabatan (*abuse of authority*)
- Kerjasama dengan pihak internal/ eksternal lainnya yang berpotensi merugikan Perusahaan
- Pelanggaran Pelaporan Akuntansi dan Audit
- Dsb.

Kemana harus melapor?

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