

# frontlines

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A Publication of JAS Airport Services

wonderful  
indonesia 



# JAS

## Airport Services

By CAS Destination

By CAS Destination



Airport Services

JAS

-  Proudly introducing...  
**our freshly updated logo**
-  Indonesia Flight Safety Rank  
**Rose To 55<sup>th</sup> Position**
-  **Malaysia Airlines celebrates**  
**inaugural flight KUL - SUB**

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# TOGETHER IN UNITY

*Assalamualaikum wr.wb*

Karyawan/ti JAS yang saya hormati,  
Mewakili seluruh manajemen JAS, saya mengucapkan Selamat Tahun Baru 2018 dan memberikan penghargaan tertinggi kepada seluruh karyawan atas kontribusinya sepanjang 2017.

Kembali saya tekankan agar kita selalu menjunjung tinggi dan meningkatkan reputasi dengan bekerja sesuai nilai-nilai budaya perusahaan yaitu Customer Centric, Always Achieving, dan Serving Sincerely. Nilai-nilai ini merupakan keyakinan yang mengarahkan perilaku kita.

Setiap diri kita adalah duta besar perusahaan. Para karyawan dan semua elemen di dalamnya bertanggung jawab untuk menjaga reputasi JAS agar terjaga baik di mata publik. Reputasi baru bisa bertahan dan sustainable apabila ada konsistensi antara perkataan dan perbuatan.

Karyawan/ti JAS yang saya cintai, Tahun 2018 dan 2019 disebut sebagai tahun politik. Dalam dua tahun kedepan, peta bisnis secara umum dapat diilustrasikan seperti terowongan gelap dengan berbagai potensi positif dan negatif seperti SARA, perubahan regulasi, persaingan tidak sehat, disruptif teknologi dan lain-lain.

Dalam satu kesempatan, Presiden RI, Bapak Joko Widodo pernah berpesan agar seluruh warga Indonesia dapat menjaga kerukunan di tengah-tengah masyarakat. Beliau mengatakan agar jangan sampai kita dilihat dan dicontoh negara lain, tapi di dalam negeri masih gaduh.

Dalam konteks bisnis JAS, saya kembali menghimbau kepada kita semua untuk mengedepankan "Together In Unity" (Kebersamaan dan Persatuan). Menjelang usia JAS yang ke-34, kita harus mampu menjaga keberagaman di 12 station menjadi satu dalam bingkai persatuan.

Karyawan/ti yang saya sayangi, Selaku pimpinan tertinggi JAS Airport Services, saya mengajak seluruh karyawan agar membuang mentalitas negatif dan bersatu menghadapi tantangan bisnis yang semakin kompleks, yang semakin ekstrim, dan berubah dengan sangat cepat. Hanya yang cepatlah yang akan memenangi persaingan global.

Demikian pesan awal tahun 2018 yang dapat saya sampaikan bagi kita semua.

*Amin Yaa Robbalalamin  
Wabilahi taufik walhidayah  
Wassalamualaikum wr.wb*



## Indonesia Flight Safety Rank Rose To 55<sup>th</sup> Position

**Indonesia's** flight safety rankings rose to 55th position from 191 countries based on the results of aviation safety audits conducted by the International Civil Aviation Organization or ICAO. That is, Indonesia's ranking shot almost double from the previous 151 positions.

Based on the audit results of Universal Safety Oversight Audit Program (USOAP) conducted by ICAO, Indonesia achieved 81.15 percent fulfillment. Thus the safety of flights in Indonesia has been compliant (compliance), even exceeding the standard set by ICAO of 64.71 percent.

The audit covers eight areas of assessment, including Licensing Personnel, Airworthiness (AIR), Legislation (LEG), Aerodromes (AGA), Organization (ORG), Operations (OPS), Air Navigation (ANS), and Aircraft Investigation (AIG).

It takes continuous socialization to all parties to participate in maintaining and improving the positive results that have been achieved. Socialization must be done in various ways and various channels of communication. One of them through social media such @ djpu151 owned and managed by the Directorate General of Civil Aviation. *(kemrihub)*





## 33 Years in The Industry





*We are what we repeatedly do.  
Excellence, therefore, is not an act  
but a habit.*



## Malaysia Airlines Celebrates Inaugural Flight KUL - SUB



**Malaysia Airlines** celebrated its inaugural Kuala Lumpur-Surabaya-Kuala Lumpur service, with a welcome and send-off event at Juanda International Airport, the second largest airport in Indonesia.

The event was graced by the Malaysian Ambassador to the Republic of Indonesia Datuk Seri Zahrain Mohamed Hashim, Malaysia Airlines Chief Commercial Officer Arved von zur Muehlen and several Indonesian senior local government officers.

The four-times weekly service to and from Surabaya is operated by the airline's new generation B737-800 aircraft with 160 seats, comprising 16 Business Class seats and 144 Economy Class seats. *(commercial)*



## Closer To Our Customer

**JAS** as a customer-oriented company, on 11 - 13 November 2017, paid special attention to loyal customers through C n C Trip (*Culture, Nature, Culinary*) to Ambon.

We expressed greatest appreciation for our client's trust in 12 stations that have chosen and remain loyal to JAS, and we will continue to always provide the best service for beloved customers.

This gathering aims to make JAS closer to its customers, to have more input, suggestions and customer experience from customers while using our services. (continued)



### JAS & MAB Kargo : Friendship, Sports & Fun!





## Rumbles from Bali's Mount Agung

**A lingering** volcanic ash cloud has forced the cancellation of several flights from Bali, keeping thousands of tourists stranded, and all flights to the island have been cancelled on November 2017.

JAS DPS response the nature disaster with providing immediate assistance for airlines passengers. Such assistance may range from providing specific but limited aid, such as assisting passengers with air tickets, transport and temporary accommodation. *(ending:st)*



## Christmas 2017 celebrations at Soetta Airports



*"Christmas is not a time nor a season, but a state of mind. To cherish peace and goodwill, to be plenteous in mercy, is to have the real spirit of Christmas."*



## Strategic Meeting 2017



**JAS** Strategic meeting in Puncak, 10 - 11 December 2017 is process of defining our strategy, or direction, and making decisions on allocating resources to pursue the strategy.

Strategy has many definitions, but generally involves setting goals, determining actions to achieve the goals, and mobilizing resources to execute the actions. In our strategic meeting, it describes how the goals will be achieved by the means resources. *(corsec)*



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## Cargo Crime Prevention and Cooperation Signed with DHL



On **20 December** 2017, PT JAS has signed a Memorandum of Understanding for Cargo Crime Prevention and Cooperation with PT DHL Global Forwarding Indonesia.

JAS COO - Ibrahim Salleh and DHL Managing Director - Vincent Yong signed the agreement in order to achieve the purpose of MoU.

The parties will get mutual benefit cooperations on sharing industry best practices in loss prevention against cargo crime, joint analysis of modus operandi and trends of against crime syndicate, joint recommendation for cargo crime prevention and also support on security awareness training. *(held)*

## Best Airport The Year 2017 in Indonesia is ...



**Majalah Bandara** once again held the prestigious Bandara Awards 2017 for the 9<sup>th</sup> time.

The prestigious event began with a survey of 100 airports under Angkasa Pura I, Angkasa Pura II, and Ministry of Transportation.

Majalah Bandara team conducted the survey by distributing questionnaires to airport service users. They were given the freedom to assess the services and facilities by filling out the questionnaires provided by surveyors.

Terminal 3 Soekarno-Hatta International Airport was chosen to be the best Airport of the Year 2017 (version Majalah Bandara). They had surpassed 105 airports in Indonesia. *(m)*



## Dangerous Goods Aren't Childs Play

**Lithium** batteries have become the preferred energy source to power a wide variety of consumer goods ranging from mobile phones to children toys to cars and e-bikes. Though widely used, most people are not aware that lithium batteries are dangerous goods that can pose a safety risk if not prepared in accordance with the transport regulations. To help with compliance, IATA has developed guidance for shippers, freight forwarders, ground handlers, airlines and passengers.



IATA DG Workshop are organized to help the stakeholders across the entire supply chain, like Airlines, Freight Forwarders, Ground Handling Agents, Shippers and Regulators to learn about the essentials of shipping dangerous goods and lithium batteries by air.

As speakers : Dave Brennan (Assistant Director, Cargo Safety and Standards, IATA GVA); Ibrahim Saleh (Chief Operations JAS Airport Services); Fitra Aribowo (DGCA) and many more. *(cont)*

## Improvement Runway Capacity 86

**PT Angkasa Pura II** (Persero) invested Rp 625 billion to develop the air side of Soekarno-Hatta International Airport to increase runway capacity to serve 86 flights per hour (IRC 86).



The developments include expansion of apron and taxiway areas in the northern and southern zones, then the addition of taxiway lines and addition of a rapid exit taxiway in the northern zone. In total, there are 12 air-side development projects currently underway.



It is expected that the entire project can be completed on schedule so improvement runway capacity (IRC) to 86 hourly flights can be implemented by the end of this year or by early next year. *(cont)*



**Airport Solutions Indonesia** conference delegates were able to hear from Arief Yayha, Minister of Tourism, Indonesia and Ary Winari, Head of Airport Infrastructure, Ministry of Transport ahead of other key industry leaders over the past two days at the Jakarta Exhibition Centre.



**AIRPORT SOLUTIONS INDONESIA**  
6-7 DECEMBER 2017  
JAKARTA CONVENTION CENTER

The two-day conference features key industry leaders keen to share their knowledge of the entire airport and aviation buying chain from manufacturers, airport operators, developers, regulators and investors, through to end users. Combined with the exhibition, Airport Solutions Indonesia is unique in attracting the entire airport and aviation buying chain from manufacturers, airport operators, developers, regulators and investors, through to end users.

Airport Solutions Indonesia hosted over 100 conference delegates across its two day run, with many attending the conference which is separated into three distinct sessions: Security and Safety, Passenger Experience and Airport Development in Indonesia.

The event also featured 60 exhibitors and free-to-attend seminars on the show floor, in addition to the conference programs.

Airport Solutions Indonesia is part of the Airport Solutions Global Series which will return in 2018.





## Asean Federation Of Forwarder Associations (AFFA) & Rapim Pusat ALFI/ILFA 2017

**The 27th** ASEAN Asean Federation Of Forwarder Associations (AFFA) and ALFI / ILFA 2017 Rapim held in Bali on November 2017 to discuss and evaluate the performance, as the organization have vision of making members as global competitive players in freight logistics. *(merL)*



## ITO 2018 Discusses Sustainable Tourism

**Indonesian Tourism Outlook (ITO) 2018** was held on 11 November at the Double Tree by Hilton Jakarta.

The meeting was attended by Tourism Minister Arief Yahya, Indonesian economist Faisal Basri, World Travel and Tourism Council (WTTC) senior vice president Helen Marano and TripAdvisor head of destination marketing APAC Sarah Mathews, among others, and JAS as one of main sponsors.

During his speech, Arief mentioned the three digital revolutions that are currently happening: Telecommunication, transportation and tourism.

Arief said that Indonesia still ranks low in environmental sustainability acceleration, thus he hoped to gain insights on how to resolve environmental sustainability problems from other countries through WTTC.

On the other hand, by going digital the tourism industry in Indonesia has increased up to 25.68 percent in 2017. *(msf)*



## Thank You Media....



**JAS** is delighted that media partners have been our supporters for a whole year!

We would like to say thank you for being a part of our family. We are very grateful for excellent coverage on 2017 and our reputation wouldn't be like this without the efforts of Forum Jurnalis Airport Soetta (FJAS), Forum Wartawan Perhubungan (FORWAHUB), Forum Wartawan Pariwisata (FORWAPAR) and the rests of media.

Their exceptional work ethic does not go unnoticed. We hope to maintain this upward momentum. Thank you, again! (m)





## KNO Receives ISAGO Certification

**The International Commercial Aviation Association (IATA)** issues IATA Safety Audit for Ground Operations (ISAGO) certificate for JAS Airport Services branch Kualanamu.



IATA's Safety Audit of Ground Operations (ISAGO) program is an internationally recognized system for assessing the operational management and control systems of an organization that provides ground handling services for airlines.



There are no violations in ground handling operations and management as the results.

JAS is now ISAGO certified in Soetta, Djuanda, Ngurah Rai and now Kualanamu airports. *(judis)*



## Our TPS are AEO Certified !

On December 2017, JAS HLP and other 11 companies received Certificate of Authorized Economic Operator (AEO) from Directorate General of Customs.

AEO is a certification of economic operators which are recognized by and on behalf of the national customs administration. This indicates that the person has met the global trade protection and facilitation standards (WCO SAFE Framework of Standards / FoS).

Meanwhile, these economic operators come from the parties involved in the movement of international goods in various functions of the global supply chain. AEO may consist of importers, exporters, entrepreneurs of customs service providers (PPJK), transporters, temporary hoarders (TPS) like JAS, bonded landlord (TPB) entrepreneurs and others involved in the movement of goods and services.

To date, programs initiated by the World Customs Organization (WCO) aims to secure the logistics supply chain in international trade, agreed upon, acknowledged and implemented by around 160 countries in the world, including Indonesia. *(istd)*



## Official Partner of Tourism Ministry

**Tourism Ministry** partners with JAS to popularize Indonesian Tourism via Wonderful Indonesia Co-Branding.

The signing ceremony was the finalization of MOU between JAS and Tourism Ministry which held on September 2017 at Menara Bidakara.

We signed a cooperation agreement on the Wonderful Indonesia Co Branding Forum on 14 November 2017.

Now, JAS officially holds the title as the official partner of Tourism Ministry. *(istd)*





# Making A Difference

## Blood Donation



## Mass Circumcision



## Tasikmalaya Earthquake



*Devote yourself to your community around you & devote yourself to creating something that gives you purpose and meaning (Mitch Albom)*

## Health, Safety & Environment Preventive Culture

**In accordance** with Indonesian act no.1, 1970 with Permenaker no.4/MEN/1987 required safety officer work management system in any industries. In fact that human error is one of the causes of any accident factor and in order to minimize this fact the establishment and implementation of P2K3 with trained personnel is mandatory requirement.

The long-term business success of JAS depends on our ability to continually improve the quality of our services and products while protecting people and the environment. Emphasis must be placed on ensuring human health, operational safety, environmental protection, quality enhancement, and community goodwill. This commitment is in the best interests of our customers, our employees and contractors, our stockholders, and the communities in which we live and work.

JAS management has launched HSE Management System on 6 December 2017. Management communicates the HSE philosophy to all employees and we must provide positive evidence of conformance to the system. *(fno)*



## Global Career & Education Fair (GCEF) 2017

**By TopCareer.ID**, GCEF 2017 was held on 25 November 2017 at Kota Kasablanka. It is a place for all stakeholders in professional educational and industrial sectors from many countries to interact for the purpose of realizing a better education for all. Its activity combines the elements of educational as well as local and international scholarships exhibitions and talk show/seminar.

JAS is participating on a discussion about educational world and experiences from the perspective of ground handling sectors. This event is positive and effective. *(fnc)*



## Employee Habits Determine Company Destiny



**According** to Stephen R. Covey, *"Most people do not listen with the intent to understand; they listen with the intent to reply."*

Does JAS team possess the right habits? Habits are powerful forces in employee lives. They determine our level of effectiveness or ineffectiveness. It represents a proven process of personal and interpersonal growth that can have an immediate and lasting impact.

The purpose of **"The 7 Habits of Highly Effective People"** is to help JAS employees lead our personal and professional life in a truly effective way:

- Focus and act on what can be controlled and influenced, instead of what can't.
- Define clear measures of success and create a plan to achieve them for both life and work.
- Prioritize and achieve the most important goals instead of reacting to urgencies.
- Develop innovative solutions that leverage diversity and satisfy all key stakeholders.
- Collaborate more effectively with others by building high-trust relationships. *(hc)*





## Angkasa Pura Airport Layani 89,7 Juta Penumpang Tahun 2017



**Angkasa Pura Airport** sepanjang tahun 2017 berhasil melayani 89,7 juta penumpang atau meningkat 5,9% jika dibandingkan pada tahun sebelumnya yang mencapai 84,7 juta penumpang di 13 bandara yang dikelola. Adapun jumlah tersebut terdiri dari 69,8 juta meningkat penumpang domestik atau tumbuh 4,7% dibandingkan tahun sebelumnya sebesar 66,7 juta penumpang, 14,4 juta penumpang internasional atau tumbuh 11% dibandingkan tahun sebelumnya sebesar 13 juta penumpang dan 5,4 juta penumpang transit atau tumbuh 8,6% dibandingkan tahun sebelumnya sebesar 4,7 juta penumpang.

Selain peningkatan jumlah penumpang, sepanjang tahun 2017 pergerakan pesawat juga mengalami pertumbuhan. Angkasa Pura Airport mencatat 791,49 ribu pergerakan pesawat sepanjang tahun 2017 atau meningkat 3,5% jika dibandingkan tahun sebelumnya yang mencapai 764,53 ribu pergerakan pesawat. Adapun jumlah tersebut meliputi 647 ribu pergerakan pesawat domestik, 89 ribu pergerakan pesawat internasional dan 55 ribu pergerakan pesawat lokal. Trafik pergerakan pesawat tertinggi terdapat di Bandara Juanda Surabaya yang melayani 148,73 ribu pergerakan pesawat atau meningkat 0,09% jika dibandingkan tahun sebelumnya yang mencapai 148,59 ribu pergerakan pesawat. Sementara itu Bandara Sultan Hasanuddin Makassar menjadi bandara Angkasa Pura Airport dengan pertumbuhan pergerakan pesawat tertinggi hingga 13,2% atau mencapai 113,91 ribu pergerakan pesawat jika dibandingkan tahun sebelumnya yang mencapai 100,63 ribu pergerakan pesawat baik domestik, internasional dan lokal.

Sementara itu trafik Kargo mengalami kenaikan hingga 11,4% yaitu sebesar 403 juta Kg dibandingkan pada periode yang sama tahun sebelumnya sebesar 362 juta Kg. Adapun jumlah tersebut meliputi 334 juta Kg kargo domestik dan 69 juta Kg kargo internasional. Trafik kargo tertinggi terdapat di Bandara Juanda Surabaya yang melayani 97,65 juta Kg atau tumbuh 1,4% jika dibandingkan pada tahun sebelumnya sebesar 96,28 juta Kg. Pertumbuhan kargo tertinggi terdapat di Bandara I Gusti Ngurah Rai yang mencapai 37,8% atau mencapai 71,06 juta Kg dibandingkan pada tahun sebelumnya sebesar 51,56 juta Kg. (AP/3)

## Kereta Bandara Internasional Soekarno-Hatta Resmi Mulai Beroperasi Untuk Masyarakat Umum

**Setelah** dilakukan serangkaian uji coba dan evaluasi dari Kementerian Perhubungan, KA Bandara Internasional Soekarno-Hatta yang memiliki total 10 rangkaian yang berkapasitas penumpang secara keseluruhan yaitu sekitar 272 orang ini dapat beroperasi dengan rencana operasional yaitu 03.21 s/d 22.51 WIB setiap harinya dengan total 42 perjalanan pp dengan durasi perjalanan yang ditempuh sekitar 55 menit.

Rute KA Bandara Internasional Soekarno-Hatta akan melewati Stasiun Manggarai - Stasiun Sudirman baru (BNI City) - Stasiun Duri - Stasiun Batu Ceper - Stasiun Soekarno-Hatta, dan begitupun sebaliknya dari arah bandara. Namun, untuk tahap awal KA bandara baru melayani naik turun penumpang dari 3 stasiun yaitu Stasiun Sudirman Baru (BNI City), Stasiun Batu Ceper dan Stasiun Bandara Internasional Soekarno-Hatta. (AP/1)



## Presiden Resmikan Bandara Internasional Supadio

**Presiden Joko Widodo** pada Kamis, 28 Desember 2017 meresmikan Terminal Ultimate Bandara Internasional Supadio Pontianak dengan didampingi oleh Menteri Perhubungan Budi Karya Sumadi.

Terminal ultimate Bandara Internasional Supadio memiliki luas yang lebih besar daripada terminal lama yakni sebesar 32.000 m2 dengan kapasitas 3,8 juta penumpang per tahun. Dilengkapi dengan fasilitas check in counter berjumlah 40 unit, conveyor 4 unit, lift 7 unit, escalator 5 unit, CCTV 42 unit serta Flight Information Display System (FIDS) 39 unit. (AP/1)



## Presiden Resmikan Bandara Internasional Silangit

**Presiden Joko Widodo** pada 24 November 2017, meresmikan Bandara Internasional Silangit, Siborong-borong, Tapanuli Utara, yang memiliki terminal baru dan dilengkapi sejumlah fasilitas modern penunjang operasional penerbangan.

Terminal baru Bandara Internasional Silangit ini berkapasitas 500.000 penumpang dengan luas mencapai 2.436 m2, dilengkapi 4 check in counter untuk keberangkatan internasional, 5 check in counter untuk domestik, 2 conveyor belt di baggage claim area, boarding lounge yang nyaman, area komersial, serta lahan parkir luas untuk kendaraan bermotor.. Nilai investasi untuk pengembangan ini mencapai ± 375 Milyar rupiah. (AP/1)





## SATS gears up for the airports of the future with augmented reality technology



- Introduces disruptive technology to digitise and shorten ramp handling processes
- Increases accuracy, efficiency, productivity and safety
- Enhances connectivity for customers between SATS' ground handling operations across Asia

5 September 2017 – At an event held at Crowne Plaza Changi Airport, SATS officially showcased our augmented reality (AR) smart glasses. This world first underscores SATS' leadership in gateway services and food solutions through deploying disruptive technologies to create innovative new services.

The ergonomically-designed smart glass will provide SATS' ramp handling staff with critical information such as loading instructions in real-time. Using the wearable AR technology, operators will be able to scan visual markers found on baggage and cargo containers that provide details such as weight, unit number, loading sequence and the allocated position within the aircraft. This hands-free process improves safety, and increases the accuracy and efficiency of baggage and cargo loading.

This AR technology disrupts and revolutionises the way ramp services are delivered, so to ensure successful implementation, SATS will be introducing the smart glass

in phases with full implementation expected by mid of next year. Change management is critical, with almost 600 staff undergoing training.

SATS is also investing in next generation training aids including Virtual Reality technology which is a highly visual approach that can simulate accurate on-ground scenarios within a safe and controlled environment. This also allows staff to undergo training at their own time and convenience, without disruption to their work schedules and ground operations.



# A Year in Review





## frontlines

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