

# frontlines

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A Publication of JAS Airport Services



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- **Air Asia** Opens Manila-Jakarta Direct Flight to Facilitate Increasing Business Ties
- **Improve Level of Service,**  
Angkasa Pura Airports Sign MoU with JAS
- **JAS** Wins Customs Certification in Indonesia

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# What Is Integrity – Really?

Honesty and Trust Are Integral to Integrity as these Examples Demonstrate:

## 1. Handriansyah Aulyah Purnama

As Aircraft Interior Cleaning Officer (AIC), he found and returned IDR 46 mio on Emirates EK360 destination Bali.



## 2. Mohammad Adam

He found and returned RM 5.798, SGD 3.032, USD 200, IDR 650k and gold bars weighing 100 grams on KLM destination Jakarta.

Integrity is one of the fundamental values that JAS seek in the employees that we hire. It is the hallmark of a person who demonstrates sound moral and ethical principles at work.

People who demonstrate integrity draw others to them because they are trustworthy and dependable. They are principled and we can count on them to behave in honorable ways even when no one is watching or even knows about their performance. *(m/f)*

# INTEGRITY



## Kia Ora! Air New Zealand

**Air New Zealand** has announced they will nearly double capacity on its seasonal Auckland to Denpasar service in 2018 and will also extend the season it flies there by almost two months. They did!

The cut over Air New Zealand route AKL-DPS-AKL was held on 7 April 2018. It was attended by Ting Ping Dorothy Lee (Senior Manager of Airport Asia); Mr. Rogger Mc Gregor (Station Manager NZ DPS); Ibrahim Bin Mohamed Salleh (COO JAS); Subiyono (DDO JAS) and Simon Ng (GM Commercial)



Starting April 2018, JAS will serve the airline's Auckland to Bali season with up to five services operating per week using the airline's Boeing 789. *(endang)*







## AirAsia Opens Manila-Jakarta Direct Flights to Facilitate Increasing Business Ties

**Budget** airline AirAsia inaugurated a direct flight route from Manila, the Philippines to Jakarta on Tuesday (09/01) in the hopes of alluring more businessmen to travel between the two busiest cities in Southeast Asia.

The Manila-Jakarta and Jakarta-Manila direct routes now operate once every day, departing from Manila at 8 a.m. local time and arriving in Jakarta 11 a.m. local time.

During the inaugural flight, AirAsia claimed that its Airbus A320 plane was booked to capacity, carrying 137 passengers from Manila to Jakarta, while the return flight still had some empty seats.

Over the last six years, people from Jakarta, who use AirAsia, had to transit in Kuala Lumpur or Singapore first before they could arrive in Manila.

With the opening of the new route, the Indonesian government expects business ties between the two countries to strengthen.

The airlines also open a new direct flight from Manila to Denpasar, Bali, (19/01).

*(commercial)*



# Miles&Smiles



**Turkish Airlines'** frequent flyer program Miles&Smiles offers a whole host of benefits. Miles&Smiles works with hundreds of partners across a range of sectors to make passenger life easier.

Miles&Smiles you can use to buy award tickets for Turkish Airlines and Star Alliance flights; access lounges free of charge and upgrade to Business Class in last-minute.

Depending on membership status, passenger will also receive extra baggage allowance; priority reservations, select seat, and use Business Class check-in counters, even if we're flying Economy Class.



Turkish Airlines appreciate JAS staff who always taken pride in its excellent customer support and commitment to passenger' satisfaction. *(nunung)*







## Indonesia - Russia Agree to Strengthen Defense Cooperation

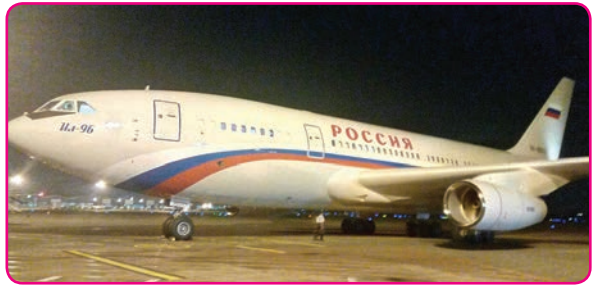
### Indonesia and Russia

on Thursday (01/03) agreed to strengthen defense cooperation at a meeting led by Chief Security Minister Wiranto and Secretary of Russia's Security Council, Nikolai Patrushev, in Jakarta.

This meeting marked Indonesia and Russia's fourth bilateral consultation, which saw both delegations discuss cooperation in law enforcement, technical aspects of the military, cybersecurity and efforts to address terrorism financing.

Indonesia and Russia exchanged views on regional issues, including the situation in the South China Sea and around the Korean Peninsula.

As part of his visit to Jakarta, Patrushev also held a meeting with President Joko "Jokowi" Widodo. *(satriana)*



## Indonesia - Italy Bilateral Relations to Focus on Creative Economy

### Minister for Foreign Affairs

of the Republic of Indonesia, Retno L.P. Marsudi received the visit of Italian Minister of Foreign Affairs and International Cooperation, Angelino Alfano at Gedung Pancasila (7/2).

Indonesia was the first country in the series of visits to Southeast Asia of Minister Alfano. After Indonesia, Minister Alfano will depart for Singapore and Thailand.



On the occasion, the two countries agreed to strengthen the strategic cooperation between Indonesia and Italy. Moreover because, next year, Indonesia and Italy will commemorate the 70th anniversary of diplomatic relations with the theme “MSME's and Creative Economy”. The momentum is also used to improve interaction between high-ranking officials of both countries.

In relation to the economy theme of the 70th anniversary of diplomatic relations, Italy is Indonesia's third largest trading partner in the European Union, until November 2017, the Indonesia-Italian total trade has reached US\$ 3 billion, an increase of 16.84% compared to the same period in 2016.

In relation to creative economic cooperation, Indonesia and Italy agreed to increase cooperation involving Indonesian SMEs with related partners in Italy, especially in the culinary, fashion and furniture industries. In addition, they also discussed the program of capability building, networking and market sharing for Indonesia's culinary industry. *(satriana)*







**Angkasa Pura Airports** signed a memorandum of understanding (MoU) with four airport operational partners to improve the level of service that prioritizes the safety and security aspects of the flight on Monday (26/2) in Jakarta. The four partners were Public Company (Perum) of the Indonesian Aviation Navigation Service Provider (LPPNPI) or AirNav Indonesia, National SAR Agency (BASARNAS), PT Gapura Angkasa and PT Jasa Angkasa Semesta Tbk.

The signing of a memorandum of understanding (MoU) and a memorandum of technical agreement between Angkasa Pura Airports and AirNav Indonesia related technical operational coordination of airport service and flight navigation services. While the signing of MoU between Angkasa Pura Airports with BASARNAS related to the conduct of search and rescue activities at the airport. Subsequently, the signing of MoU and a memorandum of technical agreement between Angkasa Pura Airports and PT Gapura Angkasa and PT Jasa Angkasa Semesta related to technical coordination of aircraft service at the airport. (y2k)





## Indonesia Exports Wagyu Beef to Myanmar



**For the first time**, Indonesia managed to export Wagyu beef to its Southeast Asian neighbor Myanmar on 7 February 2018.

Jakarta-listed food producer PT Japfa Comfeed Indonesia delivered 599 kilograms of the premium quality beef, which it branded “Tokusen Wagyu” and sold for around US\$20,000.

The meat adds to Indonesian exports to Myanmar, dominated by products like palm oil, paper, mineral fuels and pharmaceutical products, with a total value of \$615.68 million in 2016, according to data from Geneva-based Trademap. *(mf)*



# Press Plays Increasingly Important Role in Digital Era



## President Joko Widodo

highlighted the increasing significance of the press amid the advancements in digital technology and the potential of hoax spread in the community. He believed that in the era of technological advancements, information and hoax exist in abundance.

"Hence, the press is increasingly needed," the president noted during a speech at the commemoration of National Press Day at Cimpago Lake, Padang Beach, West Sumatra Province, on Friday.

Several officials attending the event included Minister of Communication and Information Rudiantara, Minister of Education and Culture Muhadjir Efendi, Agrarian and Spatial Planning Minister Sofyan Djalil, Commander of the Indonesian Military Marshal Hadi Tjahjanto, and Indonesian National Police Chief Gen. Tito Karnavian.

Moreover, several media leaders present at the event were Director of Indonesian National News Agency of Antara Meidyatama Suryodiningrat, Editor-in-Chief of RCTI Atika Suri, and Editor-in-Chief of Metro TV Donbosco Selamun, and Chairman of Indonesian Journalists Association Margiono, who is also in charge of the implementation of the event, among others.

Beside JAS, some ambassadors of friendly countries in attendance were from Kazakhstan, Malaysia, New Zealand, the Philippines, Iran, Cuba, the Czech Republic, Laos, Greece, Italy, Egypt, Saudi Arabia, Colombia, Myanmar, Austria, Japan, and the United States. (mf)





# JAS Unleash Celebrations for the Year of the Dog

**Airlines and airports** around the world are preparing for the Lunar New Year on February 16 with festive in-flight dishes, lion dance performances and more. And so is JAS.

Food is an important part of celebrating the Chinese New Year. We delights passengers with baby oranges upon check-in, which represents happiness and good fortune in Chinese culture. *(lola)*





# "Selamanya" Campaign

## Kantor Otoritas Bandar Udara Wilayah 1

Soekarno Hatta promotes greater safety awareness in general aviation, through the "Selamanya" campaign on January and March 2018.



**Kantor Otoritas Bandar Udara  
Wilayah I Kelas Utama**

Promoting safety in aviation is a continuous process, enhanced through cooperation and communication. A range of safety awareness posters encourage passengers to "stop and think" about some of the most basic regulations on travelling. *(mlf)*



## AEO Certification

**On 27 March 2018,** JAS received Authorized Economic Operator (AEO) certification for Temporary Storage Facility (TPS) operated by JAS at KNO, CGK, DPS and HLP.

The certificate is handed by Mr. Heru Pambudi, Dir Gen of Customs, to Mr Adji Gunawan, JAS CEO, and witnessed by Mr Robert Pakpakan, Dir Gen of Tax. The ceremony is held during the launching of Online Permit Facility by Indonesian Customs Office.



With this AEO certification, JAS becomes one of 80 companies, as well as the first airport warehouse and TPS operator to have this international standard certification as ratified by World Customs Organization. (y2k)

## ANA Appreciation



## API Appreciation





# CX Awards

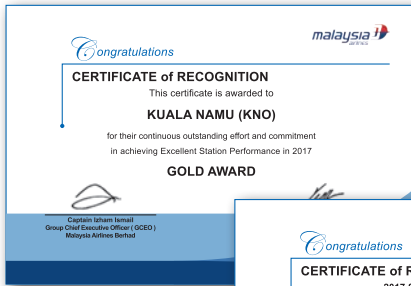


# SilkAir Awards





# MH Awards



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



## Blood Donation



## Flood Donation



## QHCC 2018





# Charity Golf Day



**WE MAKE A LIVING** BY WHAT WE GET, BUT  
**WE MAKE A LIFE** BY WHAT WE GIVE  
*(Winston Churchill)*



# Disruptive Innovation: Strategies for a Successful Enterprise



**Disruptive innovation** is a term in the field of business administration which refers to an innovation that creates a new market and value network and eventually disrupts an existing market and value network, displacing established market leading firms, products, and alliances.

On 25 January 2018, CAS Group held to disseminate the valuable lessons across our team through a related disruptive innovation workshop. In this program, we've been taught the skills and mindset to lead breakthrough change and secure enduring competitive advantage as well as be able to spot threats and opportunities earlier and deal with them faster. *(Arief K)*

## Managing Multi Generation Workshop

**We're now** facing a workplace where in theory, many employers could have employees ranging from 18 to 80 in the workplace. This has huge implications for employers in terms of managing the needs and expectations of Millennials, Generation X, Generation Y and the Baby Boomers.

We believe that generational differences can actually present a positive opportunity for development at both ends of the spectrum.



CAS Group held a workshop focused on the different work habits of each generation, where younger workers' enthusiasm for trying new things could be used to encourage a culture of innovation, while older workers can leverage their experience and broad perspective to help millennials understand some of the costs and risks associated with their ideas. *(Arief K)*

# CAS Food Catering Jalani Verifikasi Sertikat Halal

**Pada** awal tahun 2018 ini, dua fasilitas dapur PT Cardig Anugrah Sarana Catering yang berlokasi di Pondok Gede, Jakarta Timur dan Balikpapan menjalani proses verifikasi dari Tim LPPOM MUI guna mendapatkan Sertifikasi Halal dari Lembaga tersebut.

Tim LPPOM MUI yang dipimpin Bapak Rochani Hasbullah melakukan serangkaian pemeriksaan yang meliputi verifikasi data pembelian bahan baku makanan, verifikasi stock bahan makanan maupun kebersihan dan kelayakan proses memasak di dapur.

Dan hasilnya dua dapur tersebut telah lolos verifikasi Sertifikat Halal dari Majelis Ulama Indonesia (MUI). *(Arief.K)*



# Indonesia Most Innovative Business Awards 2018

**For two years** in a row, CAS Group had won the award from Warta Ekonomi and this year was awarded the Indonesia Most Innovative Business Awards 2018 as an Excellent Company for Organizational Innovation in Transportation Sector. Located in the ballroom of Sari Pan Pacific Hotel, Jakarta on March 23, 2018.

Warta Ekonomi magazine had given various awards to a number of companies considered to provide innovation for business in Indonesia.

For the category of transportation, PT Cardig Aero Services Tbk (CAS Group) was awarded and presented the award by Mr. Fadel Muhammad as the Founder & President Commissioner of Warta Ekonomi to CAS Group representative who attended that awarding night.

At the end of 2017, CAS Group had entered as 100 Fastest Growing Company from Infobank magazine in Indonesia. *(Arief.K)*





# Angkasa Pura Airports Siap Dukung Kesuksesan Pertemuan Tahunan IMF dan Bank Dunia 2018

**Angkasa Pura Airports** mendukung kesuksesan penyelenggaraan pertemuan tahunan Badan Moneter International (IMF) dan Bank Dunia yang akan dilakukan pada 8 - 14 Oktober 2018 di Bali.

Bentuk kesiapan Angkasa Pura Airports yaitu meningkatkan kapasitas Bandara I Gusti Ngurah Rai Bali dan melakukan pembangunan infrastruktur lima bandara milik Angkasa Pura Airports lainnya.

Adapun peningkatan kapasitas Bandara I Gusti Ngurah Rai Bali dilakukan melalui perluasan apron sehingga kapasitas parking stand menjadi 64 parking stand dari kondisi eksisting sebanyak 53 parking stand.

Selain itu juga dilakukan penambahan 2 rapid exit taxiway menjadi total 4 dari 2 rapid exit taxiway.

Demikian pula dengan konter check-in internasional yang akan diperluas dan diperbanyak dari 96 unit konter check-in menjadi 126 unit. Dari sisi parkir kendaraan di sisi darat, kapasitasnya bertambah sebanyak 1.600 unit.

Sebagai langkah antisipasi jika pergerakan pesawat melebihi kapasitas apron Bandara I Gusti Ngurah Rai Bali, Angkasa Pura Airports telah menyiapkan program perluasan bandara-bandara alternatif untuk menambah jumlah kapasitas parkir pesawat/ parking stand. Adapun bandara-bandara yang dilakukan perluasan yaitu:

1. Bandara Juanda Surabaya dengan penambahan jumlah parking stand untuk 7 narrow body atau 3 wide body.
2. Bandara Sultan Hasanuddin Makassar dengan penambahan jumlah parking stand untuk 6 narrow body atau 3 wide body.
3. Bandara Lombok Praya dengan penambahan jumlah parking stand untuk 8 narrow body atau 4 wide body.
4. Bandara Adi Soemarmo Solo dengan penambahan jumlah parking stand untuk 6 narrow body atau 3 wide body.
5. Bandara El Tari Kupang dengan penambahan untuk 5 small aircraft. (AP I)



## Bandara Soekarno-Hatta dan Bandara Sultan Mahmud Badaruddin II Dukung Gelaran Pesta Olahraga Terbesar Benua Asia

**PT Angkasa Pura II** (Persero) sebagai Official Supplier Sponsor dari Asian Games 2018 mendukung penuh penyelenggaraan Asian Games 2018 yang akan diselenggarakan pada 18 Agustus hingga 2 September 2018 di Jakarta dan Palembang.

Dukungan tersebut merupakan tindakan lanjut dari Penandatanganan Kerjasama antara BUMN dan Indonesia Asian Games 2018 Organizing Committee (INASGOC) pada 25 Oktober 2017 dalam mewujudkan dukungan pada berbagai aktivitas Asian Games 2018 yaitu Games Administration, Games Support, dan Games Security.

Di bidang Games Administration, AP II akan menyiapkan special gate dan space untuk proses akreditasi para atlet saat tiba di bandara. Kemudian pada bidang Games Support, dukungan juga akan diberikan perseroan terhadap penyediaan gate dan cargo handling bagi seluruh negara peserta Asian Games. Terakhir, di bidang Games Security penyediaan space dan security team di bandara akan disiapkan untuk penyambutan serta pengawalan para tamu VVIP. *(AP II)*



18<sup>th</sup> ASIAN GAMES

**Jakarta  
Palembang  
2018**





## SINGAPORE AIRSHOW 2018

**SATS** is proud to be the official Ground Service provider for Singapore Airshow 2018 (6 - 11 February 2018). SATS provided the necessary support to all the exhibitors which had brought in aircrafts for display in Singapore at the grand airshow event held biennially. One of the more unique and special aircrafts is the Embraer's new E190-E2 narrow-body aircraft which has a hand painted tiger livery by artist Clodoaldo Quintana.

With our own control centre at the Airshow, we ensured that any requirement for assistance could be attended to in a timely manner and the communication between SATS and exhibitors / Airshow Flight Control Centre was seamless.

With the successful conclusion of Singapore Airshow 2018, we look forward to Singapore Airshow 2020!



SATS team at Singapore Airshow 2018



Aerial display



The Embraer E190-E2

## LUFTHANSA GROUP (LHG)

### SERVICE EXCELLENCE AWARD FOR SINGAPORE STATION

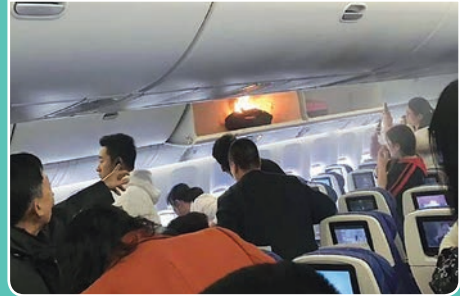
**During** the recent Lufthansa Group (LHG) Asia Pacific Conference, LHG management introduced the first ever Service Excellence Award for stations in the Asia Pacific Region. Only two awards were given out and the award for Service Excellence, 'The Extra Mile Award', was awarded to the Singapore Station. The award was given out in recognition of the local LHG team's efforts on consistently delivering a high level of service at the station. Additionally, LHG management also recognises the significant collaboration between LHG and SATS and this was specially mentioned during the award ceremony.

Ms. Suraya Sukiron, Station Manager Singapore said, "We began the journey of forming the LHG team barely a year ago and within less than a year, I am proud to say we have achieved what other stations have not yet done. Mutual respect and confidence in what we can achieve together shows very much in the strong collaborative effort that we have between LHG and SATS".

Congratulations once again to LHG Singapore team! We look forward to working closely together to achieve greater heights.



# Everything You Need to Know About Flying with a Portable Charger



Fiery start for China Southern Airlines' flight CZ3539 from Guangzhou to Shanghai on February 25, when a piece of luggage burst into flames in an overhead compartment.

Travelers must now adhere to new regulations on carrying power banks on airplanes, according to a new government policy.



## Are Power Banks Allowed on Planes?

In short, yes you can fly with most power banks. But first, power banks, which use lithium-ion batteries, need to be stored in carry-on baggage only. Second, power banks over a certain size cannot be brought onto flights at all.



## Why Can They Only Be Brought on with Your Carry-On Baggage and Not Checked in with Your Luggage?

Since some "batteries contain both the oxidizer (cathode) and fuel (anode)" there is always that slim chance that the internal battery will react chemically, explode, and cause a fire. Of course, not all batteries react that way, but as an issue of safety, airlines put blanket restrictions on batteries. If a battery causes a fire in the cabin, the crew can put it out with minimal damage and everyone can get to their destination relatively unharmed.

## What Sized Power Banks Are Allowed?

Power banks allowed for carry-on baggage in the aircraft cabin must have the capacity below 100 Wh, or equivalent to less than 27,000 mAh, according to Transportation Ministry Circular No.15/2018.

## Examples

The formula to find the Watt Hours of Power Bank 6750mAh will look like this:  
 $16750\text{mAh}/1000 \times 3.7\text{V} = 61.98\text{Wh}$ .

As it's under 100Wh, you can bring it with you on the airplane.

## How Is Wh Calculated?

Here's the formula:  $(\text{mAh})/1000 \times (\text{V}) = (\text{Wh})$

In other words, Milliamp Hours/1000 x Nominal Voltage = Watt Hours

## What if we tried 32000mAh Power Bank:

$32000\text{mAh}/1000 \times 3.7\text{V} = 118.4\text{Wh}$

As it's over the limit, you would need approval from the airline to bring it on. (mf)





**JAS**  
Airport Services  
By CAS Destination

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