

# frontlines

www.ptjas.co.id

April - September 2018

A Publication of JAS Airport Services



**INDONESIA 2018  
ASIAN PARA GAMES**



■ JAS Airport Services Operates Five  
**Lower Deck Apron** Buses at SHIA

■ JAS **Commits to Fully Supporting**  
Asian Para Games

■ Welcoming  
**Our New COO!**



Ranjiv  
Ramanathan

www.ptjas.co.id



## With You In Mind, Palu & Donggala ...

One of the worst earthquakes and tsunamis hit Indonesia last on 29 September 2018 destroying whole villages, killing more than 1,000 people and injuring thousands of others.

The Indonesian government needs four things from foreign parties in handling emergency disasters in Central Sulawesi. The assistance includes transportation planes, generator sets (genset), water treatment or water treatment and tents.

Through our presence in Balikpapan and Halim Perdanakusuma, JAS Airport Services participated in this humanitarian activity through ground handling and cargo handling services from various foreign and local aircraft such as: Japanese Airforce, Malaysia A400m Airforce, IJjet Boeing-757, Hercules C130, Antonov 12, US Airforce, My Indo, and Tri Mg.







## JAS Airport Services Operates Five Lower Deck Apron Buses at SHIA

**The apron bus** that has a low frame chassis is the first type in Indonesia biggest airport.

"The addition of the lower deck apron bus is out effort to fix the Ground Support Equipment fleet," said JAS President Director, Mr. Adji Gunawan during the inauguration of the bus at the Terminal 3 Apron of Soekarno-Hatta Airport, 9 August 2018.

He also said the operation of 5 lower deck bus is part of JAS compliance towards KP Director's Regulation no. 635 / 2015 regarding the standard of ground aircraft support equipment (GSE) and operational vehicles operating on the air side.

Mr. Adji Gunawan explained, "Which means lower deck from front to back, chassis monochoque and the chassis was not modified at all."

This 8-door apron bus has a sophisticated CCTV and air suspension with the ability to tilt to a certain level to make it easier for people with disabilities to freely ride up and down the bus.



An apron bus with a capacity of 105 people serves the process of moving passengers from the aircraft to the terminal or vice versa.

## JAS Commits to Fully Supporting Asian Para Games 2018



**JAS Airport Services** has committed to supporting the organization of the 2018 Asian Para Games. JAS is one of official partner of the Games in Jakarta from 6 - 13 October 2018.

"We are proud to assist the Indonesian people to hold the third Asian Para Games. Hopefully, Indonesia will successfully organize the Games by providing the best service to all guests," Adji Gunawan, JAS President Director said.

JAS has paid special attention by branding their first low deck apron bus, invalid passenger lift (IPL) and lounge with logo of the 2018 Asian Para Games and supporting the disable contingents from plane to terminal vice versa.



**INDONESIA  
2018  
ASIAN  
PARA  
GAMES**







## Now We Operating at Terminal 3



Malaysia Airlines moved its operations from Terminal 2 to Terminal 3, at Soekarno Hatta International Airport, Jakarta, effective 9 April 2018. Malaysia Airlines flight MH 726 was the first flight operating from Terminal 3.



Omani national flag carrier Oman Air moved its operations from Soekarno-Hatta International Airport's Terminal 2 to Terminal 3 by 8 May 2018.



Qantas and Jetstar Asia moved to Terminal 3 at Jakarta Soekarno-Hatta International Airport on 11 May 2018.

Since early last year, state-owned airport operator PT Angkasa Pura II has gradually moved international airlines that are members of Skyteam, an airline alliance comprising 20 carriers worldwide, from Terminal 2 to Terminal 3.

Those that have already operated from Terminal 3 are Garuda Indonesia, Saudi Arabian Airlines, Vietnam Airlines, Korean Airlines, Xiamen Air, China Airlines, China Southern, AirAsia and Korean Air.

All international flights will operate from Terminal 3 by the end of 2018.

## Emirates Touches Down in Auckland via Bali



**Emirates** has launched a new daily service from Dubai to Auckland via Bali, reflecting increased interest in the attractive Indonesian island destination and improving connectivity to New Zealand.

The new service offers global travellers a total of three daily services to New Zealand, complementing Emirates' existing non-stop daily A380 service between Dubai and Auckland and its current daily A380 service between Dubai and Christchurch via Sydney.

On board the inaugural flight, which was welcomed at both Denpasar and Auckland airports with a water cannon salute, was a group of special guests and media.

Emirates' new Dubai-Bali-Auckland flight provides the only year-round non-stop daily service between Auckland and Bali, giving passengers an opportunity to visit and/or stop over in one of the most popular islands in Indonesia.



# Fly Emirates



## Raya Airways Additional Flights



**The management** of JAS Airport Services expressed its appreciation for Raya Airways, the air cargo transport from neighboring countries, Malaysia, which known adding flight schedules to four times a week, which was originally only twice.

"Raya Airways officially added flight schedules to transport cargo from Sultan Abdul Azis Shah Airport in Subang, Malaysia to Soekarno-Hatta International Airport Cengkareng, Tangerang, Indonesia," said Subiyono, Deputy Director Operations of JAS.

Those present from Raya Airways were Mohamad Najib Bin Ishak, Managing Director, Mr. Francis Anthony Mariedass as Commercial Director, and Mr. Najib Kasim, Manager Aviation Services.

"Raya Airways at terminal cargo Soekarno-Hatta Airport is using Boeing 767 which is commonly used as a cargo plane & we highly appreciate JAS professional team on handling us," he said.



## Singapore Airlines Debuts Boeing 787-10 Flight to Bali

**Singapore Airlines** debuted its Boeing 787-10 flight to Denpasar, Bali, on 2 July 2018.

The SQ942 aircraft took off from Changi Airport in Singapore at 9:15 a.m. local time and arrived at Ngurah Rai International Airport in Bali at 11:55 a.m. Meanwhile, the return flight, SQ943, departed from Bali at 3 p.m. and landed in Singapore at 5:40 p.m.



The inauguration was attended by Anil Kumar Nayar, the ambassador of the Republic of Singapore to Indonesia; Bali Tourism Agency director Anak Agung Gede Yuniartha; W. K. Lim, Singapore Airlines' regional vice president of Southeast Asia; representatives of the local services industry and officials from the Transportation and Tourism Ministries; as well as SQ ground handling JAS Airport Services.

Set to be the newest member in the 787 Dreamliner family, the Boeing 787-10 will play an important role in supporting the growth of Singapore Airlines in the future.

## Qantas Announces Daily Melbourne-Denpasar Service

**Australian** flag carrier Qantas Airways announced they had begun its new daily Melbourne to Denpasar service on 23 June 2018.

The new Qantas route came as Jetstar increased its Melbourne to Bali flights from 10 per week to twice daily.

The announcement complements Qantas' year-round daily Sydney to Denpasar service and reflects a strong demand from customers who want a full-service experience traveling to one of Australia's most popular holiday destinations.







**Head of State** of Brunei Darussalam, Sultan Haji Hassanal Bolkiah Mu'izzaddin Waddaulah, paid a state visit to Indonesia on 2 - 4 May 2018.

The visit is to meet the invitation of Indonesian President Joko Widodo, and a return visit following the state visit of Indonesian President to Brunei Darussalam on February 7-8, 2015.



During the visit, both leaders discussed efforts to enhance bilateral cooperation between the two countries in various fields, especially economy and trade, manpower and people-to-people contacts. In addition to bilateral issues, the two leaders also discussed various global and regional issues of common interest.

JAS Airport Services smoothly handled VIP Flight of Brunei Darussalam which arrived on Wednesday, 2 May 2018.



## Fast track to Hajj on Jakarta's 'Makkah Road'



**A fast-track** clearance for Indonesian Hajj pilgrims - known as the "Makkah Road" - had been opened at Soekarno Hatta Int'l airport.

The initiative comes as the first groups of pilgrims left from six Indonesian cities, including Jakarta.

Indonesian and Saudi officials, including Osama bin Mohammed Al-Shuaibi, the Kingdom's ambassador to Indonesia, were present at the official launch of the fast-track facility on 17 July 2018.

Airport operator Angkasa Pura has installed 20 booths to process Hajj pilgrims, with each counter manned by two Saudi immigration officers.

### Saudia Arabia Airlines

Saudi Arabian Airlines had served the departure of about 98,000 pilgrims or 47% of a total of around 204,000 regular pilgrims in Indonesia.

The first departure phase departed for Madinah from 17 July 2018 to 29 July 2018. While the second departure phase departed for Jeddah on 30 July 2018 to 15 August 2018.

The first return phase departed from Jeddah from 27 August 2018 until 8 September 2018. While the second return phase departed from Medina on 9 September 2018 to 26 September 2018.





# Our Contribution on Asian Games 2018

## Equestrian Handling



## Uzbekistan Airways



**ASIAN GAMES**  
**2018** | Jakarta  
Palembang



# JAS 34<sup>th</sup> Anniversary









## Welcoming Our New COO

**After** approximately 3 years serving as COO, Mr. Ibrahim Salleh resigned from JAS and replaced by Mr. Ranjiv Ramanathan.

JAS held farewell & welcoming of new COO at Head Office, Wisma Soewarna on 3 August 2018.


Ranjiv Ramanathan, born in Singapore, 4th November 1969, Married with 2 children.

He obtained his Bachelor of Engineering (Honors) in 1994 from Nanyang Technological University Singapore majoring in Control System.

He started working in SATS in 1994 and moved across the various business units in SATS such as Cargo Services (in 1994-2002), Apron Services (in 2003), Load Control & Flight Ops (In 2004) and Inflight Catering (In 2005- 2007).

He was subsequently posted to AISATS (Joint Venture between Air India & SATS) in Bangalore, India in 2007 as Project Director and subsequently as Head Operations in 2011. From 2012-2015, he was seconded to TajSATS as Chief Operating Officer to head the inflight catering operations at 7 airports.

In 2015 he was seconded back to SATS and appointed General Manager of SATS Asia Pacific Star (APS) to manage the LCC operations and source for new revenue opportunities.



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



## Safety Awareness Campaign & Launching P2K3 in SUB Station



## OTBAN Wilayah I : Flight Safety Campaign



## Awards & Accolades

3<sup>rd</sup> Position  
Service Excellence  
Award FY16/17

TCS Award



Q1 Best Major Hub Airport  
Operations On Time Performance  
Results League Leader

Mishandled Baggage Outbound-  
Multiple Flight Operations Q1  
2018 Winner



Go Beyond The Expectation  
on ANA Handling as Flight  
Coordinator



Certificate GDP



3<sup>rd</sup> Best Worldwide for CSI  
across MAB network in June



The Best Contributor &  
Outstanding Performance  
Services & Other Category





## Heroes Come in All Types and Sizes

**Being** a hero is not in reach for most of us, but we can really be of great help for someone in need by simply giving blood.

JAS held blood donation at the Terminal 2D Soekarno Hatta Int'l Airport. The activity was held on 22-23 February 2018. The number of blood bags collected were exceeded target of the committee.

The blood donation is held annually as form of social and humanitarian concerns. The committee would like to thank all participants who have participated in this activity.



## JAS Scholarship Program



**Scholarship** programs are one of the most popular examples of CSR in recent years that strike this balance. Scholarships make a direct impact on the community by helping deserving students afford higher education.

JAS Scholarship Program has been running since 4 years ago. This program is one manifestation of the Company's commitment to support the development of children education under Yasarini Halim Perdanakusuma.

## Transportation Ministry : Donation to 1,000 Orphanage





## The Sharing of Knowledge is Power



**In JAS** we believe sharing knowledge is the most fundamental act of friendship because it is a way we can give something without losing something.

Subiyono, JAS Deputy Director Operations became the speaker at the sharing event session with few national media on Building 521, CGK Cargo, 15 May 2018.

JAS had shared cargo process knowledge during Eid to journalists.





## Knowledge Begins After Coffee



**Forum** Journalist Airport Soetta (FJAS) held a Coffee Morning with theme "Flight Safety and Safety Improvement" on 11 July 2018 at the Golden Tulip Hotel, Tangerang City.

Neneng Sumiyati (JAS Service Manager) became the speaker in this event and she presented baggage handling process.

Dozens of students from the University of Muhammadiyah Tangerang and journalists from various media were sitting together following the discussion contained in the Coffee Morning.



## Angkasa Pura Airports Opens Business Opportunities with Potential Tenants



**Angkasa Pura Airports** invited some business owners to the "Tenant Gathering" event at Ritz Carlton Hotel, Jakarta, on 5 September 2018, in a bid to start partnerships in several airports following the recent launch of Ahmad Yani airport in Semarang, and the ongoing development of several airports in the country, which are set to operate in 2019 and 2020.

Devy Suradji, Director of Marketing and Services of Angkasa Pura Airports, said the event was held to open the window of opportunity for business owners to develop their outlets in the airports.

Currently, Angkasa Pura Airports is developing three airports as a part of the country's National Strategic Projects (PSN), namely Ahmad Yani International Airport in Semarang, Syamsudin Noor

Airport in Banjarmasin, and Yogyakarta International Airport in Kulonprogo. The development is conducted to solve the lack of capacity problems in some airports, which happened because of the significant passenger traffic growth per year.

The capacity of Ahmad Yani airport, for instance, was only about 800,000 passengers per year, but in 2017, it should serve 4.4 million people. The new airport is set to serve 6.9 million people per year or ninefold increase compared to its previous capacity.

Even though the development is yet to be completed, Ahmad Yani airport has started operating since June 2018.

Passenger potential growth per year and the massive airport projects will be great opportunities for retail business owners. She added the cooperation would improve the airports' business as it could increase the non-aeronautical revenue. (AP/)



## PT Angkasa Pura II (Persero) Menjelajah Hingga Bengkulu dan Lampung

**PT Angkasa Pura II** (Persero) menambah daftar bandara yg akan dikelolanya. Bandar udara yang akan bergabung dengan perusahaan peraih penghargaan The Best Overall BUMN (Non Tbk) 2018 pada ajang Anugerah BUMN 2018 adalah Bandara Fatmawati Soekarno, Bengkulu dan Bandara Raden Inten II, Lampung.

PT Angkasa Pura II (Persero) bersama dengan Dirjen Perhubungan Udara Kementerian Perhubungan pada 27 Agustus menandatangani nota kesepahaman (Memorandum of Understanding/MoU) terkait pemanfaatan aset milik Kementerian Perhubungan untuk pembangunan, pengembangan, dan/atau pengusahaan Bandara Fatmawati Soekarno dan Bandara Raden Inten II.

Penandatanganan MoU dilakukan oleh Presiden Direktur Angkasa Pura II, Muhammad Awaluddin, dan Plt Dirjen Perhubungan Udara Kementerian Perhubungan, M. Praminto Hadi.

Adapun Bandara Raden Inten II memiliki luas terminal 5.000 m<sup>2</sup> dengan panjang landasan pacu mencapai 2.500 x 45 m. Luas apron mencapai 43.600 m<sup>2</sup> dilengkapi dengan 8 parking stand.

Selaku pengelola Bandara Raden Inten II, Kementerian Perhubungan menyambut kerjasama ini dengan antusias. Dengan telah ditandatanganinya MoU ini, dampak positif yang dapat dirasakan masyarakat Kota Lampung.

Di sisi lain, Praminto juga menyatakan optimismenya terhadap Bandara Fatmawati Soekarno untuk bisa segera merasakan dampak-dampak positif yang akan hadir setelah ditandatanganinya nota kesepahaman antara Angkasa Pura II dengan Kementerian Perhubungan. (AP II)





## Purantara In-Flight Catering is Proud To Be The Food Solution Provider For 2018's Asian Para Games Athletes



**PT Purantara Mitra Angkasa Dua** (Purantara In-Flight Catering) is honored to be selected by INAPGOC as the food solution provider and snack procurement for 2018's Asian Para Games athletes, which will take place in Jakarta from 6 - 13 October 2018.

"We shall optimally execute the task and trust that is entrusted to us to fulfill the athletes' nutrition as it is one of the key factors in the 2018's Asian Para Games in Jakarta. Moreover, to meet the international sports standards, we shall ensure the fulfillment of nutrition for athletes and officials from various countries in Asia. Moreover, as Indonesian, we are honored and proud to be a part of the big event in Asia," said Mr. Edison Manalu as the President Director of Purantara In-Flight Catering.

For the 2018' Asian Para Games, Purantara In-Flight Catering serves various menu with different tastes that represents Indonesian and Asian' cuisine, International' cuisine, Middle Eastern' cuisine and special menu for vegetarian. Each day, Purantara In-Flight Catering serves around 9,000 portions of food and beverages. The menus is served in the Main Dining Hall of Athletes Village in Kemayoran-Jakarta, as well as in the 22 venues of games in Jakarta area.

Purantara In-Flight Catering is focusing on the nutritions, which starts from the food processing to the food' serving in order to ensure the athletes' stamina and health. The National Committee Organizer for 2018 Asian Games (INAPGOC) has strict rules and set specific requirements or standards for the food solution providers of athletes and officials, such as; owning an ISO 9001: 2015 certificate (Quality Management System Certification), ISO 22000: 2005 (Security System Certification Food), ISO 18001: 2007 (K3 Management System Certification), ISO 14001: 2018 (Environmental Management System Certification), Food Security Sanitation Worthy Certificate.

This also Includes food supervision with the HACCP' (Hazard Analysis & Critical Control Point) concept, Halal certificate from the Council of Indonesian Ulama (MUI), Indonesian National Standard (SNI), to GHdP (Good Handling Practice). Moreover, every day, Purantara In-Flight Catering has to include the nutritions' information on each menu that is being served to athletes and officials. Purantara In-Flight Catering has to do all the above as to comply with the INAPGOC' (organizer of 2018' Asian Para Games) standards and requirements (hygienic, halal, and safe to consume).



## Lombok Earthquake Victims

### CAS Community Delivers Donation Through Indonesian Air Force (TNI AU)

Sharing is Caring, donations in the form of items has been collected by CAS Community from our employees of PT Jasa Angkasa Semesta Tbk (JAS Airport Services) and PT Cardig Aero Services Tbk (CAS Group). The donations had been delivered through the Aid Post & Centre at the Indonesian Air Force (TNI AU) at Halim Perdanakusuma Airport on 24 August 2018 for the Lombok earthquake victims.



Thanks to the donors who had provided donations and to the Indonesian Air Force (TNI AU) who led the humanitarian mission to Lombok.

### CAS Peduli Donates to Indonesia Red Cross (PMI)

CAS Group through CAS Community and CAS Peduli has collected donations from all CAS Group employees and its business units to ease the burden of our brothers and sisters who were affected by the earthquake in Lombok in early August 2018.



And donation has been collected in the amount of Rp. 90,000,000.- (ninety million rupiah) which was handed over by Mrs. Widianawati D. Adhiningrat as the representative of CAS Group management and was received by Mr. dr. Ritola Tasmaya, MPH as the Secretary General of the Indonesia Red Cross (PMI) on 20 August 2018 at the Indonesia Red Cross headquarters in Jakarta.

## LAUNCH OF SATS ACADEMY TO GROOM A PIPELINE OF SKILLED TALENTS



**SATS** has been working with global organisations like the International Air Transport Association (IATA) and international airlines on the development of training programmes to equip its employees with the skills required to meet industry standards.



Mr. Ng Cher Fong, Chief Executive of Singapore Workforce Development Agency, was invited as the guest-of-honour at the launch of the SATS Academy.

The SATS Academy will help to build a sustainable pipeline of talents with core skills and competencies needed to support the growth of aviation in Singapore, and it encompasses both customised technical training and development programmes, which includes the Graduate Assimilation Programme (GAP), and Continuing Education Scheme (CES).

In collaboration with SkillsFuture Singapore (SSG), SATS will align its programmes with the Skills Framework for Air Transport to receive accreditation that will enable its

employees to obtain national certification. In addition to institutional sponsorship, SATS ensures that its employees are prepared for challenges on the job by harnessing Virtual Reality (VR) technology and other innovations to shorten the learning curve. For example, SATS uses VR technology to simulate scenarios for technical ramp training to allow novices to practice manual marshalling in a safe environment with experienced peers coaching them.



At the launch, SATS also unveiled the Airside Driving Simulator which helps to improve the driving competency of the workers by simulating extreme driving scenarios that are not physically feasible as well as providing offline training while valuable physical Ground Support Equipment (GSE) are used for actual operations.

SATS received the world's first Centre of Excellence for Independent Validators (CEIV) certification from IATA in November 2014 for pharmaceutical handling, and accreditation for ramp services training in the region from IATA in November 2016. SATS will continue to explore new ways to advance the skills and knowledge of its people to support their career development in the fast-growing aviation sector.



# 10 RULES FOR WORKPLACE SAFETY

- 1 YOU ARE RESPONSIBLE FOR YOUR OWN SAFETY AND FOR THE SAFETY OF OTHERS.
- 2 ALL ACCIDENTS ARE PREVENTABLE.
- 3 DO NOT TAKE SHORTCUTS. ALWAYS FOLLOW THE RULES.
- 4 IF YOU ARE NOT TRAINED, DON'T DO IT.
- 5 USE THE RIGHT TOOLS & EQUIPMENT AND USE THEM IN THE RIGHT WAY.
- 6 ASSESS THE RISKS BEFORE YOU APPROACH YOUR WORK.
- 7 NEVER WEAR LOOSE CLOTHES OR SLIPPERY FOOTWEAR.
- 8 DO NOT INDULGE IN HORSEPLAY WHILE AT WORK.
- 9 PRACTICE GOOD HOUSEKEEPING.
- 10 ALWAYS WEAR PPEs.



Source :ALSCO Training



## Social Media Tips Every JAS Employees Should Know

Political institutions such as politicians, political parties, foundations, institutions, and political think tanks are all using social media platforms, like Facebook and Twitter, to communicate with and engage voters.

**Here are some social media tips that every JAS employee should follow:**

When it comes to the online world, people can easily misunderstand what you are saying. This can lead to problems between employees. Social media is not anonymous. There are ways to track down the information to find the source from where comments originated.

It's important to always use good judgment, this goes for whether you are acting as an individual or on behalf of JAS. Make sure that you read and understand social media guidelines and policies, so there are no issues that arise later on from the uncertainty.

Although freedom of speech exists and some people may feel they can make comments about their employer, boss, or co-workers, there will be some problems that arise if you do engage in writing negative or hurtful things. It's important to always know copyright laws. Copyright laws cover both images used online, as well as verbiage.

Employees should maintain confidentiality about their work and fellow employees. This means they should not post photos of the people without their permission. Always take responsibility for what it is that you put online through the use of social media. If you put something on there that you shouldn't have, own up to it, apologize, and remove it.

If you are using social media for work purposes, these may include everything from how management prefers things be written, to image usage, and how often they would like things posted.

Always be transparent when you are using social media for your job. Let people know who you are and where you work. If you are responding to something outside of work, add a short disclaimer that states your opinion is no reflection upon or is not associated with your job.

***"Be careful what you post / share & don't trust every link you see!"***





**JAS**  
Airport Services  
By CAS Destination

# frontlines

April - September 2018

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](mailto:corporate.secretary@ptjas.co.id)

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

**Frontlines** is a publication of JAS Airport Services. Published three-monthly and circulated for internal and external parties. Material in Frontlines may be reproduced with written permission of the editor and for the purpose of the Company only. Contributor of Frontlines will receive compensation for articles or/and photos published.