





Who We Are

JAS Airport Services was established in 1984 and has been providing ground handling services to renowned international carriers for more than 30 years. The company strives to provide customers with the optimal range of quality services, as part of its commitment to the best choice in airport services solutions.

The Company understands and believes that the achievement of total customer satisfaction requires continuous improvements to staff competencies, operational productivity, and systems development.

Today, JAS Airport Services serves more than 45 international and domestic airlines and many other partners in the air travel, cargo, and hospitality industries, across 9 major airports throughout Indonesia.



Mission

Vision

To become the best choice in
Airport service solutions

To deliver service excellence through
Professionalism and innovation



CORE Values

CARE

We care about our customers, and will seek to understand the customer first, then develop solutions for their needs.

STRIVE

In our work we will consistently strive to be the best in the industry.

RESPECT

We honor and respect our customers, companies, stakeholders, and each other

QUALITY

Our products and services qualities should exceed customer expectations

INTEGRITY

We are professionals with a high level of integrity

ACCURATE & RESPONSIVE

Customer focus facilitates delivery of effective, accurate solutions. We are always responsive to customer feedback.

PEOPLE DEVELOPMENT

We must consistently invest in our people as our most valuable resource

MERITOCRATIC

We are meritocratic organization that values competencies, performances, and contribution to CAS Group

DRIVING EXECUTION

Focus, detailed and systematic action in order to achieve objectives thoroughly

HUMBLE

In our work, we will remain humble



Ground Services

The comprehensive suite of services provided by the Company ensures smooth airport operations with particular emphasis on safety, quality, and punctuality. The company's focus on safety and security has been awarded with certification for IATA's Safety Audit for Ground Operations (ISAGO).



Cargo Services

The valuable experience that JAS Airport Services has gathered over the years in the air cargo business, contributed to build and shape its strong track record.

Our modern warehouse facilities can be found in 6 major airports across Indonesia: Soekarno-Hatta International Airport and Halim Perdanakusuma International Airport in Jakarta, Kertajati Airport in Majalengka, Juanda International Airport in Surabaya, I Gusti Ngurah Rai International Airport in Denpasar Bali, Sultan Aji Muhammad Sulaiman International Airport Balikpapan and Kualanamu International Airport in Medan.

The warehouses are equipped with integrated service centers, eco-friendly fixtures, and special facilities for handling perishables, vulnerable and valuable cargo, and dangerous goods.



Passenger Services

Passenger handling services offer a comprehensive range of services from check-in to boarding, and from the arrival of the aircraft up to when the last piece of baggage is collected by the passengers.

With more than 30 years of experience in the ground handling business, JAS Airport Services is able to offer differentiated but yet practical and cost effective solutions to all its airline customers. The airlines reputations are also largely dependent on the quality of its service providers on ground.

JAS Airport Services serves as ambassadors for its airline costumers on ground. This inspires the Company to provide its clients with nothing less than its total commitment. The front line staffs are carefully selected and well-trained to serve passengers with sincerely and professionalism.



Ramp and Operations Services

JAS Airport Services understands the top priority of safety and security of its customers, in addition to the importance of quality, efficiency, accuracy, and on-time performance. The Company is committed to deliver on these requirements during the handling of all arrival and departure activities. These services include the loading and unloading of the aircraft, load control and flight operations, aircraft towing, ULD Management, aircraft interior cleaning, and the moving of baggage and cargo.



Airport Special Assistance (ASA)

ASA provides premium class meet-and-greet assistance where passengers can be benefited from added convenience, while traveling through the airport terminal on arrival and departure. Additional services provided by ASA also include luxurious vehicle transport with the in-ride entertainment, flight information updates, porter services and executive lounge access.



Chartered Flight Handling

JAS Airport Services has dedicated charter team to cater with all adhoc flight needs. JAS charter team assists charter customers from applying necessary permits to helping crew with transport and accommodation arrangement. JAS charter team has handled numerous Head of States, Foreign Dignitaries, VIPs, and celebrities



Lounge and Priority Check-In

JAS Airport Services also provide lounge service in I Gusti Ngurah Rai International Airport in Denpasar Bali. The lounges serve a sumptuous spread of international cuisines with a wide selection of beverages. Wi-fi internet connection, shower rooms, a Business Center, Smoking Room and foot reflexion are among the many facilities provided for the guests.

JAS Airports Services is also the first to operate a Priority Check-In Lounge (PCIL) in Indonesia at Soekarno-Hatta International Airport, which provides an exclusive check-in and immigration facility for First and Business Class passengers. This Service has since been extended to I Gusti Ngurah Rai International Airport in Denpasar Bali.



Perishable Handling

JAS Airport Services has recently added two Refrigerated Queue Lanes (RQL) and a 1,8000 m3 Refrigerated Enclosed Area (REA) in Soekarno-Hatta International Airport Cargo Warehouse cold room facility, the biggest of such refrigerated area in Indonesia's airport.

It is also the only air cargo warehouse with such facilities to support cold chain logistic system for reliable handling of pharmaceutical and perishable cargo, such as human vaccines, in ensuring the integrity of temperature-sensitive cargo and products.

In order to comply with its quality assurance standards, these products require delicate handling in controlled temperature environment.

JAS Airport Services has 11 cold storage facilities in both Import and Export warehouses, with controlled temperature ranging from -2 oC to -25 oC (freezer rooms), 2 oC to 8oC (chiller rooms) and 15 oC to 25 oC (cold rooms).

Where we Serve our Customers



Airlines Customers



Freighter Customers





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