



WALA'AU



Pacific

Air Cargo



Aloha

CONTRACT SERVICES

IN THIS ISSUE



The Gift of Knowledge: The Joy of Mentoring

By CEO Beti Ward

A few weeks ago I spoke in my weekly CEO on the Go about the importance of sharing knowledge with others, and I would now like to expand on that here. One thing I believe in strongly, is that for an individual to grow and climb the career ladder within an organization, it is important that you share your knowledge and skills with others, while also naturally demonstrating their value to the business. It helps those who you mentor and teach and it also helps you to be able to move up in the business.

Why? Because you have a succession plan in place, which began when you enabled someone else to learn, grow

and take over your role when your opportunity to move up comes along. You may well have already experienced the 'gift' from someone in your life who has selflessly shared their knowledge with you, and perhaps passed on skills they learned or were taught. No doubt that 'gift' has enabled you in some way to get where you are today. In order for you to continue to grow and progress, you need in turn to share that knowledge and your experience with others. Holding on to knowledge may well trap you in that current role while someone else overtakes you on the way up. Teach it to learn it better!



2. Coming to Hawaii
3. Airline Industry News
4. In our Community
5. Health & Wellness
6. Contest Winners
7. Hard-Work Pays Off
8. Did You Know?
(KOA Edition)
9. Did You Know?
(Continue....)
10. Expeditors Coming to
Hawaii
11. Miscellaneous
12. PAC 15th Anniversary
13. Around the Work
Place



Guess Who's Coming to Dinner?

Two airlines based on opposite sides of the Pacific have announced plans to fly to Hawaii from November this year. First to announce was Sir Richard Branson's **Virgin America** which plans to begin flying daily from San Francisco to Honolulu in November, and to Kahului, Maui from early December. Hot on the heels of Virgin came the news from Air Asia Chairman Tony Fernandez that his long haul low-cost carrier, **Air Asia X** would begin non-stop flights to Honolulu from the Malaysian capital, Kuala Lumpur.



Boeing 747 Dreamlifter

This modified B747 is not likely to win any design awards but it sure does a great job transporting Boeing 787 Dreamliner parts from various manufacturing plants around the world to the assembly plant in Seattle. ACS customer airline **Air New Zealand** plans to introduce its Boeing 787-9 on the Auckland – Honolulu route from early next year, increasing seat capacity by 70 compared to the smaller B767 currently used.



U.S. Airline Industry Finally Looking Healthier

When Q1 financial results came in last month, the United States airline industry was showing some healthy signs. After a decade of huge losses for many, and consolidation amongst the majors, the big four all turned in record first quarter earnings results. American, now the world's largest airline, led the group with earnings of \$932million, up from the \$480m during the same period last year. Southwest Airlines recorded the largest Q1 earnings in its history, and United posted a huge turn-around with positive earnings of \$508m compared to a \$609m loss for the period last year. Market analysts attribute much of the success, during what is traditionally the weakest quarter, to the drop in oil prices. American spent \$1.5billion for fuel Q1, a reduction of almost \$1.2billion on fuel expenditure for the same three months in 2014. Travelers are now looking forward to U.S. carriers making some long overdue investment in new aircraft. Long may these good times roll for our industry!

MYSAY is where **you** get to have **your say**!

Here is your opportunity to share your ideas, your suggestions and your feedback with the Senior Management. We would love to hear from you. Your message will remain confidential. By the way, if you come up with a great idea that improves efficiencies or saves us money, you will be recognized and rewarded for your contribution.

Visit the company website and look for it at **MYPAC** or **MYACS**.

Cebu Pacific RFP Visit

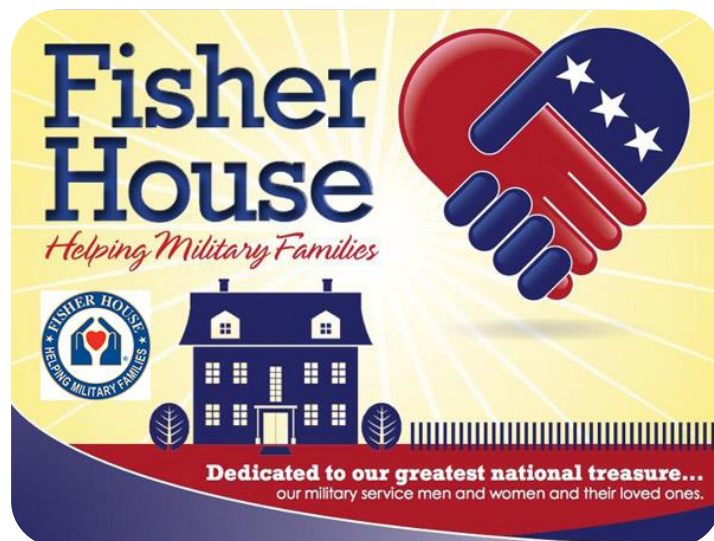


From left to right: Thomas Ingram, Lissa and Sandee from Cebu Air and Paul Skellon

Being Part of the



Waimanalo Bay Beach Clean-up | March 21, 2015
Left to right: Gary Poe, Kathryn Arib, Peter Dang, Paul Skellon, Earl Takahashi, (Kathryn's Friends)



ACS and PAC have pledged to support Fisher House Hawaii by donating an artificial grass surface for the playground for keiki of veterans and our military ohana. Please join us with your support for this noble cause. Contact HR for more information.



Please join us at Kapiolani Park on May 16, 2015 from 9:30am to 12 noon. There will be special guest speakers, a free lunch, and a group photo opportunity. We look forward to your support.



A TALE OF TWO FUTURES: THE CHOICE IS OURS





Take Care of Yourself

You give your best when you're feeling your best, so be sure to put yourself on your to-do list.

Along with eating right and exercising regularly, making time to unwind is an important part of restoring energy. Letting stress and emotional energy

build up can affect your work and relationships and impact your health adversely. Try blowing off steam with a walk around the block, or work out your thoughts and feelings in a journal.

You can also tune in to your health with music. Studies have shown that music can reduce depression and anxiety. And if you get up and dance around a bit, that's even better!

Did you know that if you are with Kaiser Permanente Health Insurance you can get a full gym membership with many of Hawaii's leading health clubs for only \$100 per year. Just call with your Kaiser Insurance membership ID number and pay by credit card:
1-877-750-2746



Above All Else

STASAFE

No Blame. Confidential Safety Hotline

808 834 6159

CEO on the GO

Stay in the know with
CEO on the GO

A new message from the CEO recorded every
Friday. Dial-in number from anywhere, anytime

(808) 834-2071

“What’s Wrong with this Picture!??” Contest Answers and Winners



Unsafe Truck

- Improper lifting of vehicle
 - Boards could easily break
 - Entire base of boards are not completely in contact with the ground
- Tire chocked with piece of cement/rock which could easily move



Safe Ramp

- Proper chocking of belt loader
- Safety vests worn by all
- Hearing protection worn
- Belt loader railing is up
- Agent is using railing as walking up
- Doors are locked in position



Both winners received 2 tickets to the Hawaii International Film Festival movie of their choice. Ronny also won air travel to HNL and an 1 night hotel stay.



Ronny Stephen OGG ACS



Charlene Shaffer of HNL PAC

Hard Work and Talent Bring Success

Today we bring you the first in a series of team member profiles beginning with Aloha Contract Services' new Station Manager in Kona, Brendan Cauton. Brendan's steady rise through the ranks is a testament to his own talents and hard work, and also to the great opportunities for career advancement that exist within both ACS and Pacific Air Cargo.



Brendan first joined ACS in 2012 working on the Westjet account in the Cabin Appearance Team. He told Wala'au, "I first applied by faxing my resume to the corporate offices in Honolulu in May, and was really happy a few weeks later to receive Gloria's call inviting me for an interview at the station in Kona." Within a few months Brendan began cross-training for the American Airlines contract which soon became his primary position, while still assisting with Westjet flights when needed. By 2014 he was a Trainer on the American Airlines contract and a Safety Coordinator for the entire Kona station. Later that year Brendan moved to the ramp and in seemingly no time became a Ramp Supervisor and a Ramp Trainer for American.

When Wala'au asked Brendan about his steady career progression, he said, "Working on the American Airlines contract has provided wonderful opportunities for me to learn new skills, sharpen some others and take advantage of great promotion opportunities within ACS. The AA Flagship University offers a really wide variety of great online training courses which are free to team members, so I took full advantage." Adding, "I really learned a lot about interacting with people and about resolving difficult situations. I honestly think that the customer service courses are *a must* for anyone wanting to deliver the very best experience for our guests. The great thing is, I was able to take advantage of this free training in my spare time, working at my own pace. I have learned heaps and I found most of the short courses pretty interesting. They helped my confidence as a team leader a lot."

Armed with all his newly acquired skills and knowledge and his on-the-job experience, Brendan stood poised to take on a greater leadership role. It didn't take long before the opportunity came along in early 2015 and Brendan jumped at the chance to lead the entire Kona Team as Station Manager.

"The past few months have been crazy busy with additional courses and training but I think that if you want to get ahead, the opportunities to grow and upskill are awesome in this company. I am so grateful for the support and encouragement I've had from Noe and my Team here, and from Senior Management in Honolulu. Mahalo to you all."



**Thank you for your hard
work and dedication**

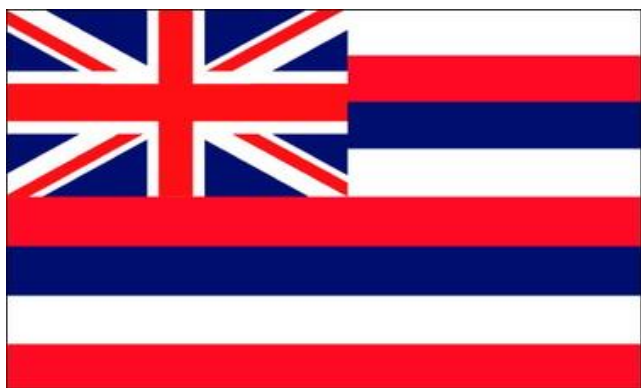


Darlene Ho (middle)
Customer Services Manager



Jim Parton (middle)
Executive Accounts Manager

Eugene Lealaifaea (right)
Operations Manager LAX



ACS KONA EDITION



The **eight** horizontal stripes on Hawaii's flag represent each of the state's main islands – **Hawaii, Oahu, Kauai, Kahoolawe, Lanai, Maui, Molokai and Niihau**.

In the upper-left corner of Hawaii's flag is a small **Union Flag** of the **United Kingdom**. It honors Hawaii's first flag, given in 1794 by British Captain George Vancouver as a token of friendship. It wasn't until 1816, that Kamehameha I commissioned his own flag to avoid conflict, which evolved into the current flag



Hawaii Big Island was the birthplace of **America's first Asian-American NASA Astronaut** to reach space.

Ellison S. Onizuka (June 24, 1946 – January 28, 1986); from Kealahou, Hawaii; in 1985 successfully flew into space aboard the NASA Space Shuttle Discovery, before losing his life one year later in the **Space Shuttle Challenger** disaster.

He is honored here on Hawaii Big Island at the "Astronaut Ellison S. Onizuka Space Center" at Kona International Airport; and the "**Onizuka Center for International Astronomy**," a mid-mountain visitors' center for the Mauna Kea Observatories.

As of January 3, 2013, Kīlauea **Volcano** has been continuously erupting for 30 years! Which makes it one of the world's most active volcanoes.

In that time, Kīlauea has destroyed **187 structures**, and added about 500 new acres of land to Hawaii Big Island.

On average it expels approximately 250,000 to 650,000 cubic yards of lava per day – enough to resurface a 20-mile long, two-lane road every day; that after 30 years, would now be about **20 miles tall**.

Or, another way to consider this is: Kīlauea has produced enough lava to cover the **entire island of Oahu with 8.5 feet of lava!**



ACS KONA EDITION – continued



Nine KOA Team Members celebrate 7 years with Aloha Contract Services.



Vernon Nakamura



Preston Morales



Wanda Pule



Gloria Biven



Gary Kam



Daniel Kunitake



Nathan Kurashige



Karen Lindsey



Denise McGuckin



Kevin Ichishita (Westjet GST Supervisor) just returned from a trip to Japan with his parents. Wally will be 101 years old in December 2015 and his mom Aiko is 90 years old.



Gae Mitsuda's (AA GST) son, Mike won 4th place in High Intensity Physique Championship Open Class A. Gae is also a proud owner of 9 cats!

A Passion for Polo

Pacific Air Cargo has a long association with the Hawaii Polo Club which is celebrating 52 years of enthralling Sunday crowds at Mokuleia with this 'Sport of Kings'. As a proud sponsor of the 2015 season, PAC teamed up with Pacific Airlift to bring another four valuable thoroughbreds to Honolulu this month.

In April, *Back to the Future* star Crispin Glover joined Beti and Captain Alex Taylor to enjoy a great afternoon of polo. Alex, who did not know Crispin would be there, came in his immaculately restored DeLorean gull-winged car, similar to that featured in the movie. Both caused quite a stir!

Beti gets the game underway with the ball toss.



Top 25 Women-Owned Businesses

John Farley, Founder of International Bridge, joined Beti, Paul, Tanja and Henry for the annual **PBN Top 25 Women-Owned Business Awards** at the Royal Hawaiian Hotel, Waikiki. No sooner was Beti in possession of her lovely award than she was off to the airport, bound for Washington DC, continuing a hectic month of business engagements on both sides of the continent. She certainly lived up to that title of CEO on the Go!



Promotions:

Amber Galiza – GST Supervisor (LIH)
Leilyne Taomia-Pale – Lead GST (KOA)

Welcome to the Ohana:

- Alijah Racoma
- Angelica Juanillo
- Bobbie King
- Brendalyn Subia
- Brittney Brun
- Cassandra Raike
- Charlene Shaffer
- David Moku
- Diana Morris
- Erika Gonzales
- Erin Vidinha
- Ikaika Mata
- Jace Andaya
- Jairus Rimando
- Jeffrey Fredrick
- Jennifer Ader
- Joseph Mattos
- Keli Ho
- Mafutaga Uia
- Nepouto Rain
- Peko Peko
- Philline Tropia
- Rod Kikuch
- Roman Uili
- Terran Lusk
- Zavage Lucio

Last Thomas Cook Flight of the Season OGG



Back row: Wildan Jack, Martibon Besiko, Casey Pinheiro, Joe Langinbelik, Suzie Sutton, Joey Morreira

Front row : Mafu Uia, Holmes Oped, Ronny Stephen

A Special Message to the Westjet OGG Team

From Suzie Sutton (Ramp Manager OGG)

The Westjet team had a great time at Kanaha Park and lots of delicious food. There were over 20 team members from both above & below wing and everyone shared stories of the final Thomas Cook season. There was some rain in the beginning and a few quick showers throughout, everyone still had a great time.

New Addition to the Family



Kahea Ismael and her twin boys:
Legend and Poseidon



Kahea and Legend

Expeditors coming to Honolulu

Seattle-based Expeditors has over the past 34 years built a global logistics business which now employs more than 13,000 people. The company recently opened an office in Honolulu where it teamed-up with PAC, and is enjoying rapid growth.

Pacific Air Cargo's Account Executive Jim Parton, and Customer Service Agent Jessie Villalobos show some of the Expeditors Team inside our B747F at LAX.

From left to right: Jim Parton, Carrie Miller, Marganne Moon, Sam Smith, Mychelle Riggins, Shannon Smith, Lee King, Jessie Villalobos



Pacific Air Cargo 15th Anniversary



Above - Sherry, Natty and Jenn enjoying the PAC 15th Anniversary lunch in Honolulu. Everyone agreed that the cake was *Oh-so-Ono*.

Below – Tanja representing PAC with *Panache* at the Lynden Trade Show in Seattle. Less well behaved was Mija who over indulged in Tequila, Tacos and Cha Cha during Cinco de Mayo celebrations for celebrity pooches.



Tanja Janfruechte at the Lynden Trade Show



Around the Workplace



Large Tank bound for LAX, Ali-Brandon (PAC MX)



Replacement 747 Engine (PAC)



Hot Ride - From Italy via California to Hawaii



New GSE for HNL, Steve Miller (HNL Station Manager)



American Airlines Champion's Cup Celebration in Dallas (LIH and KOA)



Ty Yamashita, Brandon Planas (LIH)

Editorial Team: Henry Wu, Mary Manibog, Paul Skellon, Rachael Haxton, Angelica Juanillo, Amy Lavalouis
Contact us: walaau@alohacontractservices.com