



Wala'au



January 2016

On-time, All the Time

by: Beti Ward, CEO

There is an old expression that says, "Time is money", and it is certainly true in the airline industry we are all part of. Whether on the passenger or cargo side of this business, being on-time is the second most important metric after safety. From a business success point of view, there has never been in history a profitable airline that had consistently poor on-time performance. Poor on-time performance results in poor financial performance, for the staff and for the company overall. The two are inextricably linked. As we know, it takes many different parts of the operation to come together harmoniously for an aircraft to depart on-time. It begins with each participant playing their part, and showing up exactly when they should. If we consider checking-in guests, receiving cargo, loading the aircraft, or grooming the cabin, the job can only be accomplished in the allotted time with the correct number of people and when everyone is in their assigned positions, on-time. Someone who turns up late places an unfair extra workload on other team members who not only have their own job to perform but now also have to cover for them. Someone who simply no-shows for work has an even greater impact, as it adversely affects the entire duty period, and puts considerable extra work and pressure on the rest of the team.

Think of it like a football team with no reserve players on the bench. No team that expects to win wants to go on the field at the start of the game without all its players. Similarly, no referee will allow a player to just turn up and join the game in progress whenever he or she chooses. Our industry is no different. In the case of ACS, the better our performance, the more we are perceived as a "premium" organization by our partners. On the other hand, an ACS controllable delay costs us money in the form of penalties of up to 50% of our total fee for that flight, depending on the length of delay. So if "Time is money", so is on-time, as demonstrated last year when ACS paid over thirty thousand dollars in bonuses to those who were consistently on-time, and showed up for work. Contrast this with the player who is regularly a few minutes late or who is often off sick, and is inevitably replaced by the coach. This industry is no different. We expect and need you to be **On-time, All the Time - End of story!**

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What's your New Year's resolution?



Start the New Year with Goals

by: Elizabeth Ramirez, Billing/Payables (PAC)

Goals. We all have them. Some are short-term, some are long-term and some are hard to put in a time frame. Whatever the situation is, goals are important. They give us something to strive toward and a reason to pat ourselves on the back when we've reached them. We determine our goals based on experience and on what we want out of life. Some dream of getting married and having children. Some wish for an academic career or to own their own business. Some want to start a nonprofit organization, or travel, or simply live a healthier life. No matter what our goals are, comparing them to others can cause us to have a difficult time focusing on our own needs. We are the author of the chapters in our own book of life. Carefully select the content of your chapters, as well as your co-author.

It's important to consider what you want to achieve or what will make you feel whole. It is not only possible to feel complete as a whole. There can be a sense of completeness in the parts that make up the whole. For example, you may feel complete or accomplished in your career choice but yet still be working



on your personal relationships or health. Remember that your definition of "complete," "whole," or "accomplished" can vary from others.

How you choose to set about achieving your goals is an individual process. Some people like to set small, specific goals. Accomplishing them brings a feeling of satisfaction. Setting and achieving smaller goals also can help from feeling overwhelmed. And if you are unsuccessful meeting a small goal, you have the opportunity to fine-tune. (It can be hard not to want to pitch a bigger goal out the window if you don't fulfill it.)

The best thing about goals is that once you learn not to see them as being concrete, you are free to tweak them.

Tips on **Setting** & **Reaching** Goals:

- Set small, appropriate goals
- Accept that failure can happen and that disappointments are a part of life
- Be realistic
- Understand and accept that your life's path is not the same as that of the person next to you
- Ask for help



Always Remember:

F.A.I.L—First Attempt In Learning

E.N.D—Effort Never Dies

N.O—Next Opportunity

If nothing else, have faith and confidence in yourself. You can do it!



Industry News:



Jin Air (JinAir.com) On December 19, 2015 launched a new route from Seoul (Incheon) to Honolulu, flying B777-200 aircraft. Flights LJ 601 and LJ 602 will operate five days a week from December 19 through March 26, 2016.

Jin Air Arrives in Honolulu

WestJet Launches New Services

WestJet launched new nonstop services in early December from Toronto Pearson to six destinations, beginning with twice-weekly service to West Palm Beach which started December 11. Other new non-stop destinations include Huatulco, Merida and Cabo San Lucas, Mexico, San Jose, Costa Rica, and Sarasota/Bradenton, Florida. WestJet will operate 92 daily departures to 59 destinations from Toronto Pearson this winter, an increase of seven and 13 per cent respectively compared to last winter.



Supersonic Business Tri-Jet



Airbus has announced it has partnered with Texas billionaire, Robert Bass to build the world's first supersonic business jet. The company, known as Aerion, just inked its first order for 20 of the \$120 million AS2 jets. The jet, capable of carrying 8 to 12 passengers up to 4,750 miles at supersonic speeds, could trim 3 hours off a transatlantic flight and more off longer trans-Pacific routes.

Speeding Up Your Amazon Delivery?

The Seattle Times reports that Amazon is in talks with cargo carriers to directly lease up to 20 Boeing 767 freighters to speed up deliveries and reduce dependency on third party carriers such as UPS, FedEx and the USPS. If this comes to fruition, considering Amazon's well publicized plans for drones, this is just another step that deliveries are going to be faster than ever before.



It's Time We Walked

By: Hai Ying Liao, Safety Coordinator (ACS)

Have you heard? "Sitting is the New Smoking!" It has been noted that sitting for long periods of time is detrimental to your health. I am here to tell you about one of my guilty pleasures. It doesn't cost a thing, takes very little time, and brings me lots of personal fulfillment. It is easy to do, you don't need any special equipment, and it can be done almost anywhere. It's WALKING.

Benefits of Walking:

- Helps with weight management.
- Reduces symptoms of depression and anxiety
- Lowers blood pressure
- Reduces the risk of some cancers
- Helps maintain strong bones
- Reduces the risk of heart attack
- Reduces stress
- Improves mood
- Helps maintain lean muscle tissue
- Less likely to lead to injuries



Speed Matters:

- ⇒ If you're walking for your health, a pace of **3 MPH** (~120 steps per minute) is about right. That's a 20-minute mile.
- ⇒ To walk for weight loss you'll have to pick up the pace to **4 MPH** (~135 steps per minute), a 15-minute mile.



Earl Takahashi, ACS' Training Manager, walks every other day after work. Thank you Earl, for being such a great example!

walk

your way to health

ONLY 30 MINUTES OF WALKING A DAY...



walkBoston

Safety Slogan Scramble



Unscramble all safety slogans for a chance to **win a pair of movie tickets!** Those participating **MUST** submit all **CORRECT** answers by calling **STASAFE**, our very own safety hotline, anytime before **January 28, 2016**. All answers will be put into a draw.

- Ylapp oury ionttenin ot ccidaent venerpnoit.
- Nceach srekat rea tendacci kersam.
- Eb treal! Sacident urth!



STASAFE is an important service aimed at enhancing workplace safety throughout our organization. We are offering everyone a choice of two different ways to communicate your safety-related suggestions, observations or concerns with 100% confidentiality.

How does it work? The first option is to call the safety hotline which is a dedicated, confidential voicemail box managed exclusively by ACS's HR Manager, Henry Wu. Simply dial **808-834-6159**.

The second option is to login to MYACS or MYPAC on the relevant website and then just click on the **STASAFE** button and type in your message.

Perhaps one of the most important aspects of this safety service is that both ACS and PAC have a no blame culture. Our company will never be about placing blame or conducting witch hunts. Our objective is simply to provide the safest possible work environment for us all, and that's why nobody should have fear of reprisal or blame when they contact **STASAFE**.



Did You Know? LAX

- LAX is not an ordinary airport - it's also an art gallery. The airport has transformed some of its public spaces into art spaces by featuring temporary art exhibitions and installations as part of its expansion and renovation. There are 11 exhibition sites located in Terminals 1, 2, 3, Tom Bradley International Terminal, 6, and 7.
- LAX is the 5th busiest airport in the world and the 2nd busiest in the United States. LAX offers 692 daily flights to 85 domestic cities and 928 weekly nonstop flights to 67 cities in 34 countries on 59 passenger air carriers. (Number 1 spot goes to Hartsfield-Jackson Atlanta Georgia)
- A biologist helps control birds on the runways. Gulls are less of an issue than smaller, sparrow-type birds. When the birds become a danger, guns with blanks are used to drive them away. Sometimes traps are used to relocate them.
- The last commercial crash at LAX was two decades ago. On Feb. 1, 1991, a USAir flight landed atop an out-of-position SkyWest flight getting ready to take off, killing 34. From the tower transcript: "OK, we just had a 737 land and blow up, he went up in flame, he's off the runway right now, two four left is closed."
- LAX has the only Coast Guard Air Station located right on the premises. They provide 24-hour service to the passengers and employees of the LAX airport.



MY SAY

Where YOU get to have YOUR say!

Share your thoughts, suggestions, and feedback with Senior Management—in confidence!

Visit our company website and look for **MYPAC or MYACS**

Come up with an idea that can make a difference and be rewarded for your contribution!

Above All Else

STASAFE

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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

Champion of the Quarter

Philip Lau (Q4, 2015)



CEO Beti Ward, Champion Philip Lau, & HNL SM Steve Miller



with a group. Philip usually takes the lead in any group which is assembled to perform a special task or an extra assignment. Furthermore, he has always had a calming effect on other team members when under pressure from time crunches, and that has often led to working more safely.

Philip is known to encourage those individuals who he thinks would do an outstanding job at a higher level, to step it up, and he's recognized by all for his professional attitude and positive work ethics. During cabin-truck breakdowns, Philip suggested forming a chain gang to carry all the required equipment and supplies safely up the jet way to the interior of aircraft, resulting in a safer and more efficient operation. Similarly, he always reports any potential safety hazards to management immediately and makes sure those concerns are addressed. Lastly, and not surprisingly, Philip has an impeccable perfect attendance record. So let's all congratulate Philip for his outstanding performance and dedication to the team, and for being our very **first** Champion of the Quarter!

The recipient of our prestigious Champion of the Quarter award will receive:

A certificate of excellence, presented signed by CEO, Ms. Beti Ward

A special ACS "Champion" shirt (only obtainable if you are a Champion)

The winner will be featured in the Wala'au newsletter and on the company website

The station manager (or executive team) will treat the winner to lunch or dinner

The winner will have his or her parking fully reimbursed for the quarter

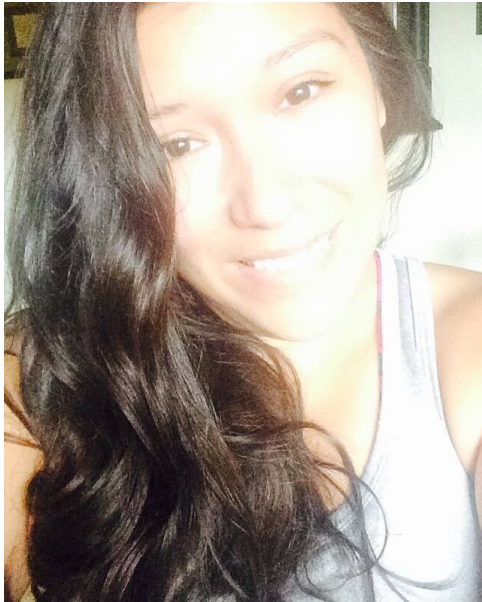
A \$50.00 gift card

Aloha Contract Services is delighted to present Mr. Philip Lau with the award for Champion of the 4th Quarter 2015. Philip is described as being very attentive to his everyday assignments and is also the principle driver for the twice daily shuttle between Pacific Air Cargo and Gate 16. Safety is always at the forefront of Philip's mind and he is self-motivated to do a thorough safety check of the van each time before driving it. Furthermore, Philip scores 100% on a daily basis with no rubbish left behind as part of his daily cabin grooming assignments.

Philip always demonstrates his effectiveness as a partner of any team assembled by the Supervisor. He is well-liked by his peers and he has always been the person that everyone would look up to, whenever assigned to work

Spotlight Profile

Julissa Calderon, Administrative Assistant (ACS)



Fun Fact: Julissa is bilingual. She speaks English and Spanish!



In September 2015, ACS's ever-growing family expanded when Julissa Calderon hopped on board as LIH's newest and most-trusted administrative assistant. Born and raised in Chicago, Illinois, Julissa is the youngest of six children. In 2003, she relocated to Dallas Fort Worth, Texas to complete her degree in Criminal Justice. She is a self-proclaimed sports fanatic who enjoys reading from time-to-time and loves taking Zumba and kickboxing classes in her free time. She comes to us with an array of different experiences. From retail, to the marketing industry, and even working as a charitable Bingo Usher, Julissa brings many talents to ACS.

Since day one, Julissa has continued to impress us all with her hard work, impeccable organizational skills, and overall great character. ACS is lucky to have gained such a beautiful soul. Thank you, Julissa, for all that you do! Keep up the great work!

Thoughts and Prayers



It was with great sadness that we learned of the sudden and unexpected passing on Christmas Eve of Mr. Suk Hee Woo. Mr. Woo was a longtime friend to PAC and ACS, having spent many years at Korean Air Cargo and more recently in passenger services at Honolulu Airport. Our thoughts and prayers are for his wife, his children Justin and Haley and for his many friends at Korean Air, and throughout the Honolulu Airport community. Thank you for your friendship, may you rest in peace.



LIH Station Safety Party



Alicea Borja, Samoa Asotasi,
Jayson Flores and Nicole Stulpe



Nicole Stulpe, Jayson Flores, Taki Maile,
Brandon Planas



Ty Yamashita, Jayson Flores, Nicole Stulpe,
Erin Vidinha



Abello Coquilla, Albert Gascon, Austin Perez-
Jacinto, Jayson Flores, Taki Maile, Brandon
Planas, Devin Lemn

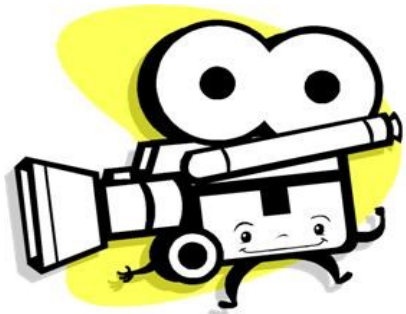
Earl Wins LV Trip!



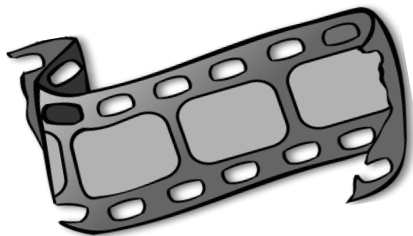
Earl Takahashi, ACS' Training Manager, is the recipient of the **Perfect Attendance Program** grand prize—an all expense paid trip for two to Las Vegas! Congratulations, Earl, and thank you for all your incredible hard work.



Horses and Crates



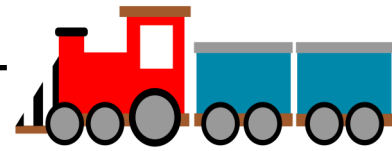
Movie Stars, Falcon and Willow, soaking up some of the Aloha spirit before traveling back to their home in LA in the safety and comfort of PAC's B747F. They were shooting on-location for the movie "Mike and Dave Need Wedding Dates" out July 8th!



In these crates were some of the pigs that were flown from Oahu to LA (and then driven to New Orleans) to shoot for Jurassic World!



Snowball Express



ACS took part in donating gifts to some children of our fallen heroes in Hawaii. We thank all our servicemen and women, past and present, for the endless sacrifices you have all made for our country.



New Hires: ACS & PAC

ACS:

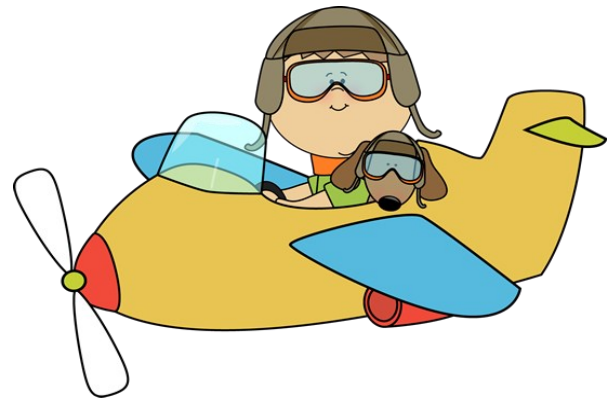
Abija, Danny
Agoot, Randy
Akaka, Jason
Alcantara, Laina
Barcelo, Bronwyn
Bolkeim, David
Campo, Mary
Cheng, David
Domingo, Rilan
Duncan, Kristin
Durang, Dinah
Elizares, David
Etse, Geranemo
Fernandez, Emilio
Fifita, Matelda
Flores, Imelda
Gonsalves, Brandon
Hashimoto, Justine
Heard, Carolyn
Holi, Kailianu
Honda, Matthew

Javier, Jeremy
Ka'auwai, Ethan
Kahanaoi-Use, Karen
Laloulou, Neemia
Lara, Michele
Largo, James
Lein, Jane Toshiko
Lucky, Zachary
Lutui, Lesieli
Mafi, Siokabesi
Manuel, Alyson
Mettao, Ray
Michael, Misty
Miyazaki, Gavin
Naehu, Blaise
Naulu, Samiuela
Neumann, Stephanie
Nikaido, Nicholas
Owen, Caitlyn
Palau, Georgian
Pamat-Hett, Palekana
Pangelinan, Jordan

Planas, Melissa
Quinones, James
Rabanes, Lori
Rabanes, Purity
Rosalin, Brandee
Rubwan, Brenda
Sellet, Erin
Shammy, Nosia
Soria, Victoria
Strader, Deborah
Takeifanga, Michael
Tuitelelaeaaga, Taeiao
Vi-Kepilino, Tuilokomana
Yasay, Arick

PAC:

Caldeira, Perisha
Kapalu, Kyle



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