

WALA'AU

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Pacific Air Cargo &
Aloha Contract Services

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**Hawaii vs New Zealand
Sunday, May 21**
Hawaii-polo.org

E KOMO MAI



On April 10, Pacific Air Cargo celebrated another proud milestone when we welcomed our 'new' Boeing 747-400 freighter. The plane's arrival was even more special since it's the very first time we've had an aircraft in our own blue and white PAC livery. While the arrival was met with much anticipation and excitement, there was also naturally a little nostalgia too, as we said farewell to our trusty 'old' -200 series which had served us loyally for the past ten years. During that decade of service the -200 carried more than ninety million pounds of freight, each and every year! And prior to the arrival of the -200 series aircraft, PAC flew the original Boeing 747-100 series from 2000 through 2007, so you can see we've had a long association with the Boeing 747 family of freighters over the years. CEO Beti Ward said it well when she stated, "All the team here at PAC are excited by the growth opportunities this larger aircraft offers, and the increased reach its extra range affords. I wish to thank everyone on the team for their continued hard work and professional commitment to our partners." The new aircraft bears the registration mark N976BA and continues providing PAC's



trademark reliable, on-time service between LAX and HNL five days a week under an ACMI arrangement with long-time partner, Kalitta Air. (ACMI means the aircraft is leased from Kalitta Air under an arrangement that provides the **A**ircraft, **C**rew, **M**aintenance and **I**nsurance). PAC provides the fuel.

Kalitta's CEO, Mr. Connie Kalitta said, "With our 28 years' business relationship with Pacific Air Cargo, we are pleased to provide a B747-400 freighter that is more fuel efficient, reliable and environmentally friendly." Adding, "We are looking forward to a continued relationship with the Pacific Air Cargo Team."

And where, you might ask, does our old -200 series go? It has joined other 'retired' members of Kalitta's Boeing fleet at Oscoda-Wurtsmith Airport in Michigan where it will be recycled as scrap metal.



INDUSTRY NEWS



American Airlines has again deferred deliveries of its Airbus A350-900s, and will now take the first two in late 2020 instead of 2018.

The Fort Worth-based carrier has 22 A350-900s on order, and will receive them from 2020 through 2024, after an average deferral of about two years.

Separately, the airline has deferred the delivery of two Boeing 787-9s to the first quarter of 2019, from the second quarter of 2018. American has 16 787-9s on order, shows Flight Fleets Analyzer.

Canada's **WestJet** said it will launch an 'ultra-low-cost carrier' later this year, subject to regulatory approvals. The airline said the as yet unnamed carrier is expected to launch in late 2017 with an initial fleet of 10 high-density Boeing 737-800s.

"We have built WestJet from its low-cost, regional roots," the airline's chairman Clive Beddoe said in a statement. "Launching a ULCC will broaden WestJet's growth opportunities and open new market segments by offering more choice to those Canadians looking for lower fares."

The new airline is expected to adopt the industry practice of unbundling services by offering a base fare supplemented by extra payments for luggage, onboard food and beverages, and other services.



Air New Zealand's world class customer experience has been recognized with significant wins at TripAdvisor's inaugural Travelers' Choice® Awards for airlines. The airline has been awarded Best Premium Economy Class in the World, Best Airline in the South Pacific and has also been recognized overall as one of the world's top 10 airlines. The awards are determined by the quantity and quality of TripAdvisor traveler reviews and ratings submitted over a 12-month period.

STOP PRESS: Southwest Airlines finally set to fly to Hawaii as early as 2018.

OGG — FRESH START

By Paul Skellon

On January 10 this year, I packed a bag and headed to Maui for an unknown length of time. The reason — *Operation Fresh Start*. Maui station had been experiencing growing pains ever since we won the new combined American Airlines and US Airways ground handling contract. The incumbent US Airways ground handler, having failed to win the 'new AA' contract pulled the plug, and ACS had to step in with just 18 days' notice! It was always going to be a challenge to meet the demands of a business now sixty percent larger than before. In hindsight, it was a lot to ask of our leadership and team members there. They did their best but it was like trying to drink from a fire hydrant. It was just too much to swallow with virtually no lead time to recruit and ramp-up. I compared it to going from being a large aero club to a small airline, in just 18 days. It was a quantum leap and the processes, structure and disciplines were inadequate, or were being pushed to breaking point.

Our first priority was to 'stabilize' the operation, and stop the high rate of attrition. This could only be done by getting everyone in the station to share our vision for a *Fresh Start*. They had to really want to be there. Buy-in was tentative and somewhat skeptical to begin with. My goals seemed hard to attain for many but luckily for me, most were prepared to give it a go. Throughout this journey, I had a couple of outstanding management team members, General Manager Jonalyn Kamanawa and Director of HR and Corporate Development Henry Wu, both of whom had helped craft the *Fresh Start* vision, and together we began the task of rebuilding a cohesive, engaged team. It wasn't going to happen overnight, so we settled in '*for as long as it takes*'.

No culture change or restructure, as this fundamentally was, occurs quickly or without casualties. Change is never easy. Some people are able to adapt, and some are not. That meant we just had to let some really nice people go. For Jonalyn and me, two *marshmallows* underneath, this was the hardest part. We both shed a few tears along the way but the reward was that the majority of team members '*got it*', embraced the change, and we began to turn the ship around with energy and enthusiasm. It soon became apparent that people had been longing for these changes. There was a new sense of camaraderie, and a lot of healthy laughter.

I had been in the station about three weeks, without a day off, when I heard someone ask, "how long is he going to be here?" I smiled to myself and thought, "*just as long as it takes*". A turning point came three weeks later when a seasoned team member, Bernie-Lei Alconcel stood up at the morning briefing in front of about 25 other team members and said "on behalf of us all, I wish to thank you for being here. We needed these changes. This is now a much better place to work". Her words were met with enthusiastic applause. With a lump in my throat, I knew that we were now all on the right track.



In four short months, we had come from an 18% perfect attendance, to 58%, and almost everyone was invigorated by the team's success. Now we were performing as one, with shared goals and a shared belief about how to be successful, and why it was so important. An important part of change management is celebrating progress and success. By all the measures we were performing better and better, so pizza lunches and Krispy Kreme breakfasts helped mark our happy milestones.

Continued on next page

OGG — FRESH START

(cont.)

By Paul Skellon

With support from Marissa, Angelica, Crystal and Jill, Henry kept actively recruiting many great new team members. A shortage of skilled manpower had been one of the root causes of the pain experienced, but with Maui now approaching optimum staffing, the station is performing exceedingly well. I'm immensely proud of everyone there. All our new-hires of course require a major training effort so Earl, Suzie, Lee, Joe and Nappy have all been hard at work with the ramp teams. Marissa, Denise, Kim, Eva and Shoshana have in turn been doing likewise and recruiting and training the many new Guest Services agents. As you can see from the photos on page 9, they are a very smart looking team in their new AA blues.

Great teams are of course successful because of the sum of all their parts, and talented leadership is a key component, so we also set about building a new leadership team. We got lucky and hired three very experience guys in their respective fields — Dan Kitchens as Station Manager, Terry Wood as Ramp Manager and Ace Elameto as a Senior Ramp Supervisor. As if to underscore the station's new vigor, during one of the morning briefings, Terry presented me with a coffee mug that bears the inscription *Failure is Not an Option*. This for me was another very special moment, in what has surely been one of the most rewarding projects of my long aviation career. It's all about the people, and this Maui team is as fine as any in the industry.

Throughout the oftentimes painful *Fresh Start* journey we *faltered* a few times but we were always solidly supported by our partner airlines, and in particular by Patty and Anna. They too understood we had a recovery plan, which we shared with them, at each step along the way. They both rolled up their sleeves and committed both expertise and resources to the effort, and we at ACS are all deeply grateful for their support, and their partnership.

While all this change was occurring, we of course had many new and inexperienced people join the team, so with regular visits and a keen focus from our Safety Coordinator, Hai Ying Liao, we not only kept each other safe but the station's overall safety performance has improved dramatically, and that is probably one of the finest measures of Maui's new found success.



"I think it's fair to say that Maui is back!"

- Paul Skellon, ACS Vice President

ACS WELCOMES NEW STATION MANAGER!



WELCOME ABOARD



"Thank you all for such a warm welcome as the new Station Manager in Kahului, Maui. I am excited to be part of the A.C.S. family and dedicated to the growth and commitment we have made with our partners at American Airlines and Westjet.

Growing up in a military family, I spent many years as a child in the South Pacific. My passion for aviation and Polynesian culture came at a very young age. I knew I wanted to work in the aviation industry and live in Hawaii.

After graduating High School in Las Vegas in 1993, I got my first Airline job with Scenic Airlines. Scenic was the leading Grand Canyon Air Tour operator with a fleet of 24 Twin Otter aircraft. I learned how a small carrier operated in all levels. My passion grew and I decided to go and work part time for Delta Airlines at night while working at Scenic during the day. As my story goes on, I spent time from 1993-2008 as an airport agent and a Flight Attendant for 10 of those years.

My growth in leadership came in 2008 when I saw an opportunity to open a Travel Company specializing in Hawaii and the South Pacific. I built the company from the ground up and successfully ran the business until 2012 when presented with an opportunity to run a small aviation ground handling company in Gulfport, Mississippi. This was my first exposure to working with an American Airlines contract. The day I arrived, we were given a 90 day cure letter to fix the way we handled the operation. After a lot of hard work and many sleepless nights, 75 days into the process, I was successful in securing another 5 year contract for the company.

After my contract ended in Gulfport, I went on to learn International Ground Handling with Menzies Aviation and eventually worked my way up to Alaska as the Director of Customer Service for an airline serving remote villages throughout the state.

Given the opportunity to join A.C.S. in Maui has given me the opportunity to do the two things I am passionate about everyday, being around Hawaiian culture and aviation.

I am excited to be part of the A.C.S. 'Ohana!"

Daniel Kitchens — OGG Station Manager

TEAMWORK PREVENTS ACCIDENTS

By Hai Ying Liao



How do you spell SAFETY?

Safety **M**eans **A**lways **R**emember **T**eamwork

This month we will be focusing on how to make our workplaces safer places for everyone. Workplace safety is not a one-man job, it takes teamwork to sustain it. Teamwork keeps everyone safe and fosters on-the-job productivity. Teamwork prevents accidents. All we have to do is think of the other person's safety as well as our own.

Think about driving as one example of teamwork for safety. Safe drivers not only look out for their own safety, but make sure they do not endanger the lives of other drivers. They give up their right-of-way to help another driver. They slow down to let a driver cut back in after that driver has tried to pass and discovered a vehicle coming in the other direction.

It is not just a matter of one driver having the right of way or being right; it is a matter of a little teamwork to prevent accidents. The safe driver knows that someday, it may take teamwork from some other safe driver to prevent an accident.

What applies on the road also applies on the job. It is not just a matter of your working safety and following all the rules yourself; you must think about the other person's safety, too. You must lend a hand once in a while to prevent or avoid an accident that may involve another team member. You can never tell what kind of situation will require teamwork to prevent an accident. You must solve each situation by working together and helping other people on the job.

If you have suggestions for making the task, the crew you work with, or the jobsite safer, let your supervisor know. If you see something wrong, correct it and let your supervisor and the rest of the team know, so that it will not be a problem again. Think of the other person. His or her safety may depend on you. Don't let your team down.

THINK SAFE, WORK SAFE, AND GO HOME SAFE!!!

Above All Else

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MY SAY

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look for **MYPAC** or **MYACS**

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

CHAMPION OF THE QUARTER

(QTR. 1)

CONGRATULATIONS, SANDER!



**OTHER NOMINEES FOR THE
QUARTER WERE:**

Sander is a wonderfully unique person who perceives life as a total package, where work-life balance is very important. He does not think of his position at the Honolulu Sakura Lounge/ Admirals Club as having any limits to what he can do to perform his duties better. He sets a good example with perfect attendance and stays focused on outstanding customer service. Sander's attention to detail is something much-valued by our partners. In the past year, he discovered and reported faulty electrical outlets, received numerous written compliments from guest in the lounge, and his attention to detail prevented potential injuries. Sander really has an excellent attitude towards his responsibilities which have allowed him to overcome many of the pressures that are maybe not so obvious to others. We appreciate his professionalism and dedication and the spirit in which he represents Aloha Contract Services.

Shayna Olanda (HNL) • Rosario Wittler (DGG) • Holmes Oped (DGG) • Maile Fehikitaki (LIH)

You did it!
Congratulations

Aryana Cabudol — **Lead JAL CSA**
Catarina Peko — **Lead CSA**
Elton Utai — **Warehouse Supervisor**
Chris Kalakau — **Lead Ramp Agent**
Mose Leiato — **Lead Ramp Agent**
Ronny Atdrik — **Lead Ramp Agent**
Lofi Luga — **Lead Ramp Agent**

PROMOTIONS!

Congratulations to the following PAC team members on their recent promotions! Keep up the great work. We appreciate all you all!

PAC & ACS SAYS 'ALOHA'

W E L C O M E

**PACIFIC AIR
CARGO**

Gardenia Lemana • Glynis Kiraly • Iori Noporu • Jonil Campana • Natasha Kahaleuahi
Otila Faatoafe • Sue Lynn Pamaylaon • Tiana Amosa

Akio Keper • Alice Young • Alona Jhane Alba • Alther Ned • Antonio Lapitan
Ashley Kawewehi-Antonio • Atrinel Sylvester • Balanton Langidrik • BJ Kaluau • Brian Constantino
Brooke Teves • Cabriana Tukumoeatu • Carrie Libero • Christian Hernandez • Clarilyn Constantino
Crystal Laloululu • Daniel Kitchens II • Dennis Gomez • Desmond Day • Diean Tachielimal
Drake Chin • Elekana Ulufale • Elijah Masoe • Francesca Urayanza-Curimao • Gerald Estrada
Herbert Keuawela • Hilton Conrad • Iolani Peneku • Isabelita Hayman • Jannah Puskar
Jimbo Fulgencio • John Guzman • John Paul Andam • Justin Delos Santos • Keone Peneku
Khim Utrera • Kristine Kim • Leahmarie Pau • Leutaafale Valavala • Lopaka Medeiros • Loren Rendon
Mafutaga Uia • Makamaeonalani Higa • Marc Gerow • Nova Visitacion • Pennylynn Toro
Perlinda Jinira • Rayna Rafanan • Ronson Malacas • Sarah Lim • Sean Seradilla • Shane Oliveira Sr.
Shea Fernandez • Sheldene Akina • Sione Fakava • Steven Ariola • Tammy Vander Wende
Theresa Arcilla • Typong "Ace" Elameto • U'ilani Kalani-Areola • Wayde Borge • William Hollingsworth

**ALOHA
CONTRACT
SERVICES**



On April 10, 2017 Pacific Air Cargo celebrated the arrival of the new B747-400 F when it touched down in LAX.

**PAC'S ANNUAL
CUSTOMER
APPRECIATION
CELEBRATION**

FROM THE STATIONS



Our hard working team members of the Sakura Lounge **Shyra Yere, Maricel Bartolome, Pennylynn Toro, Sander Dela Cruz, Hyun-Sook Kawai, and Salote Tailele** striking a pose with Dale Hatakeyama who is the Japan Airlines Manager in HNL.

ACS LIH station team members **Shawntel Storcheyov, Dennis Erakdrik, Blythe Blake, Alyssa Lardizabal, Brandy Samson and Winton Term** (sitting) sporting the new American Airlines uniform. Looking sharp guys!



Our lovely women of OGG Station wearing their new uniforms proudly! From left to right we have **Kim Kealoha, Serenity Lind Acang, Devin Levesque, Alena Kahana-Cravalho, and Marialyn Gracia.** Thank you for all that you do. Keep up the great work!

Above All Else

STASAFE

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Or

MY ACS—STASAFE

Editorial Team: Paul Skellon, Henry Wu, Hai Ying Liao, and Angelica Juanillo

Contact us: walaau@alohacontractservices.com