

BUILDING LONG LASTING PARTNERSHIPS THROUGH INTEGRITY AND EXCEPTIONAL SERVICE

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WELCOME HOME TO OUR LADY OF THE SKIES

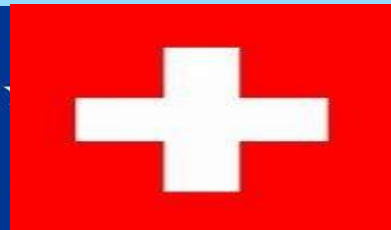


COO Thomas Ingram with
President & CEO Tanja Janfruechte

Just as our May issue of Wala'au was going to press, we welcomed back our beautiful PAC-liveried **Beti Ward 1** (N703CK), fresh out of 'quarantine' in Oscoda where she indulged in some well-earned down time, and heaps of Team Kalitta TLC.

This gracious lady of the skies is one well-traveled gal. 'Born' at Boeing in Seattle one September (being a lady, we mustn't talk about age, so no date of *birth* will be disclosed by this editor), she joined the fleet of one of the most successful passenger airlines in history, Singapore Airlines, whose tagline then was ***Singapore Girl, You're a Great Way to Fly***. By 2004, after a change of wardrobe in Seattle, she

entered service for Air India, based in New Delhi. But oh my golly gosh, by 2007 and almost 17 years of carrying passengers, she cast off her sari, underwent a near total make-over, reinvented herself and began an illustrious career in the exciting world of international air cargo. She landed her first job with those stylish Dutch at Martinair Holland, where her love of exotic flowers really bloomed. Wanderlust set in again after five years, and she thought it might be really 'cool' to work for Air Atlantic Iceland but after 12 chilly months, the warmth of desert sands and Arabian hospitality beckoned, and she spread her wings for Riyadh, and Saudi Arabian Airlines. Failing to uplift a dark handsome Prince, she was off for a brief fling with Air Bridge Cargo before finally settling down in 2017 with '*The One*', Kalitta Air. (Hard to resist the charm of Connie Kailtta). There followed a wee nip 'n' tuck (shhh!) in Michigan, before she re-emerged as the beautiful PAC lady of the skies we welcome back home to Pacific Air Cargo. Whew – she is quite a gal! **PS**





A RICH TAPESTRY

Do you know how many different nationalities make up the colorful tapestry that is our Pacific Air Cargo O'hana? I bet you will be surprised. Read on, you will find out but first let's talk about what makes our company **successful** and strong, and what makes this a **safe** and **happy** place to work. These descriptors are not chosen at random. Think about it – our company is successful because we are a well-trained, professional, and are a cohesive team. We consistently deliver a service and experience for our customers that is exceptional and has earned their trust and loyalty – and that makes our business strong and able to navigate challenging times. Underlying this, is our culture of respect. Respect for one another. Respect for our customers and our competitors, and respect for our differences and our diversity. As an O'hana of largely Pacific rim people – we are a warm, friendly, and generally happy group of people. Whether we hail from the Pacific West Coast of America, a

small South Pacific island nation, or a large Asia-Pacific nation, we have come together as a 'blended family' with shared goals, dreams, and values. Apart from the native Hawaiian or native American peoples, we are all immigrants – people who have settled from somewhere else. We are the lucky ones who have moved freely around the world and been welcomed by our host 'nation'. It is good to remember that, and important to respect it.

Celebrating our multi-culturalism and our shared appreciation of these beautiful islands makes us who we are, as residents of Hawaii and as members of our PAC O'hana. What we have is special and unique for we are the sum of almost 30 different peoples. These include team members from: Hawaii (Native Hawaiians), United States (and Native Americans), Africa (African Americans), China, Japan, Tonga, South Korea, Aotearoa-New Zealand, Samoa, the Philippines, Guam, Niue, The Marshall Islands, Okinawa, Egypt, Australia, Portugal, Germany, France, Mexico, Spain, Switzerland, the United Kingdom, the Netherlands, Micronesia, Scandinavia, Scotland, Ireland and Puerto Rico. **PS**





PHOTO CONTEST

Nowadays when everyone carries a high-performance camera, that doubles as a cell phone and computer, we thought it would be fun to run a photo contest to see who has the best eye for a great picture. Your photos can be at work or at play. All entries, including a description and your full name, must be emailed to www.wala'au@pacificaircargo.com no later than August 15 to be in with a chance to win. Prizes will include complimentary tickets to the Honolulu Zoo to visit Neelix and Sandi, the two young giraffe that hitched a ride to the islands with PAC back on May 21, and which have now successfully completed their 30-day quarantine, and look forward to meeting you and your family.



Milestones

Congratulations to the following team members:
First anniversary with Pacific Air Cargo:

HR/Admin:

Katherine Bocobo 06/24/2019

CSA:

Randi Sherwood 04/10/2019

Shannon Bello 06/24/2019

Danielle Puaala 07/17/2019

Ramp Agent:

Junior Hellan 07/09/2019

Taira Clarence 07/17/2019

Maintenance:

Douglas Ingram 07/30/2019

Other Significant Milestones:

Founding Team Members:

COO:

Thomas Ingram 05/05/2000

Station Manager HNL:

Paul K. Mioi (Kalani) 05/30/2000

Maintenance Manager:

Harland Tau 07/24/2000

Ramp Agent:

Edgar Nakoa 05/05/2000

CSA Manager:

Darlene Ho 07/25/2005

AMAZON/Midshift and Nightshift Manager:

Eugene Lealaitaefa 03/01/2005

Corporate Accounting Team:

Maggie Perez 7/12/2010

JAL CSA:

Jeffrey Nakasone 07/05/2005

Promotions

Perisha Caldeira – Promoted to
Lead Customer Service Agent

Perfect Attendance—Q2

Aaron Hiriyama

Felu Faletoi

Kotak Gold

Jonathan Borst



Director of Marketing & Communications,
Paul Skellon, celebrating becoming
a naturalized US citizen





FUTURE UP IN THE AIR

Tension is building within Boeing about whether to keep the B747 in production beyond the current order backlog, as a decision looms on the future of the iconic aircraft.

Crunch-time for the manufacturer is approaching as it must decide whether to establish a new supply of key structures for the B747-8 following production partner Triumph’s decision to exit the program, or turn away customers for additional orders and declare an end to the iconic aircraft.

The last commitments for the B747-8 freighter came in 2018, when UPS ordered 14 examples and Volga Dnepr signed for four. Production of the passenger B747-8I variant concluded in 2017 after 47 aircraft had been shipped. Total B747-8F deliveries stand at 90 aircraft.

Sources told *FlightGlobal* that with the decision looming over whether to shore up the B747’s future, there is increasing internal tension about whether or not to continue production. *FlightGlobal* has learnt that approaches from two customers about potential new orders did not elicit any response from Seattle.

Despite being in the sunset phase of its life, the B747-8F offers unique cargo-carrying capabilities.

At 138 tonnes, the B747-8F has significantly greater payload than the next largest civil (new build) freighter — the B777F at 102 tonnes – and also offers the flexibility of nose-loading for outsize cargo.

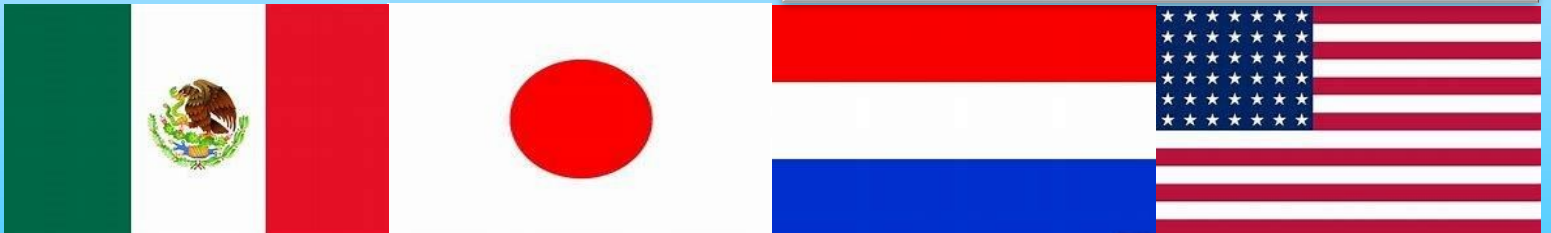
Its demise would leave cargo carriers facing a crucial hole in the availability of new-build large capacity freighters. It is understood that Boeing has determined a minimum number of orders required

to commit to a new supply-line and extend B747 production — a figure believed to be close to 100 aircraft. PS

Article (edited) courtesy of Flight Global



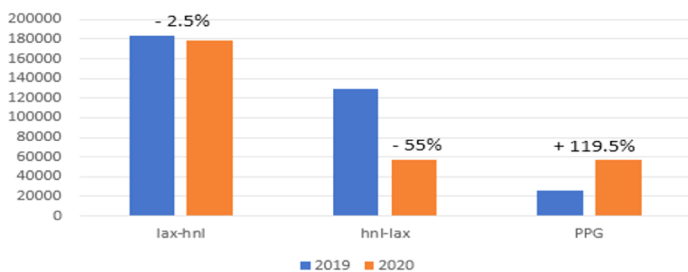
UPS is the biggest customer for the 747-8F, with a total of 28 orders
[Source: UPS Airlines]





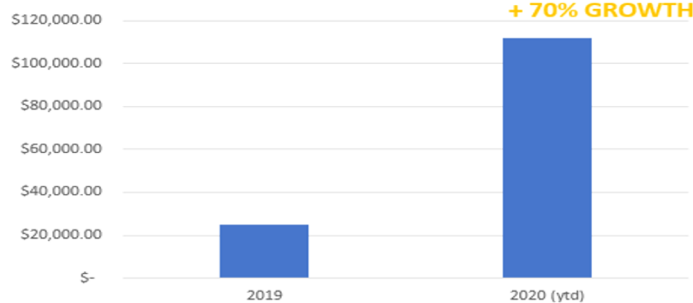
HOW WE ARE PERFORMING

First 1/2 PAC Flight Tonnage Comparison
2019 vs. 2020



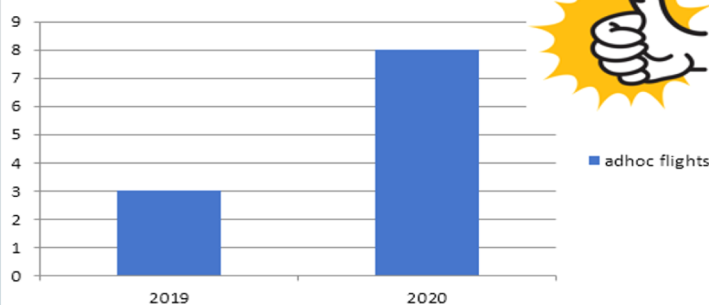
There's a saying in business that *If you don't measure it, you can't manage it*, so the PAC corporate team meticulously tracks how much, and what, we are handling and transporting and which channels the business is coming from. These charts show us the first half year's performance in 2020 compared to 2019. The first chart shows tonnage of freight carried, and we see that we flew 2.5% less from LAX than during the same period last year. The back haul from HNL to LAX however is significantly lower due to the suspension of flights and subsequent loss of the interline cargo from Asia, all due to the pandemic. The good news for the second half of 2020, is that we have picked up some regular live cattle shipments (10 positions) out of HNL beginning this month. The spectacular tonnage increase on our weekly Pago Pago (PPG) service is due to the suspension of Hawaiian Airlines flights to PPG because of Covid-19. The cargo they would have belly carried has come to PAC instead.

On Line Sales



The second chart shows the spectacular year-on-year growth of our online sales and highlights the significance and the opportunity of our digital marketing efforts through Facebook, Google and pacificaircargo.com.

ad hoc flights



The third graph shows an almost three-fold increase in ad hoc charters year over year as we worked closely with Kalitta Air to secure additional aircraft to meet the high demand out of LAX. The aircraft were then positioned to Asia which helped greatly to reduce the cost of these ad hoc charters. These additional flights were only made possible because both our LAX and HNL teams worked the extra hours, and some rather grueling schedules.

Mahalo to you all. Keep up the great work! TJ





THE LEADERSHIP CORNER

“WHAT IS CUSTOMER SERVICE?”

We are oftentimes asked this question and have difficulty finding the right response because we share different ideas and concepts of “customer service” and what it means. Here are some textbook answers:

“The assistance and advice provided by a company to those people who buy or use its products or services.”

“The interaction between the buyer of a product or service and the company that provides it.”

“Customer service involves being a kind, courteous, and professional face for the company.”

While these answers may sound somewhat “generic”, there are many components to customer service, and you need all of them to truly satisfy our customers. Great customer service also involves listening carefully to the customer’s wants and concerns. Beyond listening, customer service is doing everything in one’s power to efficiently and accurately provide options and solutions to the customer’s concerns. Listening is such a critical, and sometimes overlooked part of customer service, and this can make the difference between great, and truly *exceptional* customer service. Most customers already begin to feel comfortable once you listen and respond to their concerns. We should always provide suggestions to meet their needs and ask questions to clarify what the customer actually wants.

PRODUCT AWARENESS:

As a team member, having a thorough knowledge of our company’s services is vital for providing strong customer service.

ATTITUDE:

Attitude is everything, or almost everything. Greeting a customer with a smile or a friendly “aloha” or “hello” can make a big difference. For any team member, in-person or by phone, a friendly

and patient attitude is important.

EFFICIENCY:

Customers always welcome a prompt and effective response.

PROBLEM SOLVING:

Customers are looking for assistance and part of good customer service is fixing problems and answering questions.

APPEARANCE:

Presenting a neat and professional appearance is an essential component of customer service. It projects self confidence and makes the customer feel comfortable during the interaction with a team member.

While these guidelines provide for interaction with our “external” customers, they would also apply to our “internal” customers. Each team member plays an important role in the delivery of our overall product. We must also meet the needs and requirements of the departments within our company to provide for an efficient and professional operation: *from customer service-to-warehouse-to-ramp-to-maintenance and vice versa*. Let’s continue to keep our customers happy and loyal to Pacific Air Cargo!!

Please Remember:

We are “building long-lasting relationships through integrity and exceptional service.” FS





INDUSTRY NEWS

As Covid-19 decimates the global airline industry, we take a look at how it's affecting some of our airline partners.

Air New Zealand

Air New Zealand has signaled its fleet of Boeing 777-200ER aircraft may never fly again, resulting in an asset write-down worth hundreds of millions of dollars according to one aviation analyst. The national carrier this week told shareholders, due to the devastating impact of Covid-19 on international travel, it was grounding its Boeing 777-200 and 777-300 ER fleet until the end of the year.

An Air New Zealand spokesperson later said it was proposing to send its eight 777-200ER aircraft into long-term storage, adding that its seven 777-300ERs would be placed in a mixture of short and long-term storage.

In May 2019 Air New Zealand announced an order for eight new Boeing 787-10 Dreamliners which have a combined list value of US\$2.7 billion. At this stage there are no plans to seek any changes to that order, the spokesperson said.



Qantas

With almost its entire fleet grounded at various airports across Australia, keeping aircraft airworthy so that they can re-enter service, as the country emerges Covid-19 from lockdown, requires some unusual maintenance. Of course, deep disinfectant cleaning of cabins and the regular exterior fuselage washdowns are commonplace but a grounded fleet requires some other less usual TLC. For example, the tires need to be rotated regularly too – every seven to 14 days to be precise – to ensure they do not succumb to any flat spots that would force them to be changed. One solution is to simply tow the aircraft around the airport for a few minutes or they are hoisted up with heavy-lift jacks. Then, crucially, there are the engines, which need to be well looked after all year round. This includes being fired up, also every seven to 14 days, and having silicone sachets inserted to absorb any moisture.

As a Qantas spokesperson commented recently, “To keep the inside of the engine moisture-free, giant versions of the silica moisture absorption sachets are inserted. One A380 requires over a hundred kilos of these moisture absorbers to maintain humidity levels in the cabin and the engines.”





INDUSTRY NEWS

Alaska Airlines

On April 29, Alaska Air Cargo announced it will fly passenger jets as cargo-only flights to carry essential goods like mail, medical equipment, e-commerce packages and food throughout its domestic network. Filling the passenger cabin with cargo will backfill the loss in capacity across the continental United States and Hawaii after passenger services were drastically cut back.

than what a passenger-only flight could carry. In total, each flight will carry up to 30,000 pounds, which includes belly capacity.



In addition to the two pilots, these cargo flights will also fly with two flight attendants seated in the main cabin to make sure the cabin is safe and secure and provide fire suppression if required, as passenger cabins do not have automated fire suppression systems like cargo compartments. **PS**

"We're determined to help protect the resiliency of our nation's supply chain by connecting critical cargo to the communities we serve during this public health crisis," said Torque Zubeck, Managing Director of Alaska Air Cargo. "Our teams have been working tirelessly since March to identify the safest and most effective processes to increase our cargo capacity as quickly as possible."

In addition to Alaska Air Cargo's three dedicated freighters, six Boeing 737-900 aircraft will be utilized as cargo-only aircraft. Boxes, mail, and other items will be placed on and under seats, in overhead bins and in closets – to offer 13,500 more pounds of cargo



Happy Belated 4th of July!





PAC FACEBOOK & WEBSITE

Most of us are familiar with Facebook but did you know that Pacific Air Cargo has its very own Facebook page: <https://www.facebook.com/PacificAirCargo/> Facebook is a valuable marketing tool for PAC, and along with Google search, is where the majority of our individual customer quote requests or enquiries come from – especially our VIP Pet service and vehicle transportation.

The more people who visit us on Facebook, and the more people who 'like' our page, and our individual posts, and who 'follow' us, the more visible we become to Facebook users and the internet search engines such as Google, Yahoo etc. So please, help keep our online profile ahead of our competitors by clicking the 'follow' button at the top of our Facebook page, and 'sharing' any of our posts on your own Facebook page.

PAC also launched our new www.pacificaircargo.com website in May which we encourage you all to become familiar with. On the top right corner of the Home page is the employee portal MYPAC. This is where you will find a wealth of important company information including: The Team Member Handbook, PAC email Etiquette, PAC AWB User Manual, PAC Communications Policy. If you don't remember the access password, please ask your supervisor. Mahalo – **The Online Team PS**

PAC HITS THE AIRWAVES

During the final two weeks of June, Pacific Air Cargo launched its first radio drive-time advertising campaign on the two leading i-Heart Radio stations in Hawaii – The Beat and KSSK. They offered us a deal we couldn't refuse, and even hosted us for a live interview during the peak morning drive-time segment, when the audience is typically about 15,000 listeners! Now our Customer Service Agents are diligently recording where our customers heard about PAC – Facebook, Google, i-Heart Radio, a friend or family member, or a business referral such as from Hawaiian Airlines. This valuable information allows us to determine where best to spend our valuable advertising dollars. **PS**



HR UPDATE

We are both happy and elated to announce that our stations are slowing re-opening to our respective customers. We are eager to get back to work and we know that you are as well, so we thank you for your patience during this transition and encourage you to stay in touch with us for weekly updates on Zoom, text messages and updates.

Our Maui station (OGG) reopened on May 31st to busy demands and with all team members back to work. Lihue is tentatively scheduled to re-open in early August, and we have been in touch with those employees who have been recalled to begin their American training sessions in anticipation of the limited flight schedules.

The Kona station will also re-open in early August, and though the work may be limited, we are still happy to bring our team members back into the workforce.

Honolulu remains on furlough, and as soon as we hear some good news, we will be communicated to everyone very soon!

Thank you for your patience and loyalty to our company. Please be safe. **RS**





MYSAY & STASAFE

Five years ago, we introduced two great tools to promote and enhance workplace safety and improve 2-way employee-management communications.

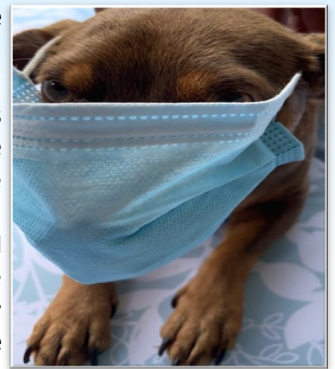
The first of these was **STASAFE** which offers every team member a choice of two different ways to confidentially share any safety-related concerns or suggestions. If you are not aware, this is how it works. The first option is to call the safety hotline which is a dedicated, confidential voicemail box managed exclusively by PAC's Safety & Compliance Manager, Kevin Molale. Simply dial **808-834-6159**. The second option is to login to **MYPAC** from the top right corner of the PAC website and then just click on the **STASAFE** button and type in your message. One of the most important aspects of this confidential safety reporting service is that PAC has a **no blame culture**. Our company will never be about placing blame or conducting witch hunts. Our objective is, above all else, to provide the safest possible working environment for us all, and that is why nobody should be afraid of reprisal or blame when they contact **STASAFE**. Of course, you also always have the option to speak directly to Kevin who will welcome your feedback and suggestions.

The second tool is **MYSAY** which gives each of us the opportunity to share our ideas and suggestions directly with PAC Senior Management, in confidence. One of the foundation stones of a great company culture is excellent 2-way communications, so whether it be via regular email and phone communications or via the PAC website-based **MYSAY**, we look forward to hearing from you. (Ask your supervisor or HR for the employee site password). **PS**

HEALTH & SAFETY

I can't breathe with a mask on..... I feel claustrophobic I can't work with it on, it gets in the way....

The COVID-19 pandemic has changed the way we work forever. Let me tell you, I have never washed my hands so much in one day ever, not to mention wearing this mask. Trust me, we feel your pain and have been working alongside you through these tough times. Try wearing a mask when you have a beard or a goatee, it catches and annoys to no extent. All the excuses in the world are being given by people as to why they do not want to wear a mask. In the end, wearing the mask is what the CDC is saying will reduce the spread of the virus. As part of our proactive safety, Pacific Air Cargo has been providing sanitizing pump stations and facial mask to all team members. We want to keep you safe at work so that you can return home to your loved ones without worrying. Here are some safety tips to remember when at work or outside of the home.



Boomer is leading by example

- Keep the 6ft social distance rule from non-family members.
- Wash, wash, wash your hands often (yes you need to use soap!)
- Wear a face mask outside of the home.
- Don't forget to exercise! Take your dog for a walk or your kids the beach but just get out and stretch those muscles.

We need you strong and healthy both at home and at work to make it through these trying times ahead.

Thanks for all the work, effort, and diligence you put into keeping our workplace safe. **KM**





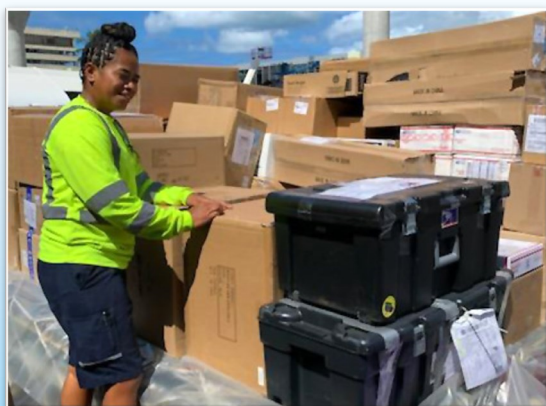
TEAM MEMBER IN THE SPOTLIGHT

Meet **JSantos Reynoso**, Customer Service Supervisor in LAX. In his own words: I was born in Torrance CA and raised in Inglewood CA. I graduated from Inglewood High school and got hired right after by Swissport cargo services. This is where I learned cargo ground handling. I was introduced to Pacific Air cargo by the very best, Jessie Villalobos, and got hired with PAC in 2011 and starting by helping build up freight and tie down the main deck pallets. A year later I moved into the office to work on customer service and manifesting the flight. I left in 2014 when PAC was re-locating and I worked in the medical field as a Biomedical technician for US Renal Care Dialysis until earlier this year. Then in Feb 2020, the opportunity came and I got re-hired back at PAC as a Customer Service Supervisor and a month later I flew to HNL for a management training when the opportunity to meet with some of our Pacific Air Cargo customers. I was very pleased to meet so many wonderful people in Hawaii.

I am a huge sports fan starting with the Los Angeles Lakers and the LA Dodgers. I got married in 2009 and my wife and I are the proud parents of a 9-year-old, a 4-year-old, and a 1-year-old. I come from a small family that started a new life here in Los Angeles, having immigrated from Zacatecas Mexico. Besides traveling to Mexico every year to visit family, in 2017 I took my family to Honolulu for the Memorial Day weekend. They loved it so much my kids keep asking me when we are going again and I told them, hopefully real soon. **JS**



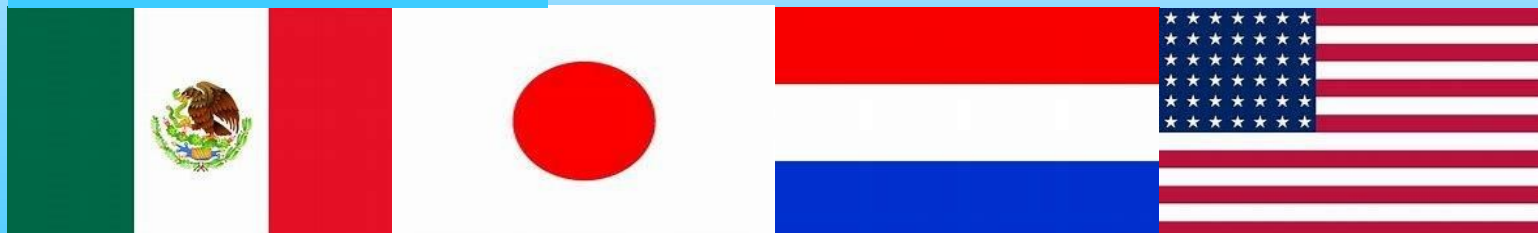
*JSantos Reynoso
Customer Service Supervisor in LAX*



Matile Savaiinaea preparing the mail for JAL to deliver to the marines

GETTING THE WORD OUT TO OUR TROOPS

Recently the United States Marine Corps deployed regiments of marines to Okinawa but Covid-19's impact on flight schedules from Hawaii to the Japanese island required some 'out of the box' thinking in order to get mail to these forces. JAL's Heeyoung Uehara San saw a solution right at her feet (downstairs) and reached out to PAC to fly the marines' mail to LAX where it would connect with JAL services, and eventually be routed to Okinawa. The first mail shipment arrived on the island before the marines themselves - a successful solution to the challenge. A second shipment will clear the mail backlog using this creative partnership between JAL and PAC.



TOP CARGO AIRPORT: HONG KONG



Top 25 Cargo Carriers 2018 - Scheduled FTK (m)										
Rank	+/-	Airline	2018	Y-o-Y %	2017	Y-o-Y %	2016	Y-o-Y %	2015	Y-o-Y %
1	0	Federal Express	17,499	3.8	16,851	7.2	15,712	-0.6	15,799	-1.4
2	0	Emirates	12,713	0.0	12,715	3.6	12,270	0.9	12,157	8.2
3	+1	Qatar Airways	12,695	15.4	10,999	19.3	9,221	20.4	7,660	27.7
4	-1	United Parcel Service	12,459	4.3	11,940	6.0	11,264	4.2	10,807	-1.2
5	0	Cathay Pacific Airways	11,284	5.2	10,722	7.8	9,947	0.1	9,935	5.0
6	0	Korean Air	7,839	-2.2	8,015	4.5	7,666	-1.2	7,761	-3.9
7	+1	Lufthansa (1)	7,394	1.0	7,322	6.4	6,878	9.0	6,309	9.7
8	-1	Cargolux	7,322	0.1	7,317	-0.9	7,384	7.2	6,888	-2.4
9	0	Air China	7,051	5.2	6,701	10.0	6,089	6.5	5,718	16.5
10	+1	China Southern Airlines (1)	6,597	6.9	6,174	4.0	5,939	10.9	5,355	13.1
11	-1	Singapore Airlines	6,491	-1.5	6,592	3.9	6,345	4.3	6,083	1.1
12	+3	Turkish Airlines (1)	5,890	24.6	4,728	29.9	3,640	n/a	n/a	n/a
13	-1	China Airlines	5,804	1.1	5,741	8.9	5,273	-1.3	5,343	1.5
14	-1	AirBridgeCargo Airlines	5,511	-0.6	5,543	12.8	4,914	20.8	4,069	25.3
15	-1	All Nippon Airways (1)	4,587	-4.6	4,810	11.5	4,315	12.4	3,840	-0.2
16	0	Atlas Air	4,553	0.8	4,515	n/a	n/a	n/a	n/a	n/a
17	+3	United Airlines	4,455	4.8	4,249	20.2	3,534	10.2	3,206	4.3
18	0	British Airways (1)	4,276	-2.0	4,364	6.0	4,117	1.5	4,055	-6.3
19	+2	Asiana Airlines	4,067	1.5	4,008	5.1	3,813	6.1	3,595	-2.7
20	-3	Polar Air Cargo	4,038	-7.8	4,378	4.0	4,211	0.6	4,186	32.8
21	+1	American Airlines	3,817	4.6	3,648	n/a	n/a	n/a	3,045	15.0
22	+1	Air France (1)	3,673	1.7	3,612	5.6	3,419	0.1	3,416	-10.7
23	+2	KLM (1)	3,604	0.0	3,603	1.1	3,564	-0.1	3,567	-0.7
24	0	EVA Air	3,580	-0.8	3,609	3.7	3,480	-7.4	3,757	-6.2
25	-6	Etihad Airways	3,471	-19.3	4,303	4.0	4,481	1.8	4,400	5.8
Annual Top 25 total			170,670	2.5	166,459	7.2	155,315	4.1	149,146	4.8

Source: IATA 2019 World Air Transport Statistics

Notes: (1) Includes figures from certain partner airlines

FLYING THE PAC BRAND IN HKG

During these uncertain times when the airline industry is confronting its greatest ever challenge, it takes a small, nimble carrier like Pacific Air Cargo to think outside the box and find new sources of revenue. While Hong Kong (HKG) is not strictly part of our territory, an opportunity presented itself to fly a weekly service from the world's leading cargo hub (by tonnage) to Los Angeles. After discussions with Kalitta to see how we could 'flow' the aircraft without impacting our normal schedule between LAX and HNL, and crew the aircraft, we found a solution. By consolidating the HNL to LAX service, we were able to free-up the backhaul flight on Saturdays and ferry our aircraft from HNL to HKG. To do this, we entered a partnership with Kalitta's GSA in Asia, Wallace Air, who sells the capacity. Our contract is initially through November 2020, shipping electronics, textiles, and PPE and operating HKG-ICN-ANC-LAX. TJ





INVESTING IN OUR FUTURE

We all know how important it is to have the right tools for the job, and tools that are in good working condition that get the job done, safely and efficiently, and which ensure that cargo entrusted to us is handled correctly. So we're happy to announce that PAC has invested \$1M in new Ground Support Equipment (GSE) for the second year in a row. Some of the GSE you will soon see includes: 75 Dolly Carts; 24 Baggage Carts; 1 Stair Unit; 1 Air Start Cart and 1 TLD Main Deck Loader. This significant investment is not simply about new GSE, it is also an investment in you, our people – in your safety and security, and ensuring that our company remains strong and competitive without undue reliance on outside organizations. **PS**



Main Deck Loader



Our newly sealed and expanded GSE staging area in HNL



Editorial Team: Paul Skellon, Henry Wu and Katherine Bocobo | **Contact us:** Walaau@pacificaircargo.com

