

WALA'AU

September 2020

BUILDING LONG LASTING PARTNERSHIPS THROUGH INTEGRITY & EXCEPTIONAL SERVICE

IN THIS ISSUE

Message from the CEO

Essential Services

New Organizational Structure

Milestones, Promotions and
New Hires

Industry News/
Leadership Corner

HR - Wellbeing

Warehouse Move LAX
New Management Offices HNL

Photo Contest

Safety Corner

FORTIFYING THE FOUNDATIONS FOR GROWTH

In these uncertain times for many businesses, the Pacific Air Cargo team feel fortunate to see some exciting opportunities for growth. The protracted impact of Covid-19 has ushered in changes to the way people shop, spurring massive growth in online retail sales and an increased appreciation of the ease and convenience of purchases shipped right to one's door. This is unlikely to change in a post-Covid world and is in fact forecast to continue to steadily grow. Our air freight industry plays a vital role in this and everyone of you on the PAC team play an essential role in today's e-commerce supply chain. This is also providing opportunities to grow PAC's business in addition to some other factors, like the significantly reduced freight capacity, and the steep increase in maritime shipping rates which improves our competitiveness.

To 'right size' for this future growth, we are making a few important changes to our management structure which we believe will enhance and streamline the service to our partners and also give the additional support to our managers, providing PAC with a solid foundation upon which to expand. In addition to promoting and recruiting for several new management roles, we are also making physical changes which began with the refurbishment of the upstairs offices in Honolulu and is now the new 'home' for the Executive Team. In the months ahead, we will also make some alterations to the ground floor offices and provide an additional reception counter, splitting domestic and international cargo handling to streamline the department, and offer an enhanced experience for our partners as well as our team.

It is of course much more about our team rather than our offices, so I wish to offer congratulations on behalf of Thomas and me to Kalani Mioi who is promoted to Director of Operations, overseeing operations at all stations serviced. Congratulations to Eugene Lealaitafea, who is promoted to Station Manager Honolulu and who will be assisted by Bryson Ka'ahanui who we welcome to the Hawaii ops. team in the new role of Assistant Station Manager HNL. Kevin Molale also moves up to the new role of Director of Safety and Government Agencies and will now be supported by a yet to be appointed person who will spearhead Security, Training and Audits; and Fred Spencer adds Customer Service Agents Relations to his current Government Affairs portfolio. Congratulations to each of you and thank you for accepting these new challenges and responsibilities.

So, as we look to the future, we will continue to seek company-wide opportunities that enhance our potential for growth.

I hope you share my enthusiasm for these positive developments and I am proud of you all for the great work you do throughout our organization that is enabling us to seize new opportunities as they arise.

Our new organization chart for Hawaii Operations, shown on page 3, will be posted in the Training Room and the latest version can always be found in the Library of MYPAC, the website employee portal.

Stay Safe & Well — TJ



YOU ARE ESSENTIAL

During this global Covid-19 pandemic when 'lockdown' or 'stay-at-home' ordinances are in force, certain industries, professions, and services are deemed by government to be essential to maintaining the vital services and infrastructure that we all depend upon. As you are aware, air cargo is one such 'essential service', so each of you is playing a very important role in helping to keep the communities of Hawaii supplied with fresh produce, medical supplies, medicines, PPE, hand sanitizer, and much, much more. While Oahu was put under a second 'stay-at-home' order in late August, and non-essential businesses were ordered to close, more people turned to online shopping, a convenience which will likely remain part of our way of life long after Covid-19 has passed.

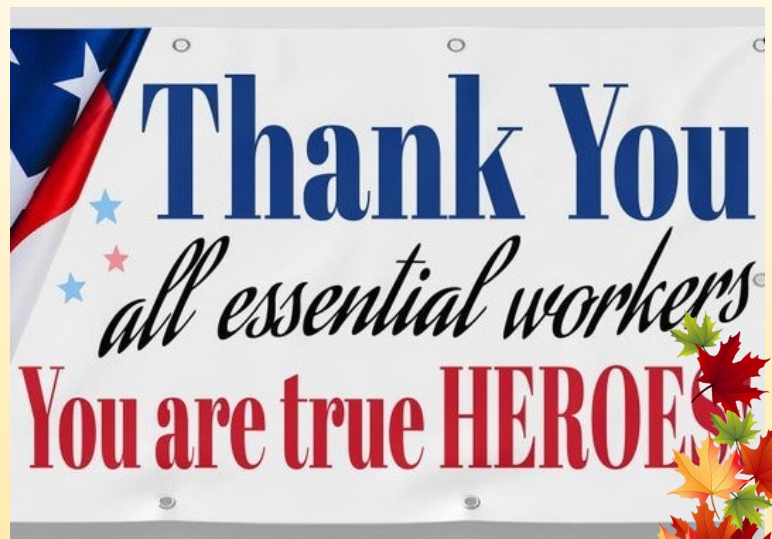
other essential frontline workers like doctors, nurses and first responders. So please be proud of your contribution, and don't forget to carry your Essential Critical Infrastructure Worker letter with you when traveling to and from work. The penalty if caught without it could prove very costly. Stay safe! **PS**



Some of the Honolulu Warehouse Team



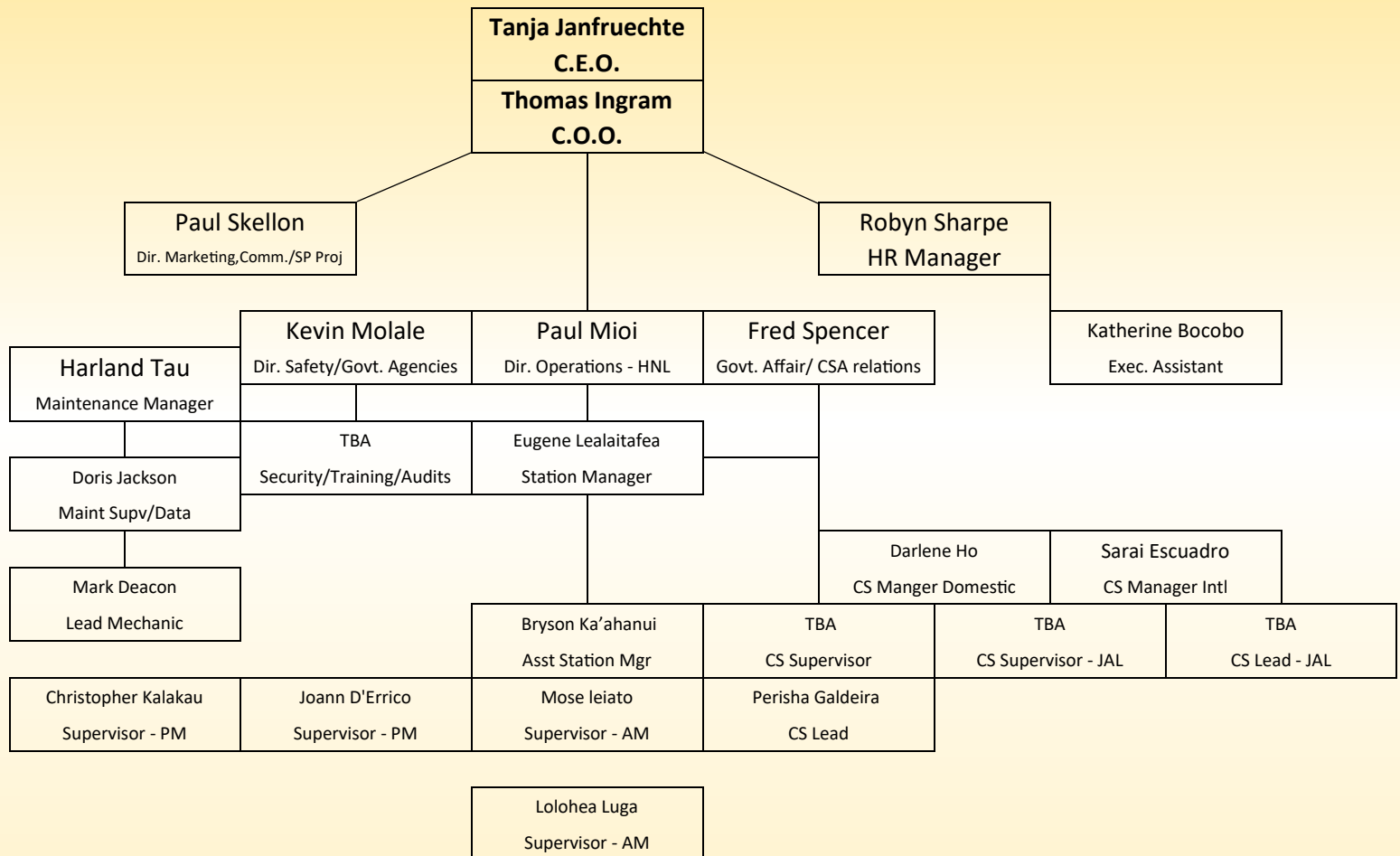
The Maintenance Manager Lends a Hand



This new e-commerce reality is one of the key drivers of our growth at Pacific Air Cargo and it has turned our business into an around the clock operation. The work you all do here at PAC is an essential link in the chain of providing vital services to our local communities and to



ORGANIZATIONAL CHART—Honolulu Operation



"One person can be crucial on a team, but one person cannot make a team"

"Show me your team and I'll tell you your future"

"Always do more than is required of you"



MILESTONES, PROMOTION & NEW HIRES

Milestones

- Thomas Ingram celebrated 20 years
- Paul (Kalani) Mioi celebrated 20 years
- Harland Tau celebrated 20 years
- Kevin Molale celebrated 19 years
- Darlene Ho celebrated 15 years
- Eugene Lalaitafea 15 years
- Jim Parton celebrated 15 years.
- Jessie Villalobos celebrated 15 years.
- Maggie Perez celebrated 10 years.
- Paul Skellon celebrated 6 years
- Fred Spencer celebrated 1 year

New Hires HNL: August (Ramp Agents) E Komo Mai

- Andrew Rams
- Tereell Boone
- Rolden Asta
- Shane Farias
- Mitchell Ligsay
- Aaryn Suan
- Stansen Wong
- Donald Urita

Anniversaries

August

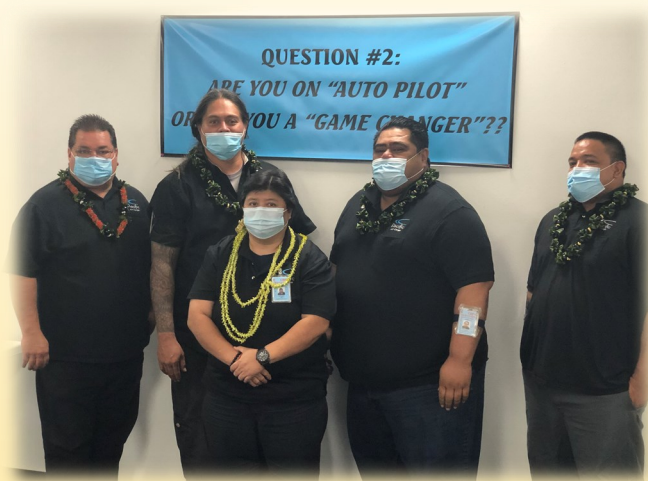
- Michael Huls 6 years (Lead Ramp Agent)
- Jordan Liilili 4 Years (Lead Ramp Agent)
- Zachary Ho 2 Years (Ramp Agent))
- Koleen Bringas 1 Year (Ramp Agent)
- Lilo Michael Aliivaa 1 Year (Ramp Agent)
- Stevenson Paradeza 1 Year (Mechanic)

September

- Lanto Namto 8 years (Lead Ramp Agent)
- Gold Kiotak 8 years (Ramp Agent)
- Aifua Augafa 1 year (CSA)
- Mafutaga Galeai 1 year (Ramp Agent)
- Kaimana Walters 1 year (Ramp Agent)
- Kaulana Walters 1 year (Ramp Agent)
- Clement Chong 1 year (Ramp Agent)
- Jude Ngiramdelmang 1 year (Ramp Agent)



Tom, Darlene & Gene



Tom, Harland, Darlene, Gene & Kalani

INDUSTRY NEWS

Virgin Galactic is making strides toward its goal of creating high-speed commercial aircraft that operates a little closer to Earth than its existing passenger spacecraft. The company revealed the initial design of the commercial passenger airplane it is creating that's designed to fly at speeds in excess of Mach 3 — faster than the average cruising speed of just below Mach 2 that Concorde achieved.

This concept design comes alongside a new partnership for Virgin Galactic, by way of a memorandum of understanding that the company signed with Rolls-Royce, one of the world's leading aircraft engine makers. Rolls-Royce was also responsible for the engine of the Concorde, one of the only supersonic commercial aircraft ever used for passenger travel.

Virgin Galactic announced in May that it would be partnering with NASA to work toward high-speed, high altitude point-to-point travel for commercial airline passengers. The plan is to eventually create an aircraft that can fly above 60,000 feet (the cruising altitude of the Concorde) and carry between 9 and 19 people per flight, with a cabin essentially set up to provide each of those passengers with either Business or First Class-style seating and service. One other key element of the design is that it can be powered by next-gen sustainable fuel for more ecological operation.



Virgin Galactic Mach-3 Artist Rendering

American Airlines says it will lay-off or involuntarily furlough 19,000 employees as of October 1 unless the airline industry gets more help from Congress. The world's largest airline, which had 133,700 employees heading into this year, says it will need to reduce headcount by "at least" 40,000 employees. It said that 12,500 had agreed to leave the company with early retirement or 'buyout

packages' and another 11,000 had agreed to voluntary furloughs for October.

"Even with those sacrifices, approximately 19,000 of our team members will be involuntarily furloughed or separated from the company on October 1, unless there is an extension of the federal help," according to American's CEO Doug Parker.



American Planes parked at Tulsa

Prime Air's fleet is set to grow to about 200 planes, up from 42 now, over the next seven or eight years, according to a study published by Bloomberg News, creating an air cargo service that could rival United Parcel Service Inc.

"At a time when many other airlines are downsizing due to the pandemic, Amazon's push for faster and cheaper at-home delivery is moving ahead on an ambitious timetable," said the report issued last month by DePaul University's Chaddick Institute of Metropolitan Development. "Amazon Air's robust expansion makes it one of the biggest stories in the air cargo industry in years."



Prime Air B-767 Fleet

INDUSTRY NEWS

Cargolux has updated the livery of one of its Boeing 747-8 freighters to include a surgical mask on the nose cone

The paint scheme is intended to highlight the “airline’s commitment to the fight against Covid-19”, Cargolux stated.

It also features the words “not without my mask” on the side of the fuselage.

The Luxembourg-based carrier unveiled the new livery on the B747-8F (registration LX-VCF) on August 23. **PS**



Cargolux Plane with Mask

ONE is better than one

Marvel’s The Avengers, featuring Iron Man, Captain America, the Hulk, and Thor is not just inspiring for the comic’s fans. There’s a huge lesson about teamwork you might not have paid attention to. Not just teamwork – but the value of teams themselves.

The Avengers’ lesson is that **ONE is better than one**, meaning that one team is better than one person. It is universally different from five people versus one person. A group of five can probably accomplish more than one person alone, but it’s when those five people work together as a team when the magic happens.

The hard part is making those five individuals put their egos aside, trust each other, and act as a team. Captain America and Iron Man have a pretty different view of the world, and compromise doesn’t come easy. But they respect and trust one another despite their disagreements, and they can see the value the other brings to the table. The abandonment of ego is what allows you to become part of a whole that is greater than the sum of its parts.

When you’re part of a team, a truly cohesive unit that functions with a single purpose, you can accomplish wonders.

Teamwork is one of our main traits on how we get the job done here at Pacific Air Cargo. We work as a Team and we back each other up like Ohana. This is how we best service our Customers, our people and individual communities. Team Work!!! **EL**





WORKPLACE WELL-BEING

This month we'd like to share a few thoughts on Workplace Well-Being - the ability to pursue your interests, values, and purpose in order to gain meaning, happiness, and enrichment professionally.

Here are some of the key skills you need for workplace well-being:

- Maintaining Work-Life Balance
- Finding Your Purpose

Because we spend so much time at work, building our workplace well-being has a big impact on our overall well-being.

To develop our workplace well-being, we need to build skills that help us pursue what really matters to us. This can include building professional skills which help us to advance more effectively, but it also includes things like living our values, adopting healthy practices and maintaining work-life balance. These skills let us enjoy our work more, helping us to stay focused, motivated, and successful at work. When we have developed workplace well-being, our work, and therefore each day, feels more fulfilling. Keep in mind, it takes time and effort to build any new skill set — that includes well-being skills. It is important to be realistic with yourself about what you can reasonably accomplish in a given amount of time. Having unrealistic expectations can lead you to give up before you have reached your well-being goals. So it's key to create a realistic plan for your well-being, stick to it, and take small actions every day that add up to big improvements up over time. Try to include a little exercise every day – go for a brisk walk with a co-worker during your break; stretch and warm-up before your shift, especially if your job involves lifting and other physical activity; drink plenty of water throughout the day, it helps with fatigue and will also reduce the chance of muscle injury and your urge to snack.

- Stay positive.
- Look at the glass as half-full.
- Continue to be thankful daily.
- Look for the good in all of your co-workers, managers, customers.
- Strive to exchange pleasantries daily.
- Maintain professionalism at all times.

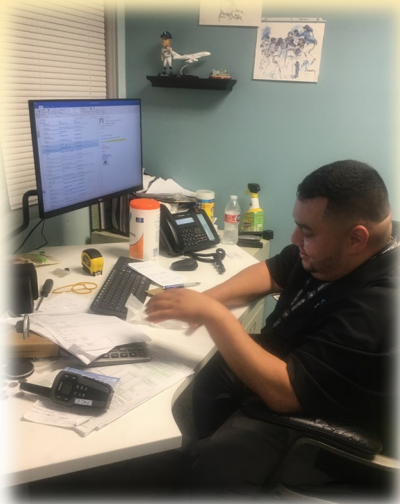
Good luck and be well!

RS – (Cit. Psychology Today, Jan 2, 2019)

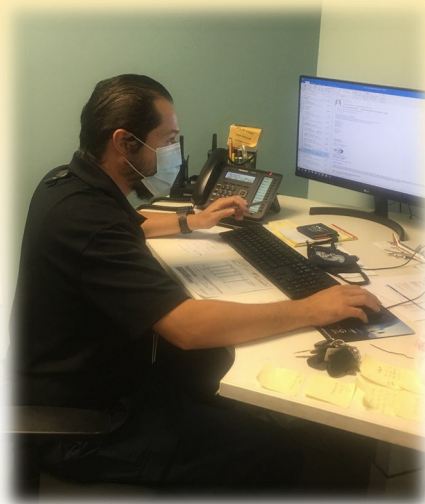




WAREHOUSE MOVE AT LAX & NEW MANGEMENT OFFICES HNL



Jessie Villalobos
at the new LAX Warehouse



JSantos Reynoso
at the new LAX Warehouse



Tom Ingram (COO) at new HNL Executive Offices



FedEx Ground, Bloomington CA, Pizza Party Offered by PAC



Jordan Baguio
(#1 In-House Office Decorator)



PHOTO CONTEST

Thanks to everyone who entered our photo contest. As you can see here, there were some very creative entries which presented our CEO-Chief Judge, Tanja, with some tough choices. All entries were presented to Tanja without the entrant's name attached to their photos.

The beautiful winning photo of Ke'ehi Lagoon was taken by Anne Lovejoy, LAX Corporate Assistant/Accounting, during a visit to Honolulu. The runner-up entry 'Gal on a Swing' is by Lolohea (Lofi) Luga (HNL Supervisor), and tied in third place are 'Driftwood' by Katherine Bocobo (HNL Executive Assistant) and 'Precious Memories' by Catherine Arcayena (HNL Customer Service Agent).

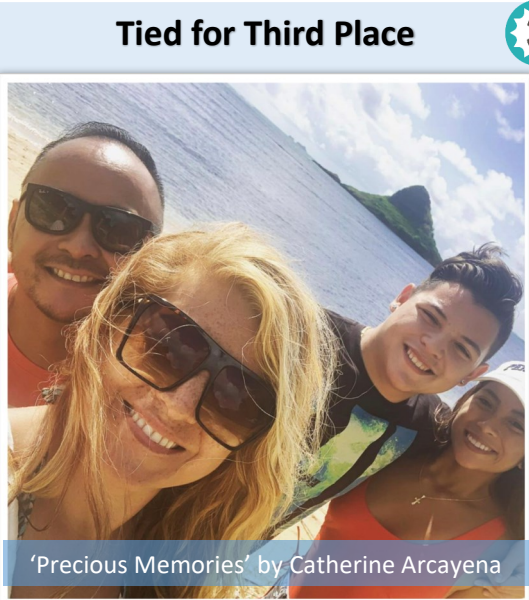
Congratulations to all our winners who will receive family passes to visit 'our giraffes' at the Honolulu Zoo, and Anne in LAX will receive a nice gift card. PS



Winner: Photo of 'Ke'ehi Lagoon' by Anne Lovejoy



Runner-up: 'Gal on a Swing' by Lolohea (Lofi) Luga



Tied for Third Place

'Precious Memories' by Catherine Arcayena



'Driftwood' by Katherine Bocobo



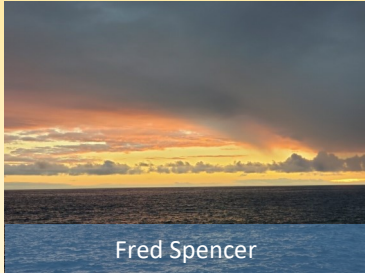
MAHALO TO OUR OTHER PHOTO CONTRIBUTORS



Aaron Hirayama



Aaron Hirayama



Fred Spencer



Fred Spencer



Jeff Nakasone



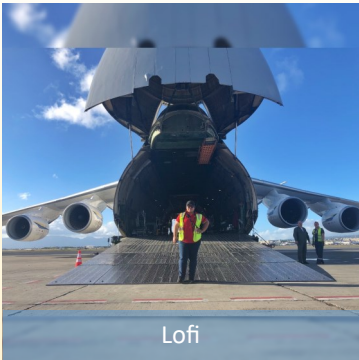
Catherine Arcayena



Fred Spencer



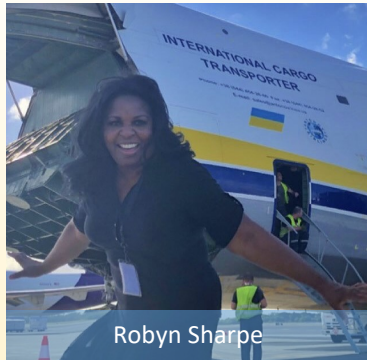
Fred Spencer



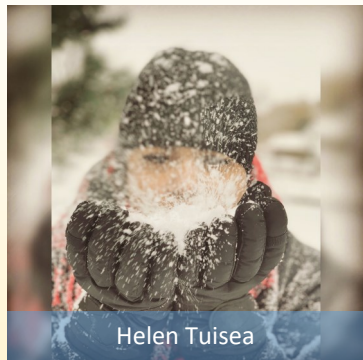
Lofi



Alton Birgado



Robyn Sharpe



Helen Tuisea



Jim Parton



Michael Huls



Paul Skellon



BEAT THE SUMMER HEAT AT WORK

Team, with us deep into summer, the heat has been tough some days on us. When the trade winds disappear in the islands the weather becomes extremely hot, humid, and muggy. This is when our bodies tell us things like, I'm thirsty, I'm overheated, and I need a break. We need to listen to our bodies to avoid things such as heat exhaustion and heat stroke.

Below are 10 tips on how to take care of ourselves and fellow Team Members.

- Stay hydrated. Drink plenty of fluids—drink about 16 ounces before starting your shift, and 5 to 7 ounces every 15 or 20 minutes.
- Avoid dehydrating liquids. Coffee, tea, and caffeinated soft drinks can harm more than help. Alcohol of course is a definite no-no in the workplace.
- Wear protective clothing. Lightweight, light-colored and loose-fitting clothing helps protect against heat. Change clothing if it gets completely saturated.
- Pace yourself. Slow down and work at an even pace. Know your own limits and ability to work safely in the heat.
- Take frequent water breaks. Take time for rest periods and water breaks in a shaded or air conditioned area.
- Use a damp cloth / towel. Wipe your face or put it around your neck. Make sure that it is clean and sanitized before using. Do not share your towel with others.
- Avoid getting sunburn. Use sunscreen and wear a hat if working outside. Long-sleeve company Hi-Viz shirts offer protection and still allow the body to cool.
- Be alert to signs of heat-related illness. Know what to look for and check on other Team Members that might be at high risk.
- Use hand sanitizer. With the threat of Covid-19, it is recommended to always sanitize prior to touching your face if you have been in contact with others, or handling cargo.
- Eat healthy meals. Eat fruits high in fiber and natural juice. Avoid high protein and high calorie foods.

Keep safe, cool and well-hydrated while at work to avoid getting sick. Remember, always keep your mask on even if you are hot. We are trying to keep you safe and prevent the spread of Covid-19 in the workplace. Be Cool! **KM**

Above All Else

STASAFE

No Blame | Confidential Safety Hotline

(808) 834-6159

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

Join us on Facebook  Instagram  and LinkedIn 

Page 11 | September 2020 | Pacific Air Cargo