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INTERNATIONAL WOMEN'S DAY

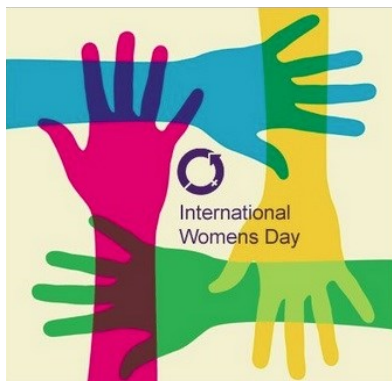
International Women's Day is a global day of celebrating the social, economic, cultural, and political achievements of women. Here at Pacific Air Cargo, women have always been special, from Beti Ward, our Founder back in 2000, to the current day with our charismatic CEO, Tanja Janfruechte.....and all the many multi-talented women and working moms across our organization, past and present. In recent years, the number of women working at PAC has grown to be thirty percent of our workforce. We salute you all! **Paul Skellon**



Maggie Perez, Tanja Janfruechte, Katherine Boccobo & Boomer

CONGRATULATIONS TO DARLENE

Darlene was recently awarded the Regional Employee of the Year by Kyle Bartholomew of Alaska Airlines Cargo. Pacific Air Cargo HNL was commended for consistent outstanding performance while servicing Alaska Airlines air cargo customers. Kudos to our customer service crews for a job well done!!



PEAK IN REVIEW

Aloha Team. The 2020 peak season will go down in the record books. I would like first to start with a great big Mahaaaaaloo!!! to all who assisted with, support with, came to see with, cooked with and gave a hug with. These very important things are what help us all get through a tough season ending. Please reach out to your families, significant others, and spouses and give them the highest high 5 possible and say thank you for understanding the long hours you all had to endure during the peak season.

Pacific Air Cargo looks forward to Peak as part of our year-end heavy earnings, like so many companies. With all the safety standards and health guidelines we all had to abide by, it has made this peak a much more difficult one by far. Trying to break down co-loads and unload Amazon Uld's must be so difficult wearing a mask and sweating at the same time. Thank you for understanding that this is something that had to be done to protect everyone from this very unforgiving virus.

Thank you to the food prep folks for preparing and making sure we all had something to eat from time to time. We look forward to better preparing for more *day of crew* meals for the next peak season.

I would like to thank our great CEO (Tanja) for enabling me to obtain some of the much-needed equipment this year to make our season a little bit easier to work. And of course, thank you to our maintenance team, Harland Tau (Manager) and Doris Jackson (Shop Supervisor) for keeping everything up and running and for making maintenance into a well-oiled machine, back there in the SHOP. Customer service!!!! *The front of the house* - great job at answering the call, keeping everyone informed and in tune, thank you.

Lastly, a great Mahalo to the management team throughout our system. Long hours, long days, THANK YOU!! We look forward to better planning, better earnings, and a healthier tomorrow. **COO—Thomas Ingram**



ADDING A SEVENTH FLIGHT

I am proud to announce that for the first time outside of our peak season, PAC will be operating seven flights a week during March and early April. The additional Saturday evening one-way flight comes as a result of an opportunity presented by APA that allows us to help support one of their weekly westbound flights. This additional flight also bolsters our ongoing efforts to offset the decrease in eastbound volumes due to the loss of trans-shipped cargo from Asia and South Pacific, following the suspension of passenger services due to Covid-19. This new flight will create additional work for all departments, including our accounting department, so a big thanks to you all for remaining flexible during this time of ongoing change. **CEO—Tanja Janfruechte**



PAC UNVEILS NEW HI-TECH WEBSITE

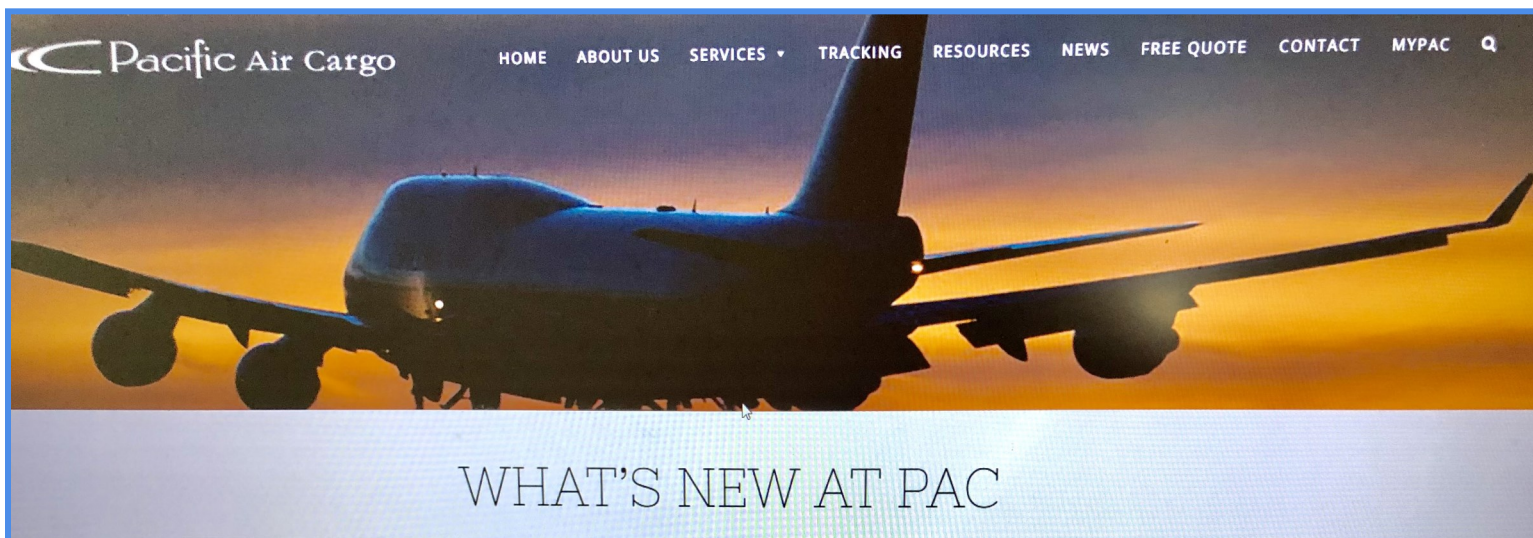
February saw the unveiling of an entirely new Pacific Air Cargo website comprising all the very latest behind-the-scenes, or backend technologies to provide our customers and partners with the modern tools to make shipping with PAC the most user friendly and efficient experience possible. Building this beautiful new site has taken many weeks and a lot of different resources and skillsets. That necessitated contracting a specialized digital marketing partner, Honolulu-based Covert Communication, which designed and built the website platform, adhering, at all times, to current industry 'best practice'. Sourcing the spectacular imagery took several months, since to obtain the high resolution of imagery that we wanted, meant first finding the desired images, then tracking down each of the photographers from different parts of the world, and negotiating to buy the rights. You will see at the bottom of the NEWS page that we have acknowledged each contributing photographer, as well as the videographers.

A modern, hi-performing website like ours supports a number of important objectives. As Tanja explained in the January issue of Wala'au, this year is all about growing our business, so it was important that we provide the modern tools to facilitate and support that growth. A website is not simply a repository of information, it is also our trading platform or storefront where customers can request a free quote, obtain all the relevant shipping information and the specialized forms required, and also book and track their shipment. Our goal in the months ahead, is to launch a fully automated tracking and digital advisory service, much like the gold standard offered by Amazon. Our customers will know exactly where their shipment is at any given moment, when it is scheduled to arrive, and when it has arrived.

Now with the initial technology in place, we are beginning our first ever truly strategic digital marketing campaign, designed to build awareness of our brand and our services, and to drive traffic to our website where we hope they will increasingly book online. Our friendly Customer Service Agents will of course always be there to promptly answer additional questions, and to assist in every way possible. The goal is to provide exceptional service at every touchpoint along the customer's journey with PAC. An important feature of the new technology is that we will be able to better target potential new customers and measure their activity in the online environment. This will allow us to refine our marketing strategies, and not waste resources where they do not yield results.

In the months ahead, you will see a coordinated marketing campaign being rolled out across different social media platforms such as Facebook, Instagram and LinkedIn. You will also see our remarketing ads pop up frequently during your Google searches.

While we were at it, we 'cleaned-up' the MYPAC portal and added two new features, one to advertise job opportunities the other to help our New Hire Team Members, as they come on board. For those of you already On the Team, your exclusive access remains unchanged, viewable only by you, and your go-to place for the most up to date versions of the PAC Employee Handbook, company Policies, and Procedures, news and of course all the back issues of Wala'au. As you will appreciate, a website is a 'living' thing, constantly reinventing, and updating itself, so please take a tour of your new website. We welcome your comments and suggestions. **Paul Skellon**



MARCH 2021 INDUSTRY NEWS - Part 1



Boeing Lost Record \$11.9 Billion in 2020

Boeing closed out its worst year ever financially, losing a record \$11.9 billion, with an \$8.4 billion loss in the fourth quarter as the pandemic undercut demand for planes, and the Chicago-based company announced another costly delay to its new large jetliner designed for long-haul flights.

Most of Boeing's troubles over the past two years have swirled around the troubled 737 Max. However, the biggest piece of the fourth-quarter loss reported Wednesday was a pretax charge of \$6.5 billion tied to a different plane, the bigger 777X (left).

Orders for new Boeing jets have tanked in the past two years, first from the worldwide grounding of the Max after two crashes that killed 346 people, then from a pandemic that devastated the airline industry. In the

last few months, production flaws have halted deliveries of the 787, which Boeing calls the Dreamliner.

United Airlines Announces New Routes to Hawaii



United Airlines will launch a new route connecting Honolulu with Orange County, California, beginning May 6, the airline announced in February.

The nonstop flight will join the airline's previously announced routes between Chicago and Kona and between New York/Newark and Maui, which are slated to begin on June 3.



AIRBUS Seeks ETOPS Approval for BelugaXL

Airbus is to seek extended twin-engined operations (ETOPS) approval for the BelugaXL outsize transporter, in order to support commercial services involving overwater flights.

Three BelugaXLs, based on the A330, have been built, the most recent introduced in October 2020. Another three will be manufactured, the last two of which will have 180min ETOPS approval, according to BelugaXL chief engineer, Pascal Vialleton.

Transair adds B737-400F to Fleet



Hawaii-based **Transair** is expanding its fleet with the addition of its first B737-400 freighter.

The carrier currently operates a fleet of five B737-200F freighters; this order will represent the first B737-400SF freighter for the company.

The aircraft (MSN 25104) will commence modification in June 2021 and work will be performed by the authorized AEI Conversion Center, Commercial Jet, in Dothan, Alabama.

AEI's 11 pallet position B737-400SF shall provide Transair with up 21 tonnes of payload and a Ancra cargo loading system capable of carrying multiple ULDs.

MARCH 2021 INDUSTRY NEWS - Part 2

QANTAS Delays Restart of International Flights Until Late October



QANTAS expects to gradually resume regular international passenger flights by the end of October — about four months later than it had previously projected. The Australian carrier states that the new timeline “aligns with the expected timeframe for Australia’s Covid-19 vaccine rollout to be effectively complete”.

Air New Zealand Mulls Wide-Body Fleet Amid Heavy Losses



Air New Zealand will take no new aircraft before July as it eyes “opportunities to adjust” its future widebody fleet, including reducing the number of Boeing 777-300ERs and delaying 787 deliveries. The Star Alliance carrier also warns of a “significant loss” for its financial results for the year ending 30 June, amid a “large degree of uncertainty” surrounding demand recovery. One bright note was a more than 90% increase in cargo revenue over the past six months.

Paul Skellon

SAFETY CORNER—IN CASE OF FIRE

Team, March is fire protection month at the airport and it is our task to ensure that ALL employees know what to do in the event of an actual fire at work.

How many of us know where the fire escape plans are located or where you can find the fire extinguishers? It is your duty to make sure YOU know where the nearest one is located and where the meeting spot is Located.

This month we will have a surprise fire drill to test and inform all employees’ process. This will also help us gauge where we are at and how prepared are we.

So brush up and get prepared. **Kevin Molale**



CUSTOMER SERVICE WELCOMES NEW TEAM MEMBERS

PAC:

Germaine Francisco – Germaine has been with us since January. She is a local girl (born and raised) and when she isn't working at PAC she is a caregiver for a family member. She also works as a model for car clubs and music videos! Welcome Germaine!

JAL:

Natsuko Muranaka – Natsuko was born and raised on Oahu so she is a "da kine Island Girl"!! Natsuko is a Muay Tay (kick boxing) aficionado and has four dogs – two great Danes and two rottweilers (she is known as the dog whisperer of Pacific Air Cargo – Honolulu)! Welcome to Natsuko!

Anthony Tom-Makue – Anthony was born and raised in Wahiawa here on Oahu. When he isn't working, he loves to fish and enjoys photography and graphic design. He also referees soccer! Please welcome Anthony when you have a moment.

Gino Doles – Gino was born in the Philippines but grew up on Oahu, so he is a local. He is an avid reader and a gamer (his favorite game is League of Legends). Please welcome Gino when you have a minute!

Fatu Malaki – Fatu is a "girl" dad! Fatu comes from an extensive aviation background and has a great sense of humor. Welcome Fatu!

"Sera" Yaguang Lu – Sera comes to us from Canada! A former flight attendant, she is currently training to be a pilot. We wish her the very best in her studies. Welcome Sera!

OTHER NEW HIRES IN FEBRUARY & MARCH

Corporate

- Elizabeth Nakata – Human Resources Generalist/Admin

Ramp/Warehouse Agents

- Ethan Cabatic
- Sione Motuliki
- Alban Jed Rueda
- NaikaokalaniKahawai-Javonero
- Shadracc Talaimatai
- Uinise Aholelei
- Oiakeewe Wilcox
- Dan Kamram

- Marvin Sabillo
- Samuel Macadangdang
- Eddie Tukumoeatu
- Joerel Talisoa
- Drashun Rivers
- Noelani Maglinti
- Rocco Grinnage
- Tianna Mann
- Jeremy Walter
- Winfield Mike
- Tiana Lama
- Bobby Jibas

Maintenance

- Reginald Knowles II – Mechanic Helper



ANNIVERSARIES & PROMOTIONS

ANNIVERSARIES

LAX

Corporate

- James Parton (16 years)
- Reynoso Santos (1 year)

HNL

Corporate

- Eugene Lealaitafea (16 years)

Ramp

- Matile Savaiinaea (4 years)
- Andrew Damaso (1 year)
- Connie Tumanuvao (1 year)
- Krysta Bocoboc (1 year)
- Ronson Cominella (1 year)

CSA

- Randi Sherwood ((2 years)

PROMOTIONS

Leads

- Preston Faavesi – Amazon Lead
- Nicholas Helsham – Amazon Lead

Administration

- Tuiomanu Matautia - Human Resources Recruiter

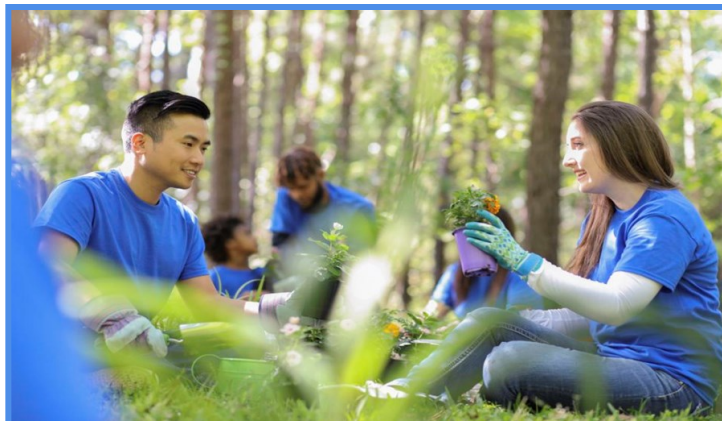
PAC SUPPORTING THE ENVIRONMENTAL EARTH DAY 2021

Earth Day is an annual event celebrated around the world, and in 2021, it will be held on **Thursday, April 22**. Earth Day is meant to demonstrate support for environmental protection through events coordinated by the Earth Day Network in countries all over the world. Whether it's changing your diet for a day or shrinking your carbon footprint, there are many ways to participate in Earth Day.

Food for Earth Day

Earth Day is less about celebratory foods and more focused on the food we eat often. You can celebrate Earth Day by being cognizant of what you are eating and how it impacts the environment.

Eating food that is locally grown is a great way to not only help the local economy and farmers, but also contribute to decreasing pollution from transportation. Locally grown products are also fresher because they don't have to travel as far. Eating in-season produce is another way to be more eco-friendly in your dietary choices. You can also try going to a vegan-friendly restaurant that uses only plant-based products. No matter what you eat, make sure you are aware of the most eco-friendly things at the grocery store, and the least friend eco-friendly items.



Recently, PAC was asked to support filming of the third episode of a documentary film on the impact of climate change, and specifically sea-level rise here in Hawaii. Many of you were working on those days when **Green Island Films** were shooting out on the ramp and in the hangar. This third episode which will showcase Pacific Air Cargo's important role in the food chain for Hawaii will air on **Hawaii News Now** on Earth Day. Look out for it, you might just have a starring role!

(Teasers for the first two episodes: <https://www.youtube.com/watch?v=cHImj8i2Fwg>
<https://www.youtube.com/watch?v=1p1DRaBXSHk>) **Paul Skellon**



Amerijet B767F Annual ETOPS Re-Certification Flight Handled by PAC HNL

PAC SUPPORT IS TURNING LIVES AROUND



After 40 months, he finally made it!! Baxter graduated last month and is already employed and has found a place to live. His vocational training in the fencing department brought him a long way and is now doing what he was trained to do. His level of commitment got him this far and it is a shining example of a successful Habilitat 'graduate' and Pacific Air Cargo congratulates you, Baxter!

Congratulations!

FOUR PASSENGERS EAT 66 POUNDS OF ORANGES TO AVOID \$46 IN FEES



Four passengers ate 66 pounds of citrus fruit at a Chinese airport to avoid paying extra airline fees.

The four men recently gobbled 66 the huge stash of oranges in about 30 minutes at a Kunming airport after attempting to bring a giant box of fruit back home from a business trip in the Yunnan Province in late January.

I'VE DECIDED I'M NOT OLD.



I'M 25, PLUS SHIPPING AND HANDLING!



Anne Lovejoy retires after many years with PAC, Katherine Boccobo promoted and moves to LAX to join the Admin/Accounting Team



Aaron Hirayama (Ramp Agent) and Jonathan Borst (Maintenance) 1 year perfect attendance, \$200 in gift cards

WELLNESS & WELLBEING



Spring is right around the corner and we want to encourage everyone to stay healthy and safe. Continue to practice social distancing in the workplace, keep your distance the best that you can, wash your hands regularly and always wear your masks.

The state of Hawai'i is currently vaccinating Phase 1B which includes frontline essential workers: first responders (e.g., firefighters and police officers), corrections officers, food and agricultural workers, U.S. Postal Service staff, manufacturing workers, grocery store employees, public transit workers, and those who work in the education sector (teachers and support staff members), as well as childcare professionals.

Our team members are considered to be Phase 1C - workers in transportation and logistics – so the opportunity to receive a vaccination is right around the corner. When we are notified, we would like everyone to take advantage of the opportunity to get vaccinated right away. The Department of Health is antici-

pating that it might be as early as mid-March. You can then contact your insurance carrier to make an appointment.

STOP PRESS—Vaccines have arrived. For appointments check notice boards, MYPAC—Team Notices, or contact Kevin Molale or HR

We encourage you to continue to take care of yourselves and look out for each other by following social distancing protocols.

Warmest Mahalo and Happy Spring! **Robyn Sharpe**

WELCOME ELIZABETH

Pacific Air Cargo is delighted to welcome our new Human Resources Generalist/Administrative Assistant to the team! Elizabeth Nakata comes to us from the Wine Industry. A pre-med major, Elizabeth was educated on the mainland (Nebraska), worked in northern California in Wine Country and is an expert connoisseur of fine wines, including Cabernets and Zinfandels.

When she is not working, her hobbies are being outdoors – she loves soccer, running and is a former certified personal trainer. Elizabeth says she loves the energy that her new team members have displayed; she enjoys the fast pace and says that everyone embodies a feeling of transparency that makes for an upbeat and pleasant work environment. Mahalo Nui Loa Elizabeth! We are thrilled to have you on board! **Robyn Sharpe and the PAC Management Team**



WE WANT TO HEAR FROM YOU



Have a picture, a story, or an announcement you would like to share in the next issue of The Wala'au? Contact Paul, Katherine, or email us at walaau@pacificaircargo.com



PRESENTED



6TH Annual Radiothon for St. Jude Kids



Thursday, February 25

Friday, February 26

Mahalo to our Sponsors & Listeners!

We raised over **\$41,000** for the kids of St. Jude



WE WON'T STOP!



D. SUEHIRO ELECTRIC, INC.

