



WALA'AU



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LOOKING BACK TO MOVE FORWARD

Happy Anniversary Team!

As we celebrate 23 years in service, it seems most appropriate to be looking forward, while building upon the past. Winston Churchill believed that “the longer you can look back, the farther you can look forward.”

Reflecting on the past: In our fast-paced industry, we race ahead to the next challenge before the dust settles on the previous one. This seems logical in our nonstop workplace but let’s take a look at why it may be a good thing to bridge the past to the future.

You may hear from time to time someone on your team, or management say, “Let’s keep our legacy going”. Our founder established an idea so clear and compelling that it allowed Pacific Air Cargo to grow from carrying 100,000 pounds a week to almost 2 million pounds a week! It’s important that we understand the meaning of a legacy, as we continue to move forward. And we do that by honoring our past and revisiting our current culture that is very important, especially when the culture of PAC is so important for success. PAC was built on integrity, respect, servicing our partners above and beyond, establishing long partnerships, and in Beti’s words – NO WHINING! Hence our company mission statement: **“Building long-lasting partnerships**

through integrity & exceptional service.” I believe It’s important to reflect on what helped make us one of the best cargo companies in the world and continue those characteristics as we move ahead, while keeping the promise of our mission statement year over year.

Twenty-three years ago Los Angeles worked out of a borrowed conference room and Honolulu worked out of a parking lot. Many of the current team including Tom, Kalani, Harland, Kevin and Felu worked under those conditions. Wonder why any of these guys don’t whine? There was no 111 Ke ehi place 70,000 sq. foot warehouse at the time-there was a 50 X 50 parking lot with beating sun overhead while moving 250,000 lbs. of cargo a day as a team, as one – and with awesome energy!

Looking Ahead: Another important part of reflecting on the past is to identify what we could have done better or differently than in the previous year. This helps us continue to grow as a team and grow in the marketplace. There are so many great foundations that were laid down but now, 23 years later, they need some improvement – whether for the purpose of efficiency, safety, knowledge, or communication.

Story continues next page.....

Learn from the past.

Look to the future.

Embrace the Present.

- **Training** is on top of our list! We are going to also really focus on training this year, and in the years to come. I'm excited to announce we will be bringing in professional trainers for both knowledge and awareness training. I'm very excited about this – as education and learning have always been an “ongoing” focus at PAC. We are also in the process of adding another member to our in-house training department, led by Kevin and Jonnalyn, to offer more evening classes. Together, our outside training and in-house training team will be another tool to further grow and provide support for our team. This is one of our biggest focuses in 2023.
- **Charter Opportunities:** Again, learning from the past - we recognize when charter opportunities are available. Christian is now part of the charter sales team and is helping to expand that program. We have already flown additional flights to Samoa, Kona, and Anchorage. I'm excited to resume our charter service and to further grow that revenue stream again.
- **Technology:** This also remains a huge focus for us. Earlier this month, we switched to TEAMS, bringing PAC up to date with a more advanced in-house platform. We will continue to build on our tracking platform and further automate reports for our sales & operational departments to help identify areas that need our attention. Automating reports will also save time from having to do this manually and take away from what we love - sell, create solutions for our customers, etc. To the Human Resources Team, your time juggling and generating reports with recruitment and processing new hires is not forgotten, and this will be part of this automated process very soon!

Many of us started our career at PAC and those opportunities are still available here and will remain available. The culture at PAC still needs to grow and mature from within, so if you see a posting you are interested in and would like to further your career at PAC but may not be sure you can handle the new responsibility, reflect on your past and maybe you'll remember something to give you a push into the future!

Tanja Janfruechte – President & CEO



Robyn Sharpe, Kalani Mioi, Katherine Bocobo
(HR Director, Director of Operations, Exec. and HR Assistant LAX)

Careers Expo All Hands on Deck

Recruit, recruit, recruit! With the anticipation of our summertime flights, Human Resources has been working overtime to bring people in. In an effort to broaden our search parameters, we ventured out to the Neil Blaisdell Arena for the Annual Career Expo. In a nutshell, WOW! The fast-paced environment and bright smiles made 8 hours feel like 30 minutes. In fact, we recruited our very own Taylor Mackenzie Mossman-Eberhart, our new HR Recruiter. Reminder Team: if you know someone who is interested in working for Pacific Air Cargo, remember you have an Employee Referral Bonus waiting for you.

Shaddraic Talaimatai – HR Specialist



23rd Anniversary



ARIA DELIVERS 40LB BUNDLE OF JOY

You will no doubt recall that last summer PAC was entrusted to ship, separately, a pair of African black rhinos as part of the Honolulu Zoo's endangered species breeding in care program.

Aria, the expectant female rhino came first in September, and once settled, her partner and father-to-be, Kendi arrived a couple of months later. Well, the great news is that they are now a happy family of three after the birth of their 40lb son to be named following a public contest.

At a fundraiser dinner 10 days later, PAC was thanked warmly by Mayor Rick Blangiardi, Mary Benson the Zoological Society's Executive Director and Linda Santos the zoo's Director, for our continued generous support of the Honolulu Zoo in shipping these wonderful animals safely and free of charge.

Paul Skellon - Director Marketing, Communications & PR



Training Program OJT

Team, have you noticed some of our new warehouse-ramp agents with the stylish blue safety vests? Has anyone asked the question as to who they are and why they look different. This is a new pilot program that we've implemented to help new hires adjust to the working environment. For 2 weeks, these new hires will work as a group with their 'working mentor' to learn, understand, and apply all that they learned in their classroom training. Here we hope that this will provide proper guidance and instruction to our new employees while at the same time making the awkward first weeks something to look forward to for them. Our PAC Ohana is growing, and we want to make sure that everyone feels welcome and a part of the process.

Please take the time to reach out and get to know these people who will be working side by side with you. Remember, that the more we grow and retain, the easier things will be. "Many hands make light work".

Kevin Molale – Director of Training and Compliance

Please follow us, share and like Pacific Air Cargo on FB, IG and LinkedIn



CELEBRATING GREAT PARTNERSHIPS

Last month we were honored to co-host with our long-time partner, Air New Zealand, their annual partnerships event. This was the first Bowl-O-Rama since covid struck in 2019 and it was the perfect opportunity to show our appreciation to our many valued partners who included: CEVA, ICS, Lynden, NCS, K+N, TDP, DHL GF Express; Triple B, Hawaii Air Cargo, Apollo, DGX, Stevens, and also AERONET.

Not only was this a perfect opportunity to get to know our partners, but also to grow together as a PAC team. Working together to pull off an event, outside of our normal air cargo responsibilities and being able to let our hair down and connect more personally with one another was a wonderful thing. It was fitting that in our twenty-third anniversary year we should co-host this event with one of our original partners, Air New Zealand. So, a special thank you to the Kiwis for all the collaboration in setting up the event - from the customized T-shirts, balloons, prizes, and much more, and especially to Brooke Roberts – NZ Sales Manager North Americas, Lyne Enzweiler – NZ Cargo Account Manager and to Henry Miller. Much appreciation also to Darlene and Perisha from our HNL team for COMATing themselves in for the event and for joining with Mena, Jessie and me to setup the venue, and to Sonia who graciously greeted all the guests and to Matt for helping with those last-minute details before beginning his long night shift.

This was after all a friendly contest, a Bowl-O-Rama, so there were plenty of great prizes, including a beautiful PAC B747 model, while the night's favorites seemed to be the \$50 Gas Cards – I wonder why!

There has to be a winner, right? And that accolade, the winners of PAC Lanes went to the team from The Delivery People – our warm congratulations to them!

Christian Calderon – Corporate Accounts Manager



Top: Christian with ANZ.PAC Plane
Middle: Bowl-O-Rama Winners 2023.
(The Delivery People)
Bottom: Sonia with ANZ Team

FUN AND GRATITUDE

On March 20, I had the amazing opportunity of traveling to LAX on our PAC flight for the Bowl-O-Rama event that we cohosted with Air New Zealand. Here is an overview of such a rewarding work trip.

First and foremost, I would like to thank Tanja and Tom for giving me the opportunity to travel to LAX on our PAC flight. Darlene and I had a chance to jump seat on our PAC flight (yes on the 747). Once the plane took off and reached the cruising altitude of 39,000ft, the pilots let me hang out with them in the cockpit. Seeing the open sky from such big windows at the tip of the aircraft was a once in a lifetime experience. The pilots were very friendly and welcomed us with open arms, explaining and sharing their past routes and stories of flying. This memory is now deeply embedded, and I am forever grateful.

When we landed in LAX it was raining and cold (43 degrees) but that didn't stop Jesse (LAX Station Manager) from taking us to his favorite taco truck in the area. We had some street Birria tacos, and they were DELICIOUS!! If you know me, you know that I love trying food that we don't have in Hawaii... street tacos? Hawaii does not have these! LOL

During our stay in LAX, I got to meet a lot of great people. Some I haven't seen in years and some I hadn't met before but frequently spoke to them over the phone. It was such a pleasure to spend time with our customers and our PAC LAX ohanas, especially during the Bowl-O-Rama when we had an absolute blast. We bowled, mingled with customers, and ate delicious food. I think me and Katherine out-bowled Jesse... right Kat?

Lastly, I would like to give a huge thank you to Jessie for taking the time to take me and Darlene to tour the cargo area of the airport, and to where he grew up in Inglewood—and of course we got to eat the best Mexican food at his favorite spots!

Once again, I appreciate the opportunity given to me and look forward to our next event in LAX. Mahalo!

Perisha Caldeira – HNL Customer Service Lead Agent



Matt, Tanja, Katherine and Perisha at the Bowl-O-Rama



Fun & Gratitude - With Tanja & the LAX Team

SALUTE TO THE LAND OF THE RISING SUN

Whether you've been part of the PAC Team for as long as 23 years or as short as a few weeks, you are well aware of our much-appreciated partners, Japan Airlines (JAL) and All Nippon Airways (ANA). JAL and ANA have supported Pacific Air Cargo since our inception and together, they supported approximately 60% of our 369 flight volumes pre-Covid and are still a huge part of our success today. So, as you can understand, it was very important for Thomas and me to visit JAL and ANA headquarters in Tokyo and share our sincere appreciation of their partnerships, on behalf of all the PAC Team.

First up, Japan Airlines. On April 4th Thomas and I arrived at their sky rise building in downtown Tokyo. We met with the executive team including the Executive Director Revenue Management and several other officers who support the PAC partnership. JAL's offices were so impressive – the entire team was so kind, generous, respectful, and appreciative of our time. The meeting took place in a very traditional yet informal setting using couches, similar to our set up upstairs in HNL. Coffee was served in classic china with no paper cups in sight! Everyone was suited and carried themselves very formally in this yet somewhat informal setting. Tom and I prepared a presentation on PAC and the partnership between our companies including tonnage, OTP and future flight planning. JAL shared with us their future plans, including partnering with PAC on both interline and handling capacity. They forecasted lower volumes due to high inflation making it tough for local residents to travel to Hawaii.

The following morning, we arrived at ANA. ANA, also located in a tall skyscraper in downtown Tokyo has more of a modern feel. No ties (except Tom, ha!) – and a very sleek conference room overlooking the city. Neither setting was better than the other, just very interesting how their cultures differ so much. We also prepared a presentation for ANA and they, in turn, prepared one for us. Not only do they differ culturally, but their outlooks on future volumes differed tremendously. ANA sees Hawaii as having huge upcoming growth potential and is already planning additional trips into Honolulu starting later this year. Now, if I told you one company took Tom and I to a traditional Japanese “old style” lunch and the other company took us to a modern restaurant on the water resembling something out of Southern California I bet you'd think JAL took us traditional and ANA took us to the water! Can you believe that it was the opposite. JAL took us out for a juicy hamburger in a sleek modern brewery where we discussed sports. ANA took us to a really traditional Japanese sushi restaurant where we ate fresh ahi and shared many laughs!

During our trip, we had the fantastic opportunity to explore this enchanting country, savoring delightful culinary treats, discovering the wonders of Japanese craftsmanship, and appreciating the cleanliness and beautiful culture of the country.

Story continues next page.....



A Japanese Fishmarket



A Kimono Shop

Let me take you through some highlights from outside of downtown Tokyo:

- Tom suggested we head to a fish market (of course Tom would want to go to a fish market). Reluctantly, I agreed, and it turned out to perhaps be one of my favorite days. It's unbelievable how much fresh fish was being cooked, sliced, and kept under ice – thousands of pounds of fresh fish, locally caught from their own shores. It was a sight to see how well organized and clean the market is run, with hundreds of people walking through the narrow streets to get a glimpse of what was inside each of the many participating markets.
- A Ride on the Bullet Train: No trip to Japan is complete without experiencing the marvel of their high-speed bullet trains. I was fortunate enough to witness these engineering wonders in action and we even took a ride on one. The sheer speed at which these trains traverse the country is awe-inspiring. Watching the picturesque landscapes zip by, I marveled at the efficiency and precision of Japan's transportation infrastructure.
- Kyoto - my new favorite city. This city exemplifies tradition. Men and women were lined up in their traditional kimono's awaiting their turn to offer thanks at their chosen Shrine. We traveled on a Sunday which brought out the local community in the hundreds. What a sight to see! Kimono's as far as your eyes could see, a street fair cooking everything from Japanese fried chicken to BBQ eel and steamed bamboo shoots! AND not a drop of food on the ground. No garbage cans because no one eats in the streets - everyone follows this simple rule of "let's keep our country clean."

I expressed over and over to one of our JAL partners how impressed I was by the organization and cleanliness of the country and respect of this by ALL citizens - he replied: Tanja, there are so many people occupying so little space, we have to be, there's no choice! Now, that's the definition of teamwork!

Tanja Janfruechte – President & CEO

BUILDING BRIDGES

"Every experience is a positive experience if you view it as an opportunity for growth and self-mastery." - Brian Tracy.

With the expectancy of new hires coming onboard, our Training and HR Departments have come up with a system that will set us up for success. "The Bridge", as we call it, minimizes the gap between classroom training and on-the-job training, and it provides a segue to our new team members' day-to-day duties. This exciting new process gives our new hires the opportunity to receive personal training from one of our experienced trainers. With this new collaboration, our experienced trainers, and our eager newbies, Pacific Air Cargo is destined for continued success!

If you have any questions or concerns, please feel free to reach out.

Thank you and have a blessed day. **Shadracc Talaimatai – HR Specialist**



Tom Ingram in Kyoto



Naiosha Peck, Trevon Mitchell, Jackie Lewis (Shift 1)



PAC Gives Back

 Pacific Air Cargo

PAC Gives Back made a donation to the Make-a-Wish Foundation on behalf of all of us on the team. Here is an extract from the letter of thanks

Wow, Paul. I'm speaking for everyone here at Make-A-Wish when I say that we are filled with gratitude for this incredible and generous community.

This April - in honor of World Wish Day® - more than 7,000 social media posts and messages of hope were sent, more than 50 community events were held by chapters around the country, and more than 40,000 supporters contributed to help make wishes come true.

All of that means that we're going to be able to grant hundreds of life-changing wishes for kids when they need it most!

By stepping up in moments like World Wish Day (April 29), you're helping us get closer to a world where we can grant a wish for every child fighting a critical illness. And you're helping us make sure that no child has to wait even one unnecessary day for the hope, joy and strength that only a wish can provide.

So thank you, from the bottom of my heart, for all you do.

Leslie Motter, President & CEO, Make-A-Wish America



Paul with the JPG Hawaii Team at the 2023 Pele Awards for advertising



Some of the grateful PAC team at the AED presentation
March 2023

INTRODUCING REYNA NAJERA

Hi, I am Reyna and would like to introduce myself to you all.

Before joining the PAC family, I worked in the Dental field, specializing in Claims and Billing. I started with PAC on April 3rd, as Accounts Payable & Accounting Assistant and I am excited to dive in.

I was born in Orange County but raised in L.A. (South Central). I am married and have three beautiful children. Amy 24 who just graduated last year from Cal State Dominguez University in Criminal Justice, Tracy 19 who joined the U.S. Navy this year and Brandon 14 who is still in High School. I also have two lovely doggies Willis 8, and Oreo almost 2.

I love to spend time with my family and enjoy cooking for them. I like to try new recipes and YES, I would try to make anything I have had at restaurants that I liked. I also enjoy hiking on the weekends, if possible. I love to see nature while walking and enjoying the fresh air in the mornings.

Reyna Najera – AP and Accounting Assistant (LAX)



WHEEL of FORTUNE is back at PAC!!

Let's Play, PAC pays!!

*3 Wheel Draws-Per Shift
(All Departments @Agent level)*

How to Qualify:

- ✓ 100% Perfect Attendance
(Monthly Winners)

Who will be our April Winner??!

Didn't win on the spin, you still WIN!



APRIL OPS IN REVIEW

Aloha All,

First and foremost, I want to say thank you to all our hard-working team members. We have had a trying time this past quarter and it continues to be challenging. We have implemented a change in our hiring incentive to attract and entice more folks to join our Ohana. Please, if you have friends and even enemies that need employment, send them our way and we can at least have a conversation with them.

Charters on the rise. Thank you to Christian Calderon for the Kona vehicle charters and the movement of all those beautiful 2024 Toyotas. They arrived safely and in great condition. Also, a great big shout out to Kalani Mioi and his veteran team who went over to Kona to assist Katherine and her staff there with the delivery of the cars.

Cattle on the rise as well with the cattle folks asking for more space and more shipments. We may have to think about running these flights out of HNL due to ongoing construction at Kona's Airport. We shall keep everyone up to date with this.

Amazon looks forward to an additional flight this June. They will increase to a third flight daily. We are presently hiring and in need of great associates to join the mid and PM shifts to accommodate these operations.

PPG is back to that beautiful 757-200F from Asia Pacific Air. The FAA reinstated APA's flight status and the airline is now working towards being 100% back in action. We will continue to assist APA with what we can to make sure that operations are done by the book with an unwavering focus as always on safety.

Maintenance continues to be a huge focus of equipment abuse! Please help PAC protect and maintain its equipment as this is a vital part of all our existence on the ramp. Some of the following are abuse deficiencies that we are noticing:

- Driving with E brake engaged
- Improper shifting (not stopping when shifting to another gear)
- Empty fuel
- Trash on the Loader units
- SPEEDING!!!!
- Unnecessary braking practices
- Speeding with empty dollies
- Forklifting ULD's with locks in up position (Drop Locks, don't be lazy)
- Using the large forklift in the warehouse when not necessary.

We are looking forward to a much happier next quarter of cargo, charters, and more flights.

Aloha to all and see you on the ramp.

Thomas Ingram - Chief Operations Officer



Katherine McCabe, Shadracc Talaimatai, Pritchard Lealiiiee
(Kona, HR)

THE BIGGEST LITTLE AIRSHOW

Returning after a 3-year break, Flight Adventures featuring the Biggest Little Air Show is back at Pearl Harbor Aviation Museum, June 3-4, 2023. This free family-focused event will offer lots of fun, hands on educational challenges and experiences that introduce youth to exciting careers in aviation and aerospace. You will be proud to know that Pacific Air Cargo will play a key role in flying all these expensive scale model aircraft free of charge to Hawaii for the 2-day show, and back to the mainland afterwards. This is just one more example of how PAC Gives Back, on your behalf, to benefit the communities that we serve. The 2-day weekend event involves much more than the spectacular airshow, so to learn how your families might be able to benefit, see details at: <https://www.pearlharboraviationmuseum.org/blas/>

Paul Skellon – Editor



SAFETY TOPIC - EARPLUGS

Earplugs are a must during ramp operations. For your crew safety, earplugs are used to protect your ears from loud noises such as aircraft engine noise and they also protect from intrusion by water and blowing dirt and dust.

Lolohea (Lofi) Luga – Supervisor – Load Master



Precious Siamau (Putting cones around aircraft)



Charles Kaaiai (Tug Driver)

MAY 2023 INDUSTRY NEWS

FEDEX TO RETIRE MD-11Fs IN 5 YEARS



FedEx plans to close the chapter on its tri-engine freighter fleet when it retires its MD-11Fs from service in the next five years. To reduce costs and streamline service, the express company expects to remove the last of the tri-engine freighters from the fleet by fiscal year 2028.

FedEx will consolidate most of its existing operating companies to operate an integrated air-ground network under the FedEx brand, to run a “more profitable enterprise,” the company announced today.

The company will close its heavy maintenance facility in Los Angeles (LAX) when the hangar lease expires and consolidate its maintenance activities in Indianapolis (IND) and Memphis (MEM), which will yield an additional \$60 million in savings by 2025.

HAWAIIAN AIRLINES’ CARGO REVENUE DOWN



Hawaiian Airlines reported a \$98.3 million loss in Q1, but saw a revenue of \$613 million, a 28.4% increase from Q1 2022. The airline reported that “other revenue” was down 12.4% YoY “due to a decrease in cargo revenue.”

Hawaiian Airlines signed an agreement in October 2022 to operate 10 converted A330 freighters for Amazon Air beginning in this fall.

JAL TO RETURN TO 767 FREIGHTERS WITH CONVERSIONS



Japan Airlines will expand its cargo business by converting three of its 767-300ERs into freighters.

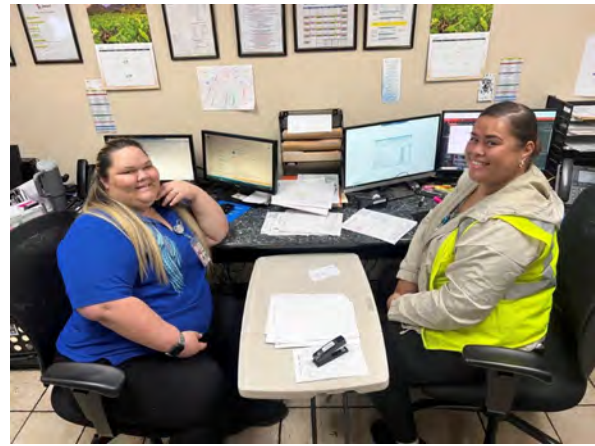
JAL expects to put the first aircraft into service late this fiscal year, which ends March 31, 2024

ASIA PACIFIC AIRLINES IS BACK IN THE AIR



One of the airline’s 757 freighters, the 1991-vintage unit 25140 (ex-OpenSkies), conducted a two-hour-and-fifty-minute flight around Honolulu (HNL) yesterday (May4) after having been parked there since Feb. 1.

Unit 25140 had been parked in Honolulu since February. The FAA issued an Emergency Order of Suspension to Guam-headquartered Asia Pacific Airlines that day, saying that the company had failed to show that its two instructors in charge of pilot proficiency checks were properly trained and qualified for the past two years.



Top Left: Robyn Sharpe, Mose Leiato, Bryan Bird, Codie Garcia (HR, Shift 1 2, Shift 3) | Top Center: Jeffery Nakasone, DHX Agent (Shift 1)

Top Right: Laura Delos Santos, Teuwea Nansen (CSA) | Middle Left: Tom Ingram accepting the gift of an AED on behalf of PAC, from donor Michael Leong, Founder-Owner Kapili Roofing

Middle Center: Paul Skellon, JPG Hawaii Founder & CEO Jean Paul Gedeon, Jason Cutinella Founder & CEO NMG Network, and Joe Gedeon Partner JPG Hawaii

Middle Right: Aifua Augafa, Darlene Ho (CSA, Management) | Bottom Left: The JAL Executive & Interline Team meeting with PAC CEO Tanja & COO Thomas on a recent trip to Tokyo

Bottom right: Tanja & Thomas with the Executive & Interline Team at ANA, Tokyo (April 2023)

ANNIVERSARIES, NEW HIRES, & PROMOTIONS

ANNIVERSARIES

April Anniversaries

- Ronson Cominella, 3 years
- Willie Gaoteote, 2 years
- Roslina Josey, 2 years
- Eddie Kuakini, 1 year
- Jewelynn Vaoalii, 1 year
- Sara Ah Kuoi-Lavatai, 1 year
- Kar Chun Cheung, 1 year
- Ashlene Kupa, 1 year
- Laura Delos Santos, 1 year

May Anniversaries

- Tanja Janfruechte, 23 years
- Thomas Ingram, 23 years
- Paul Kalani Mioi, 23 years
- Kevin Molale, 22 years
- Jonil Campana, 6 years
- Antonio Perry III, 6 years

ANNIVERSARIES

May Anniversaries

- Scott Kawashima, 5 years
- Sovann Campbell, 1 year
- Emily Pahinui, 1 year
- Mary Faith Faumui Tuavela, 1 year
- Dorothy Lemaota, 1 year
- Johan Villaman Rosario, 1 year
- Desiree Fidow, 1 year



NEW HIRES

- Reyna Najera - Accounts Payable & Accounting Assistant
- Iliganoa Levi - Warehouse Agent
- Dong Yul Kim Jr. - Warehouse Agent
- Jackie Lewis - Warehouse/Ramp Agent
- Naiosha Peck - Warehouse/Ramp Agent
- Jose Flores-Trejo - Mechanic
- Taylor Mackenzie Mossman-Eberhart - HR Recruiter
- Aj Ruben - Warehouse Agent
- Ryland Fatu - Warehouse Agent



PAC Management Team March 2023



Maraya Peirro's Rescue Kitties of Hawaii Team Farewell another large group of rescued kittens which will be adopted into caring homes in the Seattle area. March 2023



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, Shaddy, Katherine, or email us at walaau@pacificaircargo.com

Henry Wu - Publisher