



## Attitude of Gratitude



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## HOPE IS IN THE AIR

As we move on from the unexpected and confused year that was 2020, many businesses are still facing & managing challenges that have been brought on by the COVID-19 pandemic. Market normalization post-COVID, seesawing fuel prices, and a tight and competitive labor market are just some of the obstacles that businesses are currently facing. However, as we look ahead to 2024, there is reason for optimism.

One of the biggest challenges facing businesses, including PAC in the post-COVID era, is market normalization. With the pandemic disrupting global supply chains and causing significant economic disruption, many businesses have had to adapt to a new reality. As the world slowly recovers from the pandemic, businesses will need to continue to adapt to changing market conditions to remain competitive. In addition, many businesses in our industry experienced increased volumes and rate spikes due to limited cargo capacity – Now however, capacity is stabilizing, and the increased volumes and rate spikes have disappeared in some ways – for us specifically, our PPG route is not as full in “both directions” as it was during Hawaiian Air’s service suspension. Another challenge our industry experiences, including PAC, is fuel prices. In recent years, fuel prices have seesawed, causing significant disruption to businesses that rely on transportation to move goods and services. While there is no way to predict the future of fuel prices (alas), businesses can take steps to mitigate the impact of price fluctuations by investing in fuel efficient technologies and exploring

alternative transportation options. Our 747F is a very “thirsty” aircraft and although we have begun discussions to move to a newer 777F aircraft in the future, we created other ways to help with high fuel costs including fuel hedging and more recently, changing our LAX ‘into plane’ providers and (soon) fueler. Changes that we had not made in over twenty years have now become necessary. We have also partnered with Kalitta/Wallace Air again to outsource our Saturday flight to Asia through 2024 – another strategy to help with fuel price uncertainty.

In addition to market normalization and fuel prices, businesses are also facing a tight and competitive labor market. As a small organization, taking on additional responsibilities and stepping up to new challenges can be a great opportunity to grow with and within the company. Unlike larger corporations, where employees can often feel like just another number, small businesses offer a chance to make *Continue on next page.....*



When angry count to  
ten before you speak.  
If very angry, count to  
one hundred.

Thomas Jefferson

EVERYDAYPOWER

*Continued from page 1.....*

a real impact. At PAC, we strongly believe in investing in our employees' development by offering various employee development programs and leadership education opportunities. We also implemented our first key performance indicators (KPI) program and look forward to improving on performance year over year. We understand that true job satisfaction comes not just from a good salary, but from feeling like you are making a difference and being heard. That's why we are committed to advancing anyone interested in growing with the company, and to providing them with the tools they need to succeed. Our goal is to create a positive and empowering work environment where our employees can thrive, both personally and professionally – Please always know and remember: *We can certainly provide you with the necessary tools, but ultimately it is up to you to invest the time and effort to learn and apply them effectively.*

Looking ahead to 2024, despite the ongoing challenges, there is definitely reason for optimism. By placing emphasis on KPIs, promoting growth and personal development, and enhancing the PAC culture, we will continue to push forward and celebrate, VERY SOON, our 25th year in service! This will surely be a memorable occasion, and I hope that everyone reading this will be a part of the celebration, perhaps in a new role! In the meantime, ***I wish you and your loved ones a safe and very happy holiday season!***

**Tanja – President & CEO**

## THE POWER OF TEAMWORK

PAC's Mid-Shift Team have mastered the *10-days-straight* flight challenge without a single flight delay. To top it off, for the month of September, there was not a single inquiry report! With the challenge met, the Mid Shift Team was able to enjoy a nice meal offered by the company. The challenge is of course still ongoing!

Awesome Job to Bryan Bird and his team for this outstanding performance. Keep up the good work, we appreciate all of you.

**Lofi Luga – Assistant Accounting Station PM Manager**



## COO CORNER

Aloha Team Members. Peak is upon us, and last-minute preparations are to be ready for the big rush. As you can imagine, the folks and families that depend on our company to possibly have a better Xmas and New Year.

Amazon will continue its 3 flights per day and we all should anticipate that every one of them will be full of parcels to get to family and friends in time for DEC 25th. I call on all of you to get as much rest as possible when you have the time. During these peak times, we will likely encounter some flight delays, and this will change the dynamics of your present day and plans for the next flight. As in your interview we ask for your patience, understanding and cooperation to get things back on-time. Flexibility is key in an industry like ours.

This year we will continue our traditions of having some meals prepared for the staff, continue the challenging games during the amazon download, and continue with our wheel of fortune. We are also open to ideas from the Team.

Lastly, SAFETY! I would like more than anything that we all put our hearts and souls into a successful peak, but I would rather we have a peak season with no injuries. Please get your rest so you're aware of your surroundings; eat regularly so you are not weak; and keep up with your vitamins and supplements to give you that boost. I don't recommend power drinks, red bull, monsters etc. as these will have long downline effects on your growing bodies.

I will be on site for assistance, talking, and of course showing off my forklift skills to you young ones — joking, of course. I look forward to sharing the time with you all.

**Thomas Ingram - Chief Operations Officer**



### Appreciating Our Co-Workers

As the year comes to an end and we go into our busy peak season, I can't help but feel the overwhelming appreciation for our Hawaii workers. Their constant quest for a better life and for success is inspiring. With our Blaisdell Jobs Expo and other recruitment efforts this year, we have an amazing active roster of 87 new employees, as of now. Applicants are always eager to see what new opportunities are available and never hesitate to add to their already busy work schedules. The Human Resource Department was tasked with hiring a significant number of new employees this season and we did just that. "Where there's a will, there's a way!" Knowing there is stiff competition out there, Pacific Air Cargo leads the way to providing many benefits not just for their current employees but the new employees coming on board. From sign-on bonuses to quarterly incentives, we strive to keep great workers appreciated. As our ohana keeps growing, we are looking forward to 2024, and the great new leaders in the making!

**Katherine Bocobo – Corporate Executive Admin & HR Assistant**



# YEAR END MINDSET!

It's almost year end – yes, time flies!

In preparation, the accounting department would like to provide you with a few reminders:

- **Billing/Ground Handling** – Submit all ground handling by the 10th of each month.
- **Vendor Invoices** – If you are receiving vendor invoices directly, please forward to our AP Inbox at [ap@pacificaircargo.com](mailto:ap@pacificaircargo.com).
- **Employee Expense Reimbursements** – Submit by 12/27/23. This will be the last check run for the year.
- **Corporate Credit Card Receipts** – Submit by the 5th of each month to Katherine Bocobo.
- **Weekly HNL Daily Deposits** – Submit weekly (Friday's).
- **AP Invoice Approval** – Your timely responses in approving vendor invoices is crucial. A maximum response time of 3 days is expected.



## Why is this important?

It is not only the year end, but the last quarter of the year too – which means the accounting department must review both the quarter end and year end activity. We need ample time to research any fluctuations before closing the period and submitting our financials to Invision. As we continue to find ways to improve our internal processes, accounting has a small window to get everything completed. Your assistance is truly appreciated to ensure we have a successful remainder of 2023.

Thank you! **Sonia Moir - Chief Financial Officer**



Bettina Stix (Amazon), Paul Skellon (PAC) and Sherry Menor-McNamara (C of C Hawaii)

Jeff Nakasone & Lofi Luga had no idea the other was headed to the game in L.A. until they both boarded the flight in HNL

# PEAK SEASON READY!

**Top right:** Nawa aw ki taw tho “hello”, my name is Don Talawva. Indian nation Pownee. Graduated South Seattle Community College, in Diesel Mechanics. I’m married, with 4 children. Grandfather of 6 and great grandfather of 2. My last name Talawva is pownee. It means red light of dawn. I’m happy to work with a new family.

**Bottom left:** Malo ni “hello” my name is Doris Jackson. I came into this organization back in 2010 but I recently moved off island and I’m now working remotely from Utah.

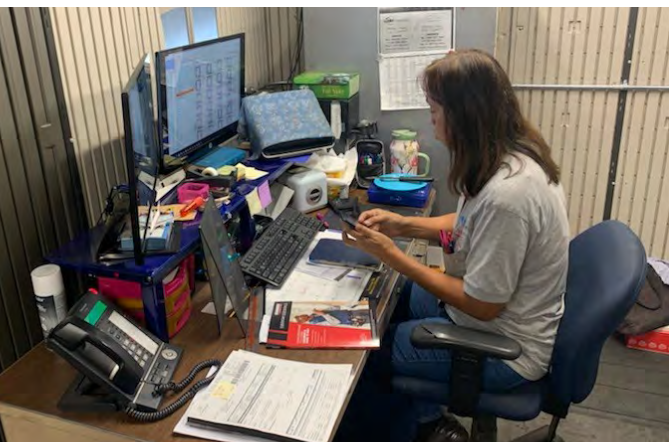
**Bottom center:** Guten Morgen, “good morning” my name is Harland Tau, I’ve been with PAC since July 2000. I worked cargo morning shift and supervised; worked night shift and supervised; worked mid-shift managed mid/amazon. I’ve been managing the GSE department for a little over 2 years now but have been helping with GSE since 2000. I appreciate my workers.

**Bottom right:** Aloha “hello”, my name is Sultan Delos Santos. I grew up in Aiea. I enjoy fishing and spending time with my wife and dogs.

As we head closer to the end of PAC’s 2023 campaign, please everyone be alaka’i and akamai in everything - PAC Ops, traffic driving, groceries stores, bars, concerts, athletic games But most of all please take care your Mental Health. My mind and door are both wide open for your Wala’au!

From my department to All, Safe Happy Family Holidays!

**Harland M Tau - GSE Maintenance Manager**



Don't downgrade your dream to  
match your reality. Upgrade  
your faith to match your destiny.

DeVon Franklin

# WELCOME MENZIES TO THE PAC FAMILY

As the smoke of being the new account has gone away and we are now settled into our new home with Menzies, I would like to take the time to introduce some of our Menzies team to the PAC Ohana. It has been a good transition which has a lot to do with some of the wonderful people assigned to the Pacific Air Cargo account. They have been great at learning our flight system and the specific way we operate. In the morning we have Bianca and Ariadna who are our customer service agents, as well as running the PAC desk when the drivers come in. At night on the PAC counter, we have Nelson and Mario. Mario, who some of you may remember, is the only agent who has come with us every time we moved, and he loves PAC. In the PM office we have Anahi, Cindy, Haydee, and Nadia, who hand our 368 flight every night. From our PAC Ohana, I would like to take this time to thank all the Menzies team for the great job they have done and will no doubt continue to do for Pacific Air Cargo ..... welcome aboard! **Jesse Villalobos – Station Manager Los Angeles**



## POP QUIZ?

What is the name of the chart buster song by the “Queen of Soul” Aretha Franklin in 1967? Hint..... it is something that we all should have and something we all desire. No, it’s not money or fame but it’s for sure something that we all should have.

**R.E.S.P.E.C.T.** is the name of her song and it took the country by storm. It was a reminder that “all we want is just a little bit of RESPECT”. How about today, is this not the same thing we all desire, if not demand. How we are treated by others matters deeply to our personal feelings which ultimately is asking for “**respect**”. Does this not also mean that if we require respect that we should **give** respect to our fellow team members? Whether you do it for cultural, religions or personal reasons, “**Respect**” is something that we all need to have towards our fellow team members, customers, and elders.

While sometimes we bring our personal problems and feelings to work with us, we should not let this affect how we interact with others. Contention only makes work harder, and it also disrupts the flow of work around you. No one wants to work in an area that feels tense, unfriendly and cold. You can make a big difference by bringing your smile and happy energy to the areas where you work. Remember, “Treat others how you would like them to treat you”. Make your work area a place where other people want to work, and be the light that people gather around.

**Kevin Molale – Director of Safety & Government Compliance**

# November 2023 INDUSTRY NEWS

## AIR CARGO DEMAND UP FIRST TIME IN 19 MONTHS



August air cargo data shows that demand rose year over year for the first time in 19 months. Global demand, measured in cargo tonne-kilometers (CTKs), increased 1.5% YoY in August, according to data released in early October by IATA whose Director General, Willie Walsh, called the growth “welcome news,” but cautioned that “it is off a low 2022 base and market signals are mixed.

## ANA TO CONSOLIDATE SIX CARGO FACILITIES AT NARITA



Japanese carrier **ANA Cargo** plans to consolidate most of its cargo operations at **Narita International Airport** into a new facility, which will feature automated vehicles and unit load devices. The new facility is expected to open in October 2024

## DELTA CARGO REVENUE DOWN 36 PERCENT



On October 12, Delta Airlines reported \$14.6 billion in the third quarter marking a 13% increase year over year, but Q3 cargo revenue was down 36% YoY, at \$154 million. Delta, often the first of the major carriers to report, serves as a bellwether for the remainder of the earnings season. With Delta reporting a 14% YoY increase in passenger revenue but a 36% YoY decrease in cargo revenue, it is likely that other major U.S. carriers will also report increased passenger revenue and decreased cargo revenue.

Paul Skellon – Editor



Do what you feel in your heart to be right—for you'll be criticized anyway.

- Eleanor Roosevelt

# THE MEANING OF CHRISTMAS

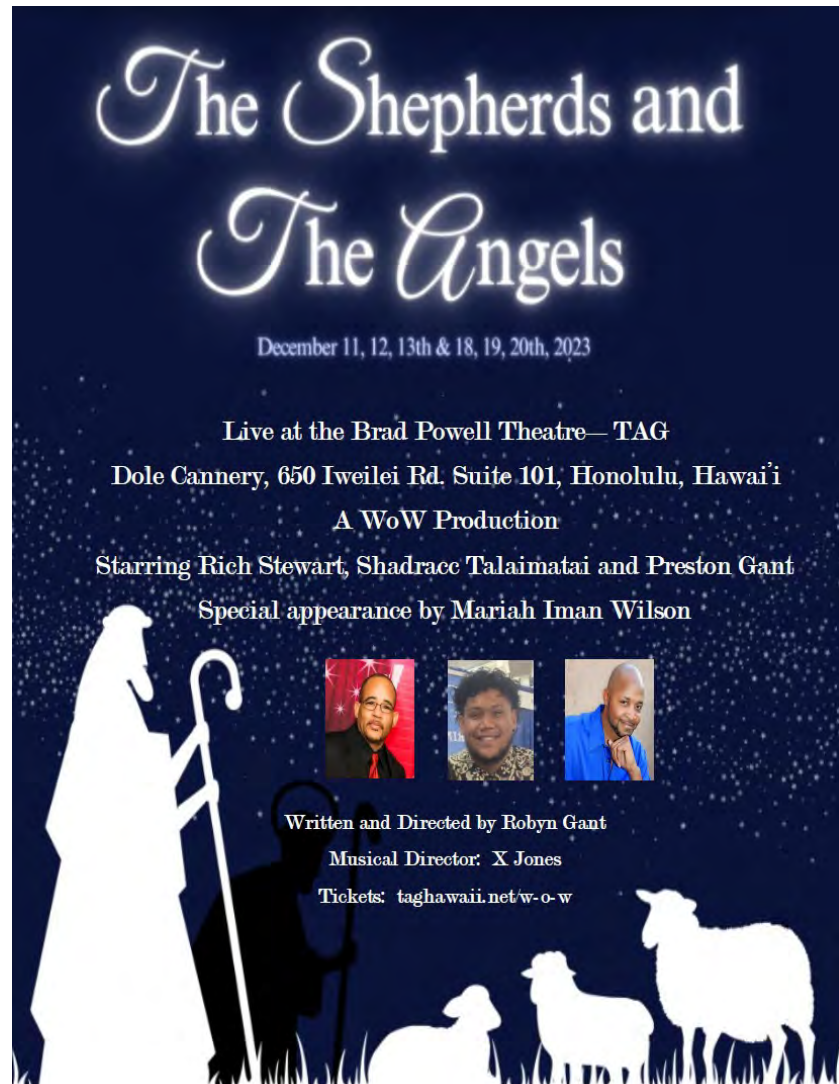
This December a special event will take place for six nights at the TAG theater in the Dole Cannery on Iweilei Street in Honolulu – A Play titled “The Shepherds and the Angels,” written and directed by our HR Manager Robyn Sharpe will be performed in the main theater.

‘The Shepherds and the Angels will take you back over two millennia to a night when humble shepherds, while watching over their sheep, witness three phenomena: An Angel of the Lord appears to them to announce the fulfillment of three hundred biblical prophecies; a host of Angels surround them to celebrate the birth of Christ, and the brightest star ever shone in the sky leads the shepherds to the location of the Christ child. Sweet and sincere, with the beauty of music that will provide you with a joyful reminder of the real reason for the season.’

The Brad Powell Theatre  
The Shops at Dole Cannery  
650 Iwilei Road, Suite 101  
Honolulu, HI 96817

Performance dates: December 11, 12, 13, and 18, 19, 20th, 2023 each night 7:30pm. Tickets can be purchased in advance. We hope to see you there!

Editor



*The Shepherds and The Angels*

December 11, 12, 13th & 18, 19, 20th, 2023

Live at the Brad Powell Theatre— TAG  
Dole Cannery, 650 Iweilei Rd, Suite 101, Honolulu, Hawai'i  
A WoW Production  
Starring Rich Stewart, Shadrace Talaimatai and Preston Gant  
Special appearance by Mariah Iman Wilson

Written and Directed by Robyn Gant  
Musical Director: X Jones  
Tickets: [taghawaii.net/w-o-w](http://taghawaii.net/w-o-w)

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



# MOVING ON UP

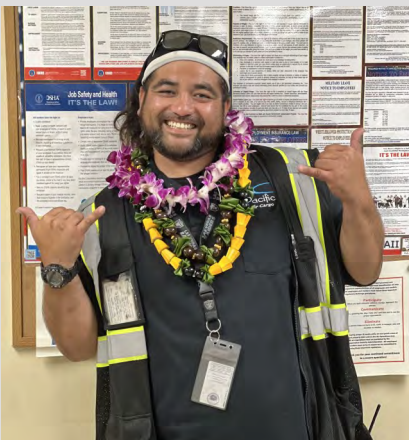
Hear ye, hear ye, may I introduce to you our new Assistant Station Manager Michael Huls and our new Assistant Account Manager Lolohea Luga! Let it be known hereon and henceforth that these two amazing team members are now - Pacific Air Cargo Managers! From their green shirts all the way to their new black ones, it has been quite a journey.

"In the 9 years I've been here, being a manager has always been one of my biggest goals" Lolohea says. "Right from my interview, when Kalani asked me 'If I hire you to be a part of the Pacific Air Cargo Team, what would one of your goals be?' My response was, 'To one day wear the same color shirt as you.'" The Assistant Account Manager goes on to say, "I truly believe in God's timing, and I owe it all to Him. I would also not have made it this far if it had not been for a few people who encouraged me along the way; Those who shaped me into the person that I am today. You all know who you are! I am dedicating this milestone here at Pacific Air Cargo to you all."

Our Assistant Station Manager, Michael Huls, says "From the beginning, the goal was always to learn and grow as much as I could. Becoming a manager was also one of my goals but learning and growing has always been number one." He pokes at his future goals by saying, "Now that I'm a manager, Director is next." He continues on by encouraging our Team, saying "Don't be discouraged and learn as much as you can. Life is all about learning new things. Learn what you can and have fun with what you do." Michael closes out by saying, "Special shoutout to the Management Team for giving me the knowledge I've learned over the years."

When you see them around, be sure to congratulate them! Let their rise to management be an inspiration to you. Their commitment, their drive, their dedication, with all of those things, there's nothing you can't do.

**Shadracc "Shaddy" Talaimatai - Human Resources - HR Generalist**



Michael Huls  
Assistant Station Manager



Michael Huls and Lolohea Luga with some of the  
Senior Management Team



Lolohea Luga  
Assistant Account Manager



Amazon ULD Sort Challenge  
Oct - 1st Place RAMP TEAM  
( Azyn Nabalatan, Patrick  
Quero, Edward Ferreira,  
Tausala Ofoia)



Amazon ULD Sort Challenge Oct - 2nd Place NIGHT OPS LEADERSHIP TEAM  
( Leilani Utralan, Junior Hellan, Boonie Tumanuvao, Jewellynn Vaoalii



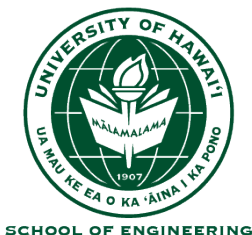
Halloween Costume Winner  
Drashun Rivers with Supervisor  
Junior Hellan. Prize included \$30  
candy box & \$30 movie tickets



# IN THE SPIRIT OF THE SEASON PAC GIVES BACK

Pacific Air Cargo is committed to giving back and paying forward by supporting the communities we serve throughout the year, and now as the festive season approaches our philanthropy, on behalf of all PAC Team Members, will see **PAC Gives Back** supporting worthy community organizations. As in past years, some of the beneficiaries will include *Make a Wish Hawaii*, *Habilitat* and the *Pearl Harbor Aviation Museum's* 'For Love of Country' annual fundraisers. **PAC Gives Back** is also continuing to support communities on Maui impacted by the tragic fires last August by purchasing whenever possible, products and services from small grass roots businesses on the island.

Paul Skellon – PAC Gives Back





Top Left: Michael Huls, Ramsey (DHL), Amara Odom | Top Center: PAC LAX PM Shift team member, Cindy  
 Top Right: Garrett Meister, Pakela Logsdon, Trevon Mitchell, Michael Huls, Eddie Kuakini, Wendell Laurena | Middle Left: Laura Delos Santos  
 Middle Center: Leisina Samoa, Vanessa Cotton, Justy Kolesso, Shadracc Talaimatai | Middle Right: Teuwea Nansen  
 Bottom Left: Mid & Night Ops Team Members | Bottom right: Paul Skellon, Michael Minogue (INVCG Vice-President), Bettina Stix and associate (Amazon)

## ANNIVERSARIES, NEW HIRES, & PROMOTIONS

### ANNIVERSARIES

#### October Anniversaries

- Mose Leiato, 9 years
- Mena Ayoub, 7 years
- Dana Sue, 6 years
- Raylance Solon, 4 years
- Christian Calderon, 2 years
- Karl Rabang, 1 year

#### November Anniversaries

- Lolohea Luga, 9 years
- Perisha Caldeira, 8 years
- Justin Delfin, 5 years
- Alton Birgado, 4 years
- Solomon Castillo, 3 years
- Leilani Untalan, 3 years
- Fa'alua Pola, 2 years
- Sultan Delos Santos, 1 year
- Fagalima Fagalima, 1 year
- Wendell Laurena, 1 year
- Amara Odom, 1 year
- Patrick Quero, 1 year
- Teuwea Nansen, 1 year

### NEW HIRES

- Asia-Lynn Cooper
- Myles Daubs
- Cason Kaapa
- Pomaika'iokalani Kilakalua
- Pakela Logsdon
- Otis Marshall
- Drashun Rivers
- Ieremia Lemaota
- April Matagi
- Siaki O'Brien
- Sarah Salaivao
- Beneiah Togafau
- Stanley Filipo
- Cortney Stewart
- Andrew Urita
- Kirk Garrity
- Devonn Spencer
- Garrett Meister
- Max Tanuvasa
- Mahealani Aina

### REHIRES/PROMOTION

#### Rehires

- Misili Malu
- Kamsky Sigrah
- Theresa Tupua
- Raphaella Matagi
- Christopher Chad Kalakau
- Donald-Joshua Urita

#### Promotions

- Michael Huls (Morning shift supervisor to Assistant Station Manager)
- Lolohea Luga (Mid-shift supervisor to Assistant Account Manager - Amazon Operations)



### Departure On-Time Performance (DEP OTP)

| DEP OTP | September | October |
|---------|-----------|---------|
| 2023    | 75%       | 88.9%   |

### On the job Injuries (OJI)

| Injuries | September | October |
|----------|-----------|---------|
| 2023     | 100%      | 90%     |



## 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](mailto:walaau@pacificaircargo.com)

Henry Wu - Publisher | Paul Skellon - Editor