



LASTING IMPRESSIONS



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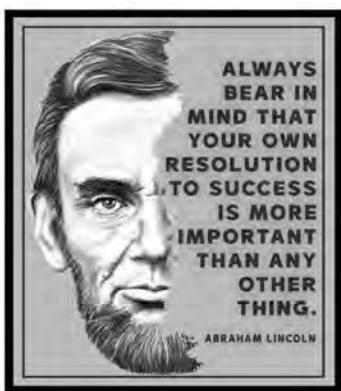
Building long-lasting partnerships through integrity & exceptional service

Last week, I had the pleasure of visiting Air New Zealand's offices in Los Angeles, and I was amazed by the level of service excellence they displayed. Their offices were so immaculate and organized and left me with a lasting impression of professionalism and confidence in their service and their ability to deliver. It made me realize that creating a clean and professional workplace is an essential part of providing excellent service. Our facility on Lagoon Drive has been a beautiful place to call our "HUB" for more than 20 years. We do a great job creating such a welcoming environment with our Aloha and Can-Do Attitude. However, as time passes, facility and furniture wear & tear are inevitable, and we tend to become complacent and comfortable in our surroundings. We need to take ownership and accountability of maintaining a clean, organized, and professional workplace, inside and outdoors. It's essential that we create an environment that not only enhances our own work experience but also presents a positive image to our clients and visitors. Let's work together to create a great environment that matches our level of service to our partners and projects an image of professionalism, confidence, expertise, trust and pride.

Safety is also part of this equation, so if you need a new chair or have an idea on what may enhance your surroundings, your management team, including myself, always has an open-door policy! Some things are already in process to enhance our focus on our image - we are focusing more

in-depth on the facility and will implement a scheduled facility maintenance plan. In addition, we are looking to go paperless and add digital communication throughout our HNL facility to further enhance our service commitment to each other. It's a cool "look" that will help us present a modern and innovative image to our clients and visitors. Just like a good spring cleaning or a New Year's resolution to purge and clean out our closets, let's do the same in our workplace. Please join me in making our home away from home a place that is comfortable and inviting for everyone and that reflects our commitment to service excellence!

Tanja President & CEO



SERVICE EXCELLENCE REWARDED

March 6 was a day for celebration!!! Our little but large outline station has brought home the gold!!

Today in Seattle Washington, Katherine McCabe was awarded the Alaska Airline Cargo Person of the Year for the Western Coast. I had the privilege of joining her at the festivities. After brief speeches from the Regional VP and the Head Cargo Executive for all the US, awards were given out for Best Cargo Person and Best Stations by size and volume of cargo handled. Kona Station missed the station award by only 1.41%.

KOA station recorded 100% for Safety, 96.47% for Performance with an overall rating of 98.59%, Way to go KOA!!!!.

I would like to sincerely thank Katherine for the outstanding qualities she possesses in dealing with not only her station, but also with all the airport politics, other contracts, and the Cattle!

Aloha Kona Station and let's get it again next year.

HNL, Alaska Team has done a great job as well, working with a lot more cargo and flights.

HNL station had 91.67% for Safety, 96.67% for Performance and an overall rating of 94.47%. Great Job Honolulu. We will be working on improving our scores and efficiency with Alaska Air Cargo so that next year we will be able to send 1 Cargo Person of the Year and 1 for Best Station.

I look forward to collaborating with the team to provide an outstanding level of service to Alaska Airlines.

Thomas Ingram - Chief Operations Officer



Katherine & Thomas - A Winning Team



Katherine receiving her award from Alaska's Cargo Manager



FIRE SAFETY

Team, how many of you know what to do in the event of a fire in the warehouse? What would your first actions be in that situation? Would you run out, stay and fight the fire, or would you stand and panic calling for the manager?

First, do you know where the nearest exit is to you? Do you know where the nearest fire extinguisher is to you? These are both very important questions you should have the answer to before you start any shift of work. Knowing your nearest exit and alternate exit to you could be critical in determining your survival. Every exit in the warehouse and office has an emergency escape plan notating the nearest exit to you. This is key to knowing so you can help yourself and others escape safely. Furthermore, where is the nearest fire extinguisher to you and your area. There is a fire extinguisher located by every exit in the offices as well as in the warehouse. There are 4 on the mauka wall and 4 on the makai wall as well as on the center support columns in the center of the warehouse.

With all this around you, how many of you knew that they were there? Our goal is always safety minded but in the unfortunate event of a fire, we need to know where to exit and where to meet up after exiting. Our meet up place is at the flagpole outside in front of our facility. This is crucial so that we have a place to account for all our team members. If you don't know, please take a quick minute as you enter work to look and make a mental note of where the nearest exits to you and your work area are. You just might be the most valuable person with knowledge in the event of a fire.

Kevin Molale – Director Safety & Government Compliance



Welcome Aero Charter

Earlier this month, Pacific Air Cargo welcomed a new ground handler in LAX. After twenty-three years partnering with WFS, their significant proposed price increase motivated us to review our options and we made the business decision to change ground handling partners to Aero Charter. These photos were taken on the first night of operation

Thomas Ingram - Chief Operations Officer



**FIRE
SAFETY**

Good timing is invisible. Bad timing sticks out a mile.

Tony Corinda

quotesgram





HIGH PRAISE & APPRECIATION

In the January issue of Wala'au, Tanja challenged us to make 2024 the year of Service Excellence, and as you will see from this customer letter, I think we are off to a flying start!

Dear Kalani and YP PAC Team,

I am writing to express our sincerest gratitude for your unwavering support during our HNL operations at Air Premia. Despite the absence of a local YP Cargo Manager, we were able to safely operate for approximately two months without any issues, all thanks to your team.

We were greatly impressed by your team's competence and would like to continue our relationship with your company. While our HNL operations for this season have come to an end, we will be returning in November. Until then, we eagerly await the day we can work together again.

A special thanks to Perisha, Sherry, and Zasha for their exceptional support and guidance. Their prompt feedback and advice have been tremendously helpful, and we learned a lot from them.

We appreciate their dedication and professionalism, and we look forward to the opportunity to visit your warehouse again next operation to express our gratitude in person.

Thank you once again for your support. We look forward to our future collaboration. Mahalo.

Best regards,

Mingi LEE -Manager Cargo Air Premia

Air Premia season recap -

PAC handled four Air Premia B-787-9 flights per week, with all the inbound cargo transferred to other operators.

More than fifty percent were LD-7 positions which PAC carried on flight 369 to LAX.

The AMS/customs entry portion of the operation struggled to obtain clearances in the beginning, but the Office and Ramp staff really went above and beyond to get the clearances completed and cargo moved out.

I too would like to give a big shout out to Sherry, Zasha and Perisha for their patience and dedication, working with customs and Air Premia to not only get the clearances, but to also formulate a plan to expedite future shipments smoothly. Great job!

While Air Premia's seasonal flights ended earlier this month, we very much look forward to welcoming them back in November.

Kalani Moi – Director of Operations



This will put a smile on your face



One of the luxury Lexus vehicles that PAC shipped to Oahu for a promotional photo shoot



BUILDING RESILIENCE

Tips from Hawaii's new Office of Wellness and Resilience.
www.islandscene.com/building-resilience-in-young-people

The power of hello: When you see a person you know, greet them with an aloha. By simply acknowledging them, you're letting them know that they matter. It will make their day and yours, too.

Ten minutes a day: If you're a parent, listening to your child one on one for at least 10 minutes a day can lower their anxiety and help them resolve issues. Give them your undivided attention and listen to their hopes and challenges.

Share family meals: Eat meals together throughout the week. Put away all digital devices, such as cellphones and tablets. Turn off the TV. Share conversations during mealtimes. Sharing meals means aloha. It can help improve their health and wellness, grades, and test scores. It can also help decrease depression and risky behaviors, such as smoking, drinking, and drug use.

Limit screen time: Studies show that screen time, especially social media, is linked to increased anxiety, depression, and isolation. Limit screen time and replace it with other social activities, such as a board game, backyard activities, or a walk. They are great ways to make people feel more connected with their family and community.

Connect with others: Help young people connect with others through community service, volunteering, or other meaningful activities. This could be faith-based, beach clean-ups, helping at an animal shelter, or making dinner for a relative, friend, or neighbor. Connecting with others or a higher power can lead to a sense of belonging and purpose.

Create a favorite activity or hobby: Start fun traditions, such as Friday game night, Saturday movie night, or Sunday afternoon fishing. It will show that you care, and it gives kids something to look forward to, especially during a more challenging week.

"If you change your mindset, you have the ability to change your whole world." - Damien Thomas

Contributed by the Human Resources Team

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MARCH 2024 INDUSTRY NEWS

LOVE WAS IN THE AIR — AA CARGO MOVES 1.2 MILLION POUNDS OF FLOWERS FOR VALENTINE'S DAY



American Airlines Cargo moved more than 1.2 million pounds (lbs.) of flowers ahead of Valentine's Day. The carrier shared that the flowers mainly moved from Europe and Latin America during Feb. 1-10, destined for locations across the globe to ensure the seasonal blooms are fresh and ready for the celebrations. Valentine's Day is the first notable date in the year where American sees flower volumes peak across its cargo network, followed by the Emperor's Birthday in Japan, Easter, Mother's Day in the U.S. and Europe, All Saints Day, U.S. Thanksgiving and Christmas. – **AJOT News**

AIRBUS CEO SAYS BOEING 737 MAX BLOWOUT 'MAKES US VERY HUMBLE'



Airbus SE Chief Executive Officer Guillaume Faury said rival Boeing Co.'s mishap with a 737 Max-9 model early January is a lesson for the entire industry to double down on safety, even as accidents become an increasingly rare occurrence in commercial aviation.

"It's never good when an incident happens, whatever the type of plane," Faury said at the World Government Summit in Dubai on Monday. "And this incident makes us very humble." – **AJOT News**

HAWAIIAN AIRLINES RECEIVES FIRST B787



On February 14 Hawaiian Airlines took delivery of the first of 12 Boeing 787-9s under a purchase assignment and leaseback transaction.

Hawaiian officially welcomed the aircraft during a ceremony on 23 February.

Over the next two months, the carrier will be conducting familiarization flights for employees at various airport stations and will make its maiden revenue flight from Honolulu to Los Angeles on 15 May. The aircraft is powered by a pair of GE Aerospace GEnx-1B74 engines, and is configured to

seat 300 passengers. Hawaiian operates a fleet of 19 Boeing 717-200 aircraft for island-hopping, and 24 Airbus A330-200 and 18 A321neo aircraft for North American and international flights. – **Flight Global News**

MARCH 2024 INDUSTRY NEWS - CONTINUED

UNVEILING THE TRUE IMPACT: FEDEX AND UPS 2024 RATE INCREASES



In the realm of shipping, the annual General Rate Increases (GRIs) proclaimed by major carriers, FedEx and UPS, carry significant implications for businesses. Despite the carriers promoting a 5.9% increase for 2024, Reveel's in-depth analysis reveals a more intricate reality. Contrary to the publicized figures, the study uncovers that the average FedEx customer may face an 8.17% hike, while UPS customers might experience a 7.72% increase in shipping costs in the upcoming year - **SupplyChainBrain**

BOEING TROUBLES SIGNIFICANTLY IMPACT UNITED



United Airlines expects to receive from Boeing 102 fewer new aircraft in 2024 than contractually agreed, forcing the airline to recalculate its fleet plan and delivery expectations for the coming years. The delays come as Boeing deals with numerous quality issues involving its 737 Max, for which the Federal Aviation Administration has put the manufacturer on notice.

United's purchase contracts with Boeing call for the airline to welcome 80 new 737 Max 10 to its fleet in 2024, 71 in 2025 and 126 in the following years through 2033. United has now struck all those figures from its fleet plan, saying, "Due to the delay in the certification of the 737 Max 10 aircraft, we are

unable to accurately forecast the expected delivery period". – **Flight Global**

LAST MINUTE NEWS

United Chief Executive Officer Scott Kirby said he'd gone as far as telling Boeing to stop building 737 Max 10 jets for the carrier because the timeline for certification of the largest variant of the single-aisle jet has become so uncertain.

Southwest said it doesn't expect to receive any of its long-awaited 737 Max 7 aircraft this year, and will receive only 46 Max 8 models. It had previously anticipated 79 planes. The airline plans to cut capacity in 2024 and it's reducing most hiring — including 50% fewer pilots and 60% fewer flight attendants. – **AJOT News**

Compiled by Paul Skellon – Director Marketing, Communications & PR



SWEAT EQUITY WORKS

When my daughter asked me three years ago if I would help her build her house, I had no idea what I was getting myself into. Here in Idaho, there are special programs to help people who qualify to buy a home by using something called Sweat Equity. Eight different homeowners work together in a provided neighborhood and do 65 % of the work on building each owner's home.

We started the process in June and finished last month, in February 2024. My daughter Rebeca needed 1400 hours (35 hours per week), 17.5 hours per week by volunteers (her brother Joseph, friends, and me), and she worked the other 17.5 hours per week herself. This was in addition to her full-time job. All I can say is that I have a new appreciation for contractors and construction workers who build homes!

We all worked each week with the guidance of Construction supervisors from the South-Central Community Action Partnership, and we all learned so much.

Anne Lovejoy – PAC Collections Assistant



Rebecca howng Newly-learned skills as a roofer



Sweat Equity Works - Rebeca and Anne working rain, hail or shine



The Sweat Equity Team

SWING, SMILE AND DON'T KEEP SCORE

Fred, as you closed the Dangerous Goods Manual for the last time and traded in that black PAC polo shirt for a pair of Plus Fours, we just want to send out a huge mahalo for your service, for your indomitable spirit and for that colorful sense of humor you brought to the PAC Team.

I know that long before joining PAC in 2019 you were Operations Manager at AIC, the forerunner to Pacific Air Cargo, before it was sold to Kitty Hawk. You then spent nearly four years with CFI, followed by 15 years at Transpacific Associates and in 1993 you became a founding member of the Hawaii Air Cargo Association where you later became its longest serving President. It was there that you fine-tuned your status as a legend in our industry (and on the golf course and the 19th hole), and where you also served until your retirement last December.

Tanja said it perfectly, "Having Fred end his aviation career in Hawaii by hanging his hat at PAC is a matter of great pride, and having Fred join the team when he did, couldn't have come at a more appropriate time. Not only did he bring a wealth of experience and knowledge to the table, but he also served as a mentor to so many of us."

Fred, just remember, a mishit is also known as a practice shot!

Happy retirement from us all! – **Paul Skellon (Editor)**



Robyn receiving Fred's AOA Badge as he sets off on new adventures - Good Luck Old Friend



Management Team Members at Fred's Farewell Dinner



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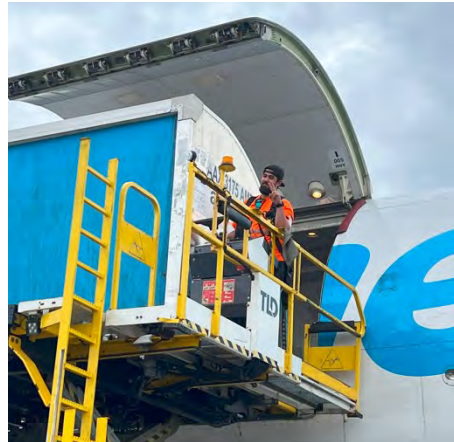
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1-800-726-4673 (HOPE)



St. Jude Supporter **Trisha Yearwood**

On March 7 and 8, Pacific Air Cargo was once again the lead sponsor of the St Jude Radiothon, our fourth year of support for this very worthy cause. While St Jude Childrens Research Hospital is based on the mainland, their ground-breaking therapies are shared with children's hospitals around the world, including the Kapiolani Childrens Hospital here on Oahu which treats children throughout the State of Hawaii. This year, the radiothon raised \$28,000 and PAC's support was provided through our philanthropic arm, PAC Gives Back, which supports worthy community organizations in your name Team Members. So, a BIG mahalo from St Jude's to you all! **Paul Skellon (Editor)**



Top Left: Brittney Togafau, Lemoe Kim, Stanley Filipo (Night Shift Ground Team Members) | Top Middle: Dana Sue (Mid Shift Lead)
 Top Right: Bryan Bird (Mid Shift Supervisor) | Middle Left: Pakela Logsdon, Garrett Meister (Morning Shift Team Members)
 Middle Right: Sherry Maui, Aifua Augafa, Laura Delos Santos (CSA's Sporting St. Jude)
 Bottom Left: New Ground Handler Begins Servicing Our Flights in LAX | Bottom Right: Tanja with James from Lynden



ANNIVERSARIES, NEW HIRES, & PROMOTIONS

ANNIVERSARIES

February Anniversaries

- Feluani Faletoi, 23 years
- Eric Wong, 3 years
- Zasha Kanahele, 2 years
- Chase Kealoha, 1 year



ANNIVERSARIES

March Anniversaries

- Eugene Lealaitafea, 19 years
- Anne Lovejoy, 11 years
- Matile Savaiinaea, 7 years
- Charles Kaaiai, 3 years
- Mark Brower, 2 years
- Shane Ho, 1 year
- Satris Roby, 1 year
- Precious Siaumau, 1 year
- Sherry Maui, 1 year
- Jordan Renner, 1 year

NEW HIRES

- Belen Gomez: Customer Service & Operations Coordinator (LAX)



PAC STATS

Departure On-Time Performance (DEP OTP)

DEP OTP	January	February
2024	93%	68.9%

2024 Safety KPI	Number of Injuries	Percent Safety	Number avoidable	Number of Accidents	Percent Safety	Number avoidable	Hospital visit	Total time lost	Number of Employees
January	3	90%	2	5	83%	5	3	16	165
February	1	97%	0	3	90%	3	1	1	165
March	1	97%	0	0	100%	0	1	1	

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 | Paul Skellon - Editor