



SEIZING NEW OPPORTUNITIES



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"BE YOURSELF.
EVERYONE ELSE
IS ALREADY
TAKEN."

OSCAR WILDE

EXCEPTIONAL SERVICE AT THE HEART OF OUR SUCCESS

Building long-lasting partnerships through integrity & exceptional service

Nine years ago, our biggest competitor entered our primary market. On May 31, Aloha Air Cargo will be ending its LAX-HNL-LAX route. It's important to remember the significance of our biggest competitor leaving the market at the end of this month. This presents a major opportunity for our company, and I believe it's a testament to the PAC philosophy of business, our flexibility, and the many loyal partnerships we've cultivated over the years. As we move forward, service will be more important than ever, and we may encounter new competitors with bigger resources. However, what sets us apart and allows us to thrive in this market are our team members and our team culture - the hardworking, creative, and flexible Ohana of PAC. We may not be the largest fish in the pond, but we are the most nimble, authentic, and trustworthy. Exceptional customer service is at the heart of everything we do.

The "I CAN" attitude that our founder instilled in PAC continues to thrive today, and I'm proud that we have triumphed over a major competitor. I'm also thrilled that Aloha and PAC will remain partners and serve the neighbor islands together. With increased volumes comes additional growth, and with growth comes further opportunity. We are currently evaluating additional flight frequency and will keep everyone updated. Just as Amazon adjusts flight frequency based on demand, PAC will position itself to do the same when necessary. Service will be more crucial than

ever to ensure our customers continue to remain loyal. We are committed to being fair, adaptable, and responsive, and our can-do attitude will continue to shine. Thanks to everyone who shares this mindset and contributes to our company's growth. This industry can be demanding, with long hours and challenging weather conditions on the ramp. Please know that we recognize and deeply appreciate everyone's hard work, especially on blazing, hot, sunny days or the very recent rainy and stormy days.

Big Mahalo & Big Congratulations Team - this is fantastic news for PAC - let's take advantage of this great opportunity.

Tanja - President & CEO



Eugene Lealaitafea, Tanja Janfruechte, Sonia Moir & Thomas Ingram

WELCOME BRIAN PRINCE

Hello all, I am Brian, and I am joining the Pacific Air Cargo team as our new Business Development Executive. I have been into aviation ever since a young child, and in fact, received my pilot's license prior to my first driver's license! I grew up in Connecticut and lived most of my life on the East Coast. I am coming to PAC from UPS Airlines where I was responsible for the business development of Aircraft Charters and Air Cargo Sales across the country, and the world. Most of the projects I worked on were extremely high profile and newsworthy including multiple charters for Operation Fly Formula (bringing full plane loads of Baby Formula to the US during a nationwide shortage) as well as over 50 charters for the US Military supporting current campaigns throughout the world. In addition to my business development efforts, I was also cross trained as a Loadmaster on the B747, MD-11, and B767 aircraft and frequently flew with charters worldwide, including Peru, Spain, Italy, Germany, Bahrain, and even Djibouti. Prior to UPS, I worked within the US Airways and American Airlines Group umbrella in numerous roles ranging from Security and Regulatory Compliance, Aircraft Ground Safety, Ground Operations Auditing and Quality Assurance, and Airport Operations Management. My wife Paola and I, and our two boys Milo and Max, recently moved to the Southern California area from Louisville, Kentucky and we are enjoying the warmer weather! In my free time, I enjoy playing Tennis and Swimming. I am excited to join the PAC family and most importantly looking forward to bringing many numerous industry connections over to experience the excellent service we provide.

Looking forward to meeting and working with everyone!

Photo: Paola, Milo, Max and Brian Prince

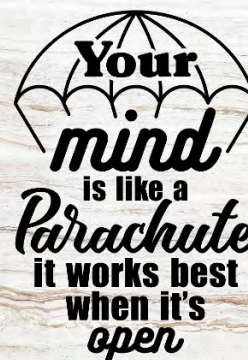


CNS OPENS NEW DOORS

On April 16th and 17th, I along with Thomas, Christian, and Brian had a very positive and productive time at the CNS Annual Partnership Conference. It was a huge gathering, tailored for Airlines, GSAs, and Ground Handling Companies with over 800 attendees. We had the pleasure of connecting with key management from all our current partners such as Alaska, Qantas, Japan Airlines, Air New Zealand, Amazon, FedEx, UPS, and many others. The two days were packed with productive meetings, and we're thrilled about the exciting opportunities that emerged with both our existing and new potential partners.

Our GSA, Airline Network Services (ANS) reserved a boardroom and invited PAC to "co-meet" with several new potential customers.

Tanja - President & CEO





PAC COMPANY FACTS: DID YOU KNOW???

Aloha Team,

Sharing a few PAC fun facts in case you **Did Not Know!!** Most interesting is how many of our employees share the SAME birthday!

BILLING (# OF INVOICES) (YTD 4/30/2024)

- 6429 Invoice Transactions
- 1,607 Average per Month

401K (Employee Participation)

- 61 Eligible, Contributing
- 47 Eligible, Not Participating

Benefits to Employees

- Pre-Tax & Lower Tax Bracket
- Retirement Savings
- Employer Match Contribution

Vehicles (Shipped YTD 4/30/2024)

32 Vehicles

Birthday's

59 Employees Share the **SAME BIRTHDAY!!**
Most Popular Birth Date are Dec 21 & Dec 22

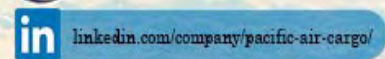
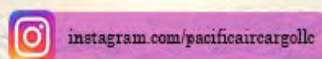
Animals/Cows/Horses (Shipped YTD 4/30/2024)

- 176 Animals
- 1750 Cows
- 132 Horses

Mahalo!

Sonia Moir Chief Financial Officer

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



CHAMPIONING THE PAC BRAND WHERE IT MATTERS

On May 9th, Pacific Air Cargo attended the Los Angeles Air Cargo Association (LAACA) Air Cargo Day at the Proud Bird. Flying the flag for PAC were Tanja, Jessie, Katherine and our new Business Development Executive, Brian Prince. You may be familiar with this event, as its popularity continues to grow. We were excited to have our booth once again to share updates to our services and to showcase our growth.

This Air Cargo Day felt different than usual, and that it was. The highest attendance record was expected to be 600 people and it certainly may have been! Our booth stayed busy, leaving us with no voice from the excitement we all shared with people continuously supporting and representing our company.

We are looking forward to working with several new customers in hopes of blossoming into long lasting partnerships. Pacific Air Cargo continues to strive for success and lead the way across the Pacific!

Katherine Bocobo – Corporate Executive Admin & HR Assistant



Tanja, Jessie, Brian and Katherine at the Los Angeles Air Cargo Association Show

WINNERS AND GOALS

Winning is having a game plan for living, a definite purpose to guide your daily actions.

Winning is making your dreams come true, achieving the goals that make you happy.

Winning is taking control of your thoughts and actions to shape your life in a positive way.

Winning is growing mentally, physically, and emotionally, to enjoy a better life for yourself and loved ones.

Winning is a well-balanced life, enough time for family, recreation, as well as for work

60% of the people do not set goals.

10% of the people set goals, but do not write them down.

3% of the people set goals and write them down.

The 3% group accomplish 50 times more than all the others put together.

They are WINNERS! – Jesse James (Author & Motivational Speaker)



Paul Skellon – Director Marketing, Communications & PR



MENTAL HEALTH RESOURCES FOR HMSA MEMBERS

At every stage of life, mental health plays a pivotal role in our overall well-being and quality of life. Nurturing our mental health is essential for resilience, fulfillment, and maintaining healthy relationships.

Whether it's managing stress, coping with life changes, or seeking support for mental health concerns, taking care of our mental well-being is a journey we all share.

HMSA has access to behavioral health providers and services, programs to support mental health, and information, and resources to support your mental well-being journey. Even if you do not have a membership with HMSA, you can utilize their resources.

<https://islandscene.com/tips-to-manage-stress>

<https://assets.contentstack.io/v3/assets/blt0806fe74ab541751/blt415ca85d2b35eca5/66189f57cbfd21434f56e2f0/facts-about-ptsd.pdf>

<https://assets.contentstack.io/v3/assets/blt0806fe74ab541751/blt929f32970541f3c0/66189f5daa49f44b64b681df/suicide-warning-signs.pdf>

<https://assets.contentstack.io/v3/assets/blt0806fe74ab541751/bltba9dce4fa6fa58df/66189f56081a8f7872ce810e/substance-use-disorders-anxiety.pdf>

Robyn Sharpe – Human Resources Director



Facts About PTSD



Substance Use Disorders and Anxiety



Suicide: The Warning Signs

MAY 2024 INDUSTRY NEWS

HONG KONG WORLD'S BUSIEST CARGO AIRPORT



Hong Kong was named the world's busiest cargo airport in 2023, the 13th time it has held this number one ranking in the past 14 years.



ALASKA BOUNCES BACK FROM TURBULENT TIMES



Alaska Air Group Inc. expects second-quarter profits will top analyst estimates, signaling that the carrier is recovering from a near catastrophe on one of its planes that triggered the temporary grounding of a key Boeing Co. aircraft model.

The upbeat outlook suggests the carrier is bouncing back after regulators temporarily grounded Boeing's 737 Max 9 after a fuselage panel blew off one of the planes during an Alaska flight on Jan. 5. Boeing has reimbursed Alaska \$162 million for lost first-quarter profits tied to the mishap. The airline has said it expects additional compensation, without disclosing an amount.

Alaska reported a record \$2.2B in operating revenue and a 10.3% increase in 'cargo and other' revenue, to \$64m.

HAWAIIAN AIRLINES RECEIVES FIRST B787



Hawaiian Airlines, lost \$138 million in the first quarter of 2024, though the company's chief executive says incoming Boeing 787s and a new freighter operation are putting Hawaiian on track toward profitability.

The airline recently started operating its second A330 for Amazon's Prime Air service, with plans for as many as seven freighters to be online before the end of the year. "The number of aircraft and the pace of deliveries has been moving around a little bit, driven by the pace at which Amazon has been able to get airplanes delivered from the vendor that is reconfiguring the aircraft

from passenger configuration to freighter configuration," Hawaiian CEO Peter Ingram says.

"I would caution that they may not all be flying by the end of the year because, during the peak period, our partner doesn't necessarily want to introduce new lines of flying into the operation," he adds.

Compiled by Paul Skellon – Director Marketing, Communications & PR

SAFETY AWARENESS

Team, how much awareness do you place in your own personal lifestyles. I'm sure we all look both ways before we cross a busy street. When you pull out into the street you look both ways and enter slowly into the traffic. So why is it that when we are at work, we fail to look both ways when driving. Why do we have employees driving forklifts forward with cargo on the blades. How aware are you of your fellow workers and your surroundings?

The Safety Team needs you to all follow simple basic rules of safe conduct when at work.

- Check your equipment before you use it.
- Check your surroundings before driving, turning, or even walking behind moving equipment.
- Make sure that the operator can see you.
- Use the safety devices that are on the equipment (harness, seatbelts, and chocks).
- SLOW DOWN, speeding will not make up time, it only creates more possibilities for accidents to occur.
- Wear your assigned personal protective equipment, (reflective shirt, steel toe shoes, ear plugs, gloves, etc.).

If you only take the time to be aware of the safety needed, our work environment would be a safer place for all.

Kevin Molale – Director of Safety and Government Compliance



SUBMIT YOUR PHOTOS

email: walaau@pacificaircargo.com



Welcome to Nick's Picks. Nicholas Van Cleave-Lopez is the Senior Accountant in the LAX finance team and an avid movie watcher. Nick has agreed to share his passion by regularly providing us with his latest movie recommendation.

AVATAR

THE LAST AIRBENDER

- **Title:** Avatar: The Last Airbender, Rated PG, TV Series (2024) on Netflix
- **Synopsis:** Set in a world where people have the ability to control and manipulate the elements of fire, water, earth, or air. Only the avatar, the main protagonist, is capable of learning more than one element. The show opens up with Aang, who is the avatar and the last airbender; he wakes up 100 years later to find the world at war with the Fire Nation as the oppressor in the conflict.
- **Opinion:** Although the 2024 live action adaptation doesn't hold a candle to the cartoon, it does a great job at telling the story with the amount of time they have. At times it feels rushed, like a lot is accomplished in each episode, but for some that can be a good thing.
- **Rating:** ★★★★★
- **Trivia:** Some might remember, there was another live action adaptation attempt by director and writer M. Night Shyamalan. Many people argue that this is one of the worst live action adaptations in history.



MAKE-A-WISH GALA

PAC Gives Back was proud to lend its support once more, to the very worthy Make-A-Wish Foundation annual fundraiser gala, joining forces with sister company, Bacon Universal. Some 250 guests from across the business and philanthropy communities of Hawaii gathered at the Sheraton Waikiki for a wonderful evening of networking and fundraising more than \$350,000 from the live auction alone!

Make-A-Wish® Hawaii is a non-profit which creates life-changing wishes for children with critical illnesses. Make-A-Wish seeks to bring every eligible child's wish to life, because a wish is an integral part of a child's treatment journey. Research shows children who have wishes granted can build the physical and emotional strength they need to fight their illness.

Paul Skellon – Editor



Bacon CEO Matt Elvin, Gov. Josh Green, PAC CEO Tanja Janfreuchte
Marketing Director Paul Skellon, COO Thomas Ingram, INVC Vice President Michael Minogue



HR Director Robyn Sharpe with
Governor Josh Green

ANNIVERSARIES, NEW HIRES, & PROMOTIONS

ANNIVERSARIES

April Anniversaries

- Ronson Cominella, 4 years
- Willie Gaoteote, 3 years
- Eddie Kuakini, 2 years
- Jewelynn Vaoalii, 2 years
- Kar Chun Cheung, 2 years
- Laura Delos Santos, 2 years
- Iliganoa Levi, 2 years
- Dong Yul Kim Jr., 1 year
- Taylor Mackenzie Mossman-Eberhart, 1 year
- Ryland Fatu, 1 year
- Reyna Najera, 1 year



ANNIVERSARIES

May Anniversaries

- Paul Kalani Mioi, 24 years
- Kevin Molale, 23 years
- Jonil Campana, 7 years
- Sovann Campbell, 2 years
- Emily Pahinui, 2 years
- Dorothy Lemaota, 2 years
- Johan Villaman Rosario, 2 years
- Desiree Fidow, 2 years
- Ahysa Neko Kauhi-Choy Foo, 1 year
- Alaina Miller, 1 year
- Amariah Alosio, 1 year
- Tausala Ofoia, 1 year
- Jacob Baker, 1 year

NEW HIRES

- Cesar Castro
- Aruo Charley
- Ana Mauga
- Abigail Jones
- Charmain Abrazado
- Josiah Benner-Eslit
- Morina Alee
- Isaiah Aldana
- Jodi Surell-Brown



Departure On-Time Performance (DEP OTP)

DEP OTP	March	April
2024	91.3%	76.7%

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
March	3	90%	2	1	97%	0	3	22	145
April	1	97%	1	3	90%	3	1	1	142
May	1	97%	1	4	88%	3	1	3	142

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

Henry Wu - Publisher | Paul Skellon - Editor

