



WALA'AU



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INTEGRITY IS
DOING THE
RIGHT THING
EVEN WHEN
NO ONE IS WATCHING

C.S. Lewis

GROWING SAFELY

Building long-lasting partnerships through integrity & exceptional service

As we continue to work through a period of limited manpower, I want to emphasize the importance of working safely. Each of you plays a critical role in our operations, and safety must always be our top priority, especially when resources are stretched. We're all in this together, and it's essential to approach every task with care to ensure that we all stay safe.

I also want to express my deep appreciation to Robyn, and our HR/Recruiting team - for their tireless efforts in bringing our headcount up. We're getting there, and soon we'll have a full house. I thank everyone for their patience during this time.

A special thank you goes out to our long-time Pacific Air Cargo ohana for welcoming our new team members with open arms. Remember, we all had our first day at PAC, whether it was a year ago or 20 years ago – including myself. We may recall how nerve-racking that first day can be, and it's important to help our new hires feel supported as they find their place in our growing operation. We all come from different backgrounds and have different work experiences – let's share what we know and learn from each other. It's important for every new member to feel comfortable and to learn from each other, especially from our leadership teams.

To support you even more, we've added several new incentive programs. These include weekly

meals for the team, increases in referral rewards, and plans to repaint the facility soon to provide a fresher work environment. We're also improving our digital communication systems, which will be up and running shortly to help us all stay connected better.

This is all an important part of building our team to align with our expanding operations. The larger and more cohesive our team, the more successful we will be.

Thank you all for your hard work. Let's stay safe, grow together, and continue to strive for a safe culture!! And as always, if you have any ideas that you would like to share, please feel free – the more ideas the better!

Thank you! **Tanja - President & CEO**



LOS ANGELES AIR CARGO ASSOCIATION ANNUAL GOLF TOURNAMENT

These pictures below captures a delightful day at the LAACA Golf Tournament in Los Angeles, CA, where we were thrilled to host our valued customers: Kari from Island Pet Movers, Jack from Chapman Freeborn, and Byron from New Haven. The sun shone brightly as we enjoyed the beautiful surroundings, taking the opportunity to connect and strengthen our relationships with each other. Laughter and camaraderie filled the air as we shared stories and created lasting memories on the green. In the next photo, we're joined by our Hole Sponsorship team and our customers. Although it was a hot day, we kept cool with plenty of refreshing drinks to enjoy throughout the event!

Christian Calderon – Corporate Accounts Manager



SPECIAL FEATURE

Drawing courtesy of Perisha Caldera's 9 year old nephew, Jaxzyn Peato, who is passionate about airplanes, especially our PAC B747-400.





PAC WELCOMES NEW CUSTOMER SERVICE MANAGER

Pacific Air Cargo would like to welcome our newest member to the management team, Malik Jackson.

Malik brings a wealth of knowledge and savvy to our organization. With a combination of 11 years of Warehouse Management and customer service experience he is excited about combining his skillset and bringing his style of leadership to the customer service team.

He enjoys working side by side with his new team members and his philosophy on life is “If you give 110% in whatever you do in life, its 110% guaranteed that you have no choice but to get better at it.”

In Malik’s spare time he enjoys spending it with his four children, working with youth throughout the community and all over the island coaching football and basketball.

For fun, he and his son enjoy racing jet skis out at the sandbar.

Welcome Malik!



PAC PARTNERS WITH THE CARGO PEOPLE

We are thrilled to announce that AGI, known in the industry as *The Cargo People*, has been awarded the PAC facility at LAX and will become our new cargo handling partner starting November 1st, following Menzies departure on October 31st.

Our local management team and several PAC managers have known each other for many years, and we look forward to building a strong partnership, improving efficiencies, and achieving great success for years to come.

You may be interested to know that AGI operates at 62 different airports across the U.S. & Canada, handles 400,000 departures and 1.8 Billion kilos of cargo annually, and employs more than 12,000 team members!

Tanja - President & CEO



Wala’au Celebrates a Decade

In September 2014, Henry Wu (PAC HR Manager at the time) and I published the very first issue of our company newsletter which we called Wala’au – talk story in Hawaiian. Back then, Wala’au was the newsletter for both PAC and our larger (in terms of numbers of Team Members) sister company, Aloha Contract Services, or ACS. When leafing through past issues it’s easy to see how much PAC has grown, changed and matured into a serious and respected player in the air cargo industry.

On this 10th anniversary I’d like to say a special thank you to everyone who has contributed over the years and especially to Kevin Molale whose safety articles were usually the first to land in my inbox when I called for content for the next issue, and also to Henry, who while no longer with the company, Henry continues to be my talented and dependable publisher for every issue – mahalo nui loa.

THREE MAIN WORKPLACE CHALLENGES

Hesitation for change.

There is an old adage that states, 'If it isn't broke, don't fix it.' Many members of the silent generation and baby boomers are hesitant to change things if it works, shunning automation and more efficient processes just because they are familiar with 'the way things are.' Not only does change affect the way we work, but it also affects our relationships in the workplace. High-tech PCs, machinery, and less paper contribute to greater, faster and cleaner efficiencies in the workplace, and adaptability to these newer processes are met with hesitancy, sometimes with fear, other times with complacency. We are hoping there will be more willingness, in the near future, for all to accept and embrace new concepts and ideas to contribute towards growth and improvement in our little corner of the world so as to stay up to date and even surpass outdated processes, placing us at the forefront of our competition.

Lack of reliability/commitment to attendance.

As a small to medium sized company, it is discouraging at times that an employee-employer relationship can be one-sided. The employer makes an agreement upon hire, and one of the most important questions a candidate will be asked is how their attendance is, and will they commit to a full-time schedule. If the answer is yes, they are considered for employment. The frustration begins when the employer sets the expectations agreed upon but the employee fails to follow through. There are always urgent circumstances to consider; however 'family emergencies' have become the norm when there are call outs; COVID symptoms without proof, and transportation problems. The big picture is that when the company secures a contract, there is a commitment to fulfilling the contract with employees. When the employees fail to hold up their end of the bargain by regularly displaying poor attendance, everyone loses - the customer, the company and the co-workers. Every single team member plays a huge part in their commitment to fulfill their obligation to the company by adhering to their schedules; and excellent attendance sets the standard for success.

Lack of respect for company equipment and property.

Each year Pacific Air Cargo spends thousands of dollars investing in equipment. Many thousands of dollars are also spent repairing damaged equipment. Accidents occur monthly, and unfortunately many are the results of carelessness and safety violations, not because of faulty equipment. Rigid safety measures are in place for a number of reasons: first to protect the team members, and then to protect company and customers' property. We hope that going forward, team members will move towards caring more about their workplace, the environment (placing rubbish in their proper containers); and taking the time to ensure safety measures and processes are followed properly.

Robyn Sharpe – Human Resources Director

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



BBQ BRINGS HAPPINESS

Thanks for all the hard work! We appreciate you. On October 8th, Pacific Air Cargo held an appreciation BBQ to thank our hardworking crew who helps us day in and day out to fill our flights and load our aircraft. Today, we had the privilege of having BAE'S SMOKED BRISKET come over and provide some of the best BBQ brisket in Southern California to our staff. We had all the Menzies staff who cover our warehousing, and we also had Aerocharters, who offload and load our aircraft, come over to get a plate of food for their service. It was a fun time, and all our staff felt appreciated and thanked Pacific Air for making them feel like family.

Jesse Villalobos – Operations Manager (LAX)



BBQ Appreciation Lunch LAX



BBQ Truck LAX

PERFECT ATTENDANCES CHALLENGE

This challenge is called for on-time performances. The main purpose of this challenge was to encourage all of our agents to be on time. Mid-Shift and Night shift agents were up for it. The two weeks challenge started on July 12, 2024 - July 25, 2024 and here are the results. Congrats to the following agents for a terrific job of being on time. Mahalo and thank you. You will each receive a \$400 bonus for being on time, and no call offs! Here are our winners:

Mid Shift: Kar Chun Cheung; Night Shift: Angelica Te'o; Beneiah Togafau; Eric Wong; Ronson Copminella; Uinise Aholelei; Precious Aholelei; Primerose Aholelei

Lofi Luga – Assistant Account Manager



Uinise, Precious & Primrose Aholelei

OCTOBER 2024 INDUSTRY NEWS

ALASKA - HAWAIIAN MERGER GETS REGULATORY GREEN LIGHT



Over the past decade, four airlines have dominated in the U.S. - United, Delta, American, and Southwest. Now, Alaska Airlines is making a run at the incumbents by joining forces with Honolulu-based Hawaiian Airlines, following DoT and DoJ approvals.

It's the first major airline deal since 2016, when Alaska bought Virgin America. While Alaska eventually axed that brand, that's not expected to happen with its Hawaiian purchase. Meanwhile, Alaska will open a regional headquarters in Honolulu, which will become the airline's second-largest hub after Seattle. The integration will also allow travelers to purchase tickets from both carriers on each of the airline's respective websites.

AMAZON TAKES ON CARGO CARRIERS



Amazon Air has confirmed that it is now selling cargo capacity on its aircraft to third parties, including Ad Hoc and charter services.

The carrier said in a LinkedIn post that Amazon Air Cargo is now open for business serving domestic networks across North America, Europe, the Middle East & Africa (EMEA) and Asia.

Amazon said it could provide space on more than 100 aircraft with over 250 daily flights, including partner airlines, and would also offer Ad Hoc, charter, or blocked space services.

The carrier reportedly began selling backhaul space on aircraft operating to Hawaii and Alaska, carrying perishable items such as pineapples and salmon.

Amazon said it would likely focus on retailer-to-consumer shipments — e.g., moving packages from retailer warehouses to consumers — without trying to replicate the comprehensive services offered by FedEx and UPS, which have vast door-to-door networks.

UNITED AIRLINES CARGO REVENUE UP 14.4%



United Airlines reported \$15 billion in operating revenue for the second quarter of 2024, up 5.7% from Q2 2023. The airline's cargo revenue was up 14.4% year over year to \$414 million. United's improved cargo revenue indicates growth in the sector, which was hampered in 2023 by high capacity and low demand.

OCTOBER 2024 INDUSTRY NEWS CONTINUED....

ATLAS ADDS THREE B747-8'S TO FLEET



Atlas continues to grow fleet with the addition of three factory built B747-8 nose-loader freighters.

The B747-8 freighter excels as the most capable, technologically advanced, and environmentally friendly widebody freighter on the market, with a 20% increase in payload capacity over the 747-400F, along with 25% more capacity than the 777-200LRF. The 747-8 has a 16% reduction in fuel consumption compared to the 747-400F. Additionally, the 747-8 freighter is the only factory-built freighter with nose-loading capability, meeting the long-term demands of the airfreight sector. Atlas stands out as the world's

largest operator of Boeing 747 freighter aircraft, with a fleet that includes 65 aircraft, consisting of 17 747-8Fs, 37 747-400Fs, five passenger 747-400s, and four Large Cargo Freighters (LCFs).

EVA AIR TO COAT 777Fs WITH EMISSIONS-REDUCING AEROSHARK FILM



EVA Air will be the first Asian carrier to apply the low-drag AeroShark surface film on its fleet of Boeing 777 freighters. The Taiwanese carrier will work with AeroShark developers Lufthansa Technik (LHT) and chemical firm BASF for the application of the film, with the first aircraft expected to enter service in September.

The film, measuring 50 micromillimeters thick, replicates shark skin, and reduces aerodynamic drag on the airframe, lowering fuel consumption and emissions by 1-2%. About 830sq m (8,930sq ft) of film will be used to cover the fuselage and engine nacelles. So far, the film has been installed on aircraft

operating in the Lufthansa Group: a sole Lufthansa 747-400, all 12 777-300ERs operated by Swiss International Air Lines, and four 777Fs that fly for Lufthansa Cargo. Work has also begun on applying the film to four Austrian Airlines 777-200ERs.

IATA REPORTS STRONGEST AIR CARGO MARKET SINCE 2021



The International Air Transport Association (IATA) released data for August 2024 global air cargo markets showing continued strong annual growth in demand with the ninth consecutive month of double-digit year-on-year growth. These overall levels reached heights not seen since the record peaks of 2021 and was largely attributed to the growth in international belly capacity, which rose 10.9% on the strength of passenger markets. Industry-wide capacity has reached an all-time high.

Photo: Hong Kong Cargo terminal, the world's busiest

Compiled by Paul Skellon – Director Marketing, Communications & PR

PAC GIVES BACK WITH VIP TRANSPORT FOR NUTMEG

In late August Pacific Air Cargo stepped up to assist in the transportation of a beautiful German Shepherd that spent over a month in a high-kill California shelter growing closer by the day to her imminent euthanasia date. She was ultimately given a lifesaving second chance through the power of collective compassion and effective rescue coordination.

Nutmeg's ordeal began as a stray in Palmdale, CA. She was housed in a shelter for 36 days as she waited for someone to adopt her. As the euthanasia deadline loomed, her situation was becoming critical. Shelters are overwhelmed by an unprecedented influx of owner surrenders, strays, and dangerously low adoption rates. On any given day, more than 200 German Shepherds are listed in the Los Angeles County Animal Control's database, reflecting the severe crisis that dogs like Nutmeg face. This represents a mere fraction of the countless animals in need across Los Angeles County, highlighting the broader, ongoing crisis affecting the state.

Silke and Alan, a compassionate couple in Hawaii who had recently lost their cherished dog to an inoperable spinal tumor, came across Nutmeg's plea for help. Though initially unaware of Nutmeg's location, the couple was deeply moved by her story and grew increasingly concerned as her euthanasia deadline approached. Desperate for help, Silke reached out to a rescue volunteer friend to explore potential solutions for saving Nutmeg's life.

That volunteer, recognizing the couple's dedication and urgency, quickly connected them with Maraya Pierro, the founder of Rescue Kitties of Hawai'i (RKH). Because of the grave overpopulation of abandoned and feral felines and the shortage of quality homes in Hawaii, Rescue Kitties of Hawai'i has sought alternate homing options. They developed a long-standing and fruitful partnership with Pacific Air Cargo (PAC), having successfully transported over 2,000 cats and kittens to the mainland for adoption into loving homes. *Continues on page 9.....*



Team Nutmeg - Paul (PAC Gives Back) Vuleen and Silke, Maraya & Jodi (Rescue Kitties of Hawaii), and Alan



PAC GIVES BACK CONTINUES...

If anyone knew how to safely transport animals across the Pacific Ocean to a promised and safe forever home, it would be Maraya. Learning of the couple's commitment to Nutmeg, Maraya leveraged her extensive network of rescue contacts to help save this dog. A swift and coordinated effort unfolded among dedicated rescuers with strong ties in California. The crucial step in saving Nutmeg's life was securing her release from the shelter. Lisa Korell, President of Shepherd's Paw Animal Rescue (SPAR), was approached by Team Nutmeg for assistance.

Shepherd's Paw Animal Rescue (SPAR), based in California, is dedicated to saving lives and finding permanent homes for dogs in need. Despite facing overwhelming demand, Lisa promptly arranged Nutmeg's 'freedom ride' from the shelter, offering crucial interim care until a foster home could be arranged. Meanwhile, volunteers from Rescue Kitties of Hawai'i managed the logistical aspects of Nutmeg's paperwork, veterinary needs, transport arrangements, and fundraising efforts.

As Nutmeg neared her new beginning in Hawaii, Pacific Air Cargo (PAC) offered to support the efforts and cover Nutmeg's flight costs. Thanks to many generous donors and dedicated individuals on the ground, Nutmeg's rescue and journey to Hawaii stood as a testament to a life saved. Her story vividly illustrates the profound impact of collective compassion and unwavering determination. Nutmeg embodies the hope and promise of a well-deserved second chance at life.

"PAC People are truly pet people, so we're pleased to support the monumental efforts and collaboration it has taken to save Nutmeg," said Tanja Janfruechte, Pacific Air Cargo CEO and animal-lover. "We are overjoyed that she has found a loving home in Hawaii."

Paul Skellon - PAC Gives Back



Vuleen Alan & Silke Henrichson give a warm aloha welcome to Nutmeg

IN MEMORY OF RAYLANCE SOLON

It is with much sadness that we acknowledge the passing of one of our team members, Raylance Solon.

Raylance had been with Pacific Air Cargo since October 2019 and would have celebrated five years with the company this year. He was a loyal employee/Ramp Agent and passed away suddenly last month. Our sincere condolences to his family and friends.

Please note: Details of Raylance's memorial service will be posted on the Internal Communications noticeboard in the HNL breakroom

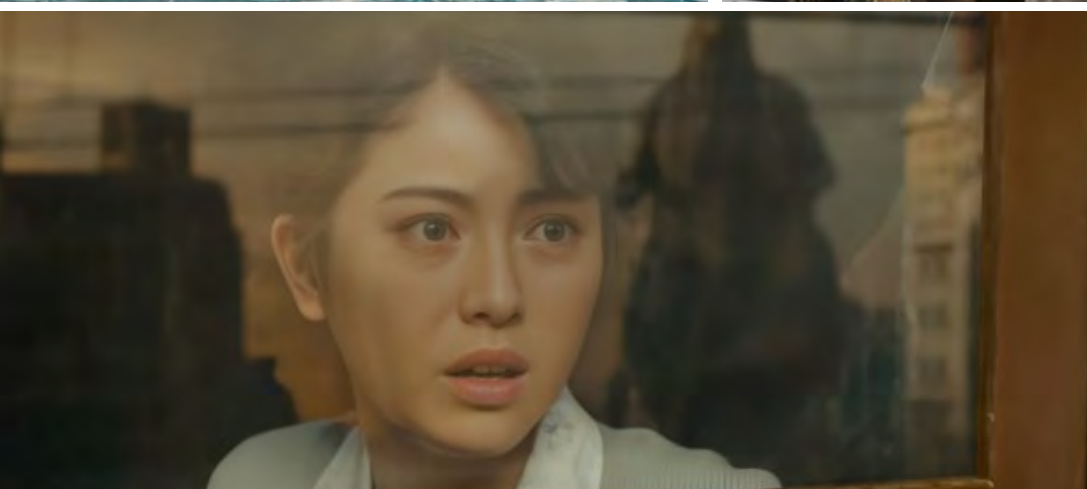




Welcome to Nick's Picks. Nicholas Van Cleave-Lopez is the Senior Accountant in the LAX finance team and an avid movie watcher. Nick has agreed to share his passion by regularly providing us with his latest movie recommendation.



- **Title:** Godzilla Minus One, Rated PG-13, Movie (2024) on Netflix
- **Synopsis:** Set in a post-war Japan and at its lowest point they must defend a new threat in the form of a giant mutated lizard (which is most Godzilla movies).
- **Opinion:** The movie is mostly focused on the protagonists' life which is laced in trauma from his service. It works very well for this film and gets you invested in their day to day lives. The movie is very well written, beautifully shot and the CGI is great. As someone who grew up watching most, if not all, Godzilla films it is possibly my favorite one.
- **Rating:** ★★★★★
- **Trivia:** The movie's budget was only \$15 million and grossed \$115 million making it extremely successful and shows Hollywood you don't need to have a 100 million + budget. To compare, The Marvel's had a budget of \$220 million, but its box office was \$206 million. This budget for both movies does not include marketing, but it makes Godzilla Minus One extremely efficient with its budget and a safer investment compared to the Marvel's. In my opinion we need more movies that are written well and less that JUST look good.





WE APPRECIATE YOU

ANNIVERSARIES, NEW HIRES, & PROMOTIONS

ANNIVERSARIES

August Anniversaries

- Jessie Villalobos, 19 years
- Michael Huls, 10 years
- Paul Skellon, 6 years
- Kolleen Bringas, 5 years
- Stansen Wong, 4 years
- Alti Jermeto, 2 years
- Sonia Moir, 2 years
- Corey Cooper, 1 year
- Eliota Pritchard, 1 year
- Luke-Anthony Vaovasa, 1 year
- Falemalama Wells, 1 year
- AJ Arten, 1 year

September Anniversaries

- Eric Wong, 6 years
- Aifua Augafa, 5 years
- Ezra Gines, 3 years

ANNIVERSARIES

September Anniversaries

- Patrick Quero, 3 years
- Pritchard Lealiiie, 2 years
- Preston Morales, 2 years
- Katherine McCabe, 2 years
- Stephen Okamura, 2 years
- Diana Etuale, 1 year
- Keelie-Chaye Reyes, 1 year
- Chasity Kaapa, 1 year

NEW HIRES

- Chainton Saldebar
- Darry Emejwa
- Shirro Esau
- Festos Phichiol
- Amugan Iehsi
- Desstiny Mahuka-Momoa

NEW HIRES

- Jaylissah-Marie Kalaola
- Hydi Harmon
- Pedro Sootaga
- Rodney Valdez
- Kiara Fiaavae
- Carl Pope
- Naleina Leota
- Kallie-Ann Reyes
- Lefotu Folasa
- Orepa Taototo
- Anson Damarlane
- Steve Alokoa
- Anastaisha Aukuso
- Caylina Ojeda
- Georgette Kido
- John Taulung
- Siituu Pesa
- Malik Jackson



Departure On-Time Performance (DEP OTP)

DEP OTP	July	August	September
2024	82.6%	79.2%	80.5%

Congratulations! In August, PAC recorded just one on the job injury while September was completely injury free as is October at the time of Wala'au being published. Keep up the great work everyone.

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

