

2026 and Beyond

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A Year to Remember

"Building long-lasting partnerships through integrity & exceptional service"

On a Saturday, November 22nd, 2025, I was driving up to Prescott, AZ. to spend the weekend with family when I received a call from Kalitta—one that PAC has never received in our 25 years in business: "You will be without a plane for four rotations." I can honestly say I had never received a call like that before, and it was absolutely devastating to hear. After talking through the situation with Kalitta and understanding the incredible challenges they were dealing with across their entire network, it became clear that four days was actually the best outcome we were going to get. Kalitta had five aircraft unavailable due to extended heavy maintenance overruns, regulatory delays, and unplanned maintenance issues, two of which needed to be ferried back to OSC for landing gear issues, both on our route. It was honestly unreal and total twilight zone stuff – especially, after our back-to-back prior mechanicals/delays.

We faced several challenges last year, and this one really summed it all up in a nutshell.

So, what do we do best at PAC? We handle challenges the best we can and keep chugging up the mountain. The entire team came together (as we always do), rolled up our sleeves, and put our customers first—clearly explaining the situation, working through solutions, bringing in alternative aircraft where possible, and most importantly putting in the extra hours, and having the tough conversations with the right attitude!

I truly can't thank everyone enough, not just for the

good times, but for how you show up during the hard ones. As we continue to grow, this is what I'm most proud of: that constant never changes. We chose this industry, we continue to choose this industry, and we understand that challenges like this are part of it unfortunately — but let's be honest, wouldn't any other industry be boring?

While the peak challenges of 2025 definitely made it an unforgettable year, let's not forget all the great things it brought us - an amazing Anniversary Party people are still talking about; \$1.5M in GSE investments; 34 new team members joined and are still with the PAC O'hana; major advancements in our operational technology, including an entire revamp of our IT/Network system; a round trip GUM flight we can now call our own; two new really creative ULD types to drive revenue (PACRAK & PACSTAK); several new partnerships, and another successful year we can all be proud of.

I'm really looking forward to 2026, which is already flying by. We'll continue investing in what matters most - our people. We will also continue investing in our training department, advanced technology and expansion ideas – and we just pulled the trigger on a new cooler for our HNL facility that we are hoping will be operating by mid-year.

More good things to come... and thank you again for being the best 'fish' in a very big pond!!

Tanja Janfruechte – President & CEO

What the New Year brings to you will depend a great deal on what you bring to the New Year.

-Vern McLellan

COO Corner

All together now--- Exhaillllll. Goodbye to peak Season 2025! We have successfully made it through one of Pacific Air Cargo's wildest seasons. Injuries and delays were the hallmarks this year. Let's not forget to thank Tanja (CEO) for the great influx of GSE right in time for peak and thus having the equipment to perform when called upon. Please let's take the time to schedule and perform cleaning details to help the maintenance department in their endeavor to upkeep these great machines. We can all agree that with the new GSE machines, life is just a little bit easier - considering the past eight months leading up to peak.

As you can see, we are continuing to take delivery of additional GSE items and are introducing them into the operations where needed. Please be sure to have all training and understanding of the equipment completed before anyone uses it.

I would like to take this opportunity to thank the Customer Service Department for their great work in documentation, customer service and team camaraderie. Without you, we would have had a much different outcome during our tragic delays and flight operational issues. Yes, it was a total team effort, but your department exercised the added touch.

Well, 2026 is here, so pull the belt tight, adjust the PPE and let's go. There is an exciting year ahead of us and new contracts to explore, new customers to assist and an operation that needs to be perfected. I will be pressing all of you to work SAFER this year. I would like to see a huge decrease in injuries and close calls. I will be asking the training/safety department to implement immediate consequences on violations. These are some of the areas we are looking at to increase focus, Ramp/Warehouse – seatbelts, speeding, improper shifting, not warming up equipment prior to use, systems checking units, daily GSE checklist, and use of defective GSE. These are a few areas of concern.

Many good things are to come Team, so let's have a great and safe 2026! Aloha.

Thomas Ingram - Chief Operations Officer



PACSTAK - The Pallet Stacker

PACSTAK, Pacific Air Cargo's pallet stackers have arrived. We are the first to introduce these ULD's into our cargo operation world-wide. These ULD's will help us stack low height pallets on top of light weight cargo or fragile cargo which gives Pacific air Cargo the ability to better utilize our total cubic feet volume inside the different aircraft we operate.

Phishing is on the Rise - Please think before opening any attachments

Ask yourself, am I expecting an email/attachment from this person or company? If “not” **DO NOT ANSWER** - Better Safe than Sorry!

So... what is phishing?

Phishing is a type of cyberattack where criminals send emails or messages (many times with fake or bad attachments) designed to “hook” you into clicking a link or entering your username and password on a fake website.

Instead of catching fish, attackers are trying to catch credentials.



Did You Know? Over 80% of security incidents start with stolen or compromised credentials — often from a phishing email.

One click or one login on the wrong site can give attackers access they shouldn't have.

Phishing emails are becoming more frequent — and more convincing — across all industries, and Pacific Air Cargo is no exception. These messages are designed to look legitimate and trick you into entering your username and password on fake websites or clicking malicious links. The good news? A few simple habits go a long way in keeping our systems — and our customers — safe.

What to Watch For

- Emails creating urgency (“Your account will be locked,” “Immediate action required”)
- Unexpected links asking you to sign in or verify information
- Messages that appear to come from Microsoft, vendors, or coworkers — but feel “off”

What We're Asking Everyone to Do

- **Pause before you click.** Hover over links and confirm the destination looks legitimate.
- **Verify where you're typing your password.** Only enter credentials on trusted, known websites — never from an unexpected email link.
- **Be skeptical of urgency.** Real internal requests don't rely on panic.
- **Report suspicious emails.** If something doesn't look right, flag it — even if you're unsure.
- Cybersecurity isn't just an IT responsibility — *it's a team effort.*

Slowing down for a few seconds can prevent hours (or days) of cleanup later.

Thanks for doing your part to keep Pacific Air Cargo secure.

Tanja Janfruechte – President & CEO



Celebrating 2025 Milestones and Success!

Happy New Year! I hope everyone had a wonderful holiday season.

We would like to sincerely thank everyone who worked through peak season—especially during the challenges we faced in November due to maintenance issues. In PAC's 25 years of business, this was the first time we encountered circumstances like these, and we are incredibly grateful to everyone who stepped up to help meet customer demands. Your loyalty, dependability, and dedication did not go unnoticed and are truly appreciated.



2025 was an incredibly productive year, and we have much to celebrate! We successfully reached our **1-Year milestone** with several major system implementations and the addition of a critical role supporting our HNL and LAX teams. This achievement reflects the dedication, collaboration, and hard work of everyone on the PAC Team who contributed to these initiatives.

- **ProService Hawaii** – A self-service payroll portal allowing employees to update tax withholdings, addresses, banking information, and access paystubs, W-2s, and more.
- **Ramp** - An expense reporting and payment platform supporting Accounts Payable and Corporate Credit Cards.
- **Payroll Specialist (LAX)** – Provides daily payroll support and collaborates with Human Resources and Operations to address payroll hour discrepancies, generating reports, audits, and reconciles employee benefits, along with other payroll responsibilities.

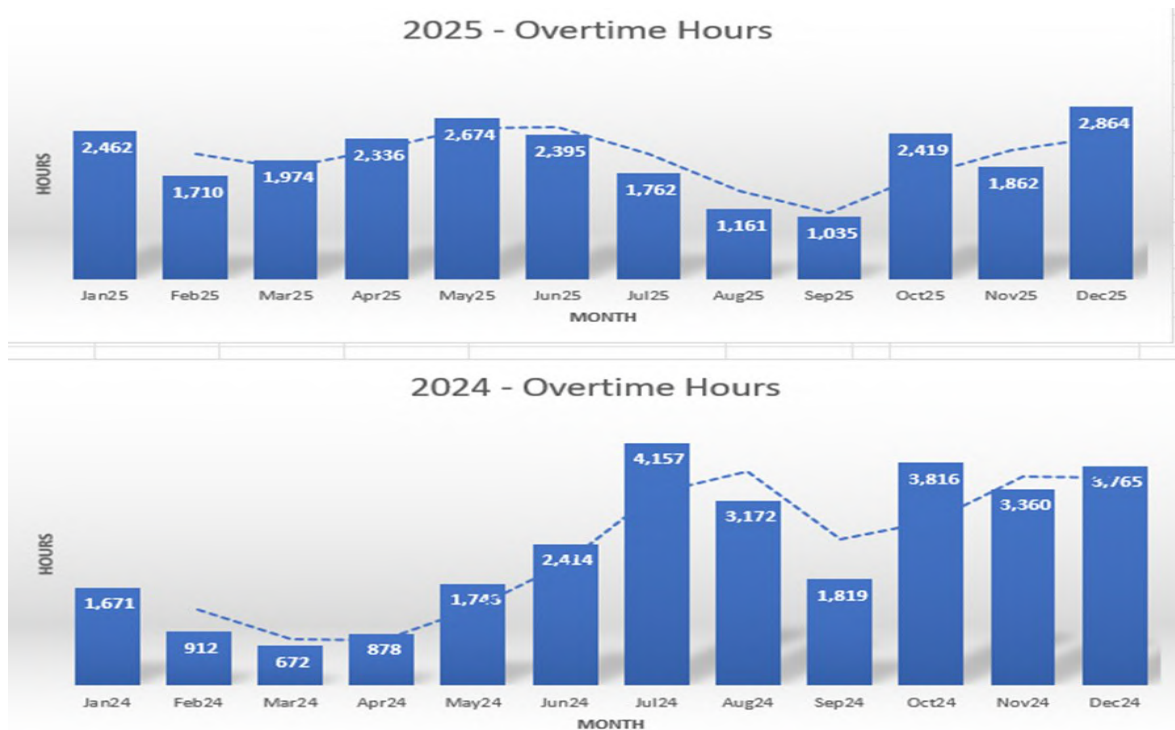
In addition, several projects and process improvements were launched in 2025:

- **New Work Order** - Improves tracking of assets for preventative maintenance and repairs.
- **Ground Support Equipment (GSE) Internal Audit/Reconciliation** – Identified retired or scrapped equipment to clean up internal records.
- **401(k) Transition from Ameritas to Transamerica** – A self-service platform where employees can manage contributions, enrollments, and more via the Transamerica mobile app or online.
- **New Hire Onboarding** - A fully electronic onboarding process for new hires, streamlining administrative tasks and enhancing efficiency for both employees and the PAC Human Resources team.

Story continues next page...

Celebrating 2025 Milestones and Success! - contd.

- **Change in Status Form** – Employee changes are now submitted through the ProService portal and automatically updated, eliminating manual forms!
- **Purchase Orders in Ramp** – Transitioned from manual purchase orders and Excel tracking to an automated approval and tracking process, reducing invoice review and approval time.
- **Human Resources Restructure** – To support our growing operations, we hired a Human Resources Manager in December 2025, who officially joined PAC in January 2026.
- **Overtime Reduction** – CONGRATULATIONS, TEAM! Total overtime hours dropped by 13% (3,724 hours) compared to 2024—a remarkable achievement! The new work schedules in ProService, combined with proactive planning by management, have made a real difference. Let's keep this momentum going in 2026 by staying on top of schedule changes, coverage, and shift management as our business needs evolve. A monthly overtime trend is included for your reference—thank you all for your hard work and dedication!



We look forward to 2026 as we continue to support one another, collaborate across teams, and contribute to improving processes where needed while identifying opportunities to reduce costs.

I'll leave you with one of my favorite quotes: *"If everyone is moving forward together, then success takes care of itself."* —Henry Ford

Mahalo. **Sonia Moir - Chief Financial Officer**

Cheers to the New Year Happy 2026 to you all

As we closed out 2025 working extra hours and multiple flight schedule changes, it was nice to witness the teamwork and positive communication with one another. 2025 was a very special year for Pacific Air Cargo - our 25th anniversary! What a grand celebration we had with our partners, suppliers, and coworkers. It was great to meet the Los Angeles staff in person. In December, we visited our customers and partners to hand out some holiday cheer and our 2026 Pacific Air Cargo calendars. It was such a pleasure and very exciting to visit our customers and tell them how hard each of you had been working. I did my best to stay humble and kind as I heard testimonial after testimonial of how proud our customers are of our team. Over and over, they shared their appreciation for getting the job done and turning the flights around so quickly with all our challenges. My favorite part of December was a special visit from the 777, its first time to Honolulu. We got some great 747 pictures with the Nose opened as well! I wanted to share these December photos and let you know our customers, partners, suppliers, and vendors all think a lot of you and give great testimonials of how they appreciate your extra efforts. Delivering the Can Do – so often is the core of Pacific Air Cargo for 25 years and growing! Cheers to 2026, I can't wait to see what we will do in the year to come! Mahalo.

Mark Brower – Client Executive



Welcome Janis Lawton (HR Manager)

Let's welcome our newest member to PAC and the Human Resources Team, Janis Lawton, our new Human Resources Manager.

Are you originally from the Honolulu/Oahu Area?

Janis: No, I was born and raised on the Island of Kauai. I moved to Oahu to attend HPU and never left.

What did you do before you started working for PAC?

Janis: I worked for RBD Hawaii Restaurants Limited, formerly known as TD Food Group, Inc. The company managed all Pizza Hut and Taco Bell Restaurants in Hawaii, Guam and Saipan.

What are some of your favorite pastimes/hobbies?

Janis: I enjoy reading, watching dramas, playing video games, crafts, and spending time with my family.

What is the most interesting/craziest/bizarre thing you've ever done?

Janis: I'm not an adventurous person, but I have been on a cruise to the Bahamas and to Mexico.



Robyn Sharpe – HR Director



Left: First of the New Motorcycle Shipment Program | Right: The Team in LAX celebrating Mena's birthday. Happy birthday, Mena!

Industry News

Kalitta deploys Big Twin to support JAL

Kalitta Air recently deployed its latest 777-300ERSF in commercial service to support Japan Airlines between the United States and Japan.

The carrier is set to fly the aircraft between Chicago (ORD) and Tokyo (NRT) via Anchorage (ANC) as part of a deal with JAL, announced in March. JAL had expected to place its code on the thrice-weekly flight starting May 10, but Kalitta did not start 777-300ERSF operations until October after IAI obtained certification for the Big Twin conversion.



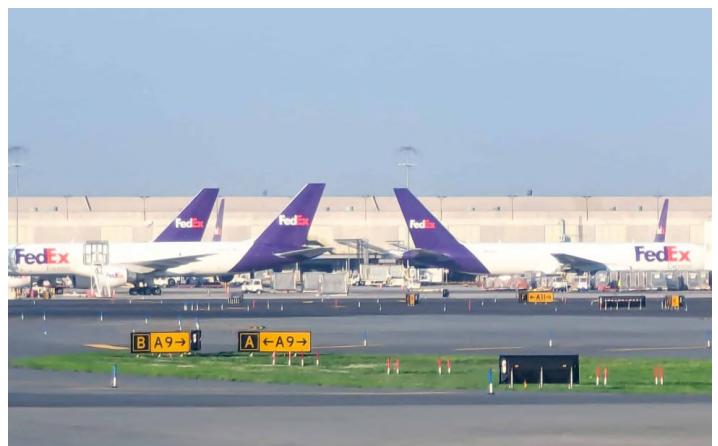
Apollo contemplates \$12B sale of Atlas Air

Apollo Global Management Inc. is exploring a potential sale of its aviation company Atlas Air Worldwide Holdings Inc., according to people familiar with the matter. The US investment firm is in the early stages of considering a potential divestment of Atlas Air and may seek to value the business at more than \$12 billion including debt. Atlas Air currently offers aircraft leasing and charter flights with its fleet which includes Boeing 747s, 777s, 767s and 737s.



FedEx takes delivery of 150th B767-300F

On December 17, FedEx took delivery of its 150th 767-300F, ferrying the aircraft to its facility in Indianapolis, Ind. (IND), from the Boeing factory in Everett, Wash. (PAE). FedEx has two more 767-300Fs on order with Boeing that it expects to receive by May 31, 2026, for a total of 152 units, according to its most recent fleet table released Sept. 18. The company took its first 767-300F in 2013 and is the largest customer and operator of the type by a wide margin, accounting for more than half of the 268 units Boeing has delivered to date.





Industry News continues...



Boeing sets B777F delivery record

Boeing will have delivered at least thirty-five 777Fs in 2025, the most it has ever delivered in a single year since the type's entry into service in 2009.

The plane maker reported thirty-three 777F deliveries as of Nov. 30 in its most recent monthly update, but two more units have left its facility in Everett, Washington.

Boeing has delivered 312 B-777Fs so far since Air France took the first one in February 2009.

FedEx MD-11s grounded until March

FedEx expects to return its MD-11F fleet, which has been grounded since Nov. 7, to service in the company's fourth quarter, which runs March 1 to May 31 but return to service depends on when FedEx receives inspection criteria and protocol from Boeing. FedEx currently operates a fleet of 34 MD-11s. Last month FedEx CFO said on an earnings call, "we'll have significantly higher cost incurred on the MD-11 at the peak season, and it's an expensive time of year to be getting outsourced lift."



Polar and DHL split after more than two decades

The joint venture between Atlas Air and DHL, has been dissolved after nearly twenty-four years. Atlas Air and DHL first made the announcement in February 2025 that they intended to dissolve the Polar Air Cargo joint venture. Both companies agreed that the joint venture no longer aligned with the strategic direction of either company.



Industry News continues...



Alaska places largest order in their history

Alaska Airlines announced it is ordering 105 new 737-10 aircraft and five new 787 aircraft – exercising all previous 787 options held with Boeing. The airline also secured rights for an additional 35 737-10 aircraft. This order – representing the largest order in the airline's history – secures critical delivery slots and extends the aircraft delivery stream through 2035.

Paul Skellon - Editor



Special Ford Raptors

Last weekend, we shipped three special camera-equipped Ford Raptors to Honolulu presumed to be deployed by Google to map the more rugged terrain areas in Hawaii. Due to the height of the vehicles, they had to be loaded in the center of the aircraft.

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PAC Gives Back: Inspiring Communities to Care for Coastlines

Sustainable Coastlines- Hawai'i began in 2010 with eight friends sitting around a table in a small house in Kaimukī, Honolulu.

Inspired by good friends at Sustainable Coastlines – Aotearoa (New Zealand), they decided, “it was time to take keeping our beaches clean into our own hands while making the work fun.”

What they've learned along the way is that cleanups can only do so much, so they now utilize their cleanups to inspire better consumer behaviors and continued coastal stewardship through cleanups, education, social media, and more.

Sustainable Coastlines – Hawaii is run by a growing team of full-time staff, interns, and a large team of dedicated volunteers. Want to get involved in their core team? Show up at their next cleanup, introduce yourselves, tell them you work for Pacific Air Cargo, and show the extra effort. They're always looking to grow their team – www.sustainablecoastlineshawaii.org

Note: Pacific Air Cargo – PAC Gives Back recently made a donation of \$1500 in the name of all our valued PAC team members.

Paul Skellon – Director Marketing, Communications & PR



Sip into a Healthier You



Smoothies are a delicious way to stay healthy! They benefit your body because they're packed with vitamins, minerals, and antioxidants that help support your immune system and overall health.

Fruits and vegetables provide vitamin C and other nutrients that help your body fight off illness, while ingredients like yogurt add protein and probiotics that support gut health. Because smoothies are blended, your body can absorb nutrients more easily, and they're a quick way to stay full, hydrated, and energized during busy days.

One of my favorite Immune-Boosting Smoothie ingredients are:

- Spinach
- Carrots
- Celery
- Frozen Strawberries, mango, peach
- Banana
- Greek Yogurt
- Almond Milk
- Hint of Honey

Sip and Enjoy

Maggie Perez – Billing Specialist

The impossible made possible

Imagine for just a moment that you were the head of a recruitment agency, or the casting director for a movie with a limited budget, and you had to fill or cast all the following roles -

A healthy, reliable female; a sister; a mother; a friend; an aunt; a grandmother; a nurse; a care-giver; a full-time skilled worker; a mentor; a counselor; a cook; a housekeeper; a wife; a sports coach; a chauffeur.....

How would you possibly fill all these very different roles, and where would you ever find all that talent and energy? Answer: you'd hire just one Working Mom!

So, if you are one of those immensely talented ladies, may I express the awe and immense appreciation of the rest of us. If you are not, or not yet, one of those superwomen, you won't have to look very far to find at least one in your family, or in your circle of friends. Be sure to give them all the love and respect they deserve.

Paul Skellon – Editor





Perisha's Broke Da Mouth Review

ALOHA EVERYONE!!

Welcome back to another mouthwatering segment of Perisha's Broke Da Mouth Food Reviews.

Today, I'm featuring a spot that's *widely known* for serving up insanely delicious Korean BBQ. Some may call it a "little hole in the wall," but don't be fooled—this place delivers huge portions of bold, savory goodness that always hits the spot. They have been serving locals delicious food in Hawaii since 1977!

Introducing KimChee 2, located in town in the Kaimuki area. They offer a WIDE variety of Korean BBQ, and let me tell you—it's so darn good that my family and I eat here three times a month!

First Choice – The Dinner Special

This plate is my INSTANT go-to every single time. As expected, the portions are extremely generous, just like all their dishes. The Dinner Special comes with:

- Juicy, big-boned kalbi (ribs)
- Shrimp tempura (heavily battered and deep-fried)
- Meat Jun (beef fried in egg)
- Mandoo (deep-fried veggie dumplings)

But wait... it gets better! You also receive a bowl of rice and sides of kimchee, seasoned seaweed, bean sprouts, and dried radish marinated in their secret sauce.

I order this plate time and time again, and it never fails to satisfy my K-BBQ cravings.

Overall: 1000/10

So delicious and filling, you'll need a forklift to fork you back home.



Second Choice – Kimchee Soup w/ DUK

If you LOVE kimchee and soup, this one's for you. The kimchee soup is absolutely incredible—bold, rich, and packed with deep flavor. Every spoonful delivers the perfect balance of tangy spice and comforting warmth. It's intensely flavorful and seriously addictive.

Overall: 9/10

Warm, comforting, and packed with that spicy kick you crave.

Third Choice – Shrimp Tempura Plate

When I'm craving shrimp, this is my automatic choice. The plate comes with six large, heavily battered, deep-fried shrimp that practically overflow the plate. Each bite is crispy on the outside and soft, moist, and tender on the inside.

I NEVER get tired of this dish—especially since it's always served fresh out of the fryer (most times you'll need to let it cool first!). Trust me when I say—it's not just delicious, it's AMAZING and fulfilling.

Of course, this plate also comes with all the classic sides: rice, kimchee, seaweed, cabbage, and seasoned dried radish.

Overall: 9/10

Deeply flavorful, perfectly crispy, unbelievably tasty, and totally crave-worthy.

Final Thoughts

I can *never* finish an entire plate by myself—the portions here are truly unmatched. I always add a side of their mac salad with sweet potato, and I promise you—it's the BEST mac salad I've ever had. The staff are always welcoming and kind, and many of them are the children of the founder of KimChee 2, proudly continuing their father's legacy and keeping the quality top-tier.

Until next time, everyone - Keep eating good & supporting local!

Perisha Caldeira – Customer Service Lead HNL





Nick's Picks

Welcome to Nick's Picks! **Nicholas 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: Tron: Ares, Rated PG-13, Movie (2025), Disney +

IMDb Synopsis: A highly sophisticated program, Ares, is sent from the digital world into the real world on a dangerous mission.

Opinion: Ever since the movie, Tron: Legacy (2010), I have become a fan of the franchise and rewatched the original Tron (1982) film. I'm still surprised that my daughter who was 6 at the time rewatched it with me! Unfortunately, Tron: Ares doesn't do much to add onto the franchise or reference that much from prior entries. The good news though is that it makes this movie friendlier to people who haven't seen the other movies, it does a good job standing on its own. The movie isn't completely captivating, but it was still a fun watch and Jared Leto did well in his role being the standout actor along with the antagonist played by Evan Peters. Jeff Bridges makes an appearance and was the original main character in the Tron series, and plays a big role in it's overall story. As he is one of my favorite actors it was really nice to see him in the movie. I won't spoil it, but in the after credits there is a scene that insinuates another film to come. Despite all of this the film is projected to have lost at

least \$100 million which makes a fourth movie very unlikely in the next few years. I don't think they will completely drop the series and a fourth movie will eventually happen, however the story needs some rework.

Rating: ★ ★ ★ ★ ★

Trivia:

- The film's original name was Tron: Ascension and was supposed to come out in 2012 and was meant to be a direct sequel to Tron: Legacy (2010) but due to issues with the script (delayed to 2015), failure of another sci-fi film (Tomorrowland), and the strikes in 2023, it kept the writing and production delayed until final release in 2025.
- Apparently, it is rumored that this film will be the new direction of the franchise, planning to leave most of the story elements brought up in Tron (1982) and Tron: Legacy (2010) behind. This doesn't mean that they are completely disregarded, but that the new plot's points brought up in this film will be prioritized in future films.

Kings' Day – Rosca de Reyes

Rosca de Reyes is a cherished Mexican tradition celebrated on January 6th, which symbolizes the arrival of the Three Wise Men - Melchor, Caspar, and Balthazar - to the newborn Jesus. The bread symbolizes unity and sharing, with each element representing different aspects of the celebration. The circular shape symbolizes God's eternal love, the candied fruit represents the jewels of the Three Wise Men, and the sweet bread symbolizes brotherhood and shared food. A figurine hidden inside the Rosca is meant to be found by someone who will host tamales on February 2, Candlemas Day. Candlemas Day, celebrated on February 2, commemorates the Presentation of Jesus at the Temple and the Purification of the Virgin Mary. This feast, known as the Presentation of the Lord, symbolizes Christ as the light of the world, often marked by the blessing and lighting candles. Maggie, Sonia and Jessie were lucky ones that found Baby Jesus from the Rosca and will host our next celebration on February 2nd.

Reyna Najeera – Billing Specialist



Left: Jessie, Reyna and Sonia - King's Day | Right: Traditional Kings' Day Cake



Important Team Member Information

Here are a couple of Frequently Asked Questions (FAQs) about your Wage & Taxation Statement, also known as a **W-2** form.

ProService Hawaii is currently preparing your W-2 Forms. The following FAQs will help you understand what to expect in preparation for the upcoming tax season.

When are W-2 forms being mailed?

W-2 Forms will be mailed by February 2, 2026, to the team member's mailing address listed in Prism.

Note for 2026: The usual mailing deadline is January 31, however this year that falls on a Saturday, so the IRS has shifted the official mailing date to the next business day, which is February 2nd.

Will the W-2 forms be available online?

You will be able to access a digital copy of your W-2 form via Prism after February 2nd.

For questions or assistance regarding W-2s, please call the ProService Hawaii Employee Service Center at (808) 394-4162 anytime from Monday to Friday, between the hours of 8:00am – 5:00pm.

Robyn Sharpe – HR Director



Angielani Pola receiving her 5 year anniversary Apple Watch from HR Director, Robyn Sharpe





Spirit Week Celebrations

During the 2025 Peak Season, the Honolulu Customer Service Department celebrated both the holiday spirit and a successful year of collaboration and teamwork by celebrating with a "Spirit Week". A Spirit Week is an entire week's worth of forgoing the PAC uniform, and donning a different themed uniform each and every day within the CS Offices – whilst remaining within safety & compliance PPE when leaving the office to venture out into the warehouse & the AOA.

The 2025 Spirit Week started off on Monday, December 15th, with a 'Rep Your Team' theme – whether sports, high school, or even PAC gear, which was great fun for the teammates with pride for their favorite sports teams! The CS Team then transitioned to midweek with 'Cozy Flannels', 'Ugly Sweaters', and 'Santa's Workshop' – where the team donned their Christmas spirit apparel and the office was very colorful, and spirits were very high! On Friday, the team celebrated 'Happy Aloha Fridays' where it was our chance to sport Aloha shirts or ethnic/traditional formal wear and it was very special for our HNL Sales Executive, Mark Brower, as he had more people to share in his love for Aloha Shirts! The CS Team then finalized their weekend with 'Cosplay & Characters' and 'Sleepy Sundays', where the teammates were able to come to work in their pajamas.

There were special celebrations in the week as well: first, with a team potluck during which they shared amazing food and fellowship – not only within their department, but also with HR, the Executive & Management teams, as well as the HNL warehouse & ramp teams. Then, they had a 'Secret Santa' which was a success for all included!

Finally, a celebration for the most celebrated and revered manager to the CS Department: AM Operations Manager, Mr. Michael Huls. Mikey received a basket of goodies and a few gifts from the CSAs that celebrated Mikey's personal life and favorite sports team: the Las Vegas Raiders!

A very successful Peak season and Holiday season have our CS Department excited for the opportunities ahead in 2026

Carl Peretania – Customer Service Manager

More pictures next page.....





Spirit Week Celebrations continues...



Anniversaries, New Hires, & Promotions



Anniversaries ~ Thank you for your service!

January

- Bryan Bird, 8 years
- Bonnie Tumanuvao, 6 years
- Trevon Mitchell, 6 years
- Brittney Togafau, 4 years
- Hunter Correa, 1 year
- Kapeneta Ito, 1 year
- Micah Ito, 1 year
- Jennifer Tagataese, 1 year

February

- Felu Faetoi, 25 years
- Eric Wong, 5 years
- Laura Ordaz, 1 year (LAX)
- Iki N Son Mefy, 1 year
- Jaryl lynn Maddison, 1 year
- Kaitlyn Webster, 1 year
- Kristine Carreon, 1 year
- Rachel Panuelo, 1 year



New Hires

- Michael Matalolo, Ramp Agent
- Mele Mele, Ramp Agent
- Ameer Prosper, Ramp Agent
- Joshua Robert, Ramp Agent
- Janis Lawton, Human Resources Manager



PAC STATS

DEPARTURE ON-TIME PERFORMANCE (DEP OTP)

DEP OTP	November	December
2025	57.9%	56.6%

2025 Safety KPI	# of Injuries	Percent Safety	Number avoidable	Number of Accidents	Percent Safety	Number avoidable	Hospital visit	Total time lost	Number of Employees
Nov.	1	83%	4	1	97%	1	5	2	141
Dec.	1	89%	1	1	97%	1	2	30	119



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? email us at walaau@pacificaircargo.com

Henry Wu – Publisher | Paul Skellon - Editor





Thank You! Samuel R.
Mahalo! Raymond Hamer
Thank You Mark W
Thank You! Liz
MUCH MAHALO OTHO W
Mahalo nui loa! Gist M
Thank You! Kevin
Thank You!

Aloha Pacific Air Cargo,

You make our work possible and we truly appreciate everything you do.
Wishing you a Christmas filled with joy, happiness, and blessings.

Jmb

Mahalo
- James W

L. Higa

Mahalo nui,
The Habilitat 'Ohana

Thank you!
John

Thank you
- Austin

Mahalo! Mye McQueen