



COMPANY PROFILE

Table of Contents

02 Aerowisata

06 Foodservice

14 Hotels

20 Travel

26 Transportation

32 Logistics

AEROWISATA



Overview

Vision & Mission

Corporate Values

Aerowisata Group

Global Presence



Overview

Over 50 years, Aerowisata continuously upholds commitment to provide integrated services in hospitality service on the basis of cordiality and friendliness principles.

PT Aero Wisata is a part of Garuda Indonesia Group supporting Indonesian's tourism sector. Formed in Jakarta on June 30th, 1973, Aerowisata has become the pioneer of Indonesia's hospitality industry. All forms of products and services which were produced by Aerowisata are made to reflect the unique characteristics of Indonesian culture.

Foodservice



Hotels



Travel



Transportation



Logistics



Vision and Mission

Vision

To become a role model company with high performance organization within the group in 2025.

Mission

To manage holding business portfolio effectively in sustainable value creation.



Corporate Values

In running its business activities, Aerowisata applies standards of ethics complied with the corporate values “AKHLAK” consists of 6 Core Values which are:

Amanah/Trustworthy

Has a definition of “hold true to the given trust”

Kompeten/Competent

Has a definition of “continue to learn and develop capabilities”

Harmonis/Harmonious

Has a definition of “caring for each other and respecting differences”

Loyal

Has a definition of “dedicated and prioritizing the interests of the nation and state”

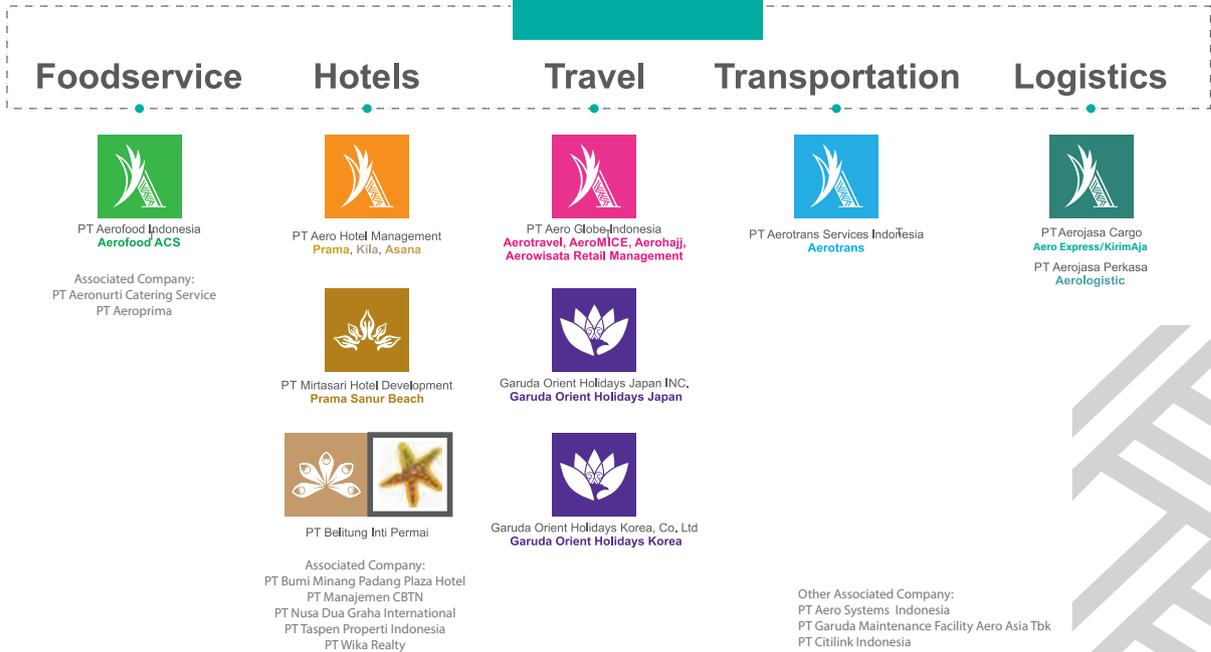
Adaptif/Adaptive

Has a definition of “continuing to innovate and be enthusiastic in driving or facing changes”

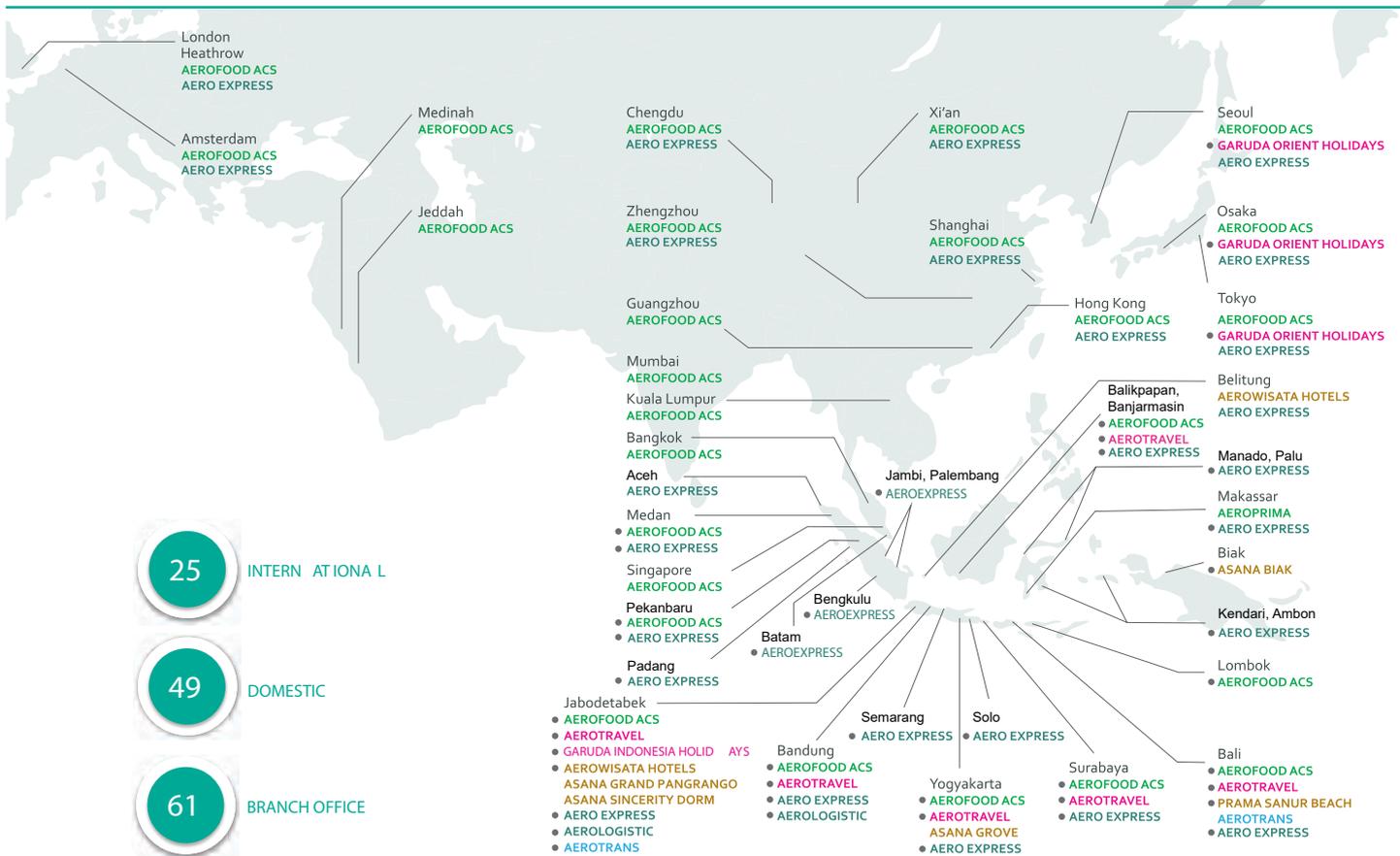
Kolaboratif/Collaborative

Has a definition of “encouraging synergistic cooperation”

Aerowisata Group



Global Presence



FOODSERVICE



In-flight Services

Industrial Services

Laundry Services

F&B Retail and
Commodity Supplies



Overview



After more than 50 years of servicing our customers, with delightful taste and creativity, Aerofood ACS has successfully emerged as the cutting edge of the hospitality industry.

As a subsidiary of Indonesia's admirable Airline company, Garuda Indonesia, known for its premium class services, Aerofood ACS has been established since 1974. Operates under the name of PT. Aero Garuda Dairy Farm, collaborating with Hong Kong-based Dairy Farm, and later on changes its name to PT. Angkasa Citra Sarana Catering Service.

In 1991 the business is officially running under the brand of ACS (Aerowisata Catering Services). As the expansion grows, exactly in 2010, Aerofood ACS launched a new logo of Aerowisata Group as the holding company, forming a tremendous look of the company and its divisions. In the same year, PT Aerowisata Catering Services also transformed its name to PT Aerofood Indonesia with Aerofood ACS as their trademark.

Leading the market of Indonesia's inflight catering, Aerofood ACS has branches across 8 major cities of Indonesia, starting from Cengkareng, Jakarta, Yogyakarta, Surabaya, Denpasar, Lombok, Balikpapan and all the way to Medan.

Having the mastery in catering services field does not avert Aerofood ACS in visioning the future with innovations, and continue to discover other business opportunities, for the modesty to learn fresh demands in the market is our way to stay success, and to remain in the vanguard of the industry.



In-flight Services

Having a line of In-flight catering services, we delivered great efforts in bringing our brand to the front gate of premium catering providers. Sophisticatedly, working with the latest technology, our in-flight catering is keeping tracks in how to convey detailed services for the customers. We took mental note over the years, on the growing demands of food to be made only with fine and selected ingredients. Our divisions are designed to sustain punctual time management in the delivery of the products, right on schedules.

Today, Aerofood ACS owns 8 In-flight facilities, with the largest production capacity in Cengkareng up to 50.000 portion of meals per day.





Being a vanguard in the business, Aerofood ACS relentlessly proving to the world with more than 70.000 meals a day provided on board, in 40 commercial airlines.



Industrial Services



Aerofood ACS has made his name synonymous with premium catering service in the oil, mining and gas, town catering, as well as health care and wellness industry. At present, we cater to more than 5 million staff meals for more than 60 customers from the above industries with a broad spectrum of integrated services.

Our industrial services division takes safety and health requirements as utmost importance to attain in preparing nutritious meals. Which is why in each hospital kitchen construction, we provide consultancy service to assist customers in reaching safety and health standards.

Aerofood ACS serves the catering needs for some of the largest multinational names in mining, oil and gas industries that are operating in Indonesia.

We have also worked with several renowned healthcare in Jakarta. Either working side by side with the hospital authorities, or acting as a consultant in helping them to plan and prepare nutritious meals for the patients, all foods and beverages handled properly according to international safety and hygiene standards, according to local health requirements. Meals can be set according to the individual request, or to the patient served hot and presented in the hospital's meals time table.



Acquiring the art of catering services in Indonesia, it has the experience in handling clients in oil, mining and gas as well in healthcare industry.



Laundry Services

Aerofood ACS has two high capacity laundry facilities to handle in-flight laundry, hotel and restaurant. Both facilities use the latest machinery to utilize purified, filtered and softened water to guarantee maximum cleanliness safeguarding the lines

Laundry Services

With the experience in handling corporate customers since 2010 and having several domestic and international clients, at the beginning of 2019, Aerofood ACS Laundry Services has launched its new brand, 80 Degrees "Laundry & Dry Clean". Under this new brand, Aerofood ACS tries to penetrate the B2C service. 80 Degrees Laundry & Dry Clean now has several outlets in Tangerang, and Bali.

Quality machinery, process, control, and finishing ensure the quality laundry service we provide to customers.



F&B Retails

For wide range customers, we also provide premium banquet for meeting, catering service for private and waiting lounge, as well as restaurant.

Our passion for keeping the high standard of services has led us to serve a wide selection of healthy and tasteful local and international cuisine for many people.



Commodity Supplies

As one of the subsidiary companies, Aerofood ACS is appointed by airlines to produce, manage and packed souvenirs and merchandises.

Various type of souvenirs such as keychains, t-shirts for kids, scarfs and many more are offered to passengers on boards.



As one effort to expand its business and with expertise in food catering industry, Aerofood ACS also produces ready to eat meals and ready to use spices for customers.



Awards & Certifications



ISO 14001:2015
Certificate from QA Technic



ISO 22000:2005
Food Safety Management System



ISO 9001:2015
Quality Management System



Safety Certificate
from PT. Aerofood Industrial Catering



House Keeping Certificate
from SKKMGAS Pertamina



OHSAS 18001:2007
from QA Technic



Sertifikasi Halal
from Majelis Ulama Indonesia



1 Year of Excellence Service Award
from Bluescope

HOTELS



Leisure Hotels

Business Hotels

Hotels Operator



Overview



Reinventing Hotel Management with Indonesian Hospitality.

Aerowisata Hotels began in 1973 as one of the six-line of business under PT Aerowisata. The ever-changing hospitality industry has encouraged it to grow and evolve into an Indonesian hotel chain that offers caring hospitality and generous services. The worldwide network and the substantial support from the group, particularly with PT Garuda Indonesia as the holding company of PT Aerowisata, further add to the strengths of Aerowisata Hotels & Resorts.

Our Vision is to be internationally recognized as Hotels & Resorts company.

To support the vision, our missions are:

- Positioning and expanding the brand (Prama, Kila, Asana) as the preferred Indonesian Hotel Operator.
- Creating excellent customer experience through excellent service, qualified human capital dan continuous innovation.
- Manage with sustainability of the business performance.

Through over four decades of experience, our Hotels line of business is a seasoned player in the hospitality business, providing comprehensive consultancy services. Prior to opening a property's door, the company can take care of everything to the smallest details with the highest standard. The success of a hotel or resort then relies on the day-to-day operations, where Aerowisata Hotels & Resorts encompasses every element, focusing specifically within the human resources and sales & marketing divisions.



Overview

While others rebrand themselves to be more familiar with the global market perspective, Aerowisata Hotels remains true to Indonesian culture and values. The company offers a service concept, “Authentic Indonesian Hospitality”, that can be felt through the five senses.

SIGHT

Sight comes through the warm greeting ‘Salam Aerowisata’ and the traditional elements spread from the uniforms to the hotels’ interiors.

SOUND

The rich, relaxing Sound of traditional Indonesian history tell the history and culture of the place where they came from.

SCENT

Using signature unique ‘Scent’ of Green Bamboo from Sumatra, the tradition of using exotic flower petals and herbs to soothe the bodies is continued through aromatherapy and modern spa treatments.

TASTE

Rich culinary selections offer true Indonesian Taste that creates an everlasting memory. Bolster, or also known as ‘Dutch Wife’, are placed in each room to give our guests that comfortable Touch during their stay with us

TOUCH

Touch will be presented by body pillows or also known as 'Dutch Wife', are placed in each room to give our guests that comfortable feeling during their stay



The spirit of locality is carried throughout the properties. From economy to midscale and on to upscale levels, Aerowisata Hotels & Resorts caters to both leisure and business travelers as well as the MICE market.

The company currently operates 6 hotels and villas throughout Indonesia with meticulously selected locations to offer beautiful views and an authentic Indonesian hospitality guest experience like no other.



Prama

The upscale category is represented by Prama, reserved for guests who need an environmental friendly hotel with luxurious facilities and strategic location, such as Prama Sanur Beach Bali.

Prama Sanur Beach Bali

Prama Sanur Beach Hotel Bali is located right on the sandy beach of Sanur, one of Bali's most popular areas. The resort is surrounded by 9 hectares of tropical gardens filled with many mature trees and coconut palms. It only takes 25 minutes from the airport.

The hotel features 428 rooms and suites, including a restaurant and bar. Moreover, our fitness center with 2 swimming pools, tennis courts, spa, and water sports facilities are always ready to help you maintain your health during the stay. Meeting and banquet facilities accommodate groups of up to 1,000 guests at Wantilan Convention.

The main reasons to stay here with us during your holiday are spending time at our largest swimming pool in Sanur, Lagoon pool, dedicated to adults and Splash Zone Pool, features water play areas specially designed for children. We have exquisite dining options of International, Balinese, Indonesian and Italian cuisine to indulge your appetite as well as bars to serve a wide range selection of beverages.

There are also wellness activities in Prama Spa, Fitness Club, Tennis Club, Basketball, Badminton, Yoga, Cycling, or Water sport with Rip Curl School of Surf.



Kila



Kila stands for the midscale category, specially designed for those who consider an excellent experience but with a competitive price.





Asana

Asana hotels are spread throughout various regions in Indonesia, from Asana Sincerity Dorm to Asana Biak Papua. These hotels are the preferred choice of hotel guests who only stay for one or two days.

Asana Biak Papua

Strategically located only a view minutes walking distance away from Frans Kaisiepo Airport, the hotel is popular among travelers as the starting place to explore the natural beauty of Biak and beyond. Asana Biak Papua features 47 rooms and suites. It also has Matoa Restaurant and Tifa Bar, as well as Kasuari Meeting room can accommodate up to 150 guests.



Asana Sincerity Dorm

Asana Sincerity Dorm is located at Garuda Indonesia Training Centre (GITC), West Jakarta. It only takes 25 minutes to drive from Soekarno Hatta International Airport. The dorm features 81 rooms, Customer Focus Restaurant, and Brilliant Ballroom which accommodate up to 200 persons. It also has medium-size meeting rooms named Synergy, Integrity, Agility, and Safety which can accommodate up to 20 persons.

TRAVEL



Travel Agent

Tour Package

Travel Documents

Sales Outlet Management

General Sales Agent (GSA)

Integrated Travel Management System

Wholesale Ticket

Umrah and Hajj

Land Arrangement

MICE



Overview



Aerowisata Travel is committed to offer high-quality service that would bring more value to various traveling needs. We believe that no place is too hard to discover and no destination is too far to reach.

Our commitment in travelling business has earned us the well-deserved accreditation given by some of the most respected organizations in the industry, which includes IATA (International Air Transport Association), PATA (Pacific Asia Travel Association), AFTA (Australian Federation of Travel Agents), JATA (Japan Association of Travel Agents), ASITA (Association of the Indonesian Tours & Travel Agencies) and Indonesia Ministry of Religious Affair (Hajj & Umrah). As a travel agent, we have been certified by Komite Akreditasi Nasional (Biro Perjalanan Wisata) and have received ISO 9001 Certification for Quality Management.

Aerowisata Retail Management, under PT Aero Globe Indonesia has been appointed by Garuda Indonesia to manage its 114 sales outlets nation wide. Also, PT GIH Indonesia acts as a General Sales Agent (GSA) of Citilink, managing its sales office abroad.



Tokyo, Japan

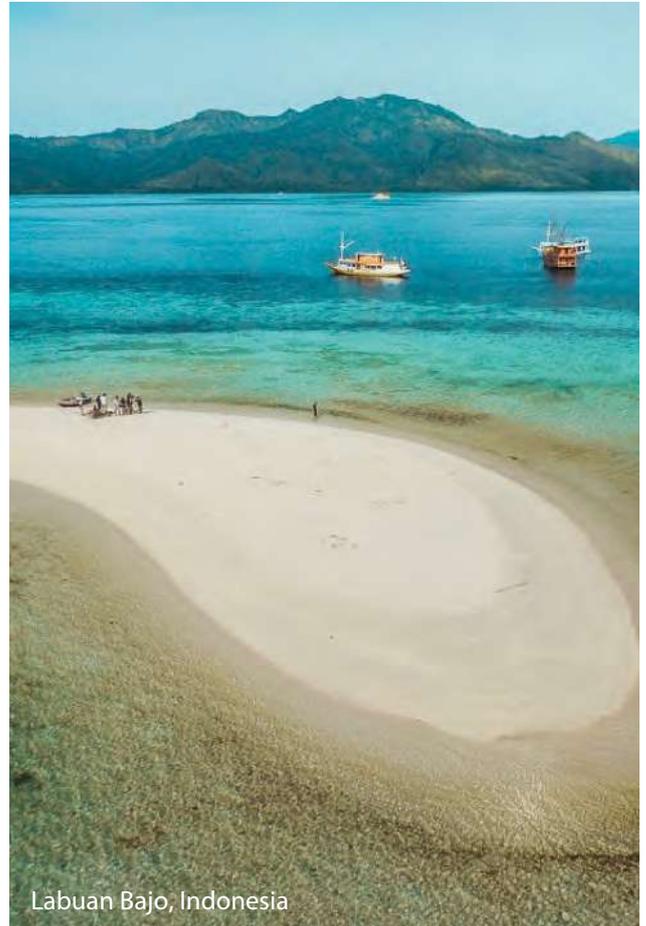
Aerotravel

Aerotravel is a brand name of PT Aero Globe Indonesia. Aimed to be one of the biggest integrated travel management company in Indonesia, Aerotravel provides excellent travel products through modern and traditional channels.

Aerotravel also promotes amazing destinations of Indonesia and the world. In the same time, the unique and personalized relationships to customers and partners were always in mind as one of many ways to sustain company growth in the same time.

Our company deploys the latest sophisticated IT support and applications to manage end-to-end processes of travel management. The IT system provides seamless transaction flows for individual customers and corporate travelers, from product selections up to administration stages. As an experienced travel agent, Aerotravel is also an accredited member of IATA (International Air Transport Association) and ASITA (Association of the Indonesia Tours and Travel).

Aerotravel is a part of Travel line of business specialized in travel and leisure business. The 40 years experience is the key to master the tour and travel industry.



Labuan Bajo, Indonesia



Our Distinguished Product

- Airline Ticket for Domestic and International
- Hotel Voucher for Domestic and International
- Customized Tour Package
- Corporate Incentive Program
- Travel Document Arrangement
- Airport Transfer and Handling



AeroMICE

AeroMICE is a brand of PT Aero Globe Indonesia as well as part of PT. Aerowisata, which established since April 5th of 2010 as an event organizer focusing in the field of meeting, incentive, conference, and exhibition (MICE). AeroMICE is planning and conducting activities according to clients needs'. AeroMICE also has a desire to become a friendly and professional consultant for strategic business partners.

Being an Event Organizer under the management of Garuda Indonesia Group, AeroMICE has the ultimate opportunity to handle its event with its parent company as well as the wide range of their corporate clients both in Jakarta and across Indonesia, even abroad.

Our Expertise

- Planning and budgeting
- Determining the venue and location of the exhibition
- Budget efficiency
- Completion of events and exhibition productions
- Activities of exhibition activities





Aerohajj

Aerohajj is one of the business units of Aerowisata, subsidiary of Garuda Indonesia, engaged in the services of Hajj and Umrah. Formerly known as Satriavi Haji & Umrah, Aerohajj was established in 1987. Besides holding a reputation as an excellent hajj and umrah operator, Aerohajj caters to your pilgrimage journey with experienced and formal Islamic scholar adviser license. We also use the Hajj and Umrah Management System that is synchronized with the Ministry of Religious Affairs of the Republic of Indonesia.

Aerohajj was awarded the 1st Islamic Business and Company Award 2012 in the category of "The Best Service Excellent of the Year".

Our Product

- Umrah Reguler Package
- Umrah Exclusive Package
- Umrah Plus Package
- Hajj ONH Plus Package
- Visa Umrah



Garuda Orient Holidays

Garuda Orient Holidays blends the best combination of Skytrax's Five-Star Airline Garuda Indonesia with the customizable broad range of hotels, transportation, attractions, and other lifestyle services across Bali and beyond.

Garuda Orient Holidays is a great way to have an interesting authentic experience of Indonesia for people living abroad. In partnership with our parent company, Garuda Indonesia, Garuda Orient Holidays plays an important role to create a unique and remarkable traveling experience through several attractive choices of tour packages.



TRANSPORTATION



Tourism Coach

Fleet Management System

Air Crew Transportation

Car Rental

Logistic Transportation

Ground Handling



Overview

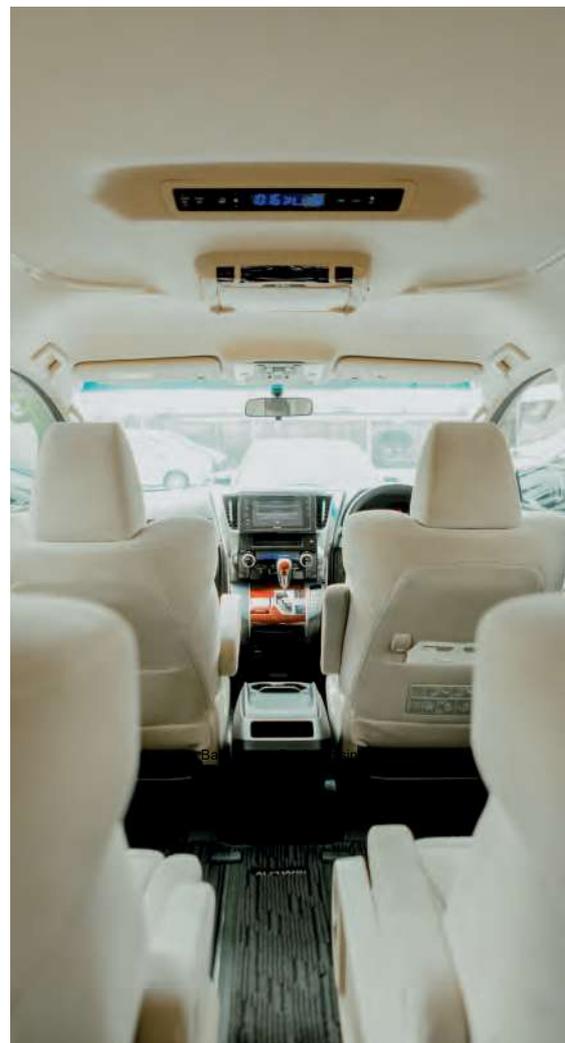


Our main goal is to deliver perfect results through reliable and satisfactory guaranteed services for our valuable customers.

Our Transportation line of business provides superb transportation services by providing more than 1300 fleets including buses in various sizes, numerous four-wheeled commercial vehicle (van, box and pick-up), ground support vehicle for aviation (hi-lift truck, low deck buses) and rented vehicle (sedan, MPV). More than 2000 manpowers are assigned to maintain the fleets carefully.

Safety first is our main concern. Complying the Health, Safety, and Environment (HSE) principles is a non-negotiable value. Every detail concerning the operations has to pass through several stages of a test consist of quality, security and safety standards. Furthermore, we provide travel insurance for every passenger as our number one priority.

Operated by certified professional drivers, our fleets are equipped with radio communication devices, GPS and safety tools. We also have a 24-hour contact center as well as 24-hour road assistance to guarantee you a peace of mind.



Air Crew Transportation

For decades, a valuable partnership with Garuda Indonesia has been established as a great example of our Air Crew Transportation service. The service is aimed to meet the company's demands for operational transportations. We also make sure that every need is addressed on time so that the aircraft can depart on schedule.

To deliver service at its most, Aerotrans Integrated Management System (AIMS) was built to support Transportation Control Centre (TCC) or carpooling as Garuda Indonesia's official aircrew transportation service.

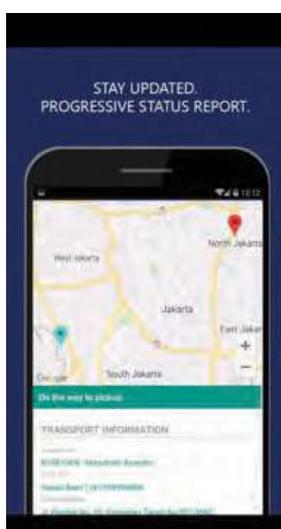
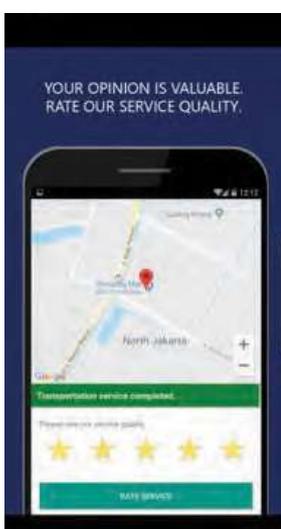


Car Rental

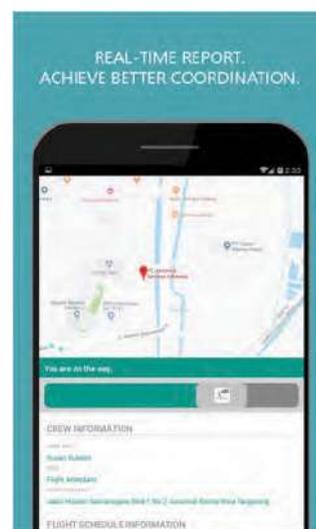
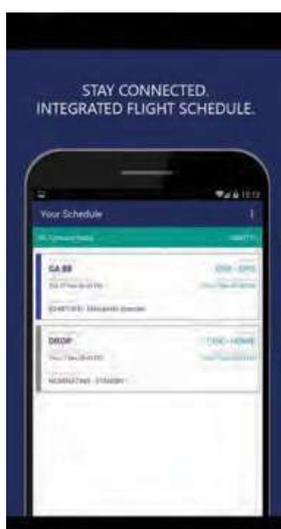
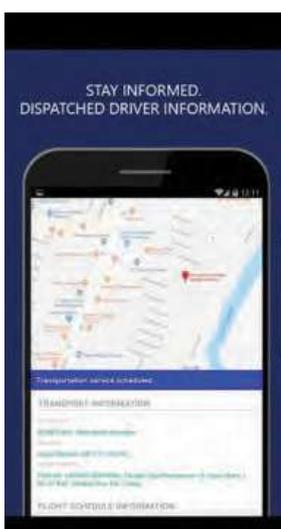
Our Car Rental service is perfect for those who are looking for long-term and short-term rental cars. The service is divided into the self-drive rental and pick up and drop off rental on the hourly or daily term. A selection of standard and luxury vehicles is available for your preference.



Fleet Management System



Beyond transportation service, AeroTrans Fleet Management is a system to ensure that each vehicle is effectively managed. A wide variety of standard and luxury vehicles are rented for a long term with or without a driver. This allows you to ride comfortably without having to worry about the maintenance and the insurance fee.



Tourism Coach

The great thing from our Tourism Coach service is the variety of buses it has. Our chartered bus, big and medium-size, are provided for business and leisure purpose. The capacity of regular and air-conditioned buses is ranged from 21 to 59 seaters, completed with reclining seats and adequate legroom. An LCD TV, and DVD are added as an entertaining part to accompany your trip.

Operated by certified professional drivers, we ensure your comfort and safety during your trip.



Logistic Transportation

In logistic transportation, Aerotrans provides transportation solutions for moving products and materials from one area to another with safe and efficient procedures.

The service is intended to fulfill the transportation needs for coal as well as consumer goods. Discuss your needs for further information and we will be ready for a great partnership.

Ground Handling

A very long experience in managing airport transportation business helps us to develop the so-called apron service very carefully. Drivers are equipped by TIM (Tanda Izin Mengemudi Sisi Udara) and basic knowledge of aviation security.



Awards & Certifications



Good service in completing Working Agreement on Employee Transportation Service of the year 2012 to 2017 from PT Krakatau Posco



Mine Safety Management System from Duta Keselamatan Kerja Indonesia



Certificate of Abdiyasa Teladan Tingkat Nasional Tahun 2018 from Ministry of Transportation Republic of Indonesia



ISO 9001:2015 Quality Management-Systems Requirements from Sucofindo International



ISO 45001:2018 Occupational Health and Safety Management System from Empowering Assurance Systems (EAS)



Certificate of Appreciation Occupational Safety and Health Management System (2019 - 2021)

LOGISTICS



Express Service

Regular Service

Freight Forwarding
Service

Warehouse Management
& Distribution

Project Logistics

Trucking Service

Regulated Agent

Retail Service

Custom Clearance Service



Overview

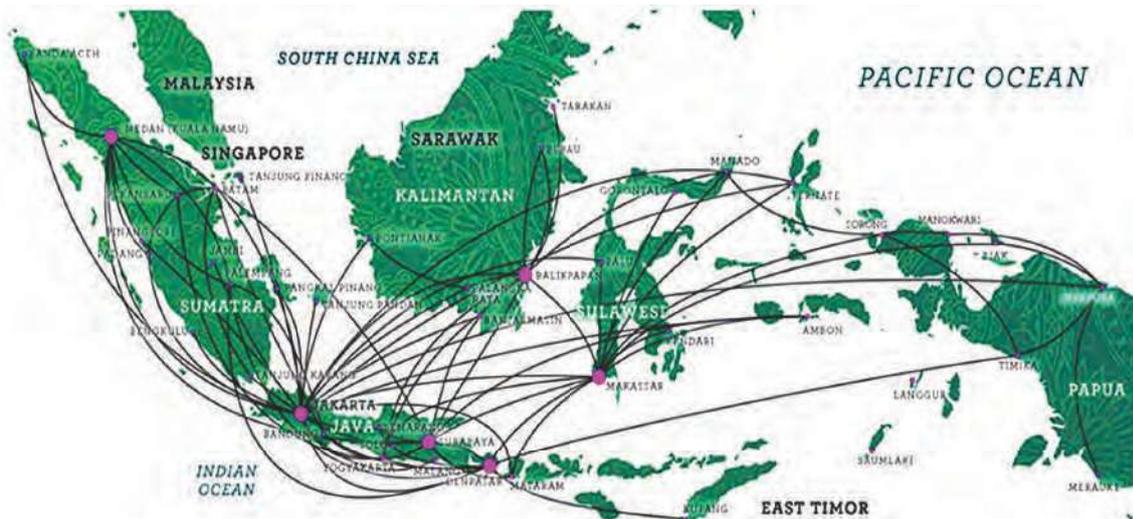


Logistics is Aerowisata line of business operated by PT. Aerojasa Cargo. The company are a part of Aerowisata group and playing important role in logistics services ranging from door-to-door, port-to-port and cargo handling services.

Our Logistics line of business starts its journey as logistics provider for internal service. Later on, valuable experience is well-gathered to continue the business journey. Today, we have branched out to 34 distribution channels and 650 remote areas.

Our Networks

Ambon - Batam - Balikpapan - Bandung - Banjarmasin - Banda Aceh - Bengkulu - Cirebon - Denpasar - Gorontalo - Jakarta - Jambi - Jayapura - Kendar - Kupang - Lampung - Manado - Malang - Makassar - Madiun - Medan - Padang - Palangkaraya - Palu - Pangkal pinang - Palembang - Pekanbaru - Purwokerto - Samarinda - Semarang - Surabaya - Sorong - Solo - Ternate - Timika - Tasikmala ya - Yogyakarta.



Express Service

In order to handle your shipment in the best and efficient way, Express Service always carries out the duties in accordance with our flight schedules and cargo space availability.

Express Service offers freight and packages through door-to-door air cargo with special attention that guarantees your shipment arrives safely at the promised time.

Through full support from Garuda Indonesia Group as Aerowisata's holding company, the line of business provides a shipment service of various goods and packages by air cargo. If time is an issue for you, this is a valuable service you are looking for. Implementing a door-to-door based system, your shipment will arrive safely to your preferred destination.

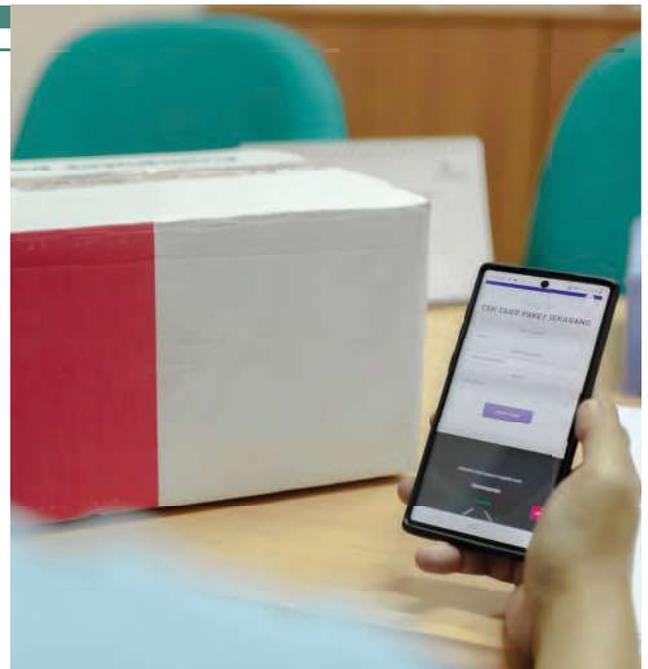


Regular Service

Regular Service is a service that offers shipment by land and sea at efficient cost while providing a clear delivery timeline and arrival. This service is perfect for those of you who need a well-scheduled delivery but in a cost-effective way.

Through our vast network spreading around Indonesia, we always ensure that your shipment will arrive on time at your preferred destination and in a mint condition.

The service is perfect for those who want to deliver goods at an affordable price.



Project Logistics



Project Logistics provides special handling for specified projects, be it a telecommunication delivery and/or pick up to specific locations. This includes installation and dismantling services at certain locations.

We always cooperate with customers to ensure that every action is completed as expected and all shipments are delivered on time.

Aside from operational services, we also help customers with planning and provide a thorough report. Our experienced team will handle and monitor each process of the service.

Retail Service



The existence of an online marketplace creates a giant number of online stores. Online retail trading is a superb thing as the cake is big.

Support your business with our Retail Service and never be left behind the hype. That way, you can always keep up with the growing online retail industries.

Warehouse Management and Distribution

We have the know-how and years of experience in handling warehouse management and distribution.

Through warehouse management and goods distribution services, Warehouse Management and Distribution's service allows customers to focus on their core business. With the help of our experienced, professional human resources and the implementation of an integrated management concept, we make sure that your warehouse management and distribution will be well-organized.

Our Warehouse Management & distribution service offers thorough warehouse management and distribution service that includes stock planning, stock report, and shipment monitoring (by air, land, and sea transportation) to make sure it arrives safely at your preferred destination.



Freight Forwarding Service

The fast-paced life demands speed as a vital element of any service. Therefore, our freight forwarding service is always ready to serve your shipping needs speedily and safely so you can always keep business growth momentum in a more connected world.



Trucking Service



The service emphasizes the truck fleet for delivery purposes. Through Aero Express, we are ready to deliver and distribute packages or goods to the point agreed upon.

We ensure that our truck fleet is always well-maintained so your goods and packages will always reach the destination safely. Time efficiency and effectiveness of our priority, the value we hold tight so we always utilize our fleet, not others. The driver and team of professionals will be ready to send your package to its destination as well.

Regulated Agent



Some materials are hazardous. They are very sensitive to temperature, pressure and vibration. Beyond disruption to the human and animal health, they can cause damage to transport equipment and even able to endanger the safety of the flight. To make sure your materials are safe, two important documents are obviously needed—Shippers Declaration and Material Safety Data Sheet (MSDS).

Our experience as a trusted regulated agent helps your materials meet the regulations, making sure you grow the business in a safe way.

Aerowisata

Aerowisata Building
Jl. Prajurit KKO Usman & Harun
No.32 Jakarta 10410

Tel. (62 21) 231 0002
Fax. (62 21) 231 0003
info@aerowisata.com
www.aerowisata.com

Foodservice

Aerofood ACS Building
PO Box 1023
Soekarno Hatta International Airport
Jakarta 19120

Tel. (62 21) 550 1750
Fax. (62 21) 550 1751
www.aerowisatafood.com

Hotels

Aerowisata Building
Jl. Prajurit KKO Usman dan Harun, 1st Floor
No. 32 Jakarta 10410

Tel. (62 21) 345 3111
www.aerowisatahotels.com

Travel

Gedung Garuda Indonesia
Jl. Gunung Sahari Raya Kav. 52, 5th Floor
Jakarta 10610

Tel. (62 21) 422 4250
Fax. (62 21) 422 4159
infojkt@aerowisatatravel.com

Transportation

Aerotrans
Jl. Husein Sastranegara No. 2,
Tangerang 15124

Tel. (62 21) 541 2275
info@aerowisatatransport.com
www.aerotrans.co.id

Logistics

Aerowisata Park
Jl. Prof. DR. Soepomo No.45
Jakarta Selatan 12810

Tel. (62 21) 837 02 563
info@aerowisatalogistics.com