

The PALiner

D I G I T A L

Philippine Airlines' Official Publication

FILIPINO TALENT TAKES FLIGHT

PAL'S MISSION TO REDEFINE THE AVIATION INDUSTRY
AND INSPIRE THE NEXT GENERATION OF LEADERS



SCAN TO VISIT
THE WEBSITE
AND VIEW THE
LATEST ISSUE
OF THE PALINER

FACES AND PHASES OF CONNECTION
FALLING IN LOVE WITH HAWAII AT FIRST SIGHT
FLY MANILA-DA NANG WITH PAL
—THE JOURNEY BEGINS

ThePALiner.philippineairlines.com

SEPTEMBER 2025

The PALiner

DIGITAL

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The PALiner is produced for the employees and friends of **PHILIPPINE AIRLINES** and **PAL EXPRESS**.
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The Filipino Standard in Flight

At Philippine Airlines, our values define everything we do.

We lead by example. As the country's flag carrier, we take an active role in directing Philippine aviation. We are responsible for setting standards, driving progress, and representing our nation with integrity and ambition. Through our new role in the Air Carriers Association of the Philippines (ACAP), we shape aviation policies, enhance operational procedures, and promote a safe and sustainable air transport sector.

This year, we co-hosted the Asia Pacific Aviation Safety Seminar (APASS) 2025 with the Association of Asia Pacific Airlines (AAPA), reinforcing our commitment to regional collaboration and safety leadership. Within PAL, leadership also means developing people. Through the PAL Aviation School and the PAL Young Leaders Development Program, we prepare the next set of leaders who will continue to elevate our company and industry.

We strive for world-class excellence powered by Filipino talent. Excellence is our discipline—molded by generations of aviators, engineers, and service professionals who built a tradition of quality and precision. We blend innovation that meets the highest global standards. This commitment is evident in PALers and our partners—from designing aircraft interiors to ensuring every journey exceeds expectations. All these demonstrate that Filipino skills can lead on the international stage.

Our Filipino identity gives meaning to our work. It is our anchor, guiding how we honor our roots while forging our future. It comes to life in our service—from welcoming passengers with warmth, to sharing Filipino flavors onboard, telling stories through our brand, and attending to every detail of the journey. Carrying the Philippine flag is a privilege that reminds us to reflect the heart and resilience of our people, inspiring us to deliver experiences with authenticity, care, and purpose.

I am grateful to every PALer whose dedication and talent make this possible—together, we continue to connect lives, create opportunities, and uplift the nation.

Mabuhay!



MR. LUCIO C. TAN III
PHI President and COO

Carrying Our Flag Forward

Every remarkable journey begins with a clear sense of direction.

Our vision drives us to become a globally recognized airline, trusted for world-class excellence, admired for heartfelt care, and loved for bringing Filipino hospitality to every journey.

Recently, we marked achievements worth celebrating. Philippine Airlines received recognition as a 2026 Four-Star Major Airline from the Airline Passenger Experience Association (APEX). We topped all Asia Pacific carriers in on-time performance for August 2025—our second time this year—with an 89.37% rating. We ranked second at the 2025 Flyers' Choice Awards as the most preferred airline in Southeast Asia. We also earned honors in The Manila Times Sustainability Champions Awards 2025.

We also launched our Manila–Da Nang service, creating a new gateway between the Philippines and Vietnam and strengthening our regional connectivity. At the same time, we continue to streamline operations, enhance the customer experience, and empower our people to work smarter and deliver better results through digitalization.

I thank every member of the PAL Family for their diligence, discipline, and passion, which drove these successes. Keep in mind that aviation is fiercely competitive even as we celebrate. Let us focus on what matters most: delivering service excellence for our passengers.

We serve with distinction, showcase the Philippines to the world, and build PAL's lasting strength. However, purpose must align with profitability. Sustainable profit allows us to reinvest in our people, fleet, and network, as well as the overall travel experience we offer. This reinvestment upholds the long-term growth and stability of our airline.

I am confident that by balancing our purpose and profits, we will continue to raise the standards of Philippine aviation and move closer to our vision of becoming the airline we can all be proud of.

Thank you for your continued support.



MR. RICHARD NUTTALL
PAL President



The PALiner

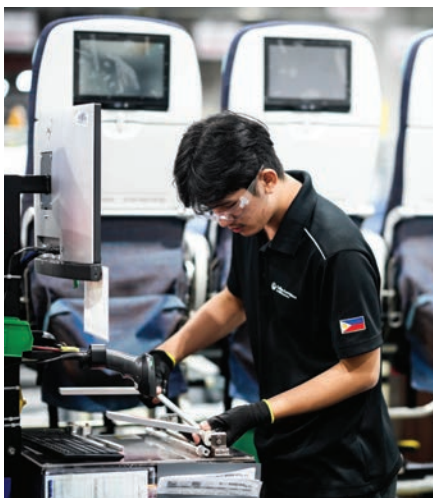
EXCLUSIVE



THE HEART OF FILIPINOS AT WORK

by IAN SAN GABRIEL and JEANNE MARIE PHYLLIS TAN





FILIPINO HANDS, GLOBAL STANDARDS

A glimpse into the teamwork and craftsmanship driving world-class aviation projects in the Philippines.

The Airbus A321ceo has long served as PAL's regional workhorse—a narrowbody aircraft that connects Filipinos to key destinations across Asia. To further enhance passenger comfort and extend the fleet's service life, PAL embarked on a cabin retrofit program that showcases not only technological innovation but also Filipino craftsmanship at its finest.

Through this initiative, PAL became the first Philippine carrier to install locally manufactured aircraft seats—an achievement that highlights both national talent and global competitiveness. The project demonstrates how collaboration between local and international experts can elevate standards and create meaningful progress for the aviation industry.

Multinational companies such as Collins Aerospace and Lufthansa Technik recognize the strength of the Filipino workforce, investing in the Philippines to harness its world-class skills and ingenuity. Their continued investment underscores a shared belief: that Filipino talent can excel on the international stage.

CRAFTED WITH PRIDE IN BATANGAS

At the heart of this achievement is Collins Aerospace's Tanauan, Batangas facility—established in 2012 as a multi-capability center for manufacturing and aftermarket services—which produced the Pinnacle seats. Last year, PAL and Collins jointly announced that the seats would be built locally under the facility's New Product Introduction division, marking a milestone for both companies.

Mary DeStaffan, General Manager of Collins Aerospace, said, *"The Philippines offers a unique combination of a highly educated, English-speaking workforce and strong local partnerships. Support from the Philippine government and First Philippine Industrial Park made it possible for us to scale with confidence and plan for long-term investment."*

Filipino engineers guided every phase—design, materials, and testing—ensuring PAL's seats reflected skill, comfort, and meticulous craftsmanship. Manufacturing Engineer Von Doroja reflected, *"As a Filipino, I feel an immense sense of pride and excitement knowing that the first aircraft seat I support as an engineer will serve my fellow Filipinos."*

The team viewed their work as a technical accomplishment symbolizing Filipino excellence taking flight. Quality Engineer Rhea Balayong shared, *"We worked on the seats with compassion. We approached every challenge with hard work, dedication, and a strong sense of purpose."*





EXPERTISE IN MOTION

Installation teams work in sync, fitting cabin structures, wiring systems, and fixtures—aligning components that bring the A321ceo retrofit to life.

INSTALLED WITH PRECISION IN PASAY

Once produced, Collins transported the seats to Lufthansa Technik Philippines (LTP) in Pasay City for installation—an intricate phase that demanded technical skill and coordination.

Established in 2000, the German company has long served as PAL's primary Maintenance, Repair, and Overhaul (MRO) provider. A joint venture with PAL's sister company, MacroAsia Corporation, LTP specializes in Base Maintenance and a full range of aviation services, including cabin modifications such as the A321ceo retrofit. Its 226,000-square-meter facility—spanning five hangars and roughly the size of 538 basketball courts—handles large-scale aircraft retrofit projects.

Avionics Team Lead Carlo Panergalin described the retrofit as “a complex undertaking that demands precision, discipline, and unwavering commitment to safety and airworthiness,” fostering growth and opening doors for aspiring aviation and engineering professionals.

Cabin Team Lead Chris Fabella emphasized that hosting aviation leaders, like Lufthansa Technik, continues to elevate local talent and expand career opportunities. By nurturing Filipino expertise, the Philippines is strengthening its foothold as a competitive MRO hub in the global aviation industry.

INSPIRING THE NEXT GENERATION

For young Filipinos considering engineering or aviation as a profession, the retrofit program sends a powerful message. Von shared that this journey proved how Filipinos can achieve excellence without needing to go abroad to make their mark. Carlo reinforced this, reflecting that aviation is a calling that offers the chance to be part of something larger, built on innovation and teamwork. It demands dedication, yet rewards with growth, purpose, and pride.

SHOWCASING FILIPINO TALENT

From design to installation, the retrofit program showcases Filipino ingenuity in action. More than a technical milestone, it reflects the country's growing confidence, powered by collaboration, creativity, and care.

It sends a clear message: Filipino engineers can define excellence on the global stage.

“

More than a technical milestone, it reflects the country's growing confidence, powered by collaboration, creativity, and care.

BLESSED AND READY FOR FLIGHT

RP-C9905—the first A321ceo aircraft to complete PAL's retrofit program—was formally blessed on September 23, 2025. The ceremony celebrated the successful completion of the project's first phase, marking the beginning of a new chapter in the flag carrier's journey toward elevating comfort, efficiency, and Filipino craftsmanship in every flight.

Led by President Richard Nuttall, EVP/COO Atty. Carlos Luis Fernandez, along with other PAL executives and Lufthansa Technik Philippines (LTP) personnel, gathered the team behind the milestone. The short but heartfelt blessing radiated gratitude and optimism—a symbol of PAL's renewed commitment to its vision of becoming a world-class airline with the Heart of the Filipino.

RP-C9905 is the first of 18 Airbus A321ceo aircraft to be released between now and 2027, featuring a refreshed dual-class cabin with 12 Business Class and 182 Economy Class seats. Each seat has embedded in-flight entertainment screens, USB power outlets, and thoughtful details that enhance passenger comfort.

As the first aircraft rolled out in its renewed form, the blessing of RP-C9905 signaled PAL's continued transformation, driven by innovation, collaboration, and pride in Filipino craftsmanship—proof that excellence and the Heart of the Filipino can fly hand in hand. ✈



THE FIRST OF EIGHTEEN

PAL and LTP teams come together to bless RP-C9905, the first retrofitted A321ceo—reflecting PAL's renewed mission to deliver comfort, innovation, and the warmth of Filipino service on every flight.



QUALITY IN EVERY SEAT

A PAL Products Specialist inspects the newly installed Pinnacle seats, ensuring that each cabin element meets the airline's standards.

MAIN STORY

FLY MANILA-DA NANG WITH PAL —THE JOURNEY BEGINS

by JEANNE MARIE PHYLLIS TAN

A front-facing view of a PAL Express Airbus A330-300 aircraft on a runway. The aircraft is white with a blue and red tail fin. The background shows a hazy landscape with mountains and a body of water. The runway has yellow and blue markings.

A quiet hum of excitement filled Terminal 1 that morning—the kind that marks the start of a new chapter in PAL's story. Ground teams moved with practiced grace, while passengers lined up with bright eyes and summer clothes, eager to catch the 11:10 AM flight that would bring them to Vietnam's coastal gem.

Flight PR 585 was a direct link between Manila and Da Nang, a connection long anticipated by travelers and aviation partners alike. As the aircraft taxied under the mid-morning sun's glint, cameras clicked and smiles crossed both aisles.

From takeoff to touchdown, the warmth of Filipino service carried through the clouds, mirrored by the tropical skies that awaited in Central Vietnam. When the plane finally descended toward Da Nang's shoreline, the sea glistened like a welcome embrace.

Stepping out into the afternoon breeze, the same kind of warmth the passengers had left behind greeted them—sunlight that lingered gently on their skin, friendly faces that felt instantly familiar. In that moment, the distance between Manila and Da Nang felt smaller than ever.



PAL OPERATES FLIGHTS FROM MANILA TO DA NANG WITH THE AIRBUS A321.

**winter schedule*

| FLIGHT | ETD | ETA | FREQUENCY |
|-----------------------|-------|-------|-------------------------------------|
| PR 585 MANILA-DA NANG | 0950H | 1125H | MONDAY, WEDNESDAY, FRIDAY |
| | 1155H | 1330H | TUESDAY, THURSDAY, SATURDAY, SUNDAY |
| PR 586 DA NANG-MANILA | 1225H | 1600H | MONDAY, WEDNESDAY, FRIDAY |
| | 1430H | 1800H | TUESDAY, THURSDAY, SATURDAY, SUNDAY |



A NEW ROUTE, A STRONGER CONNECTION

PAL's Manila-Da Nang service celebrates shared warmth, friendship, and the enduring heart of travel.



THE FIRST EVENING IN DA NANG

At night, the grand ballroom glowed with soft lights. As guests gathered for the inaugural dinner, conversations flowed easily between travel partners, tourism officials, and members of the diplomatic corps. It celebrated kindred spirits who believed in what connection could achieve.

PAL Cargo Vice President Jason Siy opened the evening with a heartfelt greeting, “*Mabuhay, Da Nang!*” as a wish for long and happy lives shared between neighbors. His words carried pride and gratitude, tracing the history of friendship that began decades ago, when PAL first flew cargo charters to Ho Chi Minh City in 1985. This new service to Da Nang, he said, was another chapter in that enduring partnership, bridging trade, tourism, and people-to-people exchange.

Philippine Ambassador Meynardo Montealegre followed with words that carried a vision. He commended PAL’s expanding presence in Vietnam, calling the new route timely as both countries prepare to celebrate the 10th anniversary of their Strategic Partnership and the 50th year of diplomatic relations. For him, Da Nang was a vital hub of opportunity, a place where shared growth could take flight.

Representing the Department of Tourism, Gwen Batoon spoke with enthusiasm about Da Nang’s growing appeal among Filipino travelers and the promise of two-way tourism between the Philippines and Vietnam. She reminded everyone that sustainable routes are built on reciprocity when both nations explore, invest, and learn from each other. Her message was clear: this new connection was not just about travel but about creating experiences that tell the story of both countries—with

authenticity and heart.

Finally, Area Manager Henry Roque for PAL Sales Vietnam closed the evening with gratitude and hope. He spoke of the route as a “symbol of possibility, partnership, and progress,” inviting everyone in the room to become storytellers of this journey to fly, explore, and help transform this connection into a lasting relationship.

As the dinner drew to a close, everyone raised their glasses, and laughter filled the room. In that space, Manila and Da Nang were no longer distant cities; just two homes sharing one horizon.

ECHOES FROM THE SKIES

As this was my first international assignment, Da Nang was also a professional milestone. Whenever we have inaugural flights, I tend to see the bigger picture—how each route strengthens our company, connects our country, and contributes to the global aviation industry. But I rarely think about its effect on me.

This deployment to Da Nang offered that rare pause for introspection. Being there—witnessing teamwork in action and feeling the warmth of both Filipino and Vietnamese hospitality—reminded me that working in an airline isn’t just about movement and schedules. It reminded me that it’s possible to find balance in the fast-paced rhythm of our work: to maximize each opportunity for exposure, to build networks within and beyond PAL, and to grow holistically.

As I looked at Da Nang’s skies before flying home, I realized that every inaugural flight isn’t just the start of a new route—sometimes, it’s also the beginning of a journey within. ✈



DA NANG GREETES PAL

New opportunities for discovery and partnership in sight.



5 REASONS TO BOOK THAT TRIP TO DA NANG

by ABIGAIL CRUZ

Vietnam is Asia's rising tourism star, welcoming 17.6 million international visitors in 2024. A key highlight is the coastal city life of Da Nang:

-  **CLEAN, SAFE, AND AFFORDABLE**
Enjoy a clean, safe, and livable city that's less crowded than Hanoi or Saigon, offering relaxed streets, friendly locals, and great value for money.
-  **ICONIC ARCHITECTURE**
Marvel at iconic landmarks, from the fiery Dragon Bridge to the surreal Golden Bridge with stone hands; both are perfect for unforgettable photos and experiences.
-  **STUNNING NATURAL LANDSCAPES**
Wander along My Khe Beach, trek through ancient caves, or ascend the Marble Mountains with peaks, pagodas, and intricate cave systems.
-  **DELICIOUS FOOD AND COFFEE**
Taste Mi Quang noodles and unique local coffees like egg, peanut, or coconut coffee for a culinary delight.
-  **RICH CULTURE AND HERITAGE**
Visit Cham art at the Da Nang Museum or stroll through nearby Hoi An Ancient Town to experience Vietnam's history and heritage. 🏯

HO CHI MINH CITY AWAITS!

by ABIGAIL CRUZ



WOVEN HERITAGE

A grandmother keeps the spirit of Vietnamese craftsmanship alive through her handmade conical hats.



Discover why Ho Chi Minh City, Vietnam's largest and most vibrant city, is a top choice for Filipino travelers. Its proximity, affordable cuisine, world-famous coffee, and blend of French colonial and modern architecture make it perfect for a quick escape. PAL flies daily from Manila and three times weekly from Cebu.



TWO NAMES, ONE CITY

Learn about the city formerly known as Saigon, likely derived from the *Khmer Prey Nokor*, meaning "Forest City." Locals still use "Saigon" casually, while the official name, Ho Chi Minh City, honors the revolutionary leader and Vietnam's reunification.



A VIBRANT MIX OF OLD AND NEW

Take in the city's French colonial charm alongside modern development. Stroll through wide boulevards and old villas, where timeless charm meets the pulse of contemporary life. Don't miss the Saigon Notre Dame Cathedral and Central Post Office.



A SHOPPER'S PARADISE

Browse bustling markets and modern malls. Hunt for fresh produce, clothing, and handicrafts at Ben Thanh Market, or admire local art at the Ho Chi Minh Flea Market. Top souvenirs include Vietnamese coffee, teas, silk, conical hats (*non la*), and traditional snacks.



COFFEE CULTURE AT ITS BEST

Sample traditional and modern cafes on nearly every street. Sip classic *ca phe sua da* (iced milk coffee) or unique *ca phe trung* (egg coffee). Visit Nguyen Hue Cafe Apartments, a hidden nine-floor building full of cafes, restaurants, and boutiques.



MOTORBIKE LIFE

Navigate the city like a local on motorbikes, the preferred mode of transport. Join a motorbike tour to see landmarks, uncover hidden gems, and enjoy street food along the way.



A CULINARY ADVENTURE

Savor street food and local flavors at markets and food streets such as Phan Xich Long Street. Must-try dishes include *banh mi*, *goi cuon* (spring rolls), and *cao lau* (Central Vietnam noodles). ✂

PAL'S FIRST A350-1000 NEARS COMPLETION IN FRANCE

by JEANNE MARIE PHYLLIS TAN

PAL's first Airbus A350-1000 is taking shape at the Airbus facility in Toulouse, France, as part of our ongoing fleet modernization program. Airbus teams are assembling the aircraft's main sections and preparing it for final integration, with delivery targeted for late 2025.

The A350-1000, powered by Rolls-Royce Trent XWB-97 engines, will expand our trans-pacific network and elevate the passenger experience with a new tri-class cabin. Eight more A350-1000s and 13 new A321neo aircraft will join our fleet between 2026 and 2028—strengthening our operations and reaffirming our commitment to world-class service and growth.

FEATURE STORY





ALL HANDS ON DECK

Engineers and crew work together to bring the PAL branding to every corner of the aircraft.



FACES AND PHASES OF CONNECTION

by PHOEBE JAVIER

Behind every established connection beyond the routes that PAL offers is a lean team making it all possible. Meet the Partnerships and Alliances Team—the faces and phases in the world of codeshares and special prorated agreements (SPAs).

Under Christoph Gaertner, Vice President for Revenue Management, Commercial Planning, and Alliances, Cail Sanciangco directly leads the team as the Assistant Vice President for External Affairs. With her are Marianne Layug, Manager for Codeshares and SPAs, and three specialists: Bern Aurelio, Rosie Golpeo, and Jessa Aquino.

ACROSS BORDERS

The Partnerships and Alliances Team manages PAL's commercial relationships with other airlines, connecting the flag carrier to the global aviation community through partnership agreements, cultivating airline relationships, managing bilateral deals, and unlocking growth opportunities through codeshares and strategic partnerships. In essence, they build relationships that boost the PAL's reach and create seamless, meaningful travel opportunities for PAL passengers. These partnerships don't just generate significant revenue for PAL but also enable routes that would otherwise not be commercially feasible.

The team currently oversees more than 300 arrangements with over 100 partner airlines, including 19 codeshares (a record high for PAL, including PAL Express), around 60 Special Prorate and Protection Agreements, and over 80 Interline Electronic Ticketing partners.

They also handle negotiations for myIDTravel partners, including PAL employees, which now total around 34 airlines.

INSIDE THEIR WORLD

Many may wonder what a typical day looks like for those managing codeshares and SPAs. It's a challenging role that requires constant coordination with airlines across different cultures and time zones, all while accommodating urgent requests and meetings.

Cail shared that the biggest challenge lies in balancing PAL's priorities with the dynamics of the global airline industry. *"Building partnerships is never just about signing agreements; it requires trust, patience, strategic thinking, and constant relationship-building with our counterparts. Other airlines and PAL may not always align in terms of strategic market direction, expansion timing, or systems compatibility—and those gaps are real challenges we must overcome before concluding partnerships."*

Despite these, she emphasized that challenges also define their strength. *"Our team thrives on collaboration, adaptability, and trust. We work as one. I encourage open communication and even healthy debates because when we challenge ideas, stronger solutions emerge. I believe in a leadership style where the team knows I have their back—and they, in turn, have mine. We are only as strong as our weakest link, and that's why we continuously support and lift one another."*

One of the team's key responsibilities is ensuring that commercial terms in contracts align with PAL standards as it expands its global reach. As Marianne noted, it's not only about where PAL flies today, but also where it can go beyond—and that, she says, is the most fulfilling part of the job.

BEYOND DESTINATIONS

The group itself is an interesting mix: a long-timer who began her career at PAL, a former cabin crew member, an auditor, and a government employee. Different backgrounds, yet complementary skills; each member brings valuable experience and perspective. They learn from one another, always willing to help and guide, making work not only manageable but enjoyable. Their leaders, they say, inspire them through grace under pressure, confidence, and above all, empathy and compassion as bosses, colleagues, and friends.

When they're not busy attending to urgent requests, reviewing contracts, or sitting in meetings, the team bonds over food—trying new restaurants or ordering milk tea or Starbucks through Grab. Between stories of travels, shopping finds, and even wife duties, the ladies enjoy each other's company.

TOWARD THE FUTURE

Indeed, the work never stops, especially since PAL continues to grow and adapt to the volatile aviation industry. In five to ten years, Cail envisions PAL in a strong position as a global carrier with a robust network of online and offline routes powered by strategic airline partnerships, delivering excellent service and convenience to travelers to and from the Philippines.

For the team, she hopes for continued professional development and greater contributions to the company. Having been exposed to high-level meetings and global airline executives by her mentors, she now hopes to do the same for the next generation of partnership leaders.

One with PAL's new mission and vision, Christoph also wants PAL to become globally recognized for world-class excellence and customer service delivered with heartfelt care, love, and Filipino hospitality on every flight. He believes that through consistent delivery, PAL will achieve what matters most: a financially sustainable airline that everyone is proud to work for. Along the way, he and the Partnerships and Alliances Team aim to strengthen existing collaborations and open new opportunities for growth. ✈

THE TEAM



CHRISTOPH GAERTNER
Vice President for Revenue Management, Commercial Planning, and Alliances



CAIL SANCANG
Assistant Vice President for External Affairs



MARIANNE LAYUG
Manager for Codeshares and SPAs



ROSIE GOLPEO, JESSA AQUINO, BERN AURELIO
Specialists



WOMEN WHO CREATE AND CONNECT LIVES

An all-women team leading PAL's global alliances with strategy, grace, and heart—proving that partnerships are, above all, about connection.



CLARK CALLS: EAT, EXPLORE, ENJOY!

by JEANNE MARIE PHYLLIS TAN

A modern hub in the heart of Central Luzon, Clark blends adventure, comfort, and culture within a master-planned environment. Just a couple of hours from Metro Manila, this thriving destination invites travelers to see why it's more than a stopover—it's a place to stay, play, and discover the best of the North.

SEE AND STROLL

History, culture, and open skies await



CLARK MUSEUM

📍 S. Osmeña Street, Clark Freeport Zone

🗨️ Trace Clark's transformation—from its aviation roots to its rebirth after Mount Pinatubo. Immersive displays and a 4D Theater bring this story to life in vivid, sensory detail.



CLARK SAFARI AND ADVENTURE PARK

📍 J.P. Rizal Avenue, Clark Freeport Zone

🗨️ Get up close with wildlife from around the world in this 40-hectare park home to lions, giraffes, tigers, and more. Beyond animal encounters, enjoy adventure rides and family-friendly attractions that bring excitement to every visit.



AIR FORCE CITY PARK

📍 A. Bonifacio Avenue, Clark Freeport Zone

🗨️ Experience the nostalgic open park where decommissioned fighter jets and helicopters stand proudly on display. Families can picnic under trees, children can play freely, and aviation fans can marvel at vintage aircraft up close.



DINOSAUR ISLAND

📍 Clark Picnic Grounds, G. Puyat Avenue, Clark Freeport Zone

🗨️ Step into the Jurassic era at this interactive theme park filled with life-size animatronic dinosaurs and fun learning exhibits. Walk the Dino Trail, snap selfies with a T-Rex, or try the thrilling 7D super ride.

SPLASH AND SOAK

Calm waters, warm escapes, and the joy of motion



FONTANA HOT SPRING LEISURE PARKS

📍 C.M. Recto Highway, Clark Freeport Zone

🏊 A sprawling resort that combines comfort and recreation in one destination. Unwind in natural hot spring pools, float lazily down slides and lagoons, or stay in villa-style accommodations for a complete family retreat.



AQUA PLANET

📍 J.P. Rizal Avenue, J.P. Laurel Avenue, Prince Balagtas Avenue, Clark Freeport Zone

🏊 Asia's largest state-of-the-art water theme park, Aqua Planet, presents over 30 slides and attractions—from high-speed drops to family-friendly splash zones. Safe, colorful, and endlessly fun, it's the ultimate spot to beat the heat.



PUNING HOT SPRING

📍 Sitio Target, Angeles City

🏊 Hidden in the lahar canyons of Mount Pinatubo, this unique natural spa offers an adventure and a wellness retreat. A 4x4 ride takes you through dramatic terrain to reach hot spring pools and therapeutic mud baths.



DECA WAKE PARK

📍 Clark Picnic Grounds, G. Puyat Avenue, Clark Freeport Zone

🏊 Clark's home for wakeboarding thrills delivers smooth water, modern cable systems, and expert instruction for all levels. Whether you're gliding for the first time or chasing new tricks, this spot guarantees adrenaline and fun.



CLARK: MORE THAN A GATEWAY

Clark International Airport connects you not just to Northern Luzon, but to unforgettable experiences in the heart of Pampanga.



A HUB OF OPPORTUNITY

PAL cements its role in making Clark a strategic center for growth by adding more flights to and from the Philippines' major cities and popular Asian destinations.

RACE AND RELAX

The pulse of speed meets the calm of the green.



CLARK INTERNATIONAL SPEEDWAY

- 📍 Panday Pira Avenue, Clark Freeport Zone
- 🏁 Feel the rush at one of the country's premier racing circuits. This FIA-grade facility hosts national and international motorsport events, from car and motorcycle races to drifting and karting.



CLARK SUN VALLEY COUNTRY CLUB

- 📍 T-304 J. Abad Santos Avenue, Clark Freeport Zone
- 🏌️ Nestled amid rolling hills and mountain views, this premier golf destination features two 18-hole championship courses and a refined clubhouse. Challenging yet serene, it's golf at its most scenic.

DINE AND DELIGHT

Where every meal feels like home.



PAMPANGA FOOD STREET

- 📍 R.C. Santos Avenue, Clark Freeport Zone
- 🍴 A lively stretch lined with cafés, grills, and open-air dining spots serving Kapampangan favorites and international bites. Ideal for a casual food crawl or a relaxed evening out.



BINULO RESTAURANT

- 📍 M.A. Roxas Highway, Clark Freeport Zone
- 🍲 Named after the Aeta cooking style of steaming food in bamboo, Binulo serves traditional Kapampangan dishes, including sisig, kare-kare, and sinigang, in a cozy, family-friendly space.



MATAM-IH AUTHENTIC KAPAMPANGAN CUISINE

- 📍 M.A. Roxas Highway, Clark Freeport Zone
- 🍽️ Cultural pride comes alive at Matam-ih, where Aeta staff in traditional attire serve local favorites. Each meal is both a taste and a tribute to the community, making every meal a heartfelt tribute to the community that keeps these flavors alive.

With all this, Clark only proves it's a destination where journeys begin, memories linger, and every visit reveals something new. ✈️

FROM THE ARCHIVES

NON-STOP TO CANADA'S WESTERN GATEWAY

by IAN SAN GABRIEL

September marks a milestone in Philippine Airlines' history as the carrier celebrates nearly three decades of linking the Philippines with Vancouver—the first airline to bridge the two countries, opening the way to Canada's breathtaking landscapes, vibrant economy, and thriving Filipino community.

PAL's inaugural flight to the Pacific Northwest took off on September 18, 1996, when a leased McDonnell Douglas MD-11ER touched down at Vancouver International Airport. This launch was part of a codeshare arrangement with Canadian Airlines International, following successful bilateral talks between the Philippine and Canadian governments.







Philippine Airlines

Tantalizing sights in just 40 winks



Manila to Vancouver non-stop, three times weekly

Nothing could be more invigorating than a Philippine Airlines flight to Vancouver.

We have resumed our flights to this city with more convenient flight schedules on the more luxuriously appointed Airbus 340-300. Simply stretch out in our spacious, comfortable seats and dream your way to Vancouver. In just forty winks, and after a hearty meal, you're ready for some of the most tantalizing and refreshing sights only Vancouver can offer. Should you extend your trip, we offer immediate connections to interior Canadian and USA cities.

Philippine Airlines. Getting you there refreshed and ready.

Now, you can book and interactively purchase tickets online through our website!



For bookings and inquiries, call PAL reservations at 800-888-8888, visit the nearest PAL Ticket office, or call your travel agent.



www.philippineair.com

Initially, the airline operated four weekly rotations every Tuesday, Thursday, and Friday, with onward connections to Newark, New Jersey. At the same time, Canadian Airlines flew Boeing 747-400s three times a week via Hong Kong.

The 1990s expansion reflected PAL's ambition to become the region's premier carrier, pairing a multi-billion-dollar re-fleeting program with a steadily growing global network.

Over the decades, Vancouver has remained a key hub in PAL's North American operations. Routes later extended to San Francisco in 2001, Las Vegas in 2004, and New York JFK in 2015. After acquiring the A350-900, the Manila–New York route became direct in 2018.

Today, PAL maintains daily connections between Manila and Vancouver aboard the Boeing 777-300ER and operates thrice-weekly flights to Toronto using the A350-900, continuing its mission of bringing Filipinos closer to home and the world. ✈



PAL UNVEILS ICONIC A330 TAILFIN AT LKTJ

by JEANNE MARIE PHYLLIS TAN

A symbol of Filipino pride and aspiration, the tailfin of PAL's A330—generously donated by Lufthansa Technik Philippines (LTP) during the airline's Diamond Anniversary in 2016—now finds its home at the Lucio K. Tan Jr. Center (LKTJ). Initially displayed at its former headquarters along Macapagal Boulevard, its rehoming marks

a new chapter in PAL's journey.

Painted with the Philippine flag's tri-colors, the tailfin carries with it the dreams and warmth of every Filipino that each PAL flight brings to the skies. During the unveiling, PAL executives led the ceremony as employees looked on, reflecting on

the flag carrier's enduring legacy and the collective effort behind every flight.

The tailfin stands not just as a piece of aircraft history, but as a reminder of the resilience, ambition, and heart that propel PAL forward—connecting Filipinos to the world, one flight at a time. ✈️



The PALinero

CABIN DIARIES

STORIES FROM
30,000 FEET AND BEYOND

FALLING IN LOVE WITH HAWAII AT FIRST SIGHT



FROM THE CABIN DIARY OF
FA DANI FAVORITO
6 YEARS WITH PAL

Dani thrives on challenges, believing that the harder the struggle, the sweeter the victory. As a flight attendant with sky-high ambitions, she seizes every opportunity to grow, proving that no goal is out of reach for the determined.



You know that feeling when you visit somewhere new—the flutter in your stomach, the wonder at every sight? That was me when I first set foot in the Aloha State. Everything happened so quickly; I didn't expect to be assigned that flight at all, especially since many of the crew had already bid for it. I remember thinking, "I'm so lucky I got upgraded!"

Looking back, maybe it was meant to happen. The whole trip felt like a dream come true. The islands' breathtaking beauty left me in awe. If I could, I would've drawn hearts in my eyes to show just how much I adored every moment there.

PROMINENT SPOTS IN PARADISE

Whenever someone asks about my top layover destination, I say Hawaii without hesitation. Though I've only been there a handful of times, two places instantly come to mind:

The Steak Shack is a small beach-side food stall. Locals, tourists, and crew love them. Their steak-and-rice plates are simple yet satisfying, and the few tables beside the stall offer front-row seats to the sunset.

Just steps from our hotel, Waikiki Beach hums with life. I enjoy strolling along the shore as the sky turns golden, letting my thoughts drift and feeling thankful for the chance to take it all in.

Hawaii holds a special charm that's hard to define—maybe it's the rhythm of island life, the warmth of its people, or the food that feels like comfort. Growing up near the sea, I felt an instant connection with it. There's even a family tie: hula dancing runs in my blood. My parents once enrolled me in lessons, and my cousins in Canada still dance today. Returning to the birthplace of hula reminded me of that shared heritage and sparked the urge to dance again someday.



DAYS IN THE SUN

From summit to shore, Hawaii captures what it means to feel free and completely at home.



THE ALOHA STATE
Hawaii shines brightest in the moment we realize that beauty isn't just seen—it's felt.

TRAVEL TIPS FOR FIRST-TIMERS

I can't help but feel giddy whenever I see HNL on my flight roster—it means a return to paradise. I start packing two days ahead, making sure my essentials are ready: bikinis, sunscreen, slippers, and my trusty tote bag, aside from the usual in-flight items.

Pack a pair of comfortable shoes; they'll come in handy for exploring beyond the beaches. The islands are a haven for hikers, offering trails with rewarding views. Try the Koko Head Summit if you're up for a challenge, or take the gentler route at Diamond Head, where the scenery is equally breathtaking. And don't forget your tumbler—it's your best friend under the tropical sun.

If you'd rather move at your own pace, rent a car through Turo to uncover hidden corners of the island. Along the way, stop by Leonard's Bakery for their famous malasadas—soft, sugar-dusted pastries loved by everyone who tries them. After a good climb, a sweet

treat feels doubly rewarding.

WHERE TO STAY

Though I haven't visited purely for vacation, I can vouch for Waikiki as the most convenient base. Everything is within reach—the beach, the shops, and plenty of good food.

Holiday Inn Waikiki is ideal for travelers who appreciate a hearty breakfast included with their stay. On the other hand, Romer Waikiki at The Ambassador suits those who enjoy larger rooms, offering access to the pool and lounge. For a more budget-friendly option, consider booking a house or Airbnb—it's easier on the wallet and lets you cook your own meals.

Hawaii will forever hold my heart. It's a place that never loses its magic, where every visit feels like coming home. From its golden beaches to the traditions that dance through generations, the islands leave an imprint I'll cherish for years to come. ✈



GOLDEN HOUR IN PARADISE

In that quiet moment by the shore, I felt the world slow down—and my heart fall in love with Hawaii all over again.

PAL POSTS 48% NET INCOME GROWTH IN H1 2025

FUELING SUSTAINED PROFITABILITY AND OPERATIONAL EXCELLENCE

PAL reported a net income of USD 60 million for the second quarter of 2025, a 48% year-on-year increase, marking its 15th consecutive profitable quarter. Total revenues rose 6% to USD 831 million, and operating income increased 10% to USD 71 million, supported by higher passenger volumes, growing cargo operations, and a 5% increase in flight activity across the airline's domestic and international network. PAL carried 4.4 million passengers and transported 51,200 tons of cargo, demonstrating resilience and efficiency amid a dynamic aviation environment.

PAL's balance sheet remained strong, with cash and cash equivalents at USD 455 million and total equity rising to USD 922 million. Lower fuel costs partially offset operating expenses, and investments in aircraft deliveries and major maintenance keep the airline ready for future growth.

- *Q2 Operations:*
Flew 4.4 million passengers on over 29,500 flights
- *Total Revenue: USD 831 million (+6% YoY)*
- *Operating Income: USD 71 million (+10% YoY)*
- *EBITDA: USD 167 million (+18% YoY), with a 20% margin*
- *Net Income: USD 60 million (+48% YoY)*
- *Total Debt:*
USD1.39 billion (vs. USD 1.57 billion as of June 30, 2024)

PAL TOPS ASIA-PACIFIC AIRLINES FOR ON-TIME PERFORMANCE

Delivering reliability and operational excellence

PAL ranked first in On-Time Performance (OTP) among Asia-Pacific carriers for August 2025, achieving an impressive 89.37% OTP rating, according to aviation analytics company Cirium. The flag carrier's score exceeded the regional average of 80.83% recorded by the top 10 airlines in the region.

PAL sustained its strong performance into September 2025, improving further to 90.47%. The achievement underscores the airline's commitment to operational reliability and service excellence, driven by the coordinated efforts of its engineers, ground personnel, and flight teams. Through close collaboration with aviation stakeholders, PAL continues to prioritize punctuality as a core standard of safety, efficiency, and customer satisfaction.



PAL JOINS APEX'S ELITE 4-STAR AIRLINE ROSTER

*Celebrating excellence in passenger experience
and service standards*

PAL has been officially awarded the 2026 Four-Star Major Airline rating by the Airline Passenger Experience Association (APEX), placing the flag carrier among the world's top airlines recognized for outstanding service, cabin comfort, in-flight entertainment, connectivity, and overall passenger care.

This accolade underscores PAL's commitment to delivering world-class service based on verified passenger feedback from over one million flights. It reinforces its position as the Philippines' only full-service legacy carrier with a strong global presence.

PAL SOARS HIGH IN FLYERS' CHOICE AWARDS 2025

Earning passenger trust and recognition across Southeast Asia

PAL ranked as the second most preferred airline in Southeast Asia in the 2025 Flyers' Choice Awards by AirlineRatings.com, a trusted source for airline safety and product ratings covering more than 385 airlines worldwide. The award reflects passenger votes, combined with expert analysis, highlighting PAL's strengths in cabin service, reliability, and overall travel experience.

This recognition reinforces PAL's position as a leading airline in the region, complementing earlier accolades such as Best Travel Brand in Southeast Asia and a top ranking among Asia Pacific airlines for punctuality and service. The award underscores the airline's continued commitment to delivering safe, reliable, and heartfelt service to passengers across its regional and global network.



PAL RECOGNIZED AS SUSTAINABILITY CHAMPION

*Advancing environmental stewardship and
the United Nations Sustainable Development Goals*

The Manila Times named PAL one of the 15 companies championing sustainability in the Philippines during the "Envisioning our Green Future" awards on September 23. The recognition highlighted PAL's commitment to the UN Sustainable Development Goals, including Affordable and Clean Energy, Industry Innovation and Infrastructure, Climate Action, and Partnerships for the Goals.

PAL's efforts have four key pillars: care for the environment, customers, community, and people, reinforcing the airline's dedication to a responsible and sustainable aviation future.



PAL HONORED AT THE PHILIPPINE TOURISM AWARDS

Honoring a legacy of connection and care

The Department of Tourism (DOT) honored PAL with the Special Pillar Excellence Award for its pivotal role in shaping and promoting Philippine travel and tourism. Presented during the first Philippine Tourism Awards on September 8, 2025, at Okada Manila, the recognition celebrates PAL's decades-long service in connecting the Philippines to the world and showcasing Filipino hospitality in every journey.

The award highlights PAL's enduring partnership with the DOT in advancing the country's tourism industry and raising the standards of air travel. Upholding its commitment to safety, reliability, and heartfelt service, PAL continues to champion national tourism by connecting people, places, and opportunities across the Philippines and beyond.



PAL TAKES THE HELM OF ACAP

Leading collaboration across the Philippine aviation industry

The Air Carriers Association of the Philippines (ACAP) held its leadership turnover ceremony on August 7, 2025, at the Lucio K. Tan, Jr. Center in Pasay City, formally transferring the chairmanship to PAL. PAL Executive Vice President and Chief Operating Officer Atty. Carlos Luis Fernandez assumed the role of ACAP Chairman, with Department of Transportation Secretary Vince Dizon leading the event as keynote speaker alongside key aviation leaders and partners.

Composed of the country's major airlines—PAL, PAL Express, Cebu Pacific, Cebgo, and AirAsia Philippines—ACAP serves as the collective voice of the Philippine aviation industry, collaborating with government agencies to advance aviation policies, enhance operational safety, and ensure the sector's sustainable growth.



NEW HORIZONS WITH QATAR AIRWAYS

Expanding PAL's global network and strengthening ties between the Philippines and Qatar with the strategic partnership

PAL has launched daily non-stop flights between Manila and Doha, marking the start of a strategic partnership with Qatar Airways that expands global connectivity and unlocks new growth opportunities.

Through Hamad International Airport—voted the World's Best Airport in the Middle East—passengers can now connect seamlessly to over 170 destinations across Africa, the Americas, Europe, and beyond. Travelers from Qatar can also enjoy smoother connections to Manila and PAL's domestic network.

The new service, operated by PAL's Airbus A330-300, reinforces the flag carrier's commitment to strategic global alliances, customer-focused growth, and enhanced connectivity for Overseas Filipino Workers, while strengthening tourism and trade between the Philippines and Qatar.

PAL CARGO EXPANDS AND MODERNIZES OPERATIONS

STRENGTHENING LOGISTICS SERVICES AND NATIONWIDE REACH FOR FILIPINO BUSINESSES

PAL is charting a new chapter for PAL Cargo, enhancing its freight and logistics capabilities to support local entrepreneurs, e-commerce growth, and global trade. The unit has embraced digital tools for online booking, payment, and shipment tracking. It has also launched Port-to-Door delivery services and Mabuhay Miles integration, making cargo solutions faster, easier, and

more rewarding for customers, offering same-day delivery service using 4-wheel-based vehicles for domestic shipments within Metro Manila and Cebu with a maximum weight of up to 600kg and dimensions of 208 cm x 119 cm x 109 cm.

PAL Cargo has relocated its operations to a new, state-of-the-art facility on Andrews

Avenue, Pasay City, with domestic flights transitioning on September 22 and international flights on September 29. Supported by Clark, Cebu, and Davao hubs, this move ensures efficient, end-to-end logistics for businesses across the Philippines and beyond, reinforcing PAL Cargo's commitment to connecting Filipino enterprises to the global market.





PAL GEARS UP FOR HOLIDAY SURGE

Increasing connectivity to support tourism and local travel demand

PAL is expanding its domestic network ahead of the October 2025 peak travel season, adding more flights on key routes to meet rising demand. Increases include Manila–Butuan (14→21 weekly), Manila–Cagayan de Oro (35→42), Manila–Legazpi (21→28), and Manila–Tacloban (21→25); Siargao, Boracay, and Coron will also get more flights from Manila, Cebu, and Clark.

With these added flights, PAL will operate 1,154 weekly services across the Philippines, adding over 14,000 seats and offering travelers greater convenience and easier access to more destinations.

PAL EXPANDS ACCESS TO SIARGAO VIA CLARK AND CEBU

Linking travelers to island getaways

PAL is making Siargao more accessible with expanded flight options from Clark International Airport (CRK) and Cebu (CEB). Daily Clark–Siargao flights offer convenient access for travelers from Central and Northern Luzon, while multiple daily Cebu–Siargao flights provide smooth connections for visitors from the Visayas and Mindanao.

These additional routes complement PAL's Manila–Siargao service for greater flexibility. With easy booking, real-time tracking, and PAL's signature service, travelers can enjoy a smooth trip to one of the Philippines' top adventure spots.

PAL STRENGTHENS CLARK, CEBU HUBS

Enhancing domestic connectivity and operational efficiency

As part of a strategic shift of turboprop operations from Manila, PAL is boosting flight frequencies from Clark and Cebu. Clark services to Busuanga (Coron) and Basco will increase to twice daily, while Clark–Siargao flights continue daily. From Cebu, flights to Busuanga and Siargao will operate three times daily, expanding access to the country's top island destinations.

This realignment improves tourism growth and connectivity nationwide. Developing the Clark and Cebu hubs ensures a more efficient and sustainable domestic network for the future.



PAL PARTNERS WITH LUFTHANSA SYSTEMS

Turning Flight Planning and Crew Management Smarter

PAL marked another milestone in its modernization journey with the launch of its partnership with Lufthansa Systems. The collaboration introduces advanced digital tools, including the Lido Flight 4D, Flight Management System, Navigation Database, and Airport Obstacle Data Service, to enhance flight planning accuracy, fuel efficiency, and operational reliability.

PAL also implemented a new Crew Management System, streamlining processes and improving coordination across teams. All this innovation gives flight and ground teams real-time data to make better decisions and deliver smoother passenger experiences. The initiative reflects PAL's ongoing commitment to innovation, efficiency, and operational excellence as it continues to build a more future-proof airline.

PAL advances air travel distribution through its integration with the New Distribution Capability (NDC) powered by Amadeus. The platform helps travel partners and customers gain direct access to personalize flight options—from schedules and seat selections to in-flight meals and ancillary services—for greater transparency, efficiency, and convenience.

The rollout starts in key markets, including the United States, Canada, Singapore, Hong Kong, Japan, Australia, the UAE, Qatar, and Saudi Arabia. Partners can connect via API integration, a ready-to-use portal, or aggregator platforms. NDC operates along with PAL's existing Global Distribution System for its global network. By joining over 60 airlines worldwide using NDC, PAL underscores its commitment to innovation, operational efficiency, and a superior customer experience.



PAL UPGRADES WITH NDC INTEGRATION

Elevating travel distribution with efficient and modern solutions



CONTINUING THE TRADITION

PAL gathered its stations from around the world to strengthen teamwork and alignment.



PAL OPS KICKS OFF SMC 2025

PAL Operations initiated the Station Managers' Conference (SMC), a focused three-day conference centered on operational excellence, alignment, and service innovation for its stations worldwide. The sessions provided an avenue to review key performance updates, enhance interdepartmental coordination, and reinforce shared commitments to world-class excellence and an improved passenger experience.



PAL EXPRESS UPDATES



PAL EXPRESS SIGNS SUPPORT AGREEMENT WITH LUFTHANSA TECHNIK

PAL Express has entered into an agreement with Lufthansa Technik AG for Total Component Support covering 15 Airbus A320 aircraft, the core of its domestic fleet. The service package includes component maintenance, repair, and overhaul, as well as access to Lufthansa Technik's global spare parts pool and homebase stock.

This partnership boosts PAL Express' operational performance by ensuring greater reliability, reduced turnaround time, and improved efficiency, ultimately supporting the airline's mission to deliver safe, seamless, and dependable service to passengers across the Philippines.

THUMBS UP TO THIS DEAL

PAL Express and Lufthansa Technik officials celebrated renewed collaboration.

PAL AND AAPA LEAD AVIATION SAFETY TALKS

PAL, in partnership with the Association of Asia Pacific Airlines (AAPA), hosted the Asia Pacific Aviation Safety Seminar (APASS) last September 10-11 at the Hilton Manila. The event marked the return of APASS to the Philippines since PAL last hosted it in 2010.

With the theme “Safety Without Borders: Global Partnerships, Local Impact,” APASS 2025 gathered safety leaders, regulators, manufacturers, and aviation professionals from across the region to discuss the industry’s most pressing safety priorities. Sessions explored operational resilience, safety leadership, human factors, and emerging risks shaped by technology and evolving airspace challenges.

Through this collaboration, PAL continues to champion aviation safety and industry cooperation across the Asia Pacific, fostering a proactive safety culture, reinforcing passenger confidence, and contributing to a safer, more sustainable aviation future.



SAFE WITH THE TEAM

APASS delegates devoted days to strengthening teamwork and deepening their shared commitment to safety.



TOWARD SAFER SKIES

Industry experts and airline representatives came together to reinforce collaboration and continuous improvement in flight safety.



MYPAL ASSIST CLICK-TO-CALL RETURNS

myPAL Assist Click-to-Call allows passengers to contact a live agent using a mobile device or computer at no extra charge. The service provides real-time support for bookings and other travel concerns via internet voice calls (VoIP), ensuring assistance is fast, convenient, and accessible from anywhere in the world. For internal stakeholders, here's a quick-reference guide:

GENERAL BOOKING & CUSTOMER SUPPORT

 Available 24/7

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- PH
- US and CA
- Global VoIP

(+632) 8539-0000 or (+632) 8855-8888
(+63) 919-056-2255
1-800-435-9725

<https://www.philippineairlines.com/ph/en/about-us/mypal-click-to-call.html>

CHAT CHANNELS

- Webchat
- Messenger
- Viber
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(+63) 917-830-5810

EMAIL SUPPORT

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DIRECT INTERNAL ENDORSEMENT

 Available 24/7

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jerome_catipon@pal.com.ph
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PASSENGER COMPLAINTS / FEEDBACK

 Monday - Sunday
07:00 AM - 04:00 PM

ESCALATIONS

- Online Form
- Direct Email
- Complaint Follow-up

<https://pal.my.site.com/s/submit-a-request> (choose "Compliment/Feedback")
wecare@philippineairlines.com
customerrelations@pal.com.ph

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- Michelle Angela F. Arvesu
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SOCIAL MEDIA MONITORING / PUBLIC POSTS

 Available 24/7

EMAIL OR MS TEAMS

- General


socialmedia@pal.com.ph

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BAGGAGE CONCERN – DOMESTIC FLIGHTS

 Monday - Sunday
04:00 AM - 12:00 AM

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BAGGAGE CONCERNS – INTERNATIONAL FLIGHTS

 Available 24/7

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SALES UPDATES



PAL HOSTS TOP NON-IATA AGENTS IN DUBAI

Bringing top non-IATA agents together

PAL Dubai initiated “Barkada Night,” a special evening recognizing the invaluable contributions of its top non-IATA travel agents in the UAE. Held at the Grand Aseana Hotel. Over 50 of PAL’s most trusted partners for a night of camaraderie, reflecting the Filipino spirit of loyalty and close-knit friendship.



PAL HOLDS PRODUCT UPDATE FOR GUAM PARTNERS

Showcasing fleet upgrades to enhance travel experiences

PAL, through its General Sales Agent Goodwind Travel and Tour, invited Guam-based travel agencies, health offices, corporate clients, and other stakeholders to share PAL’s latest product developments and plans, covering the whole passenger journey from trip planning to post-flight services.



PAL DUBAI SALES TEAM DRIVES ULTIMATE SEAT SALE

Engaging travel partners with exclusive offers across the UAE

The PAL Dubai Sales Team recently conducted a dynamic sales blitz, connecting with travel partners to share details of the Ultimate Seat Sale promotion. The team highlighted PAL’s competitive fares, seamless connections to the Philippines, generous baggage allowance, indulgent inflight meals, and the airline’s signature service marked by care from the heart.



PAL, EMQUEST LAUNCH PROMO FOR UAE AGENTS

Rewarding top agents with trips to paradise

PAL, in partnership with Sabre’s EmQuest, launched the third season of their exclusive promotion for top-performing travel agents in the UAE. The campaign gave agents the chance to win a trip for two to either the Philippines or Bali, including tickets and accommodation, encouraging them to showcase PAL’s world-class service and connectivity to their customers.

ONE PAL, ONE SPIRIT: Q2 TOWNHALL & SPORTSFEST FINALE

PALers came together for a high-energy Q2 Townhall and the vibrant culmination of the 2025 Sportsfest—celebrating achievements, teamwork, and the spirit of wellness across the organization.





MR. & MS. WELLNESS

Both contestants balanced preparation with their daily routines—Mr. Wellness JJ Jimenez practiced walks, poses, and researched questions, while Ms. Wellness Allyssa Idio relied on workouts to manage stress and stay focused.

The Q&A was the most challenging, testing confidence and quick thinking, which they overcame through practice, support, and self-trust. Being named winners filled them with surprise, pride, and gratitude, affirming that perseverance and dedication truly pay off.

WELLNESS AT HEART: PERKS THAT CARE FOR YOU

At PAL, a quality life begins with wellness. Whether in the skies or on the ground, PALers give their best by caring for themselves as much as for others. Rested, active, and mindful, they shine in every role—carrying the Heart of the Filipino with even more warmth and pride.



PAL champions well-being through various partnerships with leading brands, opening more ways for our people to live healthier, more balanced lives.

PAUSE THE HUSTLE AND RECHARGE WITH DISCOVERY

Sometimes, the best plan is just the sound of the sea, the warmth of the sun, and time to breathe. With exclusive room discounts and convenient hotel transfers at Discovery's island getaways in Boracay, Coron, and Samal, PALers can retreat to some of the country's most stunning destinations from May 9 to December 31, 2025.



STRENGTHEN YOUR CORE AT ANYTIME FITNESS

Wellness isn't only about stillness; it's also about motion. PALers can enjoy discounted memberships for a year at Anytime Fitness branches in Newport and Magallanes. Now, it is easier to incorporate strength training in the daily routine.

THINK CALMLY AND CLEARLY WITH MIND YOU

True wellness means caring for what can't always be seen. With Mind You Health Services, PALers have free, unlimited access to psychological sessions that guarantee a safe, professional space for listening, reflection, and healing. Nurturing the mind, perhaps through stress management or a fresh perspective, builds resilience and radiates peace.



Experience these and more by scanning the QR code to review the 3rd Collection of PAL Employees Perks Catalogue. For inquiries, please contact our Talent Engagement & Communications Team:



Erilou Marisse T. Villaflores
Ella Mae R. Banzuelo



HONORING THE HEART BEHIND OUR WORLD-CLASS SERVICE

The 2025 Service Awards honored PAL employees whose years of heartfelt service continue to propel the airline forward. The July 17 ceremony shone a spotlight on the PALers whose unwavering commitment continues to elevate the Filipino brand of hospitality:

| NUMBER OF SERVICE AWARDEES | | | |
|---------------------------------|----|--------------------------------------|-------------------------------------|
| PAL EXPRESS (2P) | | PAL EXPRESS (2P) | |
| FLIGHT OPERATIONS | 2 | 25, MNL | BADAJOS, Angelito Laurente |
| TOTAL | 2 | 25, MNL | ORIL, Miss Ann-Mariel F. |
| PHILIPPINE AIRLINES (PR) | | PHILIPPINE AIRLINES (PR) | |
| ADMINISTRATIVE PAYROLL | 1 | 40, MNL | ARANGUREN, Mister Arnold C. |
| AIRPORT OPERATIONS | 3 | 35, MNL | ACLAN, Miss Geraldine R. |
| CONTROLLERSHIP | 2 | 35, MNL | ACOT, Miss Ma. Carmen L. |
| CORPORATE AFFAIRS | 1 | 35, MNL | ANIGAN, Mister Belino B. |
| CORPORATE AUDIT | 2 | 35, MNL | BELARDO, Mister William M. |
| CUSTOMER EXPERIENCE | 2 | 35, MNL | BULACTIAL, Miss Maria Theresa P. |
| FLIGHT OPERATIONS | 14 | 35, MNL | CRISOSTOMO, Miss Resurrecion V. |
| HUMAN CAPITAL | 1 | 35, MNL | DAIZ, Miss Lorna R. |
| INTEGRATED OPERATIONS | 2 | 35, MNL | DIZON, Miss Carminia P. |
| CONTROL CENTER | | 35, MNL | EBIO, Mister Renato V. |
| IT OPERATIONS | 1 | 35, MNL | EVANGELISTA, Miss Welhelmina L. |
| MARKETING | 1 | 35, MNL | FRANCISCO, Mrs. Gladys Fernando G. |
| PAL AVIATION TRAINING CENTER | 1 | 35, MNL | GARCIA, Miss Neriza G. |
| REAL ESTATE ASSET MANAGEMENT | 6 | 35, MNL | HERRERA, Mister Rogelio R. |
| REVENUE INTEGRITY | 1 | 35, PEK | LIM, Mister Richard U. |
| REVENUE MANAGEMENT | 1 | 35, MNL | MANGABAT, Miss Gemma B. |
| & COMMERCIAL PLANNING | | 35, MNL | OCAMPO, Mister Roderick B. |
| RISK & INSURANCE MANAGEMENT | 1 | 35, MNL | ONG AMBOY, Miss Irene R. |
| SALES | 7 | 35, DVO | PARADELA, Mister Anthony L. |
| TOTAL | | 35, MNL | PINEDA, Mister Harry M. |
| | | 35, MNL | POLUMBARIT, Miss Noemi A. |
| | | 35, MNL | ROMERO, Miss Pauline Minette M. |
| | | 35, MNL | SALAPONG, Mister Maximo N. |
| | | 35, MNL | SANTIAGO, Miss Leizel G. |
| | | 35, MNL | SARMIENTO, Mister Ferdinand S. |
| | | 35, MNL | SUAZO, Miss Marissa J. |
| | | 35, MNL | SUNGA, Captain Yvonne M. |
| | | 30, MNL | ANGELES, Miss Ma. Jennifer M. |
| | | 30, HKG | CHAN, Miss Estephanie Nanette D. |
| | | 30, MNL | ROQUE, Miss Amabelle A. |
| | | 30, MNL | ROXAS, Miss Maribel L. |
| | | 25, LAO | ANDRADA, Mister Owen Reyno S. |
| | | 25, MNL | AQUINO, Miss Abigail T. |
| | | 25, MNL | BELMONTE, Captain Rudolf D. |
| | | 25, MNL | CHAN, Mister Eric L. |
| | | 25, MNL | COBARDE, Miss Anna Lea B. |
| | | 25, MNL | DAVID, Captain Jose Reginald C. |
| | | 25, MNL | DE VERA, Miss Ronilda M. |
| | | 25, MNL | DIMACULANGAN, Mister Pedrito C. |
| | | 25, TPE | HU, Miss Yen-Jung Rita |
| | | 25, MNL | JAVIER, Captain Jose Joaquin D. Jr. |
| | | 25, MNL | MAPUA, Captain Jose Emiliano Z. |
| | | 25, KIX | MURAO, Miss Akiko |
| | | 25, HND | NAGAO, Mister Tomoyuki |
| | | 25, MNL | NG, Miss Lilybeth T. |
| | | 25, HND | OKUMURA, Miss Kimi |
| | | 25, MN | SOLIS, Captain Joel G. |
| GRAND TOTAL | | DEPARTMENT | |
| | 49 | Flight Operations Department | |
| | | Flight Operations Department | |
| | | DEPARTMENT | |
| | | IT Operations Department | |
| | | Airport Operations Department | |
| | | Flight Operations Department | |
| | | Integrated Operations Control Center | |
| | | Real Estate Asset Management | |
| | | Corporate Audit Department | |
| | | Integrated Operations Control Center | |
| | | Administrative Payroll | |
| | | Customer Experience | |
| | | Real Estate Asset Management | |
| | | Human Capital Department | |
| | | Risk & Insurance Management | |
| | | Corporate Audit Department | |
| | | Real Estate Asset Management | |
| | | Sales Department | |
| | | Corporate Affairs Department | |
| | | Flight Operations Department | |
| | | Flight Operations Department | |
| | | Airport Operations Department | |
| | | Real Estate Asset Management | |
| | | Flight Operations Department | |
| | | Customer Experience | |
| | | Real Estate Asset Management | |
| | | Controllorship Department | |
| | | Real Estate Asset Management | |
| | | Controllorship Department | |
| | | Flight Operations Department | |
| | | Flight Operations Department | |
| | | Sales Department | |
| | | Flight Operations Department | |
| | | Flight Operations Department | |
| | | Sales Department | |
| | | Revenue Management & Commercial | |
| | | Planning Department | |
| | | PAL Aviation Training Center | |
| | | Flight Operations Department | |
| | | Revenue Integrity | |
| | | Flight Operations Department | |
| | | Marketing Department | |
| | | Sales Department | |
| | | Sales Department | |
| | | Flight Operations Department | |
| | | Flight Operations Department | |
| | | Airport Operations Department | |
| | | Sales Department | |
| | | Flight Operations Department | |
| | | Sales Department | |
| | | Flight Operations Department | |



TOWARD SAFER SKIES

Industry experts and airline representatives came together to reinforce collaboration and continuous improvement in flight safety.





PAL'S [CHEL]DREN

Cong. Chel Diokno reminded PAL's young workforce how to think and act like actual leaders.

PAL YOUNG LEADERS' SUMMIT INSPIRES GROWTH AMONG EMERGING TALENTS



On September 18, 2025, the PAL Young Leaders' Summit brought together aspiring leaders from across the organization for a day of learning, inspiration, and meaningful interactions.

Morning sessions featured dynamic talks from industry visionaries, guiding and encouraging young PALers to build impactful careers. Meanwhile, afternoon sessions included breakout discussions on aviation leadership, commercial strategy, corporate culture, and career coaching.

WOMEN WHO LEAD

Cheney Galano and Carbs Bayombong did not miss the opportunity to impart wisdom to young PALers.

THAT'S OUR PAL



Throughout the third quarter of 2025, several team members received praise from passengers for their outstanding service and dedication. Some of them were:

ANNA D. SANO

CUSTOMER SERVICE OFFICER, MNL

- She earned commendation for her exceptional service and unwavering dedication while assisting a passenger, further reinforcing our reputation for excellent customer care.

WEN-YANG DANIEL CHANG

SENIOR CUSTOMER SERVICE REPRESENTATIVE, TPE

- He went above and beyond to assist a passenger with a canceled booking, ensuring their travel plans proceeded smoothly—an act of compassion that earned heartfelt appreciation.

REX ALDANESE

STATION MANAGER, LAX

MA. CECILLIA P. CALLEJA AND ANNA MARIE G. PISIGAN

DUTY MANAGERS, LAX

- Various LAX-MNL passengers commended them for their exemplary customer service, recognizing their professionalism, warmth, and genuine care that embody the Heart of the Filipino, wherever they may be.



PAL PARTNERS WITH PHILSCA TO NURTURE FUTURE AV PROFESSIONALS

Supporting hands-on training to advance aviation education

PAL, through the PAL Foundation, Inc. (PALFI), has partnered with the Philippine State College of Aeronautics (PHILSCA), the country's only state-run college specializing in aviation education. As part of the collaboration, PAL pledged to donate essential aviation mechanical tools to students enrolled in Aircraft Maintenance and Engineering courses, enhancing practical learning and technical skills.

The partnership was formalized through a Memorandum of Agreement at the Lucio K. Tan Jr. Center in Pasay City, with officials from both PAL and PHILSCA in attendance. Beyond the tool donation, PALFI will provide surplus materials and facilitate advanced faculty training through the PAL Aviation Training Center, reinforcing the shared commitment to invest in quality education and prepare the next generation of Filipino aviation professionals.



PAL FOUNDATION AIDS FISHERFOLK IN PANGASINAN

The PAL Foundation extended much-needed relief to a hard-hit fishing community in Dagupan City, distributing essential supplies to families affected by a series of typhoons last July.



PAL FOUNDATION EXTENDS CARE TO KANLAON VICTIMS

In partnership with GMA Kapuso Foundation (GMAKF), PAL Foundation provided hygiene kits and support to residents affected by Mt. Kanlaon's eruptions, reaching over 1,000 beneficiaries.



EMPOWERING LIVES THROUGH PARTNERSHIP

PAL Foundation and the Department of Social Welfare and Development (DSWD) strengthened their long-standing collaboration by delivering mobility aids to Siargao and supporting PWD workers in Quezon City, reinforcing shared efforts to uplift vulnerable communities.





The PALiner

ON THE SCENE



FUTURE PILOTS SOAR WITH PAL AV SCHOOL

PAL Aviation School officially welcomed AO Class 2025 Alpha during an onboarding ceremony at the LKTJ Center in Pasay City on August 26. PAL EVP/COO Atty. Carlos Luis Fernandez, PAL SVP Capt. Roland Narciso, PATC Head Capt. Ed Medina and representatives from Airways Aviation greeted the class, marking the formal launch of their journey to becoming licensed pilots.

Alumnae Pilot Affairs Head Capt. Lilybeth Tan-Ng (Batch 2002-A) and First Officer Marie Ison (Batch 2012-C) shared inspiring messages, setting the tone for the comprehensive 18-month program that begins in Manila.

On September 28, the cadets received a heartfelt send-off at The PAL Museum in the LKTJ Center before departing for Archerfield, Queensland, where training will continue under PAL Aviation School's partner, Airways Aviation.

Supported by family and PAL executives, the 14 aspiring pilots embark on this transformative chapter to earn their CPL/IR licenses and carry forward the school's decades-long tradition of excellence in aviation education.



End Frame



Government Specialist Phoebe Javier of the Corporate Affairs Department shares:
*"In Asakusa, Tokyo, I tasted the best strawberry mochi to date—soft, sweet, and fleeting, like
the memory of a perfect afternoon at Sensoji Temple."*



Get your photos featured; email us with your best shots
at ThePALiner@pal.com.ph.



The **PAL**iner
DIGITAL

Philippine Airlines' Official Publication

SEPTEMBER 2025