

Business Airport

I N T E R N A T I O N A L

JANUARY 2012

Trading time

Are you ready for the introduction of the EU Emissions Trading System?



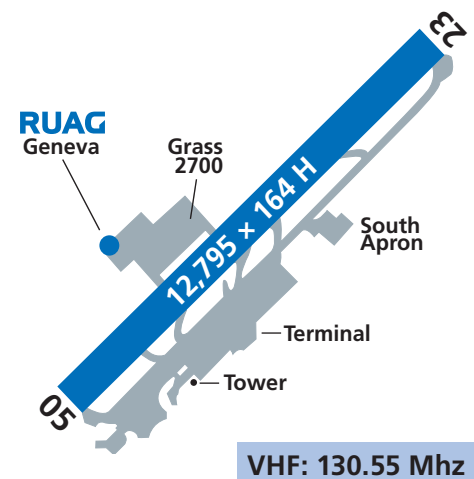
CHALLENGING LOCATIONS ♦ **PLACING AN AIRCRAFT ON A COMMERCIAL CERTIFICATE** ♦ **BUSINESS JET CATERING** ♦ **TRANSPORTING SPECIALIST CARGO** ♦ **BUSINESS AIRPORT WORLD EXPO 2012 PREVIEW**



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Welcome



There's no doubt about it: the European Commission's Emissions Trading System (ETS) is complicated and somewhat confusing. The basic concept is that the EU will begin charging a carbon tax on aircraft operators from January 1, 2012. But it is the way the EU will go about doing this that has confused and riled many.

In simple terms, EU ETS is a mandatory regulation requiring all non-commercial operators and commercial large emitters who travel into, out of, and between EU Member States to monitor their CO₂ emissions.

One of the main areas of confusion with this system is the cost of compliance, which differs in each member state. As highlighted in *Green Machines* on page 24, the UK's Environment Agency is already charging European operators €3,000-5,000 (US\$5,000-6,700) – and US operators as much as US\$9,000 – for routine compliance in the form of 'subsistence fees' and related costs. And in France the process is free...

This wide variation in charges has understandably irritated operators in the USA and other countries such as China and Russia. And things have got even more complicated for US operators as the Senate

might soon consider the EU ETS Prohibition Act of 2011, a measure passed by the House earlier this year, which would prevent all US-flagged aircraft participating in the scheme.

Steve Brown, NBAA senior vice president for Administration and Operations, said, "It could be illegal to participate in the ETS under US law ... and yet participation would be required if you were to fly in European airspace."

But come January 1, 2012, the ETS plan will be implemented, and the NBAA has advised operators to "keep monitoring the situation" to ensure that no matter what happens they will be compliant.

At the upcoming Business Airport World Expo 2012 (Cannes, France, February 22-23), Juan Muniz, senior regulatory specialist, Universal Weather and Aviation, will be discussing the latest EU ETS regulations at the free-to-attend conference, which features more than 25 industry experts. To read the full preview and start planning your trip to the show, turn to page 56.

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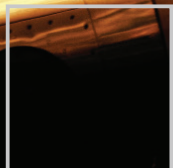
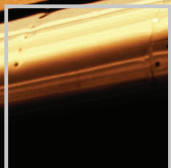
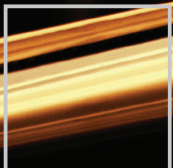
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State-of-the-art crew lounge for Al Bateen

Al Bateen Executive Airport has officially opened its new crew lounge as part of the DhabiJet FBO brand.

The facility is fully operational and offers flight crew a comprehensive and state-of-the-art flight planning support facility when they stop at the Abu Dhabi airport ahead of, after, or in between flights.

The top floor of the two-floor complex features the flight operations department and briefing room, while the ground floor lounge has satellite TV, snooze room, workstations, meeting room, shower facility, and prayer room.

Steve Jones, general manager of Al Bateen Executive Airport, said, "The opening of the fully dedicated crew lounge as part of the

DhabiJet FBO is a major milestone for Al Bateen Executive Airport. The airport was eager to have the lounge up and running in time for the Formula 1 [event], which provided a fully integrated suite of support services to visiting crew, offering them the ultimate in privacy, convenience, and comfort, along with live F1 TV broadcasts."



ExecuJet and NasJet join forces in Saudi Arabia

ExecuJet Middle East and NasJet, the private aviation arm of National Air Services (NAS Holding), have announced a strategic partnership through which they will jointly operate the new FBO at King Khalid International Airport (KKIA) in Riyadh, Saudi Arabia.

In addition to the FBO airside services, the joint venture will offer a comprehensive suite of services, such as landside, regulatory filing, and concierge services. Also, through the NAS Tech-Lufthansa Technik

partnership, ExecuJet and NAS will be able to offer its FBO clients line MRO services on most private aviation aircraft types and models.

"Given all consortium members are market leaders in their respective fields, there will be no



learning curve due to the depth and breadth of each member's previous operating experience in KSA, the GCC, and globally," said Ayedh Al-Jeaid, chairman of NAS Holding. "These experiences shall help the joint venture to achieve world class standards by focusing on customer service, quality, and safety. This focus on customer service will enable the FBO at KKIA and other future FBOs to offer a seamless customer experience by reducing complexity and time spent by clients."

Mike Berry, managing director of ExecuJet Middle East, added, "By forming a joint venture with NAS Holding, we have won a partner with a deep understanding of the Middle East private aviation landscape and a large captive client base."

To develop the new Saudi Arabian facility and conduct its operations according to the highest standards of service, the FBO will initially occupy a space of 1,500m² within the KKIA's private aviation terminal.



Upgraded passenger service at Kingston

A new 464m² departure lounge has opened at Norman Manley International Airport in Kingston, Jamaica. The Club Kingston lounge will offer clients traveling to the Caribbean island fast-track through check-in, unlimited WiFi, a premium bar, a fully equipped business center, a conference room, complimentary spa treatments and shower facilities, a personal escort to the departure gate, and a complimentary concierge duty-free shopping service.

The lounge will also enable visitors to gain an insight into Jamaica's heritage and culture through the exhibition, 'Jamaica... a Journey', which highlights the island's cultural icons, historical events, musicians, and politicians.

Club Kingston and its sister lounge, Club Mobay at Montego Bay Airport, are the result of a partnership between VIP attractions headed by ex-Digicel CEO, David Hall. Commenting on the opening of the facility, Hall said, "When setting out on this venture, we envisioned a lounge where passengers could experience a last bit of Jamaica before leaving the island, whether reminiscing



via archived Gleaner front pages, sipping on a Red Stripe [beer], or enjoying warm Jamaican hospitality. We feel we have achieved this with a lounge that offers something for all passengers."

Club Kingston will be offered free of charge to business and first-class passengers of partner airlines such as British Airways, Virgin Atlantic, Air Berlin, and Condor. Passengers will also be able to pay for one-time access at US\$30 for adults and US\$15 for children aged 12 and under, while children two years and under will be admitted free of charge. Located in the departure terminal, the lounge will be open from 06:00 to 23:00 daily.

Jet Aviation to offer dispatch services in Dubai

Jet Aviation will expand its FBO services in Dubai in 2012 to include a dispatch service to support aircraft owners and operators with their day-to-day operational needs.

The new service will be available from the second quarter of 2012; trained personnel will be on site to provide around-the-clock dispatch services, including arrangement of overflight and landing permits, fuel purchasing, emission trading support, and continuous monitoring.

Jet Aviation Dubai FBO director, Philippe Gerard, said, "Adding dispatch services to our portfolio helps meet our goal of fulfilling all of our customers' provisioning needs under one roof."

Peter Brändle, deputy general manager of Jet Aviation's aircraft management division in EMEA and Asia, added, "There is an increasing demand for dispatch services in the Middle East; extending our service delivery through the Dubai FBO enables us to better serve our customers based in Dubai and in the region."

Charter operator to provide inflight connectivity on all mid-size aircraft

Travel Management Company (TMC), a privately owned, full-service air charter operator, is to install Gogo Biz high-speed internet service on all mid-size aircraft in its growing fleet of charter aircraft.

The internet service is already being installed on 21 aircraft by Aircell, a provider of inflight connectivity for business aviation, and installation is set for completion in spring 2012.

Scott Wise, general manager of TMC, said, "We own every one of the aircraft we operate and that gives us complete control over the fleet, including what amenities are offered. Connectivity has become like oxygen to our customers and Gogo Biz will dramatically change the inflight passenger experience, and really differentiate us in the charter

market. We're delighted to offer it and look forward to completing the installation process."

John Wade, Aircell's executive vice president and general manager, added, "We continue to hear that charter aircraft equipped with Gogo Biz fly more than those that aren't, and that when customers search for a lift, internet-enabled charter aircraft get chosen first. We're pleased to see TMC using Gogo Biz as a strategic tool to continue growing and expanding its company."

Gogo Biz enables passengers and flight crews to enjoy high-speed internet capabilities above 10,000ft in continental USA and portions of Alaska, using their own WiFi-enabled laptops, tablets, electronic flight bags, smartphones, and other mobile devices.



Gama sets sights on Saudi

Gama Group MENA FZE is expanding its services into the Kingdom of Saudi Arabia with the help of Imitiaz Company for Aviation Services LLC.

The two companies will create a joint venture (JV) called Gama Aviation that will specialize in aircraft management and operate charter services under the Saudi GACA Part 135 Air Carrier certificate. The JV will also offer aircraft maintenance and consultancy services, and will become operational in 2012 from Jeddah's King Abdulaziz International Airport.

"This is a significant announcement for Gama and is the culmination of a substantial

period of planning and negotiation," said Gama's CEO, Marwan Abdel Khalek.

"We are delighted to have Imitiaz LLC as our strategic partner in this venture, which will bring to Gama many years of experience in the Kingdom.

"Breaking into the important Saudi market – the biggest market for business aviation in the Middle East – is a huge achievement and a long-held wish of Gama," he added. "This milestone reflects a considerable amount of hard work by the team at Gama and our ability to demonstrate how the Gama culture and business model could be adopted in Saudi."

ExecuJet and Shell Aviation open Frankfurt FBO



ExecuJet and Shell Aviation have announced the opening of their new FBO facility in Frankfurt, which will officially begin operations on December 1, 2011.

The Frankfurt FBO is ExecuJet's tenth in Europe and the second such collaboration between the two companies in Germany.

The FBO has a centrally located customer lounge situated adjacent to the entrance to the general aviation terminal for the shortest route to the aircraft. All furniture in the private lounge is of high quality, supplied by de Sede.

The facility provides a separate crew area with computer, printer, and free internet access, and refreshments are available for passengers and crew. Arrangements can also be made for catering, passenger and crew transportation, and hotel accommodation, with preferential rates for ExecuJet clients.

Cedric Migeon, managing director of ExecuJet Europe, said, "The opening of our Frankfurt facility supports our existing customer base and is a key part of our development plan. The base will be managed locally by Marcel Hellmann."

"Shell Aviation's dedicated general aviation operation in Frankfurt will run independently of the main apron and provide customers with quick access to fuel, even during peak times. We have chosen ExecuJet as a partner for this location because we are impressed by its safety record and quality of service, as well as its deep understanding of the general aviation market," said Petra Koselka, general manager, Shell Aviation Europe.

Honolulu FBO open for business

Transair has officially opened its new FBO at Honolulu International Airport, offering guests traditional Hawaiian hospitality and a range of Avfuel products and services, including contract fuel and AVTRIP rewards.

Although the Transair Center is operating out of a temporary facility – a newly constructed passenger terminal and VIP lounge will be completed in 2012 – it provides a complete range of FBO services, including quick turns, lavatory emptying, oxygen, and domestic and international ground-handling services. A large ramp capable of accommodating sizeable business jets is available and planeside clearances for customs and the US Department of Agriculture can be provided by Transair upon request.

The temporary space also includes a lounge area and meeting room for business needs.

"Our motto is 'dedicated to excellence with the spirit of aloha,'" said Transair Center general manager, Ann Vasconcellos. "We have an experienced and valuable team eager to deliver an exceptional level of service."

According to the company, Avfuel was a natural choice for a fuel supplier at the new FBO. "Avfuel is known as a first-choice fuel provider among pilots," said Transair Executive Airlines president and CEO, Teimour Riahi. "In addition, it brings to the table a variety of support services, including a dynamic marketing program, AVTRIP rewards, and Avplan Trip Support for flight planning."

"Avfuel is delighted to team up with a trusted provider of aviation services to expand FBO offerings in Honolulu," added Avfuel's director of marketing, Marci Ammerman. "We look forward to supporting its continued expansion and success."



Increase in traffic for Istanbul FBO

Turkey's Istanbul Atatürk Airport FBO, which is run in partnership by Bilen Air Service and ExecuJet Middle East, has announced a 30% increase in movements in the first two months after launching the strategic partnership.

"We are very pleased that the concept of teaming up our local knowledge with

ExecuJet's service expertise and international profile has been successful already," said Hakan Celt, president of Bilen Air Service. "After signing the strategic partnership, we have had 14 new foreign operators using our services already. It is a reaffirmation to us that taking this step was the right one."

The FBO is predicting further growth and expects a 50% increase in monthly traffic volume by the end of March 2012.

Mark Abbott, director of the ExecuJet Group FBO, said, "Both companies have put a lot of effort in this cooperation and I am happy that their work is already getting some positive feedback."

The FBO is undergoing full refurbishment, with the latest addition being a 1,500m² hangar parking area, with 14 business rooms and 12 storage units. The facility offers crew restrooms with beds, TV, internet, and showers, and is located in front of the single taxiway with access to the general aviation terminal.



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Signature strengthens Caribbean presence

Signature Flight Support has acquired a majority stake in Arrindell Aviation Services (AAS), which has been in operation at St Maarten, Dutch Caribbean's Princess Juliana International Airport for 25 years, providing flight support services for business and general aviation customers and commercial airlines. The enterprise will be formally known as Arrindell Aviation by Signature.

The new location will offer ground handling, fuel coordination, ground transportation, ramp parking, water and lavatory services, gourmet catering, and weather and routing services, as well as passenger and yacht connections and 24/7 aircraft charter brokerage services. Arrindell Aviation by Signature will also offer front-of-house services to commercial airlines, such as passenger check-in, ticketing, security, and gate agent services.

Commenting on the acquisition, S. Michael Scheeringa, president of Signature Flight Support, said, "Arrindell Aviation Services is a well-known name in aviation and a premier flight support services provider in the Caribbean. Frank Arrindell and his team of more than 80 associates have built a premier aviation services business over the past 25 years by focusing on the customer. We are very enthusiastic about this acquisition and see it as a key location for us in the Caribbean."

Frank Arrindell, president and owner of AAS, said, "We are pleased to join Signature's growing global network. I am proud that our 25 years of hard work and dedication to providing our customers with very personalized service has brought us to a level where we can join forces with the industry leader, Signature Flight Support."



China approves first service base for business jets

Shanghai Hongqiao International Airport has become the first Chinese airport to be awarded a license as an aviation service base specifically for business jets.

The certificate for aircraft maintenance was issued by the East China Regional Administration of the Civil Aviation Administration of China in November 2011, and will enable the airport to carry out maintenance and repair work on business jets at its Shanghai Hawker Pacific Business Aviation Service Center FBO.

This is the first time such work has been carried out on the Chinese mainland; previously, business jets in the Asia-Pacific region were mostly maintained in Singapore.

Completed in March 2010, the Shanghai FBO includes a 3,100m² air terminal, a 4,000m² aircraft hangar, a parking apron, and professional staff. It is expected to maintain more than 40 business jets using the new aircraft maintenance license.

ABS Jets opens new hangar in Czech Republic

Prague-based airport operator and services provider ABS Jets has officially opened its new 6,000m² hangar at Prague Ruzyně Airport.

The company invited 170 guests from around the world, including executives from manufacturers Embraer, Bombardier, and Cessna, as well as aircraft operators, airport authorities suppliers, and VIP clients, to an evening of entertainment and celebration to mark the official opening by ABS Jets CEO, Vladimír Peták.

Speaking at the opening, Peták said, "I am proud to be opening this new ABS Jets



hangar. It is something that we have been planning for a number of years; we have had a vision to develop our presence at Prague to the point where we are seen as a key business jet hub in central Europe."

"We are pleased to celebrate with our partner ABS Jets the opening of its new hangar facility in Prague," added Colin Steven, Embraer vice president, marketing and sales, EMEA – Executive Jets. "Since its

appointment in 2007, ABS Jets has continued to demonstrate its service capability, offering all Embraer operators and customers a high level of support and service throughout Europe. This expansion will enable ABS Jets to expand its capabilities, allowing it to explore new market share, creating a higher standard of services."

The hangar is the fourth to open at Prague Ruzyně Airport Terminal 3. It will give ABS Jets extra capacity to provide ground support services and improved FBO handling. The hangar will also consolidate ABS Jets' role as a full-service aircraft manager.



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Abu Dhabi Aviation and AgustaWestland to work together in UAE

AgustaWestland and Abu Dhabi Aviation have established a joint venture in the UAE to provide helicopter services and maintenance.

The two companies have formed a limited liability company, named AgustaWestland Aviation Services LLC, to carry out a range of services and activities for the sale of helicopter spare parts and accessories, helicopter/component repair and overhaul, customization, modification, and upgrades.

The joint venture will also be able to expand its services in the future to encompass special configuration development, component production, and helicopter assembly.

H. E. Nader Ahmed Mohammed Al Hammadi, chairman of Abu Dhabi Aviation, commented: "We aim to be a global aviation company beyond its current international business scope, and the new joint venture is a step in the right direction. The joint venture will be of mutual benefit for both partners to expand their range of services, capabilities, and presence.

"The demand for helicopter maintenance services across the Middle East is growing and providing this service right at the doorstep of our clients is a benefit that will see huge returns," he added.

Jet Aviation Dubai achieves Gulfstream G200 approval

The Federal Aviation Authority (FAA) has approved Jet Aviation Dubai to perform base and line maintenance on Gulfstream G200 business aircraft.

The company is expected to receive FAA approval for G150 aircraft by the end of 2011, meaning it will be able to perform base and line maintenance on the entire fleet of Gulfstream business aircraft from January 2012.

"With these additional approvals, we will extend our support capabilities to the complete Gulfstream series," said Michael Rücker, vice president and general manager of Jet Aviation Dubai. "The ability to provide comprehensive support under one roof demonstrates our commitment to safety, quality, and security, and directly benefits our Gulfstream customers in the region."

The company will seek EASA Part 145 approval for the newly added Gulfstream G200 and G150 aircraft following their scheduled EASA review at the end of November 2011. EASA 145 approval is expected in Q1 2012.



Grand Prix record at Al Bateen Executive Airport

More than 150 business aircraft movements were recorded at Al Bateen Executive Airport during the week of the Etihad Airways Formula 1 Grand Prix (the period between November 8-13, 2011). This represented a substantial increase of 58% in business aircraft movements compared with the same period last year.

The executive airport offered free private landing and parking services to aircraft operators during the event to promote business aviation in the region.

Steve Jones, general manager of Al Bateen Executive Airport, commented:

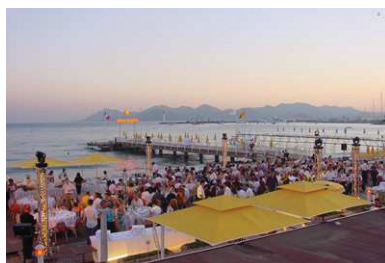
"Al Bateen Airport welcomes the Grand Prix with great anticipation every year, particularly as the airport continues to improve its offering for its VIP passengers, providing best-in-class facilities and services for its clients.

"Our newly launched DhabiJet FBO service ensures that during the airport's busiest period, it offers travelers a luxurious yet highly efficient and secure transit experience. Furthermore, flight crew have access to some of the most modern and efficient FBO facilities anywhere in the world, including a dedicated crew suite



and state-of-the-art flight operations center. During this exciting week, the Al Bateen and DhabiJet team are proud to be part of the capital's success."

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What's going on?

“ The problem I have with EU ETS is that I cannot figure out where the revenues are ending up. If one pays for a greener environment, one would hope that money is actually spent for that purpose ”

I can understand why they are doing it. It takes a lot of studying to understand how they're doing it. And for sure, it's going to cost when they're doing it. The problem I have with EU ETS is that I cannot figure out where the revenues are ending up. If one pays for a greener environment, one would hope that money is actually spent for that purpose. If not, what would you call it? The vast majority of EU member states have indicated they will not earmark revenues for climate change mitigation. So, it's tax! On average, ETS auctioning will generate €1.1 billion in annual revenues, which will thus mainly be used to fill up household deficits.

More than 20 nations oppose the EU ETS. US legislators consider it illegal. The EU would be violating customary international law and treaty provisions in the Convention on International Civil Aviation ('Chicago Convention'), which dictates that countries have sovereignty over the airlines in their own airspace.

Look at this: with a flight from San Francisco to Heathrow, 29% of the total emissions occur in US airspace, including those on the ground at the airport; a further 37% take place in Canadian airspace, and 25% over the high seas – adding up to 91%. Only 9% of emissions take place in EU airspace. Let's skip all the legal talk and the green arguments. Whatever the fees amount to, the 91% share is used to fill EU household deficits. It's not only unjust; I would call it a rip-off.

So that's one way to look at EU ETS. Now let's look from a different perspective at how these regulations come about and how a simple thing can be complicated. Many local governments levy an annual license tax on the privilege of keeping any domestic animal.

Let's say a dog. Okay, flat amount. We can live with that. Now imagine that a local government wants to do justice to all dog owners by making a tax regulation based on the amount of bowel movements or bladder content for the purpose of trying to keep the grass green at places that are most frequently chosen by our four-legged house friends to make their mark. Instead of sending a simple tax bill to the dog owners, they now ask them for information on the dogs and their habits, which will be processed and taxes will be varied accordingly.

What's wrong with justice? Chihuahuas pay less than Great Danes! We need to have measurements, specialists, inspectors, and administrators. Stop! Why am I making up a bunch of nonsense? Well, sometimes it's necessary to explain nonsense with nonsense. Anyway, the government is not against dogs per se and therefore it'll make the regulation more friendly and positive by an option to trade. Your neighbor has a dog and an apple tree. He offers you all the apples you can eat if you'll pay part of his dog taxes on top of your own. That's what a dog emission trading scheme is all about! Just a pile of... dog mess.

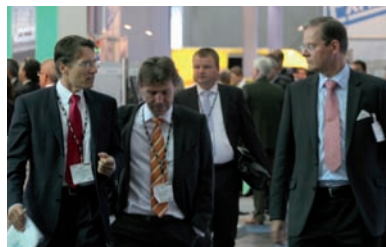
So while the bickering goes on about the illegal aspects and financial consequences of EU ETS, no one seems to be upset that money will go like water down the drain instead of being used for watering the fields of green. Have you ever had the feeling that you're the last sane person on earth? I have all the time! ☺

Commander Bud Slabbaert is an expert in strategic communications and business aviation development. He is also the initiator and chairman of BA-Meetup



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Share and share alike

“Keep in mind that in addition to equal sharing of the cost of the flight, the pilot and passengers must have a common purpose for the flight”

In today's economy, many private pilots look for ways to minimize the cost of their flying. One way to reduce the cost of a particular flight is to share expenses with passengers on the flight. However, if a private pilot receives compensation for flying persons or property for hire in excess of what is allowed by Federal Aviation Regulations (FARs), he or she risks an enforcement action that could result in suspension or revocation of the private pilot certificate. In order to legally receive compensation, private pilots must be clear on both the privileges and limitations of their airman certificate.

FAR 61.113(a) states that “no person who holds a private pilot certificate may act as pilot in command of an aircraft that is carrying passengers or property for compensation or hire; nor may that person, for compensation or hire, act as pilot in command of an aircraft”. Fortunately, this is not as complete a prohibition as it appears. In addition to other exceptions, Paragraph (c) of the regulation states “[a] private pilot may not pay less than the pro rata share of the operating expenses of a flight with passengers, provided the expenses involve only fuel, oil, airport expenditures, or rental fees”.

So what does this really mean? Well, it means that the fuel and oil consumed on a flight, as well as ramp or tie-down fees at the destination airport can be shared on an equal basis by the pilot and his or her passenger(s). Indirect expenses such as insurance, maintenance, depreciation, or other capital costs cannot be shared. However, if the pilot pays less than an equal share of the total operating costs, the FAA will assume the pilot was not actually sharing expenses.

Finally, keep in mind that in addition to equal sharing of the cost of the flight, the pilot and passengers must have a common purpose for the flight. That is, they must be flying to the same destination for a common reason. A pilot may not carry expense-sharing passengers to a destination at which they have no business.

One question, which was recently addressed in an October 3, 2011 Legal Interpretation issued by the FAA's Office of Chief Counsel, was ‘Can a private pilot advertise on Facebook for expense-sharing passengers?’ The individual requesting the interpretation posed the question in the context of a proposed trip to a wedding in which the pilot would receive a pro rata share operating expense reimbursement from additional passengers pursuant to FAR 61.113(c).

It was initially noted that the pilot and passengers had to “share a bona fide common purpose for conducting the flight” in order to receive reimbursement from passengers for fuel, oil, airport expenditures, or rental fees. The interpretation then went on to discuss “common carriage”, which is not allowed without a FAR Part 119 commercial operating certificate. If an operator is ‘holding out’ to the public that “is the ‘crucial determination’ in deciding if one has engaged in common carriage or not”. According to the interpretation, holding out is accomplished through any “means that communicates to the public that a transportation service is indiscriminately available to the members of that segment of the public it is designed to attract”.

With respect to advertising the time and date of the trip on Facebook to friends/family/acquaintances, the interpretation stated that would be acceptable as a private pilot, since they would not be holding out to the general public. However, since the pilot didn't provide any details about the nature of the Facebook post or how large his Facebook audience was, the FAA cautioned that Facebook advertising could still be construed as ‘holding out’.

To read more on this case, visit www.aerolegalservices.com.

Greg Reigel is an aviation attorney, author, and pilot. His firm, Reigel Law Firm Ltd, concentrates on aviation litigation, including insurance matters and creditor's rights, FAA certificate actions, and transactional matters.



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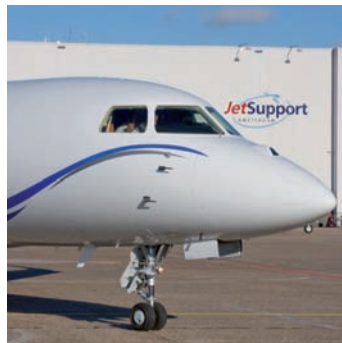
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Bumpy ride

Flying into remote or challenging locations requires in-depth preparation and local knowledge – and sometimes nerves of steel

Words | **Selwyn Parker**





When Long Beach, California-based JetFlite International was asked by the owner of a Gulfstream 200 to organize a flight from Moscow to Kabul for a two-hour business meeting, the operator agreed. In itself, that's unusual, because most operators would refuse a request to fly into a war zone. In fact, the trip "went off without a hitch", reports Bill Cripe, JetFlite's CEO.

The key was local knowledge. It would normally take a week to obtain the required permits to land in Kabul, but the Long Beach operator already had a handler on the ground there. Result? It took just 72 hours to get the documents together.



StarPeru's BAe 146 jet operating from the high altitude Andahuaylas Airport in Peru

With the paperwork in hand, the obvious main concern was security. The flight briefing assured JetFlite that Kabul Airport and its boundaries were secure and controlled by the military.

But that was only the airport. The pilot would have to approach over insurgent-controlled mountains, which meant the flight path must be high enough to avoid flak, with a quick drop onto the tarmac. The owner of the Gulfstream had arranged security on the ground.

Because of the risks, it was essential that the flight stick to the terms of the permit.

"If your slot required you to get there at 10 Zulu, you had to be there on time or keep the handler and permitting agency up to date in real time with any changes," reports Shawn Fairbairn, JetFlite's dispatcher. "They wanted you to get in and out of there."

Mission: possible

The days of to-hell-with-it leatherneck flying may be over, but every day operators take on scores of flights into challenging locations that require sophisticated operational skills and detailed planning. Mostly fly-in, fly-out (FiFo), the missions may involve passengers or freight, or both. They may require landing at idiosyncratic or extempore runways a long way from anywhere. And they may involve war zones.

"The days of to-hell-with-it leatherneck flying may be over, but every day operators take on scores of flights into challenging locations"

Missions into military airports typically require the most planning and, usually, specialized aircraft. As well as reliable on-ground contacts, operators flying regularly into war zones or other turbulent regions may have to install parachute doors, Kevlar-reinforced cockpits, antimissile systems, fuel-tank inertia systems, and larger freight doors for speed of unloading and reloading of cargo. In addition, multipurpose aircraft may need quick-change capabilities – the conversion from passenger to freight configuration. In some aircraft, the job can be done in as little as 45 minutes.

But in the age of wide-scale mining in increasingly remote locations, probably the majority of today's FiFo missions require landing on unpaved, high-country runways of sand, gravel, ice, and other materials that can damage an aircraft's mechanics.

A popular jet aircraft for such tasks, particularly in steep-approach runways, is BAE's Avro RJ/146. With its four engines, powerful braking, high wings, and cantilevered

An Eznis Airways' Avro RJ85 taking off from a gravel runway mining strip in south Mongolia





A VIP Avro RJ85 operating from an unsealed runway in the Kilimanjaro area of Africa

Improvisation is normal

What's normal in fly-in fly-out (FiFo) aviation? For Netherlands-based Denim Air, the definition changes all the time. Under the CAA's safety management system adopted by the Dutch airline, points are ascribed according to certain criteria such as the region of operation.

For instance, UN flights into some African locations may sit on the outer edge of normality. Also there are different 'normals' for

the Middle East, UN/NATO, passengers, freight, and remote operations.

Eventually, though, it comes down to the judgement and experience of the operator. That's why Denim Air typically runs a 125-point checklist before undertaking one of its missions.

"The organization's own collective knowledge of the risk is essential," the company explains. "It's not someone else's decision as to whether

operations are safe or not. It's ultimately ours."

In FiFo missions, reconnaissance is everything.

One mission Denim Air was appointed to carry out by the United Nations was to return 20,000 African refugees home. On another occasion, the company was tasked with airlifting equipment to all stop-over locations of the celebrated Amsterdam-Beijing Classic Car Endurance Rally.

undercarriage, it is rapidly becoming the preferred choice for mining missions all over the world. The Avro RJ has the essential capabilities of slow landing speeds and short take-off.

"The braking capabilities mean reverse thrust isn't necessary," explains Chris Sedgwick, technical sales executive for Falko, the UK-based aircraft asset manager. "And the high engines means they're well clear of foreign debris."

Until recently, Philippines' Asian Spirit airline (now Zest Airways) flew an Avro RJ into mountainous Caticlan Airport's 950m runway, where a slow approach is essential because of the rapid drop. Because of the short take-off required, the airport sets load restrictions, with passengers being required to weigh themselves, as well as their luggage before a flight. (Caticlan plans to flatten the adjacent hill and extend the runway to 2,500m.)

Because slow approaches mean softer landings, Chilean airline Aerovías Dap also uses an Avro 146, as well as a Beechcraft King Air 100, on flights into ice and gravel-covered King George Island in the southern Atlantic. A notoriously difficult landing, King George Island has an exposed 1,290m runway.

Low-pressure tires are an essential part of the kit for landings like these. "The most common cause of operational problems experienced on gravel runways is the failure of the surface layers due to shear caused by high tire loading," says a report from Boeing.

Three-engined ferry capability

Four-engined capability is highly prized in remote locations in the event of an emergency. It means, for instance, that an aircraft such as the Avro RJ is not stranded at considerable expense if an engine fails. Certified for three-engined ferry, the aircraft can fly back to base for repairs. Also, battery-powered start avoids the expense of maintaining ground staff and equipment.

As Munkhsukh Sukhbaatar, CEO of Mongolia's Eznis Airways, which recently bought two Avro RJ 185s, points out, three-engined ferry capability is essential for flying to some of the country's remote mines, which have limited access by rough or nearly impassable roads.

"It can take 24 to 36 hours to get a new engine in by road," he says.

Eznis routinely undertakes FiFo missions for mining companies into the high-altitude Gobi area, with its major fluctuations in temperature between -40°C/°F and +40°C (104°F).





The Avro Business Jet Explorer has been designed so that it is able to land almost anywhere

Similarly, Australia's Cobham Aviation Services has a fleet of RJ 185s for flights into unprepared mining strips for Rio Tinto and BHP Billiton, among other clients, mainly in Western Australia. Cobham also runs an RJ 185 service into the challenging runway on Christmas Island in the Indian Ocean. Located at the top of a hill, it features a 2% gradient in the middle.

Eznis also uses the smaller, fuel-efficient Saab 340B turboprop for challenging flights. Capable of landing on unpaved runways, the 340 is brought into service when a mine is first opened up hundreds of miles from any settlements.

"It's ideally suited to Mongolia's highly varying conditions," reports Sukhbaatar. Much used these days for special missions, the rugged and versatile Saab 340 is a workhorse that routinely lands on remote runways in Canada and Alaska, the rocky soil of landing strips on coral islands, as well as in the Himalayas.

Whatever aircraft is used, protective kits are obligatory on unpaved runways. Essentially, they consist of guards for the lower navigation beacon, lower fuselage, and other exposed areas such as the nose wheel and main landing gear, protective paint, and other items designed to ensure the mechanics are not infiltrated by foreign objects.

However, jets are becoming the aircraft of choice for the most remote locations that are often too far from main centers to be reached by piston aircraft. This is particularly true of Brazil, which boasts 1,579 unpaved strips, Mexico (454), and Canada (347).

Generally, the more remote the airport, the more planning is required. At southern Greenland's Narsarsuaq Airport, serving a small settlement in the north Atlantic, a spokesman warns: "It's advisable that pilots check the weather very carefully before departing, as it's far between alternates around there. This is the north Atlantic region, after all."

There are often local rules. At Narsarsuaq, for instance, there's a vis/ceiling of 6km/1500, and take-off is prohibited after twilight.

Flying bank

Insurers can set the standard for security and other operational issues, even for freight. Guildford, UK-based Hanover Aviation is a specialist in relief and emergency services, particularly with high-value, vulnerable bulk cargos. The company has long been active in the Middle East.

When the firm was chartered by the Central Bank of Iraq to transport high-value currencies in and out of Baghdad in support of the newly launched Iraqi dinar, it had to be insured by Lloyds. The risk of having to pay out if an aircraft full of dinar fell into the wrong hands was extremely high.

"The job involved a high level of complexity, urgency, and intense security," the company reports.

With its fleet of three DC8-62Fs, one DC9F, and two Hawker Siddeley 748 turboprops, Hanover has also reportedly been busy in the Libyan conflict, a major theater for civil aviation.



Take-off at London City Airport

Otherwise the airport seems relaxed. "There are no special requirements for landing here, although a bit of piloting skills won't hurt," adds the spokesman. "Prior permission required is 24 hours, but usually we don't really care as long as we get the ICAO flight plan and departure before you pop up on the frequency."

Improvisation is often the order of the day in FiFo missions. Indeed, Netherlands-based Denim Air, a specialist in remote operations that often works with the UN and NATO, prides itself on exercising it.

"Operating under less sophisticated circumstances can be quite challenging," the airline reports. "Remote areas may contain little or no navigation aids and the airports are often

privately owned or officially for military use only." Over the years, Denim Air has developed its own modus operandi, for instance in seeking out local knowledge when little is known about a particular runway (see *Improvisation is normal*, page 21).

Not for rookies

But perhaps the most important equipment in remote missions could be the pilot's skill and experience. In the case of Canada, where many runways consist of hard-packed ice on gravel, one veteran pilot explains: "Land under control, at the lowest speed that is safe to maintain on approach, at the beginning of the runway, and with no sideways motion."

Skill – and local knowledge – certainly help greatly at Juancho E. Yrausquin Airport on the Caribbean island of Saba, with its 400m runway sandwiched between a cliff and a steep drop to the sea. The technique is to drop the flaps at a rocky pinnacle sticking out of the ocean (known as "flaps rock"), head straight for the cliff, and at the last minute angle left to line up for the landing. According to locals, some pilots can pull up in half the length of the strip. Jets cannot land there, but de Havilland C6s and Britten-Norman Islanders do it regularly.

And reportedly there have been no accidents at Juancho E. Yrausquin – only a few scares. <

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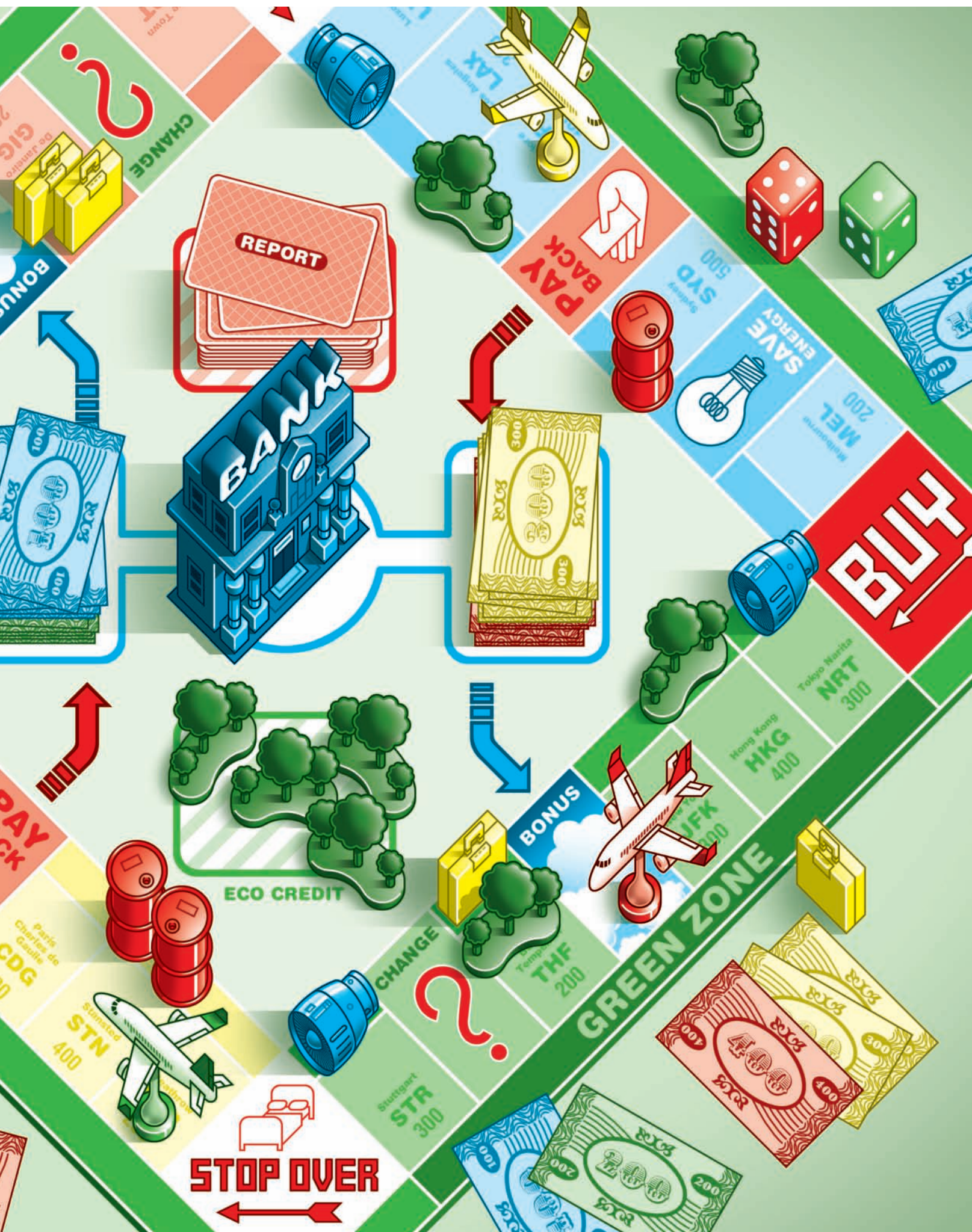
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Green machines

The European Union Emissions Trading System will take effect in 2012, but its planned introduction has been met with increasing opposition

Words | **Selwyn Parker**





The European Commission's (EC) grand plan for reducing aircraft emissions is not going to die the death that many business jet operators had been hoping for, particularly those in North America.

Europe's Emissions Trading System (ETS), which was launched in 2005, goes live for airlines in 2012 after what has been a difficult transitional year for the industry – and despite aggressive opposition from the US House of Representatives and aviation industry and other non-EU states.

The political pressure on the EC is “growing by the day”, according to the European Business Aviation Association's (EBAA) chief executive officer Fabio Gamba, to “abandon, defer or reduce the scope of the ETS scheme”.

Teething problems

But it hasn't been abandoned, deferred or reduced, only slightly modified, and there are still considerable misgivings among operators about how it will work. As ETS becomes embedded in European airspace, some industry experts believe the costs of compliance will rise steadily as national jurisdictions add their own variations in a ‘gold-plating’ exercise. The UK's Environment Agency, for instance, is already charging European operators €3,000 to €5,000 – and US operators as much as US\$9,000 – for routine compliance in the form of ‘subsistence fees’ and related costs. And although the process is free in some countries, such as France, the industry expects this to change in the future.

The wide variation in charges has particularly irritated operators based in the USA. As Universal Weather's Adam Hartley, supervisor of the global regulatory services team, adds, “These fees apply before the operator has done anything to the environment.” (The agency says that it is officially bound by Her Majesty's Treasury to “seek to recover all relevant costs”.)

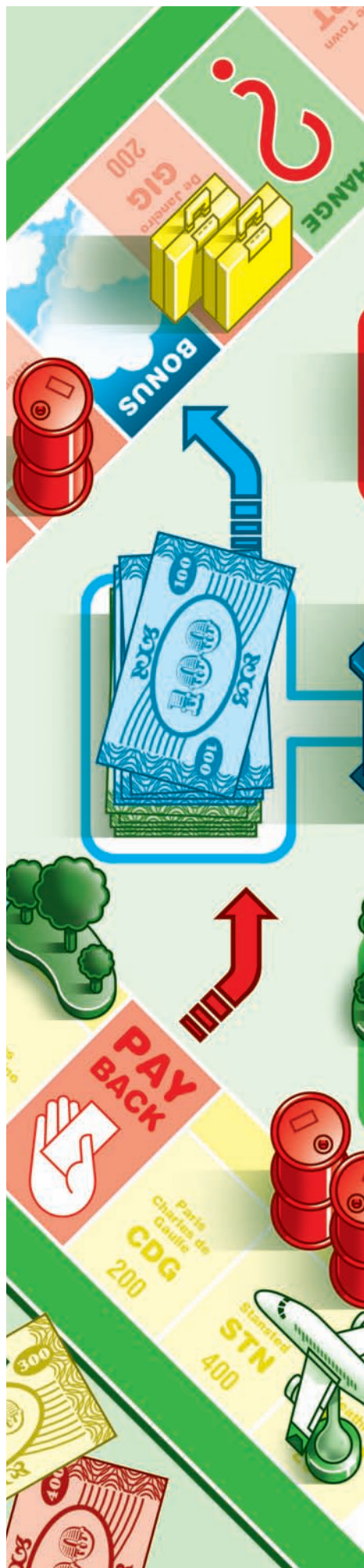
Many operators also find it bewildering that member nations are able to tweak the regulations in their own way, further complicating the compliance process. “It makes the scheme a tough target to hit,” adds Hartley.

The good news

On a positive note, most business aircraft operators are classified as ‘small emitters’. That is, they fall below the current qualifying level of 10,000 metric tons of emissions per year, or less than 243 flights over three consecutive four-month periods. In practical terms that means much less paperwork because small emitters qualify for a simplified compliance process based on just two elements: the type of aircraft and the actual distance flown.

Even better, after a three-year battle EBAA has negotiated a new threshold of 25,000 metric tons, which – although yet to be formally approved – is due to apply from 2013. It means a total of over 900 operators will qualify for the allocation of greenhouse gas emissions free of charge.

This wasn't the 50,000 metric tons the EBAA had sought but it does represent a considerable gain for operators. EBAA's chief operating officer



Pedro Vicente Azua says the organization will keep fighting for the 50,000 metric tons. “This would cover a big tranche of other commercial operators that are still very small, with 10-15 aircraft in their fleets,” he said in a statement.

Meanwhile the proposed new ceiling of 25,000 metric tons will relieve the burden of compliance for all but the largest commercial business aviation operators.

As Neil Duffy, ETS technical manager at ICM ETS, explains, “The operators who will benefit most from this are commercial business aircraft operators based in Europe, and airlines based near Europe with a relatively small number of flights to member states.”

Overall, the scheme has had its teething problems and they are still being sorted out. For instance, the amount of paperwork horrified many operators at first. Resentment at the line of demarcation of 10,000 metric tons – and even at the proposed 25,000 metric tons – still lingers among those who do not qualify as small emitters because it is considered too arbitrary.

Also, some nations are more prepared than others. For instance, some states have set up online portals to facilitate compliance while other sites are cumbersome, and other countries have inserted their own clauses. Many operators, again mainly in the USA, were assigned jurisdictions based on the routes they flew two or more years ago but no longer fly.

Further, Eurocontrol's compliance tool for small emitters, intended to make things easier, was inaccurate and is undergoing considerable modifications to make it reliable before 2012. However, when it's up and running, it should simplify the process for operators, which will be required only to enter their data – monitoring plan and emissions report – into Eurocontrol's online spreadsheet, which then does the rest of the work for them.

“The burden of compliance falls on the pilots,” explains Tobias Konik, ETS expert at France-based VerifAvia, one of the first verifying bodies to be certified. “At the beginning it was very hard for them to understand it all.” The fact that 95% of the clients of VerifAvia are based in the USA says a lot about US concerns about the scheme.

The legal challenge

Meanwhile, the scheme is being fought on several fronts. In Brussels, the current position of the case against the EC brought by the Air Transport Association of America and American Airlines is that the advocate general has advised the inclusion of the aviation industry in the scheme is “compatible with the provisions and principles of international law invoked”.

On the face of it, this looks like a defeat for the plaintiffs but the role of the advocate general is limited to the proposal of a solution to Europe's Court of Justice, not to make a ruling. In other words, it is not binding. The advocate general's report is now before the judges, who will give their verdict “at a later date”. Nobody with an inside seat to the process expects US operators to be let off the ETS hook.

How to make compliance easier

Short of buying a new, lower-emitting aircraft, most operators are trying to ease the burden of compliance with the ETS scheme. And there's help out there.

Aviation Footprinter is one of a growing number of tools designed to reduce the paperwork. Developed by ETS Aviation, it is intended to ensure that operators get the free carbon credits to which they're entitled. The web-based Aviation Footprinter is a system available 24/7 from anywhere in the world.

It works by extracting data from existing monitoring and flight-planning systems, predicting fuel use, and then comparing it with recorded data and the database of Eurocontrol, which monitors all flights in and out of European airspace. The system then calculates, checks, and tabulates emissions.

By accessing a database of aircraft types and other information, Aviation Footprinter automatically flags any errors or inconsistencies. The subsequent report clocks all the required information on the operator, aircraft, and emissions, and can be uploaded straight to the UK Environment Agency's website.

The trading element is new to most operators. The price of allowances on

Blue Next, the Paris-based environmental exchange, fluctuates considerably, currently by €0.50 or more a day. Ahead of the scheme's official start date, allowances are trading around €10 per metric ton but are expected to rise to €25 or even €50 per metric ton over the next few years.

Duffy suggests operators get involved early. "More forward-looking operators are trading allowances now and may get an advantage when prices go up," he points out. No point, after all, in paying more for allowances than is necessary.

Some operators are 'off-setting' their emissions by funding non-profit organizations involved in environmental good works or in research of alternative fuels such as biomass.

In the technical department, numerous emissions-reducing techniques are being rapidly adopted. As Steve Brown, vice president of operations at NBAA, points out, operators of older aircraft can retrofit newer engines if the business case justifies it, install winglets, conduct aerodynamic clean-ups, and add more precise digital technology. Brown also suggests doing a weight-saving analysis,

particularly of the discretionary payload such as the galley. Passengers can also be asked to limit baggage.

Fuel saving produces the biggest pay-offs. Engines can be started up only when the aircraft is facing in the outbound direction and modern aircraft can be taxied on one engine. But the biggest fuel-saver is running at maximum-range cruise power settings, as shown in Gulfstream's research.

Assuming a California spot market price of US\$5.08/gallon including taxes (the price applicable in December 2010), fuel savings of US\$5,186.68 could be made on a 2,200 nautical mile westbound flight of a G550 with six passengers. The actual fuel saving was 1,021 gallons for a CO₂ saving of 22,000 lb. The savings were assumed on the basis of a long-range cruise speed of Mach 0.80 instead of the maximum cruise speed of Mach 0.87. Discretionary items weighing 500 lb were removed from the aircraft, engine idling time was reduced by 30 minutes, and no fuel was carried for the return trip.

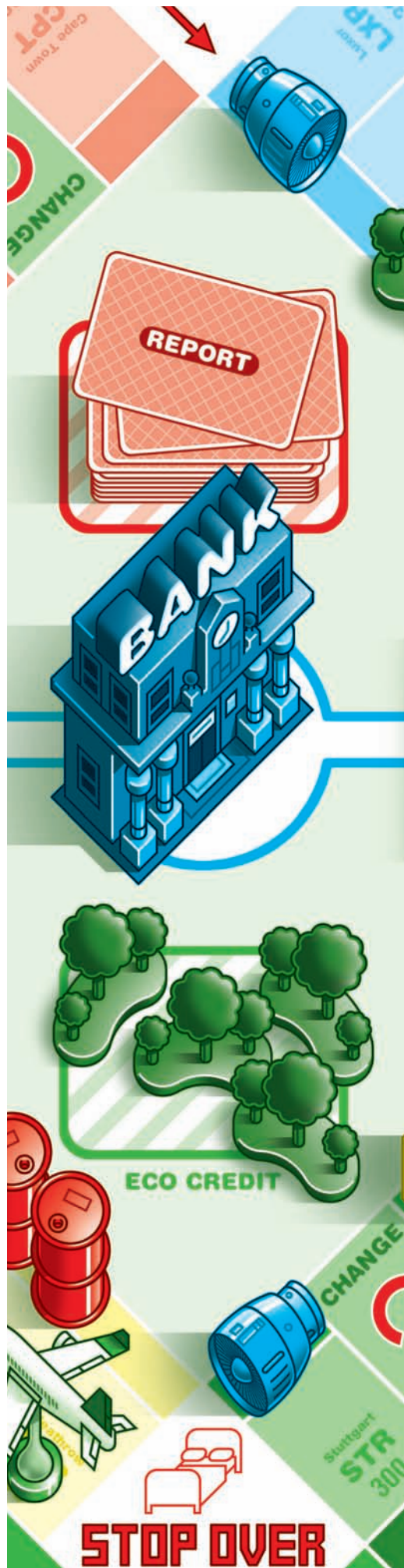
Universal Weather's www.eu-ets.aero website, has a wealth of information on the pitfalls in navigating the scheme.



"More forward-looking operators are trading allowances now and may get an advantage when prices go up"

Neil Duffy, ETS technical manager, ICM ETS





Validation

First verifier to be approved in France, Paris and London-based VerifAvia, hit the ground running. Standing between operators and the European Commission, it rapidly verified the greenhouse gas emissions and payload metric ton/kilometer (TK) for over 400 small emitters in 40 countries, the vast majority of them in North America. And, as VerifAvia's ETS expert, Tobias Konik, points out, at least half of them were late with their emissions reports. "All of our clients have complied now, though," he adds.

VerifAvia developed a simplified and cost-effective system for small emitters that avoids the time and expense of a site visit. Qualifying operators can conduct the process remotely by email.

Konik, who is conducting a large-scale investigation of the impact of environmental restrictions on business aircraft, has his reservations about the scheme. "Small emitters have no incentive to reduce their emissions. They're not rewarded for saving carbon," he explains. "The only way they can



reduce emissions is to buy new aircraft with a better fuel coefficient." Where are the incentives, he asks, to fly more slowly or employ other fuel-saving measures?

More accurate, he argues, would be a system based on the measurement of fuel burn. "This would account for everything – speed and payload," he says.

VerifAvia's in-depth investigation of the impact of environmental restrictions on the industry could turn out to be a landmark. So far, it's covered over 50 operators and, as well as including carbon emissions, looks at the effects of limits on noise, nitrogen oxide, fuel taxes, and other factors as well as the ETS scheme.

"The only way they can reduce emissions is to buy new aircraft with a better fuel coefficient"



Tobias Konik, EU ETS Lead Auditor, VerifAvia

In Washington, however, opposition is growing. In late October 2011 the US House of Representatives passed a bill that actually bans all US airlines and general aviation operators from even participating in the scheme. The European Emissions Trading Scheme Prohibition Act of 2011 applies if the scheme is "unilaterally imposed on operators", which is how the US industry sees it. The FAA has also been ordered to do all it can to ensure operators are not penalized by the regulations.

With China and much of Latin America joining this fight, it may yet force significant further modifications to the scheme, although probably not for small emitters.

All systems go?

But so far there's nothing to indicate the scheme won't kick off in 2012 as planned. In effect it means that business jets with low payloads

– that is, inefficient burners of fuel – will have to purchase most of their carbon allowances under the scheme. "They will get a lower percentage of free allowances," explains Duffy.

Still, resentment lingers among operators. Many US operators complain the burden of complying with the ETS scheme isn't justified by the environmental savings. A busy US operator, for example, produces 3,000-4,000 metric tons a year, which is less than 15% of the new 25,000-metric ton benchmark.

Some of the least happy operators are Fortune 500 firms whose executive jets typically fly straight in and out of Europe for business meetings, adding few extra carbon-producing legs in European airspace. "And the majority of those emissions are not in European airspace," points out Hartley.

The pressure is such that the EC may have to listen to North American complaints. ☺

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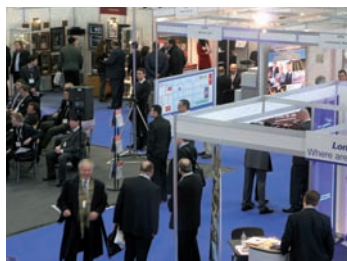
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Charter surveying



As demand from charter firms for new aircraft increases, *Business Airport International* looks at the pros and cons of placing an aircraft on an FAA Part 135 commercial certificate

Words | **Saul Wordsworth**





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Part 135 must be obtained to operate private jets for public use

Most individuals or corporations with their own jet will at some point have considered hiring it out to a charter company. Not only is this the most efficient way of offsetting the initial investment, but there has never been a better time to do it.

"The charter industry is particularly strong at the moment," says David Wyndham, vice president and co-owner of leading aviation consultancy Conklin & de Decker. "If you are in possession of one of the new airframes, particularly mid-size and above, you can pretty much guarantee as much charter use as you want. Charter firms are always on the lookout for new aircraft."

With an increasing reluctance to purchase aircraft from new, more individuals than ever are relying on the charter industry to meet their demands. Indeed, 'managed' aircraft serve as the backbone of the charter industry, which could not survive without them.

"If charter operators could own planes outright and make a profit, we wouldn't be having this conversation," says Wyndham. "Instead they rely on private individuals hiring out their jets for money rather than seeing them sat on the tarmac most of the year. It's a symbiotic relationship."

Requirements

On acquiring an aircraft, you are issued with a Federal Aviation Administration (FAA) Part 91 denoting private ownership. In order to offer it for charter you need to place yourself on a commercial certificate, also known as an FAA Part 135 in the USA (very similar certification regulations exist in Europe). Most likely this will mean attaching your aircraft to an existing certificate holder, that is, a charter company. This



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What is Part 135 really like? A case study

Based out of Florida, Cary Blake is a pilot managing all aspects of aviation for his boss, a wealthy businessman who runs a Hawker 900.

What is your experience of going Part 135?

Extremely positive. In terms of financial offsetting, it varies. You'll never pay for everything, not unless you are prepared to run your aircraft into the ground. But if you can find the balance you want, it's great for both parties.

What is the best advice you can give someone considering Part 135?

You have to go with a reputable charter company, someone you can trust. You can get a company that will promise the world, saying they'll make you 'x' amount of money per month, then they'll overfly your aircraft. You've got to be very careful. Our positive experience with 135 is down to Suran Wijayawardana, president of ACP Jets. We've established an extremely close business relationship. I speak with him every other day.

How do you find a respectable charter company?

Do your homework. Speak with the NBAA. You would think the biggest charter firms would be doing things right. They might be on some levels, but generally the larger companies tend to let the small details slip through the cracks. It's a less personal service. Ultimately it all comes back to trust.



Part 135 must be obtained to operate private jets for public use

Most individuals or corporations with their own jet will at some point have considered hiring it out to a charter company. Not only is this the most efficient way of offsetting the initial investment, but there has never been a better time to do it.

"The charter industry is particularly strong at the moment," says David Wyndham, vice president and co-owner of leading aviation consultancy Conklin & de Decker. "If you are in possession of one of the new airframes, particularly mid-size and above, you can pretty much guarantee as much charter use as you want. Charter firms are always on the lookout for new aircraft."

With an increasing reluctance to purchase aircraft from new, more individuals than ever are relying on the charter industry to meet their demands. Indeed, 'managed' aircraft serve as the backbone of the charter industry, which could not survive without them.

"If charter operators could own planes outright and make a profit, we wouldn't be having this conversation," says Wyndham. "Instead they rely on private individuals hiring out their jets for money rather than seeing them sat on the tarmac most of the year. It's a symbiotic relationship."

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More individuals
are using charter
services rather
than buying jets

enables you to receive payment from the third-party use of your aircraft. Although the conformity process can be complex and may incur costs, if done correctly the outcome will certainly be positive for the owner.

"If you own a plane on a Part 91 you can do pretty much what you like with it," says veteran of the industry, Gill Wolin. "But if you're going to offer your services to the public then things must be done in a certain way." Doing things a certain way includes meeting the more stringent safety requirements of the charter company. This will mean being on an approved factory maintenance program (which may require the upgrade of certain pieces of equipment), raising the regulatory bar in terms of safety, and ensuring your flight crew is trained according to the charter operator requirements. Such heightened standards when flying 135 may well lead to lower insurance, and improved maintenance and safety may lengthen the lifespan of the aircraft.

"Our conformity inspection may take five days," says AMI Jet Charter president Chuck McLeran. "We look at the airworthiness and maintenance history of the aircraft from its date of manufacture. The older the airframe, the greater the documentation that should be there. And of course any aircraft entering our system must have RVSM [Reduced Vertical Separation Minimum] as well as other current approvals."

Instant advantages

According to McLeran, simply being immersed in the Part 135 regulatory environment offers an "incalculable" safety advantage.

"There are a lot of good Part 91 flight operations out there, but there are also a lot of one-airplane, two- or three-pilot operations that even though they may train on a regular basis,



"If you are in possession of one of the new airframes, particularly mid-size and above, you can pretty much guarantee as much charter use as you want"

David Wydnham, vice president and co-owner, Conklin & de Decker

don't have operating manuals or SOPs. In my view [participating in a charter operation] will enhance safety."

While the owner of the aircraft is not required to operate under Part 135 conditions when on a 91 (that is, a private flight), if the crew has been trained to a higher standard there is a good chance they will gravitate toward it. A good example of this would be a heightened awareness of fatigue: under Part 135 a maximum 10 hours' operating time is allowed. Although there is nothing to stop a Part 91 from flying 06:00 to midnight, added training and knowledge may help to temper certain behavior.

Revenues

"Do not expect to make a profit when on a 135," is the clear message from the industry. "The total cost at the end of the year will be less, sometimes substantially less, by having it chartered," says Wolin. "But you'd have to run it into the ground to get close to a profit."

As a rule of thumb, the charter company will take 15% of any transaction, leaving the owner with 85%. This figure may creep up to 90% or above if the owner introduces a customer to the charter, thereby bypassing marketing costs. However, unless a special agreement is in place it is the responsibility of the owner to cover the price of fuel, maintenance, operating costs, all crew, insurance and storage.

If you were to fly a Hawker 800 for 250 hours and charter it for another 200 hours at US\$3,500 an hour, the return would be in the region of US\$700,000 per year in revenue. With variable and fixed costs at US\$1.4 million, this would equate to covering roughly half those costs.

To run a Gulfstream IV costs in the region of US\$1.7-2 million per annum. Based on a ratio of flying privately for 100 hours and offering your jet



Larger jets are being used for charter services to meet changing customer demands

up for charter for 300 hours at US\$5,000 an hour, you may approach the break event mark.

"However, this does not cover the initial outlay of the jet nor the faster depreciation in its value," says Wyndham. "More flying hours means more wear and tear. No one is ever going to be as nice to your airplane as you are. If you are looking to sell it on, high volume charter use will have a detrimental effect on the residual value."

Another issue to consider is availability. If you fly in excess of 400 hours a year, like to travel at a moment's notice, and have little interest in forward planning, then Part 135 is not for you. If on the other hand you only fly during the week or at weekends, are flexible or able to be specific about future use, this creates a better dynamic with the charter company. Prior knowledge about availability means more chartered hours booked. Remember: those selling the charter want the aircraft to be available as often as possible.

What aircraft?

In today's charter market there is a pronounced demand for longer-range jets. Larger aircraft seat more – up to 15 – and come with excellent amenities, couches, and flight attendants. Jets like the Hawker 400 may still seat seven but lack the luxury and at 4'9" do not possess a stand-up cabin.

"One of the main reasons big bodied jets are so popular to charter at the moment is due to a change in the world economy," says Wolin. "Opportunities for investment and growth are mostly in the BRIC countries (Brazil, Russia, India, and China) and other equally distant parts of the world. Traveling to these locations from the West requires something with a 10-hour range, high speeds, and the ability to fly for 6,000 miles at a time rather than 1,500. The bigger jets also have better charter margins than lighter jets and are 20-30% more fuel efficient than they were 30 years ago."

Chartering the famous

As a general rule, celebrities, as distinct from successful business people, do not own their own jets. This is because all too often their travel – to a movie studio, recording studio, or sporting venue – is covered by a booking agent. Among the high-profile exceptions we all know, such as John Travolta and Harrison Ford, it would be almost impossible to find out whether they have Part 135. Instead their names would be buried behind layers of administration and management companies.

Examples of musicians chartering jets are many and legendary. In their heyday, hell raisers Aerosmith were known for chartering older aircraft (because they were less expensive), getting a customized paint job on the fuselage so everyone knew who they were, and leaving the interior in a truly horrific state.

"There was another group I cannot name who every time they flew charter the crew was asked to wear oxygen masks and breath oxygen from emergency tanks," says Gill Wolin. "This is because they were sat at the back smoking marijuana. Different crews took a different attitude. Some went along with it, while others would threaten to land if they didn't extinguish their joints. All too often when they arrived at their destination, the FBOs would get on board looking for the remnants."

It's important to remember that unless you yourself want to go through the complex process of being awarded your own Part 135 certification, the certification will belong to the charter company. As a result, you as the aircraft owner cannot be involved directly in chartering the jet.

One of the big challenges today is what is known as the 'gray market' for charter. It is estimated that around 50% of the world's charter flights are illegal. This problem is especially apparent in Europe, where regulation is slack. A campaign was launched last year by the European Business Aviation Association to encourage customers to check the legality of their own charter flight, but the problem remains rife. The bottom line is: do not do it. All responsibility will reside with the owner.

Part 135 is truly an ideal opportunity to defray much of the cost of private jet ownership. Just make sure you enter with your eyes open, find a reputable charter firm and come to an agreement that suits you both. "As long as your jet isn't chartered out to a host of drug-addled rock stars," jokes Wyndham, "you should be fine." <



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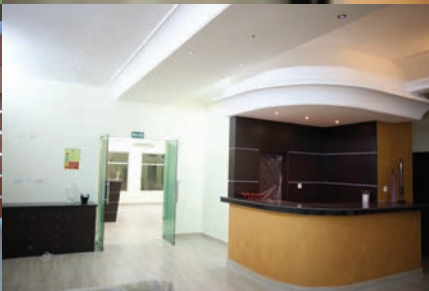
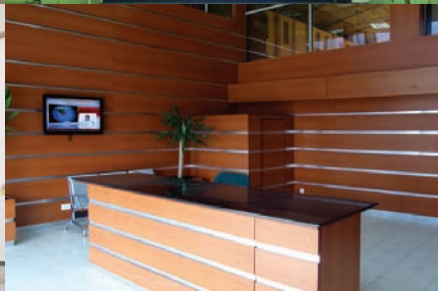
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Sweet success

Daniel Hulme, director of inflight catering at
Alison Price on Air, explains some
of the challenges involved in catering for
business jets

Words | Izzy Kingston



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When was Alison Price on Air established and how has the company grown?

Alison Price on Air was established in May 2010 and has gone from having a couple of business jet aircraft operators on the books to a client list of more than 30 international operators, including leading companies such as Gama, Perfect Aviation, and ExecuJet.

What are the biggest challenges involved in catering for business jets?

The biggest challenges often relate to timing and access to aircraft. Security is high at all airports so we have to factor this into the logistics of delivering aircraft food. We are also mindful of when our food requests arrive. If they come in after a certain time we would rather say no to the order than serve something that is not of our expected standard.

Last-minute orders can be a real challenge for us too, and we will sometimes decline the request in order to protect our brand and ensure that the quality is of the level associated with Alison Price On Air. Cultural differences can sometimes present a challenge as expectations of how operations work change from nation to nation, so we always try to second-guess the client's requirements.

How does the inflight environment affect the taste of the food?

Dehydration and altitude can affect the quality of the food and passengers' tastebuds, but Alison Price on Air's dishes are extremely considered and by making everything in-house we avoid these inherent problems, adapting dishes as required. We also consider how the food travels and the need to retain freshness. Our specially designed packaging plays an important part in keeping the food fresh. Breads don't travel particularly well, so we have to make sure that the wrapping is particularly well sealed when food is traveling outside of our unique container system.

How do you ensure the food is suitable?

We work closely with the flight attendants to discuss each of their passengers' specific requirements. We are aware of the differences between – for example – a Challenger 300 and a Challenger 850 aircraft, which enables us to make suggestions about which food items will work and which won't. Flight attendants also understand what their customers like, so by working in collaboration with them we can fulfill bespoke requests.

If you could, how would you change the design of aircraft galleys?

The biggest change we'd make is to develop a fridge, as galleys don't tend to have them. A larger working area would also be advantageous. We've noted that some aircraft are very limited on storage, and while there's lots of cabin space there are very few compartments in the galley. What is useful is when they have a microwave or oven and we always make sure we know what's available so we can provide the best menu options to each aircraft.



"Cultural differences can sometimes present a challenge as expectations of how operations work change from nation to nation, so we always try to second-guess the client's requirements"

David Hulme, Alison Price on Air



How do you ensure flight attendants know how to prepare and serve the food correctly on board?

We offer flight attendant training days. These workshops provide basic culinary and modern food presentation skills and explain our unique flashcard system, which details how to present the food. The seminars also provide basic health and hygiene tips. Really we're focusing on step-by-step guidance to food preparation so that what is served is how the chef intended the dish to be.

How do you ensure the quality of the food is retained during transport?

We have designed our own packaging system, which ensures that the food is wrapped in such a way as to minimise the amount of handling the flight attendants need to make to serve the meals. The clever containers, the flashcard system, instructions and carefully produced dishes go a long way to ensuring that the food quality is retained during transport to the airport and in flight. Vans are refrigerated of course, as it's a legal requirement, but our own packaging supports the food's transit.

How much notice do you need?

Catering requests are normally sent to us before 7pm for provision the next day. We tend to stick

to this to make sure that we provide the quality our clients now expect. We can do small orders in a shorter time, but from a restricted menu – we're not about speed of delivery, but focus on quality of product.

What has Alison Price on Air done to ease access at airports?

This year we've invested big sums in gaining security clearance at the key London business aviation airports. Our staff have been security cleared, as have our vans. It was a six-month process to get to the point where we gained the full airside security access we need, but it has been worth the effort to speed up deliveries.

What are the big trends in food right now?

We're receiving increasing requests for Indian cuisine and consequently we have teamed up with Michelin-starred restaurant Tamarind to provide high-quality Indian dishes. Otherwise clients actually want quite classic dishes, done at a superior standard and in a modern way. For example, our Caesar and Niçoise salads are very popular and have a really contemporary feel. Our most unusual request was for fresh eel, which we did manage to source and prepare as the client liked.

How do you plan to deal with increased demand surrounding the London 2012 Olympic Games?

We are already in discussions with the main airports about how we plan to manage business during the Games. At this point we're exploring all opportunities, including midnight deliveries and specific Olympics menus. In theory, with the strict slot allocation system in place, flight attendants and crew should be providing orders well in advance, which will be an unusual but beneficial point for us.

What has the company got planned for the future?

We are continually focused on improving our offering and of course expanding our client database. We've just taken on extra staff this summer, which enables us to stay open for longer. More themed menus partnering with the right restaurants are also looking likely. We'd also like to explore how we can influence galley design to make life easier for everybody. Following our successful first 18 months we've been asked to consult on a variety of business aviation catering issues and continue to develop this revenue stream.

What would your personal dream inflight menu consist of?

For me, sushi and champagne would be very high on the list! ☺

Daniel Hulme is set to speak at the Business Aviation Conference, the free-to-attend conference running at Business Airport World Expo 2012, to be held in Cannes, France, on February 22-23, 2012



London calling

Alison Price on Air is just one of several high-end inflight catering companies serving London's business aviation airports. In fact it isn't the only one to set up shop in the past year. In November 2010, Ladurée UK, famous for its luxurious macaroons and fine French cuisine, launched an inflight catering service dedicated to private jets departing from all London airports. The company also has retail stores in London's Harrods and Burlington Arcade. Ladurée Aviation put together a dedicated and highly experienced team to run the bespoke service – ranging from canapés, starters, and main courses to fine patisserie, all produced in its Harrods restaurant.

Since then the company reports it has gained "visibility and recognition within the private jet industry". It recently celebrated its first year with the launch of a Christmas brochure, including festive treats disguised as Christmas tree decorations, Yule log, hampers, Twelfth Night Cake, and a dizzying array of macaroons and chocolates.





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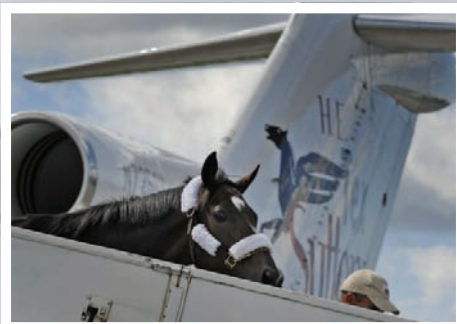
Equine air transportation is big business
in the horse racing industry

Words | **Jennifer Harrington-Snell**

Just as there are many breeds of horses, there is also a wide variety of horse transportation companies. And given the recent spate of back-to-back racing events, including the Melbourne Spring Racing Carnival, which included the Melbourne Cup on November 1, and the Breeder's Cup Championships on November 4 and 5 in Louisville, Kentucky, there was no shortage of business available.

International Racehorse Transport (IRT) is one of the many companies responsible for transporting horses to and from Australia for the Melbourne Spring Racing Carnival. There were 20 foreign horses racing in this year's events, including the Caulfield Cup on October 15; 10 participated in the Melbourne Cup.

IRT is a global organization, with offices in Australia, New Zealand, the UK, and the USA. The company has been in operation since 1972 and claims to have an average of one horse in transit every hour of the day. It ships everything from competition horses to family pets, to locations in every corner of the globe. The company also offers a range of other services, including road transport, customs clearance, health certifications, blood testing, quarantine services, registration transfers, and insurance.



H. E. Sutton Forwarding, on the other hand, is a small, private company that was founded in 1954 by Halford Ewel 'Tex' Sutton. He had been transporting horses by railcar since the 1930s and shipped his first horse via airplane in 1969. He is generally credited with revolutionizing the horse transportation industry.

Today, the company claims to be the only US-based horse transportation firm to use a dedicated aircraft: it leases a Boeing 727 on a long-term basis from Ypsilanti, Michigan-based Kalitta Charters, and transports thousands of horses per year within North America. For this year's Breeder Cup Championships, the company leased a second 727 to handle the large volume of horses it transported.

Meanwhile, UK-based Intradco is a charter broker that specializes in the transport of horses. It not only employs full-time air grooms to accompany the horses in flight, but it also designs and manufactures its own flight stalls, which are leased by a number of airlines. The company has been in operation for 21 years and offers a range of other services, including aircraft management, passenger charters, VIP flights, ground handling and support, and aviation consultancy.

The shipping process

Some aspects of the shipping process remain the same, regardless of which company is shipping the horse. International Air Transport Association (IATA) regulations state, for example, that all horses must be accompanied by competent air attendants (or air grooms). The horses must be

H. E. Sutton revolutionized the way horses are transported





DO NOT OPEN FRONT AND
REAR DOORS WHEN LOADING OR
OCCUPIED

DO NOT OPEN DOORS WITH
TIE-DOWN STRAPS IN PLACE

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watered and fed throughout the duration of the flight, and secured in special air stalls.

Most companies avoid tranquilizing the animals, especially if they are going to be competing within a day or so of arrival. Occasionally it is unavoidable, however.

"We always reserve the right to tranquilize if there's an emergency, but we had better have a good reason to," says Mike Payne, operations manager at H. E. Sutton. He adds that yearlings and horses known to be a problem are tranquilized as a matter of course. "There's no sense in taking a chance; otherwise, it's a very small percentage that gets tranquilized."

The actual shipping process, however, differs between companies. One of the most basic differences is the shipping method. Companies such as IRT and Intradco rely on a variety of scheduled carriers and charter operators, while H. E. Sutton uses a dedicated aircraft.

IRT-Australia, for example, uses FedEx Express, Singapore Airlines, Cathay Pacific, and Malaysia Airlines, among others. It posts a schedule of flights on its website and plans the shipments weeks, sometimes months, in advance due to Australia's strict import regulations.



Above: **Shipping methods for horses vary between companies**

Below: **Lufthansa Cargo has an animal lounge at Frankfurt Airport**

The total cost to ship a horse could be anywhere from US\$5,000 to US\$100,000, perhaps more



Moreover, the company tends to fly into larger airports such as Amsterdam Airport Schiphol, Frankfurt Airport, London Heathrow, London Stansted, and Paris Charles de Gaulle. In the east, the company regularly flies into Hong Kong, Singapore, and Kuala Lumpur.

In the USA, there are only three ports of entry for carriers transporting foreign animals. As a result, IRT-Australia flies to Los Angeles International, Miami International, and New York – usually JFK Airport, although it occasionally uses Newark International in New Jersey.

Intradco uses a variety of carriers, ranging from small charter operators to scheduled airlines. The company aims to find "the right aircraft, at the right price, in the right location", so every detail is dependent on the job in question. It has chartered everything from Antonov An-12s to Boeing 747s.

Although the company does use the larger European airports when necessary, it frequently uses Ostend-Bruges International Airport and Liege Airport, both in Belgium; Maastricht Aachen Airport in the Netherlands; and London Stansted. Recently the company flew into Cambridge Airport in the UK, and praised the airport for its "very good, very prompt" service.

"We were in and out in three hours," says Charlie McMullen, an aviation broker at Intradco. "When we get service like that, we have no qualms about going back."

Because H. E. Sutton is primarily a domestic carrier, the company has more options and tends to use the smaller airports. When flying through Dallas, for example, the company uses Dallas Love Field as opposed to Dallas/Fort Worth. "Everywhere we go, we try to avoid the large airports," Payne says. "We like to fly under the radar, get everyone in and out."

One of the main problems with using the larger commercial airports is the significantly increased taxi and holding times, not to mention that some airports, such as JFK, will not allow the horses to wait on the airport grounds until the incoming airplane being used for their transportation has landed.

"We try to do everything as quickly as possible to keep the horses moving," Payne says, adding that it is not always possible to do that. "When the horses are just sitting there, they're more apt to become antsy and hurt themselves."

The company's employees also prefer the level of service provided by various FBOs, including Atlantic Aviation, Landmark Aviation, Signature Flight Support, and TAC Air.

As far as the FBOs are concerned, their role is minimal. "There's not a lot that the FBO does, except handle the aircraft and provide escorts for the trainers and horse handlers," says Jeff Miller, general manager of Landmark Aviation's Dallas Love Field location.

The entire process – bringing the horses to the field in trailers, then loading them onto the aircraft with special horse ramps – is very quick, Miller says, adding that the FBO does not take part because of the risks involved. "These are million



dollar horses, and it takes a lot of coordination [to move them],” he adds. “You don’t want to spook the horses or scare them. You don’t want them to start kicking and break a leg. It’s a very expensive process, and there’s a lot of liability.”

The cost to ship a horse varies considerably and is dependent on a number of factors, including the number of horses being shipped, the length of the journey, and the type of aircraft being used. The total cost could be anywhere from US\$5,000 to US\$100,000, perhaps more. In terms of cost per horse, it would be more expensive to ship a single horse on a Boeing Business Jet or an Airbus Corporate Jet, than it would be to ship three or four horses on an An-12.

Insurance also adds to the overall cost. In general, the horse owner (or the person shipping the horse) is responsible for insuring the animal. The carriers themselves do not hold extra insurance. Some companies, such as IRT, also provide insurance coverage as part of their business. Policies include coverage for mortality and theft, surgery, and air transit.

International transportation

Bringing a horse to a larger airport is a bit more involved, especially if a horse is traveling from one

Top five airports in the USA for horse transportation

Louisville International Airport

Kentucky’s Louisville International Airport is located only minutes from Churchill Downs, home of the Kentucky Derby and the 2010 and 2011 Breeder’s Cup Championships. The airport has a significant amount of general aviation traffic, and Atlantic Aviation’s FBO is a popular transit spot for charter operators transporting horses.

Lexington Bluegrass Airport

Lexington, Kentucky, bills itself as ‘The Horse Capital of the World’. It is home to two racetracks – Keeneland and the Red Mile – and is less than 75 miles from Churchill Downs. Lexington Bluegrass

has a number of general aviation facilities and serves around 1.1 million passengers annually, compared with Louisville International’s 3.5 million passengers per year.

Stewart International Airport

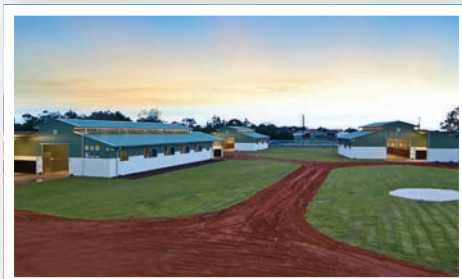
There are only three ports of entry into the USA for carriers importing foreign horses: New York, Miami, and Los Angeles. Although most of the horses arrive in New York via JFK Airport, the US Department of Agriculture Animal Import Center is located at Stewart International, approximately 70 miles away. The facility consists of 18 buildings, 10 of which are reserved for horses. The center can accommodate up to 125 horses at a time.

Miami International Airport

The Miami Animal Import Center is located adjacent to Miami International Airport. The 6,038m² facility opened in 2004 and has 84 concrete block horse stalls and 20 portable horse stalls.

Los Angeles International Airport

The Jet Pets US Department of Agriculture (USDA) quarantine facility, located at LAX, has 48 import stalls and 20 export stalls. The facility is unique in that it offers private services, in addition to USDA quarantine procedures. Among the services offered are domestic and international shipping of horses and livestock, and a pick-up and delivery service.



Above: **The Werribee Quarantine Center at Victoria Racing Club, Australia**

country to another. In addition to the various forms of horse identification and customs paperwork required by each country, there are different quarantine protocols that must be adhered to. Some countries are easier to enter than others.

"We have a saying about some destinations," says Chris Burke, an operations manager at IRT-Australia. "When the weight of the paperwork equals the weight of the horse, it's ready to ship."

Among the most difficult countries to fly in and out of are China, South Africa, and Australia. A horse traveling from South Africa to the USA would have to stay in quarantine for 30 days, for example.

A horse flying from Australia to the USA, on the other hand, can be shipped at a moment's notice and would spend approximately 48 hours in one of three US Department of Agriculture (USDA) quarantine centers in New York, Miami, or Los Angeles.

A horse flying from the USA to Australia, however, would have to receive a series of tests and vaccinations six to eight weeks prior to the journey, and spend two weeks in quarantine prior to the actual departure. Once it arrived in Australia, it would then spend another two to three weeks in quarantine.

"It's a three- or four-day process to send a horse to the USA, but it's more like a two-month process to import a horse. It's a very complicated and dragged out procedure," Burke says, explaining that there are certain diseases in the USA, such as equine influenza, that Australia does not have.

"It sounds quite dramatic, but it's just like getting the flu," says Leigh Jordan, the international recruitment officer for Victoria Racing Club, which hosts the Melbourne Cup. "Horses don't die from it. It just stops them from competing."

Another concern, however, is the spread of the Australian Hendra virus, which can be transmitted to humans and has killed 34 horses since 1994. Four humans have also died over that period.

Not all quarantine procedures are that difficult, however. It depends on the protocols established

Top five airports in Europe for horse transportation

Amsterdam Airport Schiphol

Air France-KLM Cargo and Martinair Cargo operate a 24-hour Animal Hotel for animals transiting through Amsterdam Airport Schiphol. The hotel can accommodate everything from insects and tropical fish to exotic zoo animals, such as lions and tigers. For its equestrian guests, the hotel provides professional attendants, state-of-the-art stalls, veterinary care, and grooming services.

Frankfurt Airport

Lufthansa Cargo operates an Animal Lounge at Germany's Frankfurt Airport. In 2010, the facility accommodated nearly 2,000 horses, around 15,000

domestic pets, and around 3,000 tons of ornamental fish.

London Heathrow

The Heathrow Animal Reception Centre, a 24-hour facility that provides care to the millions of animals that transit through Heathrow Airport, is operated by the City of London. The center serves as a border inspection post for live animals and provides veterinary care and border crossing certificates to everything from tarantulas and snakes, to racehorses and baby elephants.

London Stansted

London Stansted has established itself as a major hub for horse travel, given its

close proximity to Newmarket. In 2010, 957 horses were imported and 690 exported via the airport. The border inspection post at the northern end of the airport offers equestrian charter operators a quick turnaround of about an hour.

Paris Charles de Gaulle

Nearly 8,000 live animals pass through Charles de Gaulle's 'Station Animalière' every year. The facility serves as a border inspection station and provides care and veterinary services to animals awaiting custom inspections and for those with delayed boarding. It is currently being upgraded to accommodate a greater variety of animals.



in each country. Horses flying into the UAE for the Dubai World Cup, for example, will generally only stay at the Meydan Racecourse quarantine facility for 48 hours.


Many quarantine facilities are privately run. Victoria Racing Club, for example, operates its own quarantine facility, the Werribee Quarantine Center. IRT also manages quarantine facilities in Newmarket in the UK, and Karaka in New Zealand. Churchill Downs, the racecourse hosting the Breeder's Cup Championships, also has a quarantine facility. This year, 29 foreign-born horses were pre-entered for the two-day event.

In the EU, some airports have inspection facilities, such as the Lufthansa Cargo Animal Lounge at Frankfurt Airport, and the Air France-KLM Cargo Animal Hotel at Amsterdam Airport Schiphol. In the UK, horses are processed through border inspection posts at various airports, including London Heathrow and London Stansted. The EU also requires that horses have passports,

which include micro-chip details, the horse's age and breed/type, and its health history. Passports can be obtained through most horse associations and societies. Otherwise, horses can obtain a Fédération Equestre Internationale (FEI) passport, an internationally recognized identification required for most international events and includes vaccination information.

When choosing a horse transport company, owners should choose one that is not only familiar with the paperwork requirements of various countries, but also knows horses.

Too many companies just see a horse, McMullen explains. "Different breeds have different sizes and different shapes," he says. "We know if a horse weighs 500 kilos or 700 kilos, and we'll know how many we can put on the airplane and what type of stalls we should be using."

Safety is one of the most important issues," he adds. "But we also want to make sure the horse arrives in good condition and isn't stressed." 



TOKYO



NEW YORK



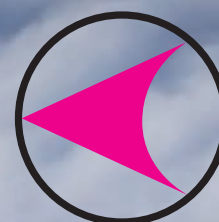
LONDON



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Handle with



Air carriers play a vital role in the shipment of unusual cargo

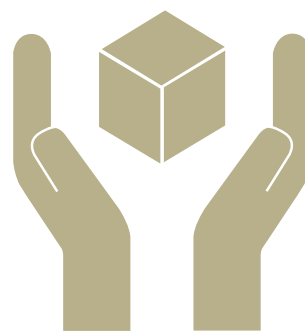
Words | **Jennifer Harrington-Snell**

 FedEx Express has shipped some unusual cargo over the years. In September 2011, the Memphis, Tennessee-based airline delivered three 15-year-old lionesses to the Wild Animal Sanctuary near Denver, Colorado. The animals had been living in “appalling conditions” at a fairground in Panama and were “extremely small in stature, very lethargic, and critically underweight”, according to the refuge’s director, Pat Craig.

Although a number of organizations were involved in the animals’ rescue, Craig credits FedEx Express for its part in securing their freedom. “FedEx played a decisive role in this rescue, as they graciously donated the lions’ transportation to the USA,” says Craig. “Without the help of their dedicated staff, these lions might never have obtained the freedom they deserved.”

As a sign of gratitude, the sanctuary named two of the lions – Kaitlyn and Alyssa – after the two FedEx Express aircraft that were donated for the cause. Kaitlyn, an Airbus A300F, transported the animals from Tocumen International Airport in Panama City to the FedEx Express hub in Memphis; while Alyssa, an MD-11F, completed the journey to Denver.

As unusual as that shipment might have been, lions are not the only members of the animal kingdom to fly via FedEx Express. Pandas have become such frequent flyers that the airline has a Boeing 777F, affectionately dubbed ‘The Panda Express’. The aircraft has a 149m² panda decal on the nose section. Other animal passengers have included beluga whales, dolphins, penguins, polar bears, elephants, gorillas, and horses.



care



Specialist cargo carriers transport anything from valuable cars to wild animals



FedEx does not hold a monopoly on animal transport, however. Air France-KLM Cargo has also transported its fair share of unusual passengers, including white tigers, sharks, turtles, tropical fish and birds, as well as standard domestic pets such as cats and dogs. The airline even operates its own Animal Hotel at Amsterdam Airport Schiphol.

The animal hotel is open 24 hours a day and is staffed by experienced animal attendants, all of whom receive training at the University of Utrecht Veterinary School and complete an internship with a veterinary surgeon. Employees also train at the Artis Royal Zoo in Amsterdam and attend various lectures by veterinary inspection authorities.

In addition to providing veterinary care and special services, such as dog-walking and grooming, the Animal Hotel provides quarantine services and is qualified according to ISO 9002, one of the highest recognitions of industrial quality in Europe.

Air France-KLM Cargo is not the only airline to operate an animal transfer center. Lufthansa's Animal Lounge at Frankfurt Airport saw nearly 20,000 animals transit through its doors in 2010, including approximately 2,000 horses; nearly 15,000 domestic pets; and 3,000 tons of ornamental fish. Frankfurt Airport, meanwhile, handled 100 million animal passengers during the same time period. By contrast, it served 53 million human passengers.

The Animal Lounge has 42 large animal stalls, 39 small animal boxes, 12 climate-controlled chambers, special aviaries, and stalls that can be adjusted to accommodate more than one animal, such as mares with foals.

Frankfurt Airport handled 100 million animal passengers during 2010. By contrast, it served 53 million human passengers.

The lounge provides standard veterinary and boarding care to all animals, which includes food and exercise, and also ensures that each animal that transits through the airport is permitted to do so. For example, Lufthansa does not ship endangered species or animals destined for research facilities.

As do all carriers that transport animals, Lufthansa complies with the International Air Transport Association (IATA) Live Animals Regulations (LARs), which provide guidance on the shipping of animals in a safe, humane, and cost-effective manner. The regulations include specific airline and government requirements, as well as information about animal handling, container specifications for thousands of species of animal, food and water requirements during transit, and documentation requirements.

The LARs specify, for example, that all animal attendants must "demonstrate competency" in the care and handling of the animals. Competency is defined as the ability to care for an animal during all phases of transportation, including loading and unloading; the ability to recognize signs of distress in an animal; the ability to recognize signs of illness; skill in the treatment of injuries; and a working knowledge of aircraft and airport procedures, among a number of other things.

According to IATA, the LARs are enforced by the European Union and the US Fish and Wildlife Service, and meet or exceed the regulations set forth by the US Animal Welfare Act. They are also recognized by the Convention on International Trade in Endangered Species and the World Organisation for Animal Health.



Lufthansa ensures all animals are transported in compliance with international regulations





Dangerous goods and pharmaceuticals

The shipment of dangerous goods and pharmaceuticals, like the shipment of live animals, requires strict monitoring and extra care. IATA's Dangerous Goods Regulations (DGRs) and Perishable Cargo Regulations (PCRs) cover such topics as loading and unloading, packaging, storage and containment, safe

Above: **Lufthansa Cargo** has shipped a number of valuable sports cars

Below: **FedEx Express** transported lions in September 2011

handling, documentation and labeling, and time and temperature controls (for pharmaceuticals and perishable goods).

Among Lufthansa Cargo's clients are a number of chemical and automotive companies, which often require the shipment of dangerous goods. Dangerous goods include explosive materials, gases, flammable liquids and solids, corrosive substances, toxic, infectious and radioactive substances, as well as automobiles and magnetized materials.

Each year, Lufthansa Cargo ships approximately 38,000 tons of dangerous goods. It employs 18 DGR Cat 6-certified experts at its Frankfurt hub, and in 2010 more than 300 employees received DGR Cat 6 training. Moreover, all the dangerous goods are shipped in compliance with Lufthansa Cargo's Care/td program, a special service for goods that need to be shipped with extra care and expertise.

Lufthansa Cargo has also gone beyond the IATA pharmaceutical regulations by investing in airport infrastructure. "Pharmaceuticals are very high value, very expensive," says a spokesman for the airline. "They need [to be kept at] a constant temperature, and if we cannot guarantee that the infrastructure [at the destination airport] will enable us to keep it cool, we won't transport it."

In response to market growth in Hyderabad, India, the airline invested in the infrastructure at





Rajiv Gandhi International Airport by creating a 'Pharma Hub'. The temperature-controlled zone can handle more than 30,000 tons of pharma products annually and is equipped with Lufthansa Cargo's own fleet of cooling containers. Officials from the drug controller's office and the customs department are also on site.

Air France-KLM Cargo, meanwhile, received accreditation in 2010 as a Qualified Envirotainer Provider by Envirotainer, the Sweden-based manufacturer of active temperature-controlled air transportation solutions.

The airline received the accreditation for including Envirotainer-related elements in its quality management system as defined in PCR Chapter 17: "Air Transport Logistics for Temperature-Sensitive Healthcare Products". Air France-KLM Cargo also has a dedicated operational team, which monitors all operations related to Envirotainer container handling.

Valuables

In addition to animals, dangerous goods and pharmaceuticals, most cargo airlines ship a variety of valuable goods, ranging from money and art, to vintage cars.

In August 2011, Air France-KLM Cargo shipped a number of classic cars, including a Bugatti and a Hispano Suiza, to Kuwait City aboard a Boeing 777-200F. The airline has also shipped a variety of other interesting objects

Above: **FedEx Express has its own custom-made Boeing 777F for pandas (inset) who are frequent fliers with the airline**

including satellites, boats, and art. As of October 2011, the airline had shipped 838 works of art, weighing 347 tons. Most recently it shipped Johannes Vermeer's "The Love Letter" from Amsterdam to St Petersburg, Russia.

FedEx Express has also shipped a variety of valuable items, including 17 classic Ferraris for a car show in Belgium, a number of Indy race cars, a Sikorsky Black Hawk helicopter, a windmill from Denmark, and one of the 'Fenix' capsules that was used in October 2010's rescue of the 33 Chilean miners who were trapped 2,300ft underground.

As a spokeswoman for the company explains, FedEx Express ships everything from letter-sized parcels to five-ton communication satellites. ☞



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Business Airport World Expo will open its doors in **February 2012 in Cannes, France**, to showcase the industry's leading FBOs, business and general aviation airports, MROs, handling agents, and refueling companies from all over the world. **More than 150 exhibitors (combined) are expected**, each showcasing their latest developments to an expected **2,500+ attendees**, comprising executive and private jet owners and operators, operations directors, CEOs, and managing directors. The event will also include a **free-to-attend conference**, boasting what is probably the best speaker line-up of the year! The next few pages give you just a taster of what to expect at the must-attend show...

Business Airport World Expo 2012 will be nearly twice the size of the 2011 launch event with an expected 150+ exhibitors (combined). New for 2012, Business Airport World Expo will be co-hosted with sister show Business Jet Interiors Expo, all taking place on February 22-23, 2012 in Cannes, France.

As Europe's only exhibition dedicated to showcasing the world's FBOs and

business aviation destinations, Business Airport World Expo will provide visitors with invaluable information on planning new routes and loyalty schemes, and give the opportunity to meet new partners – all in one convenient location.

A highlight will be the integral free-to-attend Business Aviation Conference, which features more than 25 industry experts. Speakers include Lee Campbell,

managing director, Airport Coordination; Andrew Fulford, manager of design operations, Gulfstream; Markham Jackson, chief executive, Baltic Air Charter Association; David Velupillai, product marketing director at Airbus Corporate Jets; and Joe Buckley, technical traffic development director, Shannon Airport.

Turn the page to start planning your visit to the show! ➡

www.BusinessAirportWorldExpo.com

EXHIBITOR
SPOTLIGHT

TAG Farnborough Airport, UK

As Europe's only dedicated business aviation airport, TAG Farnborough Airport offers some of the most efficient and modern facilities available. Employees will be on hand to talk to visitors about its award-winning FBO, state-of-the-art terminal building, hangars, and control tower.

TAG Farnborough offers everything for the business aircraft, its crew, and passengers, from hangarage, engineering, fuel, aircraft cleaning, catering, luxury transfers, crew lounge, VIP passenger lounges, first-class meeting facilities, concierge service, café, training facilities,

and an on-site 169-room luxury contemporary hotel, Aviator. With a new set of hangars that opened at the end of 2011, TAG Farnborough Airport now offers an additional 11,148m² of hangarage for based and transient aircraft.

Stand 10005

EXHIBITOR
SPOTLIGHT

Cannes Mandelieu Airport, France

Visitors are invited to drop by Cannes Mandelieu Airport's stand to gain VIP transportation for a look around its FBO. The airport handles general and business aviation in the Cannes area. The region's economic and tourist offering has positioned Cannes Mandelieu as the second busiest business airport in France after Paris-Le Bourget. The airport meets all the requirements of the Côte d'Azur, which demands a facility that can handle premium tourism, as well as the clientele that visit for big events on the French Riviera.

Nestling between the Massif de l'Estérel mountain range, the bay of Cannes and the Grasse region, Cannes Mandelieu offers an exceptional gateway to the Côte d'Azur region. It caters to all customer needs and offers rapid passenger processing times and personalized services.

Stand 1002

EXHIBITOR
INTERVIEW

JAMES HARDIE

Senior business manager,
ARINC Direct

What does ARINC offer the business aviation sector?

In 2003, ARINC launched ARINC Direct as a service provider for business aviation catering for flight planning and associated operational services; datalink communications with the cockpit providing access to ARINC aviation networks and Air Traffic services; and also satellite services providing telephone and internet connectivity to the cabins of business jets.

What will you be showcasing at the Business Airport World Expo?

We will be showcasing the latest version of our iPad app, which provides an integrated electronic Flight Bag (EFB) app that is linked to our flight-planning services and can provide live updates during flights. We will also be talking to operators about risk and safety management systems, and demonstrating our own SMS functionality that is linked to Flight Risk, a third-party service provider of risk assessment tools. We will also be demonstrating our credit card enabled cabin hotspot functionality to aircraft operators who are looking for a way to enable internet on board their aircraft without having to chase the bills after the flight.

What do you hope to achieve from the event?

The event is a great opportunity to meet existing and potential customers face to face. We use customer feedback to help develop our products, and the show is a great opportunity to get direct feedback and use this to plan for the development of future applications.

What does the future hold for the company?

ARINC Direct is one of the fastest-growing businesses in ARINC and as a result we get a fair amount of attention. We plan to continue to invest in developing valued products and services for our customers and keeping them as happy as we can with our support for their operations. **Stand 12010**

World Fuel Services, UK

EXHIBITOR
SPOTLIGHT

On stand 6014, World Fuel Services invites the aviation community to learn about its comprehensive line of products and services available for flights all over the world. The company is a single-source provider of fuel, trip planning, flight support, and charge card services. At Business Airport World Expo 2012, World Fuel Services will demonstrate the benefits of its worldwide contract fuel agreements (prearranged fuel is available in more than 3,000 locations globally), the AVCARD fuel and services charge card, which has more than 7,200 acceptors and fuel suppliers in about 200 countries, and its world-class BaseOps ITP service. The company will also showcase its revised ITP fee schedule, which presents an exciting change for all its customers.

Stand 6014

FACT

Over 130 FBOs and business airports are expected to exhibit at the Business Airport World Expo 2012

**EXHIBITOR
SPOTLIGHT**

Gözen Air Services, Turkey

Gözen Air Services has 30 years' experience in providing representation, supervision, and management services to civil aviation enterprises in Turkey.

As a one-stop shop for Turkish and foreign corporate aircraft operators, Gözen provides 24-hour service in the field of aviation, including ground-handling services, passenger/VIP handling services, obtaining traffic rights and slot monitoring, fuel, administrative and accounting functions on behalf of the operator/airline,

passenger welfare services, meet and greet services, organization of transportation and catering services, hotel arrangements, worldwide NOTAMs, NAT tracks and runway analysis, computerized and manual flight planning, weather charts and weather reports, coordination of special aviation events, aircraft chartering, aviation consultancy, flight training, aircraft and passenger baggage security, GSA services, and hangar and lounge services.

Stand 4041



Harrods Aviation, UK

**EXHIBITOR
SPOTLIGHT**

With so many new trade shows appearing on the calendar, and each one offering something different, it is imperative for a company such as Harrods Aviation to ensure it continues to exhibit at the shows that represent the best value and provide the greatest exposure. Business Airport World Expo 2012, being dedicated solely to the FBO market, provides Harrods with the opportunity to discuss business with an audience focused on service delivery. The company continues to invest a considerable amount of money to ensure it can fully serve the requirements of its customers directly without being reliant on third parties to complete any tasks on its behalf. Evidence of this investment can be seen at the London FBO facilities at Stansted Airport. The newly refurbished business, VIP, and VVIP lounges provide a relaxed and quintessentially Harrods environment for passengers to unwind either before or after a flight. It was imperative for Harrods that its lounges at both Stansted and Luton mirror the attention to detail and quality of service offered by its fully trained and experienced staff.

Stand 3041

**EXHIBITOR
INTERVIEW**


DAVID JOHANNSSON

Manager,
Southair Iceland

Tell us about Southair

Southair Iceland was established on June 12, 1972, so we will be celebrating our 40th anniversary next year. Initially, Southair was located in a little wooden hut affectionately referred to as 'The House on the Prairie', and was situated close to Building 787 and Hangar 831 at Keflavik Airport.

The company began its operation with sightseeing and charter flights and then became a flying school. The operation consisted of one passenger aircraft and two training aircraft.

At the beginning of 1991, a large group of investors showed interest in Southair and, in turn, invested in the company. These investors included Air Atlanta Icelandic, Esso, Keflavik Contractors, the community of the Suurnes peninsula, and other interested individuals. The new investors were keen to build a new hangar and office space, and construction began in March 1993. The Hangar area alone was 1,300m and the new area was known as Building 9, and located at Keflavik Airport. The new Southair team was installed in 1996. Southair's Building 9 was the only fixed-base operation (FBO) for general aviation in Keflavik.

In 2001, Esso and Keflavik withdrew from Southair. Air Atlanta purchased their shares and owned 90.1% of the company. Air Atlanta then sold its shares to me as manager of Southair, and it also decided to sell Building 9 at Keflavik Airport. On May 19, 2008, the company leased Building 787 – Knutstod – at the airport. I am now the primary owner (owning 90.1%), along with two key employees and the former owner/founder of Air Atlanta Icelandic.

What will you be showcasing at Business Airport World Expo?

We will be promoting the company and Iceland by handing out brochures. We also plan to meet and strengthen our relationship with existing customers, while also meeting new customers.

What does the future hold for Southair?

We will continue to do what we do best: serving our customers and making them feel at home when they are away from home. The industry has shrunk across the world since 2008 when we crashed into an economic crisis, but because of our location as a 'stepping stone' in the middle of the Atlantic Ocean, we are up and running again ahead of many others. **Stand 1028**

**CONFERENCE SPEAKER
IN FOCUS**


PHIL JORDAN

Managing director,
Business Air International

Phil Jordan, a 30-year veteran of the private jet industry, is the managing director of Business Air International, an international private jet acquisition and sales service organization. He founded the company in 1993, following a five-year career as an aviation insurance specialist. Jordan has served as chairman of NARA, the National Aircraft Resale Association, for two years, and continues to serve on its board. In addition to Business Air International, Phil is a partner in Business Air Management, an FBO/charter/management company, and co-owner of Jet Works Air Center, an MRO company that services Boeing, Airbus, and Gulfstream-sized jets.

"My presentation on the outlook for the private jet market will include a 25-year look at historical trends of the private jet market and point out the traditional market cycles the industry must overcome to realize significant growth in the next 12 to 18 months. I will also review the current market profile of those items that might foster long-term growth," Jordan says.

Rheinland Air Service, Germany

Rheinland Air Service (RAS), a business aviation terminal operator, will be highlighting the benefits of Munich Executive Airport at Oberpfaffenhofen, Germany, at Business Airport World Expo 2012. Munich Executive Airport is dedicated to business aviation and features two new recreation

rooms for pilots and crew, making it a better alternative to Munich International. The airport offers a 7,500ft runway, instrument landing system, and a complete array of passenger and crew services personally arranged by RAS. Sharing RAS's stand at the show is RUAG Business Aviation. As

an authorized service center for Bombardier, Cessna, and Embraer aircraft, RUAG provides a range of high-quality MRO services, including aircraft painting, interior refurbishment, and upgrades, as well as cockpit and system modifications on business aircraft. **Stand 2028**

EXHIBITOR SPOTLIGHT



EXHIBITOR INTERVIEW



PAUL WORRELL

Managing director,

IAM Jet Centres of the Caribbean

Tell us about IAM Jet Centres

IAM Jet Centres of the Caribbean is a Barbados-based aviation services company established in 1989 to provide dedicated VIP handling and fuel supply to business, private, and diplomatic aircraft operations visiting the Caribbean. We are the primary ground-support provider in the Caribbean for most of the leading flight service companies, as well as scores of established independent flight departments. Our Caribbean-wide VIP service network ranges from the Bahama Out islands in the north, to Guyana, Trinidad, and Suriname in the far south, and is anchored by our two full-service, five-star flagship FBOs in Barbados and Montego Bay, Jamaica.

What will you be showcasing at Business Airport World Expo?

We will be presenting IAM Jet Centre's unique and highly experienced VIP service capabilities that are available to operators seeking to visit the Caribbean islands. Several of our senior team members will be on hand to meet and have one-on-one discussions with current and prospective clients. We will have lots of information available about IAM Jet Centre Barbados and IAM Jet Centre Montego Bay, including details about in-house customs and immigration processing and the secure, elegant FBO experience awaiting both passengers and flight crews.

Why are you exhibiting at the event?

BAWE 2012 will be our second association with this trade exhibition, having participated in BAWE 2011 at Farnborough. We find this event to be a focused and refreshing opportunity to network and market our VIP services in addition to the usual NBAA/EBAA events. IAM Jet Centre is very active with the European-based operators that visit the Caribbean and we see BAWE as an excellent opportunity to interact with current and potential clients. **Stand 3002**

EXHIBITOR SPOTLIGHT

Flyer-Truck, Germany

Flyer-Truck Zaglauer was founded in 1953 and has been developing, producing, and marketing aircraft towing machines for private and commercial use since 1993. Its product range comprises six different basic devices for the most diverse types of aircraft, including towing devices for aircraft and helicopters made by prominent aircraft manufacturers, with a maximum take-off weight of between 2 and 35 tons. The technical innovations are the result of many years of experience in airport technology and fulfill the demand for safe and easy movements of aircraft on the ground, while bearing in mind cost-effectiveness and long-term investments. About 300 Flyer-Truck ground handling system towing devices are in service worldwide. **Stand 5036**

EXHIBITOR SPOTLIGHT

IGS FBO, Iceland

IGS FBO provides a full aircraft handling service from its base at Keflavik International Airport, Iceland. Services include flight planning, weather briefing, VIP and crew lounges, customs liaison, immigration, security and fuel supplies, transportation within the airport area and to and from hotels, escorting crew and passengers, hotel arrangements, catering requirements, hangar space, cargo handling, warehouse services, and arranging trips to the nearby Blue Lagoon.

IGS is looking to reach new customers and strengthen relationships with existing ones at the exhibition. It also plans to become more visible in the market by exhibiting at Business Airport World Expo 2012, where it will mainly be focusing on its ground-handling service. **Stand 4005**

FACT

Entrance to BAWE 2012 is free and your badge will also gain you free entry to Business Jet Interiors World Expo!

**EXHIBITOR
SPOTLIGHT**



Saudi Private Aviation, Saudi Arabia

With more than 30 years of experience, Saudi Private Aviation provides a range of services, including aircraft leasing via its new fleet, which consists of the Falcon 7X – the first of its kind in the world fully equipped with fighter jet technology and used for mid- to long-range flights – and the Hawker 400XP, which is built for short-range

flights and is considered perfect for business people to conduct their work while traveling. The company also provides ground-handling services to VIP aircraft, maintenance, and fleet management services to the highest level of luxury and safety to meet the expectations of its valued customers.

Stand 5018

**CONFERENCE SPEAKER
IN FOCUS**



JUAN MUNIZ

Senior regulatory specialist,
Universal Weather and Aviation

Universal's master regulatory services specialist, Juan Muniz, is an expert on United States and international rules and regulations. Since joining Universal in 2002, Muniz has provided countless operators with advice and consultation on regulatory issues, such as customs and permits, border overflights, Visa Waivers, Transportation Security Administration Waivers, Customs and Border Protection and electronic Advance Passenger Information Systems (eAPIS) notifications, the European Union's Emissions Trading Scheme (EU-ETS), and more.

In addition, Muniz is known as one of the business aviation industry's leading experts on Mexican operations and permits. He has helped operators obtain hundreds of charter and private permits, using his knowledge of the process and leveraging his close working relationship with Mexican civil aviation authorities and airport officials.

Muniz has been asked to share his expertise at many industry events, including the National Business Aviation Association's International Operators Conference along with several regional aviation associations. He has also contributed various guest columns and insights in several industry publications.

**EXHIBITOR
SPOTLIGHT**



Stobart Group, UK

Stobart Group has been investing heavily in the redevelopment of London Southend Airport, once the third busiest airport in the UK, to achieve operational readiness in good time for the London 2012 Olympic Games. Although the airport was busy in the past, not many know of its presence and prime east London location today. Business Airport World Expo 2012 provides a great platform for the

company to showcase the benefits of the airport's proximity and new business aviation facilities and partnerships, not only for the 2012 Games but also for the Thames Gateway, Essex, and the east and City of London areas. Developments are plentiful, including a runway extension, air traffic control tower, terminal, and railway station, and will total more than US\$94 million.

Stand 5024



FACT

The free-to-attend conference features more than 25 speakers

**EXHIBITOR
SPOTLIGHT**

SAAM, France

SAAM is a subsidiary of the Verspieren Group, a French broking firm dedicated to aviation and aerospace insurance. The company negotiates comprehensive coverage for its clients, from business aviation to airlines, and from subcontractors to ground handlers or manufacturers. Its family-owned structure enables it to focus on its clients' needs. The company operates throughout the whole of Europe and the Middle East. The SAAM team will be available during the show to answer any insurance-related questions.

Stand 9008



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EXHIBITOR
INTERVIEW



MARIA SHERIDAN

Senior director, Operations and Government Affairs

Morristown Municipal Airport

Tell us about Morristown

Morristown Municipal Airport (KMMU) is a general aviation airport located 44km west of New York City. With minimal delays in a suburban park-like setting, international travelers will enjoy the easy access through our US Customs and Border Protection facility. Landing at KMMU provides our customers with an expedited transfer to their final destination because we are adjacent to major highways and in close proximity to the railway system.

What will you be showcasing at Business Airport World Expo 2012?

We will be showcasing our close proximity to New York, the availability of US Customs on the airfield, and the convenient access to the Northern New Jersey corporate enclave. We have chosen to exhibit at the event because we believe we found the right audience to promote our airport and location at last year's BAWE, and want to continue getting the message out.

By attending the show, we hope to enlighten exhibitors and attendees to the fact that we are a good option, offering greater convenience and less congestion when flying into the New York area.

What notable achievements has the company had in 2011?

We have been continually improving the airport's infrastructure, providing our customers with a first-class environment that focuses on safety and security.

Over the past few years, the entire taxiway system has been rehabilitated. The project has included reconstruction work to facilitate high-speed turn-offs from the primary runway, thus increasing our airfield efficiency. In 2012, we are conducting a feasibility study for the rehabilitation and/or reconstruction of the primary runway. We anticipate this project will occur sometime in 2016 or later. We will also be redesigning our fuel farm to modernize the facility and capitalize on the newer and more environmentally friendly equipment designs.

Stand 6024

EXHIBITOR
SPOTLIGHT

Finavia, Finland

Finavia Business Flight Center will be attending the exhibition to meet potential new clients and operators. Finavia BFC provides high-quality services 24 hours a day, 365 days a year at Helsinki Airport, where it is the only operator specializing in business aviation. Finavia works in cooperation with private clients

and many operators around the world, its large network of partners enables it to provide a full range of services for its clients. Finavia's location is also ideal for technical stops and crew changes, and its terminal has its own security and passport control. VIP services and ramp access are also available.

Stand 8014



EXHIBITOR
SPOTLIGHT



Butzbach, Germany

Butzbach offers an extensive range of high-quality sliding door systems for aircraft hangars up to a width of 400m and a height of 45m. The door systems offer versatile opening techniques and can be adapted to unusual installation situations. The fact that more than 650 hangar door systems have been installed worldwide speaks for itself. At Business Airport World Expo

2012, the company will present its hangar doors and demonstrate its competence in this area by means of models, animations, and samples. Numerous reference projects will also be illustrated with pictures. Butzbach's plan for 2012 is to expand its market leadership of hangar doors in Europe and to continue its sales success in the rest of the world. **Stand 5036**

FACT

Last year over 2,500 executive jet owners and operators attended the Business Airport World Expo

CONFERENCE SPEAKER
IN FOCUS



MARKHAM JACKSON

Chief executive,

Baltic Air Charter Association

Markham Jackson has had an illustrious career that has taken him to many places around the world. He began his working life in the UK in the traffic department at BOAC (now BA). From there, his career took him overseas working in Palestine, Cairo, and Nigeria. In 1956, Jackson returned to the UK to run Airwork's bookings. He joined BACA in 1980 and has been working with the organization ever since, taking over as chief executive in 2008.

"BACA has about 170 corporate members, of whom about 60 are air charter brokers and another 60 are operators, so we cover the whole spectrum of the air charter market," says Jackson.

"My theme for the presentation is to show how chartering has had to change with the speedy growth of the low-cost airlines. Chartering an aircraft especially for a business trip can be cheaper than using a scheduled airline, and also offers the client the advantages of the lack of queues and the flexibility to fly at whatever time you want," Jackson concludes.

Business Airport World Expo is the place for executive jet owners and operators to meet FBOs and business airports from all corners of the globe

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Meet all of these companies at Business Airport World Expo and its neighbouring shows! *Combined exhibitor list

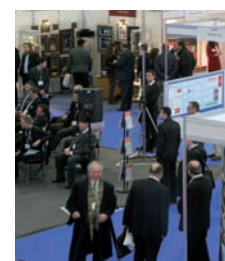
328 Support | 328 Support Services GmbH | 3D Reid | A.T.S.D. (Air Tasking Service Dortmund GmbH) | ABD Airport SpA | ABS Jets | AD LUX | Aero Rep Ltd | Aerolux | Aeronautica | Aeroport Cannes-Mandelieu | Aeroport Lyon Bron | Aero-Sense | Air 4 Sure | Air Link World International | Air Service Basel GmbH | Air Support | AirJet Designs | Airport of Vannes Golfe du Morbihan | Altair Aero Products | Ambassador Jet Center | Amsterdam Software | Anguleme Cognac Airport | Argos Vip Private Handling S.r.l. | ARINC | ATG | Aviapartner BV | AVICON | AviOne | Aviovision | Azure Helicopters | B & W Engineering | Baltic Air Charter Association | Bangor International Airport | BART International | Base Aviation Systems Ltd | BBDC | Bergerac Dordogne Périgord airport | Best Aviation Jobs | Boutsen Aviation | Business Airport Supplier Expo | Business Airport World Expol Business Airport International | Business Jet Interiors World Expo | Business Jet Interiors International | Butzbach GmbH Industrietore | Catherineau S.A.S. | Chalon Bourgogne Airport | Chameleon Products | Champion Door | Cherbourg Airport | Dawson Media Direct Limited | DC Aviation Limited | Defibtech LLC | Delta Aerotaxi | DIAB GmbH | EAS/LEKTRO | Eccelsa Aviation | ECM | Enflight | Equity Aviation Services (T) Ltd | Euraseservices SL | Euro Jet Intercontinental Ltd | European Skybus | EVA International | Evergreen Apple Nigeria (EAN) Ltd | EVO Jet Services | ExecuJet Aviation Group | Executive Aircraft Services | Exeter Airport | FAL Aviation UK Ltd | Falcon Airside Ltd | Farnborough Aircraft Interiors | Finavia Corp | First Class Cars | Flightworx | Flygprestanda AB Performance Engineering | FMC Aviation Services Ltd | Gander International Airport Authority | GDN Airport Services SP.z. o.o. | General Aviation Service SL | Gestair | Glass Deco International | Global Fuel EHF | Goodwood Festival of Speed | Gozen Air Services | Hadid International Services | Harrods Aviation | Hayward Aviation Limited | Heli Riviera | Hermannstadt Express Ltd | Hytena Aeronautics | I M Kelly Aerospace | IAM Jet Centres of the Caribbean | ICCS | IDAIR GmbH | IGS Ground Services | Inflight | Innotech Exeaire Aviation Group | Ionbond | ITT Control Technologies | Jet Aviation Flugzeugwartung GmbH | Jet Support | Jet Support | JETS | Jewers Doors Ltd | John Slowsky - Nautical and Aviation Virtual Illustration | Jordanian Airports for Development & Services (JADS) | Kalogridis | Kingdom Limousines | KLM Jet Center | Kydex LLC | Landmark Aviation | LifePort | Limoges International Airport | LimousinesWorldwide.com | London Southend Airport | Mayotte Airport | Morristown Municipal Airport | MSA | Net Display Systems BV | Newrest | Ocean Sky Jet Centre Ltd | OHS Aviation Services GmbH | Paris Vetry International Airport | PGA Electronic | Port City Air | Powervamp | PPA Group Ltd | Private Catering | Quintessentially Aviation LTD | Rainsford Mann Design Air | Red Box International | Rheinland Air Service GmbH | Rockwell Collins | Rouen Seine Valley Airport | Royal Jet | Royalblue Executive Services | Ruag Schweiz AG | Sabrina Deco | Saint-Martin Grand Case Airport | Satcom Direct | Saudia Private Aviation | Shannon Air Services Ltd | Shannon Airport | Shoreham City Airport | Sky Aviation Services | Sky Services | Skyplan FZC | Skytours Maldives PVT Ltd | Skywoods | SMAC Groupe Montblanc Technologies | SNC-Lavalin Airports | Southair Iceland | Stratajet | Swissport Executive Aviation & PrivatPort | TAG Farnborough Airport | Tanury Industries | Tapis Corporation | Tarbes-Lourdes-Pyrenees Airport | Tarkim Air | Tastefully Yours | The Allen Groupe | Toulouse Francal Airport | Tours Loire Valley Airport | Townsend Leather | TrueNorth Avionics | UAS | Ultimate Jet & Helicopter Magazine | Universal Aviation UK Ltd | Universal Weather & Aviation, Inc. | Verspieren Aviation S.A.A.M. | Vestergaard Company A/S | Vipport | Waaooo! Representation Commerciale | World Fuel Services | Yarwood Leather | ZEPTAIR AG | Ziolkowski Group |

*Combined exhibitor list as at 24 November 2011 ■ Business Airport World Expo ■ Business Jet Interiors World Expo ■ Business Airport Suppliers Expo

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**CONFERENCE SPEAKER
IN FOCUS**

CHRIS MILLER

managing director,

Guggenheim Partners

Chris Miller has more than 23 years' experience in the aviation and human capital arena. He is a managing director, founding principal, and member of the Credit Committee of the Business Aircraft Investment (BAI) Group of Guggenheim Partners. The BAI Group provides capital solutions to the Business Aviation Industry. Miller joined Guggenheim Partners in 2007 as part of a joint venture between Guggenheim Partners and UBS-AG, where he was a founding principal providing operational and transactional oversight on non-recourse financing for new and pre-owned business jets with a focus on medium to long-range aircraft. In recent years, Miller's aircraft transactions and financings have been focused in Europe, Emerging Europe, Asia, and the Middle East.

"The presentation will take an analytical approach in covering the various factors affecting the current and future values of business aircraft. These factors include global economic growth, aircraft deliveries, new technology, availability of financing, and emerging market drivers," says Miller.

FACT

BAWE will cover 2,602m² of exhibition space, making it by far the biggest show in Europe dedicated to showcasing FBOs!

**EXHIBITOR
SPOTLIGHT**


London Oxford Airport, UK

For Business Airport World Expo 2012, London Oxford Airport will be showcasing its benefits for London access during the 2012 Olympic Games and highlighting its development plans for the future. With France having the largest share of Europe's business aviation market, the airport will be reminding that region of the ease of access and great value of London Oxford.

London Oxford continues to evolve as the fastest-growing London option for business aviation with continued investment in its facilities. The airport has invested US\$40.2 million in the past five

years, with hangar space increasing by 80%, construction of a new main runway and an award-winning FBO terminal, along with the installation of an instrument landing system and a state-of-the-art radar system. With a recently extended runway, longer opening hours than many of its peers and enhancements such as Cat 6 RFF and pet importation approval, London Oxford has attracted several engineering and charter operators with its lower costs and ease of access. The airport now has 35,000m² of jet parking area in readiness for the 2012 Olympics.

Stand 1026
**EXHIBITOR
INTERVIEW**

SEGUN DEMUREN

managing director,

Evergreen Apple Nigeria
Tell us about Evergreen Apple Nigeria.

Evergreen Apple Nigeria (EAN) owns the first integrated hangar, FBO, and maintenance center for private jets in Lagos, Nigeria. We opened our doors in July 2011, offering VIP services, ground handling, dispatch, and line maintenance in our dedicated hangar, with technical partner Maintenance Center Munich (MCM). The facility also includes a dedicated crew lounge, penthouse restaurant called Wings, and en-suite short-stay accommodation for those who want a few hours' rest, a quick shower, or to spend the night. The idea is that you do not have to leave our facility unless you want to.

What will you be showcasing at BAWE 2012?

Planning a trip to Nigeria or anywhere in the region can be a stressful one and as the first ever fully functional FBO in Nigeria, we will be projecting information about our facility and the services we provide. Pricing for jet travel in the area has never been transparent and EAN is bringing transparency that will restore customer confidence and make them feel at ease. We will have interactive facilities at our booth so that visitors will be able to instantly get quotations based on their requirements. We will also be showcasing the beautiful culture and warmth of the Nigerian spirit. Visitors will leave confident that they can do business in Nigeria. More importantly, we never collect cash on the ground and don't bill passengers until every service has been fulfilled and the aircraft has departed.

What's your latest development?

The core of EAN is EAN Aviation Ltd, a separate company that handles the operations of the FBO and maintenance services. We now have MCM as a technical partner handling all maintenance, with our EASA certification of our facility in view. We are in talks with a couple of international brand-name FBOs that want to collaborate on branding, handling, and flight operations services.

We've also recently installed baggage scanners and archway body scanners at the VIP lounge to offer 24/7 immigration and customs service take-off and arrival at our facility – something that has until now not been possible for private jet users coming into Lagos.

Finally, we have just started up another company, EAN Aerofleet. This will provide aircraft sales and management to cater to the growing demands of in-country clients who now have the confidence that there's a home from which they can operate. **Stand 6015**

How to register

To register for your free official entry badge to Business Airport World Expo 2012 visit:
www.businessairportworldexpo.com

GETTING THERE

Arriving by air

Cannes Mandelieu Airport is the local business airport. The 1,500m², fully air-conditioned terminal building houses many services that are available seven days a week.

Nice is the nearest commercial airport to Cannes, and there are a variety of ways to transfer.

Rail: There is no railway station at the airport. A taxi is convenient but

very expensive. A pre-booked airport transfer is a cost-effective alternative to a taxi.

Boat: An alternative is to take a power boat or helicopter. Both of these modes of transport can be less expensive than you might expect.

Venue: Palais des Festival et des Congres de Cannes, La Croisette CS 3005, Cannes Cedex, 06414, France.
www.palaisdesfestivals.com

The high life

Business Airport International talks to Umberto Vallino,
marketing and statistics manager at Cannes-Mandelieu Airport

Tell us about the business aviation facilities offered in the French Riviera?

The French Riviera is the region spanning from the Italian border eastwards to the St Tropez area. Airports include Le Castellet, Toulon-Hyeres, St. Tropez-La-Mole, Cannes-Mandelieu, Nice Côte d'Azur, and Villanova d'Albenga. Nice and Cannes welcome more than 70% of the business traffic between them.

At Nice-Côte d'Azur, business aviation is handled in a brand new general aviation terminal, in which three handlers/FBOs (Swissport Executive, Landmark Aviation, and Aviapartner/Signature) look after travelers.

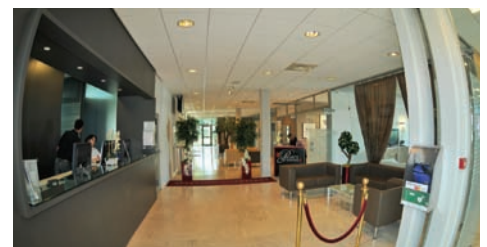
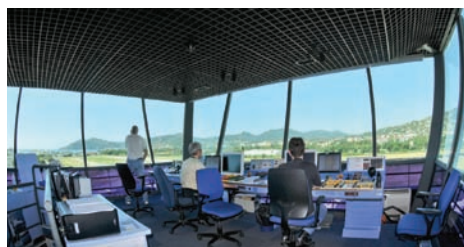
In Cannes-Mandelieu, the airport operator (SaACA) provides all services for general aviation, including handling. The airport is limited to aircraft up to 22 tons maximum take-off weight and closes at night. Cannes-Mandelieu has 15 hangars (17,000m²) for based aircraft and a new office space has also been built.

What are the recent developments or investments?

In Nice, a new general aviation terminal dedicated to business aviation has been built between terminals 1 and 2. The parking areas have been refurbished and 21 new stands have been created. In Cannes, a complete refurbishment of the main parking area is in progress (scheduled for completion in January 2012), providing a power supply for electrical GPU at every stand. A new business aviation hangar opened in January 2010 and a recently refurbished business aviation area with crew and passenger private lounges can now be found in the main terminal.

Are any future developments planned?

In Cannes, the construction of a new 4,250m² hangar with juxtaposed offices will start in spring 2012. The project at Cannes will add a total of 15,000m² to the actual hangar surface. Also 6,500m² of office space is also planned so we are looking for companies wanting a base on the Côte d'Azur.



What kind of business aviation passengers travel to the area – business or pleasure?

As businessmen work all year round, most of our passengers are business passengers. Due to the proximity to Monte Carlo and the various conventions held in Cannes and Nice, the ratio of business to leisure passengers is 60/40.

What are the landing/parking fees? What times do the locations operate and how easy is it to organize slot allocation?

Landing fees for a 22 ton maximum take-off weight aircraft are €300 in Nice, €245 in Cannes, and €400 in Le Castellet. Parking in Cannes is 50% of landing fees per additional day, and Nice is 100% of landing fees per additional day.

Nice airport is open 24 hours a day, and Cannes airport is open from 08:00 to sunset in summer and 08:00-20:00 in winter.

In Nice, business aviation customers have to apply for airport slots, but there are usually no problems as the capacity is 21 aircraft per hour. In Cannes-Mandelieu, you don't have to apply for an airport slot, however the French Civil Aviation has fixed its IFR capacity at four arrivals and five departures per hour. We are currently working to increase arrivals to six per hour and a new arrival procedure has been installed.

How important is business aviation traffic to the French Riviera?

Business aviation is extremely important in this area. In 2010, business aviation traffic in Nice and Cannes represented almost 30% of traffic. Tourists coming to the Côte d'Azur fantasize about nice houses, hotels, cars, and yachts – they are looking for glamour. Business aviation travelers live out these dreams. ✈

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Free-to-attend conference

Wednesday, February 22

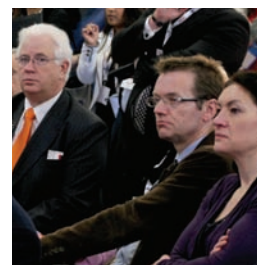
Moderated by Mark Huber,
freelance business aviation writer

- 10:00 The business aircraft valuation cycle
Chris Miller, managing director, Guggenheim Partners
- 10:25 Ready, set, stop... improving the completions process
Richard Warren Roseman, owner/director, RWR Designs.com
- 10:50 Business jet interiors and their impact on aircraft resale value
Oliver Stone, managing director, Colibri Aircraft
- 11:15 How to get the best fuel deals
Craig Scolding, fuel manager, Flightworx
- 11:40 Designing interiors for the charter market
Tim Callies, head of Comlux Creatives
- 12:05 A look at slot allocation during the 2012 London Olympic Games
Lee Campbell, managing director, Airport Coordination Limited
- 12:30 Business aviation catering – why you need to think differently
Daniel Hulme, managing director, Alison Price on Air
- 12:55 Business jet interiors: cultural insights for unchartered opportunities
Magnus Aspegren, director of BMWDesignworks' Singapore studio
- 13:20 Preparing for emerging regulations, including EU-ETS and SMS
Juan Muniz, senior regulatory specialist, Universal Weather and Aviation
- 13:45 IFE and CMS technologies and trends
Andrew Muirhead, CEO, IDAIR
- 14:10 The role of the product definition team in the completion phase
Sandra Henry, business unit leader for design, visualization and customer experience (business aircraft) at Bombardier's Global Completions Center
- 14:35 The outfitting marketplace. An outlook on service providers and their offerings
Jean Sémiramoth, chief operating officer, Altair
- 15:00 Business aircraft recovery – are we there yet?
Phil Jordan, managing director, Business Air International
- 15:25 TBA
Boeing Business Jets
(speaker TBA)

Thursday, February 23

Moderated by Mark Huber,
freelance business aviation writer

- 10:00 Past and future cabin design
Paul Priestman, director, Priestmangoode
- 10:25 Business aviation in the French Riviera: past, present and future
Umberto Vallino, marketing manager, Cannes-Mandelieu Airport
- 10:50 Thinking outside the box
Edese Doret of Edese Doret Industrial Design
- 11:15 Shannon Airport – a new center of excellence for business aviation
Joe Buckley, technical traffic development director, Shannon Airport
- 11:40 Chartering in a swiftly changing aviation scene
Markham Jackson, chief executive, Baltic Air Charter Association
- 12:05 Designing for the Chinese aviation market
Jean-Pierre Alfano, creative director, AirJet Designs
- 12:30 OEM design factors – modularity, mock-ups, and brand identity
Andrew Fulford, manager of design operations, Gulfstream
- 12:55 Airbus Corporate Jets – space that goes a long way
David Velupillai, product marketing director, Airbus Corporate Jets
- 13:20 Safety management systems for airports and FBOs
Paula Kraft, managing director, Aviation Catering Consultants
- 13:45 VIP helicopter interior design
Patrice Royer, business and private aviation director, Eurocopter
- 14:10 Applying lessons learnt from yacht design when designing VVIP aircraft
Jim Dixon, director of aviation, Andrew Winch Designs
- 14:35 Brazilian aesthetics in business jet cabin design
Marcelo Teixeira of Studio Marcelo Teixeira
- 15:00 Bridging the gap between design and engineering
Elisabeth Harvey, head of Jet Aviation Basel's interior design studio
- 15:25 Designing the 21st century
Ross Lovegrove, director, Lovegrove Studio



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and while in Cannes...

Discover new interior designs and technologies!

BusinessJet *interiors* WORLD EXPO

Business Airport World Expo 2012 will be co-hosted with the Business Jet Interiors World Expo 2012 – the only international exhibition dedicated to showcasing the very latest in executive jet and helicopter interior design and technologies to a global community of executive jet owners, operators, and completion centers.

Visitors to this event can expect to see the very best seating, catering services and equipment, flooring materials, entertainment systems, lighting, materials, and design houses – everything that goes into creating bespoke, world-class business aviation cabins. Almost 60 exclusive interiors suppliers are expected to exhibit their latest designs, concepts, materials, and technologies, making the expo the ideal event for those involved in specifying or designing executive jet cabins.

Exhibitors include Farnborough Aircraft Interiors (stand J4006), highlighting its interior



replacement and repair services for fixed- and rotary-wing aircraft. Offerings include interior design, seating, lining panels, carpets, seatbelts, metal finishing, soundproofing, exterior painting, leather restoration, interior and exterior cleaning, and carpentry.

RMD Air (stand 3010) will be exhibiting its new interior design concepts for Boeing and Airbus interiors, such as a beach house-style interior for a Boeing Business Jet 1. It will also showcase its refit and re-rag solutions for smaller jets, and will unveil a new range of exterior livery designs.

Meanwhile, IDAIR (stand J2006) will promote its capability to provide highly customized IFEC and CMS systems for VIP customers and commercial airlines. IDAIR offers seamlessly

integrated IFEC and CMS incorporating the latest technologies, such as high definition, digital rights management, wireless and wired Ethernet, passenger device integration, iPhone/iPad applications for system control, and much more.

Finally, TrueNorth (stand 3028) will display the Stylus, a multilingual telecommunications handset. The all-digital handset is designed for large-cabin aircraft, and can be programed for use in any language, including those with distinct character sets like Chinese, Japanese, Russian, and Arabic. Available in either wired or wireless configurations, its menu-driven operating system lets passengers perform voice, data and fax operations with the touch of a button.

www.businessjetinteriorsworldexpo.com

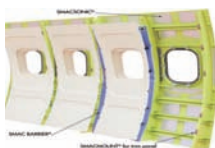


Exhibitor in focus: 328SSG, Germany

328SSG will highlight a selection of its interior conversion and refurbishment capabilities, including its partnership with top designer Robin Dunlop of CTM Design. The company offers conversions on any small to medium/

large aircraft, as well as boats, at its completion centre near Munich in Bavaria, Germany. The company argues that taking a second-hand aircraft and giving it a makeover can prove a more cost-effective way to purchase a VIP cabin than paying for a brand-new aircraft and modifying it. 328SSG has also completed VIP galleys for A340s and has its own pull-test rig on-site for proving monument stresses and loads prior to certification.

Stand J1002



Exhibitor in focus: SMAC, France

SMAC will present a full range of soundproofing and vibration-reduction materials, including Smacsonic and SMAC Barrier. Smacsonic is a skin-damping range developed to reduce vibrations and induced noise created by a light

structure. SMAC Barrier is a very dense acoustic barrier designed to remain very flexible even at low temperatures, while offering fire resistance. SMAC says SMAC Barrier is easy to integrate, either in thermal blankets or as a standalone solution behind composite panels. It is available in several thicknesses and densities. SMAC's customers include Airbus, Alenia Aeronautica, Antonov, Boeing, C&D Zodiac, CEA, CNES, Dassault, EADS, Embraer, Eurocopter, MBDA and Thales.

Stand J4010

Exhibitor in focus: Sabrina Monte-Carlo Déco, Monaco

Sabrina Monte-Carlo Déco, a design company based in Monaco and Saint-Jean-Cap-Ferrat, will present its capabilities, having worked on prestigious megayachts, houses and aircraft. In collaboration with designers, Sabrina Monte-Carlo Déco provides fine items such as tableware, linen and other accessories.

Tableware and linen brands it has supplied include Saint-Louis, Baccarat, Cristal et Bronze, Odier, Georg Jensen, Robbe & Berking, Ercuis, Meissen, Royal Crown Derby, Raynaud, Bernardaud, JL Coquet, Médard de Noblat and Gien. Accessories come from companies such as Cristal et Bronze, Riviere and B-home interiors; while Pratesi, Valombreuse and Michela Nicoli provide cashmere and linen.

Stand J2002



Exhibitor in focus: Ionbond, Switzerland

Ionbond will showcase its decorative and wear-protective PVD coatings. The company offers an extensive range of standard colours across a spectrum of metallic looking finishes under the brand name Decobond (pictured). Custom colours can also be developed. Ionbond says Decobond coatings offer durability, scratch and scuffing resistance; are tarnish and fade resistant, odourless, hypoallergenic, lightweight, chemically inert, non flammable and easy to clean.

The Decobond PVD process can be applied to a variety of materials like titanium, aluminium, die cast, stainless steel and plastics (ABS).

Stand J5002



Exhibitor in focus: PPA, UK

PPA will promote its manufacturing and refurbishment services. Past projects have included A340-600 and Boeing 737 aircraft. PPA can oversee interior manufacturing of galleys, vestibule cabinets, tables, bulkheads, wardrobes, IFE

housings, fibreglass structures, monuments, sidewall and credenza units, vanity cubicles, Corian for sinks and worktops, interior cabinets, hard woods and veneers, composite floor panels and vacuum-formed panels. The company's large-capacity vacuum forming facility and range of large and small vacuum form machines enables multiple tool loading. PPA also provides covers for a wide range of aircraft, and for Nacelle engines.

Stand J4002



Exhibitor in focus: IDAIR, Germany

IDAIR will promote its capability to provide highly customised IFEC and CMS systems for VIP customers and commercial airlines. The company was formed in April 2011 as a joint venture between Lufthansa Technik and Panasonic Avionics

Corporation, and is headquartered in Hamburg, Germany.

IDAIR offers seamlessly integrated IFEC and CMS incorporating the latest technologies such as high definition, digital rights management, wireless and wired Ethernet, passenger device integration, iPhone/iPad applications for system control and much more. IDAIR also offers a satellite broadband internet and TV solution with global coverage along with the option of mobile telephony. Beyond communication offerings, a vast array of entertainment content can be provided to customers looking to maintain a media library on board.

Stand J2006

Exhibitor in focus: I M Kelly Automotive, UK

I M Kelly Automotive will highlight its core businesses – manufacturing interior component modules, seat covers in leather and textiles, carpets and trim parts in a range of materials as well as sourcing specialist components such as wood veneer and gold plating.

The company was established in 1975 and is especially known for supplying automotive leather trim. I M Kelly Automotive was instrumental in the development and launch of luxury interiors for the Aston Martin DB9 and V8 Vantage models, which it continues to supply today, as well as carrying out specialist interior component manufacture for Jaguar Land Rover, McLaren and BMW. The I M Kelly Aerospace division was established three years ago following a successful premium-economy seat build programme and has become a key supplier to a number of OEM seat manufacturers and a second-tier supplier to major airlines.

Stand J2004

Exhibitor in focus: Boutsen Aviation Design, Monaco



Boutsen Aviation Design will highlight its ability to refine cabin comfort and elegance – paying attention to every little detail, even

those not actually seen at first glance. No matter if the aircraft is a six-passenger light jet or a 26-seat very large business or corporate jet, the company says it knows how to make it cosier.

Boutsen Aviation Design has teamed up with famous luxury brands in porcelains, glassware, cutlery, bathroom essentials and accessories. They were selected based on the most stringent criteria of quality, elegance as well as sustainability. Most of these companies were established several centuries ago.

Boutsen Aviation Design also provides tailor-made table and bed linen. The company says its workshop is equipped with state-of-the-art machinery that means it can provide virtually any embroidery on almost any fabric. It can also engrave plates, glasses and cutlery to the owner's arms, name or aircraft registration.

Stand J5014

1 Musée de la Castre.

This medieval castle is located on the hills of Le Suquet (the old town) and belongs to the Lérins monks. Overlooking the famous Promenade de la Croisette, the bay and Iles de Lérins, the museum offers fantastic sights of Cannes and provides an insight into its impressive history. The museum collections include objects from Oceania, the Himalayas, and the Americas, while the 12th century Saint Anne Chapel offers a selection of musical instruments from all over the world. Three rooms are dedicated to the Provencal and local paintings of the 19th century, and these open out onto the museum's courtyard and the 12th century square tower. The Musée de la Castre is open Tuesday-Sunday 14:00-17:00 between October and March, and costs €3.20 (US\$4.30) for adults.

2 Palm Beach Casino.

This place offers all the traditions of the casino, with the added benefits of stylish architecture and luxurious surroundings. Alongside the usual slot machines and poker tables, guests can also enjoy a meal in the casino's 1929 restaurant, party the night away in its nightclub, and enjoy cocktails on the terrace overlooking the sea. The casino provides helicopter access for its A-list patrons. Open 20:00-03:00, seven days a week during the winter,

Top 5 things to do in Cannes

this is one of the most stylish places to be seen in Cannes, so dress to impress!



3 Day trip to Grasses.

Described as the 'home of perfume', Grasses is 18km inland from Cannes and features more than 30 perfumeries. The town also features the Musée International de la Parfumerie, as well as an interesting old town with a number of historic attractions.

Fragonard is one of the oldest perfume factories in Grasse and has been in production since 1782. It offers free guided tours in a number of European languages and is open 09:00-18:00, seven days a week. Galimard also offers free guided tours, allowing visitors to view its collection of museum pieces and antique production equipment. The factory is open daily.



4 Musée de la Mer.

Off the coast of Cannes, on the Isle of Saint-Marguerite, the Fort Royal overlooks the sea on the edge of the pine and eucalyptus forest. Built in the 17th and 18th centuries, it served as a state prison then, after the French Revolution, as a military prison. The Musée de la Mer in the Fort's main building houses the ancient Roman cisterns, the cell in which the Man in the Iron Mask was kept, and the Huguenot memorial, as well as collections of archaeological remains found in the sea. Boats depart from the maritime station between 10:30-13:15 and 14:15-16:45 daily between October and March, and entrance to the museum is free.

5 Marché Forville.

This lively fresh produce market is open 07:00-13:00, Tuesday to Sunday, is free of charge, and is the place to go for top-quality local produce. Situated in Cannes la Bocca (the main quarter of Cannes), this famous market is said to be frequented by some of Cannes' best-known chefs, as well as the town's mayor. Described as the best Provencal market in the area, Marché Forville offers a wealth of foods.

**Business
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STAND 1010



First-class service

Business Airport International talks with Michael Sattler, head of RUAG Business Aviation, about the company's aircraft maintenance offerings



RUAG's Business Aviation division offers aircraft painting and cabin refurbishment services

Facts and figures

Activities: maintenance, repairs, reconditioning, modifications, upgrades, and interior/exterior renovations of business and executive jets

Head RUAG Business Aviation: Michael Sattler

Number of employees: 350 (approx.)

Sites: Emmen (headquarters), Bern-Belp, Geneva, Lugano-Agno (CH), Oberpfaffenhofen (D)

Authorised service center for: Bombardier, Cessna, Dassault Falcon, Embraer Legacy, Hawker Beechcraft, Piaggio P180 Avanti and Pilatus PC-12

What services can RUAG Aviation offer in the client segment of business and executive jets?

The Business Aviation division focuses on selected aircraft types and services. In the specialized competence centers at the company's sites in Geneva, Bern-Belp, Lugano-Agno (all in Switzerland) and in Oberpfaffenhofen (Germany) it offers specific services for a demanding clientele.

What do these services consist of?

They consist of maintenance of aircraft and engines, repairs and overhauls of engines and engine components, repairs and retrofitting of plane cabins, upgrades and modifications of cockpit avionics, as well as the painting of complete aircraft. We offer this work for practically all types of manufacturers, including Bombardier, Cessna, Embraer (Legacy), Dassault, Pilatus (PC-12), Hawker Beech and Viking (Twin Otter). At Geneva airport we also provide a complete passenger service and aircraft ground handling, including fueling and de-icing.

Who are the main clients?

They are composed of private clients, companies and groups, and they also include governments. Many of our clients own either a single aircraft or a small fleet, so they expect top-quality service, a high degree of flexibility in planning, and on-time delivery. Providing top service and creating personal relationships are an absolute must in our business.

Are there any new services on offer in the RUAG portfolio?

In our Centre of Excellence in Oberpfaffenhofen we are now offering cabin refurbishment and aircraft painting. We have been able to recruit specialists from the finishing sector for VIP aircraft and offer, together with our Austrian partner List Components & Furniture, high-quality upgrades of cabin fittings, including exclusive products such as stone floors. In the state-of-the-art paint shop in Oberpfaffenhofen, we can also equip all business jets with high-quality VIP paintwork.

In addition to the classical maintenance business, the development of strategic

partnerships now plays a central role as we aim to position ourselves more strongly in the market and to further develop the strategically important aspects of interior fittings and modifications – for example in the areas of avionics, in-flight entertainment systems, or satellite communications.

Are there any interesting projects that have been completed recently?

There are two projects that I would like to mention. The first is the five-year general overhaul with D-Check of a DHC-6 Twin Otter, carried out for the first time in Bern-Belp. This involved replacing the aircraft's cabling, reconditioning both wings, and overhauling the cabin and cockpit fittings, as well as the undercarriage and various aircraft components. Finally, a new coat of paint was applied.

The second project is a 10-year check on a Bombardier Global in Oberpfaffenhofen. In



"Providing top service and creating personal relationships are an absolute must in our business"

Michael Sattler, head of RUAG Business Aviation

addition to the 8C-Check, the interior fittings were completely replaced and the aircraft freshly painted – all within an immobilization time of only 12 weeks.

What do you see as the greatest challenges in the near future?

The number of aircraft will increase in the next few years, and consequently aircraft manufacturers can expect a high demand for maintenance services. We want to satisfy this demand with the most modern infrastructure and qualified technical specialists. In addition, clients expect an increasing degree of availability of their planes; this means faster processing times, as well as equivalent or improved quality. Here, too, we are challenged as a maintenance operation. At the same time, these challenges are a big opportunity for us. With top-quality service and an internally implemented 'operational excellence' approach, we want to forge a competitive advantage for ourselves. And another thing worth considering is that quality from Switzerland has a price – but it is worth it!

What does the future hold for RUAG Aviation?


I am convinced that the Business Aviation division of RUAG Aviation will see further successful development. With the planned expansion of the network over FBO and MRO, we are striving for solid growth and larger market shares. 

As a trained aerospace engineer and graduate of the University of the German Federal Armed Forces in Munich, Michael Sattler is very familiar with the civil and military aviation sector. As a short-service soldier and technical officer he worked for six years in cross-border projects for NATO, together with colleagues from 16 nations. Here he learned a lot about operational scheduling, quality assurance, and the servicing of military aircraft. He knows the business of private and business jets from his 15-year spell with Jet Aviation, where his most recent position was senior vice-president for maintenance operations in Basel. Prior to this, he and his team successfully managed the turnaround of the Jet Aviation subsidiary in Singapore within 12 months.



Heaven to rent

Using a rent-a-jet service makes a journey easier for executive passengers

 Flying can be tiresome for executive passengers. There is the searching for a parking space at the airport, waiting in line at check-in, delays, cancellations, and having to change flights just to get to your destination.

FAI rent-a-jet AG of Germany is one of the leading European business jet operators with a fleet of 20 business jets. Founded in 1986 as an air ambulance specialist, the company now uses its expertise in the executive jet charter business, too. It offers an exclusive charter service centered around the client's timetable, providing maximum flexibility when setting up important meetings and appointments. FAI's fleet of executive jets provides clients with

maximum comfort and safety. The company holds an Air Operator Certificate (AOC) issued by the German CAA on behalf of the European Civil Aviation Authority, operating strictly under EU-OPS I regulations, which reflect the highest safety standard in the aviation industry.

FAI has three Learjet 60s, two Challenger 604s, two Global Express', and one CRJ200, dedicated for worldwide executive charter. Together with its long-term United Nations Charter contracts and air ambulance services, the company operates one of the largest Learjet fleets in the world.

All aircraft are equipped with satcom; the wide-bodied jets (Challenger 604, Falcon,



FAI rent-a-jet provides first-class comfort and catering throughout its fleet of jets



and Global Express) also have WLAN and fax machines. All jets come with state-of-the-art entertainment systems as well as highly experienced and friendly flight attendants and first class catering.

Clients can get their flight quotations from FAI's charter sales department within half an hour, 24 hours a day, seven days a week.

Aircraft maintenance

FAI holds a Maintenance Certificate issued by the European Aviation Safety Agency, which allows it to fully maintain its fleet in-house. The FAI Technik Division is key to the company's dispatch reliability, which is far above the industry average.

FAI's Operation Centre at Nuremberg International Airport, Germany, is on standby to answer clients' inquiries 24 hours a day, seven days a week. Multilingual staff are always on hand and promise to deal with pricing enquiries within 30 minutes.

FAI employs approximately 120 people at its home base in Nuremberg, of whom 35 work in the dedicated maintenance center.

Company history

Founded in 1986, FAI (Flight Ambulance International) rent-a-jet was originally a 100% subsidiary of a private club under the company name of IFA-Flugbetriebs GmbH.

In 1989, the private club sold the company using an outsourcing process and the company name was changed to FAI. Axtmann Family Holdings owned the company and it became fully independent.

In 1991, FAI took over the GRUNDIG Flight Department during another outsourcing process and for many years FAI was busy in different sectors of the general aviation market, such as air ambulance, executive charter, maintenance and aircraft leasing.

Since 2001, when FAI acquired its first two Learjet aircraft (Learjet 35A and Learjet 55), the company has been concentrating on the air ambulance business, but still also pays great attention to its executive clients, which include some Formula 1 teams.

In 2008, the Axtmann family sold a 49.9% stake in FAI to MIG Aviation Holdings Ltd of Nicosia, Cyprus, a 100% subsidiary of MIG

Marfin Investment Group Holdings SA of Athens, Greece, which is not only the largest investment group in Greece but also one of the largest in Eastern Europe.

Since 2009, when a factory-new Falcon 900 DX EASy joined the fleet, FAI rent-a-jet has expanded the activities in executive travel by adding two Global Express', two Challenger 604s and a CRJ 200 to the fleet.

Besides FAI's main base in Nuremberg, the company maintains line stations in Dakar in Senegal, Abidjan in Ivory Coast, Entebbe in Uganda and El Fasher in Sudan. Towards the end of 2011, the company opened another line station in Dubai, demonstrating the ever-growing market around the globe.


FAI moved into new company-owned facilities at Nuremberg Airport in 2011. The €10 million investment includes a 6,000m² state-of-the-art hangar plus an air-conditioned office building workshop. A rooftop 100kWp solar powerplant ensures that both the hangar and the office operations are carbon neutral – a first at a German airport. ☺

www.rent-a-jet.de



Perfect fit

Munich Executive Airport is quickly becoming a preferred destination for business aviation professionals visiting the Bavarian city

 Munich Executive Airport in Oberpfaffenhofen, Germany, is situated 20km southwest of Munich and is linked to the city by the A92 highway. The airport provides easy access to Munich and serves as a gateway to the heart of Bavaria. With its 7,500ft runway and full ILS capability, the airport offers business aviation professionals an ideal alternative to the international airline-oriented hub, Munich Airport.

Rheinland Air Service (RAS), a leader in the aviation industry for 40 years, has operated the airport's business aviation terminal since mid-2009. Since taking over, RAS has enhanced the facility, including recently investing in two recreation rooms for pilots and crew. The on-site RAS team offers its clients a range of handling activities and complete FBO services.

"Business aviation has quickly come to rely on the exceptional services and convenience of Munich Executive Airport," says Johannes Schaesberg, RAS chairman and CEO. "RAS and its partners at the airport offer outstanding passenger services and crew comforts, along with expert aircraft maintenance."

**Business
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Maintenance center

RUAG Business Aviation, which celebrated its 30th anniversary in 2011 as a leading service center for Bombardier, has a large MRO center at Munich Executive Airport.

"The team spirit between Bombardier, the customer, and RUAG is the success factor," says Ulli Gehling, head of RUAG's Business Aviation Service Center. "It provides the best service and customer-orientated solutions."

In addition to Bombardier, RUAG Business Aviation is an official OEM Partner and Authorized Service Center for Cessna, Dassault, Embraer, Hawker Beechcraft, Piaggio, and Pilatus. RUAG's experienced staff is ready to address customer needs at its service centers in Munich, Geneva, Lugano, and Berne.

The Munich RUAG center focuses on maintenance services, especially heavy maintenance, but also offers many value-added services. These services include cabin refurbishment and complete aircraft interior redesigns, and electronics services, including in-flight entertainment systems and upgrades, Satcom installations, and avionics systems. RUAG's one-stop shop capabilities are completed by its VIP aircraft painting services.


"Customers like our Munich Executive facility for its convenience," adds Gehling. "But they also like us for our quality, competence, and total customer-service orientation."

As part of this customer focus, in September 2011 RUAG officially opened a new customer lounge at the airport. Designed in the form of a superbly equipped, modern aircraft cabin, the new lounge provides a luxurious experience for RUAG customers at the airport.

Complete support services

In addition to its convenient location and RUAG maintenance center, Munich Executive Airport offers complete handling and support services from RAS and its partners. RAS is responsible for aircraft de-icing, Follow-Me solutions, and a full ground power AC/DC service. In cooperation with partner PAC, RAS also offers a professional aircraft valet service. In addition, marshaling and push-and-pull services are available. From first-class catered meals to hotel or limousine arrangements, all visitors to Munich Executive Airport are treated royally by RAS.

Dedicated to business aviation, the airport includes a VIP passenger and crew lounge, conference and briefing rooms, rest facilities for crew, and much more. Hangar parking is available on request, and is capable of handling aircraft with tail heights of up to 7m. A 6,000m² hangar provides excellent short- and mid-term parking. The airport also boasts direct ramp access and no airport slots.

"Munich Executive Airport is becoming the premier destination for business aviation," concludes Schaesberg. "This airport's convenience and capabilities make it perfect for business aviation." 

www.ras.de / www.ruag.com



Easy does it

With an ever-expanding network of ground-handling facilities across Europe, Aviapartner is making its passengers' lives easier than ever

A leading European independent provider of ground-handling services across 35 airports in Belgium, France, Germany, Italy, and the Netherlands, Aviapartner offers a range of services to private, passenger, and cargo airlines, including ramp handling for 300,000 aircraft movements and cargo handling for around one million tons of cargo each year.

The group has been recognized with numerous quality certifications and airline awards, and was the first multistation European ground handler to be ISAGO registered; this was in January 2010 at Amsterdam Schiphol-Oost. Today, it is the first handler on the ISAGO registry in every country in its network.

Executive service

Aviapartner provides ground-handling services to operators and executives who rely on corporate and private jets. It delivers a personalized service for passengers and crews, and its network operates out of 18 stations in five countries, offering: domestic and international handling; fast turnarounds; passenger and crew assistance;

airport and airway slot coordination; flight planning and weather notifications; traffic rights and landing permits; aircraft charter reservation; catering arrangements; hotel and restaurant reservations; limousine and car rental; customs and immigration assistance; aircraft charter reservation; and fueling and fueling arrangements.

Aviapartner Executive is active as a full FBO service provider with dedicated teams in Amsterdam, Bordeaux, Marseille, and Nice. In the other stations, services and facilities provided vary from passenger/crew transportation and ramp assistance to hangar services.

Aviation network

Nice is the largest of Aviapartner's executive stations. The facility boasts elegant décor with a large VIP lounge and a separate crew lounge and rest area in the general aviation terminal. A third crew lounge is located at the quick-turn parking area, and this offers a short stopover facility for the crew, right next to the airplanes. During the peak season, Aviapartner Nice has a forward-planning team dedicated to booking

and arranging slots and parking with the airport authorities on behalf of customers. Dedicated fuel trucks are available, enabling pre-advanced bookings to speed up the fueling process.


Aviapartner also offers a full FBO service in Marseille, Bordeaux, and, most recently, Amsterdam – the latter opening in September 2011. This presence means that corporate and private aviation customers now finally have a choice of FBO. Services at these airports include crew and VIP lounges, a hangar (Bordeaux) and a crew shop (Schiphol-Oost).

Executive handling services are offered by stations in Toulouse, Strasbourg, Venice Marco Polo, and Hanover. VIP lounges, serviced by committed and dedicated staff are already available at the first three stations, with a dedicated crew lounge opening in January 2012 at Hanover.

The company has been present at Ostend-Bruges International Airport for many years; the airport is convenient for customers visiting the Belgian coast, Bruges, or Gent. It has an easy security and immigration process and a short distance between the passenger drop-off point and the aircraft. Aviapartner offers executive handling services, including crew and passenger transfer on the apron using a dedicated van.

The company is expanding its presence in Italy in 2012 by adding Catania-Vincenzo Bellini Airport to the network, and in Turin a new FBO with VIP lounge will open in January 2012 in the new general aviation terminal.

The company is also present at La Rochelle, Linate, Lyon-Bron, Palermo, Nantes Atlantique, and Saint Nazaire Montair, where it offers ramp-handling services including passenger and crew transportation. Amsterdam, Hanover, Lyon, Milan Malpensa, Marseille, Nice, Turin, and Venice are all ISAGO-certified stations.

Aviapartner Executive will be present at Business Airport Expo on stand 6006. 

www.aviapartner.aero/en



Aviapartner's VIP lounge at Amsterdam Schiphol-Oost

At your service

Finavia Business Flight Center at Helsinki Airport has the skills and services to deal with more than just technical and crew change traffic



Finavia offers a number of services at its business flight center including de-icing and winter maintenance

Business aviation in Finland has grown rapidly over the past two years and as a result Finavia Business Flight Center (BFC), based at Helsinki Airport, has become a popular pit stop for business flights between the east and west.

BFC operates from its own terminal and is the airport's only handler specializing in business jets. Helsinki Airport's high-quality service, three runways, world-class winter maintenance facilities, excellent location, and 24-hour full credit service are some of the key advantages for business jet operators to consider when choosing locations during their flight planning process.

BFC offers operators a well-coordinated technical stop that can minimize the time spent on the ground. This means the customer experiences a smooth and efficient journey, saving valuable time. BFC has its own terminal with 10 parking stands. FBO manager, Sami Simola, reveals there are plans to build additional parking stands and a new hangar to complete the handling service.

Another important consideration is that Helsinki Airport offers good connection flights

for crew members, serving more than 130 destinations around the world.

Along with the usual traffic traveling through the BFC, such as planned technical stops and crew changes, there have been some interesting cases where operators have used Helsinki in a very different way.

Simola recalls a particular case a few months ago: "We got a call from an operator saying that they were experiencing trouble in getting flight permission to travel in Chinese airspace. The airplane was already flying over Russia when the operator made the decision to divert to Helsinki in order to get their customers to their final destination on time."


In this case, the main challenge was to deal with the flight because the diversion occurred at the busiest time of the day. "The operator booked its customers on a Finnair flight to China and emailed e-tickets to our coordinator," explains Simola. "We made the necessary arrangements and ordered transportation and VIP escort for the passengers. There was not much time, but the passengers made it onto the flight."

"After getting the customers on their way, we then started to help the crew with hotel bookings and flight arrangements. It was very rewarding for the coordinator that he could help in such a difficult situation," Simola adds.

New slot system

Helsinki Airport handles more passengers every year and its number of operations is growing fast. As a result, Finavia has introduced a new rule to be published in AIP Finland, stating that every flight into and out of Helsinki must have a handling agent to get an airport slot. Handling agents must be approved and authorized by Helsinki Airport.

FBO supervisor Erik Lindholm has worked at BFC for more than 10 years and he sees the new system as a useful improvement.

"The new slot system will help the airport by providing more exact information on all general and business flights," says Lindholm. "This way, we can optimize the use of our business apron and provide shorter distances to the aircraft." 

www.bfcenter.fi

Munich Executive Airport

Your gateway to Bavaria

Experience Munich Executive Airport at Oberpfaffenhofen – dedicated solely to business aviation, it is fast and flexible, with all the services you demand. Located just 20 km southwest of Munich, right off the main A96 highway, Munich Executive is the perfect gateway to the heart of Bavaria.

Rheinland Air Service (RAS) operates the Executive Business Aviation Terminal, offering first-class FBO and handling services. The newly-expanded facilities provide passenger and crew comforts.

RUAG Business Aviation maintains a full-scale Service Center at the airport. Enjoy the one-stop convenience of maintenance and painting, plus complete interior and electronics services.

Choose the smart alternative: Munich Executive Airport, with expert services from RAS and RUAG.

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Travel in style

A chauffeur-driven journey is the ultimate luxury for business passengers

 Hadley Executive Chauffeur Service is a family business established in 1986 and is renowned for providing luxury chauffeured travel services throughout London and the UK.

Hadley's extensive range of services cater for corporate aviation, overseas business trips, corporate roadshows, and the day-to-day travel needs of blue chip company executives and high net worth individuals.

For the company's clients, luxury is not an optional extra; it is something they expect throughout their journey. As their jet touches down on the tarmac, they are safe in the knowledge that the luxury of private air travel will continue for the remaining journey by road.

Their known and trusted Hadley chauffeur ensures their relaxation and comfort by creating an ambience tailored to their personal preferences. Hadley chauffeurs always respond to clients' individual needs in a friendly and professional way.

Hadley's clients demand perfection; anything less is unacceptable. The company's reputation for flawless efficiency comes from its ability always to stay one step ahead.

The operations center tracks all flights in real time, enabling Hadley to respond instantly to any last-minute alterations. Continuous monitoring of flights and traffic flow means the chauffeur is always there ahead of time. This enables the


company to provide a seamless transportation experience, be it a single destination or a corporate roadshow.

Hadley is completely committed to ensuring its executive service remains competitively priced and available at any hour of the day or night, all year round.

For its ground transport service, clients' time is of the essence. Success depends on adopting a meticulous approach to the planning and implementation of complex itineraries and busy schedules, with scrupulous attention paid to each and every detail.

Hadley's fleet consists of 42 vehicles that are of the highest quality: Mercedes-Benz S-Class sedans and Vianos, and BMW 7 Series. All vehicles are at the forefront of style and comfort and are always immaculately presented, because Hadley understands that it holds its customers' image in its hands.

Hadley's long-serving chauffeurs make up an elite team, carefully selected for their professional driving ability and extensive route knowledge, as well as impeccable appearance and exemplary interpersonal skills.

Meticulous planning, perfect timing, flexibility, and close attention to clients' personal tastes: these are the hallmarks of Hadley's customized chauffeur services. 

www.hadleychauffeur.com





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SITA: RKETGSK





Safety first



DC Aviation Ltd is committed to giving its staff and clients the safest service in Malta

DC Aviation Ltd was established in Malta in 2008 to operate the island's only dedicated business aviation handling company. Under license by Malta International Airport, through the license of Air Malta, it has invested heavily in the growing business aviation industry in the country. Since its establishment the company has handled in excess of 1,000 aircraft and is now responsible for the handling of 1,000 movements per annum.

"We have more than doubled our footprint at Malta International Airport, and more than doubled our workforce," says Stanley Bugeja, managing director of DC Aviation Ltd.

The company is a founding member of the Malta Business Aviation Association, and is a member of the European Business Aviation Association, the National Business Aviation Association, and the National Air Transportation Association (NATA).

All DC Aviation's employees have undergone the NATA Safety 1st Professional Line Service Training (PLST) or are in the process of completing this training program. The company recognized that NATA's Safety 1st PLST program provides organizations that are involved in ground assistance with the best possible safety guidance and training available in the industry.

"PLST is the best way to train and recurrently train the men and women out on the asphalt who marshal and manage the aircraft, crew, and passengers, all of whom are the lifeblood of any handling organization," says Sandy Cassar Cardona, operations and administration manager of DC Aviation.

The company is committed to the business aviation industry and will continue to invest in upgrading its facilities and service practices to deliver a quality service to business aircraft landing at Malta International Airport.

"In our effort to be at the forefront of business aircraft handling in Malta, DC Aviation is committed to having a safety management system in place by the end of the first quarter of 2012," says Bugeja.

DC Aviation Malta will be exhibiting on stand 8006 at the Cannes Business Airport World Expo and will also be on the Malta pavilion at EBACE in Geneva, May 14-16, 2012. <

www.dc-aviation.com.mt

Flight support services



Base Aviation Systems is a leading aviation servicing company in Nigeria, established in the year 2000. Our network covers major airports nationwide and we are accredited by the aviation regulatory body-NCAA on the basis of leadership quality, innovation and excellent customer service.

We rely on our rich repository of know-how and technical resources to assure high quality and quick support for both business and carrier jet users.

Our primary focus area is on flight support services and representation in Nigeria.

Base Aviation Systems services corporate aircraft operators, general aviation community and freighter companies both in domestic and international airports according to the standards set by international aviation organizations.

Our offices are located at the 4 major airports across the country.

Our services include:

- Passenger and Crew Assistance
- Cargo/ Baggage handling/Warehousing
- Ramp Handling
- Customs and Immigration Facilitation
- Security Service, Executive Protection
- International landing and over-flight permits
- Flight plans, Weather reports
- Flight clearances and Ministerial approvals
- Aircraft Chartering
- Aircraft Refueling
- Crew transportation
- Catering and hotel reservations
- Aviation consultancy



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Website: www.baseaviation.com



Iceland

A fully licensed FBO station and a leading ground handling company which has been at Keflavik International Airport for over ten years.

When planning your flight to or through Iceland why not try our services at Keflavik International Airport? We feel certain that you will not be disappointed.

Southair Iceland has been rewarded with dedicated and highly qualified flight oriented staff and a large group of satisfied customers who operate flights to or via Keflavik Airport.

Our well trained customer service agents are your assurance for a successful and comfortable stay.

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Argos VIP Private Handling's new charter division is sure to fulfill all its clients' requests

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During the past few years Argos VIP Private Handling has been strengthening its position in a bid to become the leading FBO and FSS provider in Italy. The company is now working on the launch of its fifth FBO at Catania-Fontanarossa Vincenzo Bellini Airport. Argos already provides ground handling to general aviation flights at this airport, but due to great feedback it has decided to expand its services.

As well as the FBO expansions, Argos has launched a new website and a restyled image to present its new VIP charter division for jets and helicopters. The department completes the company's product portfolio, which includes FBOs in five Italian airports, a flight support program for clients all around Italy, and a VIP catering company.


Argos Charter will provide the best jet or helicopter solution available on the market to fulfill business travelers' needs to and from Italy, and at any airport around the world. Each charter package offered in Italy will include Argos ground

handling at the airport, VIP passenger assistance (transfers, hotels and airport lounges) and luxury in-flight catering by Argos's catering division.

Heads of state, embassies, celebrities, and football teams have already chosen to use the VIP charter service, with great feedback and success.

"We distinguish ourselves with an innovative way of fulfilling the customers' needs. This business model has been recognized by other ground handling companies in Italy," says Argos's CEO, Loris Di Filippo. "Besides the smooth provision of any service requested, we're going to offer a global solution looking after each aspect of the flight, taking care not only of the single steps but also of the final result. We don't ask our clients to choose what is important to them as we'll simply take care of all aspects of the flight in order to offer a perfect traveling experience."

The company aims to satisfy any client's needs, both for single service requests and assistance packages. For these packages Argos will find the aircraft and provide complete pre-flight coordination (permits, parking, and documentation), ground handling, and VIP passenger assistance with a dedicated agent on the ground and a wide range of luxury services available on request. It also offers fuel coordination, a credit account, first-class in-flight catering, and 24/7 coordination and communication 365 days a year through a dedicated dispatch team for all flights in Italy.

The package solution speeds up the flight coordination process, reduces passenger waiting times, and provides efficient communication, transparency, and the removal of any third-party commission on the handling invoice. 

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Global service

Rasoul Taljo, Vice CEO of Hadid International Services tells *BAI* how the company is reaching out to its customers on a worldwide scale

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Tell us about Hadid and the services the company offers.

For more than 30 years, Hadid International Services has been providing worldwide flight support services from its headquarters in Dubai and has offered FBO services in many countries.

The company is one of the world's leading providers of on-demand aviation services, and a complete flight-planning company in the aviation industry. Hadid has been internationally certified to obtain over-flight and landing permits, and can settle the navigational charges on behalf of its clients, along with the refueling and handling of aircraft, hotel reservation, and transportation arrangement around the globe. In addition, weather forecasts, computerized flight plans, and ATC flight plans are available. Hadid is a member of industry organizations, such as EBAA, NBAA, and IATA.

Where do you operate?

Hadid is headquartered in Dubai, but we also have offices in London, UK; Lübeck, Germany; Moscow, Russia; Benghazi, Libya; and Karachi, Pakistan. In addition to these, we operate in Algeria, India, and Niger.

Tell us about your most recent development.

In 2011, Hadid was appointed by ANAC Niger as the exclusive agent to receive over-flight and landing requests from all operators and flight support providers worldwide on behalf of CAA Niger. Hadid is also responsible for releasing clearances upon receiving them from ANAC Niger, in addition to collecting the related charges on behalf of CAA Niger.

The company is now looking to expand its services further afield by opening a new branch in eastern Asia.

What is the current state of the industry?

There has been a gradual growth in commercial operators and managed aircraft, which in return has offered growth opportunities for service providers like Hadid International. We expect to see the market grow further in 2012, with new operators in the market.

How is Hadid performing in terms of passenger numbers?

Aircraft ownership and dealing with commercial



passengers is not our field, yet our company's existence is essential for all aircraft operators because we provide flight support services such as permits, fueling, flight planning, and ground handling. Any aircraft operator will need one of these services before they operate an aircraft.


What's your best-performing location and why?

Our best locations are the Middle East and North Africa (MENA) because Hadid is the pioneer in providing flight support services here. When Hadid was established, there was no other flight support services company in the MENA region.

What's the secret to your success?

More than 30 years in this industry with continuous development is our strength, and we also keep an eye on our valued customers' needs. We understand that we need to keep expanding in order to stay on top of the game and to be able to make our services easily accessible to our clients worldwide.

What does the future hold?

More hard work and opening as many branches as we can around the globe so that we keep ourselves closer to our clients and their needs. 

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Base Aviation Systems Ltd is a leading aviation services company in Nigeria with a network covering major airports nationwide. Its comprehensive range of capabilities has been offered to the industry for more than a decade. The company has received recognition and accreditation from aviation regulatory authorities such as the Nigerian Civil Aviation Authority (NCAA) on the basis of its innovative spirit, quality leadership, and excellent customer service.

The company relies on this rich repository of know-how and technical resources to ensure high quality and quick support for both business and carrier jet users. It transforms this valuable experience, packaging it with its exclusive blend of care and attention to customers' needs.

Base Aviation Systems was established in 2000 and has evolved into a company with more than 50 employees. Its primary focus is on aviation ground support services and representation in Nigeria. Its combined aviation industry experience has given it a unique understanding of the frequently changing needs of airport and aircraft operations. This has led to a more diverse range of services, and has ultimately made the company a center for all kinds of aviation requirements.

Base Aviation Systems services corporate aircraft operators, the general aviation community and freighter companies both in domestic and international airports according to the standards set by international aviation organizations. With dedicated employees across the country, Base Aviation Systems serves its clients flying into

Nigerian airports. Its expertise extends across all flight planning and management, aircraft ramp refueling facilitation, passenger handling services, crew assistance, customs and immigration facilitation, international landing and overflight permits, catering and hotel management.

In providing these services, the company has affiliations and contacts with relevant airport authorities and government agencies. Necessary permits and licenses have been acquired to enable Base Aviation Systems to operate. It currently provides various aviation services to airlines and chartered ad hoc operators.

The company's greatest assets include strong teamwork, safety and environmental consciousness, and outstanding human resource development. Its mission is to help airlines reduce costs and spend less time on their services, and the values of Base Aviation Systems are:

- Achieving mutual success by forming long-term partnerships with clients, based on the principles of trust and commitment to common goals;
- Conducting business in an open, flexible and amicable way;
- Adapting the company's business model to reflect the changing needs of its clients;
- Providing a stable work environment for all employees.

The corporate headquarters of Base Aviation Systems are located in Lagos and the company also has offices in the four international airports in Nigeria: Lagos, Port Harcourt, Kano and Abuja. www.baseaviations.com



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On Sunday, February 5th, one of the USA's biggest sporting events kicks off in Indianapolis – the NFL Super Bowl XLVI. *Business Airport International* explores the aviation services on offer in the region

Words | **Hazel Swain**

Indianapolis, the second largest city in the Midwest, has six airports all located within 45 miles of the Lucas Oil Stadium – the location of the 46th NFL Super Bowl – which cater for business and private aviation customers: Indianapolis Executive Airport, Eagle Creek Airpark, Indianapolis Downtown Heliport, Metropolitan Airport, Sheridan County Airport, and Indianapolis Regional Airport.

There are no landing charges for general aviation aircraft at these airports as the Indianapolis Aviation Authority (IAA) only applies this fee to its major carriers, according to Mike Medvescek, COO at the IAA.

The Indianapolis Downtown Heliport is the closest aviation center to the Lucas Oil Stadium, situated just three miles away. Operated by the IAA, the heliport is open 7am-3:30pm Monday to Friday, and can provide weekend assistance on request. Self-service Jet A fueling is also available, priced at US\$4.58 per gallon.

Eagle Creek Airpark is approximately 15 miles from the stadium. An FBO service is operated

by Eagle Creek Aviation Services and, during the week of the Super Bowl, the FBO will be providing 24/7 operations for its private aviation customers. Eagle Creek also offers a pilots' lounge, on-site maintenance, de-icing, overnight hangar space, concierge services, ground transportation, and a courtesy car facility. Fuel is provided by Air BP and is available 24 hours a day. Full-service 100LL and Jet A fuel cost US\$5.80 and US\$5.50 per gallon respectively, or US\$5.30 per gallon for self-service 100LL.

IndyJet operates the FBO at Indianapolis Regional Airport, located 19 miles from Lucas Oil Stadium. It offers Jet-A and 100LL fuel at US\$5.49 and US\$5.85 per gallon respectively. The FBO is open 7am-9pm seven days a week, and offers an out-of-hours service upon request. It also provides a maintenance service Monday to Friday 8am-4:30pm.

Offering an extensive line service, including fast fueling, a pilots' lounge, catering, a full-service maintenance shop, and car rental, Tom Wood Aviation, the FBO at Indianapolis's

Metropolitan Airport, is 21 miles from the stadium and is open 7am-8pm Monday to Friday and 8am-8pm at the weekend. Jet A and 100LL fuel is provided by Shell Aviation and costs US\$5.45 and US\$5.80 per gallon respectively.

Indianapolis Executive Airport is located 31.5 miles from the stadium and has an FBO from Montgomery Aviation. Open 6am-8pm daily, it has the only all-weather canopy in Indiana and is capable of servicing jets in all types of weather. Fuel is provided by Avfuel and costs US\$5.49 and US\$5.92 per gallon for full-service Jet-A and 100LL Avgas respectively. Self-service 100LL Avgas costs US\$5.49 per gallon. During the Super Bowl, the FBO will be able to accommodate 80-100 airplanes and will be offering a US\$150 special event fee (reservations only).

Sheridan County Airport is a privately owned public-use airport and is 45 miles from the stadium. It operates 8am-6pm daily and provides 24-hour self-service fueling, which costs US\$5.35 per gallon, as well as full maintenance services to based and visiting aircraft. ✈

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