

THE OFFICIAL MAGAZINE OF BUSINESS AIRPORT WORLD EXPO 2011, MARCH 1-3, FARNBOROUGH, LONDON

Business Airport

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

March 2011



Best in snow

The experts show
how best to deal with
freezing conditions

**BUSINESS AIRPORT
WORLD EXPO 2011
SHOW ISSUE!**

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FLYING IN THE UK; **INTERVIEW WITH BRANDON O'REILLY, CEO OF FARNBOROUGH;** **PET SERVICES**



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Welcome



I remember when snow was magic.

When I was a kid, snow was a novelty that transformed the mundane into Narnia. It meant time off school, snowball fights, and hot chocolate by the fire. I don't know quite what happened in the intervening years, but the snow we get now is different. This snow is a pain. It makes traveling anywhere by any means of transport ten times more difficult. It means scraping down the car with frozen fingers, slipping on icy pavements, and getting stuck in three-hour traffic jams. But my woes are nothing compared to those of the airports trying to ensure safety while profits go down the drain.

A recent cold snap in December 2010 caused widespread chaos across Europe's airports, bringing in its wake cancellations, disgruntled passengers, and calls for action. So we took a look at some of the airports that have already taken action (p36), and found that there is plenty that can be done, with time and of course, wise investment. We even found FBOs that are taking matters into their own hands to avoid dependence on airport equipment.

Elsewhere in the issue, we look at some of the most exciting new developments set for 2011 (p42); examine what is being offered to those who want to travel in comfort with their pets (p32); and delve into the UK's business aviation industry (p26). The UK is certainly seeing a lot of exciting developments at the moment, much of it in preparation for the 2012 Olympic Games. We take a look at some of the major projects as part of a wider guide to flying in the country.

There seem to be a lot of new appointments in the UK too! These include Matthew Hall, new chief commercial officer at London City Airport, and Nick Barton, new managing director for

London Stansted Airport (p12); Jenny Munro, new managing director for London Biggin Hill Airport (p51); and Archie Garden, new airport director at Cambridge Airport, profiled in detail on page 22. We also found out more about Brandon O'Reilly, CEO of TAG Farnborough Airport (p16). He explained how the purely business aviation facility competes with other London airports, and detailed its plans for a second wave of development, including a bid to increase its flight movement limit from 28,000 to 50,000 flights per year.

Farnborough is also the setting for the first Business Airport World Expo (March 1-3, 2011), and we have endeavored to bring you the best show preview ever (p48) – stuffed full with invites, business opportunities, and the news that everybody will be talking about at the show. There is also plenty of information on planning your workshop itinerary (they're free of charge and hosted by experts including the BBGA, BACA, and ACC AvServ, so don't miss out!), as well as ideas for your time off, and the best hotels in the area.

I was lucky enough to try The Aviator for myself (p20) – all in the line of duty of course! Part of TAG's redevelopment of Farnborough Airport, and only five minutes from the airfield, the hotel offers a unique, aviation-themed experience for its visitors – around 25% of which are visiting flight crews. With chocolate-covered strawberries, inflight-style on-demand entertainment, and panoramic views over the runway, I can honestly say it's one place where I really wouldn't mind being snowed in. ✈

Izzy KingstonEditor, *Business Airport International*

Two Rizon Jet FBOs to open in April 2011



Rizon Jet plans to open two new FBO/MRO facilities in April 2011 – one at Doha International Airport, Qatar (pictured above), and the other at London Biggin Hill Airport, UK (pictured right). The company, headed by CEO Patrick Enz, moved into the Rizon Jet Centre at Doha at the end of October 2010. Hand in hand with the infrastructure developments, Rizon Jet has made some new management appointments. These include Capt. Javed Latif, who joins as director of operations; Simon D'Oyly, director of sales and aircraft management; and Paul Macintyre, manager of maintenance.

The 737m² FBO/VIP terminal at Doha will feature direct access to the apron; four enclosed private lounges; an open lounge area with a water feature;

indoor garden; duty free area; and male and female prayer rooms. Meanwhile, Rizon Jet opened a hangar at Biggin Hill in August 2010, and a two-level FBO/VIP terminal is due to be complete in April 2011.

"Harmonizing and undertaking the shape and development of two, brand-new VIP FBOs simultaneously was, in hindsight, more ambitious than we first realized," acknowledges Enz. "Sourcing the right materials to do the work took longer than anticipated. However, the decisions we have taken to further enhance both FBOs and the consideration and attention we have put into choosing the right management and personnel means that our clients will experience a far more superior experience when Rizon formally opens next spring."



BAA launches winter resilience enquiry

BAA chief executive Colin Matthews has appointed an external panel of experts to establish the lessons that can be learned from disruption caused by snow at London Heathrow Airport in December 2010.

Independent non-executive director Professor David Begg, who joined the BAA board in December 2010, will lead the external enquiry. The panel will look at the planning, execution, and recovery from the difficult weather conditions, and is due to publish the report in March 2011. Panel members include Murray Sigler, former president of Canadian Airlines International and former CEO of Winnipeg Airport; Jim Cherry, CEO of Montreal Airport; Ben Decosta, former CEO of Atlanta and Newark Liberty Airports; and Josef Felder, former CEO of Zurich Airport. The enquiry will be supported by Dr David Quarmby, who recently completed the government-commissioned review on UK winter resilience.

Jamaica's third international airport opens

An aerodrome in St Mary has been transformed into Jamaica's third international airport, after a complete overhaul, and has received International Port of Entry (IPE) status.

The newly named Ian Fleming International Airport (IFIA) is named after the James Bond author, who made the area his home for over a decade. In keeping with the sophisticated style of Fleming's most famous character, the airport will primarily handle private jets, with 'specialized service' for scheduled charters. The aerodrome will operate from 07:00 to 19:00.

The airport boasts a completely resurfaced and extended runway (4,767ft), which can now facilitate



aircraft as large as the Dash-8. Consistent with the new IPE status, customs and immigration will be based on location. Other amenities to come on board include a passenger lounge, pilot briefing room, gift shops, taxi service, a restaurant, and a bar.

The airport is offering a special 50% discount on all international fees (landing, parking, and passenger processing) until January 12, 2012.

Parisian airports to benefit from advertising shake-up

Aéroports de Paris is teaming up with airport advertising expert JCDecaux to improve use of advertising space at Paris-Charles de Gaulle, Paris-Orly, and Paris-Le Bourget airports.

The new entity, which is to start its activities on July 1, 2011, will be owned in equal parts by Aéroports de Paris and JCDecaux, and will operate for a period of nine and a half years. The plans to establish the company will be submitted in advance to the European competition authorities.

"Through this partnership, we want to give a new look to our airports, focused specifically on improving the quality of service and innovation, by means of new, fewer, but more modern advertising media, and with a richer and more diverse event services offering," said Pierre Graff, chairman and CEO of Aéroports de Paris. "This project marks a new era between Aéroports de Paris and JCDecaux, which have been working together for almost 10 years, and symbolizes a common desire to improve our passengers' experience, while leveraging as far as possible the potential visibility our airports offer advertisers, and optimizing the financial benefits generated by advertising within our airports."

"We are very happy and proud of the renewed confidence of Aéroports de Paris. We are delighted to have the opportunity to deepen and enrich our partnership by means of a joint company where we can put into practice our combined know-how and expertise to achieve our goal of completely redefining our advertising space with a forward-looking orientation and a focus on new technologies," said Jean-Charles Decaux, chairman of the executive board and co-CEO of JCDecaux. "We will strive to offer new communication solutions to advertisers and an original airport experience to passengers. Finally, this remarkable success will confirm JCDecaux's position as the world's number one in airport advertising."

Momentum for business aviation events in China

Major business aircraft manufacturers have committed to exhibit at the Asian Business Aviation Conference & Exhibition (ABACE 2012), which will be held from February 28 – March 1, 2012, at the new Shanghai Hawker Pacific Business Aviation Center at Hongqiao Shanghai Airport in China. The show will include exhibits in the facility's 4,000m² hangar, a static display of aircraft on the ramp, and on-site education sessions.

"When the National Business Aviation Association (NBAA) and the Asian Business Aviation Association (AsBAA) announced our plans for ABACE 2012, the overwhelming support for the show expressed by industry leaders and CEOs was unprecedented," said NBAA president and CEO Ed Bolen. "We are delighted that virtually all the major manufacturers, including Airbus Corporate Jets, Boeing Business Jets, Bombardier Aerospace, Cessna Aircraft Company, Dassault Falcon Jet Corporation, Embraer Executive Jets, Gulfstream Aerospace Corporation, and Hawker Beechcraft Corporation, have turned their declarations of support for the show into commitments to exhibit."

The announcement follows a recent ABACE planning meeting in Shanghai between Bolen and high-ranking government and airport officials. The

meeting provided the Shanghai officials with an overview of the efforts underway to ensure ABACE 2012's success.

Following Bolen's meetings, Nianzu Wu, chairman of the Shanghai Airport Authority, reflected the widespread enthusiasm for ABACE 2012 by telling Bolen: "Hongqiao Shanghai Airport is the best choice for ABACE, and we welcome you, not only in 2012, but in future years as well."

NBAA and AsBAA hosted their first ABACE in Shanghai in 2005, with subsequent shows in Hong Kong. "The seeds that AsBAA and NBAA sowed with those pioneering shows, back when few others believed in business aviation in Asia, are now bearing fruit," said Bolen. "ABACE 2012 will accelerate the understanding and acceptance of business aviation that we initiated in 2005."

NBAA is also helping to promote another event in the region, Hainan Rendez-Vous 2011, which is organized by China Rendez-Vous, and scheduled for April 1-4, 2011. The event will feature a display of business aircraft at Sanya Airport in China, across a 16,000ft² exhibit area, as well as showcasing mega yachts, luxury homes, and high-end Chopard jewelry. China Rendez-Vous will return the favor by promoting ABACE 2012.



Niagara upgrades terminal

Niagara District Airport in Canada is in the middle of a major upgrade, which includes an expanded, modern airport terminal designed to handle increased operations by tour operators offering flights from the airport, mainly over Niagara Falls. Kenn Moody, manager at the airport in Niagara, said the building should be completed by the end of March 2011, with occupancy planned for mid-to-late April 2011.

The new building will have a dedicated lounge area for pilots away from the main terminal's public area, providing the ability to check weather, file internet-based flight plans and operational reports, and to relax in a quiet area while awaiting passengers. The airport has recently added a crew-ready vehicle that can be borrowed for short visits to the local area.

The airport has also rebuilt and resurfaced its main, 5,000ft runway; and strengthened and expanded its parking apron. Other works in progress

include a new parallel taxiway to increase efficiency; work on perimeter fencing; and a new air-side lighting system, including DC LED runway taxiway and parking apron edge lighting, and new medium-intensity approach lighting designed to allow for approaches in poorer weather. The work should all be complete by the end of March 2011.

The airport also plans to add GPS/WAAS approaches with LPV to each end of the main runway, an improvement to non-precision approaches that should lower approach minima by as much as 300ft and perhaps a quarter mile of visibility.

"When completed, the apron and terminal building will represent a significant improvement for business and other visiting pilots. We're an airport of entry for aircraft with up to 15 passengers, that will not change," said Moody. "We're making strides toward offering a good service and visit experience."

Four more FBOs join Avfuel network

Four FBOs joined the Avfuel network in January 2011. An Avfuel-branded FBO is an independent FBO for whom Avfuel supplies fuel, services, and business solutions, including AVTRIP and the jet fuel savings program Avfuel Contract Fuel. Avfuel also offers flight planning services for domestic and international customers.

One of the facilities to join is Martha's Vineyard Airport in Massachusetts, USA, which has been serving general and commercial aviation traffic on the island since 1947. Under the agreement, Martha's Vineyard receives fuel, marketing, quality assurance and other services from Avfuel, while retaining full independence.

FBO services include refueling, handling, tie downs, ground power, aircraft towing and de-icing services, limited hangarage for single and light twin aircraft, and catering. The airport offers a pilot lounge with wireless internet access, flight planning applications, and a conference room. There is also a restaurant in the adjacent main terminal.



Another new addition is Tampa International Jet Center (TIJC) in Florida, USA, which was opened in 2004 by industry veteran Phil Botana. "A flagship location such as TIJC is ideal for our contract fuel users and AVTRIP members," said Avfuel's director of marketing, Marci Ammerman. "We look forward to working with Phil Botana and his team on everything from marketing to quality assurance." Highlights at Tampa International Jet Center include a 12,500ft² aircraft canopy, ramp access for ground vehicles, and 108,000ft² of hangar space, meaning the FBO can always offer overnight or long-term storage. Facilities for pilots include a dedicated crew lounge with a large TV, private bath with shower, snooze room, and a flight planning and WSI briefing area. Crew have access to luxury cars and courtesy transportation to airlines and local restaurants.

Meanwhile, two Californian FBOs also joined Avfuel. Tradition Aviation at Jacqueline Cochran Regional Airport in Thermal is run by general manager Penny Nelson and director of operations Ann Goodwyn. The FBO caters to pilots with a



dedicated lounge, shower facilities, crew cars, and complimentary golf club loans. With over 200,000ft² of heavy ramp space and over 150,000ft² of insulated hangar space, Tradition Aviation can accommodate a variety of aircraft.

The other Californian addition is Jet Air Systems at Gillespie Field in San Diego. Visitors to the Jet Air FBO have access to a lounge with TV, conference room, and snacks and beverages. It also offers 250,000ft² of tarmac for multiple aircraft line-up. Overnight hangar storage is available.

Jet Aviation to move into new FBO in Jeddah

Jet Aviation expects to be operational at a new FBO facility in Jeddah, Saudi Arabia, in March 2011. The new 3,000m² building is located at King Abdulaziz International Airport north of Jeddah. Arrivals, departures, and luggage handling functions, including 24/7 border police and customs clearance, will occur in different zones – a system designed to provide faster turn times, better security, and enhanced privacy.

The facility will offer passenger and crew lounges, refreshment areas with hot and cold snacks, a newspaper service offering nearly 1,000 different daily and monthly publications, and a 24-hour shuttle to Jeddah's international terminal. The company says the latest technology in weather briefing and flight planning, along with snooze rooms and lounges, will be available for flight crews.

ADAC sets 25% target for recycling in 2011

Abu Dhabi Airports Company (ADAC), operator of five airports in Abu Dhabi, including Al Bateen Executive Airport (pictured), plans to recycle 25% of its waste in 2011.

The waste ADAC recycles includes wood, cardboard, plastic, and paper. The materials are either reused within the company or transferred to other organizations such as Masdar, which recycles ADAC's wood waste for reuse in landscaping.

ADAC recently joined the Abu Dhabi Sustainability Group and was elected to the general secretariat of the group. The group meets regularly to develop and shape sustainability initiatives for Abu Dhabi.



"As a responsible corporate citizen and an aspiring leader in airport sustainability, we have applied environmental and waste management policies with an objective to recycle 25% of waste," said Jim Bennett, CEO of ADAC. "ADAC's corporate responsibility initiatives showed positive results in 2010, including our waste management strategy, and I am confident of their continued success this year."

Austin Executive on target for 2011 opening

Construction continues at a robust pace at Austin Executive Airport, Texas's newest, privately funded general aviation airport. As the airport moves toward opening in the second quarter of 2011, the dirt work is complete for a 2,200ft grass runway. As part of Austin Executive's US\$33 million master plan, the airport will boast amenities including Henriksen Jet Center, a 27,500ft² FBO terminal, a 6,025ft runway and taxiway, fuel farm, and a 29,000ft² corporate hangar to accommodate aircraft up to the size of a Gulfstream V, along with a 140ft x 85ft arrival canopy.

"We are very excited about the impact Austin Executive Airport will have on the aviation community, as well as the citizens of Texas," said airport owner and developer Ron Henriksen. "Austin is one of the largest cities in the USA without a close-in general aviation airport. The airport fills a much needed void in the central Texas area."

Austin Executive is actively pre-leasing hangar space and seeking aircraft maintenance, avionics and paint shops, along with other aviation businesses for the airport.

Formerly known as Bird's Nest Airport, the corporate and general aviation facility is located northeast of Austin on the new State Highway 130, 12 miles northeast of downtown Austin. Henriksen, a Houston businessman and pilot, purchased Bird's Nest in October 2007, after having privately funded and built Houston Executive Airport, which opened in



January 2007. "Since purchasing the site in 2007, we have spent considerable time listening to pilots, the aviation community, and the citizens of Austin to help us establish an airport unequalled in offering pilots a much-needed alternative to other over-crowded facilities," said Henriksen.

"There is no question that there is a real need for a general aviation facility in Central Texas," said Andrew D. Perry, vice president of development for Austin Executive Airport. "And we are looking forward to the economic boom such a facility can have on the larger community and to our state."

Royal Jet partners with ASM in India

Royal Jet is partnering with Aviation Services Management (ASM), which provides specialized business and commercial aviation services to the Indian market. "The number of high net-worth individuals in India is experiencing considerable growth, which, when combined with a significant gap in the availability of business jets with 10-42 passenger capacity, presents excellent opportunities for business aviation across the Indian subcontinent," said Fahad Wali, acting vice president commercial at Royal Jet. "With ASM's strong foundation in the UAE and network of offices across India, coupled with Royal Jet's heritage and award-winning service capabilities, this agreement will undoubtedly result in positive benefits for both parties."

Royal Jet's offering includes air charter, medical evacuation, aircraft management and acquisition, and an FBO/VIP terminal at Abu Dhabi International Airport. ASM provides a wide range of aviation services, with a team including pilots, navigators, ATC controllers, and flight engineers.

Airport bistro targets live event market

The UK's Cotswold Airport aims to transform its bistro into a focal point for the community, as well as a popular live entertainment venue. The airport is partnering with catering firm Relish, which has set about transforming AV8, a terrace bar and deli, into a multipurpose venue.

Relish aims to attract a mixture of business people, day trippers, families, and residents from surrounding towns and villages, as well as people who work at the airport. The company is also planning to turn AV8 into a 'must visit' events venue, staging live music, comedy nights, and themed food evenings, as well as coffee mornings.

"AV8's unique location and spectacular views across the airport's main runway give it a

truly unique atmosphere and that is something we are keen to capitalize on," said Nick Howard, manager at the airport. "As well as gaining a reputation for fine cuisine, we want people to be able to come here and relax and enjoy a good variety of entertainment in a warm and welcoming environment."

Relish took over AV8 in September 2010 and has revamped it and introduced a new menu. Discount cards have been made available to people working at the airport and an after-work club operates between 17:00 and 19:00 each Friday, designed to attract people from both the airport companies and wider community. "We're already enjoying some very positive feedback and have noticed an

increase in custom since we took over," said Adam Guppy, operations manager at Relish.

The airport is also encouraging businesses to take advantage of relocation and development opportunities. Plots are available for new-builds on the site, while existing buildings, including converted hangars and modern industrial units are being offered for rent. "We have some great business opportunities available and, because of our fantastic and accessible location and the facilities we offer, we are receiving some really interesting enquiries," said Lee Paul, estates director at the airport. "The infrastructure is already in place, so the expansion of our ground-based portfolio will have no physical impact on the surrounding area."

Veling to build new FBO in St Kitts

A new private air terminal is to open at Robert L. Bradshaw International Airport in St Kitts, at an estimated cost of US\$20 million.

The new terminal, to be constructed and managed by Veling, will house offices, a business center, and a private lounge. Designed by Bobby Mukherji & Associates of India, the FBO will be located to the west of the main terminal, just beyond the Shell Fuel Farm, and is expected to be completed in 2012.

"The private terminal constructed by Veling will cater to high-end visitors, particularly commercially important persons, a niche market that is growing steadily in St Kitts," said Terrence Crossman, general manager of the St Christopher Air and Sea Ports Authority (SCASPA), the government body that oversees the airport.

Linkon Maynard, chairman of SCASPA, emphasized that SCASPA would continue to embark on projects to develop infrastructure through public-private sector partnerships.



Signature adds flight support and handling services at airports throughout France

Following the launch of Signature Flight Support's ground handling coordination service in Germany in 2010, Signature is now offering this value-added service to its customers in France.

The company will assist in coordinating additional flight support services such as slot coordination, NOTAMs, weather and pilot briefings, ground handling, fuel, catering, hotels, and limousines at airports throughout France. These services are offered in addition to Signature's French FBOs at Paris Le Bourget, Toulon, and Nice (pictured).

Through agreements with a network of existing FBOs and airport authorities across France, Signature can now schedule flight support services for customers, as well as arrange credit and billing, and offer a single invoice for all services received for the customer's trips within France.

"By growing our presence in France, we are able to offer our customers a full-service experience from slot coordination to fueling," said Steve Gulvin, the company's regional vice president for Europe and the Middle East. "Signature Flight Support's French

flight support services are another example of our customer-centric focus and our ability to offer world-class experiences for each customer tailored to their individual requirements."

Signature now offers flight support coordination and credit services, including fuel, at French airports including Paris Charles de Gaulle, Orly, Marseille, Toulouse, and Lyon. It says it will continue to add airports in France and Germany.

The company also recently made some key internal staff changes, promoting two vice presidents and appointing Joe Gibney, formerly vice president of sales for Signature, as vice president and managing director for Europe, the Middle East, and Africa.

Gibney, an FAA licensed glider pilot, joined Signature more than 12 years ago and has held multiple roles within the company. He will be based at Signature's London Luton facility and will report to Maria Sastre, chief operating officer.

Meanwhile, John 'Cy' Farmer has been promoted to vice president of network development – Americas. Farmer began his career with Signature in 1998 and has since held various positions including vice president of operations, and most recently regional vice president for the southeast region. Farmer is responsible for growing the Signature network in North America, South America, and the Caribbean. He attended Barry College, Embry Riddle Aeronautical University. Farmer is based in West Palm Beach and reports to Mark Johnstone, chief financial officer.

Finally, Alicia Rodites has been promoted to vice president revenue management. Rodites began her career in aviation nine years ago with BBA Aviation as director of financial reporting and accounting, before joining Signature in October 2008, serving as director of revenue management. Rodites is based in Orlando, USA, and reports to David Best, CCO.

S&D award for Wendi Gavigan

The National Business Aviation Association (NBAA) has chosen Wendi Gavigan of Citigroup as the recipient of the 2011 Schedulers & Dispatchers (S&D) Outstanding Achievement & Leadership Award. Gavigan, vice president

and manager of flight operations for Citigroup Corporate Aviation, leads a team that provides all travel arrangements for a flight department with roughly 80% international destinations. Through her career in aviation, Gavigan has worked as a reservation agent, ramp agent, cargo handler, customer service representative,

sales representative, and international trip planner. She is co-founder and former president of Aviation Professionals Sharing Information, a networking group for schedulers and dispatchers.

"I feel that my education never stops, and keeps me ready for the next challenges, both personally and professionally," said Gavigan.

New luxury brand in inflight catering

Ladurée UK, noted for its macaroons and fine French cuisine, has branched out into inflight catering services. The company built up its reputation from outlets in London's Harrods and the Burlington Arcade. It has now assembled a dedicated team to offer bespoke catering for private jets departing from any London airport. From canapés, starters, and main courses to fine patisserie, Ladurée will offer a large menu, produced in its Harrods restaurant.

London Oxford Airport invests in Iturri fire tender

The UK's London Oxford Airport has ordered a new 6x6 fire tender from Iturri (a similar version to the 4x4 model pictured).

"Iturri was willing to work to our specifications and listen to our unique requirements; that's why we chose them," said Mike Sparrow, airport manager at London Oxford Airport. "Our ultimate goal is to bring three new engines to our fleet within the next five years."

The new vehicle, which is due to be delivered to Oxford Airport in March 2011,

includes a number of solutions for the airport market, including a lower center of gravity to improve vehicle stability; increased power from a 6x6 chassis, which also includes off-road capability; and a slightly lighter body made of a recyclable composite known as EcoPoly Fire. For the crew a new cab design is designed to offer improved space and 180° visibility, a UK CAA requirement. A feature specific to the UK market is the inclusion of an external monitor platform, which sits just behind the cab.



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New St George Airport opens in Utah

After more than 20 years from vision to completion, the new St George Municipal Airport in Utah, USA, has opened. It replaces an old facility of the same name, which has now been closed. The new airport is set on a site approximately 1,200 acres in size, providing room for future growth. The runway is 9,300ft in length (an improvement on the 6,000ft one at the old airport), and can be extended to 11,000ft in the future. As well as taxiways, aprons, an ARFF station, and support facilities, the airport boasts a 33,000ft² terminal building. The airport can handle aircraft up to the size of a Boeing 737 or Airbus A320.

"When I think back to those early discussions with former city councils on the vision and need for a new airport, it just seemed so far into the future," said St

George Mayor, Dan McArthur. "It's hard to believe but the future is finally here!"

The airport is home to FBO Direct Jet Center, a member of the Avfuel FBO network. The FBO offers pilot and passenger services, a terminal, and full ground services, including fuel, cleaning and detailing, oxygen, and more.

Direct Jet Center boasts 11 acres of freshly paved ramp space, and five acres of helipads. With double taxiways and brand new fuel facilities, Direct Jet Center can accommodate large business aircraft with ease. "Direct Jet Center is looking forward to even more great developments to offer pilots," said Joby Venuti, president of Direct Jet Center. "We are fully operational now."



Aviation services grow on Malta

Aeronautical Professionals Malta (AP Malta), a subsidiary of the Maintenance Centre Munich Group, has obtained EASA Part M approval from the regulating authority, Transport Malta. This is MCM Group's next step in improving aviation services on Malta, following the construction of a hangar and receiving base maintenance approval in June 2010.

AP Malta will offer a variety of services for commercial and private aircraft operators, including airworthiness reviews, issuing and recommendation of Airworthiness Review Certificates, CAMO engineering services for commercial operators, pre-buy inspections and appraisal reports, maintenance, aircraft registration, aircraft import and export management, and training including introduction to EASA Part M and 145, ATA 104 Level 1 type training, human factors, and fuel tank safety.

AP Malta's services are complemented by its sister company, the EASA Part 145 approved Maintenance Centre Malta (MCM), offering line/base maintenance, on-wing veneer repair, interior and exterior cleaning, paint jobs, spare part services, 24/7 AOG maintenance team, and leather and upholstery repair/refurbishment for a large selection of business jets.

London City and Stansted appointments

Matthew Hall (pictured) will be joining the UK's London City Airport as chief commercial officer (CCO), effective March 1, 2011. Hall brings a diversified background in aviation, with extensive experience in sales and marketing. Currently he holds the position of vice president, airline and supplier business development for Travelport, and was previously the managing director, sales and marketing, EMEA, for American Airlines.

"We are delighted to announce Matthew's appointment as CCO," said Richard Gooding OBE, chief executive of London

City Airport. "Matthew comes to us with a wealth of aviation industry experience and we look forward to him leading and supporting our aero and non-aero sales, marketing, and other commercial efforts."

Meanwhile, BAA has appointed a new managing director for London Stansted Airport. Nick Barton had been performing the role on an interim basis and has six years' experience at Stansted, most recently as commercial and development director. "2011 is a showcase year for us: we will be celebrating our 20th birthday in



the spring, and later in the year we will see brand new trains in service on the Stansted Express as we head toward 2012," said Barton on his appointment.

Second hangar for Aero Charter

Aero Charter an aircraft support company for business and private jets at the Spirit of St Louis Airport in Chesterfield, Missouri, USA, is building a second hangar, which it expects to complete by the summer of 2011.

The 30,000ft² hangar will more than double current capacity, and will include 4,200ft² of shops, and 105,000ft² of apron. Building costs are estimated at US\$4 million, with financing provided by Commerce Bank. The construction team includes Brinkmann Constructors as the general contractor, architectural services by Archimages, and civil engineering by Frontenac Engineering.



In business for more than 32 years, Aero Charter has outgrown its current space, which was built in 1998. "There are some other charter companies in our area, but no other that provides full service – meaning we do not subcontract. We provide our own fuel, hangar, and maintenance, allowing us the ability to protect the customer through quality control. We personally are able to oversee every aspect of our client's experience," says Aero Charter partner and president, John Morgenthaler, Jr. "So it is imperative we keep the high standards our current customers expect, and not skip a beat when it comes to attracting new business from the prominent companies and individuals that enjoy private travel."

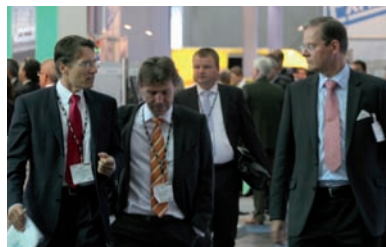
Aero Charter provides complete aircraft support services for business and private aircraft. The company offers worldwide charter flights, with the majority of its clients flying throughout mainland USA, Canada, Mexico, and the Caribbean. Aero Charter also provides full aircraft support services, including aircraft management, maintenance, avionics, and FBO ground support. Aero Charter's avionics department specializes in custom installations and repairs.

Santa Monica chooses WebTrak

Santa Monica Airport in California, USA, has chosen Brüel & Kjær's WebTrak solution as part of its community outreach program. With WebTrak, members of the community can locate their home on a map, replay historical flight tracks, determine who caused the disturbance and how close they were to the home location, and enter complaints directly into the application. WebTrak can be set up to automatically respond to community members with an email, explaining their complaint has been received and is now a matter of public record.

"When researching competing systems, the City of Santa Monica found WebTrak extremely easy to use and understand; a real advantage for our staff and our community, and when we learned that the system could be used not only to investigate aircraft overflight, but also used to report and manage complaints independently from our legacy flight tracking system, we immediately realized WebTrak would make complaint management better for everyone," said Stelios Makrides, operations manager at the airport.

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Style and substance

TAG Farnborough Airport may have beautiful architecture, but its efficiency is such that most clients spend hardly any time there. CEO Brandon O'Reilly discusses a second wave of development adding even more functionality at this dedicated business aviation airport

Words | **Izzy Kington**

Arriving at TAG Farnborough Airport in Hampshire, UK, it's impossible not to be struck by two things – firstly how sleek the architecture is, and secondly, how convenient and quick it is to go through the security gate and park right outside the terminal, with your aircraft waiting just on the other side.

Unlike a lot of other airports that handle business traffic, Farnborough doesn't handle anything else. It doesn't have the facilities to handle a commercial flight; its sole purpose is to make things as easy as possible for business travelers. Brandon O'Reilly, CEO of the airport, proudly says that passengers can be from the gate to airborne in 10 minutes and vice versa. "When you arrive here, you're not sitting around in a stack going round waiting to land," he elaborates. "You land here, your aircraft parks right outside the terminal building, your car led by one of our vehicles can go to the bottom of the aircraft steps, immigration will authorize you into the country at your aircraft, and you can depart straight away in your car out on to the M3 and into London."

Competitive market

This convenience is no coincidence. Although the airport is particularly well suited to those who want to get into the west of London, with good road links along the M3 (the journey takes a little over an hour), London is served by many airports, some of which are closer to the city. "When you're choosing an airport, of course location is




Above: **Inside the terminal. Farnborough's glamorous hangars and terminal buildings have even been used as film locations for movies including *Inception* and the latest James Bond**

very important and Farnborough benefits from being on the west side of London, but it's also about the communication links between the airport and London, and what happens at your airport, which means barriers not being put in your way," says O'Reilly.

Farnborough's aim is to provide an entirely seamless service to ensure that passengers spend the minimum amount of time at the airport. "Although we built this fabulous terminal building, 60% of our customers want to go straight to their aeroplane and also when they arrive back in again, they want to go straight from their car out to the motorway," says O'Reilly. "Customers know that if they want to use it, if they want to sit and have a cup of coffee, if they want to go into the private rooms, they can do so. There are no shops here. We have a very nice catering outlet, but other than that, this is all about speed, ease of access, and a calm atmosphere."

When it comes to security, Farnborough is subject to – and fully compliant with – the same legislation as every other public transport airport in the UK. It means passengers go through the same security process as they do at Heathrow, roughly 25 miles away. The difference of course, is the time it takes. "The average number of passengers per flight out of Farnborough is about three, so you can see why there aren't many queues here," says O'Reilly. "We couldn't handle an aircraft with 180 passengers on it; we just haven't got the facilities for it. That's why it's a dedicated business aviation airport. There are no



"This isn't about mass transport, this is about individual, bespoke transport, and we're the only airport around London built to service that"

Brandon O'Reilly, CEO of TAG Farnborough Airport

TAG team

Brandon O'Reilly has been CEO at Farnborough since 2006. O'Reilly's aviation career prior to joining Farnborough spanned 25 years at British Airways, American Airlines, and United Airlines, mainly on the sales and airport operations side of the business. He is a Fellow of the Royal Aeronautical Society.

"Essentially since I left school and college many years ago, I've been in aviation," he says. "This is undoubtedly the pinnacle though. For me, this has to be the best job you could ever imagine. I live in west London and driving out of London and coming here every day to this facility is quite something."

Other key team members include Roger Walker, airport operations director, who operates the airport on a daily basis; customer service manager Sophie Lesnoff, who is responsible for everything that interfaces with the customer; events and marketing manager Elaine Turner; and other people in functions such as finance and HR.

Below: Farnborough's second three-bay hangar is scheduled for completion in September 2011



check-in desks, no baggage carousels. This isn't about mass transport, this is about individual, bespoke transport, and we're the only airport around London built to service that."

Beginnings

Despite its purpose-built modern facilities, the airfield's history goes all the way back to before 1908, when it hosted the first powered flight in Britain. Until its purchase by TAG, it was essentially a research and development airport, owned by the UK's Ministry of Defence (MoD). In the late 1980s the MoD started looking for a private enterprise to buy and develop Farnborough as a business aviation airport, having decided it was surplus to its own requirements.

TAG acquired a 99-year lease in 1997, and finally bought the freehold in December 2007. Since then it has built a new terminal, hangars, and control tower (designed by 3D Reid); reprofiled and resurfaced the runway; and even built the nearby hotel, the Aviator (*reviewed on page 20*), which it also runs. In all TAG invested over £100 million (approximately US\$159 million).

Part of the MoD deal stipulated that the Farnborough Airshow, run every two years by Aerospace Defence and Security (ADS), would continue as before. The south side of the airport, encompassing the FIVE exhibition facility, is leased to ADS, and as well as the Airshow, hosts other events to generate extra revenue. Business Airport World Expo 2011 will be held there on March 1-3, and TAG has invited visitors to take a tour of the airport's facilities for themselves.

Second wave

Now Farnborough is entering its second phase of development, as it gears up for the 2012 Olympic Games in London. The construction of a second, 120,000ft² hangar is well underway, with completion scheduled for September 2011. It is another three-bay wave-shaped hangar designed

"We are limited to 28,000 flights per year currently and we're getting close to that limit. As part of that, we're limited to 5,000 weekend flights and we are at that limit today"

Brandon O'Reilly

by 3D Reid. There are 55 aircraft currently based at Farnborough – in hangars and on the apron.

"Our hangars typically hold 25/26 aircraft if they were all here, depending on the mix of aircraft," says O'Reilly. "At the moment there's very little opportunity for visiting aircraft to come into the hangars; that's why we are building new ones, so we will be able to grow our number of based aircraft, and offer visiting aircraft the opportunity to put their aircraft in hangar overnight, particularly in winter."

The other major element of the development is Farnborough's bid to increase its flight movement limit. "We are limited to 28,000 flights per year currently and we're getting close to that limit. As part of that, we're limited to 5,000 weekend flights and we are at that limit today," says O'Reilly. "So we made a planning application to the local authority a year or so ago to increase the number of flights – based upon forecast demand over the next 10 years – to 50,000 flights a year, including 8,900 at weekends and bank holidays. It's 8,900 because it's the same proportion as 5,000 is of 28,000."

But the application was rejected, and the airport is now awaiting the decision of its appeal

to central government. "What we're actually doing is planning for the future to ensure that the capacity of this airport, of which there is a lot, is made best use of, and that's current government policy, that's White Paper 2003 policy, which is airports should make best use of existing infrastructure before new runways etc, are built," says O'Reilly. "Well we don't need a new runway, and we made our application based upon those government guidelines, so we'll wait to see what the outcome is."

If it does get the extra capacity, the airport projects it would create around 1,500 new jobs by the time it is fully phased in. Currently around 1,000 work directly at the airport, with an estimated 4,000 in secondary employment.

Ready, steady, go

With the extra hangars and capacity, O'Reilly is confident the airport will be fully posed to take advantage of a "seminal year" in 2012. "People have said to me, 'So what are you doing to prepare for the Olympic Games?' Well we've almost done it!" he says. "We've just got to ensure that those customers, when they do come here, are satisfied. There's a study being undertaken by the Department for Transport at this stage, and we believe that it's likely that many of the VVIP, diplomatic, royal, and International Olympic Committee (IOC) movements will be coming to Farnborough."

The IOC and the London Organising Committee of the Olympic Games (LOCOG) have made it clear that one of the objectives of the Olympic Games is to give a good first and last impression of London to visitors. And it's not just the beauty of Farnborough's architecture that seems well placed to provide that. "We don't do square boxes; we do very pleasing, architecturally well-thought-out buildings," says O'Reilly. "But the buildings are very functional as well; they're not just beautifully designed." 



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High living

Not many business aviation airports are so closely linked to a luxury hotel, but the company that runs the UK's TAG Farnborough Airport is also in charge at the Aviator, just a five-minute drive from the airfield. So what can crew and passengers expect?

Words | **Izzy Kington**





Design: Opened in 2008, the hotel is shaped like a propeller wing, and uses the same design language as the airport. Central to the hotel is the 'rotunda', a circular space extending from the ground floor all the way up to the top, fourth floor. The rotunda's white walls are repainted every couple of weeks to keep them looking spotless! The aviation theme is strong throughout, reflected through pictures, books, and even globes. Mock-croc-lined lifts are finished with an aircraft window feature, with animated clouds going past.

Rooms: There are 169 in total. This includes 138 standard bedrooms, 12 Aviator Plus, and 19 Sky Studios. All rooms boast complimentary WiFi, movies, and music library. Pick of the bunch are the Sky Studios, featuring super-king-size beds (also found in Aviator Plus rooms), walk-in wardrobes, complimentary mini bars, bath and raindrop showers, and plenty of sofa space. Huge windows overlook the airport without letting the sound in.

Food: The 104-table Brasserie serves a mix of elegant classics (e.g. 7oz fillet of beef, dauphinoise potato, and mushroom ragú); and more exotic fare (e.g. the duck with curried dhal and spiced jus) under head chef Andrew Donovan. Service is excellent – attentive without being obtrusive. It is also open for lunch and breakfast – breakfast costs £11 (US\$17.59) for buffet, £16 (US\$25.59) for cooked). Another breakfast and lunch option is the deli, which has an informal, continental feel, and offers homemade cakes and breads.

Drink: The Skybar is a stylish space with friendly and knowledgeable bar staff. Its signature cocktail, the Silver Jet, mixes tequila, vanilla syrup, and ginger beer, and is garnished with a chilli, which gradually infuses into the liquid.

Other facilities: Exercise studio, Sky Lounge meeting space (styled like a gentleman's club), two snug reception lounges, seven meeting rooms, and a free-of-charge, 170-space car park.

Cientele: About 25% of the hotel's business is from flight crew arriving at the airport. The hotel is also a popular place for events – from weddings and parties to product launches (for the likes of Estee Lauder, Vertu, Cadbury, and Audi) and meetings. Companies including CFM, Bombardier, Asian Aerospace 2011, Breitling, and MasterJet staged events and hospitality at the hotel during the 2010 Farnborough Airshow week. The hotel can also be used for remote check-in for larger conference and incentive groups utilizing the airport.

Transfer to airport: This took five minutes by car using satnav. It is quite well signed, but the airport wasn't recognized by my (quite new) satnav, so make sure you have the postal code. The hotel's concierge service can also organize taxis or limousine transfer, among other services.

Prices: from £175 (approximately US\$280) per night (room only, inc. VAT)

AA rating: ★★★★★



Main image: **A Sky Studio**
Left: **The rotunda**
Right: **The Brasserie Bar**




In bloom



With a new name, and new airport director Archie Garden, Cambridge Airport has a fresh vision for its executive aviation business

Words | **David Bentley, Big Pond Aviation**

 Mention the UK's Cambridge Airport in conversation with people in the air transport business and two questions are virtually guaranteed: "Wasn't that where Suckling Airways flew from?" And "isn't it owned by Marshall?" Both are accurate. The much-loved family firm Suckling Airways, which gained fame on a BBC television series in the 1980s, moved to Cambridge in 1988, later becoming ScotAirways. It remains based at Cambridge, where it undertakes ACMI lease work and ad hoc business, as well as sporting corporate charters.

For many years the airport was known as Cambridge City Airport, changing to Marshall Airport Cambridge in 2008, and thereby acknowledging its ownership by Marshall

Aerospace (a Cambridge-based company with many years' history servicing civilian and military aerospace contracts), and the opening of the Marshall Business Aviation Centre.

There has been frequent speculation about the airport's future – Cambridge is a fast-growing 'hi-tech' city, and land available for building in and around the city is at a premium. Indeed the county council applied for planning permission to convert some of the airport land for new homes, which would have meant relocating the airport, but it was subsequently withdrawn. Despite this speculation, Marshall Aerospace continued to develop the site and in April 2010 announced it would not be moving from Cambridge Airport, having considered several nearby military

facilities as alternatives but having dismissed them all as unsuitable.

New team

Now the airport has another new name – plain and simple Cambridge Airport – and a new airport director, who started on January 4, 2011. Archie Garden is a former director (now non-executive director) of Oriens Advisors, a consultancy specializing in business aviation. Garden brings prior business development experience in the financial services industry – he points out that he is a business man rather than a technician – and joins Robert Marshall, the Marshall Group COO and airport chairman, on the airport's newly formed supervisory board.



Strategic reviews have concluded that Cambridge Airport's existing infrastructure is seriously under used. Garden's vision for the airport is that it should be an 'open for business' gateway for the east of England generally, but one that is also local to London. The capital is 60 miles to the south along the arterial M11 motorway (about an hour's journey at typical speeds) or accessible by twice-hourly non-stop trains from Cambridge city center. The airport is also situated on the A14, the primary east-west trunk road across central England and Wales.

Garden has three target business markets – first and foremost, business aviation (especially to and from the USA); increasing commercial charter flights with perhaps the addition of some

city hopper type scheduled flights, possibly by airlines like Flybe or Eastern Airways; and operational support and training, for example in air navigation services. Such support is already provided to the start-up Ciudad Real Airport to the south of Madrid in Spain.

Head start

In many ways Cambridge Airport is in an enviable position. The basic infrastructure is securely in place, a new GPS approach and ILS system have been installed, the airport is CAA Category 7 rated for fire and rescue services, and no immediate investment is needed to grow traffic. Even so, there are plans to refurbish the terminal building. In 2010 there were 30,000 movements,

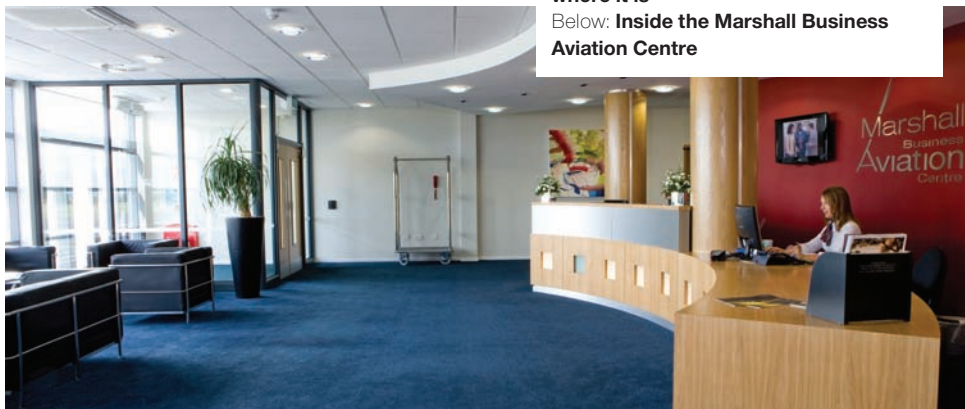
10% (3,084 to be precise, and emanating from a broad span of countries) were business aviation, 500 were military movements, and 150 were passenger charters. The remainder is accounted for by light aircraft training (there are four training schools) and pleasure flights.

Garden is clear about how he will grow the airport's business aviation offer. The first task is to educate operators in the USA that do not yet know Cambridge has an airport, or how close it is to the capital, or who are currently drawn to airports such as Stansted and Luton. This is significant traffic, already amounting to 115 daily business jet flights between the USA and the London-area airports. The economic powerhouse of Cambridge itself, which is one of Europe's



Above: **Marshall Aerospace** has now committed to keeping the airport where it is

Below: **Inside the Marshall Business Aviation Centre**



fastest growing centers of biotechnological research, will generate its own publicity. Another big plus is that Cambridge does not fall within the London air traffic Terminal Control Area, thus making approach and take-off procedures easier.

Commercial possibilities

Intriguingly, there may be the possibility of cooperating with London Oxford Airport – to the west of London and home to the UK's other best known university – perhaps even by encouraging an airline to develop an 'Oxbridge Airbridge' brand. Such a venture has been attempted before (in 2006 by a teenager dubbed 'Baby Branson' by the media), and is probably best forgotten, but there are clear attractions in taking a 20-minute flight compared with a road journey of several hours.

It might be stretching the imagination, but even a fractional ownership or business jet club on-demand service connecting some of the Ivy League universities (Harvard, Yale, Dartmouth, Brown) and the Massachusetts Institute of Technology in northeast USA with Cambridge and Oxford should not be written off. "Never say never" is Garden's motto.

As for the facilities that the new breed of US visitor can expect at Cambridge, they are comprehensive. The Marshall Business Aviation

Centre offers VIP lounges, a boardroom, and separate crew rest facilities with showers, alongside full operations and handling. There is a separate apron area and limousines can be reached within two minutes of a jet's doors opening. Full catering is available on demand with a one-hour turnaround. There is a 50,000ft² maintenance facility, which is also a Cessna Authorised Service Centre, in addition to over 100,000m² of hangar space on the site.

Growth of commercial services is expected to come mainly from an increase in charters, operated both by ScotAirways and new companies. As a result of the proximity of some large companies in the pharmaceuticals business, the airport is already used to servicing quite large charters, and with a 1,965m-long runway (which can easily handle a Boeing 737), it has even taken empty Boeing 747s for servicing.

Garden views Cambridge as being a little like London City Airport in its early days, with clients able to park right next to the terminal building, with check-in just two minutes away. When processing large numbers, the bottleneck, as ever, is with security, but little can be done about that in the present climate. For those not using their own vehicle there is a regular bus service to the city center three miles away, complemented by Marshall's own executive travel service.



Above (left to right): **Robert Marshall and Archie Garden**

Horse play

Equine business will play a big part in Cambridge Airport's future. The airport is just 14 miles from Newmarket, one of the UK's leading racing venues, and home to the largest cluster of training yards in the country. As a consequence the airport is already a successful horse transportation hub. As airport director Archie Garden spoke to *Business Airport International*, 10 horses were being disembarked from a freighter aircraft beneath his window. Most of the current business is to and from Ireland, but the intention is to secure a certified border inspection port for horses by the end of 2011, with the aim of building more business from the Middle East and a greater degree of horse sales activity.

London 2012

Coming up fast on the horizon, and the first real test for Garden and his team, will be the 2012 Olympic Games in London. Almost all the London-area airports have long coveted the upsurge in traffic that event will bring. With a dedicated Olympics program already in place, Garden is convinced Cambridge has a host of USPs that will help it gain significant market share, especially for business jets. He points to the fact that (on a good day at least) the airport is just 50 minutes via the M11 from the main Olympic venues in northeast London, and 45-minute trains to Kings Cross station plug into a busy Underground station of the same name.

London will need plenty of apron space, as there are concerns jets might simply turn up without having booked slots. Moreover, some of the competing airports are in the wrong place to attract transatlantic flights, and if helicopter transfers are permitted by the government (security considerations mean this is yet unconfirmed) there are executive helicopter services already in place at Cambridge.

Add in 24/7 operations, no slot restrictions (not necessarily the case at other airports competing for this business), and pre-booking arrangements already in operation, and it all adds up to an impressive Olympic package. <

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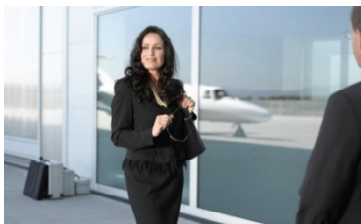
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A guide to business aviation in the UK –
the rules, the airports, the future

Words | **Liz Moscrop**



Aberdeen/Dyce (EGPD) | Alderney (EGAL) | Andrews (EGAL) | Barra (EGPH) | Barmston (EGPD) | Belfast/City (EGAC) | Bembridge (EGHJ) | Benbecula (EGPL) | Beverley/Linley Hill (EG) | Bodmin (EGLA) | Bournemouth (EGHH) | Bristol (EGGD) | Bristol Filton (EGTG) | Caernarfon (EG) | Chalgrove (EGLJ) | Chichester/Goodwood (EGHR) | Clacton (EGSQ) | Coll (EGEL) | Colonsay (EGPG) | Denham (EGLD) | Derby (EGBD) | Doncaster Sheffield (EGCN) | Dundee (EGPN) | East Midlands (EGNX) | Eday (EGED) | Edinburgh (EGPH) | Elstree (EGTR) | Enniskillen (EGLF) | Fenland (EGCL) | Glasgow (EGPF) | Gloucestershire (EGBJ) | Guernsey (EGJB) | Inverness (EGPE) | Islay (EGPI) | Isle of Man (EGNS) | Jersey (EGJJ) | Kemble (EGBP) | Leeds Bradford (EGNM) | Leicester (EGBG) | Lerwick/Tingwall (EGET) | Liverpool (EGGP) | Luton (EGGW) | London Stansted (EGSS) | Londonderry/Eglinton (EGAE) | Lydd (EGMD) | Manchester (EGMH) | Netherthorpe (EGNF) | Newcastle (EGNT) | Newquay (EGHQ) | Newtownards (EG) | Nottingham (EGBN) | Oban (EGEO) | Old Buckenham (EGSV) | Old Sarum (EG) | Orkney (EGFP) | Perranporth (EGTP) | Perth/Scone (EGPT) | Peterborough/Conington (EGSF) | Retford/Gamston (EGNE) | Rochester (EGTO) | Sanday (EGES) | Sandtoft (EGCF) | Scatsville (EG) | Shoreham (EGKA) | Sleaford (EGCV) | Southampton (EGHI) | Southend (EGMC) | Stapleford (EG) | Tatenhill (EGBM) | Thruxton (EGHO) | Tiree (EGPU) | Turweston (EGBT) | Warton (EGNO) | Wick (EGPC) | Wickenby (EGNW) | Wokingham (EGFA) | White Waltham (EGLM) | Wick (EGPC) | Wickenby (EGNW) | Wokingham (EGFA)



Main image:
London Oxford Airport

v/valley Island (EGNU) | Devon (EGSN) | Bedford (EGBF) | Belfast/Aldergrove (EGAA)
 NY) | Biggin Hill (EGKB) | Birmingham (EGBB) | Blackbushe (EGLK) | Blackpool (EGNH)
 on (EGCK) | Cambridge (EGSC) | Campbelltown (EGEC) | Cardiff (EGFF) | Carlisle (EGNO)
 say (EGEY) | Compton Abbas (EGHA) | Coventry (EGBE) | Cranfield (EGTC) | Cumbernauld
 | Dunkeswell (EGTU) | Durham Tees Valley (EGNV) | Duxford (EGSU) | Earls Colne (EGSR)
 n/St Angelo (EGAB) | Exeter (EGTE) | Fair Isle (EGEF) | Fair Oaks (EGTF) | Farnborough
) | Haverfordwest (EGFE) | Hawarden (EGNR) | Hucknall (EGNA) | Humberside (EGNJ)
 | Kirkwall (EGPA) | Lands End/St Just (EGHC) | Lashenden/Headcorn (EGKH) | Leeds
 ndon/City (EGLC) | London Gatwick (EGKK) | London Heathrow (EGLL) | London Luton
 chester (EGCC) | Manchester/Barton (EGCB) | Manchester Woodford (EGCD) | Manston
 AD) | Northampton/Sywell (EGBK) | Northolt (EGWU) | North Ronaldsay (EGEN) | Norwich
 LS) | Oxford/Kidlington (EGTK) | Panshanger (EGLG) | Papa Westray (EGEP) | Pembrey
 Peterborough/Sibson (EGSP) | Plymouth (EGHD) | Prestwick (EGPK) | Redhill (EGKR)
 ta (EGPM) | Scilly Isles/St Mary's (EGHE) | Sherburn-in-Elmet (EGCJ) | Shobdon (EGBS)
 d (EGSG) | Stornoway (EGPO) | Stronsay (EGER) | Sumburgh (EGPB) | Swansea (EGFH)
 | Wellesbourne Mountford (EGBW) | Welshpool (EGCW) | Westray (EGEW) | West Wales/
 verhampton (EGBO) | Wycombe Air Park/Booker (EGTB) | Yeovil/Westland (EGHG)

Below: Harrods Aviation's business lounge at Stansted Airport



For those flying into the UK's capital there is certainly plenty of choice. As well as London Heathrow, Stansted (both owned by BAA), and Gatwick, which account for half of all corporate aviation movements, there are around seven more points of entry in and around the city: including Farnborough, Biggin Hill, Luton, London City, London Oxford, Cambridge, and Stapleford. London Luton is the busiest business aviation airport – the on-site Signature FBO handles some 13,000 movements each year.

But there was a setback in 2009 for those hoping to capitalize on expansion at major London airports in time for the 2012 Olympic Games, when the country's then-new government swept aside all runway development in the capital. Stansted withdrew its planning application for a second runway, and work was halted on plans for a third runway at Heathrow. This means the capital will only have nine runways serving all fixed wing aviation movements at the Games.

Competing for slots

This could eventually prove tricky for Europe's most popular business aviation destination, as business flights compete for slots with commercial aviation. "The UK is unique in that all its airports are privatized, so they have to be commercially successful," says Edwin Brenickmeyer, a consultant with Oriens Advisors,

which focuses on the business aviation industry. Brenickmeyer adds that many airports have given heavily discounted rates to low-cost carriers, which has left them struggling to pay back investment costs. Therefore corporate aviation operators are not the most popular tenants, since the yield from private flights can be low in comparison with a scheduled carrier. Frequently such airports are heavily slot controlled.

By way of example, London City Airport's corporate aviation business has declined recently – with business aviation movements dropping from 14,000 in 2008 to 8,500 in 2010. The airport has a roughly 85:15 split between its commercial scheduled services and business aviation.

Managing director of charter company London Executive Aviation (LEA), George Galanopoulos, is concerned about how the lack of runway capacity could affect his business. "Although we already extensively use secondary airports, Stansted and Luton remain essential for business aviation around London," he says. "A ban on further runway development will mean that these airports will become busier with scheduled airline traffic and reduce access for executive aircraft."

One airport's loss is another's gain, however, and heavy slot restrictions at other airports have a knock-on benefit for fields such as Oxford and Cambridge, which can offer 24/7 unrestricted access all year round.

"The upside for pure business aviation facilities means that business will come to Biggin or Farnborough out of necessity," says Robert Walters, business development manager at Biggin Hill. The airport's owner, Regional Airports (RAL) is even investing heavily in infrastructure to meet demand and has the green light to build a new hangar. It is also building a 76-room hotel on site, scheduled to open in January or February 2012 in time for the Olympics.

Biggin Hill is 15 miles from central London with good links by helicopter, and ten minutes by rail from London Bridge Station. The airfield has an annual capacity for 125,000 movements, of which it used 11,000 in 2010. Biggin Hill has also attracted several companies to invest in the site, and offers three FBOs: RAL's own, Jet Aviation, and a new facility built by Rizon Jet. Rizon Jet opened its hangar at Biggin Hill in 2010, and plans to follow with its new FBO and MRO facility in 2011. Simultaneously it is building a similar facility in Doha, Qatar.

Other challenges

Security is another issue affecting potential development. The British Business and General Aviation Association (BBGA) is campaigning against a European Union (EU) directive that requires all aircraft and cargo between 15 and 45 metric tons to be security screened. The BBGA's recommendation is that operators have

to qualify for an international industry standard so that organizations are compliant, rather than individual flights. BBGA chief executive, Guy Lachlan, warns that safety and security legislation could negatively impact small airfields. "If we don't keep our eye on the ball the security restrictions that could be imposed on small airfields could be unaffordable," he says.

Currently EU requirements are that aircraft with a maximum take-off weight above 45.5 metric tons are subject to full requirements.

EU legislator European Aviation Safety Agency (EASA) has grown from zero staff to 500 in just six years. Operations and licensing throughout Europe are now in focus, but are confusing for many as they evolve. Lawyer Ian Clark, principal of Clark Ricketts, points to the obscure way legal changes in the Aviation Navigation Order are written. He said that EASA should have a structured regulatory structure that covers all aspects of aviation, and that today the situation is far from that in terms of operations regulation. "It is always difficult for a private owner to understand public transport," he says. "There are lots of confusing terms."

Emissions trading is another thorny topic. Operators over the emissions threshold limit will shortly have to submit a monitoring plan, and part of the credibility gap is just how operators can comply even when they are not based in the UK. Another major caveat is that the aviation industry will only know after September 2011 what the free emissions allowances will be. Add to this new tax rules that require aircraft above 8 metric tons to pay VAT, and costs pile high for operators flying into the UK.

Olympic contenders

However, the 2012 Olympics are set to bolster the UK's business aviation sector, and airports will be beneficiaries. "To say we are excited about the prospects of the 2012 Olympics is an understatement," says Galanopoulos. "Most business jet traffic will be inbound to London from mainland Europe. With so many airports around the city, capacity should not be a

problem. We would expect Southend, Biggin Hill, Stapleford (for smaller aircraft), and Stansted to be leading the way."

Harrods Aviation is investing heavily in its Stansted VIP terminal, which should be ready long before the Games. The company is undertaking an extensive refurbishment, building a new VIP lounge to cater for 100 passengers.

The Games will impact airfields further north, too. Paul Rodwell of Peel Airports Group, which



Left: **TAG**
Farnborough Airport
Below: **Inflight at**
London Stansted



Left: **London**
City Airport
Below: **Biggin Hill**



owns and manages Doncaster Sheffield Airport, says that business aviation is growing at the airfield. The Sheffield region is in negotiation with a number of major Olympic teams about their pre-Olympic and Olympic bases. The city has excellent rail connections and travelers can get to London Kings Cross in just over 90 minutes.

Although many fields are some way from London, they offer such strong rail and road links to the capital that they are a viable entry port and provide a compelling case to use them. Oxford Airport, for example, rebranded itself as London Oxford Airport, highlighting the fact that it is only an hour away from the center of the capital. As well as adding a VIP terminal, large hangar space, and a further 4.4 acres of new apron, Oxford has attracted several charter and maintenance companies. The airport also recently announced it has a Code 3C runway, which means the entire length of its runway is useable – which is the same as that of London



Above: **Southend Airport**
Above right: **Manston Airport in Kent**
Left: **Ocean Sky at London Luton**

City. Its investments have paid off. “We had a 40% increase in traffic last year, which we don’t expect to match this year, but still hope to see around a 5% rise,” says James Dillon-Godfray, business development director at the airport.

Meanwhile, TAG Farnborough Airport is an impressive facility catering purely for private aviation. Owner TAG is investing £40 million (US\$61 million) in a new three-bay hangar, which is due to be ready in time for the Olympics. Visitors to Business Airport World Expo on March 1-3, 2011, can have a look round the FBO for themselves. (See page 16 for an interview with the airport’s CEO, and page 20 for a review of TAG’s hotel, The Aviator.)

Cambridge Airport, run by Marshall Aviation, is also competing for London traffic. “We have full IFR capacity 24/7. We resurfaced the runway, improved parking, and built a £5 million (approximately US\$8 million) new terminal last year,” says the airport’s new chief executive, Archie Garden. The airport has excellent ATC training facilities and trains British Airways pilots to fly the London City approach. The runway also offers a GPS approach and the plates will be published in April 2011. There is also an MRO and a fully catered VIP meeting room. Garden hopes that within three years Cambridge will be an airport of choice for flights arriving from the east, especially thanks to its strong transport links with London. (See page 22 for more on the transformation of this airport.)

Other players

London Ashford Lydd Airport in Kent will also be looking for more business as London fills up. Only 53 miles south of London, the airport has



Image: Anthony Quale

“Over the next ten years there are huge opportunities for the smaller GA fields”

Edwin Brenickmeyer, consultant with Oriens Advisors

Need-to-know information for visitors

Flying into the UK any time soon? You would not be alone. Every year more than 200 million passengers cross the UK border using an electronic system called e-Borders, which carries out checks on travelers before they begin their journey. This effectively means operators of foreign flights have to provide information from crew and passengers’ passports or travel documents before they travel.

There are certain useful pointers that general aviation (GA) operators need to be aware of in terms of arrival and departure. GA traffic means international and Channel Islands traffic that travels to or from the UK but does not operate to a specific and published schedule. Any operator or pilot of a GA aircraft is legally required to provide notification of flights if they are making an international or Channel Islands journey to or from the UK, unless they are: travelling directly from the UK to a European Union (EU) destination; or using a UK airport or airfield that does not require prior advance notification.

To comply with UK border control requirements, operators and pilots must complete a General Aviation Report (GAR) form, obtainable from the airport or the UK border agency, and send it to the airport’s operations department via fax or email, which will then forward it on to the relevant authorities.

There are different types of entry clearance or visas to enter the UK, information on which can be found on the UK border agency website. For many GA airports, notification periods are 24 hours for customs inbound, which reduces to four hours from European Community (EC) countries. Outbound requirements are 24 hours. The police Counter Terrorism Unit requires 12 hours notice for inbound or outbound flights, while immigration requires 12 hours notice for either inbound or outbound flights. If operators are then flying to another EU country there is no obligation to inform customs of their departure, but if they are travelling on to a non-EU country they generally must notify customs at least 24 hours before departure.

a friendly and efficient FBO on site. Meanwhile, Elstree, Northolt, and Stapleford are all either within the city or easy driving distance to London.

“Southend Airport is another interesting case,” says Galanopoulos. “The airport is investing millions in new terminal and rail facilities, very much with the Olympics in mind, which goes to show that the value of major sporting events to a local economy is beyond question.”

Oriens’ Brenickmeyer also believes the future lies with smaller airports. “Prices are high in Luton and Stansted, which will get busier,” he says. “Over the next ten years there are huge opportunities for the smaller GA fields.”



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Fur flies

What does business aviation offer for those who want to travel with their pets?

Words | **Saul Wordsworth**

Just hours after winning an award of merit at the prestigious Westminster Kennel Club in New York City, a whippet named Vivi disappeared from her crate at JFK International Airport. Despite an extensive search during which 60 assorted strays were rounded up, the dog could not be found. That was five years ago. Stories of animals disappearing, overheating, being manhandled, and even dying all add up to a grim image for commercial aviation regarding the transport of pets.

"I would never dream of putting my dog in cargo," says Tracey Thompson, founder of petfriendlytravel.com, an online information service for pet transport. "Some commercial airlines allow you to take a small animal on board, but the pet container must be small enough to fit underneath the seat – just 10 x 15 x 20in. Such a lack of space will leave the animal agitated. The Humane Society of the United States recommends you do not transport your pet by air unless absolutely necessary. As far as I'm concerned, the only option is to fly by private charter. That way you get to travel alongside your pet in comfort, regardless of its size."

Demand

So just how many people are choosing to travel by charter to accommodate their furry friends?



Above: **Some commercial airlines allow pets in the cabin – if their cage fits under the seat**

The answer is unclear. Robert Walters of Biggin Hill Airport in the UK oversees SkyPets, the airport's pet importation service for dogs, cats, and ferrets. "At least 95% of those traveling with their pets are already regular business aviation fliers," he says. Meanwhile, Thompson believes an increasing number of private charters are tapping into this market. "With competition between charter airlines tougher than ever, companies are going to great lengths to source new business," she says.

At the airport

Some business aviation airports are also using a pet service to differentiate their offering. The majority of international airports have a pet service, but aside from the advantages in the air, what makes business aviation's offering more attractive? "The clearance time for a pet can be an hour or more at a commercial airport," says Walters. "We have a specially trained pet handler who will meet the aircraft on the main apron. She boards and checks the animal's passport and microchip. If the documentation is valid the pet and owner are free to alight the aircraft and, once through immigration, can continue their journey in the UK. The surcharge for a pet is a nominal fee. Our service enables up to five pets to travel in this fashion per flight."





Above: A dog's microchip is scanned at London Oxford Airport

SkyPets' dedicated pet handler at Biggin Hill is Bea Amis. "I am equipped with four scanners, which I use to inspect the animal for its microchip," she says. "I need four because not all scanners recognize all chips. The chip contains a unique registration number. All pets that travel internationally must have a chip inside them."

Most pet-friendly airports have different-sized cages made of surgical stainless steel ("very expensive", according to Amis) along with a first aid box and sink – or as Amis puts it, "everything to contain a dog or cat for any length of time before it is quarantined if it has incorrect vaccinations or documentation".

Many celebrities travel through business airports on a daily basis, and many find it impossible to do so without their four-legged friends in tow. From time to time, tempers must surely be lost? "To date we have seen little diva-like behavior from either the pets or the owners," says Walters. "The biggest complications tend to arise if a flight is diverted and ends up at an airport that doesn't accept pets."

Another business airport in the UK offering a pet service is London Oxford, which has had a dedicated team to process paperwork and meet and greet pets for 18 months. The process to get the airport accepted on the government's Department for Environment, Food and Rural

Pet Airways

Another option, for those who are happy to travel separately from their pet, is Pet Airways, an airline dedicated exclusively to animals. Launched in the USA in 2009, Pet Airways transports animals in the cabin of aircraft that have had all seats and overhead lockers stripped away. Since human passengers are not allowed on the aircraft, the animal must be taken to the airport for departure and picked up upon arrival.

Affairs (DEFRA) Pet Travel Scheme took a year, and according to David Surley, head of customer services at the airport, was "arduous due to the hurdles of legislation and hours of training" involved. However, once an airport is approved it means that pet-friendly charter operators can fly directly to that airport for pet clearance before continuing their domestic journey, should they wish, with no such further impediments.

Of course, the rules for pet importation vary from country to country. "Within the European Union, any pet that travels requires a pet passport, which contains a vaccination history," says Surley. "Although regulations tend to be

In the air

The old adage 'never work with children or animals' doesn't appear to be deterring charters such as Celebrity Jet, Charter Jets, Elite Jets, Private Jet, and Sky Limo Air Charter from transporting pets. So how do operators protect their (valuable) asset from damage?

"The question of whether the pet can be loose in the cabin is at the discretion of the owner or operator. Some still demand it remains in a pet carrier or cage of some kind, while others let it roam," says Rob Dore, director of Jet Hire Direct, another charter happy to welcome pets into the cabin. "Most operators we deal with are happy for them to travel loose as long as they're managed, and manage toilet trips accordingly. The traveler has responsibility should the pet not be plane-trained. If they need to bring a litter tray or newspaper on board it's up to them. They will be held responsible for any damage or cleaning costs should the toilet trips not be managed correctly."

roughly standardized across the world, Australia and the Far East tend to require additional information, and the USA is very precise regarding the paperwork required. As a general rule, proof of a current rabies vaccine, along with documented treatments against ticks and tapeworms, are the most basic requirements, and should ensure the animal is not quarantined."

"All countries have their little quirks," adds Amis. "For instance, I would not describe Australia as a holiday destination for pets. A dog has to go into 30 days quarantine – even from the UK, which is classified as rabies-free. Dubai and Barbados require export certificates plus an import visa. Aside from Malta, which requires a blood test, Europe is easy. However, it is important to remember that things do change, particularly outside Europe, so it is best to contact embassies and consulates before flying."

Chris Blanchard, owner of Chelsea Aviation Group in the USA, also notes the importance of checking before you travel. "If you are traveling domestically within the USA, no documentation is required," he says. "When flying internationally, your arrival destination is limited because obviously not all airports have customs and not all customs are open 24/7. Here at Miami Executive, customs operates between 09:00 and 21:00. If you arrive before or after you would have to divert to Miami International. It is always best to call ahead."

Ros Shergold, brokerage manager for charter Ocean Sky, sees the UK as one of the strictest destinations. "We have never had any problems getting animals into any other European country," she says. "It's getting them into the UK that's the problem. As an island nation free from rabies, very few airports in the UK accept pets. As a general rule across the world, the bigger the airport, the more commercial it is. That is when difficulties may creep in."

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Coming out of the storm

When snow and ice grind airports to a halt, everyone loses out. Those that have learned how to deal with it share their experiences

Words | **Selwyn Parker**
Illustration | **Ben Tallon**

“Snow? Ice? Where?” Highly summarized, that’s the reaction of Bengt Grafström, founder and owner of FBO Grafair, based at Stockholm-Bromma Airport in Sweden, on the cold snap in December 2010 that shut down airports all over Europe and the USA.

At Bromma, the main business of which is corporate aircraft, temperatures in December and January rarely rise above -1°C (30°F) and average snowfall is around 37mm (1.5in). Yet Grafair stayed open throughout one of the coldest Decembers for a century because it maintains its own snow- and ice-clearing fleet. To boot, the airport suffered no cancellations, only delays of up to eight minutes while runways were cleared. “We’re used to this in the north,” says Grafström.

Once the postmortems following the spate of airport closures have finished, there’s little doubt that authorities all over the world will require airports to improve their winter performance. The ‘forensic enquiries’ such as the one launched by BAA, which manages airports including London Heathrow in the

UK, are looking at the adequacy of airports’ snow-clearing equipment, weather forecasting, stockpiles of salt and de-icing materials, capacity for crisis management, and the provision of real-time information to passengers, among other issues. European Union transport commissioner Siim Kallas branded the level of disruption as “unacceptable”, said it “should not happen again” and that airports must make the “necessary investment”.

Lessons learned

This is exactly what Colorado’s Denver International Airport – fifth busiest in the USA, and home to a Signature FBO – did after a two-day shutdown in 2006 because of a pre-Christmas storm that dumped 35in of snow on the runways. As a result the airport and client airlines lost “tens of millions of dollars”. Denver is now in the middle of a five-year plan to combat such extreme events. At the urging of the regional government, airport authorities overhauled emergency procedures and spent US\$29 million

Main image: **Part of the snow-clearing fleet at Innsbruck Airport**
 Right: **De-icing aircraft at Innsbruck**



on a fleet of 40 snow-clearing vehicles to avoid a repeat performance.

The 'snow plan' followed a forensic examination of what went wrong. "It analyzed every aspect of staffing levels, equipment types, crew schedules, and snow-removal priorities," says John S. Kinney, Denver's former deputy manager of aviation/operations and public safety in a report that benchmarked Denver's performance against other snow-prone airports in the USA and Canada.

The conclusion was not that the airport didn't have snow-clearing equipment. It did, but it was the wrong kind and there wasn't enough of it. Before the five-year plan was launched, it took several single-purpose machines about 45 minutes to clear a runway and associated taxiways. Now the job can be done in half the time using mainly multifunctional machines. The number of ramp snow-removal vehicles has been increased by nearly four times to 60, and melters, or 'snowzillas', can clear up to 750 gallons a minute, saving a fortune on snow-hauling.

The results of this investment (which included a contribution from the FAA of 75% of the bill for US-made equipment) have been spectacular.

"The cost of the new equipment has been offset by a dramatic reduction in removal times and the costs associated with delays"

John S. Kinney, former deputy manager of aviation/operations and public safety at Denver International Airport

"The cost of the new equipment has been offset by a dramatic reduction in removal times and the costs associated with delays," says Kinney. While bosses at Denver don't guarantee its revamped system will keep the airport open in every event, they estimate that a shutdown will last no more than eight hours, instead of the 41 hours in 2006.

Snow-prone airports in the USA and Canada generally seem to be better prepared than their European counterparts. Ted Stevens Anchorage International in Alaska, USA, generally gets

snow from October to April, as well as freezing rain, dense fog, and ice fog. One reason for the airport's snow-preparedness is that it's a major hub for FedEx. To combat the hostile weather, the airport is in a more or less constant state of alert. For instance, airfield maintenance staff are subject to 24/7 call-outs, working 12-hour shifts.

"We're a rapid-response state," said Louis Jennings, general manager of Great Circle Flight Services, an FBO at Anchorage, in late December 2010. "Anchorage has the best infrastructure to deal with unscheduled weather events. It's a long time since we've had a shutdown."

All FBOs at Anchorage are responsible for maintaining their own properties, and like Grafair in Sweden, Great Circle has its own snow-removal equipment, including a de-icer. Additionally, Jennings pays a flat monthly fee for the hire of a snowplow to keep the apron clean. It makes commercial sense. "Our main business is Fortune 500 companies," he says. "We wouldn't be taken seriously by our clients if we weren't open all the time."

Meanwhile, many European airports face a hefty bill when they upgrade for next winter. BAA has already earmarked £10 million (approximately



When snow is your business

High up in Austria's Tyrol region, at an elevation of 1,900ft, Innsbruck Airport gets more than its fair share of snow. It's also high up in popularity for snow tourists and is served by a dozen airlines. Between scheduled and charter flights, Innsbruck sees about 250 movements a week during winter.

Predictably, Innsbruck got a pasting in December 2010's Arctic oscillation, and the ice-clearing team, which is called out at all hours in hostile weather, had to work overtime. The airport suffered delays, but still managed to stay open throughout.

The secret is Innsbruck's fleet of 17 snow-clearing vehicles, most important of which are the 820bhp blower that can hurl snow 60m and the 260bhp air-blast sweepers. Effectively three systems in one, the sweeper is latest-model technology that comprises a snowplow in the front, rotating steel and rubber scrapers in the middle (which airport management say is the crucial element), and powerful air-blasters at the rear that scatter away any remaining debris. At full throttle, it takes this equipment about 20 minutes to clear a runway.

Landing conditions are obviously important at every airport, but as Innsbruck requires a steep descent of over 400ft a minute, it is a vital task of the clearing team to rapidly relay the results of runway friction tests to the control tower, which passes them on to aircrew.

Aircraft de-icing equipment is called in solely at the pilot's discretion. "It's the pilot who decides if the aircraft needs to be de-iced," says Thomas Puelacher, leader of the Innsbruck winter service.



Image: Thomas Puelacher

when severe weather hits. Top of the list is clearing instrument runways and taxiways leading to the runway. Access for crash and rescue vehicles must be kept open, plus limited access to operational areas. That done, attention turns to extra runways and taxiways. Bottom of the list is the clearing of 'movement areas' such as car parks, which aren't fundamental to keeping the airport open.

The FAA also sets minimum provisioning levels for materials. At Anchorage 500 tons is the critical level for sand, and 30,000 gallons for liquid de-icer. There are also rules for the number of broom bristles, cutting edges for graders, shear pins, rubber blades for blowers, and other breakage-prone parts that must be stockpiled.

Europe seems not to have learned a lot since the severe winter of 2009/2010, when according to a UK Department of Transport study, de-icing materials were within just two days of running out right across Europe. That would have caused a three- to five-day shutdown of most of Europe's airports if the cold snap had continued. Astonishingly, the same thing happened this winter, when Switzerland-based Clariant, producer of de-icing agent Glykol for some 100 European airports, stopped production from January 1-4, 2011, because its suppliers could not deliver the essential raw materials.

In the meantime, environmental rules are becoming tougher. As well as meeting higher standards for storage, handling, and disposal of snow (especially contaminated airside falls), US FBOs must do so at their own expense. If an FBO uses unapproved sand or other materials, it is shut down until the offending materials are cleared, and it must foot the bill itself. The amount of paperwork is also growing. FBOs are required to submit monthly reports to the US

US\$15.9 million) for new equipment, and other airport authorities will probably follow suit. "Governments are pushing airports to upgrade their equipment," a spokesman for Swiss manufacturer Boschung points out.

An airport such as Anchorage needs a minimum of five runway plow trucks, four graders, six snow brooms, five blowers, six T-dozers, four sand trucks, one belly sand trailer, four dump trucks, two bulldozers, one de-icer truck, six loaders, and two multipurpose blower-brooms. Of course, the bigger the airport, the higher the cost. Austria's Vienna International Airport, which has the equivalent of 320 football fields to clear, has a fleet of 700 trucks, as well as a full complement of dedicated vehicles. However, 95% of flights got away more or less on time during the worst of the recent cold snap.

Independent means

For FBOs the costs are of course much lower, but Grafström views the investment as basic economics. At Grafair all employees – including pilots – are certified to operate all the equipment. Grafström bit the bullet and made the investment six years ago when the newly established FBO

was shut down because of a snowstorm. The FBO has a wide range of clients, including air ambulances and corporate aircraft, and deals with up to 2,000 take-offs and landings a year. "It's highly cost-effective to have your own equipment because you lose so much income every day you're not operating," says Grafström. "We are completely independent of other FBOs and don't have to wait for airport equipment to become available."

Grafair's fleet comprises tractors, snow blowers, sweepers, and de-icers. They can clear Grafair's ramp in half an hour and can also be put to use in summer months – for instance, snow blowers can be used as forklifts. Perhaps this is why Boschung's year-round Jet Broom, which cleans runways of leaves, rubber, and other material in summer, is its best-selling machine.

However, unlike at Bromma, many airport authorities refuse to give FBOs the right to manage their own snow-clearing fleet, in part because of fears that staff may be not be properly trained. The rules, say FBO owners, will have to change if they are to stay open in hostile weather.

Under FAA rules, there's a specific list of priorities that FBO and airport staff must follow



Above: **Boschung's multifunctional Jet Broom in action**

Below: **Clearing snow at Denver International Airport**



Environmental Protection Agency, listing among numerous other things, the amounts of de-icing materials used.

Communication breakdown

In the coming shake-up, communication will have to improve. After the storms of 2009/2010, the UK's CAA found that information on the state of runways, taxiways and aprons was often "incomplete or out of date".

According to a recent report by the FAA, confusing or otherwise unhelpful information on the state of a runway's surface has been identified as an important contributing factor to aircraft sliding off. Now in the USA, after the control tower receives one, or at the most two, 'poor braking' reports from pilots, the runway must be closed and staff with friction-measuring equipment deployed to check on ice levels. This is why after its 2006 shutdown Denver put an ops man in the tower to coordinate with a virtual snow desk that connects all relevant parties.

Airports are brushing up their communication systems all round, including the use of websites and social media to warn passengers. But communication from weather forecasters was also criticized. At hard-hit Frankfurt Airport in Germany, spokesman Uwe Witzel for airport authority Fraport complained after a sudden blizzard forced the cancellation of all flights: "We didn't expect this at all. We had a different forecast from the weather service."

However, as Jason Plowman, meteorology and flight planning supervisor at Universal Weather and Aviation, points out, forecasts are accurate roughly 90% of the time and can hardly be expected to be perfect. "It's much harder to forecast the exact amount of snow in a small micro-scale area such as an airport, train depot, or sporting event," he says. "Cities have to plan for the worst in cases like this and hope they have the manpower to handle each situation. The meteorologist will give their forecast and advice, but it is out of their hands after that." ❄️



Micro forecasting

The next big – or rather, small – thing in aviation weather forecasting will be highly accurate micro-scale predictions that aim to provide airports with more precise data on the amount of snow, ice, or other hazardous precipitations likely to fall on their runways. The USA's National Weather Service (NWS) is working on the studies right now. "More accurate micro-scale forecasts should help to give an airport even more lead time on events such as a major snowfall," says Plowman.

These are a development of the NWS's more geographically specific, storm-based – as distinct from county-based – warnings first launched in 2007 for tornadoes, severe thunderstorms, floods, and marine hazards. Intended to reduce unnecessary disruption to communities, storm-based warnings have been highly effective, reducing areas officially deemed to be at risk by as much as 70%.

Next up? Universal Weather is perfecting programs to predict the movement of volcanic ash clouds well beyond the usual 18-hour window. "We can now provide an objective forecast several days beyond the ash event," says Jim Reed, director of weather and flight planning for the company. "This enables us to advise our clients on preparations for Plan B if it appears their operation will be affected."



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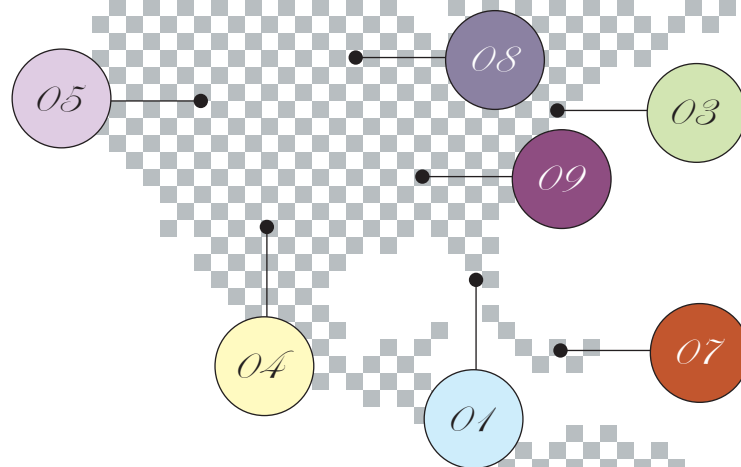
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Grand plans

The continuing upturn is calling for more and more development within FBOs and business airports – here's some of the most exciting things in store for 2011 around the world

Words | **John Challen**





01

Sheltair

As Florida, USA, continues to be a popular destination for business travelers, as well as those heading there on vacation, there have been major developments, chiefly the completion of a new airport. Northwest Florida Beaches Airport, situated just eight miles from the existing airport that serves the area, Panama City-Bay County International, has already begun recruiting FBOs, and hasn't had to look far.

General aviation operations have switched between the two sites recently, as the local airport authority cut ties with one FBO from the old airport and then helped break ground for another at the new facility. Panama City's H4C FBO – which operates Precision AvJet, Precision Aviation Training, and Precision Air Charter – had been unable to reach a resettlement agreement to the new airport, unlike the airport's other FBO, Sheltair.

Sheltair, which is already operating aircraft at Florida Beaches, will construct a center comprising a 5,000ft² executive terminal, 1,680ft² of office space, and 9,100ft² of hangar space. "We are thrilled to be here and participating in this new airport," says Sheltair owner Jerry Holland.



02

Al Bateen Executive Airport

Abu Dhabi's Al Bateen Executive Airport has plenty to look forward to for the remainder of the year. For starters, the airport has announced an agreement with Switzerland's Gategroup to provide catering and aircraft provisioning services to business aircraft using the airport. The intention is for Gategroup's core brand, Gate Gourmet, to establish an on-site kitchen there, staffed around the clock by highly trained chefs.

Meanwhile an instrument landing system (ILS) has just been installed, enabling aircraft to land accurately and safely in low-visibility conditions. The

benefits of the system reach further, however, as it also increases airport capacity by reducing the minimum interval between landings.

Al Bateen handled almost 8,000 movements in 2010, an increase of over 30% compared with 2009, but in a bid to attract more traffic and help established operators grow, it has now reduced its aeronautical charges – landing fees by 35% and parking fees by 17%. The development of the FBO will be overseen by newly appointed Stephen Jones, who arrived at Al Bateen from the UK's London Oxford Airport at the end of 2010.

Above: **Sheltair has big plans for Florida Beaches**

Below: **A VIP lounge at Al Bateen**



Ross Aviation

Ross Aviation, which recently acquired Ronson Aviation's FBO at Trenton Mercer Airport, New Jersey, USA, is now responsible for the operation of 14 locations throughout the country. And the company is keen to grow further, according to its CEO, Jeff Ross. "It is exciting to acquire a new FBO," he says. "We've had our eye on Ronson Aviation for many years and are proud to have it in our portfolio. It is an attractive addition to our expanding map and we look forward to continuing to add locations."

The former Ronson Aviation site at Trenton Mercer is a full-service FBO engaged in aircraft fueling; hangar and office rental; aircraft maintenance; and avionics sales, installation, and service. It offers 72,000ft² of hangar and office space, and 24/7 operations. It is located midway between New York and Philadelphia on the I-95 corridor, with 10% of the USA's population residing within a 75-mile radius.

03



Above right: **The former Ronson Aviation site taken over by**

Ross Aviation

Below: **ABS Jets hopes extra office space will bring more passengers to its operation in Bratislava**

04

Atlantic Aviation

Atlantic Aviation is another FBO that has recently broken ground on a new facility, this one located at Will Rogers World Airport in Oklahoma City, Oklahoma, USA. The company says the facility will complement its existing FBO at nearby Wiley Post Airport, and predicts that the project will be completed by the end of first quarter of 2011. The new facility will offer a 28,000ft² corporate hangar and a terminal building that includes executive passenger amenities, a large pilot lounge, and multiple conference rooms.

As part of the deal, Atlantic has entered into a 30-year lease for 15 prime acres with The Oklahoma City Airport Trust. Will Rogers is popular for downtown corporate, sports, and entertainment destinations. This new facility reflects Atlantic's continued commitment to providing its customers with great amenities at highly desirable locations.

05

Direct Jet Center

To coincide with the reopening of St George Airport in Utah, USA, the facility's Direct Jet Center opened its doors early in 2011, and the FBO has high hopes for the facility in the coming 12 months.

"It's a very exciting time for us," says Direct Jet Center's president Joby Venuti, who believes that Direct Jet Center – part of the AvFuel FBO network – is the most easily accessible FBO on the field, with 11 acres of freshly paved ramp space and five acres of helipads. Double taxiways and new fuel facilities mean that the operator can now accommodate large business aircraft with ease.

"Direct Jet Center is looking forward to even more great developments to offer pilots," continues Venuti, who reveals that a new FBO terminal for pilots and passengers will be opening soon.

ABS Jets

The Prague, Czech Republic-based aircraft operator and services provider has started construction work for new office facilities at its Bratislava Airport base in Slovakia. The new building will provide around 400m² of extra space, and according to the company's commercial director, Antonia Tomkova, will "enhance the level of aircraft ABS Jets can handle at the airport".

"The opening of the new facilities at Bratislava Airport enables ABS Jets to further develop our strategic plan to consolidate our position as a European market leader and to offer a complete range of aircraft services for business aircraft," explains Tomkova.

ABS Jets' CEO Vladimir Petak adds "ABS Jets has been operational here since 2007 and we see this as an important and strategic step in bringing new and improved services to European and international aircraft operators and clients that are operating in this fast-growing area."

06



07

Odyssey Aviation

Exuma International Airport, serving the Bahamian island of Great Exuma, is set to get its first full-service FBO later in 2011, courtesy of Odyssey Aviation.

Previously the company has offered only handling and refueling at the 'satellite' location, with a full range of services and amenities available at its FBO in nearby Nassau. However, there has been an upturn in business at Exuma, and feedback has called for the same kind of service experienced at Nassau. Building work on the new FBO has already begun.

The facility will be 2,400ft², and located adjacent to the airport's existing parking area. Amenities will include Bahamas Customs and Immigration; high-speed WiFi internet; WSI weather station; a flight planning room; a pilot's lounge; a passenger lounge; HD satellite TV; a coffee, soda and popcorn station; catering coolers; ice machine; and on-site dishwashing and laundry capabilities.

"We are not building the Taj Mahal," admitted a spokeswoman for Odyssey Aviation. "The facility will be small and is to be developed using an 'island outpost' theme – open, airy, colorful, with some outdoor seating and resting areas. Most importantly, it will be functional; something we feel is needed on this island."



Above: **Odyssey Aviation is expanding its services at Exuma**

Below: **Wilson Air Center's plans for an FBO at Chattanooga**

08

Landmark Aviation

December 2010 and January 2011 saw some developments at Landmark Aviation that the company hopes will help it grow over the next 12 months. Firstly, the organization acquired the assets of DB Aviation at Waukegan Regional Airport in Illinois, USA.

"DB Aviation will be a great addition to our network, and will expand our presence in the Midwest," comments Dan Bucaro, Landmark's president and CEO. "We are looking forward to being a part of the community and providing general aviation services to Waukegan and surrounding areas."

Offering FBO, charter, and aircraft management and maintenance services, DB Aviation fits well into the Landmark network, bringing the total number of FBOs to 41, which are spread throughout the USA, Canada, and western Europe.

Bucaro also welcomed a new executive vice president and chief financial officer, Karen Twitchell, onto the staff at Landmark Aviation in January 2011. Joining the company from LyondellBasell Industries, and with over 30 years of financial and senior management experience, Twitchell hopes to "maximize the company's performance" in what promises to be a busy year.

Wilson Air Center

Set for completion in July 2011, a new FBO in Chattanooga, Tennessee, USA, will be managed by Wilson Air Centers. Partnering with the Chattanooga Metropolitan Airport Authority, a 9,000ft² general aviation terminal will be built that will encompass a full range of services. These include an office complex for pilot accommodation; "essential" resources required by business passengers; a fueling center; and a 12,000ft² hangar facility.

"Chattanooga is internationally recognized as a leader in economic growth and progressive vision," says Bob Wilson, president of Wilson Air Centers. "We very much appreciate the opportunity to bring potential and current customers the next level of aviation services."

Wilson Air Centers, which already operates US FBOs at Charlotte, Memphis, and Houston Hobby, says that there is room for expansion if there is the demand for it.

09



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Show preview

100 REASONS WHY YOU NEED TO VISIT BUSINESS AIRPORT WORLD EXPO 2011

There are over 100 exhibitors participating at Business Airport World Expo, to be held at TAG Farnborough Airport on March 1-3, 2011, plus free-to-attend workshops. We look at just some of the names that will be doing the rounds at the show

ABS Jets | ACC AvServ | Access Flight Support FZE | Aerolux | Aeroport
Lyon Bron | Air Link International | Air Service Basel GmbH | Air Support |
Airchef Holdings LLC | Airops Limited | Alaska Aerofuel - PAFA | ALPAR AG
| Ambassador Jet Center | An-Aviation | Argos Vip Private Handling S.r.l. |
ASE Handling | Astra Aviation Services | ATC Lasham | Avionicare | AviOne
| Avjet Routing | Baia Mare Airport | Baltic Air Charter Association | Bangor
International Airport | BART International | Bilen Havacilik Ltd Sti | Birk
Flight Services | Blackbushe Airport Limited | Blackpool International |
British Business and General Aviation Association | Conciair Ltd | Cotswolds
Airport | DC Aviation Limited | Delta Aerotaxi | Ecclesa Aviation | Enniskillen
Airport | Equity Aviation Services (T) Ltd | EVA International | ExecuJet
Aviation Group | Executive Aircraft Services | Exeter Airport | ExxonMobil
Avitat | Farnborough Aerospace Consortium | First Class Cars | Flightworx
| Flughafen Bern-Belp | Fly Aviation Services | Friendly Skies Aviation |
GBS Designs Ltd | GDN Airport Services sp. z.o.o | German Aviation Services
GmbH | GGR Group | Global Flight Solutions | Global Fuel Ehf | Gozen Air
Services | Grafair Jet Center | Granitize Aviation EU Ltd | Hadid International
Services | Hadley Executive Chauffeurs | Harrods Aviation | Hayward
Aviation Limited | Hytena Aeronautics | IAM Jet Centres of the Caribbean |
Inflite The Jet Centre | Innotech Exeaire Aviation Group | Jet Assist | Jet
Aviation (UK) Ltd | Jet Services | Jet Support | Kemble Air Services Ltd |
KLM Jet Center | Lektro/Aerospecialities | LimoLink Inc | Limousines
Worldwide.com | London Biggin Hill Airport Ltd | London Oxford Airport |
London Southend Airport | Martyn Fiddler Associates Limited | Morristown
Municipal Airport | MS4 Aircraft Management Group Ltd | Munich-
Executive (Oberpfaffenhofen) Airport | Newquay Cornwall Airport |
Northbrook College | Ocean Sky Jet Centre Ltd | Port City Air | Powerplan
| Red Box International | Rheinland Air Service GmbH | Robin Hood Airport
| Royalblue Executive Services | Saudia Private Aviation | Shannon Airport
| Signature Flight Support Corporation | Sky Aviation Services | Skylink
Services, Ltd | SW Business Aviation | TAG Farnborough Airport | The
Fujairah International Airport | Tristar Worldwide | Ultimate Jet & Helicopter
Magazine | United Aviation Services - HDQ | Vienna Aircraft Handling | VIP
Aviation | Vipport | Westair Aviation Ltd | Weston Aviation | World Fuel
Services | Yarmouth International Airport Corporation | Zela Aviation Ltd

Invitations

FBO tour

The team at TAG Farnborough Airport invite Business Airport World Expo delegates to see the airport facilities on a brief tour during their time at the event.

The executive terminal is located on the north side of the airfield and can actually be seen from the exhibition venue (FIVE), which is located to the south.

The tours will depart every two hours from 09:30 until 15:30 on all three days of the event (March 1-3), and transfers will be provided from FIVE to the FBO, with compliments of First Class Cars (www.firstclasscars.co.uk).

It is advisable to book your tour in advance, so to secure your place please contact Katy Marlow on +44 125 237 9018 or kmarlow@tagfarnborough.com.



Tuck in

Royalblue Executive Services invites all readers to visit its stand (2050), where it will introduce its latest inflight catering delights, along with its most popular selections – including an array of Arabic cuisine that is definitely not to be missed. Royalblue's chefs will showcase a selection of temptations, and discuss all aspects of production, from sourcing of fresh ingredients to cooking methods and final presentation.

From a dedicated Halal catering unit at London Heathrow Airport, Royalblue serves all London and southeast airports in the UK, delivering directly to the aircraft in one of its highloader vehicles. The newest addition to its fleet is a Volvo FL truck adapted with a highloader mechanism, which has successfully serviced clients' aircraft since mid-2010.

FIVE UNMISSABLE OPPORTUNITIES



Ambassador Jet Center (AJC) is seeking international partners looking to establish a US base of operations, or recommend AJC as

their service destination in the USA. Stanley Moussa, CEO, and Mary Burnham, vice president of international operations, will be in attendance at the expo. Centrally located at Dallas Executive Airport in Dallas, Texas, USA, Ambassador Jet Center offers accessibility to the entire USA and Mexico, with flight times of just a few hours to most destinations. Ambassador has 200,000ft² of hangar space, with another 250,000ft² inside the fence available for build-to-suit expansion. It doesn't charge ramp, facility, or overnight fees.



Invest in Doncaster's Take off at the Airport (TOA) team would be delighted to speak to any company interested in Robin Hood Airport in the UK. The TOA team has the overall responsibility of promoting the Robin Hood Airport Business Park and attracting potential aviation-related companies. TOA team members

New stuff

Plenty of exhibitors have new facilities and services to show off. Here's some of the stuff you can expect everyone to be talking about



Above: As well as new equipment, the operations team at Lyon-Bron Airport (Executive Handling) has a new uniform

New FBOs at Ocean Sky

In the second quarter of 2010, Ocean Sky negotiated the takeover of Spain's Aviation Handling Assistance facilities in Valencia, Ibiza, and Menorca, and has completed the renovation and refurbishment of these new Jet Centres. Entry into the Italian market is to be announced in the near future, and the company is also opening a new representative office in Dubai. This will initially focus on other business areas, but adding FBO operations to its presence in the Middle East remains firmly in the sights of Ocean Sky through 2011.

Repair station approval for Grafair Jet Center

Grafair Flight Management received an EASA Part 145 repair station certificate from the Swedish CAA in November 2010. This means it can now

offer line maintenance services or unscheduled maintenance at the Grafair Jet Center FBO, which is located at Stockholm-Bromma Airport in Sweden. Founder and owner Bengt Grafström will be at the show.

Equipment at Lyon-Bron

France's Lyon-Bron Airport has just installed new equipment for boarding in its General Aviation Terminal, to ensure maximum security for luggage. There is also a new aircraft maintenance provider on-site; Cessna had positioned a mobile service unit at Lyon-Bron to update and maintain Citation aircraft. Eric Dumas, the airport's director, and Ariane Rubattino will be at booth 4014.

Increased production at Red Box

Red Box International has expanded its premises – more



work proactively to infuse new companies into the airport's business community. To date, the TOA team has attracted a number of aviation inward investments from the UK and around the world, including Redline Aviation Security, Kinch Aviation Services, BAE Systems Aircraft Maintenance Academy (AMA), and Bespoke Training Systems. The team has also assisted existing tenants to develop their operations and contribute to bring in private sector investment. The airport opened in 2005, the result of a £100 million (US\$159 million) development. It is located in the center of the UK, providing hub facilities for air freight distribution and a viable alternative to airports in the southeast and northwest of the UK.

Visitors will be able to talk to World Fuel Services' business aviation team representatives James Hardacre (international sales manager) and Noel Siggery (international FBO relationship manager) on stand 1010. The company, one of the world's largest aviation fuel resellers, welcomes aircraft operators, existing and new clients, and FBOs looking to expand their

customer base through affiliation with the World Fuel Services network. The company is committed to both growth and continuing to provide quality services. In December 2010, World Fuel Services acquired The Hiller Group, a leading US general aviation fuel distribution business based in Tampa, Florida. With annual volume of more than 120 million gallons, Hiller supplies aviation fuel FBOs and corporate flight departments, and provides related support services. World Fuel Services provides service through its AVCARD and BaseOps programs. AVCARD is the company's aviation charge card, accepted at over 7,200 locations worldwide. Cardholders charge fuel and a wide variety of third-party aviation services. Meanwhile BaseOps is a global flight support provider, servicing corporate, charter, and commercial flight operations 24/7/365.

Weston Aviation's managing director, Nick Weston, and general manager, Becky Carver, will be at the show. The company has identified a niche market in developing regional airports and is actively seeking further airports to add to its portfolio. It is co-exhibiting with the UK's Newquay Cornwall Airport, represented by managing director Al Titterton. Over the last year Weston Aviation has opened Business Aviation Centres at both Newquay and Durham Tees Valley Airports. The FBOs can now offer a wider range of services for both crew and passengers. Weston Aviation also offers passenger and cargo charter sales at each airport. The company actively promotes the benefits of business aviation within the region and frequently runs marketing campaigns to bring in new business.

Signature Flight Support Corporation will host a drawing for an iPad to promote iFBO, its recently launched iPhone application that provides customers with handheld access to key flight planning and service information. The free iFBO app can be downloaded from Apple's iTunes store for the iPhone, iPod, and iPad. iFBO includes three key functionalities – a fuel calculator, a Signature locations database, and a favorites section. The fuel calculator allows the user to calculate the fuel and handling costs at a particular location, for a specific aircraft make, model, and fuel uplift, and for both AvGas and JetA. The locations database provides customers with detailed FBO information, including amenities, services offered, airport map, and local points of interest. The favorites function allows the user to mark any location and add it to their favorites list for easy and convenient access. Near Farnborough Airport, Signature has four key locations, at Gatwick, Heathrow, Luton, and Southampton. These facilities are amongst the busiest locations in the Signature FBO network, with their proximity to London.



Above: Ocean Sky has added three FBOs in Spain

than doubling the size of its production area, and increasing office facilities. The facilities will be used to produce the latest range of TRUs. Red Box also recently signed a contract to manufacture the Priceless Plane Tug range in the UK.

Tracking at Vipport
FBO Vipport has launched two services – Vipport Information Services

(VIS) and VIS.SMS – that enable customers to track an aircraft's ground handling status in real time throughout the Vnukovo-3 terminal at Vnukovo Airport in Russia.

Maintenance unit at Enniskillen/St Angelo
A 37,000ft² workspace is to be developed at Enniskillen/St Angelo Airport in Northern Ireland.

The standalone unit will accommodate a fixed-wing aircraft maintenance firm, and is due for completion by the end of 2011. The project is part-financed by the European Union (EU)'s INTERREG IVA program, managed by the Special EU Programmes Body (SEUPB), and match funded by the Department of Enterprise, Trade and Investment in Northern Ireland and the Department of Enterprise, Trade and Innovation in the Republic of Ireland.

Refurbishment at Harrods Aviation
Harrods Aviation has invested in its FBO facilities at London's Stansted Airport. The newly refurbished business, VIP and VVIP lounges are designed to provide a

relaxed and quintessentially Harrods environment for passengers to unwind in.

New managing director for Biggin Hill
Jenny Munro has been appointed to the newly created position of managing director of London's Biggin Hill Airport. She will join with effect from March 1, 2011. In other news, the airport has requested a temporary change to opening hours and a temporary change to the ban on fare-paying passengers, for air taxi users (not scheduled) for the 2012 Olympic Games.

Record membership for BACA
Markham Jackson, chief executive of The Baltic Air Charter Association

(BACA), will be on stand 4048 to talk to people about membership and sponsorship opportunities. BACA is a network for the air charter market, representing air charter brokers, airlines, airports, business aircraft operators, handling agents, aviation lawyers, and consultants. It has now reached record levels of membership. "We have decided to more actively target members from outside Europe," explains Jackson.

European expansion for Avjet Routing
The creation of an office in Turkey (and a global network of facilities, partners and associates) is a key component in Avjet Routing's participation in the show.

PLANNING YOUR TRIP

What will I learn?

There are free-to-attend workshops being held at the show, where experts from organizations, including the British Business and General Aviation Association, ACC AvServ, and the Baltic Air Charter Association, will share their knowledge. The aim is to help you improve the operational efficiency of your executive jet. Topics include fleet management, risk management, security, aircraft sourcing, airworthiness management, and choosing the right flight partners. You can learn something new every day!

Plan your workshop itinerary:

Tuesday, March 1, 2011

11:30 – 12:30

European Security for Executive Jet Owners and Operators

The British Business and General Aviation (BBGA) will delve into European security regulations for business aviation and the effect they have on your operational efficiency. Plus the Department of Transport will discuss the UK implementation of EC300 security rules.

14:00 – 15:00

Safety and Risk Management

This ACC AvServ-hosted workshop looks at why risk management should be an integrated management process in any organization. The processes of identifying, evaluating, prioritizing and managing risk will be discussed, plus the future benefits of such practices analyzed.

Wednesday, March 2, 2011

11:00 – 12:00

Aircraft Sourcing and Management

The workshop will look at key elements of the aircraft lease agreement; and continuing airworthiness management. Hosted by ACC AvServ.

14:00 – 15:00

Flight Time Limitations and Safety Management for Executive Jet Owners and Operators

The BBGA will evaluate flight time limitations and why business aviation should be subject to different regulations. The session will progress with the BBGA to look at executive jet safety management, i.e. developing safety management systems suitable for small companies.

Thursday, March 3, 2011

11:00 – 12:30

Panel Discussion: Choosing the Right Flight Partner

Moderator, Markham Jackson, chief executive of Baltic Air Charter Association (BACA), will lead the discussion with panelists including Thomas Mayr, FBO manager of Rheinland Air Service, and George Mavros from Skylink Services. With numerous other experts from some of the world's largest executive jet operators, the session will provide fierce debate and excellent advice.

How do I get there?

If you're coming by air, then obviously TAG Farnborough Airport is the most convenient option. It has a 2,608m runway, and the exhibition venue, FIVE, is only five minutes from the terminal. On-site customs, fueling, maintenance support, aircraft parking, cleaning, oxygen refill, catering, and of course push-back and air-start services are all available. Other options include Heathrow (approximately 40 minutes by car), and Gatwick (approximately 50 minutes by car).

FIVE is situated southwest of London, close to Junction 4 of the M3. If going by road, follow the Farnborough/FIVE signs on all major routes. Satnav users should enter 'GU14 6AZ' for directions to Queen's Roundabout, take Government House Road (Aerospace Boulevard), then follow signs to FIVE via Gate F.

FIVE is also within easy reach of three rail stations: Farnborough Main, North Camp, and Aldershot. Disabled passengers are advised to travel via North Camp. For further information and train times visit www.nationalrail.co.uk



When do I need to get up?

The exhibition is open from **10:00 to 16:00** on the Tuesday and Wednesday (March 1-2), and from **10:00 to 14:00** on the final day (Thursday, March 3).





Where can I stay?

For those who like the finer things in life, the 4 AA star Aviator, owned by the same company as the airport, is the pick of the hotels in Farnborough and is five minutes from FIVE, the expo venue. Prices start at £175 (approximately US\$280) per night (room only, including VAT). See page 20 for a full review.

Other hotels in the town include the Falcon Hotel & Conservatory Restaurant, from £89 (US\$142) during the week, including breakfast; and the Holiday Inn Farnborough, which is also very close to FIVE, with prices from £144 (US\$230) per night including breakfast.

Don't panic if you can't get a room in town – there are plenty of other hotels in the surrounding area, including the 5 AA star Four Seasons Hotel Hampshire in Hook, a gorgeous Georgian manor house with rooms starting from £195 (US\$312) per night. The hotel is 20-30 minutes from the airport and has a special offer on until the end of March – the third night free with every two consecutive paid nights. Also near Hook is Tylney Hall, a 4 AA star country house hotel with prices from £220 (US\$352) per night.

Three AA star rated hotels nearby include Potters International Hotel in Aldershot; the Casa Dei Cesari Restaurant & Hotel in Yateley; the George Hotel in Odiham; the Elvetham Hotel in Hartley Wintney; and the Raven Hotel in Hook. For more details, see www.visit-hampshire.co.uk

What can I see in the area?

As well as the airport of course, attractions in Farnborough include the Farnborough Air Sciences Trust aerospace museum (Saturdays and Sundays only); and Farnborough Abbey, home to Benedictine monks, and where Napoleon III is buried.

The wider county is notable for Jane Austen (the house in Chawton where she wrote or revised her most famous works is open to visitors); the beautiful New Forest national park, with its freely roaming ponies; and grand stately homes including the Duke of Wellington's Stratfield Saye House. Notable towns and cities nearby include historic Winchester, once capital of England, and home to an 11th century cathedral; Basingstoke; and Guildford, across the county line in Surrey.

For those with an interest in maritime history, the coastal



cities of Portsmouth and Southampton are worth a visit. Portsmouth is home to historic ships such as HMS Victory, HMS Warrior, and Henry VIII's Mary Rose (but this last one is currently not on public display). Meanwhile Southampton is where the Titanic sailed from, and houses an exhibition to tell its story, along with the Maritime Museum. The city is also where the Spitfire aircraft was designed – you can find out more by visiting the Solent Sky museum.

If this isn't enough to keep you occupied, then London is easily accessible by train!

Who will I meet?

COMPANY	COUNTRY
ABS Jets	Czech Republic
ACC AvServ	UK
Aero Rep Ltd	UK
Aeroport Lyon Bron	France
Air Link World International	Ukraine
Air Service Basel GmbH	Switzerland
Air Support	Denmark
Airchef Holdings LLC	USA
Airline Support Executive	Denmark
Alaska Aerofuel - PAFA	USA
ALPAR AG	Switzerland
Ambassador Jet Center	USA
An-Aviation	Egypt
Argos Vip Private Handling Srl	Italy
Astra Aviation Services	UK
Aviation Lease Brokers GmbH	Austria
AviOne	Turkey
Avjet Routing	Syria
Baia Mare Airport	ROMANIA
Baltic Air Charter Association	UK
Bangor International Airport	USA
BART International	Belgium
Bilen Havacilik Ltd Sti	Turkey
Birk Flight Services	Iceland
Blackbushe Airport Limited	UK
Blackpool International	UK
British Business and General Aviation Association	UK
Conciliar Ltd	UK
DC Aviation Limited	Malta
Delta Aerotaxi	Italy
EBAA	Belgium
Ecclesia Aviation	Italy
Enhance Aero	France
Enniskillen Airport	Northern Ireland
Enterprise Jet Center	USA

COMPANY	COUNTRY
Equity Aviation Services (T) Ltd	Tanzania
Eso Petroleum Co Ltd	UK
European Business Air News	UK
EVA International	UK
Evo Jet Services	Germany
Excel Handling Sp z o.o	Poland
ExecuJet UK Ltd	UK
Executive Aircraft Services	Lebanon
Farnborough Aerospace Consortium	UK
First Class Cars	UK
Flightworx	UK
Flughafen Bern-Belp	Switzerland
Fly Aviation Services	United Arab Emirates
Friendly Skies Ltd	UK
Fujairah International Airport	United Arab Emirates
GBS Designs Ltd	UK
GDN Airport Services Sp z o.o	Poland
GGR Group	UK
Global Flight Solutions	UK
Global Fuel EHF	Iceland
Grafair Jet Center	Sweden
Granitize Aviation EU Ltd	Ireland
Hadid International Services	United Arab Emirates
Hadley Executive Chauffeurs	UK
Harrods Aviation	UK
Hayward Aviation Limited	UK
IAM Jet Centres of the Caribbean	West Indies
Inflite	UK
Innotech Execaire Aviation Group	Canada
Invest in Doncaster	UK
Jet Support	USA
Jordanian Airports for Development & Services	Jordan
Kemble Air Services Ltd	UK
KLM Jet Center	The Netherlands
LimousinesWorldwide.com	USA

COMPANY	COUNTRY
London Biggin Hill Airport Ltd	UK
London Oxford Airport	UK
London Southend Airport	UK
Loop Publishing (UK) Ltd	UK
LOT Services FBO	Poland
Martyn Fiddler Associates Limited	UK
MoonJet Flight Support	UK
Morristown Municipal Airport	USA
MS4 Aircraft Management Group Ltd	UK
Northbrook College	UK
Ocean Sky Jet Centre Ltd	UK
Pilot	UK
Port City Air	USA
Red Box International	UK
Rheinland Air Service GmbH	Germany
Royalblue Executive Services	UK
Saudia Private Aviation	Saudi Arabia
Shannon Airport	Ireland
Signature Flight Support Corporation	USA
Sky Aviation Services	United Arab Emirates
Skylink Services Ltd	Cyprus
TAG Farnborough Airport	UK
Tristar Worldwide	UK
Ultimate Jet & Helicopter Magazine	France
United Aviation	Libya
United Aviation Services - HDQ	UAE
Vienna Aircraft Handling	Austria
VIP Aviation	Georgia
Vipport	Russia
Westair Aviation Ltd	Ireland
Weston Aviation	UK
World Fuel Services	UK
Yarmouth International Airport Corporation	Canada
Zela Aviation Ltd	Cyprus

Making an entrance

Recently opened up to corporate and charter traffic, Munich Executive Airport is positioning itself as the business aviation gateway to Bavaria



Located just 20km southwest of Munich, Germany, and right off the main A96 highway, Munich Executive Airport at Oberpfaffenhofen provides easy access to Munich and serves as a gateway into the heart of Bavaria. It also offers business aviation a practical alternative to international airports, and expects to become the preferred business aviation destination in the region.

"Over the next few years, Munich Executive Airport will become the premier destination for business aviation," says Johannes Schaesberg, chairman and CEO of Rheinland Air Service (RAS). "This airport's convenience and capabilities make it perfect for business aviation."

Investment

RAS, a long-established aviation company in Germany, has been exclusively operating the business aviation terminal at the airport since September 2009. Its on-site team provides a comprehensive range of handling activities and complete FBO service. To make the airport even more inviting, over the past 18 months RAS

has invested close to €500,000 (US\$672,656) enhancing the FBO, adding a conference room, a crew briefing room, and two new crew recreation and relaxation rooms. There is even a sun deck.

Limousine and taxi reservations can be arranged through preferred partners. RAS also works with two established inflight catering companies. These high-end caterers are happy to tailor menus to meet individual requests and dietary needs. Current airport operating hours are 07:00-21:00 local time, Monday to Friday, and 08:00-21:00 on Saturday and Sunday (prior permission required). The airport hours can also be extended to meet customer requirements.

The airport boasts a 7,500ft runway with full ILS capability. Hangar parking is available on request, and can accommodate aircraft with tail heights of up to 7m. Two 6,000m² hangars provide short- and mid-term parking, and long-term parking or stationing is also available, subject to confirmation. Additionally, RAS offers a de-icing service and a full ground power AC/DC service, and in cooperation with partner PAC, it provides a professional aircraft valeting service.



Main image: **Munich**

Executive Airport

Inset: **RAS provides handling and FBO services at the airport**

Below: **A sunny passenger lounge**

Bottom: **RAS manages**

two hangars



Many familiar operators, including NetJets, DC Aviation, ILFC, and various large corporate flight departments, regularly use Munich Executive Airport, which is home to RUAG Business Aviation Maintenance (a Citation Service Center and Bombardier Service Center), and Dornier 328 VIP conversion specialist 328 Support Services. It is even the headquarters for the German Aerospace Research Center, which bases four research aircraft at the airport (G550 HALO, FA20, DO228, and Cessna Grand Caravan). Although the airport was previously available only to those companies based there, keeping it something of a secret, it now welcomes broad business aviation use.

Sales and service

In addition to operating the business aviation terminal at Munich Executive Airport, RAS also provides authorized sales and service for many leading companies in business aviation.

RAS represents Daher-Socata as its exclusive German and Austrian distributor for the Socata TBM850 single-engine turboprop. RAS is also partnering with Finnoff Aviation, a leading US dealer of pre-owned Pilatus PC-12 aircraft, for PC-12s in Europe, Russia, and Turkey. The aircraft can be custom configured. RAS is one of only three Honda aircraft dealers in Europe, with a territory covering central Europe. The HondaJet Sales and Service Center for Central Europe will soon be established at Munich Executive Airport and will further broaden the airport's capabilities.

The convenient location combined with these additional services and capabilities make Munich Executive Airport a compelling choice for business aviation. "The business market has always responded well to the tailor-made attention that we pride ourselves on," says Schaesberg. "We are delighted to extend our experience in business aviation to Munich Executive Airport at Oberpfaffenhofen and invite you to try it."

www.ras.de

Pleased to meet you

Introducing Signature's two newest FBOs



With recent additions Fresno Yosemite International in the USA and Montréal Pierre-Elliott Trudeau International in Canada, Signature Flight Support Corporation's global FBO network now stands at 103 locations – spanning the Americas, Europe, Asia, and Africa.

Signature Fresno offers convenient access to California's Central Valley and is a gateway to one of North America's world-renowned national parks. Yosemite National Park, one of the first wilderness parks in the USA, is best known for its waterfalls, but within its nearly 1,200 square miles, visitors can find deep valleys, grand meadows, ancient giant sequoias, and a vast wilderness area.



Above: Signature's facility at Fresno, USA

The 6,100ft² executive terminal at Fresno features a passenger lounge, crew lounge, two sleep rooms, computer room, and an executive conference room. All lounges include high-definition televisions and video libraries for passenger and crew enjoyment. Signature believes its ultra-modern 40,800ft² hangar is the only hangar space in this region of California capable of accommodating Global Express or Gulfstream size aircraft. Perhaps the facility's most charming aspect is a large ramp-side covered patio where customers are able to relax and enjoy a breathtaking view of the Sierra Nevada mountain range while they wait for their aircraft to be prepared.



Meanwhile, Signature Montréal represents the company's debut into the Canadian market. Montréal is the second largest city in Canada and Pierre-Elliott Trudeau International is the country's third busiest airport. The facility is situated just 15 minutes from Montréal's commercial and entertainment districts, and 20 minutes from one of the city's most famous tourist attractions, Mount Royal. Mount Royal's lookout offers a beautiful view of downtown Montréal and is part of Mount Royal Park, laid out long ago by Frederick Law Olmsted, best known for landscaping New York's Central Park.

The facility features a secure, heated 65,000ft² hangar, lounges for crews and passengers, a

sleeping room, shower facilities, café-bistro, conference room, and wireless internet access. The facility also offers on-site maintenance, aircraft charter, and management provided by Starlink Aviation, Signature's licensing partner.

All Signature locations are dedicated to providing world-class customer service and safe reliable flight support services through the Signature Service Promise. Flight support services on offer include ground handling, complimentary cabin cleaning, water and lavatory service, fueling, hotel bookings, courtesy shuttle service, crew cars, and catering coordination. ☺

www.signatureflight.com

Main image: **The Fresno facility from the ramp**


Above: **A crew lounge at the Fresno FBO**

Top: **Signature Montréal**

Business and pleasure



Many of the passengers arriving at Sardinia's Olbia Costa Smeralda Airport have both work and play in mind

 The new private aviation terminal at Olbia Costa Smeralda Airport in Sardinia was inaugurated on June 27, 2009, boasting a futuristic structure crafted from glass and local San Giacomo yellow granite, and an interior featuring sleek and elegant lines.

More than 40,000 passengers pass through the airport each year. Most of them are bound for the tourist haven of Costa Smeralda. It is impossible to say exactly how many of these passengers are traveling for business and how many for leisure – it has been fashionable for quite some time to mix the two on the Costa,

creating business opportunities in this holiday location, and moving business and public relations meetings to the sea. As well as great weather, this stunning stretch of island coastline offers an impressive array of services and facilities designed specifically to cater to the needs of international VIPs – making it ideal for top-level business meetings.

First impressions

Eccelsa Aviation (fully owned by Geasar, Olbia Airport's management company, itself part of Meridiana Group) manages the private aviation

terminal. Discretion, comfort, safety, and security are the qualities most appreciated by its clients.

"We have a strong team, focus on providing the best quality service, and we all know that we will never have a second chance to make a first impression," says Francesco Cossu, Eccelsa's general manager.

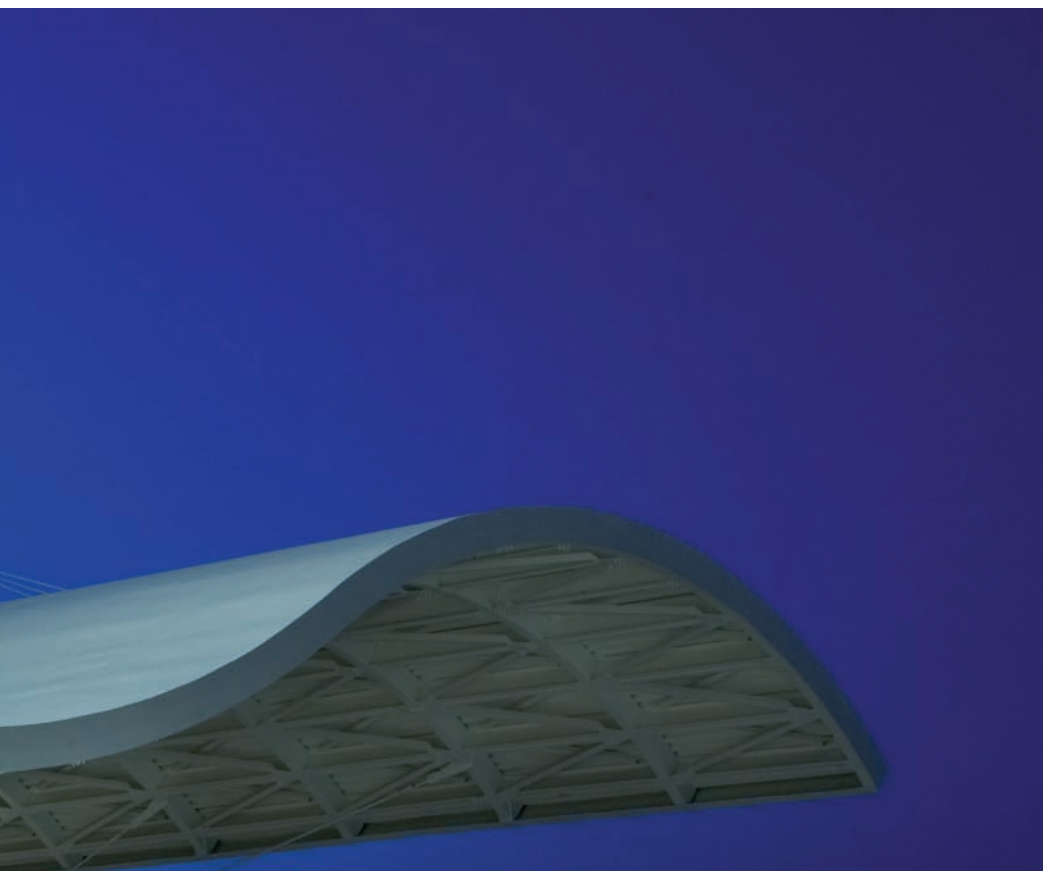
The executive terminal features a waiting area with five lounges, a VIP lounge, a crew service area, pilot rest room, and retail space for top brands such as Loro Piana, De Grisogono, and Ermegildo Zegna. It also has a restaurant and store with a selection of Sardinian produce and fine Italian and French wines. Eccelsa has established partnerships with Audi for transfers, and also with Rolex, which displays items inside the terminal.

Main image: **The private aviation terminal's canopy provides shelter for passengers leaving or boarding aircraft**

Below: **The glass and granite terminal opened in 2009**

Eccelsa itself maintains a 40-strong team to meet customers' requests, organizing everything from horse treks to aircraft and helicopter charter, renting a Ferrari, Aston Martin, or Bentley, and even arranging 'bareboat' and skippered yacht charters. The new Marina di Olbia is only 3km from the terminal, meaning passengers can be on their yachts four minutes after they have landed. It is also a very short hop from the terminal to a helipad-sporting megayacht riding at anchor off the Costa. Such is the convenience and speed of the transfer that many passengers opt to make the journey to their hotels or villas by helicopter and send on their luggage by car.✈

www.eccelsa.com



Growth in traffic

Over the last seven years, the executive terminal has doubled the number of aircraft movements serviced, from about 8,000 to 15,000 per year. More private A340s, Boeing 747s, 767s, and 777s, and other executive Very Large Aircraft than ever are landing at Olbia. The terminal also boasts an aircraft canopy, enabling passengers to enter and leave the terminal directly from their aircraft in total comfort.

Other services offered at the terminal include inflight catering from Cortesa, which alone offers a list of over 100 menu choices ranging from simple sandwiches to lobster; technical assistance from the Meridiana maintenance team; and integrated services for flight personnel and air taxi companies.



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MORRISTOWN MUNICIPAL AIRPORT, USA

An alternative to the Big Apple's busy commercial airports,
Morristown Municipal Airport is fast gaining favor



Above: **Morristown Municipal says it offers a less congested entry to New York**

Word is spreading about the convenience of Morristown Municipal Airport in New Jersey, USA, as an alternative to other – perhaps busier – airports serving New York. Just 27 stoplight-free miles from Manhattan and 18 miles from Newark International Airport, it is hardly surprising that as Morristown Municipal Airport makes its presence known to a wider audience, the positive practicalities in using this airport become very clear.

The airport is targeted specifically at business and private jet travelers, and says it can offer considerably less congestion and fewer delays than its competitors. Plus, it is one of the most obvious metropolitan New York City options, with the infrastructure required to facilitate swift

transfer and access to the finest amenities, while being close to the New Jersey enclave.

New Jersey combines urban amenities – with many four- and five-star hotels close to the airport – and an attractive suburban atmosphere. “We are often complimented on our park-like setting,” says Maria Renner, senior director of operations at the airport. “There is no doubt about the appeal of that to international travelers used only to experiencing airports situated in unmistakably dreary industrial areas.”

Morristown Municipal Airport believes a number of major businesses have chosen to situate their corporate headquarters in the appealing and attractive surroundings of the Morris County area largely because of the airport,

which provides a prime location with all the aviation amenities required to maintain a flight department within close proximity of company headquarters and one of the financial capitals of the world, New York City.

“Offering the accoutrements of a larger air-carrier airport without the associated overcrowding and inevitable landing and take-off delays, Morristown Municipal Airport makes the transition from air travel to ground destination seamless,” says Robert L. Bogan, the airport’s deputy executive director. “We view ourselves as a precision-class airport – designed, staffed, and operated specifically to accommodate the discerning private jet traveler.”

www.mmuair.com



With high-profile cultural events being held in Basel in 2011, Air Service Basel's FBO is preparing for a busy year

Each spring, some 2,000 companies from the watch, jewelry, and precious stone industries showcase their latest developments and innovations in Basel, Switzerland. The 2011 show is to be held on March 24-31. Around 100,000 visitors from the specialist retail and wholesale trade are expected to make their way to Basel from all over the world to discover the current trends and view the latest creations from the watch and jewelry sectors.

With its world-class museums, outdoor sculptures, theaters, concert halls, idyllic medieval old town, and new buildings by leading architects, Basel ranks as a top cultural capital, and that also helps to put the Art Basel week on the agenda for art lovers from all over the globe. During the upcoming Art Basel in June 2011, a fascinating atmosphere will fill this traditional city, as the international art show is reinforced with exhibitions and events all over the region.

With such major events in Basel's visitor attraction calendar in 2011, Air Service Basel, an FBO based at EuroAirport Basel Mulhouse Freiburg, is well set up for busier days ahead. Its modern and spacious facilities include 4,700m² of secure hangar parking and 9,300m² of apron



Above: **The company has 4,700m² of hangar space at EuroAirport Basel Mulhouse Freiburg**

space, enabling it to cater for both long-term hangarage and technical stopovers.

Full-service FBO

The FBO is designed as an exclusive, discreet, and secure environment, incorporating a private VIP passenger lounge and pilots' briefing room together with customer-focused services, including limousine arrangements, crew transport, fuel support, and customs clearance.

With its location at the border between Switzerland, France, and Germany, Air Service Basel enables passengers to reach downtown Basel within a 15-minute limousine drive after their arrival at the FBO. The culturally attractive cities of Mulhouse in France and Freiburg in Germany are also within half an hour's drive.

As a remarkably low-congestion airport without restrictive slot reservations, and with frequent rail connections, even passengers



Main image: **Air Service Basel's VIP lounge**

Below: **The company prides itself on its customer service, including arranging limousines**


Bottom: **As well as hangar room, the company boasts 9,300m² of space on the apron**



going on to Zurich or Geneva may find the airport and Air Service Basel's FBO a very convenient proposition.

EBAA approval

Constantly striving to improve its offering further, Air Service Basel was recently acknowledged as an approved handling agent by the European Business Aviation Association (EBAA). The EBAA's Handling Code of Practice has been designed for handling agents and FBOs to provide the highest standards of service.

Air Service Basel's passenger and crew facilities, combined with its maintenance capabilities, reflect its focus on customers' needs. The company's service agents and maintenance teams are dedicated to providing the best service possible, and enhancing its reputation as a top FBO. 

www.airservicebasel.com



Launch pad

Bangor International Airport is a key stepping stone between the USA and Europe



Together Bangor International Airport and Bangor Aviation Services (BAS) offer more than 40 years of experience in transatlantic tech stops. Strategically located as one of the closest US international airports to Europe, Bangor, in Maine, aims to deliver quick, efficient, and cost-effective service. The airport provides ground handling, refueling, aircraft servicing, federal inspections, passenger services, and all other transit needs 24/7, 365 days a year. The airport owns the FBO, and so has control over how services are delivered and can keep costs in line.

Because time is money, the airport and BAS have worked diligently over the years to become experts in quick turns, and pride



Above: **Bangor specializes in quick turns and transatlantic tech stops**



Main image: **The FBO's passenger lounge**
Above right: **The airport runs the Avitat-branded FBO**
Right: **The 11,440ft runway can accommodate any aircraft**



themselves on how fast they can get aircraft on their way without sacrificing quality and excellence. The team – incorporating experienced crew and staff – values its working relationships with customers and always tries to anticipate their needs and exceed their expectations.

Any aircraft

With an 11,440ft (3,486m), CAT III runway, the airport is able to handle any aircraft – on any given day the ramp may service everything from a G4 to the AN-225, all at the same time.

Although located in the northeastern USA, the airport is very proud of its weather status, and boasts an excellent snow handling



Above: **Welcoming US troops home**

record. When other airports in the region are closing due to bad weather, Bangor says it is often the diversion destination until the affected airports can get their facilities up and running again.

Even as the airport prides itself on its service expertise, facilities, and experienced personnel, it is proudest for being known around the world as the home of the Maine Troop Greeters. The airport is often the last US stop on the way out for deploying troops and the first stop for returning troops. It has greeted more than one million troops since 2003, offering support and comfort for transiting troops and their aircraft. 🇺🇸

www.flybangor.com



Main image and below right: **The company's headquarters in Rome**

The beautiful south

Hot on the heels of opening three new FBOs in 2010, Argos VIP Private Handling plans to open two more in southern Italy in 2011

🌀 The year 2010 was a year of growth for Argos VIP Private Handling, which registered an increase in operations and client loyalty. It credits these successes to its large (and unusual) range of services, customized assistance, a strong physical presence, and especially the high level of service excellence it promises.

Building on these accomplishments, Argos VIP is continuing its expansion in Italy. After opening three new branches in Milan, Pisa,

and Venice over the past couple of months, the company is now working on the launch of two new FBOs in the south of Italy. These are scheduled to be ready later in 2011.

The company's new strategic expansion is driven by its renewed commitment to reliability and support. It aspires to be closer and closer to its clients, especially in those areas of the country where excellent service may be hard to find.

The company presented its new Venice and Pisa FBOs to the business aviation public

during the 2010 Middle East Business Aviation (MEBA) show, held in Dubai, UAE, on December 7-9, 2010. The launch was a great success, confirmed by operators choosing to fly to the new locations. The company will meet the market again at the Business Airport World Expo, to be held at Farnborough Airport, UK, on March 1-3, 2011. Argos plans to use the opportunity to strengthen existing relations, as well as to create new partnerships for the future. 🌀

www.argosvph.com

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Chartering, handling, aircraft management, and maintenance services are all available in Beirut through Executive Aircraft Services

Executive Aircraft Services (EAS) began operation in 2003 with the acquisition of an air operator certificate (AOC) and the purchase of a Hawker 700. Today, led by its general manager, Captain Nicolas Meszaros, and operations manager, Nael Chehab, the company has grown to become a leading business aviation provider in Lebanon, at Beirut Rafic Hariri International Airport. EAS now owns and operates a Hawker 800XPi, manages a fleet of six other aircraft, and has established an FBO and AMO in Beirut.

EAS acquired the 800XPi in 2008 for its charter clients. This choice was based on the

comfort, range, and safety records of the aircraft. Because a passenger's journey encompasses more than just the time spent in the air, the company has developed one of its major activities – ground handling – through its FBO at the airport's general aviation terminal.

With its luxurious and modern VIP lounge and the latest advanced ground support equipment and professional staff, EAS says it has acquired the majority of Beirut's business aviation. The company recently added a new tug, which can tow aircraft up to a Boeing 767, and two new cars – one for crew transport in the city, and one





**Business
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for company use. This completes the array of equipment needed to be totally independent of third-party suppliers.

EAS's lounge is equipped with all the business and entertainment tools needed to serve passengers' needs. The company's ongoing project is to extend its lounge space to accommodate an increasing flow of aircraft and passengers.


The company spares no effort in safety, and thus most staff have to attend annual safety management system courses as well as other relevant training programs to keep the quality standards as high as possible. The whole operation is covered by an insurance policy that exceeds the strictest norms in business aviation.

Aircraft management is an important part of EAS's business, and the company aims to increase its aircraft fleet, be it private or commercial, through its AOC. Today EAS manages a fleet of seven aircraft, ranging from Hawker to Global Express. It boasts a highly advanced and electronically assisted operations department, tracking every aspect of management in great detail. Moreover, EAS is one of the first companies in the region to use entirely modern customized software for its needs – incorporating flight tracking as well as human resources and scheduling systems.

In addition, EAS built a hangar in 2009, and began performing maintenance after the acquisition of its AMO by the Lebanese Civil Aviation that same year. Since then, EAS has strengthened this department by training its

engineers at renowned centers such as CAE and Flight Safety International, and adding new capabilities continually. For example, EAS is now qualified to perform up to B checks on Hawker-series aircraft, and has certified engineers for Challenger 300 and Global Express types.

The company says the simple reason why people choose EAS is that it offers a full package – chartering, handling, management, and maintenance services. EAS's success is a result of its team's dedication to total customer satisfaction as its number one business objective.

Having risen to a leading position in Lebanon, EAS's aim is to continue adding more capabilities to its AMO and to extend its services beyond the country's borders. 

www.fly-executive.com

Main image and below: **EAS's hangar at Beirut Rafic Hariri International Airport**
Left: **EAS's VIP lounge**





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Left: A GBS Design employee restoring a business jet's interior leather

Below: The company also carries out extensive exterior maintenance detailing services

In the detail

At four key London airports GBS Design comprehensively covers maintenance, refurbishment, and detailing

GBS Design is an aircraft maintenance detailing, design, and refurbishment company specializing in program management for exterior and interior detailing. It services London Luton, London Stansted, Biggin Hill, and Farnborough airports in the UK.

The company believes that what sets it apart is its philosophy of having all staff members fully trained and educated in all facets of detailing, refurbishment, and maintenance integration. Staff members include airframe and powerplant maintenance technicians, as well as aviators with type ratings in Boeing and Gulfstream aircraft. This enables the company to understand the different points of view that owner, manager, and maintenance providers may have, and it helps it to integrate its services and create value.

Creating value is the cornerstone of the company's philosophy. This is why every product that GBS Design uses is fully approved by OEMs, service centers, and maintenance providers to ensure consistency and to keep in line with current maintenance manual procedures and warranty programs. To ensure it is fully updated with the newest maintenance

manual procedures, GBS Design cooperates fully with OEMs and maintenance personnel and follows strict guidelines set out in Bombardier, Boeing, Gulfstream, and Embraer computerized maintenance programs. This philosophy has helped it become an approved detailing and refurbishment company at the Gulfstream Luton Service Center.

Expansion continues in 2011 with a new custom-built trim shop that will encompass laminate repairs, carpet trim, plating, cabin seating, and luxury goods.

The company says its appearance maintenance programs can provide substantial

savings compared to the cost of replacing materials, and can extend the life of interiors, as well as exterior paint.

The appearance maintenance program can also provide detailing maintenance integration with the client's selected OEM; provide consultancy expertise for interior design concepts; complete interior repairs to laminate, leather, and carpeting, and aluminum polishing with non-destructive testing (NDT) analysis. The company also offers computerized material and detailing tracking to monitor and advise clients when additional work may be required to keep them compliant with exterior, interior, or engine warranty programs.

GBS Design's goal is to provide clients with a highly skilled work staff committed to using only the finest grade of products. The company's aim is to provide the owner with a sense of well being and aesthetic appeal, and ensure that each aircraft is maintained to OEM standards and its warranty and maintenance program is never compromised.

www.gbsdesigngroup.com



Another way with snow!



Snow needn't be all doom and gloom for airports (see page 36 for our cover feature on snow clearing). As these pictures from Edmonton International Airport (EIA) in Canada demonstrate, it can bring a bit more magic to the travelling experience.

The sculpture was created in January 2011 by four sculptors from Edmonton's sister city in China, Harbin, as part of Edmonton's Ice on Whyte ice carving festival. Carved from an 8 x 4ft, 4,500 lb block of snow using only hand tools, the sculpture represents images from the Beijing Opera. "As the gateway to the world for the Capital region, it's fitting for EIA to host an event that features our sister city Harbin, while also creating winter excitement and an atmosphere that enhances the airport experience," said EIA president and CEO Reg Milley.

EIA is operated by Edmonton Airports, and handles passenger, cargo, and corporate aviation. Year over year, general aviation activity at EIA has increased more than 61% – and so a new 300,000ft² general aviation facility is soon to be built at the airport, with an FBO, hangar, and office pods. Innovative construction methods will allow the custom sizing of hangar pods to connect the storage facilities to more than five acres of secure ramp. Corporate office space with parking will provide connection from groundside to the hangar pods. Designed by Dialog Design and built by Airside Properties, the complex will cater to the growing need for aircraft storage and maintenance facilities at EIA, for aircraft ranging from corporate jets to Boeing 737s. The first three pods will be between 26,000 to 32,000ft² in size. York Realty is managing the aviation-related leasing opportunities.

The FBO will be run by a third party, yet to be announced. Facilities will include a pilot lounge, passenger lobby, preflight briefing and weather room, conference room, and catering.

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