

THE INTERNATIONAL REVIEW OF THE WORLD'S FBOs AND GENERAL AND BUSINESS AVIATION AIRPORTS

Business Airport

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

May 2011

Protect your assets

How to stop your aircraft
from being tampered with



**EBACE SHOW
ISSUE!**

THE GROWING BUSINESS AVIATION SECTOR IN FRANCE; BEST SAFETY AND RISK MANAGEMENT PRACTICE; EUROPEAN HELIPORTS RESEARCH; **SOURCING, LEASING, AND FINANCING AIRCRAFT**

SPA... Business with style and luxury



Falcon 7X



Discover the world in style and luxury. Our new state-of-the-art triple engine long range **Falcon 7X** private jets will take you anywhere in the world in complete comfort and safety. Whatever your destination is, **SPA** is ready to serve you with the best fleet of private jets and a high quality team of professionals at competitive prices.

For reservations please call: **+966 9200 13310** | **SPA@saudiairlines.com**

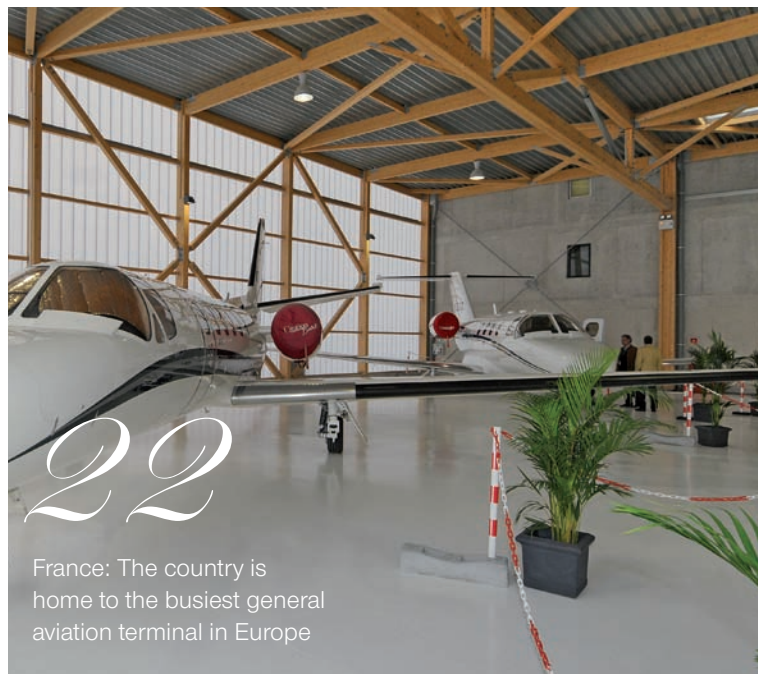


طيران السعودية الخاص
SAUDIA PRIVATE AVIATION

Your SPA in the sky



European heliports: A look at what is on offer across the continent



France: The country is home to the busiest general aviation terminal in Europe



Risk management: How can operators improve their safety strategy and procedure?



Aircraft security: A look at the technologies on offer to protect your fleet



Sourcing and leasing: Things to consider when looking to acquire your next aircraft



New Zealand: A quick guide to business aviation destinations for the 2011 Rugby World Cup

- 6 **Arrivals lounge**
All the latest industry developments
- 46 **Fuel for thought**
Fuel purchases can be more efficient – and less expensive
- 48 **The Italian giant**
The growth of SKY Services' FBO network has taken Italy by storm
- 50 **All in a day's work**
A commitment to constantly improving and expanding its offering has enabled Hadid to become a leader in aviation services
- 52 **Time matters**
With its convenient location, Roskilde Airport provides a shortcut to the capital of Denmark



- 59 **Family affair**
Good working relationships among its employees are part of the secret of RusAero's success
- 60 **Going Dutch**
Arrindell Aviation Services celebrates 22 years at Princess Juliana International Airport in St Maarten
- 62 **Listen and learn**
By listening to market feedback, Argos VIP is improving services at its four FBOs and keeping down costs
- 64 **Smooth operator**
Helsinki Airport's Business Flight Center offers a hassle-free experience for its business jet customers, no matter what the conditions
- 66 **All in the detail**
The Allen Groupe's worry-free experience has enabled the company to expand on its aircraft detailing services
- 68 **Prime position**
Throughout 2009 and 2010, business traffic increased by 31% at France's Limoges International Airport
- 70 **Spotlight**
The latest developments from Gözen Air Services in Turkey and IGS Ground Services in Iceland



- 54 **Added value**
Malta is an excellent location in which to operate and own business aircraft with business aviation rapidly becoming a vital part of the country's economy
- 56 **Paradise for pilots**
Pilots and their passengers are promised personal service from a dedicated experienced aviation couple, working together on a paradise island
- 57 **Flexible friend**
Based in the border triangle of Switzerland, France, and Germany, Air Service Basel believes that offering its customers more than just standard services is key to its success
- 58 **Your kingdom awaits**
The secret of SPA's success is its ability to combine Arabic traditions with modern standards, creating a very special approach to private aviation





**AIRCRAFT HANDLING
AIRCRAFT CHARTER
AIRCRAFT MANAGEMENT
AIRCRAFT MAINTENANCE**

**EXECUTIVE AIRCRAFT SERVICES
RAFIC HARIRI
INTERNATIONAL AIRPORT
GENERAL AVIATION TERMINAL
BEIRUT - LEBANON
P.O.BOX 113-5888**

PHONE +961 1 628 260 / 2
FAX +961 1 628 261
SITA: BEYEAXH
E-MAIL INFO@FLY-EXECUTIVE.COM
OPS@FLY-EXECUTIVE.COM
WEB WWW.FLY-EXECUTIVE.COM
VHF 131.20



Welcome

When I first heard the saying 'bird strike' a few years ago, the image that came into my head was a group of pigeons holding placards campaigning for action. However, when I realized what a bird strike actually was, I found it to be quite disturbing. The thought that a flock of birds can bring down an aircraft mid-flight is more than a little worrying.

According to the Bird Strike Committee in the USA, since 1988 around 220 people have been killed worldwide as a result of accidents arising from bird strikes. Such strikes annually cause millions of dollars in damage to US civil and military aircraft alone. The earliest known bird strike to a powered aircraft was recorded on 7 September 1908 in Dayton, Ohio – by Orville Wright himself, when he chased a flock of birds and killed one during flight trials. The first fatal bird strike followed in 1912 at Long Beach in California – after a gull became lodged in the flying controls of a Wright Flyer piloted by Cal Rodgers, the first man to fly across the United States. You only have to web search the words 'bird strike' to see the damage they can do.

Unfortunately bird strikes are just one example of the potential risks faced by all of us in aviation, however as our feature on page 28 makes clear, there are a number of things that can be done to better manage such risks. In particular, safety management systems have a very important role to play. "Safety management systems provide an organized approach," says Shaun Dewey, managing director of ACC AvServ. "An effective SMS enables hazards and risks to be assessed and prioritized, and then mitigation measures can be put in place to reduce the risks to as low as possible."

Shaun Dewey was sharing his thoughts on risk management in a workshop at the first ever Business Airport World Expo held at Farnborough Airport at the beginning of March. The event proved to be a huge success, with Brian Humphries, president and CEO of the European Business Aviation Association, commenting: "I congratulate the organizers. There are some very high-quality exhibitors and I'm impressed by the visitor numbers. I think you're bringing the right people together." Don't miss next year's Business Airport World Expo – to be held in Cannes, 22-23 February, 2012.

Our cover feature (p36) takes a look at the latest aircraft security technologies to protect your fleet. Our report includes a look at the new Vigiplane system, recently ordered by French security staff for President Nicolas Sarkozy's new Airbus A330.

And don't forget this issue's two destination guides. One looks at the growing heliport industry in Europe (p16), highlighting the main helipads in the region, including sites in Andorra, Monaco, Switzerland, and Liechtenstein.

The other looks at the growing business aviation industry in France (p22) and the investments being made there to keep up with demand. Eric Aguetant, president of EBAA France, says: "Our association is working well and will soon have three more business aviation airports. We are working on a quality brand for French business airports, judging them on up to 40 criteria relating to the welcoming, installation, and technical capabilities of the terminals." ✈

Helen Norman

Editor, *Business Airport International*



Editor

Helen Norman

Proofreaders

Aubrey Jacobs-Tyson, Frank Millard

Chief sub editor Alex Bradley

Sub editors William Baker, Sarah Lee

Head of production & logistics

Ian Donovan

Production team

Carole Doran, Lewis Hopkins,
Cassie Inns, Robyn Skalsky

Art director

Craig Marshall

Assistant art director

Nicola Turner

Design team

Louise Adams, Andy Bass, Anna Davie,
Andrew Locke, James Sutcliffe, Julie Welby,
Ben White

Publication director

Simon Hughes

Project manager

Vic Reis

Editorial director

Anthony James

Managing director

Graham Johnson

CEO

Tony Robinson



published by
UKIP Media & Events Ltd

Contact us at:

Business Airport International

Abinger House, Church Street,
Dorking, Surrey, RH4 1DF, UK

tel: +44 1306 743744

email: simonhughes@ukipme.com

Printed by

Nuffield Press, 21 Nuffield Way,
Ashville Trading Estate, Abingdon,
Oxfordshire, OX14 1RL, UK

The views expressed in the articles and technical papers are those of the authors and are not necessarily endorsed by the publisher. While every care has been taken during production, the publisher does not accept any liability for errors that may have occurred. Copyright ©2011

ISSN 2042-7212



Global Strength. Personal Touch.

More than 4,000 flight departments trust and depend on Colt International for fuel and business aviation services.

Need exceptional service and value?
Consider It Done.®



COLT®
International

Tel +41 22 341 6210 • www.coltinternational.eu

Refurbishment of Singapore MRO and FBO facility complete

Jet Aviation has just upgraded its MRO and FBO location in Singapore to enhance passenger and pilot comfort, to improve its safety and security equipment, and to refresh the interior design and furnishings.

The work on the Seletar Airport facility included fully refurbishing the entrance and customer lounge, bathrooms, meeting room, and pilot's lounge, and the installation of a surrounding fence and closed-circuit cameras. In addition, the hangar's roof was replaced and the entire facility was also repainted.

"These refurbishments demonstrate our commitment to providing our customers the highest quality, safety, and security standards they have come to expect," says senior vice president and general manager of Jet Aviation's Asian Pacific division in Singapore, Sebastian Groeger.

The upgrade is part of wider plans to convert Seletar Airport, Singapore's business aviation hub, into a world-class aerospace park. The government initiative comes in response to Singapore's booming aerospace industry. Also, air traffic in Asia is expected to make up to 40% of air travel by 2026. The park is already attracting new investors, securing Singapore's future as an aviation hub.

"We are very excited about the redevelopment project at Seletar Airport. Jet Aviation will play a major role, working closely with the authorities," says Groeger.

Jet Aviation's Singapore facility, established in 1995, provides complete FBO services, aircraft management, and worldwide executive charter. Located adjacent to the airport's executive terminal, it has 4,721m² of hangar space, an office, workshop, and ramp space.



Blast from the past

Arrindell Aviation, located on the Caribbean island of St Maarten, played host to the Texas Flying Legends Museum at the end of March. A collection of World War II aircraft from the museum performed at the 25th anniversary of the St Barths Bucket Regatta. The 70-year old aircraft flew 1,100 nautical miles from Houston to St. Maarten for the three-day race, and back again. During their stay, the museum used Arrindell as their base-of-operations while flying the Bucket Regatta.

"They are a natural choice for us because of their reputation, and customer service. And, they have exceeded our expectations with their help and support for this trip," said museum president Chris Griffith. "Arrindell Aviation has

received many honors, such as the number one FBO in St Maarten and number five FBO in the Caribbean, by *Pro Pilot* magazine."

In addition to performing in the air, every day the Flying Legends were available for the public to see, with their pilots, at Arrindell Aviation. Aircraft on show included the Dakota Kid II – a P-51 Mustang, the Aleutian Tiger – a P-40K Warhawk, Whistling Death – a Goodyear FG-1D Corsair, and Betty's Dream – a B-25J.

The aircraft took off from Arrindell Aviation to perform a formation fly-by every morning over St Barths, and then returned to St Maarten. Every afternoon the aircraft left again to perform a 20-minute air show over Shell Beach, St Barths, after each day's race.

"When the opportunity was presented to perform at the Bucket Regatta in 2011, we were very excited to make this mission a reality," said Griffith. "However, to accomplish the trip to St Barths and back, we would have to cross more water than had ever been attempted since World War II in these planes. Combined with the necessary licenses required to make such a trip possible, we had to pull all our resources together to insure success."

"We are thrilled to be welcoming these fine pilots and their incredible aircraft at Arrindell Aviation, and will most certainly make them feel comfortable in the Kingdom of The Netherlands," founder and owner of Arrindell Aviation, Frank Arrindell, said before the event.



Safety training for operator in China

ARGUS subsidiary PRISM, has completed comprehensive safety management system (SMS) training for Deer Jet, China's largest charter jet operator and aircraft management company. PRISM delivered an SMS overview to the company's senior executives, as well as providing company-wide training for over 300 Deer Jet employees. Deer Jet selected PRISM's training experts as part of their initiative to integrate SMS into Deer Jet's existing management system.

The PRISM coached and actively worked with Deer Jet's safety, quality, and operational staff to improve their procedures. This ensures Deer Jet's corporate culture has adequate documentation, implementation and integration of the four components of SMS, which include policy and objectives, risk management, safety assurance, and safety promotion.

"The PRISM team impressed us with their SMS expertise and experience," said Deer Jet president, Zhang Zhi. "They possess a deep knowledge, not just from a conceptual or theoretical perspective, but in a way that allowed our employees to turn this information into immediate improvements within their specific areas of responsibility."

"PRISM is committed to providing operators with in-depth SMS training that not only delivers knowledge and expertise, but enables the customer to incorporate SMS into their corporate culture," said PRISM executive vice president, Bill Yantiss. "Our worldwide experience proved effective in developing strategies to take SMS from theory to practice under the Chinese regulatory structure."

To read more about safety and risk management, see p28.

Spanish expansion for FBO provider

Universal Aviation has opened a second office in Spain at Girona-Costa Brava airport, due to its strategic location as a cultural and commercial hub in the Catalonia region. The company's headquarters is located in Madrid at Torrejon International Airport.

"Spain has always been an important location for Universal Aviation and we have had an operational presence there for more than 30 years. We are excited to now bring our skills, knowledge, and support to customers operating in Girona," said managing director, Universal Aviation in Spain, Gonzalo Barona.

The new location is situated seven miles south of Girona City centre in Vilobi d'Onyar. It is well connected to Costa Brava resorts including Lloret

de Mar, l'Estartit, and Blanes, and is about a 40-minute drive from the French border and about 56 miles from Barcelona.

"Spain continues to be a very important destination for our clients. We are delighted that, with the opening of our office in Girona, we will be the only handler physically based on-site at the airport," said regional vice president, Europe, the Middle East and Africa, Jonathon Howells.

The new facility is open 24/7, 365 days a year and can provide all ground services for aircraft up to the 777 and 737. The airport has no noise restrictions and customs and immigration are available. Other amenities include a crew lounge, private entrance/exit in the main terminal for GA traffic, internet access, and VIP catering.

Security system secures Dubai order

Dubai-based Alpha Global Industries (AGI) has signed an agreement with Empire Aviation Group (EAG) for the purchase of two Vigiplane systems, a new aircraft security system, providing round-the-clock camera surveillance of aircraft on the ground (*read more on p36*). EAG, a Dubai-based general aviation company, operator of one of the region's largest managed fleets of business jets, will become the first Vigiplane customer in the Middle East.

Vigiplane is an on-ground security system for business and heavy-business jets. The unit comprises five day-and-night cameras in a special composite sealed container, providing high-quality pictures and infrared projectors. Up to three units may be required, depending on the aircraft type. The system

is special because it is independent from the aircraft's own systems.

"The Vigiplane system is a completely new concept in aircraft ground security and, as a leading jet operator, we are always looking to bring innovations to the region and to enhance the safety and security of aircraft assets for our owners," commented executive director for EAG, Paras Dhamecha. "The system is adaptable to any of our aircraft, which is important as we manage a mixed fleet of over 20 business jets."

"This unique system does not require Civil Aviation Certification or approval, as it is installed on the aircraft as loose equipment, and can be carried in the aircraft baggage compartment, and can be installed anywhere and fits any aircraft, a light to Heavy Business Jet or an Airliner," pointed out the CEO of AGI, Ronald Kaufmann.



Reduction in business flying fatalities

Two of the most widely recognized annual reports on general aviation flying were released in April, highlighting that the safety record in the business aviation industry has remained strong, and that there has been a notable reduction in business flying fatalities.

The 2010 *Annual Business Turbine Aircraft Accident Review*, released by Robert E. Breiling Associates, showed that fatalities in business turbine aircraft dropped by more than 40% to just 19 in 2010, compared with 32 in 2009. The Breiling review includes business-related mishaps involving US-registered aircraft in foreign countries and those operating under FAR Part 135, but does not include piston-powered business aircraft.

The second report, the 2010 *Air Safety Institute (ASI) Nall Report*, which focuses on aircraft weighing less than 12,500 lb maximum gross weight and categorizes aviation accidents differently, also found an outstanding record for fixed-wing business flying. By ASI methodology, business flying by professional pilots had, 'the best safety record in general aviation', with a 2009 accident rate of just 0.09 per 100,000 flight

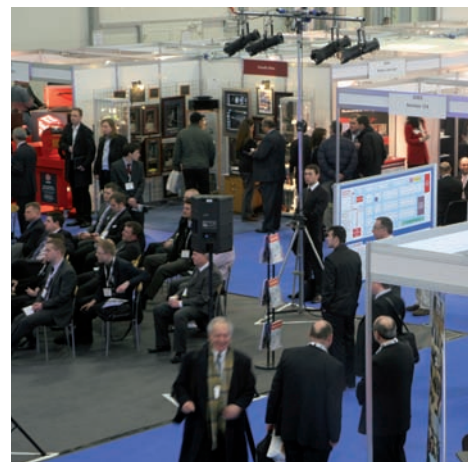
hours. Fixed-wing business flights commanded by FAA-certified non-professional pilots had a low rate of 1.10 accidents per 100,000 flight hours. ASI calculated business flying fatality rates for 2009 at 0.42 per 100,000 hours.

For the second year, the ASI Nall Report also tracked accident rates for helicopters, and found that business flights in helicopters flown by professional pilots suffered an accident rate of just one per 100,000 hours. Those flown by FAA-certificated non-professional pilots had a higher rate of 5.58 per 100,000 hours.

By comparison, scheduled airlines in 2009 had a total of 22 accidents, with 50 fatalities, according to National Transportation Safety Board statistics.

Both Breiling Associates and ASI cautioned that the very small number of aviation accidents each year could cause dramatic swings in the calculated accident rates.

"Safety is a top priority for business aviation, and the industry's emphasis on safety is borne out in the data included in these studies," commented NBAA vice president for Safety, Security, and Regulation, Doug Carr.



Geneva business aviation exhibition

EBACE 2011, the 11th consecutive European Business Aviation Convention and Exhibition, takes place May 17-19 in Geneva, Switzerland. EBACE, jointly hosted each year by the European Business Aviation Association (EBAA), and the National Business Aviation Association (NBAA) features exhibits, a static display of aircraft, education sessions, and maintenance and operations sessions.

The exhibition takes place at the state-of-the-art Geneva Palexpo, which covers

more than 100,000m² distributed over seven halls. Geneva Palexpo features speedy and competent services, provides covered parking for 3,000 cars, is strategically located within 10 minutes of the center of Geneva, and is immediately adjacent to Geneva International Airport, a railway station and a motorway.

At nearby Geneva International Airport, more than 60 aircraft, including nearly every major business aircraft design in current production, will be on display in a special 18,000m² static display area.

Business Airport World Expo

The first ever Business Airport World Expo took place at the beginning of March 2011 and proved to be a great success with around 2,500 visitors passing through the doors.

Held at Farnborough Airport, it was dedicated to showcasing the world's FBOs, MROs, handling agents, refuelling companies, and business aviation destinations. It also provided an ideal networking opportunity for executive jet owners, operators, scheduling directors, CEOs, and managing directors, among others.

Visitors to the show came from almost 50 different countries, and were delighted with what the event had to offer.

"The event has been very informative. I've seen a number of potential new destinations and partners. It's truly a great networking opportunity; a chance to meet new people and reacquire myself with old contacts," said chief pilot, Solar Semi Engineering, UK, Robert Aiken.

Exhibitors also gave positive feedback. "The show has been great and it has been overwhelming how busy we have been," said managing director and CEO of Evergreen Apple Nigeria, Segun Demuren, which opened an FBO in Lagos in April. "We haven't had a chance to sit down over the past few days. It is exciting how many new contacts we have made!"

Don't miss next year's event in Cannes, France, from February 22-23, 2012. www.businessairportworldexpo.com

There's No SUCH THING As Routine FLIGHT SUPPORT

Lower your airstairs at any of our 100 plus worldwide locations and you'll immediately notice our warm, personal greeting. It's the first item in our Signature Service Promise. Followed up with safe, ramp-ready handling, inviting facilities, personal attention to passengers and crew and available QuickTurn™ service. Add to that our always fair, competitive pricing, and you'll want to make Signature a permanent part of your flight plan.

Find specific information about individual locations at SignatureFlight.com.



Signature
FLIGHT SUPPORT
BBA Aviation

UK Government seeks to impose tax on business jets

UK Chancellor George Osborne announced in the 2011 Budget, at the end of March, that plans to switch air passenger duty from passengers to airplanes have been dropped. However, the Government now seeks to impose a tax on flights taken aboard business jets.

"The Government wants a simple tax system for air transport services which does not hamper growth, which ensures a fair contribution toward the public finances, and which will support the reduction of global emissions," says the Budget statement. The government has proposed a consultation about the plans to tax to business jet flights.

Commenting on the Budget and the planned consultation, Hawker Beechcraft Corporation president, Europe, Middle East, and Africa (EMEA), Sean McGeough, said, "There is a misperception that business aircraft operators currently pay no taxes. In reality, business aviation already carries a heavy tax burden through VAT and payment into the European Emissions Trading program for which it has to purchase all its credits, in comparison with airlines which receive more than 90% of their ETS credits completely free of charge.

"Across Europe, approximately 40% of business aircraft operators have only one aircraft and 80% have less than five, so applying the air passenger tax to this diverse sector would have a negative impact on the entrepreneurs the government is looking to support," he said. "Likewise, the users of these aircraft are often entrepreneurs who recognize the benefits of flying on business jets, such as making multiple stops in a day and reaching locations not served by airlines."

On the other hand AirportWatch, the national network of airport community campaigns, commented: "There has for decades been a glaring anomaly that those affluent enough to fly private jets, or use business flights, pay no APD when they are among those most able to pay."

Maldives seaplane lounge gives resort visitors a fantastic arrival experience and lagoon views

Three resorts in the Maldives opened their shared lounge at the seaplane terminal near Male International Airport on February 20, 2011. Shared between the Hilton, Conrad, and Waldorf Astoria resorts, the new lounge offers a welcome respite after a long international flight.

"Once they've landed at the airport, guests transfer by seaplane to our three resorts in the Maldives," said regional general manager, Carsten Schieck. "We felt that gave us an opportunity to create a fantastic arrival experience.

"We created this private lounge, inspired by the best international airline lounges. Our guests can begin their holiday in style, enjoy spa treatments, refuel on food, or simply relax."

Located on the second floor of the Trans Maldivian Airlines seaplane terminal, the spacious private lounge facilities include a spa, a children's play room, a balcony with sun loungers, freshly prepared hot and cold dishes, as well as live cooking by a resident chef.

Guests can watch seaplanes taking off and landing in the lagoon in front of the lounge. They also have a bird's-eye view of the airport to the rear while they relax.

Guests are met on arrival at Male International Airport and then shuttled to the seaplane terminal which is a 10-minute drive from the airport where they can then wait for their transfer seaplane flight in total comfort. Those traveling to Beach House Maldives, a Waldorf Astoria Resort, and Conrad Maldives Rangali Island can enjoy a large shared lounge while those staying at Hilton Maldives Iru Fushi have their own separate area. All guests arriving in the Maldives will transfer to the three resorts by seaplane.

The seaplane lounge facilities can also be booked by guests who have late evening departure flights on their way back home, avoiding the necessity of booking day-use rooms in nearby hotels. The lounge is open from 07:00 until 23:00, seven days a week.



Signature launches aircraft maintenance brand

Signature Flight Support has announced the launch of a new maintenance brand, Signature TECHNICAir. This new division consolidates all maintenance facilities under one unified brand.

Included are the former Executive Beechcraft locations at Kansas City Downtown Airport; Spirit of St Louis Airport; New Century Air Center Airport; and locations at Hanscom Field in Bedford, Massachusetts, St Paul Downtown Airport, Minnesota, and Yellowstone Jetcenter in Bozeman, Montana.

In addition to existing maintenance facilities, Signature TECHNICAir has added new service-

center agreements with Piaggio America and Cirrus Aircraft, and continues its long-standing agreement with Hawker Beechcraft.

All Signature TECHNICAir locations utilize sister company Dallas Airmotive exclusively for turbine engine repair and overhaul services. The sites at Spirit of St Louis and St Paul are also home to regional turbine centers operated by Dallas Airmotive.

For avionics support, the company has partnered with Duncan Avionics which has installations in St Paul, Spirit of St Louis, and Kansas City downtown locations.

"Signature TECHNICAir offers our customers a truly one-stop shop for their maintenance, AOG, engine repair and overhaul, avionics, and flight support needs," said sales manager, maintenance services, Randy Stroud. "A customer can choose from six convenient locations from Massachusetts to Montana and receive world-class MRO, ERO, avionics, and flight support services."

Staff are highly-trained, FAA certified technicians who work with the latest equipment for diagnostic and repair services, backed by a comprehensive parts inventory.

Expected to
be twice the size
of the 2011 event!



THE MOST SIGNIFICANT DATES IN 2012

22-23 FEBRUARY 2012

**The international exhibition for the
selection of the world's FBOs and
business aviation destinations!**

Europe's only exhibition dedicated to showcasing FBOs,
business and general aviation airports, MROs, handling
agents and refuelling companies from all over the world.

FREE TO ATTEND!

**Business
Airport** 
WORLD EXPO 2012

CANNES | FRANCE

www.BusinessAirportWorldExpo.com

FBO opens at Humberside International

Weston Aviation has announced that it has finalized a deal with Humberside International Airport to open a Business Aviation Centre at the airport on June 1, 2011.

This will be the first dedicated fixed-base operation (FBO) at the airport and the company will also open a regional charter sales office to promote and develop the use of business and private aviation in the local Humberside region.

The new facility will offer a range of services including VIP ground handling, VIP and crew and passenger lounge, wireless internet, and quick and easy ramp access.

"We have developed an excellent reputation for our customer service and with our fresh and unique approach to business aviation we are confident that this new facility will enhance the handling experience of private and business aviation travellers to Humberside," founder and managing director of Weston Aviation, Nick Weston said.

"This is an exciting challenge and opportunity for us and we are looking forward to increasing the awareness of Humberside Airport and developing its business aviation activity further, working closely with the airport management team, who have been fully supportive throughout the planning stages."

This is Weston Aviation's third UK FBO, with other locations at Durham Tees Valley, and Newquay Cornwall Airports. The company specializes in early investment in developing regional airports.



Weston Aviation will recruit staff locally, creating new jobs for the Humberside region. The company brings regional aircraft charter sales and business aviation handling to its airports.

The opening of the new facility coincides with the UK government's approval for the development of the Humber Gateway wind farm. This is scheduled to be the UK's largest offshore wind farm, further boosting the local economy with the creation of approximately 1,000 new

jobs. Further new development of the Port of Hull has also recently been announced.

"I am very pleased to welcome Weston Aviation to Humberside Airport," said managing director Humberside Airport, Tony Lavan.

"The opportunities presented by the Humber Bank renewable energy projects will give a boost to executive aviation and I am confident Weston Aviation has the right regional airport experience to maximise this and other new opportunities."

Lagos flight tracking operations command center opens

The Nigerian Civil Aviation Authority (NCAA), together with AeroMechanical Services (AMA), through its FLYHT brand, opened NCAA's flight tracking operations command center (OCC) in Lagos, Nigeria in April.

"The NCAA now has an aircraft tracking system, and we can track precise aircraft movements within our airspace," said director general of the NCAA, Dr Harold Demuren. "Safety is very important to us and it is essential that we continue to work hard to keep CAT 1 certification. The OCC will also help us handle the anticipated increase of air traffic in Nigerian air space."

AMA and the NCAA formed a partnership to develop the command center a year ago. The state-of-the-art facility is AMA's first such project, and the design and construction were completed according to schedule. The features of the OCC include flight following and an alerting capability that is run by a satellite-based system, entirely independent of radar.

Satellite communications ensure that aircraft are tracked anywhere on the planet, without interruption. Currently, Nigeria is the only country



to mandate radar-independent flight following position data.

"We are extremely pleased to contribute to the NCAA's status as an African leader in aviation safety," said AMA sales director, Derek Taylor. "We look forward to our sustained partnership with the NCAA to assist the director general in achieving his goals for Nigeria."

Lithuanian services center opens

Business aviation services provider, FL Technics Jets has launched a new business aviation services center at Vilnius International Airport in Lithuania. The company has also received EASA Part-145 certification, enabling the business to provide repair and maintenance services for Hawker Beechcraft aircraft. The company will provide line and base maintenance, and engine management, cabin refurbishment, express spare parts supply, and component repair services.

"FL Technics Jets is now officially open for business. During the initial stages we assembled a world-class technical team, established a strong partner network of suppliers and contractors to be able to provide state-of-art services and compete with top players in the region," said CEO of FL Technics Jets, Darius Saluga.

Hangars will be equipped with two special berths for business jet services. Initially, to serve the most common aircraft in the region, the company plans to expand capabilities with services for Bombardier Challenger 600 and Embraer Legacy 450/500/600 aircraft.

Moving
to Cannes,
France for 2012



NEW PARTNERS, DESTINATIONS AND ROUTES

CANNES | FRANCE

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

OVER 115 EXHIBITORS ATTENDED
IN 2011 – EXPECTED TO BE
TWICE THE SIZE IN 2012

**Business
Airport** 
WORLD EXPO 2012

CANNES | FRANCE

www.BusinessAirportWorldExpo.com



MOVING TO CANNES, FRANCE FOR 2012

For more information contact Charles Paravicini | Email: c.paravicini@ukipme.com | Tel: +44 1306 743744

www.BusinessAirportWorldExpo.com



BOOK YOUR BOOTH NOW!

**The largest show in Europe for those
looking for new business aviation
FBOs, destinations, routes, refuellers
and executive handling agents!**

**If you are looking for FBOs, MROs, ground handlers, new routes,
loyalty schemes, new partners or to meet with your established
suppliers in one convenient location, Business Airport World
Expo 2012 is the place to be.**

**Business
Airport** 
WORLD EXPO 2012

CANNES | FRANCE

**FROM THE PUBLISHER OF
BUSINESS AIRPORT
INTERNATIONAL**

www.BusinessAirportWorldExpo.com

The rotary wing aircraft is becoming increasingly popular among the business community. *Business Airport International* takes a look at eight European heliports

Words | **Selwyn Parker**

Heliports have long been the poor relations of fixed-wing facilities. But as cities become more congested and impassable in normal business hours, the demand among business people and wealthy travelers for rapid access to meetings, functions, and hotels is rising. After all, as the rapid increase in helicopter movements by medical, police, and other emergency services proves, rotary-wing aircraft are the best way to get across town in a hurry.

Research for this survey of European heliports reveals a picture of a steadily growing helicopter – and heliport – industry. Most heliports are becoming busier every year. In some cities such as London and Paris, and even in the wealthy principality of Monaco, demand has greatly outgrown supply. However, the corporate side of the industry is constrained by one main thing: a shortage of essential inner-city space. And that's caused mainly by residents campaigning against noise pollution.

"Absolutely intolerable," says the mayor of the 15th arrondissement in Paris about the sound of helicopters from Issy-les-Moulineaux. Authorities report that big-city residents have become increasingly intolerant of even emergency flights.

Despite this, more heliports are being built in Europe and helicopter flights are increasing. Until a few years ago, a 'heli-hotel' such as the new Verta situated alongside London Heliport would have been considered highly unlikely, even unthinkable. According to tourism authorities, the pressure for more and better heliports is also coming from the fast-rising population, as well as from the frequency of international sports events attracting bigger numbers of outside visitors. For some of these showcase occasions, heliports are the only way to cope with the influx of people.

London Heliport, UK

Popular with bankers and business people shuttled in from Biggin Hill and other business

aviation airports, Battersea-based London Heliport does a lot with a small area. Directly beside the River Thames and 5km from the city, it's open between 7am and 11pm – one of the most generous windows in the EU – and has consent for 12,000 non-exempt movements a year. The normal daily maximum is 80 flights a day except on five flagship days a year, including the Derby and other horse race meetings at Epsom in June, and the British Grand Prix at Silverstone in July. On those days movements can be doubled.

Landing fees range from £550 (US\$889) for rotorcraft such as a Robinson R22/R44 and a Bell 47, to £1,200 (US\$1,940) for a CH-47 Chinook. Parking fees range from £300 (US\$485) an hour short term up to £850 (US\$1,374) for a pre-arranged 24-hour period.

Until recently, the Van Essen group-owned heliport had parking space for just three or four helicopters. But a new terminal, complete with

*Blades
of glory*



1.



soundproofed passenger rooms and an adjacent hotel (the 70-bedroom Verta, opening in the summer), has provided more parking, as well as Europe's first hotel heliport.

During the 2012 Olympics between July 27 and August 12, London Heliport will certainly be busy but it is "patiently waiting" to hear precisely what its role will be in the Games, as the only CAA-licensed heliport in the city.

"Currently helicopters are not featured in the Olympics planning and there is a shortage of landing sites," points out a spokesperson.

Issy-les-Moulineaux, France

The only municipal heliport in Paris and one of the first in the world, the Aéroports de Paris-owned facility is located near the Eiffel Tower in a heavily populated part of Paris by the Port de Sèvres in the 15th arrondissement. Open from 7am to 9pm on weekdays (from 6am to 7pm on weekends and holidays), it's on a 6ha site, with hangars, and is easily accessible by rail and road.

Issy-les-Moulineaux is also one of the most complained about heliports in Europe because of its location. Meetings between residents, local authorities, government, aviation bodies, and FBOs have raged for years. As a result, the medium-term plan is for a 75% cut in movements. As late as 1995, there were 36,000 movements a year while the current limit is 12,000 with no more

than 50 on weekends and holidays. The aim is to reduce movements to 3,000 a year by 2014, but that looks unlikely given the pressure on the facility from military, police, emergency, and government flights.

Calculated by weight, landing fees range from €21.07 (US\$29.98) plus VAT for less than two tons to €35.12 (US\$9.98) for more than five tons. If the heliport has to switch on the lights in poor visibility, there's an extra fee of €8.86 (US\$12.60).

The good news is that the French Sarkozy government has given the green light for the

rapid development of two more heliports in Paris, based either at Bercy near the finance ministry, at the business district of La Defense, or at two other alternative locations.

Monaco heliport, France

Based at Fontvieille on the Mediterranean coast, Monaco heliport can lay claim to the wealthiest passengers in Europe. Other than the occasional military flight, most of the movements are flights ferrying residents and business people from Nice Airport. Although the heliport can officially park

2.



Opposite page:

1: London Heliport is the only CAA-approved heliport in the city

2: Issy-les-Moulineaux heliport is only a 10-15 minute drive from the center of Paris. Image courtesy of Aviaxess and Alexandre Paringaux



only eight helicopters, it regularly squeezes in up to 20 and even that's not nearly enough.

"We have a problem with parking," says a spokesperson. "We have to put helicopters wherever we can. We're definitely too small now."

Flights are permitted between 7.30am and 10pm without exception – "unless you are the Prince". During the Monaco Grand Prix, the heliport can land up to 3,000 passengers a day. Expansion plans have been working through committees for the last five years and, say sources, could be close to approval. Although the facility is used heavily by residents, it regularly receives complaints including from newcomers who bought their apartments in full knowledge the heliport was nearby.

Zermatt, Switzerland

At Zermatt's two heliports, flying ceases for lunch from 12-1.30pm at the base heliport in Raron, located between the towns of Visp and Raron in the Rhône Valley, and at the rocky promontory to the north of the village that also serves as a heliport. Otherwise flying starts at 7am (8am for private flights) and ends at sunset. Raron links passengers, generally skiers and tourists, with Sion, Geneva, and Zurich airports. There's a small rotary-wing industry at the heliport. Air Zermatt, which runs the facilities, has an advanced maintenance service with



12 mechanics and is accredited for a range of helicopters from EC135 T2 and AS350 series to Robinson R22/ R44. Its 10 pilots can carry out "every possible form of transportation, from simple passenger flights to extreme rescues", according to chief executive Bernard Vogel.

Amsterdam Westpoort, the Netherlands

There shouldn't be any difficulty getting a slot at privately owned Amsterdam Westpoort, which lies just eight minutes by car from the city center. Permitted to have 26 movements on a normal day and up to about 40 on certain specified days, the heliport hasn't reached its limits yet.

"There's room for expansion," says operations manager Stefan Stolwijk. Most of its business comes from medical flights, with corporate movements down in numbers last year. Most

This page:

3: Monaco heliport. Image courtesy of Jilly Bennett, Monte Carlo Daily Photo

4: La Massana ski resort is to host one of three heliports in Andorra

5: Image courtesy of Air Zermatt – the company that runs the two heliports in the municipality

6: Amsterdam Westpoort is an ICAO-licensed heliport



business people helicopter in and out of Amsterdam Airport Schiphol, which is just 20 minutes away by car.

Flying hours for private helicopters are between 8am and 6pm, but up to 11pm by prior arrangement with the director of operations. All flights require 24 hours' notice. During special events, landing slot times 'must be adhered to' the airport warns, or the slot may be lost.

The five-year-old terminal is one of the newest in the industry. Landing fees in normal hours range from €50 (US\$71) for helicopters below 1,000kg to €150 (US\$213) for 3,000kg plus, increasing by 50% for after-hours. Overnight parking is available at the owner's risk.

Andorra

Several European countries, too small or inaccessible for fixed-wing airports, offer heliports as an alternative. Mountainous Andorra, for example, has three helicopter facilities at Arinsal,



La Massana, and Escaldes-Engordany near the main city of Andorra la Vella. They are basically landing pads but there are moves afoot by Swedish group HeliNord to establish a full-scale heliport with government support at Roc Patapou, linking with Barcelona in 30 minutes. Although the Spanish city is the main pick-up point for Andorra, there are 10 fixed-wing facilities within a radius of 13 to 60 miles, all of them in Spain or France.

Liechtenstein

Based in the south of Liechtenstein, 18-year-old Heliport Balzers is the principality's only helicopter facility. Although corporate flights sometimes land there, most business people prefer to drive the 1.5 hours from Zurich Airport. "We do get business flights but not a lot," says a spokesman from the heliport.

Landing fees range from CHF80-150 (US\$87-163, with overnight parking at CHF150 (US\$163).



The future of flying

To celebrate its 85th anniversary in 2008, Finnair developed a vision of what the next 85 years of aviation could hold. This vision concentrated on potential developments in environmentally friendly technology and lightweight material. The website set up to showcase these visions, www.departure2093.com, says: "With the aid of experts, we present perspectives that in our view are both essential and captivating when addressing the future of air travel."

One of Finnair's future fleet visions was the 'aircraft for everyone'. The aircraft is an efficient combination of a helicopter and a small aircraft, and Finnair believes the first versions of this model will be introduced in the 2020s.

Approximately 85% of the aircraft's outer surface is covered with electricity-generated solar cells. The full-spectrum cells are elastic, thin film, and their efficiency coefficient is up to 92%. The fuselage is made of new-generation carbon fiber. A computer adjusts the rotor blades to an optimum length to correspond, for example, with the requirements of load, take-off, and landing speed, or slow flying. In horizontal flight, to minimize air resistance the blades are at their shortest and stationary.

Due to its low manufacturing and running costs, as well as its reliability, the aircraft's basic structure and design will remain almost unaltered for decades.



Top left: **Liechtenstein has no airport, but Balzers has a small heliport available for charter flights**
Below: **St Peter's Square, Vatican City. Image courtesy of David Iliff**

Vatican City

As the most exclusive heliport on the planet, with the possible exception of the White House, the Vatican City heliport is for the sole use of the Pope. Located in the papal state's western corner, it is also available for use by the Pope's passengers and heads of state, defined as those with 'the status of the President of the USA'.

There's no terminal but it's hardly necessary with such fine accommodation alongside. The Holy Father's heliport links with Rome and Leonardo da Vinci-Fiumicino airports. Information on landing fees is not available and parking is free. [↗](#)



MALTA AVIATION VALUE PROPOSITION

Find out more at



17 - 19 May
Stand 2159



MBAA
MALTA BUSINESS AVIATION ASSOCIATION

WWW.MBAA.ORG.MT



A white private jet is parked inside a large hangar with a high ceiling and wooden beams. The aircraft is positioned diagonally across the frame, with its nose pointing towards the bottom left. A large, white, stylized map of France is overlaid on the left side of the image, serving as a background for the title and subtext.

French connections

Home to the busiest general aviation terminal in Europe, France is experiencing unprecedented growth in business travelers, leading to expansion within the terminals and FBO networks

Words | **John Challen**



Cannes-Mandelieu Airport has a maximum parking capacity of 190 aircraft

Over the past 15 years there has been a major increase in business aviation in France, and the development shows no sign of stopping. The country boasts the fifth largest economy in the world, with an estimated GDP of around US\$2.5 trillion for 2010. Even when the market contracted after the recession of 2008/9, the French economy recovered more quickly than other EU member states, and economic growth of 2.5% is expected for 2011.

Aerospace plays a major role in helping achieve these positive financial figures. Air France is one of the largest airlines in the world, and Airbus's headquarters is situated in the country's fourth largest city, Toulouse. Private air terminals continue to register increased demand, with major investments continuing to be made to accommodate business passengers. The country has the 10th largest business aircraft fleet in the world – 424 at last count – and is home to what many consider to be the number one business aviation airport in Europe, Paris Le Bourget.

Serving the French capital, Le Bourget is currently in the middle of a €70 million overhaul (US\$99 million), justified by the approximately 60,000 movements experienced by the airport every year. Already in place in the terminal building, as part of the investment, are individual storage boxes, three VIP bedrooms, a de-icing machine, and a medical lift. These amenities, together with a prayer room that has recently opened, are in response to customer demand, and add up to a range of services that, according to the airport, cannot be matched by any other operation in the country.



Main: **Cannes-Mandelieu Airport** is authorized to receive aircraft up to a maximum weight of 22 tons
 Below: **The new FBO at Paris Le Bourget** offers two passenger lounges, a pilot lounge and separate relaxation room for crew, and two bedrooms with en-suites for crew and passengers



"For the last decade, nothing in France has compared with Le Bourget. We have the biggest platform and we can accommodate everything up to the Airbus A380"

Frank Canu, executive operating manager for Advanced Air Support

"For the last decade, nothing in France has compared with Le Bourget," says Frank Canu, executive operating manager for Advanced Air Support (AAS), which partners Execujet in its FBO activities at the airport. "We have the biggest platform and we can accommodate everything up to the Airbus A380."

The reason for such dominance? Size and location, says Canu. "The rest of the [business aviation] airports in France are relatively small, but they are developing. The position [outside Paris] is an advantage, but we also have a lot of runways, hangars, and parking space."

AAS has 17,000m² of hangar space and 30,000m² of parking space. Canu reveals further development is planned, as well as a target growth rate of 8-10% a year. Visitors can expect to see four new hangars, each with the ability to hold two BBJs.

A three-star hotel is under construction at the airport, which is planned for completion in the next 18 months. When it opens, it will offer 120 rooms, a swimming pool, and a panoramic lounge bar next to the runway.

Help from high places

All of this development comes with backing from the government, which, according to Canu, has changed its stance on the industry in recent years.



Flew south

Home to the country's fifth largest city, France's Côte d'Azur, is fast becoming the place to fly for business passengers. The southern tip of the country is home to many major attractions, many of which lead to peak traffic levels at the region's two main airports in Cannes and Nice.

"We can divide the year into two," explains Helene Willame. "From September to June we mostly have people coming for the weekend who have property in the South of France. But in July and August a larger number of people come for holidays."

Willame admits that the general split of travelers favor pleasure, not business, but points to the major events as key points on the calendar.

"For the [Formula 1] Monaco Grand Prix, most pilots come into Cannes, and it is probably the biggest weekend of the year," she explains. "But from May to September, every weekend is very busy with around 60 to 100 flights on Friday, Sunday, and Monday."

Willame says that maintaining the surrounding areas keeps Cannes popular: "Hotels and properties are always rebuilding, because they always want the passengers coming here," she says. "Every two or three years improvements are being made to make them as grand as possible."

Other draws include the famous film festival held every May, and the real estate event in March 2011 encouraged many people to fly in. Business Airport World Expo will be hoping to be as much of a pull for the region's airports when it takes place from February 22-24, 2012. The event – supported by FBOs, business and general aviation airports, MROs, handling agents, and refueling companies – is expected to build on the success of the inaugural show that took place in Farnborough, UK, at the beginning of March 2011.



Right: **Business Airport World Expo 2012** will be held at the **Palais des Festivals, Cannes**

"The mentality is changing. Business aviation used to be viewed as a luxury or something just for billionaires, but now it is seen as an achievable business opportunity," says Canu. "For the first time there is one person in charge of business aviation at DGAC [the civil aviation authority], which is a positive sign, and it helps business aviation to be used as a tool for development and growth in the country."

However, not everything is going to plan at Le Bourget. A project run by Comlux and Landmark Aviation for an FBO due for completion in March 2011 has been delayed for 'a number of reasons' according to a source at Comlux. The project, announced in November 2009, will feature a large hangar and private parking area, and will welcome any kind of business jet up to A340-600 VIP wide-body size. When it does open, the FBO is set to have ultra-modern facilities, an extensive range of services, which include fueling, ground handling, and customs clearance. In addition, the FBO will allow the most demanding VIP passengers to feel at home in a very comfortable and luxurious environment.

Cannes we do it?

Cannes-Mandelieu is the second largest business aviation airport in France after Le Bourget with approximately 11,000 jet movements a year, in

addition to many small aircraft using the facility as well. The airport, as well as nearby Nice, has been under the ownership of the same company since the French government decided the power at the airports should be taken away from the Chamber of Commerce. There is some competition between the two, even though Nice caters for more commercial aircraft, and can accommodate larger jets.

"Cannes cannot accept aircraft more than 22 tons," says Helene Willame, operations and handling manager at Cannes-Mandelieu, referring to the relatively short runway and the approach. "We are closed between 22:00 and 07:00, but Nice is open at night."

As a result, Nice and Cannes work together to satisfy the needs of the customer. Nice may boast the volume of traffic and aircraft movements, but the airport at Cannes Mandelieu is dedicated solely to private flights, with plenty of lounge space for VIPs, although this isn't always used. "The airport is small enough for passengers to

go from their car, through x-ray and immigration, straight onto the aircraft in one minute," states Willame. "As it is such a quick and smooth process, many of them don't use the lounge. We have developed the terminal more for the pilots who have to wait for the passengers, rather than the passengers themselves."

Cannes also offers a fully equipped operations department, which undertakes flight planning, route finding, and anything else the pilots need. "There are not many FBOs doing that," says Willame.

Despite its seemingly growing popularity, Cannes is not going to rest on its laurels: "We have a policy to build more hangars in the coming years. We have 13 currently, and are building three more in the next two years. Most people flying here own the jets and they want to use a hangar to protect it, and also to hide the fact that they are there."

"There is only one FBO here, but I know that some companies who already own FBOs in



Left: **Marseille Provence Airport.** © Camille Moirenc
Below: **Passenger lounge at Lyon-Bron Airport.** © P. Treillet

"We are working on a quality brand for French business airports, judging them on up to 40 criteria relating to the welcoming, installation, and technical capabilities of the terminals"

Eric Aguetant, president of EBAA France



other airports are looking in Cannes," continues Willame. "When the hangars are built we know we might have more FBOs in the airport."

FBOs are go

In other FBO news, Signature announced late last year that it would be adding flight support and handling services to the airports it inhabits in France. This means the company – which operates FBOs at Le Bourget, Nice, and Toulon – will organize slot coordination, weather and pilot briefings, ground handling, fuel, catering, hotels, and limousines at airports throughout the country. The agreement extends to airports where Signature has no FBO presence – such as Lyon, Marseille, Orly, and Toulouse – through an agreement with a network of existing FBOs and airport authorities.

"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," says Signature Flight Support's regional vice president for Europe and Middle East, Steve Gulvin.

Small change

The future of business aviation in France could depend on the emergence of many smaller business airport operations, such as Le Castellet and Limoges.

Le Castellet airport – adjacent to the Paul Ricard race circuit near Marseille – has been welcoming business traffic since it was

modernized in 2002 and currently sees around 8,000 movements a year, with that number steadily increasing.

"Most of our traffic are from the business aviation and VIP or even VVIP services," explains the airport's Marie Pierre Dupasquier-Damagnez. "We can also organize ultra-VIP services such as helicopter flights and transfers," she adds.

Amenities next to the airport are another attraction for passengers choosing Le Castellet, says Dupasquier-Damagnez. "We offer two top-of-the-range hotels near the airport: the five-star Le Castellet Hotel with a gastronomic restaurant (two Michelin stars), and the three-star Best Western Grand Prix Hotel. On the airport itself we provide helicopter shuttles as well as helicopter maintenance, but also the opportunities to fly in a fighter L39, take flying lessons, or take a tourist flight along the French Riviera."

With nearly 4,000m² of terminal building and handling over 500,000 passengers a year, Limoges International Airport is realizing the potential of business travelers alongside its existing commercial customers.

"For two years we have had a dedicated team to handle business aviation passengers," says Eric Lartigaut, the commercial manager at Limoges. "We have invested in a number of areas, such as a business lounge and an airside car to collect passengers straight from the airplane, and now business aviation represents 5,300 passengers a year."

Lartigaut says that Limoges, which joined the EBAA (European Business Aviation Association)


three years ago, is experiencing a satisfactory level of growth. "We think in the coming years we will probably have a specific office next to the main terminal dedicated to business aviation, which will give passengers a quicker route through security."

Lyon is under development at the moment, with four new hangars in place, resulting in quickly rising traffic numbers. There is a new lounge in Toulouse in the FBO.

A fantastic future

And more is to come, according to Eric Aguetant, president of EBAA France. "Our association is working well and will soon have three more business aviation airports," he reveals. "We are working on a quality brand for French business airports, judging them on up to 40 criteria relating to the welcoming, installation, and technical capabilities of the terminals."

The new airports are La Môle near St Tropez, St Denis de L'Hôtel in Orléans, 150km south of Paris, and Biarritz. "La Môle has purchased some new grounds around the airport to have better parking and to widen or replace the landing areas," he explains.

Aguettant also sees the value in developing military airports. "Franczal Airport in Toulouse is an interesting place to develop for business aviation," he says. "It may be a business airport in the future, but we will still retain the main airport in Toulouse." However, any development of Franczal, Aguetant says, will be more involved in industrial work. 



ADVANCED AIR SUPPORT



YOUR TAILOR MADE FBO FACILITY AT PARIS-LE BOURGET

An impressive newly refurbished FBO provides luxury and comfort for both passengers and crews, in Paris-Le Bourget's most legendary hangar. The facility offers two VIP lounges, a crew lounge, three ensuite bedrooms, a prayer and meditation room, full concierge service. We also provide 24H operations service, and maintenance through our sister company UNIAIR. This unique service in France offers the latest generation equipment, such as a medical lift, a latest de-icing machine etc., all within 28,000m² of aircraft parking.

VISIT US AT EBACE AND PARIS AIR SHOW

ADVANCED AIR SUPPORT

Paris-Le Bourget Airport

Tel 33 1 48 35 87 77

Fax +33 1 48 35 86 21

handling@advancedairsupport.com

SITA : LBGASXH • Frq VHF : 131.955





Be prepared

One of the foundations of any successful business aviation organization should be its safety management system, but it seems there is a great deal of work to be done in this area

Words | **Helen Norman**





**FROM AIRCRAFT GROUND HANDLING TO YACHT SUPPORT AND CONCIERGE SERVICES,
WE PROVIDE FULL END TO END SERVICE TO MAKE YOUR EXPERIENCE SEAMLESS!**

Recognizing the need for an exclusive Private / Corporate handling Company, TLC was established in 2004 by four individuals who took the challenge to create this company that took service to another level not seen anywhere, and we dare say unmatched.

TLC has proven that service is not just cheap talk, everyone can talk about service, we demonstrated that in under 5 years of existence we provided the best service in the Caribbean in general and ST.Maarten in particular.

Airport International News FBO Survey for 2008 rated TLC as the leading FBO in ST.Maarten, It did not take us 20 years to become Pro Pilots best Caribbean FBO, in 2009 we were voted as the best Caribbean FBO, our rating for promptness & efficiency is 9.50 we will not stop there, as that is not the perfect mark we promised.

As one of our clients James Mead said:
"to me, St.Maarten = TLC = the best ground care I can get".



CONTACT US

PHONE: (+599) 546 7900
FAX: (+599) 546 7901
EMAIL: 852@TLC-AVIATION.COM

WWW.TLC-AVIATION.COM



Recent figures from the European Business Aviation Association (EBAA) show an 8.3% growth in traffic volumes in Europe in 2011. It seems the business aviation industry is returning to the pre-credit-crunch growth seen in 2008. Other markets, such as Russia, the USA, and Asia, are also experiencing growth. However, the sector's future cannot be taken for granted. It is now more important than ever to closely consider the future risks that may hinder the growth of the business aviation sector over the next few years, and look at how players in the industry can prepare themselves to overcome the many challenges ahead.

With this in mind, safety and risk management should be an integrated process in any business aviation organization. As part of this process, risks should be identified, evaluated, prioritized, and managed to improve safety.

"Safety management systems [SMS] provide an organized approach, and an effective SMS enables hazards and risks to be assessed and prioritized, and then mitigation measures can be put in place to reduce the risks to as low as possible," said managing director of ACC AvServ, Shaun Dewey, speaking at the Business Airport World Expo 2011 at Farnborough Airport in March. "Basically, an effective SMS enables an organization to take action before an event actually happens."

Taking a proactive approach is an important point. The majority of safety regulations put in place are done on a reactive basis. For example, the 100ml hand luggage restriction on liquids was put in place as a result of a terrorist plot in 2006 to detonate liquid explosives carried on board at least 10 airliners traveling from the UK to the USA and Canada. It is almost impossible to predict what the next safety threat may be, but it isn't difficult to put in place an SMS that can help prevent or effectively manage the situation when a risk occurs.

Above: According to the Bird Strike Committee in the USA, since 1988 around 220 people have been killed worldwide as a result of wildlife strikes



Model behavior

Finnair is one airline that takes risk management extremely seriously to secure its long-term future. The company's risk management strategy and procedure is developed by the board of directors, the president, and the CEO. The strategy is then passed to the managing directors of the various business units and subsidiaries throughout the company to ensure each area is fulfilling its risk management objectives.

According to the company's website, 'In Finnair, risk management means a systematic and predictive way of recognizing, analyzing, and managing the opportunities and threats associated with the company's operations. Continuity plans have been prepared in case of the realization of risks, particularly as far as strategic and significant financial risks are concerned'.

Finnair looks in depth at the different risks that could affect the company, including operating environment risks, reliability of flight operations, authorities and the environment, risk of loss or damage, accident risk, and financial risk.

Finnair's executive board acts as a risk management steering group, and assesses and directs risk management in the group. The company's internal auditing coordinates the reporting of risk management, as well as adherence to the specified operating model.

In terms of risk of loss or damage, Finnair focuses on prevention and also prepares for any possible emergence of risks with plans, effective situation management preparedness, and insurance. Under financial risk management, the company takes into account risks arising from foreign exchange, interest rates, credit and liquidity, and fuel prices. Finnair's policy is to minimize the negative effect of such risks on cash flow, financial performance, and equity.

"Safety management systems [SMS] provide an organized approach, and an effective SMS enables hazards and risks to be assessed and prioritized"

Shaun Dewey, ACC AvServ

Hazards and risks

So what are the potential hazards and risks affecting the business aviation sector? A hazard is the potential to cause harm, whereas a risk is the likelihood of harm. A thunderstorm or bird activity may be a hazard, whereas a lightning strike or bird strike is a risk.

Cardiff Airport knows only too well the hazards and risks bird activity can cause. The airport is located close to the sea and there is a municipal waste site nearby, and seagulls are a major problem. In September 2010, emergency services were called to the airport to help escort



St. Thomas Jet Center—the exclusive FBO, nestled in the U.S. Virgin Islands— A true escape.

*W*elcome to St. Thomas Jet Center in St. Thomas, US Virgin Islands. Our turquoise waters, warming sun, and enchanting retreats beckon you. This is paradise on earth. With cerulean blue seas, comforting trade winds, and natural abundance under the surface or on shore, St. Thomas and St. Thomas Jet Center is a haven for pilots and yachtsmen.

We provide the most professional transfer between yacht and jet. Quick turn-arounds, rental cars, free wireless internet service and our comfortable lounge area await you and your passengers.

For a true escape come to St. Thomas and St. Thomas Jet center.

- Rental cars on-site
- Jet A, 100LL, Prist
- Handling services
- Customs pre-clearance assistance
- Corporate hangar/Airport office space
- Conference Room/Pilot lounge
- Internet access/Fax machine
- Catering and hotel arrangements
- Boat charter/Helicopter tours & charters
- Inter-Island information



an RAF Hawk to safety when it got into difficulty after flying into a flock of birds. In this instance, all the right safety procedures were followed so a major incident was avoided.

An effective safety management system must consider a number of hazards – not just those that are experienced on a regular basis, such as the threat of a bird strike. Other hazards can include the late delivery of aircraft, IT failure, new technologies, fuel prices, insurance, and business model changes. These are all potential risks and an SMS system must have procedures to prevent or overcome any that may arise.

One hazard that should be considered more closely is the weather. According to the Air Transport Association (ATA), the cost of air traffic control delays is approximately US\$5 billion annually, and according to the FAA, 72% of those delays are due to bad weather. One example was the eruptions from the Eyjafjallajökull volcano in Iceland in April/May 2010, which caused a freak weather hazard and closed much of Europe's airspace for nearly a week, costing some larger airlines around US\$200 million a day. If a proactive SMS was in place, maybe these risks could have been managed more effectively.

"For a safety management system to work, it must come from the top and filter through the entire workforce," emphasizes Dewey. "Training and education is extremely important here – every person within the company has to be aware of what is trying to be achieved."

"A great example of a company that has done this well is the largest airline in Finland. Finnair has a whole section on risk management within the business on its website. The section identifies many risks and how they are being managed."



"The International Standard for Business Aircraft Operations (IS-BAO) is becoming the industry standard for developing an SMS"

International standards

The International Standard for Business Aircraft Operations (IS-BAO) is becoming the industry standard for developing an SMS. Introduced in May 2002, by the International Business Aviation Council (IBAC), IS-BAO was developed by the industry, for the benefit of the industry. It is a code of best practices designed to help flight departments worldwide achieve a high level of safety and professionalism. IBAC worked closely with the International Civil Aviation Organization (ICAO) in the development of the standard, and the president of the ICAO endorsed the efforts of the aviation community in developing an industry 'code of best practice'. IS-BAO incorporates the International Standards and Recommended Practices for the Operation of Aircraft applicable to business aviation prescribed in ICAO Annex 6, Part II for International General Aviation – Aeroplanes.



Left: Icelandic volcano, Eyjafjallajökull, erupted in April/May 2010 causing millions of cubic meters of ash to fill the sky – enough to shut all the airports in the UK





"The modular SMS concept encompasses a wide range of risk management and hazards, and will help raise the global standards of business aviation"



Left: **In always striving for continuous improvement in safety and quality, Finnair has invested heavily in its Safety Management System (SMS)**


So how can flight departments apply for IS-BAO? According to the IBAC website: 'IS-BAO is a voluntary standard. Companies that apply IS-BAO and subscribe to its amendment service have no obligation in respect to its implementation. Nevertheless, IBAC encourages widespread adoption of the standards as a contribution by a responsive industry toward the objective of highly professional and standardized flight operations worldwide.'

At the core of this standard is the SMS toolkit. The modular SMS concept encompasses a wide range of risk management and hazards, and will help raise the global standards of business aviation operators. The Toolkit was developed by the IBAC and its member associations, and is designed to assist non-commercial operators and on-demand charter operators develop and implement an SMS that meets the ICAO standards and recommended practices. When creating the product, IBAC also worked to ensure that the SMS meets regulatory requirements of aviation authorities around the world.

All encompassing

Although the SMS toolkit provides an excellent basis for developing a safety management system, it cannot cover every single hazard or threat that different aviation companies face. Therefore, a coordinated risk management program should encompass the fullest range of risks and numerous models, systems, and solutions, and these should be regularly reviewed. After all, today's issues are not necessarily tomorrow's.

"An SMS must include efficient reporting processes so companies can see the root cause of an issue," says Dewey. "The system must use robust risk management and integrate employee expertise. Developing the right SMS is a continuous process and should be part of everyday life for business aviation companies."

"Many organizations have an SMS in place but it hasn't been thoroughly developed. Risk analysis is essential and the sooner companies start integrating more into their SMS, the sooner they will start to see improvements." 

Cover story

Insurance is an essential factor when considering risk management, and financial risk can be minimized with the right policy in place. However, things are changing in the world of insurance. According to the Aviation Insurance Working Group, part of NBAA's Tax Committee, for much of the past decade business aviation operators have enjoyed a buyer's market for aviation insurance, however, it now looks as though prices are likely to rise.

NBAA is recommending that operators prepare for these rising insurance rates by considering a number of factors. Firstly, the association claims that the safest flight operations get the best rates, and therefore it is recommended that companies should document their commitment to safety. Secondly, the NBAA advises that operators work in partnership with their insurer and consider the main advantages and disadvantages of the policy on offer. Being realistic about current needs is another important thing to consider in order to manage costs. Lastly, NBAA's experts recommend that operators exercise good risk management practice. The association says: "Ask your broker to review contracts, such as for hangar leasing, before you sign to be certain you are not inadvertently assuming someone else's liability risk."

COPENHAGEN - ROSKILDE AIRPORT

Your shortcut to Copenhagen

- ✈ Open 24/7/365
- ✈ No Airport Slots
- ✈ No Night Restrictions
- ✈ ILS Equipped Airport
- ✈ FBO with 24/7 Full Service Handling
- ✈ VIP Lounge and FBO Crew Lounge Facilities
- ✈ Crew Rest Facilities Available
- ✈ 2 Minute Walk from Car park to Apron
- ✈ Fast Check-In (Perhaps the fastest in Europe!)
- ✈ Long & Short term parking facilities
- ✈ Premium or Light Handling – Your Choice
- ✈ Short Transfer to Copenhagen City
- ✈ MRO – Maintenance, Repair & Overhaul available at the Airport

Smooth, Flexible and Very Fast

Our overall aim is to deliver high standards of comfort for pilots and passengers alike



Copenhagen Airports A/S - Roskilde, Lufthavnsvej 20, DK-4000 Roskilde, Denmark

Phone: +45 3231 6220 » Fax: +45 32316277

E-Mail: RKEbriefing@cph.dk » <http://www.rke.dk>

Radio Frequency: 131,55 » SITA: RKEAPXH » AFTN: EKRKZPZX

Roskilde Airport **CPH**



Business Airport International takes a look at the latest technologies available to operators keen to do everything they can to better protect their aircraft assets

Words | **Selwyn Parker**

It's unlikely that anybody will invent a device that safeguards aircraft from a 3m high wall of water traveling at 90km/h (56mph), as images of Japan's battered, tsunami-hit airfields demonstrate all too clearly the limits of human ingenuity. But there's a lot that can be done to protect these assets from the numerous other hostile intrusions that are becoming increasingly frequent in airports around the world, especially the ones in more remote areas.

Although there are no reliable figures on how many unattended aircraft are tampered with on the ground, there's plenty of anecdotal evidence that they are prey to a widening variety of security threats. According to sources, on smaller airfields in emerging markets in South America and Africa in particular, the two biggest risks are the theft of perhaps vital parts and of aviation fuel or, worse still, that the fuel is tampered with.

Even secure airports can't guarantee protection. At Le Bourget in France, for instance, aircraft have recently been tagged using graffiti by vandals breaking through perimeter fences. As Bruno Petit,

The Vigiplane security solution can monitor parked aircraft 24/7

managing director of Bordeaux-based Blue Green Technology, inventor of Vigiplane, points out, "That means the entire aircraft has to be repainted and that's very expensive."

Nor is it solely a question of risk to the aircraft or its equipment. Rob Davies of UK-based AD Aerospace cites the considerable risk of contraband or other illegal goods such as drugs, or even explosives being placed clandestinely aboard an aircraft.

Some damage is inadvertent, for instance the fuselage being bumped by the fuel truck in the early hours of the morning when visibility is low, but it's still damage. One of the few risks operators don't have to worry about, or very rarely, is that pilots will turn up to find the aircraft missing. "It's extremely rare for an aircraft to be stolen," says Davies.

However, the risks are such that many security managers now conduct assessments of high-risk airports as a matter of routine before approving flight plans. Indeed some operators are subject to the fine print in insurance documents that effectively put certain airports on a black list. The clear implication is that those airports, without satisfactory security measures in place, will continue to lose business.

On the other side of the coin, robust security arrangements go straight to the bottom line. As ExecuJet Middle East's regional marketing and charter sales manager, Helle Brodsgard, explains, "Our insurers recognize ExecuJet's commitment to safety and security, and this translates to great savings for clients in terms of insurance."

This is a sensitive subject and operators are reluctant to discuss openly what kind of security they employ, when on or off base.

"We cannot talk about specific security messages but we use both modern and traditional technologies," explains Brodsgard.

"At airports we would like to see remote stands monitored by CCTV, random checks of the area by security staff in vehicles, and random checks of the perimeter fence."

For ExecuJet, a gold-plated airport security service would include all three. NetJets Europe, the region's biggest operator, did not answer specific questions on its security strategy except to say it was approved by the Civil Aviation Authority and is based on the same regulations as those of commercial airlines.

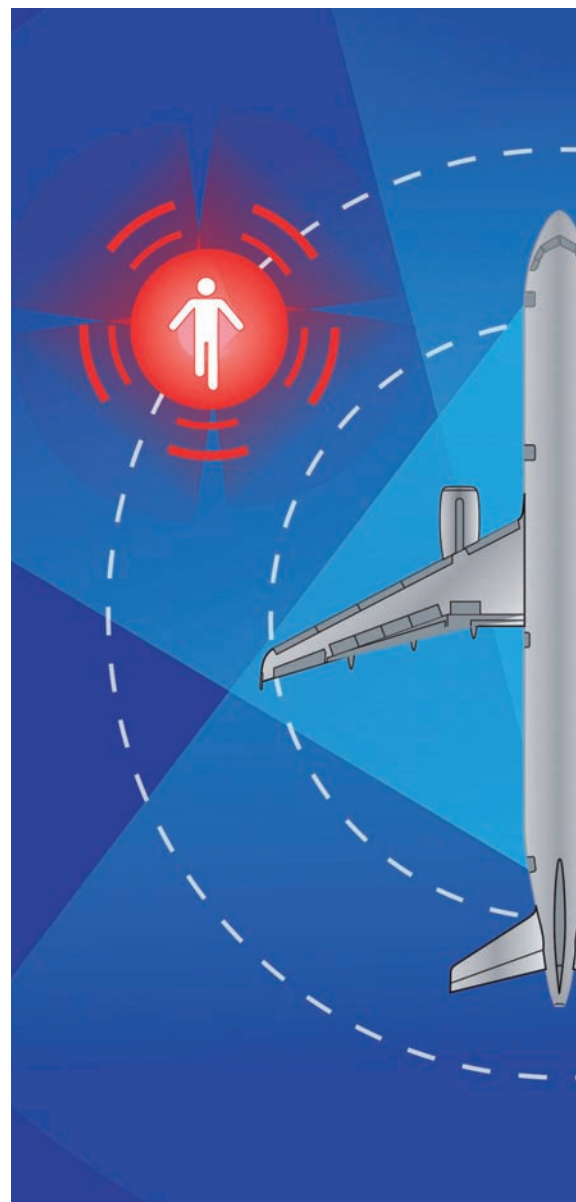
"NetJets was the first dedicated business jet operator to hold IATA's operational safety audit certification," it notes.

The good news is that operators unwilling to rely on airport-provided security can bring their own. There's three main options: US-made Securaplane is a big-selling standard inboard technology; FlightVU Defender is an outboard-mounted video camera that's been on the market for over 20 years but has been greatly modified since its original launch; and Blue Green Technology's newly-developed Vigiplane solution, which can be clamped onto the landing gear within two minutes.

Securaplane, manufactured by Pacific Scientific, comes in various versions, including the Ultra-Lite for helicopters and smaller aircraft but the most popular by far is System 500. Installed on doors inside the aircraft, Securaplane is an alarm-based system that is triggered by an intrusion and sends a message to the pilot, provided he's within a radius of ten miles.

Pacific Scientific did not respond to *Business Airport International's* enquiries, but the big problem with such internal systems, operators say, is the high cost of certification before they can be installed. Two approvals are required – DO160 for any product that will fly inside an aircraft and STC for the specific aircraft.

FlightVU Defender systems provide continuous all round security for parked, unoccupied aircraft. This is achieved by having a series of cameras monitoring overlapping fields-of-view to give comprehensive coverage of the aircraft and its surrounding area



Under attack: what can be done to prevent a MANPAD encounter?

Recent conflicts in the Middle East and North Africa have highlighted the danger of MANPADS for the aviation sector. A recent story from Defense News raised concerns that the shoulder-launched surface-to-air missiles could be finding their way into the hands of terrorists in Libya.

Of the 700,000 MANPADS in the world today, many thousands are thought to be on the black market and therefore accessible to terrorists and other non-state actors. Not only are they lethal, easy to operate, highly portable, and concealable, but they are also fairly inexpensive.

Some early model MANPADS can be acquired on the black market for several thousand dollars and in some exceptional circumstances that price can drop to as low as a few hundred

dollars. According to the Federation of American Scientists: "MANPADS pilfered from Iraqi dictator Saddam Hussein's massive arms stockpiles were later purchased by the Coalition Provisional Authority for a mere US\$500 apiece."

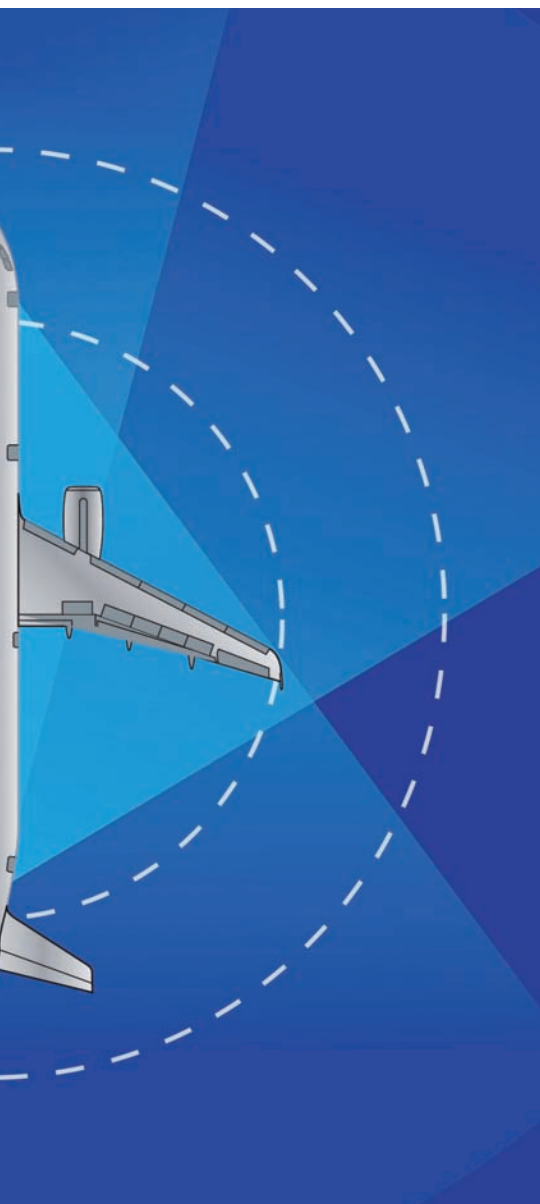
Although technologies designed to prevent a MANPAD attack, such as infrared decoy flares and missile warning systems, are generally considered a very expensive investment, there are other susceptibility reduction measures that can be taken to address the threat.

Improving perimeter security by patrolling the areas around the airport could help deter attacks from shorter-range weapons, and could help airports surrounded by water or featureless terrain.

Air traffic procedures can also be altered to reduce the likelihood of a MANPAD attack. Gradual approach and descent patterns with spiral descents and steep, rapid climbouts would reduce the amount of time that aircraft fly within range of modern MANPADS, therefore reducing the risk.

Vulnerability reduction is another way to decrease the risk. This is done by designing and modifying an aircraft to survive in the event of a successful MANPAD attack.

This can be done by using redundancy and separation of flight controls and hydraulic systems; improving fire and explosion suppression systems; installing fuel shut-off valves or self-sealing fuel lines; and hardening vital areas that are vulnerable to MANPADS threats.



"At airports we would like to see remote stands monitored by CCTV, random checks of the area by security staff in vehicles, and random checks of the perimeter fence"

Helle Brodsgard, regional marketing and charter sales manager, Middle East, ExecuJet

A British-made system, the US\$162,800 [€114,000] FlightVu Defender (in its least expensive version) is another long-time stalwart of the industry. It throws a virtual trip-line around the aircraft that, if triggered, sets off video recording and sends a message to the pilot's cell phone. FlightVu Defender provides continuous 360° coverage, via a series of cameras that monitor overlapping fields-of-view. The cameras are connected to a video server, which uses motion detection software to identify the presence of anyone within the zone.

Like the Securaplane, a drawback of the technology has been that it requires pre-installation certification, at least until now. A new, more compact version can be externally attached to the landing gear.

"It functions in the same way but doesn't have certification obligations," explains Davies.

The latest system on the block, the US\$99,000 – US\$129,000 (€70,000 – €91,000) Vigiplane is the result of four years of research. It requires no certification, can be fitted to any aircraft, and is arousing much interest, with three important orders already secured.

As Petit told *Business Airport International*, he's just sold one to French President Nicolas Sarkozy's security staff for his new Airbus A330, signed a supply contract with Dassault Aviation for its Falcon range, and will provide the system

Below: **The Vigiplane system is completely autonomous and can be installed in less than two minutes on the front of the aircraft's landing gear**





Below: **The Vigiplane unit comprises five day and night cameras in a special composite sealed container**



to Dubai-based Empire Aviation Group with 20 aircraft, including air ambulances.

Executive director of Empire Aviation Group, Paras Dhamecha, seems impressed, describing Vigiplane as a “completely new concept in aircraft ground security”.

“We set out to make Vigiplane straightforward for the pilot to install,” explains Petit.

The system’s attractiveness is in its simplicity and relatively low cost. Once locked onto front landing gear, it can only be removed by an authorized person. Similar to FlightVU Defender, Vigiplane throws an electronic cordon around the aircraft and shoots real-time, encrypted video that passes through a central, 24/7 monitoring center. The unit is powered by a 15-day, rechargeable lithium battery. Weighing in at 13kg, it’s stored in the aircraft when aloft.

In the case of an alert, the monitoring center sends a message to the pilot who can then watch the aircraft on video through a computer or smart phone, and make a judgement about the degree of risk. And if the operator is really keen, the firm can buy its own monitoring unit for an extra US\$30,000 (€21,000).

All the systems claim to save pilots the time and irritation of rushing needlessly to the defense of their precious assets because of false alarms.

They filter out routine intrusions such as animals wandering into the range of the electronic cordon, distant smoke (the systems pick up fire) or normal airport movements.

Although CCTV has been a standby of airport security for years, it appears to be a minimum standard these days. As one operator points out, “Private aircraft are often parked well out of camera range.” Nor does CCTV automatically send alerts to off-airport pilots.

And for the most security-minded operator, there are always anti-missile, laser jammers for use when aircraft are in the air. Although it’s primarily the concern of security staff bearing responsibility for the safety of heads of state, the threat of shoulder-fired missiles – so-called MANPADS – is not insignificant.

According to the latest available information, some 700,000 of the missiles had been produced worldwide by 2005 and nobody knows where thousands of them are. In November 2002, there was a MANPAD attack on an Israeli airline at an airport in Kenya.

However, a Rand report concluded that laser jammers, although commercially available, probably don’t survive a cost-benefit analysis because of their “enormous” expense. Except of course for heads of state. ☞

Please visit our
booth #1553
at EBACE

Just fly with us



Being the first carries a big responsibility: after establishing our company more than 15 years ago and receiving number one certificate of the business flight support and ground handling arrangement agent in Russia we are guided by this rule to this day and always offering modern, attractive and cost-efficient services. Together with our partners we are always looking for the shortest routes to smooth and reliable cooperation with customers.

RusAero 
Center for Civil Aviation Services

Rusaero Moscow

Tel.: +7 495 755 5600
Fax: +7 495 755 5606
E-mail: ops@rusaero.aero

Rusaero Europe

Tel: +353 61 36 4804
Fax: +353 61 70 7057
E-mail: europe@rusaero.aero

Permits • Nav. Support • Ground Handling • Fuel • Visas • Catering • Hotels • Transfers






To buy or not to buy

When is it best to buy an aircraft
and when is it better to lease it?

Words | **Helen Norman**

 Sourcing an aircraft requires careful consideration – it's a bit more complicated than choosing a company car! And not everyone needs to own an aircraft to benefit from private aviation travel. This therefore raises the question, when is it best to buy an aircraft and when is it better to lease it?

Identify the requirements

Defining exactly why you need an aircraft is the first and most important step.

"Basically, we have an aircraft because we want to make money out of it, so it has to serve a need," says managing director at ACC AvServ, Shaun Dewey. "Careful consideration should be taken over what you want to do with it."

Looking at the type of route the aircraft will be used on is essential. If it is a high-density route, is it more cost effective to invest in an aircraft that can carry 60 passengers or one that can carry six and do 10 flights a day?

Fleet commonality is also very important in terms of minimizing cost. Pilot training can be inefficient and an expensive process if they have to train for each new aircraft bought. Plus maintenance will quickly escalate if parts have to be carried for multiple aircraft types.

There are also other hidden costs when operating a mixed fleet of aircraft, such as spares provisioning and airworthiness management implications. It might not be possible to achieve fleet commonality when selecting aircraft, but consideration of the full implications can at least be taken into account when considering lease payments.

"Maintenance costs and engine life should also be considered when selecting an aircraft, and operators should always ensure that they have a comprehensive understanding of the lease agreement when it comes to maintenance reserves," says chairman of FlyerTech, Rick Fieldwick. "Not only does the operator need to understand the levels of maintenance reserves and how they relate to the condition and utilization of the aircraft and its constituent assemblies, operators must also ensure that they have a good understanding about any existing maintenance reserve funds to cater for draw downs on part-life equipment."

An aircraft's payload, range, and performance should also be taken into account before purchase. The routes and how the aircraft will be used dictate this, and an operator must be sure that they can perform without restriction from their planned base.

Fuel burn is also very important, especially in today's market of escalating fuel prices, so efficiency should be considered.

A recent global aerospace study by the CIT Group showed that, due to increasing fuel costs, leasing has remained the most important form of financing. The study, *2011 Global Aerospace Outlook – Challenges of an Ever-Changing Industry*, prepared in association with Forbes Insights, gathered the views of more than 130 senior airline executives from around the world with fleets of 25 or more jet aircraft.

"Faced with fierce competition and steep fuel prices, airline executives are taking a close look at how they operate," says C. Jeffrey



Knittel, president of Transportation Finance at CIT. Airline executives surveyed in the report say their leading challenge over the next two years is increased fuel costs owing to rising global fuel demand (53%). In fact, 82% of respondents said that they were concerned about fuel supply and costs. However, even with growing demand for increased fuel efficiency, nearly two-thirds of airline executives (68%) said they will take time to see how the next-generation of more fuel-efficient aircraft perform rather than be one of the first to acquire the new models.

Another concern raised from the report was regulatory uncertainty. On current or anticipated regulations to curb carbon emissions, 62% of respondents are extremely or very concerned about this. As a result, 83% of respondents said their companies are likely to acquire or lease energy efficient aircraft in the next five years.

Other considerations when choosing the optimum aircraft include interior options, overall weight, OEM support, and warranties.

VAT implications

Prior to January 1, 2011, the UK allowed zero-rating of qualifying aircraft, which meant aircraft over 8,000kg that were not designed or adapted for use for recreation or pleasure. Following a formal request from the European Commission, the UK has changed its legislation. A qualifying aircraft is now defined as any aircraft that is used by an airline operating for reward, chiefly on international routes, or is used by a state institution, weighs more than 8,000kg, and is not designed or adapted for recreation or pleasure use.

As was highlighted at the Business Airport World Expo in Farnborough in March 2011, this new legislation can add a considerable premium to the cost of flying and buying a private aircraft.

"VAT should be carefully considered in terms of costs, especially in the UK. Before January 1, it was simple to find out if the aircraft was eligible for

"In Europe, for example, the airworthiness of an aircraft can only be performed by suitably approved organizations under the requirements of EASA regulations"

Rick Fieldwick, chairman, FlyerTech

VAT – it all depended on weight," said a partner at the law firm Bird & Bird, Simon Chamberlain. "This all changed in January 2011, when the UK was brought in line with EU directives."

Airworthiness management

One thing operators need to consider, especially when leasing, is technical management. Before an operator agrees to the lease, they need to talk to the lessor about the condition of the aircraft and the regulatory environment that the aircraft is going to be operated in. There can be notable differences between the requirements of different national airworthiness regulatory authorities.

This can mean that an aircraft that has, for example, been operated in the USA, will not necessarily meet the operating requirements in Europe. Such differences can be easily resolved with standard modifications, but they are often costly and require planning.

The operator of an aircraft is also required to comply with airworthiness management requirements, which control the maintenance of an aircraft, can be very complex, and can often only be performed by approved organizations.

"In Europe, for example, the airworthiness of an aircraft can only be performed by suitably

approved organizations under the requirements of EASA regulations," says Fieldwick.

At Business Airport World Expo, Fieldwick discussed the importance of airworthiness management, in particular in Europe, where it is now mandatory for continuing airworthiness management to be performed by approved organizations. His company, FlyerTech, has been approved to carry out such airworthiness reviews. Each aircraft must have a valid airworthiness review certificate (ARC), which involves a periodic review of the airworthiness management arrangements, to ensure compliance.

"It is also essential to undertake a pre-purchase aircraft inspection, which looks at the general condition of the aircraft, the status of the engines, and other equipment installed on the aircraft," Fieldwick says.

"The pre-purchase inspection should include a thorough audit of the technical records associated with the aircraft. These records will be used to demonstrate compliance with airworthiness requirements, which will need to be satisfied, prior to operation."

In addition, the aircraft delivery and hand back must be considered. An operator should always ensure that the aircraft is delivered strictly in accordance with agreed standards and with an agreed minimum life remaining.

Purchase versus lease

After defining needs and evaluating any tax premiums, it is time to consider which is the best option: purchase or lease?

"This comes down to the amount of money you have and how flexible you are prepared to be," says, CEO, Cabot Aviation, Tony Whitty.

If purchasing an aircraft, the buyer can be fairly flexible because, once the aircraft is no longer needed or if business needs change, it can be sold and some of the money recouped. If they own the aircraft, operators can also lease it out when they don't need it. Leasing is less flexible as the aircraft must be kept until the lease runs out, even if needs change.

The good news is that aviation financing is becoming increasingly available to business aircraft buyers. During a recent corporate jet finance conference, Hawker Beechcraft announced that it has seen the overall cost of aircraft financing decrease throughout the past 24 months compared to prices in the economic downturn, with buyers having greater access to aviation financing.

The company says these trends have been aided by a number of factors including the global economic recovery, an increase in knowledge and sophistication of the key players in aircraft asset-based financing, growing competition among local institutions expanding into the global marketplace, and the increasingly active role of manufacturers in helping clients find financing.

"Over the past 12-24 months, we have seen a gradual, yet consistent thaw in the aviation finance sector as a number of lenders have gained an increasing appetite for this business," says HBC vice president, Global Aircraft Financing, Kirsten Bartok. ☞



TO EXPERIENCE A WORRY-FREE
PROFESSIONAL AIRCRAFT CLEANING



THE ALLEN GROUPE

THE ALLEN GROUPE
is a professional aircraft
detailing company.
We provide our clients a
Worry-Free Experience™
by focusing on our
core competency so they
can focus on their mission.

SERVICES WE OFFER:
Dry washing
Interior detailing
Disinfecting
Leather cleaning
Headliner cleaning
Carpet cleaning and spot removal
Cockpit cleaning
Brightwork
Polishing
Boot dressing
Paint and metal protection

LOCATIONS: PARIS, LONDON, ZURICH,
ASPEN, DENVER, LAS VEGAS, SCOTTSDALE,
SAVANNAH, SANTA ANNA, WICHITA,
ST. LOUIS, MILWAUKEE, INDIANAPOLIS,
LOUISVILLE, COLUMBUS, PITTSBURGH,
WESTFIELD, BRUNSWICK, LONG BEACH,
APPLETON, ATLANTA, ORLANDO, DALLAS,
PALM BEACH, FORT LAUDERDALE & NAPLES

Allen Groupe Dispatch:
USA +1 866 535 6500
Paris +33 1483 81970
London +44 7900 061263
Zurich +41 76 419 1427



THE ALLEN GROUPE

A WORRY-FREE EXPERIENCE™

WWW.ALLENGROUPE.COM



DEDICATED TO YOU.



FBO's
Flight Support
Catering Deluxe
Air Charter Broker

Dispatch Office
p. +39 06 79340563
f. +39 06 7184658
m. +39 348 7416727
e. ops@argosvph.com
www.argosvph.com

ROME MILAN VENICE PISA


...and all Italian Airports



To buy or not to buy

When is it best to buy an aircraft
and when is it better to lease it?

Words | **Helen Norman**

 Sourcing an aircraft requires careful consideration – it's a bit more complicated than choosing a company car! And not everyone needs to own an aircraft to benefit from private aviation travel. This therefore raises the question, when is it best to buy an aircraft and when is it better to lease it?

Identify the requirements

Defining exactly why you need an aircraft is the first and most important step. "Basically, we have an aircraft because we want to make money out of it, so it has to serve a need," says managing director at ACC AvServ, Shaun Dewey. "Careful consideration should be taken over what you want to do with it."

Range, performance and likely passenger loads are all essential considerations – it may prove more cost effective to invest in a larger, longer range aircraft rather than being forced to fly multiple flights and legs on a smaller, shorter range aircraft. Operators also need to ensure their aircraft of choice can perform without restriction from their planned base.

Fleet commonality is also very important in terms of minimizing cost. Pilot training can be inefficient and an expensive process if they have to train for each new aircraft bought. Plus maintenance will quickly escalate if parts have to be carried for multiple aircraft types.

Beyond the costs associated with extra spares provisioning, operating a mixed fleet can also lead to airworthiness management implications. It might not always be possible to achieve fleet commonality when selecting

aircraft, but consideration of the full implications should at least be taken into account when considering lease payments.

"Maintenance costs and engine life always need to be considered when selecting an aircraft, and operators should always ensure that they have a comprehensive understanding of the lease agreement when it comes to maintenance reserves," says chairman of FlyerTech, Rick Fieldwick. "Not only does the operator need to understand the levels of maintenance reserves and how they relate to the condition and utilization of the aircraft and it's constituent assemblies, operators must also ensure that they have a good understanding about any existing maintenance reserve funds to cater for draw downs on part-life equipment."

Fuel burn is also very important, especially in today's market of escalating fuel prices, so efficiency should be carefully considered. This is certainly the case in the commercial airline world, where fluctuations in fuel prices can mean the difference between profit or loss.

A recent global aerospace study by the CIT Group showed that, due to increasing fuel costs, leasing has remained the most important form of financing. The study, *2011 Global Aerospace Outlook – Challenges of an Ever-Changing Industry*, prepared in association with Forbes Insights, gathered the views of more than 130 senior airline executives from around the world with fleets of 25 or more jet aircraft.

"Faced with fierce competition and steep fuel prices, airline executives are taking a close look at how they operate," says C. Jeffrey



Knittel, president of Transportation Finance at CIT. Airline executives surveyed in the report say their leading challenge over the next two years is increased fuel costs owing to rising global fuel demand (53%). In fact, 82% of respondents said that they were concerned about fuel supply and costs. However, even with growing demand for increased fuel efficiency, nearly two-thirds of airline executives (68%) said they will take time to see how the next-generation of more fuel-efficient aircraft perform rather than be one of the first to acquire the new models.

Another concern raised from the report was regulatory uncertainty. On current or anticipated regulations to curb carbon emissions, 62% of respondents are extremely or very concerned about this. As a result, 83% of respondents said their companies are likely to acquire or lease energy efficient aircraft in the next five years.

Other considerations when choosing the optimum aircraft include interior options, overall weight, OEM support, and warranties.

VAT implications

Prior to January 1, 2011, the UK allowed zero-rating of qualifying aircraft, which meant aircraft over 8,000kg that were not designed or adapted for use for recreation or pleasure. Following a formal request from the European Commission, the UK has changed its legislation. A qualifying aircraft is now defined as any aircraft that is used by an airline operating for reward, chiefly on international routes, or is used by a state institution, weighs more than 8,000kg, and is not designed or adapted for recreation or pleasure use.

As was highlighted at the Business Airport World Expo in Farnborough in March 2011, this new legislation can add a considerable premium to the cost of flying and buying a private aircraft.

"VAT should be carefully considered in terms of costs, especially in the UK. Before January 1, it was simple to find out if the aircraft was eligible for

"In Europe, for example, the airworthiness of an aircraft can only be performed by suitably approved organizations under the requirements of EASA regulations"

Rick Fieldwick, chairman, FlyerTech

VAT – it all depended on weight," said a partner at the law firm Bird & Bird, Simon Chamberlain. "This all changed in January 2011, when the UK was brought in line with EU directives."

Airworthiness management

One thing operators need to consider, especially when leasing, is technical management. Before an operator agrees to the lease, they need to talk to the lessor about the condition of the aircraft and the regulatory environment that the aircraft is going to be operated in. There can be notable differences between the requirements of different national airworthiness regulatory authorities.

This can mean that an aircraft that has, for example, been operated in the USA, will not necessarily meet the operating requirements in Europe. Such differences can be easily resolved with standard modifications, but they are often costly and require planning.

The operator of an aircraft is also required to comply with airworthiness management requirements, which control the maintenance of an aircraft, can be very complex, and can often only be performed by approved organizations.

"In Europe, for example, the airworthiness of an aircraft can only be performed by suitably

approved organizations under the requirements of EASA regulations," says Fieldwick.

At Business Airport World Expo, Fieldwick discussed the importance of airworthiness management, in particular in Europe, where it is now mandatory for continuing airworthiness management to be performed by approved organizations. His company, FlyerTech, has been approved to carry out such airworthiness reviews. Each aircraft must have a valid airworthiness review certificate (ARC), which involves a periodic review of the airworthiness management arrangements, to ensure compliance.

"It is also essential to undertake a pre-purchase aircraft inspection, which looks at the general condition of the aircraft, the status of the engines, and other equipment installed on the aircraft," Fieldwick says.

"The pre-purchase inspection should include a thorough audit of the technical records associated with the aircraft. These records will be used to demonstrate compliance with airworthiness requirements, which will need to be satisfied, prior to operation."

In addition, the aircraft delivery and hand back must be considered. An operator should always ensure that the aircraft is delivered strictly in accordance with agreed standards and with an agreed minimum life remaining.

Purchase versus lease

After defining needs and evaluating any tax premiums, it is time to consider which is the best option: purchase or lease?

"This comes down to the amount of money you have and how flexible you are prepared to be," says, CEO, Cabot Aviation, Tony Whitty.

If purchasing an aircraft, the buyer can be fairly flexible because, once the aircraft is no longer needed or if business needs change, it can be sold and some of the money recouped. If they own the aircraft, operators can also lease it out when they don't need it. Leasing is less flexible as the aircraft must be kept until the lease runs out, even if needs change.

The good news is that aviation financing is becoming increasingly available to business aircraft buyers. During a recent corporate jet finance conference, Hawker Beechcraft announced that it has seen the overall cost of aircraft financing decrease throughout the past 24 months compared to prices in the economic downturn, with buyers having greater access to aviation financing.

The company says these trends have been aided by a number of factors including the global economic recovery, an increase in knowledge and sophistication of the key players in aircraft asset-based financing, growing competition among local institutions expanding into the global marketplace, and the increasingly active role of manufacturers in helping clients find financing.

"Over the past 12-24 months, we have seen a gradual, yet consistent thaw in the aviation finance sector as a number of lenders have gained an increasing appetite for this business," says HBC vice president, Global Aircraft Financing, Kirsten Bartok. <

Fuel for thought

Fuel purchases *can* be more efficient – and less expensive



Above: **Colt International's corporate headquarters are located in Houston, Texas**

Economic pressures placed on flight departments to make fuel purchases as efficient as possible have led to a recent rise in the number of fuel resellers and associated software programs. There are more options available for buying fuel now than at any other time in aviation history. The information age has now made it actually quite simple for anyone with a credit card or simple computer programming skills to enter the industry and quote fuel prices. A close examination of recent fuel buying trends in the business aviation industry reveals the challenges of unreliable fuel quotes and invoices, as well as the benefits of collaborating with a trustworthy fuel supplier.

Software programs, fuel management companies, web-based technologies, and resellers have emerged over the past several years claiming to lead an operator to the cheapest available fuel price on the market. However, flight departments are discovering that the influx of all these new options has brought some unfortunate consequences: many are costing the departments more time and money rather than saving it.

The fight to secure customers has opened a margin for error. Some fuel companies quote one fuel price and then – perhaps due to a lack

of quality control – invoice the fuel at a rate much higher. Even worse, some promise an unbeatable fuel price then purposely bill at a much higher rate. Whether deliberate or accidental, the result is the same – flight departments are wasting valuable resources on mismanaged invoices and unreliable fuel quotes.

Invoice mismanagement

So what are the costs of invoice mismanagement?

Overbilling. Invoices that are inaccurate by as little as a nickel per gallon add up to thousands of lost dollars per aircraft over the course of a year.

Wasted time. Operators have much more important things to do than spend hours trying to detect and correct overbilling errors. Three hours a week spent rectifying errors adds to almost a full month's worth of lost time every year.

Billing delays. Valuable time goes to waste when inaccurate invoices must undergo correction and resolution, and flight departments must deal with the headaches of being unable to close out a trip or finalize the books for a particular month.

Unreliable service. Companies that fail to invoice clients properly are likely to be the same ones that are unable to provide quality services in other areas of their organization.

Reporting. Suppliers that play games with



invoices are often unwilling to provide specialized fuel reports, and these are valuable resources to many flight departments.

Missing opportunities. Aircraft operators end up missing the real best fuel price by believing in a 'better price' from an unreliable company.

The solution

How can an operator avoid deceptive quotes and invoicing pitfalls before the damage is done? The answer is to work with trustworthy suppliers. By weeding out and avoiding less reputable fuel companies, flight departments can inch closer to their fullest potential and save thousands of dollars and countless hours.

Flight departments have the right to demand a number of requirements be met:

Demand honest quotes. Talk directly to suppliers to make sure quotes include all the same elements needed for price comparison, such as are prices with or without all taxes and fees? Reputable suppliers will automatically include accurate volume price breaks. Also, ensure that quotes reflect current pricing and be wary of expired quotes.

Require prompt and accurate bills. Look for suppliers who can deliver invoices exactly as needed and will make them easily accessible.

You should be able to close your books quickly. Avoid companies that consistently delay in remitting a correct invoice.

Seek quality customer service. Companies that treat your flight department like another number should be avoided. Building relationships with actual people offers advantages that ultimately save time and money.

Ensure high returns on your investments.

Operators who use a software program to help find the best fuel price should make sure it is compiling prices only from dependable companies. The value of a program diminishes if it delivers misleading or erroneous quotes.

Proven reliability

One of aviation's most respected independent auditors, ARG/US International, recently conducted an extensive audit that found Colt International to be trustworthy and dependable. ARG/US studied Colt's fuel quotes and invoices and found that more than 99.1% of Colt fuel invoices are billed correctly the first time. These findings have massive implications for aircraft operators. For the thousands of flight departments who have chosen Colt as their fuel supplier of choice, their decision has been validated. For those who still struggle with



wasted dollars and time lost due to mismanaged invoices, a verifiable solution exists, enabling greater efficiency and profitability.

Colt quotes fuel accurately, delivers as promised, and invoices quickly and correctly. The company's online services deliver reliable quotes, provide access to past invoices, and make it easy to arrange fuel at more than 3,000 airports around the world. Colt International has made the entire fuel-purchasing process more accessible and transparent.

More than 4,000 flight departments have chosen to fight back against overbilling and other forms of invoice mismanagement by getting accurate quotes and invoices from Colt. This reliability is precisely why the Colt Card is now carried by more pilots and trusted by more flight departments than cards from any other contract fuel supplier in the world. ✈

www.coltinternational.com

The Italian giant

The growth of SKY Services' FBO network has taken Italy by storm



SKY Services, the first Italian network of FBOs, was started in 1999 after the liberalization of dedicated ground assistance services in Italy. After years of growth, SKY handles over 25,000 general aviation flights at major Italian airports, including Milan Malpensa, Milan Linate, Venice Tessera, Naples Capodichino (part of the ExxonMobil AVITAT network of FBOs), and Rome Ciampino. SKY also provides supervision at Salerno Pontecagnano.

"This year SKY will open two FBOs, extending its service to eight locations. As a result, SKY will be able to offer its customers a unique service in Italy: the most extended Italian network," says managing director, Clemente de Rosa.

To further complete its services in the southern part of Italy, SKY provides supervision at

Salerno Pontecagnano – located on the beautiful Amalfi Coast – which is a valid alternative to reposition aircraft during the summer season when demand for parking requests in Naples increases drastically.

SKY has been certified by ENAC, the Italian National Civil Aviation Authority, to carry out all handling activities at each of its locations. As a further guarantee for its customers, SKY is certified according to ISO 9001:2008.

SKY offers a broad range of services to a host of international customers for any kind of general aviation aircraft. These services include passenger/VIP handling; refueling; VIP lounges and snooze rooms; dedicated catering services; slot/PPR coordination; weather charts and reports; VIP transportation, such as limousine

and helicopter arrangements and guided city tours; customs and administration assistance; and legal assistance.

A further important difference between SKY and the Italian competition is that the FBOs that are located at the major Italian airports operate with their own facilities, staff, and equipment. This means that customers profit from a high-quality service with fewer costs, because SKY does not use third parties to provide the services.

An emphasis on facilities, training, and equipment has enabled SKY to become the most important Italian FBO network. SKY's facilities are furnished with a distinctive style and modern furniture, which make passengers feel comfortable. Satellite TV, wireless internet, internet points, and coffee corners are all

"SKY Services is continuously working on the improvement of its services"



available for crew and passenger use while they are awaiting their departure.

SKY invests in the training of its multi-language staff. Due to the experience acquired in recent years, SKY has created over 18 internal training courses that are all approved by ENAC. Employees get tested and certified when the courses have been completed successfully. Lastly, the equipment used to assist the aircraft is owned and operated by SKY Services. It covers assistance to any kind of general aviation aircraft: from a Piper to a Boeing 777.

The growth of the SKY Services Network has resulted in some exciting investments and growth areas, including Jet A1 sales. In particular, SKY Services is able to provide its customers with Jet A1 fuel at the following main Italian airports:



Main image: **SKY Services offers the most expansive FBO network in Italy**

Above: **VIP lounge at Rome Ciampino Airport**

Milan Linate, Milan Malpensa, Bergamo, Rome Ciampino, Naples Capodichino, Catania, and Olbia. Sky is also an official retailer of ExxonMobil in Italy and the first Italian AVITAT, located in Naples-Capodichino.

To support its network, SKY has created a head office from where the accounting, marketing, commercial, quality, operations control, legal, and human resources departments are based. A further benefit is that the head office offers customers only one point of contact



Ramp operations are supervised by trained staff

especially for the commercial agreements and the after-flight assistance. Upon request, SKY can offer interesting rates on standard handling and fuel, as well as credit facilities on all services and fees. All operations are monitored centrally from the head office through the company's software.

SKY Services is continuously working on the improvement of its services. For example, in Rome Ciampino, the company has completely redeveloped its facility. The facility is conveniently located inside the General Aviation Terminal, just a few steps away from controls. The facility is made with a new and modern style and offers a comfortable VIP lounge with reclining armchairs, satellite television, a free internet point, and coffee area. In Venice Tesserà, SKY has recently opened a new FBO. The facility is located directly inside the General Aviation Terminal from where the taxi boats leave to the old town. It covers an area of 200m² and offers VIP lounges, crew lounges, satellite televisions, snooze rooms with chromotherapy, coffee area, and wireless internet. From Summer 2011, SKY will provide a dedicated refuelling service at the new GA ramp in Naples. <

www.skyservices.it



All in a day's work

A commitment to constantly improving and expanding its offering has enabled Hadid to become a leader in aviation services

Approximately three decades ago, an entrepreneur in the Middle East decided to establish an aviation services company that paid close attention to customer care – a new approach for businesses operating in the region. His vision turned into reality when Hadid International Services was founded in 1981.

Since then, Hadid has moved with the market to ensure it continues to meet its clients' needs. In addition, the company keeps a close eye on technology development to ensure it is using the right equipment in its communication systems, database programs, and internal systems.

Hadid always aims to offer its clients and partners unsurpassed quality services in a professional and friendly manner. The company has the expertise and the dedication required

to fully meet its clients' needs and requirements so that it can ensure that their organizations maintain a competitive edge.

"Not only can we help your operation run more smoothly, we can also help you reduce your costs," says president and founder of Hadid International Services, Baha Hadid.

Operating from its branches and main offices in Dubai, Damascus, Algiers, Tehran, Benghazi, Delhi, Karachi, and Djibouti, along with its worldwide representative offices, Hadid International Services has been continually growing as a specialist in complete flight planning and offers comprehensive customer care from the ground up.

With Hadid's worldwide leading aviation services, clients no longer need to send a request



to a large number of agents. All they have to do is to contact Hadid's 24/7 operations to ensure that everything will be taken care of.

The company claims that it is the world's leading provider of on-demand aviation services. Its commitment to professional solutions makes it one of the best complete flight planning companies in the aviation industry and a true partner in any company's business initiatives. Hadid's mission is to empower its customers with a diverse range of aviation services, such as permits, handling services, fueling, charters, slots, and transportation.

Many leading aviation companies around the world choose Hadid International Aviation Services because they know that a reliable handling agent is the key to a successful trip. Hadid offers on-demand ground handling anywhere in the world, and on credit. These handling services include the comprehensive arrangement of all types of equipment, even if the flight is of a special nature. The company provides ramp handling, PAX handling, customs and immigration, cargo and baggage services, crew visa arrangement, catering, and limousine services, among others.



Right: **Hadid International aims to help its clients reduce their costs**

Below: **Multi-lingual and qualified staff are on standby 24/7**

In addition, the company has been internationally certified to obtain overflight and landing permits. The company is able to settle the navigational charges on behalf of the client it represents, and it can also handle the refueling and handling of their aircraft, hotel reservation, and transportation arrangements around the globe. In addition, weather forecasts, computerized flight plans, and ATC flight plans are available. Each member of the fuel services team has both a diverse background and a proven track record in all facets of fuel management. With over 2,000 partners worldwide, Hadid can charter flights to any corner of the globe, including VIP, air ambulance, private business, and cargo flights.

Over the last 30 years, Hadid has developed into a major international company. Throughout this period, the guiding principle of the business has always been to continually look for better ways to do things.

"What happens when someone reputable like Hadid comes along with a better service and offers better value? The competition is not going to last very long! We have been around since 1981, and we plan to be around for a long time yet," says Hadid.

The company works hard to keep its clients satisfied, tailoring its services to meet their demanding and unique requirements. A client of Hadid International Services will always receive nothing less than services going beyond their expectations. The company is dedicated to continuing its growth by providing innovative, cost-saving, reliable, and outstanding professional services for its clients.

This has enabled Hadid International to grow in the past and will continue to do so in the future. Prompt, professional service is a minimal standard at Hadid.


"We are proud of what we have achieved to date. We are looking forward to the future and excited about the years ahead," says Hadid. ✈

www.hadid.aero



Time matters

With its excellent location, Roskilde Airport provides a shortcut to the capital of Denmark

 In the business aviation industry time is a valuable thing. Passengers want to get from A to B as quickly as possible and hassle-free. Roskilde airport's main goal is to provide its clients with a smooth travel experience from beginning to end and Roskilde's Premium FBO Handling product has been developed with this in mind. It aims to provide high quality and efficient services for aircraft operators.

One of Roskilde's best features is its location. Roskilde is a small and exclusive airport located just 30 minutes away from Copenhagen in Denmark. The airport is primarily used for business aviation, flight instruction, and training flights, with aircraft taking off and landing every five minutes. It can handle 15-20 flights a day.

The company's Premium Handling concept

is coordinated by the airport's handling agent, Roskilde Executive Handling. The product includes personal assistance by dedicated FBO staff, and free access to the VIP lounge and crew lounge. In addition, the airport can offer a number of services to meet the needs of its clients. These include in-flight catering, taxi service, hotel booking, aircraft cleaning, de-icing, refueling, and free WiFi internet access. Roskilde is currently experiencing a large increase in operators demanding the Premium Handling product and aims to be one of the fastest business aviation airports in Europe.

"The apron terminal and the parking lot facilities are located less than 50m apart," explains airport director, Lars Lip. "When the passengers disembark the aircraft they can travel



Left: **The new VIP lounge at Roskilde Airport**
 Above: **The new crew lounge at Roskilde Airport**
 Right: **Crew rest facilities, which can be used for a maximum of eight hours**



in a straight line from the apron, through the terminal, and to the parking lot. Therefore, as a pilot or operator, you can reduce your journey time by using the airport, and we all know that time is extremely important in this business."

With a clear goal to be one of the preferred business aviation airports in Europe, Roskilde is continually investing in improving its facilities to provide its clients with a superior service. One recent investment was in the development of a new crew lounge, located right next to the apron and providing a relaxing atmosphere for pilots before they fly.

"We have had great feedback from some of our frequent flyers with regards to the new crew lounge, saying that they are very happy with its location because it allows them to be

situated right next to their aircraft," adds Lip. "This investment has enabled us to reduce the response time for starting up the aircraft and preparing the flight, so when passengers arrive early they don't have to wait around for hours."

In the lounge, crew members have access to comfortable seating and a quiet area to prepare their flights. Free beverages, internet, and satellite television are also on offer. Roskilde has also recently invested in a new VIP lounge.

"Although our success is based on quick and efficient services, which means that passengers shouldn't need to use a VIP lounge, we have invested in this facility, so if there happens to be a problem with the aircraft, then they have somewhere to relax while they wait," says Lip.

"We have a number of different companies passing through the airport each day and this lounge enables them to prepare for a meeting. It is an open lounge, which means that anyone choosing the Premium Handling concept will have access to it."

Other developments include a VIP fitness room and crew rest facilities, which can be used for up to a maximum of eight hours, enabling the operator to get some rest before a flight instead of having to use an expensive hotel.

"Roskilde is unique because it is located in the middle of the island, and it has good transport infrastructure nearby, such as very good access to the motorways," Lip explains. "We can offer our customers a very special experience here, because they will have the feeling that they are always on the move with no barriers to hold up their journey."

Roskilde also offers maintenance and repair services through two partner organizations – DAO and CAM Aviation.

"We have developed a very good relationship with these two companies," says Lip. "As we focus on business aviation, we can provide services to meet the needs of the aircraft coming to the airport. This focus on business aviation aircraft cannot be found at larger airports nearby."

"We will continue to try to improve travel experience at Roskilde proactively," concludes Lip. "This will include making sure our services are as efficient as possible. We also want to encourage more people to use the airport by making them aware of the benefits we offer."

Roskilde Airport will be present at EBACE 2011 in Geneva on May 17-19, along with its MRO partners DAO and CAM Aviation. ☞

www.rke.dk

With a population of just over 400,000 people, Malta is a small island in the center of the Mediterranean famous for its sun, sea, history, and culture. Part of the EU and the Eurozone, the country's most vital resource is its people, with a GDP of US\$20,000 (€14,000) per capita. One of the country's key attractions is its approach to business – Malta is flexible, inclusive, and always ready to adapt to and harness different technologies.

It is this approach that has enabled Malta to become the second largest shipping register in Europe and an important maritime hub in the Mediterranean. Over the years, Malta has developed the necessary legislation and infrastructure to become a major voice in the shipping industry. Using its experience in this sector, the country is rapidly developing a dynamic and comprehensive presence in the aviation industry, and as a result a cluster of new aviation businesses are being formed.

Business aviation traffic in Malta has increased by an average of 10% per annum for the past few years, and in 2010 the country experienced a record increase of 38%.

In October 2009, the Malta Business Aviation Association (MBAA) was established to provide support to the local aviation industry and to foreign players interested in the Maltese aviation jurisdiction. The MBAA was also established to support the local government in developing aviation policy for the island.

The MBAA – along with Malta Enterprise (ME), a government agency focusing on attracting inward investment and supporting existing enterprise in Malta and Transport Malta (TM), the Maltese authority responsible for the policies of the island with respect to air, land, and sea transportation – participated in the Middle East Business Aviation (MEBA) show in Dubai in December 2010. The Maltese initiative was received extremely well by the industry at the event, and the organizations plan to participate at the EBACE event in May in Geneva.

At EBACE, the MBAA, together with TM and ME, is launching an informative brochure on



Added value

Malta is an ideal location to operate and own business aircraft. As a result, business aviation is rapidly becoming a vital part of the country's economy

Left: **Malta's clear strategic political vision and its national policy will continue to support players in the business aviation industry**

what Malta has to offer to the business aviation industry. As a result of collaboration between the private sector and the various government agencies, the brochure proposes how Malta can add value to the business aviation industry.

One way the country aims to add value is to remove undue tax burdens. For example, Malta levies no import duty on the importation of any civil aircraft in Malta. Income derived from the ownership, lease or operation of an aircraft engaged in the international transport of passengers or goods is deemed to arise outside Malta. In addition, aircraft lease payments attract no withholding tax. Profits accruing to lessees are taxed at the standard rate of 35%. However, upon a dividend distribution of such taxed profits, shareholders may be entitled to a refund of six sevenths of the Malta tax paid.

The benefits of operating in Malta do not stop there – the country's aircraft register has been in existence since the 1960s. With almost 100 aircraft on the register, the government of Malta launched the Malta Aircraft Register Act in 2010, which aims to bring Maltese legislation closer to the needs of the industry. The new legislation is

a cohesive law on aircraft registration and aircraft security, which introduces more flexible and viable structures for aircraft registration. It is also an all-inclusive National Aircraft Register, which integrates the aircraft's ownership and technical information along with details of third party rights over the aircraft and/or its engines.

The new legislation introduced the concept of fractional ownership of an aircraft, enabling more than one person to have a vested interest in an aircraft and improved measures aimed at protecting creditors rights. It also implements the provisions of the Cape Town Convention on International Interests in Mobile Equipment and its Aircraft Protocol, which serves to expedite the activity of acquiring and financing aircraft.

The law of aircraft finance in Malta has the advantage of being generally associated with the already mature body of law and practice that has grown around the country's maritime and ship finance industry. It was therefore not a major enterprise to ensure that such a well-tested system be harnessed and further developed for the aviation area.

Through ME, a number of incentives are offered when investing in Malta. Special programs, such as Investment Aid, Access to Finance, and a myriad of other schemes, seek to attract new investment or facilitate the expansion of existing operations.

DC Aviation, one of the largest business aviation operators in Europe, set up its handling facility and regional sales offices in Malta in 2008. Other internationally renowned names such as Orion (Malta) Limited and Carre Aviation operate on a Maltese Aircraft Operating Certificate (AOC).

Operators in Malta say they have benefited from tax incentives and positive legislation. They report that the Maltese authorities focus on client services rather than unnecessary bureaucracy. Malta's cosmopolitan business life and strong economic activity have also helped attract these players to the island.

As a founding member of the first generation pan-European aviation authority, the Joint Aviation Authority (JAA), Malta has consistently earned a reputation for the highest regulatory standards in aviation. The JAA was succeeded by the European Aviation Safety Agency (EASA), and by April 2012, Malta will be fully integrated into the EASA structure. Malta's EASA credentials will ensure that the highest industry standards for safe and efficient operations will be maintained. Looking to the future, Malta will maintain its clear strategic political vision and its national policy, which continues to support players in the business aviation industry. ✈

www.mbaa.org.mt





Paradise for pilots

Pilots and their passengers are promised personal service from a dedicated experienced aviation couple working together on a paradise island

St Thomas in the US Virgin Islands has perfect sandy beaches and the best dining in the islands, as well as a string of the most upscale resorts. However, at St Thomas Jet Center if you ask co-owner Susan Hancock what makes it different, she'll tell you it's much more than just having a beautiful Virgin Island location.

"Most Caribbean FBOs are just a place to land and refuel. St Thomas Jet Center is a full-service FBO with a traditional-style facility, just like you would expect on the mainland," she says. "My husband or myself are at the facility daily."

This year St Thomas will get a far-reaching improvement in flight convenience for private aircraft owners – a new north-side customs facility is planned to begin construction in summer 2011. It took owners Michael and Susan Hancock time and persistence to get the approval from the US Customs and Border Protection Service, now an agency within the Department of Homeland Security. They hope to have the 185m² (1,991ft²) standalone facility ready for the 2011-2012 season.

The Hancocks have also planned a 2011 expansion to their newly built fuel farm, completed in 2007.

Michael and Susan Hancock both have extensive aviation experience. Michael has been involved in the industry for over 36 years, 30 of them in commercial ground handling. He also served as vice president of International Services for AMR/American Airlines and CEO for Servisair, a multinational aviation company.


Susan is a 27-year veteran whose achievements include helping to build AVCard, a large aviation credit card company. She has also served as a director of marketing for the fourth largest FBO chain in the USA.

St Thomas Jet Center's unique full-service operation includes a pilot lounge, two corporate hangars, office space, a conference room, wireless internet service, its own fleet of rental cars, plus catering and hotel arrangement services. The center also provides on-call maintenance for all commercial flights arriving on the island and some into-plane fueling services.

Mega yacht marina

St Thomas is also home to the recently completed Yacht Haven Grande, the largest mega yacht marina in the Caribbean. The new marina, coupled with the St Thomas' location, make it an ideal portal to other Caribbean islands, which include the nearby British Virgin Islands of Jost Van Dyke, Tortola, Salt Island, Peter Island, Norman Island, and Virgin Gorda.

Transferring via small plane or helicopter to other local islands is also easy. There are four charter companies on-site at St Thomas Jet Center: Capitol Air, Island Birds, Fly BVI, and Rainbow International.

Winter is the 'perfect weather' time of year to visit St Thomas. From November through May, St Thomas has constant trade wind breezes, low humidity, and stunning blue skies. 

www.sttjetcenter.com



Flexible friend

Based in the border triangle of Switzerland, France, and Germany, Air Service Basel believes that offering its customers more than just standard services is key to its success

In early 2009, Air Service Basel moved into its newly established facilities at the EuroAirport Basel Mulhouse Freiburg in the border triangle of Switzerland, France, and Germany. At its new home the company plans to continue focusing on offering innovative and flexible approaches, and to expand its complementary businesses for corporate and business aviation customers.

Complete avionics service

Air Service Basel offers high-quality solutions, which cover everything from routine inspections and LRU repair/exchange to highly sophisticated cockpit upgrades. The facility even has its own on-site battery shop. The avionics shop, with its dedicated and licensed technicians, is part of the maintenance department, which is also an authorized service center for suppliers Rockwell Collins, Bendix/King, and Garmin. Air Service Basel's traveling Mobile Avionics Team claims to be one of the very few to be authorized by the FAA for the performance of periodical altimeter/transponder FAR tests for customers at various locations throughout Europe.

Although some other airports in the region may have a hard time satisfying customers' long-term parking requests for large business jets, Air Service Basel boasts generous hangar and apron space for several G550 and Global Express aircraft, with some 4,700m² of secure parking.

In addition to receiving EASA Part-145 maintenance organization approval, Air Service Basel is a certified FAA Repair Station (V4QY551B), offering line and base maintenance



Air Service Basel offers complete maintenance services for airframes, electrics, engines, and avionics

services on aircraft including the Hawker 700-900 series, the Learjet series, Beechcraft King Airs, and the Cessna Citation 525, 550, and 560.

Well established

Air Service Basel provides aircraft and passenger support services in an exclusively discreet environment, including a private VIP passenger

lounge, a pilots' briefing room, and on-site customs clearance. The organization's modern facility features spacious conference rooms, which are equipped with wireless high-speed internet access. For passengers and crew, the FBO provides a shuttle bus service to and from the train station in downtown Basel, and offers special rates with local hotels. The FBO staff arrange personal limousine services to pick up passengers at their aircraft. In addition, rental cars at the facility and valet parking for passengers are offered as standard services, as well as individual gourmet catering arrangements.

A pilot who has recently visited the FBO says, "When arriving at Air Service Basel, I know that a limousine will be waiting to take my passengers to their destination in downtown Basel, and the FBO team will make sure that my crew are swiftly checked into rooms at the airport hotel, and my aircraft will be taken care of by their technicians – be it for any required line maintenance or servicing, or merely for having it parked securely in one of their hangars overnight." ✈

www.airservicebasel.com



The FBO boasts two dedicated aircraft parking hangars

Your kingdom awaits



The secret of SPA's success is its ability to combine Arabic traditions with modern standards, creating a unique approach to private aviation

People traveling the world today demand a superior travel experience and seek relaxing journeys. However, there are people who have to travel as part of their daily lives. Travel takes up most of their time and therefore they seek the highest levels of quality, privacy, attention to detail, safety, and complete peace of mind.

Saudi Private Aviation (SPA), the business aviation arm of Saudi Arabian Airlines, provides the highest standards of excellence and quality. The company offers advanced and powerful aircraft boasting the safest technology, modern entertainment facilities, and high-quality cuisine. More importantly, SPA's crew is trained to welcome and take care of the company's customers with privacy and respect. Whether clients are flying on business or just for a holiday, SPA has the capabilities and experience to fulfill its customers' needs so they reach their destination safely and hassle-free.

Customers' premium travel experience does not begin when the aircraft takes off but at the moment they first decide to travel. SPA offers a complete one-stop-shop service – clients just need to choose their destination and then SPA's employees make sure everything is under control.

SPA gives clients the flexibility to choose the most appropriate modern aircraft, such as the

practical Hawker 400XP or the luxurious Falcon 7X. The Falcon 7X is the first of its kind in the world and includes fighter jet technology, giving the pilot complete control, and speed limiting technology, which reduces the risk of overuse. In addition, the Falcon 7X is equipped with three powerful fuel-efficient engines, giving users a safe and environmentally friendly travel experience.




SPA provides engineering and maintenance services for its business clients

The Falcon 7X is the first aircraft of its kind to be permitted by the European Civil Aviation Commission to land at London City Airport.

SPA also offers the more practical Hawker 400XP fleet, which is suitable for short-haul flights. The Hawker 400XP can carry up to six passengers and it is both comfortable and practical. SPA offers a rental program on all its aircraft for any destination or travel itinerary. Clients have the freedom to choose between 100 and 800 hours for travel around the world.

SPA utilizes its full capabilities and experience in private aviation to manage its clients' personal fleet or aircraft in accordance with the highest international standards. The company's experts are always available to ensure its clients' personal aircraft or private fleet is under complete control. Alternatively, if someone is thinking of purchasing a private aircraft, SPA offers its vast experience, providing consultation and advisory services to help them make decisions and purchase the aircraft that best suits their needs.

SPA's recently developed infrastructure, combined with its experience in private aviation, guarantees the best ground-handling services for private aviation. Services include maintenance, technical support, and logistics. 

www.saudiairlines.com



Left: **RusAero** maintains an enjoyable working atmosphere within all of its offices

Family affair



Good working relationships among its employees are the secret to RusAero's success

RusAero, the biggest handling agent in Russia, prides itself not only on the number of flights it handles a day (about 120), but also on the family atmosphere that it creates to encourage its employees to perform at their highest level.

A long-standing tradition to celebrate nearly every holiday has always played a vital role in strengthening the corporate life of RusAero. The latest celebration was International Men's and Women's days on February 23 and March 8, respectively. This family atmosphere has helped the business grow from strength to strength.

In RusAero's previous article (see *Business Airport International*, May 2010), the company looked at how it is improving its network to better service operators in remote places. With this in mind, on November 11, 2010, RusAero opened an office at Ekaterinburg's Koltsovo International Airport in central Russia.

Koltsovo Airport is a modern and actively developing facility, capable of accepting

small planes like the Antonov An-2 and larger aircraft, such as the Airbus A330-300 and the Boeing 767-300 ranges. In 2003, the Russian government, together with private investors, began a massive reconstruction of Koltsovo, including the redevelopment of the international and domestic terminals, catering facilities, railway station, aircraft parking places, and runways.

RusAero's office in Koltsovo serves about 30 flights a month and the company expects this number to increase as Ekaterinburg becomes one of the most developed cities in Russia.

As a modern day airport, Koltsovo has all the maintenance equipment needed to service all business and charter aircraft. Furthermore, in view of the changeable Ekaterinburg climate, the airport offers de-icing fluids, such as Type I Octaflo EG and Type IV Maxflight 100%.

On May 15, 2011, RusAero will add another facility to its network, this time in Samara, one of the largest cities in Russia, and like Ekaterinburg,

Samara is also destined for growth. Samara is located on the east bank of the Volga River, which acts as its western boundary, and is a leading industrial center in the Volga area. Samara is also among the top ten Russian cities in terms of national income and industrial volume.

With the 2014 Winter Olympic Games just around the corner and the 2018 FIFA World Cup on the radar, regional development in Russia is likely to continue to grow. Many cities will follow Ekaterinburg and Samara in the fast progressing world of business aviation in Russia, and RusAero is ideally positioned to capitalize on this.

To keep its clients up to date with everything that is happening at RusAero and in Russia generally, the company has recently launched its own magazine, *Cavok*, which brings the latest news about the major airports, NOTAMS, civil aviation regulations, and an inside look at the RusAero family. <

www.rusaero.aero



Arrindell Aviation Services celebrates 22 years at Princess Juliana International Airport in St Maarten

In its 22nd year at Princess Juliana International Airport, Arrindell Aviation Services is busier than ever. In December 2010, founder and owner of the company Frank Arrindell announced a new alliance with world-class carrier Copa Airlines, making Arrindell the sole ground-handling operator for the airline in St Maarten. And in March 2011, the company hosted the famous Texas Flying Legends with daily public viewings of World War II warbirds at its FBO. The historic aircraft flew from Houston to St Maarten for the 25th anniversary of St Barths Bucket Regatta.

As a leader in the community, Arrindell Aviation has donated funds to many important causes over the years, including flight training sponsorships for local students and thousands of dollars to Haiti after the earthquake in 2010. This year Arrindell Aviation has plans to offer a US\$5,000 scholarship to a local person aspiring to become a pilot.

A key component of Arrindell Aviation Services' success over the past 22 years is the exceptional training courses on offer from the company. Every year, formal employee customer service training takes place in St Maarten. A customer service training company from Arizona provides the professional on-site training for over 100 employees.

"Our employees are dedicated to delivering the highest quality service in a warm, friendly, and professional manner," says Arrindell, explaining the reasons behind the company's success.

According to Arrindell, clients come in from all over the world in their private jets. Arrindell Aviation provides fuel, rental cars, and an array of concierge services, including arranging boating trips to the surrounding islands or guided tours of St Maarten's fabulous Dutch and French side, hotels, beaches, restaurants, and shops.

Arrindell also comments that, when planning a trip to St Maarten, visitors should definitely include an excursion to one of the beautiful nearby islands. "The Dutch Caribbean has a tropical climate, with warm weather all year round – perfect weather for those wanting a break from the winter," he says.

The two-nation island of St Martin/Sint Maarten is one of the few completely duty-free ports in the world with no charges for goods coming in or going out of the island. Anguilla

is another great island to visit. Tucked away in the northern Caribbean, Anguilla has more than 30 bays of remarkably different characteristics, from the long white and turquoise blends of Rendezvous Bay to the dramatic shoreline of Long Beach, and the deep blue of Captain's Bay.

Arrindell Aviation Services was founded in 1989 with five employees who set out to provide unmatched service, while meeting the meticulous demands of the industry. By never compromising this goal, they have grown to 100 employees who personify a unique corporate culture of excellence. Today, Arrindell Aviation Services is the premier FBO in the northern Caribbean.

Arrindell Aviation will be participating as a member of the Caribbean FBO Alliance on May 17-19 at EBACE in Geneva. www.arrindellaviation.com

www.arrindellaviation.com



Limoges International Airport



Limoges

**In the heart of France,
a modern and friendly airport**

- Runway 03/21 2500 m x 45 m
- ILS Cat.III

**Available 24/7, full and
exclusive services:**

- Ramp handling
- Flight operations
- Passenger assistance
- French quality catering
- Hotel and limousine service
- Crew rest and private VIP lounge



**Special business
aviation fees so just
fly, land and enjoy !**

Operations Office
T +33 5 55 43 30 13
poste.trafic@limoges.cci.fr
Sita: LIGKKAF

**NEW birthplace
for your coming
business !**



Spacious, secure **Hangar**
and **Office** space available for
maintenance or aircrafts storage :

- Dimensions: 1335 m2 - 35 X 40 m
- Main door: 38,1m width and 9 m high
- Ground electrical power plug
- Air compressor supply
- Competitive rental conditions
- Long term agreement & special incentives

Commercial Manager
T +33 5 55 43 30 11
diralb@limoges.cci.fr

www.aeroportlimoges.com

between sky, business, leisure and green



member of the



Certified ISO 9001 for the care
of its customers during their
stay in the airport terminal



 **CedarJetCenter**
Beirut's leading FBO

With its professional and friendly staff, modern
equipment, aircraft parking hangar and spacious
lounge, Cedar Jet Center brings new levels of luxury,
service and safety to corporate aviation in Lebanon.



Beirut Rafic Hariri International Airport – General Aviation Terminal
Tel: +961 1 622142/43 – +961 3 385001 – Fax: +961 1 622145
SITA: BEYKVME – E-mail: cedarjetcenter@meag.com.lb
www.cedarjetcenter.com – P.O.Box: 11-3133 Beirut - Lebanon

ISAGO
PROVIDER

Listen and learn

By taking market feedback into account, Argos VIP is improving services at its four FBOs while keeping costs down



Left: **The VIP lounge was refurbished in 2010**

Below: **Argos VIP boasts a young, dynamic, professional, and reliable team**



At Business Airport World Expo 2011, held in Farnborough, UK, from March 1-3, Argos VIP Private Handling announced its expansion in Italy, and received great feedback from its clients that the company continues to meet its customers' needs and requirements.

During the Choosing the Right Flight Partner workshop on March 3, Argos VIP representatives took the opportunity to ask operators directly how to meet market needs in the future. General feedback during the workshop indicated that as a result of the recent global crisis that has affected the world economy, operators are looking for providers that can keep costs down without reducing the quality of their services.

As a response, Argos VIP will, over the next few months, lower its prices for clients who choose to use Argos's four FBOs in Rome, Milan, Venice, and Pisa. The company will also invest in increasing the efficiency of its employees and improving passenger management. This means that Argos VIP will speed up all procedures related to passenger assistance on the ground, in order to decrease time spent in the General Aviation Terminal and lounges, which will in turn reduce related costs for the FBO as well as for the operator. These new, quicker procedures will not affect the quality of passenger assistance



services, but they will create additional advantages for the business traveler because they will save time and money.

In addition to these improvements, Argos VIP will be improving its charter broker division as a result of the development of some new partnerships. These partnerships will enable the company to extend the fleet of available aircraft from its partner operators, who all comply with the highest safety and security standards. As a result, Argos can offer two additional

advantages to clients asking for a private jet: more competitive charter prices due to a stronger geographical coverage, and different aircraft options for each trip request in order to grant a tailor-made flight solution.

Argos VIP can provide charter solutions worldwide, even at short notice, for private travelers looking for a light business jet, or for tour operators looking for heavy jets to charter on a regular basis. ✈

www.argosvph.aero



Your FBO Network in Italy



Own facilities, equipment and staff at each location

• **LIML - Milan Linate**
ph. +39 02 7020 8179
lin@skyservices.it

• **LIMC - Milan Malpensa**
ph. +39 02 5858 3584
mxp@skyservices.it

• **LIPH - Treviso**
ph. +39 041 862 7070
tsf@skyservices.it

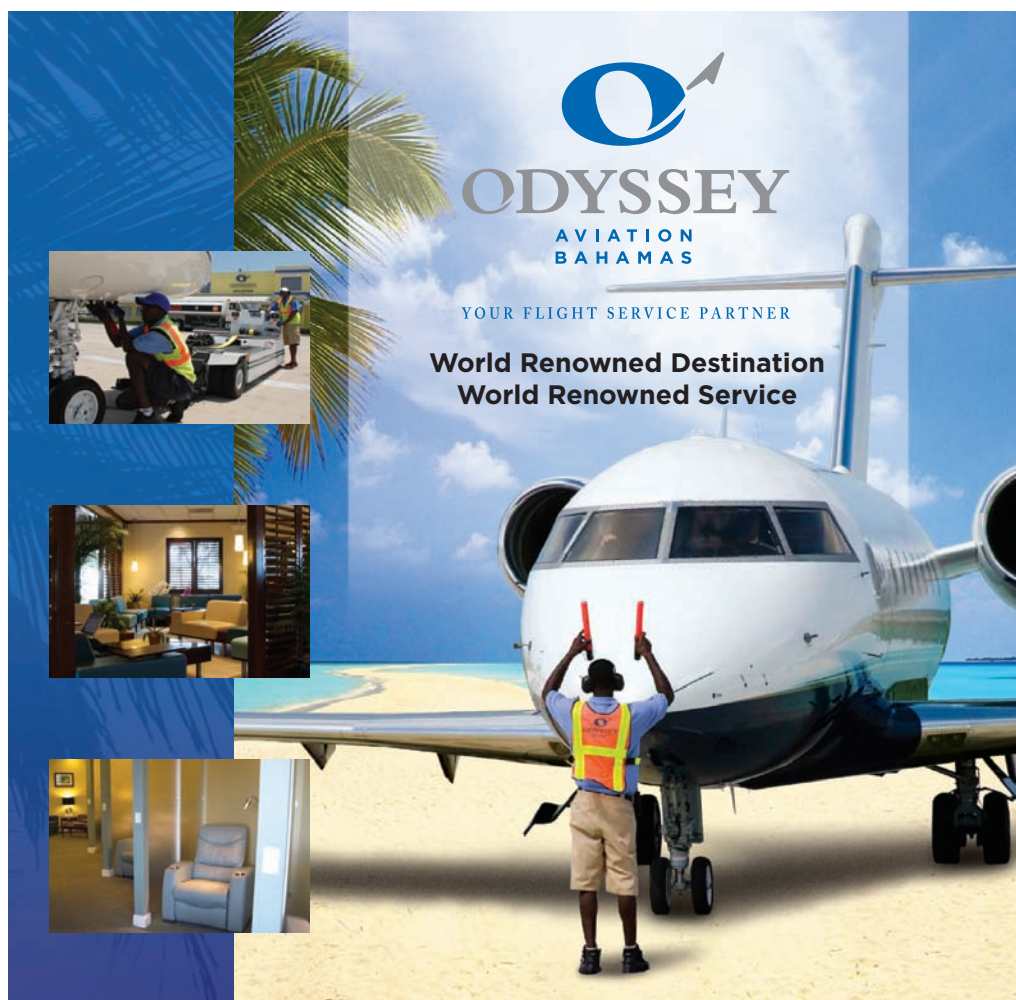
• **LIPZ - Venice Tessera**
ph. +39 041 862 7070
vce@skyservices.it

• **LIRA - Rome Ciampino**
ph. +39 06 7934 0051
lira@skyservices.it

• **LIRN - Naples Capodichino**
ph. +39 081 231 1048
nap@skyservices.it **AVIAT**

• **LIRI - Amalfi Coast Salerno**
ph. +39 081 231 1048
qsr@skyservices.it (supervision)

HEAD OFFICE
via Guantai Nuovi 16 - 80133 Naples
Italy - ph. +39.081.552.2421
fax +39.081.551.3439
info@skyservices.it
www.skyservices.it



YOUR FLIGHT SERVICE PARTNER

**World Renowned Destination
World Renowned Service**



Nassau MYNN*

Exuma International, Exuma MYEF

*24 Hour Full Service FBO
with Private Aircraft Flight Services
Brand New Facility Being Built in Exuma!

www.odysseyfsp.com
242.702.0200

Make reservations for all locations through
Odyssey Aviation in Nassau





Pilots and crew members can relax in the business flight center's newly renovated crew lounge



Smooth operator

Helsinki Airport's Business Flight Center offers a hassle-free experience for its business jet customers, no matter what the conditions

 Helsinki Airport's Business Flight Center (BFC) is located approximately 800km south of the Arctic Circle. As a result, the weather conditions in Helsinki can be very changeable and challenging throughout the year. During the summer months, BFC can experience temperatures of up to 30°C and during the winter temperatures as low as -30°C are experienced. In addition to this, the airport had 1.8m of snowfall during the winter of 2010/2011. Despite all this the airport remained open the entire time and continued to run smoothly, setting a good example for some other airports in Europe.


Providing a smooth travel experience is one of the Business Flight Center's main aims to ensure that its clients have a hassle-free journey. The Helsinki Business Flight Center is the only ground handler at Helsinki Airport, which specializes in

business jets and private airliners. Operating from its own terminal, BFC offers efficient facilities for business passengers. BFC believes that time is money and the less time the passenger needs to spend in the terminal the better. With this in mind, the terminal offers its own security control, which guarantees minimum waiting time for passengers. Border control and customs formalities are also handled at the terminal.

The Business Flight Center is open 24/7, 365 days a year. The airport's location is perfect for flights between the east and west, and visitors can reach the heart of Helsinki in less than 30 minutes by car. In addition, over 20 hotels are within 15km of the airport. The BFC offers three runways, with plenty of arriving and departing time slots. The runways are alongside a peacefully located terminal, and the airport

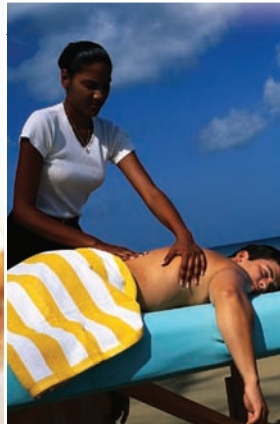
can arrange for a limousine to meet the aircraft, so travelers have only a few meters walk after disembarking their flight.

The terminal features a passenger lounge, private lounge, and two crew lounges. The terminal also lies next to the VIP President Terminal, which is ideal for larger groups and state visits, and can accommodate events for 10-100 guests. Visitors to this terminal have access to two conference rooms, a lounge, and a separate pressroom.

All flight support services at BFC are provided 24/7, including fueling, water and lavatory services, hotel bookings, transportation bookings, and catering coordination. BFC's partner companies offer hangar space and maintenance services. 

www.helsinki-vantaa.fi/services/businessflights

LEGENDARY APPROACH. LEGENDARY SERVICE.



The approach to St. Maarten is legendary. So too is Arrindell Aviation's service and support. We offer ground handling arrangements anywhere in the Caribbean, liaison for yacht connections, and replacement aircraft. Plus, our fuel prices cannot be beat.

Call us for legendary service you can count on.



Princess Juliana International Airport | St. Maarten, Dutch Caribbean
599-546-7840 | www.arrindellaviation.com



IGS FBO guarantees short turnaround times. With over 35 years of experience servicing countless private aircrafts we are ready to meet any requirements quickly and reliably. You can arrange everything through your individual IGS agent-whether you need full ground handling services or if you are just flying through KEF for quick fuel stop.

GROUND HANDLING SERVICES

- Flight plan filing
- Weather briefing
- VIP and Crew Lounge
- Liaison with Customs, Immigration and Security
- Liaison with Fuel Supplier
- Transportation within the airport area and to and from hotels
- Escort of crew and passengers

WE PLAN FOR ALL OTHER SERVICE ON REQUEST:

- Hotel arrangements
- Transportation
- Catering requirements
- Hangar space
- Cargo handling and warehouse service
- Arrangement of trips to the nearby Blue Lagoon

CONTACT INFORMATION - OPEN 24 HOURS

Tel: +354 4250 277
Fax: +354 4250 275
SITA: KEFKSFI
VHF: 131.9
E-mail: igs@igs.is
AFTN: BIKFXHAX

+ FOR ALL FURTHER INFORMATION
PLEASE VISIT OUR WEBSITE WWW.IGS.IS

IGS IS ISO 9001 CERTIFIED SINCE 2008





As a professional aircraft detailing company, The Allen Groupe operates from nearly 80 locations around the world

Leave it with us

The Allen Groupe's worry-free experience has enabled the company to expand on its aircraft detailing services


Since its humble beginnings in 1991, The Allen Groupe has steadily grown and gone from strength to strength. Today, the company operates out of 70 locations in the USA and seven locations in Europe, employing a team of over 300 members. The Allen Groupe team can be seen working on static displays around the globe at leading airshows (including EBACE) for customers such as Airbus, Bell Textron, Boeing, Bombardier, Cessna, Dassault, Embraer, Gulfstream, and Hawker Beechcraft.

The company believes that its 'worry-free experience' has become its hallmark, and clients worldwide have come to expect this in their partnership with the business. It is this approach that has not only facilitated geographic growth, but has also expanded Allen's suite of services. The company now also provides luxury amenity

stocking for Gulfstream and NetJets Europe, de-icing services, facilities maintenance, product development, and refurbishment.

The worry-free approach and the growing aspirations and talents of the team members have created a future of infinite possibilities for the organization. It has also enabled the group to grow from an aircraft detailing company to an aviation services enterprise. All the company's growth has been by invitation only and its 'referability' habits are what its customers depend on. The four key factors behind this are showing up on time, doing what you say, finishing what you start, and saying please and thank you.

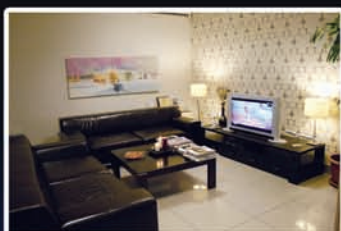
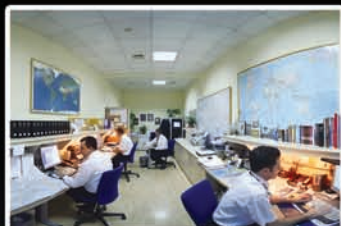
The Allen Groupe continues to supply its services and training to many of the premier airlines and aviation organizations around the world, supporting a common passion for the

best aviation detailing possible. In summary, the group succeeds not because of any one person or process, but because of a combination of putting an infrastructure in place and operating with a 'we are a family' mentality. Although this is very difficult to achieve in a company with high growth, CEO David Allen has made this a priority. The company may have started with one person's dream, but the contributions of many people have provided growth. It all began with the support of their parents, family, and friends. Their time and support made the difference between survival and succumbing to the normal start-up failures. David Allen often reminds others of their contribution. It is for these reasons that he passionately believes The Allen Groupe will continue to enjoy growth and success. 

www.allengroupe.com



"Your Eyes in Turkey"



OPERATIONS CONTROL CENTER

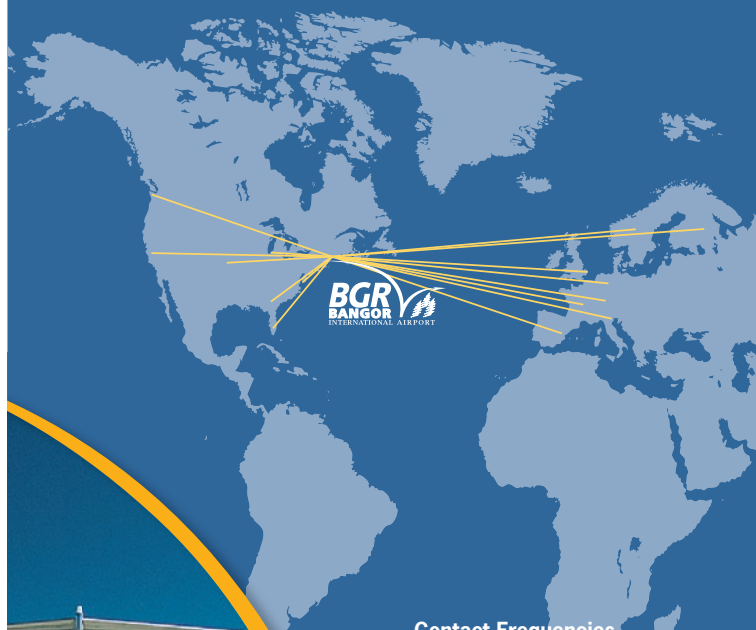
Tel: +90 212 465 53 35 (24 hours) Fax: +90 212 465 53 36
Email: occ@gozenair.com Web: www.gozenair.com
ARINC: ISTGSXH VHF: 131.800 Mhz

Visit us at stand #1870 at EBACE

BGR is Trans-Atlantic SOP.

Quick, efficient and cost-effective service has made Bangor International Airport and Bangor Aviation Services the preferred first stop for North Atlantic flights into the United States. And the first choice for U.S. pilots flying to Europe.

- Quick turn times for aircraft and passengers
- Competitive ground handling services
- Easy, uncongested access
- Extensive experience with all kinds of aircraft
- 24/7 refueling
- 24/7 Customs and Border Protection services
- Strategic location



Contact Frequencies
Unicom frequency: 122.95
(0500-2200 hrs.)

ARINC frequency: 132.00
(BGR Ops, 24 hrs.)

Contact Information
Tel: (207) 992-4582/4583
(207) 992-4623/4624
Fax: (207) 945-5998

*I choose
Bangor first.*

MICHAEL E. KIRKPATRICK

Captain, Mellon Corporate Operations


"We get the quickest turns here
for fuel and customs. We rely on
Bangor Aviation Services."



www.FlyBangor.com



Throughout 2009 and 2010, business traffic increased by 31% at France's Limoges International Airport

 Situated just 10km west of Limoges, a city in west-central France, just off the main A20 Paris to Toulouse highway, Limoges International Airport is well positioned right in the middle of the London-Madrid-Rome triangle.

With approximately 340,000 passengers passing through the airport in 2010 and with 150 commercial flights per week, Limoges is an efficient and adaptable airport. It offers high-quality services, adheres to strict safety standards, and its operations are undertaken in an environmentally friendly manner.

The airport boasts a 2,500m (1.5-mile) runway with full Category 3 ILS capability, which operates 24/7. Hangar parking is available on request and can accommodate aircraft with tail heights of up to 9m (29.5ft). A 1,335m² (14,370ft²) secure hangar provides short- or mid-term parking and is available to rent for airlines and maintenance companies. An additional new hangar offers



600m² (6,458ft²) of space for any airline that needs space and security.

Limoges International has been a member of the European Business Aviation Association (EBAA) since 2007. With this in mind, the airport has developed a wide range of services, including: runway assistance, such as guiding, wedging, cockpit cleaning, luggage handling, and catering installation; and flight coordination, such as NOTAMs, weather reports, crew welcoming, and MVT and LDM messages.

Business passengers are well looked after at Limoges. They are welcomed by a dedicated team of professionals and additional services, such as hotel reservations, taxis and limousines, and tailor-made catering can also be provided.

Enhancing quality

To ensure that Limoges International Airport continues to cater for its clients' needs, and to make it even more inviting, some important investments will be made over the next few years. The apron will be extended so that it will be able to welcome three Boeing 737s at the same time, and regular ICAO ground marks will be done to ensure safe taxiing. To avoid airlines losing time and fuel, a new taxiway is also planned in 2013.

Since April 2008, Limoges has been ISO 9001 certified, which ensures its quality of service is extremely high in terms of the care of its customers during their stay in the terminal.



Limoges Airport was opened in 1970 and has now carried more than four million passengers

Looking at its environmental awareness, the airport is also certified according to ISO 14001, Level 1, with regard to the management of its environmental system. In July 2010, Limoges was awarded the SGS certification for its management of security standards.

Limoges International Airport is also a member of the French Mid West Airport alliance along with Angoulême, Brive, Bergerac, and Poitiers airports. This partnership enables the five airports to develop their regions by optimizing their commercial offering. It also enables them to develop synergies to save time and money. Finally, sharing their experiences brings improvements in terms of quality and safety. 

www.aeroportlimoges.com

FBO • Handling • Parking • Maintenance

All services under one roof

Swiss excellence
dedicated and flexible
discreet and private

airservicebasel

EuroAirport - Basel-Mulhouse | Switzerland

Phone: +41 61 567 3700

Fax: +41 61 567 3701

Email: info@airservicebasel.com

www.airservicebasel.com

Private and Business Aviation



HELSINKI AIRPORT

for smooth travelling

BUSINESS FLIGHT CENTER

Groundhandling

FBO



- Handling services provided 24 hrs
- Arrival and departure slot bookings
- Hangar arrangements
- Crew lounge
- Passenger lounge
- VIP lounge
- Hotel and transportation reservations

Our location is perfect for flights between east and west. Crew changes and fuel stops are easily made through our peacefully located terminal. Pilots and flight attendants can relax or wait on call at our newly renovated Crew Lounge.

Business Flight Center

Terminal Address: Liikelentotie 8, 01530 Vantaa

Tel. +358 20 708 2780, Mobile +358 40 722 0834

Fax +358 20 708 2799, business.efhk@finavia.fi

One stop shop

➤ Keflavik International Airport in Iceland is located about 30 miles (45km) from the center of Reykjavik. The airport was built in the 1950s as a NATO-base and boasts long runways, which are kept in extremely good condition and are open 24/7. Although the weather in Iceland is very changeable, the airport very rarely has to close due to bad weather conditions. As Iceland is part of the Schengen Agreement, Keflavik provides the ideal gateway to the rest of Europe.

IGS Ground Services is the leading provider of ground services at Keflavik International Airport. The company is composed of four units – aircraft handling, in-flight catering, a cargo warehouse, and restaurant service. To provide the best possible service at Keflavik Airport, the company

offers all the necessary infrastructure, equipment, facilities, and experience to meet and exceed its clients' requirements.

IGS has been providing services for civilian aircraft and even some military aircraft coming in and out of Keflavik since 1964. IGS Ground Services was made an independent company on January 1, 2001. Before then the company was part of Icelandair. As a part of Icelandair, IGS can trace its roots back to 1937.

IGS' FBO guarantees short turnaround times, and with over 35 years of experience servicing countless private aircraft, the company is ready to meet any requirements quickly and reliably. IGS offers three different service packages for VIP and private aircraft, including Quick Turnaround, which is a basic fuel stop; Overnight Stop, a fuel stop plus hotel arrangement and transportation; and a Luxury Stop, which includes hotel arrangements, a limousine, a visit to the Blue Lagoon, and a Reykjavik VIP tour.

The company's general ground handling services include flight planning, weather briefing, a VIP and crew lounge, liaison with customs and immigration, security services, liaison with fuel suppliers, transportation within the airport and to and from hotels, and the escort of crew and passengers. Services, which can be provided on request, include hotel arrangements, catering requirements, hangar space, cargo handling, and the arrangement of trips to the nearby Blue Lagoon geothermal spa. ➤

www.igs.is



All in one

➤ Gözen Air Services is acknowledged by the Turkish Civil Aviation Authority (TCAA) as the first supervision and representation company in Turkey. Since it was established in 1979, Gözen has grown from strength to strength and currently employs more than 1,300 employees and operates in eight established locations. These include Istanbul Atatürk Airport, where Gözen has its own private crew lounge in the General Aviation Terminal, and in airports in Sabiha Gökçen, Adana, Ankara, Antalya, Bodrum, Dalaman, and Izmir. Gözen is also an active member of the IATA Ground Handling Council, NBAA, and EBAA. It became the first supervision company in Turkey to be granted ISO 9001 certification in 2010.

Gözen Air Service's aim for 2011 is to continue expanding in the licensed airports in Turkey and to enhance its existing services, and add new ones for the benefit of the industry. With this in mind, three more licenses were recently obtained for Trabzon International, Isparta Süleyman Demirel, and Eskisehir Anadolu airport.

The company understands that the backbone of any organization are its employees, and therefore, to keep its clients satisfied, in early

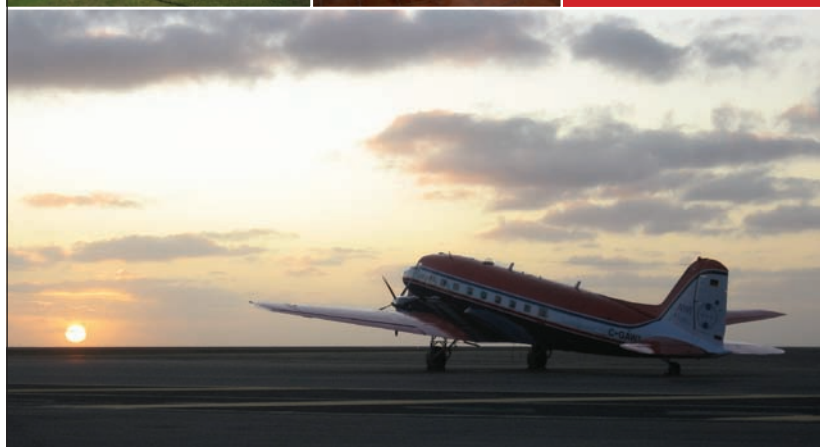


2011, Gözen's entire workforce undertook extensive VIP-handling training.

Today, Gözen Air Services is a one-stop-shop for any business aviation client. The company's services are the preferred choice for a great number of Turkish and foreign-registered corporate aircraft operating into Turkey. The organization's services include passenger/VIP handling, obtaining traffic rights and monitoring, slot coordination,

computerized and manual flight planning, aircraft brokerage, weather charts and weather reports, coordinating special aviation events, VIP/limousine transportation, cost control and financial activities for the airline operator, third-party services coordination, such as ground handling, catering and maintenance, and supervisory services, such as flight monitoring and quality control. ➤

www.gozenair.com



Iceland

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

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

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

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

WELCOME TO SOUTHAIR ICELAND AVITAT

CONTACT US: Terminal 2, IS-235 Keflavik Airport, Iceland.
Tel: +354-425 5520 • Fax: +354-425 5521 • Email: ops@southair.is
Sita: KEFKKCR • Aftn: BIKFSFKO • VHF: 132,15MhZ
Web: www.southair.is

FREE ONLINE SUBSCRIPTION AND READER ENQUIRY SERVICE



Request more details about advertisers in this issue of Business Airport International online at:

www.ukipme.com/recard/baicard.html



Game plan

BAI takes a snapshot look at New Zealand's business aviation industry, with many more business flyers expected ahead of September's 2011 Rugby World Cup, to be held across the North and South Islands

There are five main business aviation locations in New Zealand – Christchurch International and Queenstown International on the South Island, and Auckland International, Auckland Ardmore, and Wellington International on the North Island.

Auckland is the business center of New Zealand and the majority of business aviation flights head here. Auckland International Airport, open 24/7, with ample parking, boasts two FBOs – Air Center One and Skycare.

Auckland Ardmore Airport, with one sealed runway and two grass runways, also open 24/7, is located 33km to the south of the city's central business district. It has 28 hangars, 31 offices/flying schools/charter services, and 24

general buildings, but no central airport terminal. Customers use service operators' facilities.

Wellington International Airport has one FBO, with a new 2,000m² FBO/hangar announced in March 2011 for the western apron, currently undergoing redevelopment. By September, the new facility will offer FBO services, along with maintenance, aircraft management, and charter services. Wellington is one of the windiest cities in the world and the weather is extremely changeable. User fees are also high.

Queenstown International Airport, on New Zealand's South Island, is the country's second busiest business aviation destination, particularly during the winter ski season. It is in the mountains so pilots are advised to monitor

the weather and crew should book parking in advance as space is limited.

Christchurch International offers an FBO from Capital Jet Services, which includes a corporate aircraft terminal, approved by New Zealand Customs, and a Ministry of Agriculture and Food quarantine service for international flights.

User fees in New Zealand are high. In Auckland, for example, an arriving operator will have to pay an approach charge to Airways Corporation, the country's air traffic control provider, a tower charge, and an en route charge. Then the airport will extract a landing charge, a terminal service charge, and a passenger service charge, as well as a per-day parking charge (increased annually), based on aircraft weight. <

Index to advertisers

Advanced Air Support	27
Air Service Basel GmbH	69
Argos VIP Private Handling Srl	45
Arrindell Aviation	65
Bangor International Airport.....	67
Business Airport International Online Reader Enquiry Service	71
Business Airport World Expo 2012	11, 13, 14
Cedar Jet Center	61
Colt International	5
Roskilde Airport	35
DC Aviation Ltd.....	21
Executive Aircraft Services	3
Finavia Business Flight Centre.....	69
Gozen Holding	67

Hadid International Services	OBC
IGS Ground Services	65
Limoges International Airport.....	61
Odyssey Aviation Bahamas	63
RusAero	41
Saudia Private Aviation	IFC
Signature Flight Support	9
SKY Services.....	63
Southair	71
St Thomas Jet Center	32
The Allen Groupe.....	45
TLC Aviation	30
Vipport.....	IBC

THE VIP GATEWAY
TO MOSCOW

VIPPORT

FBO/Vnukovo

Handling with care

VISIT US AT
EBACE 2011, GENEVA
STAND NO. 1449



Hangars for rent &
sale



Vnukovo-3



Ground handling &
FBO



VIPPORT
FBO/VNUKOVO



Aircraft
management



AIRCOMPANY
RusJet



Aircraft
& yachts cleaning



AEROSERVICE
Vnukovo



Jet Aviation MRO



JET AVIATION
A GENERAL DYNAMICS COMPANY



In-house catering



Aeropit
Vnukovo

Tel.: +7(495) 648-28-28
Fax: +7(495) 648-28-29

www.vnukovo3.ru

Реклама



*Committed to your
Satisfaction*



+971 4 299 7777 | +971 4 299 7700 | marketing@hadid.aero | www.hadid.aero