

# EVA

SUMMER 2023

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INTERNATIONAL



## Bombardier's Certified Pre-Owned Aircraft Program

A Unique Proposition – Explained by Thomas Fissellier, Director Pre-owned  
aircraft acquisition and sales support

Embedded Value – Frederic Lemos, Head, Airbus Corporate Helicopters

Enhancing Ownership – Glen Smith, Accountable Manager, Flight Operations, Oriens Aviation

Helicopter, Hotel, Heritage – Steven Thorne-Farrar, General Manager, The Landing Hotel & Michael Jupp, Chief Pilot, Castle Air

European Connections – Jean-François Guitard, Director General Aviation and Business Development, Aéroports de la Côte d'Azur



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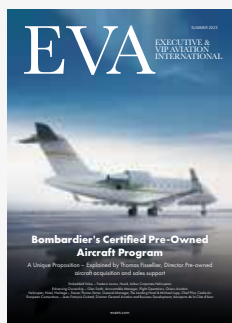
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If you have just picked up this summer 2023 edition of *Executive & VIP Aviation International* in the hall at the European Business Aviation Conference & Exhibition, then please use it as an excuse to sit for a moment – especially if you're already regretting your footwear choice – and flick through our carefully curated story selection.

Once again, we've spoken to experts and executives from across the industry, on subjects including jets, helicopters, FBOs, completions and maintenance. From Bombardier's Thomas Fissellier, Director Pre-owned aircraft acquisition and sales support, we learn about the OEM's unique Certified Pre-Owned Aircraft offer. It provides owners with the very best pre-owned experience, delivering fully upgraded and refurbished aircraft handpicked and reworked by Bombardier's expert team.

Keen to learn more about the impressive new ACH160 helicopter, we spoke with Head of Airbus Corporate Helicopters Frederic Lemos, who was typically enthusiastic about the organisation's products. And we took the opportunity to sample the best of Leonardo and Castle Air, flying London Biggin Hill's Helishuttle into the City.

By coincidence also based at Biggin Hill, Oriens Aviation is expanding its Pilatus expertise to include an AOC, adding operations to its maintenance and distribution activities. Another well-known maintenance provider, Fokker Techniek is also expert in cabin completion and refurbishment. With its first ACJ330 in hand, Boaz Bal, Sales Director for VIP Completions, provides insight into the company's proud heritage and future ambition.

Considering ground services, industry veteran and Director General Aviation and

Business Development at Aéroports de la Côte d'Azur, Jean-François Guitard explains how the company's Sky Valet brand expanded into the Sky Valet Connect franchise, which is announcing new locations during the EBACE show. Meanwhile, EVA also spoke with Bestfly co-founder and CEO Nuno Pereira, and Dawit Lemma, CEO at Krimsom Aviation, about their BFK Aviation joint venture, which is starting out in Guyana and ultimately has plans for FBOs and other support capability.

Safety is invariably cited as a cornerstone of business and VIP aviation. As Glen Smith, Accountable Manager, Flight Operations at Oriens Aviation explains, achieving safety requires a proactive approach and hard work to maintain. When it comes to safety in the cabin, especially if the unthinkable – a fire or emergency landing – should happen, then we'd surely all like to think that the cabin attendants looking after us are equipped with the tools they need to keep us as safe as possible. To find out a little more about those tools and how they are furnished, we spoke with executives at several leading training providers, experiencing full motion simulation along the way.

And how else could a British editor conclude his ramblings in the summer edition of a UK-based magazine than with a mention of the coronation of His Majesty King Charles III and the Queen Consort? Weather permitting, there will have been a military flypast over Buckingham Palace and, if the day's events reflected the recent flypast rehearsal, the eagle-eyed among you may well have spotted a Falcon 900 business jet among the helicopters, fighters, transports and tankers. Business and VIP aviation it seems, really does get everywhere.

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# Unique Proposition

Bombardier's Certified Pre-Owned Aircraft product offers a unique, premium pre-owned customer experience, as Thomas Fissellier, Director Pre-owned aircraft acquisition and sales support, explains

**B**ombardier launched its Certified Pre-owned Aircraft (CPO) offering around two years ago. Since then, it has delivered more than a dozen aircraft and already has a reputation for preparing jets to the highest standards. The company carefully selects the very best examples for refurbishment, upgrades and updates them, and then offers them for sale.

Potential customers may browse listings through the pre-owned section of the company website, where a photographic slide show and basic details – aircraft type, serial number, model year, passenger capacity, flying hours and number of landings – are available. Clicking for further details provides exactly that, while there is also an option to download a comprehensive fact sheet in exchange for an email address.

Purchasing a jet involves a few more steps, but the process need not be arduous, the entirety of the certified pre-owned concept having been established with quality, simplicity and transparency in mind. The effusive Thomas Fissellier, Director Pre-owned aircraft acquisition and sales support, provides a more complete picture.

“We’ve invested time and effort in making the Certified Pre-owned and

pre-owned part of the website transparent and easily navigable. Our inventory is all there, clearly highlighted. When a customer clicks to download a brochure, they get a really nice set of photos of the interior and a detailed fact sheet that really explains everything we’ve done to the aircraft.”

#### **Key pillars**

Bombardier’s expert technicians thoroughly rework a Certified Pre-owned aircraft, upgrading its avionics to the latest standard, refitting the cabin and equipping it with state-of-the-art connectivity, entertainment and management systems. “We address what we call five ‘key pillars’ to create a Certified Pre-owned jet – you’ll hear us speak about them often,” Fissellier continues.

“First is the new interior and new paint, providing buyers with a ‘like-new’ experience, second is future-proofing, which means upgrading the avionics. In the case of a Challenger 300 or 605 that means installing the Collins Pro Line 21 Advanced avionics suite with the FANS 1A upgrade, and if it’s a Global Express or XRS we install the DU-875 Primus Elite avionics upgrade. We also future-proof the cabin with the latest connectivity, which is generally Gogo L5 on the Challenger and Ka-band for the Global.

“The third pillar is the peace of mind that comes with buying a Certified Pre-owned aircraft. They all have a one-year exclusive OEM warranty and Smart Parts membership, and their engines and APUs are on programmes, too. We want to make sure the customer is completely at ease, knowing that we’ve looked at and taken care of everything.

“Fourth is our turnkey solution. Whenever we deliver a Certified Pre-owned aircraft, we’ve made certain all due maintenance has been taken care of, plus all upcoming events – generally we like to keep a 12-month window where we’ve done that forthcoming work already. We also ensure selected recommended service bulletins have been installed. And finally, it is a Bombardier exclusivity that means we provide entry-into-service support comparable to that for a new aircraft.”

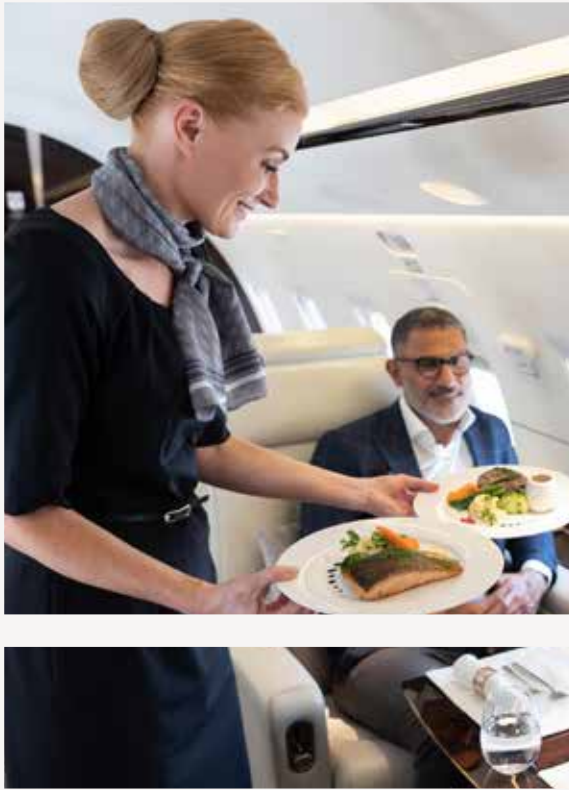
Certified Pre-owned is Bombardier’s premium used aircraft product and it sits alongside the more traditional pre-owned offer. “As we’ve done in the past and will continue to do, we offer remarketing services” Fissellier explains.

Meanwhile, Bombardier offers Certified Pre-owned across its aircraft family range, including the right Learjet, but Fissellier believes the programme is best suited to aircraft a little older than five years and

*The cabins of all CPO aircraft are refurbished according to the latest guidance from Bombardier’s design team*







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*Avionics are upgraded to the highest standard under CPO*

coming out of warranty, up to 15 or 20 years old. “The programme really ensures our overall fleet is always up to the very latest standards and that’s why we’re not afraid to look at older aircraft. It’s also why many of our Certified Pre-owned customers are first-time buyers new to the industry, or owners trying out the Bombardier portfolio. So, it’s a complementary way to sell our business jets.”

A customer buying a Certified Pre-owned Challenger 300 today, for example, might upgrade to a Certified Pre-owned or brand new Global 6500 in two years, at which point, Fissellier believes the Challenger’s upgraded avionics, cabin and connectivity,

plus warranty and Smart Parts coverage, will help keep its resale value high. “We started the programme in July 2021 and haven’t yet seen a Certified Pre-owned aircraft re-sell, but we do see a premium over comparable aircraft when we sell it.”

### **Contemporary cabins**

The cabins of Bombardier’s Certified Pre-owned aircraft are styled with end customer preferences in mind, working with in-house designers and the head of sales. “We make our interior design decision based on the team’s experience. For every aircraft we bring into the programme we sit down with our

lead designer and head of sales and have a session with the experts who are most aware of customer tastes. It’s how we choose the leather type and colour, the wood colour, carpet style and galley floor material. The head of sales helps us keep an intimate connection with the customer.”

For the principal and their fellow passengers, the aircraft’s cabin and its suitability to the mission are most important, but maintainers and pilots are interested in a whole other set of parameters: the data and records that accompany a modern aircraft and accumulate throughout its working life. It comes as no surprise that these are also fundamental to the Certified Pre-owned concept.

Fissellier explains: “Any aircraft we acquire for the programme has been through a Level 3 pre-buy inspection. We make sure we fully understand its history, how it has been maintained and flown, and what upgrades have been applied before we buy it. That helps us ensure only the best aircraft come into the programme, and we actively seek them too. Our acquisition team watches the market for good candidate aircraft and examines trades we receive from customers. They decide if the aircraft is suitable for a Certified Pre-owned, pre-owned or trade offer.”

Expanding the capability of Certified Pre-owned aircraft even further, on 19 April, Bombardier announced Transport Canada, EASA and FAA approval for installation of







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the Smart Link Plus 'box' on most in-service Global and Challenger aircraft. Smart Link Plus monitors aircraft health, gathering data to better inform maintenance and operational decision making, saving time and money and, potentially, spotting a problem before it becomes critical. Plus, Fissellier adds: "If the customer opts to enrol their Certified Pre-owned aircraft in Bombardier's Smart Parts Preferred programme, their coverage will include their subscription to Smart Link Plus for the programme's duration. Bundling services this way ensures absolute peace of mind, with the 'latest and greatest' airframe and maintenance coverage."

All Certified Pre-owned aircraft are worked on in Bombardier's own service centres and although one recently passed through the OEM's new centre at London Biggin Hill, most have been refurbished

in the US. The decision-making behind Bombardier's service expansion included providing the capacity for Certified Pre-owned work, while its unique visibility of customer transactions provides market intelligence allowing the acquisition, upgrade and resale process to be managed as efficiently as possible.

Across its Certified Pre-owned, pre-owned and trade transactions, Fissellier maintains Bombardier's market share varies between around 5 and 10% of approximately 460 Bombardier aircraft available on the used market at any one time. Looking ahead, he says: "We believe we're offering a premium product in a new market category, and we're keen to grow the programme."

Considering the process of purchasing a Certified Pre-owned aircraft, it is inevitably not quite as simple as clicking 'Add to

Basket'. "But it is fairly simple," Fissellier notes. "Interested customers may click to contact a sales representative and the person for their region will be notified. They'll get in touch to better understand the customer's mission and needs, then ensure the aircraft is the best fit."

During our conversation, Fissellier cites aircraft examples from the website inventory by stock number, his enthusiasm for and pride in the Certified Pre-owned programme shining through. "Two years ago, during the process of reframing Bombardier as a pure-play business aviation company, we realised that as the OEM we could deliver a unique pre-owned aircraft experience. I'm so pleased to have been part of the team that has pioneered the Certified Pre-owned programme and there's real pride in seeing happy Certified Pre-owned customers." ■

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# Enhancing Ownership

Oriens Aviation, the authorised Pilatus distributor and service provider for the UK and Ireland, has added an AOC to its competencies.

Glen Smith, Accountable Manager, Flight Operations, explains

**B**est known as the Pilatus Authorised Service Centre and distributor for the UK and Ireland, London Biggin Hill-based Oriens Aviation has expanded its capability over the past couple of years, adding authorised Tecnam sales and service, as well as Cirrus expertise, to its portfolio. Under the ownership of Edwin Brenninkmeyer, himself a passionate pilot, Oriens has established a reputation for reliability, transparency and the highest levels of customer service.

And yet there was something missing.

Oriens always had the ability to source new or used Pilatus aircraft, demonstrate and sell them, then offer complete maintenance and support, but it was not a Pilatus operator. With no air operator certificate (AOC), Oriens was unable to offer its PC-12 customers the complete package of aircraft, support and operations. Now that has changed, and the company is heading into a new era.

Glen Smith, Accountable Manager, Flight Operations, joined Oriens Aviation in January 2021, specifically to set up and manage the company's UK Civil Aviation Authority AOC. He came

from a background in charter, aircraft management and establishing AOCs, including one for a company of his own; the experience proved invaluable during Oriens' application process. "We were the first new single-engined applicant post-Brexit and the first new AOC looking for part CAMO [continuous airworthiness management organisation] status. In some ways it was a perfect storm, but we had it set up by January 2022."

Unfortunately, the first aircraft scheduled to go on the AOC was sold between Oriens completing its proving flight and receiving the AOC paperwork. A second aircraft deal





*Glen Smith, Accountable Manager, Flight Operations, Oriens Aviation*

*“Where we ‘sell’ the charter ourselves on the AOC, we offset the carbon emissions. Regardless of whether the customer chooses to, we feel it is the correct thing to do as a company and we pay for 100% offset”*

then also fell through. It is worth noting that Oriens does not own the aircraft on its AOC: they belong to its customers.

“With the AOC,” Smith continues, “we can provide a full suite of services through sales, maintenance and operations. Owners may place their PC-12s with us and we operate them on their behalf, including offering the aircraft for charter if they want the opportunity to offset some of their operating costs.

“We are also concerned at some of the operational standards and practices in the

industry. Through the AOC we hope to deliver an educational message that will raise standards across the board.”

The PC-12 is an inherently safe and easy aircraft to fly. The incidents that have occurred have mostly been the result of operator error, and Smith says that is a concern for Oriens, since the majority of its business is PC-12 related. “It’s a fantastic aeroplane, until someone does something silly in it...”

No one familiar with how Oriens works will be surprised to learn that it takes

its AOC responsibilities very seriously indeed. An extremely competent team was assembled around Smith for the application process, and he notes the importance of maintaining standards going forwards. “Safety manager’ isn’t just a title, for example. In this marketplace safety management has often meant dealing with accidents and incidents, but safety management is really about preventing them, and that takes lots of work. It’s about being proactive; reactive is generally too late.”

### EOS360

Oriens Aviation has now created a suite of services under the Enhanced Ownership Support (EOS360) banner. Smith explains: “There are three tiers. The most basic is effectively CAMO control, the second CAMO and operations, and the third provides the full AOC structure, including oversight, compliance, safety management and so on. We also offer the latter benefits to customers who don’t want to place their aircraft on the AOC.

“Owner pilots like to fly their PC-12 themselves and some may be reluctant to fit into an oversight environment. They might opt for our CAMO package though,

and through that we hope they see the benefit of having us involved and then progress to the oversight environment.”

Late in April, there were two PC-12s on Oriens’ AOC, with a third and fourth imminent. They will be distributed between London, the south coast and north-west England. Oriens’ home base is handy for London, but not so much for customers whose aircraft are based elsewhere in the UK. It would be unreasonable for them to have to wait for an Oriens crew to come to them from Biggin Hill when they want to go flying and Oriens therefore has crews handily based to the south and north.

The four PC-12s currently under the EOS360 programme are a mix of private and charter aircraft. In the case of the former, Oriens operates the aircraft solely for its owner, while the latter will operate to satisfy the owner’s needs and be offered on the charter market through the owner’s company. Oriens will market the fourth AOC aircraft for charter, with visibility through Avinode and brokers.

Oriens, of course, has its own database of PC-12 users, customers and sales prospects and this will potentially provide a rich source of charter business. “In some cases, a PC-12 user might experience flying in the Oriens environment and

*“Owners may place their PC-12s with us and we operate them on their behalf, including offering the aircraft for charter if they want the opportunity to offset some of their operating costs”*







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decide to buy an aircraft,” Smith enthuses, “but it will be great just to have them see how we operate.” Having charter aircraft available on the in-house AOC also simplifies the provision of supplementary lift during maintenance events.

In terms of mission profile, the PC-12 remains popular for seasonal leisure work to skiing destinations, for instance. Domestic UK business and leisure travel are also valuable markets for Oriens, given the comparative lack of suitable aircraft on the UK register; most available aircraft are larger jets that make neither economic nor environmental sense compared to a PC-12.

Looking at a typical domestic leg between Biggin Hill and Edinburgh, for

example, Smith reckons the PC-12’s flight time would be 20 to 25 minutes longer than for a Phenom 300, which offers a comparable cabin. The reduced cost of the PC-12 charter, combined with its lower fuel consumption will, in many cases, offset the longer journey time, besides which, Smith notes an additional, standard feature of Oriens charter. “Where we ‘sell’ the charter ourselves on the AOC, we offset the carbon emissions. Regardless of whether the customer chooses to, we feel it is the correct thing to do as a company and we pay for 100% offset.”

The AOC currently prevents Oriens from operating the PC-12 to and from grass or other unpaved surfaces, although

such flying is well within its scope and Smith says the company is exploring how it might add the capability in future. For now, the aircraft’s impressive short-field performance nonetheless brings several paved runways too short for jets within its reach.

Adding an AOC to its business has been a major undertaking for Oriens Aviation, involving considerable cost and a huge amount of work. It is typical of the company’s mindset and passion for the Pilatus PC-12 that the ambition is to improve operational safety across the PC-12 community, as well as offering new, more comprehensive options for its customers. ■



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# European Connections

In 2017, Sky Valet, the FBO brand of Aéroports de la Côte d'Azur, launched the Sky Valet Connect network, which is expecting to make a significant member announcement at EBACE



Sky Valet Connect branding at the Rodez-Aveyron airport FBO

**J**ean-François Guitard, Director General Aviation and Business Development at Aéroports de la Côte d'Azur, has worked at Nice Côte d'Azur Airport for more than three decades, serving in marketing, legal and strategic planning, business development, and, since 2021, business aviation roles. He claims, therefore, to be a general aviation 'rookie', although his airport and commercial aviation experience is vast; aviation, he says, is his passion.

Today, Guitard may often be found working from the Nice FBO, which carries the Aéroports de la Côte d'Azur Sky Valet brand. "We'll be celebrating the brand's tenth anniversary next year," he notes. "But the company has been involved in general aviation much longer. It took the concession for handling services at Cannes Mandelieu during the late 1960s. The airport handles only business aviation and its main terminal is, in effect, an FBO.

"Ten years ago, we bought Aéroport Golfe de Saint-Tropez, where the major activity is again business and general aviation, and we also provide an FBO. With facilities at Cannes and Saint-Tropez it was time to create a brand – Sky Valet. Later we bought companies in Spain and Portugal, placing them under the same brand. These four locations became the key Sky Valet pillars, with a focus on high-quality service while protecting local values and character."

Since then, the Sky Valet brand has been applied to FBOs across Europe, always following the same policy of delivering the utmost quality with a local touch. At some FBOs, including those in Spain and Portugal, IS-BAH certification is an additional quality guarantee. Cannes lost its certification during Covid and is working to regain it, probably during 2024. Most Sky Valet facilities are also enrolled in sustainability programmes, aiming for net-zero by 2030.



The Sky Valet Connect network spans France, Italy and Bulgaria, with at least four new locations to be announced at EBACE

*“At the EBACE event we will name at least four new network members. This year is therefore going to be very important for Sky Valet Connect”*

### **Sky Valet Connect**

Aéroports de la Côte d’Azur subsequently established Sky Valet Connect as a franchise brand, extending the core values of the Cannes and Saint-Tropez, Spanish and Portuguese facilities beyond the airport group. Guitard explains:

“We never intended to become a global player, instead focussing on maintaining service quality and helping independent European airports, handlers and aviation service providers achieve it. Sky Valet Connect also helps them gain better exposure for their business.”

Speaking in early April, he noted five franchisees in Bulgaria, four in France and two in Italy, and promised more to come.

“At the EBACE event we will name at least four new network members. This year is therefore going to be very important for Sky Valet Connect; we are very happy with its development. The network exposure we provide for our franchisees really begins at the EBACE shows. For smaller, independent companies it is difficult to afford a large enough space at the event to make any real impact. For 2023, we’re providing our franchisees with exposure on a large, well-positioned, high-visibility booth close to the OEMs. This event alone is worth the cost of Sky Valet Connect network membership.

“We also help with marketing, including regular promotional posts on LinkedIn, and gain them further exposure at other

events, including the Dubai Airshow and NBAA-BACE. And we have the network’s *Private Sky* magazine, which targets business aviation crews and passengers with features on network partners, their local areas, lifestyle, and aircraft and systems developments. Finally, we have an annual symposium, where all members gather to share ideas and hear about the latest industry developments.”

### **Audited quality**

While franchisees benefit from network exposure, and help with market surveys and analysis, the Sky Valet Connect brand means their customers are reassured that quality service awaits them. The process

of becoming a network member begins with a Sky Valet compliance audit. If necessary, the company offers training to the erstwhile franchisee, usually at Cannes or Saint-Tropez, but Guitard says most candidates already offer impressive levels of service. Franchisees are then subjected to annual audits which, Guitard enthuses, also provides a great opportunity to meet them 'at home'.

Crews and customers will notice prominent Sky Valet Connect branding at franchised FBOs and on ground vehicles and other items, including drinking glasses and crockery. Guitard continues: "We're also taking the opportunity to promote luxury brands, including champagne and coffee. It was something we traditionally did ahead of EBACE, but some franchisees wanted to continue it at their FBOs. At Trieste Airport, for example, illy coffee is served. We'll continue that partnership at EBACE and other FBOs in the network are keen to install illy coffee machines too. Another good example is at Rodez, where the FBO has a partnership providing a branded Mercedes-Benz crew car."

As already noted, sustainability is an important consideration for Sky Valet and its Sky Valet Connect franchisees. A further relationship with Mercedes-Benz has seen a fleet of electric vans installed in Spain and Portugal, while Cannes and Saint-Tropez use French-built electric vans under Aéroports de la Côte d'Azur's Airport Carbon Accreditation Programme – all the groups' airports are at Level 4+ and it was among the first European airport operators to be accredited at Level 1, in 2012.

Sky Valet Connect membership includes the availability of support and additional services from the parent company as franchisees work to achieve their own sustainability targets. "We've also helped airports that aren't members to meet Airport Carbon Accreditation requirements, in the expectation they might join in future," Guitard says. "And we provide technical services when airports want to refurbish parking lots and terminals."



**Jean-François Guitard**, Director General Aviation & Business Development, Aéroports de la Côte d'Azur

The Sky Valet Connect brand emerged in 2017. With Covid all but closing the industry down for 12 or more months since then, Sky Valet Connect has not been on the market long. A customer satisfaction survey is therefore under way, but in the meantime Guitard is happy to report positive feedback from passengers and crew. The survey process is also providing an opportunity to hear customer thoughts on possible new services.

Guitard is determined that the network should continue growing around the premise of delivering quality service and value for money, while allowing its franchisees to retain their regional character. "We don't want to compete with the big FBO providers. We want to stay European, we want our FBOs to remain independent and we want the network to benefit our franchisees, their customers and Sky Valet," he says. ■

*“We want to stay European, we want our FBOs to remain independent and we want the network to benefit our franchisees, their customers and Sky Valet”*







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A BBJ dining concept

# Flying Vision

Boaz Bal, Sales Director for VIP Completions at Fokker Techniek, considers the company's legacy as a basis for its continuing excellence

Aviation enthusiasts will know the name 'Fokker' for its legendary association with military aircraft and the long line of Fokker airliners, beginning in 1919 with the F.II and continuing to the F70 and F100, which remained in production until 1997. Aviation and the Fokker brand have come a long way together.

Anthony Fokker was a successful aircraft designer, constructor and pilot. He had vision, he was an innovator, he was persistent and an entrepreneur. A man of notable character and certainly not loved by everyone, he is nonetheless remembered as the Dutch aviation pioneer and a legend of his time.

Much has changed since Fokker built his

first machines, but his passion for aircraft and serving customers endures. In those early days, passengers who could afford to fly to the Far East, the US and other far-off destinations received special treatment and experienced his exclusive cabin interiors. The Fokker F.III of 1920, for example, had a spacious cabin for the time. It included armchairs and a sofa and, later, even a bar.

Fokker and his engineers also employed revolutionary construction methods. These included his steel pipe base frame, introduced in 1912, using oxyacetylene welding techniques, and the development of cantilever wings.

## Fokker Techniek

On this legacy Fokker Techniek, the completion centre of Fokker Services

Group, continues to deliver, grow and develop. Its history is impressive – few other companies can claim more than 100 years of experience building exclusive aircraft cabins.

Fokker Techniek's Woensdrecht facility, where VIP and special mission aircraft cabins are completed, was founded in 1955. Its location adjacent to a Royal Netherlands Air Force support base provides access to the military runway and ensures appropriate customer security and privacy. At Woensdrecht Fokker has delivered almost 70 years of maintenance and modifications to countless aircraft of all types. Commercial airliners and military transports, fighters, rotorcraft and head of state aircraft, the facility has welcomed them all.



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Boaz Bal, Sales Director for VIP Completions, explains: “The historic photographs on these pages illustrate the variety of styles, colours and configurations Fokker has delivered for head-of-state aircraft. Most subsequently returned to Woensdrecht for heavy maintenance, refurbishment or modification.

“These very special cabins have included casinos, medical facilities and wood-crafted interiors. Through their creation, Fokker Techniek has gained lots of knowledge and experience, building on its capabilities over the years and developing new techniques. And the knowledge and craftsmanship built up over generations is being transferred to the next generation of staff.

“Fokker Techniek currently includes a Part 21J engineering department, Part 21G manufacturing shops and Part 145 airframe services capability. The monument building, upholstery, wiring, surface treatment, tubing, welding, sheet metal work and machining that takes place in the shops are the backbone of the company’s daily business, while our exterior paint hangar can take care of how an aircraft looks on the outside.”



### Royal connection

The Dutch royal family has been among Fokker Techniek’s clientele for many years, the Fokker F27, F28 and F70 all having served. In 2019, Fokker Techniek delivered a BBJ737-700, as the successor to the Fokker F70, in partnership with Boeing Business Jets. Since then, Fokker has serviced and maintained the aircraft, and upgraded its cabin to keep it continuously available to the Dutch government and royal family.

Heads of state, private individuals and executive/VIP charter companies all use Fokker Techniek, appreciating its discretion as well as its expertise. Bal says: “Respecting our customers by not revealing their identities or details of their cabins and onboard systems is key in our business. Sometimes it is a little difficult because we are so proud of who we work for and what we do for them. It’s disappointing not being able to show the world the fantastic cabins we make, but it’s just part of the job.”

Fokker does indeed have a reputation for high-quality interiors that are also lightweight and quiet, helping maximise range and passenger comfort.



## JETMS Holdings, a global maintenance, interior and exterior **solutions provider**



Completions center  
in **London**



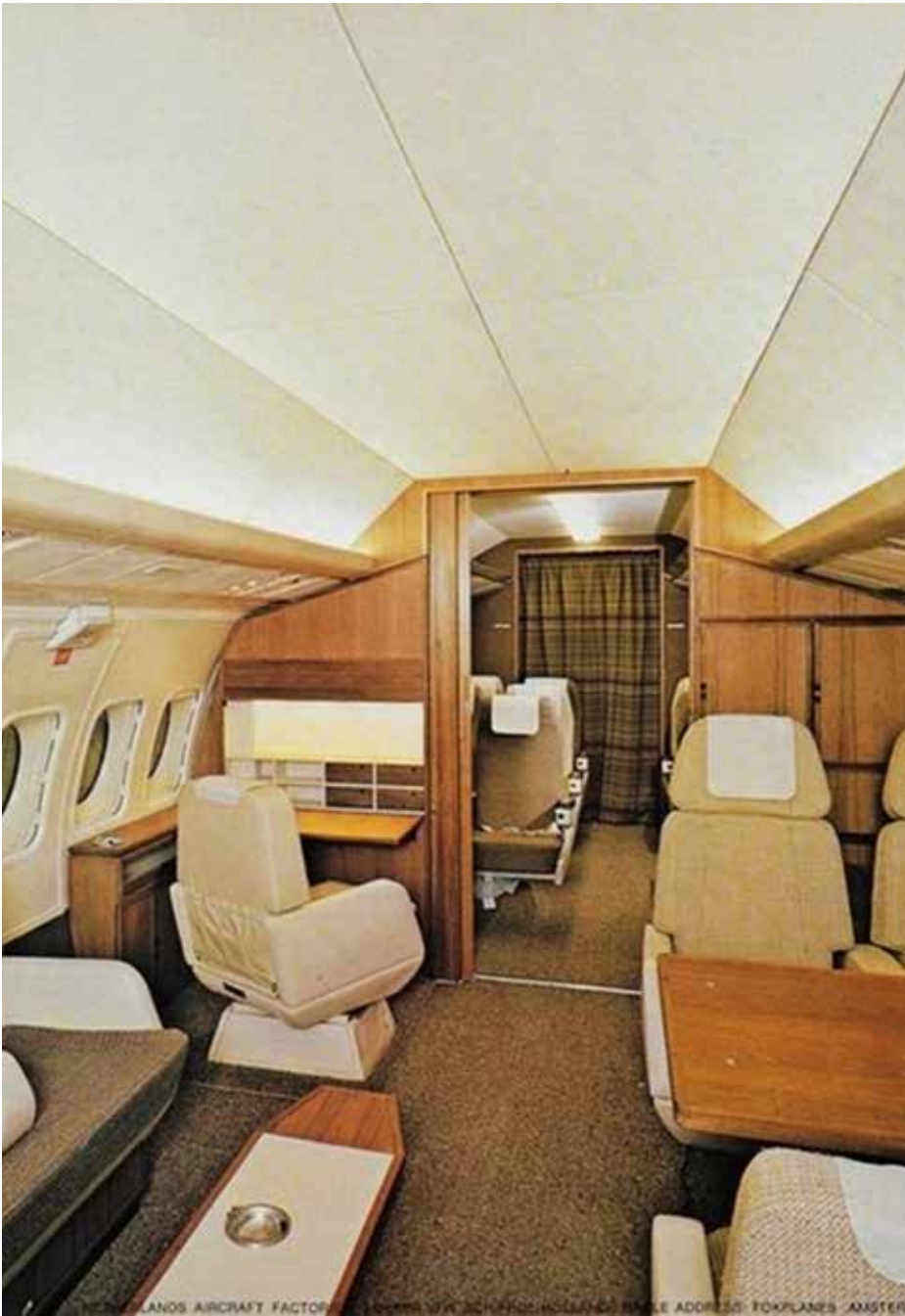
MRO center in **Vilnius**



Aircraft cabin interiors design  
and production in **Kaunas**







*“In keeping with our strategic plan, we decided to build a new state-of-the-art widebody hangar measuring 80x80m on the inside. The ACJ330 VIP project will be the first to use it and it also allows us to offer completions on aircraft including the Boeing 777X and 787, and A350”*

Considering the future, Roland van Dijk, CEO at Fokker Services Group, says: “We acquired Fokker Services and Fokker Techniek in 2021, with a clear investment and growth plan. Aircraft completions and conversions are part of our long-term strategic aim, and we have our first widebody VIP cabin project in completion. An Airbus ACJ330-300 for K5-Aviation, it will be delivered in the second half of 2024 and structural preparation and cabin modifications have begun.

“In keeping with our strategic plan, we decided to build a new state-of-the-art

widebody hangar measuring 80x80m on the inside. The ACJ330 VIP project will be the first to use it and it also allows us to offer completions on aircraft including the Boeing 777X and 787, and A350. We have several potential projects in the pipeline, again in keeping with our growth plan and aims for further development at Woensdrecht.”

From its origins in handmade aeroplanes equipped with loose bamboo cabin seats and sofas, Fokker Techniek has become a world-renowned completion centre delivering exclusive jets with showers, bedrooms, cinemas and more, all certified to the latest standards.

Van Dijk concludes: “The aviation industry remains a fascinating world in which innovation and modern techniques continue to push boundaries. It has impacted all our lives and prompted us to explore the world, providing opportunities to be with family and friends and build new business models around the globe.

“We are proud of our rich history and take equal pride in the fact that we are contributing to a future-proof concept of flying. This is how the epic Fokker journey continues. It’s your vision of flying we want to facilitate.” ■





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*The ACH160 Exclusive*

# Embedded Value

Airbus Corporate Helicopters has enjoyed a great 12 months, capped off with first deliveries of the all-new ACH160. Frederic Lemos, Head of ACH, spoke with *EVA*

**S**peaking ahead of May's EBACE show in Geneva, Frederic Lemos, Head of Airbus Corporate Helicopters (ACH) revealed: "I'm delighted that we've had another very strong year, which you'll see from the sales figures we'll release at EBACE. Orders are up and so is our market share. I think this reflects a perception in the sector that not only do we have a desirable offering, but

we also clearly have special expertise in meeting the needs of this particular type of customer and providing them with a special experience."

The ACH portfolio's single-engined helicopters remain its bestsellers, a fact in which Lemos sees considerable significance. "It is encouraging because those customers include some new entrants who we hope will remain with us for years to come. In particular, the ACH130 is really hitting a

sweet spot, and not only the ACH130 Aston Martin Edition."

The tie-in with the iconic British sports car manufacturer resulted in a spectacular edition that has sold well. Lemos refuses to divulge details before EBACE but explains: "We've sold the initial 15 helicopters that we committed to at launch and we have now firmed up our plan to build another 15, which will be the full production run. The ACH130 Aston Martin Edition






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Frederic Lemos, Head, Airbus  
Corporate Helicopters



*“It’s particularly pleasing to see the ACH160 market developing in a serious way, globally”*

will therefore remain a limited edition helicopter, much valued by existing and new owners for years to come. We’ve taken orders from customers in Europe, Canada, the US, Latin America, South East Asia, Australia and New Zealand.”

Customers taking aircraft from the second ACH130 Aston Martin Edition production batch will select from an expanded range of options. Lemos again: “The new colours reflect the latest thinking of Aston Martin’s design team for their ultra-luxury cars. There are three interior colours with a muted, classic feel but which at the same time are rather striking – Bitter Chocolate, Forest Green and Dark Knight, which is a grey.

“And there are three eye-catching external schemes – Verdant Jade, Liquid Crimson and Apex Grey – all matched with silver and each highly distinctive. We’ve also introduced quilted detailing in the central seat back and seat pan, bringing a strong automotive feel. And if a customer prefers, the original launch options are still available.”

It is perhaps not surprising that promotional apparel and accessories associated with the ACH130 Aston Martin Edition have been made, although not as a commercial offer. Lemos confirms that as ACH and the carmaker had hoped, some helicopter sales have been to Aston Martin car owners, although he notes that no purchasers have yet committed to taking both simultaneously. Considering the helicopter’s success though, he says: “Clearly the attributes of the ACH130 in terms of its lean profile and agile performance are highly attractive to the kind of individuals who enjoy driving luxury sports cars.”





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*The elegant lines of the all-new ACH160*

### **Favourite light twin**

Itself subject to an automotive special edition, the ACH145 remains, Lemos states, the market's preferred light twin-engined helicopter. The ACH145 Mercedes-Benz Style was released some time ago and is still available on the latest five-bladed version of the helicopter.

Lemos has previously hinted at a possible revamp for the Mercedes-Benz Style and reveals: "We have been working in a very focused way with our partner on a facelift that we will show to the market in due course. The effort has progressed in parallel with the introduction of the five-bladed helicopter and so it has taken a little while to finesse the design. The Mercedes-Benz Style has been highly successful so far and I'm confident that we will again create something very elegant that will encapsulate our partner's design philosophy and our own."

### **ACH160**

While ACH's single- and light twin-engined helicopters are among its most familiar products, the distinctive new ACH160 is now also flying with customers. "It's particularly pleasing to see the ACH160

market developing in a serious way, globally," Lemos enthuses.

"The first European ACH160 has been delivered, in ACH160 Exclusive configuration, and it is operating in Switzerland. The first for a UK customer will enter service in the coming months, after undergoing completion at our London

Oxford Airport facility. We expect Oxford to have a continuing role supporting the ACH160 as the fleet develops. It already offers pilot and engineer type training and will grow its expertise to offer complete support for the new product."

There can be no denying that the ACH160 looks good – and there is an old aviation

*A range of carefully crafted cabin design options is available for the ACH160*





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*New batch ACH130 Aston Martin Edition helicopters offer Verdant Jade, Liquid Crimson and Apex Grey as exterior colour options*

*“The new colours reflect the latest thinking of Aston Martin’s design team for their ultra-luxury cars. There are three interior colours with a muted, classic feel but which at the same time are rather striking – Bitter Chocolate, Forest Green and Dark Knight”*

adage suggesting that ‘if an aircraft looks right, it flies right’. Is that what Lemos is hearing from the initial ACH160 customers? “For sure it is very early days, only a few months since the first ACH160 was delivered in Brazil last year, while the first European and Middle Eastern helicopters were handed over even more recently. Customers are naturally coming back to us with a variety of queries as they broaden their experience with the aircraft, but they are essentially enjoying flying it and flying in it. The ACH160 truly sets new standards from both the pilot and passenger perspectives and the feedback is pretty positive as a result.”

#### **Keeping on top**

With its market share in some categories increasing, a new special edition available and another on the way, plus an all-new helicopter just now entering service, ACH is at the top of its game. Lemos has confidence in the portfolio and ACH’s robust offer, but is by no means complacent.

“We pride ourselves on being able to meet the most demanding customer requests in terms of cabin specification and that is a key element in how we are perceived. On top of that, all the ACH range can be fitted with the extensive Airbus catalogue of options and kits available for other variants of the same helicopter. In the case of cold weather

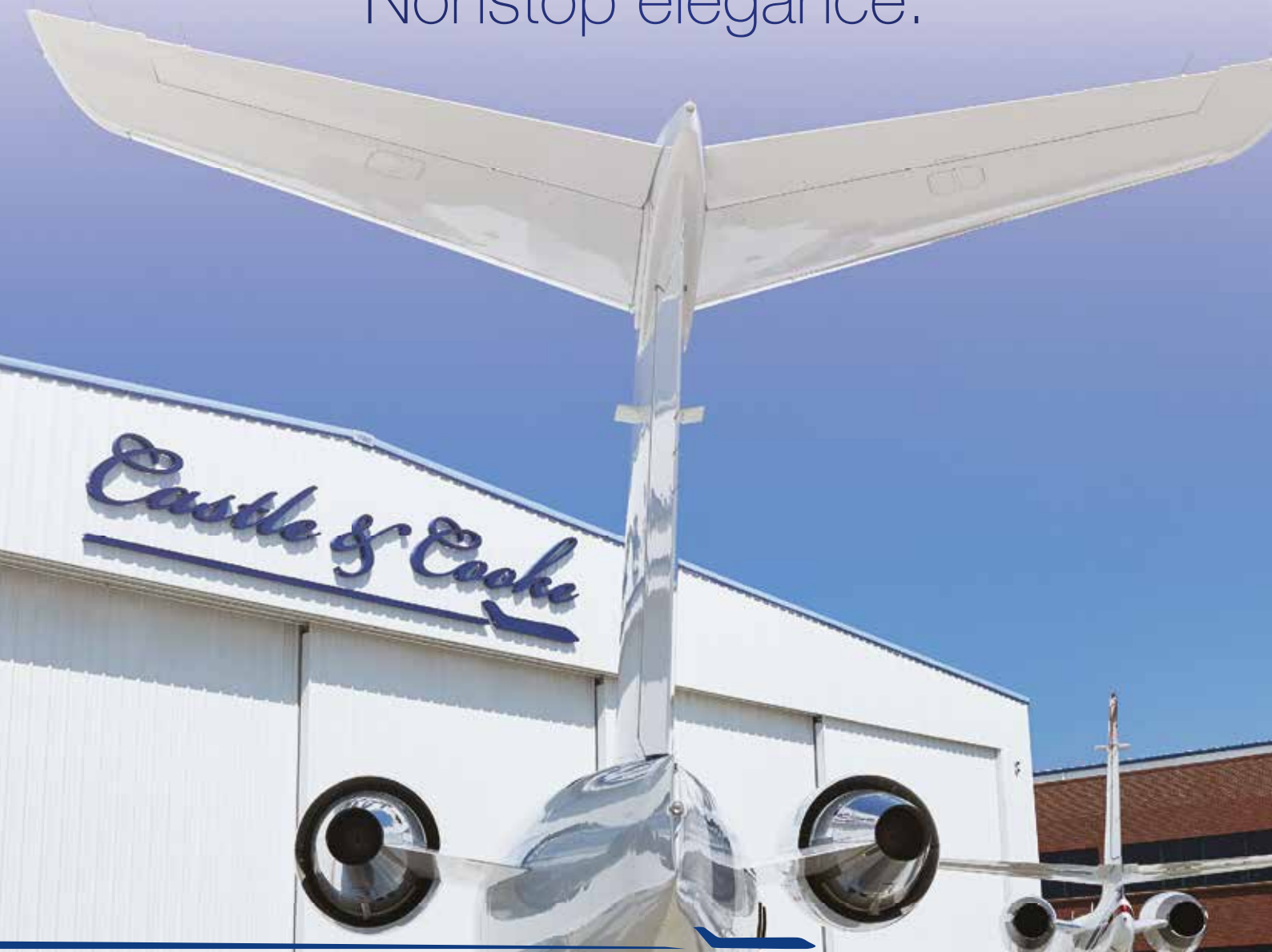
operations, that might include a second battery for example, or a fuel filter to guard against ice particles. In other cases, a customer might want floats and related equipment fitted to suit their operating environment.

“Whatever the case, our focus remains constant: Be the most exclusive helicopter brand by delivering exceptional end-to-end experience and distinctive products while embedding Airbus values – Customer Focus, Integrity, Respect, Creativity, Reliability and Teamwork – sustainably, in all we do. It means we constantly work to improve everything, from engineering to customer care to delivering even more value to our customers.” ■

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# Always Prepared

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**R**egulatory requirements vary with region, but the FAA requires cabin attendants only on aircraft certified to carry more than 19 passengers. Since operators adhering to the ruling would be unable to provide any real standard of cabin service, smaller aircraft often fly with at least one cabin attendant, but they need not be safety trained.

Debbie Elliott, Training Manager at TAG Global Training, says: “We believe all crew should be trained irrespective of the 19-seat ruling and TAG Aviation crew attend annual safety recurrent training in a variety of subjects. Most of our safety and service training is conducted

at our Farnborough, UK location, with some courses offered via eLearning or Live Learning. Our ground school training team comprises ex-airline crew. We follow the same regulatory training competencies for pilot and cabin crew training as an airline because we believe this is the benchmark standard.”

A variety of incidents could affect safety, but fire or smoke in the cabin, and the actions required before and after an emergency landing are perhaps the major events that spring most readily to mind. Considering the former scenario, Elliott explains: “The practical assessment for fire and smoke training sees each crew member don a smoke hood and extinguish a fire in a variety of scenarios with a water-filled

extinguisher representative of the type installed on their aircraft.”

When it comes to emergency landings, she continues: “Our safety, emergency and procedures training covers communication techniques used to ensure everyone on board understands the situation and the necessary actions. I don’t think you can ever keep passengers totally calm in such a situation but understanding different types of panic allows crews to help everyone. We conduct ditching training at a local swimming pool using a raft representative of the type on board the crew member’s aircraft. The practical assessment covers the management of passengers in the water, the principles of survival and how to maintain the integrity of the raft until rescue.”

*Dynamic Advanced Training’s generic business jet cabin simulator is equipped with several different types of emergency exit. Students practise opening the exits in reduced visibility and get a feel for their weight and size. Dynamic Advanced Training*



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*Spatial built this BBJ cabin safety training device for Dynamic Advanced Training. Spatial*

### **Classrooms and devices**

Cabin crew training typically employs a mix of classroom and practical work. David Gill, Program Manager Cabin Safety at FlightSafety International’s Dallas/Fort Worth North site, says: “Each of these approaches is extremely valuable and neither would be totally effective without the other. The classroom approach either introduces or refreshes knowledge. Through facilitation, the instructor can determine the level of knowledge of each client and based on their assessment, direct the class to increased understanding of the individual topic and, maybe most importantly, the associated emergency equipment.

“Once the classroom portion has been conducted, the next step for us is to reinforce that understanding through

scenario-based training. Training devices give clients hands-on understanding of topics discussed in the classroom, whether through evacuation scenarios where they are tested in commanding and controlling an evacuation, or inflight scenarios where they might experience decompression and must use the oxygen equipment, or a medical scenario where they may have to identify symptoms and use O<sub>2</sub> equipment along with other devices, perhaps including an automated external defibrillator. The training device also allows us to challenge their situational awareness by generating fire or water hazards, or reducing visibility outside the aircraft to be sure they properly assess prior to opening an exit.”

Like FlightSafety, Aircare International offers cabin safety training at several sites

in the US, under its FACTS programme. Delivered to pilots and cabin crew, FACTS uses the classic combination of classroom and hands-on training, and includes a digital manual. Training devices include full-motion simulators, live fire trainers and water egress ‘dunkers’. Surprisingly, Aircare International also has a ‘travelling’ capability.

Jake Paini, Aircare International’s Director of Sales, says: “We run travelling classes, at four locations, around once a quarter. Uniquely, we also provide custom training, where we might visit a large operator for up to three days and train their people as a group on our mobile simulators.”

Gill says clients normally visit one of FlightSafety’s centres, but occasionally its instructors visit them. “At our centres we can do many more things realistically, like pulling windows and using supplemental



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## CABIN SAFETY TRAINING

oxygen systems, but everyone has to be incredibly careful not to damage anything in a customer's airplane." He notes that training on a customer's aircraft nonetheless has the benefit of familiarising crews with the specific details of an individual cabin.

### Full motion

Based in the UAE, Spatial builds and supplies cabin crew trainers. "We offer a complete range of cabin crew training solutions, typically including task-specific door trainers or service trainers as well as more fully fledged evacuation trainers," says Managing Director Marc Van den Broucque. "They are built using a combination of removed aircraft parts and replica parts fabricated using licensed OEM data. In the business aviation/VIP world, we've made training devices for Bombardier and Dassault aircraft, as well as the BBJ. Our latest VIP project includes a full B747 cabin, replicating the private aircraft of a royal family member.

"Every device we build is a bespoke product designed to meet our clients' needs. We've built training devices for virtually all aircraft types, including some on behalf of the OEMs for their own

training centres. These range from simple door trainers all the way up to highly advanced devices on motion platforms, with synchronised video and audio effects, fire and smoke, decompression and other aircraft failure scenarios. We also typically offer normal and abnormal door operations, including door jams, slide failures and so on."

Van den Broucque says avoiding aircraft damage is among several factors that make Spatial's equipment attractive. "Wear and tear on real aircraft is greatly reduced and there is an efficiency benefit where rather than needing to schedule training around aircraft availability, it can be properly planned and executed as needed. But the main benefit from a dedicated training device is the breadth of training available, including scenarios that are impossible to replicate economically on the aircraft – door malfunctions, fires and other emergencies among them."

A Spatial customer, Dynamic Advanced Training is based nearby in Dubai. Mark Kammer, Dynamic's Operations Director, says: "We are an independent cabin crew training organisation and after discussions more than ten years ago with business jet operators and others, we

decided to offer relevant training on a par with that available to the airlines.

"We use a business jet training device, a full-motion simulator, in which you can select pretty much any scenario you want. We call what we do reality-based training, where crews train in the environment in which they operate. When you place crew in the simulator, with all the sights and sounds running, full of smoke and shaking around during an 'emergency landing', they really get into the scenario, play their roles and understand what's required of them."

Dynamic Advanced Training has a BBJ simulator, and a Spatial-built generic business jet trainer, featuring a fully functional galley and operational emergency exit windows for the G550, G650, Global, Challenger, Falcon and Legacy, along with a full motion system, sound and visuals. And when it comes to training for ditching, Dynamic has a pool on site, complete with waves and wind for a fully immersive experience.

TAG Global Training's Elliott concludes: "To professional crew, every flight is an opportunity to showcase the best of what they do. And the safety element is performed from the moment they arrive at the aircraft to the moment they leave." ■

*FlightSafety International students hone their techniques for extracting passengers from the water after a ditching. FlightSafety International*







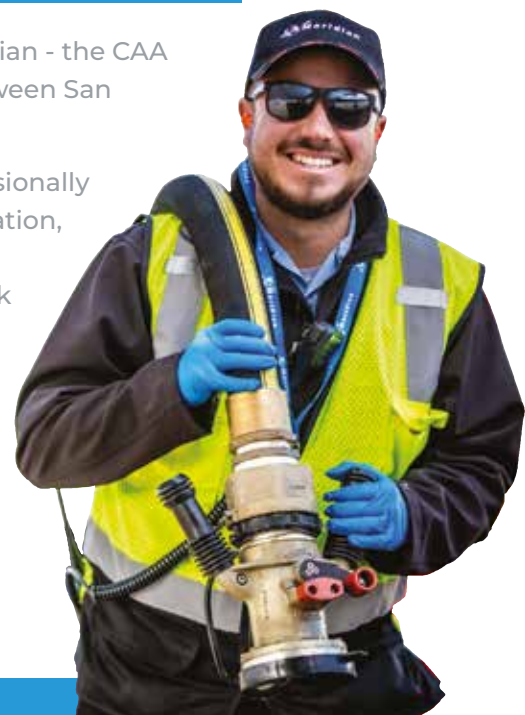
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Castle Air operates the Helishuttle service with AW139, shown here, and AW109 aircraft

# Helicopter, Hotel, Heritage

Already offering the unique Helishuttle service into the Edmiston London Heliport, London Biggin Hill Airport has added The Landing Hotel to its unique passenger and crew offer

**F**ew airports in the world can match the heritage embodied by the UK's London Biggin Hill. Truly epic moments in history have occurred and begun there, and today it is an epicentre for aviation and high-tech industry. Between those two extremes, heritage and the future, the airport is a

thriving business aviation hub offering unique access into central London and an array of supporting services. A day of events late in April provided the opportunity for *EVA* to tour The Landing Hotel and sample the Helishuttle service.

A hangar had been laid out for the annual London Centre for Technology, Aviation and Enterprise (LoCATE) gathering of local

business and civic leaders, with speakers reinforcing Biggin Hill's importance to the local economy. The backdrop of Global Express, AW109, Spitfire, de Havilland Dragonfly and PC-12 subsequently provided the setting for the launch of *Nine Lives: The Story of Biggin Hill*, a specially commissioned book detailing the airfield's history from its foundation in 1916 to the present day.

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### The Landing Hotel

Completed in all but detail just six weeks before *EVA* visited, The Landing Hotel is primarily intended for crews resting between flights. Some enjoy the facility's special six-hour rate that provides a room for sleeping and relaxing on short layovers, while most stay for one or a handful of nights; one crew was in the middle of a two-week stay.

The hotel combines convenience and comfort with straightforward elegance and sustainability. Everything, from the artwork on the walls to the bed linen and hall carpet has been carefully chosen and exudes quality, yet it is all functional, welcoming and, especially in the case of the reclining chairs gracing every bedroom, supremely comfortable.

General Manager Steven Thorne-Farrar was involved in the hotel's design from the beginning and the finished product very

much reflects his vision. That includes a small but well-equipped gym, a restaurant and bar, and 56 bedrooms. Crews save an hour or more in hotel transfer time compared to similar facilities in the closest towns, and pre-check-in means room keys may be handed to them on arrival at the airport, with no requirement for further checking in at reception.

The bedrooms feature 100% blackout curtains to help guests who need to sleep during the day, while extensive soundproofing keeps out airport noise, even though some rooms have, should a guest wish for it, the potential for watching the runway approach from bed. The restaurant and bar have spectacular airport views and yet, Thorne-Farrar says, a low whine is all that can be heard when a Global 7500 takes-off.

He places considerable importance on local sourcing, including two beers brewed

“down the road”, produce for the kitchens, and staff. Air Culinaire Worldwide, Biggin Hill's resident inflight caterer, runs the kitchens, serving food comparable in quality to its VIP aviation offer. Crews in from the US especially appreciate the fish and chips, and Thorne-Farrar describes the overall offer as exceptional. Significantly, our driver later told us how she and her colleagues occasionally arrive early for work, especially to make time for a Landing breakfast.

### Helishuttle

*EVA* opted for a spot of London sightseeing on the way from Biggin Hill to the Edmiston London Heliport at Battersea, but the usual flight time is six minutes. Castle Air operates the Helishuttle with Leonardo AW109 and AW139 helicopters. *EVA* sampled the latter, its cabin finished to a high standard with seven very comfortable passenger seats,



*The Landing Hotel, newly completed at London Biggin Hill Airport*



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*The Landing's rooms are furnished to a high standard*

deep carpet and central refreshment cabinet. Headsets are provided for all passengers for ease of conversation, but noise levels are surprisingly low and speaking across the cabin not at all difficult without the headset.

The remarkable view from the AW139's expansive windows make the flight seem even shorter, while the ride is very comfortable. The wettest of UK spring weather had grounded the helicopter during the morning and although the sky was far from clear, the craft's four-axis autopilot helped the two-pilot crew deliver a smooth

journey. There is inevitably some vibration in the cabin, but passengers familiar with helicopters will barely notice.

*EVA* managed a six-minute interview with Michael Jupp, Chief Pilot at Castle Air, before the flight; the conversation was brief – equivalent to a typical transfer into Battersea...

Jupp flies both the AW109 and AW139 and explains: "We have a diary for pre-booked flights, but we also react to ad hoc customer requests." It's a challenging scenario in which to operate a commercial business,

managing aircraft and crew availability, maintenance and weather.

"Monday to Friday we generally have crew on site and a helicopter ready to fly, giving us a go-now ability, especially if the customer is happy with a single pilot. Because the AW139 is configured with just seven passenger seats we are permitted to fly it single-pilot, but two pilots are often preferred, in which case we might need to get a second pilot in. If a customer wants two helicopters, we take a careful look at aircraft availability." (Were the AW139 equipped for nine or more passengers, multi-pilot crewing would be mandatory.)

Considering the weather, caution is the better part of valour. *EVA's* scheduled morning transfer to Biggin had been scrubbed for that reason and Jupp explained: "If we make the decision to cancel because of weather the customer is refunded and we do everything we can to help them, even if that means accepting the drive into London. We won't promise to have someone 'there for 10am' if the weather might prevent that and we won't allow ourselves to be pressured into flying in poor weather because we've promised the customer."

In most cases, weather decisions are taken early, and customers informed as far in advance as possible, helping manage

*The Landing's elegant yet simple bar and restaurant offer airport views*







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*Transfers from jet to helicopter can last only as long as it takes to walk from one to the other*

expectations and minimise disappointment and disruption. When the weather is good, and aircraft and crew available, Castle Air can be ready to move passengers within 15 minutes of a request to fly. It is not unusual for the paperwork to be in progress while the helicopter is pulled from its hangar, refuelled and prepared to go.

In many cases the helicopter may be parked adjacent to the customer's jet. Although it depends on Customs requirements, passengers regularly walk down the aircraft

steps, a few metres across the ramp and then step into the helicopter, arriving in central London little more than 30 minutes after landing at Biggin Hill. The service is so convenient that commuting from New York, say, to London is common. "They'll get the first helicopter out on the Monday morning, around 6.45am, and they're in their London office for 7.30," Jupp notes. "Then we'll fly them back out later in the week."

The Helishuttle is typical of London Biggin Hill's tireless efforts to meet the

needs of its business and VIP aviation customers, while The Landing offers a new level of care for their crews and other airport visitors. The LoCATE initiative signifies the facility's wider aviation and high-tech ambition, all set against the regular sight and sound of Spitfires and other warbirds. Whether it's the convenience of a six-minute transfer into London or the airfield's extraordinary heritage that's the attraction, London Biggin Hill is unique among business airports. ■



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# The Agusta Brand

*The AW609 TiltRotor*

Leonardo's VIP rotorcraft brand, Agusta offers an exclusive range of world-class helicopters and the unique AW609 TiltRotor, all supported by AGUSTA FOR YOU maintenance and service packages

**W**ith a fleet of more than 900 helicopters carrying out a range of passenger

missions including private and corporate transport, charter, scheduled services and VIP/government transport, plus a stable 45% share in the VIP multi-engine market over the last ten years, Leonardo is the global leader in the sector.

As recently announced during the world's largest helicopter industry trade show – Heli-Expo 2023 held in Atlanta, Georgia – the success of Leonardo's offer for the VIP/corporate transport market has grown further in Latin America with sales of three helicopters to SynerJet Latina, a new distributor responsible for Colombia,

Peru, Chile and Paraguay. SynerJet Latina, together with Sloane Helicopters for the UK and Ireland, and Kaan Air for Turkey, are the first exclusive distributors for Leonardo VIP helicopters leveraging the exclusive Agusta value proposition.

## **Italian style**

The launch of the Agusta VIP brand in late 2021 confirmed Leonardo's commitment to provide its private transport rotorcraft customers with aircraft of distinction and to stay at the forefront of the sector, with the fastest helicopters delivering the latest technology and highly customised solutions and configurations, all with inimitable Italian style.

The AGUSTA FOR YOU service and maintenance package for private operators is an integral part of Leonardo's VIP offer.

Already selected by several customers around the world, it provides a turnkey, complete coverage solution. Developed specifically to meet the needs of corporate rotorcraft operators, it increases aircraft availability and reduces inventory costs, while optimising expenses by covering scheduled and unscheduled maintenance of airframe, avionics and other items.

The AGUSTA FOR YOU plan is available for all Leonardo helicopters and offers the possibility for on-demand annual interior refurbishment, coverage of entertainment systems (parts and troubleshooting), unscheduled engine events (with guaranteed performance) and an engine loan service.

For customers who choose Leonardo facilities for their helicopter maintenance, the AGUSTA FOR YOU service plan provides





The AW119Kx

premium services including assistance in leasing a ‘replacement’ aircraft while the customer helicopter is in maintenance, fuelling arrangements, cabin cleaning service and direct ramp access when maintenance hangars are on a commercial airfield.

With the aim of progressively extending the availability of AGUSTA FOR YOU

across the global Leonardo service network, selected Leonardo helicopters Part 145 maintenance centres will be refurbished over the next two years with Agusta-branded sections, bringing premium services closer to VIP clients in key markets including Europe, the Americas, South Africa and Australia.

**The Agusta portfolio**

Leonardo’s VIP helicopters provide cutting-edge solutions, featuring Italian craftsmanship, advanced technologies, bespoke design and a high level of comfort.

**AW119Kx:** The fastest and most powerful single-engined helicopter, the AW119Kx

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*The AW109 GrandNew*

offers a unique combination of cost-effectiveness, high speed and flexibility. With its spacious, comfortable and elegantly appointed cabin, tailored to customer requirements, the AW119Kx offers more space than any other single-engined helicopter on the market. It comfortably accommodates up to six

passengers and has a large, separate baggage compartment.

**AW109 Trekker:** The latest multi-role light twin-engined helicopter, the Trekker guarantees superb utility through outstanding performance, payload and cabin space. Its flexible, large and elegantly designed cabin comfortably

accommodates up to six passengers. The helicopter is equipped with rugged skid landing gear, a state-of-the-art glass cockpit and several crashworthiness features for optimised safety. Its bright cabin also boasts effective soundproofing, providing passengers with a quiet, safe and comfortable flight, while the landing



*The AW109 Trekker*



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*The AW169*

skids mean the Trekker can take them almost anywhere, including mountains and unprepared sites.

**AW109 GrandNew:** Featuring a streamlined, stylish shape and interior elegance, the GrandNew is also equipped with advanced avionics. Its cabin can be arranged in a variety of configurations, ranging from a luxurious four-seat layout to a comfortable six-seat design. Wide sliding doors on both sides combine with electrically retractable steps to ensure easy access for all passengers, while the extended baggage compartment provides ample space for luggage.

**AW139:** The market leader in its class, the AW139 embodies elegance, style and sophistication and outperforms other intermediate helicopters in capability, speed and ride quality. Its large, unobstructed cabin can carry up to ten passengers in comfort and is easily accessible via an automatically deployed footstep. It also offers ample space for connectivity solutions, entertainment systems, dedicated workspace, a



*The AW139*

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refreshment area and stowage. It is an ideal corporate helicopter, suited to direct city operations.

**AW169:** Characterised by elegance, style, comfort and sophistication, the AW169's cabin easily accommodates up to eight passengers. It is designed for a relaxed flight with excellent soundproofing and an enhanced anti-vibration system. The AW169's unique-in-class cabin management system allows passengers to access and play their favourite media on board in a bright and comfortable interior. A dual-zone air-conditioning system makes

it possible to manage the cockpit and cabin temperatures independently. This is a perfect private or family aircraft for relaxed flying while on holiday or during leisure activities.

**AW189:** With the largest passenger cabin in its class, the AW189 accommodates up to 14 passengers in a spacious, relaxing environment. It can be equipped with lavish interior designs in which comfort, style and attention to detail deliver an unforgettable flight experience. Its class-leading speed and low internal vibration and noise provide exceptional passenger comfort. The

AW189 is the industry benchmark for luxury transport.

**AW609:** Combining the speed, range and altitude capabilities of a fixed-wing turboprop with the vertical take-off and landing versatility of a helicopter, the revolutionary AW609 TiltRotor will redefine point-to-point transport. Capable of flying above bad weather thanks to its pressurised cabin, the AW609 will move passengers in comfort and style. It will also maximise personal time by providing the quickest, most direct method of travel over distances up to 500nm. ■

The AW189







# JSSI's Growth Journey Continues

The addition of JSSI Aviation Finance to its offer earlier this year has continued JSSI's trajectory of growth

**J**et Support Services, Inc. (JSSI), is the largest independent provider of maintenance support and financial services to the business aviation industry. With a global footprint strengthened by more than 30 years of experience, it is now the trusted

partner for over 20% of the world's business jets.

Unexpected events are inevitable during the lifetime of an aircraft and, over time, maintenance can account for as much as 35% of an aircraft's annual operating budget. JSSI's hourly cost maintenance (HCM) programmes – available for

virtually all engines, APUs and airframes – give customers comprehensive, flexible and affordable tools for managing the unpredictable costs of operating and maintaining aircraft.

At a time when budgets are being scrutinised and demand has soared, HCM programmes help individual



400 vendors, JSSI has become the trusted single-source parts solution to operators worldwide.

**Maintenance tracking**

In 2021, JSSI entered the maintenance tracking business through the acquisition of two of the leading providers, Traxxall and SierraTrax, and launched JSSI Maintenance Software. The company continues to disrupt the maintenance space, offering integrated and innovative net-new solutions including MRO software and parts inventory management system.

A priority for JSSI is to service the broker/dealer community and financial institutions, providing transparent data and extending their technical service to offerings beyond maintenance programmes. JSSI’s Conklin & de Decker software allows for objective benchmarking of operating cost and performance data across virtually all business aircraft. The company’s Advisory Services arm provides appraisals, asset inspections, and maintenance event oversight.

The launch of JSSI Aviation Finance earlier this year marks the latest milestone in the company’s innovation journey. Through a specialty finance unit, JSSI offers customised asset-based financing solutions to fill a gap in the global market, providing an alternative to traditional financial institutions.

Learn more at [JETSUPPORT.COM](http://JETSUPPORT.COM)

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- **Maintenance Software**  
Innovative digital tools that deliver actionable maintenance intelligence to enable better maintenance decisions
- **Conklin & de Decker**  
Impartial and accurate data to deliver full transparency into real-world aircraft operating costs and performance specifications
- **Advisory Services**  
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- **Aviation Finance**  
Customised asset-based financing solutions for business aviation

owners and large fleet operators achieve greater economic flexibility, improve maintenance budget stability, assert more control over their fleet and make it easier to secure maintenance shop slots.

In the last few years, JSSI has strategically expanded to deliver a new level of maintenance intelligence to the aviation community, driving savings and efficiencies for operators worldwide. JSSI leverages deep technical experience, buying power and objective data to simplify the complexities of aircraft maintenance and deliver peace of mind for owners and operators.

Launched in 2014, JSSI Parts & Leasing has grown exponentially to support more than 10,000 maintenance events annually for virtually all business aircraft types. With over 60,000 parts in stock, in excess of 60 engines and APUs available for lease, and a global network of more than





# The Application of Experience

Africa's Bestfly and Krimson Aviation have formed BFK Aviation to support new aviation markets, beginning in Guyana

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*Bestfly's Nuno Pereira, left; Krimson Aviation Vice-chair, deputy CEO and acting CFO Morry Davis, centre; and Xen Aviation's Ronaldo Alphonso sign the partnership agreement between BFK and Xen. BFK Aviation*

**O**n 27 February, Angolan operator Bestfly and Addis Ababa, Ethiopia-headquartered flight support, charter and aviation consultancy Krimson Aviation revealed a new joint venture, BFK Aviation, initially for operations in Guyana. Its remit is to support industry evolution and growth in emerging markets around the globe, drawing on experience gained in the African market. And BFK has already signed its first partnership agreement, with Georgetown,

Guyana-based operator and aviation services provider Xen Aviation.

An IS-BAO recognised operator, Bestfly runs a mix of turboprops, executive jets, regional airliners and helicopters, and operates commercial scheduled routes to Cabo Verde. Bestfly co-founder and CEO Nuno Pereira explains why Africa's leading business aviation companies are working together in South America.

"Bestfly's five-year expansion plan had achieved as much as it could in Angola, but we wanted to continue growing. The Bestfly-Krimson partnership – now BFK

Aviation – was a no-brainer because Bestfly is establishing joint ventures and partnerships around the world, and it was a very good opportunity to integrate our growth strategy. It was an easy decision to expand Bestfly's footprint to Guyana, in partnership with our Ethiopian colleagues."

Dawit Lemma, CEO at Krimson Aviation, adds: "We'd been working on an opportunity in Guyana since early 2022. The country is developing an oil, gas and petroleum – OGP – production capability and we saw an opportunity to come in and use our expertise to provide ground services

## “It was an easy decision to expand Bestfly’s footprint to Guyana, in partnership with our Ethiopian colleagues”

to the OGP providers. The local operator was interested not only in ground handling, but also flight operations. That’s when our thoughts turned to Bestfly. We are very familiar with Bestfly’s capabilities in Africa, and we had a common interest, given Bestfly’s status as a key stakeholder in oil and gas support in Angola.”

Pereira continues: “Guyana’s language and culture are similar to Angola’s, and this is another reason we wanted to work there. Its growing OGP sector needs experience to launch its aviation support and BFK is taking a holistic approach to delivering that. Reflecting the philosophies of Bestfly and Krimson, BFK does not plan to come in, win a contract for four or five years, and then leave. We want to establish a legacy, create a differentiator in the market, value for the people – and, of course, make money. And our focus goes beyond OGP to

scheduled regional services, maintenance, ground handling, FBO, cargo handling, then capacity building, training and consultancy; we want to develop the country’s aviation sector to benefit the whole community.”

### Back home

Meanwhile, back in Africa, while Lemma admits there is still much to do, he also notes that Krimson and Bestfly are well placed for expansion. “You could count the continent’s aviation powerhouses on the fingers of one hand, yet there are 54 countries in Africa. I would love to be able to say that African FBOs, maintenance facilities and aircraft operations are, if not on a par, at least somewhat on par with the rest of the world. But they are non-existent outside five countries.

“Outside of what Bestfly is doing in Angola and what we’re doing in Ethiopia,

the rest of the African story is really a void. We would like to change that, but it must be done in the right way with the right commitment. Africa is a long-term commitment, and we are slowly but surely attracting the OEMs and some MRO interest, but it will be a long time before we are on a par with developed business aviation sectors.

“We are also looking at creating a Krimson FBO chain and studying Ghana, not just for an FBO, but also within the bigger picture, as our West African springboard. We’re in discussions to set up an office there to manage the region because we believe Ghana is aligned with many of our criteria. Ghana will be more than an FBO: it will be our first base outside Addis Ababa. And, with Bestfly in Senegal, there’s an opportunity for us to ‘own’ that corridor, that coastline from Ghana all the way west up to Senegal and everything in between.” ■



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# Worth a Thousand Words

Helmut Harringer is marking the tenth anniversary of JetPano, his specialist aviation photography company

**A**ustrian photographer Helmut Harringer founded speedlight.at in 2008. JetPano emerged out of that initial company in 2013, taking its first job that May. “I photographed a Legacy 600 for AirX in Basel,” Harringer recalls. “AeroVisto is now refurbishing that same aircraft and I’m photographing it again in May, which will make for a nice tenth anniversary.”

Harringer launched JetPano as a standalone aircraft-only photography brand in 2016 and has now photographed more than 200 aircraft for 24 clients. His expertise behind the camera, whether shooting stills or video, extends from cabin and cockpit to atmospheric exteriors and air-to-air missions.

Embraer holds an important place in JetPano’s customer list and Harringer is especially proud of photographing the

company’s historic demonstrator fleet of Phenom 100 and 300, Legacy 450 and 500, and Lineage 1000E in cooperation with Atlas Air Service. He also created the Praetor 600 press images for NBAA-BACE in 2018.

There is an adage that says that a picture speaks a thousand words. This selection of Harringer’s work proves that point, albeit reinforced by a few words from his clients. ■

*“Helmut has been our preferred photographer since 2018. We use his professional services for our charter fleet and our sales inventory. The quality of his work and his reliability, combined with short-notice availability and state-of-the-art equipment, make him a high-value asset for our sales and marketing department”*  
**Michael Axtmann, Commercial Director, FAI rent-a-jet**



*“When it comes to shooting completed projects, Helmut Harringer has been our first choice for a long time now. We appreciate his flexibility and highly professional work, and he always looks for new ways to set our work in the best light. In recent years we’ve shown customers worldwide that at AeroVisto we combine the very best interior skills with lots of passion, and that message has been delivered in part thanks to Helmut’s great photographs and videos”*

***Carsten Matthiesen, CEO, AeroVisto Group***

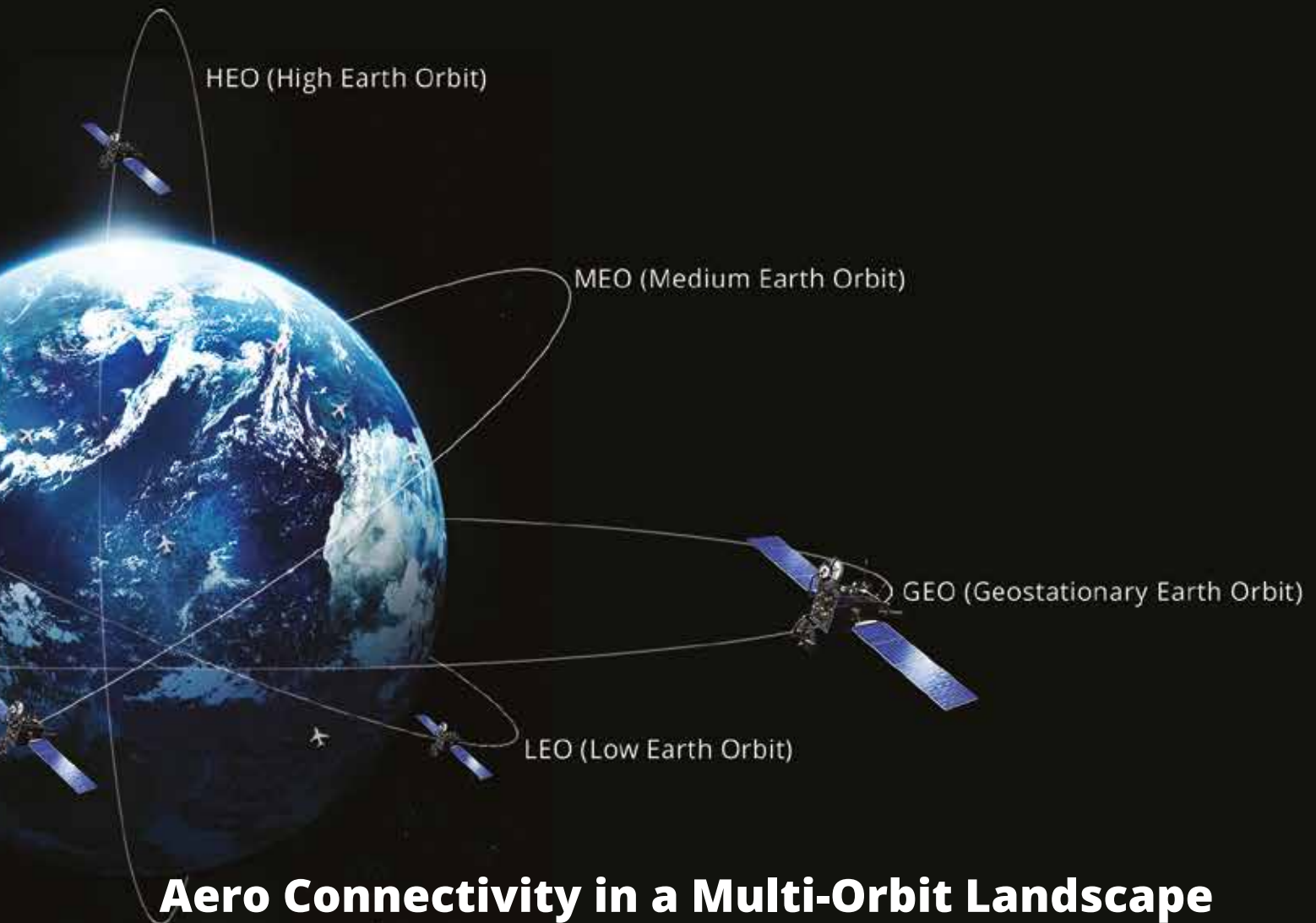






*“As an agency, we love working with Helmut Harringer when we have aviation company marketing assignments. We sleep well knowing Helmut is assigned to a shoot, because we know we’ll get footage we can work with and sharp, perfectly lit and post-processed photographs that make it easy for us to complete a project. Helmut is very responsive to our special requests and when he is on location in an airplane he thinks along with us, providing us with wonderfully effective material”*

***Martin Waletzko, Managing Director, WEYOU***



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