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Picture: L/R: Andrew Jones, Chairman - PATA; Suthesh Balasubramaniam, Managing Director - Sri Lanka Tourism Promotion Bureau; Dr. Chris Bottrill, Dean of the Faculty of Global and Community Studies, Capilano University; Mr Faez Fadhilillah, CEO and Co-founder - Tripfez; Ms Sarah Mathews, Head of Destination Marketing APAC - TripAdvisor; Mr Peter Semone, Senior Advisor - Lao National Institute of Tourism and Hospitality (LANITH); Dato' Haji Azizan bin Noordin, CEO - Langkawi Development Authority (LADA), and Dr. Mario Hardy, CEO - PATA.

PATA honours industry shapers at PATA Annual Summit 2017

BANGKOK, May 23, 2017 The [Pacific Asia Travel Association](#) (PATA) has presented a series of awards in recognition of contributions made to the responsible development of travel and tourism in the Asia Pacific region.

The following awards were presented during the [PATA Annual Summit 2017](#) in Negombo, Sri Lanka: PATA Life Member, PATA Award of Merit, PATA Chairman's Award, PATA Face of the Future Award, a PATA Certificate of Appreciation, and the PATA Honorary Membership Award.

“PATA understands that the success of any destination is dependent upon its people. Therefore it is only appropriate that we take the time to recognise some of the individuals that have contributed to our industry,” said PATA CEO Mario Hardy. “I would like to congratulate all the winners for their valuable contributions and also thank them for their continued support to both PATA and the travel and tourism industry.”

PATA Life Membership was awarded to Dato' Haji Azizan bin Noordin. This is the Association's highest individual honour and recognises significant leadership and invaluable dedication to PATA.

Dato Azizan Noordin is the Chief Executive Officer of Langkawi Development Authority (LADA). He is the former Deputy Director-General (Promotion) of Malaysia Tourism Promotion Board (Tourism Malaysia), responsible for overseeing the operations of the organisation and the promotional efforts all 44 Tourism Malaysia overseas offices. He led Tourism Malaysia sales missions overseas and has been a key speaker at many international tourism seminars and conferences.

The PATA Awards of Merit are reserved for individuals who have consistently contributed to PATA and the PATA Chapter network over an extended period. This award was presented to Mr Peter Semone, managing partner of the strategic advisory organization, Destination Human Capital, and founder of the internationally acclaimed Lanith - Lao National Institute of Tourism and Hospitality vocational school in Lao PDR.

Mr Semone has also acted as Chief Technical Adviser and Team Leader for European donor and Asian Development Bank projects. He also consults for United Nations agencies including the World Tourism Organization (UNWTO) and the International Labour Organisation.

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Acropolis Aviation names Tina Ross as their new Charter Sales Executive

Acropolis Aviation is delighted to announce the appointment of Tina Ross as their Charter Sales Executive, based at the company's Farnborough Airport, UK headquarters.

Bringing over two decades' experience in the private aviation sector and with a clear understanding of what the brokerage community expects from charter operators, Tina previously worked with Hunt and Palmer, focusing solely on executive aviation. Prior to that, she held the role of charter broker at Business Air Centre (BAC) for eight years, thereafter joining charter brokerage JetAir for a further seven years. Both these companies have given her valuable experience in both commercial and executive aircraft broking.

“I am delighted to join the Acropolis Aviation team and look after charter sales on the flagship Airbus ACJ319 G-NOAH. The aircraft is as beautiful and as popular for long haul VIP charters today as when it first arrived at Farnborough in 2010. This is testimony to the great care and attention the dedicated team place on the aircraft. Acropolis was a very appealing opportunity to make the switch from charter brokerage because of their firm focus on customer service, and always going that extra mile for clients.”

“Having a broking background is very useful as there's a lot of crossover, particularly in terms of geographical and airport knowledge as well as understanding the complexities of the long itineraries and last-minute requirements of clients looking to charter a VIP airliner. It enables me to pre-empt the information that the broker will require and anticipate the questions they will ask,” she said.

“We are very pleased to welcome Tina, with her fine pedigree in business aviation expertise, to the fold,” added Jonathan Bousfield, CEO of Acropolis Aviation. Acropolis Aviation will once again be exhibiting at the forthcoming EBACE Show in Geneva during 22nd to 24th May 2017.



Vector Aerospace showcasing its customer-focused MRO solutions at EBACE2017, Europe's biggest bizav event

Geneva, Switzerland Vector Aerospace, a global independent provider of aviation maintenance, repair and overhaul (MRO) services, will be highlighting its broad range of customer-focused support solutions at this year's European Business Aviation Convention & Exhibition (EBACE2017), being held in Geneva, Switzerland, during May 22-24. EBACE is Europe's premier business and general aviation trade show, held annually.

Sales and customer support specialists from Vector's global team will be on hand at booth #K118 to discuss with operators, owners and OEMs how Vector can support their specific MRO requirements with tailored, cost-effective solutions.

Vector offers OEM-approved support for a wide range of business aviation powerplants, from the Pratt & Whitney

Canada (P&WC) PT6A turboprop to the PW300 turbofan, along with engine management solutions such as its V_{MAX} program for the JT15D and PT6 families. Vector also supports a broad fleet of popular helicopter models, with capabilities covering airframes, dynamics, engines, avionics and completions.

Commenting ahead of EBACE2017, Declan O'Shea, President & CEO, Vector said: "This show gives us an ideal opportunity to highlight how the team at Vector Aerospace supports the business and general aviation community each and every day, not only in Europe but also globally. We will shortly be announcing an expansion of our service center network with additional European locations, reaffirming our commitment to supporting local operators 24 hours a day, seven days a

week."

Vector will be holding a customer appreciation cocktail reception on its booth (#K118) during the first day of EBACE2017 (May 22nd), at 3.00 pm. We invite our existing customers and new clients alike to drop by and learn why Vector is trusted to set the standard of customer service by thousands of operators worldwide.



...From Pg 1

The PATA Chairman's Award was presented by outgoing Chairman Andrew Jones to Ms Sarah Mathews, Head of Destination Marketing APAC TripAdvisor.

Born and raised in Hong Kong SAR and fluent in Mandarin and Cantonese, Sarah has spent most of her life living in Hong Kong SAR, Beijing and Australia giving her a deep understanding of the region. Her career started with Cesar Ritz Colleges and then eventually joined the London team for the Hong Kong Tourism Board and Visit Flanders where she held positions in MICE and international marketing. Her role with both organisations meant regular contact with industry partners and working together to drive awareness of each of the destinations.

The PATA Face of the Future award for 2017 was presented to Mr Faez Fadhilillah. This award is presented annually to an exceptional 'rising star' in the industry, having exhibited initiative and leadership in the advancement of tourism as well as demonstrating a

commitment to the sustainable development of the Asia Pacific travel industry in line with PATA's mission. It is the most prestigious honour for young tourism professional in Asia Pacific.

Mr. Fadhilillah is the CEO and Co-founder of Tripfez, an innovative, state of the art travel portal dedicated to the rise of global Muslim travellers. Named as one of Forty Individuals Who Shaped Southeast Asian E-Commerce by EcommerceIQ, he was named 30 under 30 by Forbes magazine in 2016, 40 Under 40 by Prestige, Top 10 Young Entrepreneur Rising by Top 10, People to Watch 2016 by TTG as well as the Most Innovative Young Leaders Award 2016 by UCSI. Heading the brand of Tripfez and Salam Standard, Faez advocates the concept of localising the travel experience through information enabling travellers to make an informed decision.

The PATA Certificate of Appreciation was awarded to Dr. Chris Bottrill for his work in leading governance revisions to align strategic efforts of the organization in order to engage a broader base of

membership.

Dr. Bottrill is the Dean of the Faculty of Global and Community Studies at Capilano University in North Vancouver, Canada. He holds a PhD in tourism network and destination development. Chris oversees programming and development in tourism and hospitality fields in a complex portfolio that includes five academic schools, international projects, and aboriginal education programming. He has taught a wide array of tourism topics including destination development, sustainability, marketing, and entrepreneurship at universities in Canada, New Zealand, the USA, and Austria.

The Honorary Membership Award is given to the official host to recognise their valued contributions as well as to encourage their continued interest in PATA. This year, the Honorary Membership Award was presented to Mr Suthesh Balasubramaniam, Managing Director of Sri Lanka Tourism Promotion Bureau, the host of PATA Annual Summit 2017.

NEW FANS-1/A DATA LINK UNIT ADDS VOICE CAPABILITIES; OFFERS FLEXIBILITY IN THE FLIGHT DECK

TrueNorth's DLU-vox to provide ACARS/CPDLC and Voice capabilities in a small, lightweight, standalone form factor



Photo Caption: TrueNorth introduces new FANS-1/A Data Link Unit Adds Voice Capabilities; Offers Flexibility in the Flight Deck

GENEVA21 May 2017 TrueNorth, an SD Company, will introduce a new FANS-1/A over Iridium data link unit (DLU) with voice at EBACE 2017 **Booth S80**. *DLU-vox*, will provide data link capabilities (ACARS, ADS-C, and CPDLC) plus flight deck safety voice capabilities in a small, lightweight, standalone form factor. The new DLU-vox has the same dimensions and footprint as TrueNorth's existing FAA TSO-C139a Data Link Unit (DLU), and will give operators cost effective options for a data only (DLU) or a data and voice solution (DLU-vox).

Committed to integrating the most effective technologies into its products, TrueNorth continues innovating to give flight crews critical communications capabilities. "Our focus is to consistently improve the user experience, be it in the cabin or the flight deck," said Mark van Berkel, general manager, TrueNorth. "Our new DLU-vox will allow operators to better manage their workload. Text-based contact with air traffic control reduces communication errors, and a

channel of enhanced quality voice provides added flexibility. Both will help foster smooth flight operations."

Based on TrueNorth's flagship data link unit aviation's most popular Iridium-based FANS-1/A solution, with more in service and more STCs than any other system the DLU-vox is a lightweight, standalone device for the flight deck. Following in the footsteps of the first and only, FAA, CAN and EASA TSO certified system for FANS over Iridium, the product is designed to fully comply with current and foreseeable TSO specifications. Additionally, DLU-vox will be compatible with a variety of MCDUs (multipurpose control and display units) and FMS' (flight management systems). Both products simplify pilot to controller communications, to increase efficiency in congested airspace.

"The DLU-vox is an important addition to our product portfolio," says Chris Moore, chief commercial officer at Satcom Direct. "FANS-1/A capabilities offer clear operational and business benefits. Pairing

DLU-vox with SD services, like our FlightDeck Freedom application, gives operators the ability to work more effectively, fly more efficient routes and reduce fuel costs; significant considerations that are important to both pilots and aircraft owners.

A distinguishing feature of the new system is enhanced voice quality, which contributes to safer flight operations by providing clearer voice than traditional HF radio. Supporting simultaneous data and voice transmissions through a dual element Iridium antenna, the DLU-vox enables operational efficiencies, allowing pilots to talk and use the text-based interface at the same time.

Notes van Berkel, "Part of our mission is to provide flight crews with the most effective means of communicating with ATC, ground operations and other aircraft without disrupting cabin communications. Through the direct connection into the flight deck voice system, DLU-vox gives pilots the ability to communicate in a manner that best dovetails with their own working routines.



CANADA

Keeping Health Care Professionals Safe on the Job

Ontario Moving Forward with Recommendations to Prevent Workplace Violence

Ontario is continuing to enhance safety for health care professionals at work by implementing recommendations from the [Workplace Violence Prevention in Health Care Report](#), released today.

Due to the nature of their work, health care workers, including nurses and doctors, face a number of workplace hazards such as exposure to infectious diseases, ergonomic hazards, slips, trips and falls, as well as violence.

Ontario's Workplace Violence Prevention in Health Care [Leadership Table](#) endorsed 23 recommendations and outlined further practical steps needed to make hospitals safer, reduce incidents of workplace violence in hospitals and across the health sector and change attitudes around safety for health care workers.

Ontario is making progress on a number of these recommendations, including:

- Developing resources and supports to help hospitals create a psychologically safe and healthy workplace based on the Canadian Standards Association

- Creating a campaign aimed at increasing awareness and preventing workplace violence amongst health care professionals, including nurses

- Increasing supports for patients with known aggressive or violent behaviours

- Creating reliable reporting systems for workplace violence incidents

- Posting information about all government fines against employers in health care under \$50,000

The Leadership Table will continue to work on recommendations to help prevent violence against all hospital workers and the broader health care sector. Protecting the health and safety of health care professionals is part of our plan to create jobs, grow our economy and help people in their everyday lives.

QUICK FACTS

Ontario's Workplace Violence Prevention in Health Care Leadership Table brought together key stakeholders and experts, including patient advocates, to help develop the recommendations in this report focused on preventing violence against nurses.

Since 2003, Ontario's annual rate of workplace injuries has dropped by more than 50 per cent, making the province's workplaces the safest in Canada and among the safest in the world.

The health care sector represents 11.7 per cent of Ontario's labour market and is the largest sector impacted by violence in the workplace.

Violence claims make up 11 per cent of the lost-time injuries in hospitals.

QUOTES

"Violence in our workplaces will not be tolerated. Progress on workplace violence in health care cannot wait it is an urgent and serious issue. Together, our government and all its partners in the health care sector and the occupational health and safety system need to ensure workers have a safe and healthy workplace, and ensure they will return

home to their loved ones safe and sound after a hard day's work. By putting forward these recommendations, Ontario is moving towards delivering real, positive change for our health care workers."

Kevin Flynn, Minister of Labour

"Workplace violence is never acceptable.

Our government is committed to continuing to work with our health sector partners to prevent workplace violence and ensure that patients and health care providers have the supports they need."

Dr. Eric Hoskins, Minister of Health and Long-Term Care

"Violence cannot be tolerated in our workplaces. The workplace violence progress report is a step in the right direction to prevent violence in health care. I look forward to the continued development of practical solutions to ensure health care workers and our patients are safe."

Linda Haslam-Stroud, RN, President, Ontario Nurses' Association

"Ontario hospitals strive to create and maintain a safe work environment for all employees, enabling high quality care to patients and clients. I am proud of the ongoing commitment shown by our member hospitals and partners in preventing workplace violence. No one should be subject to violence in the workplace."

Anthony Dale, President & CEO, Ontario Hospital Association



CANADA

Celebrating Ontario's 150th Anniversary at Ontario Place Province Invites Everyone to Visit Ontario Place in 2017

Ontario Place will be at the centre of the action this summer as the province celebrates its 150th anniversary, with four free festivals to mark the milestone.

People can rediscover Ontario Place with a different themed event every long weekend this summer:

Starting today and running until Victoria Day, May 22, the [Culinary Ontario festival](#) will highlight the best of food and drink from across the province.

During the Canada Day weekend from June 30-July 3, the Heritage Ontario festival will celebrating the heritage, culture and traditions of Ontario through music, interactive exhibits and food.

Over the Simcoe Day weekend, August 4-7, an Arts & Music festival will explore all forms of artistic expression with a focus on Ontario and newcomer artists.

On Labour Day weekend from September 1-4, the Active Ontario festival will inspire visitors to experience a variety of outdoor sports and healthy lifestyle activities, and offer families ways to get outside and explore what Ontario has to offer.

In addition to these festivals, there are almost 1,000 Ontario150-funded ways to celebrate our sesquicentennial across the province. Highlights include:

From May 20 to September 4, Ottawa's ByWard Market will be transformed into [Inspiration Village](#) featuring street performers, musical acts, educational exhibits and a sea of sea containers.

[Doors Open Ontario](#) is offering expanded programming in cities and towns across the province to showcase Ontario's

architecture and history in honour of the sesquicentennial.

[Wild Ontario](#) continues at the Butterfly Conservatory at the Niagara Parks Commission, highlighting the province's incredible biodiversity -- featuring everything from a barn owl to an American kestrel and a black widow spider.

On June 1, [The Roberta Bondar Foundation](#) will launch its travelling exhibition, Light in the Land - The Nature of Canada at Science North, Sudbury. Consisting of fine art photographs by Dr. Roberta Bondar, the exhibition was created specifically in honour of the 25th anniversary of her flight into space.

[SESQUI](#) launches its Ontario-exclusive community tour at Toronto's Regent Park, June 21 to 25, before travelling around the province, and will offer audiences of all ages a true 360° immersive experience through the 20-minute film HORIZON, which showcases Canada's awe-inspiring landscapes, diversity of perspectives and artistic talents.

[Luminato](#) runs June 14 to 25 in Toronto and features an Ontario150-funded opening night tribute to the immeasurable power, passion, beauty and resilience of Indigenous women through music and dance in David Pecaut Square.

For more information about how the province is celebrating this anniversary, visit the [Ontario150 website](#) and try the new interactive map to see what is happening in communities across Ontario. Investing in programs, infrastructure and events for Ontario's 150th anniversary is part of our plan to create jobs, grow our economy and help people in their

everyday lives.

QUICK FACTS

The new Urban Park and William G. Davis Trail at Ontario Place will open in June 2017.

Ontario is recognizing the historical significance of 2017 with [Ontario150](#), a year-long commemoration that honours Ontario's past, showcases the present and inspires future generations.

In addition to Ontario Place, many of Ontario's agencies and attractions, such as the Royal Ontario Museum, Science North, and the McMichael Canadian Art Collection, are hosting Ontario150 events and offering customized programming this year.

In celebration of Ontario's 150th anniversary, the province has released a new recording of [A Place to Stand \(Ontario Song\)](#), the province's unofficial anthem. English, French, and bilingual versions of the song are available, as well as lyrics, sheet music and choral arrangements.

Every year, Ontario's festivals and events attract tourists, support tens of thousands of jobs and generate millions of dollars in revenue.

QUOTES

"I am thrilled to be kicking off the first long weekend of summer at Ontario Place an exciting and vibrant destination to celebrate Ontario's 150th anniversary. This summer, I encourage people to enjoy festivals and concerts here, at this iconic location, and in every corner of the province as we recognize our 150th year, explore our heritage and have fun."

Eleanor McMahon, Minister of Tourism,



Aircraft Interiors Expo, Long Beach is the only dedicated aircraft interiors event held in the fall showcasing cabin interior designs and passenger services of tomorrow, brought to you by the organisers of Aircraft Interiors Expo in Hamburg.

The event will be co-locating again with APEX EXPO and IFSA EXPO to create the largest showcase designed to meet the needs of airlines and suppliers specialising in cabin interiors, inflight entertainment & communications, food & beverage and food service equipment.

The co-location of AIX, **APEX EXPO and IFSA EXPO** was a huge success when we joined forces previously in the USA, which attracted representatives from **over 100 international airlines** and **more than 300 exhibiting suppliers**.

DANISH SUPERSTAR CHRISTOPHER JOINS WARNER MUSIC'S BETH APPLETON, SIMON ROBSON AND JONAS SILJEMARK FOR KEYNOTE AT MIDEM 2017



midem
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Palais des Festivals, Cannes,
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AFBAA CELEBRATES FIVE YEARS WITH LAUNCH OF AFBAC EXPO AND ACCESS AFRICA

The African Business Aviation Association, AfBAA, today marks its fifth anniversary having launched on the 15th May at EBACE 2012. To celebrate the successful establishment of the dynamic organisation AfBAA will be launching AfBAC EXPO, Africa's first dedicated Business Aviation Conference, Exhibition and Static Display, at the African Pavilion **Booth V70** during this year's EBACE.

AfBAC EXPO will take place in Johannesburg, South Africa from 29 November until 1 December, 2017 and will be of interest to any international professional or business operating, or planning to operate in Africa.

The conference objective is to inspire and inform through a variety of mediums including authoritative presentations from industry leaders, dynamic panel discussions from experts in their field, video presentations from international companies, and a selection of workshops that will discuss current topics affecting business aviation development in Africa. Training sessions on safety and regulation will run in parallel, as will an afternoon session dedicated to the booming area of remotely piloted aerial systems, RPAS. Building on the success of the AfBAC 2016 conference, content will also be delivered by professionals from outside the aviation sector who will discuss alternative business concepts, and their potential application within the aviation arena.

Once again networking and participation will be encouraged with a programme of social events taking centre stage, whilst during the conference interactive polling and digital questioning will provide delegates with the opportunity to share their feedback in real time.

"We have achieved much in five years, but we know there is still much to do as our journey has only really just begun," said Tarek Ragheb, Founding Chairman of AfBAA. "We recognise that aviation in Africa doesn't work in global or commercial isolation, which is why we are launching AfBAC EXPO at EBACE. We want to bring together international professionals to share experience and knowledge in a dedicated environment.



With Europe's strong connections to the continent, we're hoping to garner a lot of interest during EBACE," he added.

AfBAC EXPO will also incorporate an exhibition area for companies wishing to showcase the latest innovations, products and services, as well as a static display which is expected to include around 15 aircraft from international OEMs and local operators. Site visits to FBOs and operators at Lanseria Airport will be part of the schedule. It is anticipated that the event will welcome visitors representing the full spectrum of the business aviation sector.

First Access Africa to take place at EBACE

Access Africa, a new international initiative from AfBAA, is also launching at EBACE. The forum has been created to facilitate better understanding of what is required to undertake business within the African business aviation sector. The plan is for the new event to be held during international aviation conferences around the globe. During the 90-minute session, attendees will be transported to Africa, through a trio of concise presentations from leading African business aviation experts, who will outline local issues, share anecdotal experiences, detail what works, and importantly what does not; as well as highlight the points to consider

when taking the first steps into Africa. At EBACE these will be Segun Demuren from Nigeria's EAN Aviation, Nuno Pereira from Angola's Bestfly and Gavin Kiggen of ExecuJet South Africa. The informal nature of the forum is designed to stimulate frank discussion, open questioning and interaction that will address key concerns from the audience. "One of AfBAA's guiding principles is to raise awareness of the continent's potential and that is what drives us to create these types of events. We are aware that many European companies are interested in developing African business but don't necessarily have the information they need to hand. Access Africa is about providing tangible, practical information to support these professionals' endeavours," says Rady Fahmy, CEO of AfBAA. Access Africa is the second international event organized by AfBAA, the first being the annual African Pavilion at EBACE, and represents the sixth event in the growing portfolio of AfBAA meetings. Access Africa will take place on Monday 22nd May in Conference Room L of PalExpo, Geneva. There are limited places available for the free event which can be registered for at <http://www.afbaa.org/events/afbaa-access-africa-2017?destination=/events> www.afbaa.org



Manitoba Ombudsman Manitoba Ombudsman releases 2016 annual report

Manitoba Ombudsman Charlene Paquin has released her office's annual report for 2016. The report highlights the work and accomplishments of the office under the Freedom of Information and Protection of Privacy Act, the Personal Health Information Act, the Ombudsman Act and the Public Interest Disclosure (Whistleblower Protection) Act. "This report touches on some of the formal investigations we concluded in 2016, as well as some of our other activities, such as outreach and the development of new resources," said Paquin. "Our annual report remains a valuable way for us to share information about the work we do with the legislature, government organizations and the public." The report is available in English and French on the ombudsman's website at www.ombudsman.mb.ca. Print copies are available by contacting the office at 204-982-9130, 1-800-665-0531 or ombudsman@ombudsman.mb.ca. Manitoba Ombudsman is an independent office of the Legislative Assembly of Manitoba that promotes and fosters openness, transparency, fairness, accountability and respect for privacy in the design and delivery of public services. The office investigates complaints about access to information and privacy matters, the fairness of government actions and decisions, and serious wrongdoings that may have occurred