

WINGS CHAMBER

Monthly Free Distribution / www.wingschamber.com

RNI No- MAHENG/2007/24625 . Regd No- MAH/ENG/11020/13/1/2007-TC . VOLUME - 14 ISSUE - 11 , THANE , MAY 2021 , PAGE 04

BRITISH AIRWAYS TRIALS DIGITAL QUEUING TECHNOLOGY

British Airways will be trialling new intelligent queuing technology from Qmatic, that will enable customers to virtually queue at check-in by pre-booking their slot time in advance of arriving at the airport.

The technology, that is optional for customers, will be trialled by British Airways for three months on selected flights departing from Heathrow Terminal 5. Customers will be sent an email before travel inviting them to book their personal check in time.

When it is time for a customer to check-in, the Qmatic system will notify them that it is their turn, allowing them to then simply go to the dedicated desk and the airline's customer service team will be able to assist. Customers who have not booked a check-in slot through Qmatic, can proceed as normal, or have the option to join a virtual queue when they arrive at the airport by scanning a QR code.

British Airways will be the first airline to trial Qmatic, which is currently used extensively in public sector, retail, healthcare and financial organisations around the world, including BP Service Stations, the Tate Modern and the Post Office in the UK, to help manage the flow of customers. Declan Pollard, British Airways' Head of Heathrow Customer Experience, said "In this new Covid-19 era we know that customers have been travelling less frequently than they normally would, and in most cases not at all. We understand many people will



feel unfamiliar with the airport journey, so we are committed to exploring how technology can simplify that experience for them.

This technology means that our customers can plan their departure knowing that they have a personalised check-in time. We think this technology, coupled with digital travel apps, will help efficiently manage the flow of customers in the airport at any one time and give our customers reassurance." Mark Brackley, Managing Director of Jade Solutions, the exclusive supplier of Qmatic in the UK, added "The intelligent queuing solution will provide British Airways' customers with the ability to add themselves to a virtual queue and see their position change in real-time, all from their phone. We are excited to be working with British Airways to trial this

technology."

Elsewhere, British Airways is also trialling digital travel apps to ensure customers meet the entry requirements for their destination before arriving at the airport. The airline's customers can currently use VeriFLY on all flights to the US, Canada and France as well as on all inbound flights and the airline has been assisting in the development of IATA's travel pass.

British Airways' customers also travelling to Cyprus, Germany, Greece, Italy, Spain and Portugal, can now also upload their negative Covid-19 test result and other documentation directly into ba.com for verification before travel.

British Airways will continue to explore how it integrates other technologies, such as VeriFLY, into its systems to further streamline the customer experience.

BRITISH AIRWAYS AIRLIFTS 27 TONNES OF URGENT MEDICAL AID FOR INDIA ON SPECIAL EMERGENCY FLIGHT, AS HUMANITARIAN CRISIS IN THE COUNTRY WORSENS



British Airways carries medical supplies during Coronavirus humanitarian crisis

· British Airways, supported by its sister company IAG Cargo, is flying 27 tonnes of medical aid to Delhi this evening, Wednesday May 5, 2021
· 1,349 items of aid will depart on an aircraft specially chartered by British Airways and supported by volunteers from the airline to ensure life-saving supplies reach the country urgently
· British Airways Chairman and CEO Sean Doyle says the airline has offered the free support as it "stands with its friends in India as the country endures one of the worst crises it has ever known"

As the humanitarian crisis in India worsens, British Airways has announced it will fly a Boeing 777-200 aircraft loaded with emergency aid to Delhi this evening to support the Indian government as the country continues to battle rising Coronavirus cases with dwindling oxygen supplies. The airline commissioned a special project team to organise the flight, which is due to leave on Wednesday May 5 at 5pm (BA257F), landing in Delhi at 5.45am (local time) on Thursday May 6. The aircraft is being loaded with more than a thousand items from the High

Commission of India and charities including Khalsa Aid International and the largest Hindu Temple outside of India, BAPS Shri Swaminarayan Mandir, in Neasden, London. The load includes hundreds of urgent life-saving oxygen cylinders and shipments of oxygen concentrators, respirators and blood oxygen saturation monitors. British Airways is also donating care packages for families in need. While IAG Cargo and British Airways have maintained a vital air link between London and India throughout the pandemic, sending aid on scheduled flights, this air lift is a special charter, fully funded by the two companies. Sean Doyle, British Airways' Chief Executive and CEO, said: "The British Airways family has been deeply affected by the terrible scenes in India of the deepening humanitarian crisis that has impacted the lives of many of our people. We are fortunate to be in a position to help transport aid and I am so proud of the volunteers from across the airline and IAG Cargo who have stepped up to make this happen. We continue to stand with our friends in

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An advertisement for the Vancouver International Wine Festival. It features a dark background with a close-up of a hand pouring red wine into a glass. The text "CANADA'S PREMIER TRADE AND CONSUMER WINE SHOW" is on the left, and "VANCOUVER INTERNATIONAL WINE FESTIVAL" with a wine glass icon is on the right.

ETIHAD AIRWAYS STARTS IATA PASS TRIAL ON FLIGHTS FROM ABU DHABI TO NORTH AMERICA

Guests travelling with Etihad Airways, the national carrier of the United Arab Emirates, from now until 31 May from Abu Dhabi to Chicago, New York, Washington and Toronto, will be the first to trial the IATA Travel Pass app to easily manage their travel health credentials.

Mohammad Al Bulooki, Chief Operating Officer, Etihad Aviation Group, said: "With the dynamically changing health requirements for travel, Etihad believes that a digital health passport solution will provide additional clarity and ease for travellers. Etihad has partnered with IATA so that together, a globally unified approach to a travel pass can be simplified to make travel easier once governments decide what regulations are required to cross borders in either direction."

To participate in the trial, guests simply download the IATA Travel Pass app from the Apple App Store and book an appointment with Life Diagnostics at Sultan Bin Zayed the First Street or BioGenix Labs at Masdar City. At the clinic, guests inform reception they are participating in the IATA Travel Pass trial and should be ready to show their passport and mobile device with the IATA Travel Pass app downloaded. Once the test result is ready,



Etihad starts IATA Pass trial

travellers will be able to view it on both the IATA Travel Pass app and through the testing clinic's own digital platform.

"Etihad Airways trial of IATA Travel Pass will help build confidence among governments and travellers that digital health apps can safely, securely and conveniently help restart aviation. The app gives travellers a one-stop-shop to help them comply with the new rules for travel, and for governments complete assurance in the identity of the passenger and the authenticity of the travel credentials being presented," said Nick Careen, IATA Senior Vice President for Airport, Passenger, Cargo and Security.

The IATA Travel Pass will enable Etihad's guests to create a 'digital passport' to receive Covid test results and

verify they are eligible to undertake their journey. Importantly, IATA Travel Pass will keep passengers in control of their data and facilitate the sharing of their test with airlines and authorities for travel. It will also make it convenient for passengers to manage travel documentation throughout their journey.

Guests participating in the IATA Travel Pass pilot will benefit from priority queue access at Life Diagnostics and Biogenix Labs for their PCR test, faster check-in at the airport and a free 90mb Wi-Fi voucher to use in-flight. Guest who do not wish to participate in the trial can continue to follow the existing method of sharing PCR test results with Etihad by presenting a printed copy of their results at check in.

ETIHAD AIRWAYS CONTINUES INDUSTRY LEADING RESEARCH AND TESTING FOR SUSTAINABILITY WITH FIRST ECOFLIGHT FOR 2021

17 April, Abu Dhabi – Rome service is first of many planned trials for 2021 under Etihad Greenliner Programme. Earth Day flight removes 1,731 pieces of plastic from service and reduces CO2 emissions by more than 1,925kg.

Operated on the signature Etihad Greenliner, the aircraft is completely carbon neutral for the entirety of 2021 (approximately 80,000 tonnes of CO2), in the first carbon offset programme in the region.

Abu Dhabi, United Arab Emirates – Etihad Airways, the national carrier of the United Arab Emirates, has operated its first ecoFlight for 2021, continuing research and testing under the Etihad Greenliner

programme to assess environmental sustainability initiatives during scheduled services. This is Etihad's fourth ecoFlight, operated on the airline's signature Greenliner aircraft which is fully offset for all operations through 2021 as part of the airline's mission toward carbon neutral flying.

The maiden 2021 ecoFlight, EY83, departed Abu Dhabi for Rome on April 17, testing a range of flight and engine optimisation initiatives, as well as onboard product enhancements to reduce weight and single-use plastics, with successful trials to be incorporated into regular scheduled operations. On board, the trial focused on

when we launched the Greenliner programme in partnership with Boeing, GE and other aviation leaders, then with our commitment to achieving net zero emissions by 2050 and halving our net emission levels by 2035. 'Since then, and throughout the pandemic we have remained on track, with a number of ecoFlights during 2020, as well as partnering with Boeing, NASA and Safran on the 2020 ecoDemonstrator programme. Now in 2021 we are stepping up our efforts so eco testing won't be confined to quarterly dedicated ecoFlights, but instead an always on, ever present part of operations to test, refine and implement sustainability initiatives. This kind of incremental, real world testing is the foundation of the Greenliner programme, which will allow us to continue R&D efforts into decarbonization opportunities.

"This isn't about solving only Etihad's emissions, but about supporting the entire industry to address the biggest challenge we face over the next three decades." Sustainable Products, Weight Reduction and Cabin Waste The Rome ecoFlight saw the removal and replacement of 1,731 single-use plastic items from onboard service, with a weight reduction of 108kg, saving 60kg CO2 emissions. This follows efforts on the first ecoFlight to Brisbane in 2019, where 43 single-use plastic items were removed from onboard operations, resulting in an annual saving of 17 tonnes of waste from landfill and again in 2020, when the airline operated an ecoFlight to Brussels, removing 2,639 single-use plastic items from the flight, equal to approximately 8.8kg in weight reduction. Feasible initiatives trialed on the latest ecoFlight will be adapted for standard operations moving forward, contributing to Etihad's goal to remove 80 percent of single-use plastics. Based on circular theory efforts, the

airline tackled international waste regulations head on with a recycling initiative to better manage cabin waste. Strict waste regulations force international airlines to incinerate all contaminated materials, and efforts were made to identify suppliers offering products that will not release harmful emissions in incineration, such as EcoWare bagasse pots, which are compostable and made from plants. The flight produced and successfully diverted 8.1kg of recyclable material from landfill.

Pro-Sustainability Partners Boasting a range of sustainable suppliers, the flight focused on avoiding single use items, finding replacements that are locally produced, UAE sourced and meet the requirement of being lightweight and non-energy intensive in the cleaning process or non-impactful in the disposal process.

The ecoFlight showcased Al Ain Water's sustainable plant-based water bottles onboard. It also featured Abu Dhabi based startup 'The Concept's' sustainable inflight meal trays made from used water bottles, and BambuuBrush, for their highly sustainable up-cycled Bamboo Toothbrush. Operational Efficiencies Operational initiatives trialed continue to evaluate and confirm learnings from past ecoFlights for flight path optimisation, including optimised climb and continuous descent. A previous ecoFlight to Dublin showed when compared to a standard Boeing 787 flight on that route, the ecoFlight reduced journey time by 40 minutes and reduced CO2 emissions by three tonnes.

Flight Optimisation Following extensive trialing and collaboration with Air Navigation Authorities globally on previous ecoFlights, flight optimisation has become an Etihad standard operating procedure wherever possible. The ecoFlight saw the airline successfully avoid 1,386kg CO2 through



EY_ecoFlight

SWISS offers new private medical travel companion service

SWISS is further expanding its range of special assistance services for its customers.

Under a new partnership with Medical Travel Companions, SWISS guests with special needs can now benefit from a personal companion and medical assistance service before, during or after their flight for a fee.

Swiss International Air Lines (SWISS) has teamed up with Medical Travel Companions to offer a new private concierge and assistance service for travellers with particular needs. The new option, which is available with immediate effect, offers a selection of individualized service packages which the SWISS customer can book along with their flight to meet their specific special requirements. The new service will provide the traveller with a qualified companion such as a nurse, a paramedic or a physician, depending on the package chosen. The companion assigned will not only provide assistance in case of medical needs: they will also support



the traveller on request for desired services before, during and after their flight – in the present times, for example, by accompanying them to a PCR test.

“We are constantly seeking to develop further innovative products and services that will make our customers’ air travel an even better experience,” explains SWISS Chief Commercial Officer Tamur Goudarzi Pour. “And with this latest partnership, we can now offer our guests with particular needs additional support throughout the travel chain.” The new service aims at a broad target group such as

families with young children, senior citizens and passengers with reduced mobility or medical issues who need assistance during their journey or are seeking more travel autonomy on their trip. The fees for a medical travel companion depend on the services requested and range from around CHF 450 to CHF 2,900. Further details on the offer can be viewed on swiss.com.

Together with the Lufthansa Group airlines Austrian Airlines, Brussels Airlines and Lufthansa, SWISS belongs to one of the only western airlines to offer this service.

MCEC CHIEF OPERATING OFFICER, LEIGHTON WOOD ANNOUNCES RETIREMENT

Leighton Wood, Chief Operating Officer, Melbourne Convention and Exhibition Centre (MCEC) has announced his plans to retire following over ten years of service.

Peter King, Chief Executive said Leighton’s experience and guidance has been instrumental to MCEC’s success over the past decade. “Under Leighton’s leadership, MCEC has achieved record revenue and customer satisfaction results, he is a leader that puts his people first and has great respect within our business and the broader events industry,” Mr King said.

“Leighton leaves a significant legacy in the area of sustainability, he has done an immense amount of work to ensure MCEC is a leader in this space, to which our

business and our environment will always be grateful for.”

Mr Wood says he has been very fortunate to work at MCEC during a period of great change and success. “Our devotion to the customer experience is unrecognisable to when I arrived in 2010,” Mr Wood said.

“I’ve learnt so much about leadership from an always supportive CEO, I’ve enjoyed working alongside various and talented Executive Team peers and their high performing teams and I’ve been blessed to have worked with an Operations team of the highest professional quality and culture.

“The team now needs to reset for a different future, built by new leaders.”

Following this news, MCEC has made two appointments within its Executive Team.

Helen Fairclough, current Director of Business Relaunch has been appointed as Chief Operating Officer. Helen joined MCEC as Director of People & Culture and has over six years’ experience within its executive team. She has experience as acting COO and was appointed into the new role of Director of Business Relaunch in May 2020.

“I believe Helen is uniquely placed to contribute to the reset of our business for the future and I have absolute confidence that the delivery excellence we are so passionate about will be in great hands,” Mr King said. Acting Director of People & Culture, Amanda Wilson has also been permanently appointed as Chief People Officer.

Leighton Wood’s last week at MCEC will be the first week

operational efficiencies alone. The flight also leveraged Boeing’s proprietary Probabilistic Flight Planning tool to optimise routing and fuel efficiency by evaluating possible routes, taking uncertainty in the weather forecast into account to use less fuel, regardless of the actual winds. This technology has the potential to reduce Etihad’s fleet-wide annual CO2 emissions by approximately 2 million kgs. (4.4 million lbs.).

“Flight optimisation is one of the first places we should be looking to for fuel and CO2 savings as an industry. It’s an elegant, simple solution for massive, incremental savings that would fundamentally change the industry and put us on the path to a sustainable future,” said Douglas. “However, simple does not mean easy to implement. It requires cooperation across the industry, and importantly, across borders as a coordinated global response, and that sort of cooperation needs to be led at the regulatory level.”

Potable Water

Adding valuable testing data to operational efficiency initiatives such as potable water optimization favours these trials greatly, with this ecoFlight reducing CO2 emissions by 189kg from this practice alone. The results from the flight will help develop a more efficient method to calculate potable water requirements for future operations, with a potential annual impact of up to 800 tonnes of fuel, or 2,500 tonnes of CO2 saved across the entire fleet.

Engine Foam Wash

The ecoFlight follows the recent announcement of Etihad’s partnership with GE Aviation, licensing the airline for the groundbreaking GE 360 foam wash jet engine cleaning system. The system

will remove more than 7,000 metric tonnes of CO2 in 2021 from Etihad’s GE90 and GENx fleets. Impacts are already proving invaluable, with this initiative saving 290kg of CO2 emissions on this flight.

Electric Tractors

The flight once again leveraged electric tractors, which were successfully trialed on previous ecoFlights and are permanently deployed to service 37% of Etihad and other airline flights at Abu Dhabi airport, with a 309.5 tonne CO2 annual benefit in emissions.

Etihad Greenliner Programme
This ecoFlight is the latest effort toward sustainable aviation, flown under the banner of the Etihad Greenliner programme which is the airline’s driving message for sustainability, uniting the technologists and visionaries together in a call to arms.

A key pillar of the programme is the Etihad-Boeing strategic global partnership, spearheaded by a specially-themed Boeing 787 Dreamliner to test products, procedures and initiatives designed to reduce aircraft carbon emissions.

Etihad encourages and invites partners from across the aviation sector to join and test sustainability initiatives on scheduled 787 operations. The results are then processed and validated with Etihad and its partners including Boeing and GE, and the most sustainable initiatives used as a base for improving the performance of the global 787 operating community.

The Etihad Greenliner Programme is an open call to action for collaborative effort to preserve the luxury of air travel, while protecting and mitigating the impact on the environment, proven further with their sustainability tagline: Etihad Airways: From Abu Dhabi for the World.



EY_ecoFlight

IFSC INCREASES EVENT COVERAGE WITH FOUR NEW BROADCAST DEALS



With under three months to go to the Olympic Games Tokyo 2020, the International Federation of Sport Climbing (IFSC) has announced new broadcasting agreements with four partners.

The new deals will see an increase in coverage of IFSC competitions both live and delayed across linear television and digital platforms in additional territories.

In the IFSC's first ever deal with an Italian broadcaster, RAI Sport will broadcast all IFSC World Cup and World Championships competitions in 2021 on a live and delayed-as-live basis. The sports channel of Italy's national broadcaster will also air the IFSC's monthly highlights show.

Israel's sport channel Sport5 will cover the 2021 IFSC season after agreeing to a deal that gives the broadcaster exclusive television rights and non-exclusive mobile and simulcasts in the country. This includes all Boulder, Lead and Speed finals of the 12 World Cup competitions in addition to the World Championships set to take place in September.

Sport 5 is Israel's largest sports media outlet, with five sports TV channels available on cable and satellite. The IFSC will continue to broadcast live events via its YouTube channel in the territory.

With an eye to increasing the digital footprint of IFSC competitions, Zhibo.tv in China has acquired exclusive digital rights with a commitment to broadcast all IFSC competitions live or delayed for the 2021 and 2022 seasons in the territory of China. The deal also includes non-exclusive rights for the 2021 World Championships and the IFSC events taking place in China. As one of the biggest sports-only digital platforms in China, Zhibo.tv continues to develop digital partnerships worldwide and the agreement with the IFSC adds another leading International Federation to its growing list of clients. Switzerland's free-to-air public broadcasting association SRG-SSR will also be increasing its coverage of IFSC competitions, after beginning with a live

broadcast of the season opener in Meiringen, Switzerland – the first time SRG had broadcast an IFSC World Cup. The deal also includes the live broadcast of the IFSC Lead World Cup in Villars, Switzerland, set to take place in July.

Commenting on the new broadcast partnerships, IFSC President Marco Scolaris said: "With live sport returning to the global sporting calendar, we have seen increased demand for rights to show our competitions and we are delighted to welcome these partners to the IFSC for the 2021 season. We are confident that these partnerships will provide climbing fans around the world a more comprehensive offering of our events. I would like to extend our gratitude to all our Member Federations and local organisers, for their outstanding, tireless work; and to our athletes, who are always able to compete at the highest level, despite the many difficulties."

FEI appoints new Communications Director

Olivia Robinson (AUS) has been appointed as Communications Director for the Fédération Equestre Internationale (FEI), the global governing body for equestrian sports.

Ms Robinson, 43, a highly experienced Communications specialist, is currently the Senior Manager for Corporate Communications within the FEI. She will take over the reins on 1 June from current FEI Communications Director Grania Willis, who will be retiring after 11 years of dedicated and passionate service. Ms Willis will

continue to support the work of the department until 31 December 2021 to ensure an optimal handover.

Since joining the Federation in 2006, Ms Robinson has been integral to the growth and evolution of the International Federation's communications activities, from the initial development of a fan-facing website to the FEI's first foray onto social media in 2012.

She was a key player in the FEI's 2016 Olympic and Paralympic #TwoHearts campaign, which achieved worldwide recognition for its creative storytelling around the human and horse connection. In her previous roles at the FEI, she has worked both in media relations and corporate communications. She has driven promotion of the FEI Sports Forum and FEI Awards and led on the creation of strong and engaging content to promote the values of the equestrian community.

"We are delighted that Olivia Robinson is now moving into the role of Director," FEI Secretary General Sabrina Ibáñez said.

"Olivia, who has been a key member of staff for 15 years, has played an important role in growing the FEI's global visibility and has championed

the promotion of the grassroots development of the sport. She has been instrumental in raising the profile of the annual FEI Awards and is well known for her important role in stakeholder

communications. Her 360 degree view of the equestrian landscape and in-depth understanding of the community make her a natural successor to Grania Willis." A talented writer, Olivia Robinson is also fluent in



Olivia Robinson

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British Airways works in partnership with the Disasters Emergency Committee (DEC), which is organising the UK's humanitarian response. Saleh Saeed, Chief Executive of the Disasters Emergency Committee, said: "The DEC brings together 14 leading UK aid charities to respond quickly and effectively to disasters, with the fantastic support of partners in the corporate sector, including British Airways. We are hugely grateful to British Airways for springing into action to support our emergency appeals, enabling us to provide life-saving humanitarian assistance to people in India and elsewhere across the world when disaster strikes."

Captain Minesh Patel, a member of the BAPS Shri Swaminarayan Mandir temple, has been instrumental in helping to organise the flight and is commanding the relief service. He said: "It seemed natural to connect British Airways with the wealth of aid and relief material amassed by BAPS in the UK to enable the medical supplies to reach the organisation's volunteers in India who can provide relief, medical and social aid to the victims in the worst affected regions."

