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ETIHAD ENGINEERING RECEIVES INDUSTRY RECOGNITION AT AVIATION ACHIEVEMENT AWARDS 2022

Etihad Engineering, one of the world's leading commercial aircraft maintenance, repair, and overhaul (MRO) services providers, has won 'MRO Service Provider of the Year – Commercial Aviation' award at the Aviation Achievement Awards 2022. Abdul Khaliq Saeed, Chief Executive Officer at Etihad Engineering, was honoured with the 'Outstanding Contribution to the Aviation Industry' award at the event held in Dubai, UAE.



Aviation Achievement Awards 2022

The Aviation Achievement Awards, celebrate and recognise exceptional resilience, innovation, growth, and leadership in the aviation industry. Etihad Engineering, driven by the visionary leadership of Abdul Khaliq Saeed, has continued to serve customers across the globe whilst expanding its global footprint by diversifying its product portfolios, despite the challenges faced during the pandemic.

Abdul Khaliq Saeed, Chief Executive Officer at Etihad

Engineering, said: "We appreciate the recognition we have received from our industry at the Aviation Achievement Awards. Although the aviation industry faced unforeseen challenges in recent years, we honoured our existing commitments and also managed to expand our services, capabilities, and strategic partnerships. Our achievements have been made possible by the unwavering support of our stakeholders, the confidence of our customers, and the outstanding passion and workmanship of

our people."

Etihad Engineering's state-of-the-art 500,000 sqm facility is located in Abu Dhabi, adjacent to Abu Dhabi International Airport, with 140,000 sqm of aircraft parking area, aircraft hangars covering 66,000 sqm, and a custom-designed hangar that can accommodate up to three Airbus A380 aircraft simultaneously. The company has successfully completed maintenance projects over the years for airlines from all over the world.

SD FlightDeck Freedom named default datalink provider for new Gulfstream aircraft

Satcom Direct, the business aviation solutions provider, has announced that its FlightDeck Freedom® (FDF) flight deck communications platform has been selected as the default datalink



system for in-production Gulfstream G500™, Gulfstream G600™, and Gulfstream G650ER™ aircraft with initial line-fits already completed.

Operators of Gulfstream aircraft can now optimize the flexible FDF platform, which includes configurable features and monitoring of industry datalink compliance, to support secure and reliable datalink services between crew, air traffic control, and ground personnel. The open architecture design facilitates integration with third-party services, including trip planning, as well as a suite of automated features operating in parallel with traditional datalink functions. Automated alerting improves operations workflow, heightens crew situational awareness and enhances safety, while GeoNotifications and automated monitoring provide real-time alerts about hazardous situations caused by weather or security related events. Connectivity reliability for passengers is also bolstered as the FDF platform advises flight crews of sensitive airspace, potential outage or coverage loss situations.

"FlightDeck Freedom is much more than datalink. As part of the SD connectivity ecosystem, it keeps the entire flight department and crew synced with the aircraft for more efficient flight

operations. FDF provides critical data to support service monitoring and plays a significant part in communicating dynamic situational changes during flight. This augmented support for flight crew, ground personnel and passengers raises industry standards by improving safety and compliance levels through bolstered communications, and we are proud that Gulfstream has selected SD for its flight deck service," said John Kummer, Satcom Direct, VP Strategy and Programs. Introducing the FDF datalink for the named Gulfstream models furthers the existing relationship between SD and the OEM. Initiated in 2017, the Gulfstream Connected Services program provides operators with powerful connectivity solutions, and is supported by SD exclusively providing cabin and cockpit service plans. With the introduction of FDF to the flight deck, and as part of the SD connectivity eco-system of software, hardware and infrastructure, Gulfstream operators can now generate a digital footprint of the aircraft history from its born-on date®. This digital heritage provides better visibility into aircraft performance, management and operations to deliver an enriched ownership experience.

Air Canada Inaugurates Two New Connections from Quebec City to Western Canada



New seasonal service to Calgary and Vancouver begins. Air Canada continues to strengthen its presence in

Quebec City. Air Canada operated today its first non-stop service between

Quebec City and Calgary, offered four times a week, providing additional travel more on pg 2

ETIHAD AIRWAYS WINS AT THE BUSINESS TRAVELLER AWARDS 2022

Winner: Airline with the Best Cabin Crew
Winner: Best First class

Ethihad Airways, the national airline of the UAE, has been recognised as the airline with the 'Best Cabin Crew' as well as being awarded the 'Best First Class' at the Business Traveller Middle East Awards 2022.

The airline's Cabin Crew are renowned for their authentic and personal service inspired by traditional, generous Emirati hospitality. Ethihad has

This includes a tailor-made dining experience allowing guests to create a bespoke menu in the sky. Guests travelling in First will also be given complimentary loungewear for comfort in flight as well as premium



Acqua di Parma amenity kits. Guests travelling in First class are also invited to check in at a private area at Abu Dhabi International Airport and dedicated



won many awards for its outstanding Cabin Crew service in the past and it has always been a hallmark of the brand. The airline's crew are taken through an extensive training process before taking to the skies which focuses on safety, service and hospitality. Ethihad is currently recruiting Cabin Crew to join its multinational team based in the emirate of Abu Dhabi.

Ethihad's First class also took home the coveted Business Traveller award. The First cabin is designed as a private universe – a sanctuary in the sky – which provides guests with a highly personalised and bespoke service tailored to the guests' individual preferences.



queues around the world. They also have exclusive access to the airline's dedicated First class lounge with dining inspired by the Middle East as well as international cuisine. Ethihad's feature bar serves drinks from the Ethihad cellar. A fitness room and shower facilities also allow guests to maximise their time and depart feeling refreshed.



The Business Traveller Middle East Awards were presented at a gala dinner attended by travel industry leaders on Monday evening, after the opening day of the Arabian Travel Market in Dubai. The awards are presented based on votes cast online by travellers and readers of Business Traveller Middle East magazine.

At the Arabian Travel Market this year, Ethihad is showcasing the new interior cabin design of the A350-

1000, the airline's newest aircraft type which joined the fleet in March. In addition, Ethihad revealed its new Economy products featuring a new dining experience designed with environmental sustainability and an elevated guest experience as a priority. The dining equipment is reusable and forms a closed loop recycling system, meaning at the end of their life, the products will be collected, washed, ground and the resulting powder will be re-used to produce new products. This new product roll out will take place in the fourth quarter and will ensure the airline meets its pledge to reduce single use plastic from the operation by 80% by the

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options to Quebecers and demonstrating its commitment to the people of the provincial capital. Flights to Vancouver will start tomorrow, on May 2, with up to three flights a week. These new seasonal domestic routes, which will operate until the end of October, will be operated by Air Canada Rouge on an Airbus A319, featuring Premium Rouge and Economy class, product enhancements including upgraded streaming entertainment and options to purchase high-speed wi-fi.

Air Canada also offers daily flights to Quebec City out of its two eastern hubs, Montreal and Toronto, and will increase capacity during the peak summer season. This is in addition to two other new routes which started in December to Fort Lauderdale and Orlando, and to the increased frequency to Punta Cana and Cancun.

"Our recovery is well underway, customers are returning and we're happy to offer new popular destinations to better connect Quebec and Western Canada," said David Rheault, Vice-President Government and Community Relations at Air Canada. "Quebec City, Calgary and Vancouver have a lot to offer and share. These new services will meet the growing demand from the Quebec City market for travel to Western Canada, while at the same time allowing tourists from Western Canada to discover and enjoy Quebec City, one of the most famous destinations in the country, with its important cultural and historic sites. Air Canada's diversified schedule demonstrates its commitment to Quebecers and its desire to better serve the Jean Lesage International Airport, a long-time partner. Our leadership and unique extensive network will stimulate the recovery of the travel and tourism industry."

"Vancouver and Calgary are popular destinations and this is an important development for our airport and the entire region," said Stéphane Poirier, President and CEO of Quebec City Jean Lesage International Airport (YQB). "In recent months, Air Canada has not only made the decision to quickly restore pre-pandemic routes but has also increased the frequency of its flights and added new destinations. Now, we are counting on the population of the greater Quebec City area to ensure the success of these connections."

"The new flights from Quebec City will be beneficial for the citizens of the region as well as for tourists who want to discover our beautiful province," said Jean-Yves Duclos, federal Minister of Health and Member of Parliament for Quebec. "The Quebec City airport is an economic development driver for businesses and the eastern part of the province, and we will continue to support the industry during the recovery period."

"The entire tourism industry in the Quebec City region is delighted with the enhancements to its air service with the introduction of flights to Calgary and Vancouver from Quebec City Jean Lesage International Airport and welcomes the gesture of confidence made by Air Canada. For us, at Destination Québec Cité, this means greater accessibility for visitors to our destination and, at the same time, an opportunity to develop new markets. Western Canada represents an interesting pool of visitors to charm and attract. That is why we will support the promotion of these flights with the implementation of digital initiatives for the summer period," said Robert Mercure, Director of Destination Québec Cité.

JetTransactions Becomes Accredited Member of IADA

JetTransactions, an aircraft marketing firm with global reach through its offices in Newport Beach, Los Angeles, Chicago and West Palm Beach, has become an accredited member of the International Aircraft Dealers Association (IADA). The company, founded by Brent Dahlfors and Mark Bloomer, handles business jet acquisitions, marketing and consulting with experience offering with a broad range of aircraft services.

"The IADA Board of Directors welcomes JetTransactions into the world's largest dealer

organization and the only group of accredited dealers and certified brokers," said IADA Executive Director Wayne Starling. "JetTransactions has an excellent reputation for ethical and transparent business jet deals and the membership looks forward to continuing to work with Brent Dahlfors, Mark Bloomer and their associates."

"The most frequent users of business jets make fewer aircraft transactions in their lives than JetTransactions oversees in a single year," said co-founder Brent Dahlfors.

"Our global team of aviation experts leads by example, having established reputations for perceptive market intelligence, trusted industry relationships and personalized customer service. Our combined record of over 1,600 new and pre-owned business jet transactions completed around the globe supports JetTransactions' prominent position in today's evolving aviation marketplace." For more information go to www.jettransactions.com.

ETIHAD AIRWAYS UNVEILS NEW SUSTAINABILITY DRIVEN ECONOMY EXPERIENCE

Elevated experience for guests with high-quality, design-led products

Fully reusable dining equipment reduces waste
Eliminates single-use plastic from meal trays
Closed loop recycling creates a circular economy of all reusable plastic

Etiha Airways, the national

eliminates the use of single-use plastic. The tray, serving plates and their lids are part of a closed loop recycling system. At the end of their lifecycle, they are collected, washed, ground and reused to make new replacement products.

Etiha is also introducing quality stainless-steel cutlery

Etiha's guest experience, and these innovative new products will further improve our offering. We look forward to rolling out this new experience across the fleet towards the latter part of the year." Etiha Economy is renowned for its spacious Economy seating featuring its signature fixed wing headrest which



airline of the UAE, has unveiled its new Economy class soft furnishings and tableware which will be launched on board in the fourth quarter of the year. The new products have been designed with sustainability and improved guest experience as primary objectives. The announcement was made on the opening day of the Arabian Travel Market, a trade event for the travel and tourism industry taking place this week in Dubai.

The Economy class experience will be upgraded with new soft furnishings for all guests in Economy, including a 35% larger pillow with a 200 thread-count cotton cover made locally in the UAE. This is complemented by a soft blanket made from recycled plastic for additional comfort on all flights.

Etiha's new dining experience features reusable tableware made from recycled high-quality plastic and

into the Economy cabin which upgrades the experience and also reduces single-use plastic.

In 2019, Etiha committed to remove 80% of single-use plastic from its operation by the end of 2022 and the introduction of this new inflight equipment ensures the airline meets this sustainability goal. Where possible, Etiha is also moving towards locally produced items which will further improve the overall environmental impact of the operation.

Terry Daly, Executive Director Guest Experience, Brand and Marketing, commented: "Etiha is trailblazing when it comes to sustainability in aviation. Following extensive research and development through our eco-flights over the past few years, we're proud to reveal the first in a series of enhancements to our inflight experience. Our commitment to sustainability doesn't come at a compromise to the quality and thoughtfulness behind

provides optimal support for a restful travel experience. The airline also offers Economy Space seating which provides an additional 4" of legroom for every guest who chooses to upgrade to this option. In addition, Etiha's passengers may choose neighbour-free seating in Economy for an additional fee, which offers extra privacy and comfort.

This new launch follows a notable year for the airline which introduced its new Warner Bros. World™ Abu Dhabi themed children's packs across its fleet in February. This was followed by the unveiling of the new Airbus A350-1000 aircraft which entered into service in March and is the first of five A350-1000's to join the Etiha fleet this year. The A350-1000 features Etiha's new interior cabin design, including the state-of-the-art Economy and Business class seating.

Hartzell's AERO Friedrichshafen Presence Focuses on Petroleum and ePowered Flight

Co-Exhibiting with European Recommended Service Facilities Hartzell Propeller will feature the latest iterations of props for petroleum, electric and hydrogen propelled aircraft at AERO Friedrichshafen to be held April 27-30 in Germany. Hartzell's contingent of propeller specialists, including sales, engineering and executives will be at Exhibit Hall A3-116.

"We have active General Aviation propeller technology initiatives underway in every propulsion segment that involve most of leading new aircraft manufacturers," said company President JJ Frigge. "The full Hartzell Propeller team is looking forward to a great event in conjunction with our European Recommended Service Facilities and Service and Support Centers," he

aircraft manufacturers working in the electric, hybrid space. In addition, the company will take part in General Aviation Manufacturers Association (GAMA) Electric Propulsion Innovation Committee (EPIC) meetings. Hartzell's engineering and sales representatives will participate in the GAMA discussions of this emerging movement.

Hartzell has dedicated tens of thousands of engineering and development hours to electric, hybrid and hydrogen powered aircraft since 2019 and it continues to make advancements in tooling, manufacturing processes, and lightweighting materials. Using an innovative blend of sophisticated engineering analytics, certification skills and world-class manufacturing



added.

The European support contingent co-exhibiting with Hartzell Propeller includes:

England
Brinkley Aerospace
Proptech

France
Technic Aviation

Germany
HOFFMANN PROPELLER GmbH & CO., KG.
Röder Präzision GmbH

Norway
Norrønafly Propeller & Parts

Switzerland
RUAG Ltd

GAMA Electric Propulsion Innovation Committee
During AERO, Hartzell will be meeting with a number of

technologies, Hartzell is working closely with several OEMs within these emerging industries to fine-tune their propeller applications.

Among the Hartzell props on display will be a Bantam propeller, the company's lightest weight carbon fiber propellers at the venue. A two-blade Bantam is around 25 pounds, and a three-blade Bantam is only about 35 pounds. Hartzell continues to focus on developing technology in the lower horsepower lightweight arena. A number of new aircraft manufacturers will be displaying Hartzell equipped aircraft in AERO's indoor static display, including Cirrus, Daher's TBM and Pilatus.



تحت رعاية فخامة الرئيس عبد الفتاح السيسي رئيس جمهورية مصر العربية
HELD UNDER THE PATRONAGE OF HIS EXCELLENCY ABDEL FATTAH EL SISL, PRESIDENT OF THE ARAB REPUBLIC OF EGYPT



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Building Back Sustainably through Cultural Heritage and Community-based Tourism at the PATA Destination Marketing Forum 2022 in Songkhla, Thailand from August 2-4

The Pacific Asia Travel Association (PATA) is set to organise the PATA Destination Marketing Forum 2022 (PDMF 2022) at the International Convention Center (ICC) in Songkhla, Thailand from August 2-4. The event, under the theme “Building Back Sustainably through Cultural Heritage and Community-based Tourism”, is generously hosted by the Thailand Convention & Exhibition Bureau (TCEB), the Tourism Authority of Thailand (TAT), the Songkhla Convention and Exhibition Bureau (SCEB) and the Designated Areas for Sustainable Tourism Administration (DASTA) with the support of Songkhla City. “At this year’s PATA Destination Marketing Forum, we are ready to celebrate the start of a robust Asia-Pacific tourism recovery. Our experiential conference programme highlights best practices in destination marketing and destination management in the post-pandemic recovery world. We’re here to support a sustainable recovery for the region” said PATA CEO Liz Ortiguera. “All of us at PATA are excited to host our next in-destination event and show that Thailand is open for international MICE events such as ours. We all look forward to welcoming you to Songkhla, Thailand.” Mr. Chiruit Isarangkun Na Ayuthaya, President, TCEB, said, “TCEB is proud and delighted to promote and co-organize the PATA Destination Marketing Forum 2022, Songkhla in Thailand. The event, which will serve as a driving force for international MICE events in Thailand, contributes to implementing the government’s policy of stimulating and developing the regional economy. Songkhla is one of Thailand’s leading

MICE cities, with strong potential and readiness to host international conventions to world-class standards. The city has already built a strong track record in hosting numerous high-profile MICE events.” “The event will contribute greatly to raising visibility and awareness of Songkhla and other regional MICE cities as international MICE destinations. At TCEB we are committed to supporting responsible, low-impact, sustainable growth in the MICE business, to harness MICE events to benefit local communities, and to drive inclusive economic growth across the country,” he added Mr. Chattan Kunjara Na Ayudhya, Deputy Governor for International Marketing (Europe, Africa, Middle East and Americas), TAT, said, “A historic town with rich cultural heritage, Songkhla is also blessed with beautiful beaches, enchanting waterfalls, and a tranquil lake. In addition, Songkhla exudes a vibrant character of a dynamic commercial and knowledge hub with unique local architecture and exemplary cuisine. We look forward to welcoming all PATA delegates to Songkhla to immerse themselves in this remarkable destination.” Mr. Ampon Pongsuwan, Vice Governor of Songkhla, said, “Welcome to Songkhla, one of the most beautiful cities in Southern Thailand. Since the city is surrounded by water, you will find some of the freshest seafood cuisine, making this town perfect for seafood lovers. All PDMF 2022 delegates are invited to join our unique cultural activities, well-preserved heritage building sight-seeings, and a boat trip out to see exotic tropical plants and creatures in the largest natural lake in Thailand. Furthermore, Songkhla is also home to the

Satcom Direct expands Asia Pacific presence with Singapore office opening and new appointments.

Satcom Direct (SD), the business aviation solutions provider, is strengthening its Asia Pacific network with the opening of a Singapore office. The new location represents the base for Brian Roos, the recently appointed Asia Pacific, Regional Director, and newly named Regional Sales Manager, Kaviiraj (Kavi) Nadarajah.

Reporting directly to Senior Vice President, SD International, Michael Skou Christensen, Roos is responsible for establishing the SD presence in Singapore and executing SD’s ongoing strategic developments across the Asia Pacific region. This includes identifying new markets, adding to the customer portfolio, consolidating existing and new MRO relationships, building new partnerships, and introducing established and new SD products and services to the connectivity-hungry market as well as ensuring continued delivery of SD award winning customer support.

“Stretching from China to New Zealand, the Asia Pacific region has always been an important market for SD, and still holds great potential for us. It is a buoyant area where the business aviation fleet continues to evolve, the number of high-net worth individuals is increasing, and the appetite for technology solutions to improve the user and owner experience is unparalleled globally. The appointment of

Kaviiraj enhances our support for regional operators and owners which are optimizing customized connectivity solutions to manage their data to meet their diverse mission needs. I am thrilled to have the opportunity to bolster SD’s footprint here,” says Roos.

As business aviation continues its trajectory towards digitization, with more data generated and transmitted by business aircraft, Roos will also be responsible for advocating the benefits of the SD connectivity ecosystem of hardware, software and infrastructure, as well as the introduction of the series of SD Plane Simple™ Antenna Systems.

Following confirmation of FAA and EASA STCs in March 2022 for the Plane Simple Ku-band tail-mount antenna for specified Gulfstream and Bombardier airframes, and the anticipated confirmation of relevant STCs across Asia, top of Roos’ priority list will be to showcase the benefits of the first variant which is powered by the multi-layered Intelsat FlexExec service. Roos anticipates that the antenna, which simplifies high-speed data access for operators through ease of installation, competitive price plans and advanced antenna technology, will satisfy the region’s increased data demand. The Plane Simple Ku-band variant is on track to enter commercial service in Q3 2022.

With some 20 years of experience in aviation, Roos



has held various positions within the commercial and private sectors, including airport operations, customer service, flight operations, flight support, and charter management. Brian spent five years working with start-up operators and flight support companies in the Middle East and Africa region before joining Satcom Direct. Originally from Cape Town, Brian is also a licensed International Flight Dispatcher. Kavi Nadarajah will work closely with Roos, overseeing the north and southeast Asian customer base. His previous experience includes roles for Hawker Pacific and Jet Aviation after beginning his 18-year aviation career as a dispatcher for commercial airlines. He is eager to bring his passion for customer service to the SD community. “I am extremely excited to be a part of the new Singapore office team. The sky is not the limit for our services and I look forward to engaging with our customers to help them make the most out of the SD product and service

biggest convention centre in Southern Thailand, as well as a range of quality hotels. If you have never visited an ethnically diverse town before, then Songkhla is the destination that is worth a visit. Sawasdee krub!” The event offers a unique opportunity for networking, learning, and discovery, consisting of a one-day conference and a one-day destination experience through

a technical tour, as well as various hosted social functions. Delegates attending the event will have the opportunity to choose from three unique destinations experiences, planned and craft by DASTA, including: Nod Na Lae Lifestyle @ Tha Hin Community: Encounter Tha Hin Community local tribe’s traditional way of lifestyle and learn how they

are promoting Ecotourism. Nature meets Culture @ Koh Yo Community: Explore the culture of Southern ethnic people and enjoy the authentic village unaltered since the old times. Heritage Singora @ Hua Khoa Community: Savour the view of Songkhla Lake Estuar and venture around the Old Town that boasts a collection of UNESCO heritage site candidates.