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## ARE YOU AN AIRPORT ACE OR ON AIRPORT AUTOPILOT?

British Airways' survey reveals the different personas travellers take on when they get to the airport, with 54 per cent saying they adopt a new identity. Travellers from the East Midlands are the most organised and likely to take charge as the 'Airport Ace' with Northern Irish holidaymakers (22 per cent) more likely to be 'Airport Athletes', treating travelling through the airport as a competitive sport, trying to get on and off the plane first. Only 55 per cent of travellers admit to reading pre-travel emails and more than a quarter (28 per cent) of Brits say they always forget something when they pack. To help customers better prepare for travel, British Airways has compiled expert advice on how to become the ultimate 'Airport Ace' and unveiled tips from packing influencer, The Folding Lady Wednesday August 2, 2023 - Are you an airport ace, airport adventurer or on airport autopilot? A new survey by British Airways has revealed a staggering 54 per cent of travellers adopt a different persona when they travel through an airport.

Airport Personas



**Airport Ace:** 49 per cent of those surveyed said they consider themselves an 'Airport Ace', aka fully prepped and the designated leader when travelling with a group. Results show that travellers from the East Midlands (59 per cent) are more likely to take charge, with research finding that they are most likely to adopt the 'Airport Ace' persona. They are the most organised and do all the prep for their travel party, probably seen carrying their own perfectly pre-packed liquid bags, with spares for the rest of their group. The airport ace can't be missed as they are at the front of the pack, carrying all the group

passports and can often be overheard assertively giving directions. **Airport Autopilot:** 43 per cent of Brits said they go with the flow on 'Airport Autopilot', happy to take a back seat and let someone else take charge at the airport, with those from the East of England most happy to be led. These travellers tend to trail at the back, always following directions and don't often break away. More often than not, they don't even know where their gate is as they leave it down to the 'Airport Ace'

**Airport Athlete:** 15 per cent of holidaymakers said they felt they were an 'Airport Athlete', treating the airport

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## IBAC Welcomes UAS International Trip Support as New Industry Partner

The International Business Aviation Council (IBAC) is pleased to announce UAS International Trip Support has joined IBAC as an Industry Partner. Kurt Edwards, IBAC Director General, commented, "We thank the outstanding leadership at UAS for coming forward to support our efforts of serving the diverse needs of the global business aviation community. UAS's participation as an IBAC partner demonstrates their commitment to our industry and will assist us with expanding our resources and strengthening the voice of business aviation." With a ground presence spanning over 30 global



locations, UAS International Trip Support offers customized trip support, technology, executive travel, and air charter solutions. Omar Hosari, UAS Co-Founder and CEO, said, "IBAC's advocacy and

influence on forming industry standards is central to the continued vitality and success of business aviation. UAS shares IBAC's passion and is committed to making a unique contribution and helping communicate and demonstrate

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## Apple TV+ Takes Flight with Air Canada

First airline in Canada, second airline globally to offer Apple TV+ original programming onboard. Partnership with world class brand is airline's latest investment in its award-winning customer experience. Air Canada's in-flight entertainment offers 2,500+ hours of movies, TV shows, podcasts, music as well as live TV news and sports—nearly double last year.

Air Canada today announced the expansion of its award-winning in-flight entertainment with the addition of exclusive Apple TV+ original programming beginning Aug. 1, 2023. The partnership marks Air Canada's latest investment in the customer experience, adding critically acclaimed original programs including Ted Lasso, Bad Sisters, Severance, Foundation and many more for its global customers. "At Air Canada, we know that inflight entertainment is an important part of our customers' travel journey, particularly on long-haul flights. We continually evaluate opportunities to expand our entertainment and introduce exclusive, current content that our customers will love. We look forward to welcoming customers onboard to catch up on their favourite Apple TV+ shows or discover new hits during their flight," said John Moody, Managing Director of Product Design at Air Canada. "This new partnership with Apple puts us on track to increase our onboard entertainment content by more than 95 per cent since last year. We look forward to introducing even more entertainment before the end of 2023."

Earlier this year, Air Canada



was recognized by Global Traveler as Best Airline for Onboard Entertainment for the fifth consecutive year, and by the Airline Passenger Experience Association (APEX) with the Passenger Choice Award for Best Entertainment in North America. With 420+ movies, 1,000+ TV episodes, 130+ music albums, podcasts and more, customers can enjoy the best programming from boarding to landing. All content onboard Air Canada's inflight entertainment equipped aircraft is complimentary for all customers.

Air Canada's partnership with Apple follows the airline's recent collaboration with Mattel which brings more family fun with some of the most popular kids' shorts. In May, Air Canada and Bell began offering free messaging for all Aeroplan members worldwide on all Wi-Fi equipped aircraft across Air Canada's fleet, including Air Canada Rouge and Air Canada Express flights. Customers can send and receive text-based messages via onboard Wi-Fi using popular messaging apps including Apple's iMessage, Meta's WhatsApp and Messenger, Rakuten's Viber, and Messages by Google. Last November, Air Canada became the only Canadian carrier to offer live Canadian TV featuring English and French channels, giving customers the ability to cheer on their favourite sports teams by watching global sporting events in real time, as well as live news onboard equipped flights.

## Satcom Direct and Gilat sign strategic agreement for joint ESA project to expand Plane Simple® portfolio

Melbourne, Fla. and Petah Tikva, Israel, 1 August 2023 – Satcom Direct, the business aviation solutions provider and Gilat Satellite Networks Ltd. (Nasdaq: GILT, TASE: GILT), a worldwide leader in satellite networking technology, solutions, and services, have signed a strategic agreement to develop and supply new ultra-low profile electronically steered antennas (ESA) to support in-flight connectivity (IFC) for business, government, and defense. Available from 2025 and designed for optimized compatibility with the OneWeb low earth orbit (LEO) constellation, the hardware strengthens the Plane Simple® Antenna Series portfolio with the addition of the Gilat advanced ESA that will unlock the full broadband potential of OneWeb.

The collaboration will see Gilat develop the antenna system while Satcom Direct Avionics, the Canadian hardware manufacturing division of SD, will work with OneWeb to develop the SD Modem Unit to harness the full potential of the LEO



constellation. To meet soaring data demands, customers will also benefit from the antenna's full-duplex performance, a key capability in a small-form, power-efficient device that allows data to be sent and received simultaneously.

This ESA terminal, including the radome, will aim to provide an industry-leading compact form factor (around 2.5in or 64mm) that will unlock the highest possible bandwidth from the OneWeb network. The addition to the Plane Simple antenna series reflects the SD agnostic

philosophy, which enables customized connectivity solutions tailored for every mission requirement with a common terminal architecture, simplified upgrades, and flexible pricing plans.

Chris Moore, President at Satcom Direct, said: "We already have a strong relationship with OneWeb and have engaged with Gilat, due to their long SATCOM, aviation, and radio frequency pedigree, to create the next generation ESA in support of creating a solution that

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## BRITISH AIRWAYS TAKES ITS INFLIGHT ENTERTAINMENT TO NEW HEIGHTS WITH DOUBLE THE AMOUNT OF CONTENT NOW AVAILABLE ON BOARD

British Airways has doubled the amount of content available for customers to watch on its inflight entertainment system since the start of the year. The airline now has more than 70 complete boxsets and 20 franchises available on its flights across every cabin, offering more choice for customers when they travel. This month the airline has released new films, short movies and 'schools out' content in time for the summer holidays, including Paint, Love Again and The Covenant. Elsewhere the airline has invested in its product offerings, including menu improvements across its lounges and on board. British Airways has doubled the content available for customers to watch through

its inflight entertainment system since the start of the year, offering a wide range of brand-new content on board, including boxsets, movies,



podcasts, children's programmes and more. British Airways expects more than one million customers\* to watch content on its long-haul flights this month, with 75+ complete boxsets and 20 classic franchises now available on board for August. Those ready to embark on a

movie marathon can choose from more than 50 new releases including Paint, Love Again and The Covenant, as well as a range of exclusive content for British Airways through its Paramount+ partnership, such as Rabbit Hole: The Algorithms of Control, The Flatshare and Grease: Rise of The Pink Ladies. Movie boxsets include the complete Harry Potter series, Indiana Jones and Mission Impossible, allowing customers to binge-watch much loved blockbuster content from the comfort of their seat. Music lovers can also settle in and listen to more than 770 pieces of audio, including the popular NewlyWeds podcast, starring Jamie Laing and Sophie Habbou. For customers who prefer some

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like competitive sport. Northern Irish holidaymakers resonated most with the 'Airport Athlete' persona (22 per cent), striving to be amongst the first to get on and off the plane and the first to get their luggage after landing. Airport Athletes can often be spotted darting through the crowds and are constantly on the move, always eyeing up queues trying to work out how to get ahead and spend as little time as possible dwelling in the airport.

Airport Adventurer: Eight per cent of travellers said they classed themselves as an 'Airport Adventurer' – happy to break away from the pack and spend a lot of time exploring the airport, visiting the terminal's shops and restaurants and investigating what's around. Airport Adventures tend to be lone wolfs, not often seen in a group so that they can make the most of airport without the distractions from their travel companions. They are most likely to come back with a new gadget from their airport exploration that they didn't know they needed.

Airport Ambler: Meanwhile four per cent of people surveyed said they'd describe themselves as an 'Airport Ambler', with the most relaxed approach to travel, taking their time to make it to the aircraft and often being amongst the last people to get onto the plane. The survey revealed that Scots are the biggest Airport Amblers, with 10% saying this persona resonated with them. The amblers don't tend to rush, they are the ones who will stop off for the all-important holiday photo in front of the plane, sometimes holding up the rest of their party. 40 per cent of travellers described the airport as an important part of their holiday, with nearly a third of Brits arriving early. However, French counterparts are the most likely to pop the breaks on with only one in five travellers leaving time to explore and make the most of the airport experience, versus 35 per cent of US holidaymakers who like to get their early.

When it comes to preparing for travel, 55 per cent of Brits said they always remember to check their emails from the airline before travel, and women are more likely to do this than men. A staggering 19 per cent of travellers also admit to being unsure of which items they can pack in the checked luggage, versus their hand luggage.

Becoming the ultimate Airport Ace

To become the ultimate 'Airport Ace' this summer British Airways has a dedicated page on ba.com and a new pre-travel email for customers, with useful tips on what they need to do in advance of travel to avoid being the 'Airport Ambler', and helping more than a quarter (28 per cent) of Brits who admit to forgetting an item because they aren't fully prepared. British Airways' hints and top tips include:

Have it all at your fingertips. Check in from 24 hours before departure and get your boarding pass with the British Airways app.

Make sure your favourite things are folded, rolled, zipped up, and light enough, to be ready to roll. Check your baggage allowance.

Make sure your lotions and potions are no more than 100 millilitres and presented separately in a sealed, see-through bag and place your electronic gadgetry in their own tray to breeze through security. Every second counts. If you're criss-crossing the globe on a long-haul flight, you'll need to arrive at the airport no more than three hours before your flight. If you're doing a short-haul jaunt, it's two hours before. Check when you need to be at your gate, as sometimes it can be up to 50 minutes before your flight is due to leave.

Join the British Airways Executive Club and earn Avios that can be used to discount the cost of future travel

## Forbes Names Hartzell Propeller as a Top American Employer

Forbes has named Hartzell Aviation's flagship company Hartzell Propeller to the global media company's 2023 list of America's Best Small Employers.

Hartzell Propeller is listed as the 64th best small employer on a roster of the top 300 organizations recognized, out of 10,000 total American employers originally considered. The company was also listed in the top five of all employers in the Aerospace and Defense category. For the complete list go to America's Best Small Employers 2023. ([forbes.com](https://forbes.com)).

### Built on Honor

"This national honor stems from a number of factors. It begins with a top-notch group of employees who care about our work and about each other. They live our motto 'Built on Honor.' That's our north star and brings us together," said Hartzell Propeller President JJ Frigge. "We also have engaged owners who love the company and aviation. Collectively, we are a tight knit group."

To develop the rankings, Forbes partnered with a research firm, which used a number of tools to measure different aspects of employers with 200 to 1000 employees. They used anonymous surveys, tracked job-related websites to gauge employer reputation, engagement, retention, and analyzed social listening techniques.

### Satcom Direct installs Plane Simple® Ku-band terminal for first Latin American executive jet.

Satcom Direct, the business aviation solutions provider, is attending LABACE riding high on the first installation of a Satcom Direct Plane Simple® Ku-band antenna on a Brazilian registered executive jet. The terminal was installed on a Gulfstream G550 in July this year. The aircraft is the first executive jet to optimize SD's advanced antenna technology in Latin America, and the operator has already confirmed it will be adding the system to the same undisclosed owner's Gulfstream G450 in Q1 of 2024. Three additional Brazil-registered Gulfstream G550s are scheduled to have the equipment installed before the end of 2023, and SD Brazil already has a backlog of orders



These efforts created hundreds of thousands of data points on an initial pool of 10,000 employers across America. The employers with the highest data points overall made it onto the final list of 300. Hartzell Propeller's career website is at [Employment | Hartzell Propeller Inc.](https://employment.hartzellprop.com)

About Hartzell Propeller Hartzell Aviation's flagship company is Hartzell Propeller, the global leader in advanced technology aircraft propeller design and manufacturing for business, commercial and government customers. The company designs next-generation propellers with innovative blended airfoil technology and manufactures them with revolutionary machining centers, robotics, and custom resin transfer molding curing stations. For more information go to <https://hartzellprop.com>.

for 2024. Ewerton Libanio, Managing Director for SD Brazil, says, "SD is raising the connectivity bar with this new purpose-built class of antenna for the business aviation sector. Our clients in this region have been eagerly waiting for a simplified, high-speed data solution, and we are already delighted to hold orders for next year. More importantly, we are giving customers greater flexibility, cost-effective connectivity options, and a single resource to fulfill every connectivity need for those flying within Latin America and around the globe." The installation gives the Gulfstream operator access to the power, versatility, and

### About Hartzell Aviation

The Hartzell Aviation name brings together an outstanding array of firewall forward companies and products under one umbrella, reinforcing the organizations' core competencies and pursuit of improving General Aviation. The storied brands of Hartzell Aviation include Hartzell Propeller, Hartzell Aerospace Welding and Hartzell Engine Tech. Hartzell Aviation is committed to innovation and the continuous improvement of General Aviation products and services. The companies are held as subsidiaries and operate as stand-alone businesses with independent management teams, guided by the overriding principle of Built on Honor, which reflects a commitment to quality, performance and support. Hartzell Aviation's website can be found at <https://hartzellaviation.com>.

convenient management of the SD Plane Simple advanced antenna technology. The owners fly for business and leisure and use the connectivity to stay productive and entertained. Connected with the Intelsat FlexExec high throughput satellite network, the only dedicated business aviation airtime in the sector, the passenger experience will be enhanced by the consistently reliable connectivity. The simplified antenna installation requires fitting just two-line replaceable units, the tail-mounted antenna and the SD modem unit, which simplifies upgrade pathways, reduces aircraft downtime and optimizes maintenance budgets. Available now, the

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light-hearted comedy, the airline has a range of British Original content, including highlights from the Edinburgh Festival Fringe 2022, such as The Fringe, Fame and Me and Just for Laughs. British Airways' Chief Customer Officer, Calum Laming, said: "We know just how important it is to provide a great range of entertainment for our customers to enjoy during their journeys, and it's one of the things they look forward to most when they fly with us, so we've been working hard to source new content, doubling the amount available at our customers' fingertips. 'We've partnered with brilliant brands like Paramount+ and even created a dedicated British Original channel. From a newly released blockbuster film to the latest podcast, there's something for everyone to enjoy during their flight this summer.'" Families travelling over August can choose from a variety of content perfect for little ones, with more than 26 Kid's Classics, such as Scoob!, Peppa Pig and Paw Patrol. The airline has also added 20 programmes to the new 'Summer Fun' category, including The Super Mario Bros. Movie and Trolls, as well as a brand-new Lego category, perfect for breaking up a long journey. Customers who wish to stream content on their personal devices can also take advantage of the airline's WiFi connectivity with various packages available, including messaging and 'browse and stream' options. The airline is progressively rolling out WiFi across both its long and short-haul fleet, and the majority of its aircraft are now connected. Elsewhere, British Airways is enhancing its meal offering for customers travelling to Delhi and Mumbai from London Heathrow on both outbound and inbound flights, including the introduction of full secondary hot meals across all cabins and customers travelling in Club World (business class) can also

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provides more options to our customers seeking reliable high-speed connectivity or additional redundancy. The ESA terminal will provide genuine global coverage and superior bandwidth performance, complemented by ease of installation. This most advanced terminal will also address customer requests to lower aircraft drag, weight and fuel burn. We're excited to add this new state-of-the-art antenna from Gilat to our portfolio. We know customers will welcome the reality of the truly global coverage from such a small format terminal."d to have been selected by Satcom Direct to provide them with our expertise to develop this new ESA product," said Adi Sfadia, Gilat CEO. "Together, we will create a next-generation ESA to support the dynamic connectivity demands of the global business aviation sector with a best-in-class antenna. The agreement gives us the opportunity to expand our proven technology know-how in commercial aviation and to showcase our expertise alongside Satcom Direct, the only company dedicated to delivering satcom connectivity to business and government aviation worldwide. It is a major milestone for Gilat as we extend our global IFC leadership in commercial aviation to business aviation, as well as into our strategic focus area in government and defense."

Neil Masterson, CEO OneWeb adds, "The combined expertise of Satcom Direct Avionics, Gilat and OneWeb will deliver customers faster, more consistent broadband services across the globe. In the dynamic connectivity landscape, it is essential we team with premium partners, which is why we're delighted to be part of this powerful offering as we reinforce our presence and service in the business aviation sector."

Photo Caption: Satcom Direct and Gilat sign a strategic agreement for joint ESA project to

## HOW ETIHAD AIRWAYS DID THE IMPOSSIBLE: A MID-AIR ORCHESTRA IN SKYDIVING STUNT

Etiha Airways' team played the iconic Mission: Impossible theme song while on a jaw-dropping skydive. Stunt celebrates the launch of Mission: Impossible – Dead Reckoning Part One, in cinemas now

Etiha Airways, the UAE's national airline, revealed a video showcasing behind-the-scenes of its electrifying stunt in celebration of its collaboration with Paramount Pictures. The stunt, watched by millions on the airline's social media channels, was released to celebrate the worldwide launch of Mission: Impossible – Dead Reckoning Part One.

In the adrenaline-fueled video, Etiha Airways performed a stunt that had never been done before. Etiha put together a skydiving orchestra, who could play the instantly recognisable Mission:

Impossible theme song while falling 13,000 feet at 120 mph through the air. How the mission was completed To pull it off, Etiha Airways, together with their advertising agency Impact BBDO, had to do the impossible - to find talented musicians who are also skilled skydivers.

The stunt took weeks of preparation. Each skydiver was given their part of music to practise and learn by heart, which they needed to be able to play perfectly despite the wild environment while skydiving.

In addition, custom rigging was made for each instrument to ensure the skydivers could safely play and pull their parachute when the time came. A professional



skydiving cinematographer jumped with them each time to capture it all, including group shots where each instrument affected the rate at which they fell. Throughout the process, safety was always the number one priority. The hours of practice and preparation paid off. Etiha

International Airport's Midfield Terminal, with one of the most thrilling and technically complex action scenes taking place on the building's 315-metre roof. Throughout August, guests flying in Etiha's First and Business cabins will be treated to a cinema style

Movie Snacks menu and indulge in themed mocktails such as Mission Accomplished, Undercover Sipper, Secret Agent and Thyme's Up.

Guests travelling on Etiha will be able to enjoy a dedicated Mission: Impossible

channel on E-BOX, its inflight entertainment service. The channel will feature six of the Mission: Impossible movies as well as exciting behind-the-scenes content of Mission: Impossible – Dead Reckoning Part One. The behind-the-scenes Etiha Airways Mission: Impossible stunt video is available to view here: [https://youtu.be/\\_tJeuw kj04](https://youtu.be/_tJeuw kj04)

was able to create an impossible orchestra of their own and highlight to the world that Etiha is an airline that pushes boundaries and makes it their mission to deliver incredible experiences and hospitality to its guests. Mission: Impossible – Dead Reckoning Part One was written and directed by Christopher McQuarrie, and is now available to watch in cinemas across the globe. Key parts of the movie were filmed at Abu Dhabi



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the awesome benefits of business aviation for the global economy and society at large. It's an honor to partner with IBAC and join a powerful force in the sustainable future of the industry we love." The IBAC Industry Partner programme is open to business aviation manufacturers and service providers, including MRO, aircraft management, transactional and other sectors. As an Industry Partner, members have the unique opportunity to assist IBAC in shaping standards before they are adopted and applied as regulations by CAAs in their sovereign countries. In addition, there are opportunities for Industry Partners to work closely with the 15 IBAC Member Associations, participate in an IBAC advisory committee, and be recognized for leadership and commitment to the global business aviation community.

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installation makes the complete SD ecosystem of hardware, software, ground infrastructure, cybersecurity, and award-winning customer support immediately available to corporate, private and government owners, as well as supporting special mission airframes. Brazil's Agência Nacional de Aviação Civil, ANAC, has released an STC for the Plane Simple Ku-band terminal for the Gulfstream G550 installation as well as for Gulfstream GIV, GIV-X, G450, GV, GV-SP, types. In addition, Dassault owners benefit from the STC awarded by the ANAC for Dassault F2000LX/LXS, F900EX/LX, and Falcon 7X models. The executive jet installation follows the equipping of a Brazilian-registered Embraer EMB-110 for operator Fototerra, which uses the technology to transmit coastal images in real-time directly to its customers. Satcom Direct is exhibiting at LABACE 2023 – RUA E – N 8007

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enjoy a range of chilled snacks from the Club Kitchen.

From the 9 August, the airline is also launching a brand-new snack in Euro Traveller (economy), with the choice of banana cake or a sultana flapjack, which will be available on all flights from London Heathrow and London Gatwick.

On the ground, British Airways has also invested in its menus across its lounges, including an enhanced selection of hot breakfasts, afternoon tea and Great British Picnic treats in its Galleries lounges at London Heathrow and London Gatwick. Elsewhere, the airline has updated its à la carte First Dining with local specialties and a British Original offering across its US lounges\*\*, with a selection of new cocktails, locally crafted beers and other beverages now available.

British Airways recently unveiled its brand-new Whispering Angel bar at London Heathrow Terminal 5, allowing customers to enjoy a chilled glass of the famous rosé that originates in the Provence vineyards of Château d'Esclans before their flight. The airline also introduced various surprises for customers in time for the summer holidays, including seasonal menus, complimentary ice-cream for customers travelling on long-haul daytime flights from London Gatwick and London Heathrow in World Traveller (economy) and World Traveller Plus (premium economy) and the re-introduction of bubbles pre-take off in World Traveller Plus.



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