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NEWSLETTER

FOR GROUND HANDLING | CATERING | MRO | FBO | LOUNGE OPERATIONS

VACULEX GOES LIVE AT T2 - DXB

dnata's Baggage Services employees are delighted with the latest loading aid which substitutes muscle power for suction power. The Vaculex vacuum lifting solution went live at the new T2 baggage hall in March 2014 after the successful completion of a trial during the second half of last year. The Vaculex lifter is a hand-operated vacuum system, where a specially designed suction head is simply placed over the baggage item for easy lifting of even the heaviest and oddly-shaped ones with minimal physical effort. The system has been installed for the outbound baggage chutes as well as the transfer baggage in-feeds. In the pre-Vaculex days loading was done all manually at T2, but ever since the Swedish-made lifters went live, muscle or ligament pulls, and respective strain injuries are a thing of the past.



Bernd Struck, VP Baggage Services dnata says: "First and foremost, this is to protect the health of our employees. However, it is also a long-term investment, as it enables the team to load quicker and in a more orderly way." During the initial trial phase there was only a single unit installed, and according to Bernd the staff were queuing up to use it! One should not be surprised about this, lifting up to 45 kg heavy baggage items with your small finger makes one of the toughest jobs on the apron just so much easier – and faster.

THE AIRPORT SHOW & TRAVEL CATERING EXPO 2014

This year's Dubai Airport Show will be held in conjunction with the first ever Travel Catering Expo from 11-13 May, 2014, at Dubai International Convention and Exhibition Center. Not only will the 2014 show be the largest in the event's history, so will ONGROUND's stand be the biggest ever. Our team will be joined by most of our partners, namely DEKAL Load Banks, Hitzinger, ICEBRIDGE, JMS, MULAG, Vaculex, Vestergaard, and WERTHEIM technologies, presenting their latest equipment solutions for Ground Handling, Catering, MROs and FBOs.



The Dubai Airport Show has come a long way since its inception and nowadays attracts a good number of high quality visitors from the MEA region, South Asia and beyond. Together with our partners we are proud to once again showcase our portfolio of GSE and catering solutions at our stand #8330.

DEKAL LOAD BANKS FOR ETHIOPIAN

Ethiopian Airlines, the fastest growing and most profitable airline in Africa, recently took delivery of its first two ALB-80 portable resistive load banks for 400 Hz from DEKAL in Slovenia. Hand-in-hand with Ethiopian's rapid growth at both its home base Addis Ababa, as well as a large number of domestic stations, goes the need for GSE and aircraft maintenance tools, and DEKAL was quick to deliver the load banks within a month from receipt of order.



Solely focusing on load banks, DEKAL operates in a small and distinct niche of aviation equipment, boasting a number of unique selling points including simple operation suitable for non-trained users, compatibility with both workshop and airside operation, and boxes for easy transportation – not to mention top European quality. As already proven with Ethiopian Airlines and several other customers, DEKAL's lead times are short, furthermore the company guarantees minimum stock levels for each load bank type in case of emergency supplies.

DEKAL is proud to be the preferred load bank supplier approved by Hitzinger, and all products are CE certified and carry a two year manufacturer warranty.

GOSLEEP LOUNGE NOW AT AUH – TERMINAL 3

Ever dreamt about a proper snooze whilst in airport transit in between flights? Welcome to Abu Dhabi Airport, welcome to ONGROUND's GoSleep Lounge next to gate 35 at terminal 3! After having been involved from the start with an eight month trial phase in cooperation with Abu Dhabi Airports Company, ONGROUND officially took over as operator and MEA master franchisee for the GoSleep concept of futuristic pay-by-the-hour Sleeping Pods at AUH on 01.01.2014. GoSleep at AUH is the first ever dedicated commercial Sleeping Lounge at any airport in the world and we have big plans for a large rollout across all major aviation hubs across the MEA region.



In preparation for the official GoSleep launch our team was joined by Geoffrey Carrier in October 2013. With a background in facilities management, aviation and travel, Geoff has five hospitality staff reporting to him at the AUH operation, furthermore he is involved with the business development for a future rollout across the MEA region. Since the launch, traveller feedback has been so positive that we are already planning for a second facility at AUH.

NAS KUWAIT THRILLED BY AVIRAMP

NAS Kuwait commissioned their first Aviramp Continental which soon after started exclusive operations with flydubai for their B737 fleet operating to KWI. It comes after flydubai moved their eight daily flights from the main terminal at KWI to the Sheikh Saad Terminal. NAS were well satisfied with the performance and placed a further order for an additional Aviramp Aircraft Boarding Ramp.



Engineering Director of NAS, Naser Fahad Al Obaid summarises his view on the purchase, and the disembarking of aircraft. "The unit's simplicity, reliability, and dual purpose usability will surely force itself in the arena, I can see Aviramp throughout all airports in the MENA region quite soon, it really is a sound investment". Managing Director of Aviramp, Graham Corfield highlights that "Aviramp is an innovative yet simple solution for all passengers including PRMs to board and disembark an aircraft together and comfortably, and I am very glad that NAS think the same by implementing the concept into their airport operations". Aviramp Aircraft Passenger Boarding Ramps and Mobile Jet Bridges have been developed by a team comprised of engineers, pilots, ground handling specialists, airline operation specialists and PRM service providers. The patented aircraft boarding ramps are transforming the way airline passengers board and disembark aircraft.

ICEBRIDGE COOLING SOLUTIONS LANDED IN APAC



Early December marked a major milestone for ONGROUND with the arrival of Christian Ax as Director of Commercial Development for ICEBRIDGE for the Asia Pacific region. Chris is based in Dubai with a geographical focus from the Subcontinent in the West, via the classic Far Eastern region, all the way down to Australia and New Zealand. He is a seasoned catering professional with eight years experience at Gate Gourmet in Europe, and he is keen to turn what used to be an almost virgin territory into yet another ONGROUND-ICEBRIDGE success story. "Starting from an almost blank sheet in a region as exciting as APAC was a temptation I could not resist. Living in the Middle East, and spending half my time in the Far East, gives me the best of both worlds, and I am thrilled about extending the Helsinki-Dubai connection further East" says Chris.

ICEBRIDGE's on-board catering cooling solutions had their entry into MEA in 2013 with overwhelmingly positive feedback from both regional legacy carriers as well as LCCs. Several airline trials of ICEBRIDGE solutions have already proven successful, with one ground breaking announcement by a Middle East carrier just made a few days ago. ICEBRIDGE cooling solutions allow for on-board catering to be chilled or frozen for up to 20 hours – without the need for dry ice or electricity!

GSE MAINTENANCE – ROOM FOR HUGE SAVINGS!



When it comes to ground handling and GSE maintenance, Hans van Geenhuizen has almost seen it all. An aviation veteran and previously general manager of KLM Equipment Services for more than a decade, Hans established FM Global Solutions in 2010 as a consultancy firm, sharing his vast GSE knowledge with airport fleet asset owners and operators ever since. Together with his small but exclusive team, the five aviation buffs share a total hands-on ramp experience of almost 150 man years, having already come to good use with ground handlers in the UAE, Chile, Hong Kong and Europe – with plenty of more work waiting out there.

In 2012 Hans joined forces with DUX Partners, a well known Chilean consultancy, to extend the company's reach beyond aviation. With the DUX management coincidentally also having an aviation background, "...we have jointly discovered a unique value proposition for the GSE market, integrating best practices and our practical industry experience to generate bottom line efficiencies in any ground handling organisation", claims Hans. "Our target is to generate efficiencies that compensate for our costs, so that the project pays itself within a year of implementation". With GSE maintenance traditionally being considered solely a cost center, budgets tend to go down rather than up – a reason more for Hans and his team to step in to achieve GSE maintenance savings of up to 50% by applying FMG's unique and proven methodology!

MULAG COMET 8 CARGO TRACTOR LAUNCHED AT DXB

Life is full of challenges, we all know about that! But when we talk about dnata, cargo and tractors at Dubai International, the meaning of 'challenge' reaches dimensions unheard of at most other global aviation hubs! "Recently taking over from LHR as the world's busiest international airport for passenger traffic, DXB also is a major global cargo hub. With airside space at a premium, double digit cargo growth rates and steep tunnels, dnata's management are always seeking innovative solutions to manage their ever expanding operational requirements" states Nick Moore – SVP Airline Services – dnata Airport Operations.



MULAG on the other hand, always listening to special customer needs, recently launched the Comet 8, a purpose-built heavy duty cargo tractor, fitting in between its well proven Comet 6 and Comet 12 models. Custom-made for dnata's demanding requirements, MULAG's Comet 8 reached DXB's tarmac in early 2014 as its global launch pad. Designed to haul a train of up to six dollies with a maximum weight of 48 tons, the Comet 8 can even handle the 5% tunnel slopes at DXB, whilst meeting the UAE's harsh climatic conditions. High performance, easy handling and maintenance, low running costs, and the renowned MULAG quality make the Comet 8 the obvious choice even for the most challenging cargo operations!

VVIP ORDER FOR WERTHEIM'S MULTI-UP

WERTHEIM's MultiUp Highlifters can handle all types of aircraft – from the smallest private jet up to the A380 with a door sill height of more than eight meters – and can dock directly onto buses and buildings. That's why in late 2013 a VVIP customer from the UAE sought out Wertheim's superior reputation and GSE solutions to custom-build their airport ground vehicle. The high-end cabin interior carries the handwriting of a renowned designer for super yachts, hence only most exclusive and top quality materials turn the MultiUp cabin into a unique luxury highloader experience for highest requirements of comfort and innovation.

"In terms of economics, the [standard model] MultiUp for PRMs scored the best [...]" and "the features match perfectly with the operators' demand for an efficient process [...] and high levels of safety and comfort." These are quotes from a 2013 study on the Ambulift market performed by Vienna University of Economics and Business. The report further states "Our analysis of the added value for the airport showed that airports not only benefit from the MultiUp Ambulift due to its increased safety; but as a result of labour, energy and time savings, these companies also gain in pure financial terms."

Bottom line: The MultiUp does not only make operational, but also commercial and VVIP sense.



HITZINGER'S BIG BANG IN THE MIDDLE EAST

In Europe, Hitzinger has been *the* brand name for innovative and high performance ground power solutions for the last 70 years, but in the Middle East and Africa the breakthrough only happened fairly recently – at least when it comes to civil aviation. But ever since Hitzinger's successful Middle East entry with their state-of-the-art GPUs at Abu Dhabi Airport, this previously rarely seen brand at Gulf airports has apparently turned into the new favourite in terms of lowest TCO mobile ground power solutions. After Abu Dhabi followed Dubai, then Saudi Arabia, Kenya, Tanzania, Qatar, and soon Oman; from commercial ground handling, via VIP operations to now also FBO and MRO – Hitzinger's big bang in the Middle East and Africa region has only just begun with total unit numbers expected to triple until 2015!



The explanation for Hitzinger's success worldwide is quite simple: their GPUs offer by far the lowest TCO in the market with only fuel savings of average 3-4 liters per engine hour – not to mention lower maintenance costs as well as wear and tear. Commercial benefits apart, Hitzinger's D Power units are also the most quiet and greenest ones in the market, and their Red Dot design award winning looks clearly defy the common perception that a GSE cannot be pretty.

JMS INNOVATION FOR ETIHAD AT AUH

Jet Maintenance Service AG, better known as JMS, are always focused on the improvement of ergonomics and economical aspects of ground support equipment. JMS' management loves nothing more than challenging the so-called 'Standard' when it comes to aircraft handling and maintenance, and the company's portfolio of innovative and highly versatile ground handling and MRO tools talks for itself. A prime example of the JMS approach is its range of narrow and wide body axle jacks launched in 2011 and already widely used in the Middle East.



By working closely together with airline operators and production experts, the engineering team at JMS was able to dramatically reduce the component weight for standard axle jacks, improving on maneuverability and ergonomic handling, yet extending the operating speed. Today, JMS counts many of the world's leading airlines as their customer, among them Etihad Airways at Abu Dhabi, relying on J-AXLE products for the time-critical job of wheel and brake changes inside the hanger and on the ramp.

VESTERGAARD'S VVIP SUCCESS STORY

Vestergaard has been a proud partner for a VVIP operator in Abu Dhabi since 2008, having supplied them with a number of highest quality and state-of-the-art GSE for their most demanding operations. External aircraft appearance is being taken care of by two purpose-built Vestergaard aircraft washers on Volvo chassis, furthermore this important customer operates a fleet of three Mercedes-based water and lavatory service units to keep up the aircraft exterior. Lars Barsoe, Sales Manager at Vestergaard states: "In a VVIP operation like this we cannot compromise on quality, and here at Vestergaard we feel very privileged for having been a trusted supplier for so many years."



Until recently all Vestergaard units were manufactured in Denmark, however, due to growing demand from the Eastern hemisphere the company opened a brand new production facility in Thailand in 2013. All water and lavatory service units are now available in two versions, i.e. for both cold as well as warm climates, with the latter having Danish design and quality control, yet made in Thailand at more advantageous pricing.

POWER STOW ROLLERTRACK GOES MIDDLE EAST

The Power Stow Rollertrack is a flexible extension built into the belt loader with the mission to help ground handlers load and unload baggage and cargo fast and efficiently, while improving working conditions for their staff. Key competitive advantages include faster turnaround times of up to 30%, reduced manpower by more than a third, and improved working conditions for the staff due to 50% fewer back and shoulder injuries.

In the past ten years, Power Stow has delivered close to 300 units worldwide to its customer base including American Airlines, KLM, FedEx, Swissport, Menzies, and Air New Zealand – just to mention a few. Power Stow will expand its Middle East activities with a trial campaign to be launched with one of the large GCC ground handlers later in 2014. A demo unit will be made available then at one of the major Gulf hubs and serve as the perfect opportunity for regional ground handlers to view and evaluate the functionalities and benefits of the Power Stow Rollertrack.



FAIRS & EVENTS 2014

The Airport Show & Travel Catering Expo | 2014
 11 - 13 May, 2014
 Dubai, United Arab Emirates

1st African GHI Conference
 17 & 18 June, 2014
 Johannesburg, South Africa

16th Annual GHI Conference
 10 - 13 November, 2014
 Gothenburg, Sweden