



FFG UPDATE

THE AIRLINE CATERING NEWSLETTER FROM FLYING FOOD GROUP

CONTROL TOWER



Airline Ratings.com has ranked FFG customer Qantas as the world's safest airline for 2017—the fourth straight

year Qantas has earned this top rating. Factors used to establish the rankings include aviation and government audits, crash and serious incident records, profitability and fleet age. Qantas is a longstanding FFG customer, tapping our company at LAX and SFO to cater almost 50 flights weekly!

16 of the top 20 airlines named world safety leaders by AirlineRatings.com (2017) are FFG customers. In addition to Qantas, they include ANA, BA, Cathay Pacific, Delta, Etihad, EVA Air, Hawaiian, JAL, KLM, Lufthansa, SAS, Singapore Airlines, SWISS, United and Virgin Atlantic. FFG customer Jet Blue is also separately ranked as one of the world's top 10 safest low cost airlines.

FFG proudly counts 7 of these world safety leaders among its 10 largest customers!

The world's top-performing airlines rely on superb FFG products and services to assure passenger satisfaction and support their winning brands.

This is a responsibility we take very seriously. Customer service is our core commitment. Our daily model is partnership-working closely with each customer, meal after meal and flight after flight. That is how we have grown 30% over the past five years, with market share increasing annually.

We applaud our customers' top safety records. We will continue to match them in excellence and commitment.

- NICOLAS RONDEAU
Executive Vice President, Airline Sales

LOT Polish Airlines has chosen FFG to cater two new routes: Los Angeles to Warsaw (4x weekly) and Newark-Warsaw (5x weekly). Service to both locations launched in April. In July, FFG will cater LOT's new service between Chicago and Krakow. FFG has exclusively catered LOT between Chicago ORD and Warsaw and New York JFK and Warsaw since 1989.



Emirates chose FFG IAD to cater its existing route of daily flights between Washington Dulles and Dubai starting March 2017. In addition to Emirates, FFG IAD services Royal Air Maroc (3xweekly to Casablanca); Ethiopian Airlines (7xweekly to Addis Ababa); Lufthansa-(2xdaily to Frankfurt/Munich) and FFG IAD launch customer Virgin Atlantic (daily flights to London).



Xiamen Airlines joined the FFG family in February 2017, tapping FFG JFK to cater the airline's brand new route of 3 weekly flights from New York City to Fuzhou, China. FFG LAX begins catering 3 weekly Xiamen flights to Xiamen in late June; that increases to 5 flights per week in August.



FFG launched FFG Kona in February 2017! FFG Kona now services 3x weekly seasonal Hawaiian Airlines flights to Los Angeles, plus year-round 3x weekly HA flights to Japan! FFG Kona—led by Operations Manager Max Alona—also services 14 Delta flights weekly to the mainland. In September, Kona begins catering daily Japan Air Lines flights to Tokyo. Aloha, FFG Kona!



FFG HNL was named Hawaiian's **Domestic Kitchen of the Year** (2016) for the second consecutive year. HNL also earned Hawaiian's 2017 **Valued Partner Award** for providing a "high level of support" and "daily contributions." In late March, Japan Airlines presented FFG HNL with a **Certificate of Appreciation** (2016) for successfully supporting the airlines' award-winning, on-time performance. In addition to HNL, FFG caters Hawaiian at JFK, LAX, SEA and SFO: FFG also caters Japan Airlines at JFK, LAX, ORD & SFO.



FFG HNL earned Philippine Airlines' **Mubuhay Award Trophy** as Best Airline Caterer, second runner-up, in the Transpacific, Australia and Europe Region (2015). Winners were announced in late 2016. FFG also caters PAL at SFO.



FFG MIA earned a **Certificate of Recognition** (2017) from longtime customer Alitalia for successfully supporting the airline's new Economy Class service project! FFG JFK earned praise from Alitalia for successfully catering a special March 2017 media flight to Rome. FFG also caters Alitalia at LAX & ORD.



For the 3rd consecutive year, readers of PAX International Magazine voted FFG **Airline Caterer of the Year—Americas**. PAX announced worldwide honorees at the Hamburg World Travel Catering Expo this April. On hand to accept the coveted award were leaders of FFG's airline sales, management and culinary teams.



"Airline Caterer of the Year-Americas" trophy

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TAKING OFF