



FFG UPDATE

THE AIRLINE CATERING NEWSLETTER FROM FLYING FOOD GROUP

SUMMER 2018

LANDINGS

French Bee tapped FFG SFO to cater its May 11 **U.S. debut**: 4x weekly flights from San Francisco to Paris/French Polynesia. FFG proudly supports this newcomer, which offers low fares along with top quality and service. We anticipate a long-term connection!



China Airlines chose FFG LAX **remote catering for its new route**: daily flights from Ontario, California to Taipei. FFG produces the meals at Los Angeles and transports them to Ontario via specialized trucks. The route launched March 28: We also cater China Airlines at HNL, JFK and SFO, + cargo flights at MIA and SEA. China Airlines has been our customer since 2003.



Hawaiian Airlines also added FFG LAX **remote catering for its new route**: daily flights from Long Beach, California to Honolulu launching June 1. We also cater Hawaiian Airlines at HNL, JFK, KOA, LAX, PHX, SEA and SFO. Hawaiian has been an FFG customer since 2009.



Icelandair has chosen FFG SFO to **cater its new route** of 4xweekly flights between San Francisco and Reykjavik, Iceland. Service launched June 1. We also cater Icelandair at SEA. Icelandair has been an FFG customer since 2009.



CONTROL TOWER



FFG is engaged in a two-year, \$150 million facilities upgrade initiative, driven by the need to serve our customers and expand with them into new markets.

The improvement and expansion program--projected to conclude in 4th quarter 2018--involves catering locations across the U.S. In late 2018, we will debut state-of-the-art catering facilities at Los Angeles International Airport (96,000 square feet) and San Francisco International Airport (70,000 square feet). Also set for 2018: expansions at FFG's Honolulu, Kauai, Miami and Phoenix facilities. In 2017--when our upgrade program launched--we completed a new catering unit in Kona and added 30,000 square feet to our facility at Newark's Liberty International Airport.

FFG is dedicated to supporting expansions of our physical plant with added tools. We are upgrading our truck fleet with DOLL high-lifts equipped with cutting-edge technology that minimizes ramp safety hazards. These trucks accommodate new aircraft like the A350 and B-787.

FFG backs its superb quality airline passenger meals with industry-leading safe practices. In addition to frequent regulatory inspection by government agencies, airline kitchens are subject to unannounced 3rd party inspections by auditors such as Medina or NSF. All inspected units achieved NSF 'green ratings' in 2017, and have achieved top Medina rankings in 2018. Food safety is a constant priority and we are very proud of our performance.

As we continue adding new customers, existing customers have been expanding U.S. operations with larger aircraft and added frequencies. Customer service is the key to our business model: the loyalty and business of the world's leading global brands has fueled our \$150 million expansion program.

- NICOLAS RONDEAU
Executive Vice President, Airline Sales

TAKING OFF



PAX International Magazine readers voted FFG **Airline Caterer of the Year--Americas**. PAX announced 2018 international winners at the Hamburg World Travel Catering Expo in April. Accepting this coveted award were FFG heads of airline sales, management and culinary teams.

PAX publisher Aijaz Khan congratulates FFG leadership

This is the 4th consecutive year FFG has earned PAX reader's award.

FFG JFK supported the May 8 **QANTAS VVIP Charter Flight** from New York City to Havana. QANTAS praised FFG expertise and the food, including "best cheesecake ever." We cater QANTAS at HNL, LAX and SFO: the airline has been our customer since 2005.



Asiana Airlines has named FFG ORD as "**Best Performance of 2017 (Long Haul Route)**." This **worldwide award** is based on evaluations from route and station managers, equipment controllers and flight attendants. FFG ORD caters 5-7 Asiana flights weekly: we also service Asiana at HNL, JFK, SEA & SFO. Asiana has been our customer since 1996.



ASIANA AIRLINES



FFG SEA earns HA Certificate of Excellence

Hawaiian Airlines has chosen FFG SEA 2017 "**Domestic Kitchen of the Year.**" The airline also presented FFG SEA with a 2017 **Certificate of Excellence**. The airline cited FFG SEA's "outstanding performance and excellent customer service in all areas."

This is the third straight year an FFG kitchen has earned Domestic Kitchen of the Year.

At ANA's request, FFG ORD hosted the March 21 Star Alliance luncheon. Custom dishes created by ORD's culinary team for the event earned raves for eye and taste appeal from Star Alliance members. Joining ANA at the luncheon were staff from Air India, Asiana, LOT, Lufthansa, SAS, SWISS and United. FFG services ANA at JFK, SEA & SFO/SJC--plus ORD. ANA has been our customer since 2006.



Star Alliance luncheon at FFG ORD

