



**FLYING FOOD GROUP is recovering strongly despite the industry challenges resulting from the COVID-19 pandemic.** It is exciting to see airline catering recovering and customer relationships continue to be strong and growing.

While the industry is rebounding, many of the challenges of the pandemic remain. Flying Food Group experienced a strong summer season with our units working at capacity. Worldwide, the airline industry is growing stronger with Europe, the Middle East, India, and the Far East exhibiting increasing numbers. China numbers are lagging but is hopeful that it will start to show signs of increased development as well. At Flying Food Group, we are optimistic for pre-pandemic business numbers in the near future.

Supply chain and labor challenges continue but are slowly improving. While product availability and food costs remain as hurdles, Flying Food Group has done well with remaining on-point with its menus. Labor shortages across the US have impacted us as well, but with strong recruitment, employee engagement, and creative retention strategies, we have been able to hire new talent at all our units. We also have a strong core team that is dedicated to ensuring the highest quality product and service regardless of staff shortages. They expand their roles, cross-train, and work tirelessly to ensure customer satisfaction regardless of any staff shortages.

Strong customer relations have always been our strength, and this continues to be our focus. During the pandemic, we remained in close contact with our customers, remained flexible and adjusted to meet our customers' needs, and focused on customer service. We've continued with those same concepts with new customers, and it has resulted in expanding new business numbers. See "Landings" to read more about Flying Food Group's recent new business.

Overall, Flying Food Group is optimistic, with adaptability, flexibility, and a strong commitment to our customers carrying us forward to new and expanded business.

– **Nicolas Rondeau**

*Executive Vice President, Airline Sales and Marketing*

## Austrian

Flying Food Group's Washington D.C. Dulles airport facility (IAD) is **catering a daily Austrian Airlines flight from Virginia to Vienna, Austria.** Service began on April 1. Austrian Airlines is also catered by Flying Food Group at the Los Angeles facility (LAX) This route reopened on May 10.

## Frenchbee

Flying Food Group is catering French Bee four flights per week out of its Los Angeles facility (LAX) to Paris Orly. During peak season, flights will increase to a daily schedule. Service began on June 1. Flying Food Group also caters French Bee at San Francisco and Newark. The successful relationship with French Bee began with Flying Food Group catering French Bee's inaugural launch in the US in 2018. **Flying Food Group is pleased to partner with French Bee as it expands across the US.**



## Lufthansa

Flying Food Group's New York (JFK) facility is now catering multiple daily Lufthansa flights from New York to Frankfurt and to Munich. Service began April 1. Flying Food Group also caters Lufthansa at four other locations: Chicago, Los Angeles, Newark, and Washington. **Flying Food Group has a long-term partnership with Lufthansa that started in 2005.**



Flying Food Group's Los Angeles facility (LAI) is catering 10 direct-to-Singapore flights and seven flights to Tokyo Narita per week. Service started in early August. In the fall, flights will increase to two daily direct-to-Singapore and one daily to Japan. Flying Food Group also caters Singapore Airlines at New York City, Newark, and Seattle. **Singapore Airlines has been a Flying Food Group customer since 2003.**

## SUSTAINABILITY AT FLYING FOOD GROUP

**Flying Food Group is committed to the continued development of its sustainability program** with initiatives of educational workshops, opportunities for reduction of its environmental footprint, sustainability awareness campaigns, and recycling. Flying Food Group has instituted an ongoing metric mapping project that allows for tracking the use of energy, emissions, water, and waste from across the company from 2019 to present. In partnership with a consulting firm, Flying Food Group continues progress towards a roadmap to reduce its environmental footprint, verified targets and goals, plus deepening the understanding of sustainability. Flying Food Group's sustainability initiative – named **"Greener Runways"** helps to promote, educate, and encourage sustainable awareness, actions, and accountability for its employees, suppliers, and community. Part of the initiative includes a monthly newsletter which can be found at <https://conta.cc/3dSUwXS>.



**Greener  
Runways**