



In 2023, Flying Food Group celebrated its 40th anniversary with many successes in landing new customers and with our current customers expanding their business at new and/or existing locations. The airline industry experienced a dramatic post-Covid rebound, and there

is promise that 2024 will continue the trend as the mainland China market continues to increase as well.

**Those in the industry are hopeful for a banner year in airline profits.**

The planes are full again with a heavy, continuous demand in the leisure market, while business travelers return with a high demand in premium segments. This trend may affect how our customers attract their business and how we reflect that in our offerings as an airline caterer. Hurdles remain as food costs continue to rise and labor shortages continue despite a continuous wage rate increase, but creative solutions and strategies help to overcome the challenges we face. **Flying Food Group is committed to providing excellent products and service to our customers in these current market challenges.**

As we enter 2024, Flying Food Group is planning for an ever-expanding market for new food trends, continuing with creative solutions for employee hiring and retention, and remaining flexible with our customers' needs. We have built strong company networks and relationships that will provide our customers with significantly more choices than our competitors. **And while the industry has certainly changed over the 40 years of Flying Food Group's existence, we are excited to see how we can best serve our customers for many years to come.**

– Nicolas Rondeau

Executive Vice President, Airline Sales and Marketing



**ANA START UP at LAX** Flying Food Group's Los Angeles (LAX) facility is catering two daily ANA flights from Los Angeles to Tokyo Narita (NRT) and one daily flight to Tokyo Haneda (HND). Service began on November 1. Flying Food Group also caters ANA at Chicago, New York, San Francisco, Seattle, and Honolulu. Executive Vice President Airline Sales and Marketing Nicolas Rondeau says, **"It is great to expand business with long-time customer ANA and have them entrusting Flying Food Group service for their largest USA mainland station."**



**ITA AIRWAYS LAUNCHED AT IAD AND SFO** Flying Food Group's Dulles (IAD) facility is catering **five weekly ITA Airways flights to Rome, Italy.** Service

for this new customer launched in June. Flying Food Group's San Francisco (SFO) facility is catering four weekly flights to Rome. Service launched at San Francisco in July.



**QANTAS START UP AT LAX AND SFO** Flying Food Group's Los

Angeles (LAX) facility is catering multiple daily Qantas flights to Australia. Service began on September 24. Flying Food Group's San Francisco (SFO) facility is catering four weekly Qantas flights to Australia. Service began as of October 5. Flying Food Group also caters Qantas at the HNL airport. Qantas is a returning customer to the LAX and SFO facilities. Executive Vice President, Airline Sales and Marketing Nicolas Rondeau says, **"It is great to see a customer coming back. It shows a high level in trust and confidence in the Flying Food Group team and service."**



**TURKISH AIRLINES**

**TURKISH AIRLINES START UP AT JFK, EWR and ORD** Flying Food Group's New

York (JFK) facility is catering multiple daily Turkish Airlines' flights to Istanbul, Turkey. Flying Food Group's Newark (EWR) facility is catering one daily Turkish Airlines' flight, and it's Chicago (ORD) facility is catering three flights daily. Service began in June 2023 at all three locations. Flying Food Group also caters Turkish Airlines at Miami. **Turkish Airlines has been a Flying Food Group customer since 2018.**



**ZIPAIR START UP AT SFO** Flying Food Group's San Francisco (SFO) facility is catering six Zipair flights

per week. Service began in July. Flying Food Group also caters Zipair at Honolulu and Los Angeles.



**Greener Runways**

**FFG UTILIZES ENERGY STAR PORTFOLIO MANAGER**

In January 2023, Flying Food Group transitioned its metric mapping process to Energy Star Portfolio Manager. The software allows Flying Food Group to monitor waste, water, emissions and energy metrics in real time across all locations. Each month, billing data is entered into the portfolio, enabling the team to monitor trends in real time, set targets, and track progress to goals.

After one year, Flying Food Group will have the capability to identify underperforming buildings for energy efficiency improvements, identify best practices, benchmark company-wide metrics, and easily share this information across locations. **Flying Food Group will also receive an Energy Star Rating and apply for Energy Star Certification.**

In 2019, the Energy Star program for commercial buildings helped businesses and organizations save 230 billion kilowatt-hours of electricity, avoid \$14 billion in energy costs, and achieve 170 million metric tons of greenhouse gas reductions. Energy Star Portfolio has allowed Flying

## TAKING OFF



**FFG CATERES BRIGHTLINE, A HIGH-SPEED RAIL SERVICE**

Flying Food Group's Miami (MIA) and Orlando (MCO) facilities are catering its first rail customer, Brightline, a high-speed rail service. Service began on August 31. Both facilities will cater 16 trains in each direction per day with a Premium and Smart Class of service. **This is an exciting opportunity for Flying Food Group as it enters a new industry and kicks off the launch with an innovative customer.** Brightline offers high-speed rail commutes for business, group, individual, and/or family travelers.



**STARLUX**

Flying Food Group's Los Angeles (LAX) facility is catering Starlux's daily long-haul flight from Los Angeles to Taipei, Taiwan. Service began on April 26. Flying Food Group's San Francisco (SFO) facility is catering three weekly Starlux flights, increasing to a daily flight in March. Starlux is a luxury high-end boutique airline that is committed to providing a new intimate and innovative service to its customers. Starlux's menus spotlight Flying Food Group's culinary team's expertise. **It has expanded its service across the U.S., and Flying Food Group is excited to partner with this innovative new airline.**

Food Group to expand its metric tracking of Scope 3 emissions, allowing the organization to continue its growth and development of a comprehensive sustainability program. Flying Food Group is excited to be part of the Energy Star program and to be approaching our one-year mark with the software, with many exciting next steps to take.

You may read more about Flying Food Group's sustainability initiatives in our monthly newsletter, **Greener Runways** at [conta.cc/3NLPjjc](https://conta.cc/3NLPjjc)