

Flying Food Group's Seattle facility (SEA) is catering Singapore Airlines' new route of four direct weekly flights to Singapore. Service launched in September. Flying Food Group also caters Singapore at Newark, New York City, and San Francisco. **The airline has been a Flying Food Group customer since 2003.**



SWISS Flying Food Group's Los Angeles facility (LAX) is again catering Swiss International's existing route of direct daily flights to Zurich. Service launched in September. Flying Food Group also caters Swiss at Chicago, Miami, Newark and New York City. **Swiss has been a Flying Food Group customer since 2010.**

Flying Food Group's Chicago facility (ORD) and San Francisco facility (SFO) are each catering new routes of five weekly TAP Air Portugal flights to Lisbon. Both routes launched in June. Flying Food Group also caters TAP at Miami and Newark. **TAP has been a Flying Food Group customer since 2011.**



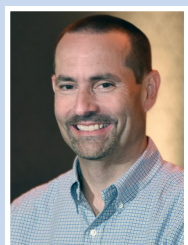
Ethiopian Flying Food Group's New York facility (JFK) is catering Ethiopian Airlines' new route of three weekly flights to Abidjan and Addis Ababa. Service launched in June. Flying Food Group also caters Ethiopian at Chicago, Newark and Washington, D.C. **The airline has been a Flying Food Group customer since 2015.**



LOT Flying Food Group's Miami facility (MIA) is catering LOT's new route of five weekly flights to Warsaw. Service launched in June. Flying Food Group also caters LOT at Chicago, Los Angeles, Newark and New York City. **LOT has been a Flying Food Group customer since 1990.**



Flying Food Group's Miami facility (MIA) is now catering Corsair's three weekly flights to Paris (ORY). **Service for this new customer launched in June.**



Flying Food Group President/COO Tom Biland literally knows the airline service business from the ground up!

Tom has logged over 30 years of airline industry experience, holding operational and/or management positions with Lufthansa, Ogden Aviation and LSG Sky Chefs, as well as Flying Food Group. His spent two years with ASIG Ground Services at EWR and JFK, involved with multiple aspects of aircraft servicing, including cargo, cabin service, baggage handling and deicing. Tom first joined FFG in 2004 as GM of our Newark facility (EWR). In 2011, he left for ASIG but returned to Flying Food Group in 2013 to serve as Regional General Manager Eastern Region and GM at Newark (EWR). As Regional General Manager, he oversaw our Hartford (BDL), New York City (JFK) and Washington, D.C. (IAD) facilities. This affable industry veteran was named Flying Food Group President/COO in 2016, overseeing Operations at all 20 Flying Food Group facilities. He reports directly to CEO David Cotton.

FLIGHT DECK

CONTROL TOWER

Last year, an airline customer of ours chose to switch caterers. After one year with the other caterer, they contacted us in mid-contract to say: "we are coming back because we miss the value we had with Flying Food Group."



"Value" is not easy to pinpoint or describe. Flying Food Group services an elite list of customers from a strategic, coast-to-coast network of kitchens located from Honolulu to New York City. I like to explain our quality service and products as **the COAST FACTOR: Commitment, Openness, Attention, Service, Time-Tested**

Commitment: A fierce focus on quality products and service

Openness: Continuing full communication with every customer

Attention: Going the extra mile to help a customer overcome weather, technical issues or unexpected glitches

Service: Stepping up every time to fulfill customer requests, including VIP flights or special events

Time-Tested: In a highly competitive industry, retaining customers over time

Flying Food Group outpaces the industry in customer retention and loyalty. Examples include:

SAS 30 Years	LOT 29 Years	ALITALIA 28 Years
KOREAN AIRLINES 26 Years	JAPAN AIRLINES 18 Years	

We continually earn repeat business and renewed contracts with the world's finest airlines. In addition, we win awards such as the one from JAL (see Taking Off). Our customers rely on us to satisfy passengers with the WOW moment as beautiful food is carefully presented. There is no substitute for total dedication to excellence. That dedication sets us apart. Each customer can rely on our full support and optimal results.

— Nicolas Rondeau

Executive Vice President, Airline Sales and Marketing

TAKING OFF

Flying Food Group's New York City facility (JFK) has received Japan Airlines' **2018 Meal and Operation Quality Award (Long Haul)**. The global award was presented at the kitchen in late July 2019 by Mr. Frank Fujii, Japan Airlines' Vice President & Regional Manager, Eastern



Region U.S.A. The award cites management and staff for earning "the highest point of in-flight meal satisfaction of Value Score 2018 in Long Haul Category." We also cater Japan Airlines at Chicago, Honolulu, Kona, Los Angeles, San Francisco and Seattle. **Japan Airlines has been our customer since 2001.**



JAPAN AIRLINES