

# AirBorne

Aviation Professionals @ Work

GLOBAL ISSUE 01, 2024

Welcome to AirlinePros, an award-winning global network providing Representation, Distribution, and Commercial solutions for airlines and the travel industry. Our mission is to partner with professionals who share our principles and deliver unparalleled value for our airline clients, trade partners, and travelers. At AirlinePros, we love what we do and we do what we love, which helps us take you to greater heights!

## WORD FROM THE GROUP CEO



ACHMA ASOKAN  
Group CEO

As we bid goodbye to 2023, a truly remarkable year on many fronts, I would like to quickly reflect on the incredible journey we had together. The past year was a true testament to our dedication, collective strength and hard work along with our commitment towards excellence.

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## FROM THE CHAIRMAN'S DESK



JAMES FOSTER  
Chairman

Almost everyone in the aviation industry are pleasantly surprised at the level of resurgence of passenger traffic in 2023. North America, and Latin America surpassed their 2019 RPKs by over five per cent and so did the Middle East. Asia-Pacific airlines stood at a little less than 10 per cent below pre-pandemic levels.

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## SOME OF OUR NEW CLIENTS



ITA Airways is the flag carrier airline of Italy, established in 2021 as the successor to Alitalia. ITA Airways operates a fleet of modern aircraft, offering both domestic and international flights. With an added emphasis on sustainability, the airline's corporate identity includes a distinctive blue and white color scheme, reflecting its Italian heritage and commitment to modernity and innovation in air travel.



Garuda Indonesia, the flag carrier of Indonesia, connects more than 90 destinations across Asia, Oceania, the Middle East, and Europe. Certified as a five-star airline, it is a member of the SkyTeam airline alliance and based out of Jakarta, operating more than 600 flights every day with a fleet of over 200 aircraft that have an average age of less than five years.



Malaysia Airlines (MH), part of the Malaysia Aviation Group, is the national carrier of Malaysia. Part of the OneWorld alliance, MH carries around 40,000 passengers daily. MH has appointed AirlinePros as their GSA in the US market following the recent upgrade of their air safety ranking to Category 1 by the United States Federal Aviation Authority (FAA).



Founded in 1997, Star Peru primarily operates domestic flights within Peru, connecting major cities and tourist destinations across the country. Headquartered out of Lima, the airline operates a fleet that is suitably tailored to regional operations, ensuring efficient service for its passengers. It focuses on offering affordable and convenient flight options, making it a popular choice among both locals and tourists in Peru.



Established in 2010 with the aim of boosting air connectivity within the Caribbean region, Sunrise Airways has its main base at Port-au-Prince, Haiti. Its route network includes both domestic flights within Haiti and international flights to nearby Caribbean countries, making it a key player in enhancing regional connectivity.

## MILESTONES REACHED IN 2023

- DECEMBER 2023** Sky Angkor Airlines appoints AirlinePros as its GSA in Japan, Mexico, Nicaragua, Panama, Paraguay, Peru, Saint Kitts and Nevis, Saint Lucia, and Singapore. Groupe Transair appoints AirlinePros as its GSA in Grenada, Guatemala, Guyana, Haiti, Honduras, and Jamaica.
- NOVEMBER 2023** LAM Mozambique appoints AirlinePros as its GSA in South Africa.
- OCTOBER 2023** Garuda Indonesia, ITA Airways appoint AirlinePros as GSA in USA and Canada. RwandAir appoints AirlinePros as its GSA in Singapore.
- SEPTEMBER 2023** fastjet appoints AirlinePros as its GSA in Australia, Canada, Germany, India, France, Greece, Italy, Japan, The Netherlands, and Sweden.
- AUGUST 2023** Sunrise Airways, Star Peru appoints AirlinePros as GSA in USA. Kam Air appoints AirlinePros as its GSA in Australia, Canada, Germany, India, The Netherlands, UK, UAE, Saudi Arabia, Turkey, and Kuwait.
- JULY 2023** AirlinePros International partners with Grupo Logitur in Dominican Republic. TUI fly announces AirlinePros as its GSA in the Dominican Republic.
- JUNE 2023** AirlinePros International becomes Associate Member of AASA. AirlinePros Western Europe partners with Flexible Autos in France.
- MAY 2023** Zambia Airways announces AirlinePros as its GSA in South Africa.
- APRIL 2023** Eswatini Air announces AirlinePros as its GSA in South Africa and Zimbabwe.
- MARCH 2023** Malaysia Airlines announces AirlinePros as its GSA in the USA.
- FEBRUARY 2023** TAG Airlines announces AirlinePros as its GSA in Canada.
- JANUARY 2023** PNG Air announces AirlinePros as its GSA in Germany.

## MEET OUR NEW CEO



SHREYAS NANAVATI  
CEO, AirlinePros

Shreyas Nanavati has a unique ability to connect high-level strategy with ground-level operations, allowing him to make decisions that are both financially sound and operationally feasible.

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## MEET OUR GROUP CFO



XAVIER MASULE  
GROUP CFO

With nearly three decades of experience in the aviation industry, Xavier Masule stands out as a figure of exceptional leadership, vision, and commitment; an esteemed member of the global aviation community.

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## MEET SOME OF OUR TEAM



TODD NEUMAN  
Chief Commercial Officer  
AirlinePros International



ELIZABETH PEGUERO  
Sales & Marketing Manager  
Dominican Republic



DAVID PATERSON  
Sales & Marketing Director  
Northern Europe



KATE DU TOIT  
Global Infrastructure  
Europe



FAHAD MOMIN SHAH  
Regional Managing Partner  
Middle East



RAJI RAJAN  
Global Performance  
Asia-Pacific



FRANCK DAKAYI  
Regional Managing Partner  
Cameroon

## WORLD AIRLINE AWARDS, 2023



Congratulations to all our partner airlines who were recognized at the recent Skytrax World Airline Awards 2023, as top performing in various categories. The World Airline Awards, which began in 1999, are referred to as 'the Oscars of the aviation industry'. Internationally recognized, the awards are based on impartial customer feedback.

"The Skytrax World Airline Awards indicate a clear victory of the hard work done by our partner airlines for our mutual customers," said Achma Asokan, Group CEO, AirlinePros International. "Heartily congratulations to all our partner airlines and may you continue to fly higher."

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## AIRLINEPROS CLIENTS WIN BIG AT WORLD TRAVEL AWARDS



- ✦ Royal Brunei – World's Leading Cabin Crew, 2023
- ✦ TUI fly – World's Leading Charter Airline, 2023
- ✦ TUI fly – Europe's Leading Charter Airline, 2023
- ✦ Air Seychelles – World's Leading Airline, Indian Ocean 2023
- ✦ Air Seychelles – Indian Ocean's Leading Airline – Economy Class, 2023
- ✦ Air Seychelles – Indian Ocean's Leading Airline Brand, 2023
- ✦ Kenya Airways – Africa's Leading Airline – Economy Class, 2023
- ✦ Kenya Airways – Africa's Leading In-Flight Magazine, 2023
- ✦ VietJet – Asia's Leading Airline – Customer Experience, 2023
- ✦ Malaysia Airlines – Asia's Leading Airline – In-Flight Entertainment, 2023
- ✦ Caribbean Airlines – Caribbean's Leading Airline Brand, 2023
- ✦ InterCaribbean Airways – Caribbean's Leading Cabin Crew, 2023

## NEWS AND EVENTS

### IATA Focus Africa



The first edition of IATA's Focus Africa was held in Addis Ababa from June 20 – 21, 2023. It brought together aviation leaders, key decision makers, airline CEOs, influencers, and media from Africa and the Middle East.

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### AviaDev 2023



As aviation continues on the path of robust recovery since the pandemic, networking events like these go a long way in addressing the challenges facing the sector in the continent and brings all key players together.

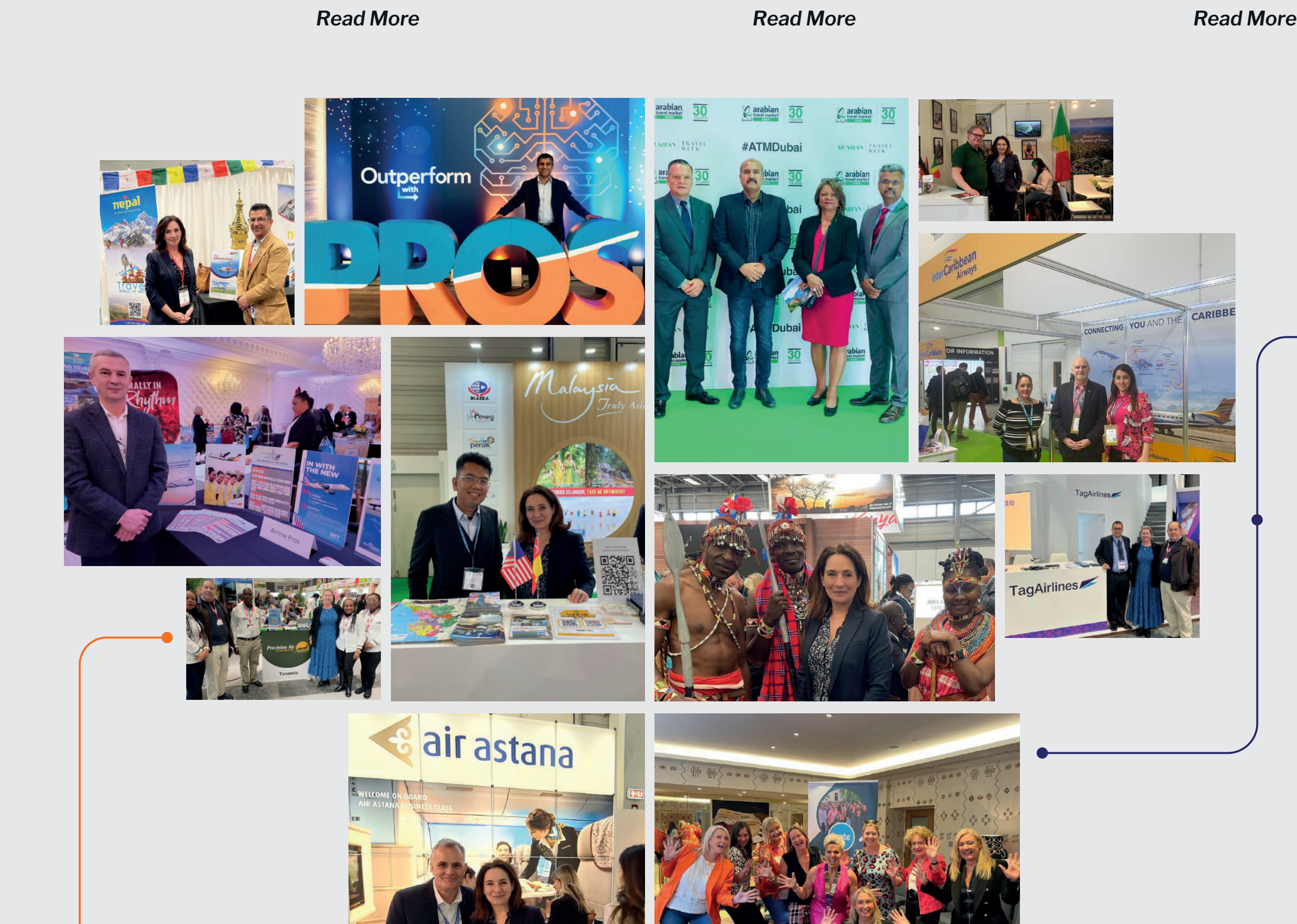
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### CONNECT New World



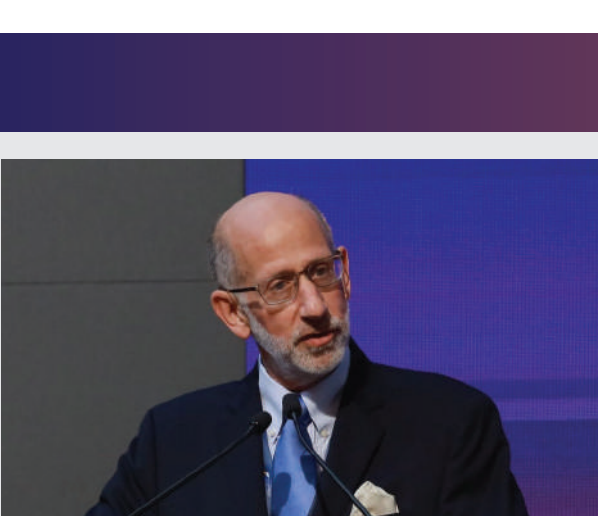
CONNECT New World, the inaugural route development forum dedicated to the Americas and the Caribbean, was held at Santo Domingo in the Dominican Republic over three days from May 30 to June 1.

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## AIRLINEPROS INTERNATIONAL ASSEMBLY - AIA

### Setting the stage for excellence



AirlinePros International Assembly, AIA, held at the Fairmont The Palm, Dubai, was a milestone event in our journey towards an innovative and trustworthy leader in the aviation industry. It was also about getting future-ready by investing in our most valuable asset – our people. The event brought together industry leaders and technology pioneers from aviation and tourism industries to interact with AirlinePros teams from nearly 60 global locations. Presenting the latest technology trends that will shape the future were our industry partners like ARC, IATA, UNWTO, Dohop, EveryMundo, Plusgrade, to name some.

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## INTRODUCING AIRLINEPROS INTERNATIONAL AIR SERVICES

In a world where global air connectivity fuels tourism and economic prosperity, it is essential for airports and destinations to work together seamlessly. The demand for new routes and sustaining existing capacity necessitates expertise and collaboration across various stakeholders, regulatory authorities, regional tourism entities, tour operators, and local agents.

AirlinePros International expertly helps you bridge the gap, enabling you to tell your story and create compelling reasons for airlines to choose your airport and destination. Our consultancy services include analyzing new route opportunities, assessing route feasibility, developing business cases, fostering relationships with airlines, and representing destinations at international events.

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## REDEFINING THE TRAVEL SPACE



Flying Carpet is a new digital destination management portal which will be launched in early 2024. Designed and developed by leading industry experts for travelers seeking unique and memorable travel experiences, Flying Carpet will also be used by National Tourism Organizations as well as State Tourism Boards, in addition to regional tourism promotion agencies to showcase their countries and cities across the world. It will enable travelers to learn about more about new and unexplored destinations, as well as travel agents to receive better deals for increased profits.