



Yuri Pustovgarov handed a symbolic key for the new helicopter to RHS CEO Mikhail Kazachkov.

First serial-produced Mi-38 delivered

Russian Helicopter Systems (RHS) has taken delivery of the first serial-produced Mi-38 helicopter for its client Gazprombank Leasing. Delivered by Russian Helicopters, part of Rostec State Corporation, the VIP-configured Mi-38 was built by Kazan Helicopters and is designed to carry up to 10 people.

“The newest Mi-38 is a multi-purpose helicopter that will fill the empty niche between the medium Mi-8 and heavy Mi-26 models,” says Rostec Aviation Cluster industrial director Anatoly Serdyukov. “It can be used for the transportation of cargo and passengers, search and rescue operations, and as a flying hospital or an offshore helicopter for delivering specialists to oil production platforms at sea. The first serial produced machine will be used

for business class transportation. We have already demonstrated this helicopter to the leaders of Russia and foreign countries. The superior flight performance characteristics and competitive price will guarantee that the Mi-38 will find its place in the helicopter fleet of Russia, our partners in the Middle East, southeast Asia, Latin America and other regions.”

The delivery ceremony was held at the Kazan Helicopters facility and was attended by the president of the Republic of Tatarstan Rustam Minnikhanov, Russian Helicopters director general Andrei Boginsky and Kazan Helicopters director general Yuri Pustovgarov.

“This delivery is an important step, confirming that Kazan Helicopters is ready to fulfil serial delivery of this type of machine for commercial

operators and governments,” adds Boginsky. “The demand forecast of potential buyers for the Mi-38 by 2030 is more than 100 aircraft.”

Gazprombank Leasing CEO Maxim Agadzhanov notes: “We are glad to continue our cooperation with Russian Helicopters and implement another deal, financing the production of the Mi-38 in the framework of the previously signed cooperation agreement. Renovation of aircraft fleets requires significant capital investment, and leasing allows you to divide the cost of expensive asset acquisitions into long periods comparable with the life of the asset, making it undoubtedly an effective financial tool in solving such problems. We see good prospects for leasing aircraft and, in particular, helicopters.”

ACJ320neo returns to Acropolis after green completion

Farnborough airport-based Acropolis Aviation has taken delivery of its brand new ACJ320neo after a 13-month green completion by Basel, Switzerland-based AMAC Aerospace. The aircraft was the first of this type delivered by Airbus Corporate Jets for VVIP configuration in early 2019, and following its return to service will provide additional range for Acropolis via high efficiency engines and the addition of drag-reducing sharklets.

“The quality offered by AMAC Aerospace is second-to-none,” says Acropolis CEO Jonathan Bousfield. “We needed to select the right outfitter to bring our vision to life, and from our point of view AMAC demonstrated to us it had the skill and creativity to do



The versatile cabin space is designed to suit Acropolis' diverse clientele.

this better than anyone else. We are extremely pleased to see the aircraft now returning to service and at the full disposal for our esteemed customers.”

He continues: “We are absolutely delighted with the high quality of workmanship that has gone into the creation of G-KELT since it arrived

green in January 2019. AMAC Aerospace has created something very special, which will set new standards of comfort and wellbeing in the VVIP charter market, fully utilising the cabin space.”

Acropolis selected design studio Alberto Pinto for the bespoke interior. The cabin is outfitted with the finest leather and wood veneers, and cabin technology provided by Collins Aerospace includes Venue and Stage cabin management and entertainment systems, audio/video on demand, AVOD streaming solution, Airshow moving maps and Viu LED interior lighting system. There is versatile accommodation for 19 passengers, including a private master bedroom leading to a luxury en-suite bathroom.

FBO Survey 20

Overall rankings 2020

1	Stockholm (Bromma): Grafair Jet Center	8.818
2	Belfast City (George Best): Avflight	8.708
3	Copenhagen (Roskilde): Roskilde Executive Handling	8.590
4	Stockholm (Arlanda): Grafair Jet Center	8.454
5	Southend (London Southend): Stobart Jet Centre	8.416
6	Zurich: ExecuJet Europe	8.406
7	London (Biggin Hill): Signature Flight Support	8.333
8	Geneva: Jet Aviation Geneva	8.125
9	Farnborough: Farnborough Airport	7.978
10	Berlin (Schoenefeld): ExecuJet Europe	7.964
11	Palma de Mallorca: Mallorcair	7.916
12	Nice/Cote d'Azur: Swissport Executive Aviation	7.857
13	Paris (Le Bourget): Dassault Falcon Service	7.750
14	Paris (Le Bourget): Signature Flight Support Terminal 1	7.750
15	Amsterdam (Schiphol): Jet Aviation Amsterdam	7.714
16	London (Biggin Hill): Biggin Hill Executive Handling	7.636
17	Paris (Le Bourget): Jetex	7.575
18	Nice/Cote d'Azur: Aviapartner Executive	7.531
19	London (Luton): Signature Flight Support	7.454
20	Cannes (Mandelieu): Sky Valet	7.450

Visit our website for the full listing

The FBO information published in *Business Air News* is only a small snapshot of our data. By going online and visiting www.businessairnews.com you can search for FBOs by location, country or name. You can then view full entries, read recent new stories, and access full contact information.

How the FBO voting system works

Business Air News keeps track of every business jet, business twin and turbine helicopter in Europe, the Middle East and Africa, and builds its distribution database from individuals responsible for all these aircraft.

Voting in the annual FBO feedback survey is strictly restricted to this unique and valuable list of professionals. Each is able to use the survey form on the magazine mailer sheets throughout the second half of the year, or can vote online at any time through their own web page. Voters are excluded from ranking their own company's facilities.

Over 2,500 FBOs, handlers and agents are offered on the voting forms, and readers can vote for as many or as few as they like. A rating out of nine is given for facilities, service, staff and value, from which an average is taken.

To minimise statistical aberrations,



only those facilities receiving at least 0.7 per cent of the total number of votes cast are included in our final league table.

Business Air News extends many thanks to the thousands of chief pilots, ops managers and aircraft owners who took the time to complete the 2020 survey – your votes have created a fascinating snapshot of FBO standards.

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Consistent FBO performers occupy the top spots once more

FBO Survey 20

Business Air News readers around the world have been casting their votes in our annual FBO Survey, and the final results are nothing if not consistent. Grafair at Bromma is ranked number one, and its Arlanda twin comes in at number four. Silver medallist AvFlight at Belfast is a two-time previous winner, while Roskilde in bronze has also formerly triumphed. Stobart at Southend completes the top five, and it is interesting to note once more that all of these highly ranked facilities are run by small teams and do not have the scale of some of the larger players. Personalised service and a tailored approach seem to be the order of the day. Many will be concerned about the knock-on effects of the coronavirus and a potential recession, which makes stellar service all the more crucial.

Sweden's Grafair has been riding high at the top of our FBO Survey for several years, and in 2020 it has become the outright winner once more, having placed at number four in 2019. So what's changed? "We haven't changed at all – people know exactly what to expect from Grafair Jet Center," explains CEO Johan Emmoth. "With that said, you must always 'tune the grand piano', stay on your toes and be alert to meet the demands for all changes and challenges. There are always things that can be improved – we never stop. Once you start patting yourself on the back, you will probably start slacking.

"If you fly into Stockholm and

Grafair Jet Center you can be calm – it will work. We will do everything possible and find a way round, if there is an obstacle, and we are ready to work hard for anyone."

Despite some 'highly appreciated' new faces in the frontline, most staff have been working with Grafair for a long time. Emmoth says that this is one of the things that sets the FBO

apart: "We are a very tight team and, aside from being professional with what we are doing, we have a lot of fun at work. I am sure that the joy and happiness we feel at work spreads to our guests; you can't fake it. We do not have a strong hierarchy at Grafair, the ground rule is that everybody is helping each other no matter the task. Do not be

surprised if the CEO gets asked to help out emptying the lavatory on an aircraft at the ramp.

"You need to have proper training, and our highly appreciated staff has very broad skills. The Grafair way is also to do everything in-house, we do not rely on a third party.

"Despite having our best year ever, movement-wise we are, like others,

now facing our most difficult time. Luckily, we were prepared and after many years of expansion we were expecting a recession. I do not think anyone thought this was coming though. For anyone travelling in to Sweden, we stay open ready to give the best safe service there is in the market."

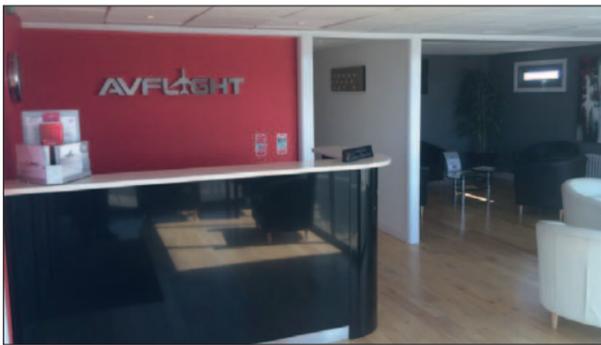
If a customer is flying in or out of Stockholm, Grafair Jet Center has become a natural choice for its ease and familiar approach. "To be consistent and having good old honest business morals is key," Emmoth continues. "We give more service without reaching for that extra euro. The money itself is not the drive, we want to give a good service that is appreciated and it comes with a fixed price. One price depending on the size of the aircraft and an all-inclusive concept, easy. As proof, we are extra proud that it is our guests and clients saying so by voting us number one FBO once again. Nothing can beat it and we are very thankful.

"You do not only fly to Stockholm and Sweden to eat ice cream and talk to our famous parrot. Both our FBOs are situated in strategic locations and have the infrastructure letting you get on and off your aircraft and get going to your final destination in minutes.

"We will continue doing the same, day after day and not change a winning concept," he concludes.

Bavarian entrepreneur Hans Rudolf Woehrl has been drawn at random from all those voting in our FBO Survey this year. He wins a free subscription to the *BAN Handbook* online for the coming year.

Thanks to everybody who took the time to participate and provide your opinions.



Top: Grafair's in-house parrot and its great service and facilities are all recognisable parts of a winning formula. Bottom: Avflight (left) at Belfast City has taken second place, while Roskilde Executive Handling at Copenhagen was close behind in third place.



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Thank you for voting for EGAC in the EBAN FBO survey