

Above & Beyond

A FALCON CUSTOMER SERVICE MAGAZINE | Volume 110 - Winter 2024

THE WAY OF THE FUTURE: FALCONWAYS

Revolutionary FalconWays saves fuel and reduces emissions



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A FALCON CUSTOMER SERVICE MAGAZINE

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FLYING INTO 2024 WITH A NEW AIRPLANE AND NEW SERVICE

Falcon operators rise to new challenges all the time. See, for example, our profile on Shell Aviation, which adapted quickly to flying oil rig workers and ships' crews during the Covid pandemic and was one of the first flight departments to encounter GPS spoofing, a challenge now for all of aviation.

Our job is to support operators and flight departments like Shell's so they can support their companies or their customers in an unpredictable, evolving world.

In this issue, you'll find many ways we are doing this: by introducing the ultra-productive new Falcon 6X into service; by rolling out the FalconWays app to help reduce fuel consumption; and by consistently growing our service center network.

Among our goals this year is to keep improving AOG and parts support, despite supply chain challenges still strongly impacting aviation. This is an industrywide issue and area of intense focus.

We are particularly excited about new service locations mentioned in this issue. ExecuJet's new Dubai location opened last year and is already busy with heavy maintenance projects. A major new facility is about to open in Malaysia. We've broken ground for a new facility in Melbourne, Florida. We're also moving our Sorocaba service center to São Paulo's new Catarina International Executive Airport.

In the Northeast U.S., Pro Star Aviation now supports Falcon operators as an authorized service center. In New Delhi, Indamer Aviation is a new ASC, growing its Falcon experience.

All of these additions mean more and better regional service. Of course, our favorite place to meet customers is at our annual Operator Advisory Board meeting and our M&O seminars. This year, we are anticipating great sessions in Paris, Dallas, Toluca and Greenwich, CT.

The highpoint of my job is meeting our operators face-to-face, making sure improvements are on the right track and hearing their suggestions for how we can do better. That is the name of the game at Falcon Product Support, and I hope you see it reflected in many ways in this issue.

Jean Kayanakis
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FEATURES THE WAY OF THE FUTURE

Dassault debuts FalconWays to save fuel, reduce emissions.

12



13 **FIVE QUESTIONS** for FalconWays developer Cyrille Grimald



FEATURES FALCON 6X ENTERS SERVICE

8 Training and support are at hand for eagerly anticipated launch.

DASSAULT MRO NETWORK MORE SERVICE NEAR YOU

18 For Falcon operators worldwide wondering where to schedule factory service, the number of choices keeps growing.

FRONT LINE SUPPORT HELPING OPERATORS IN NEED

25 A DFJ GoTeam reorganization to better assist operators who are AOG.

SPARES TAKE ADVANTAGE OF SPECIAL PROGRAM

26 Enrollment for Falcon Advantage 2024 is now open.

FEATURES SHELL MODELS BEST AVIATION PRACTICES

14 The global energy giant uses a fleet of Falcons to get the job done



Falcon M&O Seminars 2024

Paris, FRANCE
APRIL 10-11

Toluca, MEXICO
APRIL 10

Dallas, TX
APRIL 24-25

Greenwich, CT
MAY 14-15

FALCON M&O SEMINARS ARRIVING SOON

Spring is Falcon M&O season and we look forward to hosting you at one of our upcoming Maintenance & Operations seminars this year. Invitations to customers have been sent and registration is open.

This year, we will kick off the season with our flagship Paris M&O, which will assume its traditional two-day format. U.S. seminars will likewise be two days; we will begin midday on day one, enjoy an offsite dinner and social outing that evening and then reconvene for additional meetings and breakout sessions on day two. Our Toluca seminar, meanwhile, will consist of a single day, as it has in past years.

As always, seminars will feature presentations from executives and department heads on all the latest news, breakout sessions for cabin crew and technicians and plenty of opportunities to chat with Falcon team members and partners.

OPPORTUNITIES TO MEET WITH YOU AROUND THE WORLD

Aviation is about bringing people together all across the globe and we take that to heart. In addition to our signature Falcon M&O seminars, you can find us at a number of large industry events around the world in the coming months.



SINGAPORE
Aviation show season begins February 20-25 with the Singapore Airshow, Asia's most important aviation event. Dassault is planning to repeat its historically strong presence there. A new Falcon 6X demo aircraft will headline the static display and then resume a worldwide roadshow.



WHITE PLAINS, NY
Dassault will again have a significant presence, including aircraft on display, at Westchester County Airport for this annual show, to be held June 12.



SÃO PAULO
We will be at Congonhas Airport in São Paulo for Latin America's foremost business aviation event, taking place from August 6-8.

CorporateJetInvestor

LONDON
Now in its 14th year, CJI London is an international event that draws more than 500 business aviation decision-makers and dealmakers from more than 40 countries. This year's gathering takes place February 5-7.



GENEVA
Join us at Europe's premier business aviation event, European Business Aviation Convention & Exhibition, from May 28-30.



MONTREAL
From June 18-20, we will be at Montreal Saint-Hubert Airport for the annual Canadian Business Aviation Association convention and exhibition.



AN ADVANCE IN CABIN CONTROL WITH AMBIANCE

Falcon cabins have always had a soothing and productive ambiance, in other words a relaxed and comforting environment. Now new Falcons also have Ambiance, an app-based full cabin management system that allows for relaxed productivity. Ambiance makes it easy to manage almost every cabin function digitally, either from a personal device or cabin touch screens literally at a passenger's fingertips.

Ambiance gives passengers control of their environment, in-flight entertainment, and integrated communications, including email and conducting video meetings. Passengers can connect to Wi-Fi easily scanning a QR code. Ambiance recognizes a passenger's seating location within the cabin, providing localized control of temperature, lighting, and window shades.

Passengers can stream audio from a personal device to cabin speakers, which provide a shared sound experience. Or they can stream to Bluetooth headsets. Movies and videos can be cast from personal devices to cabin monitors.

So too can passengers cast their personal content, say a PowerPoint presentation, onto monitors. Ambiance provides 3D moving maps. For a quick flight update, passengers swipe a hand above a touch screen and the key flight information appears.

The system, in short, is an innovative cabin system coupled with the latest connectivity solutions for home-like convenience and a pleasant and easy user experience. Now on new Falcon 2000LXS, 6X, and 8X aircraft. ■



FALCON PRIVACY SUITE ADDS A NEW COMFORT DIMENSION TO FALCON CABINS

With a fully reclining seat that converts to a lie-flat bed, surrounded by a mid-height partition, Falcon Privacy Suites allow better sleep in a peaceful environment.

It's certainly possible to get a good night's sleep on berthed seats and divans. Flight attendants know how to turn these into cozy beds with fluffy pillows and soft sheets. Nevertheless, it's not really private and that can not guarantee a fitful sleep.

Now owners of the Falcon 6X and 8X can specify one or two innovative Falcon Privacy Suites that provide exactly that—privacy. Each suite is surrounded by a mid-height partition that creates a mini stateroom for its occupant. The suite has an electrically controlled, fully reclining seat that converts to a lie-flat bed.

Yes, it's great for sleeping, but also for that extra bit of privacy for work or downtime, or for a conversation with a guest sitting on an ottoman opposite the adjustable seat.

The Falcon Privacy Suite is the product of a two-year collaboration between the in-house Falcon Design Studio and Dassault Engineering and is an industry first in high-end options and offered only by Dassault Aviation. Seat width in the 8X is 22 inches and, in the wider 6X, 24 inches.

Each suite also has its own 4K video monitor and lighting controls. The suite has USB charging, optimized storage space, and even exclusive wardrobe storage to keep hanging garments conveniently at hand and unwrinkled.

The Falcon Privacy Suite is an industry first in high-end options and is offered only by Dassault Aviation. ■



FALCON 6X ENTERS SERVICE

Training and Support are at hand
for eagerly anticipated launch

The Falcon 6X is something rare in business aviation—an all-new business jet, not a derivative. It is state of the art, with the latest in computer-aided design, precision manufacturing, and new systems, most notably an advanced version of Dassault's digital flight control system. Dassault pilots say it is the best handling Falcon yet, and passengers say it is the quietest.

On the other hand, it's an all-new design, meaning the preparations for entry into service are more extensive than for a derivative aircraft. Dassault Aviation recognized this many years ago and built maintainability into the design process. It also had senior maintenance technicians from the Dassault MRO network working hands-on with the airplane from the beginning of flight testing.

With 6X entry into service in early December, customers will soon begin to experience the 6X in operation and Dassault will be ready to support them with a global service network and superior training.

PRODUCT SUPPORT

Long-lead spares were ordered years ago and those and other parts and subsystems have been flowing to parts depots and MRO centers now for many months. With initial aircraft being delivered to Europe and the Middle East, the first MRO service centers to be fully approved and ready with parts, tooling, and trained technicians are Dassault Aviation Business Services (DABS) in Geneva, ExecuJet MRO in Dubai and Dassault Falcon Service at Le Bourget and Bordeaux-Mérignac. Over the course of 2024, most of the other Dassault MRO centers around the world will be approved to support the 6X.

TRAINING

Meanwhile, technicians and pilots are training at CAE. For pilots, that entails two weeks of classroom instruction and two weeks in CAE's new state-of-the-art 7000XR-series simulator at Burgess Hill, UK. The simulator's Tropos 6000XR visual system provides extreme realism, making upset training, for example, a dynamic and attention getting exercise.

Before this could begin, Dassault and CAE collaborated to train CAE Subject Matter Experts in charge of developing the pilot and maintenance Initial Type Rating courses. During more than a year, "train-the-trainers" sessions were organized with the support of Dassault Engineering, Ops Support, Customer Service and Flight Test teams. The process involved reviewing and validating training material and courseware. EASA and FAA operational reviews of the 6X maintenance and pilot training programs led to their qualifications being granted respectively in April (maintenance) and December (pilot) 2023.

Since 2019, Dassault and CAE teams have worked jointly to develop, assemble and qualify the first Falcon 6X Full Flight Simulator (FFS). This simulator is the first major pilot training asset in the world able to qualify pilots in about 25 days. Work on the simulator involved collecting all aircraft parts, equipment, software, and models (engine, digital control system and aerodynamics). This campaign ended in February 2023 by the EASA and FAA qualification of the FFS. Since then, simulator development has been continuing and will continue in 2024 until its Level D qualification.

Later in 2025, CAE will build and operate a second full flight simulator at the CAE Northeast Training Center in Morristown, NJ, in order to support the training of Dassault Falcon Jet's American customers.

Maintenance technicians undergo four weeks of classroom instruction. EASA certified mechanics also receive two weeks of practical training on the 6X assembly line in Mérignac. Already, between Dassault and customers, 74 technicians have completed training. In the U.S., maintenance training is also available from CAE in Dallas. ■■■





A COMPREHENSIVE SUPPORT APPROACH

■ ■ ■ With the introduction of the Falcon 6X, Dassault has created Team One, a vanguard of trainers, engineers, more than 70 technicians and first operators who will shepherd the aircraft into service.

The Dassault Pilot Operational Support Group based in France includes EASA Type Rated Instructors and Examiners for the Falcon 6X. They have started to provide base training flights (visual circuit patterns flown with an actual airplane) for the first trainees. Such training validates their skills acquired in the simulator at CAE and is required for the EASA type rating.

“We have assembled this elite Team One group,” said David Sebaoun, Director of Falcon Training Solutions, *“to provide the high-quality training, collective operator wisdom and support that will make introduction easier.”*

Team One includes:

- Dassault flight ops and flight test pilots (all are instructor pilots)
- Maintenance instructors at the Dassault Training Academy in Mérignac
- Operations and Customer Support engineers
- CAE pilot training and maintenance instructors
- A first class of fully trained maintenance technicians from the Dassault MRO network
- First customers (pilots and maintenance technicians) trained on the 6X

As part of its effort to provide a smooth service entry, Dassault went beyond normal flight testing to send aircraft 004 on a 50,000-mile, 50-stop world proving tour, paying special attention to cabin systems, which were put to the test by teams of up to 14 engineers/passengers on certain legs.

Now that the 6X is in service, keep an eye out for it on airport ramps near you. It is sure to get attention. ■

“We have assembled this elite Team One group to provide the high-quality training, collective operator wisdom and support that will make introduction easier.”

David Sebaoun,
Director of Falcon Training Solutions

Falcon 6X



DASSAULT DEBUTS FALCONWAYS TO SAVE FUEL, REDUCE EMISSIONS



For vehicles powered solely by wind—namely, sailboats—optimization for air currents can pay off in a big way.

The 2017 Vendée Globe around-the-world single-handed sailboat race featured two technologies relevant to aviation. The first was the introduction of outrigger foils that partially lift the sailboats out of the water, reducing drag. Aircraft designers are, of course, always interested in drag reduction.

The second was software to best take advantage of global wind patterns. Where ages ago sailors knew how to follow the

trade winds, Vendée Globe racers could surf on microcurrents, boosting their speed (often above 30 knots). Combining these two technologies, veteran French sailor Armel Le Cléac'h won the 2017 race in a record 74 days.

Dassault engineer Cyrille Grimald was following the race closely and it proved to be an inspiration. Why not create similar optimization software for Falcon aircraft? Organizations such as Météo France collect massive amounts of global wind data. It was there for the taking, but complex algorithms would be needed to create useful real-time information for pilots. ■■■

AN INTRODUCTION AT NBAA AND A PHASED ROLLOUT

■■■ This past October, with seven patents pending on algorithms and the new FalconWays software successfully deployed in flight, Grimald was at NBAA to demonstrate the new FalconSphere app to pilots.

In flights across the Atlantic and Asia (plus numerous simulations), FalconWays has been shown to consistently save pilots between three and seven percent in fuel, with a similar reduction in emissions (and even up to 10 percent in some cases).

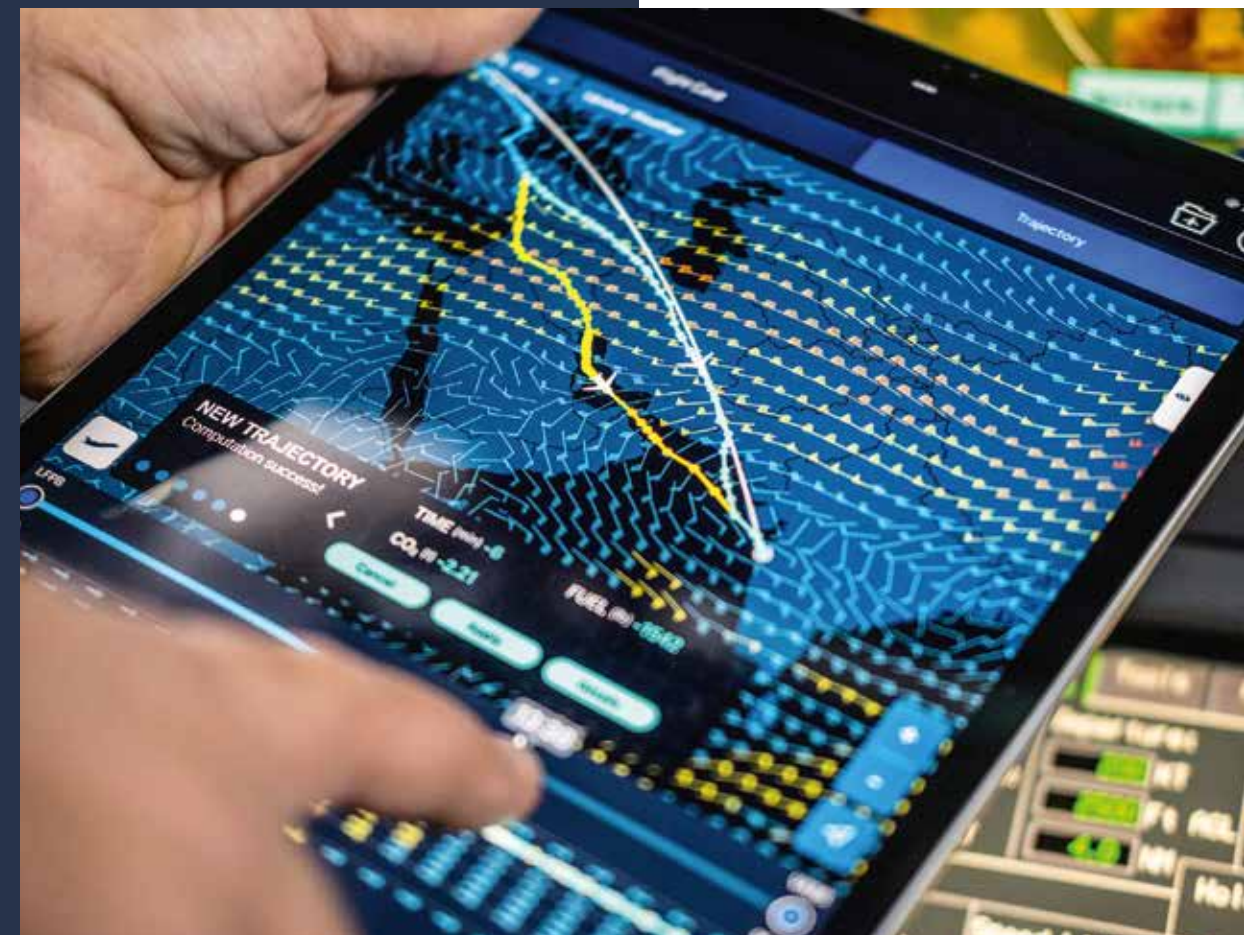
Now it is being rolled out to Falcon operators. The software is custom tailored to the specific performance data of individual Falcon models, requiring a phased introduction of the new app. It is available for the Falcon 6X now entering service. It will be available early in 2024 for the Falcon 8X and before the end of the year for the 7X. Then it will be rolled out for the 2000LXS and S models in 2025.

INTRAPRENEURSHIP AT DASSAULT

FalconWays is an example of a successful entrepreneurial venture in the heart of Dassault's engineering organization, which is primarily occupied with new aircraft development and upgrades. In big companies that support new business ideas, this is commonly referred to as 'intrapreneurship.' In Grimald's case, the first challenge was to sell his concept internally and procure the resources to develop it.

Dassault's Innovation Department, headed by Chief Technology Officer Bruno Stoufflet, sponsored a small demonstration project with a modest budget and one intern for Grimald. Grimald also gained support from Dassault technical director Nicolas Mojaisky, former Senior Executive Vice President of Engineering.

This small team built a first demonstrator that could be shown to various engineering managers up to the top of the company. Grimald received more resources, and the team grew over time to a dozen engineers, with more helping for various aspects of the program. The software progressed to what is now a beautiful, simple-to-interpret graphical display that shows in vertical and horizontal profile where the best air currents can be found. ■■■



"We've designed in a lot of freedom for the pilot, who is typically flying above most airline traffic, making it easier to negotiate with ATC."

Cyrille Grimald

■■■ The FalconWays team worked with multiple departments – performance engineers, IT, Navigation, the Pilot Operational Support Group, Flight Test and Commercial – plus outside organizations including Jeppesen, Universal Aviation and Météo France.

The product received a working name, sXtan, a reference to the sextant celestial navigation device and the maritime origin of the project. The final name, FalconWays, implies the best routing for Falcons and also a kinship with the automobile app WAZE, which provides optimum routing to drivers.

Ultimately, the new app earned the final sign-off from CEO Éric Trappier. With climate concerns growing, the product could not have been more timely. In fact, on the basis of its environmental benefits, the team recently won an *Aviation Week* Laureate's award, one of the most prestigious recognitions in the industry.

DESIGNED FOR QUICK AND EASY FLIGHT OPTIMIZATION

Use of the app is straightforward and intuitive. An initial flight routing can be imported from Universal Weather or Jeppesen and then optimized before the flight and even en-route as pilots receive updated weather information.

The first step in optimization is to input payload data, including passenger loading and even seating position, and then to optimize fuel weight. The app provides a tool to quantify the effect of extra fuel on CO₂ emissions.

Optimizing fuel load alone can save two to three percent in emissions, depending on each mission. Total fuel on board is a captain's decision and takes many factors into account. FalconWays includes a tool that aids decision making in calculating extra fuel.

Then vertical and lateral route optimization can be selected and coordinated with ATC. In today's world, optimization also requires following routes that avoid certain airspace, so the program includes a menu item to select countries to avoid.

Because the program results in pilots finding either higher tailwinds or lower headwinds, it's possible to arrive at the destination airport ahead of the planned ETA. The app helps pilots calculate a speed to keep the original ETA but reduce Mach, also reducing fuel and emissions.

"We've designed in a lot of freedom for the pilot, who is typically flying above most airline traffic, making it easier to negotiate with ATC," said Grimald. *"This is just the beginning for this application, and it will be refined."*

But for now, Grimald is moving on to new horizons, assuming the position of Technical Program Manager for Europe's next-generation fighter known as FCAS (future combat air system). It may be that lessons he learns there find their way back into Falcon DNA.

Perhaps what is most exciting about FalconWays is the cumulative impact it will have as it is used routinely on more and more Falcons, and perhaps someday on other OEM aircraft, as well. After all, SAF is expensive, but wind is free. ■



"With the growing focus on climate change, it gives operators one more tool to reduce their carbon footprint."

FAST 5

FIVE QUESTIONS FOR FALCONWAYS DEVELOPER CYRILLE GRIMALD

Can you briefly describe FalconWays and its benefits?

FalconWays is an easy-to-use app that helps pilots visualize and fly the best routing for saving fuel and reducing emissions. On actual long-range flights and in simulations we have seen fuel savings of three to seven percent, sometimes higher. With the growing focus on climate change, it gives operators one more tool to reduce their carbon footprint.

In short, how does a pilot use it?

The first step is to input payload data. An initial flight route can be imported from Universal Weather or Jeppesen. FalconWays uses current global wind data from Météo France to graphically suggest an optimized route. It also suggests an optimized fuel weight, which can reduce fuel consumption. It can even quantify the effect of excess fuel on CO2 emissions. Pilots can update wind data en route and further refine their flight path with approval from ATC.

What if the optimum flight path takes me through large areas of restricted airspace?

In today's world, you may wish to avoid certain countries. You can deselect them using a menu and FalconWays will suggest the most efficient route while avoiding that airspace.

Any other fuel saving tricks?

Yes! If the program helps you find favorable winds and boosts groundspeed, the app will help the pilot to find a reduced Mach number that will allow you to arrive at your original ETA, but with a further reduction in fuel consumption.

When can I start using it?

The FalconWays rollout is custom-tailored to specific models, so the roll out will be in phases. It is available now for Falcon 6X aircraft entering service. It will be ready for Falcon 8X operators early 2024 and 7X operators towards the end of 2024. In 2025 it will be available for the 2000LXS and S models.



SHELL MODELS BEST AVIATION PRACTICES — GLOBALLY

A fleet of Falcons keeps Shell operations humming

Here are a few facts to know about Shell Plc, the global energy giant. Shell's origins date back pretty far, all the way to the 1880s. Today the company boasts 93,000 employees in more than 70 countries and over 46,000 retail stations with more than 30,000 public electric vehicle (EV) recharging points.

It is involved in liquid natural gas projects in Australia and Canada, operates oil and gas fields in the North Sea, drills for oil off Nigeria at depths of more than 1,000 meters, and is engaged in another deep-water project in Malaysia. The list goes on and on.

Not surprisingly, this is a company with huge long-range transport requirements. And its tool of choice is currently the Falcon 8X—four of them.

Here's something that has nothing to do with planes but does speak to the company's ability to constantly reinvent itself. The Shell name stems from founder Marcus Samuel's early foray into exporting seashells from the Far East to Europe for the fashion business.

Hence the company's famous scallop shell logo. Marcus's sons later expanded into petroleum products. The Samuel brothers were innovators. They were the first to send an oil tanker through the Suez Canal, and among the first to use planes for their transport needs.

The company's first aircraft was a two-seat de Havilland Cirrus Moth, acquired in 1927 and now in the UK's Shuttleworth Collection. ■■■



If you want to get a glimpse of Shell's passion for aviation (and racing cars), watch this exciting commercial.

PEOPLE FIRST

When the Covid pandemic struck with full force in 2020, it affected all of Shell's global operations, but was especially disruptive for employees far from home with no easy airline options.

To keep operations humming smoothly, the flight department underwent a major shift in priorities. "We had to reinvent ourselves in short order," said Medved, "with employees coming first."

Shell expatriated employees and their families from Covid hotspots in Africa and South America, shifting staff to Canada, Europe, Australia and other safe havens where possible. It retrieved LNG tanker crews from places like Manila, Sri Lanka, Gibraltar and Singapore who had been at sea for three months or longer. (In comparison, sailors on many other shipping lines were stranded at sea for a year or longer.) The company kept operations going by flying workers, engineers and technicians offshore wherever they were needed.

As one senior flight attendant, Ferry Meijer, noted: "We improvised a lot. And we met people across the company we would have never encountered. We helped in a way we hadn't before, and that was especially rewarding. It was a time I wouldn't have missed." ■■■

FROM ROTTERDAM TO THE WORLD

■■■ The Shell flight department is based in Rotterdam and serves Shell headquarters in London as well as field operations around the world. It is run by Manager of Corporate Aviation Stan Medved and a team of 45 specialists trained and equipped to react rapidly to constantly changing global situations.

Each of Shell's Falcon 8X aircraft flies some 680 hours a year. The planes operate numerous long legs but log a lot of short flights, too, including into London City Airport, which the 8X handles with ease. The company's previous aircraft, the Falcon 7X, was the only long-range jet at the time that could access London City, with its short runway and steep approach requirements. Before the 7X, Shell flew Falcon 50- and 900-series aircraft.

BEST SAFETY PRACTICES

Corporate missions today typically involve 11- or 12-hour legs and are flown with three pilots, each of whom is required to get three hours of unrestricted rest. Shell uses EASA criteria and bio algorithms to calculate fatigue. Each aircraft sets aside two berthed seats in the cabin for crew rest. The berth is surrounded by heavy acoustic curtains to ensure rest requirements do not impact other passengers. Shell planes are all business all the time. There is no use of the aircraft for personal executive travel.

Providing pilot rest berths in the cabin enables the flight attendant to utilize the galley as his/her rest area. The flight department is staffed by 20 pilots, 10 flight attendants, and eight mechanics, along with specialists in air operations, scheduling, and administration. Medved hires carefully and is proud to say that team members typically stay on until retirement. All are based in Rotterdam, where the company also maintains a Part 145 maintenance operation. The maintenance team performs inspections up to the 4A check. For heavier inspections, it turns to Dassault Falcon Service in Bordeaux-Mérignac.

Shell's aviation culture can probably best be summarized in four words: people, professionalism, safety, and flexibility.



THE NEW GLOBAL FLIGHT ENVIRONMENT

■■■ Today, challenges are of a different sort, complicated by global conflicts and new types of flying risks. For one thing, Shell no longer flies into Russia or a number of other destinations deemed off-limits or dangerous for air travel. But this means it must also avoid the airspace of these countries, which complicates routing. For example, a flight from London to Singapore might now go via Vienna and Baku or make a long first leg to Mumbai.

A more insidious problem has been the rise of GPS spoofing and jamming incidents, which involve interfering with a GPS receiver so that it provides an erroneous position. As Medved calmly puts it, “we don’t want to inadvertently overfly Iran.” Spoofing incidents are common along the Iraq/Iran border and around the Middle East.

Pilots have to be particularly alert to spoofing attacks while on an RNAV approach. Medved says Dassault’s innovative FalconEye Combined Vision System has proved a big help in this area by providing valuable visual position cues. Shell was one of the first operators to upgrade to the FalconEye Dual HUD suite, which allows either pilot to fly an approach using the system’s synthetic/thermal imaging capability. Dual HUDs are being installed on all four of Shell’s Falcon 8X aircraft.

Medved believes that Shell may also have been one of the first to report a spoofing encounter in the Middle East. At the first sign of such an incident, he says, pilots deselect GPS navigation and rely on inertial navigation and VOR/DME position to complete the approach. “It’s a vivid example of the different world pilots are encountering today.”

For more information on spoofing and procedures available to counter it, go to the Dassault customer portal.



STEPPING UP TO MEET THE ENVIRONMENTAL CHALLENGE

Those are some of the airborne issues. Back on the ground, Medved says that environmental activism is one of the company’s biggest threats.

As a petroleum producer, Shell is acutely aware that despite its many commitments to cleaner energy sources—like those 30,000 EV charging spots—its environmental record is constantly in the public spotlight. The company is building one of Europe’s largest biofuels plants and operates a green hydrogen plant in Rotterdam. It’s ensuring sustainable aviation fuel feedstocks in the U.S., through an agreement with Montana Renewables, that allows it to blend and distribute SAF throughout the country.

Because SAF may not be available at all airports where there is demand, the company has developed Avelia, a book-and-claim solution. Shell expects Avelia to help spur demand at scale among airlines and business aviation users.

Medved and his team work hard to demonstrate environmental best practices. The flight department uses into-plane SAF where available and Avelia where it’s not. About half the fuel used or booked by Shell is SAF, which nets out to a 40-percent reduction in carbon emissions, according to Medved.

Also contributing to emissions reductions: operational measures like using eGPUs where available; optimizing climb and descent profiles; and enhanced fuel monitoring.

The flight department is always looking for new ways to trim fuel consumption. It recently started shutting down one engine when taxiing in and is showing strong interest in the FalconWays fuel-saving app recently unveiled by Dassault. FalconWays will be available for the 8X in 2024. ■■■

PUTTING A PREMIUM ON MAINTENANCE AND SUPPORT

■■■ Medved says that although his team is very good at troubleshooting, it never hesitates to consult with Dassault’s Falcon Command Center and other Dassault reps, including Damien Farret, Vice President, Worldwide Customer Service, to make sure the two companies are fully aligned on support requirements.

For years, the Shell flight department has been deeply involved with the Falcon Operator Advisory Board. Senior flight attendant Ferry Meijer has provided valuable insight to the OAB’s cabin working group, while aviation advisor and Engineering Manager Lee Brown participates regularly at OAB meetings. Dassault executives say Shell provides invaluable feedback to help improve products and customer service.

The expansion of Dassault’s factory service center network in the Middle East and Asia Pacific has also been a big plus for Shell’s global operations, Medved says. “We’ve had AOGs addressed by ExecuJet MRO Dubai and Brisbane before passengers even knew there was a problem,” he observes. “Being ready to fly when the customers are is what we are all about. And with Dassault’s help, we make that happen.” ■

SHELL PLC’S STAN MEDVED

An Australian who admits to badly missing the Sydney beach scene, Corporate Aviation Manager Stan Medved is a mild-mannered boss who runs a tight ship and sets high standards for his team. He’s been with Shell for 15 years and has been running its fleet since 2011. He flew C-130s for the Royal Australian Air Force and earned an aeronautical engineering degree Down Under. (His first structural repair job was on a Dassault Mirage 3, at the time a mainstay of the RAAF combat arm).

At Shell he earned a 7X type rating and then completed the 8X differences course. He’s excited to see the Shell fleet being equipped with the new-generation EASy IV flight deck, which offers a host of new safety features, including 3D and 2D airport maps.

As easygoing as Medved seems, he is known to push one person particularly hard—himself. In 2018 he cycled the whole route of the Tour de France, completing the 21-day trek a week before the actual race as part of a charity event.

Last year he rode an abbreviated tour that “only” covered the seven mountain stages. Now that is some hard-core adventuring!



THE PERFECT TIME FOR AN UPGRADE: THE FALCON 7X 2C CHECK

THE DASSAULT MRO NETWORK CAN OFFER A FULL CABIN AND FLIGHT DECK MODERNIZATION. WHEN ACCOMPLISHED AT A 2C CHECK, DOWNTIME IS MINIMIZED.

The owner of a recently purchased Falcon 7X was thinking about a fresh interior. Not that the leathers and other materials were so worn, but to make it his own, with colors, materials and styling that would represent his own preferences. A new paint scheme would be nice, too.

Easy enough, but as discussions with Dassault Falcon Service deepened, both the customer and service representatives saw an opportunity to fully modernize the aircraft. After all, the plane dated from the pre-HD era and comms equipment ran at speeds akin to old dial-up modems. Dassault could give him true office-in-the-sky capability.

“We started this project concurrent with planning a 2C check,” said Dassault’s Director of Solutions & Marketing Josselin des Courtis, “and in the end we changed the entire travel experience for this owner, improving comfort, capability, and onboard productivity.” The package included an all-new interior, resembling the latest 7X and 8X interiors, themselves influenced by the award-winning design in the new Falcon 6X. The new cabin now has HD video and sound, high-speed SATCOM capable of video streaming, and an onboard Wi-Fi router distributing audio, video, and text to everyone on board on every conceivable device. ■■■



■■■ The work package also included new lighting. For cabin upgrades, Dassault can provide new LED white lighting that can be varied from cool to warm settings, or full-spectrum lighting that can bathe the cabin in a company’s corporate colors and simulate sunsets and sunrises, helping passengers adjust their biorhythms.

The flight deck, in this case, remained the same. But perhaps this owner will come back at some point for an upgrade to EASy IV, available for the 8X and 7X. Flight departments upgrading to EASy IV have been enthusiastic about a number of safety enhancements, but especially its 2D and 3D georeferenced airport diagrams that provide situational awareness on or near the airport. These map options help pilots navigate at complex airports, especially in low visibility, and can identify conflicting traffic.

“We want operators of the 7X, many of whom need to start planning for the 2C, to consider all the new capabilities Dassault factory service can provide,” said Mathieu Gilot, DFS Manager, Avionics Business. Upgrades can be planned at any time, but major service inspections are ideal, because they involve necessary downtime and because the cabin, especially, is completely opened up, with panels and flooring removed, making access for wiring and other systems easy.

Des Courtis notes that Dassault’s major MRO centers are well staffed for, and experienced in, major upgrades. “The Dassault MRO organization has the unique advantage of having every aircraft’s original completion spec, including full digital drawings. Every service center works to factory MRO standards. A 16-year-old 7X can therefore be brought up to the standard of a new 7X.”

FOR BEST RESULTS, SCHEDULE EARLY

For cabin refurbishment packages, customers have access to Dassault’s showrooms and design teams for the expertise and interior furnishings available on new aircraft. These include the latest wood veneers, natural fiber carpeting and other cabin materials that are offered as sustainable alternatives, which are popular among new aircraft customers.



[1] Major inspections are a perfect time for cabin upgrades as the whole interior is removed to start the inspection process. For upgrades to entertainment and cabin communications systems, removal of the interior makes it easy to access wiring, for example.

[2] Dassault MRO centers offer flight deck upgrades for Falcons of any vintage. For the 7X and 8X, an upgrade to EASy IV adds important new navigation, comms, and weather capabilities.

[3] A fresh interior with enhanced comfort and the latest technology.

Flight departments are well aware of post-Covid scheduling challenges and lead times for new equipment. When it comes to a 2C check, especially one that will coincide with an upgrade program, scheduling well in advance improves the experience for everyone.

One year is a reasonable lead time for work in Europe. “It pays to plan ahead,” says Joe Ghanem, Manager of Avionics Programs and Business Development for Dassault Falcon Jet in the Americas. He suggests starting the planning process one to one-and-a-half years in advance for a major refurbishment and upgrade project accomplished in the U.S.

The first step is working with Dassault on new design elements and that process can take several months for the customer to feel that the new specs are exactly right. Many interior items have long lead times, as well as new cabin and flight deck equipment. “Planning precedes success,” is Ghanem’s mantra.

Fortunately, 7X operators and those with other models coming up on major calendar inspection intervals know exactly when they must take place, so working backwards to start planning an upgrade project is easier than if inspection intervals were based solely on flight hours, which can be hard to forecast.

One of the benefits of a 2C check with an upgrade package, says des Courtis, is that operators have a thoroughly modernized aircraft ready to carry them comfortably through another eight years of operation.

It’s inevitable that Falcons get older, but with a combination of upgrades from Dassault, they remain almost timeless in their ability to provide comfortable, productive, and efficient transportation. ■

One of the benefits of a 2C check with an upgrade package is that operators have a thoroughly modernized aircraft ready to carry them comfortably through another eight years of operation.



MORE SERVICE NEAR YOU

FOR FALCON OPERATORS WORLDWIDE WONDERING WHERE TO SCHEDULE FACTORY SERVICE, THE NUMBER OF CHOICES KEEPS GROWING.

MIDDLE EAST

In the UAE, the doors to ExecuJet MRO Services’ new Dubai facility opened last May. Since then, this major new service location has completed more than 1,000 maintenance visits and more than 40 heavy maintenance activities. The new facility can also dispatch Mobile Repair Teams across the region.

ASIA

At Subang Airport in Kuala Lumpur, ExecuJet MRO is putting the finishing touches on a new facility that will open early 2024. It’s a big construction project, with 90 tons of steel truss columns supporting the roof and an overhead crane. Large hangar doors – the biggest in Malaysia, which required eight weeks to install – span 525 feet. On the roof are solar panels and rainwater collectors.

In its new facility, ExecuJet MRO will be able to ramp up services to the region. In its current, smaller quarters at Subang, it is already performing heavy maintenance checks on a range of Falcon models, including the Falcon 2000EX, 900LX, 7X and 8X. The facility also repainted and refurbished the interior of one aircraft undergoing a heavy check to minimize downtime.

ExecuJet MRO is expanding service to Beijing with ExecuJet Haite Aviation Services China, a franchise with a Chinese partner. The facility is in a business aviation area on the airport with FBO facilities. It supplements an ExecuJet MRO facility in nearby Tianjin.

In India, Falcon operators have a new Authorized Service Center – Indamer, located at Indira Gandhi International Airport (DEL) in New Delhi. The facility covers line maintenance up to 12-month inspections on the Falcon 2000 classic and the Falcon 8X.

EUROPE

At Paris Le Bourget and Bordeaux-Mérignac, DFS has partnered with SATYS, a global firm with expertise in aircraft painting. SATYS has expanded its facility at Le Bourget in order to handle larger Dassault aircraft, including the Falcon 6X, 7X, and 8X. SATYS will also work with Dassault to provide painting capabilities at the new Melbourne, Florida service center and in Kuala Lumpur.

USA

In the Western Hemisphere, big things are happening in Melbourne, Florida, where the company is developing its flagship U.S. facility. As noted at a November 1 ceremony attended by DFJ CEO Thierry Betbeze and senior officials of Brevard County, the company was preparing the ground at Melbourne Orlando International Airport with plans to pour concrete by the end of 2023.

This new facility is designed for up to 14 aircraft simultaneously for maintenance and modifications, as well as paint. The Melbourne facility will open its doors in 2025.

The purpose of all this building and modernization is threefold: keep up with fleet growth; place new facilities in strategic locations convenient to operators; and expand locations for major checks (such as the Falcon 7X 2C checks that are picking up pace), plus the installation of upgrades such as EASy IV, FalconEye and high-speed Internet capabilities much prized by passengers. ■



Falcon operators in the northeast U.S. can now take advantage of our newest ASC, Pro Star Aviation in Manchester, NH.

DASSAULT EXPANDS CAPACITY IN THE NORTHEAST U.S. WITH PRO STAR

While Melbourne comes online, Dassault Aviation is now able to offer another option for service in an area with a dense population of Falcon aircraft. Pro Star Aviation, a well-regarded service facility celebrating its 25th anniversary, is now an authorized Falcon service center. The shop is located in New Hampshire, at Manchester-Boston Regional Airport. Pro Star is initially authorized to support the Falcon 7X, 8X and 2000EX EASy family with maintenance, installation services, upgrades, warranty support and AOG service. In addition, DFJ will base a Falcon Go Team in Manchester for rapid dispatch around the region.

FALCON OPERATOR ADVISORY BOARD EXPANDS, WELCOMING NEW MEMBERS

The Falcon Operator Advisory Board, long one of the most valuable and influential bodies in the Falcon Family, is pleased to welcome three new members. This will increase the Board's membership to 24 individuals.

The reason for the expansion is straightforward: to have more voices represented from around the world. Though the Board is comprised of a mix of aviation leaders with particular expertise on either the operational or maintenance side of the house, the truth is that members are well versed in a wide variety of topics of interest to Falcon operators and involving the industry at large. In fact, in recent years, the Board has demonstrated its command of the issues, delving deeply into topics that previously might have fallen under the purview of a Working Group. For example, communications strategy, sustainability, future Falcons, and a number of other disparate topics have been addressed at the Board level.

With the Board capable of tackling such important issues, Dassault acted in kind to restructure the Working Groups. They have been reduced to three – Pilot Ops, Maintainability, and Cabin Usage – but cast a wide enough net to ensure flexibility to address whatever may be the most significant issues in each domain at a given time.

All of this accrues to the benefit of Falcon operators worldwide. We encourage you to contact a Board member in your region to share any concerns or observations so that it may be shared more broadly. ■



OAB member Mike Higgins speaks at the 2023 board meeting in Weehawken, New Jersey

MEET THE NEW MEMBERS



John Alexander

John Alexander is the Director of Maintenance for Cintas Corporation, where he has worked since 2007. It is far from his first foray into working on Falcons, however. He started shadowing a technician who helped maintain a Falcon 20 when he was 14 years old and John proudly states that he has worked on Falcons every year of his life since he was a freshman in high school. John is also no stranger to the Operator Advisory Board, as he has served on OAB Working Groups for more than 15 years.

Bruno Henry is a Captain and Type Rating Instructor on the Falcon 900 EASy. Since 2006, he has worked for FLYINGGROUP, a management company with headquarters in Antwerpen (Belgium), Luxemburg and Malta. Bruno himself is responsible as Nominated Post Holder Crew Training and deputy of the CEO for the Luxemburgish AOC. FLYINGGROUP operates 11 Falcon aircraft, comprised of Falcon 8X, 7X, 900 and 2000.



Bruno Henry



Tom Noonan

Serving as the VP of Global Corporate Aviation for Visa since 2020, Tom is a familiar face to the OAB. He previously served on the Board for a short stint when he was the Senior Director of Aviation for Stryker Corporation, only leaving when he changed jobs. We are happy to welcome him back. Visa operates a Falcon 2000LXS, based in Oakland, CA. In his career, Tom has also operated/managed a Falcon 900 and Falcon 50, along with Bombardier and Gulfstream aircraft.



EASING INTO A HELPFUL RETROFIT

EASY IV IS THE LATEST INSTALLMENT OF THE AWARD-WINNING EASY FLIGHT DECK

Since late 2022, the Dassault MRO Group has started installing the fourth generation of the award-winning EASY flight deck as a retrofit. EASY IV offers more vivid displays, more processing power, new capabilities and additional safety features.

Retrofit installations of EASY IV are underway on the Falcon 7X. This latest industry standard for situational awareness and crew coordination can now be proposed for retrofit at company owned and Falcon Authorized Service Centers. C-checks and 2C-checks present an ideal opportunity to upgrade your aircraft and significantly increase its value. Contact your ASC/MRO commercial department for more details. ■



NEW TO DASSAULT: CYRILLE GEORGE

Cyrille George has been appointed Deputy Manager of the FalconCare & Warranty Administration team, reporting to Mael Batard. Cyrille started his career working for Safran on supplier performance management for MRO activities in Cincinnati, Ohio, before working on flight hours programs as a customer program manager. He joined Dassault in September 2023. Cyrille used to fly aircraft and gliders as a hobby but he now prefers to spend his holidays paragliding in the Alps or sailing in Brittany.

Cyrille George
Team Manager Deputy, FalconCare and Warranty Administration

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A DFJ GOTEAM REORGANIZATION TO ASSIST OPERATORS IN NEED



Giovanni Hanna
Manager, Mobile Repair Team
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Dassault Falcon Jet GoTeams now report through our Technical Support organization, under the direction of Glenn Hart. The change will improve our responsiveness to operators who are AOG and dovetails seamlessly with our existing FalconResponse processes for providing industry-leading, world-class support to Falcon operators in need.

Leading this team, reporting to Glenn, is Giovanni Hanna. Most recently, Giovanni led our system specialists within the Engineering Support organization. He has a BS in Aerospace Engineering from Cal State Polytechnic University and an MS in Aeronautics and Astronautics from Purdue University. He is a pilot with instrument rating, A&P and IA.

THOMAS LECLERC TO LEAD DFJ SYSTEMS TEAM



Thomas LeClerc
Manager, Systems Engineering Support
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With Giovanni changing roles, Thomas LeClerc has been promoted to Manager, Systems Engineering Support, reporting to Muriel Labadille. Thomas has worked in Engineering Support since 2015, starting as a Structures Engineer, then moved in 2017 to Systems as a Hydraulic and Flight Controls Specialist. He spent three years in Istres, France, dedicated to Engineering Support for the Falcon 6X, before returning to Teterboro in 2023. Since his return, Thomas has been a key force in the Falcon 6X entry-into-service preparation and training of the team.

NEW MEMBERS OF DFJ PILOT OPERATIONAL SUPPORT TEAM



Amel Delord
Aircraft Delivery and Cabin Specialist
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Amel Delord has joined the Falcon Pilot Operational Support team, based in Little Rock, as an Aircraft Delivery and Cabin Specialist. Amel has been with Dassault since 1999, serving in various customer-facing positions. Most recently, she was a Training Manager within the Operational Support department in Saint-Cloud. In that role, she also assisted with cabin familiarization trainings for customers. In her new role, Amel will support customers taking delivery of new Falcons, assisting with all operational matters and working hand-in-hand with Customer Completion Managers.



Danielle Corbett
Manager, Regulatory and Environmental Affairs
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Danielle Corbett joins the Pilot Operational Support team in a newly created role in which she will liaise with FAA and regulatory divisions on mandates that affect Falcon operators. She will also represent Dassault Falcon Jet in various stakeholder meetings within the business aviation community and follow the evolving aviation sustainability sector and support our involvement in this important endeavor. Danielle has extensive industry experience, including more than a decade at the FAA and working with operators directly as an Aviation Safety Inspector. She is also an FAA ATP commercial multi-engine rated pilot, having worked at Cape Air and NetJets.



FALCON ADVANTAGE – TIME TO RENEW

FALCON SPARES INVITES YOU TO JOIN OR RENEW YOUR FALCON ADVANTAGE MEMBERSHIP. ENROLLMENT FOR 2024 IS NOW OPEN.

Falcon Advantage, a Spares membership program, brings operators valuable benefits found only in this exclusive program. Now entering its fourth year, Falcon Advantage has more than 800 aircraft enrolled and many more expected to join in 2024. Falcon Advantage is just that – an advantage. Its foundation is built upon OEM value, quality and trust.

With a minimal membership fee, you are eligible for the following benefits:

- 10% discount on eligible parts
- 3-Year Spares Warranty
- Free shipping on cores returned within 10 days
- Limited Supplemental Bill Guarantee on exchange parts
- 3% discount on brake exchanges
- Free tool rentals on weekends

These benefits are available only to Falcon operators and management companies.

To learn more about the program, please contact your account representative or you can visit the Falcon Advantage page on the Falcon Customer Portal. ■

MEET OUR NEW ACCOUNT REP



Benjamin Garcia
Customer Account Representative

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benjamin.garcia@dassault-aviation.com

Benjamin started at Dassault Aviation in September 2022 as an apprentice. In 2023, he graduated with a degree in International Management of Commercial Projects from the University of Bordeaux and subsequently became a full-time Spares Account Representative.

Falcon Spares Online

[1] ESR REMINDER:

A service report is required for all cores and unserviceable returns, scheduled or unscheduled maintenance, or for warranty or non-warranty transactions. This application is accessible through Spares Online and makes the process easier.

An ESR Tutorial is available on the Spares Online homepage.



PLEASE COMPLETE AND SUBMIT THE ESR BEFORE RETURNING THE CORE. PRINT THE ESR AND RETURN IT WITH THE CORE.

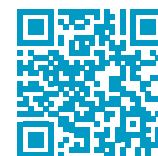
Returns to USA:
Dassault Falcon Jet
200 Riser Road
Little Ferry, NJ 07643

Returns to FRANCE:
Dassault Aviation C/O Daher
3, Avenue du Valquiou, ZAC AEROLIANS
93290 Tremblay-en-France

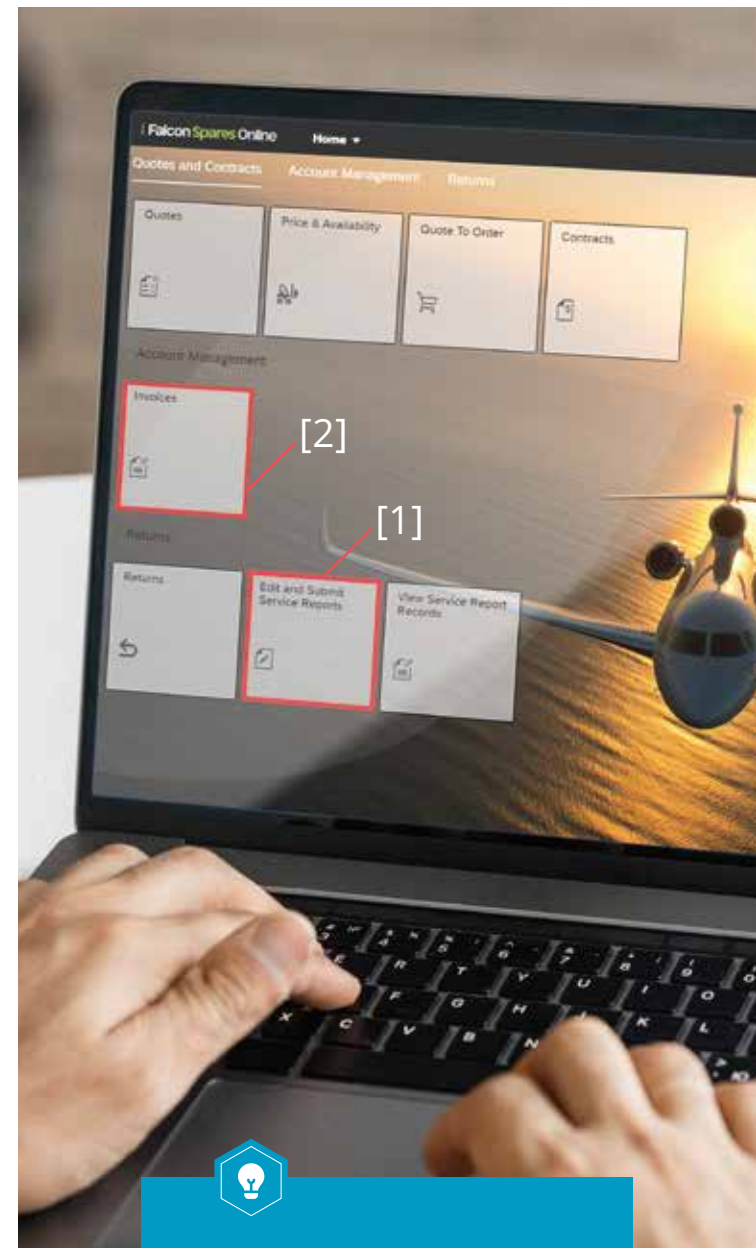
[2] INVOICE APP:

A new invoice application that displays invoices and credits is now available on Spares Online. Please visit Spares Online to view all of your invoices. For customers purchasing from Dassault Aviation in France, the Invoice PDF document is not yet available; we are working to make it available to you in 2024.

Tutorials for ordering and returning parts are available on our Spares Online homepage to help you navigate the process.



Scan the QR code to download the Spares brochure



TIPS FOR CAMP USERS

You now have the ability to export an Excel file from your order and upload it directly on Spares Online on the Quote to Order application.



HAPPY 10TH BIRTHDAY TO THE DASSAULT TRAINING ACADEMY!

THE BESPOKE PRACTICAL TRAINING PROGRAM MARKS A MILESTONE AND CONTINUES TO GROW

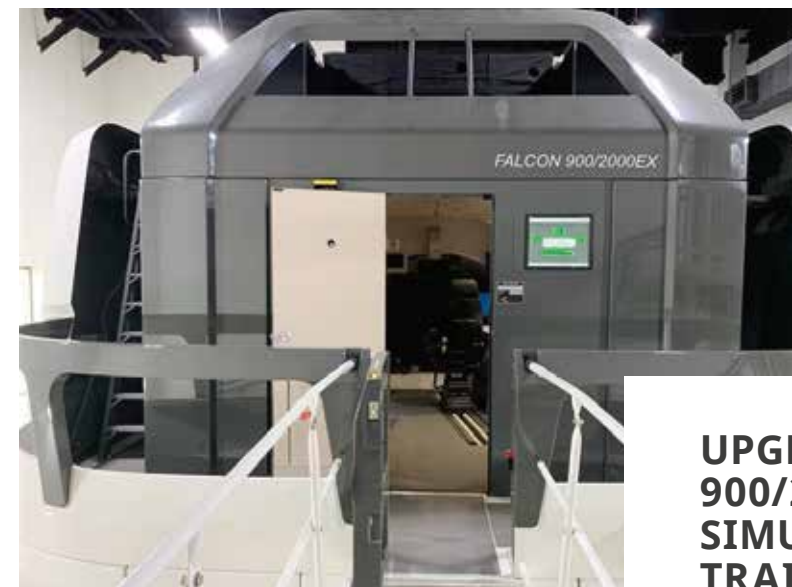
In November 2013, the Dassault Aviation customer service organization decided to gather a team of master technicians and instructors in Mérignac (France) to improve maintenance practical knowledge and skills on its best-seller aircraft, the Falcon 7X. First intended for technicians on the Dassault Aviation production line, this service rapidly extended to Falcon customers and Authorized Service Centers. The Dassault Training Academy® (DTA) was born.

With EASA rules strengthening the part 66 training requirements for practical training, it became evident that the DTA would need a Part 147 Approved Training Organization (ATO) agreement to enable technicians to officially endorse the Falcon 7X on their license. Given the success of these training services, Dassault Aviation decided to extend the scope of the practical training to the Falcon 50EX, Falcon 900 family (classic and EASy), Falcon 2000 family (classic and EASy), Falcon 8X and recently, the brand new

Falcon 6X. In 10 years, the DTA has been approved as an ATO by EASA, the Chinese CAAC, the Indian DGCA, the Australian CASA and the United Arab Emirates DGCA.

Practical training is mainly performed at on the Mérignac production line, but also at a Dassault MRO or its clients premises when needed. It also recently expanded to the United States, where courses are held in Fort Worth, Texas. Instruction is composed of lectures, demonstrations on the Falcon Immersive Practical Trainer, practice on the production line avionics benches as well as on the green airplanes sitting along the assembly line. In 2023, the DTA also welcomed the well-known Falcon 7X F-WFBW s/n-001 (the first business aircraft flying with digital flight control system in 2005) as an outstanding asset fully dedicated to maintenance practical training.

The three DTA instructors have trained more than a thousand technicians, engineers and maintenance personnel and participated in the strengthening of the Dassault maintenance organization for the benefits of Falcon operators around the globe. ■



UPGRADE OF THE FALCON 900/2000 FULL FLIGHT SIMULATOR AT CAE DFW TRAINING CENTER:



CAE recently upgraded its Dallas-Fort Worth (TX) training center Falcon 900EX EASy/2000EX EASy combo Full Flight Simulator (FFS) to a Falcon 900LX/2000LXS configuration. Qualification was successfully granted by the FAA and EASA in December 2023 after a downtime of several weeks. The cockpit layout was “retrofitted” with parts and equipment provided by Dassault Aviation. The aerodynamic and flight control system simulation models were also adapted to the Falcon 900 and Falcon 2000 configurations with inboard slats.

This upgraded training asset now enables CAE to propose a consistent training solution to North American pilots on the successful Falcon 900LX or Falcon 2000LXS platforms, in addition to the other Falcon 2000EX/900EX EASy simulators located in Morristown (NJ, USA), Burgess Hill (United Kingdom) and Dubai (UAE). ■



NEW APPOINTMENT TO SUPPORT THE FLIGHT DEPARTMENT

Thibaud Lacombe has joined the Falcon Operational Support team in Saint-Cloud as an Operational Support Manager on Performance topics, as well as on FalconSphere apps. After graduating from the French Civil Aviation University (Ecole Nationale de l'Aviation Civile), where he majored in Air Operations, Thibaud began his career within the Flight Test Department of Airbus in Toulouse as an EFB Support Engineer for test pilots before joining Dassault Aviation on September 2023.

Thibaud Lacombe
Operational Performance
& EFB Manager

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LE BOURGET: A LABORATORY FOR INNOVATION IN SUSTAINABLE AVIATION

Aéroports de Paris, Dassault Aviation and DFS are committed to minimizing the environmental footprint of airport operations. The main levers are the increased use of sustainable aviation fuel (SAF), the transition to electric ground transportation and the use of renewable energy.

Optimized flight operations are also envisaged (notably, continuous descents and direct approaches in bad weather). This will benefit local air quality and reduce noise levels, thereby enhancing the quality of life for staff and local residents and boost attractiveness of the Paris Le Bourget employment site. ■



100% SAF - UPPING THE ANTE FOR SUSTAINABILITY

All Falcon models can fly on 50 percent sustainable aviation fuel (SAF) blends. Some Falcon operators, including Dassault Aviation, are already flying daily with SAF, typically around a 30% blend.

But this is not enough to ensure full carbon neutrality of the business aviation community worldwide by 2050 in accordance with our sector commitment. The target is for all Falcon models in production by 2030 to be able to operate with 100% SAF, offering the greatest climate benefit while preserving legendary Falcon efficiency and safety.

To reach that target, we need to define the future standard of the SAF, which could be used without mixing with current kerosene. Dassault therefore is working through ASTM, a global standards-setting organization, in the preparation of the standard. We will keep you posted on our progress in that endeavor.



HOW TO KEEP MAINTENANCE COSTS FROM TAKING OFF



Minimize unexpected, budget-busting maintenance while maximizing your aircraft's reliability with our guaranteed monthly rate program on labor and parts. It's unique in the industry, with a wide range of options and incentives. Stay in the air and on budget.

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NEW YEAR NEW JET NEW OPPORTUNITIES



With the tallest and widest business jet cabin, the Falcon 6X stands alone. Now, after certification and entry into service, the new year looks bright for the highly advanced, highly comfortable leader in the 5,500 nm/10,200 km category.

Falcon 6X

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AVIATION**