

Above & Beyond

A FALCON CUSTOMER SERVICE MAGAZINE | Volume 111 - Autumn 2024



EARNING YOUR WINGS IN THE FALCON CABIN

For passenger comfort, cabin training is invaluable

 **DASSAULT
AVIATION**

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WHEREVER YOU GO IN THIS WORLD, THERE'S SOMETHING HAPPENING IN OURS

I want to take you on a brief global tour that defines the world of Falcon Customer Service.

It begins in warehouses in Paris, Teterboro and 13 other locations around the world. We're better stocked, and parts are easier than ever to order. Also, look around the world and you'll find a service rep close to you, even in new markets with a small but growing number of Falcons—two field reps in Vietnam, for example.

These and other factors are elevating Dassault in *Professional Pilot* and AIN rankings. We're marching back toward the top spot in an industry in which the largest OEMs jostle for leadership by mere tenths of a point.

We took a top score of 9.3 out of 10 for tech reps in AIN, a tribute to these dedicated individuals. I wish I could name them all here.

In the Americas we have newly consolidated leadership under John Loh, and continued investment in state-of-the-art facilities in places like Melbourne, Florida (the new service center there will stand out

for capability and expertise) and in Brazil with a new service center and the same experienced and respected hands under Gutemberg Silva.

In the Middle East and Asia, we have the growing ExecuJet MRO Services organization under Graeme Duckworth, who is profiled in this issue. The ExecuJet MRO name is respected everywhere, which is why even operators of other aircraft brands come to these Dassault factory service centers.

And in Europe, which has been our traditional strength, you can read about innovative offerings at DABS in Geneva and the service entry of a Falcon 6X with a Swiss operator—bottom line: it's performing like a Swiss watch.

In Paris and Bordeaux-Mérignac we're coordinating or conducting training for cabin crews and maintenance technicians. You can read the experience of one of our UK operators with very special passengers: the king and queen, among others.

We have news on the 10X, too, which is literally coming together. Welcome to another edition in our exciting world.

Jean Kyanakis

SVP, Worldwide Customer Service and Service Center Network

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Welcoming several new members at the annual two-day meeting, the Falcon OAB addressed all the hot-button issues of the moment.

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Meet the new and promoted team members who make up the best Front Line team in the industry.



Éric Gérard (1955-2024)

Nerves of steel. Heart of gold. He lived life at full throttle. Farewell to our friend and legendary pilot, Eric Gerard.

DFJ CUSTOMER SERVICE LEADERSHIP PROMOTIONS

Earlier this year, **John Loh** was promoted to SVP, Customer Service for Dassault Falcon Jet, where he added MRO responsibilities for the Americas to his portfolio. It represents another step in fully integrating all aspects of Customer Service in the Western Hemisphere.

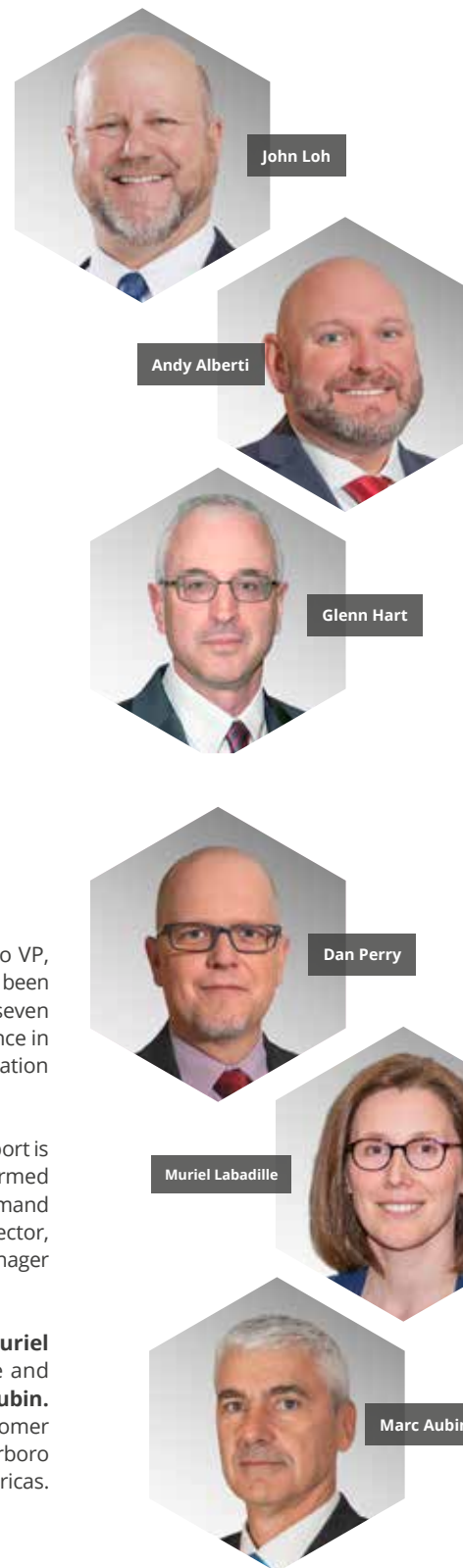
John has been at DFJ for more than 35 years, starting as a Field Technical Representative and ascending to several management roles within Customer Service. A hands-on leader who has always valued face-to-face interaction, John is frequently on the road at our facilities or various company events, helping foster a collaborative spirit and a seamless customer experience.

Reporting to John and leading the MRO side of Customer Service for Dassault Falcon Jet is **Andy Alberti**, who was promoted to the position of Vice President, MRO Americas. Andy joined the company in October 2023, starting in an MRO Sales role, and has the experience and leadership to ensure the MRO network will provide best-in-class Customer Service. Before joining Dassault, Andy worked for many years with a competitor, having served in an aircraft sales role and service center leadership roles for two different facilities.

Also reporting to John is **Glenn Hart**, who was promoted to VP, Customer Experience. A familiar face to DFJ operators, Glenn has been with the company for more than two decades. For the past seven years, Glenn has led the Technical Support team. His experience in Spares, STC/Aftermarket, front-line operations and repair station operations will serve our customers well.

Stepping into Glenn's previous role as Director, Technical Support is **Dan Perry**, who has been with DFJ since 2008. Dan has performed admirably in several Customer Service roles, including as Command Center Rep & Supervisor, Field Technical Representative, Director, Pilot Ops Support, and most recently as a Customer Service Manager in the South Central U.S.

Finally, this summer, DFJ Director, Engineering Support **Muriel Labadille** has moved back to Dassault Aviation in France and exchanged roles with Director, Customer Relations **Marc Aubin**. Each is a Dassault veteran who has held multiple roles in Customer Service. Marc has done two previous tours of duty at DFJ's Teterboro office and will be familiar to many Falcon operators in the Americas.



DASSAULT CLIMBS IN PRODUCT SUPPORT RANKINGS

Dassault is again moving toward the top of service rankings in the two 2024 trade publications that track OEM performance, *Professional Pilot* and *Aviation International News*. This steady progress largely reflects company efforts to address issues that resulted from a switchover to a new spares management system.

The company continues to invest in parts support, and today more than 70 percent of customers order parts online, indicating the success of new online ordering technologies. In the *A/N* survey, Dassault was number 2 in Parts Availability.

Dassault scored 9.3 for Tech Reps, leading the pack.

Dassault tied Bombardier for number 2 in Factory Service Centers, Authorized Service Centers, Technical Manuals, and Overall Aircraft Reliability, where we scored a strong 9 out of 10. We also tied for number 2 in Warranty Fulfillment with another strong 9.

Dassault was number 2 overall among respondents to the *Pro Pilot* survey, just behind Embraer. As in recent years, the competition was intense, and the top companies are often separated by only a tenth of a point or two. Dassault was number 1 in both surveys in 2019, just before pandemic disruptions.

The company benefits from having more survey responses. It generally boosts our scores, reflecting widely held sentiments in the fleet. It will be awhile before the magazines request your survey responses again. But we encourage you to share your evaluation with them when they do. We care about the data, and it helps us progress.

"It's great to see us climbing year after year," said Jean Kayanakis, Senior Vice President, Worldwide Falcon Customer Service & Service Center Network. *"Our journey to improve is never done, but we are heartened by these outside surveys and our internal metrics. And also from direct customer feedback, including the Operator Advisory Board. We will keep at it."*

ALBINATI CHARTER HAILES 6X A MILESTONE

Albinati Aeronautics, a charter/management firm based in Geneva, Switzerland operates a mixed fleet of more than 20 aircraft, from single-engine turboprops to the longest-range jets from Dassault and others. In early July, it took delivery of a Falcon 6X, the only one available for charter worldwide, hailing it "a huge milestone for the company."

Marc Monod, Albinati Flight Operations Manager, explained it represented the latest technology and a new comfort experience with the "widest cabin cross-section in the world," as far as business jets are concerned.

Among the features, crews and charter customers are already noting the remarkable quiet (quieter than Albinati's notably quiet 8X, says Monod), strong takeoff performance, short field capability, fuel economy and smoothness of the ride. Monod notes the new aileron/flaperon combination eliminates the rumble and pitch change of spoiler deployment. These speed control mechanisms also help meet air traffic control requests to adjust speed in busy environments.

'AMAZING' RELIABILITY

It's a managed aircraft. The owner previously had a Falcon 2000 and appreciates the 6X's cabin, range and economy. The Falcon 2000 pilots found the transition straightforward, especially as they were already familiar with the EASy flight deck (the Falcon 6X has the latest EASy IV version). They found the plane very stable and easy to land, as virtually all 6X pilots report.

The plane is flying a lot, more than 100 hours in the quarter.



Reliability is rated as "amazing" for a new model, according to Amanda Grima, Continuing Airworthiness Coordinator and Team Leader at Malta subsidiary Albinati Aviation, where the aircraft is registered. She and Monod note no AOGs and no delays in this period. As expected, we had a couple of glitches, but with the assistance and support from the Dassault network, issues were resolved in a timely manner.

"They really debugged the plane in advance," Monod said. Grima mentioned that the Falcon Broadcast feature along with the new FalconScan onboard maintenance monitoring system is already proving its ability to precisely identify small components that need attention.

The system identified a hydraulic pressure switch requiring replacement. While the plane was enroute to Geneva, a new switch was ordered in coordination with the Falcon Command Center and was quickly replaced at home base.

A HEAD START, COURTESY OF THE DASSAULT TRAINING ACADEMY

Hands-on training was provided by DABS. Two other Albinati Engineers along with representatives of Transport Malta performed a General Familiarisation Training also in Bordeaux.

Final thought: Monod says the digital flight control system improves from generation to generation of Falcon business jets. We're delighted that more aircraft users will get exposure to the 6X with Albinati, and we value the great relationship we have formed with the Albinati team. ■



FALCON 10X PROGRESS REPORT

GROUND TESTING, STRUCTURES WELL ADVANCED

Dassault's new Falcon 10X is making steady progress toward final assembly. Major structures – fuselage, empennage sections, the new composite wings – have already come off assembly lines around France and delivered to the Bordeaux-Mérignac final assembly line.

As is Dassault's custom, a vast amount of ground testing precedes first flight. Already, more than 4,500 hours of systems testing have been performed, much of it involving the aircraft's advanced Digital Flight Control System (DFCS).

The 10X has several new control features, including touch screens, a Smart Throttle linked to the DFCS, and an automatic recovery mode in the event of a flight upset.

The aircraft's engine, the Rolls Royce Pearl 10X, began flight testing in April under the wing of a 747 flying testbed. Last year, the engine was tested successfully on 100 percent Sustainable Aviation Fuel (SAF). The Pearl 10X has undergone more than 2,500 hours of ground testing. Certification for the 10X is planned for 2027. ■



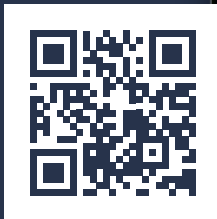
"HOW WE WENT GLOBAL" AN EXECUJET SUCCESS STORY

The town of George on South Africa's West Cape, along what is known as the Garden Route, is where you'll find Graeme Duckworth, Founder and President of ExecuJet MRO Services, when he's not traveling around the company's 14 global locations.

It's a great spot for whale watching, he notes.

Lest you think Duckworth is nestled in an armchair, simply watching majestic cetaceans pass by, let us assure you that he is a hands-on manager who has built a single repair station in Lanseria near Johannesburg into a global powerhouse in business aviation maintenance.

You might wonder how a local facility in South Africa expanded into a leading business aviation brand and then became a mainstay of Dassault's global product support organization.



Scan the QR code to visit the ExecuJet website



EXECUJET MRO SERVICES A Dassault Aviation Company

AFRICAN ORIGINS

Let's go back to the winter of 1962/63, the Big Freeze, as it was known in Britain. It was the coldest British winter recorded in modern times, with the Thames frozen over and railways blocked by snow. Partly for opportunity, partly due to the relentless cold, the Duckworths, including five-year-old Graeme, moved to South Africa, with a short stop thereafter in Swaziland, and then in 1968 onto Zimbabwe, at the time known as Rhodesia.

There, he trained as an aircraft engineer, or what they would call in the U.S. a mechanic, with Air Rhodesia, later renamed Air Zimbabwe. He also earned a flight engineer's license and considered a flying career. Looking back, he was glad he didn't pursue it: "I would have ended up an out-of-work flight engineer as soon as airlines transitioned to two-pilot crews," he says.

Instead, he accepted an offer in 1985 from a Learjet operator as the chief engineer for a Johannesburg company, Interjet, where he soon became the Managing Director. In 1991, he was offered the opportunity to help form the leadership team for the newly established ExecuJet. Graeme was appointed Managing Director of Maintenance, later becoming the Group Executive Director responsible for maintenance and flight operations throughout the group.

At that time, ExecuJet was "Bombardier-centric," says Graeme, focusing on aircraft sales, operations, and service for the Canadian OEM. Bombardier wondered if the company would like to look at establishing an operation in Denmark, and the entrepreneurial team at ExecuJet said yes.

Then, it set up an ExecuJet operation in Dubai, where they became Dubai's first business aircraft operator and maintenance provider. It followed with a Zurich, Switzerland-based aircraft management operation, helping to expand worldwide flight operations.

The Group expanded to Sydney, Australia, in 2000, and by 2008 to Tianjin, China and Kuala Lumpur, Malaysia, which started as a small outstation by their Sydney team and has now grown to be one of the Group's more successful businesses.



ExecuJet's facility at Lanseria Airport, Johannesburg, South Africa in 1993.



The company operated from this facility until 2002.

GLOBAL GROWTH AND A REFINED STRATEGY

As ExecuJet grew, it found steadier and better profits in FBO operations, aircraft management, and maintenance. It sold its aircraft sales unit to broker JetCraft, thus transitioning from a sales-oriented to a service-oriented business.

Over the years, ExecuJet became a multi-OEM service provider. This made sense for the emerging economies in which it had operations. Operating in thin markets, these regions were less dense with business jets than North America and Europe. Achieving scale meant supporting more than one brand, and as such strong relationships were developed with all the major OEMs.



ExecuJet MRO Services Head Office at Lanseria International Airport, Johannesburg, where it has operated from since 2002.



Until about the early 2010s, Dassault aircraft accounted for a relatively small portion of ExecuJet business, but as Dassault expanded sales worldwide, the relationship deepened. In recent years, the entire aircraft service industry has seen a lot of realignment and new ownership relationships.

In 2014, ExecuJet was acquired by Luxembourg-based Luxaviation. In the following years, the needs and preferences of both Luxaviation and Dassault converged.

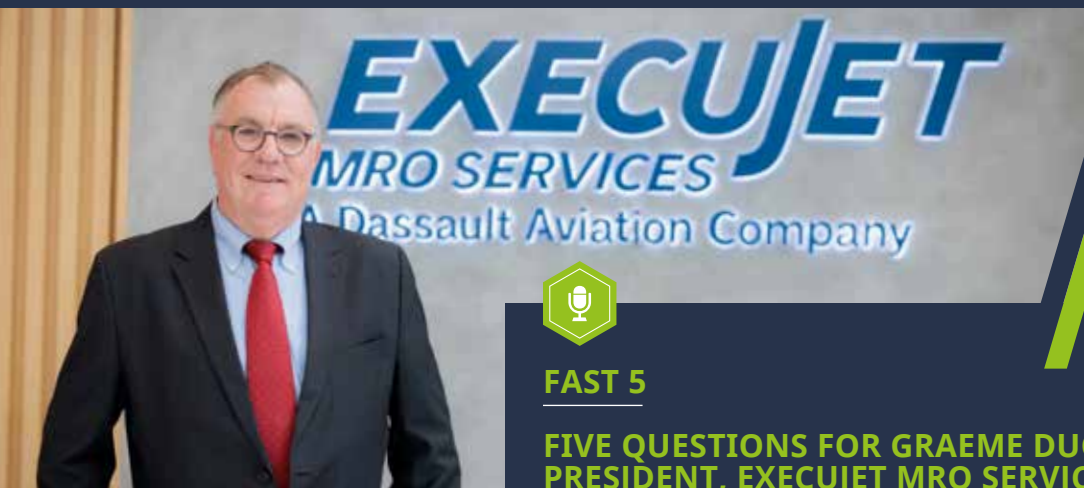
Luxaviation wanted to focus on FBOs, charter, and aircraft management. Dassault sought additional MRO capacity, especially in the growing Middle East and Asia markets. In 2019, Dassault made a bold move, doubling MRO capacity and expanding its global reach far beyond the traditional markets of North America and Europe. The company acquired the service operations of TAG Aviation, mainly in Europe, and rebranded as Dassault Aviation Business Services (DABS). For good measure, it acquired the business aviation services arm of RUAG and folded it into DABS.

It also acquired the maintenance arm of ExecuJet from Luxaviation, rebranding it ExecuJet MRO Services. In one fell swoop, Dassault expanded European capacity and acquired respected operations in Belgium, South Africa, the Middle East, Southeast Asia, Australia and New Zealand, with a franchise arrangement in China. The Dassault MRO network was genuinely global.

A CRUCIAL PARTNER

This network has become a factory service arm of Dassault Aviation for heavy maintenance, major inspections such as C-checks, and various upgrades. In addition to expanded capacity and global capabilities for the Falcon fleet, sharing technical expertise has generated greater efficiencies and synergies across all of the Dassault worldwide network offering a further-enhanced customer experience. Today, ExecuJet continues to serve multiple aircraft brands. This combination has brought the company a lot of business and justified expanded and upgraded facilities. They include new Kuala Lumpur and Dubai facilities – among the largest in their respective regions. The new hangars were designed from the outset to handle the largest Falcons, including the 6X and 10X.

Where to from here? "Regional businesses are tasked to grow organically," says Graeme. He mentions outstations in Vietnam and Indonesia, building goodwill and sharing expertise there. They represent an outpost of the Malaysia operation in a fast-growing country. All we can say is, it's the kind of market that ExecuJet has capitalized on in the past. ■



FAST 5

**FIVE QUESTIONS FOR GRAEME DUCKWORTH
PRESIDENT, EXECUJET MRO SERVICES**

How would you characterize the relationship between ExecuJet and Dassault?

We've grown in tandem with tremendous support from Dassault Engineering, Customer Service, and from longer-tenured factory service centers to get fully up to speed on Falcons.

Personally, I feel I have a great relationship with Dassault's Senior Management and that rapport at the top is essential. Also, I appreciate that I can run our business independently but with solid backing and shareholder support.

It's a "dark cockpit" concept. We aren't micromanaged as long as we manage our operations well – no caution lights illuminated.

What's your management style?

It kind of follows from that dark cockpit concept. We don't have endless meetings. When we have a board or senior staff meeting, we address key initiatives that will drive efficiencies, customer service and profitability without losing focus on quality and safety.

Our regional vice presidents have a lot of autonomy for financial decisions and initiatives, governed by our delegation of authority policy, which has been refined over the years to empower our leaders with controls set at appropriate levels to ensure strong corporate governance. We like people who can exercise sound, independent judgement and take the initiative – whether that's some growth activity or interfacing with customers.

Where do you find that kind of talent?

It's largely homegrown, with many initiatives to bring in grassroots candidates and invest in their development. Although we have many examples, one that is notable is

Nadia Coetzee. She was doing a great job as supervisor of technical services in South Africa and was ready and eager for more responsibility. She's now General Manager of our Brussels facility. We have a successor list for every business unit and thoughtfully plan how we train, develop and promote our most valuable resources.

You know, aviation in years past was a bit of a boys' club. Our management planning now has men and women who are ready to move up into bigger roles. I'm proud of that. Also, we hire for life. We have a proud workforce who want to stay with us throughout their career. It's good for us and the customers.

Sustainability is on everyone's mind. Presumably yours, also?

It has become part of our culture. We do everything we can do. SAF is hard to come by in some areas where we operate, but we can make our internal operations sustainable. In most of our facilities, we harvest water from the hangar roof, use solar power and LED lights to reduce electricity and have banned single-use plastic water bottles, amongst many other initiatives we are developing.

We think about how we wash aircraft and minimize and recycle waste. Also, we have sponsored tree planting on Borneo Island, which is good for the local environment and has a CO₂-reduction impact.

Is it hard to run this empire from the bottom of the world?

I won't say we never have management challenges, but I am in constant communication with our management team, who have been carefully selected and developed over the years. I empower them to run their businesses within the set guidelines and I totally support their decisions.



EARNING YOUR WINGS ON THE FALCON CABIN

For passenger comfort, cabin training is invaluable

It's not just flight decks that are becoming more capable, requiring more training.

So are aircraft cabins, with Satcom for videoconferencing, inflight entertainment systems with surround sound, and cabin controls on passenger personal devices. Seating and berthing options are expanding, including the new Falcon Privacy Suite and complete staterooms. Not to mention showers that deliver plenty of hot water at 45,000 feet.

Fortunately, the cabin comes with a thorough training manual. At nearly 150 pages, it's a good reference. But nothing beats hands-on training. If you're acquiring a new Falcon, you'll want and appreciate the free training. And so will your passengers.

Cabin training is also available for in-service Falcons at a fee. With this training, pre-owned buyers can get up to speed quickly on cabin systems.

And training isn't just for the cabin crews. Pilots and technicians find it valuable, especially for troubleshooting issues that may crop up. Some aircraft owners come along for the training so they can confidently operate all the cabin equipment for themselves.

For new aircraft, cabin training begins in Little Rock, Arkansas during aircraft acceptance. The training is theoretical in the classroom and onboard in the hangar to convey the basic knowledge to perform the first few flights.



[1]

That training is followed by up to two days of hands-on training conducted on-site at the customer's home base. It is led by a Dassault Cabin Specialist and an experienced business jet flight attendant. One part of the training is on systems operation; a second part is on safety. Attendees learn how to configure the cabin for sleeping and operate all galley equipment.

The entertainment and cabin communications systems have impressive capabilities and become intuitive to use, but they are also complex software-driven systems. So, the training includes time to learn how to troubleshoot these systems.

It is a truism of aviation that the flight crew can navigate across thousands of miles of changing weather into an unfamiliar airstrip in the middle of the night and do so flawlessly. But if the WiFi goes down or the coffee maker fizzles out, you'll have a bunch of ill-tempered passengers.

So, we pay attention to creating an excellent cabin environment and then ensuring new owners are well-trained in its operation. ■■■



To learn more about cabin training for new and in-service Falcons, reach out to:

WhatsApp: +33 6 07 73 31 95
Falconcabin@dassault-aviation.com



[2]



[3]

[1] [2] The cabin management system offers a full range of possibilities. Learn all the features available for crew and for passengers to fully benefit from cabin capabilities.

[3] The crew is familiarized with cockpit controls to be able to supply and troubleshoot cabin and connectivity equipment.

SOME OF OUR BEST IDEAS COME FROM CUSTOMERS

■■■ “We’ve always had an intense focus on passenger experience,” says Head of Aircraft Specification & Design Rémi Bachelet, “but even more so today, when passengers are flying long distances and have more needs for everything you want to do in a cabin, including the need to be constantly connected for work.”

Over a 25-year career at Dassault, Bachelet has seen a considerable evolution in cabin capability. “Our best ideas come from our users, especially in the past five years. Over this period, our in-house Innovation Team has coordinated closely with the Cabin Working Group of our Operator Advisory Board. The Cabin Working Group is made up mostly of very experienced flight attendants. They’re helping us pioneer new additions such as the Falcon Privacy Suite, a self-serve mini-bar design, next-generation in-flight entertainment, not to mention helping us refine all kinds of small details, like wireless charging stations.”



Rémi Bachelet, Head of Aircraft Specification & Design, has seen a huge evolution in cabin capability.

EXTENDED TRAINING FOR NEW FALCON 6X

For the Falcon 6X, we offer up to seven consecutive days of on-site cabin crew assistance. In addition, we have dedicated cabin GoTeams ready to dispatch at all times. They are based at Dassault Aviation Business Services in Geneva, Dassault Falcon Service in Paris and ExecuJet MRO Services in Dubai. These teams are part of a global effort to ensure a smooth entry into service for the 6X.



THE ULTIMATE CABIN EXPERTS: DASSAULT FLIGHT ATTENDANTS

Speaking of being well-trained in cabin systems, the true experts are Dassault’s team of flight attendants. They make producing and serving multi-course gourmet meals from an airplane galley look routine. They mix custom cocktails and make smoothies at 45,000 feet.

Trouble connecting to cabin systems through a personal device? They’ll show you how. Pilots demonstrate flight capabilities; flight attendants demonstrate the complete passenger experience and are true ambassadors for Dassault Aviation.

Part of their job is training customer flight departments to get the most out of galley and cabin systems. They are expert on all cabin electronics, water systems, and berthing operations for overnight flights – as well as cabin safety.

While customer flight attendants may serve one company and its passengers, Dassault flight attendants assist travelers from all over the world from every culture. That’s why Dassault flight attendants are hired not just for cabin proficiency but also for cultural adaptability and resourcefulness.



That is important in all sorts of interactions with customers. Resourcefulness can come into play when stocking the galley and in menu preparation (often on an overnight stop in Asia, the Middle East and Africa). Watch the surprise and delight when an FA serves up chicken tikka finger sandwiches on a flight out of Mumbai.

Sometimes, FAs need to work across language barriers. Intuiting a passenger’s needs is part of the job. You’ll also meet Dassault flight attendants at air shows all over the world, where they will give you the ultimate cabin tour.

Because they know the Falcon product line so well and interact with many customers, they are an invaluable resource for cabin design and innovation teams. Their suggestions keep making the Dassault cabin more comfortable and capable.

And lest we forget, in some unforeseen event, a laptop battery fire perhaps or a health incident, it’s quite likely the flight attendant is the one who saves the day. ■■■



THE VALUE OF CABIN TRAINING: VICTORIA BANTON, CENTRELINE AV LTD.

■■■ Centreline is a Pula Aviation Services company that conducts business jet management and charter based in Bristol, UK. The company operates two Falcon 900LX for the UK Ministry of Defence from an operating base at RAF Northolt. The crew is a mix of civilian pilots and RAF aircrew and cabin crew from 32 (The Royal) Squadron.

Since introduction to service in 2022, the aircraft have been used for transporting VVIPs, including senior military, government and diplomatic personnel around the world. Notably, they offer a faster and more efficient means of travel, capable of reaching greater distances, achieving higher speeds, and doing so with greater sustainability and comfort than the aircraft they replaced. Amongst other noteworthy tasks, the aircraft led the RAF Red Arrows display team in a fly-past over Buckingham Palace for the King's birthday parade.

Centreline is leading the way by providing fully trained cabin crews in business jets.

ELEVATING THE PASSENGER EXPERIENCE

Victoria Banton, Centreline's Head of Cabin Crew, alongside the Cabin Crew Leader on 32 (TR) Sqn, trains the crew and ensures the highest cabin safety and service standards. Together with the RAF, she runs a professional, focused team to provide the highest possible quality of passenger experience in flight. Nothing is left to chance, and there is a high level of coordination with the mission planners, ground security and FBO teams in the UK and around the world. "Everything must run like clockwork," she says. "And it does."

During the flights, the cabin crew serve standard high-quality menus and a full meal service. However, not unexpectedly for government operations, champagne and caviar are not generally on the menu. The crew set up comfortable bedding on longer overnight flights so passengers can arrive at their destination fresh and well-rested. The flight deck jump seat is used by cabin crew when not at work in the cabin.

For Victoria, there is no substitute for rigorous safety training and cabin familiarization. She went through the complete Dassault



cabin training program and developed Centreline's type-specific training manual for the 900LX. She then went on to train the cabin crews.

The aircraft have Satcom and WiFi, as virtually all modern Falcons do, and cabin crew must also know this equipment well; Centreline's VIP passengers traveling on business need almost constant connectivity to continue their work while they travel.

VICTORIA'S JOURNEY

The importance of training is not new for Victoria. She started as a flight attendant for Virgin Atlantic, rising to purser, then worked for British Airways as a Cabin Service Manager, where she undertook formal skills for training cabin crew. In between, she traveled the world for her family's bridalwear business, learning sales and marketing. She found her way to business aviation during the Covid outbreak, sometimes flying with her pilot husband on an Embraer model.

Earlier this year, she presented to the Falcon M&O in Paris on the importance of Dassault cabin familiarization training, which she described as "invaluable".

Asked about the differences between caring for government and corporate passengers, Victoria says there are few. Still, she notes that the F900LX passengers Centreline carries very much appreciate the privilege of moving about quickly and easily in a corporate jet.

Asked about her experience with the 900LX, she described the aircraft as "high quality and solid, lovely to work on." ■

FIRED UP AND FUELED UP ON SAF AT LITTLE ROCK

AVFUEL PARTNERSHIP SIMPLIFIED SUSTAINABLE AVIATION OPERATIONS

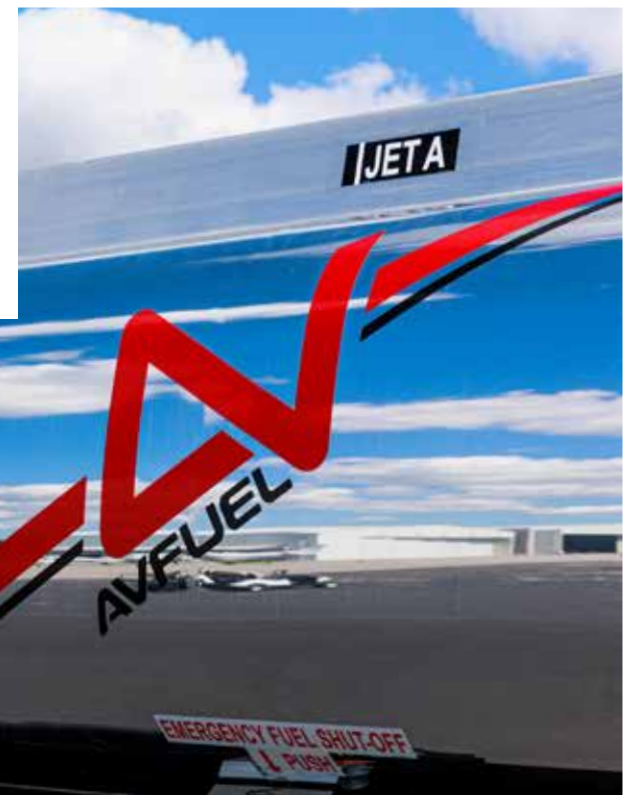
It was a picturesque morning in March 2023 when a fuel truck rolled into Dassault Aviation's Little Rock, Arkansas, completions facility. Outwardly, it was a fuel delivery no different than any other, but it reflected a new partnership between Dassault Aviation and a leading independent fuel supplier, Avfuel Corporation, as the two collaborated to power Dassault's operations with sustainable aviation fuel, providing meaningful emissions reductions.

"The partnership between Avfuel and Dassault Aviation runs deep," said Keith Sawyer, Avfuel's Manager of Alternative Fuels, "not the least of which being Avfuel's Falcon 2000LXS, which our owner, Craig Sincock, flies himself. To expand on that relationship with the latest sustainable offering was a landmark moment."

Since the SAF began flowing 18 months ago, Dassault has mitigated 266 metric tons of carbon emissions. That's the same amount of carbon that 311 acres of forests sequester in a year.

The SAF has been used for customer acceptance and departure flights from the completions facility.

"We couldn't be prouder to help Dassault achieve its sustainability goals," said Sawyer. "Working with customers to help reduce emissions is an immense focus for Avfuel, which is why we have since launched AvfuelZero. This program helps aviators identify emissions and abate them with solutions like SAF, carbon credits, book and claim, and report and audit progress. The road to emissions reduction doesn't have to be difficult; we're always available to help operations further their initiatives, just like our partnership with Dassault." ■





DASSAULT MRO ACTIVATES NEW BRAZILIAN BASE

Dassault has long had a factory service presence in Brazil. Gutemberg Silva, Employee Number 1, helped open Dassault's Sorocaba facility 15 years ago. He was appointed General Manager last year. Gutemberg, his team, and this facility helped Dassault build Brazil's largest business jet fleet.

In May, Gutemberg and his team moved into a new, state-of-the-art service center. It's at the new Catarina Executive International Airport, which features an 8,000-foot runway and is closer to São Paulo.

Dassault Falcon Jet São Paulo-Catarina, as it is officially known, is about 40,000 square feet under roof with room for up to five Falcons. It is sized for the Falcon 10X. The facility can perform inspections up to B checks on Brazilian registered 7X and 8X aircraft, as well as line maintenance and major inspections on Falcon 50-series, 900-series, and 2000-series models. It's also approved for line maintenance on various engine models powering Falcons.

As before, AOG GoTeams are ready to dispatch from Catarina to anywhere in South America. Catarina represents the constant modernization and upgrade of the global support network. ■

KUALA LUMPUR FACILITY OPENS ITS DOORS WIDER

ExecuJet MRO Services' Kuala Lumpur facility started as an outstation for its Sydney, Australia, service center, then grew into a larger hangar. Now it is in an even bigger, purpose-built, state-of-the-art MRO facility that has become a major hub for multi-brand service as well as a Dassault factory service center.

It's a 150,000-square-foot facility with room for 10 to 15 aircraft simultaneously, including the 6X and 10X. It has a built-in overhead crane for engine changes. ExecuJet MRO Services can dispatch GoTeams across the region, and the KL base now has its own outstations in Vietnam and Indonesia, helping support a growing fleet of Falcons across the region.

Kuala Lumpur has emerged as an important and convenient regional service center for today and will support Falcon fleet growth for decades to come.

INTERIOR INNOVATIONS FROM GENEVA

The interiors team in Geneva (at Dassault Aviation Business Services) calls it their "Skunk Works projects." By this they mean R&D to make interior modifications more quickly and less expensively. So far, the team has introduced two initiatives that operators will surely appreciate.

The first involves reducing the time to recondition and re-cover the individual seats in a Falcon 7X from about 12 weeks to five or less. The new process makes it easier and quicker to repair interior mechanisms, such as lumbar support, if necessary.

Previously, an interiors specialist would be required to cut through foam layers to make this repair. Now the mechanism can be accessed in 30 seconds by removing the backrest, which goes back into place just as quickly. Voila, seat repaired.

A second innovation involves covering up minor scratches on woodwork using UV lighting to cure fresh varnish quickly. It's a miniaturized technique from the one used in Little Rock, Arkansas for full-scale interior furnishings. Using this quick cure process, a single repair is about 20 percent of the traditional cost.

If, by chance, you're flying through Geneva, you can tour the DABS interior shop and see six new seat styles in their showroom. Meanwhile, you and your passengers will be well cared for at two DABS FBO locations, one on either side of the field. ■



MELBOURNE, FLORIDA, MRO HEATS UP

If you were to cruise past Dassault's new Melbourne, Florida, MRO site, you would see a lot of steel already in place. The maintenance hangar already has roofing and flooring; the paint shop is rising; and the office roof, first floor slab and plumbing are complete, with the second floor slab to come. Less visibly, underground utilities are being installed.

All this activity is leading toward a major new facility opening in 2025. It will be big: a 120,000-square-foot maintenance complex with another 48,000 square feet for the two-bay paint hangar. It will handle heavy maintenance up to C checks, mods, and more. The Falcon 10X will feel at home. Max capacity is 18 aircraft at once.

Situated on the "Space Coast," the Melbourne facility is future-oriented, providing more capacity for today's Falcon fleet and positioned to support growth well into the future.



FALCON OAB TAKES CARE OF BUSINESS IN PARIS

The Falcon Operator Advisory Board (OAB) convened in Paris for its annual meeting in June for two days of insights, discussions and workshops. The 23 members from across the globe discussed top-of-mind issues and recommended further enhancements to the Falcon Customer Experience.

Joined by Dassault executives and department heads, the group also addressed general industry topics such as the shortage of talented pilots and technicians and the ongoing global supply chain challenge. Members spoke about expanding SAF availability and sustainability at large, as well as the emergence of artificial intelligence. Though Dassault has used AI for years in military and civilian applications, innovations will eventually help improve all sorts of aircraft operations. That yielded a fascinating discussion, which will be continued in the future.

At the conclusion of the meeting, there was a ‘changing of the guard,’ with Marcus Brunninger and BC Campbell officially recognized for their dedication and stewardship of the OAB since 2018. Mike Higgins was installed as Chairman and Rolf Zeller as Vice Chairman. ■



Mike Higgins, Chairman



Rolf Zeller, Vice Chairman

MEET THE NEWEST MEMBERS OF THE FALCON OAB

Many new faces attended the June board meeting, but they bring years – often decades – of experience flying or caring for Falcon aircraft.



Osman Deniz
Accountable
Manager,
Super Air Turkeye

Osman has been in the industry for more than 30 years, having graduated from Turkeye’s first aviation college in 1993. He began his career as an aircraft maintenance engineer at a flight school and has worked on a variety of aircraft types, including airliners and even an airship. He’s been working with Falcons since 2005, managing and operating two Falcon 2000 aircraft.



Scott Polverari
Sr. Director, Aviation
RTX Corporation
Virginia, USA

Scott has worked for the past 28 years in various aviation sectors. He has a bachelor’s degree in aeronautical science and a master’s in business management from Embry-Riddle Aeronautical University. Scott began at RTX Corporation in 2006 and has held various roles, including Chief Pilot. The company has operated Falcons since 2004; they currently own four 2000LXS aircraft.



Guy Wastiaux
Captain, Training
Manager
Michelin Air Services
Clermont-Ferrand,
France

Guy Wastiaux is a Captain and Training Manager at Michelin Air Services, which operates 3 Falcon 2000S/LXS aircraft. He has been flying for Michelin since 2009 and has previous experience on the Falcon 50EX. Guy is also a member of the Pilot Operations OAB WG (EFB implementation in the MAS SOPs). Proudly trained at the French National Civil Aviation School (ENAC).



Nick Brown
Director, Aviation
Pula Limited
St. Martins,
Guernsey, UK

Nick’s aviation experience spans 30 years. He holds an Airline Transport Pilots License, having spent 15 years with a UK regional airline, with roles in management, pilot training and as an aircraft captain. He has spent the last ten years managing and operating a variety of corporate jets, including the Falcon 2000LXS, 900 and 8X. Nick holds a first class Honors Degree in Leadership and Business practice from Exeter University.



Vladimir Sip
Chief Technical
Officer
ABS Jets
Prague, Czech
Republic

Vladimir has 35 years of aircraft maintenance experience in commercial and business aviation. He has been with ABS Jets since 2010 – first as Line Maintenance Manager for bases at Prague and Bratislava – and has been in his current role since 2020. ABS Jets operates a Falcon 7X and other OEM aircraft.



Jose Mario da Silva
Operations Manager
& Chief Pilot
Crefipar Participacoes
Sorocaba, Brazil

Affectionately called ‘Captain Mario,’ the newest board member from Brazil got started in aviation in 1977. He flew Learjets for several years and then moved on to an airline for a short period. Mario has flown Falcons since 1993, starting on the Falcon 10 and has since flown nearly every Falcon through the 8X. Mario’s company will take delivery of one of the first Falcon 10X aircraft as well.



FALCONWAYS TRIAL SUBSCRIPTION

SAVE TIME, EFFORT AND FUEL

Pilots who have tried the innovative new FalconWays app have been pleasantly surprised at how easy it was to use. It's a graphical app with pull-up pages for entering weights and other flight plan data. New users quickly learned how to run sample routes and observe the potential fuel savings – typically 3 to 7 percent.

FalconWays is customized per aircraft model and is now available for the 6X, 8X and 7X. To encourage pilots to try it through FalconSphere, Dassault is offering a three-month free trial to operators of these aircraft models.

FalconWays recently won a prestigious *Aviation Week* Laureates award for its ability to help pilots save fuel and reduce emissions. It's well worth mentioning that it can help reduce the cost of each flight. ■

EASY IV UPGRADES AT A DISCOUNT

The EASy IV flight deck offers a new level of situational awareness and capability for the Falcon 7X and 8X. However, it should be considered a baseline package with several possible upgrades, such as 2D and 3D airport moving maps. This safety and efficiency feature is now available at a 10 percent discount for FalconCare Elite customers, as are other APM (Aircraft Personality Module) add-ons.

Pilots have told us that the airport moving maps are among the most appreciated new EASy IV features. It makes navigating complex airports easier and makes finding turnoffs and taxiways easier at any airport at night and in low visibility. With ADS-B In, pilots can see other traffic on the airport or approaching it – a huge safety feature.

EASy IV is available as an upgrade on all 7X and 8X aircraft. We recommend it for the capability it adds and for maintaining the aircraft's highest value. Many of these aircraft are now being scheduled for C1 and 2C checks. This would be an ideal time to accomplish a panel modernization. Questions? Call your local MRO sales or tech rep. ■

An upgrade to the EASy IV flight deck adds both capability and value to your aircraft





FALCON ADVANTAGE: ADDING VALUE AND EXPANDING

FALCON SPARES INVITES YOU TO JOIN OUR SUCCESSFUL PROGRAM THAT CONTINUES TO EVOLVE

Falcon Advantage is an exclusive program for Falcon operators and management companies. Designed to offer industry-leading benefits, we continue to add value each year to the program. Climb aboard and join the savings and benefits today! Falcon Advantage continues to thrive, currently servicing more than 900 aircraft worldwide. Future enhancements are arriving in 2025, so stay tuned!

FALCON ADVANTAGE EXCLUSIVE BENEFITS
By joining Falcon Advantage, you can enjoy the following benefits for a minimum annual fee:

- Increased discounts for 2025 on eligible parts.
- 3-year warranty on spare parts, giving you unparalleled peace of mind.
- Free shipping on cores returned within 10 days.

- Limited supplemental billing on additional invoice for exchange parts.
- 3% discount on brake exchanges, helping to reduce your operating costs.
- Free tool rental on weekends, providing convenient tool rentals for your maintenance operations.

A FLEXIBLE, YEAR-ROUND PROGRAM
Falcon Advantage is an annual program that renews every February. However, if you didn't enroll at the beginning of the year, it's never too late to join the program. Operators can enroll at any time of the year and start enjoying these valuable benefits immediately. ■

Please visit our Falcon customer portal to learn more about this exclusive program and register.

MEET THE NEWEST MEMBERS OF THE FALCON SPARES TEAM



Ibrahim Ba
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Before joining us as a Back Order Team Agent, Ibrahim was a team leader at Bolloré Logistic. He joined Dassault Aviation as a temporary contractor for the front office team. He graduated with a master's in management from the IAE of Bordeaux.



Jean-René Lescure
Back Order Team Agent,
in Mérignac

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In 2005, he graduated with multiple degrees, including DUST and DNTS in Aerospace Equipment from Villa d'Avray, a University Degree in Science and Technology, and a National Diploma in Specialized Technology. Jean-René worked as a Buyer/Planner at Mérignac for Dassault Falcon Service from 2017 to 2024. He has now joined us as a Back Order Team Agent at Dassault Aviation Falcon Spares.

Scan the QR code to download the Spares brochure





DASSAULT CELEBRATES 10 YEARS OF TRAINING EXCELLENCE

HANDS-ON FACTORY TRAINING CAN'T BE BEAT

Over 10 years, the Dassault Training Academy, which offers hands-on practical experience in Bordeaux-Mérignac, has graduated 1,500 Part 66 technicians. Many are based in EASA countries or others that subscribe to EASA requirements for Part 147 practical training.

Some are from other countries without such requirements but appreciate the opportunity to train with experts on actual Falcons. All technicians require theoretical training through FlightSafety International or CAE, but practical training turns theoretical understanding of systems and procedures into priceless hands-on experience.

Theoretical classroom training lasts four-to-five weeks, depending on the model. Practical training takes two weeks. Students include technicians from throughout the Dassault MRO network, as well as Falcon operators. Dassault conducts 12-15 classes yearly in Mérignac but will also travel to the customer if preferred. Classes can also be conducted at Dassault Falcon Service at Le Bourget.

MAKING AN IMPRESSION IN NAMIBIA

After a Falcon 900 training class in Windhoek, Namibia, a member of the flight department wrote to our team: *“From my personal opinion and of all those who attended the Practical, it was a very fruitful event and an eye-opener for many tasks on the aircraft. This exercise boosted our technical knowledge and our overall confidence.”* You can find more on this training experience on the Falcon website in Jean Kayanakis’s Crew Chief blog.

Those who come to Mérignac have the chance to gain experience on all aircraft in production and can train on systems test benches as well. There is virtual reality training and exercises in AOG troubleshooting and implementing fixes.

Students practice uploading and downloading databases from the aircraft, various kinds of routine servicing, engine runs, jacking and landing gear extensions, and towing, among other procedures. The Dassault Training Academy graduates about 120 students a year, sometimes as many as 150. If you’re in an EASA country, it’s a requirement. We invariably hear that graduates leave with greater confidence in their ability to maintain Falcon aircraft properly.

And getting to know the Dassault factory is a good thing, too. ■



For more information:

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MEET OUR NEWEST QUALITY MANAGER

Maxime Niatel joined the Dassault Training Academy (DTA) French team in March 2024 as a Quality Manager of the Dassault Maintenance Practical Training team. With a previous military maintenance background and teaching experience on Airbus military aircraft, Maxime is now in charge of DTA quality monitoring, ensuring compliance with EASA and other National Authorities’ regulations.



Maxime Niatel

Quality Manager of Dassault Maintenance Practical Training

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6X TRAINING / LEVEL D ON 6X FLIGHT SIM (BURGESS HILL)

In February 2023, six months before the Falcon 6X Type Certificate, EASA and FAA granted the initial qualification of the first Full-Flight Simulator (FFS) installed at the CAE UK Training Center in Burgess Hill. Now that the airplane is certified and operating all over the world, CAE and Dassault teams have achieved the final validation step of the 6X FFS validation, so-called Level D qualification, enabling pilot training with the highest consistency with the airplane.

This achievement was made possible by installing the latest updates of the simulator in the cockpit noise and vibration environment domains, as well as flight controls representation.



THEY HELP KEEP FALCONS AND OPERATORS MOVING MEET OUR NEWEST TEAM MEMBERS

NEW COMMAND CENTER SUPERVISORS: YANN BOYER, VIKTOR LEVCHUK

Yann Boyer has been promoted to Supervisor in Melbourne, Florida, while Viktor has accepted the position of Supervisor in Teterboro, New Jersey. Yann and Viktor bring over 10 years of Falcon experience in various roles such as field service, line service, and GoTeam, as well as working on the service center floor. They each excelled as Command Center reps, making them eminently qualified for their new leadership positions.



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Viktor Levchuk
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NEW CUSTOMER SERVICE MANAGERS: NATHAN JONES, JOSEPH SELITTO

Nathan Jones was recently promoted to CSM in the South-Central region, taking over for Dan Perry following his promotion. Based in Dallas, Nathan was previously a Field Technical Representative and, prior to that, worked at the DFJ completions center in Little Rock. Joe Selitto is our new CSM in the New England region, following his promotion from the Teterboro Command Center. An A&P for more than 10 years, Joe started with DFJ in 2015 as a Go Team technician before becoming a Command Center technical representative in 2017. He was promoted to Supervisor the following year.



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Joseph Selitto
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Terran Goodwin
Field Technical Representative
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Terran has joined DFJ as a Field Technical Representative based in Phoenix, Arizona. He brings 23 years of service center experience gained with DFJ's Reno, Nevada, facility and West Star Aviation. Terran is Master Run-qualified on all current Falcon aircraft; his previous roles include Crew Chief and Supervisor, as well as avionics work. Terran will support Falcon operators in the western U.S. states of Arizona, Nevada, and Utah.



Bailey Gatus
Technical Representative
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It's a homecoming of sorts for Bailey Gatus, DFJ's newest Command Center rep, based in Teterboro. Bailey spent the last three years as a Crew Lead for West Star Aviation in Grand Junction, Colorado. Prior to that, he was a member of the Falcon Family, working the floor for four years at the DFJ Wilmington (Delaware) Service Center.



Gary Nylund
Field Technical Representative
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Gary joined DFJ as a Field Technical Representative in May, based in White Plains, New York, supporting northeastern U.S. customers. Gary has been an A&P for 23 years and started his corporate aircraft experience over 18 years ago, working on Falcon 2000 jets. Most recently, he was the Director of Maintenance for a Falcon 900 in Massachusetts.

YOUR FALCON CONTACTS

Looking for someone? Please scan the QR code to access all of our key contacts. Since we diligently keep this digital 'hotline card' up to date, you will be sure to find all the most accurate information available.

Scan the QR code to access our key contacts

WE HAVE YOUR BACK ALL OVER.



Wherever you operate your Falcon, you can rely on the shared expertise of Dassault Falcon Service, Dassault Falcon Jet, ExecuJet MRO Services and Dassault Aviation Business Services. Whether you need short-term support or value-adds like upgrades or refurbishments. Four companies. One mission. Your peace of mind.

Dassault MRO

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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.



CHALLENGING AIRFIELDS ARE A SPECIALTY OF OURS.

Falcon business jets share the superior short-field capability of our Rafale fighter. In fact, the same teams engineered their aerodynamics, optimized weight and high-lift devices. So you can access challenging airports in more locations. It's one of many reasons we're different.