

# The Year in review 2009/2010



## APRIL



### New website

On April 15th, a new website was launched. The site is updated regularly, and offers Web TV which is updated monthly. The site has expanded and now reaches a wider audience. Both airline companies and end consumers will now find items of interest on the site.



### Servair rewards employee commitment

The 12th "Trophées de l'Excellence" awards took place in April. Since 1997, the company has rewarded employee contribution to improving procedures, working conditions, service quality, etc. This year, there were 8 award categories including environment, customer innovation and work safety. The jury discussed the 46 candidates and awarded prizes to the most innovative projects, such as that of Servair2 for the involvement of its teams in the evaluation of their health and safety at work management system under the OHSAS 18001 certification.



### From Paris to Cuba

CUBANA, which flies twice a week from Orly to Havana, renewed its Servair contract in April. Since April 1st, the catering services for this Cuban airline have been provided by Orly Air Traiteur and will continue to be for at least three years.



### Dominique Valmorin becomes IS Director

Having spent 8 years in charge of development, then as *Customer Relations Manager and Quality, Health, Safety and Environment Director* with Air France's IS function, Dominique Valmorin joined Servair as Information Systems Director. She is in charge of all Servair information systems.



### Champagne for Aeromexico

Aeromexico will soon be offering Raoul Collet champagne from the Servair selection to its passengers. More than 60,000 bottles were served on board flights with the Mexican company during a period of three years.

## MAY



### New contracts for Servair African centres

The Lebanese company MEA signed a catering contract with Abidjan Catering in May. The Servair branch based on the Ivory Coast will now serve Middle East Airlines customers three times a week.



Virgin Nigeria chose Servair for catering layovers at Dakar, Abidjan and Douala. Finally, the Malian company CAM signed a Servair contract for flights leaving from Abidjan, Dakar, Libreville and Orly..



### Air France training in Réunion

Servair Réunion opened a unique facility offering the knowledge and skills of First Aid Instructors (SST). The unit was inserted into the SST training modules for Air France destination agents. At the end of their training, the Air France staff,

whether having volunteered or been elected, can provide primary first aid to accident victims as they wait for help to arrive.

## JUNE



### First A380 refuels for Singapore Airlines

Singapore Airlines was the first company to operate the A380 and asked Servair to provide cold catering. Skyflavour provides almost 115,000 meals a year and the Servair chefs offer high quality food in all three classes.



### Jet Chef comes up with the goods at the International Aeronautical Fair

For the 48<sup>th</sup> edition of the Paris International Space and Aeronautical Fair in le Bourget, Jet Chef played an important part alongside the Air France Industries chalet. From June 15<sup>th</sup> to June 21<sup>st</sup>, more than 1000 meals were served, including VIP salon meals. During the same period, and not including business travel flights which continued to operate, Jet Chef provided catering staff and meals to Aeroservices, Air Corporate and the Air museum.

## JULY

AÉROFORM!



### Aéroform in Italy

In order to prevent work accidents, Aéroform, a branch of Servair whose main role is to provide training, began a thorough training session with Servair Air Chef agents, of which the main theme was: Working safely. Initially launched at three destinations, Rome, Venice and Milan, this service was extended to all Italian destinations in September.



### New client in Canton

Air Madagascar chose Canton catering for their new meal service and delivery. The meals are served on the Canton – Bangkok flight.



### Pacific Coffee Company lands in Macau

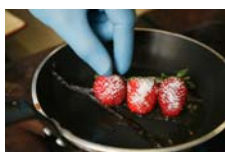
Servair Macau carried out its first delivery to the Pacific Coffee Company for the opening of their first shop in Macau on July 11<sup>th</sup>, 2009. Pacific Coffee Company (a North American company) began creating a network of coffee houses in South-East Asia in 1993. Servair Macau developed a range of pastries specifically for the chain. This range will soon include sandwiches, salads and savoury tarts..

## AUGUSTE



### "French bread, what else?!"

Servair chose a professional "à la française" bread maker to improve the quality and freshness of their bread, initially for flights leaving Paris and soon for flights from other destinations. A contract to this end was signed with Château Blanc, manufacturing division of the Holder group.



### Servair at the service of Qatar Amiri Flight

The VIP company serving the Qatar government chose Servair to provide its VIP catering services from Paris. The Parisian CPA unit will provide services for the Emir, the Prince and his ministers.

## SEPTEMBER



### All new, all organic

Orly Air Traiteur, the Servair branch based at Orly airport, obtained the "AB" certification for the use of organic raw materials.

This certification is a first in the catering world. Since April 2009, the unit has given its all for its client Room Saveur, in order to be able to serve the first certified organic packs as of September 21.



### New client in Canton

After having bagged Air Madagascar last July, now Qatar Airways is using catering services from the unit in Canton. The contract began in September for the Canton – Doha flight.



### Turkish Airlines chooses CAP

Turkish Airlines chose CAP to provide catering from Roissy Charles de Gaulle. The unit is in charge of ensuring that planes are unloaded every night, that the meals are prepared then loaded onto the planes every morning. It will also provide used trolley transfer in the hold, restocking of the galleys and any adjustment for all 4 daily return flights.

## OCTOBER



### Air Canada loves Servair

The Canadian company renewed its Servair catering contract for five years with BPC for flights leaving Paris.

The company also asked that Servair provide all food and drink services for its VIP lounge at the aéroport T2A.



### Oman Air for ACNA and CPA

Since October 9th, ACNA has had responsibility for cleaning Oman Air aeroplanes. The company offers four flights weekly between Paris and Muscat. CPA will draw on its expertise with halal cuisine to provide both breakfast and dinner for the airline.

## NOVEMBER



### Hémisphère Sud receives bronze forks

The Hémisphère Sud Servair gastronomic restaurant in Réunion was once again rewarded with the bronze fork 2009. This prize has been awarded since 1972 by the Club des Uniques, and only goes to the finest restaurants in Réunion. The mix of local and mainland flavours has made Hémisphère Sud one of the island's best restaurants since its opening. The restaurant has participated in the competition 7 times and has been awarded a prize 6 times.



### 2 new clients for ACNA

Asiana Airlines signed a contract with ACNA CDG for a complete cleaning service, including fittings and linen. This overall service is for the B772 and will be provided three times a week. Egyptair also signed a cleaning contract with ACNA.



### New SERVAIR strategy

The company is changing the style of its "Servair" logo font. The brand, internationally recognized as offering service quality, availability and innovation, in the eyes of both current and potential clients, has repositioned its image. The simplicity of the font expresses the efficiency of the brand, and the colours reflect those of the current Servair logo and those of Air France with a sky blue and a vibrant, cosmopolitan red. All of the sub-logos were also re-evaluated to reinforce the company's image and international reputation. SERVAIR Senegal, SERVAIR Mali and SERVAIR Abidjan were the first to benefit from this new identity. The rest of the sub-division logos will also progressively go through this progress.



### Inauguration of Flying Food Servair at New York airport

Servair and Flying Food Group strengthen their partnership in the US with the creation of Flying Food Servair at JFK international airport, New York. Flying Food Servair JFK is an ultra-modern production unit situated close to the terminals. Covering 9,847 square metres and with a production capacity of 40,000 meals a day, the centre employs almost 500 people and serves 20 airline clients. Thanks to this unit, the partners now serve almost 45% of the international market share in five major cities: Chicago, Miami, New York, San Francisco and Seattle.



### Servair, the only A380 specialist at CDG

On November 20th, whilst watching this tremendous craft, decorated in the Air France colours, take flight, the SERVAIR and Acna teams finally enjoyed the fruits of their labours (providing fittings, original menus, tailor-made dockings, etc). The first flight catering service gave a nod to cuisine from Toulouse, where Airbus originates from, prepared by Michel Dulin, Servair chef based at Jet Chef, Le

Bourget. The guests aboard the flight thus had the chance to taste a variety of delicious recipes based on duck on the flight between Paris and New York.



### **Servair voted "Best European caterer 2009"**

Readers of the professional magazine Pax International voted Servair Best European caterer 2009. This is the fourth time Servair has received the award.

The results were unveiled at the ITCA fair in Dubai which took place from November 16<sup>th</sup> to 18<sup>th</sup> 2009. Despite the small size of the fair, it coincided with the Dubai Air Show which more than 45,000 visitors attended.

## DECEMBER



### **Launch of Servair Culinary Studio**

Servair launches the Servair Culinary Studio. At the centre of the enjoyment, creativity and innovation food can offer, this ideas and exchange laboratory aims to raise quality standards and improve the Servair service for its airline clients.

As part of the project, Servair was lucky enough to be supported by the culinary elite: Joël Robuchon, named "chef of the century" by the Gault Millau guide, who heads up the Culinary Studio, and Guy Martin, maitre d' at the Grand Vefour. The team will offer their expertise and advice to Michel Quissac, corporate Chef for Servair. The latter can also rely on the advice of long-term Servair chef advisor, Jacques Le Divellec, and sous-vide cuisine expert Bruno Goussault.

More than just a culinary innovations lab, the studio will act as a figurehead of Servair's culinary knowledge.



### **Servair signs a partnership contract in Brazil.**

Servair announced that it has signed a service contract with Comissaria Rio, a local family catering company operating in Brazil for more than 20 years.

This is the type of partnership Servair tries to establish - favouring association with local players who already have a depth of experience of their market and its standards. Servair will provide commercial and technical assistance in order to develop the Comissaria Rio airline catering brand under the name "Com Rio with Servair".



### **Opening of a "Prêt-à-manger contemporary restaurant"**

SORI, Servair branch in Point-à-Pitre, established a commercial partnership with Gilles Desplanches for the opening of a "Prêt-à-manger, contemporary restaurant". This comfortable space is both contemporary and welcoming, and suits a wide variety of airport customers, with a range of fresh salads, sandwiches and snacks, as well as several specialities from Guadeloupe.



### **ACNA CDG supports the Air France maintenance division**

From April 1st, 2010, ACNA CDG has been responsible for industrial handling operations and technical cleaning for Air France planes during their maintenance visits. The new contract is broad: ACNA will clean the A380 hangars and the A320 fleet.

As far as handling goes, ACNA teams will prepare the aeroplane entry and exit, deployment of protective measures and cleaning of the various pieces of equipment and materials.



### **New contract with Turkish Airlines**

Lyon Air Traiteur is now in charge of catering for Turkish Airlines. Servair Lyon will cater for one Airbus A320, and occasionally a twin-class A340, heading for Istanbul with the Turkish company.



### **ACNA CDG and the Emirates A380**

Since November 23rd last year, the ACNA CDG teams have been responsible for cleaning, fitting and Clean & Search on the daily A380 Air France flight to New York.

Thanks to experience and several test runs with the A380, Servair is going to take on the Emirates Airways A380, which flew from Roissy on December 29<sup>th</sup> for the first time. The company will be responsible for cleaning and fittings (covers, blankets, toiletry bags).



### **American Airlines renews Servair contract**

The American company renews its contract with Servair. The company therefore entrusts Servair with its contract for meal preparation for the 6 daily flights from Roissy-Charles de Gaulle for the next three years.

This decision reflects the months of hard work on the part of the Servair teams to construct a suitable service based on a robust and reliable operating model. The Paris staff, who frequently undergo training and who base their approach on the essentials: quality – security – safety, are now on site to respond to the company's requirements and ensure they are 100% satisfied.



### **Servair 2 confirms ISO 9001 and OHSAS 18001 certifications**

Servair 2 passed the follow-up audit which took place at the beginning of December. The unit has therefore confirmed its ISO 9001 and OHSAS 18001 status.

The first standard certifies that the unit meets organisational requirements for a quality management system. OHSAS 18001 provides regulations to manage health and security risks at work in an aim to improve performance.

## JANUARY



### **Solidarity with Haiti - Servair shows support**

Servair shows its full support for the Haitian families affected by the disastrous earthquake. To give on-site aid and provide equipment, the company branches in Fort de France, Pointe à Pitre, Paris and in the USA all mobilise to act as quickly as possible.

The company offers to fly over meals, provide a logistics base, to send parcels and even to provide support staff if necessary.

*Two weeks after this horrific tragedy, the Pointe-à-Pitre and Fort de France catering units had provided more than 1,800 meals, 2,000 litres of drinking water, 300 litres of fizzy drinks and 1,500 pastries and breads.*



### Malaysia renews Halal certification

CPA, the Servair branch based at Roissy - Charles de Gaulle, has its Halal certification renewed by Malaysia Airlines.

This year, the score of 93% conformity places the unit in the world's top ten. On the airline market, Malaysia Airlines is one of the most demanding in terms of Halal certification, from the selection of products through to their preparation.

## FEBRUARY



### First class service with Servair

Start of the second cycle of new menus in Air France 1<sup>st</sup> class, launched in December 2009.

At the end of 2008, the company entrusted Servair with the project of designing new menus which were launched on December 1<sup>st</sup>, 2009, on some long-haul flights. Michel Quissac (Corporate Chef) and his teams created a range of menus designed to heighten company prestige. To reach this aim, Servair also created the Servair Culinary Studio. Servair also ensures PNC training in order to provide them all of the knowledge needed in terms of menu history, dishes and the products used. In this way they can explain the menu to 1st class passengers and advise them.



### Gulf Air confirms its loyalty to Servair

Gulf Air renewed its Servair contract last February 1<sup>st</sup>, a sign of its confidence in the company. This 3-year commitment is for economy and business class, for 7 flights a week leaving Paris Charles de Gaulle.

CPA, a specialist in Halal preparations, also supports the client's request to have a chef prepare products onboard the aircraft during the flight for some services.



### CPA rewarded by its client

Malaysia Airlines awarded CPA, the Servair catering unit at Roissy- Charles de Gaulle, the trophy for best catering unit 2009. The airline company carried out a series of surveys, audits and evaluations before awarding CPA the prize. An awards ceremony was held on January 27<sup>th</sup> at the Kelana Jaya auditorium in Kuala Lumpur.



### New Air Madagascar cleaning contract

Air Madagascar has entrusted ACNA with its cleaning contract for fittings and equipment for departures from Paris - Roissy Charles de Gaulle. The ACNA teams will go from 1 flight a week at the beginning of February to having 3 flights a week.

## MARCH



### **Servair wins Momentum bid**

Servair won the bid for Momentum, the company which provides catering and service on Eurostar trains. The contract began on April 8<sup>th</sup> and concerns some cold services in business premier and business leisure classes for trains leaving Paris. OAT, the Servair unit in Orly, will prepare the 2,600 cold dishes daily. The unit was able to meet the high standards demanded by the company. The unit will provide high quality services for starters, mains, cheese and pastries.



### **Paris airports stay loyal to Passerelle CDG**

The bid launched by the Aéroports de Paris in 2009 to manage facilities for Passengers with reduced mobility at Roissy airport was won, for the second time, by Passerelle CDG for the 2E, 2F, S3 and 2G terminals. Its teams are committed to improving the service offered to PRMs, in order to ensure at least 250 to 1,400 visitors per day.