

Onboard

HOSPITALITY

FOR AIR, RAIL, CRUISE AND FERRIES

SEPTEMBER/OCTOBER 2022
ISSUE 91

Shake it up

*How plant power
is taking flight...*

IFSA/APEX EXPO PREVIEW
KOSHER CATERING
OUR AWARD WINNERS



dnata

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alpha

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Get set for Long Beach, California with our product to preview. See you there!



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Years

of meaningful moments



FORMIA

FORMIA is proud to celebrate two decades of creating exclusive, premium airline amenities with increased value creation and sustainability at the forefront.

A huge thank you to our entire ecosphere of customers, partners and our people for the continued support as we look forward to curating meaningful concepts and experiences for passengers for years to come.



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FORMIA would be delighted to welcome you to our stand at the APEX expo 2022.
Please contact info@formia.com to schedule an appointment.

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Catching a curve ball..



Julie Baxter

Julie Baxter

EDITOR
Onboard Hospitality



Sometimes life throws you a curve ball. We saw that with the pandemic and we see it in our personal lives occasionally too.

Mine came from way out of left field when my jetsetting, career-loving daughter, Chloe, was diagnosed with a brain tumour, a sickening moment that shifted perspectives and priorities in an instant. That happens sometimes, in business and in life, and when it does, incredibly, not everything that follows is bad. You find hidden strengths, receive love and support from unexpected quarters, witness inspirational courage, and discover the true joy of very simple pleasures.

So, as I catch that ball and run with it, it is time for me to step down from my role here. After 10 years writing for *Onboard Hospitality* - seven as editor - this will be my last issue at the helm. Being part of your industry has been an honour. I have loved every minute and I'm proud of what the team achieves as a hub for your news and opinions, and through our awards and events. All this will without doubt continue under the new editor, Stuart Forster, who is eager to get stuck in. I will be here

supporting him in the background as he gets to know you all, and no doubt our paths will still cross occasionally.

Chloe is currently doing well but there is much treatment research needed in this area and together we will now be ambassadors for the cause: **#acurecantwait**.

Thank you for all your support over the years, keep up the great work and don't forget to always find joy in the simple things.

Looking ahead...



SINGAPORE CALLS

The Onboard Hospitality Forum Asia will once again take place within the FTE Asia Expo in Singapore this November. Join us there as Asia rebuilds. **Contact: Craig McQuinn**



WINNERS!

Check out our 2022 Onboard Hospitality Awards winners in this issue and prepare to enter the 2023 awards opening for entries on January 1, 2023. **Contact: Sue Williams**



CHLOE'S STORY

Treatments for brain tumours have changed little in 25 years. Julie and Chloe are actively fundraising for the future research. **Learn more at: JustGiving.com/Chloebain**



TEAM TALK

Sue Williams and Craig McQuinn remain your sales, marketing and exhibition contacts and April Waterston continues to oversee all our web content. **Contact: April Waterston**



OUR NEW EDITOR

Stuart Forster is an experienced and award-winning travel and food journalist. He looks forward to meeting you at the IFA/APEX Expos in Long Beach and receiving your news. **Contact: Stuart Forster**



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industry update

TOP STORIES FROM ACROSS THE INDUSTRY

Cinema snacks

Emirates adds a cinema dining experience to its inflight service



Chef collaboration

Delta partners with influential, award-winning chef, Mashama Bailey



Porsche partnership

Amenities specialist skysupply partners with Porsche for Lufthansa Business



Planning for growth

American Airlines has unveiled its new Flagship Suite and plans for Premium Economy growth



Associations lobby for eco law change

The Airline Catering Association, IATA and International Flight Services Association (IFSA), along with airline industry partners are lobbying for change in catering waste regulations.

They have submitted a joint recommendation to the European Commission (EU) urging an urgent review of the risks from International Catering Waste (ICW) and for a change in the regulations which currently block many sustainability ambitions. They have also called for EU members to harmonise guidance on the reuse and recycling of waste for international flights.

The statement is part of growing pressure for rule changes to better support the reduction in cabin waste, allow more material recovery, and secure financial benefits and improved customer satisfaction. iata.com

Emirates invests in upgrades

Emirates is investing over US\$2bn in its inflight experience including elevated meal choices, a new vegan menu, a 'cinema in the sky' experience, cabin interior upgrades and sustainability measures.

There are new menus in First where passengers will now be offered unlimited portions of Persian caviar as part of the 'dine on demand' service, paired with Dom Perignon vintage champagne (exclusive to Emirates).

A new vegan menu has been added in response to demand for plant-based meal and cinema snacks are now offered as passengers explore the 5,000 IFEC channels. The cinema snack menu includes lobster rolls, juicy sliders, edamame, and salted popcorn.

emirates.com



Air Canada promotes rebooking through inflight IFE map

Air Canada is promoting its route network inflight with the launch of a WhereWeFly interactive map from Flightpath3D.

The map has been deployed on the airline's Panasonic seatback IFE and Thales Wireless Portal and provides passengers with a searchable

directory the airline's routes and destinations, as well as the map.

Passengers can plan their next trip right inside the inflight entertainment map as all hubs are showcased with at-a-glance flight details for browsing dates and specific flights.

flightpath3d.com

New comms partnership

Satellite companies OneWeb and Intelsat are partnering to offer airlines a seamless inflight connectivity solution. They believe the combination of services they offer will ensure market leading performance, coverage and reliability. oneweb.net; intelsat.com

Top stories from across the industry

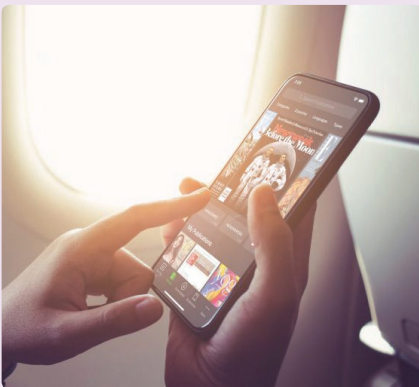




Delta partners Mashama Bailey

Delta Airlines has announced a new partnership with influential and award-winning chef Mashama Bailey.

In June, Bailey won the Outstanding Chef accolade at the 2022 James Beard Foundation Restaurant and Chef Awards. She is renowned for her modern take on Southern cuisine.

The dishes served onboard will be similar to those served at her restaurant, The Grey, and include short ribs with kanni sauce and smoked collard greens; and a flounder and oyster dish with fume blanc, green apple, potato, bok choy and turnips. A new special meal will be available out of Atlanta – a vegan vegetable tagine with sweet potato topped with chermoula sauce. There are new vegetarian options and a Korean-style Impossible burger too. delta.com

Saudi to roll out GX Aviation to boost the multi-user experience

Saudi is to roll out an advanced new terminal for Inmarsat's GX Aviation inflight broadband in early 2023 following the conclusion of flight trials testing the system's performance.

Performance was tested across more than 320 simultaneous online user sessions and sustained throughput of over 200Mbps using the lightweight, low-drag Falcon 300 terminal, developed with Stellar Blu (previously GDC Technics). The terminal has received full type approval for use over Inmarsat's Global Xpress (GX) satellite network. GX Aviation will be installed and activated on 35 Airbus A321neo and Airbus A321XLR aircraft. inmarsat.com



Lufthansa's new shop

Retail inMotion has worked with Lufthansa to relaunch its inflight shopping, powered by WorldShop. The relaunch brings a wide selection of boutique products to the shop including travel essentials, bestsellers and premium brands. retailinmotion.com



Destination Reels launch

Southwest Airlines is the launch airline for a new Destination Reels application showcasing the places it flies to. Powdered by FlightPath 3D, passengers enter a virtual world with augmented reality and short-videos linked to their flight and destination. flightpath3d.com



PressReader new deal

Vietnam Airlines has partnered with PressReader to provide access to its online news-stand. PressReader will be integrated into the airline's app and available to passengers 24 hours prior to their flight and 24 hours after landing. pressreader.com



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at IFSA/APEX Expo

Stand 1055
25 - 27 October 2022
Long Beach California

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Top stories from across the industry



skysupply link with Porsche

Amenities specialist skysupply has partnered with Porsche Design to create a new collection of bags for Lufthansa's Business class.

The collection features four different designs of amenity bags with a multi-functional case, a travel wallet and two pairs of shoe bags in different fabrics. The kits incorporate exclusive and functional design elements.

Skysupply and Porsche Design first agreed to work cooperatively in 2021 on a joint project to create Lufthansa's First class amenity kits. Now the Business kit has been rolled out.

The multi-functional, oval black cases feature a nylon look and open with a zip. They feature a white Porsche Design logo and are designed to hold sunglasses, pencils and other accessories both inflight and beyond.



The black drawstring bag is a practical item designed to hold shoes, laundry, or other personal items. It is made of textured mesh and PU/vegan leather. The travel wallet is suitable for documents, cables and mobile phones.

All kits contain L'Occitane cosmetic items, black socks, eye masks, bamboo toothbrush and toothpaste, by SmileCare, and earplugs. [skysupply.de](https://www.skysupply.de)



IAG's new retail venture

International Airlines Group (IAG) is building connections between its onboard service and passengers at home with a new online wine delivery business – The Wine Flyer.

Part of its loyalty scheme, the offer aims to enhance the value of the loyalty currency, Avios, and give passengers the chance to enjoy the airlines' wine choices post-flight.

The Wine Flyer will operate under a newly-formed subsidiary of IAG Loyalty and is the first move in a new retail venture drawing on the expertise of IAG's wine buyers.

BA Executive Club members will be able to collect Avios points on wines they buy and use Avios points to obtain wine at lower prices. Members will be offered a curated range of wines, beers, spirits and non-alcoholic drinks and a monthly subscription service. thewineflyer.co.uk



Suite style on American

American Airlines has unveiled its new Flagship Suite premium seating and a reimagined aircraft interior for its long-haul fleet.

The suite will take flight on its new Airbus A321XLR and Boeing 787-9 aircraft from 2024 and is designed to offer passengers a private premium experience with a privacy door, a chaise lounge seating option and more personal storage space.

American launched Premium Economy seats in 2016 and, in response to demand, it is extending this cabin in its long-haul aircraft. The new custom-designed Premium Economy seat creates more privacy and doubles the amount of in-seat storage space.

Premium seat availability will grow



more than 45% by 2026.

American will also be retrofitting its Boeing 777-300ER, to include Flagship Suite seats. These 20 aircraft will be refreshed with the new interiors starting in late 2024. It will also retrofit its Airbus A321T fleet to align those 16 aircraft with the rest of its A321 fleet.

[aa.com](https://www.aa.com)



deSter extends in the U.S

deSter is strengthening its presence in the US market following the extension of its relationship with Alaska Airlines.

A further five-year contract to supply onboard items and supply chain management has been confirmed between the two.

Todd Traynor-Corey, Managing Director Guest Products at Alaska Airlines, said: "deSter's supply chain and logistics expertise helps us to deliver high-quality products to our guests in flight. We look forward to growing our business together as Alaska Airlines continues to expand our legendary service."

[dester.com](https://www.dester.com)

EXHIBITOR HIGHLIGHTS

The HACO team continues to bridge the gap between airlines and catering businesses with a strong portfolio of F&B

Intervine will share its beverage expertise and growing range under new CEO Jonjie Lockman

Astronics will showcase its second generation EmPower UltraLite system

Telesat is building a new Low Earth Orbit satellite network optimised to deliver fibre-like connectivity inflight

AirlineMporium will showcase new snacks from its various suppliers

The CNN Inflight team will be sharing gelato to mark the release of Season 2 of the Emmy Award winning show Stanley Tucci: Searching for Italy

Global Inflight Products will be presenting biodegradable and compostable cups for inflight service, without a PE lining

AirFi is celebrating its 10th anniversary serving the airline industry with low-cost, light-weight connectivity solutions

OneWeb and Intelsat will highlight their global distribution partnership to offer airlines a seamless IFC solution

SmartSky Networks' ATG connectivity is now available for regional aviation



Better together

As the stands set up in Long Beach, California we preview IFSA-APEX Expo, October 25-27

The International Flight Services Association (IFSA) and the Airline Passenger Experience Association (APEX) Expos will return to California next month with show floors bigger than ever and featuring a wide display of new technology, products and innovation.

Exhibitors will include more connectivity providers, content distributors, F&B suppliers and amenity specialists, as well as airframers including Airbus and Boeing.

The co-located Thought Leadership Conference will feature airline CEOs and executives, breakout tracks addressing technology, connectivity, sustainability,

biometrics, and ancillary revenue while an IFSA Innovation Pavilion will support further debate.

Innovation Pavilion

The pavilion's mission is to champion connections and provide insights on best practices. Sessions will include a debate on restaurant taste trends that airlines can tap into; tech-driven innovations to support onboard product development; high-end priorities around local sourcing and quality ingredients; the three Ps – process, profits and products; and ways to generate profit-driven sustainability programmes that delight customers.



RMT Global Partners

SERVICWARE

RMT Global Partners has set itself ambitious environmental goals with sustainability key in its manufacturing process. Plant-based bagasse containers are the team's budget-friendly alternative to single-use plastics. The eco-friendly, biodegradable bagasse tableware is made from natural plant fibre and can be customised to any size and include a raised logo. The casserole dish tested favourably against the high standards of catering kitchens. It withstands heat sealing, freezing and thawing, shows no leaching, bakes at 450° without burning or discolouring, and is safe to touch when the food is hot. rmtglobalpartners.com

West Entertainment

IFE CONTENT

West offers a one-stop shop as a Content Service Provider, lab, consultancy and creative services team. Its AI, data and analytics products deliver intelligent programming and budget management. westent.com



John Horsfall

TEXTILES

John Horsfall attends the expo as Finnair's completely renewed Business cabin textiles collection takes flight. The team collaborated with Finnair and Marimekko's designers to create a unique set of onboard textiles comprising an ergonomically-shaped mattress pad, comforting quilted duvet, plush sleep pillow and additional supportive seat pillow. The collection features recycled fillings whilst showcasing iconic Marimekko prints – this time utilising Maija Isola's Kalasääski and Pentu designs. The goal was to make Finnair passengers feel like they were already home as soon as they joined their flight. johnhorsfall.com

InProdicon

IFE CONTENT

InProdicon is focused on tailoring inflight listening with its InProdicon Air product. The system simplifies content licensing of music and radio, and a subscription model includes linear radio and a spectrum of music with millions of songs available. InProdicon's Content Management System allows playlists to be created and curated. inprodicon.com





Delyse

CULINARY

Delyse is celebrating its 30th anniversary by focusing on its thriving partnership with Stellar Snacks. Led by food entrepreneur, Elisabeth Galvin, Delyse is a multi-contract supplier with its own process and pretzel manufacturing plant and a second plant opening soon. delyse.com



Bottega

BEVERAGE

Bottega will spotlight its Vino dei Poeti Prosecco Rosé DOC Bottega, a Brut sparkling wine recommended both as an aperitif and for service with cold and light dishes. It is offered in a 20cl format. bottegaspa.com

McGuire Associates

CULINARY

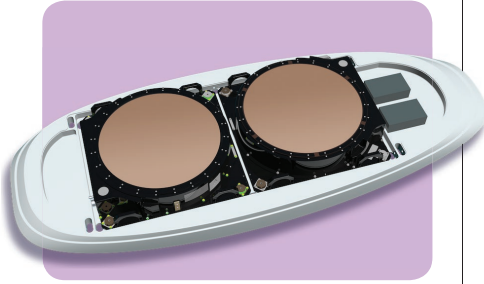
McGuire & Associates is celebrating 40 years in the inflight business, promoting on-trend food ideas, global brands and highly-experienced service and support. The team matches supplier brands to airlines, and its offerings include snacks, bakery products, desserts, dairy and protein ranges as well as brands such as Biscoff. matgci.com



Optimum Solutions

CULINARY

Optimum Solutions offers 25 kitchens across Canada. It has relationships with manufacturers worldwide to offer ambient snacks such as hummus and gluten-free crackers, the My Instant Pasta and Risotto ranges and nachos and cheese or salsa combinations, among other items. It's frozen range includes authentic Pizza and a Duo Box. optimumcanada.com



ThinKom

CONNECTIVITY

ThinKom's new ThinAir Ka1717 antenna brings a unique low-profile, low-drag design to the market. Airlines can now select a smaller form factor, lighter weight and more easily integrated inflight internet service for regional jets. thinkom.com



DFMi

CULINARY

U.S broker DFMi is responding to the growing need for clear labelling and allergy concerns with free-from snacks to suit all diets and allergies. Among the portfolio is ELAVI, Nature's Bakery soft-bakes and FitJoy. dfminc.biz



FORMIA

AMENITIES

FORMIA is celebrating 20 years of serving the airline industry with exclusive, consciously-designed, tailor-made concepts. To mark this milestone it has refreshed its own brand identity and website to showcase its amenities expertise and a trailblazing trends research and analysis platform. The team is focused on 'curating meaningful moments' and a broad range of sustainability initiatives. formia.com

Sola Cutlery

SERVICWARE

Sola is this year marking its 100th anniversary. In recognition of its quality, it has recently become Purveyor to the Court of The Netherlands, a stamp of approval which it is proud to celebrate. It has rebranded and restructured to tighten its onboard links with the core business and to better reflect the combined strengths, stature and reputation of the company as a whole. sola-cutlery.com





Linstol

AMENITIES

Linstol is trying to 'make a difference' as it works collaboratively with airlines and luxury brands to craft amenity kits. It is working to become plastic positive – taking more plastic out of the world than it puts into it – and it has partnered with plastic collection companies to support this goal. The company is also working with factories around the world to make sure they treat their employees fairly through partnerships with BSCI, EcoVardis and SEDEX. This ensures there is no child or prison labour being used, that employees are safe and wages are paid fairly. linstol.com



Buzz

AMENITIES

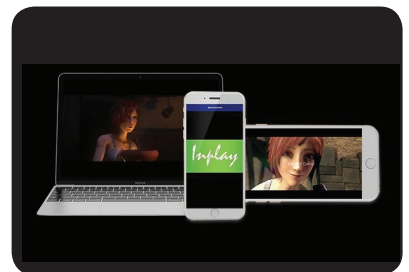
Buzz is putting its focus on collaborative creativity and meaningful partnerships as it works with airlines to celebrate travel and rebuild the passengers' love of the journey. Its team is committed to 'positive design' creating products that give back to the planet and to people. buzzproducts.com



Global-C

SERVICEWARE

Global-C specialises in designing inflight experiences that balance positive passenger perceptions with ease of use for crew members. It works to agreed budgets to find efficient solutions that take careful account of durability, weight and performance considerations. The ethos behind current developments is to find 'meal service solutions that meet the moment'. The team's expertise covers tray-sets, disposables, premium tableware and textiles. global-c.nl



IdeaNova Technologies

CONTENT

IdeaNova Technologies will showcase its newly-launched Inplay Content Loader, improving the speed and efficiency when uploading videos, audio and other content to aircraft. The system is protocol agnostic. ideanovatech.com



The Seamless Air Alliance

CONNECTIVITY

Leading the development and implementation of global standards for inflight connectivity, SAA has a new compliance criteria matrix to support tech RFPs. seamlessalliance.com

Stellar Group

IFE CONTENT

Stellar will be focusing on tailored IFE solutions and its expertise in developing bespoke content and productions including branded boarding videos and curated inflight programming. Content selections can be uniquely curated for a specific airline. stellargroup.com

AERQ

IFE CONTENT

AERQ's AERENA combines digital technology with state-of-the-art cabin touchpoints that inspire interaction onboard and reveal passenger behaviours and needs. These insights then allow airlines to target the right content, products and experiences at the right time, opening new revenue opportunities through advertising, e-commerce, destination services and more. aerq.com

AMI

CULINARY

AMI believes it is uniquely positioned to drive expanded value for its customers by combining its brokerage and co-packing capabilities. In the past 18 months it has been expanding its team to support the post-covid recovery and is working to deliver turnkey product solutions and management programmes. amigrp.com



Inflight Dublin

CONNECTIVITY

Inflight Dublin will showcase its Everhub solution with live demos of the Crew App, which enables the management and fulfilment of onboard retail including duty-free sales or food and beverage purchases. The company is due to unveil a number of new airline partnerships. inflightdublin.com





Plant progress

Airline caterers are embracing ingredient innovation fast as passenger demand for plant-based choices gathers momentum.

Stuart Forster reports

Plant-based food is no fad. It's no longer something for just a minority of consumers. Its appeal has gone mainstream and is growing rapidly.

To dismiss it as a passing trend is a mistake.

Plant-based foods are already big business. Analysis of the global plant protein market by Valuates Reports measured its 2020 value at \$5,865 million and predicts a compound annual growth rate of 8.6% a year. The worldwide market looks set to reach \$10,330m in 2027.

The annual retail value is already estimated at €502m (\$498m) by Statista whose March 2022 report on veganism and vegetarianism identifies the UK as Europe's largest market for meat alternatives. Across the continent, such sales grew from €625m (\$620m) in 2010 to €1,381m

(\$1,371m) in 2019 and this is predicted to cross the €2,500m (\$2,481m) threshold in 2025.

Consumer research from Mintel supports these forecasts, estimating the plant-based food market will be worth £1.1 billion (\$1.295b) in 2023 in the UK alone. The interest in reducing meat consumption is echoed in North America, which Valuates Reports predicts will become the planet's most lucrative plant-based food market; while the Asia-Pacific region looks set to be the most profitable for this market.

Driving the trend

Young consumers are driving the trend, markedly reducing their intake of meat and dairy, and this must obviously impact airline thinking as these are the travellers of the future.



“Most default airline meals are dominated by meat and dairy, leaving vegan passengers having to proactively request a plant-based meal in advance from a dietary-requirement menu. This often leads to inconsistent provision, leaving vegans with no suitable inflight food, sometimes even on very long flights,” says Cat Thompson of the Vegan Society.

It’s a view supported by John Soonaye, from the Vegetarian Society, who adds: “Many vegetarians and vegans give up meat for ethical reasons, for animal welfare, or for the climate – despite previously enjoying meat. Giving people an additional choice that looks like, feels like and tastes like meat but without the need for animal farming could be a real game-changer – and appeal to a very wide audience.”

This flexitarian market – those cutting down on meat – has huge potential and has spawned the popularity of meat-free days. And this trend was accelerated during the Covid-19 pandemic as many people reprioritised health and wellbeing. Mintel’s report on 2021 food and drink trends showed 24% of adults now welcome a diet that helps cut lifestyle-related diseases.

Environmental pressure

Environmental concerns are also influencing consumption habits. Stats from the United Nations show 14.5% of global greenhouse gas emissions are produced by meat/dairy farming; while a vegetarian diet accounts for 2.5 times less carbon emissions than those featuring meat.

Approximately 11% of the protein consumed globally is expected to be sourced alternatively by 2035 according to Boston Consulting and perhaps most importantly, increased consumer demand is driving product innovation. The Food Institute indicates that investment in alternative proteins soared from \$1b in 2019 to \$5b in 2021, bringing pivotal research and development, new production facilities and marketing effort.

The commercial launch of a 3-D printed steak by Redefine Meat is something of a landmark moment for the market. The Israeli company claims that the texture, flavour and appearance of its Redefine Beef Flank is comparable to traditional beef steak. It is cholesterol-free and there is also a lamb-style meat alternative and a kebab mix in the range.

Quorn, Beyond Meat and Impossible Foods are



brands making an impact. Impossible Foods terms its products as “plant-based meat” because its target market is meat eaters. That’s also because most consumers find the term ‘vegan’ “somewhat off-putting”, says a spokesman. The products have no cholesterol and are already featured by American, Delta and United.

In September, a Korean-style Impossible Burger with mushroom and scallion bulgogi topping was added to Delta’s menu. “We want to create ‘aha’ moments by introducing customers to things they would never have thought of or tasted before – and this includes our plant-based offerings,” says Mike Henny, the Managing Director of Onboard Services Operations.

It is part of a strategy to elevate the standard for vegetarian and plant-based meals onboard.

Meanwhile, in the Netherlands, Paul Jan Draaijer, Operations Director at Foodcase, is evolving onboard concepts by drawing on his previous experience at The Vegetarian Butcher, one of the plant-based sector’s pioneer brands.

Foodcase’s products include shelf-stable ready-to-eat meals such as chicken korma with rice and pasta Bolognese with minced beef plus tapas trays with Serrano ham and chorizo. These will evolve towards nutritious plant-based alternatives.

The goal is for 80% of Foodcase’s offerings to be vegetarian by 2025, a “quite ambitious” target that will require airlines to embrace the trend fast.

Foodcase aims to utilise meat alternatives that are ‘clean label’ and free from additives and allergens such as soy and wheat – primarily >

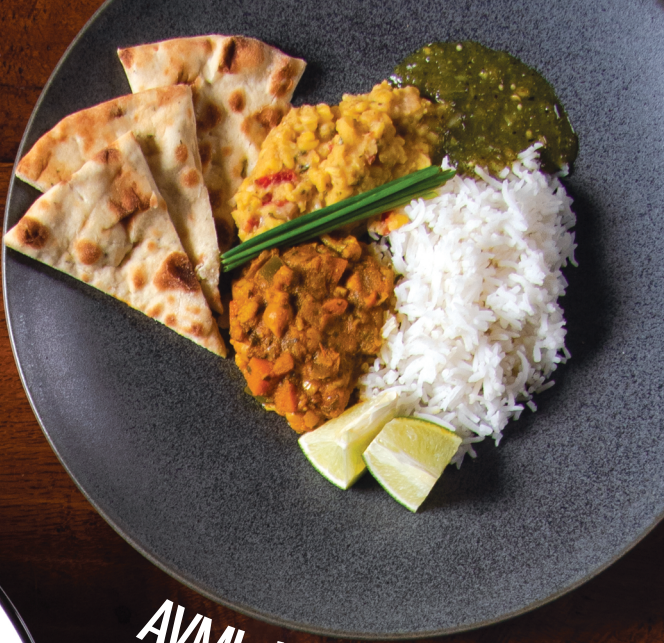
Above: Plant-based burger from LSG Group’s new partner Not Co



special selections

Onboard Special Meals

Each entrée contains all required meal components. Shipped frozen.



AVML, HNML, MOML



VGML



LFML



DBML, LFML, VGML



DBML, GFML



Bringing Innovation To Life



➤ pea- and mushroom-based proteins.

Draaijer points out that COVID-19 and the conflict in Ukraine are pushing up animal feed costs and hence meat prices. This, plus the simultaneous scaling up of the production of alternatives is making plant-based proteins look increasingly attractive on price.

Nicholas Rondeau, Executive Vice President, Sales and Marketing at Flying Food Group notes that the price of plant-based proteins means they have, so far, featured mainly in premium cabins.

The taste test

Matt Crane, Group Head, FS Global Innovation Centre at SATS, expects plant-based foods derived from fermentation to enter the market in the next three years, pushing prices towards parity with meat. He says: "Currently a key challenge in preparing plant-based meals is that the base substrate of the alternative protein can be quite varied, ranging from mushrooms to konjac. Using alternative protein for inflight meals also requires a caterer to be well-versed in possible food sensitivities and allergies. Food safety, nutrition and culinary expertise will be critical."

Plant-based ingredients were central to Cuisine Solutions' recipe development during the pandemic. Based in Sterling, Virginia, the company kept its 30 chefs throughout, developing a new line of products, now available.

Gerard Bertholon, the company's Chief Strategy Officer, points to the quality evolution in plant-based products as key to their uptake. Aftertastes

are being eliminated and ingredient lists are cleaner. His organisation's sous-vide process facilitates a reduction overall of ingredient lists.

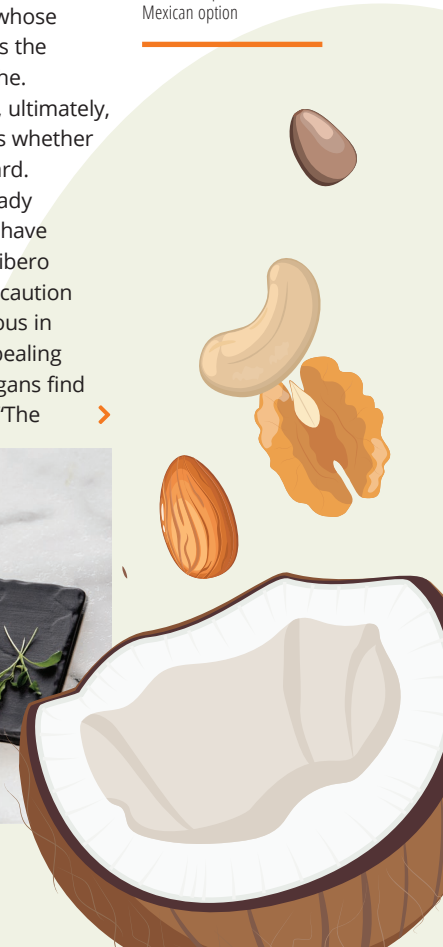
Cuisine Solutions' Director of Innovation and Plant-Based, Nathan Popper, says: "Plant-based egg is the number one growing plant-based segment right now." He identifies Just, whose product contains mung bean protein, as the outstanding product in the growing niche.

Along with price and nutritional value, ultimately, taste will be key to plant-based proteins whether eaten at home, in restaurants or onboard.

When it comes to offering trends already popular in retail markets, most airlines have proved slow. Marc Warde, Director of Libero Special Meals, suggests one reason for caution could be that dishes regarded as delicious in one part of the world may prove unappealing elsewhere. And he warns that some vegans find products that look like meat offensive. "The

Above from left: Plant-based option from Libero and plant-based egg solutions from Just and Cuisine Solutions

Below: Cuisine Solutions uses its sous-vide techniques to create a plant-based Mexican option





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“I think if you’re trying to wean yourself off meat, plant-based animal-like proteins can offer a good alternative. However, there are loads of really good plant-based vegan food which has nothing to do with animals, doesn’t resemble or try to emulate it,” says Warde.

Airlines are beginning to respond to the trend. Emirates served more than 113,000 vegan meals in 2021, with a 10% spike in demand during Veganuary, the global movement encouraging a vegan lifestyle in January.

In August, it unveiled a vegan menu featuring dishes such as pan-roasted king oyster mushrooms and jackfruit biryani.

“We identified the plant-based trend several years ago and have worked with our suppliers to develop plant-based foods suitable for airlines from snack bars to desserts, dairy products and protein alternatives,” says Stephen Templeton, the Global Head of Culinary at dnata Catering.

Special meals, religious and dietary, represent 10-35% of the caterer’s airline business but the current uptake of plant-based protein meals is relatively small. Coconut oil-based cheeses, tempeh (a traditional Indonesian dish made from fermented soybeans) and wheat-based protein

for chicken alternatives are among the ingredients being used.

“As the health trend grows and our supply chain develops more consistent high-quality products, we see the uptake going into double digits over the next five years,” adds Templeton, who is working with several suppliers as the trend gains momentum.

Inevitably, just as cuisines differ, plant-based product offerings vary markedly around the globe. “We offer a healthy rice bowl with a cutlet of traditional Japanese okara (soy pulp) and konjac from special potatoes. It imitates tonkatsu, a popular Japanese pork cutlet,” says Saki Ryujin, who is responsible for products and services at ANA, of a dish that is available to passengers in all classes.

Comforting choices

Virgin Atlantic also offers a vegetarian choice as standard in every cabin. “On average, a quarter of meals offered onboard are plant-based,” says Hari Ghotra, the airline’s Inflight Food and Beverage Development Manager. “People eat very differently when in the air”

Above from left: Beyond Burger from the Flying Food Group kitchen and SATS’ chefs apply their expertise to alternative protein recipes
Below: just waffle

“ Health trends, supply chain development and consistent high quality products will drive uptake





› - often choosing dishes they recognise and find comforting,” Ghotra notes. Plant-based shepherd’s pie, for example, is offered in both economy and premium cabins from the USA.

That comfort craving could also explain the growth of the plant-free snack segment too. Served in tamperproof packaging, vegan sausage rolls, röstis and pizzas count among the popular products from Snackboxtogo developed to suit everyone, not just vegans.

While Richard Abbey, co-founder of Do Goodly Dips, says: “Rather than saying we make vegan products, our emphasis is on creating great-tasting, healthy products which are plant-based. I think by taking that position, you bring more people with you. With the growth of flexitarianism, more people are looking to include plant-based meals and snacks into their weekly routine, and our snacks make it easy to do that.”

Steve Walpole, a culinary consultant developing business and new products on behalf of Marfo says: “The biggest trend I’m seeing is ‘swap out’. The trend includes changing chicken for an alternative product and substituting the egg in fried rice for the likes of tofu.

“You’re keeping the main component, the core of what the dish is, and swapping out items to make it more accessible. The purpose of that is it’s not

too far left field,” explains Walpole, who sees one of the biggest challenges for culinary teams as developing the flavours of sauces to lift dishes.

Based in São Paulo, Brazil, Rodrigo Saraiva oversees recipe development for the Latin America region at LSG Sky Chefs. The company has a new global partnership with NotCo, a

leading innovator in the plant-based food sector. The evolution of NotCo’s milk alternative, NotMilk, means it’s now possible to make a rice pudding vegan dessert.

“People could have options that they feel are tailor-made to them,” says Saraiva, hinting at the opportunities

for inclusiveness brought by the newest wave of developments in plant-based proteins.

The proof of such puddings’ popularity will, of course, be in the eating. That goes for savoury dishes too. Plant-based products are certainly providing chefs with greater scope than ever before to develop recipes that impress vegan, vegetarian and flexitarian travellers; and that is a trend which looks set to evolve yet further. •

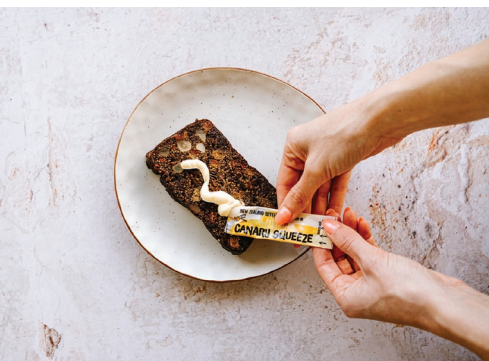
“ The growth of flexitarianism means more people want plant based foods in their routines

Above from left: ANA evolves its plant-based offer; and LSG Group chefs get creative with plant ingredients
Below: Plant powered Do Goodly Dips





SUSTAINABLE + SPREADABLE



Canary Butter Squeeze and Cheese portions are innovative single serve dairy products, packaged in plant-based compostable films. Canary wants to eliminate the use of single-use plastic that ends up in landfill. These butter and cheese portions are perfect for airlines, cruise lines, rail catering, hotels, cafes, catering.

An innovative New Zealand company is revolutionising the single serve butter market with its new environmentally-friendly offering.

The Canary Squeeze is an 8g serving of spreadable butter wrapped in a convenient tear and a squeeze packet made with plant-based compostable films.

The Squeeze is made with double-churned New Zealand butter and sunflower oil to ensure it is spreadable. It's a no mess, no fuss solution, fully sealed for hygiene - an important consideration in 2022, and beyond.

In addition, Canary has just launched its new cheese portion using plant-based compostable packaging.

New Zealand-owned Canary Foods has been quietly building its business over the course of 20 years. The company uses world-renowned New Zealand butter and cheese created from the milk of paddock-roaming, grass-fed Kiwi cows.

Canary co-founder, James Gray, says the global call for the elimination of single-use plastics has been the driving force behind this latest innovation. He says: "What we have done really well along the way is listen and innovate. Being responsive to our customer needs is a big part of Canary's DNA."

Canary expects these sustainable butter and cheese portions will become the preferred single serve option in New Zealand and beyond, taking the place of the existing plastic packaged portions.

"We're excited to get things underway, with the taste and texture everyone loves in Kiwi butter and cheese, but in new friendly formats. The world has entered a whole new sustainability era, and we're excited to be doing our bit to help clean up our future."

Alongside the Canary Squeeze, Canary also offers a single serve, zero packaging-waste Butter Medallion for premium catering such as business and first class meals on airlines.

canaryfoods.co.nz

canarysqueeze.co.nz





“ MEANINGFUL BUSINESS RELATIONSHIPS ARE CRITICAL IN THE NEW ERA



As Asian markets reopen, **Andrew Sharp**, Supply Chain & Procurement Director at En Route, asks what lessons can be learnt from recovery around the globe

The aviation sector has never before witnessed so much turmoil. Adapting to the ‘new’ normal was never going to be easy but the rate of recovery post-pandemic was vastly under estimated, key early lessons were not learnt as markets began to recover, and we have seen sector-wide turbulence.

Filling the skills gap

There has been a seismic shift in the market over the last couple of years and all sectors, including aviation, have been part of ‘the great resignation’ resulting in a vast skills gap. Key personnel have left or were removed from roles that had often taken months, if not years, to be trained for. Now we need to manage our own expectations and be less dependent on cheap manual labour – we simply can’t expect to get the 200 people we did employ back

anytime soon, and maybe never. We can however adapt by, for example, considering whether some tasks can be automated or even reduced, and challenge whether activities completed ‘in-house’ really do add value, or if it is more effective to outsource them.

Planning ahead

Where the supply chain is concerned, planning ahead is more critical than ever before. Lack of resources mean lead times are now longer than before so engaging early and planning for 8-12 week lead times should be normal practice to mitigate any disruption.

Warehouse capacity is also under pressure as growing retailers, such as Amazon, take more space. The critical piece here is to hold more stock and

build more of a buffer within the supply chain in the interim, until more space becomes available. Making changes to products and menus onboard will inevitably take longer than before. Expect constraints, price increases and that suppliers will take longer to deliver, but by thinking about what is already available and tailoring it, airlines can still provide a high-quality and robust offering to passengers.

Rebuilding and maintaining positive and meaningful business relationships is critical during this new era. Opening up communication channels, asking for help and putting forward new ways of working will benefit the industry and drive true innovation. Despite the challenges before us, it’s an incredibly exciting time for the industry. •

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Reshaping the future

As the ramp up rolls out **Julie Baxter** asks **Erdmann Rauer**, CEO of LSG Group, how the industry is changing as the recovery builds momentum

“ The pandemic sent financial shock waves through the onboard hospitality sector HAS THE INDUSTRY NOW CHANGED FOREVER AS A RESULT OF THE PAST TWO YEARS? ”



ER

The pandemic has made many of us realise the industry is way too transactional, too operational in focus. As we ramp up again, I think everyone now sees this. There has to be more value in what we do; we have to be far more data driven, creating service concepts not just by instinct but based on factual real-world information, analysed and monitored by tailored technology.

ER

HOW DO WE ACHIEVE THAT?

For LSG Group that means digitalisation with Retail inMotion and our tech experts taking a more central role so their tech knowledge can be scaled up across all that we do. As you move technology into kitchens you can expand choice, and that has to be the vision.

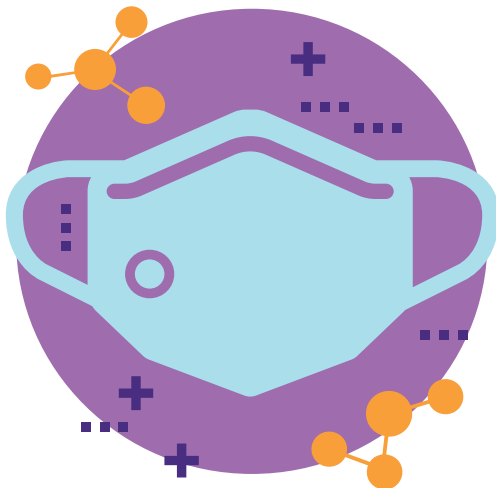


Systems have to come together, they have to be able to talk to each other, to support timings, delivery and affordability. The digital cabin is coming and we all have to be ready for that.

DOES THIS CHANGE HOW THE INDUSTRY LOOKS MORE BROADLY?

ER

Through the Airline Caterers Association, with growing membership, we are working to create confidence in the future, and show how we can reshape our industry. When we look ahead we see a smart intelligent industry. We see strong partnerships, not necessarily equity partnerships, but connections that create agile ways to bring brands, technology and the supply chain components together more efficiently. The future is going to bring us a new airline catering industry, one with more and more of a retail component, working with omnichannels and

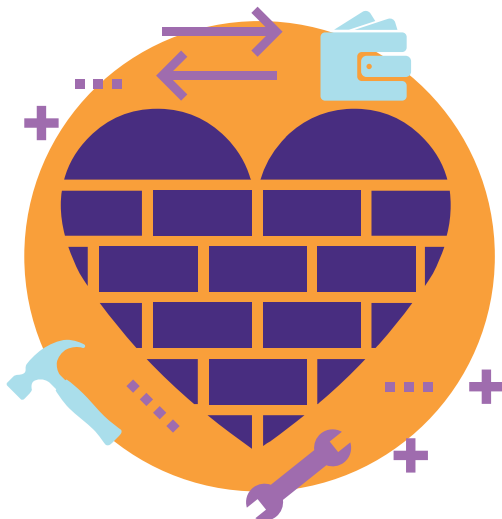


cloud kitchens. This is an exciting shift but still very dependent on catering and operations experience for success. Ours is still a uniquely time-critical and operationally-critical environment. LSG Group will always remain a caterer but will also build strong concept development, data-led, proactive, trends-driven services, and explore non-airline markets. We do not want to just be the transactional fulfiller but rather be a value fulfiller, converting client and passenger wishes and trends into products the industry needs.

ER

ARE YOU OPTIMISTIC ABOUT THE WHAT LIES AHEAD?

Yes and I think collaboration will be key. We are increasingly hooking up with other well established brands in the market – most recently Kaelis, Cuisine Solutions, Not Co and Barilla. These well-established brands are already valued by the consumer, succeeding in other markets, so it is about managing their path into the airline sector, linking them with our complementary products. We will always select partners that support our ESG/sustainability goals and together we create a vision to bring quality innovation to airlines and make it happen. It's a natural development and will bring consistent, reliable and recognised products into the mix for airlines and passengers to benefit from and enjoy.



Erdmann Rauer has seen industry crises come and go. Here he debates why the impact of Covid-19 is different



ER

HOW DID THIS CRISIS DIFFER?

The industry has experienced crisis before and been resilient but this was different because it was not just a business crisis, but a personal crisis for every employee and management team too. In the past we stepped off the carousel of a business crisis when we went home but with Covid-19 we all faced a crisis at home too with lockdowns and home-schooling and anxieties about our own families' health. Of course it was a serious liquidity exercise: Where do we have money; how can we control costs; what can we do to generate new income? That was a technical exercise we understood. What was harder was learning how to lead our staff through their own personal crises too while at the same time trying to envision the future and with no clear time lines. Ultimately, we all realised that it is our people that are our most important asset. That won't change. •

Kosher rising

Demand for kosher cuisine is rising as the Jewish travelling community grows and non-Jews opt in for some of this meal-type's inherent benefits. **Julie Baxter** reports



When the Abraham Accords were signed in 2020, the prospects for tourism in the Middle East looked up. The accords normalised relationships between Israel and the UAE and paved the way for new direct flights to the region. While Covid-19 then dampened enthusiasm to travel, the provision of kosher inflight catering is now seeing a resurgence and specialist kitchens are responding to the need.

The kosher market itself is growing as the Jewish population thrives. There are currently seven million Jews in Israel, six million in the US and two more million spread worldwide. They look for foods that conform to kashrut (Jewish dietary law), derived from the Torah and overseen by rabbis.

Paul Harris, editor of the Jewish Telegraph, says: "Kosher catering is very important to the Jewish traveller because the Orthodox rules are strict and if a suitable meal is not available, a Jewish traveller may well eat nothing except water and black coffee, and perhaps an uncut apple if available. Taking a standard meal is just not an option for them."

He travels regularly and notes that kosher catering standards vary. Some serve only glatt kosher (strictly kosher) meals to the whole flight, from their dedicated kitchens, while others source

from kosher catering specialists with processes overseen by the rabbis and certified, double wrapped and sealed in the kitchen.

He says: "The kosher food scene is generally extremely creative. While some people say kosher is boring and very traditional, nowadays kosher meals increasingly reflect consumer trends and changes in the broader culinary world."

The rules can seem complex and impact menu design and the ingredients that can be used or served together, service styles, beverage choices and tableware. Anxieties sit around the use of ovens where non-kosher meals may have been heated; the use of different tableware for dairy and non-dairy items, and the need for double wrapping until the passenger opens the meal.

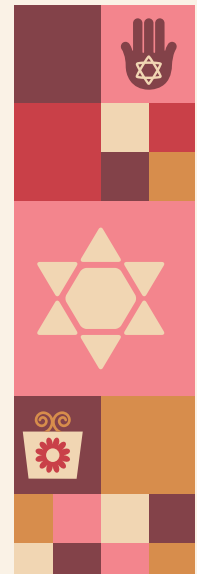
Wim Pannekoek, of Kragtwijk Finest Foods (formerly Langerhuize), in the Netherlands started out creating food for a kosher hospital but has been dedicated to airline business for the past 28 years, supplying KLM and then Air France, Lufthansa, Etihad and Alitalia/ITA among others.

In 2018 the Langerhuize business was taken over by Kragtwijk, a high end event catering company, and since then the emphasis has been a constant push towards quality.

Pannekoek says: "In the past, our focus was

Above from left: The new Koshefs kitchen and resulting bento box offer

“ Kosher rules impact menu design, ingredients use, service styles and tableware ”





➤ more on production and availability; now we focus not only on the highest level of kosher supervision but the best meals possible. Kosher food is healthy, tasty and attractive, and production is hygienic with a clear declaration of ingredients. We are proud of the positive feedback we get directly from passengers and this is key to the future because such feedback is vital for airlines.”

The Kragtwijk team is inspired by modern international cuisines and the range includes Thai curry and Oriental chicken dishes, fresh fish, English breakfasts and a wide selection of salads and desserts, as well as sandwiches and second service snacks. Packaging has been designed for ease of use and service, and for major airlines, their own premium tableware is used to show the airline's deep commitment to the kosher request.

“Kosher catering is basically not really complicated once you know what the rules are, and there is never a question of whether something is kosher or not, because you work under the strict supervision of rabbi and dedicated supervisors who understand what's what. The rabbi can come into the kitchens whenever he wants, and many of our chefs have a Jewish background too so they are clear what has to be done and when. We also have our own kosher bakery producing in house to

kosher recipes.”

He reports the kosher market is growing, mostly in business class, and that Kragtwijk volumes are already back to 2019 production levels. “We are optimistic that business is rebuilding and forthcoming Jewish holidays and the Abraham Accords will help,” he says.

While the kosher market itself may be only a small percentage of total inflight catering, the

growing demand for special meals and greater attention to food ingredients and quality is also supporting kosher growth trends. Kragtwijk menus are now being designed so they can also be certified halal and lactose-free to suit those special meal requirements too.

Hygiene and ingredient concerns mean non-Jews now also request kosher.

Matt Rickard, General Manager of Kosher Arabia, has researched the market in depth prior to launching two years ago. He says: “The global market for kosher foods was estimated at US\$27.3bn in the year 2020 and is projected to reach US\$54bn by 2027, growing at a CAGR of 10.2%. Jewish religion is not the only factor driving the growth; the quality and safety of kosher-certified food products are increasingly gaining prominence. Furthermore, a rising affluent Jewish population, health awareness and changing

Above from left: Kragtwijk kosher meal; Kosher Arabia menu tasting. **Below:** Kosher Arabia meal trays

“
Kosher meals are increasingly requested by non-Jewish travellers”





Koshefs

deliciously kosher

Gate Gourmet is the leading global airline catering solutions provider, both in-flight at over 200 airports and at airport lounges. We thrive on delivering authentic and delicious Kosher meals to our valuable customers.

- Koshefs meals are prepared in our Kosher certified kitchen at Gate Gourmet Japan's Narita facility
- Our goal is to provide premium in-flight Kosher meals using local ingredients and state-of-the-art cook-chill-frozen technologies
- The menu is fully Kashrut. Not only the meal items, but also the bread (Mezonot) and cakes are prepared in our kitchen from scratch
- Our colourful meals are neatly presented in our bespoke eco-friendly Japanese style bento boxes



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Above: Hermolis focuses on quality

› lifestyles are other factors influencing revenue growth in this market.”

Indicative of trends, he highlights the fact that of the 10.5m Americans who eat kosher products, only 20% are Jewish. Other kosher consumers include Muslims, Seventh-day Adventists, lactose-intolerant and vegetarians. As allergies rise, consumers are seeking high levels of food assurance, animal welfare and food safety, and find comfort in choosing kosher. The precise labelling on kosher products also makes it easy for them to find dairy-free and meat-free items, he says.

Rickard adds: “Kosher catering tends to have a reputation of being a bit dated and very traditional and, as a result, the most creative and innovative of chefs have not always been drawn to this specialism. There are obviously some limitations on the ingredients that can be used and combined, and the way they can be served, but kosher consumers are changing and those producing kosher meals must too. The next generation of kosher consumers wants to be a part of the culinary conversation in the wider world food-scape, so there are now opportunities for kosher chefs to be creative and show what they can do even within the restrictions of the kosher supply chain and ingredients. This is attracting fresh talent and bringing new culinary influences into the kosher kitchen.”

He sees changing tastes, the need for convenience, the desire for experience,

engagement, theatre and personalisation as all driving development in this sector, as well as the digital demand for insta-worthy foods, and wider societal concerns around food, health and the impacts on the environment.

Based in Dubai, Kosher Arabia, is a joint venture with Emirates Flight Catering. Products are dual certified by the Orthodox Union (OU) and key to the meal presentation is colourful clean packaging that fits half, two-thirds, and full Atlas trays. The meal trays accommodate double-wrapped and sealed hot items to be removed and heated by the crew before serving while ensuring the kosher integrity throughout.

To minimise single-use plastics, hot and cold items are served in sugarcane compostable oven containers alongside cutlery made from local palm leaf pulps.

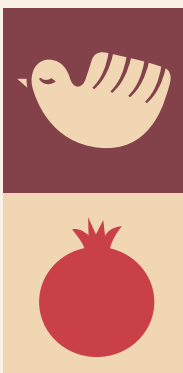
In Japan, Gate Gourmet is providing the first ever kosher inflight meals out of a new facility in Narita. Koshefs meals are prepared in a kosher-certified kitchen using Japanese local ingredients and state-of-the-art cook-chill-frozen technologies. The menu reflects the essence of Japan yet is fully kashrut. The team is also producing kosher bread and cakes in the kitchen from scratch.

The colourful meals are neatly presented in bespoke eco-friendly Japanese style bento boxes and the goal is to deliver authentic and delicious kosher meals to customers.

Despite the challenges of the pandemic kosher kitchens have continued to innovate. Hermolis, which has been supplying British Airways for over 20 years, found new ways to develop menus during the pandemic, with the usual annual reviews and presentations done over Zoom.

The caterer, founded in 1956, remains a family firm and counts American Airlines, Virgin Atlantic, Emirates, Qatar, Air Canada, Cathay Pacific and Singapore Airlines (as well as many hotels and retail outlets) among its clients. Well known in the UK’s Jewish community, it helpfully provides direct links from its own website to the menu pre-ordering pages of partner airlines.

Avi Lisser, Hermolis COO, says: “Quality is our number one priority and, as a manager, I spend pretty much all my day down on the production line. We pride ourselves on giving the same service to every client whether a corporate client, an airline or a person at home ordering in a lunch, everybody gets the same service and the quality.” •





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KOSHER ARABIA



Kosher Arabia is dual certified by the Orthodox Union (OU) which continues to work in partnership with the South African Union of Orthodox Synagogues (UOS) to provide the highest level of excellence in kosher certification.



We're reducing our carbon impact on the planet by minimizing single use plastic and removing foil from our packaging, we've incorporated pioneering sugarcane compostable oven containers and cutlery made from local palm leaf pulps and outers produced by FSC certified suppliers with boards from renewable sources.

Airline Catering

Kragtwijk Finest Food has been delivering delicious and healthy kosher meals to major airlines and caterers for more than 25 years. We offer a broad range of economy and premium meal options.

Everything is freshly made in our own kitchens and bakery under the strict supervision of The Rabbinat of Amsterdam

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Hot Snack (280 gr)



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“ IN THE CURRENT CLIMATE AIRLINES REALLY NEED AGILE INNOVATION

One year on from his appointment as Monty's Bakehouse CEO, **Jeff Swan** shares his business building plans for the future



I love building things, whether they be businesses, teams, customers, brands or, in my spare time, old cars! I think I'm a frustrated engineer at heart. I like to think this has brought an empathy and understanding of the operational side of business into my commercial and leadership roles.

Asian insights

I moved to Monty's Bakehouse from Tayto Snacks, Ireland's biggest snacking brand, at an exciting time, following the acquisition by SATS in 2020 and founder Matt Crane's move onto the wider SATS insights agenda. This connection is a terrific marriage of skills, allowing Monty's to become more attuned and connected to the needs of the Asian passenger and strengthening SATS' insights and innovation capability. My first priority has been driving Monty's out of the impacts of Covid-

19 and opening up new channels and partnerships for the business.

Agile innovation

In business I look to develop a blueprint that is unique, valued by our partners and very hard to copy, and I have a unique mix of ingredients to work with at Monty's Bakehouse. It is already a well-respected brand known for its quality, consistency and customised snacking solutions. Now we are building on the global reach and market-leading sustainability credentials.

Now more than ever, airlines need agile innovation and flexible supply chains to respond to the fast-changing industry environment. We have a strength here and are proud to have picked up four new partners in the last eight months.

Unexpectedly, during Covid we built a lot of new relationships with airlines and catering hubs. Our sales and supply chain teams kept in constant contact, helping resolve issues neither of us had experienced before. The feedback has been tremendous and inspires us to continue to focus on relationships and being easy to do business with.

Food security and 'no touch' foods have both increased in relevance since the pandemic and I'm most excited about the products that meet new needs. Many of our culinary experts learnt under Michelin-star chefs and they have positioned us as leaders in aviation-ready hot snacks. Now I'm looking forward to bringing these skills and ideas to existing and new partners, and new regions around the world. •



Wising up to waste



The war on waste is challenging but as airlines battle to cut costs, new technology can help. **Julie Baxter** discovers how consumption analytics track waste and inform data-driven decisions around what to load.

Cabin waste facts are shocking. IATA research has shown the average passenger generates 1.43kg of cabin waste per flight. 20% of this is completely untouched food and drink. The forecasts show it is set to get worse. While cabin waste volumes dropped in 2020 to 2.6MT, they are now on the rebound with stats for 2024 expected to hit around 5.7MT.

Waste is bad news for the environment but also for airline finances and for passenger satisfaction because clearly if what is loaded ends up in the bin, airlines are not getting their offer right.

It is a challenge that the LSG Group spent many hours thinking about during the Covid-19 lockdowns. Robin Sippel, Head of Digital Agenda at LSG Group, believes that only technology can really solve the problem. He said: "It sounds obvious, but the key to cutting waste is to only put onboard those things that people really want. While that sounds easy, we realised there is a gap in an important information loop around what is loaded, and we need to close that gap if we are really going to get it right."

"Of course pre-ordering is one solution but we

recognised that there are two circular processes involved in the culinary service, one led by the chefs developing what is loaded and one by the logistics team deciding how much goes onboard and seeing what is removed. We wanted to better connect the decisions each team makes by better assessing what comes off each flight – fully understanding what wasn't wanted. Some airlines already do spot checks on their waste but in an inconsistent, randomised way, so we set up trials to close the knowledge loop by taking a picture of all the waste on specific flights and analysing it in detail."

The team set up a system that could work on catering kitchen worktops or conveyor belts with maximum efficiency and trailed a process which took a photo of every used trayset as it came off the trolley. A quick flash and a buzz confirmed to kitchen staff the photo was taken and then the image was automatically uploaded to a specially-designed artificial intelligence system that did the consumption analytics, assessing what was left on the tray. They repeated the process on 44 flights – the same routes over and again – covering both Economy and Business cabin set ups, and provided that data to the trial airline so it could review its offer as a direct result of the insights gained.

Sippel said: "The results were super interesting. We quickly saw that often many people left the same things, for example a tomato served with breakfast. That fact could be fed back to the chefs so they could amend their menus or cooking processes to help reduce waste and they could make that change quickly."





Feeding in the feedback

The software developed can also be evolved to allow the team to combine the analytics from the photos with feedback from passengers and crew gathered on the same flights. This would add context around the waste so the team could identify if there was a specific problem on a flight that had triggered a specific repeated complaint for that flight, unlikely to happen again.

This feedback analytic could also potentially be categorised by type of comment or complaint, identifying which department needed to know and the severity of the issue.

The trial has confirmed the technology prototype works in the real world setting so now LSG Group is ready to roll out this solution to airline partners.

Airbus too has been working on this issue and has a digital solution which includes the automatic capture of data around the unused food and drinks that remain. It believes airlines could optimise their catering services and better manage the after-meal disposal by integrating such information into AI-driven systems, and predicts a potential for double-digit reductions in CO2 emissions through the resulting weight reductions and fuel savings.

Elements of this solution have undergone initial evaluations aboard the Airspace Explorer – a dedicated A350-900 Airbus which is used to test and demonstrate new cabin innovations.

Key to the Food Scanner solution is an AI-enabled device that analyses the composition of food



in a simple point-and-shoot process similar to those used in supermarkets. A downward-looking camera identifies what is on the meal tray as the cabin attendant pulls it out from the trolley, and subsequently captures pictures of what remains when the tray is returned. A horizontally-oriented barcode scanner tracks the beverage bottles and cans that typically are placed on top of the trolley.

Data gathered can be processed via an off-board cloud-hosted dashboard that generates key performance indicators (KPIs), using trends and statistics to enable more accurate catering planning and consumption predictions.

Following demonstrations Sascha Thoerner, the Airspace Explorer Programme Architect, said: "The first feedback from airlines and their cabin crew was positive. Demonstrating it in such a realistic environment with end-to-end connectivity was an important step toward maturing this system. Airbus will now work with potential partners – including the airlines, caterers, and system manufacturers – for in-service trials."

Above: Robin Sippel, LSG Group, demonstrates technology developed to support better waste management onboard.
Below: The LSG Group system in action



ISTOCKPHOTO.COM/ELENABIS





Let's entertain them

Inflight entertainment expectations are changing fast and content providers are evolving their offer to match demand. **Stuart Forster** identifies some emerging trends

Passenger expectations relating to inflight entertainment (IFE) are constantly evolving and technological developments, combined with behavioural changes during the pandemic, mean the IFE content landscape has changed significantly.

FAREWELL PRINT

Printed reading material, including inflight magazines, was stripped from cabins in response to hygiene concerns. But as digital libraries, such as is offered by PressReader, stepped in with an array of digital magazines and newspapers, few passengers complained or called for the return of weighty hard copies

that add to fuel consumption. Instead, they are reading on the cabin screens, and, increasingly on their personal electronic devices (PEDs).

GETTING PERSONAL

In part, this move towards PEDs was driven by reluctance to touch cabin equipment. Recognising this, Qatar Airways rolled out touch-free technology for its Oryx One IFE system. Provided by Panasonic's Astrova system, scanning a QR code on the seatback screen enables passengers to pair their PED.

The growing use of PEDs opens the way for learning more about passengers as many seem more comfortable entering personal information on their own devices. In turn, that brings opportunities for greater personalisation of content offerings and sales promotions.

"Using their own devices to make requests, place orders and communicate with the crew is an important development and demand is growing. The





pandemic has made digital, touch-free services the preferred option," said Barry Flynn, Inflight Dublin's Chief Commercial Officer.

INTERACTIVE CONTENT

Flynn added: "We expect demand for a more interactive experience to continue to grow rapidly, alongside revenue generation opportunities for airlines." His company's Everhub solution includes the Crew App, which facilitates the management and fulfilment of onboard retail, supporting duty-free, food and drink purchases. The team has also developed partnerships with potential for revenue generation through onboard advertising and retail integration.

“ We expect demand for interactive experience to grow

SHOP, SHOP, SHOP

Online shopping has grown phenomenally during the pandemic and now opportunities abound to capitalise on this trend inflight. Key to this is good connectivity, and enhancements to satellite networks and onboard antennae have brought significant improvements to this. One notable development is ThinkKom's ThinAir Ka1717 which enables the delivery of fast broadband to the regional jet market. Inmarsat's OneFi and AirFi's AirFi Box are both supporting these trends.

INFO-TAINMENT

While continuing to provide passengers with information about their journey, location and arrival time, interactive maps now also offer airlines revenue opportunities. FlightPath3D's maps enable passengers to view destination reels with information about, or relevant music from, destinations en route. Passengers can also browse and book future flights and ground arrangements.

TV TIMES

As the quest to replicate on-the-ground viewing experiences inflight continues, Viasat Live TV takes broadcast viewing into a new league likely to be especially popular with sports fans determined not to miss a big match, or music lovers looking to follow live festival performances.

Where live TV is not available, programmes, movies and, increasingly, user-created content such as YouTube videos and TikTok clips need to be updated regularly. To support this, IdeaNova Technologies has launched Inplay Content Loader to improve the speed and efficiency of uploading videos, audio and other content to aircraft.

LISTENING PLEASURE

Audio entertainment has seen a resurgence in recent years with podcasts and curated playlists proving ever more popular. InProdicon provides a white label curated radio service for passengers, available as a subscription model to travel operators to provide access to their passengers before, during and after their journey. Inge Severin, Founder, said: "Curated radio is like thousands of radio stations programmed by experts in content. We can cater for all tastes and all ages."

Suitable for use on planes, cruise ships, ferries and trains, the service can be branded to sit within an existing IFE system or a mobile app. Revenue can be made from advertising within the platform. Passengers can also be offered a subscription to the service, using their air miles, for access beyond the flight.

In our 'always-on' society strong content, assured connectivity and plenty of charging opportunities will clearly be key. •



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Future-proofing IFE

Panasonic Avionics' new seat-end IFE solution took AIX by storm. **April Waterston** explores what exactly makes Astrova stand out from the crowd...

A seamless transition from high-quality, state-of-the-art technology on the ground to in-cabin is what today's passengers have increasingly come to expect.

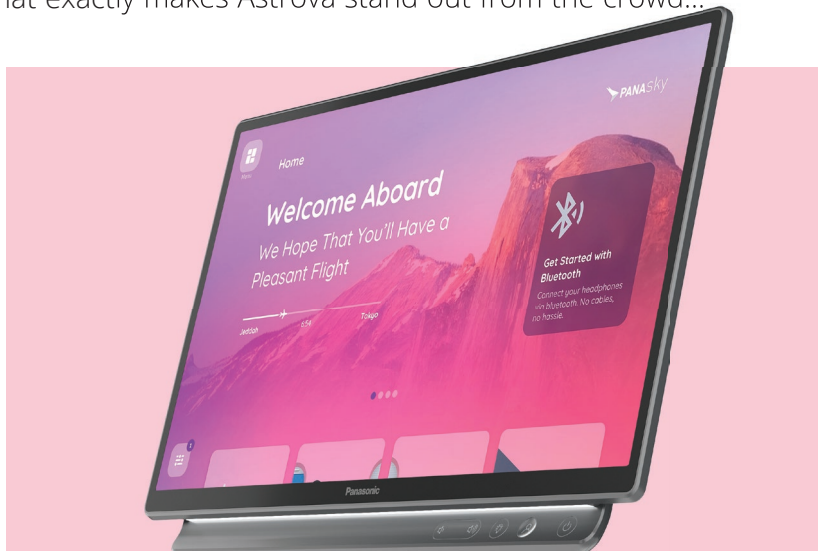
No longer are they satisfied with pixelated screens, crackly audio and lagging user interfaces – they want to feel as at home using a seat-back IFE screen as they would their own personal entertainment device.

Replicating the speed and performance of the constantly evolving technology we have at home within the limitations of a seat-back screen is no easy task. But aiming to meet that challenge is Panasonic Avionics' new seat end solution, Astrova.

Launched at the Airline Interiors Expo (AIX) in Hamburg earlier this year, Astrova promises to disrupt the seat-back screen scene with technology never before seen onboard.

Home comforts

"Astrova is the first inflight entertainment solution to truly recognise the untapped potential of seatback IFE and provides airlines with a powerful and targeted way of



engaging with their passengers every time they fly," said Ken Sain, CEO of Panasonic Avionics Corporation.

A first of its kind, one of Astrova's most notable features is its 4K OLED screen with High Dynamic Range (HDR), offering a quality of picture to rival the latest televisions. For sound, passengers can expect a variety of high-fidelity audio enhancements and Panasonic Avionics' Onboard Hospitality Award-winning Bluetooth technology.

Future-proof modularity

With sustainability at the forefront of every new product to market, Astrova has been designed to not only reduce space and weight onboard, but also with modularity and flexibility in mind.

As technology and passenger demand evolve, individual hardware and software components of the system can be upgraded without the need for an entire cabin-wide, full-system retrofit. It is also backward compatible with older Panasonic Avionics' systems.



Does this rising focus on modularity represent a shift in expectations?

A partnership with Recaro Aircraft Seating at AIX saw Astrova launched installed on Recaro's CL3810 Economy seat – a product also built with modularity

as a key selling point.

Does this rising focus on modularity represent a shift in expectations for airlines reacting to changing passenger demand? Qatar Airways isn't waiting to find out, having been the very first airline to tap Astrova for its Boeing 777x fleet. panasonic.aero



Carbon counting tech

* NEW ARRIVALS *

Food service technology is developing at pace. **Nutritics** has now launched an automated system to help kitchens estimate the carbon emissions and water use of recipes

Everyone loves a success story and at *Onboard Hospitality* we have been excited to see just how successful specialist companies can be once they get involved with the onboard sector.

We're on the look out for newcomers to the industry, be they young people, young companies or young products: those that may be the faces and drivers of the sector tomorrow.

So if you're making your way into the onboard market, get in touch and we'll spread the word, champion the cause and watch your business as it heads sky high or gets on track. Check out this food tech company helping to make menus more sustainable...

Carbon counting for menus

Food service technology company, Nutritics, has launched an automated system for estimating carbon emissions and water use in the hospitality and food service sector.

Foodprint is a patent-pending carbon footprint analysis, management and reporting solution that gives food businesses transparency on the environmental impact of all the foods and products they serve.

The technology provides food businesses with insights through which



“

The technology provides food businesses with innovative insights into their carbon impacts

they can better understand their carbon impacts and how they are trending over time, as well as showing quickly how proposed changes can affect the environmental impacts.

Add-on carbon costs

The technology can also be used to add a carbon footprint score to packaging, dishes and promotional materials used, and communicate this with customers and clients. The goal is to facilitate the design of circular menus, and optimise menus to be better tailored towards consumer preferences, and to include low environmental impact options.

The technology used matches foods to peer-reviewed Life Cycle Assessment (LCA) data sources and calculates the environmental impact of recipes, with a specific focus on the country of origin and national food supply chains. •



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Security and safety are the most important values an airline can offer. A great number of checks are required before the captain and cabin crew are finally able to welcome the passengers on board. This includes making certain that travellers will receive a clean and hygienic service. With our professional warewashing systems for inflight catering, we at MEIKO are guaranteed to reach the recommended level in purity, hygiene and cleanliness. Sustainable, economic and efficient. From small business airports to large international traffic hubs: discover the versatility of our tailor-made warewashing systems.





Mixing it up

Ready-mixed cocktails are easy to serve inflight, easy to sell onboard and increasingly popular around the globe. **Julie Baxter** reviews the options





Few beverage products saw greater growth during the pandemic lockdowns than ready-to-drink (RTD) cocktails. As consumers tried to bring a sense of occasion into the home, demand for high-quality, easy-to-create, portable cocktails soared.

High street sales saw triple-digit growth in 2021 and that is continuing into 2022 as the home cocktail culture moves out of home too into the on-the-move and travel sectors as a quick and convenient alternative to established favourites.

For once a consumer trend is simple for airlines, cruise and rail operators to replicate onboard as the choice of brands is expanding fast. With no long ingredient lists needed on the trolley, no prep or clean-up, they offer a way to present controlled ABVs and consistent taste with a sense of style.

The single-serve format also reduces potential contact points which is a hygiene plus post-pandemic and is appearing in cans, pouches and as miniatures, making delivery increasingly simple.

The category has been evolving. Where once ready-mix cocktails were full of artificial ingredients and colourings, now the focus is on cocktails with natural flavours and premium spirits.

They also cut across lifestyles with ranges covering both full-strength cocktails, lower-ABV and alcohol-free. Sugar levels have come down and there is improved ingredient transparency too.

The Tom Savano 100ml range of 'luxury handcrafted world cocktails' was recently selected by Virgin Atlantic for Upper Class. The mixes use artisan high-end spirits and aim to encapsulate the essence of the locations that inspire them, pairing that with quality, provenance and ingredients to truly tell the story of the destination passengers are headed too. Founder, James Kerlake, says: "Cocktails should recreate a moment and a mood of happiness in a beautiful environment. They should be as evocative as music can be and they should bring a touch of glamour. I worked on thousands of recipes, travelling, journaling, sampling, and then mixing and testing at home. There is nothing worse than a disappointing, over-priced cocktail and have spent a long time making sure this range delivers the joy I personally expect from a cocktail."

Ingredient issues were top of mind for Mindful Mixology founder Danni Wilson who launched after a long quest for cocktails with less sugar. Wilson says: "The average Espresso Martini contains more sugar in it than Coca-Cola, and I'd had enough of sugar hangovers. I was on the look for products

that had clear labelling, that were lower in sugar, and tasted good and there just weren't any. I have to admit it was not easy to find alternatives that tasted great but ultimately all our mixes launched with either significantly less or with zero sugar."

The 250ml bottles offer two servings for sharing or self-refills and come with a screw top. The company donates part of its profits to charity.

Dietary issues also drove the launch of Sipful. Founder Darius Darwell, a highly skilled brewer expert in craft beers, whose partner repeatedly experienced beer bloat. They began designing easy-to-drink, canned alternatives for her and ultimately launched a range of premium cocktails in a can, using only 100% natural fruit and flavours.

Brand image and ritual around the cocktail experience are also key. Scottish brand Angels Dare fuses fantastical imagery with crafted cocktails at 10% ABV. Its 250ml cans carry names like a Cheeky Wee Kiss, Secret Garden and Maverick Martini.

Whitebox Cocktails similarly goes for cans but these are mostly 100ml and feature quirky, characterful packaging designed to reflect the 'personality' of each cocktail. Founded by bartenders, the range includes the Pocket Negroni, Freezer Martini and Squeazy Margarita.

MOTH's Margarita and Bacardi Mojito, in 250ml cans, showcased at WTCE in Hamburg. MOTH stands for Mix of Total Happiness, a mission the mixologists there aim to deliver onboard with fine ingredients and convenient packaging. Similarly named for an abbreviation, NIO - Need Ice Only, focuses on space saving being packaged in uniquely-designed flat pouches/sleeves.

TUBES, already recognised in the *Onboard Hospitality Awards* for its wines in tubes, added ready-mixed cocktails to its tubed range last year using 200ml tubes for five classic cocktail flavours.

Finnair's signature cocktail is the ready-mixed Northern Blush, featuring local lingonberry flavour, created in collaboration with Mikropolis Cocktails. Lauri Ahonen, Concept & Category Manager at Finnair Kitchen, says: "Cocktails are a growing trend and have become a part of the meal service. People are now drinking them during the meal too so we wanted to add more choice. An aircraft offers limited opportunities for preparing cocktails so we went for ready-made premium drink mixes." •



People now drink cocktails with the inflight meal so choice is important



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All eyes on Asia

As Asian markets reopen and rebuild, join us at the **Onboard Hospitality Forum Asia** and discover how technology, design, hospitality and collaboration are being reimagined

Onboard Hospitality is returning to Singapore in November for the first in-person Onboard Hospitality Forum Asia since the pandemic.

After a two year absence and just as the Asian market begins to reopen and rebuild, we'll be hosting the Forum within FTE-APEX Asia EXPO 2022, itself now in its tenth year.

Inflight catering, wellbeing, design and innovation specialists will meet within a dedicated zone, featuring exhibitors, education sessions and hospitality.

Asia's biggest free to attend passenger experience and business performance expo, the 2019 show delivered record results with the largest ever number of exhibitors and attendees including 119 airlines and airport operators represented among the 2,500 registrations.

Aviation is predicted to see tremendous growth across Asia in the coming decade, and as a result there is huge demand from the industry to connect in-person again.

The conference run alongside the exhibition will include speakers and debate around the theme: *Transforming the Journey*, bringing insights on how technology, design and new service approaches can improve efficiency, operations, customer experiences, sustainability and revenues as the region reopens.

Exhibition director, Craig McQuinn, said: "This is *the* place to be if you want to be a part of the APAC region."



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Around the stands

The **Onboard Hospitality Forum Asia** is shaping up to be the best yet with highly relevant inflight speakers and some compelling hospitality exhibitors

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LINSTOL



LINSTOL has spent the past four years working with airline partners

to find sustainable alternatives to single-use plastics. It is focused on ensuring airlines make well thought through changes that don't inadvertently do more harm than good. Successes have included switching millions of plastic stirrers to bamboo, and the roll out of the Linstol Super Cup (made with EarthCoating) on Frontier. This cup dramatically cuts the plastic content in a paper cup. linstol.com

STAND B1



BAYART INNOVATIONS



BAYART INNOVATIONS has been a designer and supplier of inflight

comfort products for the past 30 years. The team aims to help airlines enhance the passenger experience while keeping a keen eye on safety and sustainability.

Its portfolio includes amenity kits, children kits, headphones, blankets, and other inflight products, as well as brand partnerships with cosmetic and international beauty brands.



STAND B20

The company is based in the city of Lille, France, but has sourcing and commercial teams in Europe, Asia, and the Middle East. bayart-innovations.com



SATS



STAND
B5



A firm favourite at previous shows, SATS offers creative food solutions

to airlines and draws on the culinary excellence of its unique chefs panel and its Foodflix accelerator collaboration with local hawkers and brands.

This year has seen the opening of the Singapore Innovation Hub (SIH) which launched following the acquisition of Monty's Bakehouse as an extension of its UK Innovation Hub. SIH brings together the best of Monty's and SATS capabilities, with an added Asian sensibility, to innovate product and packaging solutions for the region. sats.com.sg

GLOBAL-C



Global-C designs, manufactures and delivers inflight products

for airlines across the globe. The team is passionate about striking the right balance between quality, function and value.

Within its portfolio is the Neverleak food packaging product which is now available with a built-in folding paperboard utensil from EcoTensil®. The combination ensures ease of use and significant single-use plastic reduction. The containers are leak-proof, plastic-free and suitable for warm and cold/frozen meals from -40C to ovenable at 220C.

global-c.nl

STAND
B3



FORMIA



STAND
B9



FORMIA has committed to transforming its entire business

to be truly sustainable, and together with REBEL, experts in quantifying environmental impact, it is driving a reduction in its carbon footprint through focused initiatives and measures. These include the increased use of sustainable materials, collaborating with sustainable brands and introducing circular solutions. The goal is to become a net-zero carbon company by 2030 and FORMIA is already offering net-zero carbon amenity kits. formia.com

STAND
B12



ZIBO RAINBOW



ZIBO RAINBOW has been serving the airline industry for the past 20 years. Its expertise covers the design, manufacture and supply of inflight products. The portfolio includes amenity kits, toiletries,

wearable textiles and bedding, airsickness bags, food packaging and paper cups, as well as serveware, table settings and glassware. The company is proud to be certified under the ISO 9001:2008 Quality Management System. sino-rainbow.com



Unsung heroes

Trolleys and security seals are the workhorse heroes of inflight catering. **Stuart Forster** looks beyond the aisle service for latest trends and developments

Despite the recent disruption to inflight F&B services, many flight trolleys did in fact continue to fly during the pandemic. They are such an integral part of the aircraft set up that they continued to be boarded onto those aircraft still flying, to help distribute weight for safer operations. Usually they were loaded with only bottled water, but this unsung role in the downturn perhaps reflects their stalwart position within the inflight service sector.

Atlas trolleys have long been accepted as the industry's dominant standard although a handful of operators continue to use KSSU carts. Over time, heavy-duty aluminium trolleys have been replaced by lighter versions, often branded, and increasingly designed using composite materials to reduce onboard weight and support increased fuel efficiency. This push to innovate continues.

Worldwide manufacturer, Egret Aviation, for example, expanded and established a U.S. business last year, supplying products including lightweight trolleys from its warehouse in Dallas, Texas. Featuring larger handles and rounder edges than previous models, the company's M1 Series is already certified for use in Europe and China. Federal Aviation Administration approval for U.S. use is due in the first quarter of 2023.

At Korita Aviation lighter weights have been top of mind too. Samantha Collas, Business Excellence Manager, says: "Our new Aluflite Superlight series of inflight catering equipment supports airlines in reducing fuel burn and

carbon dioxide emissions. Through careful engineering and design, we have been able to achieve new levels of weight reduction without sacrificing necessary strength."

Avio Pack has similarly re-engineered the mould and changed some of the features of its Atlas drawer to cut weight without compromising the strength or rigidity. At 540g per drawer it is now 20% lighter than some others. The team has also worked on drawer inserts including a mould for a 15 cavity insert for efficient drinks service or meal components storage.

The Aluflite superlight product range was unveiled at the World Travel Catering and Onboard Services Expo in Hamburg this year and includes full- and half-size Atlas standard meal trolleys weighing 16.1kg and 10.1kg respectively, including dry ice trays. It also features an Atlas standard container weighing 2.3kg. Complementing this series are Atlas standard





single- and dual-runner polypropylene drawers, weighing 540g and 583g.

Health and hygiene issues have come to the fore during the pandemic and the role of cooling inserts remains key. Finnish company, Icebridge, partners with equipment manufacturing giant, Safran Cabin on products designed for fresh, frozen and pre-heated food items.

Icebridge Trolley Coolers use dry ice and keep their contents chilled to between 1°C and 7°C for up to 23 hours. The Wet Ice Boxes are made of lightweight materials and keep ice frozen up to 20 hours with around only 10% loss due to melting, without spillage.

The newest product in Icebridge's portfolio is the HD Series Wet Ice Box. Weighing 560g, it carries 5kg of ice cubes. It is used widely, especially in North and Latin America, and can be used for ice cream too. The boxes are recyclable or can be taken for incineration in energy-producing plants.

Return catering

Bucher's thermally-insulated ARCTICart is designed to enable return and multi-segment catering without dry ice or power. Providing an option for chiller-free galleys, ARCTICart is designed to keep the temperature of food and drink low and stable for at least 20 hours. Compatible with half- and full-size Atlas trolleys,

it facilitates a reduction in aircraft weight while maximising the trolleys' internal space by negating the need for additional cooling inserts.

Robust reliability

Tower Cold Chain's onboard cold storage solution includes two insulated boxes, the AIB4 and larger AIB7, designed to fit into Atlas standard galley boxes and trolleys. Suzanne Hagley, Business Development Manager Airlines/Cargo at Tower Cold Chain, says: "The AIB4 and AIB7 allow airlines to return cater food, enabling cost savings and a consistent product on both the out- and inbound service. Our boxes are ideal for night stopping flights, keeping fresh food within temperature until the next morning.

"They give airlines flexibility as they can be loaded with a basket or oven rack. A frozen plate containing phase-change material gives 24-hours' compliance at holding the refrigerated temperature of between 2°C and 8°C," adds Hagley, pointing out that the solution does not require the procurement of dry ice.

"It's robust, reliable and completely reusable. At the end of its life cycle, every component can be broken down and recycled," adds Hagley, highlighting the products' sustainability.

The aluminium boxes' opening mechanisms are similar to those of the Atlas trolleys and boxes

Above from left: Avio pack's redesigned drawer inserts and Alufilite's Superlight ATLAS trolley
Facing page: Icebridge's new Wet Ice Box



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- New, advanced laser treated surface.
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The Icebridge® HD Series Wet Ice Box is designed for on board storage and transportation of ice cubes. Wet Ice Box can also be used for transporting ice cream with dry ice.





› familiar to cabin crew. They can be washed by standard airline catering tunnel washing machines and do not need to be pre-chilled or plugged into an energy supply.

Tower has developed lighter versions of its boxes. Available since the end of August this year, the new AIB4 weighs 4.6kg, 200g lighter than the original. At 6.8kg, the new AIB7 weighs 350g less.

SkyTender Solutions is looking to revolutionise the beverage service with its trolleys. The company's SkyBar Splash is a post-mix drinks system that eliminates waste from bottles, cans and Tetra Paks. The SkyBarista One dispenses coffee specialities while the SkyBar Aqua+, whose prototype was introduced at the 2022 Aircraft Interiors Expo, serves still and sparkling water plus bottle refills. Smart technology linked to the trolley provides airlines and caterers with route-based insights into consumption.

"The philosophy of all our beverage systems is to be more sustainable, to be more ecological with all resources, fine-tune the supply chain and allow the airlines to differentiate themselves using the brands they want," says Isha Maker, SkyTender's Head of Sales and Marketing.

Thomas Mützel-von Schwartz, SkyTender's Managing Director Technical Operations explains that the company's products can be adapted to fit an airline's trolley preference. "The trolley is a highly accepted standard throughout the industry and that builds a bridge for us to bring our innovation into the aircraft and enhance the passenger experience," he explains.

Waste management is a field experiencing

space- and weight-saving developments too. Along with increasing passenger demands for companies to act sustainably, new airport fees relating to waste management and the introduction of stricter regulations are driving efforts to reduce cabin waste.

Tackling waste

Identifying an opportunity for airlines to save weight, Nicky Beades, Managing Director of Onboard Logistics, developed the Flex-e-Bag; a bag with an inbuilt frame that allowed it to be inserted into trolleys. "If the airlines didn't have waste trolleys, they could put a Flex-e-Bag into it and use it as a waste trolley," he says.

"Our business is creating galley space," adds Beades, something especially important on single-aisle aircraft.

His company's stackable Flex-e-Drawer system allows empty drawers to sit at the bottom of Atlas trolley or next to flatbed trays in flight kitchens.

"Sustainability is what it's all about at the moment," Beades says. And his newest product, the Flex-e-Frame, allows a polythene or biodegradable plastic bag to be clipped onto the reusable frame by reducing plastic usage.

Made of paper and cardboard, Gxflight's Kraft Paper Trash Compactor Box folds flat for storage ahead of insertion into a

Above from left: Engineerethic's trolleys showcased at WTCE and the SkyTender Solutions range
Below: Korita Aviation's Alufilite-Supelite ATLAS Standard polypropylene drawers.





> trolley. Water-resistant, it can store up to 35lbs (15kg) of compacted waste and residual liquid.

Sort it

Reducing waste and simplifying recycling were key to the Airbus and Iacobucci HF Aerospace collaboration to develop ReTrolley. Available in half- and full-sizes, ReTrolley is a cabin waste management solution that facilitates the pre-sorting and reduction of waste during flights. Compartmentalised, it features three customisable modules and enables recyclables to be compressed during collection. Cups can be stacked and liquids collected.

In recent years the long-established Italian company has expanded its product portfolio and production capacity, reducing the weight and cost of its standard trolleys. ReTrolley can be installed in any compartment without special system connections or adaptations.

At WTCE, Engineerethic's also focused on new waste and recycling trolleys designed to help with the separation of recyclable materials. Other innovations included a space-saving trolley that folds down to just a few inches wide when not in use, and a removable beverage service shelf to make pouring drinks in the aisle easier.

Trolley security is also seeing a change. Tamper-evident security seals both ensure food and drink is not compromised and allay the terror threat post 9/11. Increasingly they link to technology as airlines move away from paper records towards automatic scanning and management inventories.

Randy Barnard, President of SCIS Air Security, says: "Because no tools are allowed onboard, a seal has to be easily broken by the flight attendants." He has noticed airlines



moving from zip tie-style seals to flatter lock-style seals with hasps.

Nicky Slater, Business Development Manager of ITW Envopak, says the current generation of tamper-evident seals include features such as high-security laser printing. Despite the sustainability push she says: "You can make bamboo plates or forks, but you just can't make seals from bamboo as they need to be functional. You have to use a material that breaks under a certain tensile strength. You can however make the plastic pieces smaller."

ITW Envopak's Unoseal is widely used by flag carriers and the company also produces tamper-evident insulated bags for F&B. The company has developed the two-part Tenor/Trio system. A padlock stays attached to all-day bars and back catering trolleys. It can be fitted with different types of outbound, turnaround and inbound seals. Padflex metal seals, used on the final leg, need to be removed by caterers using bolt cutters.

The growth of inflight retail has raised concerns over theft – euphemistically termed shrinkage – as each F&B item is a potential source of revenue.

Tamper-evident plastic security seals are also produced by TydenBrooks, the maker of CableLok, a new, adjustable length, 1.8mm cable seal. The company's Hawk Seal, consisting of a reusable Hawk Lock padlock body and disposable seals which lock together, is designed for use on trolleys and Atlas boxes.

TydenBrooks' single-use Swan Seal is a two-piece plastic seal also designed for use on inflight trolleys. Being tamper-evident and cost-effective were driving forces in the design of the padlock-style lock with large flags for branding, security or other messaging.

Let's see what rolls out in the future •

Right: Onboard Logistics' products in use.

Below: The ReTrolley from Iacobucci HF Aerospace and Airbus.





RETROLLEY
SUSTAINABILITY · RECYCLING · WASTE & LIQUID MANAGEMENT



RE Trolley revolution

Introducing a game-changer: ReTrolley

The ReTrolley is an innovative cabin service trolley for onboard recycling. Conceived by Airbus, it was developed, certified and is distributed by Iacobucci HF Aerospace to meet the fast growing needs for environmental or 'green' solutions in flight.

Drawing on its almost 50 years of experience in galley inserts, trolleys and seating (for both commercial and business aviation), Iacobucci HF Aerospace spent the past few years researching and investing in better ways to manage waste onboard. The result is the ReTrolley which also reduces weights and the cost of ownership for standard meal and beverage trolleys.

The company, based in Italy, has greatly expanded its business, product portfolio and production capacity, with a strong focus on product innovation.

Innovative system

Developed in partnership with Airbus, the ReTrolley, is a revolutionary cabin service trolley (available both in half-size and full-size versions) which allows pre-sorting and volume reduction of waste during the flight, helping the crew to easily separate the trash. It has been built around the manufacturer's four key priorities: innovation, low weights, reliability and sustainability.

The ReTrolley embodies all these pillars to create a perfect solution for the separation

and the compression of recyclables during the collection procedure. This is possible because the system includes several compartments, three customisable modules, which can be used for recyclables and non-recyclables, as well as to stack cups and collect liquids - the disposal of which is becoming increasingly important for airlines.

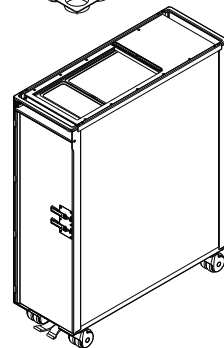
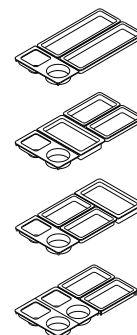
The simple and effective design means the ReTrolley can be installed in any galley compartments without adaptations or special system connections. It works just like a standard waste trolley.

Meeting eco demands

Stowing waste is becoming more important as passenger numbers increase and galley space decreases, especially in single aisle aircrafts, and this system combines space optimisation and cost reduction with the key cabin waste management issue. It arrives just as airlines face stricter regulations, new fees at airports and more complex operational tasks; as well as growing expectations from passengers that every service and product is chosen with a responsible approach to the environment. The ReTrolley is the answer to a new specific airline need.

The ReTrolley is going to make the difference.

www.iacobucci.aero
sales@iacobucci.aero



Above: The ReTrolley in half and full-size version
Below: With customisable compartments



Karen Mackenzie spent over 30 years at British Airways, most recently as Head of Supply Chain. Here she shares first-hand the challenges airline buyers face when prioritising sustainable purchasing decisions

There are many internal pressures when “buying green”. Traditionally price has been a key consideration for buyers so the challenge comes when they see environmentally-friendly products cost more due to the expensive raw materials and higher manufacturing costs. Mindsets have to be reprogrammed.

The business case for sustainable choices needs to include longer term benefits, such as improving brand reputation, reducing exposure

to legislative risk, savings from minimising waste sent to landfill. It is a delicate balance between sustainability and cost.

There is a dilemma around the buying of disposables versus rotatable products. Historically, disposable products which contain plastics are lighter, cheaper and the preferred choice for operational ease. However, they have a calamitous effect on the environment and our ocean eco systems. The surge in SUP legislation is addressing this, but global interpretation is

unclear, raising further challenges for a buyer.

Compare this with the use of more durable rotatables, where airlines can design beautiful bespoke items. These products however generally weigh more meaning greater fuel burn, which conflicts with other eco-priorities such as the pledges many airlines have made to become net carbon zero by 2050! The washing process also uses energy and water, both of which need to be conserved.

Key to getting decisions right is cradle-to-grave evaluation. Factors to consider are: the sourcing of raw materials – renewable or recycled; the use of ethical resources in production, and the weight – the lighter the better. But operational viability is also key; as is the manufacturing location and transportation distances and vehicle technology used; and packaging – creating minimal waste. Product disposal at the end of life also matters – is it really 100% biodegradable, or will it end up in landfill or incineration? Ideally we need to work towards products fitting into a circular economy where they can either be reused, reduced, or truly recycled. Buyers have to beware of greenwashing to ensure they are not misled!

Good decision-making

Creating a clear product specification before going to the market is key. Working collaboratively with suppliers on an up-front design will result in more eco-friendly products and allow vital testing before any new product is launched.

Buyers do need to keep up-to-date with rapid changes in environmental legislation, not only to enhance their personal knowledge, but also to reduce the risk of non-compliance and its consequences.

Buyers should also look out for a supplier's commitment to sustainability. Ask to see Corporate Social Responsibility policies to ensure industry standards are being met and establish whether ISO 14001 or B Corp certifications are held. Appropriate sustainability clauses should be built into contracts along with measures and targets embedded into the deal to improve environmental performance.

Due diligence site audits can help identify risks and an environmental questionnaire pre-contract award can really help good decision-making.

Stakeholder pressure

The sustainability agenda used to sit on the periphery of buyers' requirements. In the last decade, we have seen a rapid growth in its strategic importance, and now all stakeholders are more interested in ESG matters.

Governments continue to legislate for environmental change and suppliers have had to completely rethink the way they operate, investing in new resources to comply with the tighter environmental mandate.

We certainly have seen change: plastic cutlery has been replaced by bamboo and birchwood; there is boxed water instead of plastic bottles; edible coffee cups replacing paper; the list is endless and brings hope.

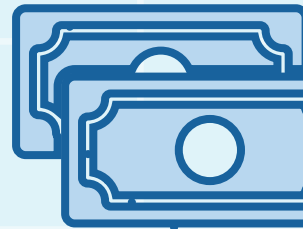
Processes and products continue to evolve too with technological developments increasingly there to help. The pre-order trend supports waste reduction and computer simulations can now model sustainability impacts for different products, so there is no reason to unwittingly make bad environmental decisions.

There is still a way to go to be truly sustainable and that's why I have joined the ASF (Aviation Sustainability Forum). Greater standardisation is required across the industry, perhaps even mandating the use of certain materials. The ASF is championing this alongside other associations, lobbying for regulatory change in this space.

We need to work together in the spirit of openness to bring about large-scale change and ensure all the hard work of the procurement cycle is not wasted! •

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aviationsustainabilityforum.com*

“
Buyers have to beware of greenwashing to ensure they are not misled





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How to... ...be sustainable with style

Etihad Airways' new Economy service aims to show sustainability and style can go hand in hand. **Turky Al Hammadi**, Head of Product and Hospitality, explains how...

IDENTIFY PRIORITIES

Etihad wanted to be a trailblazer on sustainability in aviation but we didn't want to compromise the quality of our guest experience. We undertook extensive research and development over several years to make sure our sustainability measures would also enhance our inflight experience.

COMMIT TO QUALITY

Balancing both sustainability and improved experience in Economy, we assessed that both were best achieved by using reusable tableware made from recycled high-quality plastic, and introducing quality stainless-steel cutlery. We looked for innovative products.

TEST YOUR CONCEPT

Between 2019 and 2021, we operated five eco-flights testing a range of operational efficiencies and onboard sustainability initiatives. The flights were part of our Greenliner programme with Boeing, and included the region's first single-use plastic-free flight on Earth Day in 2019.

LOOK BEYOND THE FLIGHT

We recognised that being sustainable means looking at the full life-cycle of a product so the tray, serving plates and lids we choose are part of a closed-loop recycling system supported by our tableware supplier deSter. At the end of their useful onboard life, these items are collected, washed, ground down and reused to make new replacement products. It's easy



in theory but in practice there were many challenges. deSter was the ideal partner having received EFSA approval in 2021 for closed loop recycling in aviation - the first and only partner in the airline market to perform food contact safe closed loop recycling for plastic tableware.

MOVE AWAY FROM SUP

We committed to remove 80% of single-use plastic (SUP) by the end of 2022 and the new inflight equipment ensures we meet that goal.

FACT FILE



Recently awarded Environmental Airline of the Year for 2022 in the Airline Excellence Awards.



Partnering with Lumitics to trial the use of computer vision and machine learning to reduce food waste onboard.



Committed to net zero CO2 emissions by 2050, and halving 2019 emissions by 2035.



Recycles cooking oil to make fuel for its ground vehicles.

THINK LOCAL

Where possible, we are moving towards locally produced items to further improve our environmental impact. For example we upgraded Economy soft furnishings to include a 35% larger pillow with a 200 thread-count cotton cover made locally in the UAE. This is complemented by a soft blanket made from recycled plastic for additional comfort on all flights. •



TRUST

SHARE

SUPPORT

CRUCIAL

This year's WTCE brought sustainability leaders together on the same Taste of Travel platform and saw them commit to further collaboration on the industry's key challenges. **Julie Baxter** moderated the debate...

ASSIST

EXCHANGE



Jon Godson, IATA

The facts around cabin waste don't look good and pressure is mounting for change. IATA's most recent survey

showed an estimated 1.43kgs of cabin waste is generated by each passenger per flight. 20% of that is untouched F&B. Overall, airline cabin waste – which totalled 6.1MT in 2018 – is expected to double by 2030. In 2020 waste was down to 2.6MT, but post-pandemic it will be at 5.7MT for 2024.

For this to change, airlines need to optimise provision of inflight products and really understand, and own, the cost of waste, providing demand signals to market to encourage new products and recycling, reuse and recovery infrastructure. But we also need to see more coordinated actions to promote regulatory change. IATA is working to engage with the regulator, challenging current risk assessments and working with relevant stakeholders to harmonise rules globally. When it comes to cutting use of Single Use Plastics, for example, intentions may be very good but again regulations differ everywhere and even act against greener choices.

The waste issue is very definitely on the agenda now and we need to come together to develop standard plastic inventory methodology; guidance on sustainability criteria for products that account for full lifecycle and replacement strategies and support operational handling, risk management, cost analysis, regulatory clarity and viability.



Matt Crane, ASF

On the surface it looks like aviation is going in the right direction but digging deeper it's clear that

International Cabin Waste regulation, requiring incineration and landfill, mean sustainability is being used onboard to improve perception without actually recovering or recycling much.

The ASF works independently as a collaborative forum bringing together suppliers, caterers, airlines, airports, associations and governing bodies to share knowledge, best practice, ideas and problems with the aim of standardising the materials used for inflight products and services. By standardising the materials we use onboard we can support and present the case for legislative change to allow recovery, recycling and circularity.

Our WTCE panel represents all aspects of the inflight sector – we must put our shoulders together, line up together behind IATA and show that as an industry we are acting 'as one' with a singular focus on standardisation and regulatory change. Together we will cover more ground, involve a higher level of expertise and influence. Aviation is a major contributor to climate change – passengers are watching and expect us to a



Gregoire James, IAWMA

New collaborations will aid the transition to circularity. Industry associations have increased



TOGETHER



HELP



CONNECTION

COLLABORATION



SUCCESS



GOALS

SUPPORT

cooperation and stakeholders are lending insights with new advancements and reusability.

IAWMA is focused on three key levers on waste: cross-sector and functional collaboration; bridging supply and collection gaps; and communicating tangible and measurable results.

We aim to collaborate to initiate programmes and resource recovery for airlines and airports as they advance their sustainability activities. These will help the airline's bottom line as well as giving passengers confidence that the industry is moving in the right direction. We need to embed circularity in our operations, closing supply and collection chain gaps so all can rally around circularity. Slowly the industry is moving the needle on issues passengers care about.



Joe Leader, APEX/IFSA

Sustainability has moved up to the top of our priority list in honour of our passengers and our world.

The APEX/IFSA Board of Governors unanimously voted for it as a priority not only for 2022, but for our industry moving forward. The fundamental to change is to understand where changes can be made that genuinely make a difference, and what those changes should be. IFSA and APEX members are now actively collaborating around the processes they use to assess the sustainability of products. As the leaders serving our industry,

APEX/IFSA are working to share product validations and research to cut duplications. The importance of communicating sustainable progress to passengers cannot be underestimated. Even small steps forward create a valuable point of difference. Airlines are increasingly committed to incremental improvements year on year, and it is collaboration that will get us to a sustainable aviation industry.



Simon Frischerman, ACA

ACA caterers are right at the forefront of the onboarding process and see first-hand the waste. We are keen to work with our airline clients and other associations to find viable solutions. Collaboration and joint guidelines are being developed. We see strong potential for the use of technology – pre-ordering and AI technology for example – so airlines can adapt what they load based on factual data, not just guesswork. Ultimately, a lot of positive measures are ruled out by restrictive and complex legislation. It is coming together to achieve change with this that will really make the difference.

IATA International Air Transport Association | ASF Aviation Sustainability Forum | IFSA International Flight Services Association/ Airline Passenger Experience Association | ACA Airline Catering Association | IAWMA International Aviation Waste Management Association





The comfort zone

Procurall is a freshly-launched amenities supplier looking to shake things up with new ways of doing business. **Julie Baxter** discovers more..

New amenities business
Procurall believes it can cut airline costs by shaking up the way airlines, cruise companies and their suppliers do business.

Launched in February by a group of industry veterans claiming 150 years of experience between them, the female-owned and led business has already secured orders and contracts with American Airlines, United Airlines, JetBlue and Copa Airlines, supplying a diverse range of products including amenity kits, soft goods, sustainable food and beverage ware, personal protection equipment (PPE) and more.

Rethinking business

Jennifer Green, President, explains: "After studying the competitive landscape, I felt there was not only room for another player in our market niche, but a need. The Procurall team believes it can offer better products, while saving our customers, and ourselves, time and money, by streamlining the supply chain management, purchasing raw materials in bulk, sourcing and manufacturing across continents, and using niche-specific workflow management. It was with that vision that Procurall was born."



Operating as a full-service provider, specialising in the design and development of onboard comfort items and service ware, the new team has a sharp eye on innovation, brand partnerships, customisation and sustainable practices.

Going organic

Green adds: "Our working approach is very organic, but also literal. We thoughtfully dissect each brief and start visualising how the programme will look onboard. We then work through the facts and requirements and fill in the puzzle pieces. The literal aspects fall into place allowing the creativity and uniqueness of each individual airline's identity to form organically."

The goal is to be at the forefront of global industry trends, including

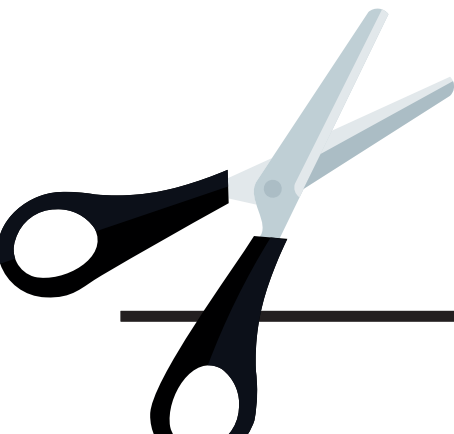
product and production innovations so Procurall has invested heavily in its supply chain management and raw material purchasing efficiencies. It is also developing bespoke workflows and exclusive brand partnerships focused on matching airline clients to brands

that complement and enhance their own established offer.

We are sustainability advocates with strict standards and practices that are implemented daily across the company

to reduce environmental impacts. We have the same high expectations of all our manufacturing partners, vetting them through a sustainability questionnaire and annual ESG reports. We expect to be a leader in sustainable initiatives and innovation in our sector within the next five years." •

We expect to be a leader in sustainable initiatives in the next five years



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How to...

...be sustainable at sea

As cruise ships strive to become more sustainable, **Jo Austin** boards *SVP Star Clipper* to see how its team approaches the eco challenge at sea...

USE YOUR ASSETS

Star Clipper is a cruise ship with a difference. Firstly, it has sails, giving it an instant eco opportunity. Over a year, the average time under sail in the Med is around 55% and 70% in the Caribbean. Nestor Pastor, the ship's Hotel Manager, and Executive Chef, Rodelio De Dios (pictured) are both veterans of the cruise world, and proudly insist: "Cruising is in our blood and we are totally dedicated to protecting the environment."



PLAN AHEAD

Carbon emission reduction, sustainable sourcing and respect for the destinations they visit are key to operations, and self-reliance is the name of the game. Supplies are planned and pre-ordered three weeks in advance and loaded in Venice, Italy.

FOCUS ON CUTTING WASTE

The ship's menu cycle is based on a two-week rotation with a food cost programme based on the daily consumption. With this the chef, storekeeper and hotel manager can see the exact amount of food requested by the galley on that menu cycle day compared to the number of passengers onboard, and are able to estimate the quantity of food required for the next menu cycle.

INVEST IN ECO

Low-emission engines are part of the engineer's green mission and the company keeps a close eye on the



latest green technologies. It is proud to have recently become the first cruise line to be Pura Vida Pledge-approved by the Costa Rican tourism authorities, meaning it aligns with sustainable tourism practices.

TAKE SMALL STEPS

Covid-19 heavily restricted the cruise line's supply chain and post-Covid, hygiene requirements have made it increasingly difficult to reduce the use of plastic onboard. However, encouraging steps towards more sustainable practices include removing plastic straws and encouraging passengers to refill their water bottles and re-use their towels when they can. The ship produces all its own water for cooking, showers, toilets and ice; and all rubbish and human waste (converted to dehydrated pellets onboard) is disposed of in port following strict guidelines under maritime law. •

FACT FILE



Star Clippers ships follow itineraries in the Med, Central America, Asia and the Caribbean.



The cruise line operates a fleet of three tall ships.



Swedish owned, Star Clippers recognises its government's ambitious goal to reach 100 per cent renewable energy.



The ships use a pure, high quality low-sulphur gas oil and were awarded the International Air Pollution Prevention Certificate.



Dare to care

engage empathy

Put yourself in your customers' shoes and you'll create a better experience, says **Marc Warde**, of Libero Special Meals. But first you have to decide whether or not you actually care about them



At the height of the pandemic when we asked people if they were ok, we really meant it. We genuinely cared if friends, colleagues and family were well, coping or in need of help. Recently something has changed; that real empathy seems lost.

Emotional baggage

It's hard to teach empathy. The dictionary defines it as "action of understanding, being sensitive, and vicariously experiencing the feelings, thoughts, and experiences of another". In the context of customer service, this means putting yourself in your customers' shoes but often people just don't get it. In the aviation context, I empathise with the crew dealing with a rowdy stag or hen do, but even more with those who sit silently wishing their trip was over. Perhaps they are travelling for medical treatment, to see a dying relative or for a funeral? We just don't know and too often we don't even seem to care much. Yet, think of the hundreds of people at the arrivals gate: people hugging, people in tears or full of joy – you see love and empathy in a visceral sense here and it's an important reminder of the emotions within those travellers we all serve.

Change for good

For me, doing good business today is not purely about money but about empathising with those you serve to create the best possible product experience at every level. Specialising in free-from foods and 'special meals', I regularly see a lack of empathy in action. Airlines focus on meeting outdated and much maligned IATA meal code requirements rather than empathising with those who need those special meals for



Childhood food allergies are up over 300% in the UK, Europe and the U.S. in the past two year. Airlines need to act fast

allergy, health, wellbeing lifestyle or religious reasons. Those requesting these meals need extra attention, love and care. They need real understanding, proper assurances, commitment and honest information. They need insights on meal availability in advance; options to pre-board for seat wipe downs; certainty that crews are trained for announcements and medical procedures, and that medical kits with correct epinephrine auto-injectors are onboard.

These passengers know they could end up fighting for their life on your aircraft. Their allergies are not a fad or a myth, they are a medical need and on the rise. These people need genuine human compassion. They just want to feel safe and less anxious. Special meals now account for up to 20% of a flight and rising. Isn't it time to engage empathy, show we care, and implement change? •





Strength in diversity

To attract the best talent, you need the most welcoming of cultures. **Julie Baxter** explores how employment policies are changing as inflight employees show their new priorities

The business case for diversity and inclusivity in the workplace has never been clearer. As the entire travel sector works to recruit post-covid, potential talent needs to know they will be welcomed and accepted - as an individual. Whoever they are, they need to know they will feel they belong.

In many countries legislation now sets minimum standards on effective inclusion and diversity strategies covering age, disability, race, religion, sex and sexual orientation among others. But clear and overt policies are now recognised as an essential aspect of good people management.

It is perhaps a particular sign of the times that airlines - so long focused on uniformity and a branded look are now championing individuality.

Latvian airline airBaltic recently adjusted its uniform regulation, loosening rules for cabin crew to allow most tattoos and piercings to remain visible and no rules around hairstyles.

Alina Aronberga, SVP Human Resources of airBaltic, says: "Until now we applied the same rule as the majority of airlines - tattoos were permitted only if they could be easily hidden underneath the standard crew uniform. Now we have significantly eased these rules, enabling our staff to demonstrate their own individuality through their tattoos, piercing and hairstyles if they wish, while proudly wearing our stylish uniforms."

More important than how they look, she says, is a friendly, positive and adventurous personality, although they do request that neck, face and head tattoos, as well as potentially offensive tattoos be covered while performing duties.

Bonza, Australia's new independent low-cost airline, says it is throwing out the rule book too when it comes to uniform with a 'wear it your way' range, featuring white custom sneakers and cotton t-shirts, and a range of 'mix and match' options carrying the Bonza logo.

Carly Povey, Chief Commercial Officer at Bonza, says: "Airline uniforms are the land that time forgot and we wanted to change that with our partners at Total Image Group." There will be no 'grooming guide', instead staff will be able to style various looks depending on where they're travelling to, their mood on the day and their personalities.

"We won't dictate what lipstick to wear - or whether they have to wear lipstick at all. We won't ask crew to cover up tattoos, and just because they're female, doesn't mean they have to wear a skirt. If they're non-binary, pregnant, work in the office or onboard, we have options for all."

Left: Virgin Atlantic has championed diversity
Above: airBaltic relaxes its rules on haircuts, piercings and tattoos; **Right:** Bonza is throwing away the uniform rule book





Virgin Atlantic (VA) has also been championing individuality. In its *See the World Differently* campaign, it's celebrating the uniqueness of its people and customers, and the diversity of the world around us. Chief People Officer, Estelle Hollingsworth says: For us, diversity is about recognising difference. Better decision-making can be achieved when you realise the benefit of having a range of perspectives. Equity bridges the gap between minority and majority groups. If we identify the specific needs of different demographic groups, then everyone starts on a more even playing field. And inclusion creates an environment where people feel they belong without needing to conform, and that their contribution matters."

In short, VA HR policies focus around encouraging staff to 'be yourself' which was something echoed by WestJet when it recently launched a new uniform collection created to reflect its acceptance and inclusivity of all body types and gender identities.

In 2017, WestJet was the first Canadian airline to update uniform guidelines so they would be 'unchained from gender norms', and the new 'genderless' collection builds on this, providing the opportunity for staff to select the uniform that is most authentic and comfortable to them.



Inclusion creates an environment of belonging

Redesigned name tags also now feature a new space for pronouns.

Inflight suppliers are also increasingly focused on offering the warmest and widest of welcomes too. Executive search and mentoring specialist, Mike Pooley, of The Hayward Partnership, says: "Airlines are leading the way with overt inclusivity policies but increasingly employees across our sector are looking to be their authentic selves at home and in the workplace, and employers need to recognise that change in the jobs market."

LSG Group managers are among those stepping up on this. All have committed to regular diversity training and new company-wide policies have been developed to support inclusion. Tony Green, Head of Human Resources EMMA region, says: "Most importantly, policy needs to be lived. We need leaders to lead by example. And we want to make ourselves known – to suppliers and customers – for what we stand for: fairness, equality and equity. We are all different, yet together we are successful."





Why I love my job...

As onboard hospitality businesses worldwide open their doors to new recruits, we ask four stalwarts of the industry how they got where they are and why they love the sector...

THE AIRLINE



Iris Anna Groeneweg
Manager for Onboard Service and Procurement, Icelandair
I've been in the industry for 15 years and find

it a fascinating, ever-changing environment. Airlines constantly need to adapt to external changes – be they economic, technical, political, legal or environmental – and this means there are many diverse projects to get involved with.

With a background in economics and international business I started in the In-flight Safety and Service department working on daily accounting, cost management and budgets, but I have always had passion for food, wines, art and design and I soon got involved in the service and product development side of the business.

My passion for customer service grew and I became the department's purchasing manager, proactively strengthening relationships with suppliers, innovators and passionate individuals in similar roles.

Projects can be driven by very different elements: food and beverage, technology, sustainability, brand and product development to mention just a few, and they all need problem-solving skills, creativity and resourcefulness.

Time constraints and limitations on space and supplies add further challenges, and it is important to have strong communication skills to align

all the stakeholders that impact the customer journey.

I studied for a Master of Project Management degree to build my leadership skills and it is also good to have strong negotiation skills and the ability to develop viable, cost-effective



The possibilities in the onboard sector are infinite. It is so rewarding

and strategic procurement strategies. The aviation sector is growing and that will continue – I encourage everyone to join. You need to be solution-oriented and happy to embrace change but most importantly to be passionate and proud of what you do.

THE DESIGNER



Manoj Pridhanani
Chief Design Officer & Head of Sustainability Kaelis

Ting ting ting...Welcome onboard my career flight! This was initially due to be a short haul flight covering a maternity leave but it has turned into a long haul life-changing journey that I love.

Throughout my childhood creativity was my passion and I was fortunate to be able to nurture those skills through

college and make it an integral part of my career. I started as a junior designer with Kaelis, just as I was ready to spread my wings, and being a part of the airline industry meant my career took off and I was able to soar through the clouds and explore fascinating new horizons.

Looking back, I am truly grateful for the opportunities offered and deeply cherish the friendships I have made along the journey.

One aspect of the role that really continues to fire my enthusiasm is showing how design has the power to change perceptions, elevate emotions and enhance experiences. This is particularly important in a world where numbers dominate. Creativity is a hidden tool to resolve complex problems with simple solutions.

Sustainability has always been an integral part of our design process, and with the technological advances today, we can now take the idea of transforming waste into functional products, and make it a reality. We add in the challenge and can succeed at this whilst still keeping stock of those important numbers.

The possibilities in the onboard sector are infinite. It is so rewarding to be able to enhance the travel experience for billions of people the world over.

Had I kept my seatbelt fastened, I believe my flight would have landed a long time ago, so to anyone looking to be a part of this field, my advice is to unleash the artist inside, and fly!



THE CATERER



David Verschuure

*International Sales manager
Manager, Snackboxtogo*

Nearly five years ago I joined Snackboxtogo as a part of their sales team. This was my first airline-related career step and it has been quite a rollercoaster, especially in the last couple of years!

Working in a rapidly growing company like Snackboxtogo, it didn't take long for the love for this industry to take a hold of me. It is just amazing to play your part in making worldwide travel as comfortable as possible with quality products, sustainability and innovation at the heart of it all.

Airline catering has had an underrated reputation but it is really an essential industry full of passionate colleagues all around the world. The progress made in the sector over the last few decades

is incredible, the old image is absolutely history today. I have already discovered that flexibility is key in this industry. It is a dynamic world and to keep up you have to be decisive and always on top of your game. In my first five years at Snackboxtogo, there has never been a boring day. Something interesting happens every day and, to be honest, I don't think there will ever be a dull moment in the future!

THE CONSULTANT



Anne De Hauw

*Founder, In Air Travel
Experience*

My first job in travel was with Samsonite and then with Misaki Monaco – pearl jewellery primarily marketed as inflight duty-free. I was soon hooked. I absolutely love to travel, it is my inspiration and my oxygen, and so I have stayed in the

sector through roles at Helios, deSter, and running Gategroup's Innovation Centre, until I founded my own business, IN Air Travel Experience, a boutique consultancy with a laser-focus on customer experience, innovation and sustainability.

I am a real ambassador for the Golden Age of travel and want my children to have the same opportunities I have had, discovering new places, enjoying new cultures and travelling on amazing flights. However, air travel is facing many challenges. The industry has to work on its sustainability reputation and on bringing joy into the passenger experience. There is so much we can do and I am passionate about doing it. I love this industry and recommend it to anyone who shares that passion for travel and wants to make it better. There is plenty we can do and doing it is great fun and very rewarding. •

BOTTEGA

Shades of Rose

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HOSPITALITY INDUSTRY IN AIR, RAIL, FERRY AND CRUISE

Despite challenging times *Onboard Hospitality* was delighted to this year receive over 100 entries in our 11 categories. All entries were considered by our expert panel of judges which identified Winners and Highly Commended winners. Winners were announced at WTCE and online and can be viewed, with judges comments, at onboardhospitality.com/awards

Dedicated category awards

Congratulations to all our winners

Cabin concept awards

Gold, silver, bronze airline winners

Industry Champions

Our people awards

Ones to watch

New products of note

Be in the spotlight for 2023!

Entries open: **January 1, 2023**



**BEST ONBOARD AMENITY KITS
PREMIUM ECONOMY**

WINNER: Skysupply for SWISS kraft kit
HIGHLY COMMENDED: Skysupply for the Condor travel organiser



CONGRATULATIONS!
Our winners were selected from over 100 prestigious entries

**BEST ONBOARD AMENITY KITS
BUSINESS CLASS**

WINNER: Qatar Airways for its Diptyque bag and gift box
HIGHLY COMMENDED: LATAM Airlines for its sustainable kit programme



BEST ONBOARD AMENITY KITS FOR ECONOMY/ LOW COST CARRIERS

HIGHLY COMMENDED: Bayart Innovations for its Air Caraibes postcard kit



BEST ONBOARD BEVERAGE

WINNER: Retail inMotion for Hakuma Premium Iced Tea
HIGHLY COMMENDED: Longbottom & Co tomato juice (non-alcoholic); TUBES for its wines/spirits by the glass (alcoholic)



BEST FOR CATERING INNOVATION

WINNER: Retail inMotion for the Beyond Meat Burger
HIGHLY COMMENDED: Alaska Airlines for its plastic-bottle-free water service



BEST ONBOARD SERVICE EQUIPMENT (CREW)

WINNER: Retail InMotion for the SWISS Reuse Box
HIGHLY COMMENDED: Tower for the Airline Insulated Box



BEST KIDS KITS ONBOARD

WINNER: Air France for its kids and baby kits
HIGHLY COMMENDED: Fiji Airways for the 'Our Ocean, Our Life' kit
FINALIST: Kaelis for the Air Astana Eco Future kit

Where there was only one entry in a category, only Highly Commended places were awarded – as there had been no real contest

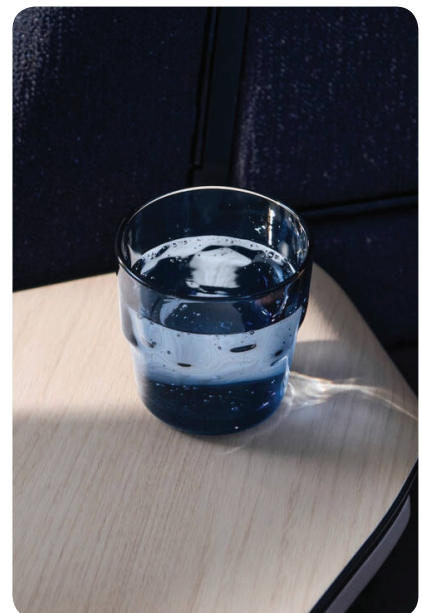
BEST SNACKS IN ECONOMY

WINNER: Foodcase for its Fries in the Skies
HIGHLY COMMENDED: Retail inMotion for the Lufthansa Best of dean&david Box



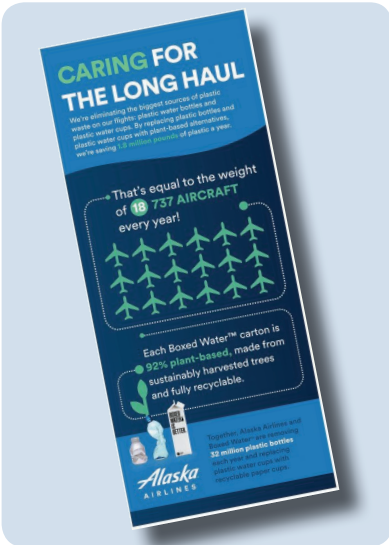
BEST SNACKS IN FIRST/BUSINESS

WINNER: BakeryZone for the Icelandair Chocolate Miracle Volcano
HIGHLY COMMENDED: Qatar Airways for the Läderach box of chocolates



BEST SERVICE EQUIPMENT (PASSENGER)

HIGHLY COMMENDED: Finnair for its Kuulas tableware featuring littala, deSter and SOLA products



BEST SUSTAINABILITY

WINNER: Alaska Airlines for its plastic-bottle-free water service
HIGHLY COMMENDED: LATAM Airlines



BEST ONBOARD TEXTILES

WINNER: John Horsfall for the Finnair Premium Economy textiles
HIGHLY COMMENDED: WESSCO International for the Icelandair textiles



BEST WEARABLE TEXTILES

WINNER: BUZZ for the EVA Air sleepsuit



BEST ONBOARD WELLBEING

WINNER: Fiji Airways for its wellness champions
HIGHLY COMMENDED: Qatar Airways for the Diptyque washroom toiletries



BEST ONBOARD TECHNOLOGY

WINNER: Retail inMotion for its Cabin Wi-Fi Box
HIGHLY COMMENDED: Panasonic Avionics for its Bluetooth Audio

MEET OUR 2022 INDUSTRY CHAMPION



One thing we all know is that in this industry it is the people that make all the difference. And this is particularly true in the challenging times we are coming through. For this reason, and for the second year, we sought to identify industry champions – teams or individuals who have really gone the extra mile in the toughest of times.

OUR JUDGES WERE PLEASED TO RECOGNIZE JOB HEIMERIKX, CEO, AIRFI, AS OUR INDUSTRY CHAMPION OF THE YEAR 2022

Honest, fair, determined, enthusiastic and an innovator, Job Heimerikx has been playing a pivotal role in influencing and changing the shape of the inflight entertainment and inflight retail market for the past decade.

As CEO of AirFi, he is recognised as a facilitative leader who believes in the power of listening and enabling others, open mindedness, and mutual respect for all colleagues.

With Job at the helm, AirFi has achieved many industry-firsts, creating innovations through inexpensive and easy-to-deploy digital cabin solutions. These have included, in 2011, the first tablet-based ePOS (electronic point-of-sale) solution, now adopted around the world; and in 2014, portable streaming IFE via the AirFi box. The goal was to make IFE affordable and accessible for ANY airline.

The judges also gave recognition to the work and resilience of three amazing teams:

JOHN HORSFALL'S WAREHOUSE & OPERATIONS TEAM

Which showed a sense of responsibility and pride in a job-well-done and pulled together to stay motivated despite the effects of the pandemic.

SATS INNOVATION CENTRE TEAM

Recognised for developing a vision, shared with Monty's Bakehouse, to bring the Innovation Hub

capabilities and facilities in the UK to Singapore, so as to innovate product solutions for the region.

THE DNATA AUSTRALIA TEAM

For dedication and determination across a range of departments with a particular spotlight on Kelly Grieves, communication manager; the Pricing and Procurement Teams; the Darwin Team; and the Jetstar Team.

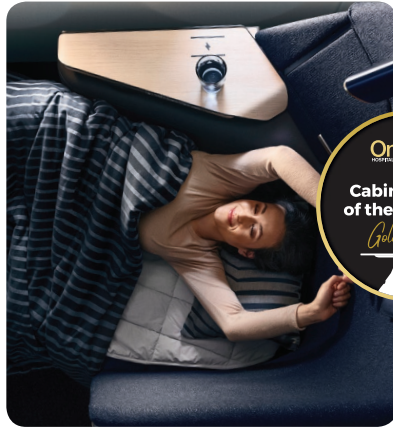


2022 CABIN CONCEPT WINNERS

GOLD WINNER:

Finnair

Finnair celebrates its 100th anniversary in 2023 with the roll out of enhancements to elevate its offer in all cabins. Sustainability and crew engagement were key to all the changes. New elements include a Premium Economy class and new AirLounge Business product. The upgrades include new interiors, traysets, comfort items, IFE investment and refreshed menus.



SILVER WINNER:

airBaltic

airBaltic has stepped up an ongoing process of improvements focused on environmental, economic and social sustainability. It was recognised for the significant efforts it has made to reduce food waste, introduce environmentally-friendly packaging and tap into data to support more efficient eco-friendly service. It has prioritised a paperless way of working across its business.

BRONZE WINNER:

Air France

Recognised for new cabin offerings on its new A220-300 aircraft now configured to offer 80% more window seats and with some positive improvements in terms of CO2 emissions and noise pollution. The onboard product has been upgraded with many local touches including French chocolates, wine, champagnes and cheeses. Wifi connectivity has also been enhanced.



2022 ONES TO WATCH



MONTY'S BAKEHOUSE

For its vegetarian 'steak' & cheese lattice and its ham & cheddar open top buns



UNILEVER

For its insulated storage and serving box for icecream onboard



GLOBAL-C AND ECOTENSIL

For the Neverleak box and integral spoon partnership



AIRFI

For its low-cost, low bandwidth connectivity offer, the LEO Solution



PRIESTMANGOODE

For its 'Zero' economy meal tray design prototype



D&F MARKETING

For its soup and stew or soup and sandwich concept

Onboard
HOSPITALITY
AWARDS

ENTER YOUR
PRODUCTS AND
SERVICES ONLINE:
JANUARY 1, 2023



The world view

We're going global every day by going social. Meet us in the virtual world via Twitter and LinkedIn. Here's just some of the digital chat you may have missed...
Follow us for more: @OBHMagazine and linkedin.com

Delta goes pink

Delta's Breast Cancer One flight has been back in the air flying more than 150 breast cancer survivors, unsung heroes and customer champions to Salt Lake City from Atlanta. The idea first suggested when one of the airline's flight attendants suggested they sell pink lemonade on the plane in 2005 to raise money for charity. Now it has evolved into a charter and, 18 years on, has raised \$24 million for The Breast Cancer Research Foundation. Throughout the month of October, 25% of all sales onboard will go towards BCRF. Passengers find pink drinks and snacks, along with some other special pink amenities onboard.

 [@delta](#) #deltaproudinpink



Out of this world

Ever wondered how to offer a passenger experience that's out of this world? How about taking your passengers into space? Global Travel Collection, part of the Internova Travel Group, has joined forces with Space Perspective to offer six-hour flights on its spaceship, *Neptune*, billed as the world's most accessible, sustainable and safest spacecraft. The spaceship is gently propelled by a 700-foot-tall SpaceBalloon, taking passengers 100,000 feet above the Earth. At \$125,000 per person, passengers can expect a fully-stocked bar, a loo, and even wifi onboard.

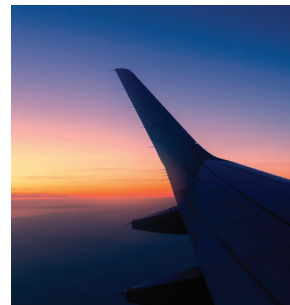
 [@SpacePerspectiv](#)



Sister sister

In a *Parent Trap*-esque twist of fate, two U.S. pilots have had the shock of a lifetime when they discovered they were in fact biological sisters. Shari Ritchkin, a pilot for Spirit Airlines and Tammy Holloway, a pilot for United Airlines, had crossed paths many times throughout their careers without realising they were actually related. One sister was put up for adoption, and neither knew the other even existed until recently. Their biological mother also worked in the airline industry for three decades – a real family affair!

 [@NBCNews](#)

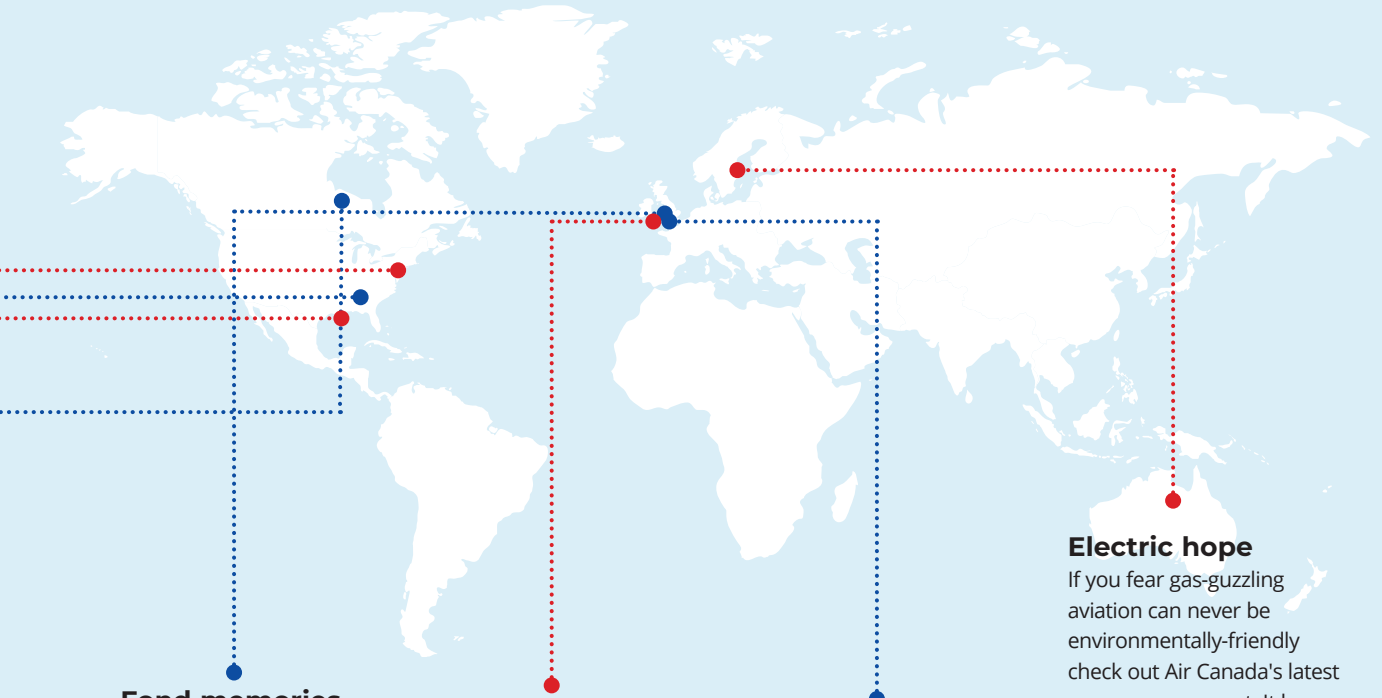


Faces of Travel

Delta is championing diversity with a new partnership with Adobe. Together they are creating an open-source travel image library to bring greater representation to the travel industry. The 'Faces of Travel' campaign aims to increase representation and visibility within travel culture, with a meaningful collection of visual assets shared for free with Adobe Stock's three million users.

 [@delta](#)





Fond memories

British Airways paid homage to the late Queen Elizabeth II following her death on September 8, 2022 with a special edition of *The Check In*, the airline's official podcast. The episode saw crew members, an ex-Concorde pilot and other staff members recount their fond memories of meeting the Queen during her travels. Her Majesty visited 116 countries during her reign, earning her the moniker of the 'Million Mile Queen'. R.I.P

[@british_airways](#)



The art of wine

Fine art *and* fine wine have come together in a new collaboration for The Canned Wine Company. It has released three new canned wines with limited edition art-themed labels in an exclusive deal with The National Gallery in London. Cans of Grüner Veltliner, Grenache Rosé and Old Vine Garnacha now feature iconic artwork from Vincent van Gogh, Paulus Theodorus van Brussel and Paul Gauguin.

[@cannedwineco](#)



Raise a toast

Tourvest Retail Services has put eco choices at the heart of its product selections with a range which aims to reduce food wastage and increase sustainability. Included in the lineup is TOAST Ale, a British brand focused on cutting waste by brewing 'planet-saving' beer from fresh surplus bread! Their bestselling Session IPA is now part of the Tourvest mix, and all their profits go to charities. Cheers to that!

[@ToastAle](#)



Electric hope

If you fear gas-guzzling aviation can never be environmentally-friendly check out Air Canada's latest eco announcement. It has signed a purchase agreement for 30 ES-30 electric-hybrid aircraft under development by Heart Aerospace of Sweden. The revolutionary regional aircraft, expected to enter service in 2028, will generate zero emissions flying on battery power and yielding significant operational savings and benefits. The aircraft will each carry 30 passengers on commuter and regional routes. May not save the planet but it's a start.

[@aircanada](#)



Rail caterers meet again...

WHAT: 2022 IRCG Conference
WHERE: Prague
WHEN: Sept 2022

For the first time since 2019, members of the International Rail Catering Group met in person for their

General Assembly. Hosted by Czech and international rail caterer, JLV, the event was held in the National Technical Museum in Prague, surrounded by travel innovations from a bygone age.

Some 15 member companies attended, representing rail catering in 20 countries, pleased to once again experience the value of direct dialogue with like-minded experts.

Members' business updates revealed huge changes to hospitality across the sector since 2019. Reported trends showed that, whilst most railways are back operating fairly normally, the flow of customers is different, with leisure travel far more buoyant than business as home-working continues and video calls replace client visits. First class business travel demand is weak, often restricted to Tuesday-Thursday. Travel budgets are slow to rebuild and any catering spend is focused on value for money.

This trend is reflected in new menus which target the 'freedom to journey' market – more discerning travellers with more time, spending their own money and looking for a rewarding journey experience. These travellers often choose rail travel to reduce pollution, and are interested in the sustainability of services and products they buy. They understand the impact of single-use plastic, excess packaging and waste and support and participate in schemes that help reduce environmental impact, such as recycling and re-use.

CONGRATULATIONS TO NEWREST...

Newrest (pictured) was awarded the Most Innovative Caterer Award by IRCG members for its influential digital menu. The French-

based team helped introduce a new 'McDonalds style' click-and-collect service with menu display screens at key locations on TGV trains.

The concept provides easier product selection, cuts queues, prioritises orders for the galley preparation and increases ATVs. newrest.eu



Members agreed that intuitive ways to order and pay, using everyday technology, are now seen as being expected by tech-reliant customers. Most railways now have apps for F&B choices. Some offer pre-order, where seat reservation systems allow, but most are for onboard use with QR codes quickly becoming the new 'point-of-sale'. Using these systems caterers can easily update menus by season, time of day, train type and real time stock availability for either 'click and collect' or 'service to seat'.



FUTURE FOCUS

Four new vice-presidents have been appointed to help take the association forward. Benoît Vignon (Newrest), Fernanda Veiga (Kaelis), Christian Hölbl (DoN) and Tim Uebersax (Panoramic Gourmet) will work with IRCG president Petr Pospíšil to encourage best practice and innovations, improve social media communications, promote the value of rail catering, and expand the membership.

IRCG is a voluntary, non-political and not-for-profit trade association. If you are interested in joining, either as a railway caterer or established product supplier, [contact roger@thecateringexplorer.com](mailto:contact.roger@thecateringexplorer.com) or petr.pospisil@jlv.cz



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SEARED SEASONED
BEEF PETITE TENDER
WITH DEMI GLAZE

Cuisine Solutions is the leading global manufacturer and distributor of sous-vide foods. In fact, we pioneered and perfected the innovative method, where food is vacuum-sealed and then cooked at precise times and temperatures. The result is food that's safe, full of delectable flavor and more nutritious than traditional cooking methods. Food is perfect, every time.

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