

## Summer News

JUNE 2021

Dear colleagues,

As we go to press Canada has successfully administered a first covid vaccination to more than 65% of the population. The health programme continues and some 8% are now double vaccinated. In Missouri some 40% of the population have received two vaccinations, and I'm delighted that our colleagues in Singapore have all received their full double doses.

I mention this as I cannot stress enough how important it is that we all receive the vaccines. The scientists have created compounds that can effectively protect you from a brutal illness, and potential death. Yes, like any medicine there have been side effects, but the reality is that not having the vaccine is way more lethal than receiving it. We encourage you all to sign up to protect yourselves and more importantly your families, loved ones, friends and colleagues. It is our social responsibility to keep each other safe.

Ontario has been badly hit by COVID-19 cases in the last quarter. The impact of the disease affected us with our Peterborough workforce being depleted for long periods of time. The initial outbreak in mid-April saw more than 100 colleagues having to isolate, with a second wave hitting us at the beginning of May. To those that had to stay home thank you for following guidelines, and to those of you that covered the work, a very big thank you. I know many more hours were asked of you and that it was a tough time for all.

Looking to the second half of the year we are encouraged to see statistics highlighting the strengthening pre-owned market. The International Aircraft Dealers Association, IADA, reports pre-owned aircraft sales doubled year-on-year in April, and the number of deals reaching completion for the first quarter was back to pre-pandemic figures. Colibri, the European analyst, and Asia Sky Group in Hong Kong echo these sentiments. There's a global renewal of interest in the benefits of business aviation and this activity signifies more work for us.

Owners need pre-purchase inspections to confirm acquisition or funding, once the sale completes, interiors upgrades, avionics enhancements in the flight deck and cabin, exterior paintwork and maintenance work is generated. Our sales team is working hard to turn this invigorated market into new business for us.

We are already members of the NBAA, EBAA, MEBA and ASBAA associations representing business aviation interests in the Americas, Europe, Middle East and Asia Pacific regions respectively. In May we joined IADA to optimise the network of members that actively trade aircraft on a daily basis. They are a rich source of potential customers. These memberships also position us as an integrated part of the global business aviation landscape and provide a platform from which to highlight the unique qualities of our business.

These qualities and impressive skillsets originate from our in-house talent so thank you for your continued commitment to the business. I know it's been an incredibly rough last quarter, but I am buoyed up by the opportunities that lay ahead. As we manoeuvre through the final stretch of the pandemic, please continue to stay safe and well.

Sincerely,

*John*



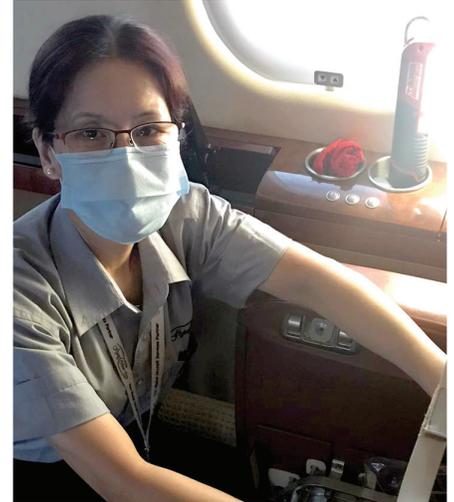
# GETTING TO KNOW You

## Ms Qiu HongPing

Start date: June 2016  
Facility: Singapore  
Department: Cabin Installation  
Title: Aircraft Interior Technician

**Favourite project:** Prior to joining FCC I worked with an aviation company that handled mainly commercial aircraft and have enjoyed the transition to business aviation. My favourite project so far has been working on a Bombardier Global 6000, SN5787 in December 2016, which remains one of our larger projects. It was my maiden voyage working on seat upholstery in a VVIP aircraft and I gained very valuable experience in building seats with leather and foam.  
**Favourite memory:** My favourite memory

was the first year-end Christmas Party which was held at Paul Dunford's home. All of us attended together with our family members. I can still feel the warm hospitality extended by Paul and his wife, Teiko. It was a wonderful opportunity to get to know everyone and their families better, as we have very little time to do so during our working hours.  
**Hobbies:** I love pond as well as deep sea fishing, together with my hubby.  
**Quote from manager:** "Ah Ping (Ms Qiu HongPing) is very hardworking and meticulous in her work. She is a very keen and fast learner. Most recently during a CL604 full cabin re-veneering, she supported the workshop on the re-veneering and the final cabin was beautiful." Too Hin Wee



## Richard Dabowski

Start date: November 2011  
Facility: : Peterborough  
Department: QA/QC  
Title: Director of Quality Assurance

**Favourite project:** Not so much a favorite project but challenging was the Caterham Jet project. Soon after joining FCC we started receiving 10 CRJ200 Lufthansa aircraft for conversion and heavy maintenance. Still fresh here I began working with maintenance techs I didn't know. We stuffed four aircraft in a hanger and got to it. The Caterham

project started in 2012, now in 2021 we are looking forward to re-delivering the last aircraft.  
**Favourite memory:** Delivering CRJ700 conversions to China. Sampling the different cuisine in Mongolia on the way to Beijing.  
**Hobbies:** Gardening.  
**Quote from manager:** "Richard is a great colleague who is famed for his attention to detail when it comes to quality. He's flexible to work with inspires us to keep on continually improving and his can-do attitude ensures that we maintain the standards for which the business is known." Scott Duncan



## Tiffany Sauer

Start date: November 2019  
Facility: St. Louis  
Department: Purchasing  
Title: Manager, Purchasing

**Favourite project:** Working on the EWA 70012 was great, and I really enjoyed the RUSH of expediting the aircraft's progress and seeing the final project fly away.  
**Favourite memory:** The team building on AC 9876. We met at the hanger twice a day. Between meetings, we were providing

solutions and making what seemed to be impossible - HAPPEN. The transformation of this program and the people working on it was incredible. I am proud to have been part of that program.  
**Hobbies:** Home renovation, camping with my family and volunteering for the Veterans of Foreign War.  
**Quote from manager:** "Tiffany is dedicated with a positive attitude and brings great knowledge of both the supply base and FCC's parts needs to her role." Eric Boelzner



# Welcome NEW HIRES

# MOVING On

Please join us in welcoming four new contractors in Peterborough, Haytham Abushaban, Majed Jouhar, Farhan Naeem and Vasily Sukhai, all of which are Interior Install Technicians. In addition we are pleased to welcome Jennifer Ducusin as our new Accounts Payable Coordinator and Riley Martin as a Document Control Assistant.

In Singapore we are delighted to have Chong Kong Lee join our upholstery department in March and Thomas Tan Meng Yong, Vilson Chan YiSheng and Kleavant Magan take up positions in our reinstallation section in April.

Lawrence Tan, who had been with us since January 2016 in Singapore, has retired and we wish him all the best for his early retirement. Christina Wojda made her presence felt at the St. Louis facility in her role as Director of People Operations with her dynamic personality and enthusiastic support of her colleagues as mentor, confidante, and friend to all. We wish her success transitioning to the medical sector. Executive team member Gabi Hasko, famed for his immense commitment to the company and dedication to his role is heading off to enjoy a new career with General Dynamics, we wish him well in his move.

## Everest Award

We are pleased to recognise the contribution of our colleagues with the Everest awards and congratulate Ben Barker, from Interiors and Upholstery in Peterborough, Glenn Crook, Master Craftsman from St. Louis, Zahri Bin Samsudin, Aircraft Interior Technician, Woodwork Department, in Singapore for winning the Summer Everest Awards. It is always rewarding to know that your peers appreciate you.

We are taking a break from Everest for the next issue but would be pleased to hear your feedback on the newsletter in general. Is there something else you'd like to see, something you particularly enjoy or anything else you'd like to comment on?

We welcome all constructive feedback which can be submitted [here](#).

Everest will be back in the fall so have a think over the summer about who you think deserves to appear in this section.



Ben Barker



Glenn Crook



Zahri Bin Samsudin

## First installation of Ka-band on CL604

The Peterborough avionics team recently equipped a Bombardier Challenger 604 with the Honeywell JetWave™ Ka-band high-speed satcom system. Having previously completed Ka-band installations on large-cabin business jets, this installation marks the first of its kind on a super-mid-size jet for us, and demonstrates the growing demand for rich connectivity solutions across broader aircraft sizes.

Outfitting required fixing of a tail mounted antenna, internal wiring, and locating a Satcom Direct Router® (SDR) in the aircraft. The upgrades allow passengers to seamlessly transfer data for everything from general web browsing to video conferencing and live streaming. A 96-month maintenance inspection and a 192-month landing gear restoration on the Bombardier aircraft was conducted simultaneously.



*The upgrades allow passengers to seamlessly transfer data for everything from general web browsing to video*

As a Preferred Completion Center for Bombardier our team has had extensive experience with the Challenger 604 model, so we are very comfortable with making such

upgrades and anticipate more projects like this in the future.

## Singapore treats dated Challenger 604 to an elegant new look

Our Singapore team recently completed a striking revamp of a Bombardier Challenger 604, breathing new life into the 15-year-old aircraft. Having taken on a similar project requiring a complete refurbishment earlier this year, the team leveraged their experience to swiftly complete the job within three months.

It was not a simple undertaking, the age of the cabin called for a complete overhaul and entirely new interior, including replacing

monument veneers, soft goods, seat and divan leather, sidewall, headliners, side-panel covering, new flooring and carpets. Not only did the team use rich fabrics and materials to liven up the cabin but the redesign was also meticulously and intelligently planned to add more value to the aircraft while creating a space more suited for today's in-flight needs. The refurbished interior highlights the amazing abilities of our Singapore colleagues.



## Out to lunch

The entire team at St. Louis were virtually taken out to lunch by our client EWA. The customer was so impressed with the quality of work, dedication of the team, and commitment to hard work that the EWA management had lunch delivered to the entire St Louis team. Taste bud tingling lunch boxes from Annie Gunns, the smoked meat market, were delivered on site and enjoyed by all. It is really good to know that our clients appreciate us and thanks to all who helped inspire EWA to serve up our lunch.



*Thanks to all who helped inspire EWA to serve up our lunch*

## Conair Q400MR Program Update

Despite some Covid related delays, the Q400MR program continues to advance with the fifth aircraft arriving at our St. Louis facility in early June. The partnership between Conair and FCC continues to strengthen as we demonstrate our capabilities in this complex conversion project. We are already in discussions about additional aircraft, and everyone is optimistic that this will be a long-term program with a continuous pipeline of work. Thanks to all those working on the program, this has been a great boost to FCC business.



*Q400MR program continues to advance with the fifth aircraft arriving at our facility in early June*

## Peterborough repeats AS9100 certification

We spend a lot of time certifying work on aircraft, but did you know we also get audited by partners and industry organisations? High standards are essential for industry progression, and we are delighted to once again have been AS9100 certified. This indicates we operate to the highest standards. Set by the International Aerospace Quality Group, the certification program aims to standardize quality management system requirements for aerospace companies and supply chain.

It builds on general ISO 9001 standards and adds industry-specific guidelines for aerospace. To achieve the certification, we have to consistently follow guidelines for quality management which help the business maintain quality levels, reduce costs and achieve delivery goals. For our customers it gives them assurance that we operate at the highest level and gives them the confidence in selecting us as partners. Some companies will only work with certified companies, as such it is an important certification. Thanks to all our team for ensuring we maintain the required benchmark levels.



## Regal refurb for King Air

Our work isn't limited to the large jets and in May we redelivered a Beechcraft King Air B200GT to a long-time Canadian customer who has entrusted some twenty aircraft to us over the last thirty years for repairs, modifications, and paintwork. In this instance woodwork touch ups, electrical outlet relocations, moving map upgrade and soft furnishing repairs were necessary.

The showcase elements included the reupholstering of crew and passenger seats with new leather and seat belt webbing and the installation of custom map inserts into sidewall pull-out tables before they were refinished. Combined, these elements enhanced the form and function of the cabin to return a regal interior to the owner. It just goes to show the smaller aircraft can be as equally satisfying to work on when the customer is pleased with our work.



*Maps were added to the King Air's tables for convenience*

## Taking on the challenge of Global Express heavy maintenance

In May the FCC Peterborough team completed a 240-month heavy check for a Bombardier Global Express. The project became an exercise in frustration as the overall process faltered at many points. This was

compounded by large numbers of colleagues having to self-isolate along the way. It really did test our team's responsiveness and problem-solving capabilities. The project took two months longer than expected but finally the aircraft was redelivered with full heavy check and subsequent maintenance – expected and unexpected – tasks completed. In addition equipping of the Collins Venue cabin management system, combined with

Alto Aviation switches installation, full cabin sound proofing, and fitting of new routers significantly upgraded the passenger and crew experience. The fuselage was also stripped and painted leaving it looking as good as new.

This was one of our more difficult work scopes, but we have learned from it and as a team we will continue adhering to our continual improvement mantra. The clients were satisfied with the work which demonstrates that when we do pull together, we do great work. For owners a company that can complete MRO, paint, avionics upgrades and cabin refurbishments is attractive as it reduces down time and often maximises their budget which is why we are looking forward to welcoming more Global heavy checks over the next year.



*This heavy maintenance project tested our capabilities*

## On course for fifth Saab Globaleye delivery

As a Bombardier special mission completion partner for the Globaleye program we are currently working on the fifth Globaleye aircraft at our Peterborough facilities. We are responsible for the design engineering, manufacturing and installation of the monuments and cabin zoning for the highly specified interiors, which makes it a challenging but rewarding project. Each shipset is individually produced to leverage the Bombardier Global airframe to create a practical, functional interior. Once completed

on site the aircraft will be redelivered ready to support crew operations and provisioned for special mission equipment installation by SAAB. Our extensive experience working on the Global platform in both VIP and special mission formats has helped us successfully deliver these aircraft in partnership with Bombardier to SAAB. "The project showcases the high levels of technical expertise delivered by our experience, knowledge and the exceptional talent within our team, and we're looking forward to inducting similar projects in the next twelve months," says Sean Gillespie.



## Sparkling results

Our Peterborough paint shop team welcomed a Gulfstream G650 in May which underwent a striking, and complex, paint application. Requiring a very particular pallet consisting of Concord Blue, Dusk Gray, Medium Silver and

Diamond Mined Pearl, which is a specialty basecoat-clearcoat polyurethane paint system that includes translucent pearl and mica granules to generate a crystal-sparkling effect. Our team had to apply these four

colours in a very specific order to recreate the complicated swirling, curving striped design to deliver a sleek, wet-look finish. The need for mirror-images to appear on the right- and left-hand side of the aircraft, and incredibly detailed notes about distances between stripes, colours, and patterns, added to the complexity, requiring the ultimate in attention to detail to fulfill the customer request. The design is so intricate that even when viewed from above the configuration of the curves and contours are incredibly precise. The customer was delighted with the result and has already confirmed the aircraft will return to Peterborough for more interior work this summer. Thanks to the paint team for the immense effort it took to strip, understand, and realise the designated design.



# Disciplines: *Special Missions*

Each time we are asked to customize an aircraft interior it could be classified as special mission work. No two cabins are the same, yet there's a distinct difference between executive aircraft and the special mission work we regularly undertake.

The original airframe is leveraged to perform above and beyond the original spec and is adapted for an unambiguous role. Pre-existing STCs are few and far between and the specification will result in an aircraft which has undergone changes relating to space, range, onboard equipment, payload, reliability, and robustness. The platform alters the aircraft DNA to become perfectly designed to execute a particular task.

Surveillance, information gathering, medevac, border patrol, are just some of the special missions mods we've made for governments, military, and border forces. Creating a practical, functional area, for a very precise task, requires an intelligent approach, ingenuity, and imagination, which we have in abundance. Space, weight, and the needs of passengers are the major considerations.

Access and egress particularly in medevac situations are critical. Equipment needs to be safely and securely installed yet maximized to perform its specified task in the air. Extreme temperatures, long range flying, low and high performance, the use of unpaved runways influence the final configuration. Extensive testing is undertaken to ensure secure and safe installation of the nominated equipment in the cabin.

As each project completes, we coordinate with regulatory authorities to generate the STCs, authorizing the specialist components for

aviation use. This can be extremely complex but an area in which we excel. The work can sometimes involve national CAAs who must give approval too.

Once delivered and airborne these aircraft require maintenance and with our comprehensive understanding, when they return to us, downtime is reduced. To complete these tasks takes high levels of technical expertise, experience, talent, knowledge, and ongoing training, and we are proud to work with the best in the special missions field.



*The original airframe is leveraged to perform above and beyond the original spec and is adapted for an unambiguous role*

## Perspectives *Series*



**Paul Dunford**  
Managing Director,  
Singapore

Paul Dunford has managed the Singapore facility since launch and works with the team to raise FCC's profile in the region where good quality interiors experts are rare. Co-located within the Bombardier Seletar Airport facility, the shop focuses on repairs, touch-ups and more recently refurbishments and modifications.

**Can you tell us more about the FCC facility in Singapore?** *Occupying some 6500 square feet, our interior shop fully caters to Bombardier's in-region business jet customers. Our 20+ technicians and office personnel offer*

*a full gamut of interior services including cabin refurbishment, modifications, and repairs. This much needed local expertise complements BAS Singapore and enables them to offer a single resource, for all MRO (avionics, maintenance, and paint) and interior requirements.*

**How does having a Singapore location help FCC as a business?** *Building on FCC's well-established Challenger 850 history in Asia, the Singapore footprint further strengthens our reputation for delivering the highest industry standards. Global customers understand that the same level of service will be provided if they visit FCC in the Americas or Asia.*

**How is the APAC market different from other regions in the world?** *In terms of aircraft numbers and service provision the Asia Pacific business aviation region is still maturing compared with North America and Europe. However, as business continues developing the number of high net-worth individuals is growing and the benefits of business aviation are being recognised. Personal and business use of jets is growing, and we're noting an increase in personal aircraft acquisition and aircraft charter start-ups. This is all good news for FCC.*

**What are biggest challenges for FCC in Singapore and how do we handle them?**

*Finding skilled labor, with the right attitude has been our single-most challenging hurdle to date. Our cabin skill requirements are unique to the local aerospace hub and Singapore's technical colleges do not incorporate any interiors training. We have had to get creative and look within our own organization to develop the skills needed. Our most senior team members have stepped up and are now mentoring new recruits during their probation period and beyond. We have also opened the door to aerospace students and now offer two internships per semester. Our goal is to introduce students to VIP interiors and hopefully inspire them to follow a career in our industry.*

**What's next for FCC in Asia?** *Following Bombardier's service center expansion initiative, and to handle a growing aftermarket demand for business jet operators, FCC Singapore is also expanding. An enlarged workshop, additional cabinet finishing and sanding booths, and a reconfigured upholstery department, with additional workspace and tooling are all planned. We are thankful for senior management's vote of confidence, and the support/hard work from our Singapore team members.*

# Horizons

The pandemic has continued to present us with unprecedented challenges but as the vaccination programme rolls out internationally, we can see light at the end of the restrictions tunnel. The UK has done a great job in vaccinating its population and as a result our European Sales Manager Andy Pearce will be attending one of Europe's first in person events since the start of the pandemic. Held at Biggin Hill Airport it attracts operators, OEMs and the air charter community in a one-day static and exhibition with

valuable conference sessions about the industry. We look forward to hearing from Andy how the event unfolds.

Andy has also been supporting media activity in the UK participating in the EVA magazine Podcast series. [Listen in here](#)

And Kevin Kliethermes our Director of Sales has been promoting our Pro-Line fusion capabilities on leading industry newsletter [Bluesky News](#).

The vaccine roll-out is at the forefront of news, and we respectfully remind you to book your vaccine now if you haven't. Please continue to follow your facility, regional and national safety guidelines. The situation is changing around the world, and we ask you to wear your masks where required, keep your distance, wash your hands, and stay safe for your wellbeing and those around you. Should you feel unwell please stay home and notify the public health services.

## Final Word

Achieving continuous improvement is one of our company goals and the following quote from aviation pioneer Orville Wright confirms that challenging the accepted way of doing things underpins progression.

*"If we worked on the assumption that what is accepted as true really is true, then there would be little hope of advance."*

*– Orville Wright*

The FCC newsletter is available online via the company intranet. Take five to read up on what's happening around our international business.

*Flying Colours Corp.*<sup>®</sup>