



# Media Pack

November 2018

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# A Brief History of Flybe

1979 - Jersey European Airways was formed and began operating regional services from Jersey

1983 - The company was taken over by the Walkersteel group

1985 - Exeter became the airline's headquarters and base for Technical Services

1991 - Jersey European Airways gained its first London route from Guernsey to London Gatwick and shortly afterwards the route from Jersey to London Gatwick began operation

2000 - The airline announced a new brand name; British European. The rebrand reflected the true size and scope of what was now the UK's third-largest scheduled airline.

2002 – British European underwent dramatic changes to its brand, commercial, fleet and operational policies that transformed the airline; Flybe was born

2006 - Flybe agreed to acquire BA Connect in a deal that would see Flybe become Europe's largest regional airline

2008- Flybe announces charity tie up with Cancer Research UK

2010 - Flybe successfully floats on the London Stock Exchange

2011 - £13 million Training Academy officially opened by Rt Hon George Osborne MP

2012 - Flybe announces improved point to point connections through Manchester airport, becoming the first ever independent carrier in the UK to create a regional network hub.

2013 - Saad Hammad appointed Chief Executive Officer

2014 - Initiates 'Purple' brand refresh including the debut of new Purple aircraft livery

2017 – Christine Ourmières-Widener joins as Chief Executive Officer

# Chief Executive Officer Christine Ourmières-Widener



- Christine joined Flybe as Chief Executive Officer on 16th January 2017.
- With extensive international experience across the aviation and travel sectors, immediately prior to joining the airline, she was Chief Global Sales Officer for American Express Global Business Travel, responsible for developing the company's strategy and driving business growth in major markets across North America, Europe and Asia with a strong focus on improving the customer experience.
- Between 2010 and 2015, Christine was CEO and Accountable Manager with CityJet – becoming the first female CEO of an Irish-licensed airline and one of only 15 across all commercial airlines. She had overall responsibility for all operations including network, distribution, finance, marketing, communications, quality assurance and airport operations; and she played an integral role in securing investors during the sale of the company to AF/KLM, latterly leading projects for the newly independent airline including its rebranding, re-fleetings and deep restructuring.
- She had previously worked her way up through the ranks of Air France to become the airline's first-ever Vice President/General Manager of Air France-KLM, USA in New York, having held a number of increasingly senior roles including General Manager (UK and Ireland), Vice President of Air France Global Sales and Vice President of International Sales and, during her tenure as Commercial Director, was instrumental in the launch of Amadeus in France.
- Christine holds a Masters degree in Aeronautics from the Ecole Nationale Supérieure of ENSMA and an MBA from Essec Business School.
- In June 2018 Christine was voted onto the IATA Board of Governors.

# Leadership Team

## Chief Financial Officer Ian Milne

Prior to joining Flybe in August 2017, Ian had a 20 year career at British Airways/International Airlines Group, culminating in serving as IAG's Group Financial Controller and BA's Director of Integration. Earlier in his career, Ian worked in the London office of Ernst & Young and later wrote a book on international airline accounting, 'Bridging the GAAP'. He left IAG in 2016 to set up his own consulting business.



## Chief Commercial Officer Roy Kinnear

Roy has overall responsibility for heading up the airline's commercial activities with its Revenue Management, Network, Scheduling, Ancillary, Sales, Marketing, e-commerce, Customer Care and Loyalty teams all reporting to him. Roy possesses a wealth of commercial airline experience gained from over 30 years in the industry having previously held various senior management roles with carriers that have included bmi, Gulf Air and Etihad. He joined Flybe in January 2018 from Air Seychelles where he was Chief Executive Officer.



# Leadership Team



Chief Operating Officer  
Timo Anderson

Timo is responsible for Flybe's key operations functions such as flight operations, crew planning, operational control centre and ground operations. He established the UK Military Aviation Authority (the body responsible for military aviation regulation and safety), becoming its first Director General from 2010 to 2013. Prior to that Timo was Assistant Chief of Air Staff, Royal Air Force. He served in the Royal Air Force from 1979, going on to hold senior command appointments. Previously at Flybe Timo was an Independent Non-Executive Director and chaired the Safety and Security Committee, he also sat on the Nomination, Remuneration and Audit Committees.



Chief Technical Officer  
Rob Pendle

Rob is responsible for overseeing the performance of our Maintenance & Engineering Department and our MRO activities. He joined Flybe from the Bristow Group where he was Director, Global Maintenance & Chief Technical Officer. Whilst there, Rob was responsible for leading and co-ordinating the worldwide maintenance teams within Bristow Helicopters. Rob has a wealth of experience in aviation, having worked his way up through the British Airways ranks over a 30-year period, starting as an avionics apprentice and eventually becoming Director and GM at BA Avionics Engineering in South Wales.



General Counsel and Company Secretary  
Catherine Ledger

Kate Ledger joined Flybe in January 2016 from London Heathrow Airport Holdings, formerly known as BAA, where she was Head of Legal for Operations, Corporate and Litigation. Kate trained in the City with Linklaters, qualifying into the firm's Commercial Litigation Department and worked for two further London firms before moving in-house. She has a wealth of legal experience which includes corporate governance, regulatory and competition law (including health, safety and the environment), commercial dispute resolution, procurement and contracts, employment law and airport security. Kate has a BA (Hons) in Law from Durham University.

# Our Fleet

## Bombardier Q400

Number in fleet- 54  
Max passenger capacity- 78  
Seat configuration- 2x2  
No of rows- 21  
Seat width- 18 in  
Length- 107 ft. 9 in. / 32.8 m  
Width- 93 ft. 3 in. / 28.4 m  
Speed- 414mph



## Embraer 195

Number in fleet- 6  
Max passenger capacity- 118  
Seat configuration- 2x2  
Number of rows- 31 (no row 13)  
Seat width-18.25in  
Length - 126 ft 10 in / 38.67 m  
Width- 94 ft 3 in / 28.72 m  
Speed- 541mph



## Embraer 175

Number in fleet- 11  
Max passenger capacity- 88  
Seat configuration- 2x2  
Number of rows- 23 (no row 13)  
Seat width-18.25in  
Length- 103 ft 11 in. / 31.68 m  
Speed- 541 mph



# Our Network

- Flybe has crew bases in Aberdeen, Belfast, Birmingham, Cardiff, Doncaster Sheffield, Exeter, Isle of Man, Jersey, Manchester, Newquay and Southampton.
- Flybe is Europe's largest regional airline with 190 routes serving 15 countries
- Operating from a total of 76 departure points, 30 UK and 46 European airports flown under the Flybe brand (all routes on sale Oct'18 – Jun'19)
- In the financial year 2017-18 Flybe transported 9.5m passengers



Flybe operates more UK domestic flights than any other airline (OAG 2018)



# Franchise Partnerships

Flybe works with a number of franchisees by making their flights available to purchase on our sales and reservations systems including flybe.com. The franchisees fly under their own air operator licence and maintain their operational independence. They also work within certain recommended policies over the use of our brand and customer service to ensure the best product is delivered to our customers.



Established in 2006, Blue Islands is a Channel Islands-based regional airline which in June 2016 signed a 10 year agreement to become a Flybe franchise partner, and operates flights in Flybe branded aircraft between the Channel Islands and to the UK.



Stobart Air operates up to 880 flights weekly across 43 routes throughout 11 European countries from bases in the UK & Ireland. Stobart Air operates Flybe branded aircraft on 15 routes from London Southend Airport including flights to Dublin, Manchester, Glasgow International, Groningen and Antwerp



Eastern Airways has been operating flights for 20 years with the Humberside Airport-based carrier's largest hub in Aberdeen offering a comprehensive network of services linking the length and breadth of the UK.

As part of a franchise agreement, Eastern Airways operates services departing from Aberdeen, Wick John O'Groats, Stornoway, Glasgow, Newcastle, Durham Tees Valley, Leeds Bradford, Humberside, Belfast City, Isle of Man, Anglesey, Cardiff, Norwich, Southampton, Paris Orly and Rodez.



# Codeshares

A codeshare agreement is an aviation business arrangement where two or more airlines share the same flight. Sharing, in this sense, means that each airline publishes and markets a flight under its own airline designator and flight number as part of its published timetable or schedule.

Flybe has codeshare agreements with-

- British Airways (since March 2007)
- Air France (October 2010)
- Etihad (October 2009)
- Finnair (Sep 2014)
- Aer Lingus (Nov 2014)
- Cathay Pacific (Dec 2014)
- Emirates (June 2015)
- Virgin Atlantic (April 2016)
- Air India (May 2016)
- Singapore Airlines (November 2016)
- Alitalia (September 2017)



# Flybe Training Academy

The Flybe Training Academy offers a wide variety of training programmes for aviation and non-aviation customers. It caters for meetings and events and has a large conference suite and meeting rooms available for hire. Conveniently located at Exeter International Airport and just a short distance from Exeter City Centre and the M5.



- Opened in 2011 at a cost of £13 million
- Simulator facilities for pilot and cabin crew training
- Engineering apprentice workshop with EASA Part 147 Approval
- Nearly 200 students have completed the four-year Flybe Diploma in Engineering since 2008
- 26 classrooms and a 150-seat conference facility



Flybe's MRO division is dedicated solely to regional aircraft and are totally focused on providing the full range of support services to regional aircraft operators. It is an Embraer Authorised Service Centre, Bombardier Approved Aircraft Service Centre, an Approved Maintenance Facility for ATR and a Recognised Finishing Centre for BAe. MAOS Part 145 Approval also enables us to provide base maintenance for the Airbus A400M at our military aircraft facility at RAF Brize Norton.

### MAINTENANCE

- LINE
- BASE
- HEAVY
- AOG AND FIELD SUPPORT

### TECHNICAL SERVICES

- FLEET ENGINEERING
- TECHNICAL RECORDS
- PLANNING SERVICES
- AIRWORTHINESS
- DESIGN AND THIRD PARTY
- CAMO SUPPORT SERVICES

### TECHNICAL TRAINING

- EASA PART 147 TYPE TRAINING
- CATEGORY C FAMILIARISATION COURSES
- PRACTICAL TYPE TRAINING COURSES
- OTHER SPECIALISED/BESPOKE COURSES
  - SRM Training (structural repair)
  - Permaswage Training
  - SFAR
  - Continuation Training
  - Aircraft Type Refresher Training
  - Aircraft Type Extended Familiarisation Training
  - Aircraft Taxi Training
- PART 66 B1.1 SELF STUDY PROGRAMME
  - Module notes and Exams
- ENGINEERING DIPLOMA PROGRAMME

Authorised Service Centre



Recognised service Facility

**BOMBARDIER**

Recognised Finishing Centre



Recognised Maintenance Facility



Approved Base Maintenance Facility (Brize Norton)



### ADDITIONAL SUPPORT SERVICES

#### PARTS TRADING

- Over 20,000 line items to support regional aircraft types
- Over 1 million parts in stock

#### TOOL AND EQUIPMENT LOANS

#### SPECIALIST WORKSHOP CAPABILITY

- Extensive component repair and overhaul capability
- Approved internal assessment process to support capability additions
- Composite structures, interior trim, sheet metal and safety equipment

#### SPECIALISED SERVICES

- NDT and borescope

### REGULATORY APPROVALS & CERTIFICATIONS

- ISO 9001:2008 Quality Management System
- Part 145 Approved Maintenance Organisation
- Part 147 Approved Maintenance Training Facility
- Part 21 Section A, Sub Part G Manufacturing Approval
- Kingdom of Bahrain CAA Approved Maintenance Organisation
- Kingdom of Bahrain CAA Continued Airworthiness Management Organisation
- Part 21 Section A, Sub Part J Design Approval
- MAOS Part 145 (Base Maintenance Facility - Brize Norton)

# Charity Partner



## CANCER RESEARCH UK

Flybe is proud to support Cancer Research UK, the world's leading charity dedicated to saving lives through research.

### ABOUT THE PARTNERSHIP

Flybe has supported Cancer Research UK as its chosen charity partner since 2008.

Flybe holds dedicated collections on-board and all money raised goes towards the charity's life-saving work.

Since 2008, Flybe staff and customers have generously donated more than £800,000 to the charity to help in the fight to beat cancer sooner.

### WHERE DOES YOUR DONATION GO?

Every penny raised onboard goes towards research into cures and kinder treatments for children and young adults with cancer. £45,000 covers the cost of a neuroblastoma clinical trial for a year, which looks to find better treatment for children with high-risk neuroblastoma and give more families more tomorrows, together.

### ABOUT CANCER RESEARCH UK

Through its pioneering work into the prevention, diagnosis and treatment of cancer, Cancer Research UK has helped save millions of lives. The charity has been at the heart of the progress that has already seen survival rates in the UK double in the last forty years. Together with its partners and supporters, Cancer Research UK's vision is to bring forward the day when all cancers are cured.

For further information about Cancer Research UK's work or to find out how to support the charity, please call 0300 123 1861 or visit [www.cancerresearchuk.org](http://www.cancerresearchuk.org).

