



在北京Jetex支持人员提供援助，中国商用飞机运营商的日益增多和来访的外国飞机。

Jetex Support staff in Beijing provide assistance to the growing numbers of Chinese business aircraft operators and to visiting foreign aircraft.

Jetex为中国航空营运商铺平了道路

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自两年前起，Jetex Flight Support就在中国成立新的办事处，为国内日渐增长的商用飞机营运商服务并协助客户购买国外飞机。北京的10-超级团队成员大都是中国人，但其中也有来自Jetex迪拜总部的同事。除了汉语普通话和英语外，Jetex的员工还能够用阿拉伯语、法语、以及俄语为客户服务。

Jetex东亚及大中华区经理李开明说道：“我们一直致力于在华业务（商用航空）的扩大，为中国越来越多的全球范围航空营运商服务，同时协助客户购买国外飞机。” Jetex内来自中国的员工大都毕业于各大航空院校或拥有业内的从业经验。

李开明还提到，服务于中国的Jetex员工的职责之一就是在短时间内协调必要的飞越及降落许可，现在他们已经已能在两天内做到这一点，基本达到了目标。其他的关键性任务包括对飞行通报客户的更新以及订票限制，同时监督在华机场的服务。

如今，客流量也许是在中国营运商遇到的最大挑战。“目前，北京仅有一座国际机场，无法满足客流量需求，每天允许的私人飞机客流只有30人/次”，李开明如是说。

这的确是一个问题，因为如此多的商用飞机都以北京为飞行目的地，而北京本地的航班根本无法满足这一需求。上海的情况似乎要好一些，毕竟上海拥有两座国际机场。

在中国，营运商是可以使用军民两用机场的，但这需要相当的业内经验，因为这些航线并不对国际开放。而通过对信息的准确把握、安排恰当的领航员、以及针对特定飞行计划的手续安排，Jetex能够解决这一问题。一般来说，中国民航局要求营运商提前两个星期通知相关机场，但Jetex只需要提前一个星期。领航员必须在指定机场登机，其费用按天计算，这其中包括航班定位的时间。

在除北京和上海以外的地区，地勤服务的状况仍然不容乐观。作为协调服务的负责方，Jetex对地勤服务的要求是极其严格的，其必须做好相关工作，包括燃料、用水、清洁、以及给养等。Jetex有充分的监督能力，每个月能为在中国的50多个航班提供服务。除了北京和上海外，广州、深圳、以及三亚这类市场的需求也极具潜力。

李开明解释说：“翻译是必须的，但你也必须懂得中国机场的工作流程，以便使整个程序效率更高。”对大多数不具备FBO的机场来说，乘客和机组人员必须例行通关手续，而在缺少专业人员的情况下这会导致效率低下。

另外一个潜在的问题是，如果乘客迟到以至于损失此飞行名额，这种情况应该如何处理。这意味着此飞行名额须被重新开放，但机组人员也不能因此而加班。“在这种情况下，一对一的监督是异常必要的”，李开明如此说道。

如今，Jetex正试图加大在中国包机航班的服务量。公司已与数个中国领先的营运商签订了协议，使得Jetex的航班具备更高的服务效率及更具竞争力的价格。Jetex还能够提供成套服务，诸如酒店及用车预定等。

据李开明透露，中国民航局已经有意修改相关规定，以适应商用航空的发展。李最后总结说：“在三年左右应该会有显著的突破，正如以前需要7天才能得到降落许可，如今只需要3天甚至更少。”

Jetex smooths the path for operators in China

by Charles Alcock

It's been two years since **Jetex Flight Support** opened its new office in China to provide assistance both to the growing numbers of Chinese business aircraft operators and to visiting foreign aircraft. Most of the 10-strong team in Beijing are Chinese, but with some colleagues from Jetex headquarters in Dubai. In addition to being comfortable in Mandarin and English, the Jetex staff can help customers in Arabic, French and Russian.

“We have been aiming to provide support for a more stable expansion [of business aviation] in China, with more Chinese operators now flying worldwide and more foreign-registered aircraft operating into China and East Asia,” said Kaimin Li, Jetex regional manager for Greater China and East Asia. Most of Jetex's Chinese staff are graduates of an aviation college and/or have experience in service businesses.

One of the main tasks for the Jetex staff in China is to arrange the required overflight and landing permits at short notice and they are now achieving this in as little as two working days or less, according to Li. Other key tasks include updating clients on Chinese Notams and slot restrictions, while also providing supervision of handling services offered at airports around China.

Slots are probably the main challenge for operators in China these days. “Until now in Beijing there has been only one international airport and it is over capacity and is currently allowing only about 30 slots for private jets each day,” Li told **AIN**.

Beijing is an especially severe problem because so many business aircraft want to go there and the growing locally based fleet can barely find enough capacity for its own purposes. The situation in Shanghai is somewhat better because there are at least two international airports serving the city.

Around the vast country, operators also can use the joint civil/military airports but this takes expertise and access to a local navigator because the routes for these locations are not generally published internationally. This is another set of challenges that Jetex can resolve, by getting clear information on routing, arranging a navigator and filing all the paperwork needed for a specific flight plan. Officially, the Civil

Aviation Administration of China (CAAC) requires two weeks' notice to access these airports, but Jetex has been able to halve this time with the right preparation. The navigator has to join the aircraft at a designated international airport and is paid on a day rate, which could include time needed to position for the flight.

Beyond Beijing and Shanghai, ground-handling facilities for business aircraft are still very limited. Jetex's role as a service coordinator is particularly critical in this respect with the company needing to pay close attention to local arrangements for needs such as fuel, water, cleaning and catering. The company has capacity to provide this level of supervision for more than 50 flights per month in China and, in addition to the main two cities, it is now seeing strong demand for flights to Guangzhou, Shenzhen and Sanya.

“Translation is certainly needed but you also need to understand how the workflow is at Chinese airports to make the whole process more efficient,” explained Li.

At the majority of airports where there is no FBO, passengers and crew need to go through standard airline channels for customs and immigration, which, without expert help, can result in complications.

Another potential headache for operators is what to do if passengers are late for a departing flight to the extent that a slot is missed. This means that the slot has to be revalidated and it will also need to be established that the flight crew will not exceed their permitted duty hours. “This is where one-to-one supervision is really necessary,” said Li.

Jetex is now looking to extend its role in arranging charter flights in China. The company has agreements in place with several leading Chinese operators, which, it says, allow it to offer competitive rates and to arrange flights at short notice. It can also provide concierge support for services such as booking hotels and limousines.

According to Li, CAAC is now showing a willingness to revise its rules to more readily accommodate business aviation growth. “We can expect a major breakthrough within three years or so, as we have already witnessed in the past how the delay of obtaining landing permits was reduced from seven working days to three or less,” she concluded. □

ROYAL JET DELIVERS ON ITS MOST CHALLENGING MEDEVAC MISSION

The medevac unit of Abu Dhabi's **Royal Jet** evacuated 31 Chinese workers injured in explosions in the Republic of Congo on March 10, transporting them on a Boeing Business Jet from Maya Maya Airport in Brazzaville, Congo's capital, to Beijing, China in 16 hours following a brief stop in Abu Dhabi for fuel and crew change. The blasts, which government officials attributed to an electrical short circuit in an arms depot in Brazzaville, claimed more than 200 lives and injured over 1,500. Six Chinese workers out of about 140 working at a nearby construction site died in the explosions.

Apart from the medevac team, led by Royal Jet medevac medical director Dr. Ibrahim Soto, five Chinese medical experts dispatched to Brazzaville by the Beijing government tended to the wounded aboard the BBJ. Vice Foreign Minister Xie Hangsheng and other senior Beijing municipal officials welcomed the airplane as it arrived at Beijing airport.

“This is a record achievement for Royal Jet under extremely difficult circumstances,” said Royal Jet president and CEO Shane O'Hare. “This is the first time we've evacuated 31 patients on one aircraft. All the injured were medically assessed to ensure that they could undergo the long-distance flight. They are now receiving medical treatment in hospitals in Beijing.” —G.P.

