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### From The GM



Dear Stakeholders, Customers, Management & Staff,

On the occasion of the New Year 2018, I would like to convey our appreciation for the close cooperation with the company's management and staff, also wish you

and your families happiness, health & success.

During 2017 a number of agreements and vital projects have been implemented based on the company's strategic plan, which aims to develop, update and maintain the facilities at Amman Civil Airport and follow up the requirements of certifying the airport, raise the level of service provided to passengers and meet the requirements of security and safety.

Some of these projects include but are not limited to building a concrete wall around the airport with security cameras installation.

In 2018 the company is working on implementing the projects mentioned in the strategic plan. The most important of which is compliance with the requirements of Amman Civil Airport certification, development and maintenance of the airfield, the ditch project and the solar system project.

We wish you a prosperous & successful new 2018.

Thank you

Mohammad Hashem Murtada

General Manager

### Red Arrows in Jordan



The Red Arrows air display team from the United Kingdom came to Jordan on the 23rd of September 2017. They flew from Amman Civil Airport over all of Jordan's major landmarks in a celebration of the beauty of the Hashemite Kingdom of Jordan.

### Conference Participation



Jordan Airports Company participated in the Third National Conference for Transport which was organized in cooperation with the Ministry of Transport and under the patronage of the Minister of Transport Mr. Jamil Ali Mujahid on Saturday the 18th of November 2017. The conference focused on the

"Challenges of the reality of transport and future aspirations" and was attended by many private and government entities.

### New Business Partners



Jordan Airports Company would like to welcome the "Arab Bank" as its newest partner. Arab Bank ATM machine service is now available at the arrivals terminal at Amman Civil Airport for the passenger's convenience.



## Training Courses

### Security Awareness

Mr. Wadah Allouzi - Head of Airport Security Division at Jordan Airports Company has conducted several "Security Awareness" Training courses for the newly appointed employees at Jordan Airports Company and its partners as well as for those employees who required refreshment in the previously obtained courses. These training courses are part of the requirements for obtaining security passes and come from the need for everyone to be alert in regards to any potential threat.



### Best Practices while using a Walky-Talky



The Safety section which is part of the Amman Civil Airport Department conducted a 2 day internal awareness and training program for the staff of the Jordan Airports Company on the mechanism and technology of the use of Walky-Talky on an air-field. The program highlighted

the best practices in accordance with the relevant local and international air regulations.

### Safety Management System Training



Jordan Airports Company held a Safety Management System course which was conducted by Engineer Mounir Asaad from Civil Aviation Regulatory Commission. The training course was held at Amman Civil Airport for 5 days. The objective of the training course was to spread the culture of safety among all employees.

### Driving Safely on the airfield

As part of the requirements of the Civil Aviation Regulatory Authority, the Department of Amman Civil Airport, represented by the Safety Department, has held a training awareness program (Safety of driving in the airfields) for security personnel to spread safety culture and safe driving when using the vehicles and driving them in the airfields.



## Airports Council International (ACI) Membership



For the seventh consecutive year, Jordan Airports Company has maintained its membership in the Airports Council International (ACI), which is an important step for the company as one of the objectives of the International Airports Council is to promote airports and enhance professional excellence in airport management and operation.

This achievement of maintaining the continuous membership, is evidence of the high efficiency and capability of the Jordan Airports Company in operating and managing Amman Civil Airport and other investments related to the airport services and facilities with the highest standards of excellence and success, in addition to the fact that the company strives to implement the international security regulations related to security Safety and operational services at airports based on the employment of professional staff who contributed directly to this success.



One of the most important features of being members in the Airports Council International is the direct communication. Latest updates related to the industry

and the operation of airports around the world is always available to all members. In addition to being in constant communication with the operation centers of the airports which enables members to adopt new ideas and try to apply them and get access to lessons learned from real experiences and events at airports and exchange Information and topics and training plans, which

## Blood Bank Donation



The Health Center at Amman Civil Airport-Marka organized a blood donation campaign on Monday the 18th of December 2017. Jordan Airports Company's staff participated in the campaign along with a good number of employees working in the vicinity of the airport.

## Partner Spotlight

Jordanian Private Jets establishment started in 2001 with appreciation for quality of services and customer satisfaction which lead to it's position as one of the aviation leaders in the region. The operations team started with a small hardworking team, and through their journey of success and

growth, the team expanded to a larger number in addition to an expansion of business to cover the Middle East and Europe. We have met with the General Manager of the company; **Mr. Karam Eliwa** and asked him a few questions to give us more insight about the work and success.

**Q1. Tell us about the beginning of your company and some of the challenges you were faced with?**

Some of the challenges we faced was creating awareness of handling supervision in Jordan & Middle East especially within the aviation industry in Jordan as it was still a new industry.

Another challenge was being the first private company to work in such a field taking into consideration there was only the national carrier who provides handling services, while supervising / handling process through national carrier wasn't a familiar thing and could have led to conflict of interests. It actually took everybody a bit of extra time having the understanding of handling supervision to highlight the handling companies' performance through handling supervision companies.

Eventually all parties including airlines were looking to assign handling supervision companies to deal with all their needs in parallel with handling companies.

**Q2. How do you think has your company contributed to the development of the private aviation in Jordan?**

JPJets aimed since its establishment to promote Jordanian market / Airports by recommending all executive aircrafts to use Jordanian territories as their first choice for technical stop flights especially in Marka Airport while concentrating on promoting Aqaba Airport and our piece of art terminal for VIP flights . On the other hand since 2001 JPJets was among a few companies

who were representing / promoting Jordanian aviation companies in all aviation related exhibitions Worldwide such as EBACE Exhibition in Geneva & Dubai Airshow in UAE.



**Q3. What are some of your future plans or projects?**

Having our totally owned private jets terminal in Aqaba gave us the chance to operate and manage Marka VIP lounge , and by having the know how to manage such two nice terminals we have started providing our handling supervision services at Al Bateen Airport in UAE .

We believe that the sky is not the limit, therefore there will be more branding for JPJets name and it will be very soon recognized Worldwide by having FBOs in Jordan & MENA region.

**Q4. Can you share with us an interesting anecdote that you were faced with?**

JPJets core business & soul was adopted by the founder Mr. Nader Manna and the most important element in it was that we will always meet our client's needs , for example there was once an incident that one of the most demanding VIP flight attendant during their visit to Marka Airport has requested a seasonal fruit while we were in Winter , and it was very hard to find , however JPJets team has managed to meet her request and get her the fruit on time for the flight , which made her very happy and satisfied .