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 compared to the same three months in 2015. In September the market was strong in the region too, so we are hoping that the trend will continue. The relaunch and update of our website has seen instant rewards and almost certainly contributed to the figures, with a noticeable rise in online enquiries since we made the changes."



*Azat Mulgimov sees signs of recovery in the Russian market*

Mulgimov continues: "It has been a tough few years for the Russian market and our offices here have not been performing as well as our other global operations. We are by no means up to the levels of charter from three years ago, but we are optimistic that fortunes might finally be turning for the region."

**ACS climbs The Sunday Times Top Track 250**

ACS has been placed 45th in The Sunday Times Grant Thornton Top Track 250 list, with sales growing by 10 per cent to \$405.4 million. The list ranks Britain's top 250 mid-market private companies by their turnover over the previous year, from published accounts. Together the 250 companies named have a total revenue of \$74.6 billion, representing over three per cent of the UK's GDP.

Bowman comments: "Last year we were delighted to be ranked 85th, but to move up so many places this year is recognition of our hard work and continued growth."

**Prizewinning trip**

ACS recently chartered a Challenger 850 from Farnborough airport to take London-based Uber/Absolut competition winners to Ibiza for the day. Director Andy Christie says: "It was billed as an all-expenses paid holiday and the ultimate night out. We were happy to have contributed towards this once in a lifetime trip."

**Victor achieves ARGUS broker certification**

UK-headquartered online marketplace Victor has become one of just eight brokers worldwide to earn ARGUS broker certification.

"The Victor team couldn't be any happier about gaining this important industry accolade," says Mike Ryan, co-founder and head of supply. "Our marketplace continues to grow quickly but we are committed to ensuring that rapid growth doesn't compromise our processes or quality of service. Customer and operator experience is every bit as important to us as financial performance. It is a fantastic feeling and achievement to have satisfied the exacting requirements of ARGUS' in-depth audit and to be confirmed within a crowded sector as just one of eight providers internationally delivering world class access to private jet charter. ARGUS' certification reaffirms the values upon which Victor was built: transparency, trust and continual quality of service."

**Children's charity welcomes certification**

One company that relies on the proven professionalism of brokers to fulfill its commitment to safety is North Carolina, USA-based charity Children's Flight of Hope (CFoH), which provides free air transportation to and from medical facilities for seriously ill and injured children in the United States. Where medical conditions preclude the use of commercial airlines, the charity arranges private charter for these families. CFoH is a nonprofit organisation that raises funds



*Haley Terry explains why broker certification is important to the charter market*

throughout the year in order to purchase flights for children in need, and does not rely on flight donations from pilots or aircraft owners.

CFoH doesn't have a scheduler or dispatcher on staff so relies on certification standards. Vice president Haley Transou Terry says: "Children's Flight of Hope is committed to providing safe and efficient air transportation solutions for children to access specialised medical care. The decision to use only ARGUS certified charter brokers and operators has become our most important risk mitigation asset.

"Business aviation is vital to the success of CFoH as not every child is able to fly commercially, nor do they

need the resources of an air ambulance. They fall somewhere in between, where insurance won't pay for transportation and families cannot afford the cost of private aviation. These children have had bone marrow transplants, specialised chemotherapies; they live with compromised immune systems, severe epilepsy and many other rare conditions. Without CFoH and the charter broker and operators with whom we work, they would have no other way to access the specialised care they need and would be forced to postpone or cancel treatment. It is our goal to alleviate this burden by providing safe and efficient air transportation."

**ACC expands into the Middle East**

Reigate, UK-based aviation company ACC has opened a Middle East regional office in Dubai. Director of group development Filipe Mendonça says: "Further increasing our regional and local presence in the global aviation market is a key part of our strategic growth plans, and Dubai represents an important step on that journey.

"Additionally, it will allow ACC to increase its presence and support client acquisition and



*Roula Rabbat heads up ACC's new Middle Eastern operation*

service delivery to new and existing customers in the Middle East and north Africa regions."

The office is headed up by newly appointed country manager Roula Rabbat, who has extensive experience of the industry and of the MENA region. Rabbat says: "I am very happy to be a joining ACC at this exciting time. Aviation has been a part of my life for 20 years and I'm looking forward to contributing to the growth of the company as it moves forward."