



COVID19 IMPACT ON BUSINESS AVIATION INDUSTRY - INSIDE FROM MILANO PRIME

News / Business aviation



Italy is still one of the most souffred of covid19 countries, we had to give you some inside feedback from our friends from Milano Prime, how and hathappened in this dramatic perion, how they reacted and what they feel changing in industry. Milano Prime's CEO Chiara Dorigotti answered some of our questions:



Q.What was your first reaction and to do list when you found out about extreme unusual conditions you will have to work in?

A. The COVID-19 situation has been rapidly evolving over the past weeks since the beginning of March, with resulting air travel restrictions imposed not only at Italian but at European and global level. The main challenge has been to respond quickly and to adapt constantly to this evolution.

As SEA Prime, we have focused in fully supporting operators both at Milano Linate Prime and Milano Malpensa Prime in providing essential services, like health and medical flights as well as passengers' flights (including rescue flights for repatriation of Italian residents) and maintenance capabilities to keep the airworthiness of the fleets.

Q.What was the most difficult condition to manage? Can you tell us about your team, how operation changed, how the everyday teamwork changed?

A. One key challenge has been to provide health and safe operations to highest and - to a certain extent- unprecedented standards, which we have implemented promptly by providing staff with anti-contagion protection devices and with the introduction of protocols for deep cleaning and sanitizing of spaces and surfaces, including the installation of sanitizing gel dispensers in our Terminals.

We have streamlined shifts while maintaining full operating hours to allow maximum flexibility -

Malpensa Prime (LIMC) is open to passengers traffic 24/7 and Linate Prime (LIML) is open for sanitary, state and maintenance flights. Communication between team has been enhanced to be able to respond quickly to any needs and regulatory requirements.

Q.How the situation changed the industry, your personal opinion?

A. The whole business aviation industry has been impacted by the pandemic outburst, but has also proven its resilience and importance in providing essential services. I believe the “new normal” will involve the stabilization of measures like social distancing and focus on health and safe conditions of travel to reinstate the passengers’ confidence. Business aviation, for its very nature, is definitely well positioned to offer such services and standards.

Q. What is your outlook for Milano Prime for the rest of 2020?

A. I believe some recovery will happen in 2020, possibly starting by the Italian domestic market with a gradual lift of restrictions to and from European destinations.

SEA Prime, company of the SEA Group, is the manager of Business & General Aviation infrastructure at the Linate and Malpensa airports with the brand Milano Prime. Linate Prime is the leading Business & General Aviation airport in Italy and, together with Malpensa Prime, fifth in Europe. Milano Prime recorded over 24,500 aircraft movements in 2019.

The infrastructure under management includes 2 terminals and dedicated aprons, 11 hangars, 9 lounges, 7 meeting rooms and 2 VIP car parks. Milano Prime, directly and through its partners, offers a complete range of services dedicated to aircraft, passengers and crews. These include concierge services, hangaring, maintenance, dedicated security checkpoints, catering, refuelling, limousines and tax refunds.



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