



**G-OPS**  
**GLOBAL FLIGHT SUPPORT**

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**We deliver  
a unique solution  
to meet the  
highest-level  
of aviation  
requirements  
in the most  
efficient way.**

G-OPS is the single point of contact to manage your entire operation and the one-of-the-kind solution to respond to all your operational needs.

## OUR COMPANY

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# Where expectation and experience converge

Founded in 2004, G-OPS is a leading  
global flight support provider.

An exceptional customer service  
achieved by trouble-free build-up and  
coordination of trip services to support  
your entire flight operations.



## Our international presence with a worldwide coverage

Headquartered in Paris, G-OPS ensures an international presence.

**900**  
customers

—  
more than  
**30 000**  
flights handled

—  
**250**  
airports operated



**As a reliable and flexible partner, G-OPS excels in supervision and operational trip support services:**



Flight  
Planning



Fuel  
supply



## Our wide range of expertise and solutions for all types of operations :

- Business Aviation
- Heads of State, Diplomatic & military flights
- Cargo flights
- Medevac
- Commercial airlines



Ground handling support



White gloves services



Parking & airport slot coordination



On-site supervision



Overflight and landing permits



Civil aviation taxes declaration

# At your service since 2004

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G-OPS has built a tailor-made range of services designed to answer all aviation needs 24/7.

Driven by a deep passion for air transport and an inherent sense of service, Karim Berrandou develops an unparalleled vision. His absolute willingness and sense of entrepreneurship led to the creation of G-OPS in **2004**.

The company then develops a strong concept which consists in offering a single focal point to meet and manage all the needs expressed by operators and airlines throughout their network.

Its success will never be denied, as illustrated by its sustained growth for nearly 20 years.





In 2021, G-OPS offer the full spectrum of flight planning services and becomes **Global Flight Support**.

Through the excellence of the service and the flawless quality of the solutions provided, the experience always meets the promise :

## *Where expectation and experience converge*

*Operational excellence as a philosophy, and unique customized solution for any aviation need*

It is this value proposition that has enabled G-OPS to build a relationship of trust with its partners. G-OPS is always striving for consistency and acting to continuously improve the customer experience.







Flexibility



Availability



Reliability



Efficiency

## Our values

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We guarantee the highest quality standards at every step of your operation.

Our private, charter, diplomatic, cargo, commercial and military operations specialists are available 24/7 to secure the trouble-free execution of your project. Our experience leads to a trustworthy partnership.

**Your safety  
is our utmost  
priority.**

## OUR SERVICES

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# **G-OPS** **global flight** **support**

From A to Z, we provide  
a wide range of ground support  
and flight planning services  
to streamline your entire operation.



## Flight planning

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Acting as an extension of your operations, we offer a complete range of flight planning services.

24/7, our operation control center delivers full support to pilots and operational teams by providing the full spectrum of flight dispatch services.

G-OPS provides maximum efficiency and cost-cut by designing the optimal flight routing.

Our accurate flight packages include Crew briefing, route building & analysis, computerized Flight plan, ATC filing, full weather report, NOTAMs and much more.



## Ground handling support

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Available 24/7, our OCC and on-site supervisor proceed accurately with any handling demand worldwide.

We set-up ground handling in collaboration with audited providers and FBOs. We coordinate proactively all services on the ground. We supervise the whole process to guarantee flexibility and reliability. In a way, we provide a unique ability to fulfil your objectives.

Our professional and highly experienced team carefully examines your handling demand. Our team has a clear understanding of your needs to apply the highest service standards suited to your request.

Partnership with trusted and audited vendors allows us to provide competitive rates and satisfy your demand.



## On-site supervision

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Dedicated G-OPS supervisors act as your field representatives to oversee and monitor all your operations in real time, to keep you informed of every step of the handling process. Our team brings attentiveness to detail, aiming to reach a high level of customer satisfaction by delivering on the requirements of missions efficiently and discreetly.

At any time, our team can be reached to ensure the best operational results, thanks to bilateral and permanent communication flow.

Our professional, local on-ground team supervises your operation from touchdown to take-off and beyond !

We also deliver a solution to manage your station and supervise your scheduled and non-scheduled flights on your behalf.



## Overflight and landing permits

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Our experienced team is available 24/7 to arrange overflight and landing clearances.

We liaise with local authorities and civil aviation for authorizations, we can respond to any request and deliver without delay. Thanks to the permanent update on the current environment and our well established procedures, we can arrange all permits including overflight and landing clearances for any type of flight.



## Fuel supply

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G-OPS is an integral part of the aviation fuel supply chain.

We are ready to manage your demand by providing fuel supply hassle-free, on time, at attractive prices. Fuel on credit with flexible terms of payment.





## Parking & airport slot coordination

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When applying for an airport slot, an operator needs to consider all requirements. For your operations, we proactively and efficiently coordinate parking stands and slots to make sure all flights run on schedule.

Knowing this could be a challenging requirement, our experienced and highly trained team allows us to quickly deliver the results in the most effective way.



## White gloves services

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Whatever your needs are, wherever you are, we are by your side and no stone will be left unturned in delivering service excellence.

Our competent and dedicated service team replies with a specific offer to your VIP request and to any of your needs :

meet and greet, limo or helicopter transfer, bodyguard service, hotel booking, catering, fine dining, tours and guides and any optional concierge service.

We take care of your crew and prevent any issues during their stay so that they could experience a smooth layover. We manage catering, hotel accommodation, transfer arrangements and any extra services needed.

# Civil aviation taxes declaration

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G-OPS saves time and avoids complexity by making the mandatory declarations on your behalf, directly to the French Civil Aviation (TA,TAC,TS,TNSA).

We help through the required administrative process, to stay on the safe side. G-OPS complies to CAA rules and requirements.



## WHO WE SERVE

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### **Our unique multi skills organization makes us the experts in aviation business.**

Among our customers there are private, charter and cargo operators, aircraft owners, air ambulance, heads of state, Royal Families, government agencies and commercial airlines.



#### **Business aviation**

You benefit from a detailed and personalized approach, assuring fast and efficient services.

We cover all aspects of your flight, offering full support tailored to answer the highest level of demand and excellence execution. We deliver unique service experience and proactive management for your VIP flights.



#### **Diplomatic & military flights**

You gain the excellence of coordination, confidential approach, real time feedback and flexibility for your VVIP flight.

We follow the highest standard procedures and protocol requirements to meet the expectations of the Royal Families, Heads of State, Diplomats and any Government flights.



## Commercial airlines

A tailor made approach for Commercial Airlines customers.

We coordinate, supervise, and manage your scheduled and non-scheduled flights at any station worldwide.

This approach allows you to focus on your core business whilst preserving control and quality of your product and operations.

Thanks to our range of services and solutions, we act as an all-in-one-stop-shop. We ensure our customers' peace of mind by providing high quality ground support services worldwide.



## Cargo flights

You profit from our streamlined platform to support your air cargo operations.

We assist with the required ramp and cargo handling support and go through the specific processes according to the type of cargo.

OUTSTANDING EXPERIENCE

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## **G-OPS delivers an unmatched world-class aviation experience**

Customer satisfaction is our motto, thus,  
we never compromise with quality.

Our experienced team will take care of every  
aspect of your request to provide the  
best set-up in convenience, service, and value.

Being G-OPS's client, you experience  
outstanding customer service and the  
highest standards of operational excellence,  
contact us 24/7, 365 days a year.

**Driven by excellence,  
we are committed to  
be your most  
reliable partner.**



Day to day, our core values shape our processes and guide us in delivering exceptional customer experience and consistency across our network.



WHEN IS YOUR NEXT FLIGHT ?

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## Contact us

### SALES

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### OCC

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