



Geneva, 28 March 2023

Dear customer,

I have the pleasure to invite you to FABEC's upcoming joint SC OPS/AOG meeting. It will take place (in person only)

**Tuesday 16 May**  
from 10:00 am to 3:30 pm  
**at Geneva airport**  
Switzerland

The main objective of the meeting is to discuss the results of the Customer Satisfaction Survey FABEC conducted end of 2022 / beginning of 2023.

After analyzing the feedback received from airlines, we propose to cover the following areas: RAD restrictions within FABEC; tools/portals of FABEC ANSPs at NM level; flight planning with special focus on CFSPs; CDO/CCO operations within FABEC and communication to be further improved. Of course, it will also be an opportunity for us to make sure that we have correctly captured what the participants in the survey were trying to express. Therefore, please do not hesitate to provide us with your feedback on this proposal as well as on additional topics.

For comments, suggestions and questions, please contact FABEC's CRM Cell: Nadine Meesen, AFG, [nadine.meesen@fabec.eu](mailto:nadine.meesen@fabec.eu), M +32 475 9999 48 or Michel Brun, Skyguide, [michel.brun@skyguide.ch](mailto:michel.brun@skyguide.ch), M +41 76 340 46 47.

Looking forward seeing you all in Geneva.

Best regards

Urs Lauener

COO Skyguide  
Chairman of FABEC SC OPS (Standing Committee Operations)

