



SUCCESSFUL YEAR OF EXPANSION AND CONTINUED INVESTMENT - GULFSTREAM CUSTOMER SUPPORT

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Gulfstream recognized the many accomplishments achieved by Gulfstream Customer Support in 2021, including facility and service expansions, increased investment in customers and continued success in sustainability. “The business aviation industry has experienced great gains in 2021, and Gulfstream Customer Support has been well-positioned to support our customers around the world as their flying increases,” said Derek Zimmerman, president, Gulfstream Customer Support. “As we continue to implement our master plan for customer-focused expansions in strategic locations, we are establishing our industry’s most modern facilities to accommodate Gulfstream’s growing fleet of next-generation aircraft, including the recently announced all-new large-cabin Gulfstream G400 and ultralong-range Gulfstream G800, and the industry-leading Gulfstream G700, and we’re doing so sustainably.”

In July 2021, Gulfstream Customer Support celebrated the one-year anniversary of the opening of the Farnborough service center in England. In the first year, the facility has grown its staff to more than 230 and earned 30 foreign regulatory approvals in support of customers throughout the U.K., Europe, Middle East, Africa and Asia-Pacific regions.

Gulfstream Farnborough has also partnered with Farnborough Airport to align on shared goals for sustainability which include a decreased carbon footprint and zero emissions, as well as the availability of sustainable aviation fuel (SAF) for customers on-site.

Gulfstream also marked the one-year anniversary of its new Customer Support facility in Palm Beach, Florida, which opened in August 2020 and includes sustainability features. The 125,000-square-foot/11,613-square-meter facility is shared with sister company Jet Aviation and features a 75,000-sq-ft/6,968-sq-m hangar. The site has grown to more than 120 employees and has consistently supported customer events since opening. Gulfstream Palm Beach has earned 16 regulatory approvals, including Argentina, Brazil, European Union Aviation Safety Agency (EASA), Mexico, Peru and Venezuela, among others.

In November 2021, Gulfstream announced an all-new, sustainable service center in Mesa, Arizona, currently projected to open in 2023. Hangar space, back shops and employee and customer offices will be included in the 225,00-sq-ft/20,903-sq-m facility, which is expected to gain LEED Silver certification and employ more than 200. Additional sustainable features include a fuel farm with dedicated SAF availability; low-flow plumbing fixtures; a heat-reflecting roof; native plants and low-water-demand landscaping, along with additional sustainable building-management systems. Gulfstream will begin operating out of an existing Mesa facility early this year.

Gulfstream also made progress on its new Customer Support service center facility in Fort Worth, Texas, announced in 2020. The nearly 160,000-sq ft/14,864-sq m service center will consist of hangar space, back shops and employee and customer offices and will create approximately 50 new jobs, in addition to transferring current Customer Support employees from Gulfstream's Dallas Love Field location. The facility is projected to open later this year.

“As we continue expanding and investing in our customers, Gulfstream is also building our workforce in the U.S. and around the world,” continued Zimmerman. “The best-in-class Gulfstream Customer Support service also employs our industry’s most talented workforce, and we look forward to building our teams in the year to come.”

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