

CHRISTOPHER BARROW

Hong Kong

Director of Operations | Strategic Aviation / FBO Operations Executive

+852 96831195

FBO Operations | Airport Infrastructure Integration | Safety & Regulatory Governance |
Executive Stakeholder Management

clbarrow99@yahoo.co.uk

EXECUTIVE PROFILE

Strategic aviation operations executive with over two decades of leadership across FBO operations, regulatory compliance, airport infrastructure integration, and premium client service across Asia and the UK. Board of Directors for the Asian Business Aviation Association (AsBAA) and IS-BAH Standards Board Member, with proven experience leading high-consequence aviation environments, managing P&L accountability, engaging aviation authorities, and driving operational transformation through major safety, infrastructure, sustainability, and service excellence initiatives.

CORE COMPETENCIES

Operations & Safety	Commercial & Strategic	Stakeholder & Leadership
FBO Operations Leadership	IS-BAH / SMS Governance	Airside Safety & Compliance
P&L / CAPEX / OPEX Oversight	Vendor & Contract Negotiation	KPI Development
Board & Executive Reporting	Aviation Authority Engagement	VVIP / HNWI Client Relations

SELECTED EXECUTIVE ACHIEVEMENTS

- Led HKBAC's operational transition to its new terminal facility while maintaining full operational continuity through the COVID-19 pandemic, large-scale construction activity, and complex airport infrastructure developments.
- Secured Airport Authority authorization to extend towing and Ground Support Equipment (GSE) franchised services to remote parking stands, creating new operational capability and incremental annual revenues.
- Strengthened safety culture and operational governance to support IS-BAH Stage III accreditation renewals whilst vastly expanding the SMS within the company and successful audits.
- Restructured various vendor service contracts to achieve annual OPEX savings
- Designed and executed a hangar discount strategy for based maintenance providers, achieving 100% hangar utilization and a 50% increase in night landing volume during constrained slot periods.
- Implemented a new fuel hydrant system and process, enabling continuous fuel uplift for large-volume aircraft and reducing transit frequency between the fuel depot and HKBAC apron. A first in direct FBO Operations in Asia.
- Reconfigured apron and parking layout with aviation authorities, expanding dedicated business jet parking by 33 stands, representing an 82% capacity increase.
- Spearheaded the Management Trainee Program, mentoring high-potential talent that progressed into three senior executive leadership roles.

PROFESSIONAL EXPERIENCE

Hong Kong Business Aviation Centre (HKBAC) — Hong Kong



World-leading executive aviation support facility providing aircraft ground handling and personalized passenger and crew services.

Director of Operations | January 2025 – Present

- Lead end-to-end FBO operations across Line Service and Integrated Service Centre functions, establishing a unified operational command structure for the new HKBAC Terminal.
- Drive operational readiness for terminal expansion including resource planning, airside transition, stakeholder coordination, and service continuity.
- Served as Accountable Manager for major HKIA infrastructure and sustainability initiatives, including 3RS integration and Zero Carbon Emissions requirements.
- Partner with the CEO, Executive Committee, and Board of Directors on operational, financial, risk, and performance reporting across business units.
- Oversee CAPEX/OPEX budgets, vendor negotiations, insurance matters, and cross-functional KPIs to strengthen margin performance and operational compliance.

Director of Flight Operations | January 2018 – December 2024

- Served on the FBO senior leadership team, presenting operational, safety, and financial updates to the CEO, Executive Committee, and Board of Directors.
- Directed Operations, Line Service, and Safety/Security departments to enforce SMS, ICAO, and local regulatory compliance while delivering safe and timely airside services.
- Acted as Accountable Manager for HKIA 3rd Runway integration and Zero Carbon Emissions initiatives, while contributing to major facility expansion projects.
- Represented HKBAC as an AsBAA Board Governor, cultivating strategic relationships with airport authorities, based operators, tenants, and industry bodies.
- Established standardized KPIs across operational and non-operational teams to align service standards, foster collaboration, and drive operational excellence.

Earlier Career

Head of Flight Operations — HKBAC	January 2018 – December 2024
Apron Manager — Signature Aviation Luton	September 2013 – October 2014
Flightline Supervisor — Signature Aviation Luton	November 2010 – August 2013

BOARD & INDUSTRY LEADERSHIP

- Board of Directors — Asian Business Aviation Association (AsBAA).
- Standards Board Member — IS-BAH.
- Executive stakeholder for HKIA infrastructure, sustainability, safety, and regulatory initiatives.

PROFESSIONAL TRAINING & CERTIFICATIONS

• IS-BAH Fundamentals Workshop — IBAC	• IS-BAH Auditing Workshop — IBAC
• ISO 9001:2015 Lead Auditor Training — SAE International	• Safety Management Systems for Managers — FlightSafety International
• Gulfstream Ground Handling & Servicing — FlightSafety International	• Operational Excellence Training Course — Shell Aviation