



**FOR IMMEDIATE RELEASE**  
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## **Irish-based 'One Sky Claims Solutions' announces major partnership in €50bn flights disruptions market**

DUBLIN, September 21, 2020: Irish-based One Sky Claims Solutions Ltd (OSS) and Australian-based Flight Disruptions Pty, Ltd (Flight Disruptions) have today announced a major partnership in an area costing airlines €50 billion per annum, or roughly 8% of total global airline revenues. The partnership between OSS and Flight Disruptions will assist airlines to manage their flight disruptions, reduce costs and improve customer loyalty. With Covid-19 forcing all airlines to look for cost savings and improved efficiency, this partnership is very timely.

On top of this massive cost, the EU Commission's recent Steer Report on the impact of EU Regulation 261 on compensation to passengers for flight delays and cancellations found the total cost of this legislation to be €5.3 billion in 2018. The report also estimates an additional €100-€500 million in administration costs for airlines.

This partnership will help airlines to reduce these costs, while increasing customer loyalty and will see the companies jointly market and sell their highly complementary services in the area of assisting airlines when flights are disrupted at European airports.

Flight disruptions clearly impact passengers, but with the above costs, airlines do everything possible to avoid them. Such disruptions are very often beyond the control of the airlines and result from air traffic control delays; strikes; adverse weather; travel advisories; and operational issues.

Australian-based Flight Disruptions is new to the European market, but currently assists a number of airlines in Australasia with their flight disruption needs, and have recently opened an office in the Middle East. Their services include sourcing and booking hotels and ground transport on behalf of airlines for disrupted passengers, and providing baggage delivery services. They also have a partnership with MasterCard to offer innovative payment methods for airline passengers during a disruption. The company also assists airlines to source better deals for their crew hotel needs.

Irish-based OSS provides a cloud-based platform that links airlines to legal experts in all major European markets, who can assist airlines dealing with Regulation EU261, as well as Montreal Convention passenger and baggage related claims. OSS also provides a call center that can contact passengers on behalf of the airline and arrange for a settlement of their claims. The OSS Platform enables airlines to store all of their information regarding EU261 claims in one place, which can be used for data analytics to help avoid similar disruptions in the future. This innovative solution can

dramatically reduce an airline’s costs of managing passenger claims; reduce the overall number and cost of claims; and improve customer loyalty by dealing with claims in a timely manner.

Jim Callaghan, the CEO of OSS, has been in the airline industry for over 20 years and started as general counsel at Ryanair and then served as general counsel of Etihad Airways before heading up OSS.

“Our partnership with Flight Disruptions enables us to jointly offer a full suite of services to airlines covering not only the ‘last mile’ when they receive a claim for compensation but to help the airline at all stages of a disruption to reduce their costs and improve customer loyalty. At a time when airlines are being heavily impacted by Covid-19, these cost saving measures are absolutely crucial,” said Callaghan at the announcement.

Greg Shaw, Managing Director of Flight Disruptions, is an aviation management professional with extensive operational and logistics experience dating back to 1996, including as a senior executive at Etihad Airways.

“We are delighted with our partnership with OSS in the European market. Flight disruptions are costing airlines billions of euro each year and our partnership with OSS will help them to reduce these costs and offer a better quality of service to their passengers during times of disruption. We have many airline clients in the Australasian market and are starting to trade in the Middle East and now Europe. We work with airlines during flight disruptions to ensure that their passengers are well taken care of and that the associated costs are minimised. Being able to also offer our customers the OSS Solution for EU261 claims and Montreal Convention passenger and baggage related claims will further assist them in reducing disruption costs.”

ENDS

**Notes for journalists and editors:**

Jim Callaghan and Greg Shaw are available for interview at the following contacts:

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