

Airlines Meals Service : LEGAL AND ENVIRONMENTAL ASPECTS.

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ABSTRACT: *This article consists of four chapters. Chapter one deals with first airlines meals services; the philosophies governing airlines meals such as vegetarian, other restrictions, simple and natural; variation of meals served; religious diets namely Kosher, Hindu, Budhist and Muslim meals; cutlery and tableware; breakfast; low-cost airlines, US Airlines; the world's best meals services; catering provider and preparation; Chapter two deals with civil aviation act of 2009; domestic condition of contract namely Air Asia meals services, Batik Air meals services, Garuda Indonesia meals services, Sriwijaya Air meals services; foreign airlines meals services includes ANA's meal services, NOK Air meals services, United Airlines meals services, International Flight Service Association (IFSA)'s regulations, Japanese Airlines meals services; compensation includes court decision of meals services, financial and food compensation and Indonesia financial meals compensation; Chapter three deals with airline meals services; airlines struggle to serve sustainability such as coming back down to earth, sharing sustainability; efforts to reduce airlines meal service waste includes a Spanish projects, Gill Regulations, pre-order meals services and life + cabin zero waste and Chapter four conclusion and recommendation.*

KEYWORDS: *meals services, caterer, religious meals and compensation.*

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I. INTRODUCTION

The in-flight service meals now are seen as part of marketing strategies in attracting business or leisure travelers. Taste, freshness, appearance of in-flight meals served and menu choices are important to the airlines passengers, especially for the long-haul flight. Food not only contributes to the prediction of the airline passengers' levels of satisfaction but also to the other factors that slightly influence passengers' re-flying intention. Airline companies therefore should not ignore this element but should see it as an opportunity to create more attractive and acceptable in-flight meals along with other matter such as marketing tools in attracting passengers to re-flying. Historically, the first airline meals were served by *Handley Page Transport*,

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an airline company founded in 1919, to serve the London to Paris route in October of that year.⁴ Passengers could choose from a selection of sandwiches and fruit.⁵

In addition, according to the International Air Transport Association (IATA), airlines produced 5.2 million tons of waste last year, and will produce over 10 million tons annually by 2030, based on the statistic includes a host of disposable products from wine bottle to plastic toothbrushes, a large chunk is directly related to food service. From harnessing behavioral data and using cups that can be composted to donating nonperishable food items and on-board recycling, here is what airlines are doing to divert cabin waste from landfills. Emirates' itself prepares 180,000 meals to service its more than 400 daily flights around the globe every day. The Emirates facility is one of the world's biggest airline food factories, but there are similar operations across the world. The scale of in-flight catering is astonishing, as its waste problem. Half-eaten meals, tossed beers, empty plastic water bottles, napkins, discarded packaging. Look around a cabin at the end of any flight and anyone can get a sense of the waste on a small scale.⁶ This article purported to study legal aspect as environmental aspect of airlines meal services as follows.

II. METHOD RESEARCH

The normative juridical approach with normative law research mapping is used in this study. This will examine and analyze the legal and environmental aspects related to in-flight meals services. It is expected that results will be able to answer the problem of this research. Sources of materials used in this study consist of legal materials 1st, 2nd and 3rd, as well as the first legal material that is authoritative, which means that the material laws have the authority either of legislation and official records. The first Legal Material is governed by the 1945 Constitution of the Republic of Indonesia, DOC.7300/6,⁷ Law Number 1 Year 2009,⁸ including its implementing regulations, while the second legal material relates to the publication of laws and regulations that is not an official pitch but still related, such as text books, theses and dissertations law. Material law the 3rd one used is a legal dictionary, an additional statement on the court decision and also the opinion of legal experts published via journals, magazines or sources her other or other media.

III. DISCUSSION AND ITS RESULT

Chapter One

General Review of Airlines Meals Services

This chapter deals with first airlines meals services; the philosophies governing airlines meals service includes vegetarian, other restrictions, simple and natural; variation of meals served; religious diets includes Kosher, Hindu, Budhist and Muslim meals; cutlery and tableware; breakfast; low-cost airlines, US Airlines; the world's best meals services includes Ken Hom, Heston Blumenthal, Alain Ducrasse; catering provider and preparation.

Mostly passengers on board commercial airlines served in-flight meal. Such meals are prepared by special airlines catering service and normally served to passengers using an airlines service trolley. These meals vary widely in quality and quantity across different airline companies and classes of travel. They range from a simple snack or beverage in short-haul economy class to a seven-course gourmet meal in a first-class long-haul flight.

1. First Airlines Meals Services

⁴ . Interactive aviation timeline. London NW9 5LL, United Kingdom: Royal Air Force Museum. *Archived* from the original on October 11, 2013. Retrieved October 11,2013. 11 October: The first airline meals are served by Handley Page Transport, when passengers are offered a pre-packed lunch-box, costing 3 shillings, on their London to Paris service).

⁵ Haigh, Gideon (2004). *The Tencyclopedia*. Text Publishing. *ISBN 978-1-920885-35-9*. Retrieved February 7, 2013. https://en.wikipedia.org/wiki/Airline_meal

⁶ Kate Springer, CNN, Published 18th July 2017, Watch your waste: The problem with airline food and packaging; See <https://edition.cnn.com/travel/article/airlines-cabin-waste/index.html>

⁷ DOC.7300/6 Convention on International Civil Aviation, signed at Chicago on 7 December 1944; see Dempsey P.S.)

⁸ Act Concerning Civil Aviation, Act No. 1 of 2009 [Civil Aviation Act], Ministry of Transportation Republic of Indonesia, online: Directorate General of Civil Aviation; <http://hubud.dephub.go.id/?en/uu>

Since October 11, 1919, food has been served in the sky, when pre-packed lunch boxes were dished out on a Handley-Page flight from London to Paris, but almost a century to get it right, fine dining at 35,000 feet has never really taken off. Perhaps the biggest issue is scientific. At high altitudes our taste buds simply do not work properly. The low humidity dries out our nasal passages, and the air pressure densities our taste buds, which is why airlines often opt for salty stews or spicy curries. The other major problem is logistics and costs. Simply put, it takes a lot of effort to cook decent grub for more than 100 people in a pressurized steel tube.⁹

2. Philosophies Governing Airlines Meals Service

a. Vegetarianism

Most of the dishes considered to be uniquely Buddhist are vegetarian, but opinions and restrictions on the eating of meat, and whether it should be prohibited, vary among sects. When monks and nuns who follow the Theravadan way feed themselves by alms, the must eat leftover foods which are given to them, including meat. The exception to this alms rule is when monks and nuns have seen, heard or known that animal(s) have been specifically killed to feed the alms-seeker, in which case consumption of such meat would karmically negative. The same restriction is also followed by lay Buddhists and is known as the consumption of the “*triply clean meat*” (三净肉). Additionally, the Pali Sutras where this rule is set forth tell of the Buddha refuting suggestion by his student Devadatta to include vegetarianism in the monastic precepts.

In the Mahayana tradition, by contrast, acceptance of the Pali Sutras is contested and several of the Sutras that comprise the Mahayana canon contain several explicit prohibitions against consuming meat. All Japanese Komkura sects of Buddhism have relaxed Mahayana vinaya, and as a consequence, vegetarianism is optional. The monastic community in Chinese Buddhism, Vietnamese Buddhism and most of Korean Buddhism strictly adhere to vegetarianism. Both Mahayana and Theravada Buddhists consider that one may practice vegetarianism as part of cultivating Bodhisattvas’s paramita.

b. Other Restrictions

In addition to the ban on garlic practically, all Mahayana monastics in China, Korea, Viet Nam and Japan specifically avoid eating strong-smelling plants, traditional shallot, mountain leek and Allium Chinese, which together with garlic are referred to as *wǔ hūn* (五荤 or *xīn* (五辛 as they tend to excite senses. This is based on teachings found in the Brahmajala Sutra, the Surangama Sutra and the Lankavatara Sutra (Chapter Eight). In modern times this rule is often interpreted to include other vegetables of the onion-genus, as well as coriander. The origins of this additional restriction is from the Indic region and can still be found among some believers of Hinduism and Jainism.

The food that a strict Buddhist takes is also specific. For many Chinese Buddhists beef and the consumption of large animals and exotic species is avoided. Then there would be the aforementioned “*triply clean meat*” rule. One restriction on food that is not known to many is the abstinence from eating animal innards and organs. This is known *xiàshuǐ* (下水), not to be confused with the term for sewage. Alcohol and other drugs are also avoided by many Buddhists because of their effects on the mind and “*mindfulness*.” It is part of the Five Precepts which dictate that one is not to consume “*addictive materials*”. The definition of “*addictive*” depends on each individual but most Buddhists consider alcohol, tobacco, and drugs other than medicine to be addictive. Although caffeine is now also known to be addictive, caffeinated drinks and especially tea are not included under this restriction; tea in particular is considered to be healthful and beneficial and its mild stimulant effect desirable. There are many legends about tea. Among meditators it is considered to keep the person alert and awake without overexcitement.

c. Simple and Natural

In theory and practice, many regional styles of cooking may be adopted to be “*Buddhist*” as long as the cook, with the above restrictions in mind, prepares the food, generally in simple preparations, with expert attention to its quality, wholesomeness and flavor. Often working on a tight budget, the monastery cook would

⁹ <https://www.telegraph.co.uk/travel/food-and-wine-holidays/best-plane-food-airline-meals-chefs-tips/>

have to make the most of whatever ingredients were available. In Tenzo kyokun, Soto Zen founder Eihei Dogen wrote the following about the Zen attitude toward food: In preparing food, it is essential to be sincere and to respect each ingredient regardless of how coarse or fine it is. (...) A rich buttery soup is not better as such than a broth of wild herbs. In handling and preparing wild herbs, do so as you would the ingredients for a rich feast, wholeheartedly, sincerely, clearly. When you serve the monastic assembly, they and you should taste only the flavor of the Ocean of Reality, the Ocean of unobscured Awake Awareness, not whether or not the soup is creamy or made only of wild herbs. In nourishing the seeds of living in the Way, rich food and wild grass are not separate.

3. Variation of Meals Served

With regards to variation of meals, depending upon the airline company and class of travel. In first and business classes, meals may be served on one tray or in multiple courses with no tray and with a tablecloth, metal cutlery, and glassware. Often the food is reflective of the culture of the country the airline. The airline dinner typically includes meat such as chicken or beef, fish or pasta; salad or vegetable; a small bread roll; and a dessert. Condiments namely typical salt, pepper, and sugar are supplied in small sachets. Usually caterers produce alternative meals for passengers with restrictive diets. These must usually be ordered in advance, sometimes when buying the ticket. Some of the more common examples include: Cultural diets, such as Turkish, French, Italian, Chinese, Korean, Japanese or Indian style, while infant and baby meals, some airlines also offer children's meals, containing foods that children will enjoy such as baked beans, mini-hamburgers and hot dogs. Another type of cultural is medical diets, including low/high fiber, low fat/cholesterol, diabetic, peanut free, non-lactose, low salt/sodium, low-purine, low-calorie, low-protein and gluten-free meals. Religious diets, including kosher food, Hindu, Buddhist and halal food and Asian vegetarian meals. Some airlines do not offer a specific meal for non-vegan vegetarians; instead, they are given a vegan meal.

4. Religious Diets

Religious diets consist of Kosher meals; Hindu meals; Asian Vegetarian; Buddhist meals; Muslim meals include halal, halal food and halal meals as follows.

a. Kosher Meals

In the case of the Israeli airlines EL AL, all meals served are kosher-certified by Rabbis. Even destinations outside Israel, sky chefs must be supervised by rabbis to make kosher meals and load their planes. In this regard, All Nippon Airlines (ANA) provides kosher meals. The passenger shall require up to 24 hours prior to departure of ANA-operated flight as well. If the passengers do not have a flight reservation, they can apply for special meals when making their reservation via ANA's website. Kosher meals are not available on flights departing from Mumbai, Delhi, Shenyang, and Phnom Penh. If they request different types of in-flight meals for each of their flights or have a reservation for a single seat but wish to request both a special meal for a baby or child and another special meal, they are requested to call ANA. The services they have requested may be cancelled upon changing their flight reservation. After completing their reservation change, they are requested to confirm the services for which they are registered. Only special meal requests for ANA-operated flights can be made through the ANA website. If the reservation includes flights that are operated by other airlines, the passenger is requested to call ANA to make the request. If they purchase their ticket at a travel agency, they are recommended to make requests through the travel agency.¹⁰

b. Hindu Meals

Hindu Meals are available for those customers who practice the Hindu religion. There are two groups, Hindus who will eat some meats and strict vegetarian Hindus. Both groups refrain from eating beef and pork. Some Hindu vegetarians also refrain from any root vegetables such as ginger, garlic, onions, potatoes and carrots. Hindu meals should be spicy in content. Continental's Hindu Meals follow vegetarian guidelines. Usually a Hindu diet consists of rice, fresh fruit and vegetables, starches, corn, herbs and spices, tofu, dried beans and peas, usually a Hindu diet prohibits beef and beef products, veal, lamb, pork, fish and seafood, chicken and fowl, cheese and eggs.

¹⁰ . <https://www.ana.co.jp/en/us/international/departure/inflight/spmeal/>

c. Buddhist Meals

Buddhist cuisine is an East Asian cuisine which is followed by monks and many believers from areas historically influenced by Chinese Buddhism. It is vegetarian and it is based on the Dharmic concept as Hinduism, Jainism and Sikhism as well as East Asian religions like Taoism. Whilst monks and a minority of believers are vegetarian year-round, many believers follow the Buddhist vegetarian diet temporarily, similar to Christian Lent. Vegetarian cuisine is known as vegetarian food, pure vegetarian, fasting food in China, Hong Kong, Malaysia, Singapore and Taiwan, Vietnam, devotion cuisine in Japan, temple food in Korea, jay in Thailand and by other names in many countries. The dishes that comprise Buddhist cuisine in any given place will be influenced by the style of food there.¹¹

The origin of "*Buddhist food*" as a distinct sub-style of cuisine is tied to monasteries, where one member of the community would have the duty of being the head cook and supplying meals that paid respect to the strictures of Buddhist precepts. Temples that were open to visitors from the general public might also serve meals to them and a few temples effectively run functioning restaurants on the premises. In Japan, this practice is generally known as devotion cuisine and served at many temples, especially in Kyoto. A more recent version, more Chinese in style, is prepared by the *Ōbaku* school of zen. This is served at the head temple of Manpuku-ji, as well as various sub-temples. In modern times, commercial restaurants have also latched on to the style, catering both to practicing and non-practicing lay people¹²

d. Muslim Meals

Halal is an Arabic word meaning lawful or permitted. In reference to food, it is the dietary standard, as prescribed in the Qur'an. The opposite of halal is haram, which means unlawful or prohibited. Halal and haram are universal terms that apply to all facets of life. These terms are commonly used in relation to food products, meat products, cosmetics, personal care products, pharmaceuticals, food ingredients, and food contact materials. While many things are clearly halal or haram, there are some things which are not clear. Further information is needed to categorize them as halal or haram. Such items are often referred to as *mash booh*, which means doubtful or questionable.¹³

In general every food is considered halal in Islam unless it is specially prohibited by the Qur'an or the Hadith. By official definition, halal foods are those that are free from any component that Muslims are prohibited from consuming according to Shariah; processed, made, produced, manufactured and/or stored using utensils, equipment and/or machinery that have been cleansed according to Shariah. Muslims eat to maintain a strong and healthy physique in order to be able to contribute their knowledge and effort for the welfare of the society. Muslims are supposed to make an effort to obtain the best quality nutritionally. It is mentioned in a Hadith that the prayer of a person is rejected by Allah if the food consumed is prohibited.

All foods are considered halal except the following alcoholic drinks and intoxicants, non-Halal animal fat, enzymes, gelatin from non-Halal source, L-cysteine, lard, lipase, Non-Halal Animal Shortening, pork, Bacon / Ham and anything from pigs, unspecified meat broth, rennet, synthetic, stock, tallow, carnivorous animals, birds of prey and certain other animals and foods contaminated with any of the above products).¹⁴

Several Islamic airlines¹⁵ provide meals in accordance with Islamic customs. All classes and dishes on the plane are served a Muslim meal with Halal certification, without pork and alcohol. While Emirates, Etihad,

¹¹.From Wikipedia, the free encyclopedia., https://en.wikipedia.org/wiki/Buddhist_cuisine

¹² Ibid.

¹³.https://www.google.co.id/search?q=definition+of+halal+meals&rlz=1C1AVFB_enID747ID747&oq=de&aqs=chrome.0.69i59j69i57j0l4.6770j0j8&sourceid=chrome&ie=UTF-8

¹⁴ .Ibid.

¹⁵. Egypt Air, Emirates, Etihad Airways, Garuda Indonesia, Batik Air, Malindo Air, Gulf Air, Iran Air, Mahan Air, Iran Aseman Airlines, Oman Air, Yemenia, Kuwait Airways, Iraqi Airways, Qatar Airways, Saudia, Biman Bangladesh Airlines, Malaysia Airlines, Royal Brunei Airlines, Royal Air Maroc, Libyan Airlines, Afriqiyah Airways, Tunisair, Air Algérie and Turkish Airlines

and Qatar Airways are still providing bottles of wine to non-Muslim passengers, the cabin crew does not deliver alcoholic beverages due to violate Islamic customs, unless those non-Muslim passengers request it. Iran and Saudi Arabia apply strict Sharia regulations, those countries' airlines do not deliver pork or alcoholic beverages, and all airlines flying to or from Iran or Saudi Arabia are prohibited from serving either. However, Garuda Indonesia is still serving alcoholic beverages such as whiskey, beer, champagne and wine to non-Muslim passengers.

e. Cutlery and Tableware

Before the September 11 attacks in the United States of America (USA), first class passengers were often provided with full sets of metal cutlery. Afterward, common household items were evaluated more closely for their potential use as weapons on aircraft, and both first class and coach class passengers were restricted to plastic utensils. Some airlines switched from metal to all-plastic or plastic-handled cutlery during the SARS outbreak in 2003, since the SARS virus transfers from person to person easily, and plastic cutlery can be thrown away after use. Many airlines later switched back to metal cutlery. However, Singapore Airlines continue to use metal utensils even in economy class as of 2017. In May 2010, concerns were raised in Australia and New Zealand over their respective flag carriers, Qantas Airways and Air New Zealand reusing their plastic cutlery for international flights between 10 and 30 times before replacement. Both airlines cited cost saving, international quarantine, and environmental as the reasons for the choice. Both airlines have also said that the plastic cutlery is commercially washed and sterilized before reuse. Reusing plastic table-ware though is a regular practice among many airliners and food caterers, whilst cleanliness, most meals come with a napkin and moist towelette. First and business class passengers are often provided with hot towels.¹⁶

f. Breakfast

Aeroflot flight served breakfast on short-haul. During morning flight a cooked breakfast or smaller continental-style may be served. On long haul flights breakfast normally includes an *entrée* of pancakes or eggs, traditional fried breakfast foods such as sausages and grilled tomatoes, and often muffins or pastries, fruits and breakfast cereal on the side. On shorter flights a continental-style or bagel. Coffee and tea are offered as well, and sometimes hot chocolate.

g. Low-Cost Airlines

India's Spice-Jet, a low-cost airlines served in-flight meals. Food on board a flight is usually free on full-service Asian airlines and on almost all long-distance flights, while they might cost extra on low-cost airlines or European full-service airline flights. Quality may also fluctuate due to shifts in the economics of the airline industry. On long-haul international flights in first class and business class, most Asian and European airlines serve gourmet meals, while legacy carriers based in the USA tend to serve multicourse meals including a cocktail snack, appetizer, soup, salad, *entrée*, cheeses with fruit, and ice cream. Some long-haul flights in first and business class offer such delicacies as caviar, champagne, and sorbet.

h. US Airlines

The cost and availability of meals on US airlines has changed considerably in recent years, as financial pressures have forced some airlines to either begin charging for meals, or abandon them altogether in favor of small snacks, as in the case of Southwest Airlines. Eliminating free pretzels saved Northwest US\$2 million annually. Nowadays, the main US legacy carriers such as American, Delta Airlines and United Airlines have discontinued full meal service in economy class on short-haul US domestic and North American flights, while

¹⁶ https://en.wikipedia.org/wiki/Airline_meal

retaining it on most intercontinental routes¹⁷ and at least one European carrier, Icelandair, follows this policy on intercontinental runs as well.¹⁸

As of 2016, all 4 major U.S. legacy airlines now offer free snacks on board in economy class. United Airlines re-introduced free snacks in February 2016.¹⁹ Starting in April 2016, American Airlines will fully restore free snacks on all domestic flights in economy class. Free meals will also be available on certain domestic routes.²⁰ Delta Airlines and Southwest have already been offering free snacks for years.²¹ Hawaiian Airlines is the only remaining major US airline that offers complimentary in-flight meals on its domestic flights. Air China has reported that each domestic flight's meal requires US\$7.30 while international flights require US\$10.²² However, this figure varies from airline to airline, as some have reported costs to be as low as US\$3.50.²³ Air China is also minimizing costs by loading only 95% of all meals to reduce leftovers and storing non-perishable foods for emergencies. In 1958 Pan Am Airways and several European airlines entered into a legal dispute over whether certain airline food sandwiches counted as a "meal".²⁴

5. The World's Best Meals Services

With regard to the world's best meals served, there are several comments in this regards among other such as Ken Hom, the chef and television presenter, Heston Blumenthal, Credit Andrew Crowley, English celebrity chef known for his experimental and scientific approach to food is a keen dinner in the skies, Alain Ducasse, celebrated French chef, however, is not as keen as follows.

a. Ken Hom

According to Ken Hom, the food on Thai Airways flights tends to be very good, especially Asian food, which he thinks works great for an airline. The best plane food he has had was just simple Asian noodles with broth. It is light, satisfying and perfect for a flight. Even a lot of non-Asian airlines offer it on board as well if you ask for it. Asian noodles with broth is perfect for a flight.²⁵

b. Heston Blumenthal

According to Heston Blumenthal, the food served in first class with Qantas Airlines is really good. Australian Michelin-starred chef Neil Perry has created a brilliant menu. The Qantas lounge in Sydney has a proper kitchen that is manned by his personal staff. He loves long-haul flights. He is a big kid, he does not want to sleep because there are too many things he could do. He works, eat, drink and watch films. Sometimes, if he

¹⁷ . Aa.com. October 25, 2012. Archived from [the original](#) on January 22, 2014. Retrieved December 11, 2013; "[Airline Meals & Delta Dining | Delta Air Lines](#)". Delta.com. November 10, 2013. Archived from [the original](#) on April 26, 2013. Retrieved December 11, 2013; "[United Airlines – Inflight dining](#)". United.com. September 22, 2013. Archived from [the original](#) on April 20, 2014. Retrieved December 11, 2013

¹⁸ "[Icelandair information: flights to Iceland, destinations, schedules & more – Icelandair](#)". Icelandair.us. Archived from [the original](#) on February 13, 2014. Retrieved December 11, 2013.

¹⁹ "[News Releases](#)". Retrieved October 11, 2016

²⁰ "[Free checked baggage? No, but have some pretzels](#)". Retrieved October 11, 2016.

²¹ Ha, Thu-Huong. "[American and United Airlines are bringing back free snacks for everyone](#)". Retrieved October 11, 2016.

²² Li, Jiayang (2008). *My Way The Eight Strategies of Air China Towards Success*. China: Cengage Learning. p. 241. [ISBN 978-981-4239-58-5](#).

²³ [MSN Money](#). Accessed May 2011. Archived March 12, 2013, at the [Wayback Machine](#).

²⁴ [Airline Says Rivals Violate Rule By Epic, Epicurean Sandwiches; Smorgasbord on Bread Hardly a Tidbit, Pan American Protests, Citing Pact Against Meals on Cut-Rate Flights.](#) The New York Times. Saturday April 12, 1958. Business Financial, Page 38. Retrieved on January 12, 2010

²⁵ <https://www.telegraph.co.uk/travel/food-and-wine-holidays/best-plane-food-airline-meals-chefs-tips/>

gets on with the cabin crew, he will be a real pain and go into the kitchen to see how my steak is being cooked. Qantas Airlines offers restaurant style meals by Australian Michelin-starred chef Neil Perry.²⁶

c. Alain Ducasse

According to Alain Ducasse, on ANA, which is very good from Tokyo to the US. Plane food is very difficult, he knows because he did it for Concorde in 2001. He is not a fan of airline food, he told to Telegraph Travel. Alain Ducasse credit this content is subject to copy right/Fred Dufour. Previously, he creates dishes for the International Space Station (ISS). It has all been comfort food, and essentially French – to remind space workers of dishes back on Earth: quails in Madiran wine; chicken parmentier and pommes Tatin, without pastry; spicy stir-fried vegetables. The challenge is to bring bacteria levels down; in space, that is really important. Spirulina gnocchi created by Alain Ducasse for the International Space Station back in 2006.²⁷

6. Catering Provider

Meals must generally be prepared on the ground before takeoff. According to Guillaume de Syon, a history professor at Albright College who wrote about the history of airline meals.²⁸ that the higher altitudes alter the taste of the food and the function of the taste buds (although that is not case on Dreamliner of A350). The food may taste "dry and flavorless" as a result of the pressurization and passengers, feeling thirsty due to pressurization, many drink alcohol when they ought to drink water.²⁹ Tests have shown that the perception of saltiness and sweetness drops 30% at high altitudes. The low humidity in airline cabins also dries out the nose which decreases olfactory sensors which are essential for tasting flavor in dishes.³⁰

7. Preparation (Catering)

Meals must generally be prepared on the ground before taking-off. According to Guillaume de Syon, a history professor at Albright college who wrote about the history of airline meals, the higher altitudes alter the taste of the food and the function of the taste the food may taste "*dry and flavorless*" as a result of the pressurization and passengers, feeling thirsty due to pressurization, many drink alcohol when they ought to drink water. Tests have shown that the perception of saltiness and sweetness drops 30% at high altitudes. The low humidity in airline cabins also dries out the nose which decreases olfactory sensors which are essential for tasting flavor in dishes. Food safety is paramount in the airline catering industry. A case of mass food poisoning amongst the passengers on an airliner could have disastrous consequences. For example, on February 20, 1992, shrimp tainted with cholera was served on Aerolineas Argentinas Flight 386. An elderly passenger died. For this reason catering firms and airlines have worked together to provide a set of industry guidelines specific to the needs of airline catering. The World Food Safety Guidelines for Airline Catering is offered free of charge by the International Flight Service Association (IFSA).³¹

Chapter Two Legal Aspect of Airlines Meal Services

This chapter deals with civil aviation act of 2009; domestic condition of contract includes Air Asia meals services, Batik Air meals services, Garuda Indonesia meals services, Sriwijaya Air meals services; foreign airlines meals services includes ANA's meal services, NOK Air meals services, United Airlines meals services, International Flight Service Association (IFSA)'s regulations, Japanese Airlines meals services; compensation

²⁶ *Ibid.*

²⁷ *Ibid.*

²⁸ de Syon, Guillaume (2009). "Is it Really Better to Travel than to Arrive? Airline Food as a Reflection of Consumer Anxiety". In Rubin, Lawrence C. Food for Thought: Essays on Eating and Culture. McFarland. pp. 199–209

²⁹ Airlines enlist gourmet chefs to draw first-class fliers". Associated Press/CNN. April 29, 2008. Archived from the original on September 15, 2008.

³⁰ The Real Reason Airline Food Tastes so Bad". travelmail reporter. April 14, 2014. Archived from the original on May 28, 2014.

³¹ https://en.wikipedia.org/wiki/Airline_meal

includes court decision of meals services, financial and food compensation and Indonesia financial meals compensation.

1. Civil Aviation Act of 2009

Article 1(14) of Civil Aviation Act of 2009 provides that air transportation is any activities using an aircraft for transporting passengers, cargo, and/or post for one route or more from one airport to another airport or several airports. In relation to services, air transportation consists of full services, medium services and no-frill services. Full services mean that during the flight the passengers are given food and beverages, snacks and executive lounge for business class and first class, while medium service is purported among others provisions of light food (snack) and other provisions of light food (snack) and other facilities such as executive lounge for passengers holding certain type of economic class are given to the passengers during flight. No-frill services have only one class of services without any provision of foods and beverages, snacks, executive lounge, and check-in baggage and for this, a fee shall be charged from the passengers during the flight. The scheduled air transportation shall be obliged to inform the consumers regarding the condition and specification of services being provided.³² Any holders of air transportation business permit violating the provision shall be imposed with administrative sanction, namely revocation of permit.³³ Further provisions regarding the requirements, system and procedures of obtaining air transportation business permit and appointment of director of airlines shall be stipulated under a Ministerial Regulations³⁴ will applied.

1. Domestic Condition of Contract

a. Air Asia Meals Services

Air Asia inflight meals are not included in the price of ticket, for that reason, Air Asia offers an assortment of meals, drinks and snacks for sale on board all of their flights. There are six different types of in-flight menus selling various products depending on which Air Asia carrier you will fly with. For flights shorter than 75 minutes, hot meals can only be pre-booked online to ensure service consistency. Pre-order inflight meals can be purchased online or during your flight depending on the flight time. Passengers can pre-order your meal at the time of booking but they must be ordered at least 24 hours prior to departure. If the passenger needs to make changes to pre-booked meals this can only be done more than 24 hours prior to flight departure time. Passengers will have to pay the price difference if the price of the new meal booked is higher than original meal paid.

b. Batik Air Meal Services

All Batik Air Economy Class passengers get to enjoy an in-flight meal service, but the menu varies according to flight routes. For short-haul flights, Batik Air offers a selection of snacks and mineral water, while for long-haul flights, it serves specially prepared meals. Nevertheless, if the passengers of short-haul flights want to enjoy the main dining menu during their flight, they can order and purchase it directly on board, whilst business class in-flight meal consists of a wide array of dishes from snacks to main courses. Some of the snacks, such as pastel and lempeng, are what commonly found at an Indonesian traditional market, while the main courses on long-haul flights include signature Indonesian delicacies such as white rice with fried chicken and stir-fry tempeh. Additionally, passengers will get a bowl of salad, a cup of ice cream, and a selection of drinks, from coffee and tea to fruit juices.³⁵

c. Garuda Indonesia Meals Services

Garuda Indonesia provides in-flight services meals for passengers include a wide variety of dishes from Indonesia, Europe and Asia as well. All meals served in flight are halal certified and the airlines also offers regional cuisine as well as chefs for those in first class. All flights include drinks and snacks, whilst hot meals

³² IM Translog, Vol.03 (1) Maret 2016 PP 01-19

³³ Act No.15 : 1992

³⁴ Ministerial Decree KM 25 : 2008

³⁵ <https://www.traveloka.com/en/batik-air>

are available on flights over 60 minutes. Special meals can be ordered either at the time of booking or after the passengers' have booked his/her tickets up to 24 hours before departure. In addition to, baby meal, child meal, Muslim, Kosher, Hindu, Oriental, Vegetarian Asian, Vegetarian Non-Dairy, Vegetarian Raw, Seafood Meal, Fruit Platter, Diabetic Meal, Gluten Free, Bland Meal, Low Calorie Meal, Low Fat, Low Cholesterol, Low Protein, Low Purine, High Fiber, No Lactose, Low Salt, Vegetarian, Asian Indian Vegetarian, Post Weaning meal, and Infant formula, shall contact the management.³⁶

Passengers on international services will be provided first class and business class. Personal chefs are the norm in first class offering passengers a personalized dining concept. Meal options for first class passengers may include Indonesian regional dishes, Japanese Kaiseki, or European a la carte dining. The chefs onboard select flights have been picked from world renowned restaurants, whilst business class will enjoy a choice of three hot meal options in-flight consisting of either European or Asian-themed dishes. Services operating to Japan will offer passengers the option to choose from a selection of Japanese themed dishes. It is worthwhile to note here that Nik has been running in-flight feed since 2012, and since then he is taken well over 500 flights for work and pleasure. He documents his in-flight meal experiences right here and he is also a freelance writer covering in-flight meal trends, he has written for CNN and has regular columns in leading industry magazines. He is featured in Vogue, QZ plus many major news outlets across the globe, and has become the 'go to' person when someone needs an opinion about airline meals.³⁷

d. Sriwijaya Meal Services

Passenger's comfort and safety is his priorities. Passenger may confidently enjoy his trips and let professional pilot server the passenger at their best. In addition to, Sriwijaya Air flies safely passenger and his family to many destinations. Wider room for passengers' leg in the cabins makes the passenger trips more relaxing. The passenger will reach the destination in prime condition and ready for his business. Sriwijaya Air's on board hospitality. Their air crew offers sweets in the beginning of the flight, to bright up the day. Sit back and relax, find out the headline news of various available magazine and news-paper. With regards to meals, his stewards and stewardesses serve delicious meals to indulge the passengers more.³⁸

2. Foreign Airlines Meals Service

a. ANA's Meals Services

ANA provides a wide selection of special meals to their passengers to meet specific dietary requirements for health or religious reasons. There are at least four variation of religious meals such as Asian vegetarian, Kosher, Hindu and Muslim. Asian vegetarian is vegetarian fare with Asian spices and aromas, without any beef/veal, whilst Kosher is meals prepared in compliance with Jewish dietary laws under the supervision of a Rabbi, no pork. Muslim meal is meals prepared without pork, game meat or alcohol, all the proteins are guaranteed by a Halal certificate, whilst Hindu is an Indian style meals which exclude the use of pork, beef and veal. May include fish, milk and/or milk.³⁹ Additionally, ANA also provide meals and services for children and babies.

Vegetarian meals shall be requested up to 24 hours prior to departure of ANA-operated flight. In case the passenger does not have a flight reservation, they can apply for special meals when they making reservation via ANA Web-site, except on flights departing from Brussels and Ho Chi Minh City. If the passenger requests different types of in-flight meal for each of their flight or have a reservation for a single seat but wish to request both a special meal for a baby or child and another special meal, they requested to call ANA. The services have requested may be cancelled upon changing their flight reservation. After completing their reservation change, requested to confirm the services for which they registered. Only special meal requests for ANA-operated flights can be made through the ANA website. If the reservation includes flights that are operated by other

³⁶ <https://www.inflightfeed.com/garudaindonesia/>

³⁷ *Ibid.*

³⁸ <https://www.sriwijayaair.co.id/SJ/Services/InflightService>

³⁹ https://www.alitalia.com/en_gb/fly-alitalia/in-flight/special-meals/religious-meals.html

airlines, the passenger requested to call ANA to make the request. If they purchase their ticket at a travel agency, recommended to make requests through the travel Agency.⁴⁰

ANA provides kosher meals. The passenger shall require up to 24 hours prior to departure of ANA-operated flight as well. If the passengers do not have a flight reservation, they can apply for special meals when making their reservation via ANA website. Kosher meals not available on flights departing from Mumbai, Delhi, Shenyang, and Phnom Penh. If they request different types of in-flight meal for each of their flights or have a reservation for a single seat but wish to request both a special meal for a baby or child and another special meal, they requested to call ANA. The services have requested may be cancelled upon changing their flight reservation. After completing their reservation change, requested to confirm the services for which they are registered. Only special meal requests for ANA-operated flights can be made through the ANA website. If the reservation includes flights that are operated by other airlines, the passenger requested to call ANA to make the request. If they purchase their ticket at a travel agency, recommended to make requests through the travel agency⁴¹

Bland meal order shall be requested up to 24 hours prior to departure of ANA-operated flight. If passengers do not have a flight reservation, they can apply for special meals when making their reservation via ANA web-site. Bland meals not available on flights departing from Mexico City. If passengers request different types of in-flight meal for each of their flights or if passenger have a reservation for a single seat but wish to request both a special meal for a baby or child and another special meal requested to ANA. The services have requested may be cancelled upon changing their flight reservation. After completing their reservation change, requested to confirm the services for which they are registered. Only special meal requests for ANA-operated flights can be made through the ANA website. If the reservation includes flights that are operated by other airlines, the passenger requested to call ANA to make the request. If they purchase their ticket at a travel agency, recommended to make requests through the travel agency.⁴²

Low lactose meal order shall be requested up to 24 hours prior to departure of ANA-operated flight. If passengers do not have a flight reservation, they can apply for special meals when making their reservation via ANA web-site. Low lactose meal not available on flights departing from Phnom Penh. If passenger requests different types of in-flight meal for each of their flights or if passenger have a reservation for a single seat but wish to request both a special meal for a baby or child and another special meal requested to ANA. The services have requested may be cancelled upon changing their flight reservation. After completing their reservation change, requested to confirm the services for which they are registered. Only special meal requests for ANA-operated flights can be made through the ANA website. If the reservation includes flights that are operated by other airlines, the passenger requested to call ANA to make the request. If they purchase their ticket at a travel agency, recommended to make requests through the travel agency.⁴³

Seafood meal order shall be requested up to 24 hours prior to departure of ANA-operated flight. If passengers do not have a flight reservation, they can apply for special meals when making their reservation via ANA web-site. Seafood meals may not be available from some departure locations. Passenger requested to contact ANA for further details. If passengers wish to request different types of in-flight meal for each of their flight or if passengers have a reservation for a single seat but wish to request both a special meal for a baby or child and another special meal requested to ANA. The services have requested may be cancelled upon changing their flight reservation. After completing their reservation change, requested to confirm the services for which they are registered. Only special meal requests for ANA-operated flights can be made through the ANA website. If the reservation includes flights that are operated by other airlines, the passenger requested to call ANA to make the request. If they purchase their ticket at a travel agency, recommended to make requests through the travel Agency.⁴⁴

b. NOK Air Meals Service

⁴⁰.<https://www.ana.co.jp/en/us/international/departure/inflight/spmeal/>

⁴¹.Ibid.

⁴².Ibid.

⁴³.Ibid.

⁴⁴.Ibid.

NOK Airlines is welcoming their passengers as in a truly Thai's tradition of warming hospitality with a premium drinking water that comes in a very special package design as a complimentary. NOK Airlines is also providing in-flight service meals, pre-order meal service with varieties of premium dishes, and a special selection of snack, hot and cold beverages that passenger can purchase on-board as well. Pre-order meal service is provided on flight operated by Boeing 737 aircraft type only. Pre-order meal service is not available on any flights operated by ATR72 and Q400 aircraft type. NOK MAX ticket type includes pre-order meal value at 150 THB. Passenger can select any meal with the same value accordingly. If there is any excess charge when choosing a higher value choice of meal, passenger is responsible for that excess charge. In the case that the passenger changes flight from flight operated by Boeing 737 to flight operated by ATR72 or Q400, NOK Air reserves the right to change, cancel, and/or refund any Pre-order meal service that the passenger has purchased in advance. Food may contain nuts, dairy products, seafood, eggs and/or flour. Pre-order meal service is available up to 24 hours before the flight at www.nokair.com or contact NOK Air Sales booth at every airport without any additional fee apply. Additional fee may apply at NOK Air Call Center 1318 for 225 baht (including VAT) per transaction.⁴⁵

NOK Air reserves the right to cancel or change the pre-order meal. NOK Air boarding pass is proof of purchase of a pre-order meal and must be presented to the cabin crew onboard to redeem the pre-order meal. No other form of redemption will be considered or accepted. NOK Air will make every effort to provide pre-order meal service purchased. In case of flight delay, flight cancellation, and/or change of passenger flight, NOK Air reserves the right to substitute any item of pre-order meal that has been valued at the same level as the availability and/or suitability of the aircraft type without prior notice. Passengers will receive a full refund in the following cases (a) NOK Air cannot provide pre-order meal as purchased by the passenger; (b) flight delay caused by the airline; (c) aircraft type change; (d) flight cancellation; (e) any other proven cases that NOK Air has proceeded with fault by the system or human error.⁴⁶

At the Airport Sales Counter (ASC), passenger will be required to present boarding pass together with ID Card or passport and on-board claim form from the flight attendant for the refund process. Passenger shall contact ASC within 14 days of travel date. NOK Air reserves the right to refund the money to the person making the reservation, or according to the power of attorney letter only. The terms and conditions of Pre-order Meal Service are subject to change without prior notice.⁴⁷

c. United Airlines Meals Services

United Airlines flight from Tokyo to Los Angeles served in-flight meal. The steak was not better than any of those, but it was delicious. It is very delicious. Everything about meal is actually delicious. The appetizer included a refreshing green salad, a tasty chicken/cheese appetizer, and delicious garlic bread and pretzels rolls. It was expecting a tiny steak, but it was huge. Place on top cooked spinach and roasted potatoes, it was not only beautifully presented but smelled delicious. But how would it taste? It was time for the moment of truth. Anyone cut the steak, noticing immediately it was a tender cut of meat. After the steak, anyone enjoyed a cheese course followed by an ice cream sundae. Finally, anyone credit the United Airlines catering in Tokyo Narita International Airport for the great meal. It is really enjoyed it and would rank it the best meal has on United Airlines since his rack of lamb to Kuwait over three years.⁴⁸

d. International Flight Services Association (IFSA)'s Regulations

The International Flight Services Association (IFSA) is a global professional association serving the needs and interests of airline and railway personnel, caterers and suppliers who provide onboard services on regularly scheduled travel routes. Under the umbrella of Airline Passenger Experience Association (APEX),

⁴⁵.Nok Cheun Jai and Nok Chuan-Chim., Stay Tuned for More in-flight Collections With Nok Air; <https://content.nokair.com/en/Service/Nok-Chuenjai-Nok-Chuanchim.aspx>

⁴⁶.*Ibid.*

⁴⁷.*Ibid.*

⁴⁸. Matthew., Wow! A Perfect Steak on United Airlines; See <https://liveandletsfly.boardingarea.com/2018/05/17/united-airlines-steak/>

servicing every major airline in the world, ISFA is dedicated to the advancement of the art and science of the multi-billion dollar inflight and railway onboard service industry.⁴⁹

IFSA issued an airline passenger regulations alert to all its global airlines and caterers serving EU and other airports worldwide. These regulations under U.S. Customs Border Protection (CBP) go into effect on 1 April 2018 as retail facilities and catering services take additional steps to ensure appropriate handling of plant and animal products from preclearance areas. IFSA has been in constant contact with key stakeholders to clearly outline industry challenges and develop solutions. The alert follows IFSA's recent work positively impacting preclearance regulations into the USA for Europe, Asia, the Caribbean, South America and the Middle East. Members of IFSA have an inside track to information regarding the impact of new regulations, the latest airport agreements and locations targeted for expansion.⁵⁰

The EU is considering additional regulations that would effectively increase costs for airline passenger food and beverages without sufficient passenger benefit. IFSA's European office in Brussels is on the ground addressing such issues specific to Europe. Its long-standing Government Affairs & Education Committee formed a European Union Task Force (EUTF) comprised of members representing airlines, caterers and suppliers, as well as consultants and legal counsel. The EUTF contact with key stakeholders include: EU officials in the European Commission's Directorate General for Health and Food Safety (DG SANTE), IATA, Airlines for Europe (A4E), and Food Drink Europe (FDE).⁵¹

IFSA represents industry positions on new food and beverage labeling regulations, food contact materials, ramp safety, regulated garbage, special meal codes, and Halal guidelines. As necessary, IFSA's Government Affairs & Education Committee collaborates with members and legal counsel to submit comments to government agencies regarding issues that will critically impact members' businesses and educates members regarding compliance. For more than five decades as the leading airline onboard and catering organization, IFSA has served as the voice for the industry with regulators and stakeholders worldwide. This has assured that the industry has a seat at the table as new regulations emerge impacting airlines, caterers, and passengers.⁵²

With more than 700 million airline meals served on a yearly basis, it is imperative that IFSA boldly speaks on behalf of all companies involved to ensure the safety, security and quality of the service within the airline catering industry. Educational tools, such as IFSA's World Food Safety Guidelines (WFSG), authored by industry experts and members, have been adopted by airlines and caterers throughout the globe as the comprehensive resource for exceeding global food safety standards. To address the international public health concerns of the World Health Organization (WHO), a specialized agency of the United Nations, an enhanced version five will fall in line with the recommendations from the WHO for developing standards.⁵³

Though meals served on airlines are some of the most thoroughly regulated prepared foods in the world food supply, onboard food and beverage safety continues to be a matter of utmost importance for the global inflight industry. Thus, as the primary voice of the industry, it continues to be IFSA's duty to lead, develop and represent the global business interests of the onboard services market.⁵⁴

e. Japan Airlines Meals Services

JAL offers two types of vegetarian meal such as Vegetarian Hindu Meal and Vegetarian Raw Meal. Vegetarian Hindu Meal is ideal for those who do not eat meat and meat products, fish, fowl and products with lard or gelatine, egg for religious reasons, whilst Vegetarian Raw



s Association (IFSA). IFSA Warns of EU Anti-Passenger Regulations; See [/news-releases/ifsa-warns-of-eu-anti-passenger-regulations-300587898.html](https://www.ifsa.org/news-releases/ifsa-warns-of-eu-anti-passenger-regulations-300587898.html)

⁵².*Ibid.*

⁵³.*Ibid.*

⁵⁴.*Ibid.*

Meal is ideal for those who love raw vegetables and fruits. One is totally free of eggs or dairy products, and the other one is Lacto-Ovo Vegetarian meal.⁵⁵

Hindu Meal is totally free from beef, this meal is ideal for those of the Hindu faith, whilst Moslem our company provides is offered in full accordance with IATA guidelines, that is no pork and pig by-products, gelatine, alcohol, flavoring extracts with alcohol, non-white fish-meat from species without scales or fins. Japan Airlines will be serving Muslim meals which have received halal certification. Meals which have cleared criteria in accordance with Islamic laws and legally approved by Islamic laws. A religious corporation registered with the Ministry of Education, Culture, Sports, Science and Technology. Has issued halal certification from 1999. Approved as a certifying entity in Japan by halal certifying entities in the United Arab Emirates, Qatar, and Thailand.⁵⁶

JAL provides several variation of meal such as child meal, vegetarian meal, low-fat meal, low-salt meal, low-calorie meal, gluten intolerant meals, bland meal, diabetic meal, fruit pester meal, vegetarian raw meal, seafood meal, low lactose meal, Hindu meal, vegetarian Hindu meal, vegetarian oriental meal, Muslim meal, vegetarian Jain meal, Minimal Allergen Meal Menus, subject on request. If the passenger would like to enjoy a special in-flight meal is requested to JAL Web-site through phone/mail within at least 25 hours before your flight's departure. If changing your flight reservation, be sure to reconfirm your special meal requests at the same time. However, special meal services may not be available on the code-share flights operated by another carrier.⁵⁷

JAL has teamed up with globally renowned minimal allergen food producer. Tsuji Foods Ltd to create a delicious and nutritious new in-flight menu. All meals are prepared by Tsuji Foods Ltd with the exception of green salad and fruits dishes, in kitchens exclusively used for minimal allergen meals. All meals including green salad and fruits are subsequently readied for serving in our official airline catering company's kitchens, which is not a minimal allergen kitchens. Persons with serious food allergies are recommended to consult with a physician about their meal selections before their flight departs. While JAL and its caterers make every effort to prevent allergen penetration during food handling and preparation, tiny levels of such substances may sometimes unintentionally appear in meals. Please note that minimal allergen meals may sometimes be unavailable because of weather conditions or other.⁵⁸

3. Compensation

a. Court Decision of Meals Services

The German airline Lufthansa was ordered to pay nearly \$1,400 for "moral damage" to a Brazilian Jewish passenger for not serving the kosher meal he had requested when booking his round-trip ticket between Sao Paulo and Zurich. According to Isaac Kopfler, who was awarded the damages by a court in Sao Paulo, he had to fast during the 14-hour flight between Switzerland and Brazil. His initial lawsuit requested about US\$5,000 in refunds and damages. The passenger has the right to receive what he paid for. According to the court decision, it is a passenger's relationship and the airline provides services, the non-existence of kosher food, despite having been requested in advance, in not an accessory matter. The kosher meals is of great importance and is based on religious principles.⁵⁹

In a letter to the news portal, Lufthansa apologized and committed to pay the moral damage. According to Lufthansa, the flight was operated by Swiss-Air, which belong to the Lufthansa Group, and the "technical problem" is uncommon. The food reportedly did not on board the airplane with the catering services and therefore was not served. Other alternatives would have been offered to the passenger, who may be contacted to

⁵⁵<http://www.jal.co.jp/en/inter/service/meal/special/menu/index.html>

⁵⁶.*Ibid.*

⁵⁷.*Ibid.*

⁵⁸.*Ibid.*

⁵⁹.JTA 30 March 2016., Lufthansa to pay \$1,400 in damages for forgetting kosher meal; See <https://www.timesofisrael.com/lufthansa-to-pay-1400-in-damages-for-forgetting-kosher-meal/>

receive further compensation in mileage, according to the airline. It worth to note here that Brazil is home to some 120.000 Jews, half of whom live in Sao Paulo.⁶⁰

b. Financial and Food Compensation

According to the District Court of Berlin and the German Federal Court of Justice, if the first flight is delayed, and the result passengers miss their connection flight, then they are entitled to financial compensation. This judgment is one of decisions made on the EU Air Passenger Rights Regulation (APRR) and it came into force in 2005. Previously for a long time, air passengers received no compensation if they missed a connecting flight because the first leg of their journey was delayed. The compensation consist of (a) compensation of between €250 and €600 per person; (b) if the passenger arrive 3 hours late at his final destination; (c) this applies even if the connection flight is operated by another airlines, as long as the ticket it valid for both flight; (d) passengers are entitled **to snack and refreshments** (*emphasize added*) as soon their flight is delayed for 2 hours or more; (e) their rights are based on the EU Air Passenger Rights Regulation 261/2004; (f) extraordinary circumstances release airlines from any obligation to pay compensation; (g) this regulation also applies to package holidays.⁶¹

c. Indonesian Financial and Food Compensation

d.

According to Act No.1 Year 2009, a delay is defined as a time difference between the schedules departure or arrival time and the actualization of the departure or arrival time. According to the Ministerial Regulation No.77 Year 2011 the type of delay are delayed flights, denied boarding passenger and a cancelation of flight. Delayed flights is freight company to handle every disadvantage of the passengers. The airline shall give compensation to the passenger, subject to the long time. Delayed more than 30 minutes to 90 minutes, companies must provide snacks and drinks to their passengers; delayed more than 90 minutes to 180 minutes, company must provide snacks, drinks, lunch or dinner and move their passengers to the next flight or another airline with another schedule, if the passenger asked for them; delayed more than 180 minutes, the scheduled airline companies must provide snacks, drinks, lunch or dinner, and if the passenger does not want to be moved to the next flight or another scheduled airline, they must accommodate the passenger to get a flight in the next day.⁶²

Additionally, based on Ministerial Decree No.77 Year 2011, the company shall liable to pay compensation as follow (a) delayed than 4 hours airline companies must compensate for IDR 300.000 to each passenger; (b) given a compensation to 50% if the airline company offered the another destination nearest to the passengers destination, and airline companies must provide tickets for transit flight or provide another transportation to the destination if there were no other mode of transportations than air freight; (c) on moving to the next flight or airlines owned by other scheduled commercial enterprises, passengers are free from additional charges, including upgrading class or if there were downgrading class or sub-class services, the remaining cash from the ticket sales must be given to the passengers.⁶³

Chapter Three Environment Aspect of Airlines Meals Services

This chapter deals with airline meals services; airlines struggle to serve sustainability includes coming back down to earth, sharing sustainability; efforts to reduce airlines meal service waste includes a Spanish projects, Gill Regulations, pre-order meals services and life + cabin zero waste as follows.

To serve sustainability, all the vendor shall join together to prevent and reduce airlines services by providing local contents, initiative any project, life + cabin zero waste, waste recycling, reusing utensils etc.

1. Airline Meals Service Waste

⁶⁰ .Ibid.

⁶¹ <https://www.flihtright.com/your-rights/connecting-flights>

⁶² <http://gres.news/news/legal-tips/101085-indonesian-law-on-compensation-rights-to-delayed-flights/0/>

⁶³ .Ibid.

In 2016, the International Air Transport Association (IATA) estimates, airline passengers generated 5.2 million tons of waste and cost them £400m. That is the weight of about 2.6 million cars and it is a figure set to double over the next 15 years. Toilet waste, wine bottles, half-eaten lunch trays, unused toothbrushes and other hallmarks of air travel are included in that statistic. According to Matt Rance, chief executive of MNH Sustainable Cabin Services, a company that advises airlines on waste reduction, once a plane has landed, huge volumes of disposable items are thrown away. It is almost like taking a tube, tipping it upside down, emptying it out and then saying ‘right, fill it up with new stuff again.’⁶⁴

The problem is compounded by various factors such as the sheer scale of the catering process, international health regulations, varying governmental waste policies and space constraints on board. Airlines must plan for food safety, hygiene, freshness and weight, hence the vast amounts of plastic in every plane cabin. Dining in the sky is quite different than popping down to anyone local café. Individual wrapping is required to keep food fresh, hygienic and free from contamination. Anyone who has eaten a bread roll on a plane that has been out of wrapping for more than a few minutes can attest to how dry air affects food quality. There is also a concern about customer satisfaction, which leads airlines to stock more food than required on board flights. It is worthwhile to note here that the Emirates Flight Catering facility in Dubai is one of the world's largest airline food facilities, preparing up to 180,000 meals every day.⁶⁵

2. Airlines Struggle to Serve Sustainability

Airlines around the world are trying to reduce their ecological footprint by serving locally produced and sustainable food. The trend appears to be growing, more needs to be done. According to Department for Environment, Food and Rural Affairs statistics (DEFRA), in the UK, 1% of all food transport is done by plane, it accounts for 11% of carbon emissions. By using food grown locally that does not have to be flown to the airport before being served to passengers, airlines can reduce the amount of greenhouse gases produced. Cookies served on British Airways flights come from an organic bakery located on the Scottish Island of Mull. The fish, tea and coffee served are sustainably sourced, and the airline bottled water comes in packaging that is entirely renewable.⁶⁶

China Airlines began labeling food on flights from Taipei to Frankfurt with its respective carbon footprint, becoming the world's first airline to do so. Items such as the "*Authentic Taiwanese Beef Noodle Soup*" for business class passengers and "*Plain Omelette with Mini Sausage and Hash Brown*" meal for economy class range from between 0.43 and 3.52 kilograms of equivalent carbon dioxide emissions per meal, whilst, according to Roel Verwiël from KLM, instead of getting the chicken from South America or Thailand, replaced by locally-source chicken.⁶⁷

a. Coming Back Down to Earth

According to Simon Heppner, founder of the Sustainable Restaurant Association (SRA), airlines still have a way to go before being truly sustainable in the food and drinks they serve. The main problem as the tight profit margins in the aviation industry, which make prioritizing sustainable food products and packaging a low priority. This is combined with the fact that airlines tend to tackle one issue of sustainability. There have been lots of examples in the past couple of decades of airlines that have focused on a specific issue within sustainability. No one's looked at it holistically and want to push forward on all of these, and all at the same time. Food waste is another issue, due to international regulations, uneaten airline food and the containers they

⁶⁴ [Olivia Boyd, @oliviaboyd., https://www.theguardian.com/sustainable-business/2017/apr/01/airline-food-waste-landfill-incineration-airports-recycling-iberia-qantas-united-virgin](https://www.theguardian.com/sustainable-business/2017/apr/01/airline-food-waste-landfill-incineration-airports-recycling-iberia-qantas-united-virgin)

⁶⁵ Kate Springer, CNN, Published 18th July 2017, Watch your waste: The problem with airline food and packaging; See <https://edition.cnn.com/travel/article/airlines-cabin-waste/index.html>

⁶⁶ <http://www.dw.com/en/airlines-struggle-to-serve-sustainability/a-17792250>

⁶⁷ *Ibid.*

are in must be incinerated, used as fuel or disposed of in a landfill, to avoid spread of nonnative animal or plant species that could harm local ecosystems.⁶⁸

b. Sharing Sustainability

With the continued growth of worldwide air travel, according to the IATA, airlines carried more than 3 billion passengers in 2013. According to the Carbon Neutral Company's roundtrip flight from Frankfurt to New York emitting more than a ton of carbon dioxide, focus on sustainable food and drinks may increase in the future. Indeed, some German airlines are beginning to include sustainable food on their flights. Lufthansa provides program "*Discover Slow Food*" campaign, in cooperation with the sustainable food advocacy group Slow Food, served business class passengers on European flights local German specialties such as Diepholzer Moorschnucke, a breed of sheep from Lower Saxony.⁶⁹

3. Effort to Reduce Airline Meal Service Waste

a. A Spanish Project

A Spanish project launched by a group of companies including Iberia Airlines and Ferrovial Services is taking up this challenge. According to Juan Hermira, Iberia's lead for the project, such project aims to recover 80% of cabin waste coming into Madrid's Barajas airport by mid-2020 through simple measures such as using trolleys designed for waste separation. The project will train about 2,500 cabin crew members in the basics of waste separation as part of the push. Additionally, the program will produce guidelines for use in other airports, is also exploring low-packaging meals and reusable cutlery, as well as data-led solutions, frequent flyer information, for example, could be used to anticipate business class passengers' meal preferences, meaning fewer meals would need to be prepared to satisfy demand. It is one of a handful of initiatives that suggest parts of the industry are waking up to waste. Last year, Gatwick opened an on-site waste-to-energy plant, reducing the need for lorries to transport waste elsewhere. The power produced currently goes back into the plant, but Gatwick hopes the facility will eventually help to heat the north terminal. Like Heathrow, it is also targeting a 70% recycling rate by 2020.⁷⁰

b. Regulations

According to Michael Gill, IATA's head of environment, regulation is key. At the moment EU animal health legislation, drawn up as a reaction to diseases like foot and mouth, dictates that all catering waste arriving from outside EU borders be treated as high-risk and buried in deep landfill. A coffee cup from the US, for example, will be treated as hazardous waste because it might have had milk in it. Donating uneaten food to charity is impossible. A more rational approach is needed, one which identifies elements of cabin waste that actually pose a risk to health and takes into account the stringent hygiene standards airlines are already subject to. He points to a forthcoming IATA-commissioned report which concludes that dairy and honey in airline waste pose a negligible threat to animals.⁷¹

c. Pre-Order Meals Services

Another solution is pre-order airlines meal service. The traveler order airline meal service before a flight. By providing this system airlines can simultaneously meet demand and minimize waste. One might argue are more waste-efficient because they don't give free things to every passenger, so people only buy what they consume. Pre-ordering of meals also has obvious catering advantages. It lowers costs and weight on board, which translates to lower fuel burn. This approach is becoming more widely embraced by full-service international airlines as well, with the likes of SAS, Japan Airlines, Singapore Airlines and Qantas creating online and mobile booking portals. It is focusing more and more on pre-order food. Passenger have made it

⁶⁸.*Ibid.*

⁶⁹.*Ibid.*

⁷⁰.Olivia Boyd, @oliviaboyd., <https://www.theguardian.com/sustainable-business/2017/apr/01/airline-food-waste-landfill-incineration-airports-recycling-iberia-qantas-united-virgin>

⁷¹.*Ibid.*

easier to online pre-order your gluten-free, lactose-free, vegetarian or non-pork meals. This reduces waste and, in the end, cost.⁷²

d. Life + Zero Cabin Waste

The European Union (EU) initiate “Life + Zero Cabin Waste” plan, which aims for 80% reduction in aircraft waste arriving at Madrid's Barajas airport by 2020. An airline participant, Spain-based Iberia has introduced reusable utensils so that in-flight waste can be easily sorted. Back on solid ground, the program has analyzed types of waste arriving at the airport, and redesigned existing waste management treatment procedures to be more effective. There are a number of unique solutions in the market today, but they can be difficult to see as a traveler, because catering (and waste disposal) is largely done behind the scenes.⁷³

Chapter Four Conclusion and Recommendation

IV. CONCLUSION

Based on the above-mentioned description, the authors conclude that food not only contributes to the levels of satisfaction but also influence passengers' re-flying intention. For that reason, airline should not ignore meals services but should take the opportunity to create more attractive and acceptable in-flight meals along with marketing tools in attracting passengers to re-flying. As a result of airlines meals services, produced several million tons of waste and will produce over 10 million tons annually by 2030. Such waste creates many problems namely the sheer scale of the catering process, international health regulations, governmental waste policies, for food safety, hygiene, freshness and weight, hence the vast amounts of plastic etc. In addition to, airlines meals services and waste involving many vendors such airlines, passengers, shipper, caterer, airport operator, government, air lines association, researcher, court, lawyers national as well international level, medical doctors etc.

V. RECOMMENDATIONS

To serve sustainability, the government shall to regulate meal services and all the vendors shall join together to prevent and reduce airlines services by providing local contents, initiative any project, pre-order meals services, life + cabin zero waste, waste recycling, reusing utensils etc.

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