



SERVICE INFORMATION LETTER

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REV.: /

To: Leonardo Helicopters products
 Owners / Operators / Service Centres

SUBJECT: Customer Services improvements

Helicopters Affected: All

Dear valued Leonardo Helicopters Customer,

We hope that this letter finds You well. With this communication, we wish to thank You for being part of our journey to continuously improve our services and we wish to thank You in particular for the recent extraordinary feedback You have given us in the 2021 Professional Pilot magazine survey, ranking us 1st for the third year in a row.

This achievement is a particular confirmation of our efforts, especially considering the challenging and mutating scenario of the past year. We are modifying our way of thinking and working, we have redesigned internal processes, policies and mindset, while remaining focused and in close proximity to You.

We are grateful of Your feedback, but please be reassured that this achievement is fuel for our motivation to constantly improve our Customers' experience with our products and services. Having also received a large number of detailed feedbacks throughout 2020, we are glad to inform You about the initiatives we have put in place to further enhance our services, based on Your feedback.

SERVICE NETWORK

During 2020 we have confirmed our philosophy of Customer Proximity and Satisfaction as key drivers of our mission expanding our Global Support Network.

Some examples of our commitment in fostering improved and localized services are the creation of the Leonardo Helicopters support centre in South Africa, with the mission to support all our Customers in Sub-Saharan Africa, and the new Blade Repair Centre in Malaysia offering full repair capabilities with tight turnaround times for the Asia Pacific region. On the other side of the World, our Gulf of Mexico Support Centre, opened in 2019, has already processed and repaired more than 500 blades, ensuring a cost effective boost to the operational support for our Customers in the Region.

Customer Services improvements

The integration between Headquarters, Subsidiaries, Joint Ventures, partner Service Stations and Technical Representatives in the field has been consolidated and all these functions have been now combined under the unique department of "Service Delivery" to optimize the use of all resources and the effectiveness in execution.

SPARES PARTS SUPPORT AND AOG SERVICE

The new E-Commerce store is fully up and running for all types of orders since last Summer. Now, more than 70% of overall volumes are managed through the on-line store, increasing efficiency and transparency of any managed order, including AOG and Warranty / Power by the Hour contract requests. The introduction of the new Warranty and Service Plan management process in particular has reduced significantly the evaluation process time.

In 2020 we have further increased the level of support provided in critical and AOG situations: 10,000+ Customer Service Requests (CSR) were closed in the 12 months and, in spite of the various worldwide COVID-19 restrictions and limitations, we managed to further reduce the average response time to AOG Technical and Logistic requests from 18 hours in 2018 to 12 hours in 2020 and early 2021.

Our resilience and warehouse presence worldwide has allowed us to keep delivery performance towards our Customers even during 2020. Delivery Schedule Adherence (DSA) - meaning the ability to deliver material on time in accordance with the terms of the published Service Policy - has been confirmed neat to 95% for AW Family Products (i.e. AW169, AW139 and AW189 helicopters).

Finally, the new 2021 Commercial/Civil and Dual Use Products Price List has been released, with a key message of no average increase of prices with respect to the previous published Price List, maintaining stable prices therefore for more than 24 months.

TECHNICAL SUPPORT AND PUBLICATIONS

Our commitment in continuously improving the Maintainability and Reliability of our Products is now also starting to benefit from a wide range of digital initiatives.

Thanks to Your feedback, we have been working within the Maintenance Improvement Team (MIT) framework, generating significant results in terms of accessibility, maintenance burden reduction and reliability improvements. In addition, we have extended the Reliability Data Sharing Group (RDSG) initiatives to AW169, building on the already successful participation on the AW139 and AW189 models. Results of the RDSG are constantly shared during webinar events planned regularly during the year. All these events are planned within Leonardo Customer Portal, our advanced interface specifically designed to improve Your user experience and to provide full coverage of services.

Interactive Electronic Technical Publications (IETP) for all Family Products and A109S/AW109SP, designed in accordance with the latest available ASD S1000D standards, are available via Amerigo 4 Mobile (Internet Version through dedicated app) and inclusive of the new IETP Configurator feature allows users to filter manuals contents for specific aircraft configurations.

HeliLink is incessantly cancelling distances, connecting people to share vital information allowing respectively lower case troubleshooting/Investigation from any mobile phone.

DIGITAL AND HELICOPTER ADVANCED SERVICES

Helicopter Advanced Services (HAS) program, started in 2019, has led several initiatives within Leonardo Helicopters, promoting a new data driven mindset, moving from a tool-centric approach to a service oriented view, enabling the development of new digital capability.

Customer Services improvements

We are working on processes digitalization and a better use of relevant “enabling technologies”, such as new digital logbook, on-board diagnostic systems and on-ground data analytics capabilities. An important initiative completed has been the so-called Digital Logbook, providing our Customers with direct access to the electronic format of the Logbook through the Customer Portal in a secure way. This feature allows the possibility to exchange of helicopter configuration in a digital way, reducing effort to share data and increasing level of automation.

We have also increased the number of helicopters sharing technical data with us. We are already collecting several thousands of giga data [points] through Heliwise, relevant to the HUMS data analysis, expanding these capabilities in order to cover all kinds of technical data.

Within the helicopters on-board systems, Leonardo Engineering is working to automate real time data transfer sharing and enhancing Leonardo’s digital data analytics capabilities, with increased automated decision making. In detail, the “H/C Data Transmission” initiative is being certified for AW189 and AW169 models, providing a new capability able to transfer relevant data, directly from the helicopter in flight to Diagnostic team on ground.

On the ground, to improve and expand the capabilities of data transfer, Leonardo has developed a new version of Heliwise in order to guarantee high level of security (availability, integrity and confidentiality) as well as new functionalities with the aim to simplify the User Experience. In particular, data relevant to flight activity and maintenance activity, properly collected and analysed, can generate benefit for the customer for training and maintenance.

As we move to there, we have worked to integrate a wide range of digital toolsets into one single Customer Portal environment. This provides our Customers a versatile and profiled access to all the required advanced and value added services, while structuring the exchange of data in a secure and sustainable way.

TRAINING NETWORK

Understanding the pandemic scenario, most of the Training List Prices have also been locked in 2020, with some courses also subject to a dedicated price reduction.

Thanks to Leonardo advanced learning platform and specifically to the “AW Live Training” framework, we have reached, since the beginning of the pandemic, more than 3500 students Worldwide and delivered 550 courses over the past 12 months through remote training sessions.

LH Training footprint has also been reinforced with the opening of the new US Training Academy located in Philadelphia. The new Training Centre is now up and running, together with the first US-based AW169 Full Flight Simulator Level D (FAA and EASA certified) and the AW139 Level D Simulator, just moved from its previous location in New Jersey. Also, the assembly and activation of the first AW609 Full Flight Simulator in the world is now complete at our US Training Academy, with certification being progressively conducted in 2021. With maintenance trainers for AW139 and AW119, the AW609 virtual enhanced training device and the latest technology empowering a state of the art training experience for our Customers, the US Training Academy is a fundamental pillar of Leonardo commitments and investments in the rotorcraft training and safety.

LH is also strengthening AW169, AW139 and AW189 simulation delivery capacity with specific focus on Asia-Pacific Region and Far East. New AW139 and AW189 Level D Full Flight Simulators will be available at Leonardo Malaysia by the end of 2021, and we have initiated the Authorized Training Center Agreement execution phase with SACC Japan for the AW139 Full Flight Simulator.

Furthermore, starting from November of 2020, the ACE Training Centre in Sydney has become the latest addition to our network of Authorized Training Centres around the world. Owned and operated by Toll, the facility hosts the only Australian AW139 Full Flight Simulator recognized by Leonardo.

DIAGNOSTICS, SIMULATION & LEARNING SOLUTIONS

Heliwise HUMS analysis systems and processes are enriching our capability to connect people with helicopters, allowing to share vital information in a simple and effective way by means of portable devices.


A new Heliwise suite of applications has have been designed to offer automated preliminary maintenance analysis: data transfer can be done during flight, transferring aircraft key information before reaching the destination. Once on ground, enhanced data analysis is immediately available in few steps through mobile and user friendly ground applications. This is the first step towards a real Smart Maintenance process. More developments are planned for these months and we will keep you posted as new features and services come available on AW Family Products.

The LH Enhanced Training Devices product line is continuing its expansion embracing also lower-end devices with the new ETD Lite-4 – a Training Device that reproduces by means of wide touch screen monitors the cockpit displays and panels – and relying on cutting edge VR technology ETD VxR (Virtual eXtended Reality), a Training Device devoted to practice with basic platform handling and endowed with realistic Motion Cues.

Virtual Reality and Augmented Reality allow to train all crew personnel in an immersive environment, to manage training requirements and personnel qualifications in the most effective way. It's now a Reality with the first Virtual Hoist Trainer available by Q2 2021 and ETD VxR for pilots training.

Skyflight, the multi-helicopter flight and mission planning system designed by Leonardo to help helicopter crews plan, execute and analyse their operational missions in a wide range of operational scenarios, is continuously improving its capability and technologies.

We trust that the aforementioned information, in addition to a fruitful daily exchange and feedback with the CS&T Worldwide Team, will prove valuable. In case of any question or request of clarification please feel free to contact cssmitaly.mbx.aw@leonardocompany.com. We remain committed to keep You constantly updated on our services.



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