



SERVICE INFORMATION LETTER

SIL N° S-GEN-005

DATE: December 6, 2022

REV.: /

To: Leonardo Helicopters products
Owners / Operators / Service Centres

SUBJECT: Customer Services improvements

Helicopters Affected: All

Dear valued Leonardo Helicopters customer,

We would like to thank you for being part of our quest to continuously improve our services with a special thanks for the extraordinary feedback you provided in the 2022 Professional Pilot magazine survey, ranking us 1st for the fourth year in a row.

This achievement is a testament to our teamwork, especially considering the challenging conditions of the past year. We value the opportunity to be your reliable partner of choice, being transparent in our communication and consistent in our commitments. In just four words: Being Close To You.

We value your feedback – it serves as our motivation to constantly improve your experience with our products and services. We like to give back to you the results of the initiatives we have put in place to further enhance our services and in response to our recent Customer Survey.

SUPPORT NETWORK

Despite the constraints and limitations due to the pandemic, throughout 2021 and 2022 we continued the plan to expand our support network with unchanged commitment in order to be closer to our customers and to guarantee a widespread offer of capabilities and services in proximity to their areas of operation.

A tangible example of our commitment was the opening of the new Helicopter Service and Logistics Centre in Brazil, which achieved operational readiness in November 2021, representing a further step forward to strengthen the level of quality services supporting Leonardo Helicopters' Customers in Brazil and Latin America. The new site is built over an 80,000 m² area in Itapevi, 30 km far from São Paulo and it can host up to 20 helicopters simultaneously, allowing for a 50% capacity expansion when compared with the previous maintenance capabilities in country.

Customer Services improvements

Our Gulf of Mexico Support Centre, opened in 2019, is constantly expanding its capabilities, adding AW169 Blades repair service within the first half of 2023, ensuring a cost effective and a less than 30 days' average turnaround time for blades repairs. In addition, we're offering maintenance support at our new Milton (FL) facility, providing regional OEM dedicated service to our customers in Central and South East of the USA.

During 2022, an additional effort has been made to further strengthen our subsidiary in Australia by adding to our local team additional resources specialized in Service Engineering and HUMS services, as well as continuing the expansion of our gearboxes MRO plant in Melbourne, with additional R&O capability on AW139 Main Gearbox expected in 2023.

We are also working on a series of projects for the improvement and efficiency of our support network, in addition to modifying our Customer Support Organization to address decisions more quickly, aimed at guaranteeing the level of support our customers expect.

SPARES PARTS SUPPORT AND AOG SERVICE

As in past years, we proudly provided good results in improving our logistic services. This year we will give you a good, honest and transparent situation about what is happening in the world of logistics. The global challenges that the industry is facing with the logistics chain are happening everywhere, every day. Although we invested a lot of resources since the beginning of the pandemic, the supply chain has not yet recovered to expected levels. With the volume of flight hours coming back to pre-pandemic levels, we are currently experiencing difficulties with some supplies, raw materials, and labour availability inside our MRO Supply Chain.

To mitigate this difficult situation and to maintain service levels for our customers, we have extended the firm order horizon towards our suppliers and we have included additional flexibility in the volumes projected for the next two years, anticipating a substantial financial risk.

Our commitment is to constantly provide you, with clarity and responsibility, status and progress on the recovery outcomes (product by product, part by part), through both webinars and dedicated one on one meetings.

During years 2021 and 2022 we have accompanied the latest challenges on the Commercial/Civil and Dual Use Products fleets managing 12,000+ Logistic Customer Service Requests (CSR) per year, with the aim to closely mirror most recent customer needs.

In parallel, we are continuously focussed on improving the order management process, including the usage of the Leonardo Store, available through the Leonardo Portal. The usage has again increased, and consistently more than 80% of overall volumes are managed through the on-line store, providing increased efficiency and transparency of any managed orders, including AOG and Warranty / Power by the Hour contract requests.

TECHNICAL SUPPORT AND PUBLICATIONS

The Engineering Services provided continues to improve improving thanks to the introduction of a new Service Policy, named Engineering Services Foundation (ESF), aimed to rationalize and simplify the framework of the set of Engineering Services designed to support fleets daily maintenance and operational activities.

The ESF Program includes a complete set of Engineering Services tailored for the AW Family Products (AW139, AW169, AW189), A109/119 Legacy Products (A109A, A109All, A109C, A109E, A109K2, A119) and AW109/119 Products (A109S (Trekker included), AW109SP, AW119MkII).

Customer Services improvements

The ESF Services are organized in Basic Services, allowing to access to the entire set of technical documentation and engineering services required to maintain and operate customers' fleet and Catalogue Services that can be added to the ESF Basic Services to enhance the capabilities of the aircraft and the support to the fleet operations and maintenance.

The ESF services are powered by the Leonardo Helicopters Digital Enablers, including the secure and direct communication channel between Leonardo and our customers, endorsed by the Leonardo Customer Portal, Heliwise application (Ground Station) aimed to collect Health & Usage Monitoring System (HUMS) data from the fleet and HeliLink application for Virtual Technical Support.

A new Heliwise suite of applications has also 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 and we will keep you posted as new features and services come available on AW Family Products.

The access to our Technical Documentation is facilitated by the Amerigo Suite. It is possible to consult the Technical Publications on desktop and laptop with the Amerigo Browser, and with the recently released Amerigo 4 Mobile App for mobile devices, it is possible to access the Maintenance Technical Publications (IETP) and with Amerigo 4 Flight App the Operational Technical Publications.

Customers all are welcome to the ESF Program, which will enable to enjoy the advantages provided with this new Service Policy, along with access to the technical documentation and full OEM engineering support.

TRAINING NETWORK AND SERVICES

While Leonardo Helicopters truly appreciates our customers' positive training feedback, we assure you our maximum focus in continuing to further improve our training services, as well as to identify new and innovative solutions.

The new U.S. Training Academy, located in Philadelphia, is now fully up and running. Customers can rely on OEM Certified instructors and OEM guaranteed equipment as our AW169 Full Flight Simulator (FFS) Level D (FAA and EASA certified), AW139 Level D Simulator and maintenance trainers for AW139 and AW119. The U.S. Training Academy is proud to offer customized solutions for customers' specific needs. Our Team in the United States is the best source in the Americas to access to the top AW training and ensure the highest level of safety for your operations.

As a further evolution of the training services available, Leonardo Helicopters wishes to inform customers about an important enhancement to the Customer Portal and the e-Commerce Store: training solutions are now embedded within Leonardo e-Commerce platform while a new section of the Customer Portal named "Leonardo 4 Training" is also available in order to grant Operators with the possibility to monitor and track all the training activities with our Training Academy.

Additionally, following customers valuable inputs, the entire process for student enrolment in a course through the Customer Portal is under review in order to address the technical issues encountered in the recent past and to enhance the overall Customer experience with our Training Academy.

In 2022, Leonardo Helicopters launched the **Modular Interactive Trainer for Hoist OperatorS** MITHOS, a device leveraging on the full integration of the Virtual Reality technology and a real helicopter cabin hardware to deliver operational training for Rear Crews Operators, Rescue man, Helicopters Hoist operator and Medical Personnel, from Ab-initio to Advance and Recurrent Training classes. Interlink with Full Flight Simulator is also under implementation: the unique synthetic

environment outcome allows pilots and rear crew operators to be trained in a single crew mission scenario in real time, enhancing both safety and mission effectiveness.

Additionally, in January 2023 the upgrade of the AW139 Full Flight Simulator #3 IT-068 to Primus EPIC Phase 8 will be implemented to align the device to the latest aircraft configuration. The previous Primus EPIC Phase 7.4 will remain available with the possibility to shift to the Phase 8 on programmed periods.

We are also continuously strengthening simulation delivery capacity through investments in the Leonardo Helicopters Training Academy network: the full implementation in 2022 of the first helicopter FFS Level D ever certified in Japan is a demonstration of this commitment. The AW139 FFS provides realistic training for type training and helicopter-specific mission, being provided with the Far East region environment database. The simulator is operated and managed by FAS and training delivered in country in cooperation with our Training Academy instructors through a wide range of OEM training courses.

Data analysis and sharing are keys to boosting helicopter performance, safety, operational readiness, and related services. The Training Academy is taking the challenge to embrace a real “data-driven” mindset through the introduction of the Data Driven Training. The aim is to further improve the student competences through a tailored learning path approach focused on competences and providing added value in skills, knowledge and attitude. The first classes with our Customers using this new methodology have been held in 2022 and further courses availability will be extended in 2023.

SIMULATION & LEARNING SUPPORT SERVICES

For Lightweight Helicopter the ETD product line has been enriched during 2022 with the VxR, a disruptive solution based on Virtual Reality. Designed to be compliant with FTD lev. 6/7 FAA requirements, the device is platform-specific in terms of cockpit, flight dynamics and performance. By means of additional cockpits, the VxR can also support multiple helicopter platforms. The high-definition Visual System is based on VR goggles up to 4K resolution and 60 fpm. The short throw motion system has six degree of freedom and it is fully integrated with the VR headset. The VxR benefits of the Top-Level Control Loading Systems directly derived from existing high-end devices. No special facility requirements are needed except of a standard office (approximately 6x6 Feet footprint and 9 Feet ceiling with standard floor). The first prototype will be completed and installed in AgustaWestland Philadelphia Corporation in 2023, ready to enter into production in 2023.

During 2022, the ETD eMotion has exceeded expectations. For this cost effective and innovative device, Customers recognized the added value identified by our Training Academy pilots. During the year, three devices have been delivered and the interest is also confirmed by the award of new contracts.

2022 has seen further expansion of the user base of the Skyflight Mission Planning System, which is now fully integrated with Skyflight Mobile. This has been enriched with tactical planning, debriefing capabilities and a completely new user experience.

DIGITAL SERVICES DEVELOPMENT AND INTEGRATION

The Digital Services have been developed and tuned in cooperation with a group of early adopters Customers in a “partnership spirit”. Their feedback has been crucial to enrich the roadmap of our Digital Services, which cover a wide range of capabilities and functionalities, taking maximum benefit from digital enablers.

The importance of data is crucial in all industries and is helping business to deliver better services to the Customers. This can only be achieved by having a close relationship with our Customers, exchanging data in a secure manner. Currently, more than 60% of the connected helicopters (AW Family) are sharing diagnostic data at least monthly (and 30% weekly or daily)

We have reviewed the entire after-sales Digital Customer Journey, putting Customers and data at the core of our services, starting from the delivery of the helicopter, to the flight operations, training, diagnostics, maintenance and logistic support services, simplifying the current processes and improving the user experience (customizing features for each individual Customer upon request):

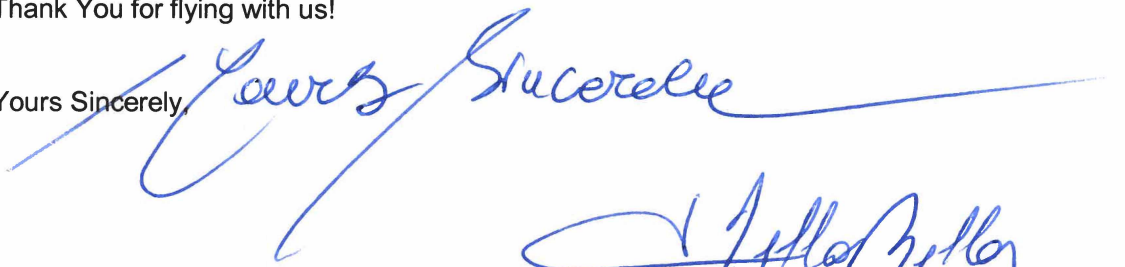

- We deliver new helicopters with a digital logbook which Customers can subsequently use to maintain their asset management system (e.g. maintenance records and components tracking) – digital logbook is available also via Leonardo Customer Portal.
- Pilots can benefit from the new Electronic Flight Bag, accessing the operational publications and to the multi-helicopter flight and mission planning system (e.g. plan, execute and analyse their operational missions in a wide range of operational scenarios) with any mobile device.
- Exchanging diagnostic and configuration data with Leonardo Helicopters, we are now able to analyze data in a more integrated way enabling new digital tools and techniques to focus on product improvements, failure forecasting and logistics performance.
- Live troubleshooting has been improved thanks to the introduction of HeliLink, a Smart Assistance digital tool to get remote support by our Engineering experts.

Finally, we have integrated a wide range of digital tools into the Leonardo Customer Portal: by using the Heliconnect App, our Customers can discover all the benefits in full mobility, while structuring the exchanging data in a secure and sustainable way.

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 us, we remain committed to keep You constantly updated on our services

Thank You for flying with us!

Yours Sincerely,



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