



# SERVICE INFORMATION LETTER

**SIL N°**                      **S-GEN-23-005**

**DATE:**                    **November 07, 2023**

**REV.:**                      /

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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 taking part in our survey to continually improve our support and services, with special thanks for the outstanding feedback you provided in the 2023 Professional Pilot magazine survey, ranking us first place for the fifth consecutive year.

We ask you periodically to evaluate us because your opinion inspires us to improve your experience with us! We want to share with you the initiatives we have implemented, also thanks to your comments, so that our path can always be one step ahead of the international market. We value your feedback - it serves as a key input to constantly improve your experience with our products and services.

What sets us apart is the commitment and constant professionalism that we put into our work every day to be at your side so that you can be satisfied: this is our mission!

We are pleased to share with you the results of the initiatives we have implemented to further improve our services and in response to our recent Customer Survey.

### **SUPPORT NETWORK**

Customer proximity is paramount for Leonardo, as we believe being physically close to our Customers is crucial to provide the expected level of support during operations.

In this regard Leonardo considers its Customer Support & Services (CS&S) Network as a key enabler to allow and ensure continuity of operations to our Customers worldwide. Today CS&S Network is made up of L.do Subsidiaries (AUS, BEL, BRA, MAL, RSA), Joint Ventures and our network of Service Centres and Repair Centres. The aim is to ensure a widespread coverage of each territory, also where Leonardo is not directly present with one of its facilities. To reach such goal, Leonardo has decided to invest significantly in the development of the CS&S Network, not only to be ever closer to our Customers, but also to better understand and anticipate their needs.

Same “time and quality” level of service shall be available to all our Customers worldwide, regardless the Leonardo stakeholder or partner in charge to support.

Initiatives are already in place to further develop CS&S Network governance model, with the aim to enhance the level of integration of our Subsidiaries within our logistic and reporting systems. The plan is to complete by 2024 the deployment of a state of the art integrated ERP system in all our Subsidiaries and to equip, by early 2025, all our Subsidiaries with an integrated tool for managing helicopter maintenance activities, so that to enhance data sharing and return of experience.

Leonardo Helicopters is also revising its Service Centre and Repair Centre model. The aim is to identify and select reliable Partners capable of providing to our Clients best in class support for helicopters and components maintenance, also where Leonardo is not directly present on site through one of its premises. New Service Centre and Repair Centre network model will be available in the second half of 2024.

### **SPARES PARTS SUPPORT AND AOG SERVICE**

Since 2022, a combination of factors has affected the supply chain of the aviation industry, as well as helicopter manufactures as Leonardo Helicopters. These include increased post-COVID Customer increased demand (above the typical flight hours trends), worldwide supply chain suffering lack of raw materials and electronic subcomponents, substantially worsening lead times and growing work force challenges across the critical sector of the aviation industry. Several initiatives and fundamental changes have been set since early 2022 to mitigate the upcoming effects.

Key initiatives include, among others, accelerated investments in digital tools to identify changing trends and implement appropriate changes to material planning worldwide, allowing the development of a completely renewed planning policy to grants our suppliers with an extended order

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## Customer Services improvements

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intake horizon. With this in place, Leonardo has been able to confirm orders to cover the planned supply up to Q2 2025, with the increased flight hours demand, granting specific upfront investments to all Suppliers and Partners. Leonardo has also increased the level of stock availability worldwide for the items identified as most critical to the global fleet, leveraging also the great reaction from our global Customers in expediting repair inductions to gain additional material availability from repaired and reconditioned components.

Although Leonardo has invested in resources and supply chain crisis anticipation since the beginning of the pandemic, results have not immediately perceived by Customers and Operators. However, the recovery has started and Leonardo has begun to recognize improvements in parts availability in Q4 2023 respect to the previous months. Our expectation is to continue in this direction and consolidate the return to normality during 2024.

To mitigate this difficult situation and to maintain service levels for our Customers, we are continually extending 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.

### TECHNICAL SUPPORT AND PUBLICATIONS

The recent introduction of the new Service Policy **Engineering Services Foundation** (ESF), powered by the Leonardo Digital Enablers, is already showing to the Customers that selected the Premium Services the enhancements and the capabilities of a framework of integrated Engineering Services designed to support fleets daily maintenance and operational activities.

The ESF Program includes a complete set of Engineering Services allowing to access to the entire set of technical documentation and engineering services (e.g. Technical Queries) required to maintain and operate customers' fleet 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).

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 **Amerigo4Mobile** application for mobile devices, it is possible to access the Interactive Electronic Technical Publications (IETP) and with Amerigo 4 Flight App the Operational Technical Publications.

We strongly recommend to involve your Customer Support Account Manager to retrieve additional information about the new Service Policy and to benefit the advantages provided with the access to the technical documentation and full OEM engineering support through the Leonardo Customer Portal and mobile applications.

### TRAINING NETWORK AND SERVICES

Once again, the Leonardo Helicopters Training Academy people appreciate our customers and partners' positive training feedback and would like to assure our continuous commitment to further improve our training services and the students overall experience.

Through a set of different initiatives, we have been working on the different training sites on both services and furnishing. We have created a brand new lounge for all the students at the LH Training Academy in Sesto Calende and we are moving forward with the progressive introduction of the new enhanced multimedia classroom setup in order to remain on top to the latest state-of-the-art training technologies and training devices developments.

With a constant focus on quality of the training delivery and proximity to our students worldwide further investments have been made on the LH Training Network with introduction of a dedicated visual system retrofit campaign involving the majority of the Full Flight Simulators utilized by the Training Academy worldwide.

While the introduction of the Data Drive Training journey is progressing as planned (approximately 60% of the recurrent training of pilots is made with the Data Driven Training methodology) a new algorithm is under final testing phase and will be introduced by the end of the year to further boost the usage of data in real time during each training session. Moving forward on our digital journey, the same Data Driven Training methodology was also implemented in 2023 for technicians' courses: based on a data gathering and analysis philosophy each student can benefit of the adaptive training path methodology since the first login at the **MyTraining** portal.

In order to also better accommodate any Customer needs and provide a wider visibility of the LH Training Academy course availability, the LH Training Academy is progressively extending the scheduling horizon of the training activities and courses (including Full Flight Simulator training slots). The target to have a provide constant visibility of a one-year rolling training plan starting form Q2 2024 for Customers serviced from the Italian hub, with the extension of such capability in the other regions by end of 2024.

Safety remain the fundamental pillar of Leonardo and in particular of the LH Training Academy; the launch of a unique **Upset Prevention and Recovery Training Program**, fully developed and implemented by the LH Training Academy in 2023, represents an important milestone for the entire

rotary-wing community. The first class is planned for November 2023 and further courses availability will be extended in the upcoming 2024 for all the LH Customers and Partners.

### **SIMULATION LEARNING SERVICES**

The Leonardo Helicopters really appreciates that its full in-house design and integration capability is perceived as a great benefit providing the highest fidelity during the Training.

In order to further enhance Customer proximity, Leonardo helicopters is investing in new technology to provide training devices as a service and to develop solution based on Virtual Reality (VR).

In 2023 we have accomplished the design and development of the Virtual eXtended Reality (VxR), the Enhanced Training Device (ETD) for Lightweight Helicopters with the short throw motion system fully integrated with the VR headset.

The first VxR for the AW119 has been just installed AgustaWestland Philadelphia Corporation, the second is installed in Sesto Calende, Italy. For the 2024, LH is expecting the VxR certification as a Flight Training Device (FTD) from both FAA and EASA.

Moreover, the LH Training Devices have the capability to be fully integrated to provide an immersive and distributed training, as an example, in 2023 the MITHOS and the FFS have been integrated to allow aircrew and rear crew to be trained together.

Leonardo is now able to offer as a service the ETD Desktop for procedural pilot training and the Virtual Maintenance Training.

Customers have access to those powerful training devices from wherever, by simply using a web browser and the assigned username-password.

The full service delivery is also a key factor for Leonardo Helicopters with the capability to provide the Customers with comprehensive training Centres and improved training capabilities.

The planning and communication systems are developed to support the most demanding mission, including also tactical and search and rescue capabilities.

### **DIGITAL SERVICES**

Leonardo is keeping on improving its Digital Services, analyzing the flight and ground data coming from the field, leveraging as much as possible on the Leonardo Customer Portal as the preferred Single access point to interact with you in a structured and effective way.

Reliability Data Sharing Group community is continuously expanding with new members and the relevant analytics and trends are completely available through the Customer Portal.

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## Customer Services improvements

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We are working on tracking the helicopter critical components from your maintenance systems through the logbook as-maintained section on the Customer Portal and we want to thank many of you for the support provided in Data Collection, which already counts for more than 200 helicopters sharing configuration data periodically. Moreover, we confirm that more than 60% of the connected helicopters (AW Family) are sharing diagnostic data at least monthly (and 50% of which weekly or daily).

Our efforts are currently concentrated on:


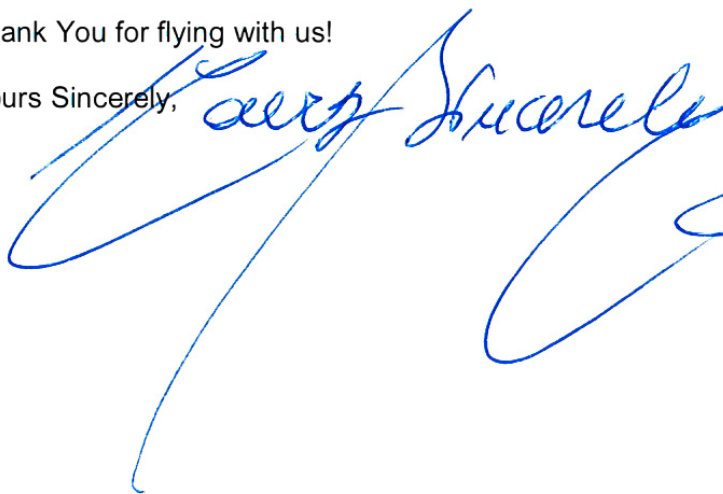
- Delivering new helicopters with a digital logbook easy to be uploaded into your asset management system (e.g. maintenance records and components tracking) – digital logbook section is available via Leonardo Customer Portal.
- Supporting the initial exchange of diagnostic and configuration data with Leonardo Helicopters: we are now able to access different asset management commercial software and we are analyzing data in a more integrated way to focus on failure forecasting, supporting our logistics personnel in planning the spares requirements. The more logbooks as maintained we will be able to track the more accurate the forecasting analysis and relevant support services will be.

We finally want to remind that, by using the **HELIconnect** application, you 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,



**Vittorio Della Bella**  
SVP Customer Support and Training  
Worldwide Services