

AIRBUS CUSTOMER SERVICES NEWS

Farnborough Air Show, Tuesday July 12th 2016

1. NEWS FROM NAVBLUE

PLEASE NOTE: NAVBLUE is Airbus' new fully-owned Flight Operations subsidiary – formerly Navtech, Airbus ProSky and Airbus Flight Operations Services.

For full details please refer to the Airbus Press Release issued separately at the Farnborough Air Show.

New website: www.navblue.aero

Air France selects ROPS technology and Auto-Pilot / Flight Director TCAS for its A320 Family and A330 fleets

Air France has agreed to install Airbus' Runway Overrun Prevention System (ROPS) and AutoPilot / Flight Director TCAS (AP/FD TCAS) on its A320 Family and A330 fleets. ROPS is an innovative performance-based alerting system that assists in preventing runway overruns - one of the most frequent causes of aircraft accidents today. AP/FD TCAS is a safety enhancement allowing pilots to fly TCAS "Resolution Advisory" traffic avoidance manoeuvres with AutoPilot on or Flight Director engaged. It will enhance the safety of Air France's fleet, which consists of more than 115 A320s and 15 A330s. Both ROPS and AP/FD TCAS were 'industry-first' innovations developed by Airbus which are now included in the solutions portfolio of Airbus' new wholly-owned Flight Operations and Air Traffic Management subsidiary – NAVBLUE.

Hawaiian Airlines selects NAVBLUE's N-Flight Planning System

Hawaiian Airlines has chosen to implement NAVBLUE's (*formerly Navtech's) N-Flight Planning System. With this system Hawaiian will realise several flight operation benefits, including increased flight plan accuracy and higher productivity of dispatchers and flight planners. The system also offers superior optimization results, with integrated flight hazards, such as turbulence and icing. Furthermore, the predictive services provides "Receiver Autonomous Integrity Monitoring" (RAIM) prediction capabilities to support Global Navigation Satellite System (GNSS)-based operations.

NAVBLUE introduces "Airline Operating Control Center" web application

NAVBLUE has introduced a new web application: "Operating Control Center" (OCC). This solution is based on the Airbus Flight Operations' experience with real airline OCC teams to track fleets, communicate with aircraft, bring in-flight vertical profile optimization capability for each aircraft of a tracked fleet. It also allows the real-time monitoring of various parameters from the aircraft, while having an overview of the weather situation. This solution completes the new NAVBLUE N-Flight Planning and Crewing services and can generate "Electronic Flight Folder" packages on aircraft systems and pilots' "electronic flight bags" (EFBs). OCC also ensures consistency with the same NAVBLUE aeronautical information datasets embedded on ground and on-board.

NAVBLUE launches new Aeronautical Data solutions

NAVBLUE has launched new aeronautical database services using satellite data for operators and authorities. The new offer provides a full spectrum of aeronautical data services ranging from tailor-made datasets to fully-fledged aeronautical data cockpit solutions. The most recent product in this portfolio is NAVBLUE's new Runway Mapping Database which EASA recently granted "Letter of Acceptance Type 1 and 2" certification to. The aeronautical database services also include an electronic terrain database and an obstacle database. All these products benefit from the expertise of Airbus Defence and Space – utilising its high quality satellite datasets.

2. NEWS FROM SERVICES BY AIRBUS

Azul signs FHS Components and flight training contract with Airbus for A320neo fleet

Azul Brazilian Airlines has selected "Services by Airbus" to provide Flight Hour Services (FHS) components over a 12 year period. The service will provide an extensive scope of A320 line replaceable units (LRUs), guaranteed spare parts availability through pool access service, on-site stock at customer main base and selected outstations, as well as repairs. This FHS contract also represents the first in Latin America with a new parts 'pool' in Brazil at Viracopos International Airport, Campinas. The pool will be available to serve customers in the region.

Furthermore, Azul has chosen "*Training By Airbus*" to provide A320 Family flight simulator training and courses in Azul's Training Center (Azul's University "UniAzul") – the largest training centre in Latin America, near Viracopos International Airport in Campinas, São Paulo. This 12-year training agreement includes more than 70,000 flight training hours and the installation of one full-flight A320 simulator in UniAzul to train Azul pilots and maintenance crews starting October. Under such partnership, UniAzul will be the first Airbus "Approved Training Organisation" (ATO) in all of South America. This ATO will implement Airbus ATO/EASA processes and tools, allowing Azul to provide training certified by Airbus. Azul currently operates five A330-200s and has ordered 35 A320neo Family aircraft. Azul has also committed to operate 28 A320neo Family and three A350 XWB aircraft as part of leasing agreements.

Avianca Brasil chooses Airbus Smarter Fleet Maintenance Mobility

Avianca Brasil has selected Airbus' Smarter Fleet Maintenance Mobility offering. The digital solution will provide airlines' technical ground staff with a complete view of the aircraft status and maintenance activities across the airline and bring efficiency for mechanics through technical data and actionable items on their mobile devices. Overall, Avianca Brasil will benefit from streamlined communication, decision-making and significant savings. The agreement covers the integration of the Maintenance Mobility services into the airline's information system, as well as the software and data hosting over a five-year servicing period. The deployment will be accomplished step-by-step with Airbus experts working on-site with Avianca Brasil in order to spread the integration and manage change gradually. Avianca Brasil (formerly Ocean Air) became an Airbus customer in 2010 and currently operates 47 A320 Family aircraft and one A330 Freighter. Maintenance Mobility also provides maintenance supervisors with real-time monitoring on the progression of each aircraft turnaround activities and serviceable status.

Spring Airlines signs contract with Airbus for in-service aircraft upgrades

Spring Airlines, China's first low cost airline, has signed a contract with Airbus for a package of solutions to upgrade its fleet of 20 A320s to match the latest delivered aircraft standards. These include optimising cabin space, upgrading the operating weight and adding Sharklet wingtips. Together these enhancements will result in increased passenger capacity, improved aircraft performance and reducing fuel consumption & CO₂ emissions. For the cabin optimisation, the new aft galley complex – Space-Flex – will be fitted, which will optimise the space in the aft galley and lavatory areas. This approach frees-up space in the A320's cabin for additional economy-class seats without impacting the seat-pitch comfort for passengers.

ICBC Leasing signs with Airbus to upgrade A321 cabins

ICBC Leasing has signed an agreement with Airbus to upgrade the cabins of six A321s for a new operator. This interior conversion will harmonize the airline's cabin to its latest line-fit layout. The retrofit embodiment is planned to be completed in 2016. As part of the upgrade, new monuments including galleys and lavatories will be installed including re-pitching of business-class and economy-class seats.

AerCap A319s to be upgraded for Shaheen operations

Aercap and Airbus Upgrade Services have agreed a deal to facilitate the transition of seven leased A319s for operations with Shaheen airlines based in Karachi, Pakistan. The modifications package from Airbus includes a newly branded interior, the integration of new seats in a 150 passenger layout (taking benefits of the recent extended seating capacity certification), a suite of systems and avionics upgrades (including 'ADS-B Out') to meet forthcoming Air Traffic Management (ATM) regulations, an increased take-off weight capability of 75.5 tonnes to suit forthcoming operations and new Shaheen livery. The embodiments are scheduled from the fourth quarter of 2016. Thanks to the deal, Shaheen will be able to significantly grow its fleet and operations in order to explore new markets. This deal also reinforces *Services by Airbus*' integrator role for aircraft transition services with leasing companies. These principally cover modification services including engineering, certification, parts, logistics management and even livery changes – with the solutions being certified worldwide.

Airbus Consulting concludes assignment to achieve A320 base-maintenance EASA accreditation for China Eastern Airlines' MRO facilities

Airbus Consulting has concluded an assignment, in cooperation with China Eastern Airlines and its affiliated MRO "Eastern Airlines Technic" (EASTEC), to achieve EASA accreditation for EASTEC to perform A320 base-maintenance at three of its facilities: in Shanghai Pudong, in Kunming and in Lanzhou, Gansu province, respectively. Most recently, Gansu – the last remaining base – received its EASA accreditation for base-maintenance for Airbus A320s. In 2014 China Eastern Airlines launched EASTEC to further explore the MRO market. Airbus Consulting was selected to provide China Eastern with advisory assistance in the frame of its project to receive EASA accreditation for three EASTEC bases. Airbus Consulting is dedicated to optimizing its customers' competitiveness and operational performance.

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