

FOKKER
SERVICES

FLYFokker

Support Solutions

FLY
FOKKER



Aircrafting

Fokker

Additional Services during Pre-Take Off phase

1. Pre-Acquisition Consulting Services

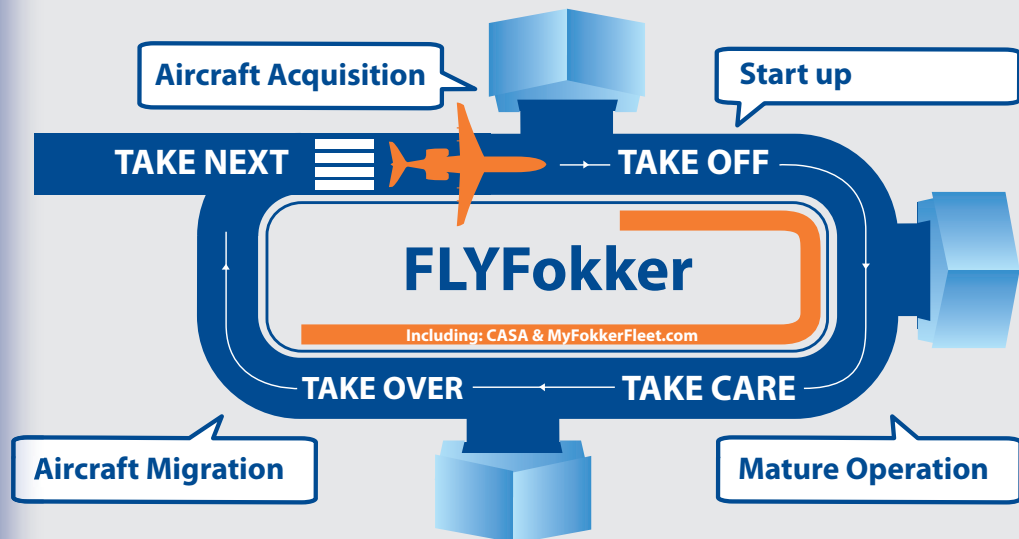
Fokker Services can provide a dedicated team of specialists to focus on providing support services during the remarketing of Fokker aircraft. These services are aimed at assisting (start-up) operators and evaluating the introduction of a Fokker aircraft type into their fleet. We can carry out tailored studies on the operational and/or technical suitability and the economic viability of the aircraft in question. Such studies may include customized performance studies, operating costs and/or fleet commonality analyses.

2. Aircraft Validation Services

We can provide assistance to an operator introducing a new a/c type to its fleet, pursuing a Certificate of Airworthiness for a Fokker Type Certificate, or a Supplemental Type Certificate for any other aircraft. This mainly includes the type validation of the EASA/FAA (Supplemental) Type Certificate, ensuring the approval of the local National Airworthiness Authority (NAA), and comparing certification requirements, maintenance philosophy and local import requirements in the country of future registration. If needed, assistance can also be provided to obtain a Certificate of Airworthiness for individual aircraft within the fleet of an existing Fokker operator due to configuration differences unknown to the local NAA.

(continued at next page)

Today Fokker aircraft are flown worldwide by a variety of operators under diverse conditions. This requires tailor-made support solutions. Fokker Services introduces its innovative life cycle support program for the Fokker fleet. A program we call 'FLYFokker'. It comprises of four Support Solutions: *Take Off*, *Take Care*, *Take Over* and *Take Next*.



As a FLYFokker member you have a wide option of FLYFokker Support Solutions, entitling you to an array of benefits:

- Relying on Fokker Services' long heritage as an OEM and as the Type Certificate holder of Fokker aircraft
- One-stop-shop solutions, that provide a spectrum of services customized to your operational needs
- No hidden costs! Minimum investments will reduce operating costs
- A high level of service and availability will in turn increase reliability
- The full support of the entire Fokker Services organization and its affiliated FLYFokker partners
- A dedicated account team with first hand knowledge of your operational needs and requirements
- Frequent FLYFokker customer review meetings

The FLYFokker solutions encompass a full scope of services that cover the supportive needs of Fokker operators throughout the life cycle of the fleet. FLYFokker Support Solutions are based on Fokker Services' extensive experience in providing support to operators. Accumulated over more than four decades our in-depth knowledge of Fokker aircraft, combined with our ability to think as an airline, enables Fokker Services to develop support programs that offer true customer value.

I. FLYFokker Take Off

A competitive arena

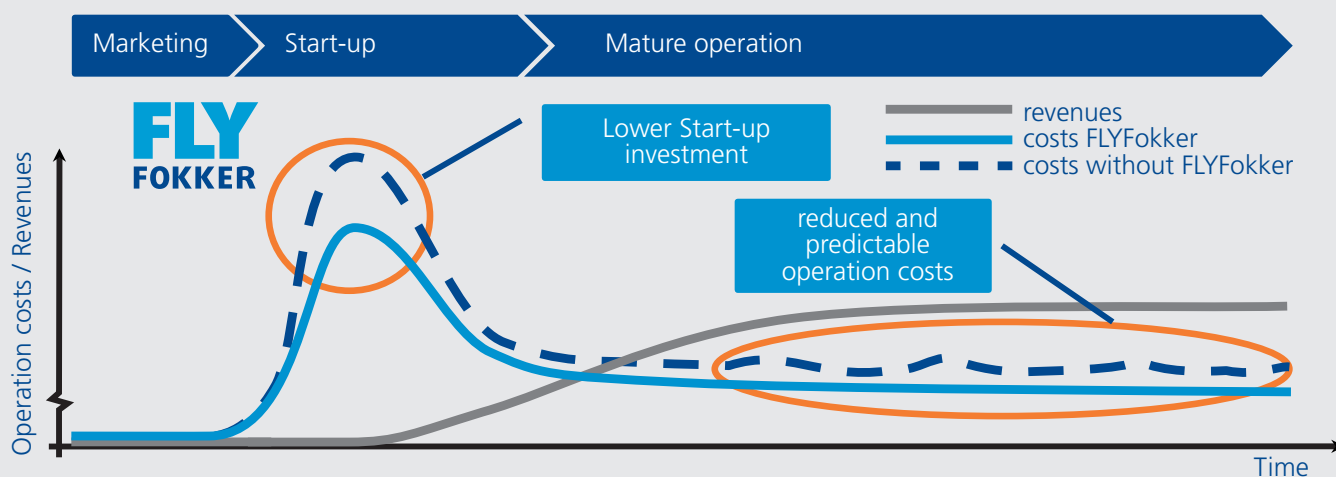
In recent years the arena of high frequency, short- to medium-range operations has become increasingly competitive. New entry airlines are facing very critical start-up periods, increasing the demand for one-stop-shop support solutions and reliable partners. Within this highly competitive arena existing operators are exploring new means of beating the competition, revising internal operations and pinpointing where operating costs can be reduced whilst improving dispatch reliability. This is the time when reliable partners offering the right support can provide that much needed competitive edge in an industry where everyone is striving to be first class.

No start-up is the same, emphasizing the importance for tailor made solutions designed to fit these specific needs and requirements of the customer.

FLYFokker has the experience and knowledge to tackle aspects such as airworthiness and maintenance requirements, logistics, parts provisioning and training. Alongside the operational challenges, a start-up must adhere to strict budgeting. A reliable, trustworthy partner with the ability to assist and support, and all at a minimum investment, is of vital importance. FLYFokker will be with you every step of the way.

Ensuring a successful start-up

FLYFokker *Take Off* can offer you that one-stop-shop solution. By adding Fokker aircraft to your fleet, an operator has the opportunity to receive a full fleet management solution, freeing up the time to focus on marketing activities. We offer you reliable and cost effective solutions ranging from on-site consulting services to maintenance training and guaranteed availability of components. All tailored to meet your needs specifically.



Another benefit of the *Take Off* Solution is the ability for new Fokker operators to be airborne in six weeks instead of six months. This ultra-short preparation time is possible thanks to a strategic alliance with a dedicated partner providing Aircraft, Maintenance, Crew and Insurance (ACMI); plus complete fleet management solutions for logistic and technical services.

Since the launch of the FLYFokker program numerous new operators have been experiencing the comfort and reliability of a fully supported start-up service. Fokker Services is committed to providing the support you need.



I. FLYFokker *Take Off* (continued)

Additional Services during Pre-Take Off phase (continued)

3. Pre-acquisition Survey and Inspection

This service consists of expert assistance in both reviewing and auditing the technical records and in establishing the technical status of the aircraft. In consultation with the (start up) operator, extensive pre-lease or pre-purchase functional and operational checks of the major aircraft systems can be carried out to provide an in-depth look at the aircraft's maintenance status and condition.

4. Pre-delivery Maintenance and Re-configuration

This aims to bring aircraft to the desired maintenance status and configuration. The need for pre-delivery maintenance and re-configuration arises from:

- Maintenance and modifications, due or required, as a result of pre-lease or pre-purchase inspections
- Re-configuration dictated by NAA in the country of operation or requirements to fulfill a mission profile.

„We are very pleased to be able to sign the FLYFokker Take Off Support Solution, offering us a total support package for the Fokker 50 addition to our fleet. The support offered by Fokker Services is meeting our needs for a reliable and cost effective operation, backed by the extensive operating possibilities and durability of the Fokker 50 aircraft.“

Eduardo Stagg
General Manager of Air Panama.

The services included in the FLYFokker *Take Off* Support Solution include:

1. ACMI Services (Aircraft, Crew, Maintenance & Insurance)

An ACMI Services are offered through one of Fokker Services' dedicated partners. ACMI enables a start up period of only six weeks, allowing the operator to focus on other operational and commercial issues that are associated with launching an airline.

2. Maintenance Training

Fokker Services can provide Type Conversion courses that comply with requirements laid down by JAR-66 Certifying Staff Maintenance, and JAR-147 Approved Maintenance Training/Examinations. Type Conversion courses are theoretical training programs to familiarize technicians with the aircraft's airframe, systems, avionics and power plant, providing a wide range of different training programs. Below is a selection of the courses that are on offer, either in-house or on-site:

- Part-147 B1 Type Training
- Part-147 B2 Type Training
- Avionics course (non Part-147)
- Airframe, Electrical and Power Plant Systems course (non Part-147)
- Engine Run-Up
- Familiarization (FAM), which is intended for management and general staff members

3. Customized Maintenance Program (CMP)

The standard set of maintenance recommendations provided with any aircraft can be personalized and packaged for the operator to suit its specific operational parameters. Furthermore, when dealing with a

pre-owned aircraft, there may be transitional issues when converting from the previous operator's program to the program the new operator wishes to use. Fokker Services can *take care* of the whole process. The Customized Maintenance Program (CMP) is derived from the generic Maintenance Planning Document and reflects the operator's specific fleet configuration, maintenance capabilities, and manning levels. It can be a progressive program, equalized program, or a combination of the two.

4. Field Service Representative

In order to provide on-the-spot advice and expertise during your start-up period, an experienced Field Service Representative can be stationed on-site. A Field Service Representative will operate within your organization, offering personnel and management coaching and training and consultancy services. The Field Service Representative particularly focuses on the challenges a start-up operator will be faced with; including technical and maintenance aspects and signed authorization where needed. In addition, experienced, licensed (B1 or B2) technicians can be stationed on-site to provide hands-on maintenance support and on-the-job training during the initial introduction of the aircraft.

5. Documentation Services

Fokker Services maintains the original databases containing updated operational and maintenance information for all Fokker aircraft types, and any associated aircraft

configuration and modification status information. These databases allow Fokker Services to offer an array of documentation services. Services such as Initial Documentation Services, Documentation Update or Integration Services and Documentation Revision Services aimed to provide an operator with a complete and up-to-date set of manuals that reflect the specific aircraft configuration of its fleet. This service includes instructions for continued airworthiness.

6. The ABACUS program

ABACUS is our main logistics program. ABACUS ensures extensive availability of high-value rotating parts without the need for significant investment and resources. It hinges on three integrated elements:

- A lease stock located on-site, which serves to cover AOG needs,
- An exchange service providing component availability from an exchange pool of high value and critical components,
- A maintenance, repair and overhaul

service (see below topic) for all unserviceable units (after which the unit will be returned to the exchange pool).

7. Initial Provisioning Services

Offering assistance in defining an initial spares package, and the supply of recommended parts. An initial provisioning recommendation is delivered for: repairable parts, expendable parts, special tools, test and ground service equipment.

8. Flight Operation Support Services

Supporting the operator in various aspects of flight operations: Specialized Services (*take off* procedures, assistance to special flights and flight tests), Flight Planning, Flight Planning Software and Design of Standard Operating Policy.

9. Flight Crew Training

Fokker Services is able to assist operators worldwide with their Flight Crew Training requirements, offered through one of Fokker Services' dedicated partners.

10. Operational Training

Provides (on-site) training to the customer's operations department, by highly experienced engineers. The training program, taught by highly experienced engineers, will cover a wide range of skills, such as: aircraft weight, balance & loading, flight planning & performance, ground procedures and flight procedures. A smooth introduction of the aircraft can be guaranteed.

11. Onsite Services

Fokker Services is able to support start-up operators with various onsite services including:

- Support for CAMO (Continuing Airworthiness Management Organization) activities
- Maintenance Organization Consultancy and assistance in obtaining maintenance approval
- Support with obtaining / maintaining a Certificate of Airworthiness (CoA)



II. FLYFokker *Take Care*

The fast-entry short-to-medium range market is dynamic and fiercely competitive. This forces active players within the market to constantly search out new areas and different means of obtaining and securing competitive edge over their rivals. Remaining reactive to external factors is a continuous process and operators are forced to look at their internal operations to reduce costs, increase reliability whilst enhancing passenger perception and comfort.

"This Take Care partnership with Fokker Services has mutually been developed over the past year and is crucial for the sustainable reliability and cost effectiveness of our Fokker operations. Part of the agreement is the implementation of new LED cabin lighting to even further increase the comfort of our valued customers, as our complete fleet has been equipped with the newest Fokker interior already. We expect to fly our Fokker fleet for many years to come, as the Fokker 70 and Fokker 100 are very cost effective, competitive and reliable aircraft in operation."

Reinhold Franz
Director Operations Procurement
of Austrian Airlines

Every mature operator is unique and has specific characteristics and challenges. Knowledge of these individual operational needs is crucial when designing a tailor made solution.

Optimizing mature operation

The FLYFokker *Take Care* Support Solution presents mature operators with a combination of services. Increasing Technical Dispatch Reliability (TDR), reducing Direct Operating Cost (DOC) and improving Passenger Comfort as well as Asset Value Protection. The baseline model is the airline's current operational strategy, from which a new plan can be mutually developed for a continued competitive operation.

The combination of services available derives from many years of experience as a full service provider to Fokker operators around the world. A skill set that encompasses a selection of Engineering, Operational and Logistic services that are tailored to suit your specific needs.

The *Take Care* Support Solution has been developed both with and for existing operators. As a *Take Care* member you can benefit from the following services;

TDR

Specifically focusing on enhancing TDR, our *Take Care* solution includes products and services including:

1. Line and Base Maintenance (AMRO).

Offered courtesy of Fokker Services' facilities in The Netherlands and Singapore, as well as through selected dedicated partners around the globe. Maintenance personnel involved are all highly qualified to work with the Fokker aircraft and have the capabilities to execute any work package (both line & base maintenance).

In addition, the service includes:

- MRO AOG Support
- Damage assessment and/ or repair
- Internal & external processes (Eg. modifications, conversions, cabin upgrades, aircraft painting)
- Excellent support & services covering overhaul and repair of landing gear, non destructive inspection, composite repair, speed shop, tubes and welded

assemblies, surface treatment and much more.

2. AOG desk

Fokker Services' Customer Care Desk provides a fully manned service, 24 hours per day, seven days a week, 365 days a year. This service provides logistical and technical solutions at a time when the operator needs them most. The Fokker Services AOG desk, supported by technical specialists, is available at all times to resolve an operator's urgent needs.

3. Component Maintenance Repair and Overhaul services (CMRO)

Covers the maintenance, repair and overhaul service of airframe rotatable parts, in conjunction with the ABACUS program.

4. Documentation Revision Services

Aimed at keeping your administration and documentation up-to-date, incorporating the latest in-service findings on issues related to airworthiness and economics of operation.

5. Onsite Services

Fokker Services is able to support operators with the following onsite services:

- Supports CAMO (Continued Airworthiness Management Approval) protocol
- Reliability Engineering Services, supporting an operator with specific systems knowledge and guidance to improve fleet reliability
- Technical/Operational Audits

- Maintenance Organization Consultancy and Advisory Services. Company surveys executed by experienced personnel, researching and reviewing maintenance-related activities of the operator, offering further assistance in obtaining maintenance approval

- Aircraft Health Checks, providing solutions to technical problems (modifications, adapted maintenance programs) and operational advice derived from conclusions reached during overnight inspections

- In-Service Support, developed to provide the operator with a dedicated on-site logistics representative for all service support issues, reducing administration burdens and the cost of complex logistics

6. Engineering Support Services

Guaranteeing round-the-clock service engineering and AOG support, including damage assessment, repair advice and aircraft surveys

7. Recurring Maintenance Training programs

Refreshing the knowledge of technicians and improving their ability to maintain the aircraft in a safe and economic way. Refresher courses allow operators to comply with all the applicable airworthiness requirements.



II. FLYFokker *Take Care* (continued)

MyFokkerFleet.com

MyFokkerFleet.com supports you in your day-to-day job to keep your aircraft in the air. This is achieved by bringing you a complete range of products and services on-line. The information provided ranges from logistic information, such as spares and component repair, up to technical information, such as maintenance documentation, training, service bulletins and service experience. Online Brochures like for example General Leaflet, Maintenance Material Forecasting System, e-Ordering Tutorial and Gateway Web-based Maintenance Manuals can be found on www.fokkerservices.com.

Whether it is related to spares availability, e-ordering, order status, track & trace, the performance of a maintenance task or a technical operational issue or even electronic invoicing, it is there for you within one of the online support centers:

- Spares
- Component Repair & Overhaul
- Aircraft Modification
- Aircraft MRO
- Knowledge
- Documentation
- Financials
- Communication
- DOC Indicator

The information you require is only a few clicks away. We invite you to experience why MyFokkerFleet, considered the next generation in e-service.

DOC

Under the 'Take Care Solution' Fokker Services can offer one of the following products and services to decrease your DOC:

1. The ABACUS program

Also found in the *Take Off Solution*, ABACUS is our main logistics program. It hinges on three integrated elements:

- A lease stock located on-site with the operator, which serves to cover AOG needs,
- An exchange service providing component availability from an exchange pool of high value and critical components,
- A maintenance, repair and overhaul service (see below topic) for all unserviceable units (after repair or overhaul, the unit will be returned to the exchange pool).

The ABACUS program for mature operators combines the experience and performance of both the operator and Fokker Services. The experience acquired from operating Fokker aircraft combined with Fokker Services' expertise and knowledge gained over four decades as a full service provider to Fokker operators.

2. Stock Consultancy Services

Stock Consultancy Services analyses your stock level versus availability and recommends how it can be optimized. Such analysis provides a clear picture of the current situation and uncovers potential possibilities for increasing service levels at reduced costs.

Besides offering products and services, Fokker Services is very active with the continuous development and improvement of modifications and

other elements aiding your operations:

- **Maintenance task escalation**
Fokker Services has received EASA approval to extend maintenance intervals for the Fokker 70 and Fokker 100 aircraft. This leads to a significant reduction in direct maintenance costs. Thanks to the input of Fokker 70 and Fokker 100 operators, Fokker Services has been able to increase line maintenance task intervals below 4000 Flight Hours (FH) by 20%. We have also evaluated the 4000 FH tasks and increased these by 25% where possible. Fokker Services is currently working on the 8000 FH and 12000 FH tasks with the aim of extending them to 10000 FH and 15000 FH.
- **Two flight attendants**
Due to a recently approved change in the Airplane Flight Manual (AFM), Fokker 100 operators have now greater flexibility with respect to the number of cabin attendants. The new AFM now clearly specifies the number of cabin crew of which compliance with the requirements has been demonstrated. Operation with two cabin attendants applies to Fokker 100 aircraft with a maximum of one hundred seats. Depending on local conditions, this operation adds savings of up to €150-200k per aircraft on a yearly basis.
- **Integrated GNSS**
Required Navigation Performance (RNP) is a new approach to navigation, increasing the profitability and safety of aviation worldwide. On-board performance monitoring and alerting,

a key feature of RNP, alerts the flight crew if their position becomes uncertain. RNP brings improved aircraft track-keeping performance in all flight phases, facilitating new routes, access to new (remote) airports, environmentally- beneficial arrival and departure procedures, optimized approach routing, allowing for shorter approaches and lower decision altitudes.

- **iPad EFB**

The iPad EFB (Electronic Flight Bag) Solution is EASA certified (Class 2 Type B) and requires no expensive ICT infrastructure. Easy installation

ensures that aircraft can be converted with very limited downtime at a cost that is incomparable to anything else on the market. The iPad has been developed and tested with the pilot in mind. It is mobile, user friendly and most of all personal to its owner.

- **Emergency Floorpath Evacuation System**

Our new Emergency Floorpath Evacuation System (SaftGlo) can be adapted within any cabin and it is easy to install despite the type of carpet décor. Based on Photo Luminescent (PL) technology, which absorbs and re-radiates light, the light storing

process can be repeated infinitely. Once the SaftGlo system is installed, no more maintenance of electrical parts or functional check is necessary.

- **Wireless Emergency Primary Power System**

Our Wireless Emergency Primary Power System (WEPPS) reduces the costs associated with emergency lighting batteries and eliminates the complications of rechargeable battery systems. Comprising of a network of battery modules and a diagnostic panel, the system streamlines flight dispatch procedures, eliminating human error and drastically improving safety.

PASSENGER COMFORT

In times of stiff competition, passenger comfort is of the greatest importance. The knowledge that the aircraft is in prime technical condition enhances passenger comfort. A modern looking cabin shows your passengers, your most valuable customers, that you care. This is why we offer a variety of interior upgrades in the *Take Care* solution. These upgrades include:

- A new interior lining kit
- Refurbishment of side panels, ceiling panels and luggage bins
- Refurbishment of toilet & galley areas
- LED-lighting system, stimulating a feeling of well-being and adding to the overall comfort and satisfaction of passengers and replacing the traditional tube luminescent (TL) passenger cabin light system
- Complete cabin upgrades including new carpeting, new seats or refurbishment of the existing seats.

ASSET VALUE PROTECTION

As an operator the value of your assets are of vital importance to your business. To enhance the remarkatability and residual value of the Fokker aircraft throughout the fleet life cycle, Fokker Services offers various services on market development and aircraft remarketing. These services together with the continuous development & support of services and products assure continued competitive operation until 2030.



III. FLYFokker *Take Over*

Continued Airworthiness Service Agreement (CASA)

The Continued Airworthiness Service Agreement (CASA) is an operator community driven program, providing the basis for secured airworthiness and product developments aimed at cost reduction for your Fokker fleet. Fokker Services, as Type Certificate Holder of the Fokker fleet, performs these duties and responsibilities in accordance with the ICAO agreements and the EASA regulations.

With a continuously changing competitive landscape, operators may decide at some point in the future to change their fleet composition. However, the introduction of new aircraft brings with it many challenges, such as capacity issues or operating with a reduced working capital.

Enabling a carefree aircraft migration

The FLYFokker *Take Over* Support Solution is perfectly suited to operators that are planning to phase-out the Fokker aircraft in their fleet due to the introduction of a new aircraft type. The *Take Over* program will help keep your existing Fokker aircraft competitive whilst being able to focus on the introduction of your new aircraft.

Within this solution, Fokker Services can *take over* technical responsibility of your fleet; guaranteeing Technical Dispatch Reliability, evaluating opportunities for saving costs, optimizing your logistics and technical infrastructure and organizing migrating aircraft. On-site support can also be made available as well as technical support focusing on the technical and maintenance status of the aircraft, ensuring redelivery conditions are met or simply improving the re-marketability of your aircraft.

In addition '*Take Over*' customers can make use of our Remarketing Support, aimed at increasing market visibility and accelerating the transition period after phase-out.

"The continuous development of the Take Over Solution with Fokker Services is important for the reliability and cost effectiveness of our more than 30 Fokker aircraft operations. Even more important is the passenger comfort perception and experience of our valued customers. We see the Take Over Solutions as a natural development of our cooperation and expect more mutual efforts in the coming years. This way of working is unique in the industry and covers all specific challenges of out of production aircraft."

Boet Kreiken
CEO of KLM Cityhopper



IV. FLYFokker *Take Next*

When taking an aircraft out of active service with the aim of re-introducing it with a new operator, aircraft owners and leasing companies will try to minimize down-time. Aircraft configuration, maintenance status and individual requirements are of great influence to the duration of the transfer period. In an arena where not all elements are easily available or easily influenced FLYFokker *Take Next* steps in to help. A reliant business partner with extensive experience willing to go that extra mile to ensure a successful transition period can make all the difference.

Preparing for re-introduction

The *Take Next* Support Solution accelerates the phase-out to re-introduction period. This service offers leasing companies and aircraft owners a lean, mean solution to prepare the aircraft for the next operator. Reducing costs, not only as a result of shortening the transition phase, but also by offering a transparent and predictable working package tailored to suit your needs. A partnership with Fokker Services transfers responsibility from the point of phase-out until its re-introduction to the new operator. Alongside (de)registration and documentation, the following services are available once the aircraft have been successfully phased out:

- Storage advice and storage location
- An aircraft status Health Check, offering a status report and recommendations on the re-marketability of the aircraft considering configuration, SB's & Modifications and the maintenance status of the aircraft
- Inventory analysis and evaluation

When looking to re-introduce aircraft, Fokker Services can offer to support:

- Remarketing activities. Providing market knowledge, marketing ads or seeking leads for future potential operators
- Reactivation services
- AMRO activities such as: overhaul, modifications, interior refurbishments, conversions or painting.
- Ferry flight services

This process can be managed and completed within six weeks of the last flight hour flown with the previous operator.

Fokker Services B.V.

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**General Terms and Standard
Conditions (GTSC)**

GTSC describe the standard provisions under which products and services are supplied by Fokker Services. Any deviations from the GTSC that are mutually agreed upon between Fokker Services and the customer are detailed in a Letter Agreement.

Contact

For further information please send an email
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www.FLYFokker.com
www.fokkerservices.com
www.myfokkerfleet.com