

Helitech International

Airbus Helicopters launches new service offers to secure repair cycles

Amsterdam, The Netherlands, 14 October 2014 – To better serve customers and deliver Airbus Helicopters' best support and services offering, the company has launched a comprehensive improvement effort that is yielding visible results for customers.

Airbus Helicopters has improved to 98% the level of planned spares orders delivered on time worldwide. In addition, two new improved repair and overhaul services are now available, delivering secured lead times to customers.

These enhancements were unveiled today during the Helitech International 2014 exposition and conference in Amsterdam, where Airbus Helicopters is participating at the RAI conference center (Stand #J60, Hall 8).

Airbus Helicopters' extended Secured Standard Exchange policy responds to the needs of customers whose missions require maximum availability, offering them the possibility of immediately exchanging a part needing repair or overhaul with another serviceable part. The result is optimal operational availability and minimal maintenance downtime – enabling operators to keep their aircraft in the air. Ecureuil family helicopters are the first to benefit from the extended policy of Secured Standard Exchange both for dynamic components and equipment, before extension to other aircraft in the Airbus Helicopters range.

For its second initiative, Airbus Helicopters is introducing a Secured Turnaround Time (TAT) service, of 45 days for equipment repair and overhaul – easing customer maintenance operations, reducing downtime and providing better predictability. This service first focuses on equipment for Dauphin and Super Puma helicopter families, currently covering 400 part numbers, and ensures customers that a serviceable part will be available for them after 45 days, regardless of the normal repair cycle. The secured TAT will be further expanded over the course of the coming year to the rest of the commercial range and to a wider range of items, including dynamic components.

“With these steps, we are ‘going the extra mile’ by giving customers peace of mind and taking strong commitments to secure their operations,” said Matthieu Louvot, Airbus Helicopters' Senior Vice President of Support and Services. “This is being achieved by continuously improving helicopter reliability and availability, as well as strong investments in the performance of our logistic and repair system.”

As part of Airbus Helicopters' overall support and services improvements, the company is boosting its spares service level. More than 100 million euros have been invested to expand stocks around the world.

About Airbus Helicopters

Airbus Helicopters, formerly Eurocopter, is a division of Airbus Group, a global pioneer in aerospace and defense related services. Airbus Helicopters is the world's No. 1 helicopter manufacturer and employs more than 23,000 people worldwide. With 46 percent market

share in civil and parapublic sectors, the company's fleet in service includes some 12,000 helicopters operated by more than 3,000 customers in approximately 150 countries. Airbus Helicopters' international presence is marked by its customer centers and participations in 21 countries, and its worldwide network of service centers, training facilities, distributors and certified agents. Airbus Helicopters' range of civil and military helicopters is the world's largest; its aircraft account for one third of the worldwide civil and parapublic fleet. The company's chief priority is to ensure the safe operation of its aircraft for the thousands of people who fly more than 3 million hours per year.

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