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31700 Blagnac – France

# Aircraft Delivery Support Services Fact Sheet

**“Value for Money Outsourcing Service”**

## Service Overview

*With unmatched experience and expertise, Reliance Aerospace Solutions offers to assist its Customers in the delivery of new aircraft from Final Assembly Line to Aircraft Delivery.*

*In depth and firsthand knowledge of the Airbus, ATR, Boeing and Embraer Delivery Process provides a great advantage to our Customers in ensuring the process runs effectively in delivering the Quality of Aircraft expected by our Customers.*

**The Standard Service includes:-**

- Key FAL Build Stage Inspections
- Weekly Inspection Reports
- BFE acceptance
- Final Cabin Inspections
- AC Delivery Documentation
- AC Ground Checks
- Cabin Systems Testing during Customer Acceptance Flights
- Commitment Letter Preparation
- Engine incoming inspection
- Paint Inspection

## How we serve our Customers...

### Experience

- Reliance offers an unmatched experience due to the number of aircraft we inspect every month. No airline takes delivery of as many aircraft in the same period.
- Served 23 customers.

### Quality

- Our experts lever quality through combined Manufacturing, Airline, Technical and Commercial expertise.

315 aircraft delivered at beginning of 2012



**For further information please do not hesitate to contact us...**

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## 2010 Performance

- delivered 7% of the A320 total Airbus deliveries.
- first A330-200 Freighter head of version
- delivered 80% of the A330-200F total Airbus deliveries.
- delivered 12% of the A330-300 total Airbus deliveries.

## Value

- Reliance's service offers true outsourcing value from a cost effectiveness and experience standpoint.

## Complimentary Services Available

- Working party monitoring post Aircraft Transfer of Title
- BFE follow up at Supplier
- First Article Inspections

## Type of Aircraft

- **Corporate**
  - ➔ Hawker 400XP
  - ➔ Falcon 50
- **Regional**
  - ➔ ATR72-500
- **Single Aisle**
  - ➔ A319, A320, A321, A319CJ, B737NG, E170, E190
- **Wide Body Freighter**
  - ➔ A300-600F, A330-200F, B777F
- **Long Range**
  - ➔ A330-200, A330-300, A340-300, A340-500, A340-600, B767, B777



## Our Customers...

- **Airlines:** Aegean Airlines, Aer Arann, Aer Lingus, Air Asia, Air Asia X, Air Deccan, Air Mauritius, Air One, Cebu Pacific Airways, CSA Czech Airlines, Cyprus Airways, Etihad Airways, FedEx, Hellas Jet, Olympic Airways, TACA.
- **Lessors:** Aircastle, Amentum Capital Ltd., Boullioun, SALE, Lease Corporation International
- **Private:** Deccan Chronicle, Shawaf Falcon



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"Reliance performed the Final Assembly Line inspections at Airbus for our last six A300-600 freighter aircraft. Their knowledge of the Airbus system was excellent, and they proved to be an important link and a valuable asset in the process. The weekly reporting ensured that we were kept up to date with all developments throughout the build process. A team of professionals who are customer minded!"

**David P. Sutton**  
Managing Director  
FedEx Aircraft Development,  
Acquisitions & Sales



In setting up the new Olympic Air (the new airline acquiring the logo/name of the Greek national carrier as part of the government privatisation process) we took delivery of both new aircraft as well as pre-owned aircraft from Lessors. Having previous positive experience with respect to services for delivery of new A320 from the Airbus production line we had no hesitation in selecting them once again. In addition we used Reliance to assist us in the audit of pre-owned aircraft in Abu Dhabi, UK, Austria and Germany. Reliance was very reactive to our needs and the personnel are professional, experienced and reliable with an ability to communicate salient points as well as take good decisions on behalf of their client.

**Thanos Pascalis**  
Chief Operating Officer  
Olympic Airways



We have been using Reliance Aerospace Solutions since 2006 to perform the factory inspections of our new Airbus A320 aircraft. So far Reliance has assisted us in the delivery of 22 aircraft. We have always found the service to be of very good quality thanks to staff who are professional and understand very well the Airbus system. This experience has proved invaluable during the delivery acceptance process which they understand very well. We are kept constantly advised of events and it is like having 'Aegean eyes and ears' on site.

**Vassilis Tzirivilas**  
Manager Technical Services  
Aegean Airlines S.A.



"Air Mauritius has contracted Reliance Aerospace Solutions in the new aircraft delivery of Airbus A330 and Airbus A340. We found Reliance to have a very good knowledge of the build process and their experience in addressing issues has been extremely useful. All Reliance staff have shown a good understanding of our needs and are very flexible and professional. The weekly reports sent allow us to keep up to date in real time of the issues and progress."

**Jacques Gentil**  
EVP Technical Services  
Air Mauritius



"Aer Lingus has hired Reliance Aerospace Solutions as a service provider for new build aircraft inspections. The Reliance Team are results focused problem solvers, and will go beyond the call of duty to assist in any issues that we may encounter. Reliance provides a top class service for airline representation on the production line. Most importantly, they have a high level of integrity and professionalism."

**Brian Walsh**  
Manager Fleet Planning  
Aer Lingus



Reliance Aerospace Solutions has been supporting us in the factory inspections of our new Airbus A340-600, A330-200, A330 Freighter as well as A320s. The team as a whole has an excellent understanding of the Airbus system and each member is specialised in a different field giving us a wide range of experience to call on. The Reliance staff has a good understanding of Etihad's stringent needs and are pro-active in their approach to problem solving. They communicate well between themselves and Etihad and are considered as an integral part of the Etihad team and are appreciated for that.

**David Hamilton**  
Head of Aircraft Delivery  
Etihad Airways

At this time I'd like to note that Reliance is delivering an excellent quality and we do appreciate the business relationship that has been built. It's in our interest to continue this in the future.

**Norbert Duevel**  
Vice President  
Engineering  
Etihad Airways



"Reliance has been excellent in providing AirAsia X with the required services. They serve as an extension to us in the production line and kept our cost at optimum"

**Anaz Ahmed Tajuddin**  
Head Engineering  
AirAsia X Sdn Bhd