



ESTABLISHMENT OF NEW LINE MAINTENANCE STATION IN DUBAI - AGREEMENT SIGNED BETWEEN BOMBARDIER AND JETEX

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An important agreement to be celebrated at EBACE in Geneva!

The agreement with JETEX for the establishment of a new Line Maintenance Station in Dubai, further is signed between Bombardier and JETEX, complementing the tip-to-tail maintenance services provided by Bombardier's Service and Support Network in the Middle East and around the globe.

The new Line Maintenance Station will initially offer unscheduled maintenance services and build toward scheduled maintenance operations in the coming months. The technical engineers supporting the line station are certified for all *Challenger* series and *Global* series business jets, including Bombardier's flagship *Global 7500* aircraft.

"This expansion is an integral part of our overall mission to enhance OEM support for our operators in the Middle East – and we are very pleased to be working with highly-respected business aviation leader JETEX in the development of this project," said Jean-Christophe

Gallagher, Vice-President and General Manager, Customer Experience, Bombardier Business Aircraft. “As a part of our commitment to offering an exceptional customer experience, we are delighted to offer our customers expanded support, more resources and increased flexibility closer to their base of operations.”

“The shared vision between Bombardier and JETEX to provide a comprehensive and exceptional experience makes this new service expansion an exciting venture for us,” said Adel Mardini, President and CEO of JETEX. “This is a significant boon for our customers who rely on our services to give them the peace of mind that they have trusted partners ready to go the extra mile around the clock and around the globe.”

The introduction of the new Line Maintenance Station in Dubai comes on the heels of the announcement of major Bombardier customer experience enhancements worldwide including: a new customer service super centre at Miami Opa-Locka Executive Airport in Miami, Florida; a major expansion of the Singapore Service Centre at the Seletar Aerospace Park, quadrupling the current service centre footprint; the addition of five new trucks to the Mobile Response Team (MRT) network throughout the U.S.; a new Paris Line Maintenance Station at Paris-Le Bourget Airport bolstering customer service offerings in Europe; and the addition of a dedicated Challenger 300 Mobile Response Team aircraft based in Frankfurt, Germany, to provide additional parts shipping and response to Bombardier aircraft operators in the region.

The new Line Maintenance Station in Dubai will join Bombardier Business Aircraft’s award-winning network of nine service centres and a total of 30 Customer Response Team mobile units around the globe, all equipped to support Bombardier *Learjet*, *Challenger* and *Global* business aircraft. The network’s approximately 1,000 dedicated technicians share best practices to provide industry-leading maintenance and care. Bombardier Business Aircraft customers also have access to a broad network of 38 Authorized Service Facilities around the world.



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