BOMBARDIER BUSINESS AIRCRAFT GROWING SERVICE CENTER NETWORK AND CUSTOMER RESPONSE TEAM

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Bombardier Business Aircraft is pleased to announce it intends to grow its Service Center Network by launching another wave of expansion for the Customer Response Team (CRT) and immediately hiring staff across the entire network.

"With our customers at the heart of everything we do, we are revamping the network to provide significantly more capacity to service Bombardier business aircraft. We want to be our customers' first choice for maintenance, so we are offering greater flexibility, more resources and faster access to our top maintenance support," said Jean-Christophe Gallagher, Vice President and General Manager, Customer Experience.

Bombardier is hiring more maintenance technicians across the entire Service Center Network to boost service capacity by approximately 20 per cent as soon as possible. These technicians will receive Bombardier's Type Training Course for Mechanical and Avionics certification and will provide maintenance services to all of Bombardier's business aircraft fleet.

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Bombardier's current fleet of 15 CRT trucks, strategically located across the continental U.S. and in Europe, will also grow with the latest additions in Scottsdale, AZ and Southern California.

"We have a global service network of technicians and customer service representatives anticipating our customers' every need, whenever and wherever, so we've added additional CRT trucks in Scottsdale and Southern California to perform a variety of unscheduled and scheduled maintenance tasks," added Gallagher.

Bombardier is also progressing on its plans to open facilities in the London, U.K.-area at London Biggin Hill Airport as well as in Tianjin, China, in partnership with Tianjin Airport Economic Area (TAEA). Once opened, both facilities will be fully equipped to perform scheduled and unscheduled maintenance, as well as modifications, avionics installations, and aircraft on ground (AOG) support for Bombardier *Learjet*, *Challenger* and *Global* aircraft.

Bombardier Business Aircraft's Service Center Network currently has openings for a variety of technical and professional roles across its facilities worldwide. For more information and to submit an application, visit careers.bombardier.com.

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