

## OUR EXPERIENCE

NO OTHER MRO HAS OUR DEPTH OF  
COMMERCIAL EXPERTISE COMBINED WITH  
TRULY GLOBAL CAPABILITIES. WE KNOW  
THE JOB INSIDE OUT AND WE DO IT WELL.

...IS REASSURING



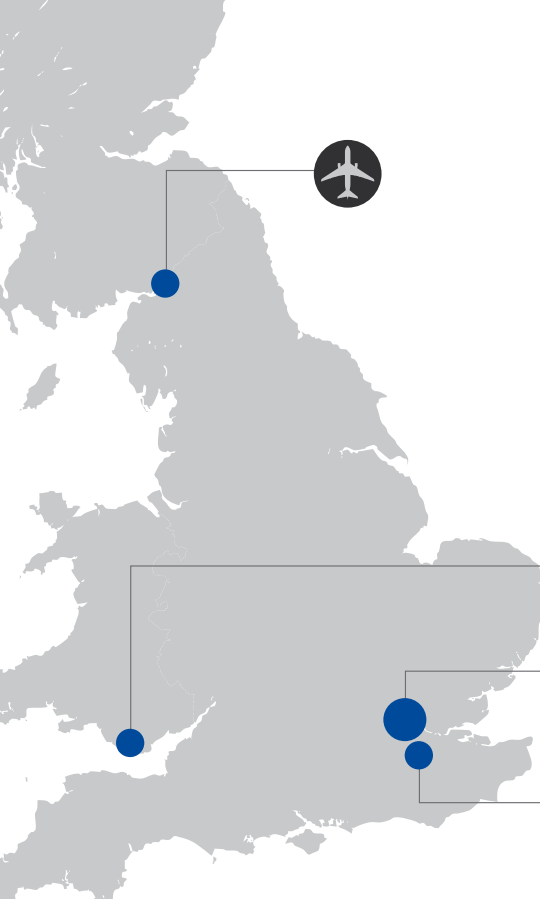
# AIRCRAFT MAINTENANCE

BRITISH AIRWAYS ENGINEERING AIRCRAFT MAINTENANCE FACILITIES ARE AVAILABLE AT THE UK'S LARGEST AIRPORTS, WITH FULL MAINTENANCE CAPABILITIES OFFERED AT SPECIALIST UNITS IN GLASGOW AND CARDIFF.

Whatever your maintenance requirements our skilled engineers and customer service experts are on hand to help you keep your aircraft flying.

An impressive range of aircraft is maintained in our extensive facilities. Based in the UK, our team of 2,000 highly-skilled engineers working across 30 hangar bays can execute any requirements you have, from rapid response casualty repairs

through to major maintenance and structural repairs. We also have a recently refurbished paint bay, which has capability up to B747. We are focussed on safety, delivery, reliability and value. We are future proofing our facilities to ensure that we can continue to offer the highest quality aircraft maintenance and AOG support as the next generation of aircraft come into service.



## LHR

Heathrow is our operational home and recognised as one of the world's busiest and most congested hubs.

- Over 2,000 aircraft turnarounds managed each week
- Over 250,000 bags delivered
- Comprehensive range of facilities and equipment
- Champions of a 'Safety First' working culture.

## LGW

London Gatwick is the UK's second largest airports and one of the busiest single-runway airports in the world.

- Multi-bay hangar facilities with capabilities for one wide-bodied and three short-haul aircraft
- Specialist services for fuel tank entry and engine change certification
- Ramp turnaround, AOG services and scheduled maintenance available
- Commercial ambassadors to ensure excellent customer service

## BAMC & BAMG

Heavy Maintenance facilities at Cardiff and Glasgow

- Three 777 or 747 capability, plus
- Two NIF (Nose in Facilities)
- Two A320s or 737

Glasgow (BAMG) – Narrow Body  
Cardiff (BAMC) – Wide body



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# AOG & MATERIAL SERVICES

BRITISH AIRWAYS ENGINEERING OFFERS OPERATORS ACCESS TO THE MOST COMPREHENSIVE AND FLEXIBLE SPARES SERVICE AVAILABLE. WE KEEP YOU FLYING WITH COMPLETE CONFIDENCE.

We provide expertise for all MRO support requirements which simplifies the process wherever you may be located, and we can tailor unique commercial and operational solutions that draw on a comprehensive range of component pooling solutions.

Our AOG service is focused on one thing only: how we can help you to eliminate the costs incurred when waiting for AOG parts.

Significant Boeing and Airbus inventories are located worldwide at our line stations and these can be called upon by our customers. This global network supports our claim that we can provide AOG support faster and better than any other MRO supplier.

# A PREFERENTIAL SERVICE FOR AIRBUS AND BOEING OPERATORS

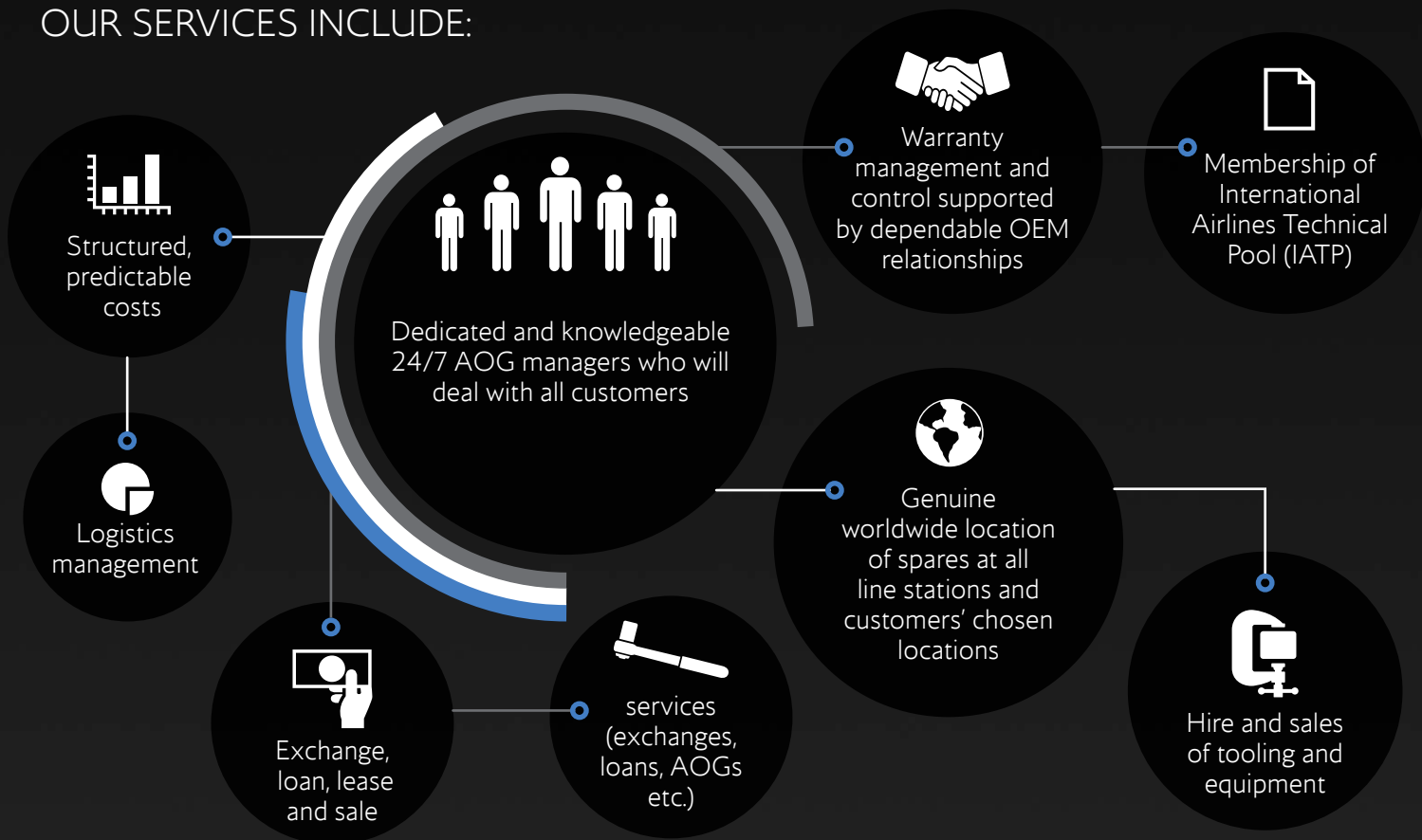
British Airways Engineering knows that operators need to align costs with maximum operational efficiency. We have set up our material services support to deliver more benefits and greater value to the customer. When this is combined with our range of contracted exchange and loan services, airlines will understand the fundamental advantages of accessing our fair and flexible solution.

When you choose AOG and material support from British Airways Engineering you will immediately experience the

reassurance provided by dealing with an expert. This is further improved by the knowledge that the range of solutions offered will enable you to manage your MRO requirements faster, cheaper and better.

Preferred rates are also offered to line maintenance customers as part of the package of MRO initiatives designed by British Airways Engineering to deliver operational certainty.

## OUR SERVICES INCLUDE:



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# COMPONENT REPAIR & OVERHAUL

BRITISH AIRWAYS ENGINEERING HAS TEAMS OF COMMITTED AND SKILLED ENGINEERS AND CRAFTSPEOPLE WAITING TO BRING THEIR PERSONAL TOUCH TO SAFEGUARDING THE MAINTENANCE OF YOUR FLEET.

Nose to tail capability combined with continuous improvement, including ongoing investment into state-of-the-art maintenance, avionic, interiors and mechanical workshop facilities, have built a worldwide reputation for quality and reliability. But it is the teamwork and pride in the job which sit at the heart of British Airways Engineering that keeps our customers happy.

Operators can be totally confident that our people understand the Airbus and Boeing product, they are familiar with all in-service issues, including warranty control, and they have the right tools

and processes to deliver the best technical and operational support. Moreover, they have a passion for what they do and a willingness to embrace change.

All fleets require a repair and overhaul service that is cost effective, timely, and delivers superior quality of course, but forward-looking operators also demand innovation and a 'can do' philosophy. This comes naturally to British Airways Engineering, we live and breathe the business of successful aviation.



# A PREFERENTIAL SERVICE FOR AIRBUS AND BOEING OPERATORS

## MECHANICAL & REPAIR SERVICES

We provide mechanical component overhaul for more than 30 OEMs, and mobile on-wing composite and sheet metal repairs are undertaken by more than 300 engineers using lean techniques at our extensive modern facilities. All operators can benefit from our NDT centre of excellence, and component repair and overhaul expertise covering hydraulic, pneumatic and power generation units.

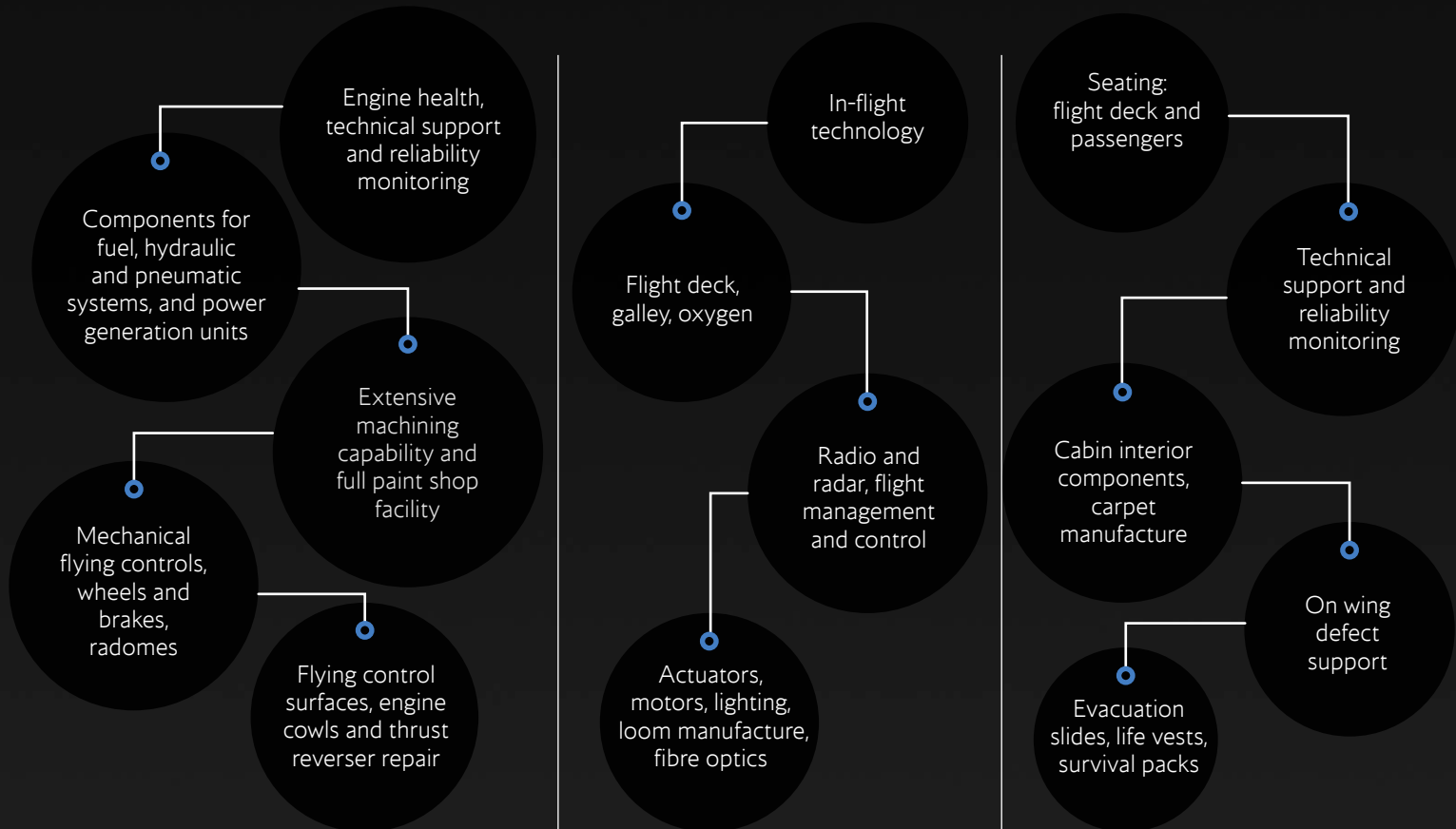
## AVIONICS ENGINEERING

Nose to tail capability is offered at the British Airways Avionics Engineering purpose built facility where we maintain a broad range of electrical, electronic and mechanical components. New diagnostics combined with more reliable technologies support the culture of continuous improvement and product development to enhance future aircraft capabilities. The newness of so many components requires an ever-increasing level of proficiency, so quality and safety are paramount at all times.

## INTERIOR & SAFETY SERVICES

Close collaboration with customers and manufacturers has developed a knowledge base and skill set that is at the forefront of new product development in the industry. Operators benefit from our advanced cabin interior and safety equipment maintenance facility that prides itself on a lean approach to focus on improvement, to minimise waste and remove variation across all processes.

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# WORLDWIDE LINE MAINTENANCE

INCLUDING HEATHROW & GATWICK

OUR ENGINEERS HAVE ALL BEEN RIGOROUSLY TRAINED TO DELIVER RELIABLE TECHNICAL SUPPORT ON THE SPOT. YOU CAN BE CONFIDENT THAT BRITISH AIRWAYS ENGINEERING WILL GET THE JOB DONE. WE ARE ALWAYS READY.

With more line maintenance stations worldwide than any other airline group, British Airways Engineering and its IAG partner, Iberia Maintenance, are over four times larger than other MRO providers. In the provision of 24/7 MRO support, size really does matter. No other organisation has the depth of expertise across all Boeing and Airbus products that this collective capability can provide.

Already serving a consistent global customer base, British Airways Engineering's line maintenance teams have a proven and auditable track record fulfilling more than 40,000 customer services per annum. This achievement is primarily due to a fundamental principle that epitomises our approach: a clear and unwavering focus on building and sustaining relationships.





# A PREFERENTIAL SERVICE FOR AIRBUS AND BOEING OPERATORS

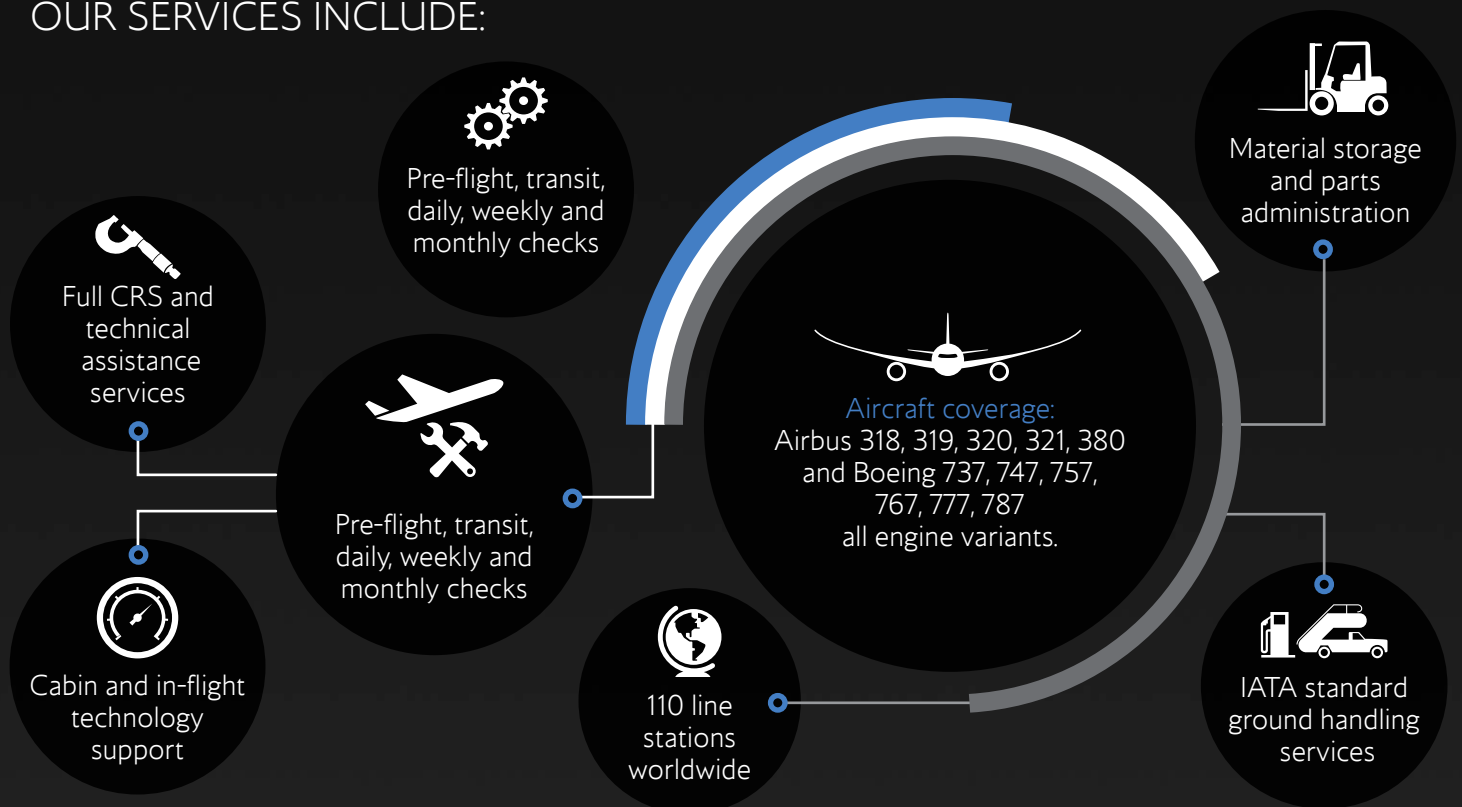
Our people understand different cultural expectations and the importance of co-operation and communication. Diplomacy and stability are vital in the provision of a trusted service. At Heathrow and Gatwick our dedicated teams of line maintenance engineers have established bespoke service agreements and now support an ever-expanding customer base. Furthermore, at both bases our customer engineering activities benefit from the support of our hangar and workshop facilities thus enabling rapid recovery from any AOG situation.

All of these front line services are supported by sales personnel and account managers who are able to provide the steady and calm service for which British Airways Engineering is renowned. All operators can benefit from this individual approach to maintaining the highest standards of MRO efficiency. Additionally, British Airways Engineering is the only MRO to employ a team of Overseas Engineers (OSE) based in London. This highly skilled and experienced task force is ready to deploy at a moment's notice to look after our customers anywhere, and for any length of time. They will set up a line maintenance station anywhere in the world, including those destinations where British Airways currently do not fly.



OUR ENGINEERS ARE TRAINED TO EASA 66 STANDARDS AND WORK TO INDIVIDUAL CUSTOMER REQUIREMENTS PROVIDING FLEXIBLE AND TAILORED SOLUTIONS.

## OUR SERVICES INCLUDE:



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# MRO IT SERVICES

80 YEARS OF MRO EXPERIENCE HAVE BEEN DISTILLED IN OUR SWIFT MRO SOLUTION. OUR IT PROGRAMMERS AND ENGINEERING PROFESSIONALS HAVE WORKED HAND-IN-HAND TO DELIVER A COMPREHENSIVE IT SOLUTION THAT MEETS THE NEEDS OF LARGE AND COMPLEX MRO BUSINESSES.

We have joined with Tata Consultancy Services (TCS) to make available our fully integrated, complete industry IT solution – SWIFT MRO – a robust, stable and fully supported 'Airline MRO' solution. This partnership brings to the market our tried and tested solution to address key MRO requirements, including compliance control, maintenance operations, and inventory management. Our solution leverages industry best practices, increasing productivity through minimising manual intervention and increasing process automation – all through a simple graphical user interface. The SWIFT MRO solution focuses on eliminating non-value added activities and will increase productivity throughout your MRO operation.

# ERP TAILOR-MADE FOR THE MRO INDUSTRY

SWIFT MRO has been built on a solid, scalable and reliable SAP ERP (Enterprise Resource Planning) platform, providing state-of-the-art capabilities. Added value has been provided by British Airways Engineering and TCS by taking this core solution and customising it to meet the specific, demanding and quality-driven requirements of the MRO industry. It neatly marries a great platform with world class IT and engineering expertise to create a highly innovative MRO solution. SWIFT MRO is also constantly being enhanced by that same team to meet and leverage the new IT requirements of the e-enabled industry.



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# TCAS CHANGE 7.1 UPGRADE SERVICES

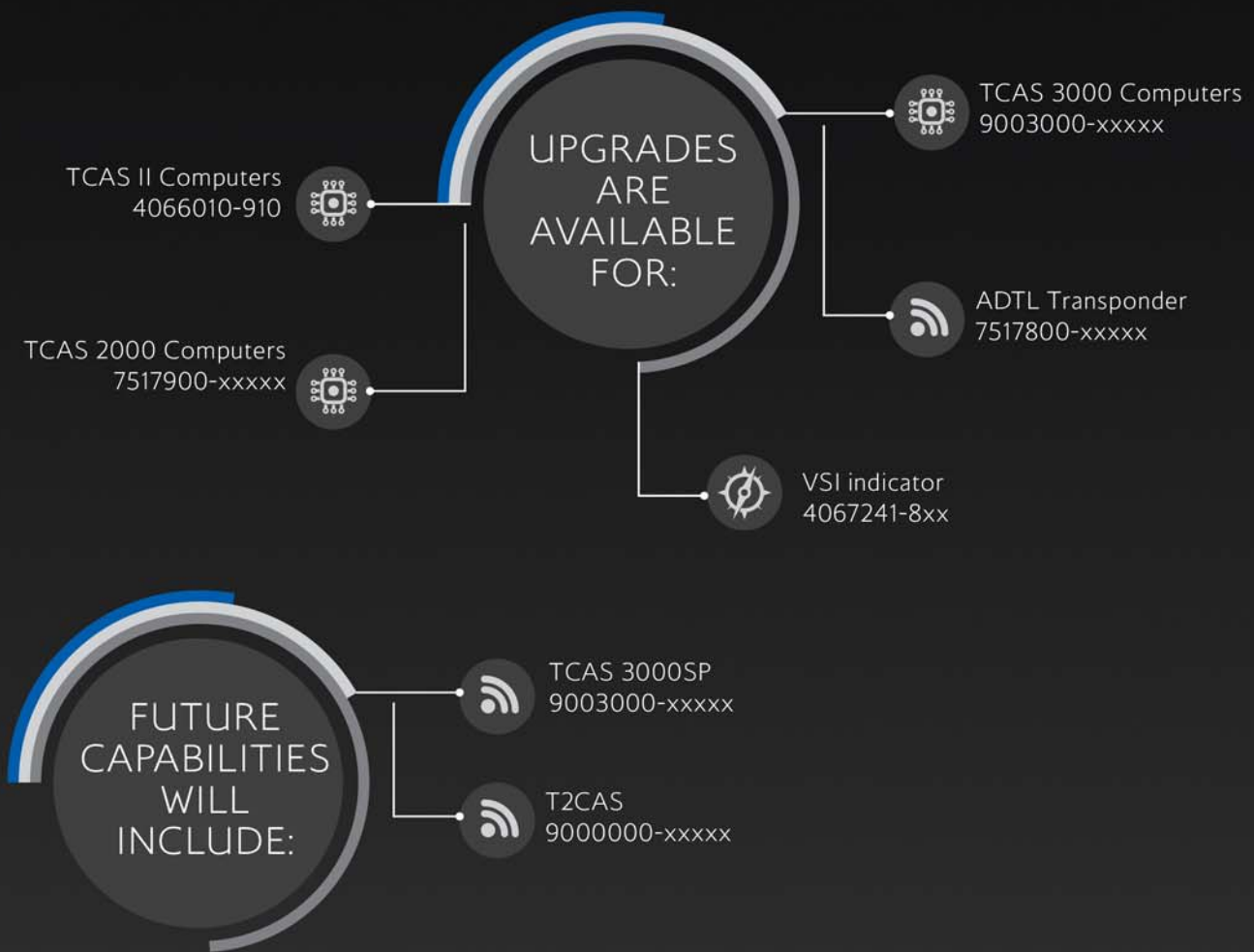
BRITISH AIRWAYS ENGINEERING IS EUROPE'S ONLY  
ACSS-APPROVED REPAIR CENTRE FOR PROVIDING EASA-  
MANDATED TCAS CHANGE 7.1 SOFTWARE ENHANCEMENTS

British Airways Engineering is the perfect option for European carriers seeking to upgrade to TACS Change 7.1 software ahead of the EASA-mandated 2015 deadline. Part 21J accredited, our component overhaul facilities in South Wales boast some of the most advanced capabilities in the market, underpinned by world-class engineers trained in all aspects of electrical, electronic and mechanical component overhaul and repair.

Placing safety at the heart of everything we do, customers are guaranteed the highest-quality upgrade service available. As the only ACSS-

approved repair shop in Europe, moreover, British Airways Engineering can help European customers cut costs on complying with the Change 7.1 mandate by removing the need for them to send their aircraft or components to repair shops based outside of Europe.

As an airline ourselves, we understand the importance of keeping your aircraft flying. Our Heathrow base allows us to alter units on a scheduled changeover, accruing no significant downtime for the aircraft. Units are fully upgraded, tested and returned to customers within a maximum of ten days.



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# Engineering Training Services

British Airways Engineering is recognised throughout the aviation industry for learning excellence. Learners can attain the highest levels of professional achievement supported by our continuous investment in new technologies and facilities.

We strive to deliver accessible, engaging and innovative learning solutions for our internal workforce and our valued customers, and what sets us apart from other learning institutions is the on-site accessibility to aircraft. With the use of fixed based and flight simulators we are able to recreate real-life scenarios in support of EASA Part-147 practical training and engine ground running. This means defects can be programmed in to hone fault-finding techniques, ensuring immediate competence in line maintenance and AOG situations.

Through our partnership with the University of Glamorgan we continue to produce world class engineers. Our learning professionals come primarily from line maintenance and main base environments as well as the field of higher education. Together they supervise more than 25,000 training days per annum in our flexible classroom facilities that are fully equipped to support the revolution in new aircraft systems and software for the A380 and the B787.

# A preferential service for all customers

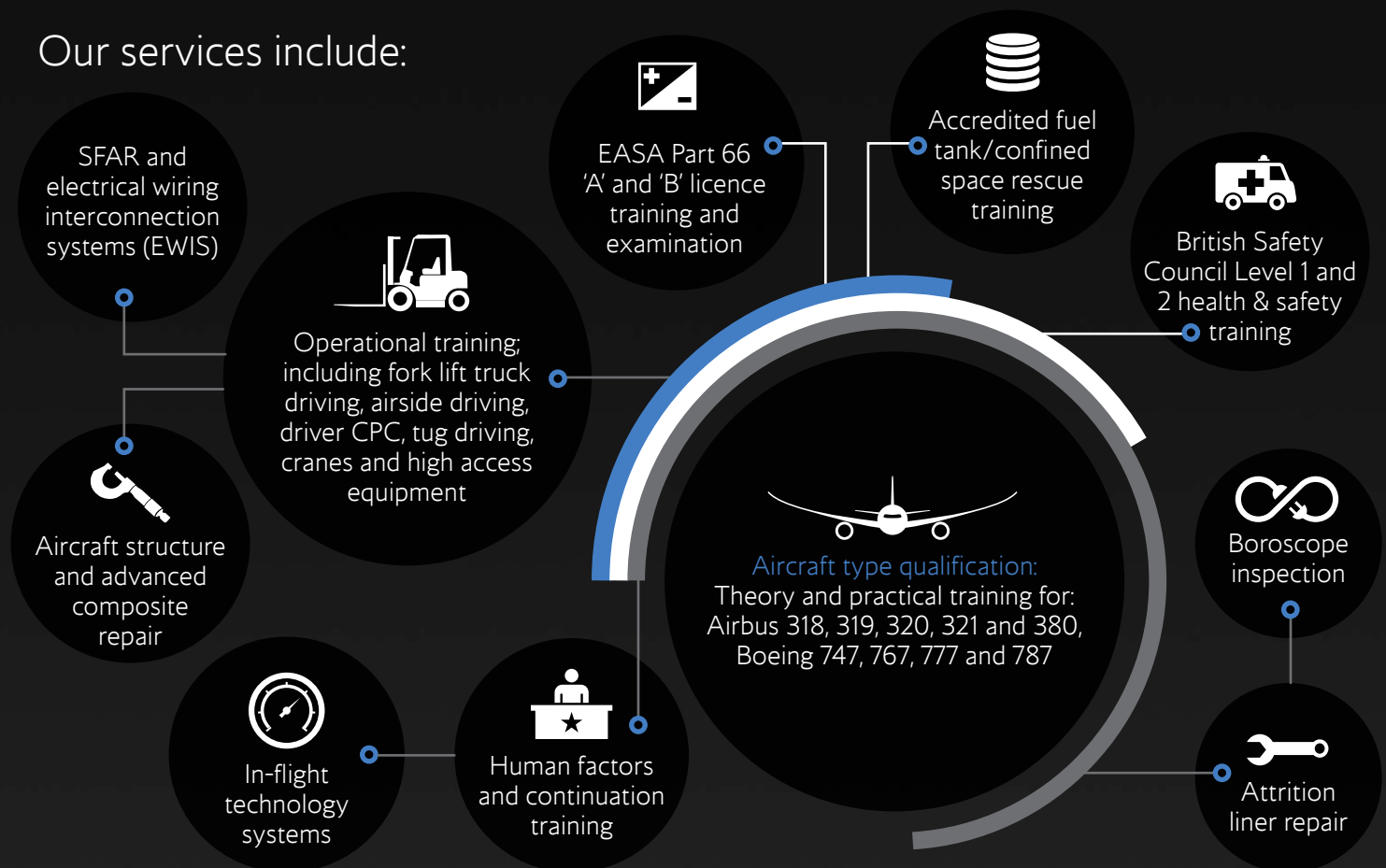
Operators and maintenance organisations can confidently send their engineers and technicians to the British Airways Engineering Learning Academy. State-of-the-art equipment, new diagnostic techniques and industry best-practice will deliver safe, competent and assured individuals who can cope effectively with new technologies and complex standards.

Bespoke programmes are created for larger airlines integrating new Airbus and Boeing aircraft, smaller operators can integrate their people within ongoing programmes that are designed to ensure British Airways personnel have the right skills for the job. This is a cost-effective option and many students benefit from diversity within the classroom environment.

Those airlines running legacy aircraft know that our teams are fully conversant with all current in-service commercial types and can pass on years of knowledge and experience to maximise operational productivity.

Our aim is to inspire individual ownership of personal skills development. Helping individuals to achieve business success adds value and expertise to your workforce and increases job satisfaction.

## Our services include:



Engineering Training Services: +44 (0) 208 562 1022

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# OUR FLEXIBILITY

IT IS COMFORTING TO KNOW THAT BRITISH AIRWAYS ENGINEERING IS BREATHING FRESH AIR INTO TECHNICAL SUPPORT AND INVENTORY MANAGEMENT.

We listen to our customers and we know that every operator wants a different level of service and way of working. Flexibility is crucial as we all strive for the utmost profitability and align costs with operational objectives. Total flight reliability is our aim and we focus on careful planning and research, underpinned by significant investment in training and tooling, to ensure that we are technologically and mechanically capable of managing all of the components and systems for modern commercial aircraft with the right testing and diagnostic processes.

Our comprehensive component services simplify the provision of spare parts and minimise AOG costs. We provide a range of options including loan and pool access, as well as our flexible exchange programme. Working within operators' financial frameworks, we tailor bespoke packages to satisfy every need.

As one of the world's leading MRO providers, British Airways Engineering has established exceptional relationships with OEMs and industry suppliers due to the first-rate repair and overhaul capabilities of our own workshops. As an operator, we also leverage our experience with warranties and are pleased to manage warranty returns within the workshop environment on behalf of all operators.

We may have fleets of aircraft, extensive hangars and workshops, the latest training facilities and an important investment programme,

but people are truly our biggest asset. Thousands of trained engineers are deployed globally and our customers tell us that their passion is clear to see. Founded on safety and uncompromising quality they are confident in their technical abilities and they care.

Choosing the right MRO partner has a positive impact on the residual values of your aircraft and significantly lowers risk. Our flexibility means you can opt for world class management, or you can choose from a menu of services, anything from line maintenance to global AOG support.

AT BRITISH AIRWAYS ENGINEERING WE UNDERSTAND WHAT AIRLINES AROUND THE WORLD NEED TO SUCCEED. LET US SHARE THIS EXPERIENCE WITH YOU.

# IS FOUNDED ON KNOWLEDGE