We are proud to provide base maintenance at our MRO facility at Exeter International Airport and to date have supported customers from the following countries:

- Abu Dhabi
- Austria
- Bahrain
- Belgium
- China
- Denmark
- Dubai
- Finland
- France
- Germany
- Greece
- Iceland
- Ireland
- Israel
- Italy
- Latvia
- Luxembourg
- Malta
- Moldova
- Montenegro
- Mozambique
- Netherlands
- Norway
- Poland
- Saudi Arabia
- Spain
- Sweden
- Switzerland
- Turkey
- Ukraine
Welcome to Flybe Aviation Services, part of Flybe Limited and one of Europe’s leading regional aircraft MRO and completion centres.

Our MRO team has extensive experience in the industry, a dedication to customer satisfaction and a total commitment to meeting the requirements of the industry’s regulatory authorities.

Our extensive customer base is testimony Flybe Aviation Services is a world leader, offering a wide range of services unrivalled in todays’ regional MRO market.

Please contact any of my team should you wish to talk to us about your current or future aircraft needs.

We look forward to hearing from you.

John Palmer
Director of Operations
Welcome

Flybe Aviation services are part of Flybe Limited, a publicly listed company based at Exeter International Airport in the South West of England.

We are one of the world’s leading and most advanced maintenance, repairs and overhaul (MRO) organisations, dedicated solely to regional aircraft and are totally focused on providing the full range of support services to regional aircraft operators. This is evidenced by our unique position in having approval as both an Embraer Authorised Service Centre and Bombardier Approved Aircraft Service Centre. We are also an Approved ATR Maintenance Facility and BAE Recognised Finishing Centre.

Offering 25 years of experience supporting our parent airline and third party operators throughout Europe, the Middle East and beyond, our comprehensive range of services is tailored to meet the real world demands of our commercial customers.

As a division of one of the foremost low-cost operators, we fully understand the needs and imperatives of our customers and are able to anticipate their requirement for competitive and dynamic innovations. We are totally dedicated to customer satisfaction and reactive to the need to provide a level of support that exceeds our customers’ expectations.

Aircraft supported

Our Part 145 Base Maintenance Approval covers;

- Embraer 170/175/190/195
- Embraer 135/145
- Bombardier Dash-8 Q400
- Bombardier Dash-8 100/200/300
- Bombardier CRI 100/200
- Bombardier CRI 700/900
- Bombardier Challenger 850
- BAe 146/RJ
- ATR 42/72

Authorised Service Centre

Recognised Service Facility

Recognised Finishing Centre

Recognised Maintenance Facility
Built with you in mind

Our Facility
Our state-of-the-art hangar facility at Exeter International Airport has eight bays enabling us to offer in excess of 750,000 labour hours per year.

We also provide comprehensive services on-site comprising of backshops, support services such as Quality, Design, Materials, CAMO and stores management, as well as pilot, cabin crew and technical training at our training academy.

We are EASA Part 145, Part 21 Sub Part G (Manufacturing) and Sub Part J (Design) approved. Our dedicated Customer Suite offers individual offices for customer representatives to use and our Customer Services Team is available to assist with hotel accommodation, transport including business travel concessions on Flybe routes (subject to seat availability), catering and other miscellaneous requirements.

Reasons to choose us
• One of Europe’s most advanced regional aircraft maintenance facility
• MRO offering a quality service at competitive prices
• Extensive workshop and technical services support
• Total Solutions; one-stop shop for regional aircraft operators worldwide
• Spares support and tool rental facility
• Workshop capability with overhaul approval on some 3000 parts
• Open 24/7 - 364 days a year

What we can offer
• Base Maintenance
• Line Maintenance
• Component MRO
• Workshop Manufacturing
• CAMO
• Design
• Training - Part 147 Approved
• Wet Lease and ACMI Support
• Parts Trading
Technical Services

In the continuously changing world of aviation legislation, our Technical Services Division are responsible for compliance to all technical and operational requirements of the Flybe fleet as well as a number of other airline operators.

Our technical team manage a working structure that reflects EASA Part M and EASA Part 21J design approvals. Technical Services manage both the day-to-day and the long term maintenance operations of one of the largest regional aircraft fleets in Europe.

Our technical services include:

**Fleet Engineering**
- Systems Development
- Adaptation of Vendor and OEM service bulletins to meet operator specific requirements
- Review and recommendation on technical data for customers’ aircraft and operational fleet
- Line and base input engineering technical support
- Production of reliability reports
- Review of reliability and engineering operational performance data and recommendations for changes
- Production of change specifications
- Project management of design changes and embodiment programmes

**Technical Records**
- Control of aircraft technical records and log books
- Data entry from engineering checks and aircraft technical logs

**Planning Services**
- Production and development of customised maintenance programmes
- Production of work pack call-offs for all levels of maintenance inputs
- Monitoring of AD compliance with associated reports
- Review and recommendation of service bulletin embodiment
- Production of associated status reports
- Development of operator tailored change embodiment programmes

**Airworthiness**
The monitoring, collation and review of airworthiness data for applicability and the provision of recommended actions, including:

- Review and recommendation of EASA ARC renewals and issues on non-Part M controlled aircraft
- EASA ARC issue and extension for aircraft where the records are under Flybe Part M control
- Liaison with EASA on certification issues and exemption programmes
- Monitoring and distribution of legislation changes for review
- Production and control of Continuing Airworthiness Management Expositions (CAME)
- Control of library and archive functions
- Provision of EU OPS compliance statements and JAR 26 (under transition to NPA2009-01) to cover operational suitability certificate and safety directives
- Monitoring of reweigh schedules
- Independent audit function of quality assurance functions
Design and Third Party CAMO Support Services

EASA Part 21 sub part J approval number 21.J.171

- Classification of changes and repairs as major or minor
- Design and approval of minor changes to EASA aircraft
- Design of minor repairs to aircraft structure, metallic and composite parts based on the aircraft SRM
- Minor changes to cabin configurations, emergency equipment and furnishings excluding seat structure and galley structure
- Design and approval of minor electrical and avionics changes
- Design and recommendation of major changes and repairs for EASA aircraft
- Support for audit functions on test houses
- Development of manual supplements in support of minor and major changes and repairs
- Support for aircraft weighing services with equipment lists and weighing configuration schemes.
- Loading manuals and weight and balance reports post configuration changes or installation of major changes and repairs
- Vendor equipment test and approval (ETSO)
A business which is totally customer focused

Specialist Workshop Bays

Our comprehensive capabilities include the ability to provide wide-ranging support for composite structures, interior trim repair and refurbishment and safety equipment. The provision of these services allied to our ability to provide 24/7 field support for composite and aircraft structural repairs and NDT services, highlight our understanding of and responsiveness to the needs of today’s operators.

Capabilities include Aircraft Interior Parts and Soft Furnishings; EASA Part 21 Sub Part G; Manufacture of Metallic and Composite Aircraft Parts; Placards & Markings, both interior and exterior; Design and Manufacture facility; Aircraft Weighing Capability; CAA AD-1930-05 (22-12-05); Manufacture parts for non- EASA Approved Aircraft and EASA Part 145; UK.145.0008 Ratings.

<table>
<thead>
<tr>
<th>Repair Capability</th>
<th>Component Capability</th>
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</thead>
<tbody>
<tr>
<td>Specialist Workshop</td>
<td>Category</td>
</tr>
<tr>
<td>Wheels</td>
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<tr>
<td>Brakes</td>
<td>✔</td>
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<tr>
<td>S/G Brushes</td>
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<tr>
<td>S/G Bearings</td>
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<tr>
<td>Alternator Bearing</td>
<td>✔</td>
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<tr>
<td>Prop Brake Bearings</td>
<td>✔</td>
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<tr>
<td>Composite Repairs (Non structural repair)</td>
<td>✔</td>
</tr>
<tr>
<td>De-icer boots</td>
<td>✔</td>
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<tr>
<td>Sheet Metal</td>
<td>✔</td>
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<tr>
<td>Ailerons</td>
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<tr>
<td>Flaps</td>
<td>✔</td>
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<tr>
<td>Upholstery</td>
<td>✔</td>
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<tr>
<td>Avionics (DFDR, Radio Installation, Certificate…)</td>
<td>✔</td>
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<tr>
<td>Batteries</td>
<td>✔</td>
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<tr>
<td>Engines</td>
<td>✔</td>
</tr>
<tr>
<td>Propellers</td>
<td>Limited</td>
</tr>
<tr>
<td>Landing Gears</td>
<td>Limited</td>
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<tr>
<td>Aircraft Painting</td>
<td>Limited</td>
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<tr>
<td>NDT</td>
<td>Y (D1 Techniques ET, PT, MT, UT, X-ray)</td>
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</tbody>
</table>

For a full list of our capabilities, please visit our website. www.flybeas.com
Parts Trading

As an established and well-connected maintenance provider, we are able to put our networking capabilities to good use within the industry to source spares and tooling from all over the world. Our Parts Trading department is just one of the ways that we are working to provide an enhanced, value for money service to customers worldwide.

Our portfolio of services to the regional aviation market includes;

• Rotable repair and exchanges
• Consignment stock available on request
• Sale opportunity of consumable stock (currently valued at over 13 million USD)
• Sale opportunity of over one million line items which can be available for same day dispatch
• Loan of tooling and equipment items covering a wide range of aircraft types

For an up-to-date list of our available stock, please visit, www.partsbase.com or www.iLSmart.com.

Repair, Test, Overhaul and Component Service

We also offer repair, test and overhaul on a wide range of components in our workshop facility that is EASA Part 145 approved. Flybe’s extensive capability allows for in-house certification without the added expense and time required to have individual items verified externally, a significant benefit to customers.
Flybe Aviation Services provides a multifaceted range of services to both Start Up and established Operators. Our services can be purchased individually or as a package, depending on your requirements.

Our ACMI Support provides flexible, aircraft, crew and maintenance capacity for Operators looking for wet lease or full aircraft, crew, maintenance and insurance support.

Flybe operate the largest fleet of Bombardier Dash-8 Q400 turbo props in the world, as well as Embraer 175 and 195 regional jets. With highly experienced staff, we can quickly respond with a solution tailored to your needs.

Support services include:

- Worldwide deployment capacities supported by one of the world’s largest regional airlines
- Responsive to short-term or long-term requirements; whether to meet an immediate change in market demand, to provide interim capacity, or take advantage of a new market opportunity
- Competitive pricing and flexible terms
- Management training and/or short term secondment
- Information support (including inventory/material control)
- Quality assurance, safety and compliance
- Industry leading operational performance and integrity
- IOSA (IATA Operational Safety Audit) registered, proving its high level of commitment to safety and quality by adhering to globally accepted standards

For further information, please contact our Schedule Planning Manager Edward Marshall, edward.marshall@flybe.com.
Line Maintenance

Flybe Aviation Services provides complete nose to tail base and line maintenance support packages, together with aircraft storage. Our cost effective, single source solutions, means customers can control costs without sacrificing quality, security or safety.

We have a dedicated team of instructors that have first-hand experience and practical knowledge in delivering high quality training in line with our regulatory approvals.

As an airline engineering division, we understand the requirements of airlines and operators and can provide a wide variety of line maintenance services for the Embraer 170/190 and Bombardier Dash-8 Q400 aircraft at a number of locations throughout the United Kingdom.

Our tailor-made support packages cover overnight checks, routine inspections and defect rectification, alongside ramp services including aircraft movement, washing, heating and de-icing capability at airports across the UK and within Europe. We provide a rapid response to aircraft with technical defects affecting scheduled departures and provide off-site assistance if requested.

AOG support is available across Flybe’s network of line stations including Belfast City, Glasgow, Edinburgh, Inverness, Aberdeen, Newcastle, Exeter, Isle of Man, Jersey, Guernsey Southampton and Dusseldorf as well as off-site European and worldwide support.
Flybe Training Academy

Flybe Training Academy offers a wide range of technical, pilot, cabin crew and customer service training to clients worldwide. Our purpose built facility is located at our headquarters in Exeter and offers a bright and modern learning facility with fully equipped classrooms and conference suite, engineering workshops, cabin crew training hall and simulator hall.

Our team of trainers and instructors are highly experienced and have vast operational experience and meet all the necessary regulations and approvals.

As Flybe Training Academy, we offer flexible solutions to customer’s individual training requirements, ensuring you gain the knowledge and expertise required for today’s competitive marketplace.

Why choose Flybe Training Academy?

- Fully approved EASA Part 147 purpose-built facility
- UK CAA ATO for Embraer 170/190 and Bombardier Dash-8 Q400 pilot type-rating courses
- Large access to live aircraft in our hangar
- Large range of high quality training courses
- A team of highly experienced instructors with hands-on practical knowledge and fire and smoke trainers
- Competitive pricing
- Flexibility to deliver training at customer locations worldwide

“We have worked with the Flybe Training Academy since 2008 and from the beginning, they have demonstrated extraordinary flexibility in order to meet our training requirements. We highly appreciate the competitive balance between the quality and pricing of training courses.”

Deputy Quality Manager Part M & Part 145, Air Dolomiti
Aviation Training

Technical Training
We provide aircraft maintenance courses that enable licensed engineers to obtain the skills and knowledge they need to carry out line and base maintenance tasks, confidently and safely. Our courses are delivered in accordance with EASA regulations under our Part 147 approval. Type course are available for B1 and B2 licence holders.

We can also provide structured practical training for licenced engineers at several line stations around the UK.

Pilot and Simulator Training
Our pilot and simulator training packages are wide ranging and available to qualified pilots who have JAA, APTL including MCC and JOC.

We are a UKCAA ATO for pilot type course and can offer line and base training as part of the course programme. We also offer Pilot Ground School covering aircraft systems and procedures.

Cabin Crew Training
Our courses are delivered in accordance with CAA approvals covering safety and inflight skills training.

Simulator Hire
Our Embraer 170/190 and Bombardier Q400 level-D full flight simulators are available for wet or dry lease. We can adapt our simulators to meet your fleet’s environments and cockpit layouts as well as your airline procedures.

Embraer Cabin Door Trainer and Slide Descent
Our e-jet door trainer is also available for wet or dry lease. In addition we also have a range of SEP equipment, a Fire and Smoke Trainer and Cabin mock-up.

For further information on our range of courses and equipment leasing, call us on +44 (0)1392 880800 or email flybetraining@flybe.com.
Regulatory Approvals & Certifications

ISO 9001:2008 Quality Management System
GB94/3270
Company Procedures

Part 145 Approved Maintenance Organisation
UK.145.00008
Part 145 Maintenance Organisation Exposition
Company Procedures

Part 147 Approved Maintenance Training Facility
UK.147.00004
Part 147 Maintenance Training Organisation Exposition
Company Procedures

Part 21 Section A, Sub Part G Manufacturing Approval
UK.21G.2514
Production Organisation Exposition & Company Procedures

Kingdom of Bahrain CAA Approved Maintenance Organisation
ATR/8/5.24
Bahrain Supplement Exposition Manual
Company Procedures

Kingdom of Bahrain CAA Continued Airworthiness Management Organisation
ANTR-M/8/12.7

Part 21 Section A, Sub Part J Design Approval
EASA.21J.171
Design Organisation Exposition & Company Procedures

Approval Schedule under Part 145 Aircraft Approvals
A1 Aeroplanes above 5700kg
ATR 42 Series
ATR 72 Series
AVRO 146-RJ70/85/100/115
BAe 146-100/200/300 Series
Bombardier DHC-8-100/200/300 and 400 series
Bombardier CL-600-2B19
Bombardier CL-600-2C10
Bombardier CL-600-2D24
EMBRAER EMB-135 Series
EMBRAER EMB-145 Series
EMBRAER EMB 170-100/200 Series
EMBRAER EMB 190-100/200 Series

Engine Approvals
B1 Turbine
Honeywell ALF502R Series

Components other than complete engines or APUs
C1 Air Cond and Press
C3 Comms and Nav
C4 Doors - Hatches
C5 Electrical Power
C6 Equipment
C7 Engine APU
C8 Flight controls
C9 Fuel - Airframe
C12 Hydraulic
C13 Instruments
C14 Landing Gear
C15 Oxygen
C16 Propellers
C17 Pneumatic
C18 Protection ice/rain/fire
C19 Windows
C20 Structural

Specialised Services
D1 Non Destructive Testing
Useful information

How to find us

Flybe Aviation Services and Training Academy are situated at Flybe’s headquarters at Exeter International Airport, England, UK.

By Road – We are minutes from junction 29 of the M5 motorway. Take the A30 towards Honiton and follow signs for Exeter International Airport.

By Air – You can fly to Exeter International Airport from a number of European destinations, including Paris, Amsterdam and Edinburgh. We are also able to offer preferential rates on any of our flights (subject to availability). Please visit www.flybe.com for more details.

By Rail – There are a number of high-speed services running to Exeter St Davids station, a seven-mile journey from Exeter International Airport. Taxis are available from outside the station entrance. For more information, please visit www.nationalrail.co.uk.

On-site accommodation

The Hampton by Hilton hotel is located a short walk from our facilities and has 120 light and spacious bedrooms, free wi-fi, a gymnasium, business centre, restaurant and bar. Our Customer Support Centre can assist you with your accommodation and travel arrangements and can offer you preferential rates on flights, meals and room rates. For more information, please visit www.hamptonexter.com

Key contacts

24-hour AOG Support
+44 (0)1392 266962 from 0700 to 1900hrs
+44 (0)1392 446265 from 1900 to 0700hrs
aog.support@flybe.com

General Enquiries
+44 (0)1392 364520
aviation.services@flybe.com

Departmental Contacts

Aircraft Maintenance
aircraft.maintenance@flybe.com

Line Maintenance
line.maintenance@flybe.com

Component Maintenance
component.maintenance@flybe.com

Parts Trading
rfq@flybe.com

Technical Services
technical.services@flybe.com

ACMI
acmi@flybe.com
For more information please contact us:
+44 (0)1392 364520, aviation.services@flybe.com

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