

FULL SERVICE IN CRITICAL TIMES



December 16, 2020

To our Valued Helicopter Customers,

We hope this letter finds each of you, your family and friends, and your business in good health as we continue to endure through the COVID-19 pandemic.

On January 1, 2021, we will be moving our Rolls-Royce M250 / RR300 and Pratt & Whitney PT6T Engine Accessory / Line Replaceable Unit (LRU) business from Winnipeg into two separate locations in Florida. At this time, we would like to communicate further updates with respect to our progress and timing for this Center of Excellence (CoE) transition. This communication letter will provide specific details on where to return field arising LRUs and Accessories for exchange, repair, and overhaul, in addition to providing the key points of contacts located at both of the Florida sites.

Since our last formal update to you in October, our teams have made significant progress preparing these shops for the transition. Our Florida facilities are well established with all the necessary tooling, approvals, and trained workforce to manage these products. We expect the integration of Helicopter LRU's and Accessories into the CoE will ultimately improve our capacity and flexibility, thus creating additional value for our customers and providing a better overall customer experience.

As we have previously shared, our primary focus throughout this move is to minimize any potential disruption, manage a seamless transition of operations, and maintain full transparency with you throughout the entire process. As such, we are proud of our teams' steps towards the successful realization of each of these goals.

We have established a strict timeline for this project. Effective January 1, 2021, all customers should begin sending field arising LRUs and Accessories to the appropriate Accessory CoE site. **In order to select the appropriate location to ensure that LRUs and Accessories are shipped to the right site for repair and/or exchange, please [click here](#).** For existing business, the work will be completed in the Winnipeg shop.

We remain grateful to our customers for your continued vote of confidence throughout our Center of Excellence transition, and we are confident that the benefits will continue to come to the forefront as we strive to provide our customers with world-class service. If you have any questions or concerns, please contact your [StandardAero Regional Sales Manager](#) or visit our website at [www.StandardAero.com](http://www.StandardAero.com)

Sincerely,

Handwritten signature of Michael B. Rezman in black ink.

**Michael B. Rezman**  
Sector VP, LRU's & Accessories  
StandardAero Component Services

Handwritten signature of Brian Hughes in black ink.

**Brian Hughes**  
VP, Sales & Marketing – Helicopter Programs  
StandardAero

StandardAero  
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