

**DASSAULT FALCON SERVICE**, a subsidiary of Dassault Aviation

**Global-class customer care for the Falcon fleet – including Dassault-quality executive charter, FBO, CAMO, maintenance, modification and training services.**

For 50 years, Dassault Falcon Service (DFS) has been supporting operators throughout Europe, Africa, the Middle East, India and China with exemplary levels of service provided by a team of 640 dedicated experts.

➤ **Executive charters exclusively on Falcons, one of Europe’s leading FBOs, and fleet management services**

**DFS Executive Flight Department – Falcons On-Demand**

- Two (2) Falcon 7X, two (2) Falcon 900EX EASy, two (2) Falcon 900B aircraft – from nine (9) to 15 passengers
- More than 3,600 flight hours in 2016
- Flight crews have a minimum 3,000 hours of Falcon flight time and at least 10 years of overall business aircraft experience
- More than 120,000 hours of total flight time without any incidents
- Experience flying into many countries where flight operations can be complicated
- Gourmet French cuisine served on board

**Le Bourget FBO – #1 FBO in Paris, #3 FBO in Europe**

- #1 ranking for facility quality and service in the Europe, Asia, and Middle East region according to annual FBO surveys
- Member of the Air Elite network, recognized for “diamond level” customer service
- Accommodates all categories of aircraft (including non-Dassault types up to BBJ and A319 size); more than 5,000 aircraft movements a year
- Passenger services include private access and dedicated parking, a VIP lounge with a direct view of the tarmac, conference room, catering, hotel booking, and luggage handling
- Crew members can rest in a room designed to their needs
- Dassault operations personnel provide necessary flight information such as jet-plan, flight plan, NOTAMs, weather forecast and slot management

**Continuing Airworthiness Management Organization (CAMO)**

- Expertise in fleet management, insurance, management of accounts and cost control
- Approved by more than 20 national certification authorities (EASA, FAA, China, India, Cayman, Bermuda, etc.)

**Flight training services at Le Bourget in partnership with FlightSafety International**

- World’s 1st Falcon 8X flight simulator with EASy III and FalconEye training capability
- Training for Falcon 20, Falcon 10/100, Falcon 50, Falcon 900 series, Falcon 2000 series, Falcon 7X EASy II, Falcon 8X

➤ **Maintenance throughout Europe, refurbishment, and modernization upgrades**

**Le Bourget, the largest Falcon MRO**

- The DFS MRO at Le Bourget (Paris) is the largest Falcon qualified maintenance service center in the world dedicated solely to Dassault business jets
- 91,000 m<sup>2</sup> with seven (7) hangars capable of accommodating 25 Falcons and an outdoor parking area which holds another 25
- 350 Falcon experts with the most up-to-date information on all Falcon models

**Mérignac, the newest MRO for larger Falcon jets**

- Inaugurated November 2016; adjacent to Bordeaux-Mérignac Airport (BOD)
- 49,000 m<sup>2</sup>, including 7,200 m<sup>2</sup> hangar
- Dedicated to Falcon 7X and 8X aircraft
- Staffed with 40 technicians

**Satellite service centers in France, UK, Italy, and Russia, GoTeams and FalconResponse**

- DFS operates satellite centers at Nice, France; Luton (London), UK; Rome, Italy; Vnukovo (Moscow), Russia and Libreville, Gabon which serve about 1,500 customer events annually
- AOG assistance and GoTeams for offsite repairs
- FalconResponse inflight support; more than 100 missions in 2016 for Dassault Aviation

**A, B, C checks and a complete range of maintenance capabilities**

- Scheduled maintenance, structural repair, paint, engine retrofit, non-destructive testing and bench tests
- 400 maintenance projects per year, including 20 major C inspections
- Specialized workshops for engines, hydraulics, avionics

**Modifications, refurbishments, upgrades**

- Supplemental type certificates (STCs) such as new avionics, connectivity solutions and modern inflight entertainment
- EASy II flight deck upgrades
- Falcon Sphere II integrated electronic flight bag (EFB) solution
- Interior refurbishment, including cabin and cockpit retrofit; customers can choose interior designs using a 3D modelling service, as well as cloth, leather, wood and colors

➤ **Dassault Falcon Service Milestones**

- 1967 – Europe Falcon Service (EFS) created
- 1988 – Falcon Training Center launched at Le Bourget
- 1991 – EFS becomes Dassault Falcon Services (DFS)
- 2004 – DFS expands with satellites (Rome)
- 2015 – DFS Moscow created at Vnukovo airport
- 2016 – DFS inaugurated its new maintenance facility in Bordeaux-Mérignac
- 2017 – 50 years of customer service