

I do

*Maximum
Performance*



 **EMBRAER**

SERVICES & SUPPORT
High Tech. Very human.

EMBRAER SERVICES AND SUPPORT

Embraer Services & Support is Embraer dedicated organization for the aftermarket and is responsible for supporting a fleet of 4,000+ aircraft around the globe.

This organization is responsible for providing assurance to our customers in the Commercial, Defense and Executive Markets through effective solutions to support their needs. This will range from an AOG solution for an executive on vacation in the Pacific, or a complete and customized integrated support solution for an air force, directly supporting mission readiness, in a pay-by-the-hour program.









The supported fleet covers 29 aircraft models, ranging from the Bandeirante, the first aircraft produced by the company in the early 70's, to the new Praetor Executive Jets, E2 airliners and Embraer's military portfolio including the C-390.

Embraer Services & Support is proud of its achievements in supporting its customers. Embraer is a consistent top performer in Pro Pilot and AIN product support surveys (#1 overall in Pro Pilot 2016, 2018 and 2020) and continues to receive outstanding feedback on customer surveys for the Defense and Commercial markets.

These high levels of support underpin the market view of Embraer's products. The Phenom 300 has been the best-selling light executive jet for the last 9 years, accord-

ing to the General Aviation Manufacturers Association (GAMA). ERJ's and EJET's have dominated the regional aviation segment in the last 25 years. And the A-29 Super Tucano has been selected by 16 Air Forces, with more than 260 aircraft delivered.

Embraer Services & Support also supports non aeronautical systems, including complete technical and logistical support for Project SISFRON, the Brazilian Border Protection System, composed of multiple sensors, an extensive communication network, and numerous Command and Control Centers. This network already covers more than 700km of border and will ultimately achieve complete border coverage of more than 16,800km when fully implemented.

	 CRM EXECUTIVE	 CRM COMMERCIAL	 CRM DEFENSE
 MROs			
 MATERIALS			
 TECHNICAL SUPPORT			
 FLIGHT OPERATIONS			
 TRAINING			

Embraer S&S exploits a matrix structure. This means that customers benefit from a global organization, while at the same time receive dedicated solutions that meet their own individual requirements.



Commercial Aviation

200+ customers
2400+ aircraft in service
75 countries



Defense & Security

50+ customers
450+ aircraft in service
30 countries



Sensors & Radar

4 customers
108 in service
2 countries.



OGMA

60+ customers
30+ countries



Executive Jets

800+ customers
1400+ aircraft in service
70 countries

WE ARE GLOBAL

Embraer Services & Support is a global organization, with offices in Brazil, USA, Portugal, the Netherlands and Singapore. It also operates warehouses, service centers and training centers, around the globe.

And we are not alone! Our fleet support is also assured by various partners including systems and equipment OEMs that work with us to assure spare parts provisioning, equipment level maintenance, training and technical support.





Our portfolio is designed to provide continuous operation for our customer's fleet throughout the product life-cycle.

Our integrated solutions (Integrated Logistical Support) are tailored to meet each market and customer needs. This translates as, best Aircraft Availability for Executive Jet Operators; Mission Readiness for Military Operators and Schedule/Dispatch Reliability for Commercial Aviation Customers.

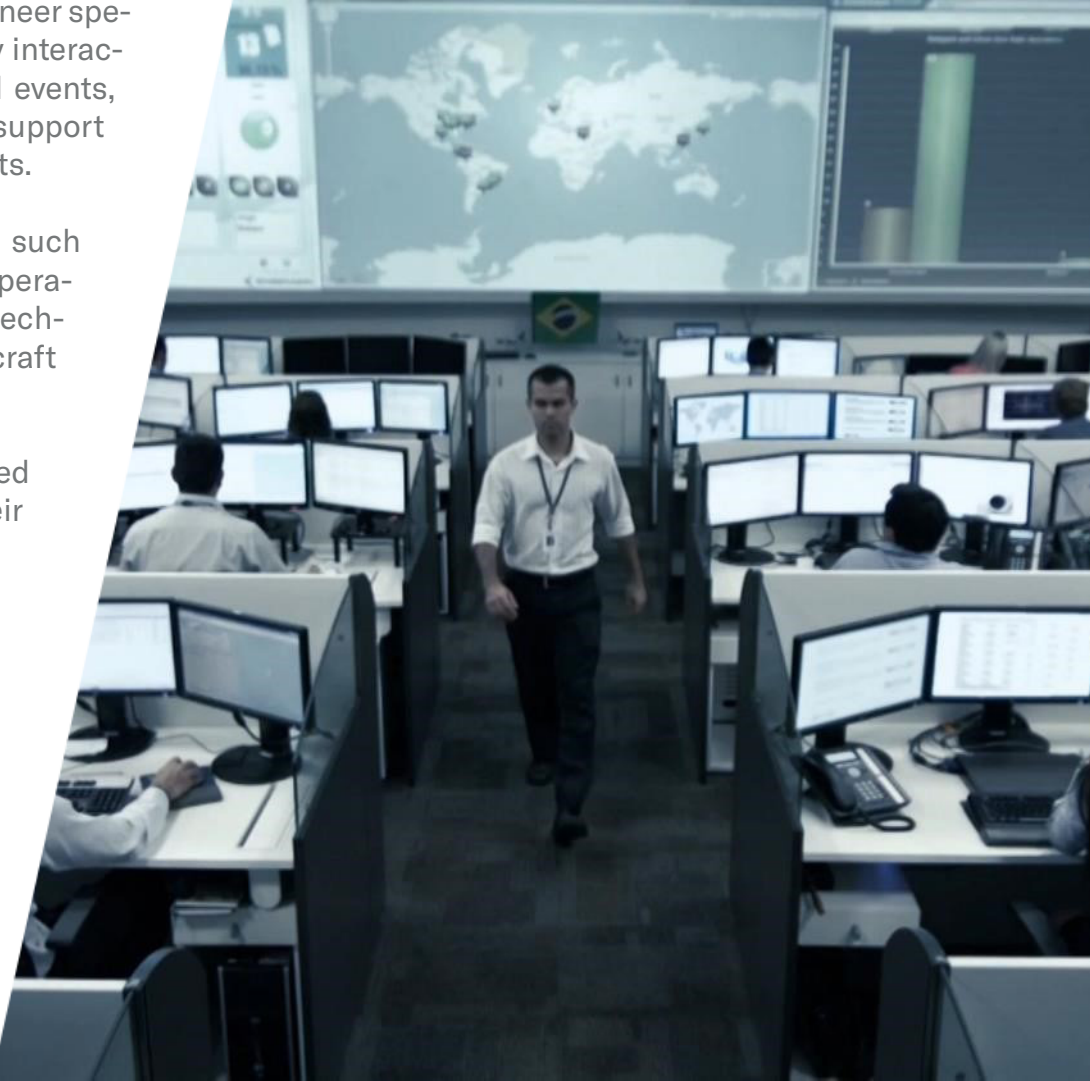
TECHNICAL SUPPORT

Technical Support services offer a wide range of solutions including contact centers, online technical publications, fleet monitoring, Field Service Representatives, obsolescence management among others.

Our contact centers operate 24/7 with a multidisciplinary team of engineer specialists. Our contact centers process in total more than 40,000 yearly interactions solving technical requests and providing timely answers for all events, including AOG response in up to four hours. Embraer's dedicated support team is backed-up by the engineering team that designed the products.

The Engineering Support Team also provides modifications Services such as Service Bulletins to improve aircraft performance and reduce operational costs. This service is also used to implement new features and technologies, including obsolescence solutions, ensuring support to aircraft operation throughout its lifecycle.

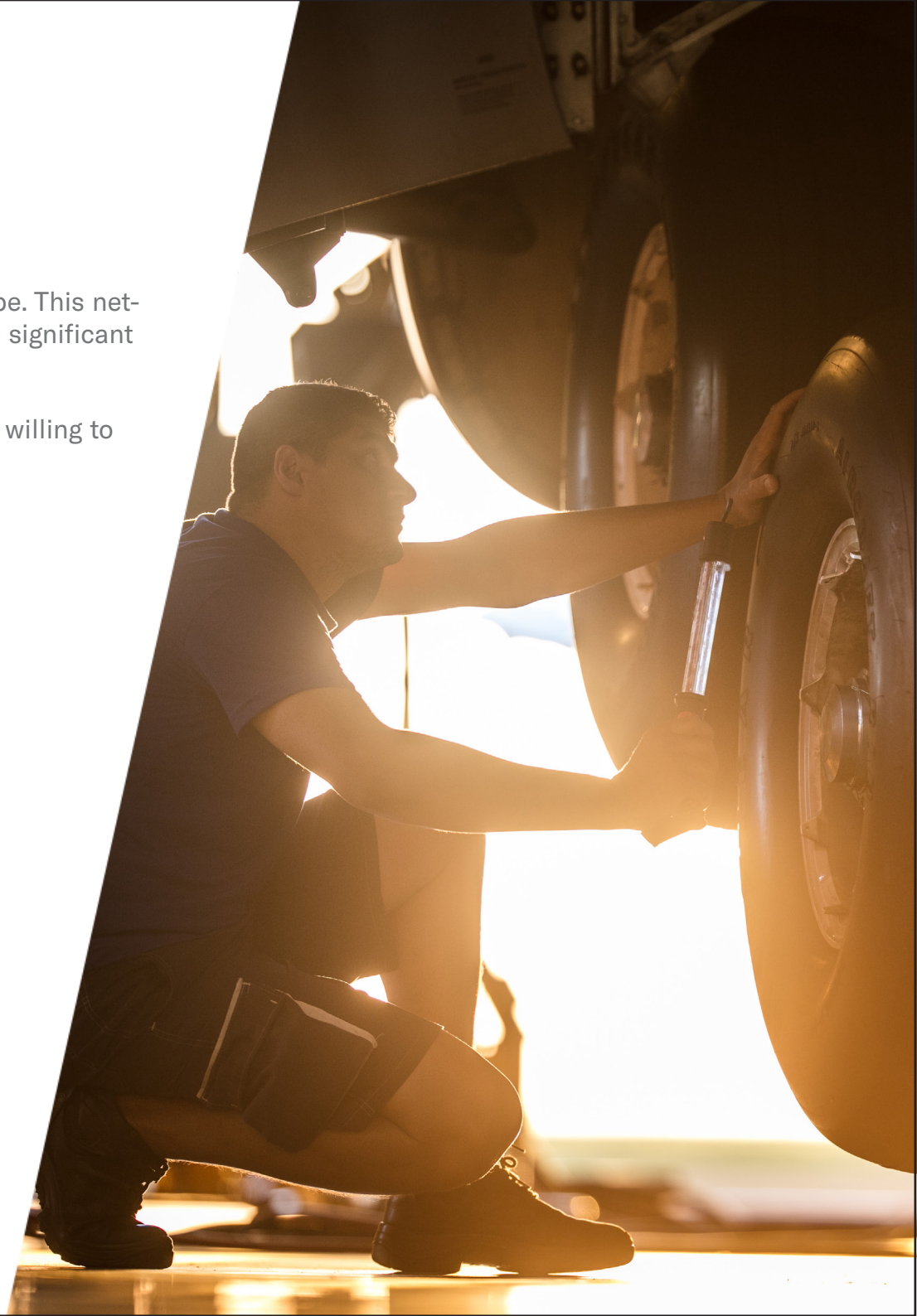
Embraer is still today providing technical solutions for aircraft delivered in the 70's, proof of its commitment to customers in supporting their fleet throughout the product lifecycle.



MROs

Embraer's Maintenance network is present in all corners of the globe. This network includes not only Embraer's own Service Centers, but also a significant number of Authorized Centers.

Embraer also provides a robust qualification solution for customers willing to perform their own maintenance.



MRO GLOBAL PRESENCE

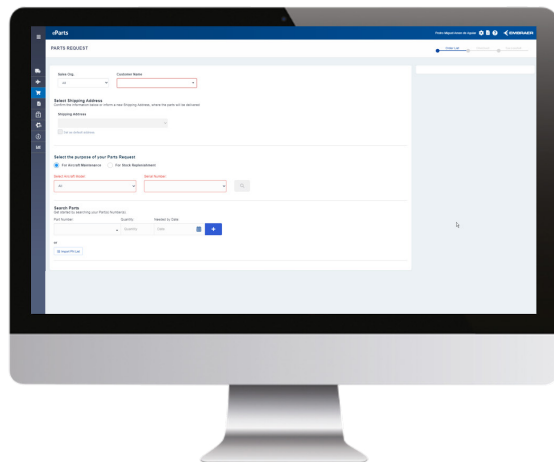


MATERIALS

Embraer's Material Solutions support a global fleet of over 4,000 aircraft. Embraer achieves this by exploiting a global logistic network, strategically positioned distribution centers, all connected to service centers and customer MOB's to assure parts availability. Aircraft systems and equipment suppliers are important players as well, and equipment level support requirements are established before aircraft development; this assures support performance and costs throughout product lifecycle.

E-Parts allow customers to purchase parts online and have online traceability of the material.

Tailored solutions are available according to customer needs, ranging from time and material spot purchases to complete integrated logistical support, payed-by-the-hour, with on-site stock management, and/or pool programs.



MATERIAL GLOBAL PRESENCE



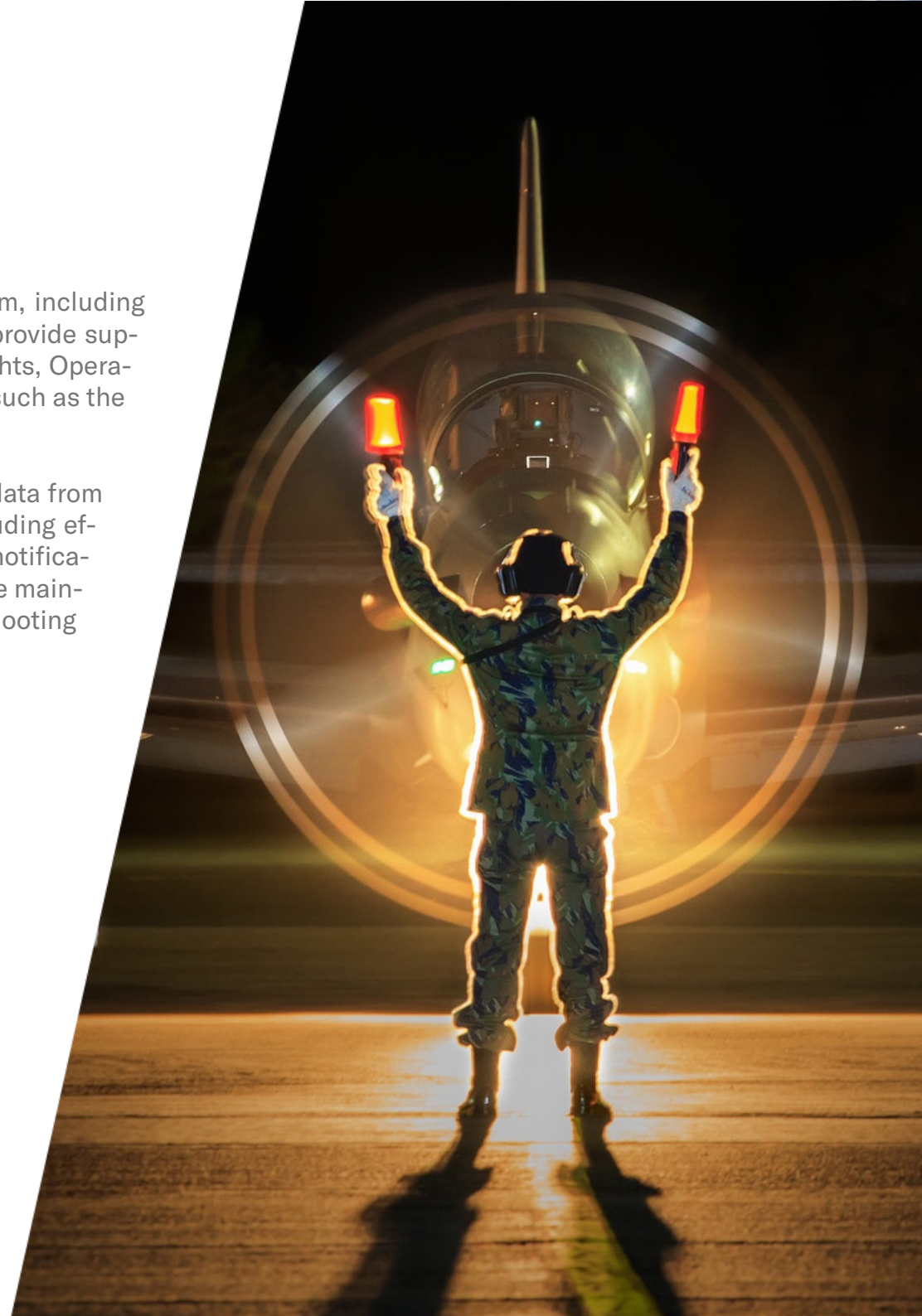
FLIGHT OPERATIONS

Embraer's Flight Operations organization is a multidisciplinary team, including highly experienced pilots, with military and airline background, to provide support for the customers' operations. This support includes Ferry Flights, Operational Site Surveys and Operational Support Devices and Software such as the Aircraft Health Analysis Diagnosis (AHEAD).

AHEAD is an integrated tool which collects and interprets aircraft data from onboard systems and provides operators with prompt support including effective troubleshooting, aircraft usage information and advanced notifications. It conveniently and automatically transmits aircraft and engine maintenance data through a global system (Iridium), allowing troubleshooting and associated actions to start before aircraft has landed.

AHEAD-PRO

We can see
tomorrow.



TRAINING

Embraer's Training Solutions deliver comprehensive training for pilots, crew and mechanics either directly or through partnership with key training providers around the globe. Embraer can also replicate and disseminate skills and information inside the customer's own training organization. Embraer employs advanced technology to build high-end training tools and devices, supporting an effective and enduring learning experience. Embraer customers have at their disposal a global network of Flight Simulators. Together they deliver around 35,000 hours of utilization per month supporting more than 4,000 Embraer aircraft in service.



TRAINING GLOBAL PRESENCE



A network of 80+ simulators



At Embraer Services & Support we are passionate about exceeding our customers' expectations and totally dedicated to making sure they get the best experience. We are a team of 3,500 employees committed to bring the best high-tech solutions with a very human touch.

Meet the Embraer *Doers*

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*Learn more
about our
portfolio.*



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