



Midway through 2009, Embraer Executive Jets Customer Support continues to pursue its efforts to authorize, train and equip our worldwide network of service providers to accommodate the introduction of new aircraft models into our fleet. The first Phenom 100s are already beginning to build time worldwide and the initial

Lineage 1000 has entered service with Prestige Jet of Abu Dhabi.

A great deal of attention was paid to Embraer's newest models at the annual European Business Aircraft Convention and Exhibition (EBACE). Prestige Jet's Lineage 1000, which is based in the EMEA (Europe, Middle East and Africa) region, was displayed at the show along with both the Phenom 100 and Phenom 300. You may read more about the event and the Lineage 1000 on pages 2 and 3 of this issue.

In addition, there's more information on our Le Bourget Service Center, which marked its first anniversary of operation in April and on two new additions to our authorized service center network in Germany and South Africa. We've also improved our presence in Asia adding dedicated spare parts inventories to our distribution facilities in Singapore.

I also enjoyed the opportunities I had to interact with customers during the Embraer Executive Operators Conference (EEOC) in Paris prior to EBACE. It attracted participants from eight countries: Russia, Slovenia, Germany, Switzerland, the Czech Republic, Spain, Portugal and the United Kingdom. The conference focused on all of Embraer's Executive Jet programs including: Flight Operations Briefings, Material Support and Logistics, Maintenance Topics and In-Service Issues. The attendees' enthusiasm for our aircraft and their experiences operating them provide us with a common bond and with valuable information that can be passed on to others and provide a basis for making our customer care even better.

The cloudy economic outlook that greeted this new year still hasn't given way to bright skies, but Embraer Executive Jets continues to weather this storm by meeting its commitments to customers, delivering exciting new aircraft and taking every opportunity to communicate with our customers. That's a great help as we prepare our Worldwide Customer Support team for the continued growth and diversity of our product lines. We thank you for your continued loyalty and we look forward to working with you in the future.

Sincerely,

Edson Carlos Mallaco  
Vice President,  
Customer Support and Services – Executive Jets

## Phenom 100 Makes Its Brazilian Debut



*Phenom 100*

The Phenom 100 executive jet ranks among Brazil's most exciting exports, but it's also making an outstanding impression at home following the first deliveries of the new Embraer Executive Jet to Brazilian customers. Algar Aviation of Uberlândia, Minas Gerais, has placed its Phenom 100 into charter service. Welborn Participações of Londrina, Paraná is using its new Phenom 100 for corporate transportation, as is Locar Guindastes e Transportes Intermodais from São Paulo.

"Embraer Executive Jets Customer Support has worked diligently to be ready for the Phenom 100's entry into service in the region and we are anxious to show our customers how we have prepared to support them," said Edson Carlos Mallaco, Vice President, Customer Support and Services, Executive Jets. During the past year, Embraer Executive Jets Customer

Support has been training maintenance technicians, assisting the service centers in the region, allocating the necessary spare parts and training field service who are available to assist owners and Service Centers with the Phenom 100.

"We have made a commitment to match the quality of the product with the quality of our service," Mallaco noted. "We're extremely pleased to see how both the airplanes and the service providers are performing as the Phenom 100 fleet grows."

Certified in December of 2008, the Phenom 100 has surpassed expectations in actual service. There are more than 800 firm orders for the Phenom 100 and 300, a hundred of which are from customers in Latin America. Seventy percent of those are in Brazil.

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## Executive Operators Conference held in Paris, France

Attendees at the fifth Embraer Executive Operators Conference (EEOC) in April, 2009 got a taste of California to go with the ambience



EEOC Attendees

of Paris during a two-day event that focused on Embraer Legacy 600 Customer Support. That's because the session was held at the renowned Hotel California Champs Elysees in the French capital. Noted for its elegance and customer care, it was an ideal site for the conference that gathered participants from eight countries: Russia, Slovenia, Germany, Switzerland, the Czech

Republic, Spain, Portugal and the United Kingdom. The event brought the operators together with Embraer Executive Jets Customer Support staff and management, suppliers and service centers to discuss a number of key items. They received updates on all of Embraer's Executive Jet programs, flight operations briefings, material support and logistics, maintenance topics and in-service issues.

"We were very pleased to welcome our Legacy 600 customers to this strategic meeting in Paris," said Antonio Martini, Embraer Vice President, Customer Support & Services for Europe, Middle East and Africa - Executive Jets. "It was an excellent opportunity to network,

share experiences and exchange ideas among existing customers and service provider. We are very grateful to our sponsoring partners from Rolls Royce, ABS Jets, FlightSafety International and two of our authorized service facilities, Ruag and Inflight, who helped us stage this conference and added valuable content to it," he added. A memorable dinner cruise on the Seine closed the two-day event.

Additional meetings are also planned for Moscow, Russia and for Dubai, during the fourth quarter.



EEOC Attendees on the Seine River

## Phenom 100 and 300 Top the List of Attractions at EBACE 2009

At the 2008 European Business Aircraft Convention & Exhibition (EBACE) in Geneva, Switzerland, a full-scale mockup of the Phenom 300 drew lots of attention. This year, Embraer drew even more attention. Both a Phenom 100 and a Phenom 300 were among the aircraft on display at the ninth annual event. In addition, a Legacy 600 and Lineage 1000 were also on static display and a full-scale mock-up of the Legacy 500 was the centerpiece of Embraer's booth in the Exhibition Hall.

"EBACE was again an outstanding opportunity for us to display our products and demonstrate our commitment to our customers," said Edson Carlos Mallaco, Vice

President, Customer Support and Services - Executive Jets. "Antonio Martini, Embraer Vice President, Customer Support & Services for Europe, Middle East and Africa - Executive Jets and Christophe Vandenheede, Field

Service Engineer and myself were on site to interact with the customers and potential buyers. We were able to conduct worthwhile meetings with purchasers of the Phenom 100 and talk with them about how things will happen once they have their airplanes in service as well as training, manuals and operational issues. We also met with Legacy 600 customers to talk about their operations and Embraer support and services, so it's obviously not just a sales opportunity. EBACE is a Customer Support show, too," Mallaco added.



Embraer booth at EBACE 2009

the gathering and utilized the occasion to announce the further expansion of our network with the appointment of AdoAir in Johannesburg, South Africa and Nayak in Cologne, Germany as authorized service centers.

## Embraer Executives Visit Pratt & Whitney Canada



Embraer and the Pratt & Whitney team next to the first Phenom 300 engine

An Embraer Executive Aviation leadership team, including Luis Carlos Affonso, Executive Vice President - Executive Jets and Edson Carlos Mallaco, Vice President, Customer Support and Services - Executive Jets, recently paid a visit to Pratt & Whitney Canada's Longueuil, Quebec production facilities to collaborate on supporting Embraer's Phenom 100 and 300 customers. P&WC provides the PW617F-E (Phenom 100) and the PW535-E (Phenom 300) engines which power the two new Embraer light jets.

The leadership of both companies has worked closely to ensure outstanding "tip to tail" support. The two-day session, which took place on June 8 and 9, also included a visit by Embraer senior executives to Pratt & Whitney's Customer First Centre and the PW500 assembly line. Embraer and Pratt & Whitney Canada have worked together on numerous aircraft over Embraer's 40 year history. "This visit further underscored the close ties that exist between our two companies," said John Saabas, President of P&WC.

## Intel Mini-Conference Provides Maximum Customer

Embraer Executive Jets Customer Support recently organized a mini-conference in Sacramento, California to review the flight operations issues of Intel, Inc., the Santa Clara-based microprocessor and semi-conductor chip maker. Intel flies six Legacy Shuttle aircraft to connect its sites on the West Coast of the United States. Its flight operations are managed by Aerodynamics, Inc., which is also responsible for maintenance on the fleet. Embraer Executive Jets worked directly with both to put together two days of sessions on reliability monitoring of the Intel fleet, maintenance and parts support, and to engage in discussions of specific issues, challenges and successes.

## First Lineage 1000 Delivered to Prestige Jet

On Thursday, May 7, 2009, the Embraer Lineage era officially began with the delivery of the first Lineage 1000 to HE Aamer Abdul Jalil Al Fahim, the founder and Chairman of Ark Angel Investments of Abu Dhabi, United Arab Emirates. The aircraft, which is being operated by Prestige Jet, one of the foremost providers of top-of-the-range executive flight services for the Middle East, left São José dos Campos to be displayed at EBACE, the European Business Aviation Convention and Exhibition, May 12-14, in Geneva, Switzerland where the latest addition to the Embraer family of aircraft was originally announced three years ago.

"I am certain that this Lineage 1000 aircraft will play an integral role in the

future success and progress of our business, on all of its fronts," said Mr. Al Fahim. The Lineage 1000 is Embraer's largest executive jet and is configured to accommodate up to 19 people. Based on the Embraer 190, it combines the latest executive amenities and enhancements engineered into a proven airframe that has accumulated more than 2.4 million flight hours in airline service. "The Lineage 1000 is a direct response to customer input. The production version exceeds all of its original design parameters and has, therefore, created exceptional market potential, as well," said Frederico Fleury Curado, Embraer President & CEO.



Lineage 1000 First Delivery - Embraer and the Prestige Jet team

The presence of the actual airplane at EBACE completed a progression that included its announcement in 2006 and the exhibition of a full-scale cross section of the cabin at last year's show. The Lineage 1000 received its Type Certificate and Supplemental Type Certificate (STC) from the US Federal Aviation Administration in January of 2009. It was approved by Brazil's National Civil Aviation Authority (ANAC - Agência Nacional de Aviação Civil) and the European Aviation Safety Agency (EASA) in December of 2008.

"We picked up the airplane at São José dos Campos and flew to Recife to refuel before crossing the Atlantic. That's where we immediately experienced the benefits of Embraer's exceptional customer support," explained Kartik Purohit, Prestige Jet's Deputy Managing Director. "It was discovered that there was a fueling issue which kept us from being able to fill the center tank, so we called Embraer and they sent three engineers to support us overnight. Their assistance allowed us to continue our crossing to Rabat in Morocco the next morning.

"We also had the benefit of having Wagner Tofoli, Field Service Engineer, on board with us, to answer any technical questions and provide us with expert engineering backup. We were able to land in Rabat and then travel on to our

base at Al Bateen City Airport in Abu Dhabi before flying on to Geneva," he added.

Kartik pointed out that "Embraer Executive Jets Customer Support has been instrumental in allowing us to operate this airplane effectively. The Embraer team in France assisted us in establishing a service contract with Falcon Aviation Services in Abu Dhabi to meet our needs and they arranged for PATS/Decrane, from the US, to have personnel on site in the UAE to assist us, as well."

Since being the center of attraction at EBACE, Prestige Jet's Lineage 1000 has made several Atlantic crossings, flying to Washington, DC. It has also been to Le Bourget, France on several occasions. "Our pilots have had people come up to them and ask about the airplane and I have received phone calls commenting on what an extraordinary airplane it is," Kartik noted. Prestige Jet's Managing Director Faris Deeb has also heard from clients that "Prestige Jet is now offering more than just a 'private jet'—this is a 'private airliner.' The Lineage 1000 has allowed us to launch a new era in VIP air travel in the Middle East with an unprecedented level of service. This milestone is courtesy of our outstanding relationship with Embraer," he added.

Kartik Purohit has an interesting perspective on the Lineage 1000's role at Prestige Jet. "If our Legacy 600 is one of the 'good kids' in our family of aircraft—and it is—then the Lineage 1000 is the father. It's the ultimate, luxurious and capable leader of the family," he concluded.

## Legacy 600 and Phenom 100 Help Make Leon Medical Super

One of the most common words used in reference to Leon Medical Centers of South Florida is "Super." The network's five locations are referred to as "Super Centers." The attention they pay to their clientele—people on Medicare—is often described as "super," and they're well known because they've even advertised during the broadcast of television's most widely watched event, the Super Bowl! So, it's no surprise that Leon Medical's founder, Benjamin Leon Jr., who has built his entire business on superior service, opted to buy both an Embraer Legacy and a new Phenom 100 for his personal airplanes.

He took delivery of his first, a Legacy 600, in December of last year, in fact, the 105th anniversary of the first flight of the Wright Brothers! This year, in December, he'll take ownership of a new Phenom 100. In the meantime, Mr. Leon is learning to fly, according to Marcelo Romanelli, who now serves as his chief pilot after having accumulated nearly 4,000 of his 12,000 total hours as the chief pilot for Embraer Executive Jets. "He does things the right way, in his business and in his personal life, Marcelo explained. "I believe

that's why he chose the Legacy when he decided to move into a business jet," he added. "We first met at the NBAA Convention in Atlanta in 2007, while I was still chief demo pilot at Embraer, and we showed him around the airplane. He was very thorough in his inspection of the product, and then he ordered



Marcelo Romanelli, Department Manager & Chief Pilot and Carlos Cortes, Pilot

it with virtually every available option. He's been very happy with the airplane and decided to add the Phenom 100 based on his excellent experience with Embraer," Marcelo said. Mr. Leon's experience with Embraer Executive Jets Customer Support also falls

into the category of "superior," according to his chief pilot and flight instructor. "We base the Legacy at Tamiami Airport in Miami and use the Fort Lauderdale Service Center. They are doing a great job. They are ready any time we call and so far everything they've done for us has been perfect. Embraer knows how to build a good airplane and support it because they've developed an extremely reliable design that has been proven in the field," he added.

Marcelo could be accused of being positively disposed towards Embraer after having spent a significant part of his flying career as an employee. He worked originally for the company as a technician in the late '80s before leaving to become an airline pilot for ten years and a corporate pilot for another five. He returned to Embraer as a fleet support pilot—number 7, in fact—in 2000. "I am very proud of my former role because I was part of a team that made good technical and marketing decisions and, just like the one I'm with now, we would never put our name on a product or service in which we didn't have complete confidence," he concluded.

## Embraer Celebrates Le Bourget Service Center's First Anniversary Two authorized Service Centers added to the global network

Embraer's Executive Jets Service Center at Le Bourget Airport, 20 minutes from downtown Paris, celebrated the first anniversary of its opening in March the same way it addresses every day—by providing exceptional service to its customers from the growing fleet of Embraer aircraft based in Europe. Since its debut, the facility has completed an average of 18 maintenance events each month on Legacy 600.

Preparations and training for the arrival of the first European Phenom 100s is also underway. The 36,674 square foot facility offers customers an executive ambience with deluxe amenities and provides scheduled and unscheduled maintenance, 24/7 support; it has also dispatched Aircraft On Ground (AOG) teams to locations in Russia, the Middle East, Africa, the United Kingdom and Eastern Europe during its first year. With a 98%



One of the first Phenom 100s from the region, operated by Midland Aviation Ltd., has arrived at the Embraer Executive Jets Service Center in Le Bourget, in June

customer satisfaction rate, "we are working very hard to set the standard for the industry," said Sébastien Albouy, Senior Manager of the site.

The Le Bourget facility is part of the worldwide Embraer Executive Jets service center network which recently added two new sites: Nayak Aircraft Services in Cologne, Germany and AdoAir Aviation Group in Johannesburg, South Africa. Nayak will be the first Maintenance, Repair and Overhaul (MRO) facility to serve Embraer's Phenom 100 and Phenom 300 in Germany while AdoAir is part of the Adonai Group of Companies, based in Johannesburg, South Africa. AdoAir will provide routine checks and scheduled and unscheduled maintenance for the Legacy 600 and Phenom 100 and 300.

## Inside the Customer Support Team

François Wawruszczak has built his career on high expectations. He certainly has them for himself and for the colleagues he leads as Manager of Engineering and Field Support—Executive Jets at Embraer. And, he enjoys the challenge and fulfillment of making them become reality for Embraer Legacy Customers spread throughout 18 countries in the EMEA region - Europe, Middle East and Africa, the territory also includes Russia. His responsibilities have recently expanded, too, with the delivery of the first Lineage 1000 into the region in May and the first Phenom 100 in June.

"I enjoy the challenge of being at an optimum performance level all the time, constantly working on and evaluating alternatives and doing whatever can be done to render the best possible support to customers and operators of Embraer products," he says. It's a perspective that François honed during a career that included more than two decades in the commercial air transport side of aviation before he joined Embraer Executive Jets Customer Support in July of 2006. Starting out as an electrician and licensed avionics engineer, he eventually became involved in virtually every aspect of commercial flight, from production to quality control, from aircraft development to fleet evaluation.



While serving as an Engineering representative for the EMBRAER 170/190 launch customer he also received dedicated training in Team, Project and Asset Management, all of which have been extremely valuable since he joined the Embraer Executive Jets team. A native of France, François holds a bachelor's degree in Electro Technical and Electromechanical engineering. He also added additional training while serving in the French Navy.

Two years of his naval career were spent on aircraft carriers. He is a member of a family with a true aviation spirit. His brother is a pilot and his daughter, who served several internships at various airlines, recently received a Masters degree in Commerce and Management, and is now pursuing a specialization in Airline Management.

"Aviation is obviously a great career," François states, "and working at Embraer Executive Jets put me at the cutting edge of this industry. As we add new models to the active fleet, it's an ongoing and dynamic challenge to keep up with the changing technology and maintain the level of knowledge necessary to be effective. It makes working on products like the Phenom 100 and 300, the Lineage 1000 and the Legacy models exciting," he adds.

## Embraer Simplifies Inventory Issues with TwinBin® and Bar Code System

Having the right items in stock at the right time is the challenge of any parts distribution system. Embraer has operated vendor managed inventory (VMI) programs since 2004, using automatic replenishment to reduce customer investment and increase the availability of essential spare parts at remote locations. An important enhancement to this program was just launched, integrating TwinBin® and Bar Code Systems, which will greatly simplify the replenishment process and the control of the inventory.

The TwinBin® system is designed with KanBan philosophy where an empty bin triggers a visual indication (flag) for replenishment. The bins are also bar coded



TwinBin® Storage System

and one scan with the bar code reader provides feedback to an Embraer computerized monitoring system which will generate the replenishment order for the depleted compartment.

This enhanced system is particularly useful for executive jet operators, as it is accurate, simple, and does not require complex integration of inventory management systems. For more information about this efficient and convenient system, contact Ron Dech at Embraer Executive Jet Services, Ft. Lauderdale. Phone +1 954 359-3808. The service will be available for the other regions soon.

## Upcoming Events

- EAA AirVenture  
Jul 27 - Aug 02 - Oshkosh, Wisconsin, USA
- Operators Conference Legacy 600 - Brazil 2009  
Aug 12 - São Paulo, Brazil
- LABACE - Latin American Business Aviation Conference and Exhibit 2009  
Aug 13 - 15 - São Paulo, Brazil
- EEOC - Embraer Executive Operators Conference  
Sep 15 - 17 - Las Vegas, Nevada, USA
- JET EXPO 2009  
International Business Aviation Exhibition  
Sep 16 - 18 - Moscow, Russia
- NBAA - National Business Aviation Association  
Oct 20 - 22 - Orlando, Florida, USA

To learn more about Embraer Executive Jets participation in air shows and events, please visit:  
[www.EmbraerExecutiveJets.com](http://www.EmbraerExecutiveJets.com)

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Contact us: [elaine.silva@embraer.com.br](mailto:elaine.silva@embraer.com.br)

Editorial Coordinator: Elaine Moreira da Silva  
Writer: David Franson  
Collaborators in this issue: Aloísio Lopes, Ashok Kapadia, Magali Courbet, Maureen McMaster and Wagner Tofoli  
Art Direction: Ricardo Verissimo – Performa Comunicação

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