ACJ Customer Forum 2024

Airbus Corporate Jets

#2024



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LEADING THE FUTURE

TOGETHER

OUR MASTER OF CEREMONY

Q&A leader | Facilitator

Marie **BELAVAL**



Agenda



#	Topics	Speakers
Introduction	Introduction	Chadi SAADE
Business updates	Sales update	Vincent TESSIER
	Programme update	Vincent REYNES
	Support update	Regis BROUTEE
	LUMP	Carmen TRIGO ROMERO Ester JARABA
	CAB & Sustainability	Paula DAROCA ARCAS
Closing	Q&A	Marie BELAVAL
	Logistic & event key information	Marie BELAVAL



ACJ CUSTOMER FORUM 2024

INTRODUCTION



Five key influencing trends

03

01

Aviation 'with **border'** Geopolitical tensions, trade wars, local regulations challenging level playing field The **Climate** challenge CO₂ new metric, climate adaptation risks, low carbon energy availability



Resource scarcity Race on talent, raw materials, circularity Digital transformati on & Al Aircraft as a digital platform, connectivity. High Performance Computing (HPC)

04

05

The end of the **duopoly** ?

We sincerely thank our **Sponsors**















😪 Lufthansa Technik







A WORD FROM AIRBUS TOP EXECUTIVES

Benoît **DE SAINT-EXUPÉRY**

Airbus Commercial Aircraft EVP Sales INTRODUCTION



Agenda

#

Agenua	
	Introduction
	Business upd
	Closing

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SALES UPDATES

#SALES

Vincent **TESSIER**

Head of ACJ Marketing



Airbus Commercial Aircraft



A220

+C-FFDO

with the second second second second



A220-300AIRBUS

Customers



1000



End of April 2024

Aviation: An irreplaceable force

+48,000

routes served globally



4.5 billion

passengers

airports with scheduled services

82.5% cabin occupancy



Aviation is what connects and unites us!

with family and friends

with new cultures and horizons

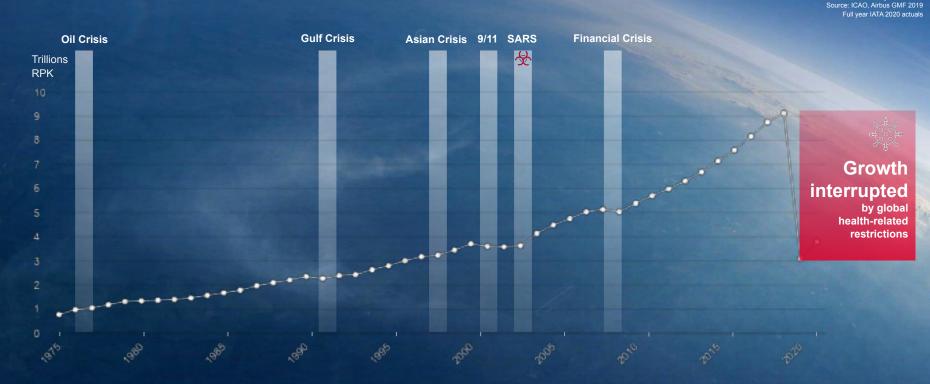
with business opportunities

00000

facing global issues together



Air traffic is resilient to crisis on the long term

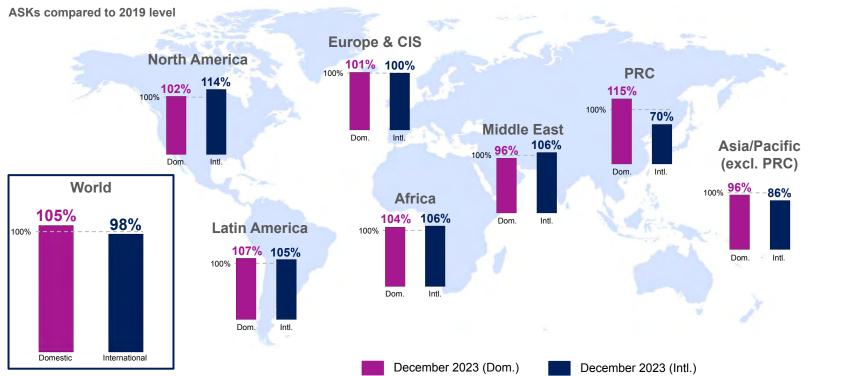




RPK = Revenue Passenger Kilometre

Traffic recovery globally achieved in Dec 2023

Source OAG, Airbus GMF



Demand for 40,850 new passenger & freighter aircraft over 2023-2042

Source: Airbus GMF 2023 Note: Demand for passenger aircraft above 100 seats & freighters with a payload above 10t

Typically Single-Aisle

32,630 aircraft

80%

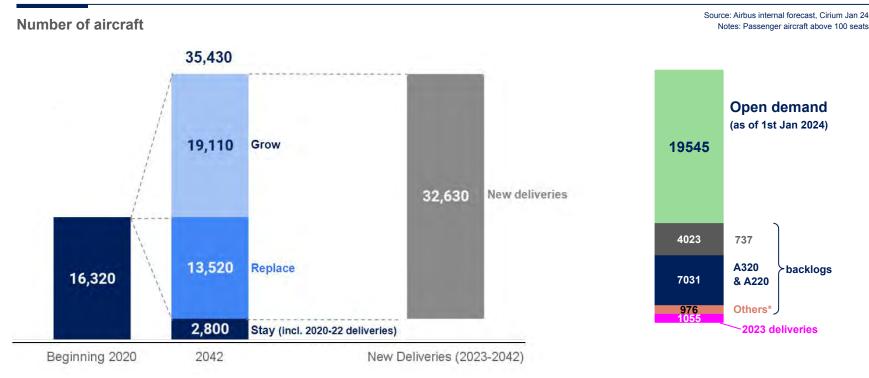
Typically Widebody

8,220 aircraft (inc. 920 new-built freighters)

20%

Fundamentals for traffic remains: World GDP +2.5% / World trade +2.9% / Middle Class +1.9 bn \rightarrow +3.6% traffic CAGR 2019-2042

40% of SA demand over the next 20 years is already in backlogs

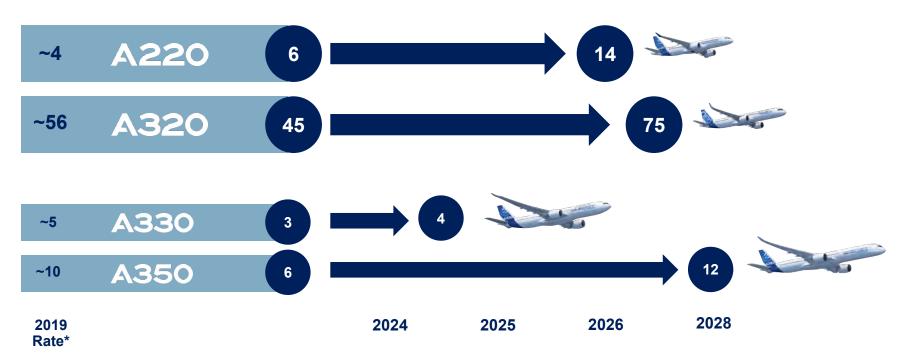


*includes C919, MC21, EMJ, Tu-204



Airbus Family focus on ramping up

2024 update targeted production



Sustainable growth

Source: Airbus, ATAG

Progress since dawn of jet-age

CO reduced by 50%

 CO_2 reduced by 80%

NO_x reduced by 90%

Noise reduced by 75%

Ambitious aviation industry goals

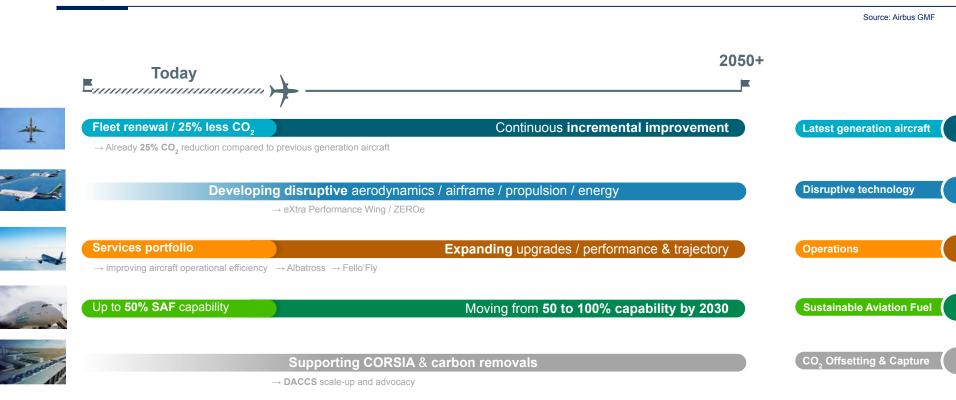
Cap CO_2 emissions from **2020**

Reach net zero CO_2 emissions by **2050**



Airbus is leading aviation decarbonisation

Acting on all levers













A330100







Latest generation aircraft

- Up to 25% lower unit fuel and CO₂ vs. previous generation - across the entire Airbus Family
- Only 25%* of passenger in-service fleet are latest generation aircraft
- A350F will be the first latest generation freighter on the market





A220



ACJ TwoTwenty

ACJ320neo



A320100



A330100







VC1330060

ACJ 350



Latest generation aircraft

- Up to 25% lower unit fuel and CO₂ vs. previous generation - across the entire Airbus Family
- Only 25%* of passenger in-service fleet are latest generation aircraft
- A350F will be the first latest generation freighter on the market

Continuous improvement

And a summer of the summer of

A321XLR





A350-1000

QANTAS.







Operations & Infrastructures

- Increased efficiency of the current fleet, by up to 10%, with a range of solutions
- Upgraded aircraft systems
- Optimized flight trajectories
- Decarbonised on-ground operations
- Air Traffic Management



Wake energy retrieval demonstrator

AS, 2022, All righ

Copyright O Airb



Inspired by the flight technique of migrating birds



Using air upwash to lift a follower aircraft





fello'fly project to prove
safe technical and operational principles



Industry collaboration with airlines, Air Traffic Control providers & regulators



5% to 10% fuel savings on long-haul trips



Significant emissions reduction







Disruptive technologies

- Development, testing and maturity-based deployment of advanced technologies
- Ambition to bring a hydrogen-powered aircraft to the market by 2035
- Hydrogen as a fuel for turbines, for electric motors via fuel cells and to produce SAF
- Developing advanced solutions for hydrogen or kerosene fuelled aircraft (aerodynamics / airframe / propulsion / hybridization)

A380 multimodal platform

Two flight test demonstrators to mature future technologies

TRO A MANA

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> Hydrogen combustion technology

Open Fan technology

380 Propulsion demonstrator

1380



Introducing Airbus ZERCE



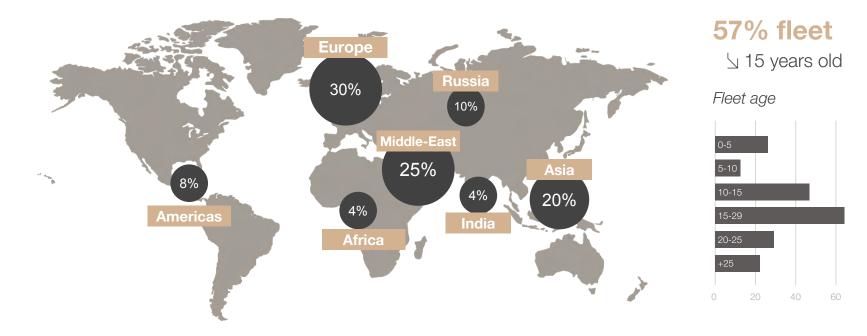




Airbus Corporate Jets

Fleet & product line outlook

ACJ fleet: more than 200 aircraft



AIRBUS

80

Fleet outlook



2 Aircraft in service50% Asia / 50% Middle-East100% private

What does it offer?

ß

73m² cabin space Widest and tallest cabin Up to 3x more cabin space

Pioneering technology

40% advanced materials Latest engines & aerodynamics

5,650nm range

Fly non-stop to major cities London > Los-Angeles / Dubaï > Tokyo

1/3rd lower operating costs

+ Better value retention+ More Space for charter revenue

ACJ TwoTwenty X-large Bizjet A unique value proposal

ACIMO

Fleet outlook



144 Aircraft in service 30% Europe / 25% Middle-East / 20% Asia 48% Govt / 31% Private / 21% Corporate

What does it offer?



Up to 96m² cabin space Widest and tallest cabin Up to 20% cabin relative humidity



Pioneering technology

Native Fly-by-wire Latest engines & aerodynamics

> More than 6,000nm range London > Los-Angeles / Dubaï > Tokyo

> Lower operating costs Better value retention 99.9% Operating Reliability

ACJneo (ACJ319neo/ACJ320neo)

AC1320

ATTITUTE ATT

New Generation reference to upgrade ageing fleet

Fleet outlook



20 Aircraft in service 30%Europe / 25% Middle-East / 25%Americas 75% Govt / 15% Private / 10% Corporate

What does it offer?



Up to **243m² cabin space** Widest and tallest cabin

Quietest cabin in its class

Pioneering technology

64m new, extended, wing span Latest engines & aerodynamics

> **10,400nm range** Up to 21h Flight time Non-stop to all major cities

Lower operating costs

12% to 25% lower fuel burn vs. previous generation 99% reliability

ACJ330neo Lowest cost widebody

And the second second second

Fleet outlook



2 Aircraft in service

What does it offer?



Up to **308m² cabin space**

6000ft cabin altitude, 8 temperature zones Quietest cabin in its class EasyFit for easier cabin completion

Pioneering technology

70% advanced materials Latest engines & aerodynamics

> **11,100nm range** Up to 22h Flight time

Non-stop to all major cities

Lower operating costs

25% lower fuel burn vs. previous generation 99% reliability

ACJ350 The flagship Utmost range & space

VIIIIIIIII

Key takeaways

- Aviation is a needed force connecting people, businesses and global forces
- Aviation has well rebounded from COVID but capacity still lags behind demand \rightarrow strong demand
- Market dynamics and sustainability targets drive the need for new generation aircraft

ACI33002

- ACJ family is fully part of this new generation of aircraft
 - Newer, more efficient ACJ + early adoption of SAF are enablers for sustainable operations

PROGRAMME UPDATE

#PROGRAMME

Vincent **REYNES**

Acting Head of ACJ Programme



ACJ Single Aisle and Wide Body Families

02

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Wide Body Maintaining steady deliveries

01

Single Aisle

Deliveries ramping-up, PW 29K certified, Standard specification updated

Expected **increasing deliveries and demand** at the outfitting for 2026



A350 | Easyfit has proven its added value

Benefits confirmed by outfitters

Reduce costs & lead time of cabin conversions

Simplify work

3 aircraft already converted

Reduce dependency with OEM design office

ACJ TwoTwenty | Ramping up & maturing

2 A/Cs now in service with close to 1000 fh

Gaining knowledge of A/C performance

Smooth entry into service, comfort, fuel efficiency, operating costs

Enlarging in-service support & offering

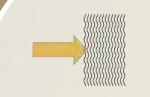
MRO network expansion, FHS & Engine programme solutions

Improving & enriching the product

Corporate layout now available, options implemented along customer selection, enriched connectivity solutions upcoming



New developments to increase comfort





Humidification system Available for all ACJ Family

3 zone temperature Under study for A320 FAM

OAB | Working for you together with our qualified outfitters

Main areas of focus







Improving Obsolescence management From LUMP to MPD-S Enabling SAF at Outfitting

Extending cooperation agreements beyond ACJ turnkey solutions

Key takeaways

- ACJ deliveries increasing with **great opportunities expected** for 2026
- Smooth EIS of the ACJ TwoTwenty which keeps on ramp-up and maturing, and **enlarging the offering**
- Comfort solutions being enlarged with humidification system and studying 3rd temperature zone on SA
- ACJ and outfitters listening to you and working together to **answer at best your concerns and needs**

#PROGRAMME

CORPORATE JETS

SUPPORT UPDATES

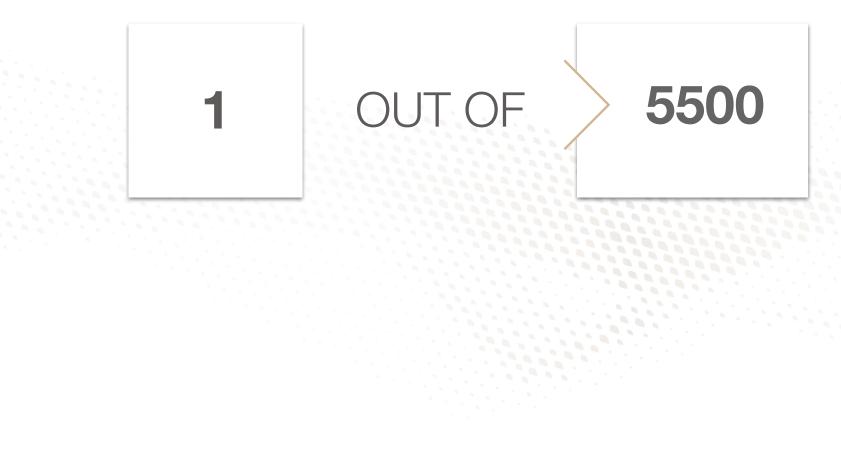
#SUPPORT

Régis **BROUTEE**

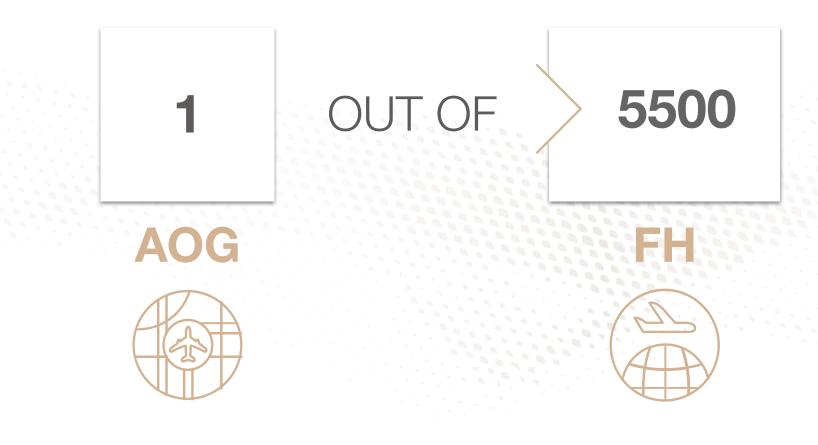
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Head of ACJ Customer Support & Services









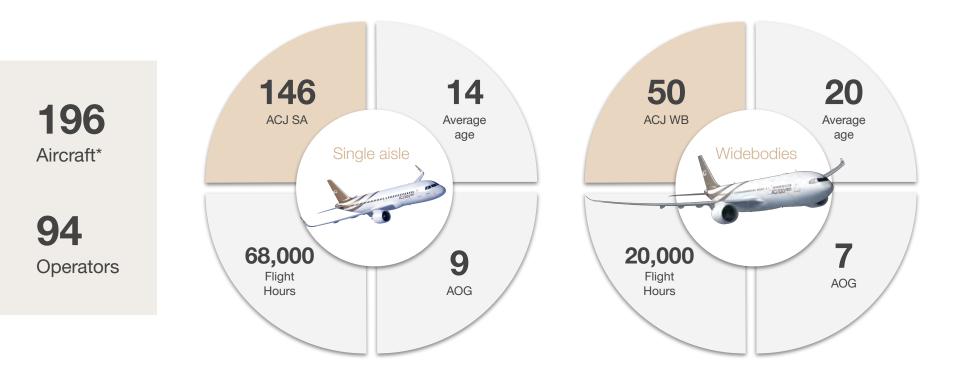
1 reported ACJ AOG*Out of every5500 Flight Hour in 2023

*FOD included

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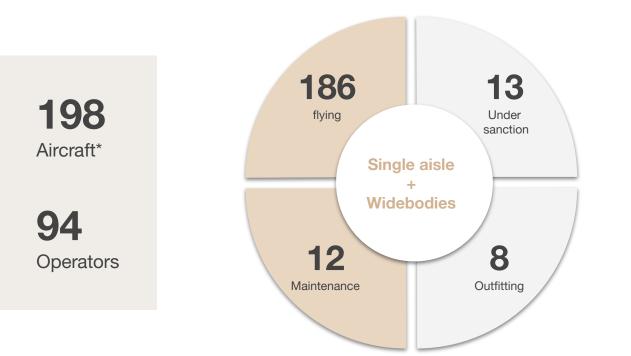


ACJ fleet overview (2023)



*Number of active aircraft with reported flight in 2023

ACJ fleet overview (May 2024)



36,000 Flight Hours

15,000 Flight Cycles

5 AOG (incl. 3 FOD)

*Number of active aircraft with reported flight in 2024

We listened to you through the CSIP, CAB, visits

└ Main areas of focus reported

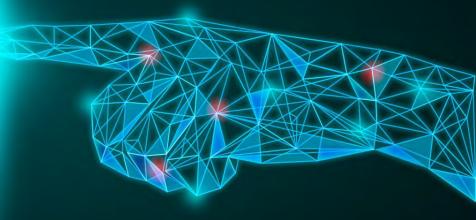


Specialists will be here during the TechForum tomorrow

ACJ LUMP (Low Utilisation Maintenance Program)

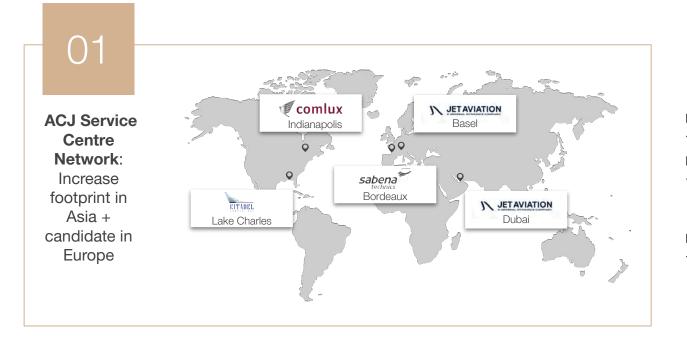
We want to **improve our support** further

Physically



Digitally

By being physically closer to you

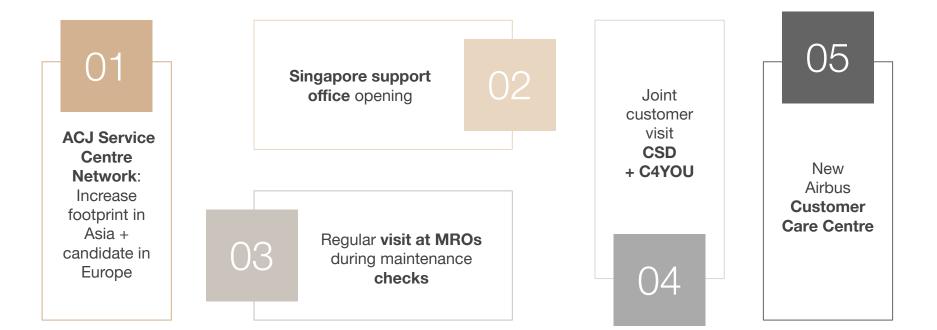


KEY MESSAGES FOR YOU

Anticipate slots booking

- Prepare well in advance (6 months) for heavy checks
- Don't hesitate to involve ACJ team for heavy checks preparation

By being physically closer to you



And improve our digital connection

Expected data

FH, FC, unscheduled removal parts, maintenance reports, reliability reports

Data collection

Sharing your data will enable us to move forward.

ACJ analysis

Results analysis to find recurrent problems and solutions. ID Card creation for each MSN to improve aircraft knowledge and adequate support.



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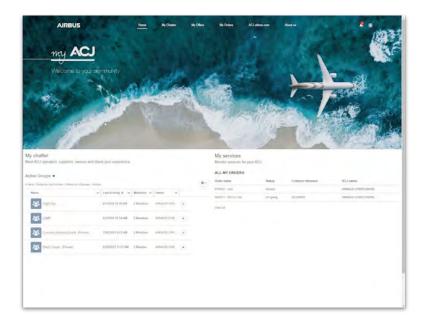
Published results Regular reliability analysis.



And improve our digital connection

The new ACJ operators digital forum

- Exchange with the ACJ operators community on in-service topics
- Access to the latest status of your services offers and delivery especially on the upgrades



Key takeaways ____

ACJ32000

ACJ fleet is **highly reliable**.

We have **listened** to your recurrent area of concerns and we will **address** them with Airbus specialist during the TechForum.

But we want to improve our support:

- **Physically**: more proximity
- Digitally: data collection & MY ACJ

#SUPPORT

AIRBUS

Carmen TRIGO

ACJ Customer Support Director

Esther **JARABA**

Maintenance Program Optimization

LUMP A320 FAM Low Utilization Maintenance Program

#SERVICES

LUMP ACJ320

Low Utilization Maintenance Program Optimized intervals MPD for ACJ

ACJ320 LUMP Publication by Nov 24

Line \rightarrow 1 per month

MRO visit \rightarrow 1 per year



LUMP Achievements

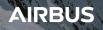


LUMP Achievements

Line

→ Escalated to 1 MO

→ Tyre Pressure Check
 : to be included in
 Training for pilots



AIRBUS

LUMP Achievements

Line

→ Escalated to 1 MO

→ Tyre Pressure Check
 : to be included in
 Training for pilots

- → Periodic Checks from 7 to 15 Days
- → Optimized Procedures for ACJ

LUMP Achievements

Line

→ Escalated to 1 MO

→ Tyre Pressure Check
 : to be included in
 Training for pilots

Light (A)

→ Escalated from 6 MO to 1 YE

→ 1A check SAVED per year



→ Periodic Checks from 7 to 15 Days

→ Optimized Procedures for ACJ



LUMP Achievements



→ Escalated to 1 MO

→ Tyre Pressure Check
 : to be included in
 Training for pilots

Light (A)

→ Escalated from 6 MO to 1 YE

→ 1A check SAVED per year

Base (C)

→ 40% escalated to 4 YE

→ Out Of Phase escalated to Yearly check



→ Periodic Checks from 7 to 15 Days

→ Optimized Procedures for ACJ

CORPORATE JETS

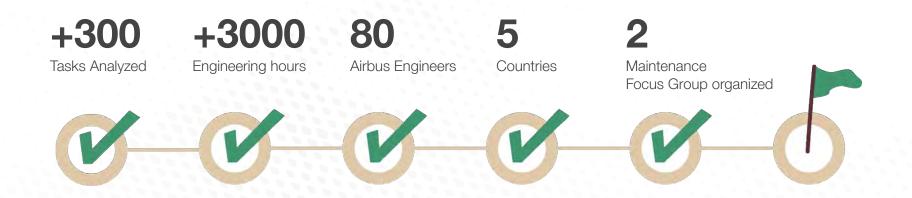
Collaboration | Thanks to you

ACJ320 LUMP



Optimization for ACJ exercise

ACJ320 LUMP

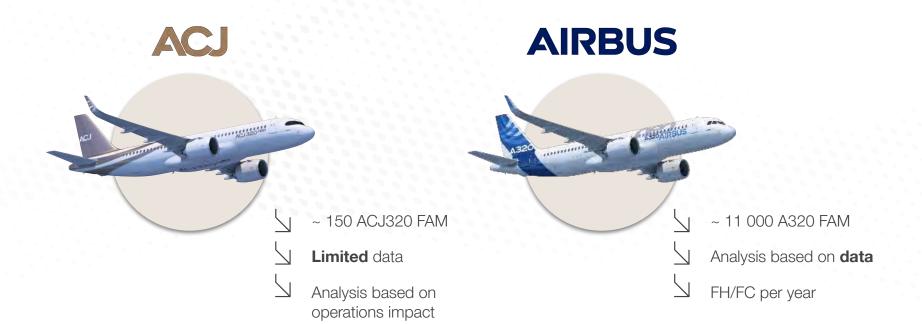




CORPORATE JETS

New Airbus policy | Very Low Utilization

ACJ320 LUMP



CORPORATE JETS

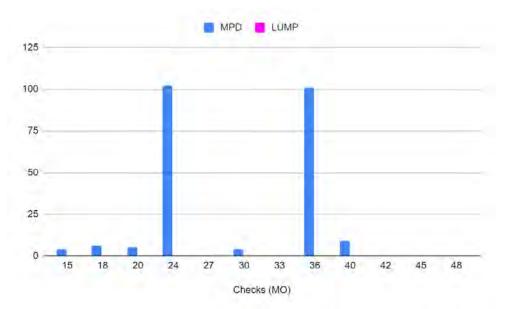
Example | Cargo loading

ACJ320 LUMP



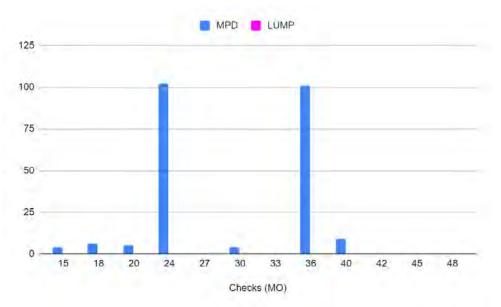








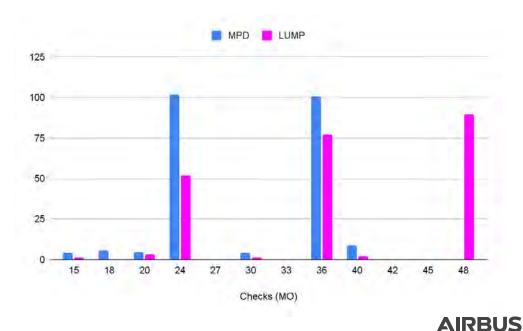
+200 Tasks analyzed





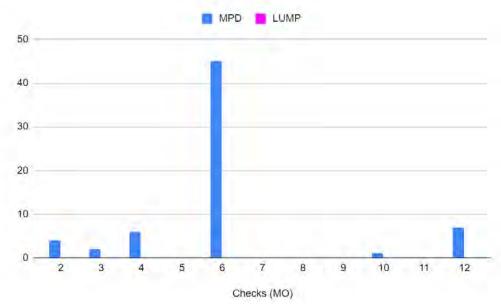
+200 Tasks analyzed 60% escalated ↓40% to 48 MO

Out Of Phase Escalated to Yearly Check





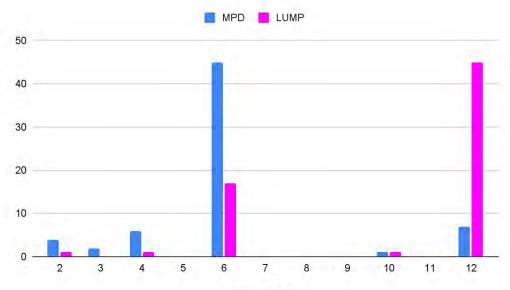
70 Tasks analyzed





70 Tasks analyzed
64% escalated

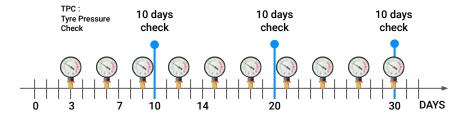
Remaining Out Of Phase can be done in Line



Checks (MO)

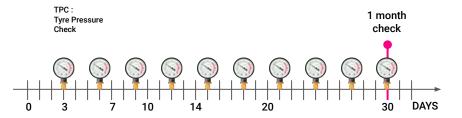








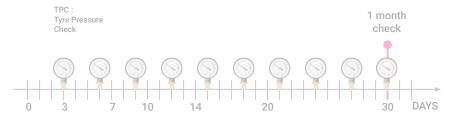




 \square 10 Days escalated **to 1 MO**

- Line: **Elementary tasks**
 - \rightarrow To be included in Training for pilots

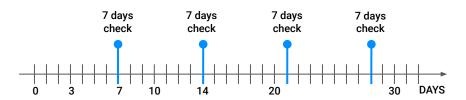




 \square 10 Days escalated **to 1 MO**

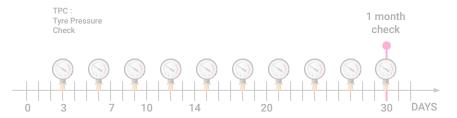
- Line: **Elementary tasks**
 - \rightarrow To be included in Training for **pilots**

PARKING 🋞



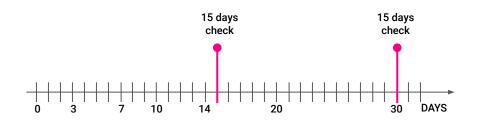






✓ 10 Days escalated to 1 MO
 ✓ Line: Elementary tasks
 → To be included in Training for pilots





PARKING Periodic Checks escalated from 7 to 15 Days

- \square Parking **Elementary tasks**
 - \rightarrow To be included in Training for pilots

CORPORATE JETS

Maintenance Focus Group (MFG)





60 participants

23 ACJ Operators & MROs & Outfitters



CONCLUSION LUMP by Nov 2024

Line

→ Escalated to 1 MO

→ Tyre Pressure Check
 : to be included in
 Training for pilots

Light (A)

→ Escalated from 6 MO to 1 YE

→ 1A check SAVED per year

Base (C)

→ 40% escalated to 4 YE

→ Out Of Phase escalated to Yearly check



→ Periodic Checks from 7 to 15 Days

→ Optimized Procedures for ACJ

CORPORATE JETS

Paula **DAROCA** Business Transformation & Digitalization

Customer Advisory Board & Sustainability

#CHALLENGES & PRIORITIES



ACJ Customer Advisory Board CAB





AIRBUS

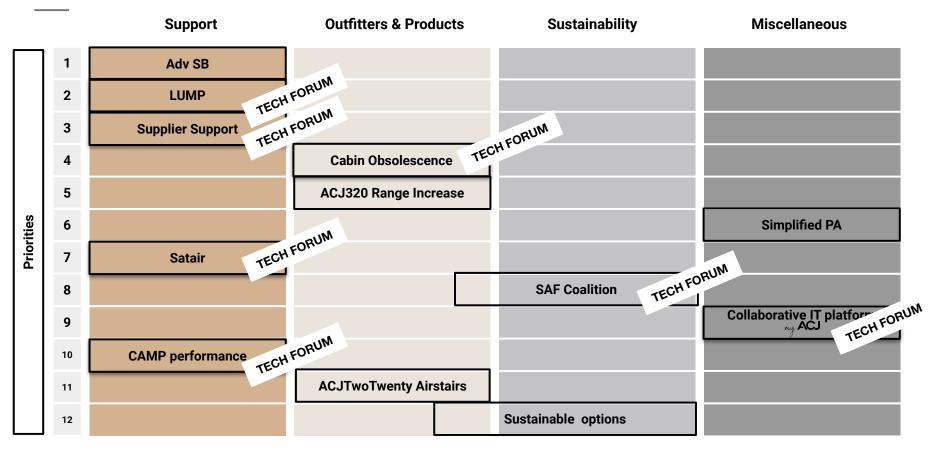
ACJ Customer Advisory Board - Work done 2022-24

Support	Outfitters & Products	Sustainability	Miscellaneous
LUMP	Cabin Obsolescence	SAF Coalition	Simplified PA
Adv SB	1st ACJTwoTwenty Airstairs	Sustainable Cabin Options	ruy ACJ
Parking Procedures	ACJ320 Range Increase	Airbus Foundation	
Mandates communication	1st SmartLifi Monitor	EU Fit for 55	
Supplier Support	OAB visibility		
CAMP performance	Cabin Services		
Satair solutions	1st Humidifier		
HUD training			

ACJ Customer Advisory Board - Work done 2022-24

Support	Outfitters & Products	Sustainability	Miscellaneous
LUMP	Cabin Obsolescence	SAF Coalition	Simplified PA
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Park Closed ures	ACJ320 Range Increase	Airb Glosed tion	
Mandat Closed nication	1st St Closed onitor	EClosed⁵	
Supplier Support	• Closedy	9/21 actions closed	
CAMP performance	CaClosedes		
Satair solutions	1sCloseder		
Closed			

ACJ Customer Advisory Board - Actions Priorities 2024-25



Who we are?





Jonathan
BOUSFIELDAbdulnasser
AL KHERAIFChairman - Acropolis AviationAlpha Star Aviation Services



Norihiro CHISHIMA Universal Entertainment Corporation



Darko CVIJETINOVIC MJet



Major Lajos HALMI Hungarian Defence Forces



Nicolas JACCARD GlobalJet



Alex JIAO Hong Kong Jet



Jenny LAU Sinojet



Andrea Zanetto Comlux



Captain Themba McClain Renac



Général El Hadj NIANG Senegal Presidential Flight



Colonel Stefan SCHIPKE MoD GERMANY



KM Unni Reliance



Doug WILKE Sands Aviation





Sustainability







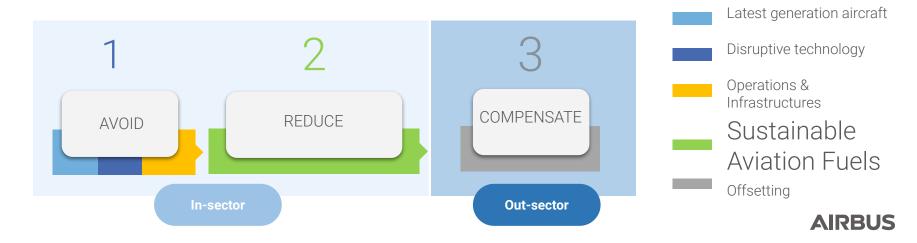












Net zero carbon emissions **by 2050**

∖ 65%

Aviation Sustainable Revolution

Achievable with Sustainable Aviation Fuel (SAF)

Target 10%SAF in 2030

AIRBUS has already done it !

AIRBUS

CORPORATE JETS

CORPORATE JETS

Aviation Sustainable **Revolution**

SAF is here to stay

The sooner you embrace it, the better

ACJ procured **Book** and Claim units

Opportunity to capitalized from **our experience**

LEADING THE FUTURE TOGETHER



Agenda

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Closing	Q&A	Marie BELAVAL	
	Logistic & event key information	Marie BELAVAL	



QUESTIONS Questions ANSWERS Réponses

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If you have any questions, please use the Q&A functionality of the Airbus Event app.

- 1. Open Airbus Event app
- 2. Click on Q&A
- 3. Select the plenary slot
- 4. Ask and send your questions







Norihiro CHISHIMA Universal Entertainment



Darko CVIJETINOVIC MJet Major Lajos HALMI Hungarian Defence Forces licolas JACCARI GlobalJet Alex JIAO Hong Kong Je

Al Kheraif

Jenny LAU Sinoiet



Captain Themba McClain Renac



Général El Hadj Niang megal Presidential Flight



Colonel Stefan SCHIPKE MoD GERMANY



Mr KM Unni Reliance



Doug WILKE Sands Aviation



Andrea Zanetto Comlux



CORPORATE JETS

We sincerely thank our **Sponsors**















😪 Lufthansa Technik







CSIP Prize draw

VC

Aviation

Yuyi Yao VPCYB Dedicated Engineer

TAG Aviation Hong Kong

Agenda

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ACJ Customer Forum 2024

Airbus Corporate Jets

THANK YOU



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