

A WORLD OF EXPERIENCE



BRITISH AIRWAYS
ENGINEERING

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Steve Madden
Head of sales and marketing

I'd like to take the opportunity to thank you for taking time to review this British Airways Engineering brochure.

As a company we have returned to the MRO market after a period away, during which time we have streamlined our operations using lean principals, which has improved our competitiveness.

We strive to provide world-class solutions with a worldwide reach, 24/7 availability, reliability you are assured of, all at a competitive rate vital in these difficult economic times.

I hope you find this brochure informative and if you need any further information please don't hesitate to contact myself or my team, and we will be more than happy to talk through any questions you have.

We look forward to hearing from you.

Warm regards

Steve



A world of experience

British Airways Engineering has over 80 years of experience in providing maintenance, repair and overhaul services to British Airways and other customers.

We have invested in state-of-the-art aircraft maintenance, avionic, interiors and mechanical workshop facilities and have a worldwide reputation for engineering excellence.

Our core capabilities are centered on Boeing 737, 747, 757, 767, 777 and Airbus 320 family. In addition we have developed linemaintenance capabilities for Airbus 330, 340 and 380 aircraft types. Our certification is in accordance with EASA requirements or as required by the customer's regulatory authority.

Safety, quality, reliability and continuous improvement are at the core of our culture.



Our key strengths

- ↳ London based with a UK and global network
- ↳ Comprehensive range of services based around operational experience
- ↳ Improved utilisation of assets through exceptional reliability
- ↳ World recognised safety and quality framework
- ↳ An engineering business integrated with a premium airline
- ↳ World-class delivery
- ↳ Customer focused organisation

AOG & Material services

We are committed to keeping your fleet in the air. That's why we offer more than just aircraft, line and component maintenance. We work closely with our customers to ensure our support is efficient, accurate and timely to help eliminate the unnecessary costs incurred when waiting for AOG parts. We aim to provide fast and effective support for you when you need it.

RANGE OF SERVICES

- 24/7 AOG desk material support
- Loan, exchange, lease and sale
- Hire and sales of tooling and equipment
- Logistics management
- Warranty control and administration
- International Airlines Technical Pool (IATP) member

For URGENT assistance :

- AOG Aircraft +44 208 513 0880 (24/7)
- AOG Part +44 208 562 3007 (24/7)
 - fax: +44 (0) 208 562 0832
 - Sita: LHREBBA
 - email: aog@ba.com



Avionic component services

Located in the heart of the South Wales Valleys our avionic component maintenance facility opened in 1993 with 142,000 sq ft of floor space and employing 245 staff. A highly skilled workforce maintains a broad range of electrical, electronic and mechanical components with quality and safety at the centre of everything we do. Our aim is to be the provider of choice of leading avionic solutions, delivered through the passion and pride of our valued and respected workforce.

Customer

- Customer focused
- Integrated solutions
- Dedicated customer service team

Range of Services

- In-flight technology
- Galley
- Flight Deck
- Radio and Radar
- Oxygen
- Actuators and Motors
- Flight management and control
- Lighting
- Loom manufacture

Our Expertise

- Component Overhaul / Manufacturing
- New product development
- Product reliability improvement
- Continuous improvement culture

Fleet Types

- Boeing : 737, 747, 757, 767, 777
- Airbus: A320 Family

Future Fleets

- B787 , A380

People

- Safety first
- Experienced passionate workforce
- Apprenticeship schemes
- Diverse range of skills

Corporate responsibility

- Environment
- Local community
- Support of local and national charities

Aerial view of British Airways Avionics



Mechanical and repair services

Our mechanical and repair services comprise two modern facilities located close to Heathrow, amounting to 369,000sq ft. Employing 325 staff, we provide a wide range of services from mechanical component overhaul covering over 200 OEMs to mobile on-wing composite and sheet metal repairs. We also have capability in all non-destructive testing techniques for both on-wing and component work. Using lean techniques we are fully focused on delivery while maintaining excellent reliability at a competitive cost.

RANGE OF SERVICES

- Fuel system components
- Power generation components
- Hydraulic system components
- Pneumatic system components
- Mechanical flying controls
- Oxygen bottles
- Wheels and brakes
- Extensive machining capability
- Full paint-shop facility
- Technical support and reliability monitoring
- Non-destructive testing (on-wing and component)
- Welding (on-wing and component)
- Sheet metal repairs (including on-wing repair)
- Fabrication of pipes (including on-wing splice repair)
- Flying control surfaces, engine cowls and thrust reverser repair
- Radome repairs
- Floorboard manufacture
- AOG on wing support
- Engine health monitoring



Aircraft maintenance

An impressive range of aircraft is maintained in our extensive facilities. Based in the UK our team of 2000 highly skilled engineers working across 30 hangar bays can execute any requirements you have, from a rapid response casualty unit through to major maintenance and structural repairs. We also have a recently refurbished paint bay, which has capability up to B747. We are focused on safety, delivery, reliability and value.

RANGE OF SERVICES

- ➔ A and B checks as per phase or block maintenance MPD items
- ➔ Periodic and scheduled maintenance up to and including checks for Airbus 318, 319, 320 and 321, Boeing 737, 757 and 767, and up to D-checks for B747 and B777
- ➔ Supplemental structural inspections
- ➔ Major and minor structural repairs
- ➔ Refurbishment, conversion and enhancement of cabin interiors
- ➔ Aircraft modifications including service bulletin and airworthiness directive embodiment
- ➔ Ageing aircraft inspections including corrosion prevention and control
- ➔ Aircraft painting, including fabrication and application of decals and graphics
- ➔ Aircraft storage including care and maintenance packages
- ➔ AOG, casualty aircraft recovery and support
- ➔ Crash/incident recovery
- ➔ Landing gear and engine replacement
- ➔ Aircraft washing
- ➔ Engine compressor wash
- ➔ Aircraft weighing
- ➔ Hangarage



Lingus

AIRBUS A320

lingus.com

Eoghan

EP

Interior and safety services

Our advanced cabin interior and safety equipment maintenance facility based in South Wales, purpose built in 1996 with 110,000 sq ft floor space employs over 200 staff. Our knowledge has resulted in involvement with manufacturers in new product development. Our lean approach embraces all aspects of continuous improvement, driven by customer service - minimising waste and removing variation in all processes.

RANGE OF SERVICES

- Evacuation slides
- Life vests
- Survival packs
- Technical support and reliability monitoring
- Warranty control
- Flight deck seating
- Passenger seating
- Cabin interior components
- Carpet manufacture
- On-wing defect support

Aerial view of British Airways Interiors



Storage, distribution and logistics & quality services

British Airways Distribution Centre (BADC) operates from a 100,000 sq ft bonded facility close to Heathrow airport, with easy access to the M3, M4 and M25. A dedicated team maintain a 24/7 operation providing storage, distribution and logistics solutions for aircraft materials, utilising industry-leading technology worldwide.

RANGE OF SERVICES

- Technical packing solutions to DfT standards
- Approved secure disposal / destruction of obsolete aircraft parts
- Inspection services to CAA / EASA requirements
- Customised storage and delivery solutions
- Airside storage at the heart of the LHR campus
- Dangerous goods management



Engineering IT systems – SWIFT MRO

We have joined with Tata Consultancy Services (TCS) to make available our fully integrated, complete industry IT solution – SWIFT MRO – a robust, stable and fully supported 'Airline MRO' solution. This partnership brings to the market our tried and tested solution to address key MRO requirements, including compliance control, maintenance operations and inventory management.

Based on a SAP platform, our solution leverages industry best practices, increasing productivity through minimising manual intervention and increasing process automation – all through a simple graphical user interface. The SWIFT MRO solution focuses on eliminating non-value added activities and will increase productivity throughout your MRO operation.

RANGE OF SERVICES


- A single integrated platform for all key MRO activities and support functions (including HR, Finance and Procurement)
- On-job training at BA – your key people can work alongside our expert users in a real operational environment
- Hosting – we can host your solution to further reduce your total cost of ownership
- Rapid implementation – benefit from our business process guides. We can guide you through the business change you need to achieve a SWIFT implementation.
- Proven implementation across 250 aircraft, 5000 users and worldwide locations.



ins

help

Line maintenance LGW



The Gatwick Engineering team is a highly experienced unit consisting of over 350 colleagues working together to provide a range of Ramp and Hangar integrated engineering solutions. The team holds EASA B & C Licence certification on the following aircraft types:

- A320 / A330 / A340-200 & -300
- B737 CL / B737 NG / B744 / B757 / B767 / B777

Ramp Maintenance

Our Ramp Operation is located in the North Terminal where we provide:

- ETOPS Transit, Daily, Weekly and Monthly check routine maintenance
- Defect rectification and management of AOG events
- Oversee of fuelling/de-fuelling operations
- De-ice/anti ice inspection
- Customer Technical document administration

Base Maintenance

Our Base Operation is located in Hangar 6 on the South side of the airport. The hangar is a multiple bay facility that enables us to manage complex casualty inputs and deliver scheduled maintenance activities such as:

- A, B, C and Annual checks
- End of Lease checks and aircraft hand back management
- Modifications
- 'On wing' composite repairs
- Structural repairs with Back Shop support
- Welding
- Fuel tank access
- Aircraft recovery, including access to the IATP Aircraft Recovery Kit
- Engine Boroscope inspections
- NDT inspections
- Aircraft parking

Connection to the BA Network

Gatwick is connected to an extensive British Airways Engineering network covering the UK, Europe & other Worldwide stations. Our location also allows easy access to the facilities at Heathrow.

Aerial view of British Airways Facility Gatwick



Line maintenance LHR

The Customer Engineering Group (CEG) located in Terminal 3 at the heart of the Heathrow campus. It is the only airline line maintenance facility to be totally focused on customer support.

Supported by extensive hangar and workshop facilities the CEG is able to provide bespoke line maintenance / casualty support for a comprehensive range of fleet types.

In the event of diversions / disruption we work closely with our other UK and European line stations to provide a seamless support service.

RANGE OF SERVICES

- ➔ Pre Flight, transit, daily, weekly, monthly and Service checks.
- ➔ EASA Airbus B1 & B2 certification on A380 / A330 / A340 / A320 all engine variants
- ➔ EASA Boeing B1 & B2 certification on B777 / B744 / B767 / B757 / B737 all engine variants
- ➔ Defect rectification supported by extensive hangars and workshop facilities.
- ➔ Access to composite / structural repair workshops & skills
- ➔ Access to all main base specialist tooling and equipment
- ➔ Access to aircraft recovery kit
- ➔ Ability to support remote / diversion stations at short notice
- ➔ Inventory access arrangements
- ➔ Extensive airside aircraft component storage facility
- ➔ Additional non-engineering IATA ground handling support services
- ➔ International Airlines Technical Pool (IATP) member
- ➔ Aircraft layover parking
- ➔ Cabin and in-flight technology support



Line maintenance worldwide

Our line maintenance teams includes over 320 engineers operate at more than 70 stations worldwide in support of British Airways and our valued customers. Our engineers are trained to EASA 66 standards and work to individual customer requirements. In doing so, we provide tailored solutions for aircraft maintenance and repair. On top of our station engineers, we have a pool of overseas engineers (OSEs) who provide the flexibility to man new stations and cover aircraft type changes at short notice.

RANGE OF SERVICES

- Full CRS and technical assistance services
- Pre-flight, transit, daily, weekly and monthly checks
- Defect rectification
- IATA standard ground handling services
- International Airlines Technical Pool (IATP member)
- Type coverage includes Airbus 318, 319, 320, 321, 330, 340, and Boeing 737, 747, 757, 767, 777, all engine variants
- We will have B787 and A380 cover in 2012
- In excess of 20 national authority approvals
- Material storage and parts administration
- Aircraft parking
- Cabin & In-flight technology support
- OSE pool
- FAA geographic approval at 12 stations

Line capabilities worldwide -
(click circle) requires Excel



Training services

We are approved to deliver aircraft training and Part 66 basic skills training for category A, B and C licences. Our approval centre was the first in the UK to gain Part 147 training approval. We conduct our training in 12 fully flexible classrooms supported by six ground simulators and have dedicated in-flight technology, composite repair and fuel tank entry training facilities. We provide innovative, high quality engineering and industrial training solutions for all our customers.

RANGE OF SERVICES

- Aircraft type qualification – theory and practical training for Boeing 747, 767, 777 and Airbus 318, 319, 320 and 321 EASA Part 66 'A' and 'B' licence training
- Aircraft structure and composite repair
- Attrition liner repair
- Boroscope inspection
- Health and safety and industrial training – forklift driving, airside driving, tug driving, cranes and high access equipment
- SFAR88 and electrical wiring interconnection systems (EWIS)
- Fuel tank / confined space rescue training
- In-flight technology systems
- Training consultancy services



Regulatory approvals

- EASA Part 145 (UK.145.00021)
- A1 line/base maintenance
- A318/319/320/321 series
- B737-300/400/500 series
- B747-200/300/400 series
- B757-200/300 series
- B767-200/300 series
- B777-200/300/ER series
- B1 turbine & B3 APU - QEC
- CFM 56, GE90, IAE V2500,
- RB211-524/535, RB211, Trent 700/800, GTC P331-200, 331-500B
- P36-280, P36-300, P185- 129, 131-9, P&W 901A & APS 2000
- C3,4,6,7,8,12,13 & 20 component ratings
- D1 NDT ratings
- EASA Part M (UK.MG.0037)
- EASA Part 21 G (UK.21G.2267)
- Pipes, sheet metal parts
- Boeing & Airbus floorboards
- Airbus cargo liners
- Software replication (FLS)
- EASA Part 21 J (EASA.21J.050)
- Design changes (modifications)
- Repair designs
- STCs & major repairs
- Foreign approvals including FAA (BRAY10F) TCCA (897-27) COMPONENT ENGINEERING
- EASA Part 145 C ratings / welding / NDT D1
- EASA Part 21 Sub-part G production of new parts (bearings, bushes, brackets and fittings etc.)
- FAA 145 Accessory Class 1 (mechanical) Accessory Class 2 (Electrical) limited airframe
- TCCA – Part 145 equivalent

- EASA Part 145 (UK.145.00873)
- A1 Line /base maintenance
- A319/320/321 Series
- B737-300/400/500 Series
- B1 turbine – CFM56 / IAE V2500
- C4, 6, 20 Ratings

BA AVIONICS ENGINEERING

- EASA Part 145 C ratings
- EASA Part 21 Sub-part G
- Aircraft electrical cables, looms, In Flight Entertainment (IFE), seat accessories, aircraft audio alert components etc.
- FAA 145 accessory, limited accessory, limited airframe, instrument, radio.
- TCCA - Part 145 equivalent

BA INTERIORS ENGINEERING

- EASA Part 145
- C Ratings TCCA - Part 145 equivalent
- FAA 145 (Application pending)

BA MAINTENANCE CARDIFF

- EASA Part 145 (UK.145.00048)
- A1 Line /base maintenance
- B747-400 series
- B747 SP series•
- B777-200 series
- B767-300 series
- C4,6,6,20 component ratings
- D1 NDT

TRAINING APPROVALS

- Approved to deliver aircraft training and Part 66 basic skills training for category A, B and C licences and Part 147 training approval.

Our Sales representatives, ready to help 24/7.

Sales Team

Head of Sales and Marketing

Steve Madden
T: +44 (0) 208 562 4667
M: +44 (0) 7789 610819
E: steve.madden@ba.com

Sales manager

Mark Thomas
T: + 44 (0) 208 562 1178
M: +44 (0) 7789 613 217
E: mark.thomas@ba.com

Sales manager

Emma Burnell-Jones
T: + 44 (0) 20 8562 3100
M: +44 (0) 7500 767821
E: emma.meacock@ba.com

Line maintenance LHR (CEG)

Kenneth Williams
T: +44 (0) 208 562 2030
M: +44 (0) 7789 611015
E: kenneth.x.williams@ba.com

Line maintenance worldwide

Andrew Yelloly
M: +44 (0) 7789610960
E: andrew.yelloly@ba.com

Material Services

Harp Brar
T: +44 (0) 208 562 0971
M: +44 (0) 7789 610999
E: harp.brar@ba.com

AOG Aircraft +44 208 513 0880 (24/7)

AOG Part +44 208 562 3007 (24/7)



Engineering Organisational structure -
(click on circle)

