



In this issue we highlight an important milestone regarding the maintenance tracking system we offer to our customers. After careful consideration we refer CAMP as Embraer's maintenance tracking service provider. CAMP offers a comprehensive maintenance tracking system backed by forty years of experience, please see details on this page.

The last few months have been very active for the service center network. We have announced the first authorized service center in China. Metrojet will provide line and base maintenance for Legacy 600, Legacy 650 and Lineage 1000 by November. We have also announced four new North American authorized service centers for the Phenom family: Constant Aviation, West Star Aviation, Naples Jet Center and Mather Aviation. Learn more about our newest authorized centers on page 2.

In this issue you will also find articles about our Flight Operations Engineering Course held in Dallas and Brazil. The program is popular with Embraer operators because it offers a comprehensive overview of flight operations issues such as weight and balance, landing performance and others. Other articles in this issue will bring you up-to-date on customer support and services achievements during the last few months.

Two other articles are about the profile on Gary Bevilacqua, our Maintenance Operations Manager, from Embraer Executive Jet Services in Fort Lauderdale and the article on Jerry Anderson's experience with the Phenom 100 in the "Customer's View" section.

Finally, I would like to take this opportunity to thank you again for your confidence in Embraer. We sincerely appreciate your insights and ideas on how we can continue improving your experience and encourage you to keep providing us feedback through our communication channels. Be sure to participate in our Embraer Experience Survey that will be available until October 28, please access the link to the survey that you have received by email.

Thank you!

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

## Embraer refers CAMP as the Maintenance Tracking service provider for Embraer Executive Jets

Embraer Executive Jets refers CAMP Systems International as the maintenance tracking service provider for Embraer Executive Jet customers. "CAMP is a recognized leading company in the market and has currently over 12,000 aircraft enrolled worldwide and their proven expertise and long term experience will assure to Embraer Executive Jet customers an extensive and personalized support and services", Ken Gray, CAMP's CEO, said.

"At Embraer, delivering a new aircraft to a customer isn't the end of the process but rather the beginning of a partnership. We constantly look for ways to exceed the unique support needs of each of our customers. CAMP is a great partner in that initiative because they offer a comprehensive maintenance tracking system backed by forty years of experience allowing our customers to tailor it to their unique requirements," Edson Carlos Mallaco, Embraer's Vice President, Customer Support and Services - Executive Jets, said.

In order to exceed the unique support needs of our customers, maintenance tracking service will be rendered to Embraer Executive Jet customers directly by CAMP, whose system will integrate with Embraer's AHEAD (Aircraft Health and Analysis Diagnosis) and Embraer's service centers network in the near future. With the combined efforts of dedicated CAMP's analysts assigned to each aircraft, their regional representatives and Embraer's international team of Field Support Representatives, customers will benefit from a best in class maintenance support system for their jets.

According to Edson Mallaco, all new production and all in-service Embraer business aircraft will be eligible for a free one year subscription to CAMP. Existing EMTPS operators will be free to keep their existing service unchanged or switch to CAMP, and those ones who move to CAMP will receive the services at no additional cost for the balance of their EMTPS contracts (stand alone or under an EEC - Embraer Executive Care agreement) plus a free year of the CAMP service as well. This same offer will apply to Embraer customers that use other tracking services.

CAMP helps operators manage regulatory aviation compliance because the uncertainty of knowing that an

aircraft has met the required maintenance schedule is removed. If an item is overdue for maintenance, CAMP provides that information to the operator. When revisions, service bulletins and airworthiness directives are issued, CAMP automatically updates maintenance records to reflect the effect such changes will have on required maintenance.

"CAMP is pleased to have been selected as the referred maintenance tracking service provider for Embraer Executive Jet customers," Ken Gray, CAMP's CEO, said. "We are committed to providing the tools, information, and services Embraer customers need to effectively maintain and manage their aircraft."

CAMP's primary reports include aircraft status, maintenance due list,

aircraft history, and work compliance forms including illustrations and descriptions of maintenance procedures. In addition, there are a wide variety of forecasting and historical reports that cover all of a customer's information needs.

CAMP is a fully web-enabled platform giving customers access to all of their maintenance records and requirements anywhere, anytime with no special software required. Due to the system's flexibility it equally supports a one aircraft operation or a large aircraft fleet.

According to Ken Gray, the CAMP system allows the operator to accurately track and predict all the maintenance requirements based on a customized aircraft recommended maintenance schedule (RMS). The RMS for an aircraft is constantly evolving based on revisions and advisories issued by Embraer and regulatory agencies. CAMP keeps track of all changes and applies them to your aircraft. In addition, each aircraft has a dedicated CAMP Aircraft Analyst with an extensive understanding of your aircraft model and its specific maintenance programs and requirements. The analyst serves as an extension to your maintenance department.

"Teaming with CAMP Systems is yet another example of how Embraer strives to become the world's best choice for safe, economical and efficient business aircraft," Mallaco said. CAMP will start performing its maintenance tracking service no later than December 2011.



CAMP Analyst

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## FOEC - Flight Operations Engineering Course now offered for the Phenom family

One of Embraer's customer service programs is the FOEC - Flight Operations Engineering Course. Over the years the FOEC has been very successful at exchanging critical information between Embraer and its airline customers worldwide. Building upon that success Embraer now offers its executive jet customers a FOEC focusing on Phenom 100 and Phenom 300 operations.

The first Phenom specific FOECs were held last July in Dallas (2 sessions) and Los Angeles (2 sessions), with 10 customers sending a total of 26 employees. Two additional FOECs were held in Brazil, one in August and the second in September, attracting 37 attendees from 24 customers.

"The FOEC defines with great detail how our pilotage affects the performance of the aircraft, it will also help you better understand the limitations of the Phenom as well as how best to take advantage of its capabilities.", Hans Barbachano, Phenom 100 owner-pilot, said.



Embraer team and customers – FOEC in Dallas

The course provides attendees with a comprehensive overview of flight operations including takeoff and landing performance, flight planning, weight and balance, Aircraft Flight Manual and Pilot's Operating Handbook, and a review of OPERA (Optimized Performance Analyzer) and EDS (Easy Dispatch Software). Operators also get a thorough review of the Minimum Equipment List (MEL) to help make appropriate dispatch decisions and an integral part of the program is stressing safety of flight with real life operational issues as case studies.

One operator noted the explanation about tankering fuel combined with a better understanding of takeoff weight

issues and route optimization resulted in avoiding a fuel stop enroute. Another said the MEL presentation made it possible to increase scheduling reliability.

"The FOEC allows us to develop personal relationships with customers and significantly contribute to operational safety by sharing up-to-date information. At the same time we are able to gather the most current field experience from our operators so we can share it with the others. It gives us a better understand how our customers use their aircraft so we can deliver the best, most personalized support possible," Sérgio Cunha – Manager, Flight Operations Support and Carlos Godoi, FOEC Coordination and Development, said.

The courses have been so well received that the team is planning to expand coverage to every region where there are Phenom 100s and Phenom 300s' operators. To that end, plans are in process for a session in the Europe, Middle East and Africa region and for one in Asia Pacific next year.

The FOEC is yet another initiative used by the Flight Operations

Support team to continuously stay in touch with the needs of the customers and close to their operations. It joins other initiatives from this team to support customers, such as the development of manuals that can be easily used in iPads or in any other tablets, as well as the iPreFlight (a joint development with APG - Aircraft Performance Group), which is a complete flight planning tool that runs in the iPad.

Jim and Betsy Frost, first Phenom 100 customers, summed up the experience best by simply saying, "We highly recommend attending the FOEC, it was fascinating."

## New North American Authorized Service Centers

As part of its on-going program of expanding support for our customers, Embraer has announced four new Authorized Service Centers (EASC) in the North American region.

Constant Aviation – Birmingham (Alabama) is now authorized to provide base level maintenance for the Phenom 100 and Phenom 300. Base maintenance includes full maintenance support. The company's Cleveland, OH facility, which has been an EASC since 2006, has also added the Phenom family to its portfolio.

West Star Aviation in East Alton, Ill, is a newly authorized service center and provides base maintenance for the Phenom 100 and Phenom 300. The MRO's Grand Junction, Colorado, CO and Dallas, TX facilities were previously granted the authority and have recently been authorized to add the Legacy 600 and Legacy 650.

Naples Jet Center in Naples, FL is a newly authorized service center for Embraer Phenom 100 and Phenom 300 Executive jets. This facility also performs base level maintenance.

Finally, Embraer has designated a new authorized service center in Hayward, CA, Mather Aviation has begun offering base maintenance on the Phenom 100 and Phenom 300.

## Embraer recognized for Environmental Stewardship

Last December the U.S. Environmental Protection Agency (EPA) officially recognized Embraer Executive Jet Services, LLC (EEJS) as an Environmental Steward in the National Partnership for Environmental Priorities (NPEP). NPEP is a partnership program focused on reducing the use of potentially hazardous chemicals in products and processes. The goal is to reduce the use of and/or recycle toxic chemicals such as mercury and lead to prevent their release into the land, air or water.

As an EPA partner, Embraer's three EEJSs agreed to recycle fluorescent lamps and aircraft batteries. EEJS Fort Lauderdale (Florida), Mesa (Arizona) and Windsor Locks (Connecticut) met their goal of recycling over 200 pounds of lead. Embraer Aircraft Holdings (EAH) also won an award for mercury and lead reductions.



Jacques Blondeau (on the left) receiving the EPA Award

Health and Safety Advocate for Embraer," Doug Dennis, Embraer Regional Environmental Health Safety, said.

While it took the dedication of all EEJS employees, Embraer particularly recognizes Gary Bevilacqua (Operations Manager - FLL), Renato Emerick (Facilities), Brian Koselke (Manager - Mesa) and Sean Peterson (Manager - Windsor Locks) for their leadership and guidance.

Since 2006, Embraer has won seven EPA awards for various environmental reductions based on the completion of goals in reducing hazardous chemicals to the environment.

"I am extremely proud of our three North American service centers. This milestone clearly demonstrates the importance of sustainability in the minds and actions of our employees," Jacques Blondeau, Director MRO Centers, EEJS, LLC said. "We are one of a very small number of companies that successfully manage to recycle lead and mercury under the EPA program. We are proud to promote green initiatives across North America and lead the aviation MRO industry by example. At Embraer we believe it is important to be a responsible corporate citizen."

## Embraer signs Authorized Service Center with Metrojet Ltd. - China

Embraer signed an Authorized Service Center Agreement with Metrojet Ltd. in a ceremony held in August 31 in Hong Kong. It is expected that Metrojet will be fully equipped to provide line and base maintenance for Embraer's Legacy 600, Legacy 650 and Lineage 1000 customers by November 2011.

Hong Kong-based Metrojet is a leading business aviation service provider in Asia, and offers a full range of services, including aircraft maintenance, fleet management, and charter services, among others. The company is a Hong Kong CAD and CCAR 145 approved maintenance organization, and is certified by other authorities as well, including U.S. FAA, Macau CAA, Canada TCCA, Bermuda BDCA and Cayman CAA.

With the naming of the first authorized service center for executive aviation in Hong Kong, Embraer consolidates its presence in this booming, but increasingly competitive, executive aviation market in the Greater China region.

## "The Phenom 100 lets me spend more time with my family"

"Thirteen years ago I was building our business and with 12 offices throughout Ohio I felt I had to do something to be able to balance the travel demands and be with my family. It turns out the answer was flying my own airplane," Dr. Jerry Anderson, president of the La Red Business Network International, said. "Owning an aircraft allowed me to fly to a location, use the FBO's facilities to conduct hiring interviews and get home to be with my family." Anderson, his wife Jerri and his children Dawn, Dennis and Dean live in Millersburg, Ohio. "I learned to rely on the power of having an aircraft and as a result I've been able to travel to over a half dozen countries; it has clearly opened up a new world. As simple as it may sound, I got into aviation so I could be home with my family."

"I have been flying my Malibu turboprop for quite a while but last year a friend of mine, who has flown jets for many years, took me for a ride in a Phenom 100 with Executive Air Share out of Dallas. It turned out to be an incredible experience. He showed me that it was an easy aircraft to fly and I thought to myself, 'I can do this'. This is simple," Anderson said.

A few months later, in June 2010, someone expressed an interest in buying his Malibu and made Anderson a fair offer in an otherwise slow market. He sold the Malibu and within two hours received a call from Executive Air Share asking if he would be interested in a Phenom they were selling. It was too good of deal to pass up. "Today, I have over 3800 hours total time including 400 hours in my Phenom 100," he said.

"My first experience with Embraer was in Brazil," Anderson explained. "What a company, what an experience! From the top down I was surprised at the high level of professionalism displayed in every department I encountered. Everyone was committed to building a great airplane and making sure my expectations were all met. I subsequently found the same dedication at the service centers I visited: Eagle Creek

in Indianapolis, Executive Air Share in Dallas and EEJS - Fort Lauderdale - everyone was dedicated and friendly. "Whether it was a missing window shade or a new upgrade for the Garmin, Embraer service centers have always gone the extra mile to get the job done quickly and correctly."



Mr. Jerry Anderson at Embraer

"There have been several times since buying the Phenom that I've seen instances of extraordinary top down service. One time in particular comes to mind when I was missing window shades. They turned up missing somewhere between delivery and about 19 hours of flight time. Luis Colarino, Manager, Phenom Customer Support - Executive Jets approved a replacement immediately. No questions asked; just that simple. I was truly impressed," Anderson said.

"The other incident that stands out in my mind occurred when I was in San Antonio. There was an upgrade for the Garmin and Scott Kalister, Vice President - Customer Support and Services, USA, Canada, Mexico and Caribbean - Executive Jets and his team got the parts and dispatched a service team to San Antonio to do the installation while I was visiting there! Talk about impressive service," he said.

Anderson stressed that the Embraer Service Centers are building a mind set to be best in class and to settle for nothing less. "It starts with believing it at the top. When management believes it, it trickles down to all employees and becomes reality. In three different cases I was having a questionable problem, I would contact the Customer Support Contact Center and in every case within 12 hours I had folks in my hanger with parts in hand and I was on my way. To me that's incredible; I have never received that kind of service for anything," he said.

"It has been a great experience working with Embraer Brazil as well as Embraer U.S. I can't say enough good things about Executive Air Share and their very professional help through my transition from a single engine propeller driven aircraft to a twin jet. When you look at the overall product and support picture I believe Embraer is in position to place themselves in the best of class in the Executive Jet market," Anderson said. "Thank you Embraer for being the professional organization that you are!"



Berlin, Ohio-based La Red began in 1989 for the purpose of offering management training that emphasized principles such as hard work, dependability and responsibility. Today, La Red works with businesses, governments including the U.S. Supreme Court and military organizations worldwide. As president of La Red, Dr. Jerry Anderson is dedicated to the principle of establishing and developing Godly principles in the midst of a troubled world. Since assuming the position of president three years ago, Anderson has focused on the leverage that can be acquired by training in university and government settings. Learn more at: [www.lared.org](http://www.lared.org)

## ACHIEVEMENTS

## Embraer offers comprehensive Integrated Customer Support and Services

Two years ago we opened our Customer Support Contact Center located in São José dos Campos, Brazil with the intent it would serve as the hub of a worldwide, multi-asset customer support center.

The Contact Center is staffed with highly experienced analysts who can address any support issue from AOG event coordination to scheduled maintenance assistance. The Center offers support for technical issues, maintenance, flight operations, spare parts and any other maintenance or operational questions that may arise.

Today, that center is one of the most important channels of contact we have with our customers. The Customer Support Contact Center is integrated with our Field Support Representatives, the network of Embraer-owned and authorized service centers and spare parts distribution centers.

The Center also provides complete and timely assistance from first contact through final resolution. The number one priority for all Embraer customer support personnel is to minimize the aircraft downtime by quickly and efficiently applying the appropriate resources to critical situations. By doing so we

assure our customers that they will be provided with expert assistance anywhere in the world, 24 hours a day.



Contact Center team

In order to meet the demands of executive jet customers, Embraer has invested in a worldwide system of five company-owned service centers and an extensive authorized service center network. All told, Embraer customers have their choice of more than 55 owned and authorized service centers. In

addition, Embraer has partnerships with well established logistical providers and pilot and mechanic training. We also offer special service solution programs such as EEC - Embraer Executive Care, Maintenance Tracking System, AHEAD and iPreFlight.

Since its inception two years ago the Center has averaged 10,000 phone and email interactions per month. Our analysts have handled an average of more than sixty AOG events per month.

You can contact the Customer Support Contact Center 24-hours via email at [contact.center@embraer.com](mailto:contact.center@embraer.com) or call us at:

(+800) 4546-3243 Worldwide, where available  
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## Embraer Customer Support and Services Highlights - Latest Events

Embraer took advantage of the 8th Latin American Business Conference and Exhibition last August to display the midsize Legacy 500 mockup with a near-production interior plus a Phenom 100, Phenom 300 and Legacy 650.

"We were especially proud to show the mockup of our brand-new, clean-sheet midsize Legacy 500 which will feature full fly-by-wire technology, 3,000 nautical mile range and Mach 0.82 cruise speed" Breno Corrêa, Vice President, Marketing and Sales, Latin America – Executive Jets, said.

In an on-going program to provide the best possible service Embraer expanded its factory-owned service center in São José dos Campos, Brazil only two years after it was opened. The operational expansion plan includes new services and certifications. By the end of the year, operators will have dedicated technicians for emergency remote services based at Congonhas Airport in São Paulo and a mobile maintenance unit, with parts and trained mechanics, will join the current structure. The service center will also be an authorized service facility for the Rolls-Royce engines on the Legacy 600 and Legacy 650.

Embraer and APG - Aircraft Performance Group expanded the iPreFlight operations software. After the May Phenom 100 and Phenom 300 North American launch it now includes Legacy 600 and Legacy 650 data and is also available to Brazilian customers.

Embraer-CAE Training Services (ECTS) is expanding its São Paulo Training Center service to include a CAE 5000 dual configuration full flight simulator (FFS) for the Phenom 100 and Phenom 300. The Center will also offer ground school, a Garmin Prodigy training station and integrated procedures training. It is set to begin in the second quarter of 2012.



EEOC Brazil - Attendees

In a continuing program to make service more accessible to our customers, Embraer has added four new authorized service centers in Brazil to support the approximately 100 airplanes currently in operation in Latin America. The list includes AeroMecânica, in Curitiba, Algar Aviation, in Belo Horizonte, Globo Aviação, in Brasília, and Voar Aviação, in Goiânia. They are slated to enter service by the end of 2011.

In August, Embraer held its third Executive Jets Operators Conference. Held near São Paulo, EEOC 2011 – Brazil was



dedicated to Latin American operators. Over 150 operators, suppliers and Embraer support team members participated. The first day was oriented to the Phenom 100 and Phenom 300 and the second day focused on the Legacy 600 and Legacy 650. Coverage included recent technical updates, maintenance, logistics and flight operations. During the technical workshops and panel discussions participants had an opportunity to discuss practical issues regarding the operation of the aircraft.

Embraer also held its 10th Legacy EEOC USA in mid-September in Colorado Springs. It covered Legacy 600 and Legacy 650 programs and products, and provided an opportunity for participants to meet and exchange information face-to-face on such issues as flight operations and maintenance.

Embraer will host an EEOC for Phenom Operators in Las Vegas in October 13–15, the EEOC Middle East for Legacy 600, Legacy 650 and Lineage 1000 customers in Dubai, in October 25–26. Finally, October 31 is set for EEOC Legacy in Jakarta and on November 3 an EEOC Phenom will be held in Mumbai to close our annual cycle of operators conferences 2011.

### Inside the Customer Support Team

"We had a customer stuck in the Bahamas with hurricane Irene bearing down on them. I wanted to dispatch an AOG crew to rescue the customer's aircraft before it was severely damaged by the storm but there were no commercial flights available. The solution was to hire a charter company to transport our technicians to the island. Once there, they repaired the customer's aircraft and both the customer and our technicians returned home safely. The ability to solve that kind of a problem and help our customers is one of the things I most like about what we do," Gary Bevilacqua, Maintenance Operations Manager, Embraer Executive Jets, FLL, said.

In his role as Maintenance Operations Manager, Gary plans, directs and coordinates maintenance activities at Embraer's Fort Lauderdale facility. An 18 year Embraer veteran, Gary has been in customer support for about six years. Prior to his current assignment he was Project Manager, Corporate Jets, at Embraer Aircraft Maintenance Services in Nashville. Previously he was the Avionics Installations Manager and held various other positions there.

When asked about challenges he believes Embraer will face with the new models of business jets entering service in the near future – Legacy 450 and Legacy 500, he says they will be typical with any new aircraft into service, parts for support in the field, third party manufacturer field support, and possible specialized tooling issues. "We will have a lot of work, but it will be a pleasure and we will do our best to have our customers satisfied with our services", he said.



A native of Syracuse, New York, when he isn't working he enjoys spending time with his family and friends, watching Serie A soccer, riding motorcycles and is a member of the National Italian American Foundation.

While Gary received a formal aerospace education at the Riverside School of Aeronautics (SUNY) in New York and holds an FAA airframe and powerplant mechanic certificate, he's quick to point out he grew up in aviation.

"My father is 90 years old and still doing well. He had been in the U.S. Army Air Corps and the New York Air National Guard as an aircraft machinist working in all facets of aircraft maintenance. Later in life he went into design work for the government. My uncle Frank was a vice president at a renowned aircraft company in Seattle until retirement and just about all of my cousins work there now. Aviation is in my blood," he said.

"I am faced with many different challenges everyday but I would have to say I love working in a team environment. We have such an array of personnel with different backgrounds, education and cultures at all our Embraer facilities that I am very impressed and proud to be part of the Embraer team," he said. "I think the most enjoyable part of my job is customer satisfaction. Some customers can be very demanding at times and when they make it a point to tell you that they appreciate our teams' efforts and hard work it makes it all worth while."

### Upcoming Events

- EEOC - Embraer Executive Operators Conference Phenom  
October 13-15  
Las Vegas, NV, USA
- EEOC - Embraer Executive Operators Conference Legacy and Lineage  
October 25 -26  
Dubai, UAE
- EEOC - Embraer Executive Operators Conference Legacy  
October 31  
Jakarta, Indonesia
- EEOC - Embraer Executive Operators Conference Phenom  
November 03  
Mumbai, India
- Dubai AirShow  
November 13-17  
Dubai, UAE

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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*Executive Jets*