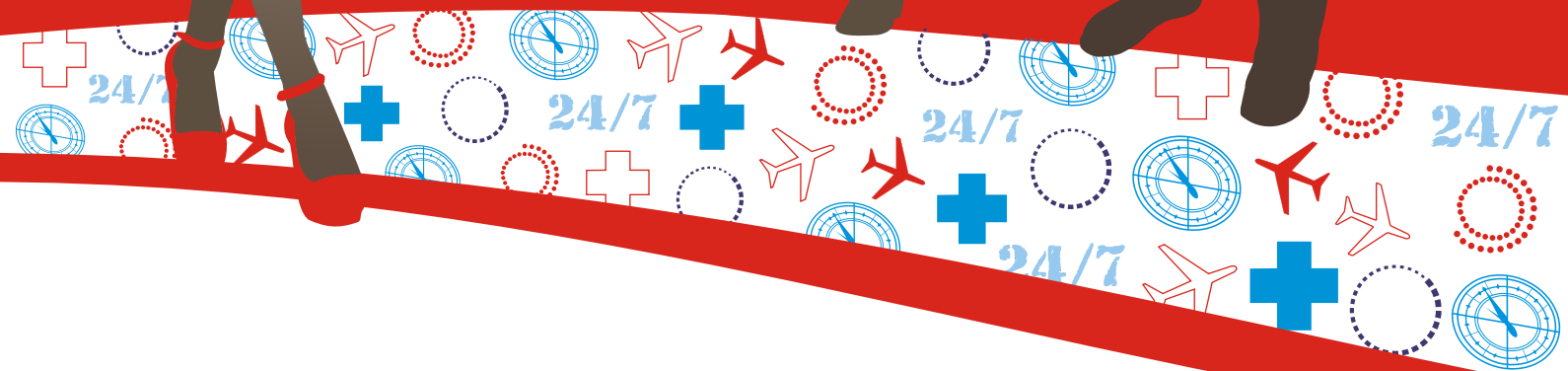
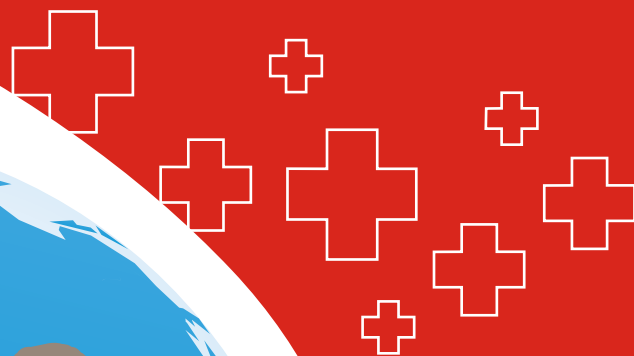


AJW aviation

Critical Response





Critical Response

It's all part of our service

The AJW Aviation Critical Response unit is available 24/7 to support damage limitation for stricken aircraft: components, engine or airframe as required. Our professionals work in close co-operation with insurers, brokers and claims adjusters to assist a speedy return to service and protect asset values.

Critical Response is a free service for all AJW customers and accessed via the normal AOG hotline number. It provides help for airlines with limited in-house specialist technical resources whenever they find themselves involved in a significant incident with one of their fleet.

You call, we support.

AJW's combination of global resources and technical expertise is at your service.



What if?

Situation: An aircraft is operating on a scheduled flight from home base when a second aircraft owned by the airline is on push back and collides with tail of aircraft on the ramp resulting in two aircraft being AOG with major consequences for scheduled operations and passengers.

Actions: Two damaged aircraft to report to insurance broker and insurers; incident management and technical sourcing of repairs and spares procurement; liaison with broker and insurance adjuster to process and manage the claims.

Problem: All of this additional work is very demanding of precious time and resources especially when people may be unfamiliar with insurance processes and stretched technically on the procurement and urgent delivery of spares.

Solution: Contact AJW Aviation Critical Response:
+44 7831 583 205



From senior technical capabilities, to understanding how insurance claims are expedited efficiently, AJW has the depth of resource required to save you time and money.

All that's needed is a simple phone call to the AJW hotline +44 7831 583 205 where the lines are manned 24/7 by AJW's Critical Response unit. The team will identify the level of resources required and deploy them at the most appropriate time to co-ordinate with the insurer's appointed adjuster, the customer's insurance broker and of course the airline management.

In addition to this we can provide the expertise of an aviation insurance expert who will be able to provide support and guidance to your team when needed in co-operation with your appointed insurance broker and insurers.

Our UK headquarters puts us at the heart of the world's aviation insurance market.

Take advantage of our professional advisers who know how to manage claims effectively and fast.

AJW do not charge clients for this support, we consider it to be an important part of the integrated aircraft support service that we already provide. AJW are proud to offer this deeply specialised expertise to our customers in times of critical need.

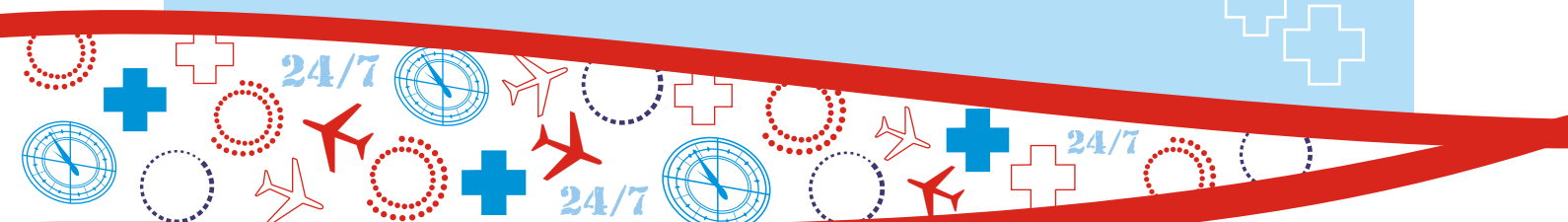
What if?

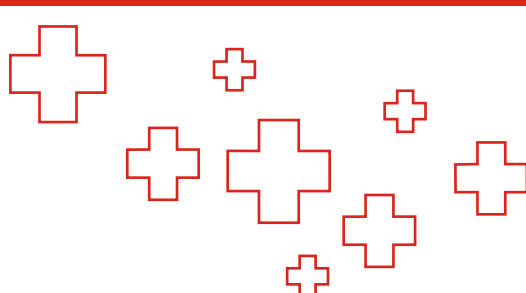
Situation: Airline's aircraft has a major tail scrape on landing away from base where there is very limited technical support.

Actions: Aircraft is AOG and awaiting visit of insurance adjuster. Airline now has to divert their limited resources to the accident site; prepare technical resources for additional workload in the management of the resulting repair work; and source repair quotes and spare parts on an urgent basis.

Problem: Remote location of aircraft placing additional strain on limited resources due to location and language difficulties.

Solution: Contact AJW Aviation Critical Response: +44 7831 583 205





Whenever a problem occurs, wherever your aircraft may be, you can rely on AJW.

Our global footprint ensures local language help at times of need.

Our aim is to help airline customers resume normal operations as quickly as possible. We do this by augmenting their in-house capabilities and providing specialist assistance that may be outside the airline management's scope of expertise and resource.

We understand the tensions placed on an airline when senior management, engineering, insurance and technical resources have to be diverted from normal operational activities to deal with an incident. Such events place considerable strain on lean resources and potentially place the smooth running of the airline at risk.

AJW's technical experts can identify which parts are required to facilitate repairs on all aspects of the aircraft concerned thereby alleviating pressure. This assistance will be provided on site - either at the location of the incident, at the customer's headquarters or alternatively via the telephone, if the incident is not too complex.

AJW will not always be able to supply all the parts needed from stock, but we will assist with full procurement service as required. Airlines can be confident that all spares are from a suitable source, competitively priced and managed by a trusted service provider.

This streamlines the procurement process, guarantees the required due diligence, and provides comfort to the airline's insurance adjusters.

What if?

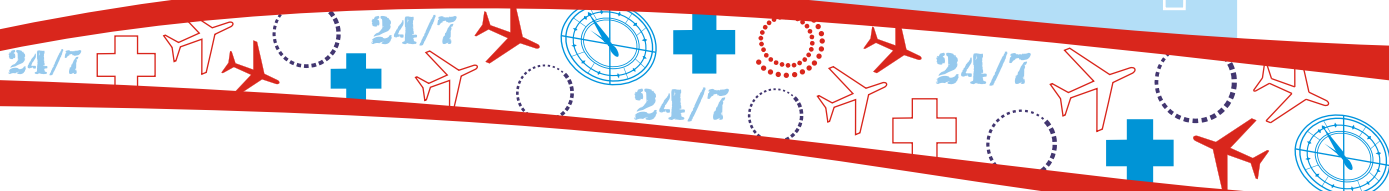
Situation: Airline's aircraft has a major incident away from home base while operating under lease to another operator. Both engines badly ingested and undercarriage collapsed. Aircraft repairable but will be out of commission for considerable time.

Action: Airline's engineering and technical resources must find replacement aircraft; manage repair and sourcing of repair quotes and spares.

Problem: Management of the insurance implications, the remoteness of incident, and language problems place the airline's insurance, technical and engineering operations under extreme pressure during their busiest season.

Solution:

Contact AJW Aviation Critical Response:
+44 7831 583 205



SEVEN decisive reasons to call AJW Aviation Critical Response:

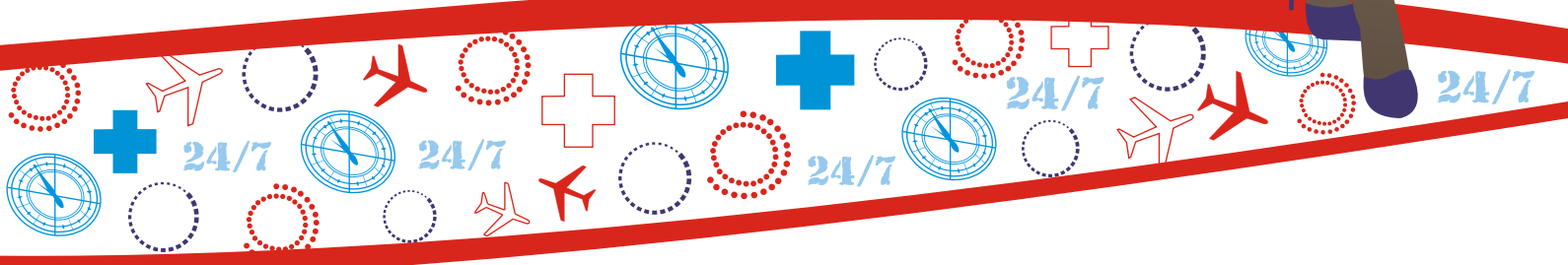
- **FREE SERVICE** to all AJW Aviation airline clients
- **TECHNICAL EXPERTISE** to identify the right parts and facilitate repairs
- **PROFESSIONAL INSURANCE ADVICE** to guide your team to a prompt claim resolution
- **ACCESS TO GLOBAL SPARES INVENTORY AT FAIR MARKET PRICES** so no more distressed purchases at top dollar rates
- **OEM RELATIONSHIPS** enable airlines and their insurers to benefit from AJW's significant buying power
- **PEACE OF MIND** knowing that experts are on your side, focused on saving you time and money
- **FREEDOM** to get on with normal airline operations

The scope and depth of our support ensures that your team will be in safe hands with AJW

AJW Aviation Critical Response will provide experienced resources on site at the right time to augment an airline's resource. The skill sets provided by AJW will cover technical engineering, spares procurement and specialist insurance expertise in the management of aviation claims. The incident needs only to be reported by the airline to the AJW AOG 24/7 hotline and AJW Aviation Critical Response will assess the level of assistance required and act accordingly.

AJW will always work in close co-operation with the airline's insurance broker, the insurer's appointed adjuster and of course all the airline's senior management and technical staff to mitigate the disruption to operations and provide specialist, skilled staff at a critical time.

24/7 AOG call: +44 7831 583 205





More than 80 years in aviation

The AJW Group delivers a comprehensive range of integrated aircraft support services. Headquartered in the United Kingdom since 1932, the organisation also has offices in Dubai, Miami, Montreal and Singapore. Strategic inventories are held in Europe, Asia and across North America.

AJW's award winning 24/7 AOG and MRO services keep our customer base of more than 800 airlines in 115 countries flying with maximum control and minimum worry. The AJW technical team has extensive fleet experience across a wide range of aircraft types and this provides the depth of knowledge needed to supply complete spares, aircraft maintenance, engine management and asset health monitoring solutions.

Critical Response

UK

AJW Aviation
The Headquarters, Maydwell Avenue,
Slinfold, West Sussex, RH13 0AS England
t: +44 1403 798000
f: +44 1403 710936
enquiries@ajw-aviation.com

Dubai

t: +971 4 2993816
dubai@ajw-aviation.com

Singapore

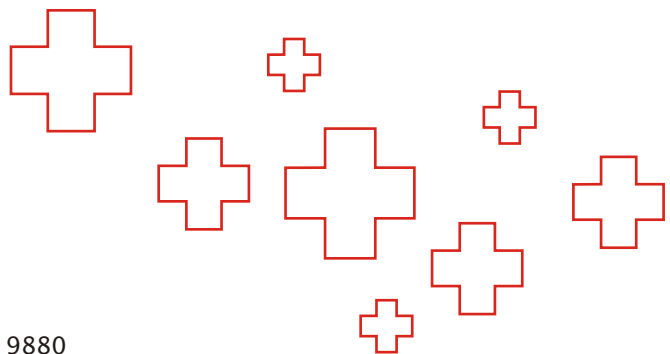
t: +65 6304 8989
singapore@ajw-aviation.com

Miami

t: +1 305 477 9880
americas@ajw-aviation.com

Montreal

t: +1 514 339 5100
sales@ajw-technique.com



www.ajw-aviation.com

24/7 AOG +44 7831 583 205

An AJW Group Company



enquiries@ajw-aviation.com



enquiries@ajw-technique.com



enquiries@ajw-capital.com



enquiries@ajw-leasing.com