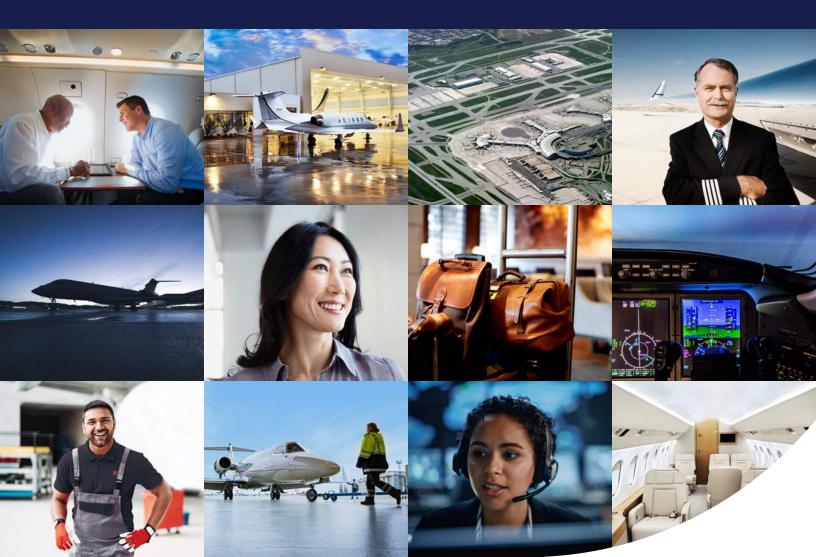


# Aiming higher. Reaching further.





# Solutions that address the aircraft life cycle

Skyservice<sup>™</sup> is a best-in-class, trusted source with more than 36 years of experience serving the North American business aviation market. We offer our signature client-first approach via a full spectrum of services tailored to help owners traverse the often complex stages and regulatory requirements of aircraft ownership and operation.

Our broad range of services support you from the start when you're looking to buy all the way through your daily aircraft operations and up until you are ready to upgrade or sell your aircraft. Our corporate-wide expertise runs deep and we bring it all to bear for you — from aircraft management and maintenance to charter flight services, fixedbase operations and consulting services.

Whether you are flying for business or pleasure, Skyservice delivers a tailor-made experience to meet your needs.

AIRCRAFT MANAGEMENT

**CHARTER SERVICES** 

FIXED-BASE OPERATIONS (FBO)

AIRCRAFT MAINTENANCE

AIRCRAFT SALES & ACQUISITION

## Aircraft Management

# Ownership made effortless

Skyservice manages a large, diverse fleet of business aircraft, and we guarantee an unmatched commitment to the safety, security and privacy of our clients. Skyservice is pleased to offer an extraordinary, outsourced aircraft solution for discerning clients. For more than 36 years, aircraft owners choose Skyservice for management services because it makes good business sense. Our management services programs create a seamless approach to aircraft ownership. Members benefit from the highest level of client service wrapped in bespoke amenities and tailored experiences.

We offer two levels of managed services programs, allowing you to select the level of service and support required for a hassle-free aircraft ownership experience. Choose between Apex, our full aircraft management solution, or Velocity, our lighter, supportive aircraft solution. Apex members choose Skyservice to manage their aircraft maintenance, flight operations, crew staffing and more. Our Velocity solution is best suited for owners who want to pick and choose the areas they need additional support. It also includes enrollment of your aircraft into our managed Charter program\*, which provides opportunities to offset some of the costs of aircraft ownership when you're not traveling.



# Aircraft Management



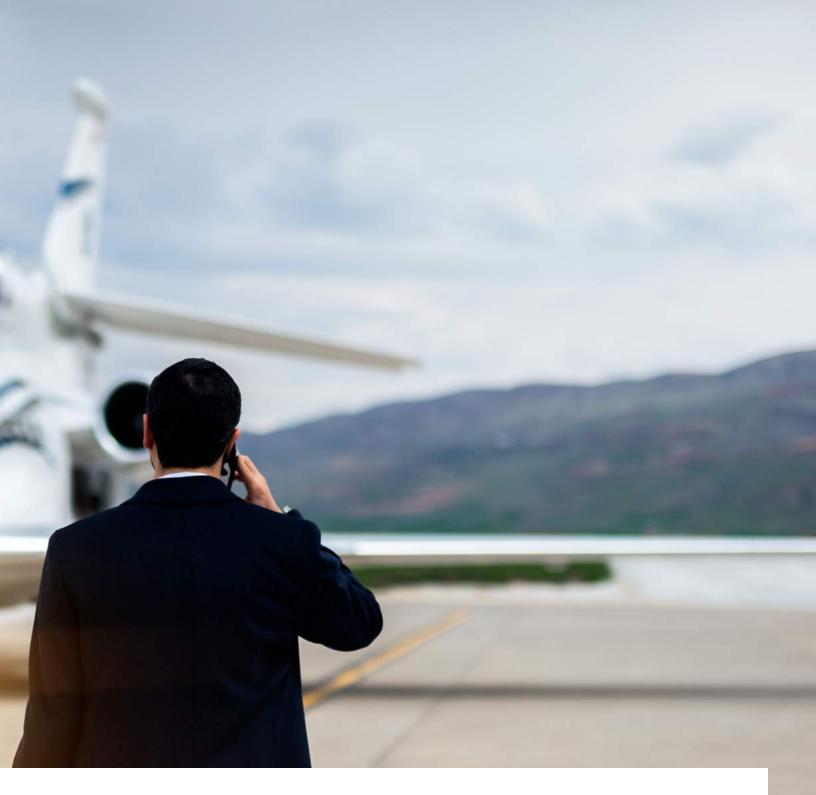
## **CLIENT SOLUTIONS EXECUTIVE**

For Apex and Velocity members, your client solutions executive (CSE) plays a key role in creating an effortless aircraft ownership experience for you.

Acting as your trusted advisor, your CSE guides you and your team through the onboarding process and all the value-added services we provide. A broad team of experts — from flight operations, crew management and operations, our charter program, scheduled and specialty maintenance, finance and accounting support your team and the work of your CSE.

### PRIORITY MAINTENANCE SCHEDULING

A proactive approach to maintenance increases the airworthiness of your aircraft, which leads to more time en route to your destinations. Managed aircraft clients at Skyservice receive VIP-level scheduling services such as priority MRO scheduling blocks at our certified maintenance facilities.



### YOUR BENEFITS

Priority maintenance scheduling

Charter fleet program to offset some costs of ownership

Priority access to charter fleet when your aircraft undergoes maintenance

Choose from large-, mid- and small-size charter aircraft when you need to scale up or down for your trip's unique parameters

Ensure proper accreditations, training and qualifications are in place for regional and international travel

Flexible employment options for pilots/crew on our payroll or yours

Amenity-rich private jet terminals with membership benefits

Discounted fuel programs

Hangar space and de-icing services

# Aircraft Charter

# Join those who prefer the road less traveled

At Skyservice, we craft the entire charter experience exclusively for you. Our charter service offers the utmost in travel efficiency and accessibility for charter clients who book individual flights or reserve reoccurring charter hours with us.

We take care of everything to create an effortless experience. From identifying the ideal aircraft for your trip to curating your personal flight schedule, and from providing catering for in-flight meals to booking your private car service. The convenience and time savings of charter are compelling — you're able to get closer to your destination, no matter how remote, without the inconvenience of stopovers or connections. Your simplified travel experience includes ontime arrivals and departures hallmarks of our service — as well as customs clearance without needing to stepping off your plane. Our experienced team is available 24/7 to help plan your trip and ensure every detail is perfectly executed.

### **CHARTER SERVICES**

Frequent flyer? Talk to us about our charter membership program. Designed for consistent travelers, this program ensures a fixed number of charter hours exclusively for you at a predetermined price each month.



# Aircraft Charter

ENJOY A MULTITUDE OF BENEFITS

### ACCESS TO A BROAD AIRCRAFT FLEET

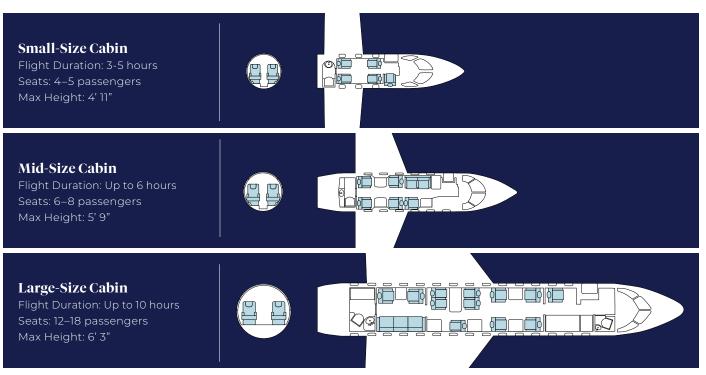
With Skyservice's large and diverse fleet of the most popular corporate aircraft, we can source the perfect jet for your specific charter needs. Whether you require a private jet with specific amenities or are planning a domestic or overseas flight, we will identify the best options for you, coordinate all the trip details and accommodate your passengers.

### **BOARDROOM IN THE SKY**

Travel in spacious, well-appointed aircraft cabins that provide the same connectivity, privacy and amenities of a private office or boardroom, allowing you and your team to enjoy a seamless work experience while you fly.

#### **OUR FBO FACILITIES**

Purpose-built to create a relaxing and enjoyable travel experiences, our private and discreet jet centers are designed with each passenger's preferences in mind. As you enter the well-appointed facility, you are personally greeted and catered to by our trained staff. With Skyservice Charter, limitless levels of freedom, flexibility and convenience are wrapped in a five-star travel experience.



Illustrations and cabin sizes above are for illustrative purposes only. Skyservice Charter personnel can help you identify the perfect aircraft for your trip.

## IMAGINE THE ADVANTAGES

- Bypass crowded queues for security, customs and immigration;
- Appreciate custom schedules built specifically to take you where and when you want to go;
- Enjoy in-flight catering options that you select; and
- Expect personalized service with your discretion and privacy always prioritized

## Aircraft FBO

# Experience a better way to fly

Trust Skyservice for consistent delivery of world-class service, the utmost in convenience and exemplary safety measures. Our FBO locations include:

BEND (OR) CALGARY HELENA (MT) MONTRÉAL NAPA (CA) OTTAWA REDMOND (OR) SEATTLE TORONTO MIDFIELD TORONTO SOUTH VANCOUVER Our award-winning private jet centers, also known as fixed-base operations (FBOs), welcome guests with Skyservice's exceptional customer service. Clients and crew enjoy our premium lounges stocked with thoughtful amenities, 24/7 personalized concierge service and ample travel conveniences such as ramp access and hangar space at every location. If needed, we also provide aircraft on ground support and maintenance, repair and overhaul services.

Efficient processes are paramount to our high client satisfaction scores and integral to our ability to provide consistent and dependable service. Convenient, secure, safe and private, Skyservice's private jet centers are consistently recognized as top-ranked FBOs in the Americas by our peers and aviation media.

We are proud to offer premium services for passengers and crew:

- Private, first-class lounges with complimentary Wi-Fi
- Offices and boardrooms with complimentary computers
- Concierge assistance with all your travel requirements from catering and accommodations to limousine and car rental arrangements
- Private lounges for flight crew alongside sleep rooms, gym, shower and shuttle services (at most locations)
- Complimentary refreshments
  and snacks

## FBO highlights include:

New facilities are in development for FBOs currently operating in Seattle and Napa, California

24/7 operations at most locations and dedicated customer service representatives

24/7 aircraft maintenance services at most locations

Onboard customs clearance with Canada Border Services and U.S. Customs and Border Protection

## Aircraft Maintenance

# Safeguard your aircraft

Operating 24/7 from state-of-theart facilities, our highly skilled team of maintenance experts and engineers deliver an extensive range of maintenance, repair and overhaul (MRO) services at our Canadian locations and broad maintenance repair services at our U.S. locations. Our wide array of services include complete avionics support at multiple facilities as well as structural work and highly specialized non-destructive testing (NDT) services. Whether your aircraft needs scheduled maintenance or emergency AOG services, Skyservice has you covered.

Qualified to perform maintenance on hundreds of private, business and commercial aircraft types, Skyservice is approved as an aircraft maintenance organization by leading oversight agencies, including:

- Transport Canada
- U.S. Federal Aviation Administration
- Bermuda Department of Civil Aviation
- Hong Kong Civil Aviation
  Department
- Civil Aviation Authority of Singapore
- European Aviation Safety Agency

Our OEM partnerships are a tribute to our deep expertise and the exceptional quality of our maintenance and repair work. The liaisons also facilitate competitive pricing for clients who select ongoing MRO services. Whether your aircraft requires a one-time repair or regularly scheduled maintenance, Skyservice's team can proficiently address your maintenance requirements.

Our maintenance expertise also extends to our parts & supplies store that delivers specialty parts worldwide when you need them. For owners looking to modernize their aircraft, our refurbishment capabilities are renown for custom interior fit and finishes, cockpit modernizations as well as exterior paint upgrades.

## OUR AIRCRAFT MAINTENANCE SERVICES INCLUDE, BUT ARE NOT LIMITED TO:

Scheduled Maintenance

Aircraft on Ground Services (AOG)

Avionics & Upgrades

Non-Destructive Testing (NDT)

Parts & Supplies

Pre-Purchase Inspections (PPI)

Certifications & Approvals

# Skyservice is proud to serve as a:

Bombardier/Learjet Authorized Service Facility

Dassault/Falcon Authorized Service Center

Gulfstream Authorized Warranty Facility

HondaJet Authorized Service Center

GE Honda Aero Authorized Service Provider

Rolls Royce Authorized Service Center

GE CF-34 Authorized Service Center

Honeywell Mechanical Service Center Authorization

Honeywell Avionics Dealership

Rockwell Collins Dealership

Artex/ACR Authorized Service Center

Gogo Business Aviation Dealership

Universal Avionics Dealership

L3 Avionics Systems Dealership

Ingenio Aerospace Dealership

Lithium Fire Guard Dealer

VisionSafe Dealer

Our dedicated team of aircraft technicians and apprentices have endorsements on hundreds of aircraft types from 15 original equipment manufacturers Aircraft Sales & Acquisition

# Arm yourself with every advantage

Our first-hand knowledge adds value to our consultative approach. Our sales process is designed around you and ensures your goals and objectives are met. The act of buying or selling a private jet is a complex, individualized and multifaceted transaction. Prospective buyers and sellers benefit exponentially from working alongside a consultant with deep aviation expertise across all original equipment manufacturers. With over 36 years of experience in aviation, we lead the industry in managing, operating and performing maintenance on hundreds of aircraft types — and therefore know these aircraft thoroughly.

If you are looking to buy or sell an aircraft, Skyservice's experienced team will ensure your goals and objectives are met. For purchasers, we guide clients through a needs assessment, initial aircraft sourcing, negotiation and purchasing decisions. Our involvement often expands to include aircraft management services where we support daily activities such as flight operations, crew employment, maintenance, and much more. For sellers, we advise on preparing your aircraft for sale and maximizing its value and appeal in the marketplace. With our IADA broker network accreditation, we have access to qualified purchasers globally.





# Safety and service you cantrust

Skyservice has one of the most comprehensive safety systems in the industry. Our internal safety management system (SMS) identifies hazards, conducts risk assessments, mitigates risk and continuously improves our flight programs. The system addresses all phases of operations, including flight operations, maintenance, FBO services and security. Our commitment to rigorous safety protocols reflects our corporate culture, which emphasizes a safetyfirst mindset and proactive safety and service culture.

Skyservice is committed to delivering a consistent worldclass level of safety and service to our clients. With an excellent safety record, the reliability of our maintenance and repair work is trusted throughout the world. As your partner, we strive for mastery and excellence in everything we do. We look forward to serving your future aviation needs.

#### **CANADIAN LOCATIONS**

#### **GLOBAL HEADQUARTERS**

5455 Flightline Drive Mississauga, Ontario L5P 1B2 +1.888.759.7591

TORONTO MIDFIELD (CYYZ) 6120 Midfield Road Mississauga, Ontario L5P 1B1 +1.888.759.7591

#### TORONTO SOUTH (CYYZ)

5455 Flightline Drive Mississauga, Ontario L5P 1B2 +1.905.362.6800

CALGARY (CYYC)

575 Palmer Road NE Calgary, Alberta T2E 7G4 +1.403.592.3700

#### **MONTRÉAL (CYUL)**

9785 Ryan Ave Montréal, Québec H9P 1A2 +1.514.636.3300

#### **MONTRÉAL (CYUL)**

1200, boulevard Percival Reid Dorval, Québec H4S OA1 +1.888.759.7591

#### MUSKOKA (CYQA)

1004 Airport Road Gravenhurst, Ontario P1P 1R1 +1.888.759.7591

#### OTTAWA (CYOW)

350 Comet Private Ottawa, Ontario K1V 9B4 +1.613.739.3776

#### VANCOUVER (CYVR)

5360 Airport Road South Richmond, British Columbia V7B 1B4 +1.778.561.5092

#### **U.S. LOCATIONS**

### BEND, OREGON (KBDN)

63132 Powell Butte Highway Bend, Oregon 97701 +1.541.388.0019

#### HELENA, MONTANA (KHLN)

2430 Airport Road Helena, Montana 59601 +1.406.442.2190

### NAPA, CALIFORNIA (KAPC)

2020 Airport Road Napa, California 94558 +1.707.681.2860

#### REDMOND, OREGON (KRDM)

1050 SE Sisters Avenue Redmond, Oregon 97756 +1.541.504.3848

#### SEATTLE (KBFI)

8555 Perimeter Road South Seattle, Washington 98108 +1.206.762.6376



**Global Headquarters:** 5455 Flightline Road, Mississauga, Ontario L5P 1B2

## skyservice.com 1.888.759.7591

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