

Airline Solutions



Airline requirements vary and are covered by the majority of activities proposed by Relaer.

Some activities such as, BFE Management, Aircraft Deliveries and Aircraft Phase-In/Phase-Out, are project based and limited in time. As such sub-contracting these activities is the most cost-effective approach.

Start-up airlines need to buy in short term expertise in the early phases in order to quickly establish themselves. Our experts will set up an airline in accordance with EU or FAA requirements.

The following will present the highlight of some of these activities.

Airline Entry into Service assistance

Provide interim staff or management to enable aircraft induction in a timely manner.

Assistance to a client by providing line mechanics during the induction of the first A320 into the fleet.

Providing qualified aircraft advisors to assist Chinese airlines during the entry into service phase.

Airline Flight Operational Entry into Service assistance

Provide qualified Type Rated Examiners (TRE) and Type Rated Instructors (TRI) at the time of aircraft induction prior to airline's own pilots being ready.

Provided qualified TREs and TRIs to assist airlines in India and Indonesia during the entry into service phase.

BFE Management Services

Buyer Furnished Equipment is becoming a critical part in the delivery process of an aircraft.

Contract negotiation and close follow up of the BFE supplier is necessary to ensure timely On Dock Dates (ODD). The BFE management service is a practical and cost effective outsourcing solution.

Organisation Review

In trying to face the challenges airlines are reviewing their technical organisation with an analysis of 'make or buy' and staying lean.

Performed an analysis of airlines Technical Divisions with a review of staffing and cost levels and decisions on 'make or buy'.

Purchase Agreement Negotiation

Negotiated on behalf of clients Purchase of New or Pre-Owned aircraft and engines.

From Letter of Intent until final signature of Purchase Agreement negotiated on behalf of clients with manufacturer all issues including credit memos and support aspects for new products or with seller delivery conditions and maintenance adjustments for pre-owned products.

Aircraft Delivery

Production inspections and delivery assistance for new aircraft.

New aircraft deliveries performed by a specialized team who with an intimate knowledge of the factory inspection procedures as well as delivery procedures at:

- Airbus
- ATR
- Boeing
- Embraer

Contact us anytime for more information

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Web : www.relaer.aero

Airline CEO Advisor

Advise Airline CEO

Acted as advisors for several flag carrier airline CEOs.

Pre-purchase/Pre-Lease Audits

Having agreed to lease an aircraft the airline may wish to inspect the aircraft and records prior to acceptance.

Reliance has performed over 280 pre-lease or pre-purchase inspections at airlines in Australia, Far-East, Africa and Europe. For Boeing, Douglas, ATR and Airbus aircraft around the world.

Fleet Planning

Assess most suitable aircraft type for future fleet.

Analysis of the DOC and Lease Rental costs and maintenance reserves for two similar types of aircraft from different manufacturers to enable client to optimise his future fleet selection.

Records and Documentation Inspection

Aircraft having been sold, the various activities required for the aircraft to leave the fleet are very resource consuming.

Updated, collated, reviewed and prepared all documentation necessary during the sale of a fleet of aircraft and transfer to the new owner in order to ensure compliance with the Lease Agreement redelivery conditions and airworthiness and certification requirements.

Airline Start-Up

Set up a complete airline structure.

Setting up a flag carrier from concept to finished organisation. Providing Accountable Manager and Postholders. Preparation of all required operational documentation under EU ops. Negotiation of aircraft leases and purchase, hiring and training of staff.

Airline Business Plan

Set up an airline business plan.

Business Plan for startup airline in untried new market prepared, including route selection and aircraft type selection for optimum returns.

Airline Management

Turnaround an ailing airline.

An airline of 29 aircraft with 2,000 employees and 10 bases serving 84 destinations, ASK 16.2 million, carrying 6 million passengers per annum with a seat load factor of 90.1% and an annual turnover of USD 1 billion turned profitable within 12 months.

MRO – Request for Proposal

The RFP for MRO selection for specific services requires some external experience and feedback.

Assist a Charter Airline and a Flag Carrier in writing up a request for proposal, call for tender and final selection for on site support of MRO. Assist a Flag Carrier in establishing its own MRO by issuing RFP to select suitable partner.

Lease Agreement Review

Airline is leasing aircraft and needs the support while negotiating the lease agreement.

Review and analysis of Lease Agreements in support of clients with particular emphasis on delivery conditions, return conditions, maintenance and operational provisions and maintenance reserve requirements.

Lease Agreement Negotiation

Negotiated on behalf of clients the Lease of aircraft.

From Letter of Intent until final signature of Lease agreements negotiated on behalf of clients with seller. Definitions of delivery conditions and return as well as maintenance reserve figures.

Hangar Efficiency Review

Assist the airline by providing outside expertise in reviewing the efficiency of the production process.

Review the complete aircraft production supply chain and planning of an MRO and provide recommendations on improvements. Assist an airline with the first heavy maintenance check of an A340-200 in the planning and follow-up so as to ensure a timely completion of the first check and the remaining checks which follow.

Purchase Agreement Review

Airline is purchasing an aircraft and requires the expertise to analyse all facets of the contract in order for personnel to negotiate.

Review all clauses of a Purchase Agreement and provide advice to airline on all issues with particular emphasis on all Product Support issues.

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Reliance Aerospace Solutions has been supporting us in the factory inspections of our new Airbus A340-600, A330-200, A330 Freighter as well as A320s. The team as a whole has an excellent understanding of the Airbus system and each member is specialised in a different field giving us a wide range of experience to call on. The Reliance staff has a good understanding of Etihad's stringent needs and is pro-active in their approach to problem solving. They communicate well between themselves and Etihad and are considered as an integral part of the Etihad team and are appreciated for that.

David Hamilton
Head of Aircraft Delivery
Etihad Airways



In setting up the new Olympic Air (the new airline acquiring the logo/name of the Greek national carrier as part of the government privatisation process) we took delivery of both new aircraft as well as pre-owned aircraft from Lessors. Having previous positive experience with respect to services for delivery of new A320 from the Airbus production line we had no hesitation in selecting them once again. In addition we used Reliance to assist us in the audit of pre-owned aircraft in Abu Dhabi, UK, Austria and Germany. Reliance was very reactive to our needs and the personnel are professional, experienced and reliable with an ability to communicate salient points as well as take good decisions on behalf of their client.

Thanos Pascalis
Chief Operating Officer
Olympic Airways



Reliance Aerospace Solutions was instrumental in presenting to us and facilitating a new concept for a sale and leaseback transaction which we eventually performed. Their approach was innovative and beneficial to both parties. Furthermore, Reliance remarketed one aircraft on our behalf which also included the contract negotiations. The closing was done within a short time frame. Reliance has always shown themselves to be professionals in all their dealings with us. We would not hesitate in using them again.

Dr. Ulrich Steinhardt
VP Aircraft Services and Accounting
Condor Flugdienst GmbH



"Air Mauritius has contracted Reliance Aerospace Solutions in the new aircraft delivery of Airbus A330 and Airbus A340. We found Reliance to have a very good knowledge of the build process and their experience in addressing issues has been extremely useful. All Reliance staff have shown a good understanding of our needs and are very flexible and professional. The weekly reports sent allow us to keep up to date in real time of the issues and progress."

Jacques Gentil
EVP Technical Services
Air Mauritius



At this time I'd like to note that Reliance is delivering an excellent quality and we do appreciate the business relationship that has been built. It's in our interest to continue this in the future.

Norbert Duevel
Vice President
Engineering
Etihad Airways



"Luxair used the services of Reliance Aerospace Solutions in the audit and pre-lease inspection of a 737-800. The services provided by Reliance were very professional with a wealth of experience and customer oriented. The report submitted at completion was excellent. Luxair will not hesitate to use Reliance again."

Horst Lenhard
VP Technical Services
Luxair S.A.

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"Aer Lingus has hired Reliance Aerospace Solutions as a service provider for new build aircraft inspections. The Reliance Team are results focused problem solvers, and will go beyond the call of duty to assist in any issues that we may encounter. Reliance provides a top class service for airline representation on the production line. Most importantly, they have a high level of integrity and professionalism."

Brian Walsh,
Manager Fleet Planning
Aer Lingus



Reliance Aerospace Solutions supported us during the redelivery of 737-400 and provided engineering support for records etc and engineering support during the D check at the MRO facility in February 2006.

Reliance staff has been of immense value to this project, their calmness, political neutrality and ability to deal with just about anything we can throw at them is greatly appreciated.

Many thanks for your continued support.

Don Landsborough
Manager, Group Fleet Management & E&M
TUI Airline Management

African Start-up

A NEW national carrier has been established in Guinea with the backing of Hong Kong-based China International Fund (CIF) – a venture capital group that already has interests in the country and also Angola. A joint venture with the Guinean Government, Air Guinée International plans to launch flights during September from Conakry to Dakar in Senegal before adding connections to Abidjan, Ivory Coast; Accra, Ghana; Bamako, Mali and Freetown, Sierra Leone. "It is seven years since Guinea last had a national carrier," said an industry analyst. "There have been major developments in West Africa – namely Abidjan and Dakar – during this time but travellers in Guinea have had to rely on overseas operators and unsocial flight schedules to travel by air. This will now change with

the launch of Air Guinée International, a company that will support the needs of the country."

The airline will initially operate two leased Airbus A320s for the regional flights but plans to contract an A340-500 from China Sonangol to operate a twice weekly link to China. This aircraft is currently in production at the Airbus facility at Toulouse and is scheduled for delivery in November.

The airline's launch builds on CIF's existing projects in Guinea, including a joint venture, Kalia Horizons Minerals, which has provided it with exclusive rights to develop ground rail infrastructure from the port of Matakan to Faranah. This will form the first part of the trans-Guinea railway, for which successive regimes have campaigned. (Photo: Air Guinée)



TUIfly is constantly seeking for means of cost, quality and reliability improvements. Sometimes you need an external partner to discuss pros and cons and to confirm that you are still on track. Therefore we hired the services of Reliance Aerospace Solutions to perform 2 projects. The first project consisted of reviewing the organisational structure of the Technical Division and the second consisted on the optimisation of the structure. The projects were accomplished in a professional and timely manner and indicated a good knowledge and understanding of the operation of a technical division in an airline. The reports and presentations were well prepared and easy to understand. At the end it gave us a profound idea on how to continue with the Technical Division at TUIfly. Thanks a lot for all the good discussions we had.

Claus-Peter Suelflow
Director Technical Services
TUIfly



"He (Mohamed El-Borai) assisted Air Mauritius in negotiating a Maintenance Contract (with an MRO) which saved the company 600,000 dollars."

Nirvan Veerasamy, former CEO of Air Mauritius as reported in l'Express Mauritius 4th February 2009

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JMC UNVEILS LATEST ADDITION TO FLEET

by JACQUI HOLMES, Skyport Staff

JMC unveiled its new Airbus A330-200 at Gatwick on Thursday and the 354-seater went into service on long-haul routes on Friday.

The new managing director Dr Mohamed El-Borai, said: "Despite the tragic events in the US in recent months and difficulties facing the aviation industry, we cannot afford to lose our focus on delivering exceptional service to the consumer and the benefits that investments such as this offer to our customers."

"Operating modern efficient aircraft reduces maintenance costs and minimises technical problems, making a significant contribution towards good on-time performance, while improved fuel burn reduces costs, helping to control seat and holiday prices and reducing noise levels to support our environmentally friendly policy."

But he admitted to a 'few clouds on the horizon'. JMC, part of the Thomas Cook group, is closing three of its bases - at Cardiff, Bristol and Luton and is cutting 1,500 jobs across the company.

The company is also in negotiation with staff about pay cuts to save jobs.

He told Skyport: "Gatwick will remain one of our major stations. It is attractive for our customers and convenient for London, with its rail link."

Cover is blown by an attentive cabin crew

UNCOVERED. Donning his jeans and open-necked shirt the new JMC managing director Mohamed El-Borai bought a ticket to travel incognito on one of his flights - to experience the service first hand.

He took his seat at the back of the aircraft and had a pleasant flight, the staff were

attentive and friendly. On arrival he disembarked and went and bought a ticket for the return flight.

He settled in his seat but the cabin crew - it was the same crew as he flew out with - questioned him.

Then the captain was brought in.

The MD was forced to

He added: "We have taken some unpleasant measures but by taking them we will come out stronger."

The new aircraft, powered by Rolls-Royce engines, has a two-class layout. Forty-five seats will be in premium service cabin at the front, offering more leg room and higher quality of service. An upgrade will cost around £120 on a ticket.

It will be used on services to holiday destinations in the Caribbean and the US east coast.

JMC is changing to meet the demands of the travelling public. It now offers flight only deals and internet booking as well as its traditional package holidays.

In March JMC will take delivery of a second A330-200 which will be based at Manchester.



JMC managing director Dr Mohamed El-Borai is pictured at the unveiling with cabin crew member Laura Gray (left) and purser Jo Hughes (right).

Picture: NEALE ATKINSON



Thomas Cook UK chief executive, Alan Stewart, says: "Mohamed joined us with a specific task: to improve the airline's 'on-time' and financial performance. Together with his team he has delivered an outstanding performance in both areas, with JMC leading the charter airline sector in its on-time performance for the large part of this year, as well as, exceeding the challenging financial targets set."

Source: Air Transport Intelligence news

JULY 2002

JMC beats disputes to keep flying



Mohamed El-Borai: Praised a 'magnificent' team effort

Team effort meant airline could stick to its schedules

MARCH 2002

EXCLUSIVE BY MIKE KIDDEY

By PAM MARSDEN

MANCHESTER Airport-based JMC Airlines came through last month's industrial action across Europe with flying colours.

They were the only holiday airline in the UK to stick to their schedule during a week of disruption and out of 717 flights the average delay was ten minutes.

In a military style operation a team of four from Operations Control went to Corfu to load and unload aircraft in a separate dispute at the beginning of the week. Contingency plans for the air traffic controllers' dispute included flying three air crews and an Operation Control team to Lanzarote.

But with the teams in position it was rival charter airlines that unwittingly gave JMC the most assistance.

Ian Smith director of aviation operations said: "We were monitoring the situation on the ground and knew that airports were flying into would be offering minimal services."

"With other airlines pulling out during the disruption period we realised it would give us a clear run."

"We decided to stick to our schedule and it paid off."

Managing Director Mohamed El-Borai added: "It was a magnificent team effort. Everybody pitched in. Cabin crews cleaned the aircraft to ensure we kept to our schedule. It worked so well that some aircraft were departing ahead of schedule."

Check this! Bosses go back to basics



JMC Airlines' have found a surefire way of improving punctuality - put the top bosses on check-out and gateway duty.

The strategy has paid dividends to such an extent that punctuality improved by 27 per cent.

Latest figures show 84 per cent of all flights out of Manchester in December were on time placing the airline top of the Airport's charter league. Average delays of seven min-

utes were four minutes ahead of Air 2000 and eight minutes ahead of Airtrans.

Since summer JMC has also been named number one airline out of both Gatwick and Newcastle for minimum delays.

The airline's managing director Dr Mohamed El-Borai (pictured) has now revealed the secret of the airline's recent successes.

He said: "As part of an ongoing programme of improvement which has seen all departments pulling

together, directors are performing check-out and gateway duty to meet with staff and customers, and handling agents both in the UK and overseas, are being taught our priorities as an airline.

"As the huge improvement in performance in the last 12 months indicates we have acted swiftly and successfully and invested heavily in our systems and procedures to address punctuality issues."

Contact us anytime for more information

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Dr Mohamed El-Borai

Mohamed El-Borai was a member of the executive team in Thomas Cook UK from September 2001 to October 2002. As Managing Director of Thomas Cook Airlines he led a period of change and business transformation at a time when external events were severely impacting the travel sector and internal events in Thomas Cook also necessitated strong and clear leadership.

He joined on what was expected to be a relatively short term one year assignment, given his stated intention to devote his energies to Reliance Aerospace Solutions, but nevertheless committed himself wholeheartedly to the task, building strong relationships within the airline and across the whole business, both in the UK and in Germany, where the head office of the other group airlines was based.

His specific accomplishments in the short but vital period he led the Airline include:

- Re-shaping and revitalising the management team
- Negotiating key wage settlements with all members of the workforce post 9/11
- Successfully removing six Airbus A320 aircraft from the UK business and moving these into a new Thomas Cook group airline in Belgium and supporting the new start up for 6 months through a wet lease operation.
- Leading and implementing the rebranding of the business from JMC livery to Thomas Cook livery, across the twenty four aircraft in the fleet
- Taking delivery of and introducing two new Airbus A330 aircraft into the fleet
- Improving punctuality and on-time performance consistently across the period, to market leading positions at both Gatwick and Manchester airports
- Delivering a significantly improved financial performance in the business
- Leading the business integration in operational and technical matters with the other group airlines
- Improving staff morale across the business

A strong leader not afraid to take difficult decisions, he showed his deep knowledge of all aspects of airline management, from technical through operational to customer service.

His decision to devote his time to Reliance Aerospace Solutions, whilst not unexpected given his comments at the time he joined Thomas Cook, was nevertheless a loss to the business.

A handwritten signature in black ink, appearing to read "Alan Stewart".

Alan Stewart
Chief Executive
Thomas Cook UK Limited 2001 – 2003

Member of the Board
Thomas Cook AG 2001 - 2003

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