



EXPORT CLASSIFICATION



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Summarize the export classifications of all slides in this presentation as instructed below:

Instructions: Box 1 and one (1) of boxes 2-5 must be completed	Classification:
1. Canadian ECL(s):	Not applicable
2. ECCN(s) (EAR):	Not applicable
3. P-ECCN(s):	Not applicable
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DOF NETWORK CUSTOMER EXPERIENCE—SEPT 11, 2019

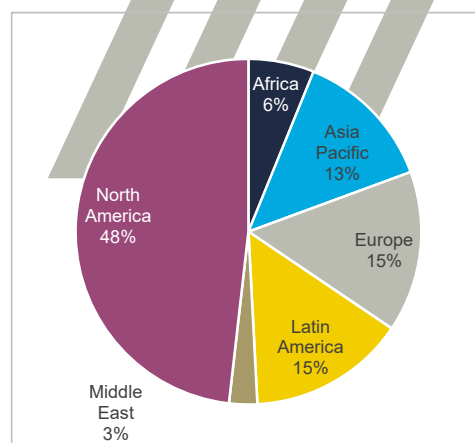
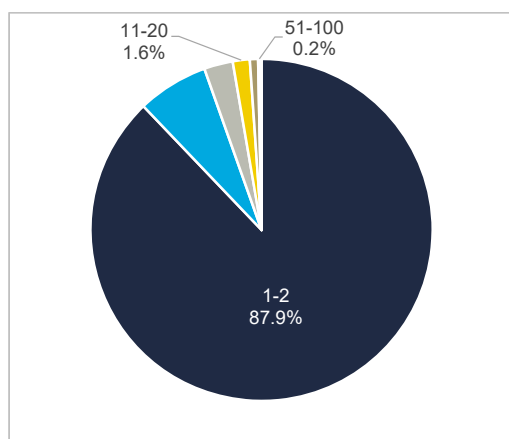
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P&WC ENGINE FLEET PROFILE

MAJORITY OF P&WC POWERED FLEET WITH OPERATORS OWNING 1-2 AIRCRAFT



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OUR BURNING PLATFORM

COMPLEXITY



CUSTOMER EXPECTATION



CAPACITY



CONSISTENCY

C⁴

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P&WC-WFP COLLABORATION

COOPERATION FOR SAFE HUMANITARIAN MISSION SUCCESS



Safety Promotion
& Training

Emergency
Readiness support

Operators Support /
Tailored Solutions





WFP / P&WC extensive collaboration in support of humanitarian effort and operators

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HUMANITARIAN AVIATION UNIQUE CHALLENGES AND NEEDS

P&WC LISTENING TO THE HUMANITARIAN COMMUNITY

Remote Locations
Operations

Harsh Environment
Conditions

Operating Cost
Predictability





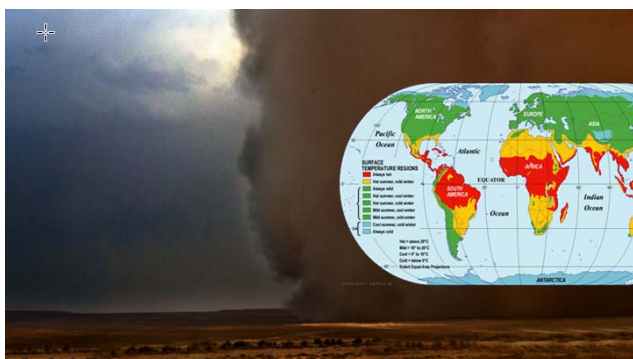
> 75% of fixed-wing aircraft operating in humanitarian mission P&WC powered

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HARSH ENVIRONMENT SUPPORT

TAILORED SUPPORT FOR OPERATOR IN DIFFICULT ENVIRONMENTS



Enhanced PW150A (Q400)
harsh environment package*

Up to 30%
extra credit over current program

Significant increase
in eligible parts

Enhanced commercial support for operators in harsh environments

*Ref: SIL PW150-05

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AFRICA SUPPORT ROADMAP



AFRICA REVIEW – PCS – JANUARY, 2018

POWERING CUSTOMERS WITH INNOVATIVE SOLUTIONS

TAILORED SOLUTIONS FOR MAXIMUM AVAILABILITY & OPERATING VALUE



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POWERING CUSTOMERS WITH INNOVATIVE SOLUTIONS

TAILORED SOLUTIONS FOR MAXIMUM AVAILABILITY & OPERATING VALUE



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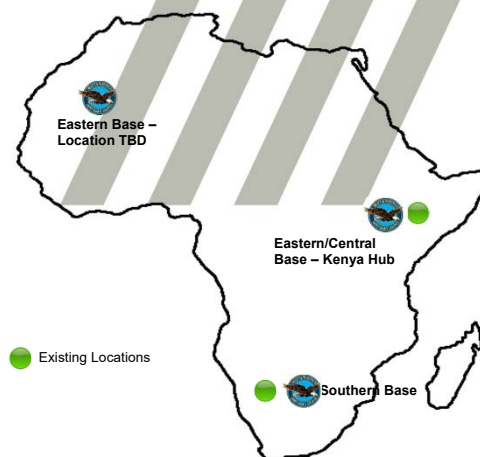
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IN-REGION ENGINE AVAILABILITY SUBSCRIPTION PROGRAM

FLEXIBLE SOLUTIONS FOR GREATER AVAILABILITY



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LONG-TERM LEASING FOR HUMANITARIAN OPERATORS

FLEXIBLE SOLUTIONS FOR GREATER AVAILABILITY



Trend to move toward OPEX vs. CAPEX
Lease a spare engine for a min 1 year
Availability to meet contractual requirements

Competitive
Monthly Rate

+

Competitive
Hourly Rate

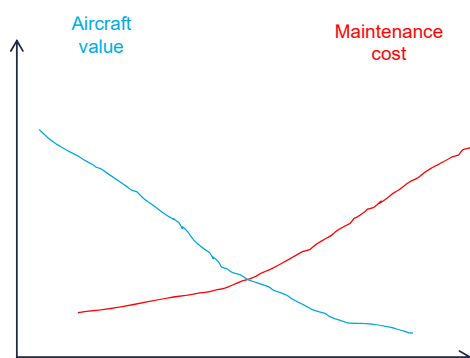
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ON-WING ENGINE LEASE

ENGINE LEASING SOLUTIONS FOR END-OF-LIFE AIRCRAFT



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P&WC ADVISORY SUPPORT

TAILORED SOLUTIONS TO OPTIMIZE OPERATIONS



Solutions uniquely designed for an operator's environment and mission profile

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P&WC ADVISORY SUPPORT

VALUE PROPOSITION

- ✓ Preventive maintenance
- ✓ Improved operational practices

Decrease
DMC

Optimized
Time On
Wing

Minimize
Additional
Costs

- ✓ Non-compliant repairs
- ✓ No fault found removals & Customer induced damage

Decrease
Indirect
Maint.
Cost

- ✓ More robust troubleshooting
- ✓ Deeper technician proficiency

Lower
URR

Reduced
Non Basic
Unscheduled
Events

Improved
Dispatch
Reliability

- ✓ Enhanced maintenance diagnosis & planning

Lower
URR

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PERSONALIZED ON-THE-JOB FAMILIARIZATION

OBJECTIVE



Increase operator
line maintenance
proficiency



Share OEM expertise
and best practices



Syllabus focused on
tasks of most frequent
event drivers

REVIEW SCOPE¹

GENERAL DESCRIPTION

REDUCTION GEARBOX

TROUBLESHOOTING

COLD SECTION

POWER ASSURANCE CHECKS

HOT SECTION

BOROSCOPE INSPECTION

OIL SYSTEM

POWER ASSURANCE CHECKS

ACCESSORIES

AND MORE...

TARGET GROUP

Technical personnel

Perform inspection,
Line maintenance
Troubleshooting
Replaceable accessories

Available 2020

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¹Scope subject to change



OUR DIGITAL STRATEGY



Customer
experience



Connected
operations



Connected
ONENetwork



Product
management

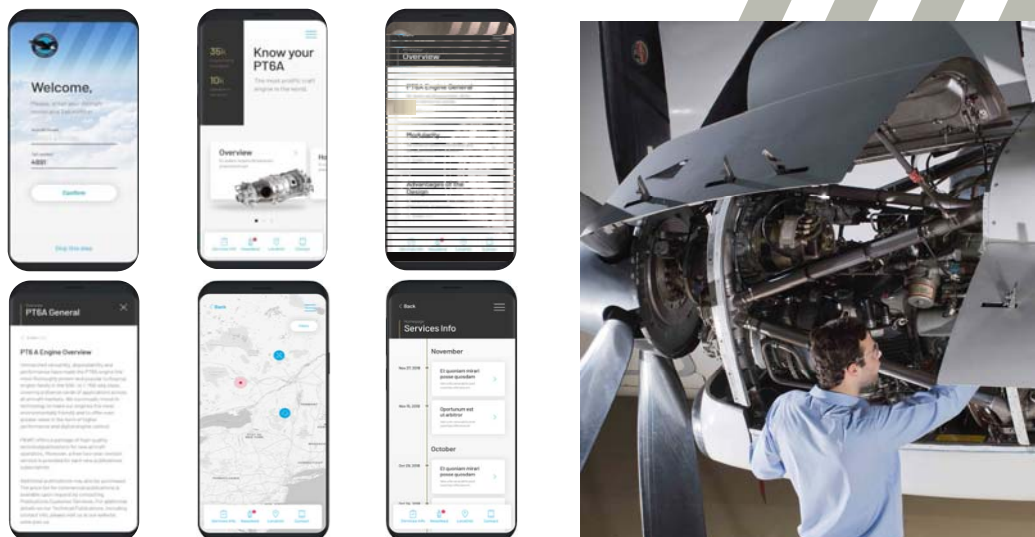


Advanced analytics
Machine learning
Artificial intelligence



Employee
experience

"KNOW MY PT6" APP



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IMPROVING CUSTOMER SERVICE THROUGH BLOG AND SOCIAL MEDIA

RIGGING VIDEOS FOR PT6 ENGINES



- Clarifies subtleties of rigging PT6 Engines
- Focuses on details that customers appreciate

Rigging PT6A engines for King Air B200:

Part 1: <https://youtu.be/zPiGof4CcRc>

Part 2: <https://youtu.be/sdC8ZQTWpWs>

Part 3: <https://youtu.be/0VKkGcOGSYo>

Rigging PT6A engines for King Air B350:

Part 1: <https://youtu.be/erfuWzXaMTA>

Part 2: <https://youtu.be/slyVbHZ2lv0>

Part 3: <https://youtu.be/Plt4pW9NUVc>

"They say a picture's worth a thousand words, in which case a video is like an entire book. These videos take what's written in our engine manuals and bring it to life. You can see the instructions being applied in practise"

Rob Winchcomb, Owner Pilot and Manager, Customer Service at Pratt & Whitney

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CREATING A CONNECTED ECOSYSTEM



Connected engines & aircraft:
FAST



Innovative health monitoring:
OilAT



Advanced analytics:
CAMP



Expert P&WC
frontline support
24/7



Keeping
you flying

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DRIVING INNOVATION FOR HUMANITARIAN AVIATION



TOGETHER, WE



GO BEYOND

WFP, operators and P&WC joining forces to enhance safety and optimize humanitarian operations

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THANK YOU



ABYSSINIAN
Flight Services & Aviation Academy

VOYAGEUR
AVIATION CORP.

FlyAwesome



ABERDAIR
AVIATION



ZEMEN
FLYING SERVICE



MEDAVIA
MEDITERRANEAN AVIATION
COMPANY LIMITED

SOLENTA
AVIATION



Eagle AIR LTD
Open gateway into the heart of Africa



> 5,5000 hours with P&WC engines last year

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GO BEYOND

A UNITED TECHNOLOGIES COMPANY