



Quality
Reliability
Experience

FAA – XPER689K
EASA – 145.4040
CAAC – F00100527



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Subject: COVID 19 Information Letter

Dear Valued Customer,

We are all seeing the resulting impacts of Coronavirus (COVID-19) around the world. While this is a rapidly evolving situation, we wanted to share some of the steps we are taking to help keep our employees, customers, business partners, and the community healthy and safe.

A-PRO has implemented our Business Continuity Plan (BCP), and we continue to monitor the situation closely. Our senior leadership meets daily to review the newest developments and to take prompt decisions in line with Government and our Shareholders guidelines and recommendations. This includes updating our BCP, when needed, while keeping the health and safety our top priority.

In order to ensure the continuity of services to our customer and support the aircraft operations through the pandemic while protecting our employees, we have implemented a plan that allows us to remain open to serve your needs with minimal interruption.

- We have reorganize our team with non –overlapping shifts to limit interaction between our employees and possible cross contamination
- Where possible employees are working remotely

Based on our current and incoming inventory levels of products and supplies, we do not anticipate significant disruptions to supply chain in the short-term. We are working with our supply chain to minimize any potential delays in the coming months to deliver consistent customer service with minimum disruption.

Our Customer Support team and AOG support remain operational.

For Customer Support inquiries, please contact our Customer Account team - CAM@aero-precision.com, 954-428-9500 and press 6.

For AOG request, please call 954-428-9500 and press 9

We understand these are unprecedented times but rest assured that A-PRO is focused on providing the high-quality service you expect in a safe manner. We will contact you with any updates as become available.

Everyone at A-PRO wishes you and your loved ones good health and strength in the days and week ahead.

Thank you,

Ian Longstreth
President

Aero Precision Repair and Overhaul Co., Inc.
A subsidiary of Dassault Falcon Jet Corp. and SAFRAN Landing Systems.