



Customer focused solutions in Aviation





Who We Are

Our Vision

Customer Service

Being a family run business, Fusion Airspares's vision is to become Fusion Airspares Ltd customer service Fusion Airspares's aim is to apply a a leading supplier of aircraft spares by code of conduct, we aim to: similar philosophy of fairness and providing professional, cost effective responsibility to its key stakeholders solutions for their customers that » Build positive customer that help make the company meet stringent industry and quality relationships on every level possible successful.

This keen sense of responsibility is especially important to building an organisation capable of meeting the needs of Fusion Airspares customers' now and into the future.

Therefore, Fusion Airspares's prides itself in being a little different in its approach to resolving its customers' needs, by embedding core values and beliefs into the way they operate.

In this way Fusion Airspares strives honest manner. to make every customer interaction a positive one, whilst making sure it's Therefore Fusion Airspares's mission approach to social responsibility is of is to develop "Customer Focused the highest standard at all times.

management practices.



Most notably this involves consulting This in conjunction with their passion so please contact us so we can makes and engaging with the very people for customer service excellence changes if needed and grow with our who will help make this difference a will ensure all work is carried out to customers. reality, the staff and close associates. the highest possible standards, in a straight forward, no-nonsense and

> Solutions" that help their customers manage their supply of aircraft spares, in a sustainable ongoing manner.

- » Embrace and drive better customer service though constant customer feedback.
- » Be passionate and determined in everything we do for the customer.
- » Try to listen and understand customer needs.
- » Deliver on promises.

These goals are embedded in our ISO 9001 standard quality objectives.

Where we do not always these goals right, we would like to hear from you

"Customer Service is not a department in Fusion Airspares, it is everyone's responsibility within the company"

FUSION AIRSPARES'S GUIDING PRINCIPLES AND OBJECTIVES

Taking into consideration Fusion » We will aim to acknowledge responsibility matters as required, » Make sure all equipment supplied approach which is summed up in the and objectives have been defined.

operational systems as they mature effectively and therefore touch on a broad spectrum of factors, including core » Execute all services in a professional, important to success.

- service through feedback

- Airspares's vision, mission and overall customer emails within 10 minutes
 - promptly and politely
- customer satisfaction objectives and responsible, accountable, honest, » Ensure all associates and suppliers » Invest in continued professional core customer service ethos that is so courteous and respectful manner at meet regulatory compliance and are development and nurturing working all times
- » Build positive and honest customer » Adopt an integrated or system continuity, environmental and social improvement is achieved

thus ensuring consistency and conforms to industry standards, and continuity of services at all times maintained to a high standard at all Quality Policy, the following principles » All telephone calls will be answered along with a responsible business times attitude to organisational governance

- framework for Fusion Airspares's work to resolve them quickly and employees, as a matter of course and requirements of the Quality to ensure knowledge, skills and Management Standard ISO9001 and experience used to greatest effect
 - competent to perform their activities relationships with industry specialists effectively and safely
- relationships through communication based approach to managing all » Identify measures that demonstrate operational activity that incorporates all supply activities are monitored, » Embrace and drive better customer quality, health & safety, business prioritised, reviewed so that continual

- » Continually enhance working They will be used as a guiding " We acknowledge problems and " Involve all stakeholders, especially practices against the principles associated regulatory requirements
 - as required to improve services



Background Fusion Airspares Ltd began from Fusion Airspares believes that staff simple beginnings supporting a few are central to achieving customer History & airline customers with Airbus and service excellence and delivering Boeing component support in one positive, customer experiences at Mission country. We now have grown rapidly each touchpoint. to support many airlines, MRO's and stockists in over 25 countries on 5. It is also realised that staff can have continents.

> company in the marketplace we have these are included in the company's been quick to establish trade networks development and encouraged to and strategic partners in key areas. contribute at all times. We have over 25 years combined aviation experience in nearly every Fusion Airspares has developed level of our industry from logistics to working relationships with a number military support.

> of the aviation industry to combine build mutually beneficial relationships working practices from other wherever possible. commercial disciplines, for instance customer service procedures from top All Associates and Suppliers level service companies worldwide have demonstrable and relevant and information technology efficiency experience in the aircraft industry, as based around cloud computing.

We believe investment in key staff will allow us to gain a competitive edge. In order to provide "Customer Focused Solutions" at all times, Fusion Airspares realises that its staff, associates and suppliers need to be of the highest calibre as it develops.

an innovative impact on day to day processes, especially in today's Although we are a relatively new fast paced digital world. Therefore

of associates and suppliers that provide the infrastructure for their In addition we have looked outside lean operations and will continue to

> well as, being certified to ISO9001 where appropriate.



PRODUCTS & SERVICES

- Sale Rotables & Consumables

- Chemicals and Raw materials

Exchange Program



We offer an exchange program where we work with good customers to create a positive relationship.

A relationship where customers are not billed immediately for late cores.

- 24/7 AOG support
- Consignment pool available
- 30 day exchanges
- No automatic billing of late cores for established customers
- Free of charge exchanges available on high turnover/ low value components

Sale Rotables er Consumables



We have a key stock holding of the major M.E.L. includes direct marketing to over 4000 established specs. components of various aircraft types. We also have aviation professionals on multiple platforms a vast trade support network where we leverage the including social media. Our proactive approach low cost of spares through third party teardowns.

and rotables and guarantee traceability on 34% return annually on old, slow moving stock. components.

Competitive pricing and on time delivery.

Marketing of Surplus Inventory



Low overheads, lean business systems and Airline and MRO surplus stock or slow moving. We can provide paints, greases, oils and adhesives

Chemicals & Raw Materials

with a previous stock life of at least 10 years, our customers are seeing at least a 34% return annually

on old, slow moving stock.

We are customer focused on sales of consumables least 10 years, our customers are seeing at least a Themajority of customers deal direct with workshops on repairs and services, however Fusion Airspares Ltd can source embodiment loan spares from stock, Our marketing of surplus material includes direct surplus sources and breakdown of existing stock. All marketing to over 4000 established aviation parts sourced will be pre-approved by the workshop professionals on multiple platforms including social through their quality procedure and PMA parts will media. Our proactive approach combined with our only be supplied on your request. Why pay OEM list trade network means that on legacy equipment price +20% markup?





Loyalty Rewards Program

We believe in giving back to loyal customers, by offering a FREE loyalty reward program.

For every dollar you spend with us we give you one point towards loyalty gifts such as gift cards,

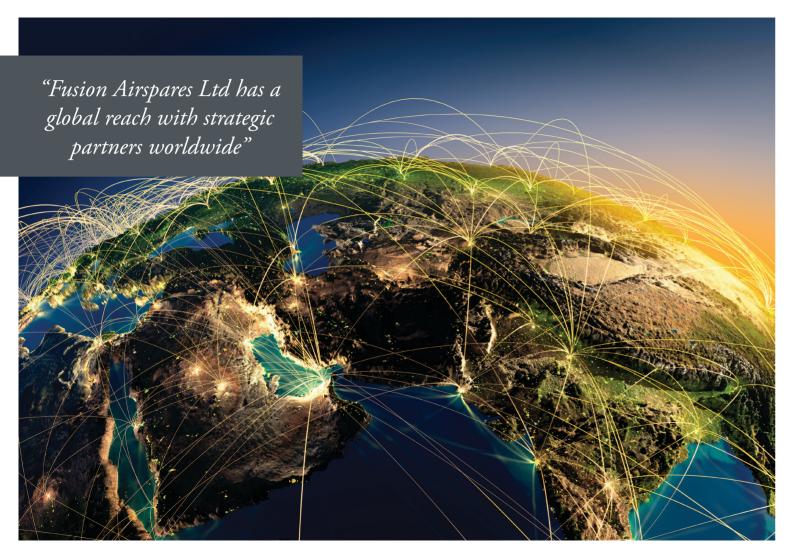
experience days and multimedia tablets.

Please ask your customer services representative for details and sign up for FREE.

Terms and conditions apply.





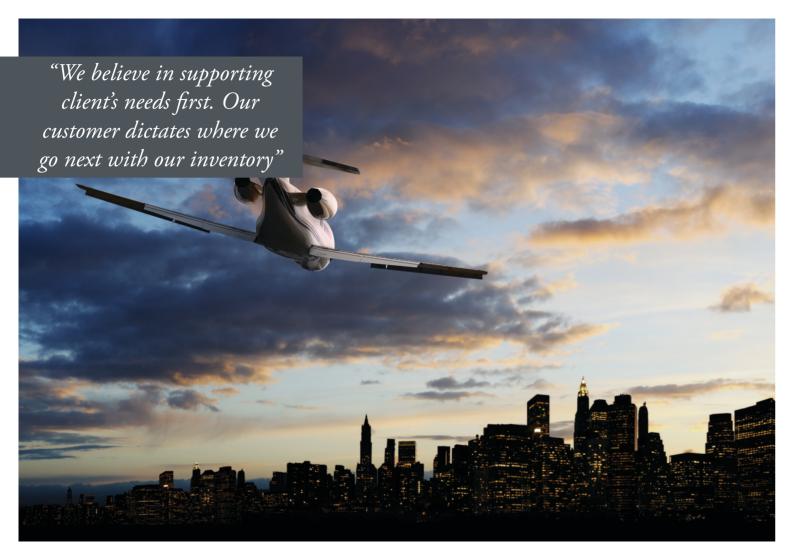


Global Network

Fusion Airspares Ltd has grown to include worldwide partners and agents on 5 continents making customer contact easier for clients in their native country. In addition by supporting joint ventures, it allows our brand to develop with the technical expertise of our partners, taking into consideration local practices within aviation.

Whilst our central office handles enquiries and support from UK and Europe, we also have partners representing Fusion Airspares in South America, India, Asia (north and south) and Africa.





Aircraft Supported

Currently we support Boeing and Airbus aircraft as a primary focus; however we also support a range of legacy aircraft, specific to our customer's fleet types. Future aircraft support begins with service to the customer and we only bring onboard new aircraft types of we feel we can support them.

Boeing B727, B737, B747, B757, B767 Airbus A300, A310, A318 to A321 ATR 42/72 Fokker F27/F28 (F50 &F100)

We are not limited to the above aircraft types, and look forward to hearing from you regarding further aircraft inventory you need supported.

Quality

Fusion Airspares Ltd focuses on customer satisfaction in line with the ISO9001:2008 standard.

We aim to provide a competitive service through flexibility in the marketplace, driven by customer need, and create a passion for customer service in every level of our organisation.

All rotables will have FAA8130-3 or EASA F1 and or release from recognised and highly regarded workshops worldwide.

Guaranteed full traceability.



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