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## **AgustaWestland's Logistic Centre Doubles In Size To Serve Its Growing Customer Base**

The AgustaWestland customer support Logistic Centre at Lonate Pozzolo, Italy, is being expanded with the current 10,000 m<sup>2</sup> (107,000 ft<sup>2</sup>) facility being doubled in size. The new expanded facility will be operational by the end of this summer and is part of AgustaWestland's ongoing commitment to continuously improve the services it provides to its growing number of customers.

First opened in July 2007 and fully operational since early 2008, the Logistic Centre is the heart of AgustaWestland's spares supply chain system, coordinating material flow from provisioning right away through to delivery to the customer. The centre currently employs 250 staff dedicated to delivering the best spares support service to AgustaWestland customers around the world 24/7. The number of staff will grow further as the expansion plans are accomplished later this year.

Bruno Spagnolini, Managing Director - Operations, AgustaWestland said "The expansion of the Logistics Centre is just one example of AgustaWestland's continuing commitment to deliver the best possible spares support service to its customers. We are committed to delivering ever improving levels of support to our customers many of which are performing life saving missions every day with our helicopters and rely on us to deliver spares when needed."

Strategically located in the Avioport Logistic Park, near Milan Malpensa International Airport, the facility is also close to other AgustaWestland facilities located in Cascina Costa, Vergiate and Sesto Calende. The bringing together of office and warehouse facilities previously located at Somma Lombardo into one purpose built dedicated customer support facility at Lonate Pozzolo, is bringing increased efficiencies to all supply chain related functions, from purchasing right through to the shipping of parts to customers. As a result of this, customers are benefiting from reduced delivery times.

AgustaWestland customer support mission is to provide a worldwide 360° customer service, ranging from purchasing to shipping, managing spares, repairs and overhauled parts on a 24 hours a day 7 days a week basis. This service is backed by a dedicated 24 hour a day Fleet Operator Centre with a team available to deal with AOG (aircraft on ground) and any other urgent customer requirements. The Logistic Centre supplies spares directly to customers and distributes spares to AgustaWestland Supply Centres such as those in Philadelphia, USA, AgustaWestland Do Brasil in San Paulo, AgustaWestland Malaysia in Kuala Lumpur and Liege, Belgium, as well as the growing number of AgustaWestland Authorised Service Centres located around the world and effectively networked for onward shipping to customers.

AgustaWestland's customer support capabilities include a comprehensive and broad range of products and services offered for the support of the worldwide fleets, including 'in-house' technical assistance, HUMS support, maintenance services, logistics, spares, repair and overhaul, power-by-the-hours type programmes and customised solutions.

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