

Commercial Offer of N-Flight Planning



ROM

Oct 10, 2025

NAVBLUE

AN AIRBUS COMPANY

Disclaimer: The content of this document is for information purposes only and shall not create any binding obligations for NAVBLUE.

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Scope

Scope of Offer:

N-Flight Planning is a browser-based flight planning system designed to swiftly compute highly optimized flight trajectories factoring payload, aircraft performance, current weather and air-traffic constraints with the ability to optimize for minimum-flight-time, fuel-burn or total cost. N-FP is a fully scalable and highly configurable system that can be fine-tuned to meet any airline's specific flight planning requirements. [Articulate the product(s), service(s) offered and/or the bundles or kits. Refresh the TOC to check if the titles are listed. If not, set titles to Heading 1, then refresh again.]

This ROM is a preliminary and non-binding estimated pricing only. NAVBLUE shall only be legally committed if a binding agreement is duly signed by both parties.

This ROM creates neither any obligation nor commitment for NAVBLUE to enter into any future binding agreement.

- Herein pricing information is provided at 2025 economic conditions.
- Actual pricing will be provided once a complete analysis of your requirements is made and a formal request has been received from you.

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N-Flight Planning

— Product Description

N-Flight Planning Overview

N-Flight Planning (N-FP) is a configurable and fully scalable system that can be fine-tuned to compute highly optimized flight plans to meet specific operational requirements. N-FP is a multi-tiered application that is browser-based with flexible deployment options. The flight trajectory optimization is designed to reduce operating costs, increase efficiency and productivity. Utilizing advanced route construction tools, N-FP provides the best mix of airway routes, free flight routes, and direct routes.

N-FP is designed to transition the dispatcher away from manual, error-prone tasks towards focusing on value-added engagement through the principle of manage-by-exception.

This dynamic manage-by-exception environment is achieved through:

- ❖ **Flexible Integration** with other NAVBLUE and third-party OCC systems,
- ❖ **Configurability** with built-in rules engine and configurable alerting,
- ❖ **Optimization** by flight, tail, route, payload, fuel, time, providing the most optimum route, factoring NOTAM's and AIP's with our innovative MTTA - Minimum Time Track Airway.
- ❖ **Automation** set by time or operational event.

What is our added value?

Improve Flight Plan Accuracy: Better view of impending operational and weather problems, proactive alerts, graphical user interface, continuously updated NOTAMs.

Reduce Fuel Costs: Multi-dimensional, cost-optimizing models producing most cost efficiency. Savings in fuel and time-related expenses. Ability to suggest or automatically tanker fuel based on airline preferences.

Improve Dispatcher Efficiency: Productivity and efficiency. Flight plans comply with global restrictions and rules. Sophisticated algorithms evaluate rules and restrictions to produce optimal and compliant plans.

Create Tangible IT Cost Savings: Web-based application.

Scalability: The application will grow with the operation. N-FP will scale to meet the operation's needs.

Innovation: N-FP is a community driven model committed to three (3) to four (4) major releases per year with enhancements and new features available to the entire community.

Support & Training: NAVBLUE Academy is our online training library available for the entire product catalog. The customer support team is composed of aviation professionals available 24 hours a day, 7 days a week with expertise and backgrounds in Air Traffic Control and dispatch in various areas of aviation.

Single Flight Plan Screen

N-FP is designed to provide an optimal flight planning experience for users. The Plan screen allows the user to see all inputs required for the flight plan at once without having to open multiple tabs or hop between screens to accomplish a task.

NAVBLUE [NAV/kdwyer as CZE/(NAV)kdwy]

Flight Key: ALC CZE Flight 0123 Origin CYYZ STD 112000 Loaded Revision: (N/A)

Flight Info

Waypoint: CYYZ
Flight Lvl: 10000
Dest: KMIA
Aircraft: N320NB
ETD: 112000
STA/ETA: 112233
ATC ALC: CZE
Trip #:

Route

CDR-YTZMIAPI1100%
PREF-1: 100%
CDR-YTZMIAPI1100%
CDR-YTZMIAPI1100%
CDR-YTZMIAPI1100%
CDR-YTZMIAPI1100%

Profile: C1010
Apply Rules: Warn
Optimize: Time
MFL:

Alternates

T/O: 112000
Alt: 10000
1st: KFL
2nd: KFL
3rd: KFL
4th: KFL
MLF: 10000
Enrte:

Reclear

Destination: KMIA
Island Hold: ☐
Alternate: ☐
Waypoint: ☐
MLW: ☐
Alt MLW: ☐
MFL: ☐
Contgcy: ☐

Weights

Adult/Child: 120
Cargo: ☐
Payload: 20106
OEW: 89000
Spares: ☐
BOW: 89000
EZFV: 109106
ETOW: ☐
MTOW: 206000
MZFW: 137900
MLW: 163000

Fuel

Orig Taxi: 200
Dest Taxi: 200
Additional: ☐
Tankage: TABLE
Ballast: ☐
Hold: 30 @ 250 D
2nd Hold: ☐
MLF/MLT: 500
Reserve: 0
ETP Bias: ☐
Circuit: ☐

Crew

Signatory: KAILEY DWYER

Rank Id	Name
PIC 1465	RYAN SALYERS RS
FO 1345	KAILEY CAMPBELL
FA 12506	LUCY SMITH
FA 10258	MARY PARKER

ETOPS

120 minutes To ETP

ETP

Pair 1	Pair 2	Pair 3	Pair 4	Pair 5	Pair 6
Out	Out	Out	Out	Out	Out
In	In	In	In	In	In
Plcy A	Plcy A	Plcy A	Plcy A	Plcy A	Plcy A

Weather and NOTAM Report

ALL Orig Dest Act FIRs Comp. NOTAMS Alternates Others

ALL 1st Alt

METAR KFL 112053Z 01080KT 5SM R10L/4500VP6000FT -RA BR FEU018
BKN028 BKN040 20/20 A3016 RPK A02 RAB11 SLP211 P0024 60028
102000200 55008
TAF KFL 112052Z 1121/1224 03009KT P6SM VCSH BKN030 BKN050 BKN250
TEMPO 1123/1202 5SM RA BR FM120200 04006KT P6SM VCSH FEU025
BKN050 FM121000 07011KT P6SM VCSH FEU025 BKN050
TAF KFL 111731Z 1118/1224 04009KT P6SM VCSH BKN030 BKN050 BKN250
TEMPO 1123/1202 5SM RA BR FM120200 04006KT P6SM VCSH FEU025
BKN050 PROB30 1203/1207 2SM RA BR SCT020 OVC050 FM121000 07011KT
P6SM VCSH FEU025 BKN050
KZNY KZNY SIGMET LIMA 2 VALID 111836/111950 KKC1-
NEW YORK OCEANIC FIR MIAMI OCEANIC FIR CNL SIGMET LIMA 1
111550/111950.
WKEE N57 112055
CONVECTIVE SIGMET 24E
VALID UNTIL 2255Z
FL AND CSTL WTR
FROM 2055W MIA-30SE MIA-110SE MIA-30SE EYV-2055W MIA
AREA TS MOV FROM 35015KT. TOPS TO FL410.
OUTLOOK VALID 112255-120255
FROM 06SE PBI-130SE MIA-40S EYV-6055W MIA-30SE PBI-60SE PBI
WST ISSUANCES POSS. REFER TO MOST RECENT ACUS01 KINGS FROM STORM

Clear Snapshot Template Compute RWA Revisions

Data Feeds

Services & Feeds

- Global text weather (METAR, TAF, SIGMET, AIRMET) data
- NOTAM Data
- Preferred Routes (CDRs)
- GRIB2 0.5° Wind data (high level winds)
- Worldwide navigation database and updates on AIRAC cycle

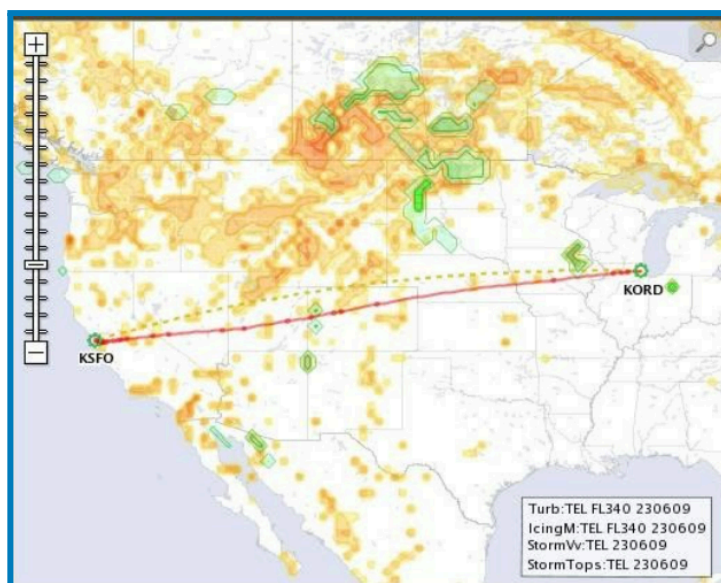
- Graphical Weather maps

Integrations

N-FP is integrated with many of the NAVBLUE solutions including:

- *N-Ops & Crew* for crew scheduling and operational planning
- *N-Tracking* for flight following and monitoring
- *N-RAIM & N-Prediction ADS-B* for outage checks pre-departure
- *Mission+ FLIGHT* to electronically transmit the flight plan to the crew
- Third-party integrations can also be accommodated such as ACARS and MRO systems for a seamless workflow for the user.

Flight Hazard Forecasting and Avoidance



N-FP offers forecasting for turbulence, icing and thunderstorms. When optimizing a route, these hazards can be avoided to provide a safe and efficient flight. Thresholds can be customized based on your fleet type so they are not overly restrictive and a graphical view of the hazards can be displayed on the map.

Automation

N-FP offers automation based on time or event driven triggers. Automation helps the user focus on more complex tasks while the system takes care of the rest. The configurable tasks include but not limited to:

- Compute Flight Plan and Save
- Send ACARS
- Send ATC
- Send Flight Papers
- Verify Compute

The **Scheduled** automation can be triggered based on the time before/after the ETD.

Flight Key
ALC: **CZE** Flight: **0123** Origin: **EGLL** STD: **131900** ETD: **131900**

Automation Mode
Mode: **Manual** Profile: Long range

Automation Events

Trigger	Action	Mandatory	Status	Actual Time
ETD - 48:00	Compute and Save	Yes		
ETD - 12:01	Verify Compute	Yes		
ETD - 4:00	Verify Compute	Yes		

Event Triggered Automations

Trigger	Action	Conditions
Aircraft Changed	Compute and Save	ATC has been sent, Flight Package has been sent
Captain Changed	Compute and Save	ATC has been sent, Flight Package has been sent
ETD Changed	Compute and Save	ATC has been sent, Flight Package has been sent, ETD ch...
ZFW Changed	Compute and Save	ATC has been sent, Flight Package has been sent, ZFW ch...

Event-Triggered automation occurs when a specific event happens so the user does not have to respond right away; the system will handle it. Events that can cause an automation trigger include:

- Aircraft change
- Captain change
- ETD change
- ZFW change
- Weather degradation

Setting the event, condition and action for a task helps to complete these actions quickly while the user may be focused on a more complex task.

Permit Module

Manage your overflight and landing permits in one location using N-FP's permit module. Set the permit details such as validity window, route, flight or trip number and the system will generate warnings if the permit is invalid for a specific flight. A Missing Permit report can also be run to look ahead in the schedule to see where a permit may not be on file so the user can proactively make arrangements.

NOTAM Features

Company NOTAMS

N-FP includes Company NOTAMS, a feature that allows the user to maintain company-specific NOTAMS to appear on the flight briefing, dispatcher notes or on the flight plan. This promotes both OCC and Flight Crew are on the same page and reminded of the nuances between airports, aircraft or routes.

Prioritization

Users can prioritize NOTAMS by Q-Code and also flag NOTAMS that are considered a priority or recently added. Our 24/7 NOTAM team monitors all new or updated NOTAMS and flags those that may require additional information or handling such as closed airports, required equipment for an approach or closed runways. **Enabling these features will highlight the most important NOTAMS so as not to be missed during the briefing.**

```
*RECENT*EDDF A0239/22 17JAN2200-22JAN0345
*RULE* DLY 2200-0345
      RNY 07L/25R CLSD.

*RECENT*EDDF A0240/22 17JAN2200-22JAN0400
*RULE* DLY 2200-0400
      RNY 07C/25C CLSD.

*RECENT*EDDF A0241/22 17JAN2200-22JAN0400
*RULE* DLY 2200-0400
      RNY 18 CLSD.
```

NOTAM Filtering

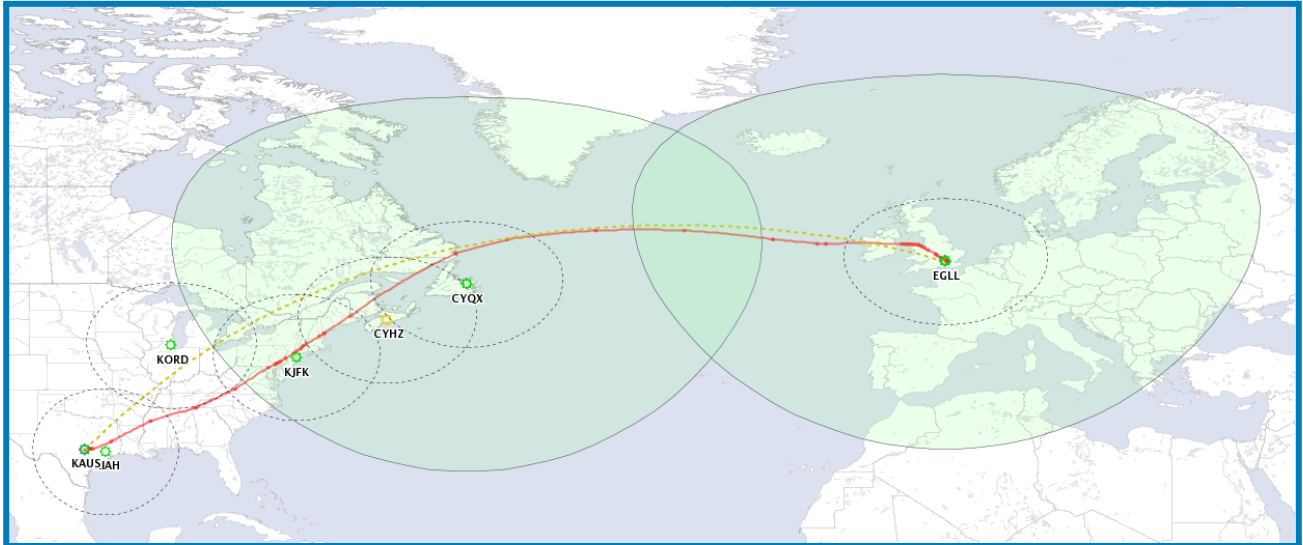
The NOTAM Filtration capabilities of N-FP allow you to create and manage your own NOTAM filters to control which NOTAMS appear in flight packages. Users can also select a radius around the route to filter out any NOTAMS that fall outside that range. **Enabling these features allow the user to only capture the pertinent NOTAMS, especially FIR NOTAMS, to be published on the flight briefing.**

NOTAM Tunneling

N-FP provides the ability to filter the NOTAM based on a user-defined tunnel along the planned route and the radius around the used airports. This can help the dispatcher and pilot focus only on the mission-critical NOTAMS.

ETOPS / ETP

N-FP is ready to calculate your overwater flights with the functionality included for ETOPS, ETP and EDTO Beyond. Select which aircraft or fleet type is ETOPS compatible and the system will check for ETOPS compliance to be maintained for that route and aircraft. N-FP has the ability to auto select approved ETOPS and ETP airports. Scenarios can be printed on the flight plan to show depressurization, one engine out or emergency situations so the fuel usage is clearly visible.



MEL / CDL Features

N-FP can integrate with your MRO system for seamless communication between maintenance and dispatch. Penalties can automatically be added and applied based on the MEL/CDL which can reduce human errors.

MELs and CDLs

M21-52-01B 2022-01-18 23:37:17
LIMIT TO 31500

MAX FLIGHT LEVEL IS RESTRICTED TO FL315

Minima

This functionality allows N-FP to auto select approaches to airports based on weather, company approved airports, aircraft and crew settings. Which can all be configured to meet the user's specific requirements.

Published Approach Minima										
AIRAC Cycle		Airport		EGLC		LCY		LONDON CITY		Regulatory Standard
										TERPS
Runway	Approach	Suffix	Transition Id	Categories	Minima Type	RNP Value	Ceiling	Visibility	MAP	Gradient
09	I			A	CAT1		471	2012	3.0	
09	I			B	CAT1		471	2100	3.0	
09	I			C	CAT1		471	2213	3.0	
09	L			AB	LOC+DME		541	1208	3.0	
09	L			C	LOC+DME		541	2300	3.0	
27	I			A	CAT1		550	2300	4.0	
27	I			B	CAT1		550	2415	4.0	
27	I			C	CAT1		550	2616	4.0	
27	L			AB	LOC+DME		550	1208	4.0	
27	L			C	LOC+DME		550	2616	4.0	

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Fees

1 N-Flight Planning

Description of Services	Price \$ USD	Type of Price	Payment Schedule
N-Flight Planning set up Fee for deployment per Article 5.1 of the SOW	8.936	Firm Fixed Fee	100% invoiced upon Effective Date below.
N-Flight Planning Minimum Fee <u>up to 5 Aircraft</u> Initial quantity: 3 Aircraft	96,786	Recurring Monthly Fee	Initial invoice prorated from Delivery date to December 31 of the first year. Thereafter, 100% invoiced each calendar year, one month in advance.
N-Flight Planning Each additional Aircraft over 5	15,545	Recurring Monthly Fee	100% invoiced in next applicable billing cycle.

The fees mentioned in this commercial offer are:

- Expressed in United States Dollars (USD).
- Exclusive of any taxes or duties.
- Escalation shall apply each calendar year at the rate per NAVBLUE's General Terms and Conditions of Supply (GTCS) or the signed Order Form.
- Payment terms are net 30 days by wire transfer.
- Exclusive of travel and living expenses for required or requested on-site visits.

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Customer Support

Customer Support

Seamless customer support is ensured by NAVBLUE on the whole product offer.

The NAVBLUE Support Portal <https://www.navblue.aero/support/> is a **single-entry point** for all NAVBLUE Products support. This private secured website provides **24/7 access** to up-to-date information and is accessible through any device.

The NAVBLUE Support Portal provides one Customer Portal per Product which includes:

- **Knowledge-based articles** with videos, manuals and FAQs on top of a powerful search engine allowing easy search before raising a ticket
- Intuitive, efficient and transparent **ticketing system**
- **Online Forums** to relay customer voice and improve communication and collaboration
- **Live Chat** with support agents for live problem solving

Our dedicated Support team is based in different locations worldwide to provide **continuous support** to more than 500 NAVBLUE Customers today.

Service Requests

Support requests shall be documented and submitted by the Customer through the NAVBLUE Customer Support Portal for the product/service named above, at:

<https://www.navblue.aero/support/>

If a new user, Customer may request a Support Portal User Account at:

<https://www.navblue.aero/new-user-request-form-for-customer-support-portal/>

Should the Customer experience any problems connecting to the NAVBLUE Customer Support Portal, support is available by phone +1-613-704-0358, +33 567 34 2929 or +44 1483 694517.

A brief video (9 minute) is available as an introduction to navigating and support ticketing in the NAVBLUE Customer Support Portal. It can be viewed via:

<https://navblueacademy.support.navblue.aero/support/solutions/articles/35000137701-introduction-to-navblue-support-portal>

Each product/service has a dedicated portal from where the Customer can:

1. Perform a free text search of a product/service knowledge base.
2. Raise a new support ticket.
3. Check on the status of existing tickets.
4. View the knowledge base and navigate through categories of articles based upon the product/service.
5. Participate in community forums (where applicable for that product/service).

Support Ticket Types

There are three types of tickets (Information, Issue and Request) and the Customer must assign a type to a ticket before it can be submitted.

The meanings for each type are defined in the table below.

Information	The ticket is related to a request for information on how to use the Service.
Issue	The Service is inoperative, or the Customer is experiencing difficulty and requires support.
Request	The Customer would like to request a change to the way the Service operates or the way it has been installed. This categorization can also be used for training requests, feature enhancements as well as configuration or ad-hoc requests.

Ticket Criticality

There are four levels of criticality (Urgent, High, Medium and Low) and if the Customer does not assign a criticality, then the default setting is defined as "Low".

The meanings for each level are defined in the table below.

Urgent (Critical)	A ticket is assigned a criticality of Urgent if the customer cannot perform core functions within the services described in our agreement and where there is no viable workaround.
High	A ticket is assigned a criticality of High if the operation of the core functionality is impaired or there is partial loss of functionality or other degradation of service which adversely affect your normal business operations, but for which there is a viable workaround and core functions can still be performed.
Medium	A ticket is assigned a criticality of Medium if there is a problem in the operation or use of the Services described in our agreement with you that does not have an immediate adverse impact on your business operations but does need attention or it will likely become more severe.
Low	A ticket is assigned a criticality of Low if a problem has been identified and could affect the Services or the operation of the Services described in this Schedule. The issue has no time dependencies and has no impact on the ability of the customer to perform core functions.

The Criticality levels above apply to both issues and requests.

The Supplier reserves the right to change the criticality level of a ticket if it does not meet the definitions as described and shall inform the Customer when any such change is made.

SLA Metrics and Reporting

All support SLA's will be tracked within the NAVBLUE Support Portal and any non-compliances shall automatically be escalated first to the local support manager and subsequently to the head of support, if not resolved.

Root Cause Analysis (RCA)

Where a non-conformity is qualified as Urgent, the Customer may request the RCA details and the Supplier shall not refuse a request to provide a RCA without reasonable cause.

Validity, Confidentiality, and GTCS

VALIDITY

This commercial offer is valid for thirty (30) calendar days from the date of this proposal.

Should this offer not be accepted prior to the expiration of this validity period, this commercial offer shall be considered null and void. As such, NAVBLUE reserves the right to modify pricing and / or terms and conditions on any future commercial offer provided for the same products/services described herein.

SUPERSEDES PREVIOUS OFFERS

With respect to the subject matter herein, this commercial offer replaces and supersedes any previous oral or written commercial offer(s) between our organizations, which are now considered null and void.

CONFIDENTIALITY

This commercial offer contains NAVBLUE confidential and proprietary information which must be held in strict confidence. It is provided for the exclusive use of your organization and for the sole purpose of evaluating the product/services described herein by personnel who have a need to know. It may not be used for any other purpose, nor be reproduced in whole or in part, nor retransferred to any third party without NAVBLUE's prior written consent.

NAVBLUE GENERAL TERMS & CONDITIONS OF SUPPLY (GTCS)

NAVBLUE has developed general terms and conditions of supply ("GTCS") which have been drafted in accordance with NAVBLUE and Airbus policies and applicable industry standards. The GTCS are adapted for the type of products/services proposed herein and are taken by NAVBLUE as a basis for establishing its commercial pricing.

The supply of the products/services, as described in this commercial proposal, shall be governed by NAVBLUE's GTCS. NAVBLUE shall only be legally committed if a written agreement is duly signed by the authorized representative of each party, which is composed of the following documents:

- Order Form
- Statement(s) of Work (SOW)
- GTCS.

A copy of NAVBLUE's General Terms and Conditions of Supply is published here:

<https://www.navblue.aero/navblue-general-terms-conditions-of-supply/>

Appendix N: NAVBLUE

NAVBLUE: A Trusted Partner for Sustainable Growth

NAVBLUE is an aviation services company, wholly-owned by Airbus, dedicated to Flight Operations and Air Traffic Management products and services. Through digital and collaborative innovation, our passionate and customer-focused team develops solutions to enhance the safety and efficiency of air transport. We value our long-term relationship with our customers in our mission to support the sustainable growth of the industry together. NAVBLUE puts customer needs at heart in our design, development, delivery and deployment of our products and services.

Our DNA: Lean & Agile Software Development

NAVBLUE continues to draw inspiration from Airbus' pioneering spirit and its rich heritage of innovation and disruptive technology. Equally, NAVBLUE leverages agile software development and the SAFe methodology, and exploits rapid changes in technology such as cloud computing, big data and predictive analytics to continuously create value for customers.



Our Unique Expertise

NAVBLUE offers the highest level of expertise in digital flight deck operations, Operations Control Center (OCC) systems, Performance Based Navigation (PBN) and Air Traffic Management (ATM). The NAVBLUE staff is composed of highly experienced pilots, dispatchers, crew schedulers, OCC managers, flight operations analysts, performance engineers, air traffic controllers, project managers and IT/software specialists. Our close relationship with the worldwide benchmark aircraft manufacturer Airbus ensures a full mastery of aircraft know-how and operational expertise. This unique expertise combined with agile software development enables us to develop the most optimized solutions for our customers at a fast pace.



Our Philosophy: Partnerships & Collaboration

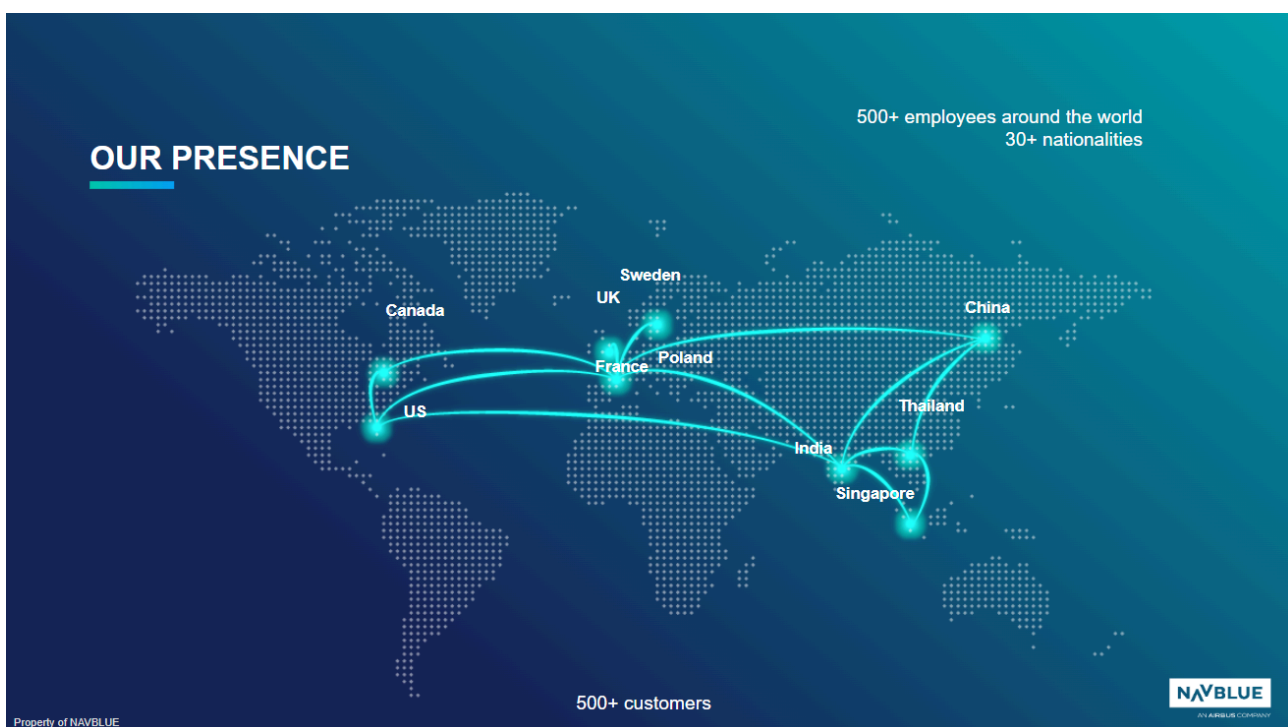
The NAVBLUE philosophy is set around the concepts of teamwork, partnership, service and quality, in both the coordination of our efforts within our team and in our interactions with our customers.

Our solution eco-system strives to provide better decision-making assistance by enabling easier collaboration and shared situational awareness among different end users in the operations context, thus creating resilience in the operations via seamless contextual collaboration. We also work closely with our customers in different stages of the solution definition, design, delivery and deployment.

Our best estimates and recommendations are delivered through recognition of the customer's unique situation; ensuring we understand our customer's needs so that we can deliver satisfaction in the short term and continuous value creation in the long term.

NAVBLUE: Truly International

NAVBLUE operates globally to be close to our customers. NAVBLUE is based in Hersham (UK), Toulouse (France), Stockholm (Sweden), Bangkok (Thailand) and Waterloo (Ontario, Canada). The commercial and services teams are based in the U.S., Canada, Colombia, France, UK, Singapore, India and China. We are also proud of our diversity with over 30 nationalities represented so far within NAVBLUE and Airbus having more than 30 nationalities in its core employee base.



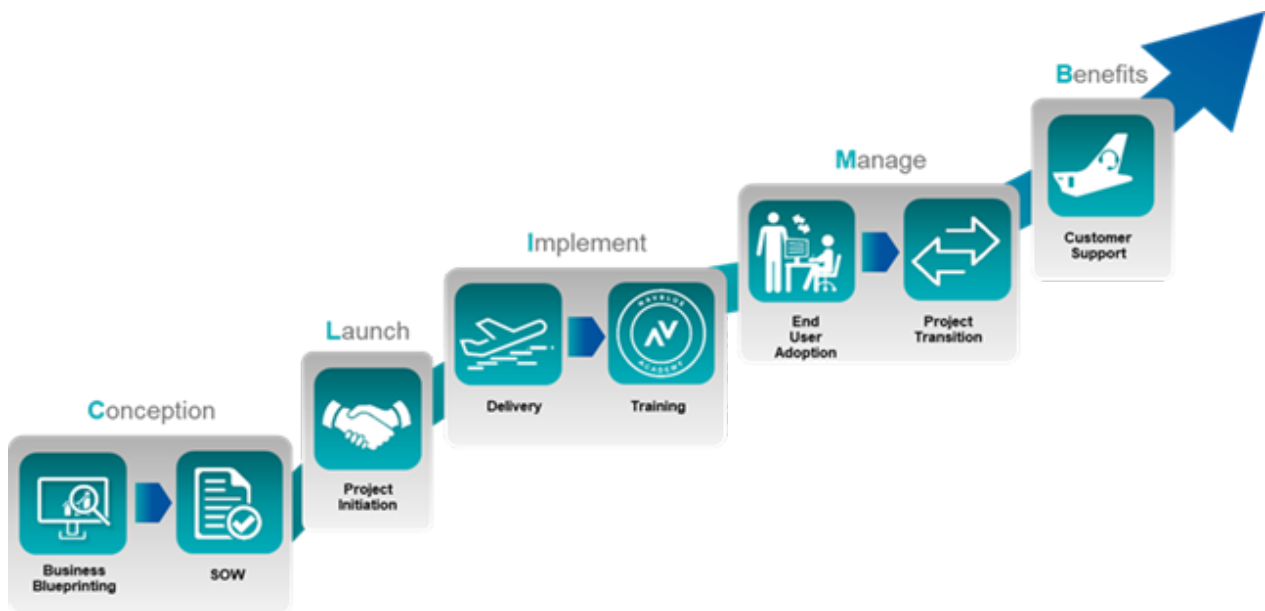
Appendix D: Delivery

Climb Methodology

NAVBLUE has its own Project Management methodology known as 'CLIMB' which is used for N-Flight Planning, N-Ops & Crew, and Mission+. This is aligned with PMI standards and it is fully compatible with an agile implementation process.

The CLIMB Project Management methodology is developed in five (5) phases:

1. Conception
2. Launch
3. Implement
4. Manage
5. Benefits



Following the CLIMB Project Management methodology for product implementations and deployments ensures that business needs ('Business Blueprinting') are clearly identified and defined early in the project lifecycle, during the Conception Phase. Tasks and milestones are included in each phase of CLIMB to provide a structured roadmap and timeline throughout the entire project implementation. This continues through to successful entry into service (EIS), with a hand-over to NAVBLUE's Customer Experience team (during the Benefits Phase). CLIMB also includes continuous risk assessment and mitigation.

Conception Phase

Before the project properly starts out, NAVBLUE works closely with the customer to gather data and understand customer business processes, operational needs, and expectations. The aim is to provide a system solution to closely match these needs. NAVBLUE also provides

recommendations to the customer to improve or modify business processes and operational procedures to better use the NAVBLUE system(s). NAVBLUE's main focus during this phase is to work closely with the customer to clearly define the business vision and benefits expected by the customer, to detail the business processes, gather all of the integration requirements, define the technical architecture, identify training needs, and identify any third-party dependencies.

The Statement of Work (SOW), which is part of the legal agreement, details and defines the agreed scope, the contract period, the Service Level Agreement (SLA), any customization deliverables, and more. The Supplier and Customer contact details are also included in the SOW. After completion of the Conception Phase, a contractual agreement is signed, and the project deployment commences with a dedicated 'Kick Off' meeting.

Launch Phase

The Launch Phase includes definition, identification and documentation of roles and responsibilities for both parties. The required resources attached to the project are identified and invited to join the project, and contact details are shared. A high-level project plan is prepared, including an initial risk assessment plan with proposed mitigation actions. Key Performance Indicators (KPIs) used to measure Project progress and success are defined and agreed upon.

During this phase, the project timeline is jointly reviewed and confirmed. In addition, project governance and the communication plan are established, addressing topics such as meetings, reporting and frequency (weekly/bi-weekly). Risks and mitigation strategies are established. Project tracking and reporting procedures are communicated to the customer.

Implement Phase

The Implement Phase involves the setup of all contracted environments related to hardware, software and services. The setup comprises unique customizations, integrations and product development, as detailed in the SOW.

This phase includes definition of training plans, establishment of various customer roles (e.g. Super Users, Administrators, etc.), establishment of access to NAVBLUE training resources (NAVBLUE Academy) and formal classroom-based training. The customer will identify dedicated personnel to conduct 'User Acceptance Testing' (UAT).

Manage Phase

The Manage phase requires a higher degree of customer involvement. The User Acceptance Testing process is the customer's opportunity to test and verify that the system is fit for purpose. Note: this does not include any Airworthiness Authorities Approval process. In preparation for UAT, customers are responsible for preparing their own test cases. NAVBLUE can provide customers with examples if needed. The customer will then conduct UAT as defined in the project plan. Upon successful conclusion of the UAT process, the customer will sign the Customer Acceptance Form.

The customer and NAVBLUE will execute all required steps as detailed in the project plan for Entry Into Service (EIS). The NAVBLUE project team will transition the project to NAVBLUE's Customer Support team via a formal transition that includes the customer.

Benefits Phase

During this phase, the NAVBLUE deployment team hands over to NAVBLUE Customer Support. NAVBLUE's goal is to ensure continuous Customer satisfaction after the implementation of the project, and with this goal in mind, NAVBLUE regularly reviews support cases, conducts health checks on a regular cadence following EIS and Cutover, and provides customers with 24/7 access to online eLearning and knowledge base access.

