

Standard Tools & Features

Regardless of the services selected from the STYRIS Line catalogue the following standard tools and features are available with all Airbus STYRIS Line contracts.

These standard features are:

- First Line – Technical hotline to Airbus services
- Waypoint – Ticketing tool
- STYRIS Line – Quarterly newsletter
- STYRIS Line – E-learning
- User Conferences – Invitation / Participation to Airbus user conferences and workshops

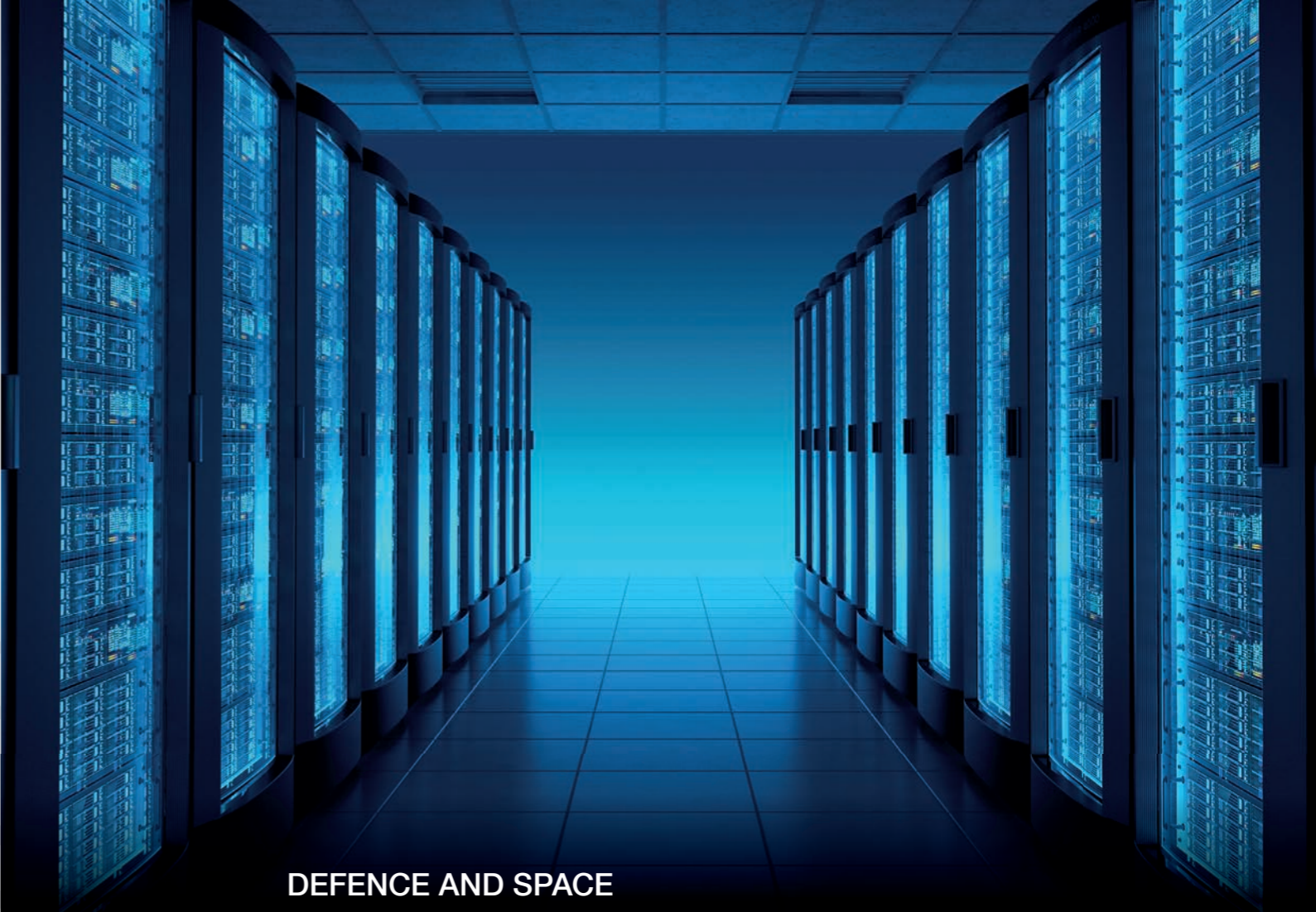
Safety and Environmental Protection

Airbus remains committed to meet the key principles of the International Association of Lighthouses Authorities (IALA) for the provision of safety and environmental protection of our VTS systems.

The Airbus services directorate remains committed to our vision of utilizing, creating and digitally transforming two-way communications and service mediums with our customers. Such transformation increases productivity, reduces number of on-site interventions, minimizes customer spare holdings and ultimately minimizes our carbon emissions and environmental footprint at your facilities.

Airbus safety and environmental policies detail our commitment and application to the core principles for health, safety and environmental management. In addition Airbus strictly adheres to the customer's local working policies and instructions when conducting site interventions.

Airbus is a proud partner of the Green Award Foundation, as an incentive provider we recognize Green Award Ports. Those ports that participate in the Green Award scheme as an incentive provider upon contracting Airbus maintenance services will be given a 12 month free of charge concession for the Turn-Key Operation service detailed above.



DEFENCE AND SPACE

Security Solutions

STYRIS Line

Lifecycle Fee
Leaflet No. 5

AIRBUS

Airbus
9 rue Louis Rameau – B.P. 70101
95873 Bezons Cedex
France

Airbus
Hanna-Kunath-Strasse 3
28199 Bremen
Germany

Airbus
La Ciotat Test Facilities
ZI Athelia 2, 220 impasse du Serpolet
13704 La Ciotat Cedex
France

STYRIS

Overview

Airbus has implemented a unique digital application to enable efficient two-way communication and services via a single portal called STYRIS Line. The application is based on feedback attained via user conferences, the Airbus forum, customer surveys, and training course critiques.

STYRIS Line enables the customer to effectively and efficiently deploy and administer their STYRIS product regardless of the organization's size or complexity to ensure the optimum system availability return during the lifecycle of your product.

STYRIS Line allows the customer to select the appropriate support program from a catalogue to meet their specific needs. Providing a single, easy to use program across all STYRIS products which combines

maintenance, product updates and technical support into a single entitlement, allowing the customer to access the latest releases of STYRIS software and receive world-class technical support 24x7.

The STYRIS Line catalogue is sub-divided into specific elements which have been designed to encompass the full spectrum of services - these elements, known as leaflets, where appropriate have been digitally transformed to utilize the latest technologies in the provision of our customer services

These leaflets are:

- No. 1** Warranty extension
- No. 2** Health Monitoring Program
- No. 3** System Maintenance Support
- No. 4** Training
- No. 5** Lifecycle Fee
- No. 6** Mid Life Upgrade
- No. 7** Turn-Key Operation

Lifecycle Fee

The Airbus Lifecycle Fee is the vehicle by which the customer benefits from periodical standard STYRIS VTS software updates. The software Lifecycle Fee covers software updates to your existing VTS software or to our next generation standard STYRIS VTS software.

The fee will entitle to:

- Service packs
- Maintenance releases
- Updates of the STYRIS VTS/MIS standard release
- Membership of the STYRIS VTS user workshop
- Access upon request to product beta versions



Software Releases

Airbus releases STYRIS VTS and STYRIS MIS standard version updates when required and commits to updating its product line such that it will be compatible with standard major operating systems in the future. Software lifecycle updates shall be provided to ensure the integrity, security, operability and reliability of your standard STYRIS software.

In addition Airbus we will add new standard (*) VTS / MIS features when the operational need dictates.



STYRIS User Conference

In 2013 Airbus introduced the concept of user conferences. The objective was to bring together users from our existing customer base to work in partnership with Airbus on the creation of our third generation products – STYRIS VTS & STYRIS MIS. On the basis of a user-centred design approach we gathered the experiences of operators to design and improve our product family. With user involvement we shaped, scoped, and refreshed system functionality together. Using design mock-ups created by our professional designers the most commonly used functions were crystalized, new concepts were verified against operational need and the superior usability of our new Human Machine Interface (HMI) was verified. The end result – STYRIS VTS & STYRIS MIS a product “Designed for the User by the User”.

STYRIS Technical User Workshop

In addition to the user conference; for those customers who have purchased STYRIS VTS and/or MIS, Airbus holds technical user workshops where we go a level further, enabling direct contribution and steering to existing and future development of our product. This ensures that our standard product continues to evolve to meet tomorrow's requirements for both a Vessel Traffic Services (VTS) system and Management Information Systems (MIS).

Access to Beta Versions

As a consequence of user participation and assistance in the STYRIS user workshops customers will have the opportunity to benefit from participating in beta testing of new software versions or applications. There is no obligation for customers to participate but as a continuation of the close cooperation between us Airbus considers this to be of mutual benefit, as the customer will be in a unique position to influence the final product.

Governance

* Standard feature – a new feature which is commonly agreed by Airbus and the user conference and/or workshops as necessary for the daily operation of a VTS or MIS. A bespoke requirement specific to an individual port is not deemed as 'standard'.

The Lifecycle Fee does not include the physical installation of software updates to the system. Software updates are designed to operate on the Airbus specified hardware and operating systems delivered. In the unlikely event that Airbus would not be in a position to deliver any activity directly linked to the Lifecycle Fee, customers would have the right to benefit from the accumulated funds in another VTS-related project with Airbus.