

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
Turn-Key Operation
Leaflet No. 7

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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

Turn-Key Operation

This leaflet number 7 is established to provide an alternative solution to the direct purchase of a STYRIS Vessel Traffic Services (VTS) system. Airbus is now in the position offer (VTS) system leasing. Capitalising on Airbus experience and knowledge in both commercial aircraft leasing and services managing we have derived a Build, Own, Operate and Maintain (BOOM) solution for leasing a standard VTS system for a minimum period of ten years from the date of system commissioning.

This leaflet is sub-divided into the following four distinct categories:

- Build
- Own
- Operate (if required)
- Maintain



Build

We supply, install, and commission all the necessary STYRIS VTS system hardware, software and sensor arrays to operate a marine Vessel Traffic Services (VTS) system at your port/facility premises within a specified Area Of Responsibility (AOR). Airbus Services manage the local facilities, infrastructure, amenities or site security within your specific port/facility premises. However, the specificities of each tender request will be considered and evaluated on a case-by-case basis during a site survey.

Own

Airbus shall own and be responsible for the STYRIS VTS system hardware, software, sensor arrays, consumables, and spares Airbus staff are required to meet maritime operational requirements for the duration of the contractual concession period. The standard concession period is ten years. Upon completion of the concession period the system shall be handed over to the end customer or an agreement shall be reached to prolong the licensed concession period with Airbus.

Operate

According to customer needs, we are providing the required number of operators and supervisors to operate the STYRIS VTS system in accordance with each customer's prescribed operational requirements. These operators hold the necessary STYRIS VTS operator, supervisor and/or administrator certification. In addition and dependent upon operational needs, the operators is also holding the applicable local VTS area knowledge and IALA VTS 103 certification.

Airbus complies with the local health and safety legislation and practices, providing build standards, policies, procedures and health and safety audit records to demonstrate our ability to operate the system in a safe and secure manner. Airbus staff are familiar with applicable international shipping and port security codes relevant to the tender.

Maintain

Depending upon your location we are deploying maintenance personnel from either Europe, our regional hub located in Abu Dhabi, Singapore, Taiwan, and China or via our approved local supplier network to guarantee adherence to the contractually predefined service level agreement. If required we are also ensuring maintenance staff to be located at the customer's port/facility premises.

