

TUI Group Operation Centre

Exceptional Services, Exceptional Skills



Contact us and visit our website for further details:
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Exceptional Services, Exceptional Skills

The TUI Group Operation Centre, known simply as the GO Centre, is an aspiring knowledge centre with over 70 years of combined experience in the commercial aviation industry, in particular in the areas of flight operation, dispatch and flight support. Although embedded in one of the largest German leisure travel airlines, the TUI Group Operation Centre nonetheless offers all the sustainable advantages of an independent service provider.

GO Centre Service Portfolio

GO Centre's modular service concept allows customers to match our services and products to their operational requirements. Our professional business solutions are centred in three core areas. These areas comprise Flight Dispatch, Operation Services, and Flight Support together with the associated subsidiary service packages:

Flight Planning Application

- EDS System Hosting; provision of the EDS flight planning application to our customers' dispatch with full back office support including system set-up, administration, maintenance und development.

Flight Dispatch

- Automated operational flight plans
- Proactive flight planning
- Proactive ETOPS/long haul flight planning
- Web-based crew briefing system supporting: Paperless cockpit
- ATC slot Management, flight plan filing, rerouting as well as co-ordination and communication of ATC slots

Navigation

- Route data maintenance; development and maintenance of an effective route database.
- Commercial and/or operational route and airport feasibility studies
- Aircraft performance monitoring
- FMS database supply for B737-800

Operation Services

- Basic flight tracking and gathering of flight relevant data
- Proactive flight watch including conflict and decision support to recover from interruptions to the flight programme

Flight Support

- Aircraft performance; Take-off and Landing performance software TOperf & LANDperf for less-paper cockpit concepts
- Cruise performance; aircraft performance monitoring
- Weight & Balance; Weight and Balance software MAB for less-paper cockpit concepts as well as customized load and trim paper sheets.



Target Group

Our customers include airlines operating within the charter, schedule, executive and low-cost market, ideally with operations of 3 to 30 aircraft. Wherever a commercial aviation opportunity appears, we provide the types of solutions needed to achieve an efficient and successful operation.

Benefits & Saving Potentials

GO Centre services and the effort we invest in the customer-facing part of our business enable us to generate enormous benefits for our customers' airlines by providing each individually with sustainable and competitive advantages for their operations.

General Benefits

- Modular service packages
- Easy technology integration
- Customized services and products
- Fully FAA, ICAO and/or LBA licensed staff
- Less-paper cockpit concept solutions LPCC
- Transparent and flexible pricing
- High cost-effectiveness of services and products
- Service level management
- Customer defined KPI and performance monitoring
- Management transparency

Saving Potentials

- Substantial reduction of your operational costs by reducing flight times, fuel expenses, en-route charges, maintenance costs, flight crew times, and operations personnel.
- Our efficient asset management and equipment balance allows us to offer our services at very competitive market rates.
- Year on year productivity increases through an improved average staff utilization rate, resulting from efficient labour planning and process optimisation.
- Low system implementation cost.
- GO Centre offers full operational redundancy for operations and flight dispatch facilities (legal requirement).
- Eliminates your training cost for operations and dispatch personnel.
- GO Centre improves your ATC on-time performance and reduces the resulting cost allocation.

Flight Dispatch & Navigation

Flight Planning System Hosting

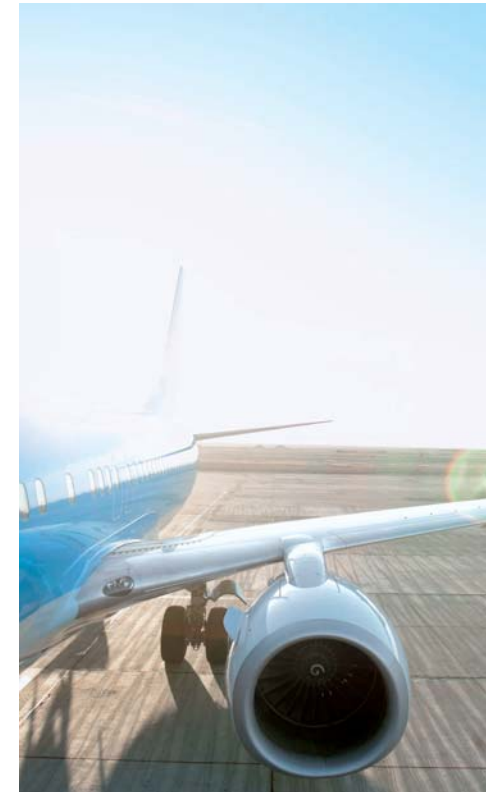
GO Centre provides customer airlines with the axsFlightPlan application from EDS for their own local flight dispatch. This allows customers to utilise the application to the maximum possible extent and benefit from all of its sustainable advantages without having to organise appropriate back office system support. GO Centre provides you with access to the application, maintains all company and seasonal data, coordinates your requirement for future development and represents your interests at user conferences, etc.

Flight Dispatch

GO Centre provides an all-encompassing range of flight dispatch services to our customer airlines compliant with JAR requirements.

Fully trained dispatchers (to FAA FAR, ICAO, LBA standards) enable GO Centre to provide these services efficiently, economically and in a targeted way. This high standard of training and education also allows GO Centre to offer more operational flexibility by proactive dispatching, generating benefits that convert directly into customer savings by way of lower operational costs and noticeable reductions in fuel, flight-time and en-route charges. Ongoing system development and process optimisation are key success factors, enabling GO Centre to improve the operational growth of our customers while at the same time decreasing our own staff requirements. GO Centre has since 2003 been experiencing a strong annual growth in aircraft sector volume averaging 7.2%.

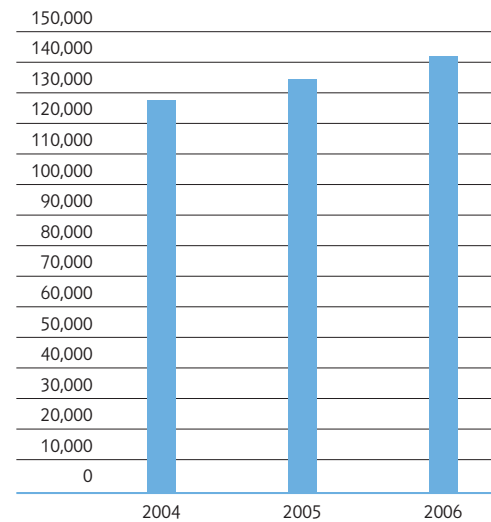
GO Centre flight document delivery, WebCBP, is an enhanced web based crew briefing system which produces a comprehensive set of flight related briefing documents with worldwide coverage of weather and Notams. WebCBP supports laptop use and is part of GO Centre's Less Paper Cockpit Concept (LPCC). GO Centre has assimilated fundamental knowledge over the years in airspace and air traffic management, the springboard for a high level of aircraft utilization. Our good relations with Eurocontrol, NATS and DFS allows GO Centre to substantially improve the ATC on-time performance of its customer airlines through precise ATC slot management, thereby helping to reduce costs caused by operational delays.



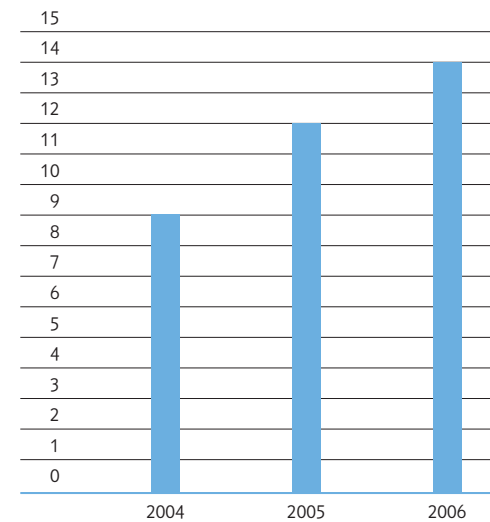


Operations & Performance Engineering

Annual total of flights dispatched in GO Centre



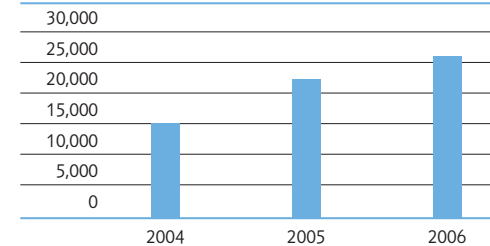
Total number of customers



Navigation Services

Navigation services are a substantial part of GO Centre services as they contribute directly to economic success. GO Centre organises and maintains an efficient route catalogue for its customers. Depending on individual requirements, up to 15 routes are generated for a single city pair. Navigation services also take account of route suitability for our customers' operational requirements. We clarify runway dimensions, obstacle situation, pavement classification, ground facilities, etc.

GOC Route database



Operational Services

Utilizing our suite of integrated technology systems, GO Centre provides support in all flight and ground operation related activities – ranging from flight watch to programme optimisation and decision support. GO Centre can solve operational shortcomings and provide you with the right information needed to make better decisions concerning your airline operations. Flying programmes are by their very nature subject to a variety of disruptive factors, e.g. technical effects, weather, ATC, airport operations, handling procedures, regulatory and crew aspects. GO Centre aims to solve every type of operational shortcoming that can arise from such disruptive factors to allow our customers to meet their own targets and objectives

Programme Protection & Decision Support

GO Centre closely monitors every leg of your daily flying programme to ensure the safety of all of your flights. Our professionally trained flight dispatchers and operations controllers evaluate the weather conditions and Notam publications at the departure airport, en-route, at the destination airport and at alternative locations. Any conditions that may affect the safety of a flight, passenger convenience and/or could severely impact the operations are detected immediately. Alternative solutions are developed, evaluated and relayed to our customers.

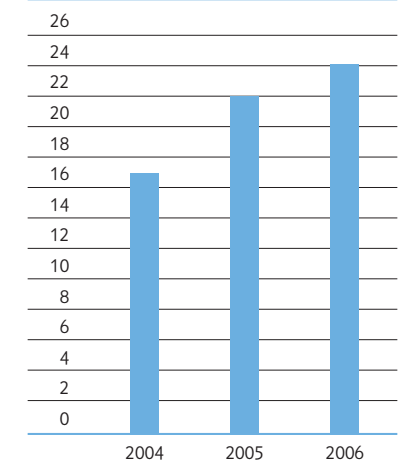
Aircraft Performance

Not only the constant economic pressure but also environmental issues are forcing airlines to increase their energy efficiency. GO Centre helps customers to identify areas of possible improvement, by maximising payload, reducing fuel consumption and optimising aircraft utilisation. GO Centre Flight Support provides its customers with a variety of customized solutions designed to meet individual operational requirements:

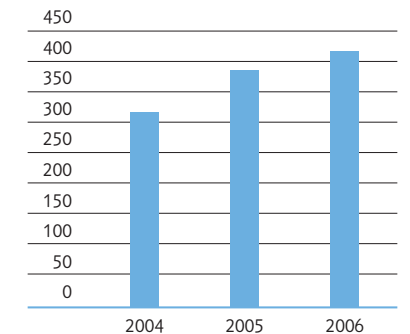
- Special take-off charts - STOC -
- Take-off & landing performance software - TOperf and LANDperf - LPCC
- Aircraft performance monitoring - APM -
- Landing distance guide
- Weight and balance - MAB - LPCC interactive with TOperf

Currently GO Centre performance engineering monitors and amends data for a total of 415 airfields and develops performance data for more than 20 different airframe and engine types.

Development of aircraft types at GO Centre



Airports surveyed at GO Centre





Partners

IDPS Systems – IT Airline Solutions

The Integrated Disposition Planning and Statistics System, or simply IDPS, offers leading IT software technology in the area of commercial airline operations and airline management. IDPS is an in-house TUI Airline development currently marketed by GO Centre. With a clear focus on today's cost pressures and operational productivity within the aviation market, the core functionality of IDPS was developed to manage airline operations as safely, effectively and economically as possible. IDPS consists of a core database and an integrated application suite with an impressive portfolio covering all tasks within the airline operations stream, such as commercial flight planning, maintenance planning, tail number assignment, crew rostering, daily crewing, ops control and back office support.

Our systems and associated support packages are available for a variety of contracts ranging from in-house implementation to a hosted arrangement tailored to an individual airline's needs with training and support as required. The core target group comprises small to mid-sized airlines because they can gain the most benefits from our IT based support services.

The IDPS mission statement is: "...from Airlines for Airlines!"



Customer Point of Contact

TUI Airline Management (TAM)

The services and products we offer are a direct response to actual customer needs in an ever-changing aviation environment. The necessity for airlines to identify synergies and to consolidate efforts is a key factor for success. Although all TUI airlines operate independently, TUI Airline Management does its utmost from its Hannover base to focus all efforts towards achieving a main objective: to put synergies into practice and optimise processes. Together with TUI Airline Management and our selected group of specialized associates, we represent a considerable force embracing all facets of the aviation and air transport industry. This fundamental team knowledge and spirit allows us to offer you total support when implementing our services and products for and within your airline operation.

EDS

No other company in the IT services industry has more people supporting airline applications than EDS. Furthermore, EDS is the largest IT services provider to the airline industry and draws on in depth expertise and resources to deliver EDS Flight Planning Services (axsFlightPlan) to GO Centre. The system has proven to be very reliable and efficient, enabling GO Centre to maintain a very high standard of quality despite the exceptional growth we have experienced over the last three years.

Our aim is to provide world-class services to our existing client base while acting as the first point of contact for new GO Centre members.

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