ICELANDAIR

EASA Safety Week Ramp-up

To understand my role within Icelandair I would like to explain the department I manage. Icelandair Technical Support consist of Maintenance Control, Short Term Planning, Structures Support and Support Engineering. The department supports the Icelandair fleet, both AC in heavy maintenance and in operation. We also provide CAMO services to 3rd party operators.

Icelandair does most of its heavy maintenance in KEF (Icelandair hub) and we have great shop capabilities. We have very good experience on the 757 platform since we have been continuously operating and performing heavy maintenance on 757´s since 1990. Now we also operate 767´s and MAX´s.

I have been managing this department for almost 4 years now. Before I was a Systems Engineer for 6 years here at Icelandair. I have a BSc in applied Mechanical and Energy engineering and I am also a licensed mechanic.

Sveinn H. Albertsson

Manager Technical Support

Icelandair Technical Operation

- Before COVID Icelandair operated 37 Aircrafts
- Icelandair CAMO provides CAMO service for other operators
- Icelandair has a DOA approval
- Maintenance operation in KEF has great in-house capabilities and is very self sufficient.
- Icelandair had limited AC storage experience, apart from the recent MAX grounding

Entry to Storage

- During the dramatic decrease in scheduled operation, multiple AC needed to be put to storage to comply with the limitations set forth in the AMM.
- The AMM storage section applies for all storage locations, it does not necessarily apply for AC stored in arctic and marine environment. Multiple amendments needed to be done.

Maintaining AC in Storage

The key to successful storage is the follow-up

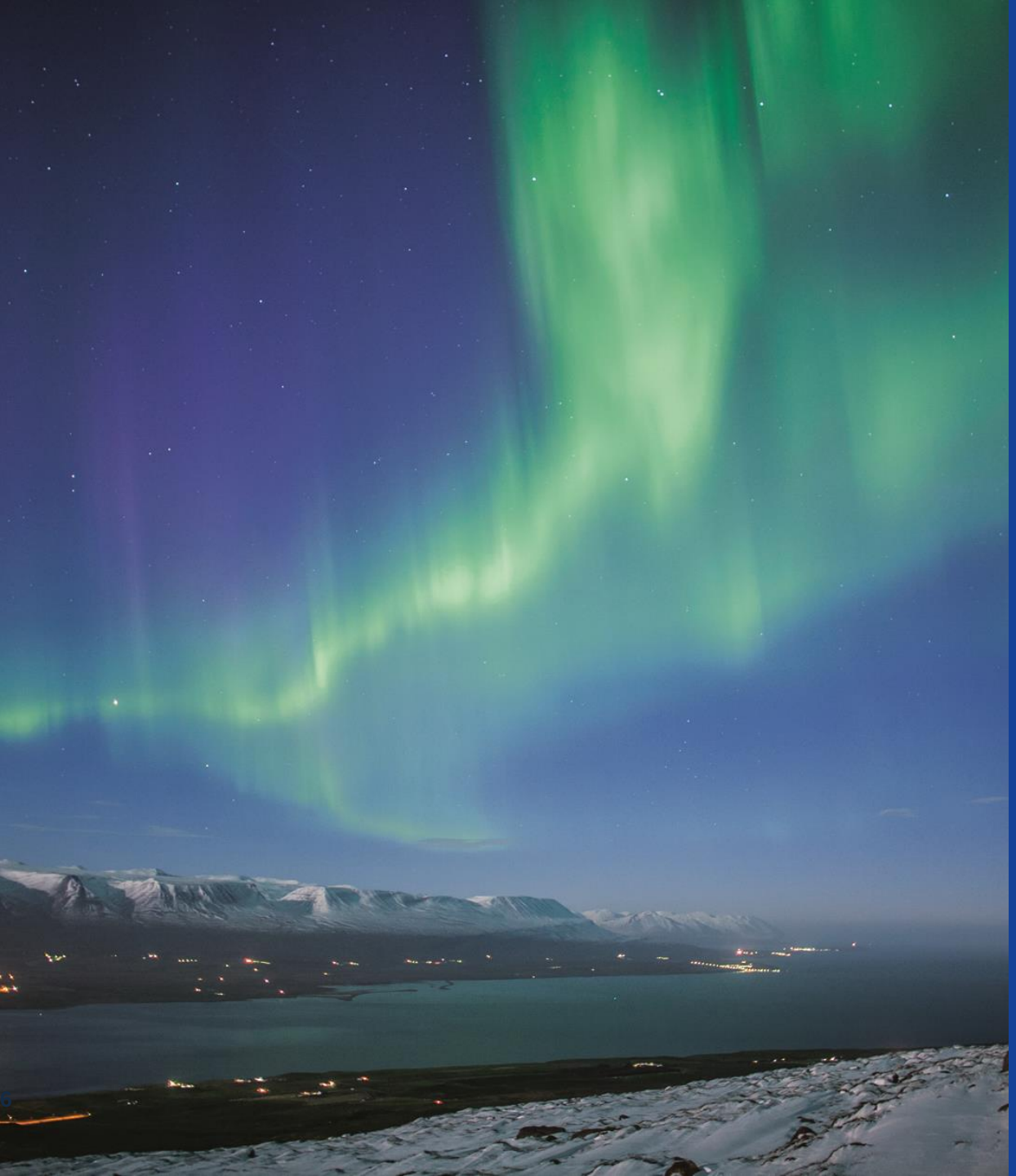
The storage program needs to reflect the storage environment

- More frequent wash, when storing in marine environment
- Monitoring humidity, and acting when needed

Low utilization also has a negative effect on AC

Aircraft Relocation

- The biggest effect on aircraft condition out of storage are environmental factors
- Icelandair relocated AC from KEF to more storage friendly locations
- Relocating AC gave us valuable experience in returning AC to service after storage
- Storing the fleet on multiple locations means more complex oversight and planning



Icelandair Team

Employees have experienced a difficult year. A year of unpredictable operation, one of the most difficult time periods in our 84 years of operation.

Layoffs, financial difficulties and COVID restrictions have great impact on mental status of the team.

Having a ramp-up plan and sharing as much information as possible with all employees is very valuable.

We do not experience need for retraining since we have operated 757´s and 767´s through the crisis.

Returning to Service

Ramp up plan includes ramp up on multiple locations

Ramp up rate needs to reflect expected operation. This can easily evolve into pressure on employees

The most common issue when returning AC from storage has been corrosion

- Engine inlet
- Thrust Reversers
- Landing gears
- Cockpit window frames.

Icelandair performed maintenance check flights on all AC before entering service. Avoided multiple unnecessary flight disruptions

In Service

Fleet Reliability increases with more usage

We have not detected any obvious failure trend in our fleet

Typical in-service issues after storage include:

- Bulbs and indication
- Various minor electrical faults
- Minor fuel and hydraulic leaks

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Icelandair
Technical Operation