

 **KLM Aircraft De-icing**
Amsterdam Airport Schiphol

October 25, 2013

To Whom It May Concern:

KLM Aircraft De-icing provides De-icing services at Amsterdam Airport Schiphol, De-icing not only KLM Royal Dutch Airlines and partners, but doing so for over 60 customers. Representing around 90% of all departures at Amsterdam. The majority of the de-icings is being done at the Central De-icing Facility, located away from the concourses and terminals.

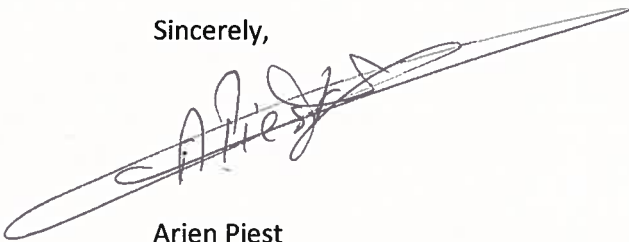
In November 2010 there was a serious accident at the CDF prompting KLM to re-engineer the remote de-icing process. Investigations determined that the workload of the Iceman was too high, the Iceman was too much distracted by multiple tasks, but especially the high R/T workload with the Flight Crew. KLM then went around in Northern Europe and Canada to see how remote de-icing is performed at these airports. In Canada we came around the Electronic Message Board of JCAII systems. It was at that moment we realized that the EMB system could help us reduce the R/T workload and improve safety at the CDF.

KLM and Amsterdam Airport Schiphol recognized JCAII as very dedicated company providing the kind of board that we need in the harsh environment of De-icing. Regular/other messaging boards were not up to these standards.

Since the start of the project JCAII showed a lot enthusiasm, dedication and commitment in making this project to the success that it is today. Being the first de-icing provider in Europe to use the EMB system at a CDF there were a lot of challenges to be dealt with. JCAII showed their commitment with every step of this process and listened to the wishes of KLM Aircraft De-icing. Especially the CDF interface is a good example of this.

Any provider or Airport wishing to know more on the details of our user experience or on our requirements may contact me at arjen.piest@klm.com.

Sincerely,



Arjen Piest

Operations Manager De-icing | Amsterdam