

BOMBARDIER

PRESS RELEASE

BOMBARDIER PRESENTS FIRST ANNUAL CUSTOMER SERVICES AND SUPPORT PERFORMANCE AWARDS

Toronto, July 25, 2008 – Ten outstanding airlines were recently named the recipients of the first Bombardier Airline Reliability Performance Awards. The awards, presented by Bombardier Commercial Aircraft's Customer Services and Support group, recognize operators of *Q-Series* turboprops and *CRJ* regional jets who logged dispatch reliability rates of 99 per cent or better during 2007.

Recognition of the *Q-Series* winners took place in Toronto, Canada and was attended by 125 airline representatives, partners, suppliers and Bombardier senior management who were among the 550 participants attending the bi-annual *Q-Series* Operators' Conference and Trade Show, held June 16 to 20, 2008.

"The service standard achieved by these winners is the result of consistent attention to detail, an unflinching commitment to aircraft maintenance, as well as excellent collaboration with Bombardier," said Todd Young, Vice President, Customer Services and Support, Bombardier Commercial Aircraft. "We applaud these achievements and hope that these awards will inspire all our customers; opening the door to even more awards next year."

All winners were identified through data in Bombardier's Failure Reporting, Analysis and Corrective Action System (FRACAS). This year's award recipients for *CRJ Series* regional jets were:

- Americas - SkyWest Airlines (*CRJ100/200* and *CRJ700/900*);
- Asia - Shandong Airlines (*CRJ100/200* and *CRJ700/900*);
- International - Adria Airways (*CRJ100/200*); Air One (*CRJ700/900*).

Award recipients for *Q-Series* turboprops were:

- Americas - Porter Airlines (*Q400*);
- Asia – All Nippon Airways (*Q400*); Uni Airways (*Q100/200/300*);
- International - South African Express (*Q400*); Widerøe (*Q100/200/300*);
- Oceania - Air Nelson (*Q100/200/300*).

This year's *CRJ* regional jet recipients will be presented with their awards throughout the next few months at regional conferences and customer visits. The next *Q-Series* turboprop and *CRJ* regional jet Performance Awards ceremony will be held at the 2009 *CRJ* regional jet Operators' Conference.

About Bombardier

A world-leading manufacturer of innovative transportation solutions, from commercial aircraft and business jets to rail transportation equipment, systems and services, Bombardier Inc. is a global corporation headquartered in Canada. Its revenues for the fiscal year ended Jan. 31, 2008, were \$17.5 billion, and its shares are traded on the Toronto Stock Exchange (BBD). Bombardier is listed as an index component to the Dow Jones Sustainability World and North America indexes. News and information are available at www.bombardier.com.

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