Turning Obstacles into Opportunity

Bombardier Aerospace
Farnborough Airshow Presentation



Aerospace Senior Management Team Bombardier Aerospace July 19, 2010

BOMBARDIER

Forward-looking statements

This presentation includes forward-looking statements. Forward-looking statements generally can be identified by the use of forward-looking terminology such as "may", "will", "expect", "intend", "anticipate", "plan", "foresee", "believe" or "continue", the negative of these terms, variations of them or similar terminology. By their nature, forward-looking statements require Bombardier Inc. (the "Corporation") to make assumptions and are subject to important known and unknown risks and uncertainties, which may cause the Corporation's actual results in future periods to differ materially from forecasted results. While the Corporation considers its assumptions to be reasonable and appropriate based on information currently available, there is a risk that they may not be accurate. For additional information with respect to the assumptions underlying the forward-looking statements made in this presentation, please refer to the respective sections of the Corporation's aerospace segment ("Aerospace") and the Corporation's transportation segment ("Transportation") in the fiscal year 2010 MD&A.

Certain factors that could cause actual results to differ materially from those anticipated in the forward-looking statements, include risks associated with general economic conditions, risks associated with the Corporation's business environment (such as risks associated with the financial condition of the airline industry), operational risks (such as risks related to developing new products and services; doing business with partners; product performance warranty and casualty claim losses; regulatory and legal proceedings; to the environment; dependence on certain customers and suppliers; human resources; fixed-price commitments and production and project execution), financing risks (such as risks related to liquidity and access to capital markets, certain restrictive debt covenants, financing support provided for the benefit of certain customers and reliance on government support) and market risks (such as risks related to foreign currency fluctuations, changing interest rates, decreases in residual value and increases in commodity prices.) For more details, see the Risks and Uncertainties section in the fiscal year 2010 MD&A. Readers are cautioned that the foregoing list of factors that may affect future growth, results and performance is not exhaustive and undue reliance should not be placed on forward-looking statements. The forward-looking statements set forth herein reflect the Corporation's expectations as at the date of this presentation and are subject to change after such date. Unless otherwise required by applicable securities laws, the Corporation expressly disclaims any intention, and assumes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.

Against a challenging economic backdrop, we delivered good financial results in fiscal 2010...

Paris 2009

Aerospace (G.Hachey)

Delivered 9.0% EBIT in FY09

in turbulent times

Business Aircraft (S.Ridolfi)

 Confident on the long-term potential of the industry

Focus is on taking action

 Strengthening our market and product positions

Commercial Aircraft (G.Scott)

- Good order intake and solid backlog in FY09
- CSeries aircraft launch order firmed up

& Support
(J.Hoblyn)

- Market outlook
- Serving our customers and growing our business

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Serving our customers and growing our business

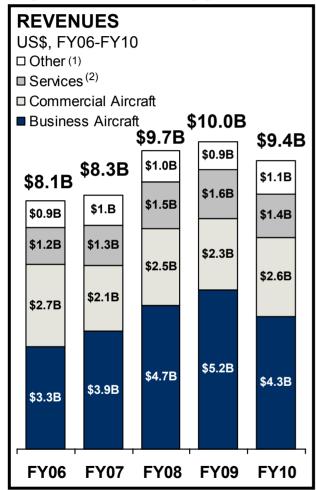
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- Sluggish market still impacting our business
- Longer term fundamentals of business aviation remain solid
- Optimized solutions for the 60- to 149-seat market, well positioned for the future

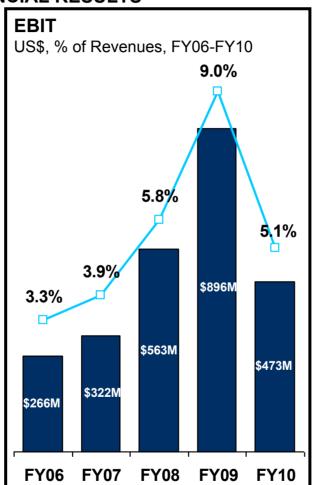
Customer Services& Support
(J.Hoblyn)

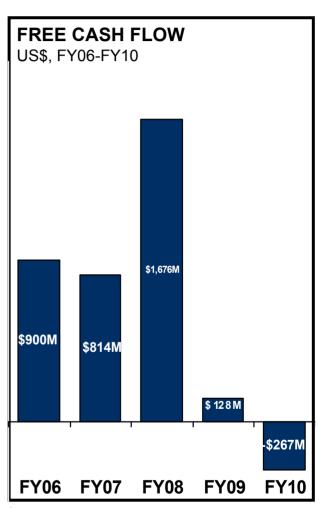
- Market outlook improving
- Good progress on customer engagement
 - New services driving growth

The recession has impacted our recently improving financial performance

BOMBARDIER AEROSPACE FINANCIAL RESULTS







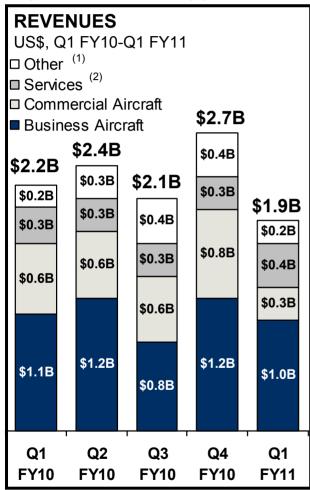
- (1) Other includes primarily other manufacturing (eg. Amphibious, sub-contract) and pre-owned aircraft sales
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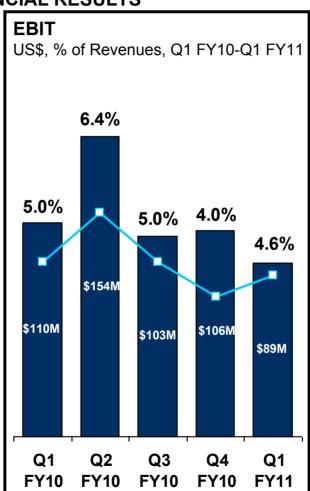
Source: Bombardier Annual Reports

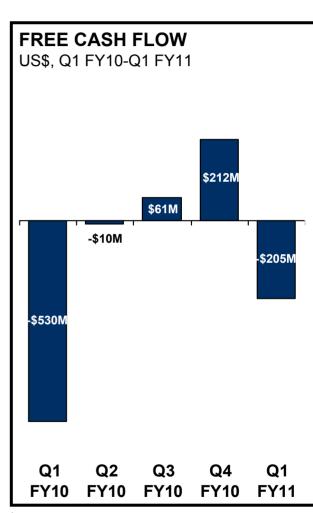


The difficult economic environment specifically affected our financial performance in fiscal 2010

BOMBARDIER AEROSPACE FINANCIAL RESULTS





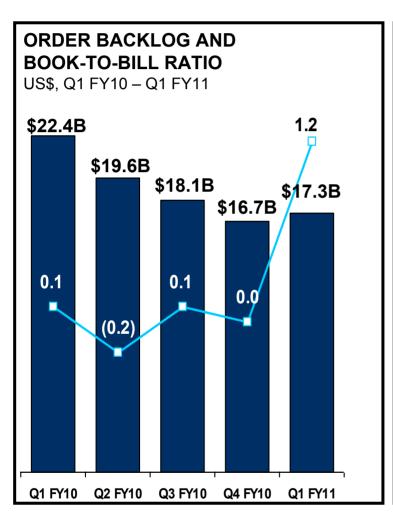


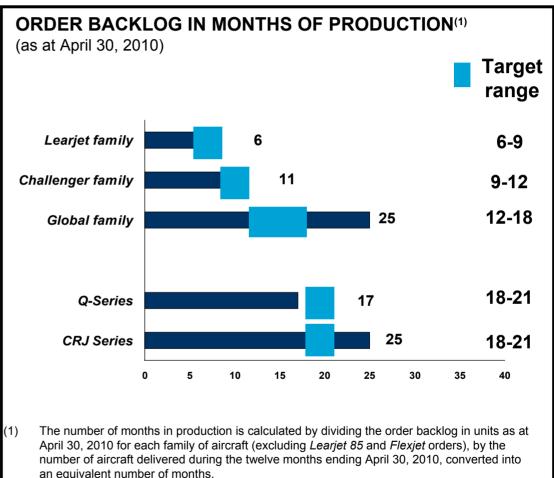
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Source: Bombardier Annual Reports



The aviation industry lags economic recovery however recent orders have stabilized our backlog





Source: Bombardier Quarterly Reports



Long-term, business aircraft market drivers remain solid

Calendar years 2010-29 Outlook			
Market driver Description			
Wealth creation	Our customer base, comprised of corporations, individuals and governments, is highly dependent on economic growth to sustain its wealth creation. Over the next 20 years, the forecast for real GDP growth is 3.2% ⁽¹⁾ , which should enable healthy market conditions.		
Emerging markets	Accelerated wealth creation coupled with aviation infrastructure development is expected to help business aviation penetrate emerging countries.		
Globalization of trade	As trade barriers fall and global mobility increases, the business community requires flexible travel means like business aviation to efficiently link all workplaces.		
Replacement demand	The worldwide installed base is comprised of over 14K aircraft ⁽²⁾ and a majority of aircraft replacement occur 5 to 10 years after initial delivery.		
New aircraft programs	New aircraft programs stimulate demand. There are numerous aircraft programs in development scheduled for potential entry into service over the next decade.	0	
Demand from non- traditional offerings	The world recession has drastically reduced the demand for non-traditional offerings and will continue to in the short term. However, as economic conditions improve, the contribution of non-traditional demand to business aircraft sales is expected to return to pre-recession levels.		

Source: (1) IHS Global Insight February 2010, non-chained weighted (2) Ascend December 2009, includes categories where Bombardier competes

Long-term, commercial aircraft market drivers remain solid

Calendar years 2010-29 Outlook			
Market Driver Description O			
Economic Growth	Air travel demand is directly related to economic growth. Based on Global Insight data issued in February 2010, the worldwide real GDP growth rate should average 3.2% ⁽¹⁾ over the next 20 years.	0	
Fuel Prices	The price of fuel has an impact on airline fleet mix. While high fuel/oil prices negatively affect airline profitability, they will also accelerate the retirements of old, less efficient aircraft types, increasing demand for fuel efficient new aircraft.	0	
Developing Markets	Growth potential from developing countries is strong as economic growth forecasts are well above the average for these markets. As economies develop, so does their demand for aircraft needed to satisfy a growing traveler base.		
Environmental Regulations Environmental Regulations Environmental Concerns are being addressed by the aviation industry with increased retirements of older aircraft, fleet modernization, technology, infrastructure and operational improvements. The progression of environmental awareness and regulations will have a positive effect on demand for new efficient aircraft while negatively affecting airline profitability.			
Replacement Demand	More than half of the current commercial aircraft fleet will be replaced in the next 20 years due to technical obsolescence. Most of those replaced will be 100- to 149-seat aircraft.	0	
Labour Trends	It is predicted that scope clauses will evolve, permitting 100-seat aircraft to be flown by regional carriers.	0	

Source: (1) IHS Global Insight February 2010 , non-chain weighted

Bombardier Aerospace Strategy Statement

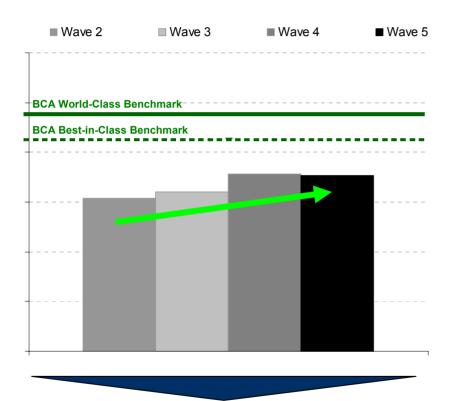
Objective & Scope

Strengthen long-term leadership in our industry segments through revenue growth and sustainable best-in-class financial performance with the most loyal customer base by 2020. We will achieve this by leveraging our comprehensive portfolio of high performance business jets, efficient commercial jets and turboprops, quality aircraft services and :

	WAY FORWARD				OPERATIONS		
	1	2	3	4	5	6	7
Levers of our Strategy	Be #1 in customer satisfaction through flawless execution	Raise our game on global talent manage-ment	Actively manage risks	Establish local roots in all key markets	Enhance our corporate social responsi- bility	Develop innovative, environ-mentally conscious products that meet customer needs globally	Evolve into a lean enterprise with strong global supply chain partner-ships

We continue to focus on improving customer satisfaction

Bombardier Commercial Aircraft Overall Customer Engagement (CE) Mean



Bombardier Business Aircraft Overall Customer Engagement (CE) Mean



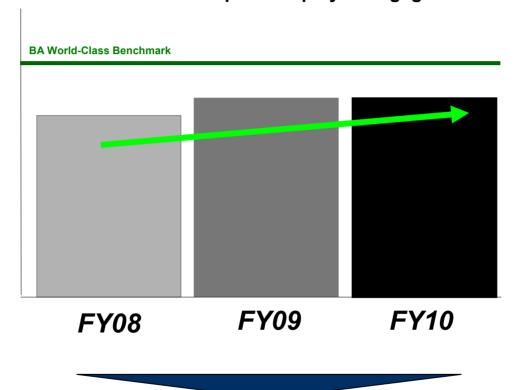
Overall positive trend in Customer Engagement

Overall Customer Engagement has reached BBA "Best-in-Class" target!



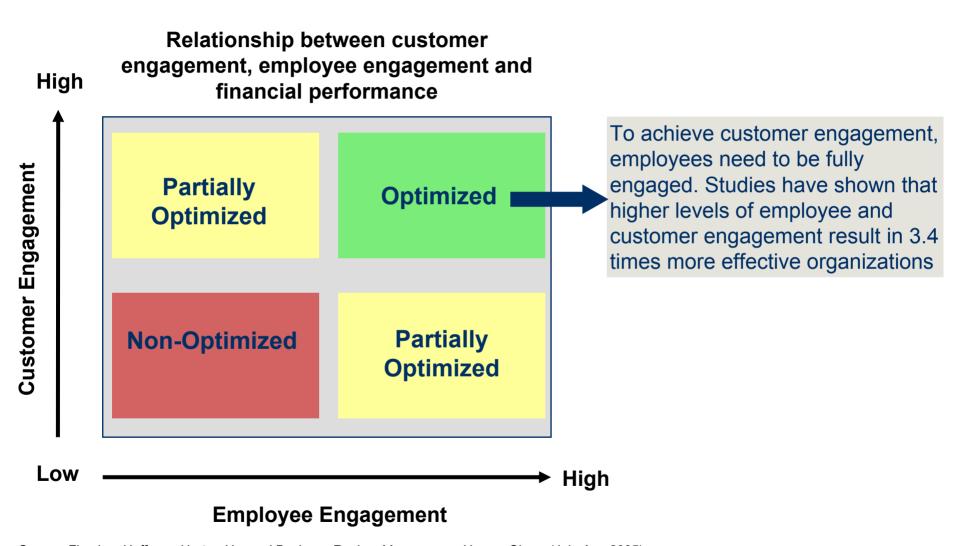
Our focus remains to become a world-class employer even during challenging times for our industry

Bombardier Aerospace Employee Engagement



During a very challenging FY10, we maintained the employee engagement accomplishments of FY09

Studies have shown that high levels of employee and customer engagement create more effective organizations



BOMBARDIER

We have been investing in new facilities

Mirabel

Complete Integrated Aircraft System Test Area (CIASTA) and *CSeries* aircraft final assembly



Belfast

Manufacturing of *CSeries* aircraft composite wing



Querétaro

Manufacturing of composite wings and fuselage for Learjet 85 aircraft



We have been continuously improving performance at our sites through investment in automation and introduction of lean principles









Bombardier has the industry's strongest product portfolio



Leariet 85

Learjet aircraft

- Learjet 40XR
 - Learjet 45XR
 - Learjet 60XR
 - Learjet 85



Q-Series aircraft

Q400 NextGen



Challenger aircraft

- Challenger 300
 - Challenger 605
 - Challenger 850



CRJ aircraft

- CRJ700 NextGen
 - CRJ900 NextGen
 - CRJ1000 NextGen



Global aircraft

- Global 5000
 - Global Express XRS



CSeries aircraft

- CS100
 - CS300

We are continuing to invest in our future

Business Aircraft Learjet 85 **Commercial Aircraft**

First all-composite structure business jet

- Larger, more comfortable stand-up cabin than any existing aircraft in its class
- Entry into service scheduled for 2013



Improved avionics system

Global Vision Flight Deck

- Increased situational awareness and comfort
- Superior design aesthetics in the cockpit
- Entry into service scheduled for 2012



CRJ1000 NextGen

- CRJ1000 NextGen aircraft provides up to 14% lower operating economics than in production competing aircraft
- Entry into service scheduled for the second half of this year



CSeries

- Optimized design with 15% lower operating economics than in production competing aircraft
- First product specifically designed for this segment in the last 20 years
- Entry into service scheduled for 2013



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Farnborough 2010

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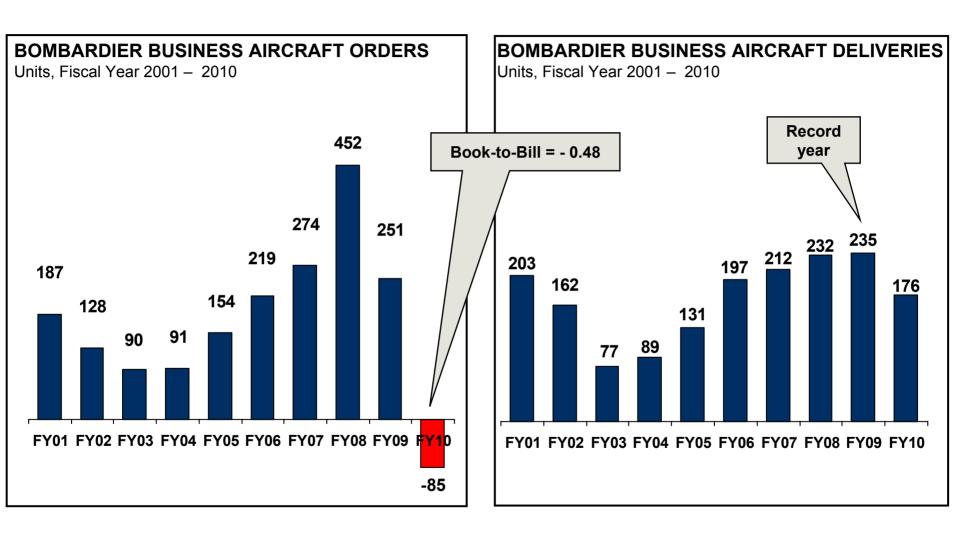
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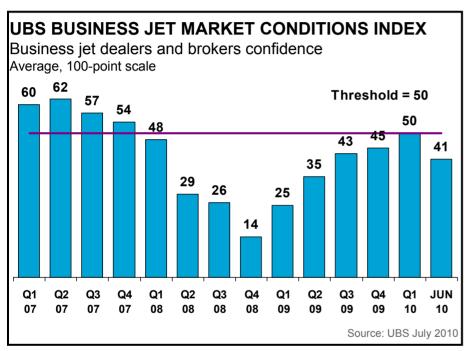
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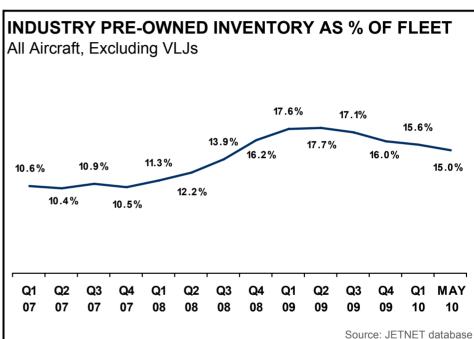


The full impact of the worldwide recession was felt in our business last year



Key "health indicators" of business aviation have improved...



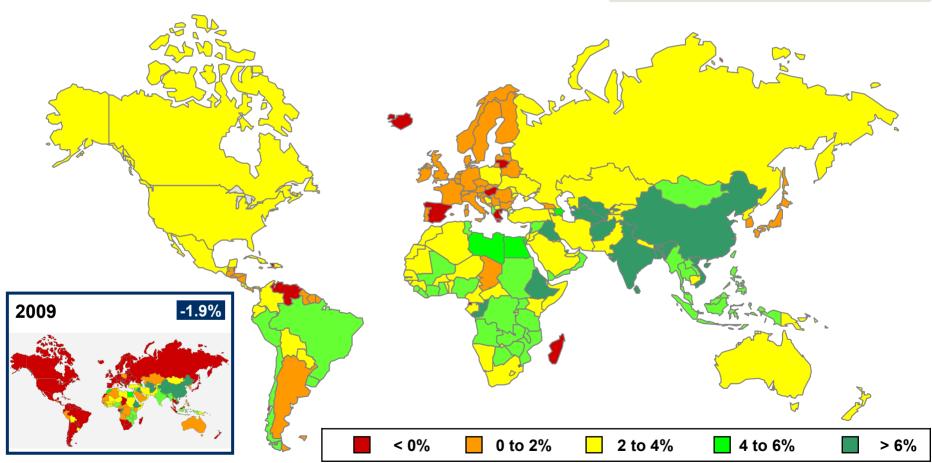


...however, we have yet to see strong and sustained recovery

The world economy emerged positively in 2010 after facing the worst recession in recent history

2010 WORLD REAL GDP GROWTH

% Growth	World	
Realistic Forecast	+3.0%	



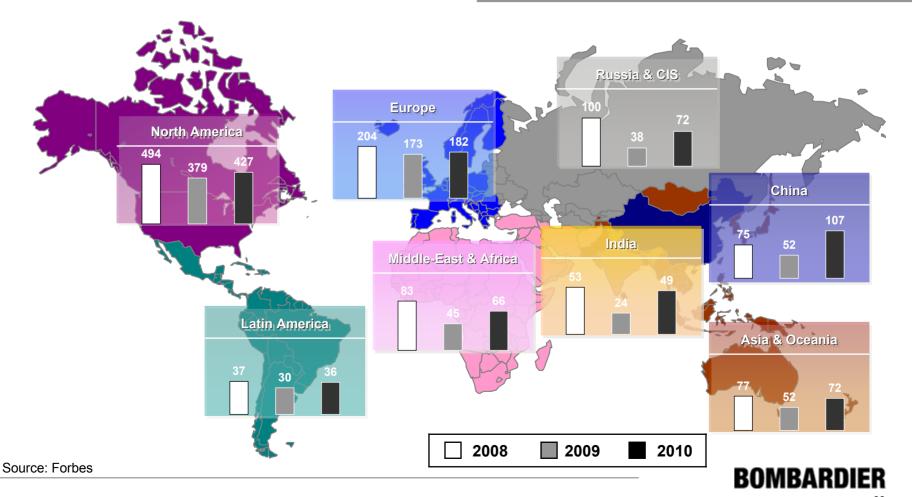
Source: IHS Global Insight, Feb. 2010

World wealth on the rise: 27% more billionaires in 2010 than a year earlier

BILLIONAIRES BY REGION

2008, 2009 and 2010

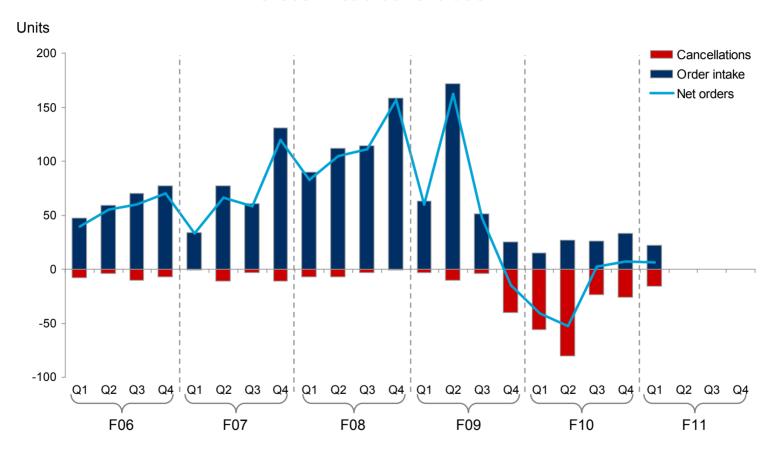
Billionaires	2008	2009	2010
World	1,123	793	1,011



Last three quarters have seen positive net orders

Gradual improvement expected through FY11

Gross / Net order evolution



Note: Gross includes Flexjet and excludes swaps Sources: Bombardier MD&A and internal data



Bombardier has the industry's strongest product portfolio

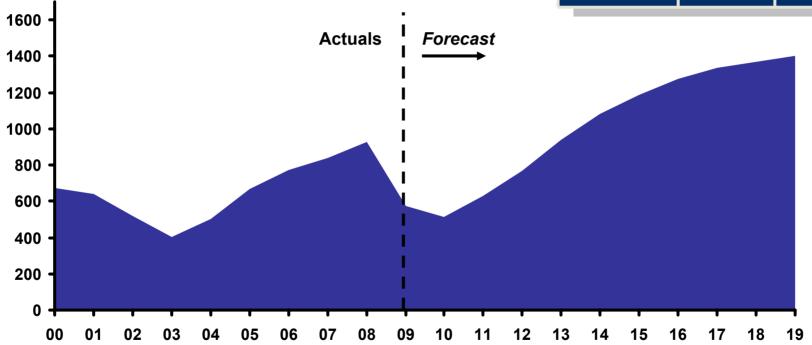


10,500 business aircraft deliveries expected over 10 years

INDUSTRY BUSINESS JET DELIVERIES

Units, constant 2009 US\$B, calendar years 2000-2019

	2000-09	2010-19
Unit	6,500	10,500
Revenue	\$127B	\$254B

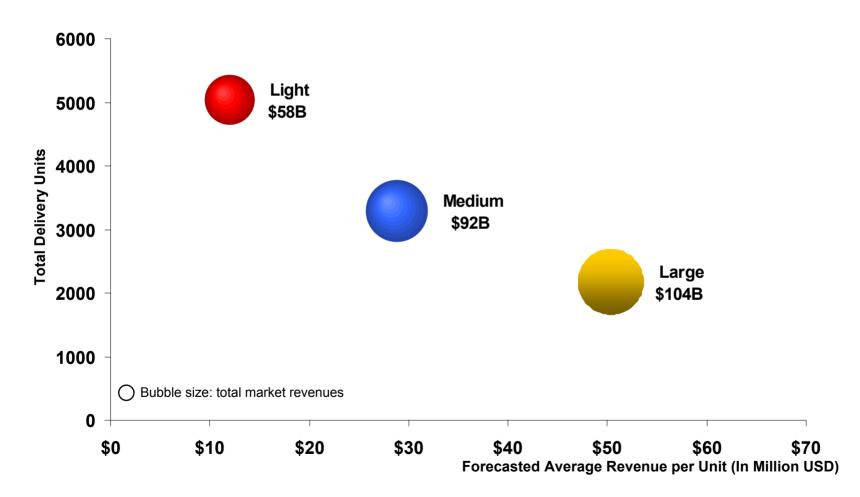


Sources: GAMA, Bombardier Forecasting Model, Revenues estimated from GAMA and 2009 B&CA list prices.

Business jet forecast deliveries and revenues by category

BUSINESS JET FORECAST BY CATEGORY (10 YEARS)

Delivery units, avg. revenue per unit, total market revenue (US\$B), constant 2009 \$, calendar years 2010-2019



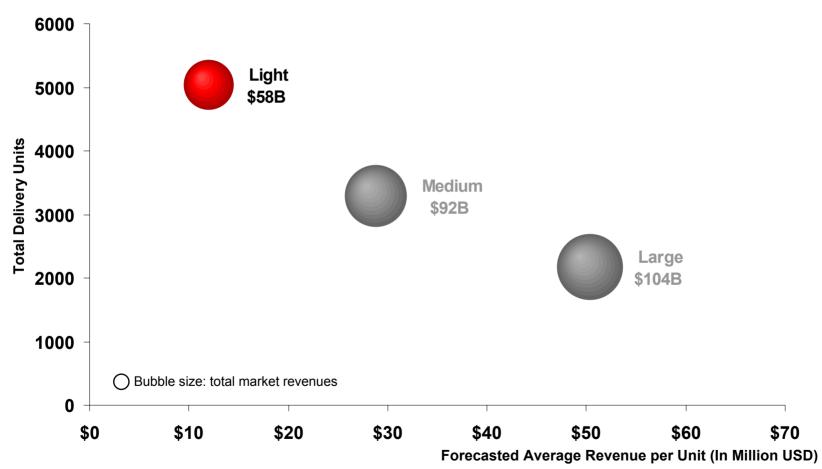
Sources: Bombardier analysis. Revenues estimated from GAMA and 2009 B&CA list prices.



Deliveries in the light category of business aviation will represent about \$58B in revenue

BUSINESS JET FORECAST BY CATEGORY (10 YEARS)

Delivery units, avg. revenue per unit, total market revenue (US\$B), constant 2009 \$, calendar years 2010-2019

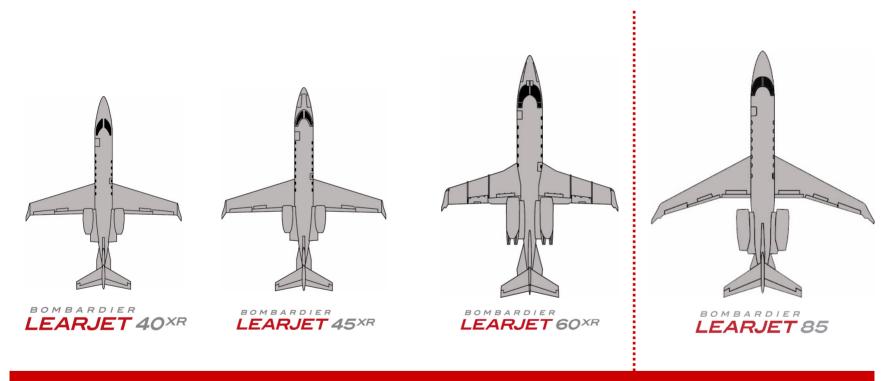


Sources: Bombardier analysis. Revenues estimated from GAMA and 2009 B&CA list prices.



Learjet Product Portfolio

Poised to expand our product offering and capture future growth



A strong, diversified product portfolio aimed at providing customers a complete offering in light and midsize categories

LEARJET 40XR



FAR Part 25 redundancy and robustness

BOMBARDIER







LEARJET 85

- 3,000 NM range
- Aggressive climb capability 18 minutes to FL410
- Next-generation avionics and systems
- First Part 25 all composite business jet



- Mexico factory build progressing to plan for July start-up
- ✓ FAA concurrence to Mexico parts conformity achieved
- ✓ Wichita final assembly facility readiness plan in place
- ✓ Second world mock-up tour ongoing



The program is progressing on schedule for entry into service in 2013 **BOMBARDIER**



CHALLENGER



CHALLENGER 300

CHALLENGER 605

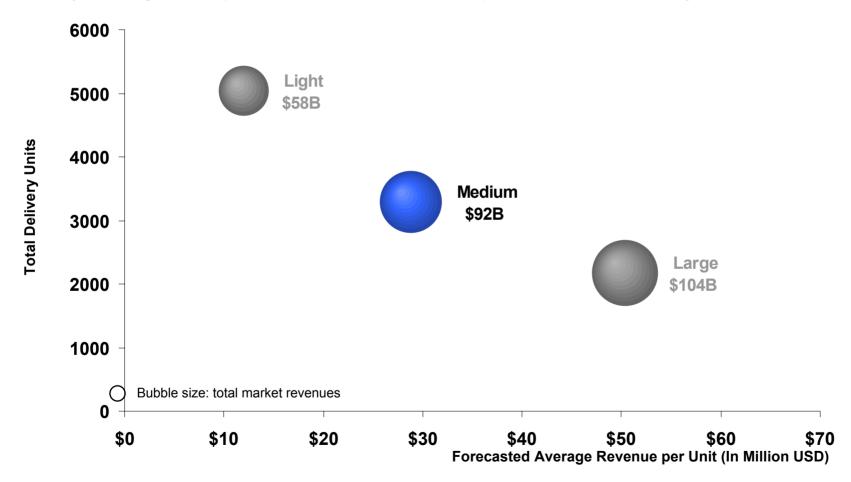
CHALLENGER 850

BOMBARDIER

Deliveries in the medium category of business aviation will represent about \$92B in revenue

BUSINESS JET FORECAST BY CATEGORY (10 YEARS)

Delivery units, avg. revenue per unit, total market revenue (US\$B), constant 2009 \$, calendar years 2010-2019



Sources: Bombardier analysis. Revenues estimated from GAMA and 2009 B&CA list prices.



Challenger Product Portfolio



A diverse product portfolio designed to suit all corporate aviation needs with outstanding all-around performance

CHALLENGER 300



- Overwhelming market success
- Transcontinental range 3,100 NM
- Strong field performance
- Proven platform Dispatch reliability of 99.7%

BOMBARDIER

CHALLENGER 605



- Intercontinental range 4,000 NM
- Airliner systems redundancy
- Most dependable engine in industry ~41,8 M flight hrs
- Undisputed reliability champion 99.8%







GLOBAL 5000

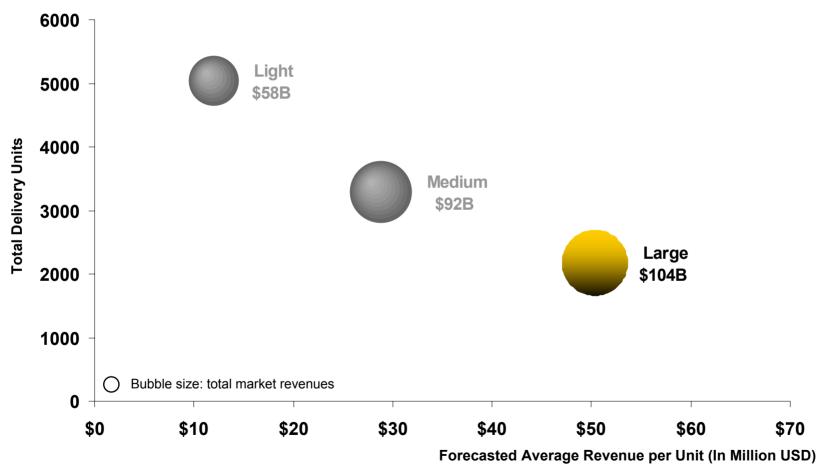
GLOBAL EXPRESSXRS

BOMBARDIER

Deliveries in the large category of business aviation will represent about \$104B in revenue

BUSINESS JET FORECAST BY CATEGORY (10 YEARS)

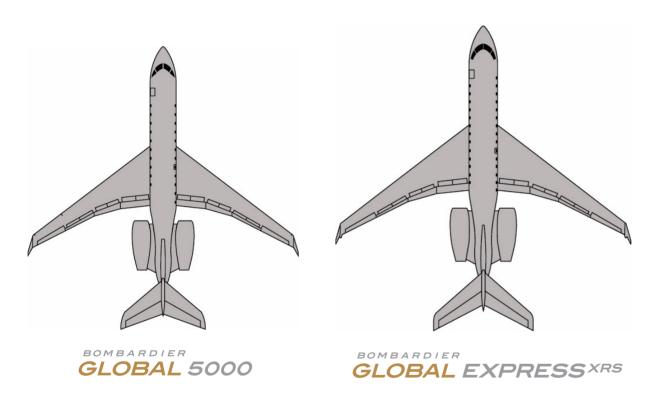
Delivery units, avg. revenue per unit, total market revenue (US\$B), constant 2009 \$, calendar years 2010-2019



Sources: Bombardier analysis. Revenues estimated from GAMA and 2009 B&CA list prices.



Global Aircraft Product Portfolio





Global Vision

Strong diversified product portfolio covering the Super Large and Ultra Long-Range market segments

GLOBAL 5000



Versatile field performance - TOFL of 5,500 ft

BOMBARDIER

48

GLOBAL EXPRESSXRS



- Business aviation's benchmark in range and speed
- Excellent low speed handling characteristics Vref of 108 kts
- Industry leading avionics with Global Vision Cockpit



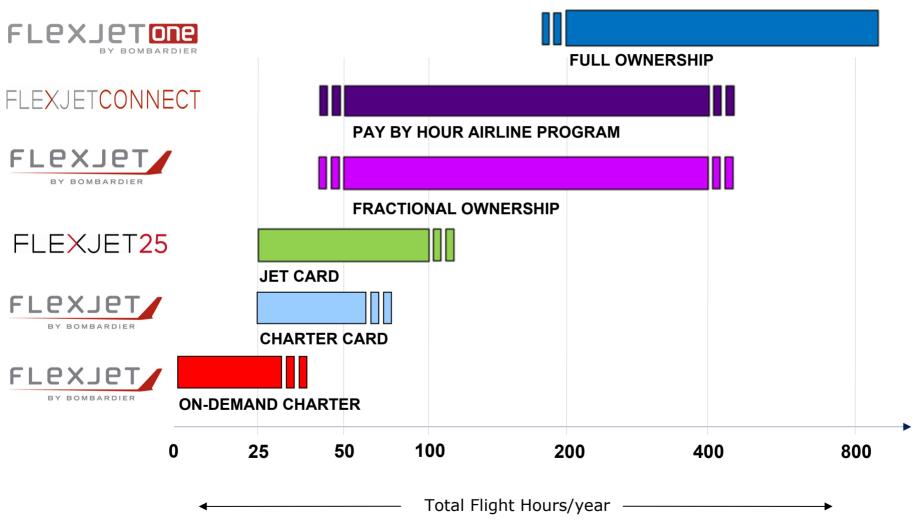
- Lowest cabin altitude 4,500 ft at 45,000 ft
- Quietest aft state room
- Latest cabin technology Hi-Fi home theatre systems, 5.1 surround sound, BluRay DVD



Global Vision: Entry into service in 2012



Flexjet offers a wide range of products that cater to the needs of the customer



Flexjet outperforms the competition and commands a leadership position in areas critical to customers

CLOVIOT /

		FLEXJET BY BOMBARDIER	4	IETJETS°	* (CITATIONSHA	** RES	flightOptions
Commitment to Safety	 All Flight Training Conducted By Active Company Pilots All Aircraft Designed, Maintained And Operated Solely By The Manufacturer Jet Fleet Less Than 4 Years of Age 	•						
Service Guarantees	 Guaranteed Charter Limit (Not To Exceed 5%) Guaranteed Upgrades & Downgrades Multiple Use Of Aircraft For All Owners 	•						
Program Enhancements	■ Positioning Fee Waivers To Bermuda, Mexico, Canada,	•		•				•
Aircroft	Central America And Caribbean Positioning Fee Waivers To And From Europe And Hawaii For Super Mid-Size and Large Aircraft Owners	•						
Aircraft Choice	Complete Family Of Business AircraftFastest Fleet of Aircraft	•		•				

All program attributes are subject to change and should be verified with supplier. Actual terms and conditions are subject to definitive agreements Note* Registered trademark of NetJets which has no affiliation with or sponsorship of the Flexjet program Note** Registered trademark of CitationShares which has no affiliation with or sponsorship of the Flexjet program Note*** Registered trademark of Flight Options which has no affiliation with or sponsorship of the Flexjet program

BOMBARDIER

Bombardier is building on its leadership position

Improving product portfolio



- Global Vision Flight Deck, in development
- Global 5000 aircraft range increase
- Learjet 85 aircraft, in development
- Learjet 40 XR aircraft range increase
- Learjet 60 XR aircraft Signature Series, now available

Improving operational efficiency



- Continued emphasis on lean manufacturing initiatives
 - Challenger 300 aircraft and Challenger 605 aircraft green assembly
 - Challenger 300 aircraft and Challenger 605 aircraft U-Line completions
 - Global aircraft completions dynamic line
- Implementation of Achieving Excellence System

Improving customer satisfaction



- Reduction of Open Delivery Items & reliability issues
- Aircraft-On-Ground support in Europe MRT
- PartsExpress In Europe
- SMARTFIX Plus roll out
- Customer Care organization
- Increase parts and training availability

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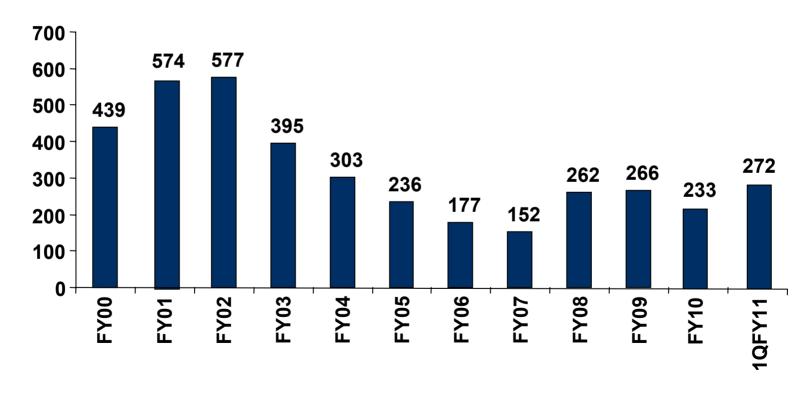


Our backlog remains solid despite market weakness with a total of 272 aircraft

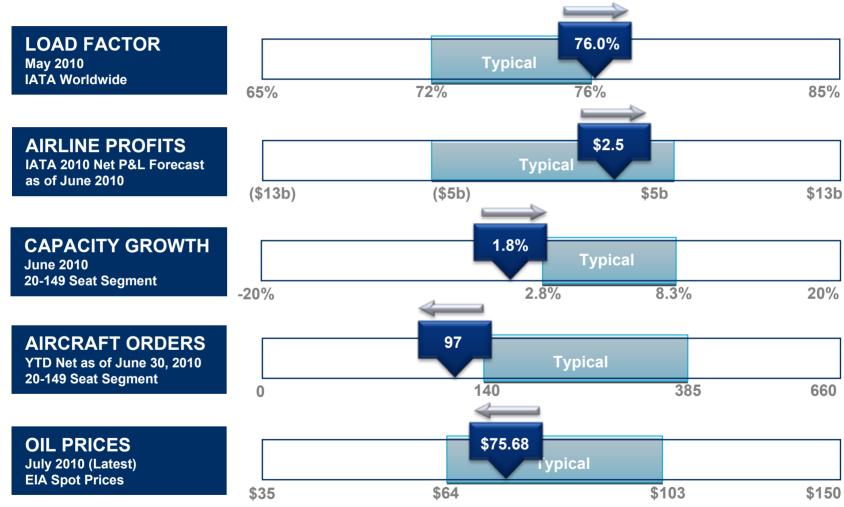
ORDER BACKLOG

Units, Fiscal Years 2000 – 2010, Q1 Fiscal Year 2011

Units



Industry metrics stable: load factors remain high; fuel price dips; profitability returning; lower YTD order totals



Note: Arrows indicate directional change compared to the beginning of 2010, with the exception of Aircraft Orders, which are compared to the same period in 2009. Sources: IATA, OAG Schedules, Manufacturer's Reports, and US Department of Energy



Bombardier's Commercial Aircraft portfolio is optimized for the segments they serve

Turboprops

Optimized Short-Haul Solution 1049 orders*



Regional Jets

Optimized
Regional Network
Solution
1695 orders*





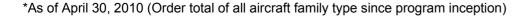


Single-Aisle Mainline Jets

Optimized for 100-149 Seat Market 90 firm orders + 90 options*







Competitors offer aircraft in each of Bombardier Commercial Aircraft's segments...



Turboprops





Regional Jets











Single-Aisle **Mainline Jets**



E195



A318/A319





...however our product offering has significant advantages



- Q400 aircraft can cruise up to 30% faster than nearest turboprop competitor
- Q400 aircraft offers seamless integration into and maintaining jet schedules
- Only 21st century technology commercial turboprop available today
- Lowest per seat operating economics in its class

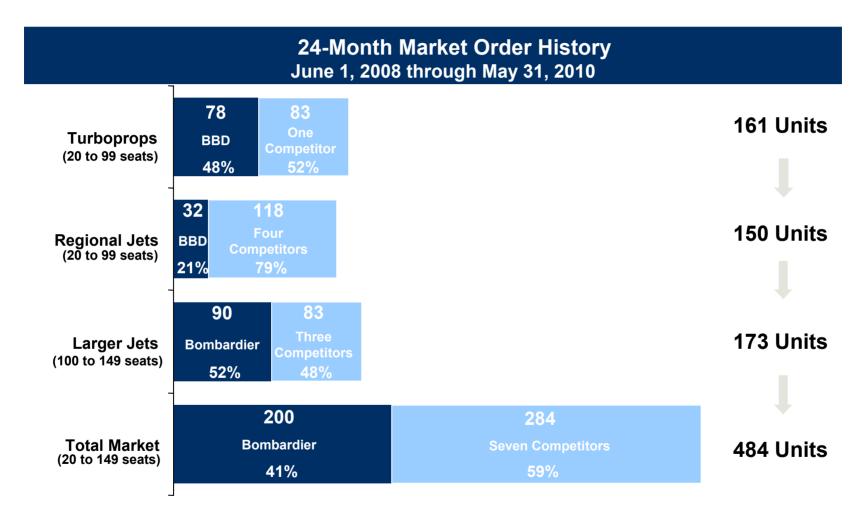


- CRJ NextGen aircraft provides up to 14% lower operating economics than in production competing aircraft
- CRJ NextGen aircraft family shares high level of parts commonality
- Only family of aircraft with common pilot rating from 50 to 100 seats
- Industry proven track record

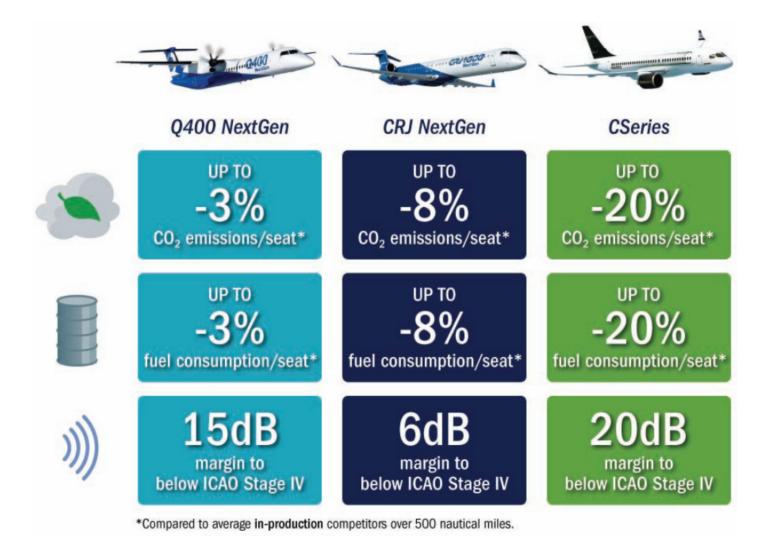


- Optimized design with 15% lower operating economics than in production competing aircraft
- Latest engine and advanced materials offering a 20% fuel burn advantage
- 4x quieter than current in production competing jets
- Unmatched environmental footprint in its class

Bombardier has a 41% market share in the 20- to 149-seat market



Bombardier has the most fuel efficient aircraft with the lowest noise and emissions in their category



CRJ1000 NextGen aircraft completes optimized CRJ family



Flight test program is progressing well with over 90% of the testing finished, more than 430 flight hours logged since February 2010*



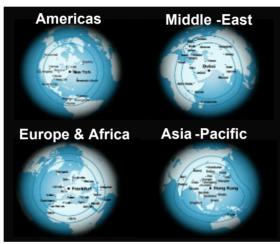
Strong customer commitment for the *CSeries* aircraft program













Short-Field Performance

3 CS100 aircraft 17 CS300 aircraft 20 options

Worldwide Appeal

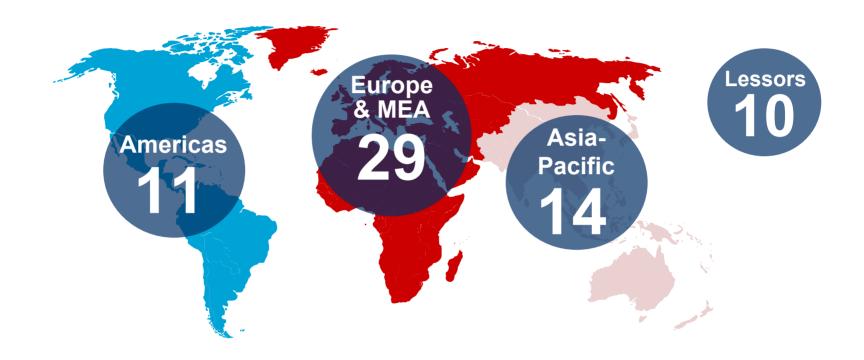
30 *CS100* aircraft 30 options

Network Builder

40 *CS300* aircraft 40 options



Worldwide customer interest for CSeries aircraft program



More than 60 active campaigns and evaluations

CSeries Aircraft ProgramA game changer in its class



CSeries Aircraft ProgramHigh residual value... a design reality





COMMON PLATFORM

- Family of Aircraft
- 95%+ Line Replaceable Unit (LRU) Commonality
- Common Type Rating

FLEXIBLE CABIN

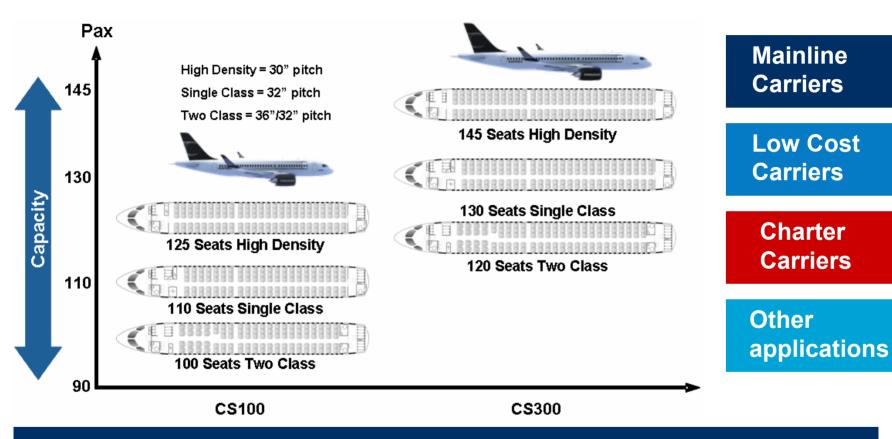
- Higher Baseline Specification
- Cabin Flex Zones

FLEXIBLE AIRPLANE

- Performance Flexibility
- Single Engine Supplier
- Fly-By-Wire Technology
- Cockpit Growth Capability



CSeries Aircraft ProgramOne design with multiple applications

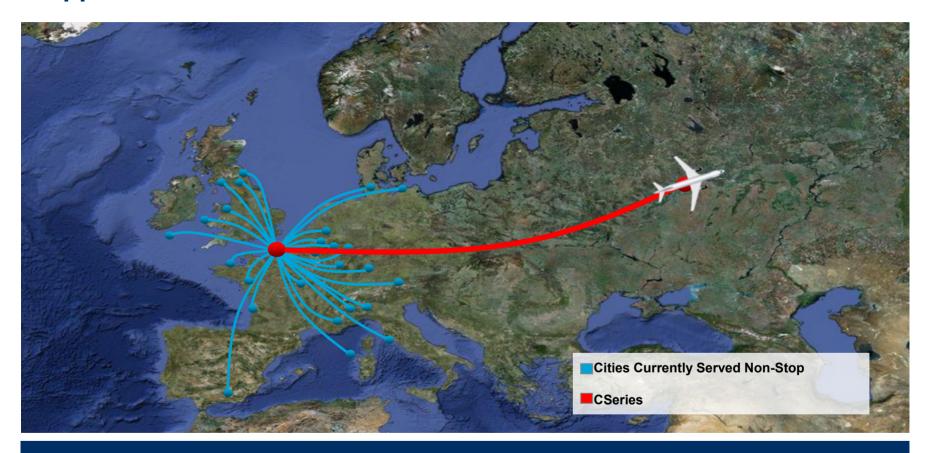


CSeries aircraft offers flexible seating configurations with the comfort of a widebody aircraft



CSeries Aircraft Program

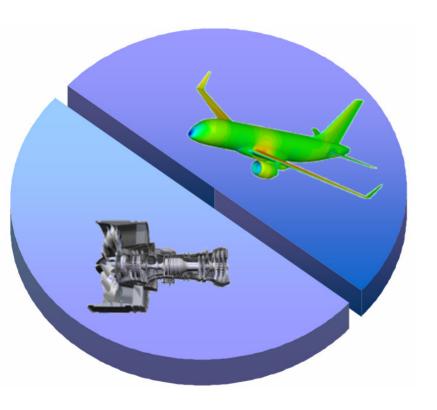
Flexibility from challenging airports: New routes, new market opportunities



1,500 nautical mile range with 110 passengers from London City Airport short runway - short take-off and landing (STOL)

CSeries Aircraft Program

Well balanced technology combination to achieve unmatched fuel efficiency



Optimal Aircraft Integration

Latest Generation of System Technology

State-Of-The-Art Aerodynamics

Lighter Structure due to 70% Advanced Materials



Game-Changing Engine
PurePower® PW1000G

All leading to more than 20% fuel burn advantage compared to average in-production competitors



CSeries Aircraft Program

Unmatched reduction in environmental footprint

The future of the industry lies in the challenge of balancing profitability and reducing impact on the environment. Designed with vision and conviction, the **CSERIES** aircraft combines low operating costs and an unmatched environmental scorecard.







CSeries Aircraft Program Executing according to plan

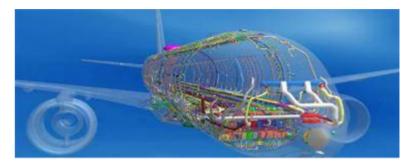
2008	Technologies Selection and Program Launched At Farnborough Airshow	
2009	Finalizing Conceptual Design Phase And Start Definition Of System Interfaces	
2010	Joint Definition Phase, Technologies Demonstrators, Facilities	0 45
2011	Complete Product Definition Release Build And Commission System Test Aircraft	
2012	First Flight	
2013	CS100 Aircraft Entry Into Service	
2014	CS300 Aircraft Entry Into Service	

Transitioned from Joint Definition Phase to Detail Design Phase



JDP: Joint Definition Phase

- Structure & Systems Architecture
 Interfaces Defined And Frozen
- Technology Demonstrators Completed
- Overall Aircraft Performance Confirmed
- Validated with Key Customers



DDP: Detail Design Phase

Fully Engaged in Detail Design
 Phase Activities

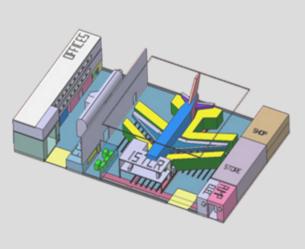


First Detail Datasets Released

Transition complete in July 2010

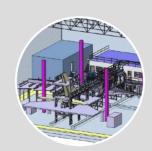
More up-front testing starting as early as one year before first flight

COMPLETE INTEGRATED AIRCRAFT SYSTEM TEST AREA





Re-configurable Engineering Flight Simulator



Integrated Systems Test and Certification Rig



Cabin Systems / Environmental Control System Rig



FBW Prototype Flight Controls Integration Lab



Engineering Simulator



Systems Integration Test Stand

CSeries aircraft first complete test vehicle - enables earlier product maturity

Significant investment in upfront testing



Over \$700M of investment on state-of-the-art manufacturing facilities



The aircraft optimization "trumps" a re-engine response

CSeries aircraft: 2020 technology in 2013



Engine / Airframe Harmonized Design Optimization and Integration

Engine is only a part of the fuel burn benefit equation







Against a challenging economic backdrop, we delivered good financial results in fiscal 2010...

Paris 2009

Farnborough 2010

Aerospace (G.Hachey)

Business Aircraft

(S.Ridolfi)

- Delivered 9.0% EBIT in FY09
- Focus is on taking action in turbulent times
- Confident on the long-term potential of the industry
- Strengthening our market and product positions
- Commercial Aircraft (G.Scott)
- Good order intake and solid backlog in FY09
- CSeries aircraft launch order firmed up
- **Customer Services**& Support
 (J.Hoblyn)
- Market outlook
- Serving our customers and growing our business

- Delivered 5.1% EBIT in FY10
- Determined to steer through the crisis to emerge stronger
- Sluggish market still impacting our business
- Longer term fundamentals of business aviation remain solid
 - Optimized solutions for the 60- to 149-seat market, well positioned for the future
- Market outlook improving
- Good progress on customer engagement
- New services driving growth



Customer Services portfolio



Customer Support Business Aircraft



Customer Support Commercial Aircraft



Training Services



Maintenance Services



Component Services



Smart Services

Main forecasting drivers for Maintenance, Repair & Overhaul (MRO) are fleet utilization & GDP



10-year Outlook on Maintenance, Parts and Training

Bombardier's worldwide aircraft fleet is expected to grow at 6% per year over the coming decade

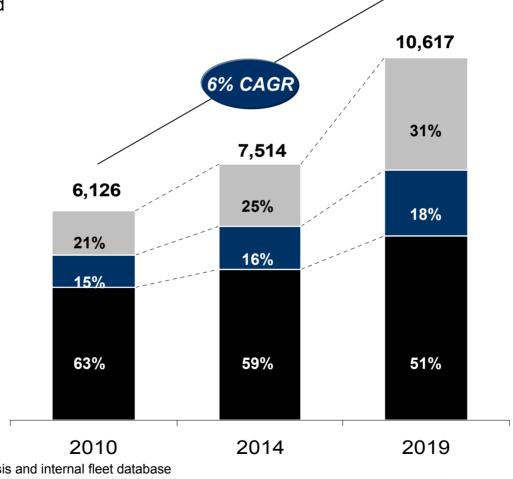
FORECASTED BOMBARDIER FLEET SIZE GROWTH

10-Year Market Forecast (Units)

Rest of the world

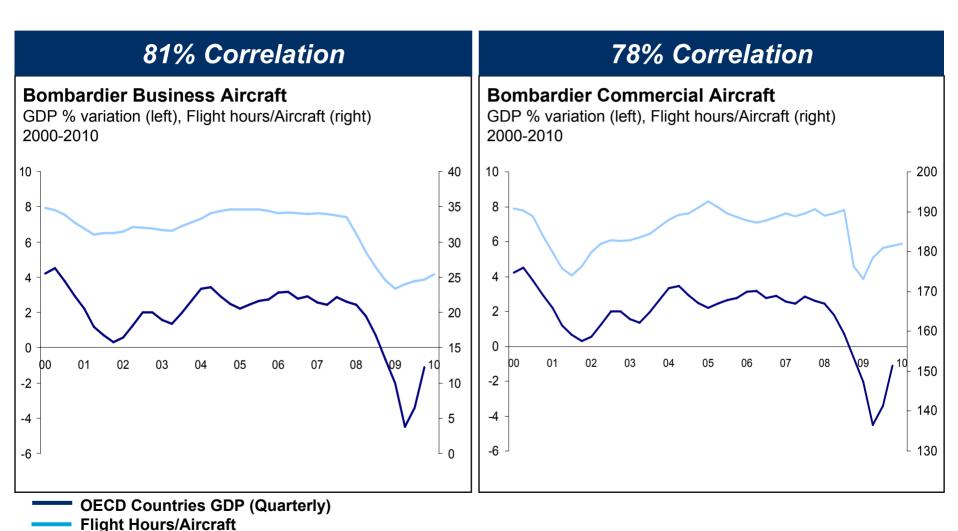
Europe

North America



Sources: Bombardier Analysis and internal fleet database

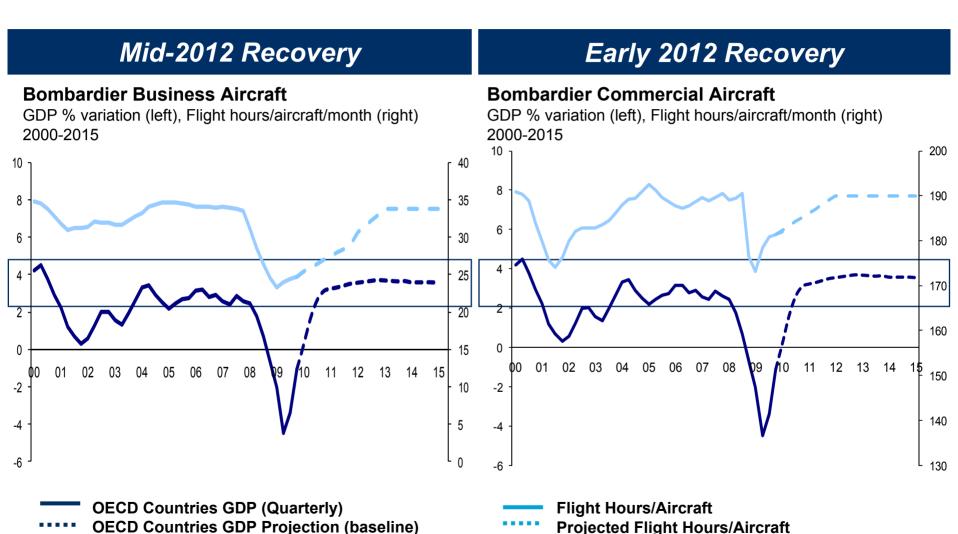
Strong correlation between GDP and Bombardier fleet utilization



Sources: Bombardier Analysis & IHS Global Insight February 2010, non-chained weighted



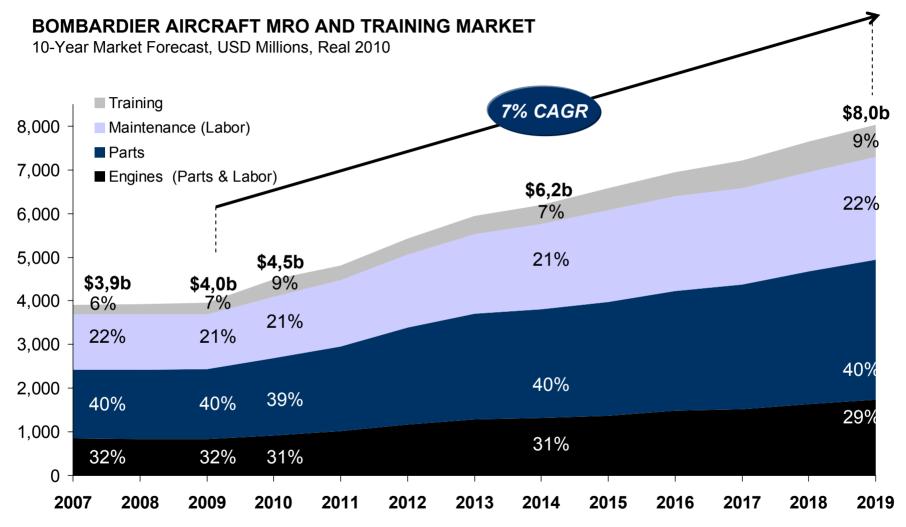
Expected growth recovery to pre-crisis levels in 2012



Sources: Bombardier Analysis & IHS Global Insight February 2010, non-chained weighted



Bombardier aircraft aftermarket expected to grow 7% per year over the next 10 years



Source: Bombardier Analysis

Includes in & out of warranty aircraft and engine maintenance



Priorities and focus areas

OPERATORS

GOALS

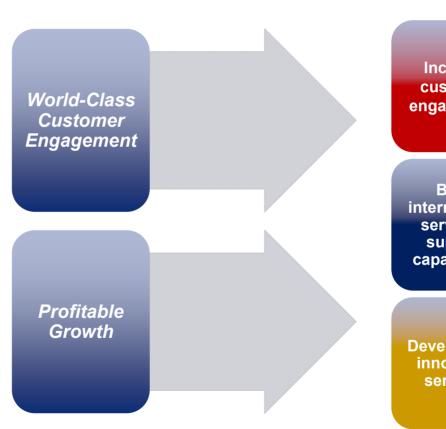
PRIORITIES





Business







In FY10, we made solid progress on customer satisfaction drivers

Increase customer engagement

Aircraft Reliability & Quality

- ✓ Closed 76 top aircraft in-service reliability issues
- ✓ Reduced direct maintenance costs via maintenance program escalations & product changes

24-hr Worldwide Support

- ✓ Expanded International Support Network
- ✓ Added Regional Support Office in India

AOG Parts

- ✓ Improved parts availability to 95% in Frankfurt & Sydney
- ✓ Launched PartsExpress Europe for business aircraft customers

Maintenance Support & Training

- ✓ Inauguration of aircraft service center: Schiphol Airport in Amsterdam, Netherlands and Macon, Georgia, U.S.
- ✓ Added 2 simulators to meet projected demand
- ✓ Signed ATP agreement with Lufthansa Flight Training for CSeries aircraft program

Customer Care

- ✓ Strengthened customer account manager teams
- ✓ Deployed newly branded customer portal <u>iflybombardier.com</u>

Notes: ATP (Authorized Training Provider)

"Best-in-Class" according to internal metrics

2009 Pro Pilot Survey ranking improved to 4th place



Serving Customers Globally

- 4 customer response centers
 (Open 24/7)
- 5 regional support offices
- 9 Bombardier-owned and 48 authorized service facilities
- 2 spare parts distribution centers and 6 depots
- 5 training facilities
- 150+ Field service personnel



Developing innovative and comprehensive service solutions

Develop new innovative services

Customer Support

PartsExpress

Customer Response Centre

lflybombardier .com

Component Services

Component Repair & Overhaul

Component Exchange/ Rental

Used Parts

Maintenance Services

Mobile Repair Teams

Schiphol Service Centre

Macon Service Centre

Training Services

Simfinity™ Computer Based Training

CAE/Lufthansa Authorized Training Providers

Additional Simulators worldwide

Smart Services

Smart Parts™

SmartFix Plus

Smart Publications

BOMBARDIER

We are making progress

- Bombardier aircraft MRO market will recover over the next two years
- Customer service drives aircraft sales and Bombardier is making significant progress
- Bombardier is expanding its global presence in the aftermarket
- Bombardier is developing innovative and comprehensive service
 & support solutions to grow and improve service to its customers

Against a challenging economic backdrop, we delivered good financial results in fiscal 2010

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Caution regarding non-GAAP earnings measures

This presentation is based on reported earnings in accordance with Canadian generally accepted accounting principles (GAAP). It is also based on EBITDA as well as on Free Cash Flow. These non-GAAP measures are directly derived from the Consolidated Financial Statements, but do not have a standardized meaning prescribed by GAAP; therefore, others using these terms may calculate them differently.

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Turning Obstacles into Opportunity

Bombardier Aerospace
Farnborough Airshow Presentation



Aerospace Senior Management Team Bombardier Aerospace July 19, 2010

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