

1. I would like to subscribe to the TOOLS website

Criteria

What is the purpose of the TOOLS website ?

TOOLS " Safran Helicopter Engines Operator On Line Support " is a website for Safran Helicopter Engines operators. A portion of the site is available to anyone seeking information regarding Safran Helicopter Engines Customer Support services and activities. The other portion of the site is restricted and available only to our subscribers. It includes on-line services such as engine Technical Documentation as well other proprietary information.

How do I subscribe to TOOLS ?

Subscribers must either be a member of the Safran Helicopter Engines network or a known operator/customer of ours. All TOOLS subscription requests are carefully reviewed by Safran Helicopter Engines which means that we don't grant access instantly upon request. To help us expedite your request, please provide the most accurate, complete and current information.

We may contact you or your Feld Rep directly for clarification on any data you provided.

Must operators pay for access to the restricted portion of the website ?

No. TOOLS membership is a free service available to all eligible (see above) applicants. There is never a charge for access to either the public or restricted areas of TOOLS.

Subscription applications

How do I obtain a TOOLS access ID ?

Operators wishing to subscribe to TOOLS must fill out a subscription application form available on the Main page of the site by clicking " sign up / create account " in the identification field.

Why must each TOOLS subscription be registered separately ?

Any request to have an entire department or company share a single access ID for a TOOLS subscription will be systematically denied. This is done to avoid having to cancel the subscription for a whole group of people in the event one person leaves your company or department. By having separate and individual access ID's we can avoid disrupting service to entire groups. Therefore, for your own convenience, we adhere to the "one TOOLS subscription per person" rule.

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Why am I required to provide a business e-mail address for my subscription ?

All subscription requests are reviewed by Safran Helicopter Engines. Seeing your business e-mail address helps us confirm that you work at the place indicated on your request form.

May I gain access to technical documents pertaining to engine variants that I do NOT currently operate ?

No. You are granted on-line access only to variants you operate or for which you will be attending official training provided within the Safran Helicopter Engines training network.

2. Regarding my private information

Privacy information

Why must I provide personal information when subscribing to TOOLS ?

Access to TOOLS is secured and restricted to Safran Helicopter Engines operators only. It is not just a generic information website but is an actual work tool for our operators. We must therefore ensure, for everybody's sake, that those requesting access to this service are in fact, who they say they are.

Use of this site is reserved for adult subscribers. For those people signing up for training provided through the « Safran Helicopter Engines TRAINING » network, information pertaining to " Date of birth ",

" Place of birth " and " Country of birth " are mandatory for the issuance of professional certificates to the student upon their successful completion of the course and final exam.

What is the TOOLS confidentiality policy ?

TOOLS is committed to maintaining the privacy of its users. For this reason we do not modify or share an operator's private information unless we are required in good faith to :

- Protect and defend the rights and proprietorship of TOOLS
- Abide by the law or legal proceedings
- Protect the personal safety of our operators or the public at large.

