

Building Momentum Together



Isac Roths
CEO, First Class Air

Welcome to the very first issue of **CONNECT**, our newsletter designed to help keep all of our First Class Air companies and team members connected! We recently showcased

our integrated First Class Air brand at MRO Americas, and the momentum has been amazing! Customers loved the new branding, appreciate the clarity it provides and really get what “The First Class Way” means. Huge thanks to all of you for the hard work and passion that made this possible.

Moving forward, we want to drive home one simple fact: **We Are A Team**. While doing your own job well is the baseline, true success comes when we push “just a little more.” Extra effort like going beyond expectations to help a teammate quickly solve a problem or improve the customer experience is what separates us from the rest. We can keep winning by helping other

team members, creating synergies within different departments, and elevating the customer experience by taking extra steps to provide solutions and making every interaction as smooth as possible.

Thanks again for all you do. Let’s keep collaborating and building something special!

Let’s continue to raise the standard for customer service and operational excellence throughout the aviation industry!



Launch At MRO Americas Creates Strong Momentum For Integrated First Class Air Companies

The official launch of First Class Air at MRO Americas marked a major milestone in the continued evolution of our business and our vision to create a more connected and integrated aviation aftermarket platform for customers and industry partners.

The launch represented months of collaboration across all First Class Air companies and included the rollout of:

- Integrated messaging and services
- Updated company branding and visual identity
- Coordinated trade show and customer engagement materials
- The new FirstClassAir.com site
- Integrated sales and marketing materials
- New social media channels and messaging



Launch At MRO Americas Creates Strong Momentum For Integrated First Class Air Companies (cont.)

Our new branding and messaging unifies Cargo Repair, First Class Air Support, Cobalt Aero Services, Innodyne Systems, and Survival Products under a coordinated platform designed to deliver specialized aviation aftermarket solutions across the aircraft lifecycle.

In addition to customer meetings and networking events, the rebrand launch generated significant industry visibility through media coverage, social engagement, and multiple company announcements released during the show.

This momentum positions First Class Air for continued growth while strengthening how customers experience our integrated companies and capabilities as we continue building a unified global platform focused on operational excellence, technical expertise, and commitment to service.



Throughout the event, the First Class Air booth welcomed strong traffic from airlines, cargo operators, MRO providers, suppliers, and industry partners from around the world. Customers responded extremely positive to the integrated platform approach and the ability to access multiple specialized capabilities through a more connected customer experience.

The launch also highlighted the breadth of First Class Air capabilities, including:



Distribution &
Supply Chain
Support



MRO & DER
Repair Services



PMA
Manufacturing



Aircraft
Teardowns



Exchange &
Loan Programs

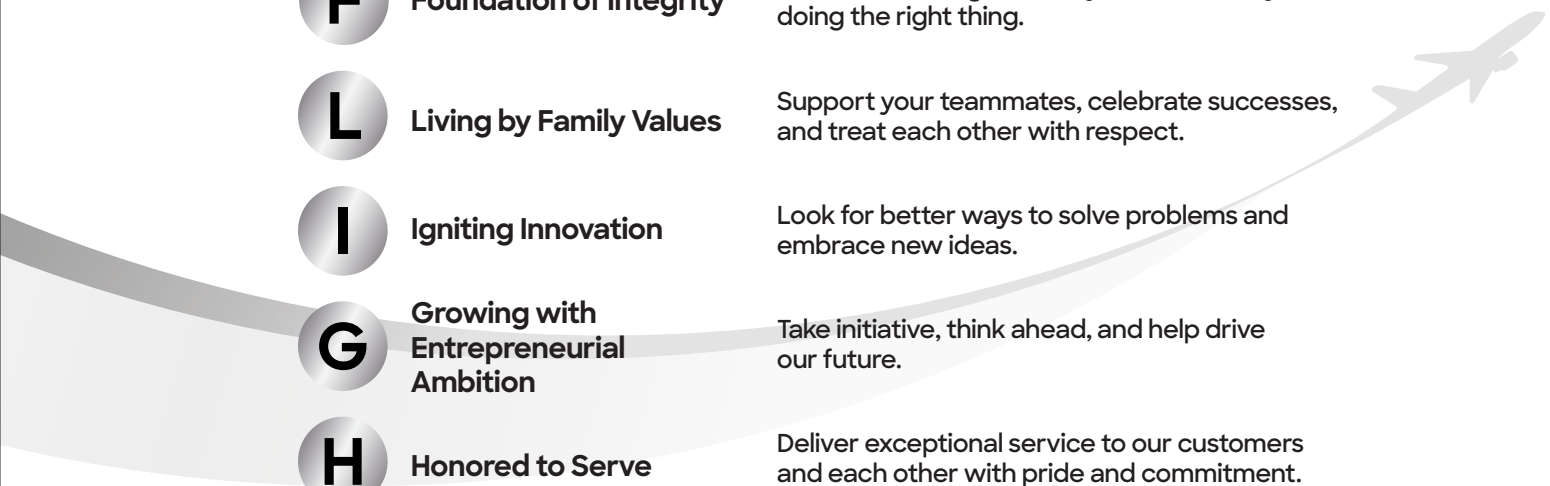




HR CONNECT

Flight Focus

Every successful journey starts with a strong foundation. Our **FLIGHT** values guide how we work, lead, and support one another every day. As you move through each day, remember to:



F	Foundation of Integrity	Build trust through honesty, accountability, and doing the right thing.
L	Living by Family Values	Support your teammates, celebrate successes, and treat each other with respect.
I	Igniting Innovation	Look for better ways to solve problems and embrace new ideas.
G	Growing with Entrepreneurial Ambition	Take initiative, think ahead, and help drive our future.
H	Honored to Serve	Deliver exceptional service to our customers and each other with pride and commitment.
T	Thriving in Excellence	Strive for quality, continuous improvement, and excellence in everything you do.

Every action matters. When we live our FLIGHT values each day, we strengthen our culture, support one another, and help First Class Air continue to soar.

Featured Training Resources

As we continue building a culture of learning, accountability, and leadership, we're introducing three important training programs that support every stage of your career. Whether you're learning our culture, reinforcing workplace expectations, or developing as a leader, these resources and training are designed to help you succeed.

Compliance Training

Stay Compliant. Stay Aligned. The First Class Way.

Compliance Training helps ensure every Team Member understands our workplace expectations, Code of Conduct, FLIGHT values, safety responsibilities, and regulatory requirements. It's an essential part of maintaining a safe, respectful, and high-performing workplace for everyone. Assigned through ADP MyLearning, this annual training is required for all Team Members.

[Download Compliance Training](#)



FLIGHT Training

Learn. Grow. Take FLIGHT.

FLIGHT Training introduces the values that define who we are and how we work together every day. More than a set of principles, FLIGHT serves as the foundation of our culture and helps guide how we serve customers, support one another, and achieve success as one team. Every Team Member plays a role in bringing these values to life.

[Download FLIGHT Training](#)

Rise To Leadership Training

Lead With People. Elevate Your Impact.

Designed for leaders, managers, and supervisors, Rise To Leadership focuses on strengthening leadership effectiveness, developing teams, and driving organizational success. Participants gain practical tools to improve communication, coach others, lead through change, and reinforce our FLIGHT values throughout the organization

[Download Rise To Leadership Training](#)

COMPANY CORNER

Innodyne Systems Named “Best DER Repair” In 2026 Top Shop

“This award is a direct reflection of the **expertise, innovation and dedication** of the Innodyne team,” said Isac Roths. “Their ability to develop high value repair solutions and deliver for customers every day is exactly what The First Class Way represents.”

Innodyne Systems was named the 2026 Top Shop Award winner for “Best DER Repair” by The145.com, one of the aviation industry’s most respected maintenance and repair recognitions. The award which was given at MRO Americas, recognizes Innodyne Systems’ engineering excellence, innovative DER-approved repair capabilities, and commitment to delivering high-quality, cost effective repair solutions for customers across the aviation industry.

The Top Shop Awards are highly competitive and selected by airlines, suppliers, and industry professionals based on quality, turnaround time, technical expertise, innovation, and customer support.

This recognition reinforces Innodyne Systems’ position as a trusted partner to airlines, operators, and MRO organizations worldwide. Congratulations to the entire Innodyne Systems team on this incredible accomplishment and keep up the great work!





DEPARTMENT SPOTLIGHT

Customer Experience

ONE TEAM. ONE MISSION. THE FIRST CLASS WAY.

Customer Service is often the first interaction customers have with our companies, making every conversation and interaction an opportunity to build trust and reinforce our commitment to exceptional service. As our integrated aftermarket platform continues to grow, so does our commitment to delivering a consistent

customer experience across every First Class Air company. While each business specializes in unique products and services, our Customer Experience teams share one common goal: making it easy for customers to do business with us.

**Dwayne Mendez**

Director of MRO Customer Service, First Class Air

To help strengthen this unified approach, **Dwayne Mendez** recently joined First Class Air as **Director of MRO Customer Service**. With more than 20 years of aviation industry experience spanning cargo operations, training, operations management, process

Dwayne is helping establish best practices, improve communication, streamline processes, and create a more consistent customer experience across our family of companies.

development, and customer success, Dwayne is leading the Customer Experience teams across Cargo Repair, Cobalt Aero Services, Innodyne Systems, and Survival Products.

Working alongside each company's customer service professionals, Dwayne is helping establish best practices, improve communication, streamline processes, and create a more consistent customer experience across our family of companies. His leadership supports our continued commitment to **The First Class Way** – a culture built on responsiveness, collaboration, accountability, and delivering exceptional service every day.

Although our companies serve different markets and specialize in different capabilities, we succeed as **One Team**. Every order entered, repair coordinated, customer question answered, and issue resolved strengthens the reputation we've built together.

Whether supporting an airline with an urgent repair, helping locate a critical component, coordinating an exchange program, or answering a customer's question, our Customer Experience teams are dedicated to providing the professionalism and responsiveness our customers expect from a First Class Air company.

Meet Your Customer Experience Team

Cargo Repair

👤 Laura Zoghbi
✉️ lzoghbi@cargo-repair.com

Cobalt Aero Services

👤 Greg Ferring | Nikki Christian
Terry White | Nikki Clem*
✉️ cas-csr@cobalt-aero.com

Innodyne Systems

👤 Kari King
✉️ repairs@innodynesystems.com

Survival Products

👤 Jose Torres | Gloria Morales
✉️ Customerservice@survival-products.com

The First Class Way

Every interaction matters. Every customer matters. Every team member contributes to delivering the exceptional service that defines The First Class Way.

*Nikki is a member of the Accounting Team and provides support to the Customer Experience Team.

Important Dates



Aug. 29 – Sept. 1, 2026
ACPC 2026 (Annual Air Carriers Purchasing Conference) – Orlando, FL



Oct. 27, 2026
MRO Europe – Amsterdam



Sept. 7, 2026
Labor Day Holiday – Offices Closed

Training Due Dates



Sept. 14, 2026
Compliance Training



Oct. 12, 2026
Rise to Leadership Training

Birthdays



July

Mcneal, Benjamin	July 3	De Bertomeu Sala, Jordi	July 15	Forbes, Anita	July 25
Tatman, Matthew	July 3	Harper, Matthew	July 16	Horton, Ronnie	July 27
Parchment Blair, Gwendolyn	July 8	Adams, Jane	July 17	Nunez, Maria	July 29
Clem, Nikki	July 11	Fazio, Jose	July 23	Leclair, Mark	July 31
Cardona, Luis	July 15	Jones, Ramey	July 23	Belknap, Joseph	July 31



August

Downs, Brandon	Aug. 5	Peterson, Tiffany	Aug. 13	Roberts, Sarah	Aug. 24
O'Neal, Cody	Aug. 5	Benoit, Lawrence	Aug. 13	Goodenow, Mark	Aug. 25
Del Valle, Elijah	Aug. 7	Villegas, Janeth	Aug. 14	Miller, Cyle	Aug. 26
Thompson, Hadley	Aug. 8	Ramos Rodriguez, Dianora	Aug. 15	Monsalve, Mauricio	Aug. 26
Pennington, Bridget	Aug. 9	Nemeti, Anthony	Aug. 16	Fortwengler, Shawn	Aug. 26
McWilliams, Christy	Aug. 10	York, Wesley	Aug. 19	Graham, Jenny	Aug. 27
Rodriguez Perdomo, Roxana	Aug. 12	Bahulekar, Soham	Aug. 23	Partain, Glenn	Aug. 31
Latimer, Cory	Aug. 13	Orellana, David	Aug. 24		



September

Hernandez, Jason	Sept. 1	Rodrigues, Stephen	Sept. 11	Bowman, Mark	Sept. 21
Hoffman, Phillip	Sept. 1	Canuel, Steven	Sept. 12	Morales, Gloria	Sept. 21
James, Ciara	Sept. 2	Aragon, Estefano	Sept. 13	Cornelius, Christopher	Sept. 22
Vogt, Jennie	Sept. 3	Diaz De Velazco, Carola	Sept. 13	Scott, Shannon	Sept. 22
Plummer, Douglas	Sept. 3	Phillips, Rickey	Sept. 13	Buskell, Matthew	Sept. 23
Graham, Ladarvis	Sept. 4	Aponte, Aldonsa	Sept. 14	Fazendine, Jon	Sept. 26
Holcroft, Gary	Sept. 5	Thompson, David	Sept. 15	Willhoite, Samantha	Sept. 27
Anemone, David	Sept. 6	Shipman, Brian	Sept. 17	Keck, Alex	Sept. 28
Garcia, Felix	Sept. 8	Hunt, Michael	Sept. 17	Lester, Jayme	Sept. 28
Moya, Brian	Sept. 8	McAllister, David	Sept. 18		

Anniversaries



July

Gawlak, Jacob	Innodyne Systems	5 years
Torres, Jose	Survival Products	5 years
McNeil, Ashley	First Class Air	1 year
Leclair, Mark	Innodyne Systems	1 year
De Bertomeu Sala, Jordi	First Class Air	1 year
Alexis Gonzalez, Michelle	Survival Products	1 year
Young, David	Cobalt Aero Services	1 year



August

Bowman, Matthew	First Class Air Support	5 years
Sontag, Frederick	First Class Air Support	1 year
Forrester, Gene	First Class Air	1 year



September

Fracacio, Lucimar	Survival Products	10 years
Parchment Blair, Gwendolyn	Survival Products	1 year
Aquino, Jayson	Innodyne Systems	1 year
Stager, John Henry	Innodyne Systems	1 year
Graham, Ladarvis	First Class Air Support	1 year
Haak, Robert	Cobalt Aero Services	1 year
Helton, Larry	Cobalt Aero Services	1 year
Gay, Roman	Cobalt Aero Services	1 year

WELLNESS TIP

Take Advantage of Your Anthem Benefits

Your Anthem benefits include valuable resources designed to support your physical, emotional, financial, and overall well-being. Whether you're looking to improve your health, earn wellness rewards, or access confidential support during life's challenges, these programs are available to help.

Wellbeing Solutions – Earn up to \$200 in rewards by completing eligible wellness activities and preventive care.

[Download Wellbeing Solutions](#)

Employee Assistance Program (EAP) – Free, confidential support for counseling, financial and legal guidance, work-life resources, and more, available 24/7.

[Download EAP Summary](#)



If you have any suggestions for topics to cover in future issues, share your ideas with us by emailing connect@firstclassair.com.