Group Services

Airframe Maintenance

Line Maintenance

Component Services

Engine Overhaul

Inventory Technical Management

Cabin Integration Services

Freighter Conversion

Technical Training
STAECO completes first 8C Check

On 21 November 2013, Taikoo (Shandong) Aircraft Engineering Co. Ltd. (STAECO) completed its first 8C Check on a Bombardier Global Express Business Jet (B-7699) and redelivered the aircraft to First Mandarin Business Aviation Co. Ltd. as scheduled.

The 8C Check is the most demanding heavy maintenance check carried out on Bombardier jets and is normally performed after 10 years of flight operations. The scope of work includes dismantling the entire VIP cabin, conducting a major overhaul of the landing gear, extensive structural and systems inspections, as well as various modifications.

First Mandarin’s Global Express Business Jet is the first of its type in operation in Mainland China and because this is the first time STAECO performing the 8C Check for the aircraft type, STAECO attached great importance to the project. The project team were thoroughly briefed and prepared for the job, and worked seamlessly to overcome any issues during the procedure. The successful completion of this 8C Check demonstrates STAECO’s strong maintenance capabilities for business jets. 📊
CRJ-700 project audit

In January, the Shandong Safety and Supervision Bureau of the Civil Aviation Administration of China (CAAC), East China Regional Administration conducted an audit on a proposed CRJ-700 pressure floor refitting project submitted by STAECO. The proposed modification will be the first of its kind to be executed in Mainland China.

STAECO’s Quality Department collaborated with Base Maintenance, Planning, Training as well as Technical Engineering and the Facility Department to compile a detailed report, providing comprehensive information for the inspectors, covering tools and equipment, personnel training, technical information, materials to be used, facilities, a risk assessment and internal audit results. At the end of the two-day examination, STAECO passed the audit with flying colours and the inspectors awarded the company high praise for its detailed preparation.
First ANA A320 C Check

On 23 January, STAECO completed its first Airbus A320 C Check for All Nippon Airways (ANA); it is the first cooperation between STAECO and ANA on this aircraft type. To overcome the challenges of the project, including an older aircraft, a large amount of structure repair work and the time constraints involved, the core team members made thorough preparations for the maintenance work in advance, identifying techniques, equipment and tools required, and evaluating every single task in the project to identify the key procedures and jobs. Their efforts led to the successful, on-time completion of the input and STAECO received high praise from the airline for its excellent technical capabilities and quality service.

The ANA / STAECO partnership commenced in 2007, when STAECO began handling maintenance projects for the airline’s fleet, ranging from Boeing 737CL to 737NG aircraft. The successful completion of the first Airbus A320 input has further strengthened this long-standing partnership.
New customers

TAECO has recently welcomed two new airline customers, Thai AirAsia and THAI Smile, for the provision of line maintenance services on their Airbus A320 aircraft during flight transits at Chongqing Jiangbei International Airport (CKG).

Thai AirAsia is a joint venture between Malaysian low-cost carrier AirAsia and Thailand’s Asia Aviation. On 23 September 2013, Thai AirAsia commenced twice daily flights between Bangkok and Chongqing. Operated by Thai Airways International, THAI Smile launched thrice weekly flights between Bangkok and Chongqing on 27 October 2013.

In addition to Thai AirAsia and THAI Smile, TAECO currently serves five foreign carriers at CKG, including Cathay Pacific Airways, Dragonair, and Lufthansa Cargo.
Component Services

New office opening

On 11 December 2013, HAECO celebrated with Panasonic Avionics Corporation (PAC) the opening of their new office located by the ramp at Hong Kong International Airport.

PAC Senior Vice President Mr. Matt Smith officiated at the pig-cutting ceremony with PAC Executive Director Mr. Sean Gavin. The ceremony was joined by HAECO representatives including General Manager, Line Maintenance (Operations) H.K. Li, Assistant General Manager, Line Maintenance (Technical Operations) William Li and Cabin Maintenance Centre Maintenance Superintendent (Cabin Solutions) Y.Y. Wong.

The PAC Hong Kong team has grown significantly in recent years. With the expansion of Cathay Pacific Airways’ eX2 fleet to more than 140 aircraft in 2015, it is expected that more office space will be required by the team. PAC officials expressed their gratitude for HAECO’s assistance and support in securing the office space.

The new office features a Hong Kong Operations Control Centre which came into operation in early 2014. The control centre is equipped with overhead screens for remote monitoring of Global Communications Systems (GCS) and aircraft serviceability.
CAO enhances capabilities

HAECO Component and Avionics Overhaul Department (CAO)’s in-house oxygen charging facility is now in operation. The one-stop-shop recharging, repair and overhaul facility has the capability to handle all types of oxygen bottles and assemblies currently or potentially required by CAO. The initiative is just another example of CAO’s efforts to enhance efficiency by improving production flow and both CAO and its customers are benefiting by saving the two-day turnaround time (TRT) previously required to process oxygen bottles.
Trent 700 C-Duct lease return programme

In February, Taikoo Spirit AeroSystems (Jinjiang) Composite Co. Ltd. (Taikoo Spirit) completed its sixth Airbus A330 Trent 700 C-Duct inspection and repair for Cathay Pacific Airways; the programme commenced in March 2013. For the final aircraft, Taikoo Spirit collaborated closely with Cathay Pacific and Original Equipment Manufacturer Aircelle in managing the provision of materials and providing engineering solutions to meet the tight turnaround time (TRT) of 15 days. The team even worked through the Chinese New Year holiday, resulting in the successful completion and on-time redelivery of the aircraft and earning great appreciation from the airline customer for their outstanding performance and dedication.
On-site support for Atlas Air

In early March, a team from Taikoo Spirit arrived at HAECO’s airframe maintenance facility in Hong Kong to provide repair services on an Atlas Air Boeing 747 aircraft’s CF6-80C2 thrust reversers, during a scheduled heavy maintenance check.

The task involved the removal of the translating sleeve, replacement of a cascade ring and further modifications in accordance with Service Bulletin 78-1078. To ensure the repairs were completed with minimum downtime for the aircraft, Taikoo Spirit sent a team of three aircraft maintenance experts to Hong Kong, equipped with the necessary tooling and fixtures. Collaborating with HAECO’s Airframe Maintenance and Component Services teams, the repair work was successfully completed in two days.

To meet the needs of its airline customers, Taikoo Spirit can provide them with lease or exchange CF6-80C2 thrust reverser rotables whenever needed and provides one-stop repair services to customers across a range of locations.
New accreditation for HAESL

Hong Kong Aero Engine Services Limited (HAESL) has successfully gained Non-Destructive Testing (NDT) accreditation under the National Aerospace and Defence Contractors Accreditation Programme (NADCAP).

NADCAP is a global cooperative accreditation programme for aerospace engineering, defence and related industries. Administered by the Performance Review Institute (PRI), NADCAP was established in 1990 by the Society of Automotive Engineers (SAE). Aviation companies which have joined this programme include Boeing, Airbus, Rolls-Royce and GE Aviation. HAESL is committed to obtaining NADCAP accreditation for various special processes, including NDT and Heat Treatment and Welding, in order to comply with Rolls-Royce’s SABRe Supplier Management System Requirements (Edition 2).

HAESL began its NADCAP accreditation journey by applying for NDT accreditation. The NADCAP audit focused on technique rather than product, concentrating on NDT techniques such as Fluorescent Penetrant Inspection (FPI) and Magnetic Particle Inspection (MPI). During the audit, operators were not only required to demonstrate their ability in doing the job, but also to show they were familiar with the related procedures and controlling mechanisms. To this end, various HAESL departments – including NDT, Quality Improvement, Technical Services and Procurement – collaborated to ensure all NADCAP requirements were fulfilled. Thanks to the team members’ hard work and professionalism, the audit carried out last September was successfully passed and HAESL was awarded accreditation in October 2013.

Looking ahead, HAESL will apply for NADCAP accreditation for Chemical Process and Heat Treatment this year.
HAECO Group supports Hongkong Jet

The HAECO Group has been appointed as the provider of Inventory Technical Management (ITM) and Airframe Maintenance services for Hongkong Jet’s Airbus A319CJ fleet. The scope of services covers component pool access, component repairs and overhauls, 24/7 AOG support, warehouse and logistics support, as well as airframe maintenance at HAECO’s MRO facilities in Hong Kong and Xiamen.

“We are pleased to be selected by Hongkong Jet to support its A319 Corporate Jets. Headquartered in Hong Kong, the HAECO Group has strong technical expertise in Airbus A319 / A320 / A321 aircraft and operates an Airbus-approved VIP cabin completion centre in Xiamen, Fujian province, in Mainland China. With its proven track record, the HAECO Group is well positioned to serve business aviation services providers and VIP aircraft operators in Asia,” said HAECO CEO Augustus Tang.
HAECO Cabin Solutions receives first STC

On 30 November 2013, HAECO Cabin Solutions received its first Federal Aviation Administration (FAA) Supplemental Type Certificate (STC) for the green cabin completion of a Boeing 767-300ER aircraft for Air Astana. The HAECO Cabin Solutions / Air Astana contract is for a total of three aircraft, the first two of which entered commercial service on international routes from 12 December 2013.

A joint-effort between HAECO Group companies including HAECO in Hong Kong, HAECO Cabin Solutions, LLC (“HAECO Cabin Solutions”) in the United States and TAECO in Xiamen, the project demonstrated the HAECO teams’ outstanding design and engineering capabilities. The Boeing 767 aircraft was delivered to TAECO green from Boeing and during its stay, it had a two-class cabin configuration installed with lie-flat bed Business Class seats and Audio Video on Demand (AVOD) In-flight Entertainment system (IFE) in both Economy and Business Class.

The technical strengths of these three HAECO Group companies came together seamlessly to deliver a turnkey engineering, manufacturing, installation and certification solution that offered the customer the convenience of an all-in-one package. By offering such one-stop solutions, HAECO can effectively focus its in-house resources on the on-time delivery of a project without relying on additional third-party vendors for manufacturing or installation input. The additional level of control over the project leads to a greater degree of schedule security for aircraft operators and airline customers.
PCF for ACC

In January, TAECO completed its second Boeing 757 passenger-to-freighter conversion for Air China Cargo (ACC). The aircraft was also TAECO’s eighth Boeing 757-200PCF conversion to date using Precision Conversions, LLC (Precision)’s STC.

Alongside the conversion, the aircraft underwent an engine swap and an offsite landing gear overhaul. Working closely with the airline, the TAECO team overcame various challenges caused by component delays. The result of this successful collaboration was a once-and-done test flight with no major defects found and the aircraft was redelivered to the airline customer on time. The quality service impressed both ACC and STC holder Precision.
Technical Training

TAECO celebrates graduation

On 7 December 2013, 41 students from TAECO’s EASA Part-147 training (Class 6) celebrated their graduation in the presence of their families; officiating at the event were TAECO CEO Steve Chadwick and General Manager Training, Henry Chen, as well as the programme’s instructors. The students completed a two-year Approved Basic Training Programme in categories B1.1 and B2.

TAECO began to offer EASA Part-147 Approved Basic Training in September 2010. To date, the programme has offered professional training to a total of 151 students in nine B1 classes and two B2 classes, nurturing talent for airlines and MROs across Asia.
Acquisition of TIMCO

On 7 February, HAECO completed its previously announced acquisition of TIMCO Aviation Services, Inc. (TIMCO). With the completion of the transaction, TIMCO will be a wholly-owned subsidiary of HAECO, creating one of the world’s leading airframe MRO service providers based on scope of services and products offered.

HAECO CEO Augustus Tang shared his vision about the acquisition: “TIMCO’s strong reputation for quality aircraft care and customer services fits well with the HAECO family of companies. We are looking forward to continuing to grow TIMCO’s capabilities and reach, especially in the delivery of aircraft interiors products and services.”

Kevin Carter, TIMCO CEO, said: “The customers, employees and communities where TIMCO facilities are located have much to look forward to as we embark on our new relationship with HAECO. Our strategic combination will build upon both companies’ global customer reach, utilise best practices across a broader enterprise and elevate our commitment as responsible corporate citizens in the communities in which we operate.”
Visit our brand new HAECO.com!

To offer our customers and stakeholders a more comprehensive understanding of the HAECO Group, HAECO launched its new website on 27 February.

In addition to a brand-new look to the design, the revamped website features more user-friendly navigation to facilitate access to a comprehensive range of up-to-date information about our Group companies and the wide array of services that the Group offers. Another highlight of our website is the all-new AOG Materials Support section, in which you will find handy information about our 24/7 technical and materials assistance.

To experience our enhanced online services, please visit our revamped website at www.haeco.com.
HAECO promotes aviation careers

From 25-26 January, HAECO participated as a major exhibitor in the Discover Aviation Careers 2014 event, held at the Hong Kong Convention and Exhibition Centre and organised by the Aircraft Division of the Hong Kong Institute of Engineers (HKIE). Officially opened by Hong Kong Special Administration Region (HKSAR) Financial Secretary Mr. John Tsang, this event provided an opportunity for the company to promote aircraft engineering careers to job seekers and the public. Professor Anthony Cheung, Secretary for Transport and Housing, HKSAR and Mr. Matthew Cheung, Secretary for Labour and Welfare, HKSAR also attended the event.

Various HAECO departments worked together with HAESL to produce a highly successful and popular display, showing visitors to the exhibition sophisticated and rarely-seen aircraft engineering items and techniques including a Rolls-Royce Trent 500 engine, flight recorders, as well as Non-Destructive Testing and aircraft painting demonstrations. In HAECO’s exhibition area, separated into two themed sections, visitors were able to learn about career opportunities at HAECO, our history and our businesses. The two-day event received over 20,000 visitors.
TAECO named High Performing Partner

On 3 December last year, TAECO was recognised by airline customer, Cathay Pacific Airways, as a High Performing Partner and for its outstanding achievements in process improvement. Christopher Gibbs, Cathay Pacific’s Director Engineering, presented the awards to TAECO’s Executive General Manager, Base Maintenance Operations, Kevin Guan, at the company’s Xiamen facility.

During the two-year period 2011 to 2013, TAECO has completed more than 160 cabin modifications for the Hong Kong-based airline group, including First Class, Business Class, Premium Economy Class and Economy Class retrofits for Cathay Pacific and subsidiary Dragonair.

TAECO was also recognised for its contribution in several process improvement projects, including the Boeing 777 Process Improvement, Airbus A320 Centre of Excellence, and Cabin Modification Management projects. These projects improved on-time performance and shortened the turnaround time (TRT) of cabin modification as well as maintenance checks. A typical example is the reduction of TRT for a Boeing 777 aircraft regional modification, from 59 days to 28 days.
HAESL recognised in Sustainable Development

In the Swire Sustainable Development Forum 2013, HAESL took home the “Most Innovative Project Award” with its safety footwear programme. More than 10 Swire companies entered this competition, competing in three categories: Most Replicable, Most Effective and Most Innovative; forum participants voted for the winner of each award.

While safety footwear with toe-cap protection has been used for many years, voters noted that HAESL puts great effort into ensuring its front-line staff, managers, executives and visitors are “feet safe” at any given time. In particular, efforts made in promoting the use of safety footwear and green and red-marked safety zones within HAESL workshops, as well as the well documented safety footwear policy within the HAESL Health & Safety Manual received recognition at the forum. All these thoughtful implementations have contributed to a successful safety footwear scheme.

The Swire Sustainable Development (SD) Forum is an annual event that provides an opportunity for group companies to share best practice initiatives in areas such as health & safety, the environment and social engagement.
HAECO Sunny Day

On 6 December 2013, over 2,000 HAECO staff gathered at its hangar facility to take part in the company’s “Sunny Day” event. The day was organised with the objective of promoting safety awareness amongst HAECO staff and reinforcing the company’s operating priorities of “Safe Operations” and “Happy Employees” in a relaxed atmosphere.

The “Sunny Day” event received positive feedback from participating staff, and safety messages were delivered through over 30 interactive games and various stage performances.

Sunny stands for

S - See and report
U - Uncompromised attention to health & safety
N - Never walk-by a problem
Y - Not to get hurt
You are the key to “Zero Harm”
CAO practices Sustainable Development

Protecting the environment and operating sustainability are amongst HAECO’s highest priorities and they are objectives embraced by all its operating companies and divisions, including the Component and Avionics Overhaul (CAO) Department in Hong Kong.

A new Halon recycling machine was brought into service recently by CAO, allowing the company to recycle Halon 1301 Type II used in aircraft fire extinguishers. With the introduction of this enhanced service, CAO believes that both the environment and HAECO customers will benefit from reduced Halon waste and shorter turnaround times for recharging fire extinguishers used on aircraft. ▶
Interview with Ronald Lam
Director and General Manager, Hong Kong Operations

Q Ronald, would you tell our customers a bit about your role at HAECO, and your career prior to joining us?

A Mr. Ronald Lam
Interview with Ronald Lam
Director and General Manager, Hong Kong Operations

Mr. Ronald Lam

I spent 17 years with Cathay Pacific before coming to HAECO; my last two positions with the airline were General Manager, Information Technology and General Manager, Sales and Distribution. In the past, I have held various different management roles at Cathay Pacific, including overseas assignments in Japan and Sri Lanka.

Joining HAECO in July 2013 as Director and General Manager, Hong Kong Operations, I oversee airframe and line maintenance businesses in Hong Kong. As you may be aware, following the acquisition of TIMCO Aviation Services (TIMCO) in 2013, the HAECO Group has extended its reach to the United States. In view of our more diverse and global operations, my position was created with the objective of developing and managing the Group’s Hong Kong operations in a more dedicated manner.
Interview with Ronald Lam
Director and General Manager, Hong Kong Operations

Q What is your vision for HAECO’s Hong Kong operations in the coming year?

A Mr. Ronald Lam
Interview with Ronald Lam
Director and General Manager, Hong Kong Operations

Mr. Ronald Lam

Not long ago I shared with my HAECO colleagues my vision for the company’s operations in Hong Kong. I have four main goals – all are critical for the success of the company. By ensuring all these priorities are achieved, we will be able to leverage on our technical expertise and service excellence to be the MRO of choice for customers.

Safe Operations – As an MRO, HAECO is committed to upholding aviation safety. Our priorities include both aviation safety and employee safety.

Happy Customers – Happy customers drive HAECO’s future growth. By investing resources and effort in basic elements such as on-time performance, aircraft condition and defect rectification, as well as creating extra, long-term value for our customers with quicker turnaround times (TRT), outstanding service, quality and workmanship, HAECO aims to be our customers’ MRO of choice.

Happy Employees – Employing more than 5,000 staff in Hong Kong, manpower shortages have been and remain today one of our biggest challenges. To recruit new and retain existing talent, we have made tremendous efforts in the past two years in the form of remuneration and benefits reviews, as well as professional training. I believe only with happy employees, can we ensure our customers are served by a professional and passionate workforce.

Profitable Business – Our customers rely on HAECO to deliver technical expertise and dependable services; a profitable business ensures that we have the necessary resources to justify their trust. Initiatives have been introduced to achieve this goal by means of cost control and productivity enhancements, through which we can maintain sustainable growth for HAECO.
Interview with Ronald Lam
Director and General Manager, Hong Kong Operations

Q Speaking about “Happy Customers”, what are your views on customer satisfaction? What are the latest efforts made by HAECO in this regard?

A Mr. Ronald Lam
Interview with Ronald Lam
Director and General Manager, Hong Kong Operations

Mr. Ronald Lam

To achieve this goal, I took the opportunity to review with our production teams areas that we can look at for improvement. We are going to start from the basics: for example, we have been working with our customers to improve the on-time performance of airframe maintenance projects. We have also reviewed the entire input process from the moment the aircraft lands until completion, and we now have clear performance targets and responsible parties for every single step. The on-time performance of line maintenance projects and timely rectification of defects will be other key areas to address.

Through our ongoing efforts to optimise maintenance workflows with the help of the latest technology, HAECO aims to create extra value for our customers by increasing the time their aircraft spend in the air and reducing that spent in our hangars, which translates into more revenue for airline operators.

HAECO is a trusted name worldwide, with 60+ years of dependable track record. We are always delighted to have the opportunity to demonstrate to new customers our trademark “can-do” spirit, as well as our exceptional service and quality.
### HAECO Group Capabilities

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<th>Aircraft Type</th>
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* Maintenance of aircraft registered in PRC, Macau SAR and Hong Kong SAR respectively is provisioned under the Joint Maintenance Management (JMM) cooperation arrangement.

Capabilities of the HAECO Group include but not limited to major aircraft types as listed above.
Executive and Private Jet Cabin Completions
- Airbus-approved Completion Centre for Executive and Private Jets
- Boeing Business Jets VIP Completion Centre

Cabin Reconfiguration / Modification
Winglet Modification
- Boeing 737 / 757 / 767

Freighter Conversion
- Boeing 737-300 / 400
- Boeing 747-200 / 300 / 400
- Boeing 757-200

Engine Overhaul
- Rolls-Royce Engines (RB211 & Trent)
- GE90 Engines

Landing Gear Overhaul
- Boeing 737 / 747 / 757 / 767 / 777
- Airbus A320

Composite Repair / Overhaul
- Airbus A330 Trent 700 TR & NC
- Airbus A320 V2500 A5 TR, FC & NC
- Airbus A319 / A320 / A321 V2500 A5 CNA
- Airbus A318 / A319 / A320 / A321 CFM56-5B TR & NC
- Airbus A340 CFM56-5C TR
- Boeing 737NG CFM56-7 TR, FC & NC
- Boeing 777 Trent 800 TR, FC & NC
- Boeing 777 GE90 – 90 / 94 / 110 / 115 TR, FC & NC
- Boeing 777 PW4000 TR, FC & NC
- Boeing 767 / 747 CF6-80C2, TR
- Boeing 767 / 747 PW4000 TR, FC & NC

Wheels & Carbon Brakes Repair/Overhaul
- Boeing / Airbus / CRJ / EMB / MD

Tyre Retreading Services
- Boeing 737C / 737NG / 747 / 757 / 767
- CRJ 200
- Bombardier -8 300/400
- Dornier 328
- Embraer 145

Aircraft Parts Production & Manufacturing
Approved under:
- HKAR-21 POA
- Boeing BQMS
- BVQI (AS9110-Rev C)
- Nadcap

Design & Engineering
Approved under:
- HKAR-1 E3 Design Organisation Approval
- HKAR-21 Design Organisation Approval
- SAR-21 Design Organisation Approval
- CAAC DMDOR Designated Design Modification Organisation Approval

Maintenance Training & Examination
Approved under:
- HKAR-147
- CCAR-147
- EASA Part-147
- SAR-147
- HKCAD Aircraft Maintenance Basic License Examination Site
- CAAC Aircraft Maintenance Basic License Examination Site
- EASA Aircraft Maintenance Basic License Examination Site

Aircraft Painting

Non Destructive Testing (NDT)

Hydrostatic Test Facility
Approved by:
- U.S.A. - DOT

Calibration Laboratory (CALMET)
- HOKLAS accredited laboratory; Mutual Recognition Arrangement through APLAC on traceability of standards
- CNAS accredited laboratory
Subsidiary & Joint Venture Companies

HAECO Group Services | Company Events | Feature Story | Capability Updates | HAECO Group Companies

For more details, please visit www.haeco.com