# HAECO Group



e-newsletter

ISSUE 9 | MARCH 2013





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## **Group Services**



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## First AA heavy maintenance check

In December 2012, HAECO completed its first Boeing 777-200ER airframe maintenance check for American Airlines (AA), marking a smooth start to the airline's maintenance programme with HAECO.

HAECO worked closely with the AA team to provide comprehensive technical and logistics support and ensure on-time redelivery of the aircraft.

## Winglet modification milestone

HAECO reached a milestone at the end of last year, when it completed its 50<sup>th</sup> winglet modification on a Boeing 767 aircraft. As of today, the company has completed 56 winglet modifications on this aircraft type for Delta Air Lines, United Airlines and Air New Zealand.

Winglet modification is usually performed during a heavy check (D Check) or cabin reconfiguration. The installation of winglets on an aircraft helps to reduce drag, thereby bringing operational and environmental benefits in terms of improving fuel efficiency and reducing carbon emissions. The structural modification and mounting of Aviation Partners Boeing winglets takes approximately 14 days per ship set and requires reinforcement of the wing outboard of the pylons and the installation of a closure rib to which the winglets are mounted.

HAECO has performed a total of 69 of these modifications, including 13 winglet installations on Boeing 737 and Boeing 757 aircraft for Continental Airlines.





## **Virgin Atlantic appoints TAECO**

Virgin Atlantic Airways Limited (VAA) has appointed TAECO as heavy maintenance (D Check) service provider for its Boeing 747-400 fleet. Virgin Atlantic operates a combination of Boeing and Airbus wide-body aircraft, including 13 Boeing 747-400 aircraft.

Phil Maher, Director of Engineering at Virgin Atlantic, said: "VAA has had a good experience of both D Check and major cabin reconfiguration support from TAECO over the last few years and we look forward to their support for the remaining period of Boeing 747-400 service at VAA."

TAECO has been providing heavy maintenance services to Virgin Atlantic since 2009.



## **New PAL contract**

TAECO has been appointed heavy maintenance service provider for Philippine Airlines' (PAL's) Boeing fleet, including five Boeing 747-400 and two 777-300 aircraft.

TAECO has been providing heavy maintenance services to PAL's Airbus fleet of A320, A330 and A340 aircraft since 2012. This latest contract represents a significant extension of the business relationship between the two companies, highlighting the customer's recognition of TAECO's quality service delivery and guaranteed ground time.



## STAECO adds "star" to aircraft livery

Taikoo (Shandong) Aircraft Engineering Co. Ltd. (STAECO) recently painted "Star Alliance" logos on two Shenzhen Airlines Airbus A320 aircraft, in conjunction with performing C Checks on the aircraft. STAECO was entrusted with the task because of its quality assurance and precise workflow arrangements.



## **Embraer names STAECO as Authorised Service Centre**

Brazilian aircraft manufacturer, Embraer, has named STAECO as its Authorised Service Centre for the airline market in Mainland China. Under the contract, STAECO is responsible for providing both heavy and line maintenance services for the E-Jet family of aircraft, in accordance with China Civil Aviation Regulation Part 145 standards.

Mr. Siu Ying-yeung, Chief Operating Officer, Embraer (China) Aircraft Technical Services Co. Ltd., said: "Cooperation with STAECO, one of the major MRO providers in Mainland China, is part of Embraer's continuous effort to improve its customer services and support to the Chinese market. We are confident that STAECO's professionalism and expertise will offer our customers highly efficient, top quality services."

## Cabin Reconfiguration +



## **HAECO** completes UA 767-300 modification programme

In February, HAECO marked the completion of a major modification programme on 14 of United Airlines' Boeing 767-300 aircraft, with the redelivery of the final aircraft, N666UA, to the airline. The modification work included the installation of new BusinessFirst flat-bed seats and Economy Plus / Economy Class seats, the upgrading of the Audio Video On Demand (AVOD) system, as well as the installation of Aviation Partners Boeing (APB) winglets to enhance fuel efficiency. HAECO worked closely with United Airlines and its suppliers to complete this challenging project over the period of one year.

## Cabin Reconfiguration +



## **TAECO** completes first regional retrofit for CX

On 26 January, TAECO completed its first regional cabin retrofit project on a Boeing 777-300 aircraft (B-HNP) for Cathay Pacific Airways. As with all first inputs, TAECO worked closely with the airline customer to resolve technical, resource and logistics issues, to ensure high quality service delivery. The regional cabin retrofit programme involves a total of 28 aircraft and is scheduled to complete by the end of 2014.

The key features of the new cabin are new Business and Economy Class seats, with increased seat pitch and more spacious in-seat width, as well an upgrade to the in-flight entertainment system.

## Cabin Reconfiguration +



## TAECO completes cabin reconfiguration for Aircalin

On 14 December 2012, TAECO completed its first Airbus A330-200 cabin reconfiguration for Aircalin; this was carried out in conjunction with a 7C Check.

TAECO and HAECO worked closely with the Aircalin team to resolve any resource and logistics issues during this first input. The successful on-time redelivery of the aircraft will help strengthen Aircalin's confidence in TAECO and lead to closer cooperation in the future.

### Cabin Completion Centre +



### **HAECO** establishes new JV

HAECO has established a new US joint venture: HAECO Cabin Solutions, LLC., based in San Antonio, Texas. HAECO Cabin Solutions has been established to give the HAECO Group's Cabin Completion Centre in-house ability to provide Federal Aviation Administration (FAA) Supplemental Type Certificates (STC) for completion and modification projects. In addition, the new joint venture will provide project management, engineering and certification services in support of commercial cabin reconfiguration programmes.

The new business is already performing an instrumental role as programme and certification lead in a project to design, install and certify a two-class interior on Air Astana's new fleet of Boeing 767 aircraft. HAECO Cabin Solutions represents an important addition to the HAECO Group's service portfolio. The company is designed to be a one-stop cabin integrator, capable of handling complete cabin reconfiguration projects through every stage – from design and installation to certification.

### Cabin Completion Centre +





## HAECO completes Boeing 747BCF upper deck reconfiguration

HAECO recently reconfigured the upper deck cabin of a Boeing 747-400BCF for Cathay Pacific Airways, using a Supplemental Type Certificate (STC) / Validated Supplemental Type Certificate (VSTC) developed by TAECO's Cabin Completion Centre and the US-based STRONG Aero Engineering (STRONG Aero). Four parties contributed to the success of the project, namely, HAECO, TAECO, STRONG Aero and TALCO Aviation Corporation.

The modification, which was carried out at TAECO in Xiamen, included the installation of new seats for supernumerary crew, relocation of Passenger Service Units (PSUs) and safety and emergency equipment, restoration of ceiling panels, following removal of overhead lockers and coat closets, and replacement of carpets and non-textile flooring.

TAECO's Cabin Completion Centre was responsible for the engineering, design and drawing side of the project, while its manufacturing team fabricated the modification kits.

Certification and substantiation was handled by STRONG Aero, which was responsible for obtaining the STC from the Federal Aviation Administration and the VSTC from the Hong Kong Civil Aviation Department.

The same reconfiguration package will be performed on two more Boeing 747-400BCF aircraft for Cathay Pacific. 🖊

#### Line Maintenance →



## **HAECO** increases shareholding in STA

The HAECO Group has acquired an additional 26% shareholding in Shanghai Taikoo Aircraft Engineering Services Company Limited (STA), increasing the Group's equity interest to 75%. The remaining 25% shareholding in STA, a provider of line maintenance services in Shanghai, continues to be held by Shanghai Foreign Aviation Service Corporation.

HAECO Group Chief Executive Officer Augustus Tang said: "Shanghai is one of the world's busiest aviation hubs for both passenger and cargo flights. This transaction allows the Group to benefit from the fast growing air traffic to and from Shanghai. Demand for quality line maintenance services is strong and as a controlling shareholder of STA, we are able to better serve our customer airlines."

STA currently provides line maintenance services for about 40 customers and handles an average of 1,300 flights a month at Shanghai's Pudong and Hongqiao airports, as well as at the nearby Nanjing Lukou International Airport.

#### Inventory Technical Management +



## Cebu Pacific selects HAECO for A330 maintenance

Cebu Pacific Air has appointed HAECO as maintenance services provider for its fleet of up to eight Airbus A330-300 aircraft, which will be used to launch long-haul operations in the second half of 2013.

The HAECO Group will provide Inventory Technical Management (ITM) and Fleet Technical Management (FTM) services for Cebu Pacific, including detailed planning of regular comprehensive maintenance checks, pool management of components, management of component repairs and overhauls, as well as 24/7 AOG support. The HAECO Group provides maintenance to some of the world's largest Airbus A330 fleets for leading airlines in the Asia Pacific region.

## Component Services +



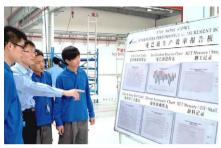
## Taikoo Spirit completes thrust reverser input

On 14 January, Taikoo Spirit AeroSystems (Jinjiang) Composite Co. Ltd. (Taikoo Spirit) completed modification and overhaul work on four CFM56-7 thrust reverser halves for Xiamen Airlines. The overhauling of the thrust reverser halves in accordance with the Component Maintenance Manual, as well as inner wall repairs and all requested Service Bulletins were completed within 20 days – including shipping.

This latest input is part of a programme to modify and overhaul 32 CFM56-7 thrust reverser halves, agreed between Xiamen Airlines and Taikoo Spirit in December last year. The next inputs will be carried out on a nose-to-tail basis.

#### Component Services +





## Taikoo Spirit implements business improvement initiatives

Taikoo Spirit has implemented a "Business Improvement Basics" programme throughout its workshops to enhance productivity and organisational efficiency. As part of this initiative, the company's "Trent 700 Nose Cowl" area is to become a showcase area that complies with the HAECO Group's "Centre of Excellence" benchmarks.

In the showcase area, nose cowls and other parts are clearly labelled; the environment is clean and well-organised and has a dedicated zone allocated for unserviceable items. Important operational information such as work progress, material status and quotation accuracy can be easily accessed from the performance management board, so that production personnel can respond to and resolve issues for customers promptly.

The company's painting facility is another key improvement area. To ensure zero-defect paint jobs, a board displays paint samples and standard procedures to regularly remind staff of the required quality standards, ensuring there are no paint runs, orange peels, hairline cracks or contamination.

Taikoo Spirit has also introduced new environment, health and safety metrics, which are clearly displayed in the facility's lobby. An employee incentive scheme has been introduced to encourage staff to achieve the highest safety and quality levels. These initiatives have been welcomed by staff, OEMs and customers alike.

## Engine Overhaul +



## **TEXL** completes 50th engine output

On 16 December 2012, Taikoo Engine Services (Xiamen) Co. Ltd. (TEXL) celebrated the completion of its 50th engine output, when it completed performance restoration on a GE90-115B engine for EVA Airways.

"We are very pleased with the service and quality of the engines delivered by TEXL and we look forward to continuing our relationship," said Mr. Bowen Tsao, EVP, Engineering & Maintenance Division, EVA Airways.

TEXL specialises in the repair, overhaul and testing of the GE90 series engines. The company is licensed as an authorised GE90™ Service Provider, GE90 Centre of Excellence and is the sole holder of a GE90 GE branded service agreement (GBSA) in Asia. ►

## Engine Overhaul +





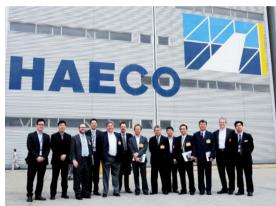
## **HAESL CoEs awarded Gold and Silver accreditation**

Hong Kong Aero Engine Services Ltd. (HAESL) had a lot to be proud of recently, when one of its Rolls-Royce Centres of Excellence (CoEs) was awarded Gold accreditation and three others were awarded Silver accreditation by Rolls-Royce.

The awards are another significant recognition for HAESL's Component Repair CoE Phase V building which opened in June 2011. The CoE Programme is a crucial element of the Rolls-Royce Aero Repair and Overhaul global strategy of establishing a world-class component repair business network for key components.

Eight years ago, in 2005, HAESL was awarded the first Gold accreditation in the Rolls-Royce CoE network. Since then, HAESL has expanded to nine CoEs – out of a total network of 27 worldwide.





## **HAECO** hosts MRO conference

HAECO was the Host MRO for the Airline Engineering & Maintenance - China & East Asia Conference, held in Hong Kong on 20-21 March.

HAECO Group Chief Executive Officer Augustus Tang, Group Director Operations Mark Hayman and TAECO Chief Executive Officer Steve Chadwick shared their views of the industry at the conference which was organised by UBM Aviation.

The conference attracted over 120 participants from the aviation community, including regulatory officials, airline operators, MROs, OEMs, aircraft lessors and other industry stakeholders.

Conference delegates were also invited to visit HAECO's hangar facilities in Hong Kong. F







## Hong Kong Financial Secretary visits HAECO

Financial Secretary of the Hong Kong SAR Government, Mr. John Tsang, visited HAECO in mid-January to learn about the company's staff training schemes and facilities. He was welcomed by HAECO Chief Executive Officer Augustus Tang and Chief Operating Officer Kenny Tang.

Mr. Tsang took the opportunity to talk to HAECO engineers and encouraged them to continue to pursue their career development activities. He later wrote in his blog that aircraft engineering and maintenance is a promising career for young people who aspire to learn and acquire a specialised skill in the fast growing aviation industry.

In his Budget Speech for 2013, the Financial Secretary announced the Government's proposal to designate HK\$100 million to establish a training fund for maritime and aviation transport. It will be used to sustain and expand various schemes and scholarships and to implement other new initiatives that will "help attract young people to enrol in related skills training and degree programmes and join the industry upon graduation, providing a wealth of vibrant and competitive talent." He acknowledged that "a long term labour shortage will hinder the development of industries, affect the employment market and even dampen our economic vibrancy." \( \bigvere \)







## **HKTDC Education & Career Expo**

From 13-16 February, HAECO welcomed job seekers and school leavers at the Education & Career Expo organised by the Hong Kong Trade Development Council (HKTDC).

At the event, the company introduced visitors to the job and career development opportunities available at HAECO – especially the comprehensive training programmes that help young school leavers foster a long-term career in the growing aviation industry.

Staff from the Personnel and Technical Training departments were on hand to share their experiences with job seekers during workshops and seminars. ►



## Staff recognised for service excellence

On 19 February, HAECO held its spring dinner and the event included a grand awards ceremony to recognise Certificates of Excellence winners of three Customer Service Awards (CSAs) in 2012.

Seven HAECO staff or teams were honoured at the ceremony. They were commended by customers for their innovative problem-solving skills, thorough task implementation, prompt service delivery, professionalism and positive work ethics.

Launched in 2011, the CSA programme has recognised the good work of more than 600 staff in promoting HAECO's best-in-class service culture.





## **HAECO** supports A380 showcase in Hong Kong

On 13 December 2012, HAECO hosted a reception to showcase the Airbus A380 aircraft in Hong Kong.

More than 200 guests, including members of the District Councils in Hong Kong, the Royal Aeronautical Society, and senior management from the Airport Authority Hong Kong and Cathay Pacific Airways, were treated to a guided tour of the world's largest commercial aircraft, parked at HAECO's hangar facility.

HAECO provides line maintenance services to A380 aircraft at Hong Kong International Airport.





## **HAESL** shortlisted as a "Hong Kong People Engineering Wonder"

HAESL has been selected as one of 20 candidates for election as "Top 10 Hong Kong People Engineering Wonders in the 21st Century".

The election has been organised by the Hong Kong Institution of Engineers (HKIE) to raise public awareness of Hong Kong's engineering heritage, and of how engineering has shaped society.

Nominations for the Top 10 have now been closed and winners will be announced in April. Details of HAESL and other candidates are available at www.hkie-engineeringweek.hk/10wonders.



## **TAECO** takes part in skills olympics

On 8 January, TAECO participated in JAL Engineering Company Limited's (JALEC's) skills olympics at Narita International Airport in Tokyo. Eight TAECO staff members from airframe maintenance, avionics, and the paint, seat, and sheet metal workshops, took part in the industry event.

The staff threw themselves into the fun and displayed great sportsmanship. In the competition to pitch seats without measurements, the TAECO team's Zhang Shao-hua and Hu Kun-qiang cooperated with two JAL members to win the second prize – a testament to perfect teamwork.

Mr. Nobuhiro Sato, President of JALEC, said: "We hope to enhance the relationship between both parties through these games."

Winners of the JALEC skills olympics will have the opportunity to visit TAECO in Xiamen.







## **HAECO** cycles for charity

On 13 January, a team of 10 HAECO staff participated in the HSBC Pok Oi Cycle for Millions 2013 event, raising funds for Pok Oi Hospital.

Cheered on by HAECO's Assistant General Manager (Facilities and Base Maintenance) Leung Wai-on and other staff, the team took fifth place in the corporate challenge.

To the team members, dressed in bright corporate jerseys, it was the charitable effort that counted the most. The fact that it was a fun day out on a beautiful morning was an added bonus.





## HAECO hikes for the environment

On 2 February, a team of four hikers from HAECO joined the 20<sup>th</sup> Green Power Hike on the Hong Kong Trail, in support of environmental conservation and education.

The HAECO team participated in the Aviation and Airport Services Cup and took fifth place in the 50-km category.

This was HAECO's maiden participation in the charity walkathon. Funds raised will be used for strengthening environmental education in the community and schools.



## **TAECO** protects mangroves

On 23 December 2012, 65 TAECO volunteers gathered to plant and maintain mangroves on the Jiulong River Estuary. In 2012 alone, TAECO organised four of these cultivation efforts, involving 258 volunteers.

TAECO commenced its mangrove conservation project with Xiamen University in 2009. By the end of 2012, some 24,000 mangroves had been planted in an area of 38,000 square metres along the coastline.







## TAECO drives Zhujiang River Sea Expedition

In December last year, TAECO launched Zhujiang River Sea Expedition in cooperation with Xiamen University. This new sustainable development and corporate social responsibility initiative is designed to promote and engage staff and the community in environmental protection.

TAECO staff member Yao Shen-yu was selected to join the expedition as a company representative. He helped the scientists sample seawater and sediment, and took photos of them at work.

Yao was fascinated by the experience – even though the expedition was much tougher than he anticipated. He said he finds sustainable development work very meaningful and it adds a very interesting aspect to his work at TAECO.



## **Interview with Mr. Patrick Yeung**

Chief Executive Officer, Hong Kong Dragon Airlines Limited



- We understand that the first Dragonair aircraft with new business and economy cabins is already in operation. This is the first major cabin revamp for almost a decade. Can you tell us more about Dragonair's enhanced product proposition?
- Mr. Patrick Yeung
- The cabin retrofit is being done by the HAECO Group through its TAECO facilities in Xiamen. Would you like to share your experience in working with the HAECO Group?
- Mr. Patrick Yeung



## **Interview with Mr. Patrick Yeung**

Chief Executive Officer, Hong Kong Dragon Airlines Limited



- How does this enhanced product offerings complement the airline's fast network growth for the past two years?
- Mr. Patrick Yeung
- With new products and network growth, can you describe the kind of passenger experience that Dragonair would like to provide and the challenges ahead?
- A Mr. Patrick Yeung



## **HAECO Group Capabilities**

AIRCRAFT TYPE	EASA		FAA		HKCAD*		CAAC*	
	AIRFRAME MAINTENANCE	LINE MAINTENANCE	AIRFRAME MAINTENANCE	LINE MAINTENANCE	AIRFRAME MAINTENANCE	LINE MAINTENANCE	AIRFRAME MAINTENANCE	LINE MAINTENANCE
A300-600 / A310		<b>† †</b>	+	+		<b>† †</b>		
A319 / A320 / A321	<u>+ + +</u>	<b>†</b> †	<u>+++</u> +	<u></u>	<b>† †</b>	<b>† †</b>	<b>+ + +</b>	<u>+</u>
A330	<b>† †</b>	<b>†</b> †	<b>†</b>	<b>† †</b>	<b>† †</b>	<b>† †</b>		<b>†</b>
A340	<b>† †</b>	<b>†</b> †			<b>† †</b>	<b>† †</b>	<b>†</b>	
A380						<b>†</b>		
B737	<b>† †</b>	<u></u>	<b>+ + +</b>	<b>† †</b>		<b>†</b>	<b>+ +</b>	<b>+</b>
B737NG	<u>+</u>		<b>+++</b>	<b>† †</b>	<b>+</b>	<b>† †</b>	<b>†</b>	<u>†</u> †
B747-200 / 300	<b>† †</b>	<b>†</b> †	<b>† †</b>	<u>†</u> †	<b>† †</b>	<b>† †</b>	<u>+</u>	
B747-400	<b>† †</b>	<b>†</b> †	<b>† †</b>	<u>†</u> †	<b>† †</b>	<b>† †</b>	<u>+</u>	
B747-8		<b>†</b> †	<b>†</b>	<b>†</b>	<b>+</b>	<u></u>		
B757	<b>† †</b>	<b>†</b> †	<b>†</b>	<b>†</b>	<b>†</b>	<u></u>	<u>+</u>	
B767	<b>† †</b>	<b>†</b> †	<b>† †</b>	<b>†</b> †	÷	<b>†</b>	<u>+</u>	
B777	<b>† †</b>	<b>†</b> †	<b>+</b>	<b>† †</b>	<b>† †</b>	<b>†</b> †		
MD11	<b>+</b>	<b>†</b> †	<b>+</b>	<b>† †</b>		<b>†</b>	<u>+</u>	
CL-600	<b>†</b>					<b>†</b>	+	<b>+</b>
SAAB340B							<b>+</b>	
BD-700-1A10							<b>+</b>	+
G450								+
ERJ170						<u>+</u>		
ERJ190							<b>†</b>	
CRJ200 / 700							+	+

<sup>\*</sup> 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.



The Group also has approvals on aircraft, engines and components maintenance from the other regulatory authorities across Asia, Africa, the Pacific, the Caribbean and Australia, which include Australia CASA, Bahrain CAA, Bangladesh CAAB, Bermuda DCA, Canada TC, Fiji Islands CAAF, India DGCA, Indonesia DGCA, Israel CAAI, Japan JCAB, Jordan CARC, Kenya CAA, Korea MLTM, Macao SAR JMM, Malaysia DCA, Mongolia MCAA, Nepal CAA, Pakistan CAA, Papua New Guinea CAA, People's Republic of China JMM, Philippines CAAP, Qatar CAA, Republic of China CCAA, Saudi Arabia SACAA, Singapore CAAS, South Africa SACAA, Sri Lanka CAA, Thailand DCA. United Arab Emirates GCAA. Vietnam CAAV.



#### Airbus MRO Network

#### **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

- B737 / 757 / 767

#### **Freighter Conversion**

- B737-300 / 400
- B747-200 / 300 / 400
- B757-200

#### **Engine Overhaul**

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

#### Landing Gear Overhaul

- B737 / 747 / 757 / 767 / 777
- A320 / 330

#### Composite Repair / Overhaul

- A330 Trent 700 T/R & N/C
- A320 V2500 A5 T/R, F/C & N/C
- B737NG CFM56-7 T/R
- B777 Trent 800, GE90 90/94/110/115, PW4000 T/R
- B767 / 747 CF6-80C2, PW4000 T/R
- Gulfstream BRJ725 T/R, F/C & N/C

#### Wheels & Carbon Brakes Repair/Overhaul

- Boeing / Airbus / CRJ / EMB / MD

#### Tyre Retreading Services

- B737C / 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 (AS9100-Rev C)
- Nadcan

#### 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
- Airbus MRO Maintenance Training Network
- 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

