

## Group COO's Desk

### "Building on the past for a successful future"



It is my privilege to personally welcome you to Indamer Company Pvt. Ltd.

Watching the company grow in these years has been a tremendous source of pride and joy as we have successfully earned the ranking as one of the leaders in the Aircraft Maintenance Industry in India.

Whilst running a successful business keeps us fully occupied, there are occasions when one can justifiably take a little time out to celebrate special achievements. One of those occasions was when we commemorated six decades of our successful existence.

Reaching the point where we are today and achieving the goals we had set for ourselves along the years was not an easy ride. Many difficulties had to be overcome along the way. The event gave us an opportunity to think about the future of Indamer - to develop strategies that will help us realize our vision of becoming a world class aircraft maintenance company.

Our celebrations allowed us to say a big "thank you" to all those who have been a part of us all the while - our esteemed customers. You have supported us in huge numbers over the years and are the reason for our existence. We will continue to look after your interests to the best of our ability supported by the

best services. Customer satisfaction is a goal that will continue for Indamer, and I will do everything in my power to make sure that this goal is a guiding force for our company. As you read our newsletter, interact with our employees and use our services, be assured that our focus is - You. Customer satisfaction is the key to success and Indamer is determined to take that very seriously.

As the aviation industry flourishes, so does the demand for good maintenance support. We at Indamer are robustly working on providing you the best services in the best environment. With our team of experienced engineers and technicians we can take care of your aircraft like no one else can.

With developments like our Santacruz hangar being renovated for a global look, Indamer is all set to serve you better in the years to come.

As the Industry grows, the need to communicate with our customers becomes a very important tool for the Company's growth. And so we decided to introduce the Indamer Newsletter with all updates about Indamer, latest happening in the Aviation Industry and bringing exclusive offers to you. I sincerely hope you would appreciate our initiative and provide us feedback for our constant improvement.

I thank you for your support and confidence in us through these years and look forward to serving you in the years ahead.

#### Best Wishes

Rajeev Gupta  
Group Chief Operating Officer  
European Aviation

### NEWSLETTER MOTIVE AND FREQUENCY

The Indamer Company Newsletter will be a communication tool of the Company and will be used to disseminate information to all our Valued Customers and the Business Aviation Industry. It will serve to keep the Industry informed of all developments, planning, activities and functions at Indamer Company. With the General Aviation Industry stirring to a new level, a lot of activities are happening in this Industry. Indamer too, is inspiring to new heights with every passing day. Thus, a newsletter is needed to COMMUNICATE with the active, inactive members of the Business Aviation Industry. The newsletter will assure that the Industry is aware of Indamer's plans, growth and actions.

Our Newsletter frequency will be quarterly, yet time to time special developments will be shared with you more frequently.

#### Inside this Issue

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Celebrating Over 6 Decades  
in Aircraft Maintenance

Founded in 1947, **Indamer Company Private Ltd. (ICPL)** is one of the leading business and corporate aviation services companies in India, approved by The Directorate General of Civil Aviation under Civil Aviation Requirements (CAR 145) and Continuing Airworthiness Management Organization (CAMO) CAR M. Indamer excels in maintenance of both fixed and rotary wing aircraft for Private Owners, Charter Operators, State Governments and Training Institutes.

ICPL is a wholly owned subsidiary of European Aviation Holding Company Private Limited (EAHC) and is the Authorized Service Centre for the Embraer Aircraft Company.

With the Aviation Market booming and number and type of aircraft in the business and corporate aircraft segment multiplying, ICPL remains the first choice of customers. ICPL is committed to provide high quality services to meet customer requirements in conformance to relevant regulatory standards set forth by the local and foreign regulatory authorities. This is achieved through technical upgrades and staff training on regular basis focusing on close monitoring and continuous improvement of production and service standards. The Services at Indamer are carried out by licensed engineers supported by skilled & experienced technicians. Indamer owns its inventory of special tools & GSE to support various models of fixed and rotary wings.

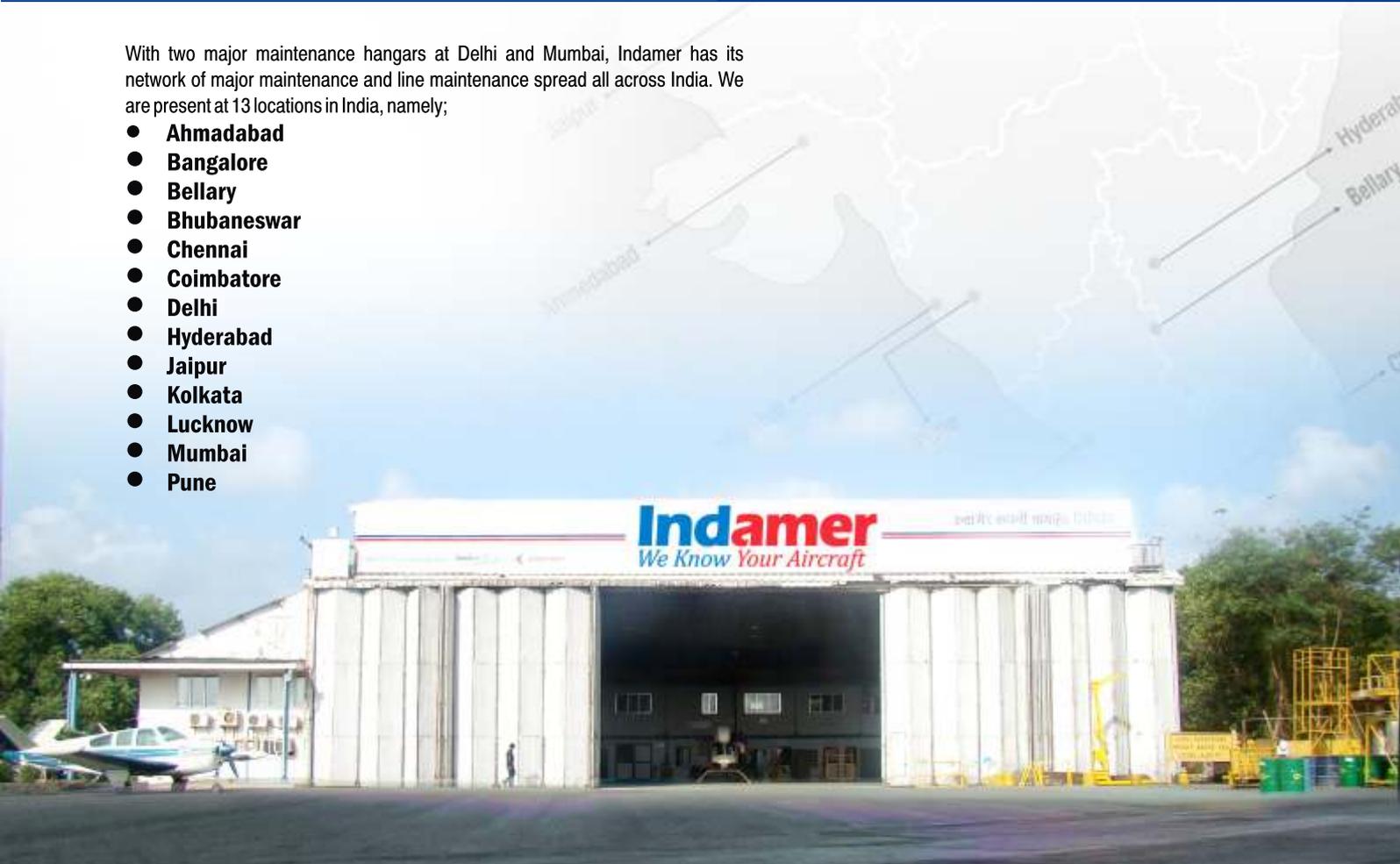
As the company's growth continues with the expansion of existing facilities and services and with the induction of new types of aircraft, ICPL will continue to provide its clients with an ever-broadening menu of multiple services combined with the highest level of customer support.

With Indamer's growth there are both challenges and opportunities in the years ahead. The scope of the operation will definitely increase but Indamer's commitment to service and excellence will remain unchanged.

## GEOGRAPHICAL PRESENCE

With two major maintenance hangars at Delhi and Mumbai, Indamer has its network of major maintenance and line maintenance spread all across India. We are present at 13 locations in India, namely;

- **Ahmadabad**
- **Bangalore**
- **Bellary**
- **Bhubaneswar**
- **Chennai**
- **Coimbatore**
- **Delhi**
- **Hyderabad**
- **Jaipur**
- **Kolkata**
- **Lucknow**
- **Mumbai**
- **Pune**



Indamer Juhu hangar

## Aircraft Maintenance and Engineering services

Our Engineers are certified to carry out the checks and maintenance of the following aircraft:

<p><b>Business Jets</b>                  Beechcraft                  Bombardier                  Cessna Citation                  Dassault                  Embraer                  Gulfstream                  Hawker</p>	<p><b>Turboprop</b>                  Beech Airliner1900D                  Beech Super King Air 350 Series                  Beech Super King Air B200 Series                  Beech King Air C90 Series</p>	<p><b>Rotary Wing</b>                  Augusta                  Bell                  Robinson</p>
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**Spare Sales & Support**  
**Component Repair & Overhaul Services**  
**Aircraft Sales & Acquisition**  
**Aircraft Induction**

**Aircraft operations management & flight support services for Corporate flight operations**

# SPECIAL OFFERS

- Maintaining your Aircraft would never have been so easy and cost effective. At Indamer we are offering **Shop Activities** like **Battery CT, Propeller Overhaul** etc to our Customers at unbelievable discounted prices. Our licensed engineers and experienced technicians would take care of all your worries and help you have a safe and comfortable flight.
- Aircraft Appearance is a statement of class for the owner / operator of an airplane, besides giving an inherent comfort on the quality of maintenance that supports the operations. The users of Business & Corporate airplanes expect a comfortable, clean & hygienic cabin environment. Indamer understands this, and has over a decade developed an experienced & well equipped team that have a passion in delivering the best possible end product.



Upkeep of the cabin interiors requires carpets, kick panels, to be 'Deep Cleaned' a process that would extract dirt that gets deposited in the base of the carpet. Spot lifting & removal of marks (pen), is an art. Shampooing of the carpets, nurturing leather upholsteries, care of the headliners that use 'ultra suede', require experienced hands & delicate soft cleaning techniques.

Finally a mirror-like reflective wing , tail leading edges and engine lips makes your airplane standout. This specialized service is available to all our customers at a small cost.

Trust Indamer to make you & your aircraft turn heads!!!!!!!!!!!!

### Indamer Hangar at Juhu Airport, Mumbai: the Helicopter hub of Mumbai

According to the Notice to Airmen (NOTAM) issued recently by AAI, all helicopter operations, which were being conducted out of Mumbai airport, have now been shifted to Juhu airport, thus converting the Juhu Airport into a hub for the Helicopter Operations.

Indamer is the only MRO which has a third party hangar facility at the Juhu airport. Located right next to the helipad Indamer hangar provides base maintenance and line maintenance to all its rotary wing customers. Indamer maintains and have licensed engineers and skilled technicians for the Bell, Augusta and Robinson Helicopters.



Indamer will be one stop shop for helicopter operations and maintenance needs. Apart from the maintenance and engineering services, Indamer would be offering other related services, these being;

- Hangarage - Hangarage or Parking as and when available.
- Infrastructure - Office space, if required, for day to day operations and Supervision of the helicopter movement.
- Operation Management - Monitoring the operations of the helicopter
- Lounge space - A luxurious lounge has been created at the Indamer hangar which can be utilized being a customer of Indamer.
- Transport - With the movement of vehicles soon to be prohibited inside the Juhu Airport, Indamer will provide transportation inside the airport for its customers.

### New Look of the Indamer Hangar, Santacruz Airport, Mumbai

Indamer has one of the oldest and largest third party hangar facilities at the Santacruz Airport, Mumbai. Adding on to Indamer Company's 63 years of successful existence in India and to serve you better, we have undergone a change. The Santacruz hangar of Indamer has been recently renovated for a more beautiful and global look. Our new state - of - art hangar now stands tall, ready to be inaugurated on the **3rd of February 2011**.



## AUTHORIZED SERVICE CENTRE



Embraer, a Brazilian aerospace conglomerate produces commercial, military, and executive aircraft and provides aeronautical services. Headquartered in São José dos Campos, Embraer is the third-largest commercial aircraft company in the world.

Indamer Company is the Authorized Service Centre for this third largest Aircraft Company of the world. With its 60 years of expertise in aircraft maintenance and support services Indamer is the preferred choice of the Aircraft Manufacturer.



**Indamer**  
We Know Your Aircraft

**Indamer Company Private Limited**

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