



DRIVING PROGRESS
TOGETHER...



CORPORATE **PROFILE**

NORTH AMERICAN
AVIATION GROUP INC.



ABOUT

OUR COMPANY

Founded in 1999, the North American Aviation Group represents a portfolio of established Airlines (Passenger and Cargo), Shipping Lines, Freight Forwarders, and Logistics Companies as General Sales Agents (GSA) across USA, Canada, Mexico, the Caribbean, Australia, New Zealand and Ukraine.

Our Vision

To be the most preferred business partner by offering dedicated and incomparable values to our Principals.

Our Mission

To be a trusted and loyal partner for Principals who seek a constantly reliable and quality customer service provider for their passengers and shippers.

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OUR STRENGTHS

Our strength lies in handling over 10,000 agents in USA, 1,800 in Canada and over 5,000 agents in Australia and New Zealand with utmost dedication and professionalism for years. In fact, our long-standing professional relationship with online portals such as Expedia, Travelocity, Priceline and Vayama has enabled our team of experts to provide a quality service that

not only satisfies, but exceeds the expectations of our Principals.

Our offices, located across the globe, possess a wealth of knowledge on distribution patterns, market behaviours and customer requirements in relation to travel, logistics, shipping and freight forwarding industries.

OUR OFFICES ACROSS THE GLOBE

SRI LANKAN TRAVEL INC. - USA

Sri Lankan Travel Inc. based in USA is the GSA for Sri Lankan Airlines looking after their total marketing, sales, ticketing and account solutions for passenger and cargo.

SRI LANKAN TRAVEL INC. - CANADA

Sri Lankan Travel Inc. based in Canada is the GSA for SriLankan Airlines looking after their total marketing, sales, ticketing and account solutions for passenger and cargo.

DESTINATION TRAVEL & TOURS LTD - UKRAINE

Destination Travel & Tours Limited is a company based in Ukraine which specializes in offering various B2B services to our principals in Ukraine.

NORTH AMERICAN AVIATION GROUP INC. - SRI LANKA

North American Aviation Group Inc. based in Colombo operates as back office offering services to different industries according to their market requirement. The company is equipped with a state-of -the-art Call Centre - geared to provide dedicated services.

SRI LANKAN AVIATION GROUP (PTY) LTD - AUSTRALIA

Sri Lankan Aviation Group based in Australia is the GSA for SriLankan Airlines looking after their total marketing, sales, ticketing and account solutions for passengers.

NORTH AMERICAN AVIATION GROUP INC. - USA

North American Aviation Group Inc. based in USA is the GSA for Oman Air and looking after their total marketing, sales, ticketing and account solutions for passenger.

SRI LANKAN AVIATION GROUP (PTY) LTD - NEW ZEALAND

Sri Lankan Aviation Group based in New Zealand is the GSA for SriLankan Airlines looking after their total marketing, sales, ticketing and account solutions for passengers.

NORTH AMERICAN AVIATION GROUP(NAAG) UK LTD.

Offers GSA services and Inbound/Outbound tours

NORTH AMERICAN AVIATION GROUP - MEXICO

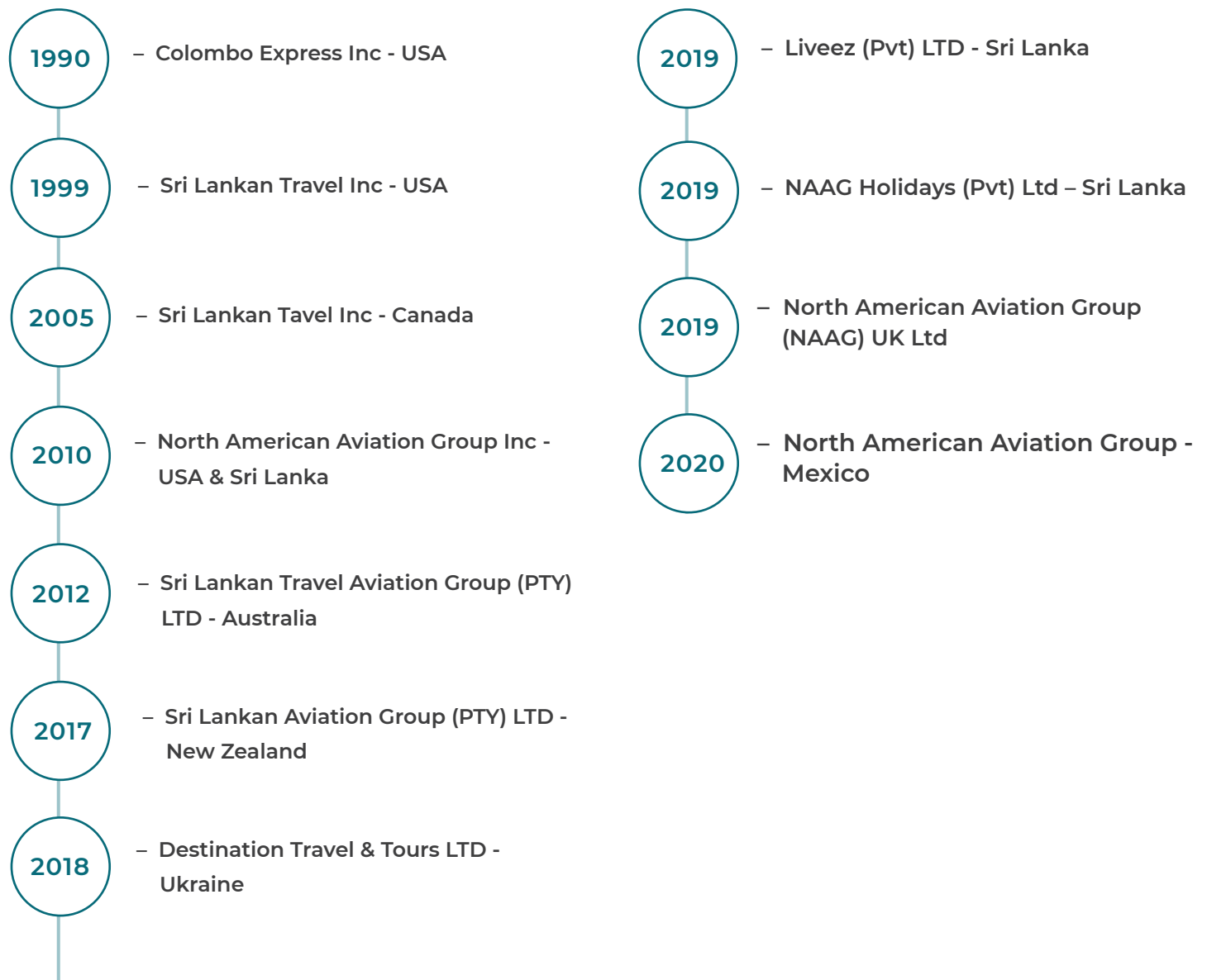
The company offers total GSA solutions for its principles

TIMELINE

Our journey thus far...

North American Aviation Group Inc. was incorporated in October 1999 with its Headquarters at the World Trade Center, New York, USA. Destruction of the WTC in New York resulted in the relocation of the company to Metro park New Jersey. With the subsequent growth of the company, the Headquarters was shifted to a state-of-the-art office in the prestigious Alfieri building located at No. 379, Thornall Street, 6th Floor, Metropark, Edison, New Jersey, USA.

Today we represent over 10 Principals and subsidiary companies operating as Airlines (Passenger & Cargo) Shipping Lines, Freight Forwarders and Logistics providers in USA, Canada, Mexico, the Carribean, Australia, New Zealand and Ukraine.





MESSAGE FROM THE **PRESIDENT**

Today, Airlines and companies operating in the Industries of Logistics, Freight Forwarding and Shipping are looking to reach a global audience, reduce cost and maximize revenue, whilst striving to deliver excellent customer experiences.

At first sight this might seem daunting, but with the extensive experience gathered over the past 19 years as a fully-fledged Airline & Cargo GSA, North American Aviation Group Inc. has succeeded in achieving the expectations of its Principals by offering a range of services such as Sales and Marketing, Reservations & Customer Service, Finance & Administration, Operations Management - to conquer business objectives while exploring opportunities for growth.

We go beyond a traditional GSA Company, with our unique combination of expertise in each industry to provide our clients with the confidence required to take their organization to the next level of excellence along with a personalized service.

Our offices located across 3 continents are equipped with proficient Management Teams who are passionate about building extensive relationships within their local markets. We have recorded a strong growth performance on an annual basis thereby building the growth and trust of our Principals.

Serving over 7 Principals and Subsidiaries at present, we as a company strive to adhere to the highest forms of professional integrity, to accomplish our mission of being a trusted partner for Principals who seek a reliable customer service for their passengers and shippers.

Best regards,

Dillan Ariyawansa

President - North American Aviation Group Inc

We go beyond that of a traditional GSA Company, by imparting our unique learning of each industry to provide our clients with the confidence needed to take their organization to the next level of excellence along with a personalized service.

SERVICES WE PROVIDE

RESERVATIONS & CUSTOMER SERVICES

Overview

We help our clients to connect and build a positive rapport with their customers through our team of dedicated and professional call centre agents. No matter the scale of your business, we have what it takes to improve your business processes.

Customer Support Service Centre

- Reservation and ticketing
- Business class upgrades
- Attending to all queries related to cargo
- Handling passengers with special needs
- Complimentary hotel services
- Reservation amendments
- Handling frequent flyers
- Flight cancellation and schedule changes
- Third party verifications for online bookings
- Handling group fares for passengers and agents
- Handling customer complaints

Our clients benefit from

- 1 Proficient staff familiar with operational requirements of each carrier/airline
- 2 Duty Managers who are on-call 24/7
- 3 High standards of client servicing

SERVICES WE PROVIDE

FINANCE & ADMINISTRATION

Overview

In today's highly competitive global marketplace, cost and efficiency are critical to any business. Our experience in handling Airlines Reporting Corporation (ARC), Billing and Settlement Plan (BSP) for airlines passengers, for airline passengers and Cargo Account Settlement System (CASS) alongside a range of other accounting solutions has helped our clients clear their financial hurdles while paving way for more transparent decision making.

- Weekly reconciliation of cash and credit card sales
- Performing weekly downloads/back-up of required files
- Monthly memo analysis
- Adjudicating travel agent debit memos and refunds
- Refund administration for partially utilized and unutilized tickets
- System security administration for ARC/BSP online accounting reports
- Deposit and disbursement monitoring and reporting
- Acting as legal representative for Principals
- Acting as administrative interface with ARC/BSP
- Preliminary sales audit/raising ADMs on behalf of carrier
- Credit card charge-back administration
- Ticketing support for non-ARC travel agents
- Sales support, help desk for ARC/BSP travel agents
- Administer carrier's agency revocation programme
- Weekly simplified reports of all transactions
- Training on ARC procedure
- Advice and file federal/state taxes
- Settling air passage related taxes to relevant authorities
- Make payments on behalf of carrier

Our clients benefit from

- 1 Increased cost savings
- 2 Flexible array of services to fit needs and budget
- 3 Best practices that yield measurable process improvements

SERVICES WE PROVIDE

MARKETING & SALES

Overview

At a time when customer demands are rising and needs are changing, companies need to find innovative ways to keep their audience hooked. Whether your company is dealing with a lack of resources, expertise or focus, our range of marketing services will help you increase sales and gain a competitive advantage in the market.

- Identify emerging markets and make shifts while being aware of new product and competition status
- Design and implement a strategic business plan that expands the company's customer base
- Present sales, revenue and expense reports and realistic forecasts to the management team
- Recruit, coach, set goals and monitor performance of sales representatives.
- Advertise and promote airline products
- Build long-lasting customer relationships by responding to their needs promptly

Our clients benefit from

- 1 Increased share of market with a loyal customer base
- 2 Enjoy increased revenue by achieving sales targets
- 3 Access expertise in marketing strategy and implementation

SERVICES WE PROVIDE

OPERATIONS

Overview

We at North American Aviation Group possess the experience and knowledge needed to take care of administration, operation and back office functions. Our experts will help you streamline and organize operational workflows at a reasonable cost while minimizing operational risk.



Our clients benefit from

1

Increased cost savings along with reduced operational risk

2

Increased productivity and efficiency leading to a streamlined cash flow

3

The ability to develop new competencies that can be used as a competitive advantage

SUBSIDIARY COMPANIES

01

COLOMBO EXPRESS LANKA (PVT) LTD

Colombo Express specializes in handling personal customized Cargo from any part in USA to any part of the world, with door-to-door delivery services and personalized customer services.



02

NORTH AMERICAN FREIGHT LINERS INC

North American Freight Liners offers total customized Multi Model provider logistic solutions by maintaining long-standing professional relationships with reputed Air and Sea carriers. It's also a logistic provider registered with FMC (Federal Maritime Commission) and NVOCC (Non Vessel Owning Common Carrier).



03

WORLD AVIATION SERVICES INC

World Aviation Services is based in USA to represent Airline cargo and provides sales and operation activities to its Principals.



04

LIVEEZ

LIVEEZ is a leading technological solutions provider of Home automation enabling people to control any residential or commercial device, virtually.



05

NORTH AMERICAN AVIATION GROUP (NAAG) UK LTD

North American Aviation Group offers total Airline Solutions for passenger operation



06

NORTH AMERICAN AVIATION GROUP - MEXICO

North American Aviation Group offers total solutions for passenger operation





Dillan Ariyawansa

President

Dillan Ariyawansa is the Co-founder and Chief Executive Officer of North American Aviation Group Inc. a company incorporated for the purpose of representing Airlines Passenger and Cargo in the territories of USA, Canada, Australia, New Zealand and Sri Lanka. North American Aviation Group Inc. is currently the General Sales Agent (GSA) for Oman Air (Passenger) in the USA.

He is the Co-Founder and Chief Executive Officer of Sri Lankan Travel, Inc. a U.S. Company which is currently the GSA for SriLankan Airlines (Passenger) in USA, Canada and the Caribbean since 2000 and GSA for SriLankan Airlines (Cargo) in USA and Canada since 2010. He is also the Co-Founder and Chief Executive Officer of Sri Lankan Aviation Group PTY LTD, an Australian company which is currently the GSA for SriLankan Airlines (passenger) in Australia and New Zealand since 2017.

Dillan has been instrumental in opening a call center in Sri Lanka in 2005 while being involved in the provision of Freight Forwarding and Air Cargo since 1988. The Freight Forwarding company was recognized as the most preferred Freight Forwarder by multinational companies in the USA. He is an active member of U.S. Chamber of Commerce. Dillan is well-travelled and has acquired a sound knowledge and understanding of the travel and cargo industry. He is also the Co-Founder of the new venture Destination Travel and Tours in Ukraine. He counts over 30 years' experience in the Airline and Shipping industry.



Chanaka Olagama

Chief Operating Officer

Chanaka Olagama has over 34 years' experience in the Aviation industry and started his career in 1984 with Air Lanka/ SriLankan Airlines. Chanaka has extensive experience in Sales and Marketing, and has served as the Country Manager in UK, Ireland, Scandinavia, USA, Canada, China, Kuwait, Lebanon, Jordan, Bahrain, Doha, Maldives & Sri Lanka for SriLankan Airlines.

Chanaka has served as Head of Service Delivery in charge of product development, Customer services, Ground handling, Cargo Operations, Security, Cabin service and Flight Operations.

Prior to joining NAAG he was the Head of Cabin Services at SriLankan Airlines.

During his tenure at SriLankan Airlines he was involved with the Senior management team and actively engaged implementing strategies & policies of the Airline. After serving at the Senior Management team, Chanaka decided to leave SriLankan Airlines to share and exhibit his experience and knowledge with NAAG.



Peter McKeon

General Manager

Peter McKeon has over 30 years' experience in the Aviation Industry in Australia and New Zealand. He began his career with Air India and later he served for Virgin Atlantic, Northwest Airlines and KLM Royal Dutch Airlines.

In 2001, Peter formed a GSA company "Global Aviation Services" and was handling Asiana Airlines, Egypt Air, Kenya Airways and Delta Airlines. Peter acts as an excellent contact base at all levels in the Travel and Aviation industry including distribution channels for Retail, VFR, Wholesale, Corporate, MICE, Group Travel, Airport Authorities, Catering and Airline Service providers. He has a proven track record in GSA and the required dedication to provide a quality service driven by customer expectations and needs.



Ajith De Alwis

Vice President- Sales & Marketing

Ajith De Alwis is the Vice President (Sales & Marketing) for USA and Canada. He joined Air Lanka/SriLankan Airlines in 1981 and served 24 years before he commenced his tenure of service with the company in USA effective January 2005. Ajith worked for over 16 years with the sales team of SriLankan Airlines in Sri Lanka handling specialized markets and key accounts.

He counts over 8 years of overseas experience, having served in Kuwait, Bahrain and Qatar in the capacity of Sales and Country Manager for SriLankan Airlines. Ajith is also a member of the Airlines Sales Managers Association in New York.



Henry Pereira

Manager

Henry Pereira has been with the company since January 2013 serving in the capacity of Manager for Oman Air GSA in the USA.

He brings with him more than 35 years of airline experience having worked for SriLankan Airlines, Korean Air, Gulf Air, TWA, Swiss Air, Air Sahara and Kuwait Airways. During his career, Henry has held many different positions and undertaken varying tasks and responsibilities that include airline reservations, fares & ticketing, sales promotion, marketing and management.



Maria D` Souza

Sales Manager

Maria D'Souza has been the Sales Manager in Canada since 2013. She joined the company in 2007 in the capacity of Supervisor Reservations & Ticketing and Sales Support. She counts over 38 years of aviation industry working across varying positions. She began her career as Catering Assistant, KLM Catering at Karachi Airport and later moved on to KLM Town Office, as Executive Assistant to General Manager Pakistan and Personnel Manager Pakistan, thus performing dual role.

Having migrated to Canada in 1993, she joined Malaysian Airlines as Sales & Admin Officer and served for of 14 years, undertaking varying responsibilities in airline reservations, fares and ticketing, sales promotion & marketing and office administration.



Nalaka Nishan

Manager - Cargo

With over 20 years of experience in cargo transportation and handling, freight forwarding and shipping, Nalaka has an extensive knowledge in import and export, warehousing, end to end logistic solutions and aviation cargo having been in charge and overlooking the entire operation of Oman Air Cargo in the USA during period 2012 to 2017 and SriLankan Cargo out of USA and Canada since 2000 to date.

He was instrumental in establishing Colombo Express a shipping company initially engaged in the business of shipping personal goods in the USA to Sri Lanka and now risen to its present state as a fully-fledged and well established company with the capacity to handle large volumes of personal shipments with door to door service and shipping of commercial cargo from anywhere in the USA to anywhere in the world.



Mohamed Miswar

Accounts Manager

Mohamed Miswar has over 35 years experience over the Airline Revenue / station and GSA Accounting and started his career in 1979 with Air Lanka. He has thorough experience in coordinating with Airport / sales and outstation accounting functions implementing best controls to protect the revenue generation through all the sales channels. Further he has experience in handling BSP/ARC.

Miswar count experience for implementing automated systems in SriLankan Airlines Revenue Accounting Department and training staff to handle such systems to achieve the Airline expected results.

During the tenure of his career, He has served as Finance Manager in Thailand, Madras and Karachi stations of SriLankan Airlines and Colombo and Maldives stations of Qatar Airways.

OUR PRINCIPALS



OUR PREMISES



Sri Lanka Office



Australia Office



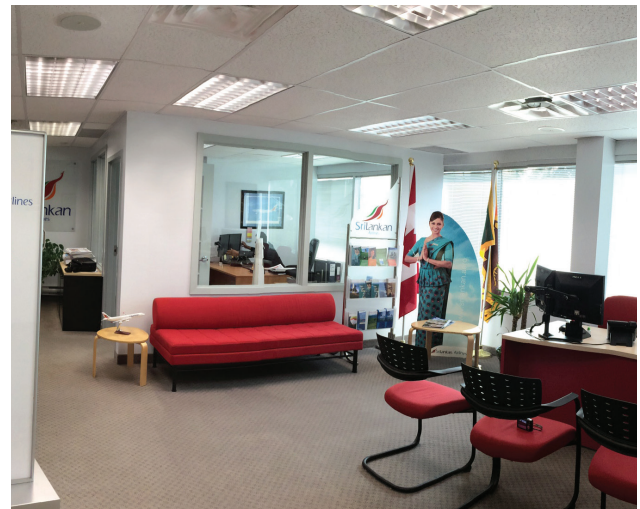
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Ukraine Office



UK Office



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