

MAINTENANCE, REPAIR AND OVERHAUL



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Our maintenance, repair, and overhaul (MRO) facilities and teams exist to ensure the health of our fleet. They enable our aircraft to be on standby ready to fly 24 hours a day, 365 days of the year. MRO is a major component of our operation, and our technicians are some of the unsung heroes in our business. They work tirelessly behind the scenes checking every nut, bolt and blade is performing to the high standards set by the aircraft manufacturers and regulatory authorities. This constant activity adds up over the year and on average we perform 873,000 hours of maintenance annually.

~720

TECHNICIANS

873,000

HOURS OF MAINTENANCE
ANNUALLY

With more than 720 technicians working across our ecosystem of maintenance hubs, our people can carry out everything from simple everyday routine checks to heavier aircraft overhauls, giving us the inhouse expertise to provide a smooth and uninterrupted service to our customers. Aircraft availability is key to the success of our business, and sending aircraft away for repairs can cause delays, which we try to avoid.

Every base from which we fly has at least one line technician on duty to perform day-to-day repairs but when aircraft need inspections or heavy maintenance, they usually go to one of our major maintenance facilities, which are located in: Lisbon, Portugal; Colico and Ciampino, Italy; Alicante, Albacete and Salamanca, Spain; Östersund, Sweden; Tromsø, Norway; and Pemba, Mozambique.

COMPANY PROFILE



MRO ALICANTE, SPAIN

To illustrate the scale of our operation, our maintenance base in Alicante spans 55,000 square metres and is capable of accommodating 11 aircraft simultaneously. Over the course of a year, more than 50 aircraft pass through the doors; sometimes the work takes days, but sometimes it can take months depending on the type of maintenance that is required. We have around 300 highly skilled technicians at the base where they work on all types of helicopters such as Leonardo AW139 and AW109s, Bell 407, 212 and 412 as well as Airbus H145s.

At this facility we have also rebuilt helicopters that have been damaged and made them airworthy again. We are able to do this because we have one of only five airframe jigs in the world (the other four belong to Leonardo) in our maintenance hangar. No other operator owns this standard of specialised tooling for major structural repairs.



MRO NORWAY

In Norway, we do our own inhouse base maintenance on our Cessna Citation Latitude and Beechcraft 250 King Airs, increasing efficiency and productivity of the service we provide to our customer there.

MRO SOFTWARE

Our MRO network is highly complex and making sure our technicians have the right parts in the right place at the right time is a constant challenge. To make this process more efficient, use Gannet aircraft maintenance software, which gives us the ability to leverage comprehensive analytics from across our operations. This advanced technology not only enhances our operational processes but also strengthens our commitment to safety and efficiency on a global scale.

REGULATORY REQUIREMENTS

We also ensure the highest standards of aircraft safety and reliability through a robust maintenance and engineering framework, operating in full compliance with EASA Regulations and OEM requirements.

Each region within the Avincis network operates with its own independent Part M Continuing Airworthiness Management Organisation and Part 145 maintenance organisation. Whilst regulated by their respective national aviation authorities, all adhere to a shared set of procedures and standards defined under EASA regulations.

Our Part M CAMOs are responsible for overseeing the ongoing airworthiness of our fleet. This includes maintenance planning, technical records, engineering oversight, and compliance with airworthiness directives and service bulletins. CAMO teams determine the maintenance requirements to be conducted by Part 145 according to OEM requirements and EASA regulations.

Our Part 145 organisations carry out the maintenance and inspections necessary to keep aircraft airworthy and ready for operational missions. These organisations include licensed engineers, technicians, apprentices, and support personnel working across mechanical, avionics, structural, and planning disciplines.

In order to safely deliver aircraft design modifications and bespoke conversions for our

customers, we also have an inhouse Part 21J and 21G (Design and Completion) teams of aeronautical engineers that ensure all aspects of the product meet EASA's stringent standards before it is certified and allowed to enter service. See more about their work on pages 68-69.

This integrated, regionally managed yet centrally aligned maintenance approach ensures aircraft remain mission-ready, safe, and compliant – supporting operations across our global network.

CRITICAL EQUIPMENT & COMPONENT OVERHAUL

Our inhouse critical equipment and component overhaul capability is designed to provide efficient, high-quality support for our aircraft. Our workshops operate in full compliance with manufacturer maintenance manuals and regulatory standards, ensuring reliability and safety across all services.

LIFE SUPPORT EQUIPMENT OVERHAUL

Our dedicated workshop specialises in the inspection, repair, and overhaul of life support equipment, including:

- Life rafts
- Life jackets
- Floats

DYNAMIC COMPONENT OVERHAUL

We offer comprehensive inhouse capabilities for the maintenance of dynamic components, such as:

- Transmission systems
- Main rotor hubs
- Cargo hooks
- Tail rotor hubs

BLADE SHOP – CAPABILITY EXPANSION

Our blade shop is undergoing a strategic expansion to enhance its service offering. At present, it is fully equipped to perform visual inspections in line with OEM procedures, with additional capabilities under development. A

