



**independent**  
**AVIATION**

THE AIR CHARTER PROFESSIONALS

**1300 AIRCHARTER**

INDEPENDENT AVIATION  
**CAPABILITY STATEMENT**

## Company Profile

Independent Aviation has almost 30 years' experience in aviation charter, servicing the needs of the domestic and international tourism industries, local, State and Federal governments, the Australian Defence Force, and global and Australian businesses. Our significant buying power complements our enviable reputation for providing prompt, reliable and innovative solutions to transport requirements.

Every client receives the level of attention to detail and friendly, professional service required to deliver the best solutions to air transport requirements safely and on time, without fuss and for the best value for money.

Independent Aviation's partnership network extends across the globe and, here at home, we are the experts in remote and regional destinations throughout Australia. Coordinating more than 6000 charters annually, using aircraft of all sizes and types for every kind of mission, everything from the ground up is taken care of. Your dedicated flight manager will ensure all aspects of your charter runs smoothly, or alternatively you can create your own schedule with our Aircraft Concierge Service.

With 24/7 support and your own account manager from start of contract to finish, your journey with Independent Aviation as your charter logistics partner will be effortless. We can get you any aircraft to go anywhere, anytime. When you need to fly, contact Independent Aviation ~ Australia's most trusted air charter company.

## Our Vision

The aviation charter industry is a complex, diverse and fragmented market which is opaque and difficult for both buyer and seller to navigate. Independent Aviation's role as an active and expert intermediary is to manage and clarify the chartering process to achieve the best result for our customers in terms both of value and operational success. Our involvement assists our clients to achieve best possible value for money at the same time as maximising safety through the tracking of operator compliance with all safety and risk management requirements. Consistently excellent service will develop long term client relationships based on customer recognition of the added value that is created by Independent Aviation.





**CAPABILITY STATEMENT**



**VALUE PROPOSITION**

## Value Proposition

a) We guarantee that the most suitable aircraft is sourced for every mission at best value for money through competitive tendering.

b) At least three quotes are presented to the client for every charter, this process can be achieved within very rapid response times.

c) The entire market is canvassed for every charter, including outside operators able to position aircraft in from elsewhere (including interstate) if that is the best solution for a particular task.

d) We ensure operator compliance with legislated safety and risk management requirements as well as any further requirements stipulated by the client. This includes the tracking of operator safety audits, safety management systems, HFM systems, operator and pilot approvals and endorsements and pilot hours.

e) To expedite the reservations process we can provide a dedicated web booking portal, customised to client requirements.

f) We can provide an online "closed user" option to facilitate charter sharing, backloading and other cost saving initiatives, if required.

g) Our quote documentation is easily understood and includes all necessary information to allow your staff to make an informed decision. Quotes and

Confirmations are presented in clear format and includes aircraft photos and aircraft performance information. Confirmations can include such information as operator AOC status, pilot hours and endorsements and operator approvals.

h) Efficient and accurate charter management, we administer all the day to day detail of the charter operation and will undertake all necessary liaison with the operators. When plans change we can make multiple alterations to charter itineraries quickly and faultlessly.

i) We monitor on time performance, payload optimisation and all other operator KPI's.

j) We can also provide real time live web tracking of any flight to ensure time is not wasted should the schedule change or be delayed.

k) A fast, accurate and transparent billing process with payment terms.

l) Multiple management information reporting functions, we have wide scope and flexibility in the reporting area. We work with our clientele to develop additional reporting functionality as required during the duration of the duration of a contract.







## How We Operate

Independent Aviation guarantees the most suitable aircraft is sourced for every mission at best value for money through competitive tendering. At least three quotes are obtained for every charter with rapid response times.

The entire market is canvassed for every charter, including outside operators able to position aircraft from elsewhere if that is the best solution for a charter. Operator compliance is ensured with legislated safety and risk management requirements, as well as any further requirements as requested by the client. This includes the tracking of operator safety audits, safety management systems, HFM systems, operator and pilot approvals and endorsements and pilot hours.

Customers will enjoy using the dedicated customised web-booking portal for faster reservations and the online "closed user" option to facilitate charter sharing, backloading and other cost saving initiatives, if required, is another useful tool.

Easy to understand and transparent quote documentation will give your staff the confidence to know they are making an informed decision. Quotes and confirmations are presented in clear format on a single document. This includes aircraft photos and performance information and details of the AOC status of every operator presented. Confirmations can include information such as pilot hours and endorsements and operator approvals.

For efficient and accurate charter management, Independent Aviation administers the day to day detail of the charter operation and facilitates all necessary liaison with the operators. When plans change, multiple alterations to charter itineraries can quickly and faultlessly be made. On time performance, payload optimisation and all other operator key performance indicators are continually monitored along with real time web-tracking of any flight to ensure time is not wasted should the schedule change or be delayed.

## Global Partnerships & Associations & Accreditations

Independent Aviation can provide air charter solutions on the global scale through our established network of affiliate offices in Asia, India, Russia, South Africa, the UK and Europe, the US and South America. Not only do these partnerships enable us to guarantee best value for international charters, they also ensure that we are in touch with international best practice in charter operations.

## Management Procedures

There are strict risk management procedures in place, including the tracking of operator safety audits, safety management systems, HFM systems, operator and pilot approvals and endorsements and pilot hours. Independent Aviation's system enables us to monitor and ensure operator compliance with any safety criteria that a customer might require. We have a highly qualified Safety Auditor available to advise as required.



# CAPABILITY STATEMENT



MANAGEMENT SYSTEMS  
AND POLICIES

## Travel & Leisure

Independent Aviation offers a comprehensive aircraft charter service to tour operators and locals alike and can deliver an automated and seamless door-to-door travel service for clients. Whether the requirement is for an aircraft for a few passengers for a day excursion, or a wide body jet to accommodate the whole group, you can rely on our expertise to produce the best possible solution.

Some popular helicopter and fixed wing packages include:

- Wine & food tours
- Golf tours
- Outback adventure
- Secluded sand cay tours
- Festival day excursion
- Aboriginal cultural experiences
- VIP yacht and island transfers
- Flights to major sporting events
- Incentives and rewards for top performers

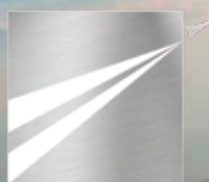
We believe that personalised charters are the experiences that your customers always remember. Independent Aviation can help with customised concepts, whether it's an exciting helicopter charter or comfortable private jet, we can provide a full range of charter solutions for large conference groups, incentive trips as a reward for high performing staff, weddings or a private event. Flexibility, discretion and security are always assured.

Customised concepts can include branded aircraft livery such as head rest covers, flight attended uniforms, tailored in-flight entertainment or promotional material.

• 24/7 Concierge Support • On-board flight managers • Special in-flight announcements • Customised catering and beverage options • Departures from private terminals for most aircraft • Use of private airport lounges with special catering • Dedicated check-in desks when public terminals are used • Our own ground staff for extra passenger care and service • Courtesy Luxury Vehicle.







**independent  
AVIATION**

THE AIR CHARTER PROFESSIONALS

We can get you **any aircraft** to go **anywhere**

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