NAAC
GROUP OF COMPANIES

DRIVING PROGRESS
TOGETHER...



CORPORATE PROFILE

ISO/IEC 27001:2013
BUREAU VERITAS
Certification

UKAS MANAGEMENT SYSTEMS
0008

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 across USA, Canada, Russia, Mexico, the Caribbean, Australia, New Zealand, Ukraine & UK. We also serve as a home automation and customized IoT solutions provider in the global market.

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.

TABLE OF

CONTENTS

Our Strengths	04
Company Timeline	04
Our Journey Thus Far	05
A Message From Our President	06
Our Objective	07
Our Proposal & Our Expectations From You	08
Services : Reservations & Customer Services	09
Services : Finance & Administration	10
Services : Marketing & Sales	11
Services : Operations	12
Subsidiary Companies	13
Meet the Experts	15
Our Principals And Partner	19
Our Memberships & Affiliations	20
Our Premises	21
Contact Us	22

OUR
STRENGTHS

Our strength lies in handling over 10,000 agents in the USA, 1,800 in Canada, and over 5,000 agents in Australia and New Zealand with utmost dedication and professionalism over 20 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 principals value.

Under our group, we have 75 employees around the globe serving our valuable customers, and with an annual turnover of USD 120M from our USA, Canada, Australia, and New Zealand operations,

we possess a wealth of knowledge on distribution patterns, market behaviours, and customer requirements in relation to travel, logistics, shipping, and freight forwarding industries.

COMPANY
TIMELINE

North American Aviation Group Inc. was incorporated in October 1999 with its Headquarters at the World Trade Center,

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 317 Cleveland Ave, Suite 202, Highland Park NJ 08904

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 Caribbean, Australia, New Zealand, Ukraine & Russia.

OUR JOURNEY THUS FAR...

1990 - Colombo Express Inc - USA

1995 - American Freight Liners Inc

1999 - Sri Lankan Travel Inc - USA

2005 - Sri Lankan Travel Inc - Canada

2010 - North American Aviation Group Inc - USA & Sri Lanka

2013 - NAAG LLC Russia

2018 - North American Aviation Group Pty Ltd

2018 - Destination Travel & Tours Ltd - Ukrain

2019 - Canada Global Aviation Group Inc - Canada

2019 - NAAG Holidays (Pvt) Ltd - Sri Lanka

2019 - North American Aviation Group (NAAG) UK Ltd

2020 - North American Aviation Group - Mexico (Pending)

2023 - Luxury Travel Experience (Pvt) Ltd - Sri Lanka

2024 - SDA Hospitality Group (PVT) LTD - Sri Lanka

2024 - By The Glass, LLC - USA



> **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.**

MESSAGE FROM THE **PRESIDENT/CHARIMAN**

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

OUR
OBJECTIVE

Based on our recent conversation, we understand that your gaming clients have diverse requirements that require individual attention and highly personalized services.

With over 40 years of experience and the support of our multiple related businesses, we are confident in our ability to effectively meet these needs. Our combined expertise allows us to provide comprehensive solutions tailored to each client.

We are committed to delivering high-quality service and building long-term relationships by ensuring your clients are fully satisfied and well supported at all times.

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.

- O Reservation and Ticketing
- O Air Freight, Ocean Freight and Integrated Logistics
- O Luxury vehicle fleet
- O Private Jet Charter, and Helicopter Services
- O Multilingual 24/7 Global Call Center
- O Corporate Travel Management Solutions
- O MICE & Event Travel Coordination
- O Global Visa & Immigration Assistance
- O Travel Insurance & Risk Management Services
- O Cargo freighter Charters & Project Logistics
- O Supply Chain & Customs Brokerage Support
- O Executive Concierge Services
- O Airport Meet & Greet Services
- O Account Management & Dedicated Relationship Teams

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 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.

- O Cash and Credit Card Sales Reconciliation
- O Financial Reporting & Deposit Monitoring
- O Refund & Debit Memo Administration
- O Credit Card Chargeback Management
- O Facilitator for Global Money Exchange
- O System Security & Accounting Oversight
- O Legal & Administrative Representation
- O Compliance & Regulatory Support
- O Data Management & Reporting

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 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.

- Strategic Sales Planning
- Business Development
- Client Relationship Management
- Market Research & Analysis
- Brand Promotion & Awareness
- Lead Generation & Sales Support
- Campaign Management
- Customer Engagement & Retention
- Corporate Communication

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.
4. Our expert team will provide world-class customer service to your customers 24 hours a day, 7 days a week, and 365 days a year.
5. We provide support in multiple languages for all time zones, major languages, and dialects across phone, email, chat, video chat, and social media.
6. State of the art call center workstation with uniform ambient lighting and noise-canceling systems to provide quality customer service and maximum work.
7. NAAG drives its operational excellence through a collaborative workforce of 72 highly skilled professionals, worldwide.

SUBSIDIARY COMPANIES

01

COLOMBO EXPRESS LANKA (PVT) LTD

The company 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

The company 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

NAAG HOLIDAYS (PVT) LTD

NAAG Holidays specializes in luxury tailor-made travel to Sri Lanka. NAAG Holidays tailor-made journeys are carefully crafted to deliver a personalized adventure like no other. We build extraordinary, enriching experiences curated just for you and put the best private guides at your service.

06

MODISH BY MONALI (PVT) LTD

The online store brings you the finest high-end branded products, including exquisite handbags, premium cosmetics, top-tier skincare, and stylish accessories.

07

CANADA GLOBAL AVIATION GROUP

Company based in Canada offers total General Sales Agent (GSA) services to its partners.

08

BY THE GLASS, LLC

By the Glass Imports honors a mentor's lasting legacy in winemaking. Rooted in a shared passion for fine wine, we specialize in importing exceptional wines that reflect craftsmanship, quality, and community. Each bottle tells a story, connecting you to the artistry andtradition of winemaking.

09

SDA HOSPITALITY GROUP (PVT) LTD

SDA Hospitality is a distinguished Sri Lankan hospitality company renowned for delivering premium dining experiences through its signature restaurants, Spoons and Loon Tao. With a strong focus on culinary excellence, innovative concepts, and impeccable service, the company continues to set high standards in Sri Lanka's hospitality sector, ensuring memorable experiences for every guest.

10

LXURY TRAVEL EXPERIENCE (PVT) LTD

Our business development includes launching a dedicated B2C website specializing in Small Luxury Accommodations in Sri Lanka. Our vision is to become the top choice for villa seekers in Sri Lanka by offering flexible and innovative solutions.

MEET THE EXPERTS



Dillan Ariyawansa
Chairman

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.

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.

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.



Malmi Wijayasinghe
Chief Financial Officer

Malmi is a Fellow Member of CIMA UK and Associate member of CPA AUSTRALIA and holds a Master of Business Administration from Sheffield Hallam University (UK), and a Bachelor of Science (BSc) in IT (Specializing in Information Systems for Business) from Sri Lanka.

Her industry experience spans over 16 years and has demonstrated to work collaborating with various local and international stakeholders in different sectors to ensure business growth and innovation. Malmi has greatly transformed the processes of finance and revenue accounting. She has extensive experience in strategic planning, financial reporting, finance analysis, budgeting, procurement, cash flow, compliance, corporate governance and risk management.



Lisa Dosanjh

Sales Manager Australia

Elizabeth "Lisa" Dosanjh is a seasoned National Account Manager with over 18 years of experience in sales, marketing, and account management within the aviation and tourism sectors. Renowned for her ability to drive revenue growth, she excels in relationship building, strategic planning, and market analysis. Her expertise spans managing key accounts, crafting high-impact marketing campaigns, and delivering exceptional customer value.

Proficient in industry tools like GDS systems, MIDT, and BSP, Lisa has a proven record in developing new market segments and exceeding sales targets. A motivational leader, she fosters collaboration and consistently achieves transformational results in competitive markets.



Bradley Crawford

Sales Executive

Bradley Crawford has over 25 years' experience in the Aviation industry and started his career in 1994 as a Travel Consultant in the agency network. Bradley has extensive experience in Sales and Marketing and has worked at Virgin Blue group, Thai Airways, Air Canada Leisure, Air Asia Berhad, Bambo Airways and CVFR in Australia.

Bradley has been involved in handling various areas in the industry and managing Leisure sector, corporate travel, Business development, Tour operator traffic and Ethnic Agency network.

Bradley holds an Associate Diploma in Management from Northern Melbourne T.A.F.E and IATA Certificate of management.



Ajith De Alvis

Vice President (Sales - USA)

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.



Maria D' Souza

Sales Manager (Canada)

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 Pakistan, thus performing dual role.

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



Allan Hutchison

General Manager (NAAG Holidays)

Allan Hutchinson is a seasoned Travel & Tourism professional with over 35 years of industry experience. He began his career in 1990 with Aitken Spence Travel and has since developed extensive expertise in Sales and Operations, working in both Sri Lanka and the United Kingdom. Allan holds a Diploma in Business Administration along with qualifications in Procurement and Logistics.

With more than 26 years of experience in managerial roles, he brings strong leadership and operational excellence to the industry.



Nalaka Nishan

Manager - Cargo (USA)

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.



Sergey Perov

Manager - Russia

Sergey Perov joins as the Manager for NAAG LLC Russia. He counts over 20 years of aviation industry working for various Airlines and in the travel industry across Russia holding various positions. He began his carrier at Finnair and then moved on to various airlines/companies such as Emirates, Lufthansa Systems, AtlasGlobal and Sabre. At Emirates Sergey was responsible for sales in Russia and CIS countries with sales volume of about USD 300M per year.

During his 20 years of aviation, he had been involved in developing various markets and dealing with Tour operators, OTAs, Consolidators and travel agents in Russia and CIS countries. Sergey is highly commercially focused; got strong sales, communications, managerial skills, strategic vision, and brings wealth of experience to NAAG family. Sergey holds an MBA from the University of Westminster, London UK.



Kasun Lakshitha

IT Manager - Sri Lanka

Kasun Lakshitha, an active member of the Computer Society of Sri Lanka with more than 10 years of experience in the field of Information Technology, completed his Higher National Diploma in Software Engineering at Netassist International – American Education Centre. He is the Manager – IT of North American Aviation Group and the Network Engineer of LIVEEZ for the past 6 years.

Being a self-motivated individual, Kasun was always passionate about computers and technology to help people manage connected devices through simplified services, which has paved the way for a successful career in Networking.

He is professionally recognized and holds certification in Cisco Certified Network Professional (CCNP), Microsoft Certified Technology Specialist (MCTS), Professional Certified Network Administrator (PCNA), Control4 Associate Installer, and Centralized Lighting and Automation Programmer (Australia).



Dinushan Paranavithana

Automation Engineer - Sri Lanka

Dinushan Paranavithana, an engineering graduate of Sri Lanka Institute of Information Technology with a Master of Engineering (Hons.) degree in Electrical & Electronic Engineering (Sheffield Hallam University – UK), serves as the Automation Engineer at LIVEEZ Private Limited. After gaining work experience as an intern in Lanka Bell Limited, SriLankan Airlines (IT Division) and MAS Intimates Private Limited (Automation Department), he commenced his career as a full-time employee at LIVEEZ and completed Control4 Automation Programmer Certification in Melbourne, Australia.

He is passionate about Automation & IoT Industry and has a futuristic vision for LIVEEZ to connect almost any device to the internet while minimizing its complexity with human interaction and take real-time control of a profusion of devices instantly from any part of the world at the touch of a button. Being a competent engineer by education and technophile by passion, he aims to develop products and services through innovative technological solutions which would revolutionize the world for a greater cause.



Stephani Vanvelzon

Executive Secretary to the Chairman

Stephani is a results-driven professional currently excelling as the Executive Secretary to the CEO at NAAG. She graduated from the University of Northampton with a Bachelor's degree in Business Management & Strategy. With a solid background in the travel industry, she initially honed her skills as a Reservations & Ticketing Agent, later advancing to a Senior Sales Support and Ticketing Agent within NAAG. Possessing over 6 years of hands-on experience in the field, she brings a wealth of industry knowledge and expertise to her current position.

Her dedication to expanding her skill set and enhancing her professional capabilities underscores her proactive approach to personal and career development. Stephani's unwavering commitment to excellence and ongoing improvement defines her professional journey.



Manori Perera

Group Head of HR

Manori Perera is the Head of HR and the PA to the CEO at North American Aviation Group Inc. She commenced her career at NAAG as the Personal Assistant to the CEO and HR Executive. She graduated from Charles Stuart University in Melbourne in International Human Resources Management. With over 15 years of extensive work experience gained in both overseas and Sri Lanka, Manori is proficient in Administration & Human Resources, Business Development, Sales & Marketing. She has a strong drive for performance, compliance and ethics combined with a sense of purpose.

OUR
PRINCIPLES



























OUR **Memberships & Affiliations**

Sri Lanka Tourism Development Authority
(SLTDA)

The International Air Transport Association
(IATA)

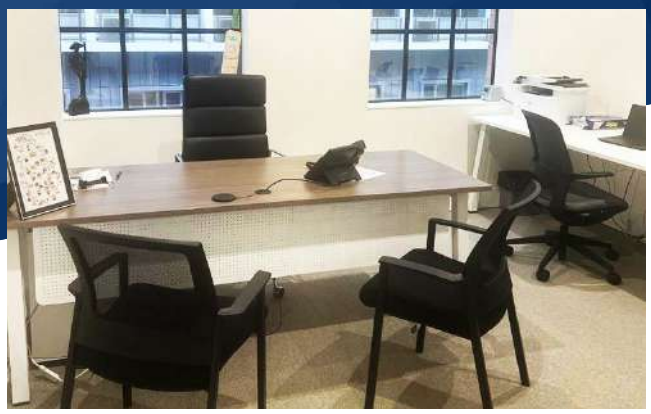
Sri Lanka Canada Business Council
(SLCBC)

Sri Lanka Association of Inbound Tour Operators
(SLAITO)

OUR **PREMISES**



Sri Lanka Office



Sydney Office



USA Office



Ukraine Office



UK Office



Canada Office



Newzealand Office



Moscow Office



NAAG
GROUP OF COMPANIES

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