

Rotortales



CHC Helicopter Corporation

Adding Tilt to the "Hover"



CHC has recognized the potential of the Bell 609 Tilt Rotor aircraft and now has options to purchase 10 of these versatile machines beginning as early as 2002. This artist's rendering shows one of the many potential uses.

Image courtesy of Bell Helicopter Textron Inc.

For Mark Olson and the XV-15 it was love at first flight.

There it was before us gleaming in the hot Texas sun. Beside me on the ramp stood Chief Pilots, Dave McCutcheon, Alec Calder and Rod Leggasick. As I looked over the sleek lines and unique design of the aircraft I realized that even though it uses standard technology it represents the next generation of aircraft, a generation that will soon revolutionize our industry.

It was mid-October and the three amigos and I were on a visit to Bell Helicopter in Arlington, Texas, to preview and test-fly the XV-15, a prototype tilt-wing. It was built in the early 1970's to test the concept of tilt-rotor aircraft. While it is not the first aircraft to venture into tilting rotors, the US Military selected it as the model from which they developed their V-22 aircraft. It is also the model and proving ground from which the commercial Bell 609 tilt-wing aircraft will spring. CHC has recognized the potential of these aircraft and now has options to purchase ten Bell 609s starting as early as 2002.

In many ways the XV-15 is not a new aircraft. It's the way it is all put together that's new. It uses a couple of tried and tested T53-13 engines to drive the "prop-rotors." On the tip of each wing is an engine nacelle (housing) that contains the engine and speed reducing gearbox and an accessory gearbox. Each engine drives its respective prop-rotor and, through a connecting driveshaft, can drive the rotor on the other nacelle. The flight controls are push-pull tubes. And despite the advanced design, or perhaps because of it, the mixing lever to handle swashplate and aileron/elevator mixing is an engineer's nightmare. But take a ride in one of these aircraft and you know something exciting is going on. ...continued on page 4

Building Core Business at Aeroflight

St. John's International Airport is on schedule for privatization. Its status as a transport Canada property changed December 1st. It's now owned and operated by the St. John's Airport Authority. This change of ownership will bring fresh new ideas to the fore as the management team focuses on business opportunities for the Authority and the tenants alike. At Aeroflight we applaud this transfer of ownership and we are very optimistic about our growth potential.

Aeroflight recently won the fuel contract for both Canadian Airlines and Air Labrador in St. John's. Also contributing to our core business is Prince Edward Air another scheduled carrier in St. John's and a tenant of ours at hangar #1.

Our relationship remains strong with the US military as a fuel agent and ground support FBO. This past quarter we handled multiple movements for a wide variety of their aircraft including a C130 equipped with a SKI-MOD for polar air fields; a new J-model C130 Hercules enroute to a German air show; and two A-10 Warthog fighter aircraft one of which had an engine malfunction. It took the best part of the week to repair the aircraft so the two pilots had plenty of time to enjoy St. John's and the George Street nightlife.

Aeroflight out. ✈

By Tony Aylward, Operations Manager



The A-10 Warthog in front of Hangar 1

Photo by Shawn Tapper, Refueller

3 Exceptional

Jean-Pierre Blais looks back at '98 and ahead to exciting prospects for 1999.



5 Maximum Heat

With as many as 40 aircraft fighting fires at once this was one of Western's busiest seasons ever.



6 Arabian Knights

In the air over the Persian Gulf with a new five-year contract for the Arabian Oil Company.





Message from the President

Safety – A New Year's Resolution

Whether we work in a cockpit, a hangar or an office, our business demands that we think safety first. And the statistics show we do. Our safety record is well ahead of industry standards. But we also recognize that safety is an ever-moving target. Like perfection it's something towards which we must constantly strive.

During our biannual safety meeting in late October, we considered new ways for continuously improving safety procedures and policies. We also looked at increasing the safety awareness of everyone in the company. To that end, we discussed CHW's safety reward program introduced last year. The program is working well and the other divisions are looking at introducing similar awareness programs that will increase focus on safety.


Our main objective is to get everyone in the company involved in minimizing risk and preventing accidents and incidents. Safety first and foremost is something we must think about every day. It's part of our corporate culture.

You'll also notice a new feature in *Rotortales* called "The Safety File". If you have a suggestion on a matter of safety please feel free to send it along to your divisional V.P Safety so we can feature it.

Looking back, 1998 was a great year, a year of change and a year that we can all be proud of. At the end of October, thanks to all of you, CHC delivered its best-ever financial performance for the first half of the 98/99 fiscal year. All divisions have worked hard to meet the challenges and deliver the excellent service our customers have come to expect from Canadian Helicopters.

One important event in 1998 was the announcement of our intention to purchase 10 Bell 609 tilt rotors. The tilt rotor will mark the beginning of a new era in air transportation and CHC will be first in introducing this fascinating technology to our customers.

1999 will be an exciting year, full of new challenges and promises. I know I can count on all of you to continue to raise the bar and reach new heights.

The best gift we can give to each other and to our customers is another safe year. So let our resolution for the New Year be individually and as a team to be safe both on and off the job. I wish you and your family the best of the season and a happy and prosperous New Year. 

CHC HELICOPTER CORPORATION



Photo credit: Randy Dawie

Sylvain Allard
President

 **Craig Dobbin, O.C.**
Chairman and CEO

Message from the Chairman & CEO

"There is a tide in the affairs of men which taken at the flood leads on to fortune." **William Shakespeare**

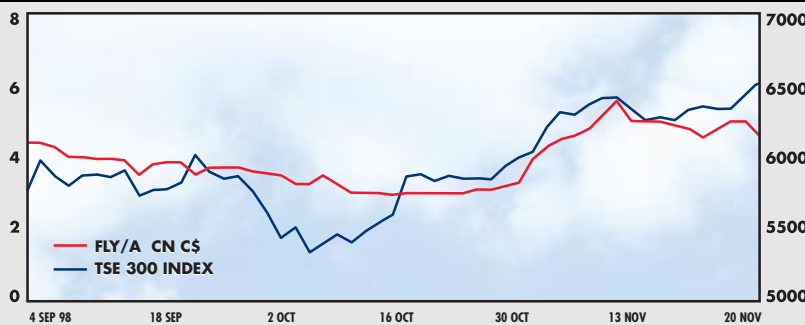
If Will was alive today and writing about the aerospace industry he might rephrase the above quote like this "There is an aircraft in the future which if optioned while still a prototype will put you on the runway to growth." And that is just what CHC has done. As I announced in October at the Annual General Meeting in Toronto, CHC Helicopters now has options to purchase ten Bell

609 tilt rotors starting as early as 2002. This aircraft/helicopter

represents the next generation of hover-capable aircraft. It will revolutionize our industry and CHC will be there leading the way in helicopter operations around the globe. (See the feature article in this issue by Mark Olson, Chief Pilot with CHW for more on the tilt rotor)

CHC will lead the way into the 21st century in more than helicopter operations. Our business development team is constantly looking for related growth opportunities. That's part of the rationale behind the start-up of our subsidiary Newfoundland Bonding and Composites Ltd. (NBCL). This ...continued on page 4

StockWatch



In the last edition of stock watch, we noted that the general decline in the Canadian equity markets and the low oil price had affected CHC's share price. I also indicated that CHC's high net asset value per share and strong operations had positioned the stock well for a good recovery when the equity markets stabilized and oil prices improved. Since then, we have seen a modest rebound in both the oil price and the TSE 300 index (a measure of stock prices for companies traded on the Toronto Stock Exchange). As the chart shows, there has been a similar rebound in the CHC share price.

The company's performance over the past six months has been very good. The busy fire season in Western Canada and the strong demand for heavy aircraft in the North Sea, supplemented by solid performance internationally and in Eastern Canada resulted in one of the best starts to the year ever... without R&O.

In the second quarter (the three months ended October 31), CHC paid its biggest dividend ever at \$4.00 per share. In other activities, we began construction in Gander, Newfoundland of a new bonding and composites manufacturing facility and Mr. Dobbin announced at the Annual General Meeting that the company has placed an order for 10 Bell 609 Tiltrotor aircraft.

Fasten your seat belts, the CHC story continues to generate excitement!

Photo Contest

Keep those entries coming for the March Photo Contest. Congratulations to Tim Simmons, Base Manager Norman Wells for sending us the first entry.



Safety File / Le coin de la sécurité

What's this safety stuff all about?

- It's about making choices.
- It's about being alert to what is happening around us.
- It's about understanding the task at hand.
- It's about making sound decisions based on training, knowledge and skill.
- It's about understanding regulations not about regulation by rote.
- It's about keeping out of harm's way.
- It's very much about safety awareness on a continuing basis.

by Al Eustis
VP System Safety, CHW



A Strategic Position in Quebec

In the first week of January 1999 CHE will open a helicopter training school at the Jean-Lesage Airport in Quebec City. This is the Division's second school. The first one, our Buttonville School is recognized as one of the best training schools in North America. Now they have an ally within the Corporation to expand their training services and ensure that we maintain a back-up of skilled professionals in our industry while promoting the company's image not only as an excellent helicopter services provider but also as a trainer of excellent professionals.

The first training sessions at the new school will be an important step for helicopter pilot training in Quebec. And it has attracted a great deal of attention without any serious promotion. We already have five students ready to start training with a Robinson R-22, C-GEBO, plus a Bell 206B for turbine conversions. I'm confident that with a promotional campaign we can raise the number of students significantly and have a successful launch.

Praise for the Quebec Team

We've been here in Quebec since the early '70s, first as Helicopteres Trans-Quebec, then as a part of Viking before finally joining CHC to provide the Corporation with a strategic foothold in the region. And I couldn't talk about the success of our base without mentioning the heart of our operation—the people, our employees who give their full co-operation. It's great to know you can count on them 24 hours a day every day.

As examples in the area of training I'd like to single out base manager Dany Ricard and base mechanic Chris Stapor who both know that hard work is the only way to succeed in the demanding helicopter industry. Professional, persistent, imaginative and dependable, these two have contributed to the long and lasting life of our Quebec base and our training services. ➤

"MECHOUI" FOR MICHEL: Retirement party for Chief Pilot

On the 14th May we held a special "Mechouis" lunch at Les Cedres Base in honour of Michel Durin, our chief pilot who retired the following day. Michel started with the company as a pilot in February 1988. He was always the "Joe Cool" type of guy, suave and calm under pressure. Bon Chance Michel!

Sitting L-R Jean-Pierre Blais, President; Yves Despois, Pilot; Jacqueline Picotin, Administrative Assistant; Francine Pilon, Tech Rec. Supervisor; Christian Carpentier, Pilot; Lucie Arseneault, Operational Assistant; and Michel Durin, Man Of The Hour and Outgoing Chief Pilot.



Winter 1998



Helinas Platform
Taken in Manitoba this picture captures our Helinas crew with employees of Comstock and Manitoba Hydro during a brief rest from their upgrading work on the power lines.
Photo by François Ricard, Pilot

Sowing the Seeds of Success

Message from Jean-Pierre Blais, President (Eastern Division)

1998 has been an exceptional year. Exceptional for the number of contracts—both large and small—awarded by our faithful clientele as they renew their trust in our experienced, committed staff. For them we combined quality service with safety operations day in and day out. It was an exceptional year with the official launch of Helinas in Manitoba, a start-up beyond our highest expectations. 1998 was exceptional for the increasingly popularity and quality of the courses taught at Buttonville. And it was exceptional year for the statistics on the safety of our operations.

Thanks to all of you for this harvest we've sown together.

1999 is full of promise. The Lower Churchill, continued success with the Helinas, hydro projects in Quebec, EMS projects across Canada, the opening of the second school in Quebec to serve the francophone market, and several other projects which cannot be discussed because of their confidentiality.

The management team joins me in wishing for our clients and employees wealth, happiness and health in 1999.

Merry Christmas and Happy New Year. ➤

NWSO/USAF Contract News

On November 5th 1998 Canadian Helicopters, North Warning System Office, United States Air Force (NWSO/USAF) and Frontec met in St. John's, Newfoundland. It proved to be a very enjoyable meeting. Items on the agenda included the results of the 1998 fuel haul, the upcoming 1999 fuel haul and the ongoing the Operating and Maintenance (O&M) contract.

Our customer NWSO/USAF congratulated our crews for their efforts in completing the



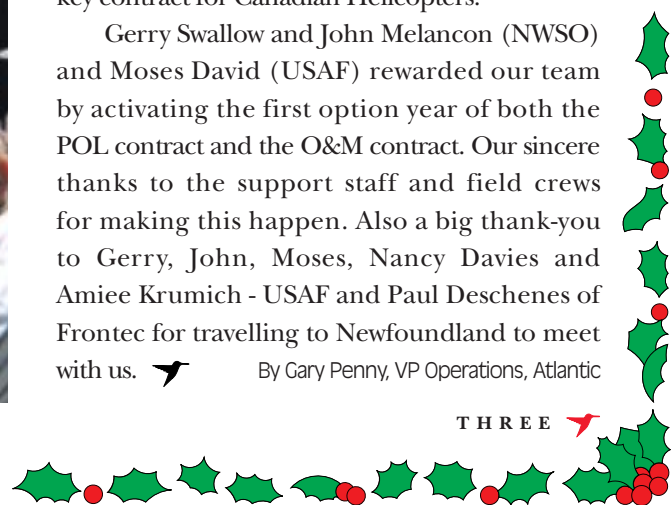
Warm and FUZZY after successful negotiations
L-R: Henry Blake, Bob Heighnton, Paul Deschenes, Gerry Swallow, John Melancon, Gary Penney, Nancy Davies, Hugh Day, Moses David, Don Penney, Amiee Krumich and Simon Morton.

1998 fuel haul on budget and on time. I'd like to extend that thank-you publicly. Great job guys. They also indicated that things are going well with our O&M contract. This is good news because that is a

key contract for Canadian Helicopters.

Gerry Swallow and John Melancon (NWSO) and Moses David (USAF) rewarded our team by activating the first option year of both the POL contract and the O&M contract. Our sincere thanks to the support staff and field crews for making this happen. Also a big thank-you to Gerry, John, Moses, Nancy Davies and Amiee Krumich - USAF and Paul Deschenes of Frontec for travelling to Newfoundland to meet with us. ➤

By Gary Penny, VP Operations, Atlantic





Adding Tilt to the "Hover"

continued from page 1



How it flies

After you lift off in the XV-15 you hover as the nacelles tilt forward and then wow! Sit back in the seat! The aircraft leaps forward from 0 to 170 kts air speed in 10 seconds with airplane-type flight. And that's nowhere near the top speed of 275 kts. To go faster, simply pull on the collective until you reach maximum continuous power, then relax and watch the airspeed climb. We only went for a short cruise to 250 knots. Vibration was low, noise was low and the helicopter pilot in me (8500 hours of flying around at 100 kts) was in love.

The tilt rotor flies like a helicopter in the hover and a fixed wing aircraft in cruise. For those familiar with helicopter controls the cockpit of the XV-15 will look very familiar: cyclic and collective, pedals just like a helicopter. When you pick it up in the hover you can forget about the pedals. There's no torque. You can hover it around like a Jet Ranger.

The cyclic controls the fuselage attitude more so than the forward or backward speed. Using a small "beep" switch on the collective, you simply "beep" the engine nacelles forward to move forward (or backward) or to takeoff and land positions. The 609 will be even simpler to control with pre-set nacelle angles programmed into its flight computer. The nacelles will respond like "flap settings" on a fixed wing aircraft.

Approach and landings are accomplished by reducing the power and slowing to 170 kts (slow!) and then starting the nacelles upward to continue the slowing process. As the speed decreases you add power just like your helicopter. No flaring the speed off or adjusting approach speed with cyclic; instead you use the nacelle angle and power. For the experienced pilot a couple of hours of training would make this seem like second nature. Unbelievable!


In a category all its own

The Bell 609 should fly in mid 2000, with certification to follow in 2001 and deliveries in 2002. The vehicle will be a fully fly-by-wire, pressurized, de-iced aircraft seating 9 passengers and two crewmembers. It will cruise at flight level 250 kts, and true out at 275 kts.

In order to fly these aircraft, pilots must be rated for the tilt-rotor, a whole new category of license. There is a sharp learning curve ahead for pilots, customers and government as these aircraft expand the limits of our industry. We will need to learn everything there is to know about this new category of aircraft and its capabilities. For example, the US Marines recently slung a 10,000-lb. load at 220 kts under one of their new V-22's. But they now have a new challenge. Their all terrain "humvee" (a 4-wheel truck like a "Hummer") sheds parts when it's slung that fast.

Along with the challenges, the aircraft will present us with many opportunities to expand our customer base.

We are poised on the edge of a new industry. Tilt-wing aircraft will fly high and fast. They'll be capable of flight in known icing conditions. They'll have the range to travel to sites where today's helicopters can only carry "the pilot and a verbal message." They will match turbo prop aircraft for cruise speed but will offer their passengers the added value of being able to land on the rooftop pad, in downtown heli-ports, and on offshore oil rigs.

I am looking forward to test flying the Bell 609. It's going to be great. 


By Mark Olson, Chief Pilot, CHW

Chairman & CEO's Message

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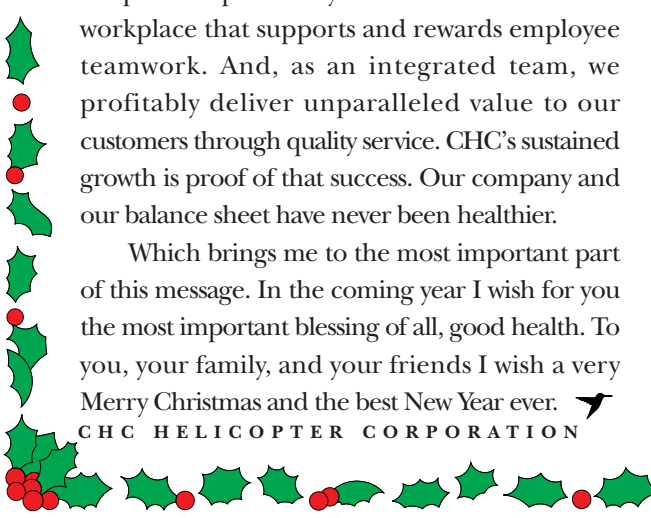
high-technology company has begun construction of the state-of-the-art 60,000-ft² facility at Gander airport. Production begins in July 1999. We already have a \$13 million contract in hand from Westland/Augusta to manufacture Cormorant helicopter floor and airframe panels for DND. And Westland/Augusta has also committed to provide technology transfer and training on that project. But their confidence in CHC's team goes beyond that. They have also committed to direct significant amounts of work to the plant over the next several years as we grow our own expertise to manufacture composite aerospace components.

CHC is a world leader in the aerospace industry not because we strive to stay ahead of the competition, but because we have our eye on the future and can adapt quickly to take advantage of every opportunity. The formula for our success is simple. We put safety first and foremost in a workplace that supports and rewards employee teamwork. And, as an integrated team, we profitably deliver unparalleled value to our customers through quality service. CHC's sustained growth is proof of that success. Our company and our balance sheet have never been healthier.

Which brings me to the most important part of this message. In the coming year I wish for you the most important blessing of all, good health. To you, your family, and your friends I wish a very Merry Christmas and the best New Year ever. 

CHC HELICOPTER CORPORATION

(L to R) Ron Reber, Manager, Civil Tiltrotor Business Development, Bell Helicopter Textron (BHT); Alec Calder, Chief Pilot, CHI; Roy Hopkins, Senior Test Pilot-XV15/609, BHT; Mark Olson, Chief Pilot, CHW; Dave McCutcheon, Chief Pilot, CHE; Norman Chevrier, Marketing Manager, BHT; Rod Legassick, Resident Manager, CHI-Nova Scotia; Pierre Pourciel, Conseiller Transport Aérien, Hydro Quebec.





Taking it to the Maximum

What a summer! Fires raged throughout western Canada from May to mid-September. The Alberta Department of Environmental Protection spent \$210M on fire suppression to the end of October—almost six times their annual budget of \$38M. With as many as 40 aircraft fighting fires at once it was our busiest season in recent memory.

Thanks to the pilots, engineers, purchasing and parts support staff, billing people and the rest of the crew who all gave 100% to get the fleet through a very hectic season.

Winter Season Activities

In addition to other “routine” winter maintenance and operational support, a number of our aircraft are in for additional attention. There’ll be 5,000 hour-inspections on five AS350’s. We’ll convert three 350B’s to 350BA’s. We’ll also convert 13 AS350 fuel indication systems to capacitance systems and upgrade eight console switch kits on 350’s. Nine 206’s and an MD500 will get a new coat of our red, white and blue livery.

On Saturday, October 24th we held the Grand Opening of our new hangar facility in Fort McMurray and attracted a lot of attention from the local community who turned out in droves for the event.

For those of us this far north of the Equator, Christmas marks the beginning of the greatest “weather” risk season. So please maintain your awareness. If you are uncomfortable with the flying: DON’T.

New Management Training

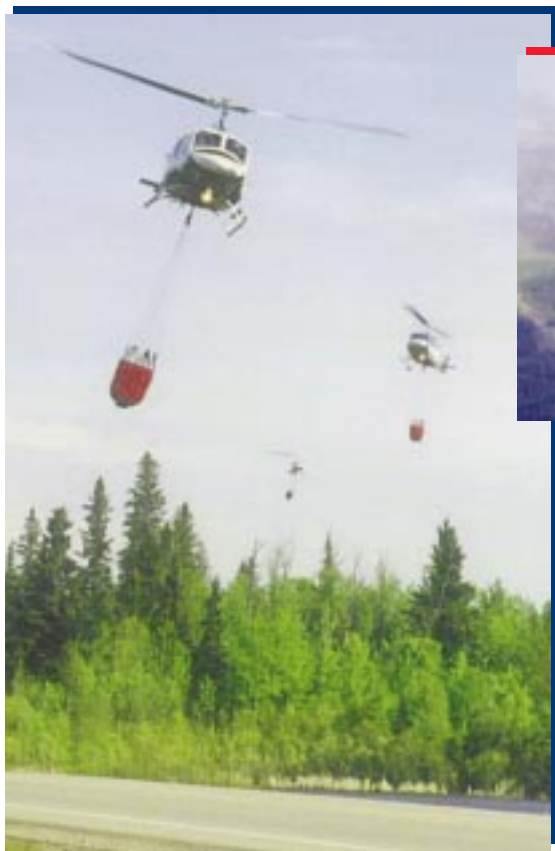
Our industry needs more pilots and engineers with management training. And CHW is doing something about that. On December 9-11 our first formalized in-house management-training program begins. Potential and current CHW managers and managers from other divisions will sign up for “Management Foundations” a three-year certificate program from University of Alberta. Students will buckle down, mainly during the winter seasons, to 270 hours of class time and distance education.

A Last Hurrah

Finally a big “thank you” to Doug Reid, senior engineer, Prince George, BC and Bill Adams, supervisory engineer, Terrace, BC. You made a significant and sustained impact on our company. As extremely competent engineers, with a combined record of 71 years service, you provided CHC—and its predecessor companies—with safe aircraft. And equally important, you were mentors to our younger crews. Have a great retirement.

To the rest of our crew, and to everyone in the Corporation, have a great Christmas and New Year. Enjoy your time with family and friends and always, be safe. ✈

By Don Wall, President



Don Cleveland, Fort McMurray Base Manager, left, and Doug Faulkner, Mayor, Fort McMurray.

Total Quality... You Bet!

We’re in seasonal audit mode and I’m looking forward to seeing you all again. I’ll try to give you a heads-up as we progress. Douglas Stubbs will be a key part in conducting the base and aircraft audits this year. He joined the Quality Assurance team in September as the QA training representative after Dan left for new pastures. Congratulations Douglas and welcome aboard. His extreme thoroughness in the field as an AME means you can count on him as you face related challenges. It’s reported that his motto is “You can run, but you can’t hide.”

A Clean Sweep

We’ve now completed the cleanup and re-issue of the Approved Maintenance schedules for helicopter types operated by CHW. Thanks to everyone who pitched in. We’ll be starting the Tech Memo System cleanup this February and I’m requesting your help once more. As you read the memos please jot down any comments or suggestions for corrections and send them to me. The more eyes scanning the memos and identifying areas of concern the better!

Have a great winter season and a Merry Christmas! ✈ By Daryl Neis, Quality Assurance Mgr.

New Contract

The Dutch National Police (DNP) signed a significant new foreign contract for training with us during an audit by the DNP Chief Pilot and Chief Flying Instructor. On October 15th DNP candidate Eric Ouweneel and a private student began our commercial helicopter pilot course. Special thanks are due to Peter Kelly, a key contributor to launching this project.

Our instructors and two senior Base Managers, Dave Newman and Cam Allan began annual recurrent training and PPC’s in the end of October with instructors Bill Foote, Dave Laamanen and Jacques Giard. We look forward to seeing many more of you during your recurrent training. Remember to bring your completed exams!

Special thanks also to Tina Boutilier, and our fine engineering staff, Don Robson, Jim Makinson and their helper Monique Garneau. You kept us on track and in the air through it all. ✈

A Special

The daughter-in-law of Doug Reid has asked that CHW request stories, anecdotes, or pictures that anyone out there may have about Doug during his 40 year career since 1959 for Okanagan Helicopters and CHC. The plan is to put the information in a special retirement album for Doug. Please send your information c/o Ms. Collette Beaulieu, 8141 Otway Road, Prince George, BC, V2M 7B4

Request





Saudi Arabia

On the Persian Gulf, south of the Kuwaiti/Saudi Arabian border is a 10-mile strip of desert. In this forbidding land temperatures can soar to a wilting 60 C in June and July and regularly plunge below freezing in January. It is here at the small coastal town of Al-Khafji that CHI, along with a Kuwaiti partner, has secured a new five-year contract with the Arabian Oil Company of Saudi Arabia.

The Arabian Oil Company was established in 1958 and began drilling in this region in 1959. Oil has been flowing since 1960. Today the region of Al-Khafji boasts 227 wells producing 400,000 bpd.

Historically this territory belonged to Kuwait but in more recent years came under the influence of Saudi Arabia. Today the area is considered a neutral zone with both countries holding equal rights.

Chris Krajewski, CHI's manager of base operations is co-ordinating start up efforts that include the securing of work permits and importation and operating licenses. "Originally we thought because the site was in the neutral zone we'd have an easy time getting the permits and

licenses. Instead it's turned out to be twice the work," admits Chris. Because their partner in the venture is Kuwaiti, they planned to secure all the relevant paperwork in that country. However correct protocol means they must have all the relevant approvals from Saudi Arabia as well.

Regardless of the workload, everything must be ready and the crews and equipment in place by December 16, when, "with no-ifs-and-or-buts we will be in the air," says Chris.

The new Bell 212 helicopter will provide the Arabian Oil Company with transportation for the oilfield workers to platforms 20 miles offshore. They make six trips a day every day except Thursdays and Fridays, the Moslem weekend, where they cut back to four daily trips.

Additionally, the new Bell 212's will also fly support services for medical emergencies and provide routine patrols of the abandoned platforms further offshore. It seems these platforms are sometimes used illegally by local fishermen who tie up to the legs of the platforms to fish. In fact, according to Krajewski they had to install a loud hailer on the aircraft so a client representative on the flight could yell at the fishermen in Arabic. ➤

By Chris Krajewski, Manager Base Operations/
Carrolynnne Squires-Browne, Executive Assistant



The official signing of the contract in May, 1998 with the unidentified representatives of the Arabian Oil Company. CHI representatives include Chris Krajewski, manager base operations (no robe, brown hair) Bill Schabes, director of marketing (no robe, gray hair).

Working Towards ISO 9000

If actions speak louder than words then the launch of CHI's ISO 9000 Program earlier this year speaks volumes about our commitment to continuous improvement and customer service. The program has the support of the entire team at Agar Drive and all divisional management. Since the launch we've progressed steadily. One of CHI's major activities in the past quarter has been the inauguration of ISO 9000 implementation for the International Division's Richmond facility.

ISO 9000 is an internationally recognized standard for quality systems management. Basically it's a tool for continuous improvement. To implement the ISO system, qualifying companies must conform to 20 specific elements, all of which play an important role in the quality system structure.

The advantages of being ISO-9000 certified include improved quality systems discipline and improved efficiency. It also provides a tool for the management of continuous improvement programs for both products and services. Another important advantage is the positive influence it can have on improving market share. ISO-9000 certification demonstrates to our existing and potential customers that CHI is committed to and capable of consistently providing quality products and services. ➤

By Brian Small

Bidding Farewell in Nuevo Mundo

"Life behind the scenes can be very arduous for those choosing a career in overseas work. But CHI's engineers and pilots have upheld a level of professionalism that sets the standards for our Industry."

Christine Baird, President, CHI

Life in Peru can be summed up in one word. Very Busy. For the past two years we've provided support to the Shell Prospecting and Development Perou drilling rig in the Camisea region 180 miles east of the capital city Lima. We started there in early 1997 after C-FPMR flew into Peruvian airspace. At times it seemed like we barely touched down long enough for maintenance and loading before we were airborne again. At one point our average monthly flight time was close to 200 hours.

To meet those kind of demands it takes a lot of team spirit and a great deal of team WORK. During my years in Peru I had the privilege of working with Kevin Parkin, Marc Savard, Miguel Blanes, Francisco Wilcox, Tony Hall and Mike Goodman. Their skills and expertise ensured our contract was off to a safe flying start.

As the project progressed, Con Campbell, Leget Thibeault, Yves Faubert, Brian Brake, Austin Canning, Richard Voss, Simon Ames, Gabriel Ospina, Carlos Enciso and Guillermo Corpancho also joined the team. Thanks to their efforts we demonstrated that "excellence" is the name of the game at CHI whether we are in Nuevo Mundo or anywhere else on the globe.

As I dolefully reflect on Shell's decision not to proceed with the Camisea project in Peru, I realize that we have accomplished so much during our time here. In closing, I can safely say, on behalf of the entire team, that we are proud of our two-year project in Peru and I'm confident that we've provided an excellent service to our client.

Thanks to everyone who pitched in! ➤

By Jocelyn Kennedy, Job Manager, Nuevo Mundo

Health and Safety a Top Priority

This year, Canadian Helicopters International's new HS&E Management System Manual was implemented and a number of our bases, including the Richmond facility, underwent internal audits. The response from employees to CHI's focus on their personal health, safety, and environmental issues has been very positive!

Thanks to the herculean efforts of Gary Prowse, CHI has developed a MSDS binder

system, fully indexed and maintained in current status for all bases. The Eastern and Western divisions have now adopted the system.

Over and above Transport Canada's requirement that our pilots be trained in first aid, CHI is now offering first aid courses to all employees as part of our ongoing commitment to safety. Safety benefits everyone. Let's all continue to make it a top priority. ➤

By Brian Small, VP Safety



Adding Value Through Customer Service

With the price of crude oil hovering around \$13 a barrel, the European-based oil and gas producers are pressuring service companies to reduce prices and enhance the “value-added” element of the products, and services they provide.

Brintel has sharpened its commercial edge by providing an all-encompassing passenger and freight logistics service since 1993. That’s when we took over the Elf exploration contract serving the Piper and Claymore oil fields 100-km East of Aberdeen. We make all the arrangements to move our clients’ employees from home to their offshore work place and back safely.

To increase Brintel’s focus on these services and to be sure that our passenger logistics services meet customers’ requirements, the division has hired Carol Strachan as the new head of customer services. Carol ran Mobil North Sea LTD’s Aberdeen helicopter passenger terminal before moving to Diamond Drilling to manage marine AND aviation logistics there. In her new role Carol is focused on improving the passengers’ “feel good” factor from door to door. This includes airline style check-in, catering, information and security at the heliport.

Brintel is the oil industry’s equivalent of an “all inclusive tour” operator, arranging car hires, hotels, air travel, visas and all the other paraphernalia for international travel. We also operate computer-based “personnel on board” or POB systems that track everyone who is on any given offshore installation at any one time. This crucial information must be absolutely accurate. Our integrated service even includes receipt and delivery of all manner of offshore freight.

The customer service department also works with the offshore client-management teams to provide specialist staff on the offshore installations as and when needed. This process is an integral part of what the oil industry used to do for itself.

As Carol and her team successfully drive Brintel’s customer service ahead of the pack, we know we’ve taken the right measures to help the North Sea oil and gas industry remain competitive worldwide. In this way we have become the preferred helicopter operator as we protect our market, expand our market share and improve profitability. That in turn ensures a sound commercial base for new investment and secure long-term employment for our loyal staff. ➤

By Tony Jones, Commercial Director



Above: Carol Strachan, new head of Customer Service for Brintel with Ali Mitchell Of the Customer Service Department, Brintel Aberdeen. That’s the daily flight schedule behind them.

Below: Life behind the check-in desk at the Aberdeen passenger terminal can get very hectic at times as staff help smooth the journey out to the rigs and home again.(L-R)Ali Mitchell, Linda Wilson, Johanne Watt and security officer Donna Porter.



Long Night Rescue

The call came in at midnight December 23rd 1996. The SAR centre at Bodø, Norway, was alerted that a Russian Antonov AN-72 had crashed with 22 people on board while taking off from



Nagurskoye in the Francois-Joseph archipelago. The Centre immediately contacted the Airlift SAR team in the Spitzberg archipelago which was equipped with two helicopters—a Super Puma and a Bell 212.

Less than two hours after the first call came in, a crew of seven, including Captain James Donald Spyker, a Vietnam veteran with 18,000 hours and First Officer Arnold Mathisen launched the Super Puma to fly a doctor and a nurse to the crash site across 300 km of ocean. The air temperature was -35° C.

Despite auxiliary fuel tanks, the aircraft needed refuelling. But they were prepared. Airlift A/S, which is 45% owned by Brintel, and the third largest helicopter operator in Norway, has fuel

stocks on a number of islands. They frequently fly long SAR missions in the region. However on this night, icy fog prevented the scheduled refuelling stop at Storoya 178 km from take off. So the Super

Puma diverted to Kong Karis isle, another 77 km away, for the vital fuel. Then they turned for Nagourskoye, 232 km away.

Three passengers on the AN-72 were seriously injured and many of them were frostbitten. Two of the injured had to be moved on stretchers. After

three hours of first aid care on site, the crew refuelled the Super Puma and headed for Svalbard with the three seriously injured victims. In mid-flight, a headwind of more than 40 kts sprang up and made refuelling at Kong Kariis all the more important, despite the five-hour endurance of the aircraft. Five hours later, with 10 passengers and crew, the Super Puma landed at Longyearbyen Airport, near the main town on Svalbard, more than 13 hours after mission launch. But according to Spyker and Mathisen, apart from the rescue’s duration, the mission was all in a day’s... or rather an Arctic night’s... work. ➤

With permission of Helicopter World - June 1997: Adapted from article by James Sarazin

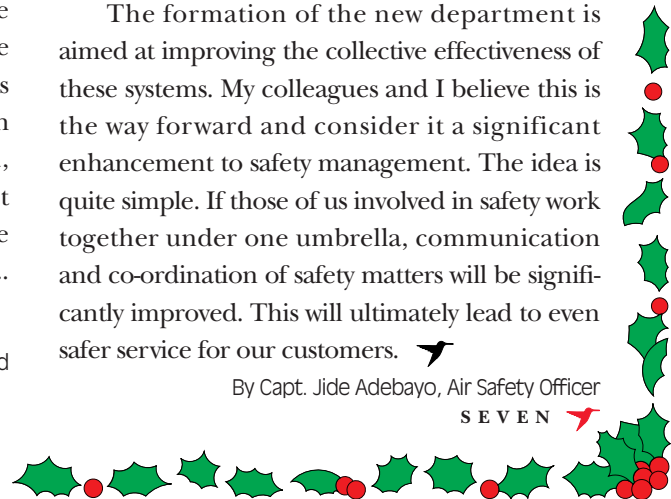
Safety at Brintel Helicopters

Brintel Helicopters has a new Safety & Quality Services Department. The formation of the department came about as a result of Managing Director Neil Calvert’s call for the implementation of a combined safety management system to amalgamate the safety management departments within the division.

Brintel Helicopters has implemented different continuously improving safety management systems during its history. These were introduced to handle the safety issues of individual departments. They dealt separately with safety issues in flight operations, maintenance, and health and safety at work. Each system fulfilled the demands of a good safety management system. They monitored the operation and enabled us to implement reactive and proactive safety measures.

The formation of the new department is aimed at improving the collective effectiveness of these systems. My colleagues and I believe this is the way forward and consider it a significant enhancement to safety management. The idea is quite simple. If those of us involved in safety work together under one umbrella, communication and co-ordination of safety matters will be significantly improved. This will ultimately lead to even safer service for our customers. ➤

By Capt. Jide Adebayo, Air Safety Officer





Births

Congratulations to:

Karl Acornley (Support Services Manager) and partner Judy on the birth of son Liam, April 1998 (apologies for not being included in previous issue of RotorTales!) (Brintel)

Alan (Authorized Engineer) and Gail Wallis on the birth of daughter Talya. (Brintel)

Steve Fincken (Head of Flight Operations) and partner Diane on the birth of twin boys, Ryan and Matthew, October 9th 1998. (Brintel)

S76 Captain Andy Stevens and his wife Lynn Buckham on the birth of their son Graeme, August 4th 1998. (CHE)

Teresa (Tech. Library Assistant) Volkman and Gary Beaulieu on the birth of their baby boy, Nathan Aguste who came in for a perfect landing September 23, 1998, weighing in at a whopping 9 lbs! (CHI)

Rossi Radzion (Chief Pilot's Assistant, Edmonton) and Ken Green, proud parents of Skylar Sofia, born March 10th 1998 weighing in at 7 lbs, 14 oz. (CHW)

Welcome Aboard

BRINTEL: Greig Goodwin, IT Manager; Duncan Hinchley, IT Assistant; Pilots Steve Wrightson, Tom McNamara and Mike Farquhar; Michelle McCombie, Engineering Administrator; Julie Ritchie, Check-In Clerk; Natalie Lamb, Receptionist; The security team of Allan Merchant, Jim Coull, Albert Black, Danny Harcourt, Allan Brooks, Donna Porter and Nicola Duncan; and housekeepers Kathleen Pearce, Lydia Wildgoose and George Christie.

CHI: Kelly Marcinkow, Tech. Library Assistant, (April '99); Wayne Hamm, Contract Engineer; Susan Colbert, Pilot; Pat Quail, Pilot; Ted Ellan, Pilot; Dave Boyle, Pilot; Grant Robinson, Engineer; Wendy Jessen, Flight Coordinator; Nick Waldner, Contract Apprentice; Jason Phipps, Contract Apprentice; Engineers John Matthews and Paul Hicks, (from Logging); Guy Dery, Pilot (from CHW); Grant Robinson (contract); Jamie Budgell, Engineer (from CHE); Jason Dunnett, Pilot (from CHE);

WESTERN: Kathy Stewart, Assistant Operations Manager; Mike MacNeil, Base Manager, Calgary; Tony Alberts, Acting Base Manager, Peace River; Karen Simms, Revenue Supervisor; Shawna Quigley, Payroll Administrator; Duane Stoik, Payables Clerk; Douglas Stubbs, QA Training Rep; Michelle Talbot, MIS Support; Andre Vermette, Material Control Department; Wes Rumpel, Apprentice Engineer; Marc Bonin, Apprentice Engineer; Harvey Wolfe, Apprentice Engineer; Michel Fyfe Apprentice Engineer, Fort McMurray; Ralph Richier, Engineer; Chad Sallenback, Engineer, Terrace; Rob Cavers, Engineer, Kamloops Trans Mountain; Ray Fessenden, Base Engineer, Prince George;

CHC HELICOPTER CORPORATION

Welcome Aboard cont'd

Bryan Eaton, transfer from Maintenance to Operations. Cary Zimmer, Base Manager, Meadow Lake Sask. moved from CHW to join Eastern's Air Ambulance Operation.

Departures

BRINTEL: Brian Ferris - Authorized Engineer A&C, Penzance, retired on September 30th, 1998 after 29 years 3 months service; John Watts, Traffic Officer, Isles of Scilly, retired on retired October 31st 1998 after 31 years 6 months service. Dick Nicolls, Chief Fire Officer, Penzance, retired October 31st 1998 with 19 years 3 months service. Dave Carpenter, Pilot, retired October 31st 1998 with 23 years service. Dave Bailey, Pilot, retired November 9th 1998 with 22 years 7 months service.

WESTERN: Doug Reid after 39 years service. Bill Adams after 32 years service.

Awards

BRINTEL: Celebrating 30 years of service: John Tuckwood, Senior Engineer:

Celebrating 25 years of service: Brian Preston, Technical Engineer (Fleet Support); John Mackenzie, Maintenance Supervisor; Bob Croll, Operations Officer

Celebrating 20 years of service: Bob Farmer, Ramp Supervisor; Chris Stephens, Storekeeper; George McCallum, Unlicensed Engineer; John Hawick, Authorised Engineer; Dave MacDonald, Authorised Engineer; Graeme Marshall, Senior Engineer; Eddie Matthews, Authorised Engineer; Fraser Ramage, Operations Officer; Karen, MacConnell, Personal Assistant to Managing Director; Bill Cantlay, Ramp Worker; Jim O'Brien, Unlicensed Engineer;

Celebrating 15 years of service: Peter Boor, Technical Author Pilot; Douglas West, Pilot; Bob Milburn, Maintenance Manager.

Celebrating 10 years of service: Terence Green, Pilot; Graham Nealgrove, Pilot; William Mans, Pilot; Ronald Managh, Pilot; Andrew Foster, Pilot; Derek McGillivray, Authorised Engineer; Peter Carrington, Pilot; Derek Baker, Pilot.

Celebrating 5 years of service: Jonathan Barrett, Project Engineer A&C; Alison Cassells, Check-In Clerk; Colin Burbeck, Unlicensed Engineer; Angus McClure, Ramp Worker; Brydon Robertson, Ramp Worker; James Pollard, Pilot; Babajide Adebayo, Air Safety Officer; Anthony Davies, Pilot; Peter Walmsley, Chief Pilot; Gregor McMeekin, Pilot; Klaus-Peter Ulrick, Simulator Engineer; Peter Rendall, Authorised Engineer; Bob Guthrie, Engineering Co-ordinator; Vince Rylance, Senior Engineer; Martin Nash, Pilot; Alistair Shand, Ramp Supervisor;

CORPORATE: Celebrating 15 years of service: Robert Dunn, Property Manager; Candace Janes Moakler, VP Corporate Affairs; David Squires, Refueller.

Awards cont'd

Celebrating 5 years of service: Marilyn Mercer, Switchboard/Accounts Payable; Mike Sooley, Refueller.

EASTERN: Special Award for 30 years service: Larry Gibbons, IFR Engineer based in Iqualuit started on June 6th 1968. Congratulations Larry!

Celebrating 15 years of service: Alex Roberts, IFR Pilot and Base Manager; Allan MacLean, IFR Co-pilot; Sylvain Miron, Shipping Receiving Supervisor.

Celebrating 10 years of service: Jacques Clermont, Technician, battery shop; Josee Farand Maintenance/Tech. Records Clerk.

HAI Safety Awards: 20,000 hours: Don McKnight, Sept Iles, QB; 10,000 hours: John Schultz, Toronto IFR, ON; 5,000 hours: Sudbury IFR, ON Lee Cormie, Randy Blake, and Serge Lablanc; Roger Laporte, Thunder Bay IFR, ON; Gary Penney VP Operations.

INTERNATIONAL: Celebrating 25 years of Service: Brian Small, VP of Safety; Frank Crocker, Pilot; Phil McCully, Engineer.

Celebrating 20 years of Service: Anne Douglas, Accounts Payable; James Freeman, Engineer.

Promotions

INTERNATIONAL: Carrolyne Squires-Browne, Executive Assistant to the President



L-R: David Squires, Craig Dobbin, Marilyn Mercer, Candace Moakler, Bob Dunn, Mike Sooley (seated in front).

Pilot Don McKnight (third from left) receives his 20,000 hours HAI Safety Award in Sept-Iles. (L-R) Paul Desmeules, base manager; Dick Morissette, pilot; Don; and Jacques Blouin, CHC board member.



RotorTales is also available at the CHC website: www.chc.ca

Awards

cont'd

Celebrating 10 years of Service: Engineers Robert Cantin, Robert Cuillerier, Jean-Jacques Etter, Alain Perrau and Yvon Collin; Marguerite Mallard, Chief Pilot Assistant;

Celebrating 5 years of Service: Wanda Squires, Tech. Records

WESTERN: Celebrating 35 years of Service: Terry Grant. Congratulations Terry!

Celebrating 25 years of Service: Pierre Bock.

Celebrating 20 years of service: Murray Adamson.

Celebrating 10 years of service: Greg Verdel, Kathy Stewart, Bill Derksen, Tony Walker, Steve Stanley, Doug Lacey, Sang Pheh, Robert Houseman.

Celebrating 5 years of service: Paul Sullivan, Keith Harley, Jeff Johnston, Peter Jenkins, Bruce Smith, Jack Barzilay.

Accident Free Flight Safety Awards: 10,000 hrs, Gary Clark.; 15,000 hrs Tom Brooks; 5,000 hrs, Mike McNeill.

New Endorsements: Jason Brown, AS350/355; and endorsed for the Mountain Course are Rob Carroll, Dale Simpson, Troy Bridgman and Mike MacNeil.

Well Wishes

We wish Cal Jordan a speedy recovery. (CHW)

