

# BRISTOW WORLD

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## New contracts for 20 large helicopters to top \$2 billion in revenue



New contracts involving 20 large helicopters may increase Bristow's revenue by more than \$2 billion.

In a flurry of winning bids, Bristow secured several major new multi-year contracts for the provision of 20 large aircraft that are expected to generate in excess of \$2 billion in revenue.

"We are very pleased with our recent commercial successes, which extend and enhance the pricing and terms of existing contracts and add new high-value long term contracts, for both crew change and search and rescue (SAR) services," says President and CEO Bill Chiles. "These contracts strengthen our position with key customers in several of our targeted growth areas."

Highlights of the contracts, which span Europe, Australia and Brazil, include:

- Extension of an existing contract in Norway for four Sikorsky S-92 helicopters that is expected to start in September 2014 for a further seven-year term with the option for an additional five years.
- A new contract in Norway for SAR services using three new Eurocopter EC225 helicopters that is expected to commence in September 2014 for a period of five years with the option for an additional five years.
- A new contract for one S-92 helicopter in the U.K. North Sea that began in July 2012 and one EC225 helicopter that is scheduled to start in August 2012 for a minimum of two years.
- Australia's INPEX awarded a long-term contract for up to six EC225 helicopters to support drilling, development and production operations on the Ichthys Project. INPEX also has an option to add a long-term SAR aircraft.
- In Brazil, Bristow's Lider affiliate was awarded five-year contracts by Petrobras for five S-92 helicopters. One of these aircraft is leased to Lider by Bristow and is scheduled to start in August 2012. The remaining four aircraft are scheduled to begin work by April 2013.

"These new contracts, with better pricing and terms than in the past, are part of the increase in demand we predicted," says Mark Duncan, Senior Vice President, Commercial. "Our focus on providing clients the safest, most reliable and best service has positioned us well for further profitable growth."

(See page 2 for a complete listing of new contract activity).

## AUSTRALIA

**Apache Energy, Santos Ltd.** and **Vermilion Oil & Gas** renegotiated a sharing arrangement for three years with a two-year option. The deal involves two S-76C++ aircraft based in Karratha to support the Mutineer, Exeter, Wandoo and Stag production facilities.

**BHP Billiton Petroleum** and **Woodside Energy Ltd.** signed a new three-year contract with a two-year option for two AW139 aircraft supported by the Exmouth Base. The agreement services the Stybarrow, Pyrenees Venture, Nganhurra and Ngujima Yin floating production, storage and offloading facilities (FPSO).

**INPEX Inc.** signed an eight-year contract with a two-year option for up to six EC225 aircraft. The agreement will support the Ichthys Project, the largest oil and gas development project in the country's Northern Territory.

**McDermott International Inc.** signed a new six-month contract for one primary and one back-up AS332L aircraft. Based in Exmouth, the aircraft will be used to support pipelaying operations at the BHP Billiton Macedon Gas Project.

**Santos Ltd. (Drilling)** agreed to a new six-month contract for one primary and one back-up AS332L aircraft. Based in Karratha, the aircraft will support the Fletcher Finucane workover project.

**SapuraClough Offshore** signed a new six-month contract for an AS332L to support the Gorgon DomGas Pipeline Installation Project. The aircraft is based in Karratha.

## GULF OF MEXICO

**Hess Corp.** awarded a multi-year contract for two S-76C++ aircraft servicing their deepwater drilling activity from Bristow's Galliano base.

**CGGVeritas** awarded a contract for an S-76C++ to support numerous seismic vessels from Bristow's Brazoria County, Texas facility.

**Kinder Morgan Inc.** awarded a 12-month contract supporting their onshore and offshore pipeline patrol with four Bell 206L-4 and two EC135 aircraft. Bristow currently supports the contract from its Galliano, Houma and Intracoastal City bases in Louisiana.

## NIGERIA

**Chevron Nigeria Ltd.** extended three contracts by one year with Bristow affiliate Pan African Airlines (Nigeria) Ltd. through June and September 2013. They include:

- Three Bell 412EP aircraft operating in Warri and four Bell 206 and four Bell 407 aircraft operating from the Escravos terminal supporting production and drilling assets in the Niger Delta region.
- One Cessna Citation XLS 560 fixed-wing aircraft for management transportation.
- One Cessna Caravan 208 fixed-wing aircraft for shuttle services between Escravos and company headquarters in Lagos.

## NORWEGIAN NORTH SEA

**ConocoPhillips Skandinavia AS** extended Bristow Norway's contract for crew change service starting September 1, 2014. The contract will last for seven years with a five-year option. The contract will be supported with four S-92 aircraft flying from the Stavanger base and supporting the Greater Ekofisk field.

**ConocoPhillips Skandinavia AS** also awarded Bristow Norway a contract for search and rescue (SAR)/shuttle services beginning in September 2014 for seven years with a five-year option. The contract will be supported with one EC225 AWSAR and two EC225 LIMSAR aircraft based offshore at the Ekofisk field and supporting the Greater Ekofisk Area. The previous operator had held this contract since the 1970s.

## TURKMENISTAN

**Petronas Carigali (Turkmenistan) Sdn. Bhd.** updated their aircraft by signing a three-year contract with Turkmenistan Helicopters Ltd. (Bristow owning a 51-percent share) for renewal of ongoing service in Block 1 of the Caspian Sea. The previous contracts have been running for the past 11 years with an S-76A++, which will remain in country as a back-up aircraft and an S-76C++ will take over as the main aircraft.

## Restructuring to enhance Quality and Safety effectiveness



By Jonathan Stripling,  
Director, Global Quality,  
Safety & Standards

The Quality and Safety organization within Bristow has recently undergone a reorganization and restructuring. If it seemed that everything was working fine before, I'd like to take a moment to discuss why these changes are necessary.

At Bristow, the status quo is simply not good enough and we are constantly striving to improve the processes and procedures that will enhance safety. This focus ultimately provides a better client experience as well as ensures a safe working environment for all of

our employees. It's important to us that everyone who arrives at work also returns home safely. That is the basis of our Target Zero culture.

Standardization is key to provide the foundation upon which to build, and each Quality and Safety department around the world now reports directly into our central Corporate entity and, ultimately, to our CEO Bill Chiles.

Previously, the Quality and Safety departments reported up through the six worldwide business units, ultimately to our Global Senior Vice President, Operations, Jeremy Akel. Although there are advantages to this approach, there can also be conflicts of interest when the Quality and Safety departments report to the Operations department they are tasked to monitor.

*continued on page 8*

# A pilot's perspective on delivering success

By Captain Rosh Jaypalan

*Bristow recently completed a two-year contract involving a Eurocopter AS332L in the Baltic Sea for ENI Saipem. Capt. Rosh Jaypalan shares his experience during the contract and talks about the commitment, dedication and effort required to achieve success.*

Bristow's International Business Unit (IBU) provided an AS332L for crew change and medevac services for the Castoro Sei pipelaying vessel operated by ENI Saipem. The vessel was tasked with laying two gas pipelines as part of a major project involving five companies.

The pipelines, running from Vyborg, Russia to Greifswald, Germany, are the longest subsea pipelines in the world at nearly 760 miles. From April 2010 to May 2012, as the Castoro Sei traveled the length of the Baltic Sea numerous times, Bristow's job was to move its base accordingly to provide the best possible support.

**“The job went brilliantly and the only problem we were up against was the weather. There is not much we can do about that in the Baltic.”**

– Stella Gillanders, Logistics Coordinator, ENI Saipem

The decision of where to base the aircraft was made with the client's requirements in mind, taking into account the range and payload criteria of the AS332L. Saipem was very satisfied with the flexibility that the AS332L offered.

We based in Bornholm, Denmark when the southern section of the pipe was being laid; in Visby, Sweden for the central section; and Turku, Finland for the northern section. In Bornholm, we had the longest and coldest winter in 14 years, with snow up to 20 feet deep in places, in January 2011. Summer in Visby meant beaches and barbecues, and Turku was busy with shows and concerts as it was named the European City of Culture.



Captains Aaron Rainbow (left) and Rosh Jaypalan in flight at sunset over the Baltic Sea.



Bristow successfully supported the world's longest subsea pipeline project for client ENI Saipem in the Baltic Sea.

## EFFICIENT, SEAMLESS OPERATIONS

The Bristow team became quite efficient at moving from base to base. We were able to move the complete operation – aircraft, spares, workshops, offices, planning rooms, check-in and security facilities – within one day and keep our promise to the client.

The team constantly changed as IBU staff members were needed to work on other contracts. Assistance from the European Business Unit (EBU) during the early part of the contract was greatly appreciated and a good example of employees from different working environments being flexible and seamlessly working together.

All of the pilots and engineers involved had a part to play in the success of this operation, and client feedback indicates Bristow is in a good position with regards to future contracts with ENI Saipem.

**“You can be proud of the team you have, with each and every one very professional. I hope we all meet up again.”**

– Stella Gillanders, Logistics Coordinator, ENI Saipem



Winter in Denmark in 2011 was the longest and coldest in 14 years.

# A standing ovation for New Iberia

By the Central Operations Business Unit management team



Among the New Iberia employees going the extra mile to support the company is Melinda Foster, shown here repairing a tailboom.

It has been more than two years since the tragic Deepwater Horizon explosion took 11 lives and affected so many more people who depend on the Gulf of Mexico for their livelihoods.

Bristow has certainly not come out of this unscathed, and we are still seeing the effects on our operations and in our communities. During this time we have witnessed a significant amount of change in Central Operations as we have attempted to lower costs, become leaner and strategically position ourselves for the future.

Through it all, we have asked our workforce to stay safe, do more, spend less, be more flexible and trust us. The uncertainty of what tomorrow may bring has no doubt caused anxiety and sleepless nights among all of us.

## DETERMINED RESPONSE

The New Iberia hub has faced what at times seemed to be insurmountable odds, with the abrupt downturn in North America Business Unit activity and the departure of the International Business Unit from Mexico. There has been a dramatic shift away from the core fleet types supported from this facility.

Despite these challenges, we have been proud to witness the effort being put forth in New Iberia to achieve the best possible outcomes. From changing shifts to cross-training to learn new capabilities, the team has adapted to the changes with professionalism and dedication. And for more than the past year, a perfect Target Zero safety record!

By no means can we say we have totally overcome the odds and can clearly see what the future may hold, but we believe that a standing ovation is in order for the people who not only made this happen but excelled in the process.

It is quite easy to get wrapped up in the role of a manager and neglect to show our appreciation for everyone who shows up every day to drive our company's performance. You are the ones who mold Bristow's personality and respond time and time again when challenged.

We are grateful for your efforts.

## Tom Monroe wins top FAA maintenance award

Chief Inspector Tom Monroe received the Charles Taylor Master Mechanic Award from the U.S. Federal Aviation Administration (FAA), recognizing more than 50 years of professionalism, skill and aviation expertise in the aircraft maintenance profession.

"This came as quite a surprise to me. I had no idea this was going to happen," Monroe said after receiving the award at Bristow's FAA repair station in Louisiana. "I have to say that I have been supported by so many people here and without their help I could not have been successful. This is a great organization."



Chief Inspector Tom Monroe (center) is joined by members of his maintenance team after receiving the FAA Charles Taylor Master Mechanic Award.

The FAA presents the award to only a select few each year. The award honors Charles Taylor, the first aviation mechanic in powered flight, who served as the Wright brothers' mechanic and is credited with designing and building the engine for their first successful aircraft.

## Mayhew leads safety team

Following Bristow CEO Bill Chiles joining the Executive Committee of the International Helicopter Safety Team (IHST), Bristow Academy General Manager Nick Mayhew was appointed to serve as the working group chairman of the IHST's U.S. Joint Helicopter Safety Implementation Team (JHSIT).

Mayhew was off to a fast start in his new role, leading a panel discussion titled "Building Safety Culture through Training" at the CHC Safety & Quality Summit earlier this year in Vancouver, British Columbia. He was joined on the panel by Mike Philipps from Frasca International and Chris Bryant from American Eurocopter.



Bristow Academy General Manager Nick Mayhew leads a panel discussion on building a safety culture in his new role as working group chairman of the International Helicopter Safety Team's U.S. Joint Helicopter Safety Implementation Team.

The session focused on the use of simulators, scenario-based training, new pilot training and training for new technology. Specific topics included autorotations, proposed regulations, flight training devices and how to build on a safety culture with every training segment.

# Carson City facility offers specialized mountain training



With the Sierra Nevada mountain range as its next-door neighbor, Bristow Academy's newest facility in Carson City, Nevada offers some of the most-challenging conditions for helicopter training.

"The mountain flying techniques we teach here are used mostly in military operations and surveillance missions related to anti-terrorism and anti-drug trafficking activities," says Lead Flight Instructor Oscar Gomez, who also manages base operations. "We are able to customize the training to each client's requirements."

Since the base opened in May 2011, Gomez and instructors Jose Revilla and Ernesto del Castillo have trained more than 60 officers from the Colombian army, as well as Trinidad & Tobago Air Guard pilots and civilian pilots from Greenland and Ireland. At least 20 more officers from Colombia are signed up for training.

## FLYING HIGH

With the Carson City Airport nearly 4,700 feet above sea level, training flights in the three Bell 206 aircraft reach altitudes of 9,000 feet. "We teach and practice all the different mountain flying techniques," Gomez says. "We also introduce students to power management awareness and how to use the tabular data extracted from performance charts to predict and control the available amount of torque required to execute an approach in mountainous terrain."

In addition to the mountain peaks, flying in Carson City often means encounters with strong winds, high temperatures in summer and snow during the winter. As an added bonus, trainees also have to fly at night.

"After the ground school and daytime flying, we put on night vision goggles and experience the changes they can make to depth perception and estimating distance," Gomez says. "All of these variables make this environment a lot more challenging."



The Colombian army has sent more than 60 officers to the Bristow Academy facility in Carson City, Nevada for mountain training, with more on the way.



The Academy uses a fleet of three Bell 206 aircraft for its mountain operations training.



Chip Earle

## CHIP EARLE JOINS BRISTOW AS SENIOR VICE PRESIDENT, GENERAL COUNSEL

Bristow appointed Chip Earle to the position of senior vice president, general counsel and corporate secretary, effective July 30, 2012.

Earle joins the company from Transocean Ltd., where he served as assistant vice president, global legal, managing the worldwide legal operations team in Geneva, Switzerland. Prior to Transocean, he worked at Baker Botts L.L.P. in Houston.

In his new role, Earle serves on Bristow's senior management team responsible for global legal operations, compliance and internal audit. "Chip's international and commercial experience with customer contractual and service agreements, combined with his background in mergers and acquisitions, corporate governance, U.S. securities matters and capital markets, will be a major asset for Bristow," says CEO Bill Chiles.

# Information Technology Update: ServiceDesk success; focus on flight ops, risk assessment

By Steve Sidney, Chief Information Officer

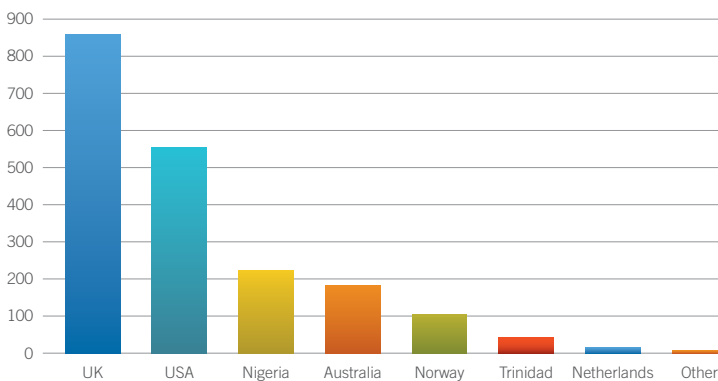
The Information Technology organization has improved its ability to support the company's day-to-day business operations by launching a new Global ServiceDesk. It's off to a fast start, too, with more than 5,000 service requests made in the first four weeks – with more than 80 percent already resolved.

Ease of use was a major focus area in the development of the ServiceDesk, and feedback received so far has been positive. Employees like the simplicity of the self-service home page with three types of service requests: a request to fix something, a request to do something and a request to answer a question.

A simple web page is important because 60 percent of all service requests originate as self-service on the website home page. Bristow pilots and other field staff who share computers find the email option convenient, with 16 percent of all service requests arriving via email. Employees are also initiating requests using their mobile devices and smartphones – an option that was not available before.

Ease of use also includes being able to get access with existing network usernames and passwords.

## NUMBER OF SERVICE REQUESTS BY COUNTRY (JUNE 2012)



## NEXT SERVICEDESK STEPS

Since ServiceDesk is a web-based application, we are able to quickly make minor enhancements that improve functionality. Since the initial release, we have already made four minor enhancements.

For major enhancements, projects are already under way to have ServiceDesk replace the legacy help desk systems for Fleet Support, Facilities and the Gulf of Mexico Radio Support. Also, the next major enhancement will contain a Service Catalog to help streamline processing of the most common service requests.

As more data about service requests are collected, we will be able to optimize and improve ServiceDesk response. If you have feedback or ServiceDesk improvement ideas, please contact Adil Ahmed at [adil.ahmed@bristowgroup.com](mailto:adil.ahmed@bristowgroup.com).

## FLIGHT OPERATIONS' FUTURE PLATFORM

Across the globe, Bristow uses various software applications to manage the flight operations services we provide to clients. To improve these services and compete effectively, a next-generation platform of integrated software is needed.

Following concept agreement in June 2011, an inception phase began that focused on mapping each of the business processes used by our business units while conducting day-to-day flight operations. In May 2012, a global team reviewed the results of this phase and discussed topics ranging from architecture and technology to timing and change management.

As a result of this meeting, we are proceeding to the elaboration phase of the project, during which the 200-plus business processes previously identified will be defined in much greater detail. Technical architecture, data management and sample user interface designs will all be produced in this phase.

In September, the steering team will meet again to review the results of the elaboration phase before we advance to the construction phase. At the September meeting more concrete plans for deployment will be discussed and likely agreed to.



A global team identified more than 200 flight operations business processes as part of a project to develop a next-generation integrated software platform.

## INFORMATION RISK ASSESSMENT

Earlier this year, the IT organization engaged a partner to conduct a high level Information Technology risk and vulnerability assessment using the ISO 27001 standard.

The results were presented to senior management and the board and we are now moving forward with activities that include updating information security policies, defining plans to eliminate deficiencies and rolling out an information security awareness and safe practices communication. One of the deficiencies was addressed with the appointment of Bobby Joseph as director for information security, risk and compliance, who will be focused on the items cited in the assessment and on IT risk management programs.

# Enhanced medical training helps Den Helder SAR



This search and rescue team at Bristow's base in Den Helder, the Netherlands provided first aid to plane crash victims until medical and fire crews arrived. From left are crewmen Michael Bes and Thomas Kleijs, co-pilot Thijs Kleijsen and pilot Patrick van der Voort.

Bristow's search and rescue (SAR) capabilities at its Den Helder base in the Netherlands have reached new heights, thanks to an extensive medical training program that give crewmen first-aid skills on par with an emergency medical technician (EMT).

Four crewmen have received the training, which was designed in conjunction with client Netherlands Oil and Gas Exploration and Production Association (NOGEP). "The course usually takes four years to complete but the team's previous medical knowledge, work experience in local hospitals and total commitment to the program enabled us to finish in two years," says crewman Thomas Kleijs. "We pushed the envelope on medical training and it's a big win-win for us and NOGEP."

## PUT TO THE TEST

The crew's new capabilities were potentially the difference between life and death recently when the Netherlands Coastguard called for Bristow's assistance to locate a missing plane. It was believed to have gone down near the coast and visibility was poor due to fog.

"We made a first set of search tracks in the fog without locating the aircraft and went back to refuel," says Captain Patrick van der Voort, adding that another SAR provider was asked to assist but declined due to the conditions. "Our aircraft have autopilot modes and other navigational features that enable us to operate in this type of weather."

On the second search, the team followed a report from people on the beach about hearing an airplane with possible engine trouble. A Coastguard fixed-wing aircraft started a search six nautical miles further south, where the fog was slowly lifting, and located the crash site on land.

"We responded immediately and when we landed next to the wreck, none of us thought anyone from the crash would be alive," Kleijs says. To their surprise all four passengers, two adult males and two teenage boys, were alive but seriously injured.

## BETTER DECISIONS

Joined by a fellow medical trainee, crewman Michael Bes, Kleijs began applying his newly learned skills in triage – deciding who to help first based on the extent of their injuries. They were assisted at the crash site by co-pilot Thijs Kleijsen.

"We now have such greater knowledge of the human body, which allows us to more quickly understand what the problems are and what the best course of action should be," Kleijs says. They provided first aid for 25 minutes until medical and fire crews arrived to further assist the injured.

"We can provide a lot more medical assistance than we could before and it may be a first for Bristow to have crewmen this highly qualified in emergency response," Kleijs says. "The training we've had was clearly beneficial in this scenario."

# UK employees give ‘Bike to Work’ program a spin

More than 120 Bristow employees from facilities across the U.K. enrolled in a “Bike to Work” program over the last two years to reduce congestion and emissions while promoting a healthy lifestyle.

The program, part of the government’s green transport initiative, enables employers to offer employees the option of purchasing bicycles over a set period while benefiting from tax and national insurance savings.

“Bike to Work is a way for employees to purchase a bicycle over a longer term with an employer-provided voucher at a net cost that is less than if the bike was purchased directly from the shop or online,” says Sally Toulmin, HR Manager at Bristow Business Services – U.K. (Redhill). “The level of employee interest and the environmental and financial benefits for both Bristow and employees were the deciding factors to continue Bike to Work in 2012.”



Treasury Accountant Ian Hills arrives at Redhill ready for work. Hills is one of more than 120 U.K. employees participating in a bike-to-work conservation initiative.

## Lori Gobillot joins Board



Lori Gobillot

Bristow appointed Lori Gobillot to its Board of Directors, where she is serving on the Compensation Committee. Her appointment became effective May 1.

Gobillot most recently served as vice president of integration management at United Airlines, managing the company’s merger integration planning and implementation efforts following the merger with Continental Airlines. Prior to the merger,

Gobillot served as staff vice president, assistant general counsel and assistant secretary of Continental. Before joining Continental, she was an attorney with the law firm of Vinson & Elkins.

### RESTRUCTURING QUALITY AND SAFETY

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Additionally, by removing localized influences at the business unit level, independence and therefore more valuable oversight are easier to achieve. A natural product of this restructuring is standardization not only in process and documentation but also in resource management, training and strategy alignment across the group.

### ENSURING SAFETY AND COMPLIANCE

It still remains highly important, however, that the Quality and Safety departments continue to work closely with Operations and alongside the business units and regulatory authorities to ensure compliance within each region and discharging Air Operator Certificate (AOC) responsibilities.

This change should enhance that, as well as to empower each Quality and Safety department with the authority and independence required to effect consistent oversight to ensure continued safe operations.

## Bristow flies Guyana president

Guyana’s keen interest in developing its offshore energy resources was on display earlier this year when Bristow, working with client CGX Energy, flew the South American country’s president and entourage to two drilling rigs.

President Donald Ramotar was joined by First Lady Deolatchmee Ramotar and their son, along with the Minister of Natural Resources and Environment and other government officials. They were hosted by local managers for CGX and project partner Repsol at the Atwood Beacon and Ocean Saratoga rigs.

Country Manager Captain Vince Ratcliffe reports that the day went like clockwork and that the support provided by the Trans Guyana Airways

ground crew was excellent. “I commend our crews for their professionalism and the way they completed their tasks today,” he says. “It was a job well done and our clients were very pleased.”



Guyana President Donald Ramotar (center, wearing blue vest) prepares to board an AW139 for the first leg of his visit to two offshore drilling rigs.



# Turbomeca training program rolls out at Academy

Bristow Academy offered its first training course for Turbomeca's Arriel 2S1/2S2 engines this spring for three technicians from Heli-Malongo Aviação e Serviços in Angola.

The two-day course was held in Titusville, Fla. and featured theoretical and practical training on the engines and related components. Heli-Malongo uses Arriel 2S2 engines on a fleet of Sikorsky S-76C++ aircraft it operates in support of offshore oil and gas production.

"The training partnership with Turbomeca raises Bristow's profile and enables the Academy to offer on-site training programs at Bristow locations worldwide," says Chief Ground Instructor Alan Olden. "Later this year we'll be holding training sessions for technicians from Canada, Brazil and Mexico."

## PILOT COURSES TOO

In addition to maintenance, Turbomeca offers "Fly Your Engine Too" courses designed specifically for pilots to enable greater understanding of engine operations and improved communications with technicians.

"Better understanding of engines can lead to greater safety and efficiency, lower operating costs and improved aircraft availability," Olden says. "It's estimated that if flight crews can reduce fuel usage by 5 percent, based on 700 pounds per hour fuel flow rate and 700 flight hours per year, it can lead to annual cost savings of around \$20,000 per aircraft."



Bristow Academy Chief Ground Instructor Alan Olden (second from right) welcomes Heli-Malongo technicians (from left) Colin Allen, Luis Mancera Martinez and Lawrence Ranho Santos to Titusville for Turbomeca engine training.

## Aberdeen's new crew room

Flight crews in Aberdeen are enjoying a renovated flight operations area. The new facility is also available for all staff to use, enabling increased interaction between crews and their colleagues in the office.



## Striving for excellence

Bristow business units measure their performance using global key performance indicators (KPIs) related to safety, reliability and customer service. We are pleased to report favorable performance for our clients in the following areas:

CLIENT VALUE ADDED SCORECARD (JUNE 2012)		Month	YTD	Goal
	Total Recordable Incident Rate (TRIR)	0.58	0.19	0.00
	All On Time Departure (OTD)	95.3%	95.3%	97%
	Bristow On Time Departure (BOT)	98.8%	98.5%	97%
	Service Availability (SAV)	98.5%	98.4%	95%
	Recognition (TRR)	3.78	5.98	1.00

# Bristow Uplift: Large grants awarded to three programs

The Bristow Uplift community outreach program awarded grants totaling \$160,000 to three projects that focus on education and provide employees an opportunity to volunteer. The recipients are:

## NEW IBERIA: CITY PARK PLAYGROUND ENHANCEMENT PROJECT

This Gulf Coast town of 30,000 has a busy park in serious need of improvement. Project Specialist Jessica Ditch is serving as the chairperson for a park upgrade campaign, and she reports they are well on their way to a fund-raising goal of \$234,000. Employees Derrick Faulk and Shawn Vaughn, who harvest crawfish in their time away from Bristow, supplied a Bristow Uplift crawfish boil that raised an additional \$3,000. They were joined by colleague and creator of Wow Wee dipping sauce Tony Griffin, who donated several cases of his product to support the event.



New Iberia employees Tony Griffin (left) and Derrick Faulk helped prepare and serve 120 orders of crawfish to raise \$3,000 for the park restoration project.

## HOUSTON: REELABILITIES DISABILITIES FILM FESTIVAL

This is the largest festival in the U.S. dedicated to promoting the awareness and appreciation of the lives, stories and artistic expressions of people with disabilities. Bristow will sponsor the Houston Reelabilities Festival in February 2013.

## AUSTRALIA: R U OK? AFIELD INITIATIVE

R U OK? is a national non-profit organization that supports personal well-being by encouraging open and honest discussions and keeping people connected. Employees with irregular schedules are considered at risk for emotional challenges, and the Afield initiative offers resources to address these issues. Human Resources Coordinator Kylie Cardinal was recognized by the Australian Human Resource Institute for her efforts to promote an R U OK? Day at the Perth office.



Human Resources Coordinator Kylie Cardinal (front row, far right) was honored by the Australian Human Resource Institute for raising awareness of the R U OK? program. Bristow will participate in R U OK? Day company-wide on September 13.

## MORE UPLIFT ACTIVITIES

### ALASKA: HELICOPTER INSPIRES CHILDREN AT 'TRUCK TOUCH'

For the third straight year, Bristow Alaska brought a Bell 206L-4 to the Fairbanks Truck Touch fund-raising event, adding a new dimension to a day designed to inspire children about what they might want to be in the future. The event supports the Open Arms Child Development Center and lets children and parents explore fire trucks, police cars, rescue vehicles, construction equipment, classic cars - and a helicopter.



Bristow's Bell 206L-4 is always a big hit at the Fairbanks Truck Touch. Could this be a Bristow Academy graduate, class of 2024?

# Bristow joins celebration of Sikorsky S-76 milestone

About 20 Bristow employees and their families attended a Sikorsky Customer Appreciation Day in Louisiana as the manufacturer celebrated the 35th anniversary of the first S-76 flight and the aircraft's achievement of 6 million flight hours.

The event was held in mid-June at Lafayette's Acadian Village, a replica of what a typical Cajun village looked like in the 1800s. The day's festivities included a barbecue picnic, face painting, rock climbing and Cajun music.

"I think everyone who attended really enjoyed the day," says Supplier Coordination Manager Harvey Breaux. "Bristow and all of the customers present were given a plaque in recognition of their relationship with Sikorsky."

North America Business Unit Director Danny Holder notes that Bristow has a unique history with the S-76 as its launch customer with the model's first three serial numbers. "The S-76 has proven itself to be a very reliable aircraft and we receive excellent support from Sikorsky," he says.

There are currently more than 100 S-76 aircraft in the Bristow fleet.



Bristow Aircraft Sales and Acquisition Manager Paul Mouisset (holding plaque) is joined by fellow employees at the Sikorsky Customer Appreciation Day. At the far right (white shirt) is Sikorsky Commercial Programs Director Dan Hunter.

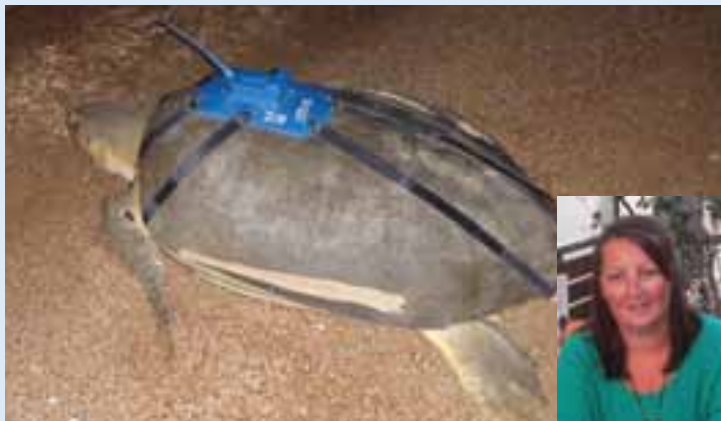
## 2012 annual report available

Bristow's 2012 annual report to shareholders is now available online. To view or download a copy, go to [bristowgroup.com](http://bristowgroup.com) and click on the "Investors" tab at the top right of the home page.



### AUSTRALIA: ADOPTING 'MYRTLE THE TURTLE'

Bristow adopted one of more than 80 flatback turtles released from Barrow Island and tracked by the Western Australia Satellite Tracking Project to better protect migratory corridors and feeding areas. A naming contest was won by Logistics Administration Assistant Cheryl Morris, who received the most votes with "Myrtle." To see where Myrtle is today, go to [http://www.seaturtle.org/tracking/index.shtml?tag\\_id=103186](http://www.seaturtle.org/tracking/index.shtml?tag_id=103186).



Meet Myrtle the turtle and naming contest winner Cheryl Morris.

### TRINIDAD & TOBAGO: NEW STOVE, PIZZA PARTY FOR CHILDREN'S HOME

The Margaret Kistow Children's Home houses 32 children and needs whatever support it can get. Trinidad employees and Bristow Uplift stepped up in a big way with a new stove and a pizza party that made for a house full of smiles. Bristow volunteers frequently visit the home to play with the children and see what else they can do to help. Margaret Kistow, who has run the home for 25 years, said the stove will go a long way toward making their lives easier.



Bristow Trinidad employees Michelle Sorzano (left) and Annesa Ali-Monroe get ready to enjoy a pizza party at the Margaret Kistow Children's Home after delivery of a new stove to the orphanage.

## MANAGEMENT CHANGES



Veronica Delgado



Duncan Moore



Michael Shaffer



Matthew Walker

**Veronica Delgado** was appointed director, Human Resources. Veronica is joining Bristow from Air Liquide, where she served as the Group Head of Global Talent Management. She is based in Houston and reports to Hilary Ware, senior vice president, Administration... **Duncan Moore** was appointed director, International Business Unit. He previously served as area manager of the U.K.'s Northern North Sea sector. Moore is now based in Houston and reports to Jeremy Akel, senior vice president, Global Operations... **Michael Shaffer** was appointed to the position of director, Financial Planning and Analysis (FP&A). He most recently worked as the acting director of the International Business Unit. Shaffer is based in Houston and reports to Chief Financial Officer Jonathan Baliff... **Matthew Walker** has taken on the new role of director, Operations Analysis and Forecasting. He reports to Finance Director George Bruce.

## Kelly Anderson wins flight training scholarship

Congratulations to Bristow Academy Assistant Chief Pilot Kelly Anderson for being among nine women to win 2012 scholarships from Whirly-Girls International, the worldwide association dedicated to advancing women in helicopter aviation.

Anderson received the American Eurocopter Flight Training Scholarship, providing an opportunity to attend a turbine transition course for Eurocopter's AS350 aircraft at the company's training center in Texas. She received the scholarship during the annual Whirly-Girls Scholarship Banquet held in Dallas during HELI-EXPO.

"This scholarship provides a wonderful opportunity to learn," Anderson says. "I am excited to experience a factory transition course and gain experience flying in the AS350."



Bristow Academy Assistant Chief Pilot Kelly Anderson receives her American Eurocopter Flight Training Scholarship from Del Livingston, American Eurocopter's vice president of flight operations and customer training.

Bristow Group Inc.  
2103 City West Blvd., 4th Floor  
Houston, TX 77042  
t 713.267.7600  
f 713.267.7620  
bristowgroup.com

**Editor**  
Stacie Fairchild  
stacie.fairchild@bristowgroup.com  
713.267.7607  
Submit your story idea to your local team member.

**Editorial Team**  
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