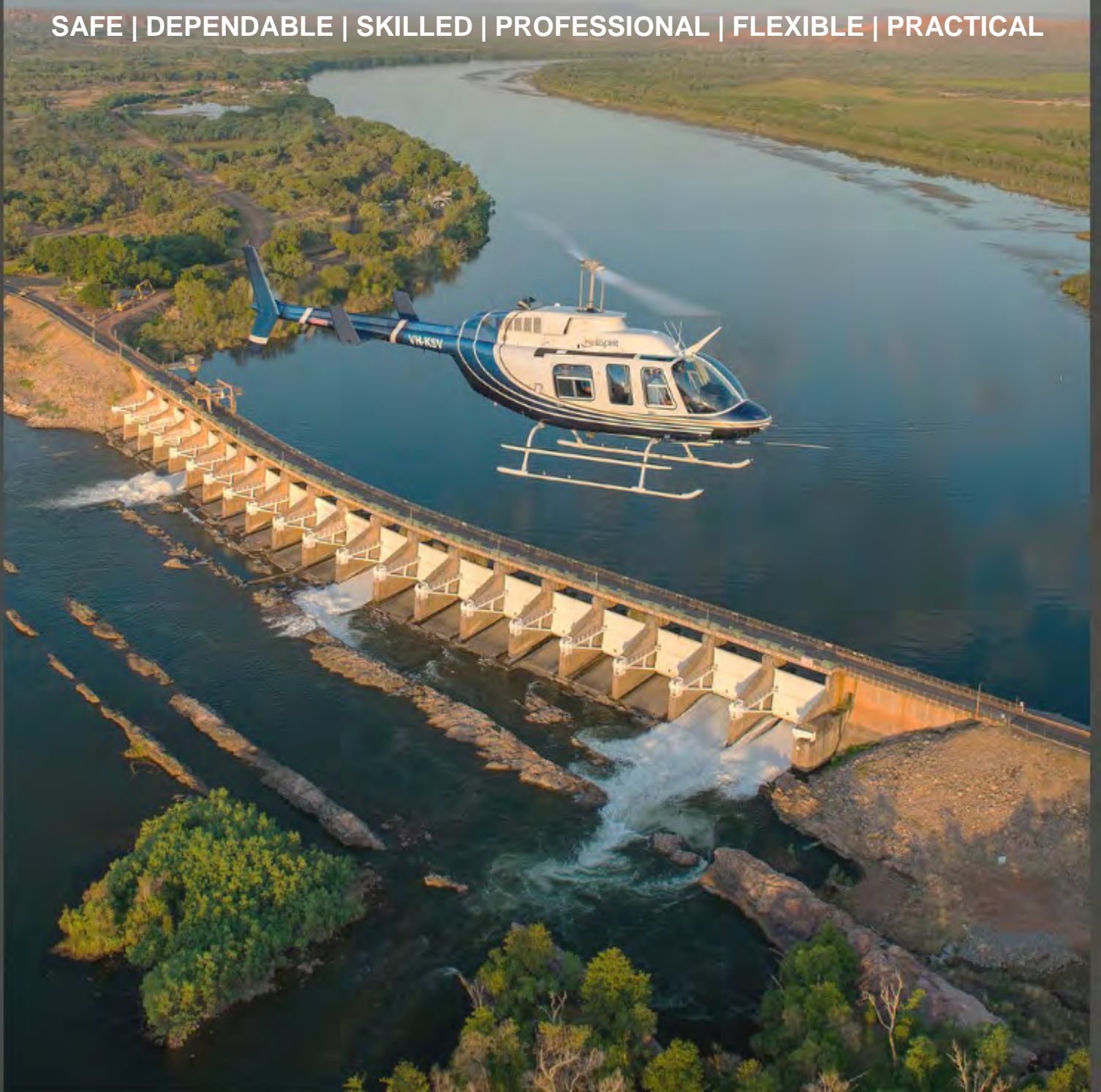


# Helispirit

## CAPABILITY STATEMENT

SAFE | DEPENDABLE | SKILLED | PROFESSIONAL | FLEXIBLE | PRACTICAL



## COMPANY PROFILE

HeliSpirit is a leading operator in the Kimberley and Pilbara regions of Western Australia. Established in 1984, HeliSpirit is proud to be the leading provider of helicopter services in north-west Australia. HeliSpirit operates to the highest standard of compliance, safety and professionalism, and offers an impressive range of services across utility, charter and tourism Australia wide.

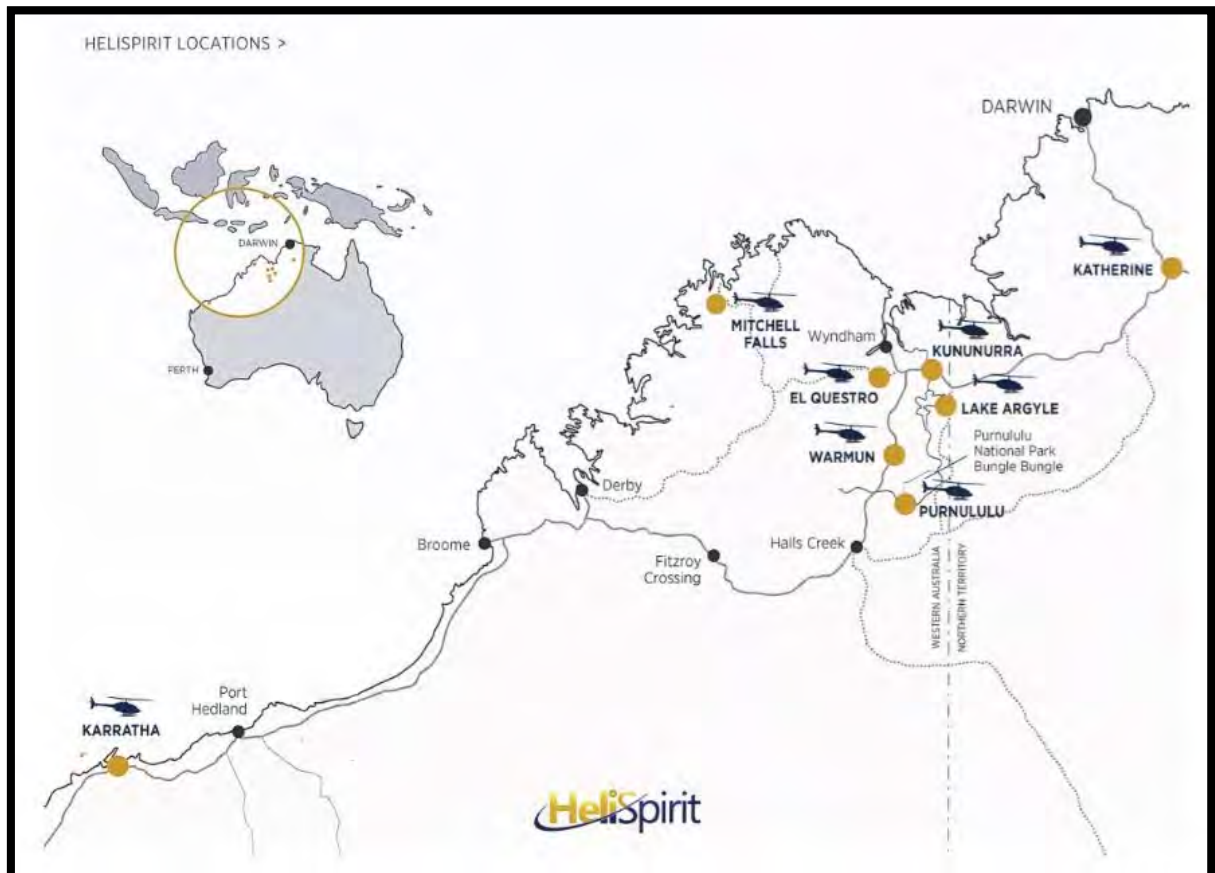
With significant bases in Kununurra, Karratha and Broome, HeliSpirit has invested heavily in its fleet and is renowned for providing a wide range of reliable, safe, and highly professional helicopter services to a diverse range of clients. With in-house aircraft maintenance facilities, HeliSpirit's fleet of twenty-four aircraft includes the Robinson R22, R44 and R66, the Bell Jet Ranger and Long Ranger, and the AS-350 B3 Squirrel, offering a comprehensive range of aerial platforms providing the flexibility to meet all our client requirements.

HeliSpirit's operational capabilities include mining support, low-level operations, emergency response operations, search and rescue, aerial geophysical work, photography, scenic flights, passenger charter, custom-tailored itineraries and specialised flight training.

With the ability to combine rotary-wing aviation services with the extensive fixed-wing capabilities of HeliSpirit's sister company Aviair, no other operator can match HeliSpirit's capacity in the north-west of Australia. Further details regarding Aviair can be found at [www.aviair.com.au](http://www.aviair.com.au)

**Permanent Bases:** Kununurra Airport | Karratha Airport | Broome Airport

**Seasonal Bases:** El Questro Station | Emma Gorge Resort | Katherine Gorge |  
Lake Argyle Resort | Mitchell River National Park | Purnululu National Park | Warmun



## COMPANY PERSONNEL

The HeliSpirit team is comprised of highly qualified and skilled experts who work together cohesively to deliver professional aviation services. HeliSpirit's management philosophy is to provide customers with the highest level of service whilst fostering a positive and enjoyable work environment. A 'Just Culture' is also strongly supported from senior management providing the encouragement for all staff to contribute to the ongoing improvement of the Company.



**Michael McConachy**  
*Managing Director*

With a wealth of experience in the areas of business, tourism, agriculture, construction and aviation, Michael is Managing Director of several local Companies. His strong understanding of governance and accountability led to his appointment as Chairman of the Kimberley Development Commission. Michael is also a Board Member of the Western Australian Regional Development Council. He holds both commercial helicopter and fixed wing pilot licenses with many years of Kimberley flying experience.



**Phil Todhunter**  
*Group Safety Manager*

Phil holds a Masters of Management from the University of NSW and has completed a range of specialist training including an Aviation Safety Managers Course, Risk Management, WHS Incident Investigation and Workplace Training & Assessment. Phil has worked in a number of demanding environments and organisations both internationally and within Australia. These include operational management roles as well as safety specific management roles. He has a strong commitment to safety and continuous improvement through engagement at all levels; reporting, investigation, review and analysis.



**Paul Cripps**  
*General Manager*

Having worked for HeliSpirit as a pilot since 2006, Paul understands all aspects of the business. Paul has over 2,800 hours of experience flying helicopters in the Kimberley and is respected locally as a safe and efficient pilot. He has a strong focus on safety, compliance and customer service and extensive prior management experience in both the construction and retail industries. Operations Manager for HeliSpirit from 2010 to 2017, Paul moved into the General Manager role at the beginning of 2018 overseeing day to day management and providing support to the Managing Director.



### **James Bondfield**

*Chief Pilot, HeliSpirit*

James holds Commercial Helicopter Pilot Licenses in Australia, Canada, America and PNG. Having worked both Australia wide and internationally, James brings a wealth of experience to the Company. Over the past twelve years, James has accumulated over 7,800 flight hours and has developed a diverse skill set with experience in cattle mustering, aerial shooting, fire-fighting, heli-logging, mining support, mountain flying (over 10,000ft), VIP charter as well as filming and photography utilising a range of specialist camera systems. James is a precision long-line and heavy lifting specialist, a Grade 3 Flight Instructor, and holds several CASA Examiner approvals.



### **Howard James**

*Alternate Chief Pilot*

Howard holds a Commercial Helicopter Pilot License, a Grade 1 Flight Instructor rating and CASA approval to be an Authorised Testing Officer. Howard has lived and worked in the Kimberley region since 1975. He has thirty years of helicopter flying experience in the Kimberley and has accumulated over 13,000 flight hours of which 5,500 are mustering and 5,000 are instructional. Howard is considered an industry leader in helicopter flight training and has carried out check and training, proficiency training and route checking of company pilots for twenty years. Howard also acts as an industry expert sitting on various advisory panels for CASA.



### **Tim Anders**

*Operations Manager*

Tim has recently returned to the HeliSpirit team as Operations Manager. Tim previously worked for HeliSpirit (Heliwork WA) from 1999 to 2011 – nine years as a line pilot and four years as Operations Manager. Tim is very passionate about aviation and having worked in the Kimberley for twenty-five years, he knows and understands the region extremely well. Tim has accumulated over 5,500 hours flying helicopters and is highly respected by his peers and clients alike. Tim is committed to delivering safe and efficient helicopter services to all clients.



**Malcolm Vickers**  
*Head of Maintenance*

Mal is one of the most experienced maintenance engineers of Robinson and Bell Helicopters in Northern Australia. Mal holds all necessary qualifications required under HeliSpirit's CASA Maintenance Operations Certificate of Approval No: 1-119FHO. Mal has been employed at HeliSpirit for over twenty years and is very experienced in establishing safe, effective and efficient maintenance systems to ensure that aircraft reliability is maximised. Mal is supported by a highly qualified team of engineers.



**Brenton Davis**  
*Business Development Manager, HeliSpirit*

Brenton holds an Airline Transport Pilot License and has been flying helicopters since 1987. He has over 6,000 hours helicopter time inclusive of seven years twin-engine offshore oil and gas operations and ten years of water-bombing. Brenton has a wide variety of experience across Australia and continues to fly operationally. He provides business development services for both HeliSpirit and Aviair, and travels regularly from his home base of Perth.

HeliSpirit's team of pilots, aircraft engineers, administration and support staff total fifty-three and is a cohesive, friendly group of dedicated, hard-working individuals with many and varied skills. Each remote base operates under a team leader, the Senior Base Pilot, who is supported by the senior management in Kununurra. Open lines of communication and effective reporting systems ensure that operations are maintained to the highest level of safety and quality in line with industry best practice.

HeliSpirit is committed to identifying and implementing initiatives to provide employment, training and business opportunities for the Indigenous people of the Kimberley and Pilbara regions. HeliSpirit uses resources such as the Aboriginal Business Directory WA, as well as local aboriginal corporations and networks to prioritise the engagement of local aboriginal people and businesses.



## CAPABILITIES & SERVICES

With over thirty-four years of remote experience HeliSpirit is the premier air charter specialist in the Kimberley and Pilbara. Major clients in the mining, government, communications and tourism sectors choose HeliSpirit due to the high-level of experience, quality of aircraft, superior safety, and quality standards. HeliSpirit's extensive compilation of staff skills and experience ensures the delivery of industry best practice across a multitude of specialised services.

HeliSpirit possesses the knowledge and expertise required to confidently provide its clients with all their aviation requirements, whether they are large or small. With unmatched experience and scope operating in some of the most remote parts of Australia, HeliSpirit provide logistical expertise and cost-effective solutions for the following range of helicopter services:

- Power line inspections
- Mining support
- Low level survey
- Geo-survey & mapping
- Aerial sling load
- Telecommunications support
- Passenger charter
- Filming & photography
- Flight training
- Search & rescue
- Medical evacuations
- Flood relief
- Fire fighting
- Aerial fire suppression
- Emergency evacuation

HeliSpirit has a large range of ground support vehicles including an 8WD off-road fuel truck with crane capable of carrying up to 16,000 litres in 2,000 litre removable IBC's with crane, medium sized flatbed truck with crane, numerous 4WD support vehicles, and a range of 4WD & 2WD buses. HeliSpirit also has all the necessary experience, insurances, and approvals for the handling, storage and transport of fuels and a range of other dangerous goods. This allows HeliSpirit to provide a fully integrated solution for clients requiring remote location aviation services.

As proven experts in the field of remote helicopter operations, HeliSpirit is also able to provide clients with sound planning advice and risk management strategies, prior to the commencement of any task. HeliSpirit's aim is to ensure clients are provided with the most effective and efficient solution to their aviation requirements.



## FACILITIES

### PERMANENT BASES

#### **Kununurra Base (Head Office):**

Located at Kununurra Airport, the HeliSpirit Head Office is a large purpose-built facility with passenger lounge, administration offices and pilot training rooms. HeliSpirit's Head Office provides operational support to all bases. The Head Office also includes a helicopter maintenance hangar with an electrical component work room, overhaul workshop and spare parts store. The HeliSpirit Head Office is located immediately adjacent to sister company Aviair's extensive airport terminal facilities.

#### **Karratha Base:**

Located at the busy Karratha airport, this impressive terminal is shared with the Aviair fixed-wing operation. Maintenance facilities, multiple offices, several passenger lounges and dedicated staff facilities offer excellent logistical staging for all Pilbara operations.

#### **Broome Base:**

Located at Broome International Airport (BIA), HeliSpirit shares this terminal with Aviair. Once again, this base includes offices, maintenance facilities and a comfortable passenger lounge for servicing the Broome and West Kimberley region.

### SEASONAL BASES

At each of the HeliSpirit Seasonal Bases there are purpose-built facilities with shaded passenger areas, tea and coffee facilities, administration office, pilot housing, heli-pad and refuelling facilities.



## MANAGEMENT SYSTEMS

Safety and quality compliance standards are the responsibility of all personnel. HeliSpirit's Safety and Quality business model has undergone extensive review and development during the last three years, including the introduction of an annual Safety & Quality Plan. The Plan sets the key organisational objectives and HeliSpirit's safety performance targets for the year.

Adherence to the Quality Management System and CASA approved Safety Management System are the first priority in all of HeliSpirit's activities. HeliSpirit is committed to ensuring that all aviation activities are performed to the highest levels of safety and compliance in order to meet both national and international standards.

With real-time satellite tracking of every aircraft, and a comprehensive internal audit program, HeliSpirit's safety and quality focus benefits all customers. Regular internal audits and company training initiatives ensure HeliSpirit keeps pace with industry best practice and compliance standards. All HeliSpirit staff undergo company training and induction programs which encompass elements including safety management, drug and alcohol management, emergency response and security training. In addition, staff also undertake in-house training in aviation customer service, cultural awareness, first aid, human factors, and dangerous goods awareness. This ongoing training initiative ensures a consistent level of service provided by all staff contributing to the professional service provided to HeliSpirit's clients, partners and passengers.

HeliSpirit's overall safety objective is the proactive management of identifiable hazards and their associated risks with the intent to eliminate their potential to affect the safety of staff and clients, or to damage property or the environment.

Safety underpins all of HeliSpirit's operations and includes the following management systems and initiatives:

- **Safety Management System**  
HeliSpirit has a robust Safety Management System and is committed to ensuring operations are to industry best practice. The procedures are documented in the Safety Management System Manual and ERP. HeliSpirit has a mature Safety Reporting Culture which has been achieved through implementing a Just Culture in the company.
- **Crew Management**  
HeliSpirit utilises the online system Air Maestro to manage pilot flight and duty times, and to monitor certain aspects of operational safety including an online incident reporting system.
- **Pilot training and checking**  
All pilots employed by HeliSpirit undergo a comprehensive training and checking program and must pass all practical and theoretical components before being checked to line. All procedures are documented in the company Operations Manual.
- **Satellite Tracking**  
All helicopters operated by HeliSpirit are fitted with 'Spidertracks' satellite tracking units. This system has unique features including two-way messaging, OPS Normal messages, ROD and SOS alerts. It also allows the Operations Team to monitor the position of the entire fleet on a screen in the Kununurra office or through the use of an app from any mobile phone or iPad.
- **Satellite telecommunications**  
Each helicopter is equipped with a portable satellite phone.



## MAINTENANCE

HeliSpirit holds a Civil Aviation Safety Authority (CASA) certificate of approval for the maintenance of single engine helicopters under 5700kgs and is an Approved Robinson Service Centre. HeliSpirit holds a comprehensive range of spare parts and consumables on site to ensure continued aircraft availability.

HeliSpirit's diverse fleet of twenty-four helicopters provides significant redundancy during periods of scheduled or unscheduled maintenance. In addition, a comprehensive spare parts store of well over \$1.0 million of inventory minimises delays when maintenance is required. HeliSpirit understands the potential cost of delays to clients and has unrivalled in-house maintenance capabilities both in the north west of WA, and across Australia.

The association with sister company Aviair provides access to a fleet of over 30 fixed wing aircraft of all types allowing for immediate transfer of both maintenance engineers and parts to all corners of the country, any time of the day or night.



## FLEET

HeliSpirit is proud of its fleet of beautifully presented and meticulously maintained turbine and piston engine helicopters. These aircraft are carefully selected to provide the best solutions for the harsh and remote areas in which HeliSpirit operates. The fleet includes, but is not limited to:

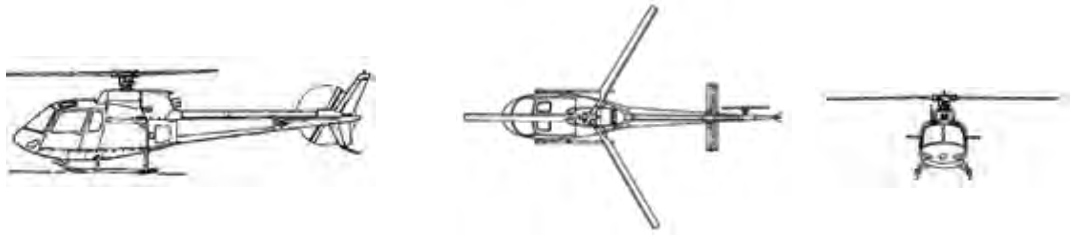
### Eurocopter Squirrel

Turbine Engine

Pax seats 5

Cruise Speed 110kts

Range 295nm



### Bell Long Ranger

Turbine Engine

Pax seats 6

Cruise Speed 100kts

Range 245nm



### Bell Jet Ranger

Turbine Engine

Pax seats 4

Cruise Speed 95kts

Range 300nm



### Robinson R44

Piston Engine

Pax seats 3

Cruise Speed 95kts

Range 235nm



## MAJOR CLIENTS

HeliSpirit is always prepared for any task and has a depth of resources available to ensure that every reasonable means possible is taken to complete contracted works. HeliSpirit's customer service goal is to exceed expectations and provide a product worthy of repeat business.

HeliSpirit are proud to have worked with many diverse agencies and companies, including but not limited to:



## AWARDS AND ACCREDITATION

HeliSpirit is one of Western Australia's most successful tour operators. HeliSpirit has won twenty-one tourism awards since 1996, including winning the Sir David Brand Award for tourism three times and being inducted into the WA Tourism Hall of Fame twice.

At the coveted WA Tourism Awards, HeliSpirit was awarded the silver Award in the category of Major Tour and Transport Operator in 2015, and the silver Award in the category of Adventure Tourism in 2017.

HeliSpirit has held National Eco Tourism accreditation as a Green Travel Leader for over ten years and holds Quality Accreditation through the Tourism Council of WA.





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