

ROTOR

JOURNAL



**FEATURED
ARTICLES**

From Support
to Services

**TIGER IN THE HAP
AND UHT VERSIONS**

Final Qualification

THE EC725

BRAZIL

HISTORIC CONTRACT



When it comes to protecting the environment, no other helicopters go further.

Scientists surveying Antarctica. Oceanologists researching sealife. Maritime authorities tracking oil spills. Firefighters controlling bushfires. All of them rely on Eurocopter helicopters as essential equipment. Quiet, safe and dependable. Equipped with advanced sensors. Coupled with lower fuel consumption and reduced gas and particle emissions. When you think environmental conservation, think without limits.



No. 80

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www.eurocopter.com

THE YEAR IN REVIEW 2008

JANUARY 28 →
Eurocopter de Mexico celebrated
its 25th anniversary

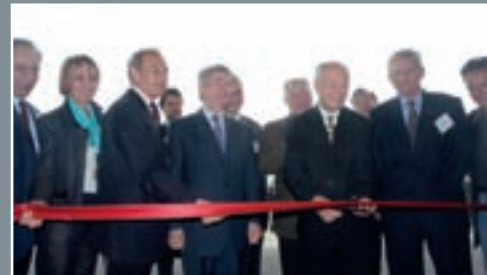


← **MARCH 11**
The first NH90
was delivered to
the Finnish Air Force



↑
FEBRUARY 24 TO 26
Eurocopter unveiled the EC175 at Heli-Expo 2008:
111 purchase options were signed

MAY 2 →
Eurocopter
Canada
inaugurated
a new building
and doubled
the size of its plant



← **JUNE 19**
The first EC635
built in Switzerland
performed
its maiden flight



↑
APRIL 23
A ceremony was held in Finland
to celebrate the arrival of
two NH90s, including the first
NH90 to be assembled by Patria



MAY 20 →
Eurocopter sold the first EC135
by Hermès

JUNE 27 →
The 700th Super Puma
was delivered
to Bond Offshore
Helicopters

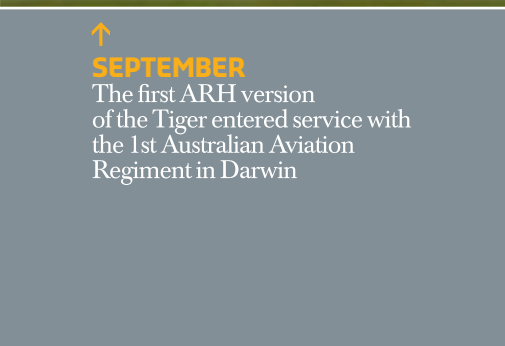


**DECEMBER 17**

The first NH90 built by Australian Aerospace was delivered to the Australian Army

**OCTOBER 10**

Helisim inaugurated the first EC225 FFS

**SEPTEMBER**

The first ARH version of the Tiger entered service with the 1st Australian Aviation Regiment in Darwin

**DECEMBER 23**

A Eurocopter/Helibras consortium and the Brazilian government signed a contract for 50 EC725s

**NOVEMBER 15**

Harbin Aviation Industry Co. delivered the airframe for the first EC175 prototype to Eurocopter

← JUNE 30

Helibras celebrated its 30th anniversary

**OTHER HIGHLIGHTS...****→ FEBRUARY 24**

American Eurocopter delivered the first EC225 in the United States to Era Helicopters LLC

→ FEBRUARY 27

Eurocopter's French sites received the ISO 14001 certification

→ MARCH 7

The first EC635 was delivered to the Swiss Army

→ APRIL

A distribution agreement was signed with Heli Invest in Poland

→ MAY 26

Eurocopter announced the acquisition of Motorflug Baden-Baden GmbH to increase its maintenance, repair and overhaul capacities

→ MAY

The fleet of Tigers in service reached the milestone of 10,000 flight hours

→ JUNE 24

The EC155 drone demo (UAV) performed its first official unmanned flight

→ JUNE 30

The Polish Health Ministry signed a contract for 23 EC135s and an EC135 simulator

→ AUGUST 27

The Bavarian Ministry of Interior ordered eight EC135s

→ NOVEMBER 4

Eurocopter signed a contract for ten EC155 B1s with COHC

→ NOVEMBER 17

The 5,000th light helicopter was delivered to TAF Helicopters

→ NOVEMBER 19

Eurocopter announced the creation of Eurocopter Indonesia

→ DECEMBER 23

The French Defense Procurement Agency (DGA) ordered 22 NH90 Tactical Transport Helicopters (TTHs)



© Bruno Lévy

Creating a World of Services

Lutz Bertling, *President and CEO of Eurocopter*

The performance of our helicopters is one of our greatest strengths. However, this asset can only be fully appreciated when an adapted range of service offers is provided in parallel. This is why one of the pillars of our strategy has been to develop our support and service offers. We have made and continue to make investments to offer you value-added services that ensure maximum fleet availability, reduce operational costs and increase flight safety. In terms of services, we are working hard to meet your expectations in terms of 24/7 responsiveness, spares availability, the quality of technical publications, Maintenance, Repair and Overhaul prices as well as lead times. We are also reinforcing our training offers and honing in on new market needs. To this end, we are developing new training solutions, especially by offering a wider selection of simulators worldwide. Concrete examples are the new EC135 and EC145 simulators in the US as well as the opening of a new Ecureuil simulator in 2010. And just as in Hong Kong, we will also open a Customer Service Center in Dallas in 2009 to help us maintain closer ties to you and to serve you better. Such initiatives attest to Eurocopter's long-term commitment to invest in the US.

Over the last several years, Eurocopter has made considerable investments in the United States: we have expanded our facilities in Mississippi and Texas, opened regional Repair and Overhaul centers in California and Florida, and built a logistics platform in Dallas/Fort Worth. In addition, we have created numerous highly qualified jobs, and will continue to do so. And these investments have borne their fruit: Take for example the UH-72A contract signed with the US Army, the largest helicopter operator in the world. Produced at the American Eurocopter site in Columbus, Mississippi, more than 54 UH-72As have now been delivered, all of which were provided on time or ahead of schedule, in one of the most rapid introductions of a new aircraft in the US Army's history.

Such an example underscores our desire to be by your side every single day to help you achieve success in your missions, and to provide you with quality aircraft and service offers.

Phoenix Heli-Flight

Based in Fort McMurray, Canada, Phoenix Heli-Flight was the first company in the world to operate the EC120 B Colibri (1999) and the EC130 (early 2005) in the public utilities sector.

In 2008, the Canadian operator Phoenix Heli-Flight received the 500th helicopter to be delivered by Eurocopter Canada, an AS355 NP AStar.

© Christophe Garibaud



The Flight of the Phoenix

Phoenix Heli-Flight performs passenger and load transport, firefighting, emergency medical services and other aerial work with its 100% Eurocopter fleet of helicopters.







© Eurocopter / Eric Raz

TAF HELICOPTERS

> THE 5,000th LIGHT HELICOPTER

On November 17, 2008, TAF Helicopters took delivery in Marignane of an AS355 NP Ecureuil—the 5,000th light helicopter manufactured by Eurocopter. Based in Barcelona, TAF Helicopters specializes in aerial work and emergency medical services (EMS). The AS355 NP Ecureuil will provide back-up for the other Ecureuils used for aerial work and the EC135s used for EMS missions.

CHILE

> EXPONAVAL 2008

Exponaval 2008 in Valparaíso, Chile, gave Eurocopter the opportunity to show off its experience in the field. The Chilean Army was on hand to conduct a demonstration of its naval search and rescue (SAR) capabilities with its AS365 N2 Dauphins and AS332 F1 Super Pumas. These aircraft are also used to patrol Chile's 5,000 km of coastline and to transport troops. The Mexican Army was also invited by Exponaval's organizers to perform an exercise with its AS565 MB Panther. This aircraft is used to support the Mexican Coast Guard in the fight against drug trafficking.

Eurocopter held a technical conference on naval SAR operations and performed a flight demonstration with an AS350 B3 Ecureuil/AStar. The Group also held a special event to celebrate 40 years of work as a trusted partner of the Chilean Army.



© Eurocopter Chile



11/24/08

► THE EC175 TAKES SHAPE

On November 15, 2008, Eurocopter accepted delivery of the first EC175 fuselage to be assembled in Harbin by HAIG, Eurocopter's partner in China. A special ceremony was held in China to celebrate this proud achievement. All the partners on the EC175 program attended the ceremony, together with representatives from the main industrial, aeronautical and political entities in Heilongjiang Province and Beijing. On November 24, 2008, the PT1 airframe arrived at the new hangar in Marignane where the EC175 will be assembled. Eurocopter teams began working on the aircraft the very next day. Finally, on December 5, 2008, the Rotors and Transmissions Product Center delivered the main gearbox for the PT1 directly to the assembly hangar.

GERMAN FEDERAL POLICE

RETROFITS FOR THE EC155



← A retrofit contract signed with the German Federal Police calls for retrofits to be performed through to 2010 on the agency's four-teen EC155s. The Eurocopter maintenance center in Kassel-Calden, Germany has already retrofitted four of the EC155s, equipping the helicopters with an Airborne Collision Avoidance System (ACAS), reinforced flooring, and a four-channel audio warning system with speech synthesis. The aircraft have also received a new "police blue" livery, and the video system architecture has been upgraded to include images from the FLIR on the 4.5-inch SMD⁽¹⁾ Primary Flight and Navigation Display screens. The Kassel-Calden maintenance center is qualified to work on the entire Eurocopter range, and has received the EASA Part 145 certification. Its highly motivated and qualified team of specialists already has extensive experience working on the EC155: The operator DanCopter entrusted the center with the task of modernizing and installing new equipment on its fleet of EC155s. ■

(1) Smart Multifunction Displays (SMDs)

AFGHANISTAN PROVIDING HUMANITARIAN AID

In December 2008, Eurocopter in Spain took part in a humanitarian mission, in which Afghan children received 250 fleece jackets and woolen hats, as well as model helicopters. This is the second time that Eurocopter in Spain has helped the children of Afghanistan in this way. José María Rubio, Head of Institutional Relations and Communications at Eurocopter in Spain, and Général José Sánchez Méndez, an aeronautical consultant, travelled to the military base in Herat, where they gave the aid parcels to the Afghan authorities. Three Cougars from the Spanish Army Airmobile Force (FAMET), two Super Pumas from the Spanish Air Force, and the Spanish civilian and military authorities are based in Herat. The Spanish Super Puma detachment has been in Afghanistan since May 2005, and is one of the only detachments capable of flying in all types of visibility and weather conditions. The helicopters have now performed 668 missions—clocking up 2,354 flight hours—and have transported 1,018 people, including 346 people in need of emergency medical services. ■



WWW.EUROCOPTER.COM A NEW AND INNOVATIVE SITE

Eurocopter's new website recently went online this year with a completely revamped design and layout. Internet users can access interactive and innovative new tools to learn about Eurocopter helicopters and the accompanying services—often in fun ways! The site, which is linked to the Keycopter customer portal, has been designed for current and prospective customers, as well as journalists and helicopter enthusiasts everywhere. Don't wait any longer, check out www.eurocopter.com. You won't believe what's in store for you! ■

22

On December 22, 2008, the French Defense Procurement Agency (DGA) placed an order with NHIndustries for 22 additional NH90s in the TTH⁽¹⁾ version. This new contract increases to 34 the total number of NH90s in the TTH version that will be delivered to the French Army from 2011 onwards. The DGA ordered 12 aircraft back in November 2007.

(1) Tactical Transport Helicopter

AGENDA

Over the next couple of months, Eurocopter and its subsidiaries will be participating in various air shows and events all over the world.

APRIL 14 TO 17, 2009

► LAAD
Rio de Janeiro (Brazil)

APRIL 27 TO 30, 2009

► IDEF
Istanbul (Turkey)

MAY 3 TO 6, 2009

► AAAA
Nashville, Tennessee (United States)

MAY 4 TO 7, 2009

► OTC
Houston, Texas (United States)

MAY 8 TO 11, 2009

► EHOE
Hamilton (Bermuda)

MAY 12 TO 14, 2009

► IMDEX
Singapore (Singapore)

MAY 12 TO 14, 2009

► EBACE
Geneva (Switzerland)

MAY 21 TO 23, 2009

► AEROEXPO
Acapulco (Mexico)

MAY 21 TO 23, 2009

► HELIRUSSIA
Moscow (Russia)

MAY 27 TO 28, 2009

► CANSEC
Ottawa (Canada)

TEXAS DPS DELIVERY OF A FIRST EC145

On December 5, 2009, American Eurocopter delivered a first EC145 to the Texas Department of Public Safety (DPS), which already has a fleet of thirteen AS350 AStars. The EC145 offers the Texas DPS a spacious, fast and powerful helicopter that will add another dimension to the support services of its air unit. The helicopter will perform a wide range of missions, including law enforcement, search and rescue, firefighting, public safety duties and tactical support.

American Eurocopter held a special ceremony at its Grand Prairie site to commemorate this important delivery. In his speech, American Eurocopter President Marc Paganini declared: "We have been working together for more than 20 years, and we are honored that the Texas DPS still looks to Eurocopter when choosing helicopters to perform its missions and to extend its fleet." ■



SIRINA™ FIRST DELIVERY TO SWITZERLAND

At the end of November 2008, the V1 version of the Sirina™ mission preparation ground station was delivered to the Swiss Army. The system was developed by Eurocopter for the Swiss Army's EC635/EC135 helicopters. Following a successful qualification by armasuisse, the Swiss Army has now been using the Sirina™ mission preparation system for the EC635/EC135 since January 2009.

The Swiss Army was one of Eurocopter's initial customers for this type of system, which was first delivered in 2000. Ever since, the Swiss Army has regularly ordered new Sirina™ systems or updates to cover the specific features of its new aircraft and changing operational requirements. The V2 version will be delivered to the Swiss Army in March 2009 and will cover its entire helicopter fleet, including the Cougar. ■



BRAZIL

A HISTORIC CONTRACT



On December 23, 2008, the Brazilian government signed a contract for 50 EC725s in the presence of Brazilian President Luiz Inácio Lula da Silva and French President Nicolas Sarkozy.

Last December 23, following a joint declaration on defense cooperation signed by the French and Brazilian defense secretaries on June 30, 2008 (see Rotor Journal no. 78), the Brazilian government signed a contract for 50 EC725s with a consortium formed by Eurocopter and Helibras. These EC725s will be operated by three Brazilian armed forces: The troop transport version aircraft by the army, the combat search and rescue version aircraft by the air force and the naval version aircraft by the navy. The first deliveries are scheduled for 2010, which will make Brazil the largest operator of EC725s.

This agreement, the biggest contract ever signed in South America at 1.9 billion euros, will also make Helibras become an outstanding center of aeronautical excellence in South America. "Such a contract represents an enormous challenge to our company, as the contract implies our consolidation as a

"This contract will make the Brazilian armed forces the largest operator of the EC725 in the world."

true Brazilian rotary wing manufacturer in the near future", explained Eduardo Mauad, Vice President and COO of Helibras. "This goal will be reached via the implementation of a final assembly line for the EC225 as

well as a fully-equipped engineering development center that can design and develop complex installations for the locally produced EC725s. The contract also means that Helibras must be able to provide a large range of support and services: to this end, we will build a full-flight simulation center which will allow us to provide training to both local and Latin American customers and a complete D-level maintenance center for Super Puma AS332/532s and EC225/725s, which will be open to our customers in 2010. And to accompany EC725 operations, we will also offer our customers a comprehensive ILS

program including a Parts-by-the-Hour (PBH) contract, to ensure the availability of their rotorcraft."

Big challenges lie ahead Helibras, which has produced Ecureuil AS350s since 1980 in Itajubá-MG (230 km from São Paulo), as assembling the EC725 more than quadruples the amount of work currently performed on its site! To ensure that they are able to provide manufacturing, assembly and maintenance support activities after delivery, Helibras is taking concrete action to adapt its facilities and resources: For example, a brand new 10,000 m2 hangar is to be built in Itajubá at the beginning of 2009 for the new final assembly line. In addition, all newly hired technicians will undergo an extensive training program this year, as Helibras plans to double its current headcount. ■

ARTICLE: BELÉN MORANT



2008

A REMARKABLE YEAR

On January 19, 2009, in Paris, Lutz Bertling, President and CEO of Eurocopter, presented the Group's results for 2008 to approximately fifty journalists from the international press.

ARTICLE: MONIQUE COLONGES

Eurocopter maintained its position as the world's number one helicopter manufacturer in the civil and parapublic markets, with total sales of more than €4.5 billion in 2008.

This figure represents an increase of over 7,5% with respect to 2007 (€4.17 billion).

Eurocopter delivered 588 helicopters in 2008 (versus 488 in 2007).

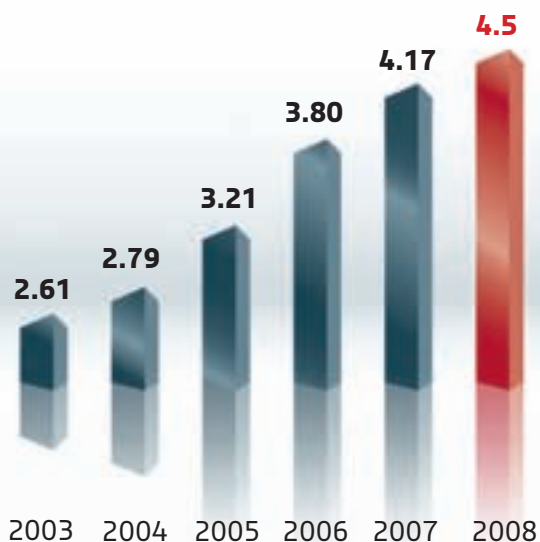
In terms of new orders, 2008 will go down in history as one of Eurocopter's best years ever, with 715 helicopters ordered (versus 802 in 2007) worth a total of over €4.9 billion. These figures confirm the enormous

success of the Eurocopter range. The order book now includes 1,550 helicopters whose total value exceeds €14 billion.

These results provide clear proof that business is booming for Eurocopter—at a time when the worldwide economic climate is particularly unstable. ■

TOTAL SALES SINCE 2003

Consolidated turnover in 2008
(in billions of €)



588 deliveries in 2008
versus
488 deliveries in 2007

TYPE OF HELICOPTER/NUMBER OF ORDERS



HAP AND UHT VERSIONS OF THE TIGER

FINAL QUALIFICATION

The final qualification of the Tiger in its HAP⁽¹⁾ Standard 1 and UHT⁽²⁾ Step 2/Step 3 versions has paved the way for the aircraft's future operational use.

ARTICLE: ALEXANDRE MARCHAND

On December 17, 2008, the European Organization for Joint Armament Cooperation issued the final qualification of the HAP and UHT versions for France and Germany. This qualification is the third and final step in the development of these two versions. The initial qualification to the "PBL001" standard was issued in 2004, allowing the helicopters to be used for training missions at the Franco-German Tiger Training Academy. The second step was the delivery in July 2006 of helicopters qualified to the "PBL002" standard with all of their operational functionalities. In the final qualification step, all the remaining open points were resolved and extra functionalities were added, such as a naval capability and the integration of a data link for the HAP Tiger, as well as new encrypted radio systems and data links for the UHT version.

France has ordered 40 HAP versions of the Tiger. These aircraft have a 30-mm gun turret, 68-mm rockets, a Strix roof-mounted sight

and air-to-air Mistral missiles. Seventeen HAP Tigers have already been delivered, including the two initial Standard 1 aircraft. The UHT version ordered by Germany has 12.7 mm machine gun pods, 70 mm rockets, Stinger air-to-air missiles, Hot and Trigat anti-tank missiles and an Osiris mast-mounted sight. Germany has received nine UHT Tigers qualified to the "PBL001" and "PBL002" standards.

The Tiger is currently the most modern combat helicopter in the world. In total, 206 aircraft have been ordered and 43 Tigers have already been delivered. These aircraft have recorded more than 13,000 flight hours. Australia ordered 22 armed reconnaissance helicopter (ARH) versions of the Tiger, and 12 of these aircraft are now in service. The ARH version will receive its final qualification in 2009. The support suppression helicopter (HAD) version for France and Spain performed its maiden flight in December 2007, and the first deliveries are scheduled for 2011. France and Spain have ordered 40 and 24 HAD Tigers respectively. ■

(1) French combat support helicopter

(2) German combat support helicopter



In total, **206** Tigers (all versions) have been ordered and 43 aircraft have already been delivered to various countries.

The Tiger fleet has already recorded **13,000** flight hours.

Correction

For a helicopter such as the Tiger, the weight reduction obtained by using composite materials for the airframe is 10% (and not more than 50%, as was stated erroneously in the article from our special issue of Rotor Journal, "50 Years of Innovation").

© Eurocopter / Remy Michellin

© Eurocopter / Patrick Pina





From Support to Services

2008 was a year of hard work for Support and Services at Eurocopter. Derek Sharples, Vice President of Eurocopter Support and Services, talks about the improvements made in 2008 to fulfill customers' demands.

ARTICLE: CHRISTIAN DA SILVA



© Eurocopter / Eric Baz

How has Eurocopter improved its product support and customer service in 2008?

Derek Sharples ▶ 2008 has been a key year for Eurocopter Support and Services. In response to customer demands we have

achieved several important milestones.

We opened Keycopter (<https://keycopter.eurocopter.com>), a portal for our customers in Europe and the United States. Our training strategy for Eurocopter operators was also boosted in 2008 by the decision to increase EC225 and EC135 simulator resources for North Sea operators, continental European and American operators. The NH90 training capacity was also increased with the deployment of the first NH90 TTH⁽¹⁾ simulator at Bückeburg in Germany.

2008 was the first full year of operation of our new Customer Service Center, which has been so successful that, in 2009 we will open identical centers in Hong Kong and Dallas for our Asian and American customers.

Our spares and logistics business has also seen important improvements in 2008, which has resulted in on-time delivery of spares increasing to around 90%.

We have also continued to invest in our global maintenance repair and overhaul facilities with investments in 2008 in our Romanian subsidiary and the acquisition of Motorflug GmbH in Germany.

What are the objectives for Eurocopter Support and Services?

D.S. ▶ We must support our customers with accurate documentation, rapid delivery of spares, cost effective repairs, the highest quality technical support and the very best training media and courses. Our objective is to guarantee the maximum operational availability of our customers' helicopters.

Our 2,700 customers in 142 countries vary from VIPs operating a single machine to major offshore oil and gas fleet operators. Each requires a different approach, so we must be innovative and flexible, ready to support our customers around the clock anywhere in the world according to their expectations.

What are your support and service priorities in 2009?

D.S. ▶ In 2009 we will deliver an increasing number of NH90 and Tiger military helicopters. As these enter into service we will increase

our investment in spares provisioning, in technical troubleshooting and in repair capacities. When requested, we will support our military customers on overseas deployments while at the same time developing new mission training systems.

For our commercial customers, our first priority is to accompany them through the current difficult economic climate. Around the globe, we will continue to invest in support and new services that create real value for them. In addition to our new Customer Service Centers, the globalization of our spares management, linked directly to Keycopter, will provide customers with greater visibility and access to parts with shorter delivery lead times.

In 2009, we will work to reduce the maintenance burden and increase system and component reliability on our fleet. Through greater proximity support we will reduce the operating costs and increase the online availability of our customers' fleet.

We will continue to invest in our subsidiaries' maintenance capabilities; we will for example bring online in the USA new dynamic component repair capacity for the EC135 main gearboxes.

With 18 subsidiaries around the world, Eurocopter is better placed than any other helicopter manufacturer to provide on-site support and work side-by-side with our customers' technical, maintenance and logistics teams. ■

(1) Tactical Transport Helicopter

With 18 subsidiaries around the world, Eurocopter is better

To accompany the entry into service of the Tiger and NH90, Eurocopter will increase investments in spare provisioning, technical troubleshooting and repair capacities.



© Frédéric Leitz



► INITIAL RESULTS

- The on-time delivery rate jumped from 50% in early 2007 to 95% by the end of 2008
- The availability rate for parts has stabilized at 90%
- AOG orders are down 27% from 2007, even though the fleet has increased
- Back orders were reduced by 50% between 2006 and 2008

placed than any other helicopter manufacturer to work side-by-side with its customers.

LOGISTICS SUPPORT

Honoring Commitments

Eurocopter is determined to become the reference in logistics support to improve customer satisfaction. The results are starting to show as an important milestone was recently reached: An on-time delivery rate of 95%.

ARTICLE: CHRISTIAN DA SILVA

“As part of our continuing efforts over the past few years, we launched a program in 2006 called RIPART⁽¹⁾ to significantly improve our performance levels,” explained Michel Macia, Eurocopter Director of Logistics Support. “The program is focused on three main areas: The anticipation of needs, the reliability of the distribution system and strict control over the procurement chain. Our end goals are to honor our commitments and make more parts immediately available.”

Anticipating Needs

Effectively anticipating needs requires a perfectly-adapted organization and high-performance tools for gathering and processing information, and managing worldwide resources. For this reason, €16 million in IT investments were made and new job profiles were created: Regional Logistics Forecasters⁽²⁾ and Logistics Field Representatives⁽³⁾ are two examples.



➤ The number of parts covered by the forecasting system has increased by 50%, and new methods are gradually being implemented to systematically consult customers and anticipate their specific needs. This improved resource management has also made it possible to increase local coverage: 70% of deliveries are now made from the platform closest to the customer.

A Reliable Distribution System

A pull-flow system based on actual needs is now being used. The processing cycles have been shortened by 30% and a complete tracking system now covers all the different phases. For example, new services such as T12 have been created, which requires orders to be processed the same day and deliveries to be made the following day before 1 p.m. Customer Logistics Cells that are entirely focused on customer needs have also been created. The cells include personnel from many different activity sectors who use innovative monitoring tools to ensure rigorous management of outstanding orders. The cells also offer customers a dedicated contact (Customer Logistics Managers) to improve satisfaction: Frequent customer visits, monthly reports, weekly performance monitoring, and the implementation of improvement plans are some of their assigned tasks.

Strict Control over the Procurement Chain

Eurocopter’s relations with its suppliers have been reviewed to give the latter a clearer picture of what to expect over the next three to five years. The suppliers’ industrial capacities (both in terms of resources and investments) now match the needs of the fleet currently in service. Procurement flows have also been restructured to make the cycles shorter and more adaptable. Key indicators to measure how well suppliers honor their commitments have been introduced, and Eurocopter has initiated a process together with its suppliers to ensure continuous improvement and follow-up. These efforts have already borne fruit in Europe, and the worldwide deployment phase is now underway. The United States, Brazil and Asia will soon be covered by the system. Mr. Macia summed up the results in this way: “Although we still have some critical procurement issues to work out, the procurement bases, overall structure and processes have now been defined and have clearly proven to be effective: Our on-time delivery rate is now approximately 95%, and we’ve cut late deliveries in half over the past two years. Our next challenge is to ensure that all our customers benefit from the same high levels of performance.” ■

(1) The right part, at the right time, in the right place
 (2) Forecasters who gather data in specific areas and enter it into the Eurocopter forecasting system
 (3) Tech reps in contact with customers who can anticipate their needs for erratic parts

► TESTIMONIES

“Logistics support has gotten much better over the past 18 months. There are still some parts that are hard to obtain: They only exist in small quantities and the delivery time can be long. But communications with Logistics Support has really improved. Today, we have a single contact who has been specifically assigned to work with our company. We know that we can always talk to the same person—tomorrow, next week, next month. This is a great way to develop long-lasting relationships.”

Kevin Shields, Vice President of Heli-Support Inc.

“Now that certain shippers are working right at the Eurocopter plants, parts that are picked from stores can be given directly to the shippers for final delivery to the customer. Routine orders

can be filled within 24 hours, which is a real plus for customers as they won’t necessarily have to go through the AOG service now. You can also track your part, from the time it’s packaged through to delivery.”

Guillaume Weber, Purchasing Department at Hélicoptères de France Maintenance

“I wanted to let you know how happy I am with your new T12 service, which makes it possible for our company to obtain parts just twelve hours after placing orders. Our contact at Eurocopter is always available and extremely responsive to our requests. The AOG service is also very efficient, and the personnel there do everything possible to get critical parts to us.”

Anne-Françoise Fixot, Customer Service at Secours Aérien Français Industries

The Eurocopter portal can be used to track



© Eurocopter / Eric haz



© Eurocopter / Thierry Rostang



© Eurocopter / Thierry Rostang

► TESTIMONY

"I've been using the Keycopter site since the summer of 2008 and I'm delighted with the service. It saves me a lot of time. We used to have to contact a sales rep to get a price quote and the whole process would take about 48 hours. Now I can get a quote in about ten minutes! But they still have to iron out some of the problems with aircraft on ground (AOG) orders."

Nele Nuijten, Purchasing Director for the Operator NHV

orders and operations, and check prices, lead times and availability.

KEYCOPTER

Constantly Improving

A little more than a year after going online, the Keycopter customer portal is being upgraded to include new services and to better meet users' needs.

ARTICLE: ALEXANDRE MARCHAND

The Keycopter Internet service already offers many possibilities: Eurocopter's direct customers—its operators, subsidiaries or even distributors—can track orders and operations, request price quotes and lead times, and check product availability, for example. But a little more than a year after its creation, the service is changing in response to new needs expressed by users.

"One of the most important changes we will be making is to simplify access to Part by the Hour (PBH) contracts," said project manager Caroline Brosse Chevallier. "Customers from the Maintenance, Repair and Overhaul sector will also have access to more opera-

tional data. They will even be able to accept price quotes online. We also plan on adding an alert system to the portals. If users want, the alerts will be linked to a personalized email service reminding them when deadlines are approaching."

The new services will be launched in two phases—during the first and latter halves of 2009. And the 800 regular Keycopter users will certainly not be the only ones to profit from the upgrades: "Keycopter will be expanded to include Spain and Australia in 2009," Ms. Brosse Chevallier explained. "Over the long term, we would also like to make the service available to military customers." ■



© Fotostelle ECD



© Fotostelle ECD



© DR

In 2008, Eurocopter made major investments in simulators, especially in Europe and the United States.



© DR

Training is a very effective way of reducing operating costs throughout an aircraft's life cycle.

Training

Always Doing More

More investments to serve customers, improving flight safety, reducing costs and providing tailored training solutions: these are the main thrusts of Eurocopter's training policy.

ARTICLE: MONIQUE COLONGES

“Our number one priority in terms of training is to significantly improve flight safety,” explains Philippe Crespo, VP of Training at Eurocopter. “To achieve this goal, we intend to improve the quantity and the quality of our training solutions around the world.” Major simulator investments have been one key means to best serve our customers: in 2008 we invested especially in Europe and the US. Simulators are invaluable because trainees can perform an entire exercise in complete safety. Bringing simulators closer to customers reduces the period of training and eliminates long and costly stays at far-off training centers. Pilot shortage is therefore alleviated as training cycles are reduced to a minimum—as are costs. Effective technician training is also vital for improving flight safety, which calls for practical training on relevant tools covering the entire range of aircraft. This EASA-certified training is also recognized by the Russian, Canadian, Chinese and Australian authorities.

Reduced Costs

Customers can now adopt a global approach to the life-cycle costs associated with operating their aircraft, i.e. insurance costs included. Lifelong training represents a very important leverage factor in this permanent cost reduction equation. In other words, it is also in customers' interests to keep their skills and training up-to-date as this is a decisive factor for insurance companies and helps when negotiating policy rates, in some cases with reductions of up to 40% obtainable by following Eurocopter-approved training.

Tailored Solutions

Bespoke training is the third thrust of Eurocopter's training policy and focuses on three main elements: the sale of turn-key

solutions, the definition and certification of training courses that meet the precise needs of customers, and the availability of training in liaison with local partners which focus on specific missions such, as search and rescue, emergency medical services, military assignments and flying in the mountains. As the parent company, Eurocopter is developing standard products that can then be customized and adapted to local regulations by the Group's subsidiaries throughout the world. ■

LATEST NEWS

- **NH90:** The first full flight and mission simulator for the NH90 entered into service in Bückeburg, Germany, right on schedule in mid-October 2008. This is the first of four simulators stipulated by the contract signed in 2004 by Germany's Federal Office of Defense Technology and Procurement and Helicopter Flight Training Services GmbH⁽¹⁾. The three other simulators will be delivered within the next 12 months. The fourteen-and-a-half year contract covers the development, manufacture, installation and maintenance of all four simulators, which will meet 60% of the training needs of the German army's NH90 pilots.
- **TIGER:** The full flight and mission simulator for the armed reconnaissance helicopter (ARH) version of the Tiger is now operational in Oakley, Australia. The simulator forms part of the Project AIR87 and the deal to acquire the Australian Tigers. This simulator was qualified to the FSD-1 Level 5⁽²⁾ standard on November 15, 2008—the first time that a simulator of this type has been certified to this level. The approval was issued to the simulator operator Australian Aerospace—the Eurocopter subsidiary and prime contractor. Complete training of the first squadron of Australian Tiger pilots can now be ensured.
- **EC135:** The flight training device (FTD) in Dallas has been operational since December 8, 2008. The FTD is initially being used to train UH-72A Lakota pilots from the US Army, but will be certified for the EC135 in February 2009. The EC135 simulator in Donauwörth, Germany, is also set to become operational in February 2009 and will obtain its certification a month later (see Rotor Journal No. 77).
The EC135 avionics trainer for pilots and maintenance technicians is also operational.
- **EC225:** An FTD for the EC225 will be set up for oil and gas customers in the North Sea in mid-2010. Simulators for customers who choose the EC225 will also be deployed in Rio de Janeiro, Brazil, and Kuala Lumpur, Malaysia, between now and 2012.
- **CAI AND CBT⁽³⁾:** In early 2009, Eurocopter's subsidiaries received these training aids that can now be offered to customers.

(1) Consortium formed by CAE, Eurocopter, Rheinmetall Defence and Thales

(2) The highest standard, equivalent to the European Level D qualification

(3) Computer based training—an interactive multimedia tool for self-training. Computer aided instruction—a training aid incorporating simulation to improve training courses for future pilots and technicians.



© Australian Aerospace



The EC175 is set to be the first helicopter to take full advantage of this new tool for accessing

TECHNICAL DOCUMENTATION

Coming Soon to the Internet

ARTICLE: ALEXANDRE MARCHAND

Eurocopter technical publications will soon be available on the Internet—an event eagerly awaited by operators.

The message was clear from the last satisfaction survey of Eurocopter's customers and operators: 85% of those surveyed want technical documentation to be available on the Internet. "That's an overwhelming majority," noted François Schonek, Eurocopter documentation manager for commercial helicopters. "And we've already launched a project that will satisfy our customers over time." There are currently three generations of technical documentation for the Eurocopter range: Paper documentation from the former range, the "Open" electronic media introduced in 1992 for second-generation helicopters (the Ecureuil/Astar, Dauphin and Super Puma) and "Indoc" and "X Indoc" on CD-ROM for Eurocopter's

current range of commercial and governmental helicopters. "We've established two objectives in order to handle all the different documentation," explained Mr. Schonek. "First up, all documentation for future helicopters will be adapted for publication on Internet, via Keycopter, the Eurocopter customer portal, as soon as it is drawn up. Next, we will be converting the 'Open' and 'Indoc' documentation to a format adapted to Internet. In both cases, we will need to develop an interface so that customers can access their documentation and benefit from new user functions, such as a filter so that they can find exactly the right information for their helicopter configuration."

The EC175 is set to be the first helicopter to take full advantage of this new tool. Beginning in 2010, Keycopter will offer the most basic online document applications—the more complex documents will be available the following year. ■

Valuable Services

ARTICLE: ALEXANDRE MARCHAND

Sales of new helicopters have been very high for several years, but how long will this last? Developing service activities will help Eurocopter to continue to grow irrespective of market fluctuations.

“We’re working along three lines to make our services springboards for growth,” explains Christophe Touze, Strategy and Development Manager for Services at Eurocopter. “The first and most pressing task is

to improve and standardize our existing services offer. This can be done by adopting initiatives with high potential—from both the parent company and the subsidiaries—throughout the Group, so that Eurocopter can offer the same high quality services all around the world.” Expanding the scope of Eurocopter’s service activities is the second task at hand. By making the most of the Group’s expertise, Eurocopter can offer customers helpful new services such as performing heavy maintenance or retrofits directly at a customer’s facilities, for example. This would

involve setting up “flying squads”, capable of traveling to the customer’s site with all the necessary equipment, so that the customer does not have to bring its helicopter to one of the Group’s maintenance centers. Another possibility is to meet the demand from operators looking to outsource their maintenance activities, thereby reducing the number of partners they have to deal with. With its technical know-how, Eurocopter would be the logical choice as the customer’s one-stop shop for support and services. Eurocopter would take complete responsibility for the support of the customer’s aircraft and supervise all of the different participants involved in the process (equipment and engine manufacturers, maintenance teams). “Given the shortage of qualified technicians, outsourcing maintenance is becoming increasingly appealing for certain operators,” continues C. Touze. This solution is particularly interesting for public and parapublic organizations (law enforcement agencies, emergency services), which need precise estimates of their operating costs (to meet budgets) and guarantees concerning the availability of their aircraft (to ensure the success of their mission). Anticipating needs is the third and final task outlined by C. Touze. This involves predicting technical and regulatory breakthroughs, and any important changes in the market itself. Identifying future needs and working today to adapt Eurocopter’s services offer to tomorrow’s world are also vital. By offering customers a full range of support and services, Eurocopter could help an operator set up in an emerging country, for example, by steering it through the various technical, legal or even financial pitfalls. This would only be possible by working very closely with customers: Extending Advisory Boards to cover the service sector is currently the preferred solution. ■

technical publications.



© Eurocopter / Thierry Rostang

CUSTOMER SERVICE CENTER

Off to a Flying Start

Eurocopter's Customer Service Center opened its doors in October 2007. The center is now fully operational—the perfect time to assess its current activities.

ARTICLE: MONIQUE COLONGES

All the know-how and experience necessary to answer all types of customer requests have been grouped together in a single entity—the Customer Service Center, which is intended as the customer's one-stop shop for support and service activities. The center provides a wide range of services: It responds to simple questions, provides diagnostic assistance, answers documentation queries, handles Parts-by-the-Hour (PBH) requests and aircraft on ground (AOG) situations, processes warranty claims and records all the relevant fleet data. More than 35,000 requests are processed each year by a team of professionals working round-the-clock, seven days a week, 365 days a year. The Customer Service Center has an extremely sophisticated computer system that is capable of monitoring all requests in real-time and checking the status on responses.

Maintain the Same Quality of Service

The PBH, AOG and warranty services represent the lion's share of the center's work. PBH activity generated €130 million of turnover in 2008, and now covers more than 700 helicopters around the world. For this type of contract, the 24-hour delivery rate is 95%, thanks in large part to a dedicated inventory worth more than €45 million and high-performance management tools. It is now possible to plan the scheduled removal and replacement of parts, and the associated inventory needs, based on statistical data relating to the actual reliability in service of those parts covered by the contract.

The AOG sector managed more than 34,000 emergency items ordered in 2008, representing a turnover of €60 million. The AOG service covers more than 5000 helicopters around the globe, from the oldest family members (Super Frelon and Gazelle) to the newest (Tiger and NH90). In terms of performance levels, the 48-hour service rate for the AOG sector is currently better than 75% (for all helicopters in the range): The short-term goal is to

reach 80%. The warranty sector looks after more than 1,300 aircraft each year.

"Even though we're already working 24 hours a day worldwide, we still want to increase our accessibility in 2009 for all of our customers," said Jesus Ruiz, Director of the Eurocopter Customer Service Centers. "Our strategy is to become an increasingly local player, by opening Customer Service Centers in Asia and America so that every customer in the world can enjoy the same high-quality service." ■

The PBH activity generated €130 million of



© Eurocopter / P. Palma

► IN 2009

- Inauguration in February of the Customer Service Center for Asia, based in Hong Kong
- Opening of the American Customer Service Center in Dallas
- Extension of PBH contract coverage through Eurocopter's subsidiaries
- Launch of specific support contracts for the NH90

ÖAMTC

Parts-by-the-Hour Maintenance

The Austrian Automobile Club, the ÖAMTC⁽¹⁾, signed a parts-by-the-hour (PBH) maintenance contract with Eurocopter to cover its fleet of rescue helicopters. With 27 EC135s, the ÖAMTC has one of the largest rescue fleets in the world.

ARTICLE: REGINA LANGE



© ÖAMTC

turnover in 2008, and now covers more than 700 helicopters around the world.

The ÖAMTC celebrated its 25th anniversary in July 2008 and prides itself on its many years of experience operating Eurocopter helicopters. “We’re very happy indeed with our fleet of EC135s,” explains Martin Weger, technical director of HeliAir, the ÖAMTC’s maintenance company. “Our aircraft fly on average 400 hours a year with an availability rate of 97%, and the average aircraft on ground (AOG) time for our aircraft is just three-and-a-half hours. This first-rate performance is due to a well-organized maintenance schedule and fast and reliable spare parts deliveries as guaranteed by our PBH contract. Orders for standard wear parts are delivered very quickly. As far as we’re concerned, the PBH contract is synonymous with speedy deliveries.”

The Advantages of the PBH Contract

“The PBH contract saves customers time,”

confirms Andreas Kesselkaul, PBH Manager at Eurocopter. “It also provides them with a personal contact, regular analyses to determine ways to optimize cost-effectiveness and streamline processes, and the most recent configuration for spare parts. The PBH contract also gives customers a more solid basis for maintenance budgeting and planning as the cost per flight hour is clearly established.” Another winning feature of the PBH contract is its modularity: The customer can, in fact, add to the fixed standard offer with various contract modules that provide additional services, which can extend up to full fleet management.

Cooperation and Coordination

Only through constant dialogue with the customer and careful planning can both scheduled and unscheduled maintenance needs be accurately defined. “This is still

the crux of the matter,” explains Martin Weger. “We try to keep one-off orders to a minimum, as these cause the most problems, irrespective of who the manufacturer is. But, for routine maintenance (after 400 and 800 flight hours), we know exactly which parts are needed. We therefore make sure that the parts we need are ordered and are consequently delivered on time.”

This cooperation and coordination between Eurocopter and the customer helps the latter to reduce its transport costs and delivery times. It also helps Eurocopter to effectively forecast the required capacities, to incorporate any suggestions into its standard operations and to constantly improve the services it offers customers. ■

(1) The ÖAMTC’s rescue fleet is operated by Christophorus Flugrettung Verein CFV and Helikopter Air Transport GmbH (HeliAir) – the ÖAMTC subsidiary responsible for aircraft maintenance and flight operations.

LOTNICZE POGOTOWIE RATUNKOWE

STATE-OF-THE-ART HELICOPTERS, MAINTENANCE AND TRAINING

23 Eurocopter EC135s will be delivered to the Polish Ministry of Health, the Lotnicze Pogotowie Ratunkowe organization, between 2009 and 2010. Interview with Robert Gałazkowski, the director of Lotnicze Pogotowie Ratunkowe.



Does the helicopter you have chosen fully reflect your operational needs?

Robert Gałazkowski: ▶ A team of doctors, pilots, rescuers and mechanics stated their expectations, which were then reflected in the specifications. It can therefore be said that the helicopter was chosen by the people who will work with it.

How are you planning to introduce into service, over only 17 months, 23 modern helicopters?

R.G. ▶ It is a very difficult task, but we have a great team involved in the challenge. The introduction of these helicopters will happen in stages: First we will tackle daytime operations, then night-time operations, then difficult weather conditions, and then training to learn about the capabilities of the new helicopters. With time, the original concepts will have to evolve according to the gained experience and realization of new needs that come along with the experience.

Will the current infrastructure in your company change due to the introduction of 23 machines?

R.G. ▶ Within a Union program we have started the procedure aiming at building new bases and we are running renovation works in the remaining ones. We are planning an improvement of landing infrastructure of the bases and their navigational equipment, procedures of the national dispatcher's unit, communication system and the equipment of the maintenance bases.

Maintenance and intensive exploitation (24 hours a day) of 23 helicopters require also great human resources. How are you going to fulfill the task and find tens of experienced pilots and mechanics?

R.G. ▶ It is a good question, there is no use for modern machines if there are no people. But we are not giving up, one of our priorities is to enroll a proper team for the helicopters and for the moment the situation seems to be satisfactory. The introduction program of a modern helicopter seems to be so interesting, that for the first time, we observe a tendency to return to flying in medical transportation, of some pilots, who had previously worked in medical aviation and were then "drained" by the commercial market of flight operators.

The agreement also covers a highly specialized training product, namely an EC135 FTD

simulator. What do you expect from the manufacturer in the scope of its implementation?

R.G. ▶ Nowadays, this device should be standard in the training center of any company that owns a large number of helicopters. We expect this device to adequately prepare us to use the new helicopters: It should allow us to train under extreme and dangerous situations, as well as under situations that are impossible to simulate in real flights, while maintaining an appropriate level of safety. ■

ARTICLE: BARBARA TEXIER

At a Glance

Name: SP ZOZ Lotnicze Pogotowie Ratunkowe

Headquarters: Varsovie

Director: Robert Gałazkowski

Type of activities: SAR and EMS Missions

Number of bases: 16

Employees: 75 pilots, 52 mechanics

Fleet in 2008: 18 helicopters (17 Mi-2 and 1 Agusta) and 2 airplanes (Piaggio)

AUSTRALIAN AEROSPACE LTD

FIRST DELIVERY OF LOCALLY ASSEMBLED NH90 MRH



ARTICLE: TED PORTER



Eurocopter subsidiary, Australian Aerospace Limited's Brisbane assembly plant has delivered the first of a planned 42 locally-built NH90 multi-role helicopters (MRH) to the Australian Defence Force (ADF). It joins four other MRH90s that were delivered fully assembled from France.

The formal acceptance in December of the "Made in Australia" MRH90 #05 was witnessed by a large gathering of distinguished Australian and overseas guests, comprising representatives from the industry (NHI*, Eurocopter, EADS, local aviation/aerospace companies), the ADF, the diplomatic corps, the NATO Helicopter Management Agency (NAHEMA) and NH90 customer countries.

Addressing the ceremony, Mr. Dominique Maudet, Eurocopter Executive Vice President of Governmental Helicopters, said: "The delivery of the fifth helicopter is clear evidence that the Government's AIR 9000 Phases 2, 4 and 6 program is building in Australia an outstanding helicopter manufacturing capability. The MRH90 program, through a comprehensive Australian Industry Capability program, will generate 400 highly-skilled new jobs in Australia and inject 1.34 billion Australian dollars into the national economy. A 10-year though-life support program will also be carried out in Australia."

Formally accepting MRH#05, Major General Tony Fraser, head of Helicopter Systems Division, Defence Materiel Organisation (DMO), said: "The acceptance of the first MRH90 to be assembled in Australia is the culmination of years of work by the Australian Aerospace, Eurocopter and defense teams. Adding to the four European manufactured aircraft already accepted, it will increase the project flying rate, which is so critical to developing the navy and army's operational capabilities of the MRH90 for our sailors, soldiers and airmen." ■

© Belinda Mason



NH90

CREATION OF A USER GROUP

The NATO Helicopter Management Agency (NAHEMA) has taken the first steps towards establishing a NH90 user group forum in which customers of the advance-technology combat helicopter can share knowledge and experiences gained from their in-service operations with the aircraft.

During the formal handover of the first Australian-assembled MRH multi-role variant in December, NAHEMA officials and military representatives of NH90 customer nations signed a Letter of Initialization laying the foundation for the user group.

NAHEMA's Logistics Division Leader, German Air Force Colonel Bernd Proelss, said: "The paramount priority is to exchange information in areas like flying operations, training, engineering and maintenance, combat experience, logistics procedures and support." ■



THE SPANISH ARMY DISASTER RESPONSE UNIT

The EC135: More Spanish than Ever

On November 26, 2008, the Spanish Army Disaster Response Unit (UME) took delivery of its third EC135. This is no ordinary helicopter: It is the first EC135 to be entirely assembled in Spain. This “Made in Spain” aircraft is now ready to serve the Spanish people.

ARTICLE: BELÉN MORANT

Political and military authorities attended a special ceremony on November 26, 2008, to commemorate the delivery to the UME of the first EC135 to be built in Spain. The unit’s EC135s proudly display the same colors as the Spanish flag.

The UME was created by royal decree in 2006 and is tasked with providing a response during natural disasters—such as fires, earthquakes, heavy snowfalls and floods—anywhere within the Spanish territory, including the Balearic Islands and the Canaries. For more tricky operations, the Spanish authorities have created the Emergency Helicopter Battalion (Bheleme), which comes under the functional command of the Spanish Army Airmobile Force (FAMET), and the operational command of the UME. By 2013, this battalion will have 15 Cougar helicopters, based in Bétera, Valencia. “We are currently operating four EC135s⁽¹⁾ out of Colmenar, near Madrid,” explains Lieutenant-Colonel Vicente León Zafra of the Spanish Army’s Emergency Helicopter Battalion. “We use these aircraft to perform emergency medical services (EMS) and reconnaissance missions, and to provide

support to the army’s high command. We will receive our first three Cougars in the second half of 2010. The three Cougars we currently operate have been lent to us by the FAMET.”

Lieutenant-Colonel Zafra continues: “Other countries already have emergency helicopter battalions, such as France’s Civil Defense and Emergency Preparedness Organization. These units play an essential role flying rescue and evacuation missions during natural disasters. Since 2006, Spain has also had air units for managing emergency situations. We now operate water bombers and aerial cranes fitted with helibuckets and tanks for transporting water, and our helicopters can be equipped with cargo hooks to carry heavy loads. The EC135s are flexible, multi-purpose helicopters that can fly under instrument flight rules—an absolute must in difficult weather conditions. The EC135 also has a good carrying capacity and a spacious cabin, which can quickly and easily be fitted out with EMS equipment.” ■

(1) The fourth EC135 was delivered in early 2009.

THREE QUESTIONS FOR ...

Sébastien Loeb, five-time world rally champion

On December 18, 2008, five-time world rally champion Sébastien Loeb was handed the keys to his EC120 B Colibri at the Marignane plant. He sat down for a talk with Rotor Journal.

Why did you choose the EC120?

Sébastien Loeb ▶ I did some research to determine what type of helicopter was best suited for private use, and I finally chose the EC120 mainly because it has a large baggage compartment and is an extremely practical helicopter. I also think it looks great. It was also important for me to fly a helicopter with a turbine engine for greater safety.

What types of missions will you be using your helicopter for?

S.L. ▶ I'll be using it to travel to test sessions and to rally circuits, and also to visit friends and family as flying helicopters is something I obviously enjoy—it's not just about business. I had the opportunity to fly in helicopters many times during rally races, and I was won over immediately. It was a new and exciting experience for me: Piloting a helicopter is a real challenge, as you have to be very delicate with the controls. I finally gave in and decided to get my helicopter pilot license. Once I received my certification, I then decided to buy one.

Can you draw any parallels between driving a rally car and flying a helicopter?

S.L. ▶ Driving in a rally and flying in a helicopter are two different things entirely, but both require a great deal of concentration and precision. I'm constantly on the razor's

edge when I'm driving in a rally, but flying a helicopter is not the same: The sensations are completely different. I'm always pushing my vehicle to the limits in a rally race, whereas in my helicopter, the goal

is to stay within the limits. But flying a helicopter is a lot of fun! ■

ARTICLE: MONIQUE COLONGES



© Eurocopter / P. Penna

IN A VEHICLE, MY OBJECTIVE IS TO PUSH THE LIMITS.
IN A HELICOPTER, THE GOAL IS TO STAY WITHIN THE LIMITS.

SLAVE LAKE HELICOPTERS

50 MILLION TREES CARRIED BY HELICOPTER IN CANADA

► A SPOTLESS SERVICE RECORD

IN ADDITION TO TREE PLANTING, which accounts for 65% of SLH's revenues, the company is also active in prospecting for the oil and mining industries and in fire fighting. "Trees, along with oil and gas are the only resources up here in the North of Canada," explained Mr. Kelham, who is extremely pleased with the support provided by Eurocopter Canada. In fact, Mr. Kelham finds it hard to contain his satisfaction: "Our Ecureuils fly an average of 600 flight hours per year, and I have yet to lose a single hour of work due to an Aircraft on Ground (AOG) situation, thanks to Eurocopter and Turbomeca."

The many ways in which a helicopter can be put to use never ceases to amaze, and planting trees is one of them: This is in fact the specialty and primary activity of the young Canadian company Slave Lake Helicopters Ltd (SLH), which takes its name from the city where it is based, in the center of the Province of Alberta.

The company transports young saplings and the people who plant them into the thick of the Canadian forests. The plants are carried in large boxes that are attached to the helicopter sling. The missions are flown out of base camps during the summer months for agriculture companies appointed by the government. The helicopter is still the most efficient and cost-effective means of transportation for this type of work, as the plantation sites are difficult to reach: It

takes the helicopter just a few minutes to reach areas that would take a 4x4 up to ten times longer! A staggering amount of trees can therefore be planted: Approximately 100 million pine and spruce trees adapted to the polar climate are planted each year in the Province of Alberta. And the rate at which they are planted is no less impressive: 2,500 a day by a single, seasoned planter! These summer jobs are avidly sought after by Canadian students as they



© Christophe Guibaud

In a single cycle of rotations, the AStar/Ecureuil can transport up to 40 boxes of trees before refueling (about 10,800 saplings in two hours).

are paid from 12 to 15 Canadian cents per tree! About half of the trees are carried by helicopter, and SLH alone is responsible for planting approximately 10 million trees annually. The company is therefore the leading specialist in its field, and has already helped plant 82 million trees since it was founded.

A Modern Fleet

It's easy to work out what SLH looks for in a helicopter for this type of mission: The capacity to lift heavy loads (both personnel and sling loads), flexibility and speed to ensure the maximum number of rotations per mission. These are the main reasons why SLH chose Eurocopter aircraft. The company began its activities with a Bell 206 LongRanger in 1998, and then purchased its first AStar in 1999, followed by a new AS350 B2 AStar/Ecureuil in 2005. SLH now operates six helicopters, including five from the Eurocopter fleet (four AS350 B2 AStar/Ecureuils and an EC120). The performance levels of the AS350 B2 AStar/

Ecureuil are particularly appreciated, especially in hot weather. In a single cycle of rotations, the AStar/Ecureuil can transport up to 40 boxes of trees before refueling (about 10,800 saplings in two hours). Slave Lake Helicopters has ordered three additional Eurocopter aircraft, which are scheduled for delivery in spring 2009 and June 2010. Like the current EC120 Bs operated by SLH, they will be equipped with integrated digital avionics systems with flat screens. SLH was the first Canadian operator to use this equipment on an AStar/Ecureuil.

"It's extremely important for us to operate modern helicopters," stressed George Kelham, President and CEO of Slave Lake Helicopters. "This not only makes our aircraft safer and easier to fly and maintain, it also guarantees quality service for our customers. ■"

ARTICLE: RÉGIS NOYÉ



© Christophe Guibaud

THE BRAZILIAN NAVY

The Ecureuil in Antarctica

Since 1984, the Brazilian Navy has used the Ecureuil AS350/355 in the Brazilian Antarctic Program (PROANTAR): 25 years at the service of environmental protection.

ARTICLE: BELEN MORANT



Launched by the Brazilian Government in 1982, PROANTAR relies on the Ecureuil AS350 to carry out scientific missions in the Antarctic continent. The aim of the program is to ensure that the Protocol of Madrid related to the protection of the flora and fauna of the region is upheld through the evaluation of the impact of human activities on this delicate ecosystem.

“The navy is responsible for mission logistics, operational support and maintenance of the Brazilian Antarctic Station “Comandante Ferraz”, including its laboratories and shelters,” explains Mario Jorge Menezes Cardoso, Commander of Helicopter Squadron HU-1 of the Brazilian Navy. “We have two AS355 helicopters aboard ‘Ary Rongel’, the Brazilian Navy’s ship, for 6 months a year (October-April). These helicopters are responsible for transporting goods, loads, equipment and personnel from the ship to the research fields. They also perform air medical evacuation, recognition and aerial observation, photographic rising of areas, search and rescue (SAR) missions as well as other types of missions, if needed.”

The crew is composed of four pilots and six mechanics. Together with the ship’s crew, composed of 70 crewmembers, they take

part in scientific missions. During 2007-2008 operations, the Navy’s two Ecureuil AS355s accumulated approximately 240 flight hours with the aim of protecting the environment.

“We have been using Ecureuil AS350/355s in this kind of mission for the last 25 years. The reasons we choose this aircraft were its versatility, mobility and good performance in polar weather,” added Commander Cardoso. “PROANTAR has been a great experience: overflying Antarctica is breathtaking! Icebergs, sunshine, penguins... everything is new and fascinating. It has been a great pleasure to be a part of this important program and to contribute to Brazil’s and the world’s future by working hard in Antarctica.” ■



© Marinha Brasileira



From October to April, the Brazilian Navy uses two AS355 Ecureuils to transport cargo, loads, equipment and personnel from the ship to the research fields.

© Marinha Brasileira

240

The number of flight hours clocked up by the Brazilian Navy in 2007-2008 with two Ecureuil AS355s for environmental protection missions.



► ISO 14001 CERTIFICATION

Following the ISO 14001 certification of Eurocopter's German sites in July 2007 and the French sites in February 2008, the Eurocopter site in Albacete received its ISO 14001 certification at the end of 2008. The company "Det Norske Veritas" performed the ISO 14001 audit in Albacete on December 16 and 17, and the site received passing marks. All Eurocopter sites now comply with the same standard. They have also implemented the same environmental management processes and continuous improvement policy.

SURFACE TREATMENT

A Major Investment

Eurocopter has launched a Group-wide environmental policy supported by a dedicated structure and network that is backed to the hilt by Senior Management. New investments in the surface treatment facilities are a direct result of this new policy.

In March 2009, Eurocopter will inaugurate brand new surface treatment facilities for dynamic components and airframe parts. The new facilities cost 11 million euros and incorporate major environmental advances, including the latest technological breakthroughs. A number of improvements have been made: First, the volume of the treatment baths has been reduced and new emptying/filling areas for chemical products have been created to cut the quantities of chemicals used to the bare minimum. These measures will significantly reduce industrial risk. Next, parts will be degreased in closed installations so that substitutes for trichloroethylene can be used. These installations will also prevent the release of all volatile organic compounds. Another advantage will be cleaner emissions released to the atmosphere as vapors discharged by the baths will be collected by an exhaust system and sent to a new air cleaning unit. A third advantage will be obtained by using semi-automated processes to ensure that the consumption of chemical products is managed more efficiently (substances will be reused to adjust the content

of the baths). New, economical rinsing installations and covered treatment tanks will also make it possible to reduce water consumption fivefold by using qualitative and quantitative water management techniques.

This major investment demonstrates Eurocopter's commitment to using the best technologies currently available, resulting in immediate improvements to the surrounding environment. Investing in environmental protection is another way Eurocopter has assumed its role as a green and socially responsible company. ■

ARTICLE: CHRISTIAN DA SILVA



DANISH AIR FORCE

DANISH FENNECS CLOCK UP 50,000 FLIGHT HOURS

The 12 AS550 C2 Fennec light helicopters operated by the Danish Air Force recently reached the milestone of 50,000 flight hours—an event celebrated on November 12, 2008, at Karup air base in Denmark. The aircraft first entered service in June 1990, and passed the milestone of 25,000 flight hours back in September 1999.

ARTICLE: RÉGIS NOYÉ

The aircraft have been flown by the 724th Squadron during their 18 years of service, which can best be summed up in two words: Flexibility and reliability. The AS550 C2 Fennecs have performed their missions to perfection, including numerous operations in foreign combat zones. In fact, it is estimated that 80 to 90% of the 50,000 flight hours have been performed under operational conditions—a total that includes training flights with the same mission profiles as real-life operations. Training activities account for approximately 40% of the Fennecs' workload, and 30% of the flights have been carried out using night vision goggles and at heights below 150 feet. The Danish Fennecs were initially intended as anti-tank and ground attack helicopters, but they soon showed their multi-purpose capability by performing many other types of missions

during external operations. In all, the Fennecs have notched up almost 2,000 flight hours in foreign theaters of operations, including more than 300 hours in Macedonia in 2003, more than 800 hours in Iraq in 2005 and some 670 hours in Afghanistan in 2008. These missions included light transportation, ground force protection, patrols, as well as in-flight command and observation duties. The aircraft flew in temperatures of +50°C in Afghanistan and at altitudes of over 3,000 feet above sea level. At the other end of the spectrum, the aircraft also performed missions in Norway in 2005 and 2007 at temperatures of -30°C. The aircraft availability has never dipped below 97% for all of these operations, as most failures have been minor ones that could quickly be resolved on site. The Fennecs are now being called on to perform surveillance missions, in particular by the Danish police as part of the fight against terrorism. ■

► "THE MOST RELIABLE AIRCRAFT"

Captain Finn Christensen is full of praise for the AS550 C2 Fennec: "I think the Fennec is the most reliable aircraft ever operated by the Danish Air Force. Our helicopters are generally operated in close coordination with ground forces, and we perform different missions on a day-to-day basis depending on their needs. We've also used our Fennecs for

a very wide range of missions, often at the very limits of the flight envelope. This is particularly true where outside temperature is concerned. During 50,000 hours of flight, we've never had an engine failure or any major problems with our aircraft. This is of course thanks to the quality of the Fennec and its engine, as well as the first-rate work of our technicians."





Helicopters that can fly when others can't. Because that's when you need them most.

Fire power and self armour. All-weather capable, supreme agility and formidable nap-of-earth flight ability. Eurocopter military helicopters are built for today's operations, taking on infiltration, evacuations and rescue missions in hostile environments throughout the world with the maximum discretion. When you think battlefield conditions, think without limits.

