

Operational *Control* Centre



Putting Safety First



A VIH Aviation Group Company



Purpose

Cougar's state-of-the-art operational control centre (OCC) is located in St. John's, Newfoundland and Labrador. All Cougar flights are scheduled, planned and dispatched from this location. The new OCC houses operational staff from the flight dispatch department, commercial staff from the passenger movements department, their respective supervisors, and an emergency response area.

Situating these resources in one location allows rapid access to the required information. This heightened situational awareness allows the OCC to efficiently provide high quality information resulting in safer, more efficient flight operations.



State-of-the-Art Technology

Equipment utilized by the OCC includes LCD screens, touch screen communication consoles, VHF radios, satellite phones, projection screens, and 42" plasma screens.

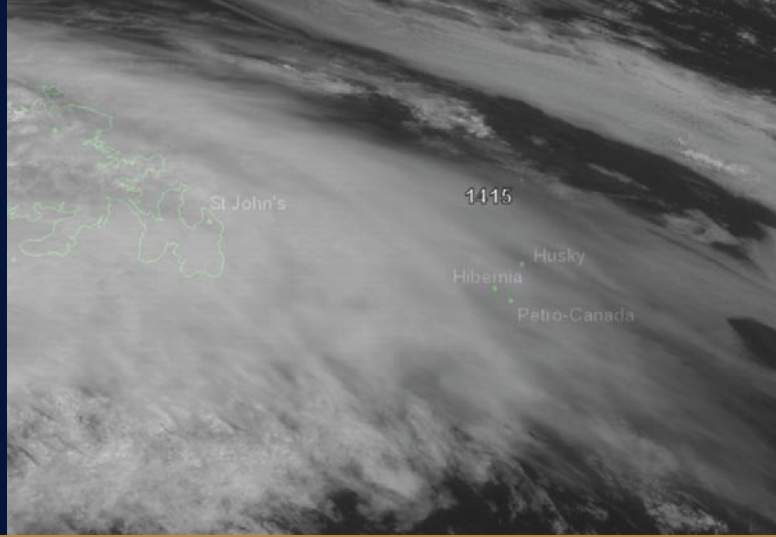
On one of the screens we track our aircraft, VIH's aircraft, and east coast vessels owned and operated by Secunda Marine, Atlantic Towing Ltd. and Maersk. In addition, we offer third party asset tracking using our satellite based tracking system.

The second screen toggles between: current and planned flight scheduling activity; regional satellite and radar imagery; real time airport operational details; and Environment Canada's marine forecast for the region.



Emergency Response Area (ERA)

The ERA is set up within the OCC to ensure that the emergency response team can respond to any emergency or incident as a cohesive unit. The roles and responsibilities of the team members are clearly laid out and the area is set up to be the hub for crisis communications. It has an area for presentation and briefing, has access to state-of-the-art technology and immediate, accurate situational information.



Operational

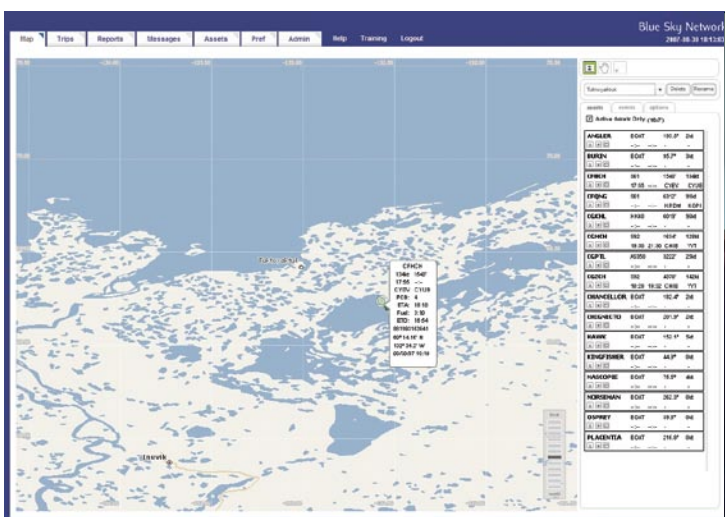
Leading the way in rotary wing operations Cougar Helicopters voluntarily implemented a new dispatch system. On July 2, 2007, Cougar became the first rotary wing operator in North America to employ a Transport Canada certified Type B Co-Authority flight dispatch system. This system shares responsibility for decision making between the flight dispatcher and the pilot-in-command.

Adding another level of safety for our customers, this system enhances our operation by supporting the pilots with someone on the ground that is knowledgeable and trained to assist them. Flight dispatch also monitors all flights on a 24/7 basis while ensuring no rules get broken, our passengers get transported in a safe and comfortable manner, and the flight gets operated as efficiently as possible.

Commercial

Cougar provides our operators with a complete package of offshore travel services that centralize all travel activity, resulting in an efficient and consistent process. Our logistics team works directly with the operators to schedule flights, deal with adhoc passenger and flight requests, and to address any issues that may arise. They also work side by side with dispatch.

Cougar's logistics team also ensures that all passenger certifications are current for the respective operators. They coordinate passenger and cargo movements to offshore locations, maintain passenger on board (POB) systems using technical web-based applications, liaise with offshore/onshore logistics, ensure maximum payload utilization, and update the flight information line.





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