

Press Release

Airbus Helicopters signs first HCare contract in Canada with STARS Air Ambulance

Under the 10-year contract, Airbus Helicopters will provide all spare parts and repairable items for STARS' fleet of H145s

Vancouver, B.C., 14 November, 2019 – Demonstrating its trust in Airbus, nonprofit air ambulance provider STARS has signed its first HCare support and service contract, which also represents the first HCare contract Airbus has secured in Canada.

The 10-year, nose-to-tail contract will cover nine new Airbus H145 aircraft ordered by STARS. The first three helicopters have already been delivered, with the rest scheduled for delivery over the course of the next two years.

“As we introduce new aircraft to our fleet, we want to ensure they receive the exceptional support and service that will keep them flying for years to come,” said Andrea Robertson, STARS president and CEO. “HCare gives us that peace of mind and allows us to focus on what matters most — patient care and safety.”

Based in Western Canada, STARS is a non-profit, charitable helicopter air ambulance service that aims to provide critically ill and injured people emergency care they need when they need it the most. STARS' doctors, nurses, paramedics and pilots work with a team of dedicated support staff and community partners to save lives through rapid and specialized emergency medical care and transportation. The organization has carried out more than 42,000 missions since it was founded in 1985.

STARS launched an ambitious plan in 2018 to replace its aging fleet of helicopters, including the BK117. Following independent assessments of the sustainability of its fleet that advised a move from two aircraft types to one and a competitive tender, the company selected the H145 for its cutting-edge technology, advanced safety features and similarities to the BK117, its predecessor.

Under the new HCare contract, Airbus Helicopters will provide all spare parts and repairable items for STARS' fleet of H145s.

HCare is Airbus Helicopters' comprehensive services offer, delivering tailor-made and competitive solutions to customers. It spans five domains: material management, helicopter Airbus is the leading provider of helicopters to North America, with a presence in Canada dating back 35 years. Currently, there are some 220 operators flying approximately 720 Airbus

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helicopters in Canada in key parapublic and civil roles such as law enforcement, emergency maintenance, technical support, training and flight operations, and connected services. As part of this commitment to constantly support customers around the world, experts are available on-call 24/7.

About Airbus

Airbus is a global leader in aeronautics, space and related services. In 2018 it generated revenues of € 64 billion and employed a workforce of around 134,000. Airbus offers the most comprehensive range of passenger airliners. Airbus is also a European leader providing tanker, combat, transport and mission aircraft, as well as one of the world's leading space companies. In helicopters, Airbus provides the most efficient civil and military rotorcraft solutions worldwide.

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