

# TORQUE

Avincis customer newsletter

July 2025



## FIRE SEASON IGNITES

Training and preparations in full swing ahead of firefighting season

## SAFETY FIRST

150 employees come together for Avincis Annual Safety Forum

## FLEET EXPANSION

Two five-bladed H145s join Avincis' Swedish HEMS fleet

# 60 YEARS

OF DELIVERING WORLD-CLASS  
EMERGENCY AERIAL SERVICES



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**18-20 November 2025 | Cologne, Germany**

*Discover how we are shaping  
the future of emergency aerial services.*

**We look forward to seeing you there.**



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### CHAIRMAN'S MESSAGE

prepared in this issue of Torque. From training flights to ensuring our Bambi Buckets are fit for purpose, everyone has been working towards the same goal of putting us in the best position to save lives and protect communities whenever we are called.

Key to that purpose is, of course, safety. Making sure our people go home safely to their families every day is our number one priority. At this year's annual Safety Forum in May, we brought together more than 150 of our leaders and influencers across the business to reinforce the importance of building a robust safety culture. Our Group Chief Safety Officer Jason Schultz, led the conference which focused on the importance of slowing down to stay safe.

In 2024, we introduced STOP - Stop. Think. Own. Protect. A simple yet powerful framework designed to empower every individual at Avincis to pause, assess risk, take ownership, and protect what matters most. It is now embedded across our global operations, from visual signage to digital platforms and training sessions, serving as a daily reminder that safety starts with all of us. We can see from the decrease in our reported Lost Time Injury Frequency Rate, which has come down by 18 percent, that this approach is having an impact. We also launched a new incident reporting tool, Air Maestro, alongside which we heavily promoted the importance of a strong reporting culture. I am pleased to say that on the back of this, reporting has increased by 60 percent since 2023.

Embracing new technologies and tools to make us more efficient as a business is something I am personally passionate about. AI is an area we are investing in, and we are already seeing the benefits. We work with huge data sets and by harnessing the power of AI we are able to gather insights and see trends at speed rather than the many weeks it may have taken many people in the past. I look forward to seeing how else AI can help us now and into the future. These are exciting times, and I feel privileged to lead Avincis through this transition into a new era of next generation technology.

Warm wishes,

Kim Gillis, AM  
Chairman of the Avincis Advisory Board

**W**elcome to Torque. This is the first issue of our new customer newsletter, which we will publish twice a year. We hope you enjoy it! As we celebrate our 60th anniversary of delivering emergency aerial services, we thought it was time to find a new way of showcasing the fantastic work our people do day in and day out on the front line of firefighting, search and rescue, air ambulance and helicopter emergency medical missions.

The first six months of 2025 have been remarkable for us at Avincis. We had a fantastic start to the year with the signing of our new firefighting contract for the Italian fire brigade. What a win for us! Another seven years of operating the 18 CL-415 Canadairs. It is the biggest firefighting contract in Europe and the bedrock of our fixed wing firefighting operation. Winning the contract again — we have been partners with the Italian fire brigade for more than 20 years — sends a clear signal to the world that governments and other customers trust us to deliver safe, reliable, and efficient services when their people are most in need. I enjoyed the celebrations with our team at the hangar in Ciampino, Rome.

We work in a complex environment, and this has been highlighted once again by the wildfires that devastated Los Angeles earlier this year, and the wildfires that have already started burning across Europe this summer. Firefighting is a core part of our business, and many of our people have been busy preparing for the upcoming season so we are ready for whatever lies ahead for us over the hotter months of the year. You can read more about the work that goes into ensuring we are fully



# Putting Safety First: Highlights from the Avincis 2025 Safety Forum



Every mission we fly and every decision we make is grounded in one principle: safety above all. That's why we were proud to host our 2025 Safety Forum in Alicante, where over 150 of our colleagues from across Europe came together for three days of collaboration, learning, and shared commitment to safety excellence.

The forum was built around the real-world experiences of our teams, those who operate daily in the air and on the ground. Through open discussion and powerful storytelling, we explored the evolving challenges of safety in emergency aerial services and reinforced our collective responsibility to protect people, assets and communities.

***“Safety is not about speed — it’s about moving together in the right direction”***



Jason Schultz, Avincis Group Chief Safety Officer drives home the message: slowing down saves lives

We were honoured to be joined by industry leaders from Airbus Helicopters, Bell, and Leonardo Helicopters, who shared valuable insights into operational innovation and best practices.

A special highlight was the keynote from Assistant Chief Rob Gaylor of the Los Angeles County Fire Department. His moving account of leading wildfire response efforts in California reminded us of the courage, focus, and resilience that safety demands in the most critical moments.

This year's theme, "Safety in Motion," reflects our belief that safety is not about speed — it's about moving together in the right direction. It's about taking the time to report hazards, share lessons learned, and support one another in making the right choices, every time.

STOP (Stop. Think. Own. Protect.) was introduced last year as a clear and effective approach to help all Avincis team members — from flight and ground crews to planners — take a moment, recognise potential risks, act with ownership, and protect what's important.

STOP is not a campaign; it is a way of working. It encourages everyone to slow down, especially in moments of pressure or routine, and to act with intent and accountability. Whether it is questioning the status quo, reporting a hazard, or simply asking 'is this safe?', STOP reinforces the message that slowing down saves lives.

Integrated throughout our global operations, from on-site digital and physical signage to online platforms and training, it acts as a constant reminder that safety is everyone's responsibility.

As we continue to evolve, our commitment to safety remains unwavering. We're proud of the momentum we're building — and we know there's more to do.

We believe that together, we are shaping a company culture where safety is not just a protocol, but a shared purpose.



Rob Gaylor, Assistant Chief of Los Angeles Fire Department shared how leadership, trust, and tough calls save lives.



# Celebrating excellence with the Avincis Awards Winners



At Avincis, we believe that excellence is driven by people — those who go above and beyond to keep our operations safe, innovative, and high-performing every day. That’s why we’re proud to celebrate the winners of the 2025 Avincis Awards, announced during a special evening at our Safety Forum in Alicante, Spain.

These awards honour individuals who embody our core values, lead by example, and make a lasting impact across our organisation. From front line crew to behind-the-scenes support, each winner represents the very best of Avincis.

## ABOUT THE AVINCIS AWARDS

The Avincis Awards is our internal recognition programme, created to celebrate the exceptional people behind our operations. Launched in response to employee feedback, the awards highlight individuals and teams who go above and beyond in four key areas: Safety, Values, Performance, and Innovation.

By recognising outstanding contributions across our global network, the programme not only fosters a culture of appreciation and continuous improvement — it also reinforces the high standards our customers rely on every day. Whether it is a life-saving decision in the field or a behind-the-scenes innovation, the Avincis Awards shine a light on the dedication and excellence that powers every mission we fly.

Congratulations to our 2025 Group Winners:

- Safety Award:** Karl Herman Haugland — Captain, Bodø, Norway
- Values Award:** Eleonora Mattavelli — OCC Officer, Ciampino, Italy

**Performance Superstar Award:** Diosdado Villanueva Cuesta — Storeperson, Albacete, Spain  
**The Innovator Award:** Ali Cildir Uhr — Safety Officer, Arlanda, Sweden.

Each Group Winner received a custom-crafted blade trophy — made from a Bell 212 rotor blade — along with a €3,000 travel voucher and other tokens of appreciation. All regional finalists were also recognised with commemorative gifts and heartfelt thanks from their leadership teams.

In a particularly moving moment, we also recognised an act of extraordinary courage with the Bravery Award, presented to Moises Barbero Navarro, HEMS Technical Crew Member in Córdoba, Spain. Moises risked his life to return to a burning helicopter and rescue a patient trapped inside — an act that exemplifies the courage and selflessness at the heart of our mission.

These stories remind us that excellence isn’t just about results — it is about integrity, innovation, and the courage to do what’s right, even in the most challenging of moments.



# Life begins at sea: Crew rescues newborn baby off the coast of Lanzarote



One of the first missions of 2025 was unforgettable. On Three Kings Day, an Avincis crew for SASEMAR, Spain’s maritime rescue agency, responded to an emergency 150 kilometres off Lanzarote. An inflatable boat with 60 people, including 14 women and four children, was in distress. Just before the AW139 helicopter arrived, a pregnant woman gave birth at sea. In a swift hoist operation, the crew brought mother and baby safely aboard and flew them to hospital, where both were reported to be in good health. This mission highlights the courage and readiness that define Avincis crews — always prepared to respond in any conditions. Both mother and newborn are well and we thank the crew for their extraordinary work.

## Extraordinary rescue on Elba Island

The crew of Pegaso 2, operated by Avincis for Italy’s Tuscany region, recently executed a challenging rescue on Elba Island’s rugged coastline. A 60-year-old tourist suffered a serious medical emergency on a cliffside inaccessible by land and too dangerous for a normal landing. Under Captain Roberto Noceto, the AW139 performed a precise technical landing on the rocks. The medical team quickly stabilised the patient before airlifting them to safety. In 2024, Pegaso 2 completed around 1,200 missions and over 900 flight hours, including 71 night missions with night vision goggles. This rescue highlights the crew’s courage, skill, and dedication — core to Avincis’ emergency aviation excellence.



## Everyday heroes: Saving hours, saving lives

In emergency medical care, time is critical. Recently in Norway, Avincis crew flew a critically ill child from Tromsø to Oslo in 90 minutes—a journey that would take 23 hours by road. Using a specialised incubator-equipped aircraft, the crew provided urgent medical attention without delay. Though routine for our teams, each mission has a profound impact. This flight shows how Avincis’ aerial services combine speed, precision, and compassion to save lives across Europe. We’re proud of our crews whose dedication turns every mission into a story of hope and expert care. At Avincis, every mission matters — and every second counts.



## A fresh look for a new era

We're taking to the skies with a bold new look. Our helicopter fleet is getting a sleek new livery that reflects the energy and ambition of our refreshed brand identity. Developed by our in-house marketing team in collaboration with Leonardo designers, the new design is modern, confident, and unmistakably Avincis.

The first aircraft to wear the new colours — a Leonardo AW139 from our Spanish fleet — will return to service later this summer. We hope our crews feel the same pride flying it as we do unveiling it.



## Avincis proudly marks 10 years of delivering offshore helicopter services in Mozambique

Since commencing its long-term contract for Eni in June 2015, Avincis has grown the service from a single Leonardo AW139 helicopter based at Pemba International Airport to become a trusted aviation partner in the region. Today, the company operates a fleet of three Leonardo AW139 helicopters delivering offshore transport services with a focus on serving major energy projects, such as Eni's Coral South FLNG in Area 4.

In 2024 alone, Avincis recorded more than 1,033 flight hours. Strong performance continued into 2025, with more than 570 hours flown by mid-year. These missions were vital to maintaining offshore logistics, contributing to the safety and continuity of one of Africa's most strategic energy developments.



"We are incredibly proud of what we have achieved in Mozambique over the past 10 years," commented John Boag, Avincis Group CEO. "Our decade-long partnership with Eni, built on safety, operational excellence, and mutual trust, continues to thrive. We remain dedicated to supporting the energy sector and the local community as we look ahead to the future."

Stefano Villanti, Leonardo Helicopter's SVP Sales, Marketing and Contracts, said "We congratulate Avincis for achieving this amazing milestone delivering effective and safe offshore transport operations in the region, and we're pleased to be partners in this effort with our AW139 helicopters. As the world's leading type for the task, the AW139 has also grown its presence in Africa over years supporting energy industry exploration and production operations, thanks to its technical features, performance and certification standards which allow to meet the most stringent operational requirements in challenging environments and conditions. The AW139's presence keeps growing and we're committed to supporting users to get the most of their aircraft and capabilities."

As Avincis celebrates this milestone, the company reaffirms its mission: to deliver emergency aerial services with precision, professionalism, and heart.



## Avincis at Aerial Firefighting Europe conference and exhibition 2025

Avincis took part in Aerial Firefighting Europe conference and exhibition 2025 in Bordeaux, France, engaging with global leaders in aviation, emergency services, and technology. Our team shared insights on next-gen aircraft, UAS integration, and real-time data tools reinforcing our commitment to innovation and operational excellence in wildfire response.



## Sharing expertise at Airbus Symposium

At the Airbus Firefighting Symposium in Verona, Captain Dariusz Zach represented Avincis on a panel discussing best practice from missions in Spain and Chile. He highlighted Spain's regulatory leadership and the strategic use of heavy helicopters, underscoring our role in shaping Europe's aerial firefighting future.

## Showcasing Air Ambulance excellence in the Nordics

Avincis made a strong impression at Luftambulansedagene 2025 in Norway, where our Nordics team shared insights on clinical excellence, safety, and innovation in air ambulance

services. Led by Captain Kent Antonsen, our delegation contributed to panels, presentations, and recruitment efforts —reinforcing our leadership in emergency medical services across the region.



## EHA visits Avincis Colico base

As part of the European Helicopter Association's Annual General Assembly, Avincis welcomed EHA members to our Colico base in Italy. The visit featured behind-the-scenes tours, technical discussions, and networking with industry leaders highlighting our shared commitment to advancing emergency aerial services across Europe.



## Supporting EU emergency exercise in Sardinia

From 7–11 April, Avincis participated in ITA EU MODEX 2025, a major EU civil protection exercise in Sardinia. We deployed two Canadair aircraft alongside European partners in a 42-hour wildfire simulation. The event strengthened cross-border coordination and showcased our readiness to respond to real-world emergencies.



## AERIAL FIREFIGHTING SEASON PREPARATION

As the European summer arrives, the quiet hum of readiness returns to dozens of firefighting bases across Spain, Italy and Portugal. Preparations are shifting into full gear as crews and aircraft ready themselves for the high-risk months ahead.



**A**erial firefighting is among the most hazardous missions in emergency aerial services. Crews fly at low altitudes, often in mountainous terrain, with smoke-obscured visibility, high temperatures, and multiple aircraft operating in the same tight location, dropping heavy loads of water onto wildfires with unpredictable behaviour, all while keeping ground fire brigades in mind.

The risks are ever-present, and safety protocols are continuously reinforced. During pre-season preparations, Avincis crews gather to review procedures, refine protocols, reconnect, and share learnings and experiences. Around 500 personnel are involved in our firefighting operations in Southern Europe and Chile — pilots, engineers, mechanics, logistics staff, and operations planners. Training is of utmost importance and begins months before the first forest fires, with pilots using simulators and conducting real flights and exercises with fire brigades and Bambi Buckets for helicopters, and scooping and dropping carousels in nearby lakes and rivers for our fleet of amphibious water-bombing Canadairs.

Aerial firefighting is Avincis' second-largest activity, following air ambulance and helicopter emergency medical services. With a firefighting fleet comprising more than 70 aircraft — around 50 helicopters and more than 20 aeroplanes — we transport fire brigades to the front line of wildfires, support reconnaissance and surveillance flights (including with uncrewed aircraft), and provide water drops using light to heavy helicopters, from Airbus AS355 to Bell 412 and Super Pumas, capable of releasing between 500 and 3,500 litres of water.

For more than 20 years, we have also operated CL-215 and CL-415 Canadairs, with the latter always available for deployment from Italy to neighbouring countries under the European civil protection programme, RescEU.

In recent years, fire seasons have started earlier and lasted longer. According to European Forest Fire Information System data, 2022 and 2023 ranked among the worst wildfire seasons on record. Spain recorded more than 300,000 hectares burned in

2022 — the highest in the EU that year and nearly triple the country's average annual burned area from the previous decade. Italy has seen rising fire intensity in southern and central regions, driven by prolonged droughts. Portugal faced intense fires during unusually hot periods, with more than 100,000 hectares affected.

### ***“Flexibility, mobility, and early-season readiness have become essential”***

Across these countries, the combination of climate change, rural depopulation, and fuel accumulation has drastically increased wildfire risk. Due to these factors, flexibility, mobility, and early-season readiness have become essential. What burned last year may not burn again, but what never burned before might — fire behaviour is shifting, and historical burn maps no longer provide reliable guidance.

In 2024, Avincis' global firefighting fleet logged more than 8,500 hours of firefighting missions, over half of which were flown by our Canadairs in Italy and under RescEU missions in Greece and Albania.

### **ENGINEERING THE FRONT LINE**

Aerial firefighting season preparation is methodical. Each helicopter and aeroplane undergoes a series of inspections, upgrades, and calibrations tailored to the mission profile.

Preparations begin as soon as one season ends. Super Puma helicopters return to Avincis' maintenance, repair and overhaul (MRO) centre in Albacete, Spain. Our Bell 412 fleet is split between Alicante, also in Spain, and our Portuguese MRO centre in Salemas, Lisbon.

Canadair aeroplanes are no exception. The Spanish fleet of CL-215s, which has operated in Portugal for two decades, is maintained at our third Spanish maintenance centre in Salamanca. The Italian fleet of 18 CL-415s, the largest in the world, is maintained at 100 percent availability from our Ciampino base,



from where they are deployed to six operational bases across continental Italy and the islands of Sicily and Sardinia.

## PEOPLE BEHIND THE RESPONSE

Aircraft are far from the only equipment considered during seasonal preparations. Bambi Buckets — collapsible buckets suspended beneath helicopters to collect and drop water — are essential for fire suppression. Inspection, repair, and preparation of over 140 of these are carried out at Avincis' Bambi Bucket workshop in Alicante.

The team maintains 16 different models, with capacities ranging from 450 to 5,000 litres, including the latest-generation MAX models, which require specialised maintenance. Before each bucket returns to a fire base, it is fully inspected to ensure that, under pressure, pilots and ground crews can trust the equipment to perform. "With lives and forests at stake, not a single drop of water can be wasted," says Luis Miguel, one of Avincis' Bambi Bucket workshop technicians.

Official maintenance manuals are not the only source of technical knowledge. During the fire

season, Avincis technicians travel more than 8,000 kilometres supporting firefighting crews and gathering insights to improve off-season workflows.

"When problems arise and we're called to a remote firefighting base, we aim not only to fix the issue and clear the equipment for use, but also to understand why it happened and prevent recurrence," continues Luis Miguel. These learnings often lead to new procedures, safety protocols, and process improvements introduced each year.

***"Fire doesn't forgive mistakes, the only way to be ready and stay sharp is to train like it's real"***

## TRAINING, TRAINING, TRAINING

Training for wildfire suppression goes far beyond mastering flight controls. It's about preparing for the real environment of firegrounds, where teamwork is absolutely everything.

Avincis' firefighting helicopter crews undergo pre-season exercises alongside ground crews. Coordination between air and land teams is essential, especially during hot insertions, where fire brigades disembark with gear on their backs while rotors still spin above. Pilots train repeatedly to perform precise landings in rugged terrain and execute water drops under rapidly changing wind and heat conditions.

Whether flying a heavy-lift Airbus Super Puma or a nimble Bell 412, pilots must be proficient in aerial navigation, hazard avoidance, selecting safe unprepared landing sites to avoid brownouts, and mastering water drops on both flat and sloped terrain using Bambi Buckets.

"No matter how many hours you have, every season is different and starts with training. Fire doesn't forgive mistakes, the only way to be ready and stay sharp is to train like it's real," says Albert Martinez, a Bell 412 instructor pilot responsible for training younger crews.



"We try to simulate everything that can happen on a real mission," he adds, including a water bucket malfunction. In such a scenario, the pilot must hover at very low altitude, gently set the Bambi Bucket on the ground, and tip it over to empty more than half a tonne of water before safely returning to flight. "It's a rare occurrence and seems easy to tackle, but it can be very stressful during actual firefighting," he concludes.

## A PERMANENT COMMITMENT

The human dimension of the operation is equally vital. Across four countries, hundreds of professionals are entering their seasonal routines — pilots returning to rosters, maintenance crews ramping up component checks, logistics teams stocking spares and fuel supplies.

Preparation doesn't stop at the hangar. Every firefighting season brings renewed collaboration with national and regional fire authorities — our customers. Mission coordination plans are reviewed, bases reactivated, and crew rotations finalised. With operations spanning three countries, aligning procedures with diverse national protocols and geographies is a complex but essential part of pre-season activity.



The memory of past seasons shapes current planning. Every mission flown, every emergency landing or close call becomes part of a shared operational memory. Teams review incident reports and lessons learned to improve future tactics. Safety is paramount and remains our number one priority.

As final schedules are established and aircraft are positioned at their bases, a quiet tension builds. When the first call comes, crews will be ready to respond. At Avincis, readiness isn't just a season — it's a year-round commitment.





## RECORD-BREAKING FIREFIGHTING SEASON IN CHILE



**E**arlier this year, Avincis successfully concluded a record-setting four-month aerial firefighting mission in Chile, marking a major milestone in our global efforts to protect lives, land, and livelihoods from the growing threat of wildfires.

From December 2024 to March 2025, two of our Airbus Super Puma AS332-L2 helicopters, deployed from Spain, flew over 437 hours — three times more than in previous seasons. Operating from bases in Los Angeles and Angol, 500 km south of Santiago, our crews performed nearly 3,300 water drops, delivering an estimated 10 million litres of water to combat fires across the region.

This season was one of the most severe Chile has ever faced, with more than 5,800 wildfires and more than 89,000 hectares of land burned. In February, the government declared a state of emergency, mobilising more than 70 aircraft from national and international providers. Avincis was proud to be among them, contributing with one of the largest and most capable helicopters in our fleet.

“Our team has had a phenomenal season in Chile this year,” said John Boag, Group CEO of

Avincis. “They’ve shown incredible resilience, often flying in shifts for more than eight hours a day. I’m extremely proud of their commitment to saving lives and protecting communities.”

Each Super Puma helicopter can carry up to 3,500 litres of water using a Bambi Bucket system and transport up to 18 firefighters, making it an ideal asset for large-scale wildfire response in rugged terrain. A team of 20 Avincis personnel — including pilots, engineers, and technicians — supported the mission, showcasing the strength of our international operations and the trust placed in us by our Chilean partners. This marks the third consecutive year Avincis has supported Chile’s firefighting efforts during the southern hemisphere summer.

Now returned to Spain, these same aircraft are back in action, supporting aerial firefighting missions across Europe during the northern summer. In 2024, Avincis’ firefighting fleet — comprising more than 70 aircraft including helicopters and amphibious Canadair aeroplanes — flew more than 8,500 hours across Spain, Italy, Portugal, and Chile. At Avincis, we are proud to stand at the front line of climate resilience, delivering rapid, reliable, and expert aerial support wherever it’s needed most.

## In her element: Cláudia Almeida on firefighting with the Super Puma

**W**ith more than a decade of experience flying helicopters and six seasons (and counting) with Avincis, pilot Cláudia Almeida has built a career in some of the most challenging aerial environments. From the mountains of southern Spain to the landscapes of Chile, she now flies the Airbus Super Puma — one of the workhorses of heavy aerial firefighting.

After gaining experience on the Airbus AS350 and the Bell 212 and 412, Cláudia transitioned to the heavy twin-engine Airbus helicopter in 2021. “I’ve flown around 250 hours on the Super Puma so far, across campaigns in Spain and Chile.”

Although the mission profile is the same, there are operational differences between the two countries. “In Chile, firefighting aircraft are organised differently. Heavy helicopters like the Super Puma are usually deployed to a fire after fixed wing aircraft. There’s a centralised dispatch system, and we use a unique radio language code.”

***“In many cases, the helicopter is the first aerial resource on the scene”***

In Spain, firefighting missions involve rapid deployment from base, carrying fire brigades on board to be disembarked at the front line, where they battle the fire on foot using manual tools and techniques. “In many cases, the helicopter is the first aerial resource on the scene,” Cláudia explains. “We have 15 minutes to take off once the mission is accepted.”

Aerial firefighting involves many risks and variables. Aircraft fly at low altitude and speed, within a confined airspace around an evolving fire, alongside other aeroplanes and helicopters. “Safety always comes first,” she emphasises, and mission success depends on solid preparation.

“Before each flight, we assess meteorology, aircraft performance for that day’s conditions, weight and balance, and more.”

Planning continues in flight and on arrival at the fire. “We evaluate the fire’s behaviour, possible drop zones, terrain, visibility, and obstacles.” Other hazards aren’t always visible from the air, she adds: “Sometimes, people, animals, or vehicles can enter the drop zone without warning.”

In Spain, each base has a team comprising a pilot, co-pilot, and maintenance technicians, with others rotating in to cover rest days. “I spend 10 days at one base, then rest and rotate to another,” she explains. “It is always a balance between routine and adaptability.”

Cláudia loves the intensity of firefighting operations but has her sights set on expanding her flight experience. “I’d love to combine firefighting with maritime search and rescue. It would be an exciting new challenge.”







## Avincis deploys Canadair firefighting aircraft to support wildfire response in Israel

In a powerful demonstration of international solidarity and rapid response, Avincis mobilised two Canadair CL-415 aircraft from its Italian-operated fleet to support emergency firefighting efforts in Israel.

Responding to a request from the Israeli government, the aircraft were airborne and en route from Rome to Tel Aviv within 24 hours — a testament to the agility and preparedness of Avincis' operations. Each CL-415 is capable of dropping over 6,000 litres of water per sortie, providing critical aerial support to ground crews battling intense wildfires near Tel Aviv.

This is not the first time Avincis' Canadair fleet has been called upon for international support. In 2023, the same aircraft were deployed through the RescEU mechanism to assist with major wildfires in Greece, Albania, and Portugal.

Avincis operates and maintains the world's largest fleet of Canadair CL-415s on behalf of Italy's Vigili del Fuoco (National Fire Corps). With 18 aircraft stationed across strategic bases in Rome, Lamezia, Genoa, Olbia, Trapani, and Naples, the fleet is supported by a dedicated team of over 250 professionals, including more than 200 pilots and specialised technicians.



## Strengthening Europe's firefighting capabilities: Avincis shares expertise at RescEU workshop

As wildfires grow in frequency and intensity across Europe, international cooperation has never been more vital. That's why Avincis was proud to participate in a recent RescEU aerial firefighting workshop held at the Civil Protection Air Base in Nîmes, France — a key initiative aimed at enhancing cross-border emergency response.

Representing Avincis were two of our experienced Canadair Captains, Jonathan Benini and Luca Lautizi, who shared their operational insights with host nations. Their sessions focused on the logistics and protocols involved in deploying Canadair aircraft to countries without their own aerial firefighting fleets. "It's crucial that nations understand the coordination required when external aircraft are deployed," said Captain Benini. "We help ensure they're ready for smooth, effective operations."

Captain Lautizi added: "We're not just pilots — we're partners in a shared mission to protect lives and communities. It's an honour to contribute to a more unified and capable European response."

The RescEU programme, part of the EU Civil Protection Mechanism, plays a critical role in building resilience across the continent. By fostering collaboration and readiness, it ensures that even countries with limited resources can respond swiftly and effectively to large-scale wildfires. Through initiatives like this, Avincis continues to lead not only in the skies, but also in shaping the future of emergency response.



## Avincis expands aerial firefighting operations in Spain with new contracts for 14 aircraft



**A**vincis has further strengthened its role in Spain's national wildfire response strategy by securing new contracts with the Ministry for the Ecological Transition and the Demographic Challenge (MITECO) and the regional government of Castilla-La Mancha.

These agreements build on Avincis' long-standing partnerships with several autonomous communities, including Andalusia, Aragon, the Valencian Community, and Galicia, and reflect the company's continued commitment to protecting lives, property, and natural landscapes across the country.

Under the new MITECO contract, Avincis will deploy ten helicopters between 2025 and 2027, including nine Bell 412 aircraft for personnel transport and water bombing, and one heavy Super Puma helicopter to enhance firefighting capabilities.

In Castilla-La Mancha, the company has been awarded two additional contracts that will see the

deployment of four helicopters — two Super Pumas for the next three wildfire seasons and two Bell 412s for the following two seasons.

Rubén García Medina, Managing Director of Avincis for Spain and Portugal, noted that these contracts are a testament to the dedication of Avincis' teams and the trust placed in the company by both national and regional authorities. He emphasised that Avincis operates the most advanced aerial fleet in Europe and is proud to place it at the service of Spain's communities.

With these new contracts, Avincis now operates 39 firefighting aircraft across Spain, supported by more than 300 professionals dedicated to wildfire suppression. Globally, the company's firefighting fleet includes more than 70 aircraft, operating in Spain, Italy, Portugal, and Chile. As climate change continues to intensify wildfire seasons, Avincis remains committed to delivering fast, reliable, and coordinated aerial support — wherever and whenever it's needed.

## Canadairs return to Portugal under new multi-year firefighting contract

In June, our Canadair CL-215 aircraft were deployed to Portugal as part of a new three-year firefighting contract awarded to Avincis. Two primary aircraft and one backup were stationed at Castelo Branco, where they are now actively supporting wildfire suppression efforts across the region.

Avincis has proudly partnered with Portuguese firefighting authorities for more than 20 years, and this latest contract ensures that our pilots and technicians will continue to contribute their expertise through to the 2027 fire season.

Ahead of deployment, our crews completed several weeks of intensive training in Salamanca, Spain, where the CL-215s are maintained during the winter months. Training included water scooping exercises on nearby lakes.

In addition to the Canadairs, Avincis is also providing an Airbus AS350 helicopter to support reconnaissance, assessment, and coordination missions. This helicopter is now fully integrated into Portugal's firefighting response system and will remain in service until the end of the 2027 season.



## Avincis Awarded Europe's largest aerial firefighting contract

Avincis has been awarded a landmark seven-year contract to continue operating Italy's fleet of 18 Canadair CL-415 aircraft — the largest aerial firefighting operation in Europe.

With more than 20 years of experience supporting Italy's national firefighting efforts, Avincis will maintain and operate the world's largest fleet of CL-415s on behalf of the Vigili del Fuoco (Italian National Fire Brigade), ensuring rapid, reliable response to wildfires wherever they are deployed.

"We are honoured to continue this vital mission," said Roberto Marcolini, Managing Director of Avincis' Italy Fixed Wing Division. "This contract reflects the trust placed in our teams — pilots, technicians, and support staff — who work tirelessly to protect lives and communities across Italy. I thank the government and the fire brigade for choosing Avincis as their partner for the years ahead."

The CL-415 fleet is supported by a dedicated team of 250 professionals, including more than 100 pilots and 100 specialised technicians, operating from six permanent and seasonal bases across Italy. This new contract not only reinforces Avincis' role as a trusted partner to governments and emergency services — it also strengthens our commitment to aviation safety, operational excellence, and climate resilience across Europe.



## STRENGTHENING OUR FLIGHT STANDARDS

**We are pleased to introduce Alex Stobo, who has recently joined our senior leadership team as Group Flight Operations and Standards Director.**

With nearly three decades of aeronautical experience, spanning both fixed and rotary wing operations, Alex brings a deep, hands-on understanding of flight operations, training, and leadership in both civil and military aviation. His career journey has included roles as a line pilot, instructor, examiner, and accountable postholder, providing him with a 360-degree view of the operational environment.

Now, Alex steps into a key strategic role, responsible for overseeing flight standards and operational discipline across the group. His mission is to strengthen not just safety, but the entire operational system that underpins our performance. “This is not just about safety,” Alex says. “It’s about protecting operational integrity, business performance, and lives — starting with how we lead and act every day.”

***“We slow down to stay safe. And by doing that, we protect everything, and everyone”***

Alex’s leadership is focused on enhancing how we train, lead, and execute across every level of our flying operations. His approach is both pragmatic and people-centred:

- Empowering flight leaders to be role models of good decision-making
- Aligning training and standards across the group to ensure clarity and consistency
- Using data and front line feedback to continuously refine our procedures, not add complexity
- Driving a high-performance culture, where safety and operational excellence go hand in hand

“Culture isn’t changed in strategy decks,” he explains. “It’s changed in daily decisions. Every

flight, every check, every conversation is a chance to either reinforce or erode our standards.” Alex brings a strong belief in visible leadership, being present on the line, listening to crews, observing operations, and learning directly from those who do the job every day. His goal is to support our people, identify areas for improvement, and help build a more resilient and reliable operation.

“We’ve seen that safety isn’t a ‘nice to have’, it’s core to our operational excellence and our business resilience. In 2025, our commitment is simple: We slow down to stay safe. And by doing that, we protect everything, and everyone.”

Alex’s appointment reflects our ongoing commitment to delivering world-class operations built on reliability, precision, and care. In high-risk, high-performance environments, leadership in flight operations directly supports our ability to:

- Deliver on mission-critical tasks safely and efficiently
- Meet regulatory and quality standards consistently
- Build long-term trust with our customers and stakeholders

We welcome Alex into his new role and look forward to the value his leadership will bring, not just to our operations, but to the entire community we serve.







## Third and most challenging Citation Latitude maintenance milestone achieved in Norway

**A**vincis is proud to announce the successful completion of our third in-house base maintenance event for the Cessna Citation Latitude jet, marking the most complex overhaul yet in our ongoing journey of technical excellence.

Building on the success of two prior maintenance events in December 2024 and March 2025, our Norway maintenance team based in Tromsø has once again demonstrated remarkable precision, planning, and collaboration. This latest milestone, completed on May 31st, saw the aircraft returned to full operational status two days ahead of schedule. An achievement made possible through months of meticulous preparation and seamless teamwork.

The journey to this point reflects the strategic decision to bring maintenance of our Citation

Latitude fleet in-house. What began as a challenge to industry norms has become a showcase of operational maturity and cost-effective performance. From the first 800-hour inspection, to a 1200-hour engine replacement, and now to this third and most comprehensive maintenance package, our Tromsø maintenance team has grown in capability and confidence.

“This was the biggest one yet,” shared Mattias Hansson, Line Technician and Project Planner. “We had more than 300 individual work cards, and from February to April we worked to calculate working hours, source parts, and plan logistics. In my view, the first two maintenance events were easier, even with an engine change. This time, we really put our full planning and coordination capabilities to the ultimate test.”

The preparation phase began as early as February 2025, with a detailed review of every maintenance task. The team mapped out all resources required — parts, tools, consumables — and created a clear, structured procurement plan. With just four weeks until the aircraft was required to re-enter service, the margin for error was slim.

***“What began as a challenge to industry norms has become a showcase of operational maturity and cost-effective performance”***

“We had to be extremely precise,” Hansson explained. “The biggest challenge was not just the volume of work but making sure we kept everything flowing without disruption. The first week was critical, working to identify any damage or corrosion that might require long lead-time parts. We did that quickly, which saved us valuable time.”

By early April, the estimated workload was set at 1,000 working hours. The actual figure came in at 935, a testament to the accuracy of planning and execution. Importantly, the work was carried out within normal working hours, avoiding the need for overtime, a significant operational benefit.

A standout element of this project was the GPS system upgrade, which required external collaboration and precise timing. “We had to ship out computers and coordinate with external teams. It was a big risk in terms of timing,” said Hansson. “But with strong planning, we made it work exactly as scheduled.” In parallel, a proactive parts management strategy significantly reduced material costs compared to early estimates.

“We set up a clear, week-by-week plan and kept communication consistent and concise. That allowed the logistics team to order smarter and avoid unnecessary charges,” he added.

What sets this achievement apart is not just the technical success, but the culture of collaboration and empowerment behind it. Every team member, from mechanics and technicians to logistics and CAMO staff, played a vital role. “Each week felt like its own chapter. But the feeling when we released the aircraft on time, after all the hard work, that’s the moment I’ll remember,” Hansson said.

This milestone illustrates what is possible when preparation meets experience, and when skilled professionals are empowered to take ownership of their work. With the next overhaul already planned, our teams remain focused and ready to deliver once again.





## AVINCIS STRENGTHENS SWEDISH HEMS FLEET WITH TWO NEW FIVE-BLADED H145S



**A**vincis recently took delivery of two five-bladed H145 helicopters from Airbus at its production facility in Donauwörth, Germany. These aircraft are destined for Stockholm, where they will reinforce our existing Helicopter Emergency Medical Services (HEMS) fleet operating in Sweden.

This follows the successful delivery of two five-bladed H145s in August 2024, one of which also joined the Swedish fleet, demonstrating a consistent and strategic approach to operational growth.

These latest additions mark a continuation of our investment in advanced, mission-ready aircraft across its global network.

The five-bladed H145, with its high availability rates, compact footprint, and the lowest CO2 emissions and acoustic footprint in its class, is perfectly suited for operating in the confined and urban areas often encountered in the Stockholm region.

The Avincis global fleet currently includes around 60 Airbus aircraft, which are critical to delivering safe, reliable, and consistent emergency aerial services across Europe, Africa, and South America.

According to our Group CEO John Boag: “These deliveries reinforce our confidence in the global emergency aerial services market, giving testament to the longevity of our fleet strategy and the operational resilience of our teams.

“We are proud to offer our customers the latest technology and most up-to-date aircraft types to support their mission requirements. Building long-term, robust partnerships is key to the success of our business as it transforms into the world’s leading emergency aerial services provider.”

Accepted in partnership with premier lessor, LCI, the two new helicopters join the existing Avincis-LCI portfolio, which includes a varied, global fleet of mission-critical aircraft.

By accepting these latest generation H145 helicopters, we reconfirm our commitment to providing vital emergency medical services, and further enhance Avincis’ HEMS operations in Sweden while ensuring patients have access to modern, reliable and well equipped aircraft when they need them the most.

We also know our pilots in Sweden are going to love flying these fantastic machines.

## Pushing the boundaries of helicopter emergency medical services | The Karolinska AW139

**I**n a region known for vast distances, extreme weather, remote communities and sparse aviation infrastructure, delivering critical care by air across Sweden demands more than experience — it requires innovation.

Avincis is proud to be at the forefront of that innovation with the deployment of the most technologically advanced emergency medical helicopter introduced in Sweden: the Karolinska AW139, operating on behalf of Karolinska University Hospital Intensive Care Transport Centre (ITC).

Commonly referred to as a flying Intensive Care Unit (ICU), the Karolinska AW139 represents the cutting edge of helicopter technology in emergency aerial services. This aircraft is not only a milestone for critical care in Sweden — it sets a global benchmark for helicopter emergency medical services (HEMS).

At the heart of its clinical capability is ECMO (Extracorporeal Membrane Oxygenation), a specialised life support system that temporarily takes over heart and lung function in patients with severe cardiac or respiratory failure. Until now, ECMO could mainly be delivered in hospital ICUs. The Karolinska AW139 changes that. With an integrated onboard system and space for up to four medical professionals, it enables hospital-to-hospital transfers without compromising care.

Unlike standard HEMS operations staffed by one or two clinicians, this aircraft carries a full specialist team — doctors, ECMO technicians, and surgeons — enabling advanced interventions en route. This makes true ICU-to-ICU transfers a reality, with care matching that of the hospital environment. This capability is not only medically significant — it is transformational. It allows critical patients to be stabilised and transferred for advanced treatment without delay or clinical downgrade.

Beyond clinical technology, the aircraft’s operational enhancements set a new standard in HEMS. The Karolinska AW139 is the first dedicated medical helicopter in Sweden equipped with a Full Ice Protection System (FIPS), representing a step change in availability across the region.

Where helicopters are grounded by sub-zero temperatures and icing risk, the AW139 with FIPS can fly safely through marginal weather and freezing conditions, dramatically increasing mission availability. In emergency services, every second — and safe launch — counts.

Additionally, its extended fuel capacity enables long-range missions without compromise. In areas with limited infrastructure and scarce refuelling options, this range is essential, keeping the aircraft mission-ready even in the most remote environments. As a result, our crew routinely undertakes complex missions across Sweden and beyond — from the Arctic Circle to over the Baltic Sea — missions once extraordinary or unfeasible.

Striking the balance between operational capacity and medical capability, the Karolinska AW139 is more than an aircraft — it is a symbol of Avincis’ commitment to pioneering excellence in emergency aerial services.







## BRAVING GALICIA'S SKIES TO SAVE LIVES

For nearly two decades, Javier Losada Carballo has dedicated his life to rescue operations in one of Spain's most challenging environments. Based at Peinador in Galicia, Javier is a rescue swimmer and hoist operator with Avincis, working aboard the Pesca 1 helicopter for Gardacostas de Galicia. His commitment to patient care and mission safety is as deep as the Atlantic waters he often dives into.

Javier's journey to becoming a rescue swimmer is deeply rooted in his upbringing. "I was born in a fishing village and my childhood was tied to the sea," he recalls. Swimming, rowing, spearfishing, and diving were part of daily life. The sea's pull was undeniable, and it eventually led him to SAR (Search and Rescue), encouraged by a fellow soldier and friend from his army days. Now, after nearly 20

years at Avincis, Javier continues to serve with unwavering dedication. After joining the SASEMAR service in 2006, he moved to Gardacostas de Galicia and has been stationed in Peinador for the last 11 years.

**"The scenario changes every second. You have to visualise the operation in your mind, anticipate what could go wrong, and stay one step ahead"**

### WHAT DOES A RESCUE SWIMMER DO?

Javier's role combines technical skill, teamwork, and resilience. "I support the hoist operator in the cabin,

assist with search functions using technological tools, provide medical attention when needed, and perform rescue operations — extracting victims from hostile environments for a safe and effective evacuation," he explains.

From cliffs to stormy seas, every mission is different. "The scenario changes every second. You have to visualise the operation in your mind, anticipate what could go wrong, and stay one step ahead."

Physical fitness is crucial, but it's just one part of the equation. Javier's weekly routine combines long-distance cardio (like open water swimming and rowing) with strength training. "One cardio session simulates real conditions — swimming with heavy gear in open water," he adds. Yet physical prowess alone doesn't make a rescuer. "Managing stress, working in a team, being flexible, and mentally rehearsing the mission in real-time — that gives you the edge."

**"There are no second chances here. The conditions demand your best — every single time. You compete how you train"**

Missions begin with limited information — location, weather conditions, and the rescuee's status. As the helicopter lifts off, the crew refines its approach based on terrain, sea state, and scenario (a merchant ship, cliff, diver, etc.). "Once on site, we assess the conditions, brief the crew, and agree on the safest method," says Javier.



After the rescue, the team provides onboard care, coordinates with hospitals, and conducts a post-mission debrief to ensure continuous improvement. "Every mission is a learning opportunity." Galicia's unpredictable weather, dramatic coastline, and powerful seas make it one of Europe's most demanding rescue regions.

### MORE THAN JUST A JOB

What drives someone to keep going after 20 years? For Javier, it's the pursuit of excellence and a deep sense of responsibility. "You need more than aptitude — you need attitude. Knowing you're ready gives you the peace of mind you require to perform under pressure."

He's also quick to point out the emotional reality behind the job. "There's the A side — the excitement, the helicopters, the pride. But there's also a B side. The tough moments only fellow SAR crews truly understand. That's when camaraderie matters most."

Despite the years, Javier's passion hasn't waned. "I still have that sparkle in my eye when I fly. I feel privileged. It's not just a job — it's a lifestyle, a philosophy. I try to be positive and always see the glass half full." Quoting Bruce Lee, he adds with a smile: "Be water..."

Javier's story is a powerful reminder of the people behind every mission — committed, prepared, and driven by purpose. We're proud to have him as part of the Avincis team, embodying our dedication to saving lives across Spain's skies and seas.





# MEET THE (P)AWESOME AVALANCHE SEARCH AND RESCUE DOGS



We are pleased to share the successful completion of a recent search and rescue (SAR) training exercise, in collaboration with Leonardo in the Belluno region of Italy, focusing on enhancing the skills of these (p)awesome pups.

The highly-trained SAR dogs are essential crew members, mastering critical skills that elevate our response efforts and strengthen our readiness for any crisis. During the training, our crew practised vital disembarkation manoeuvres from a hovering AW169 helicopter, utilising essential winching techniques for effective rescue operations.

These specialist rescuers play an increasingly vital role in responding to crisis situations, expertly trained to locate trapped individuals following avalanche events. Whilst technologies such as avalanche beacons and heat-sensing drones are valuable, SAR dogs remain the quickest and most effective method of rescue. Their keen sense of smell and natural instincts enable them to locate targets quickly, even in the most challenging environments.



In addition to avalanche rescue, the dogs are equipped to perform surface searches following earthquakes, disasters, or to locate individuals lost in wooded areas.

A typical day for the crew begins with a morning briefing, covering all manoeuvres, avalanche probability control, and readiness at base. In the event of an avalanche, the crew are alerted and rapidly respond, flying by helicopter to the event area to locate buried individuals. Throughout the winter season there are approximately 15 working SAR dogs, with one stationed at base each day.

At Avincis, we are committed to excellence in search and rescue, and continuously enhancing our capabilities, ensuring we are ready to respond when it matters most. Our recent training exemplified the critical collaboration between our skilled crew and specially trained dogs in the success of our SAR missions.

We proudly honour the invaluable service of our SAR crew. From rigorous training to complex missions, these courageous canines and team are on the front line of saving lives.



# Driving innovation forward: Inside Avincis Research and Development

**A**t the heart of Avincis' forward-thinking transformation lies its dedicated Research and Development (R&D) division, a team of around 30 professionals based primarily at our Rozas facility in Galicia, Spain. This group drives pioneering technologies reshaping Avincis' offerings — not only in aviation but also in maritime surveillance, wildfire monitoring, and autonomous systems.

Backed by Galicia's regional government through the biodiversity programme, Avincis R&D is part of an ambitious strategy funded by Xunta de Galicia to boost aerospace capability and industrial strength in the region. Avincis advances its own capabilities while supporting local suppliers and partnerships.

## LUMES: Our flagship UAS platform

A standout achievement is LUMES, Avincis' proprietary rotary wing Uncrewed Aerial System (UAS). Built in-house, LUMES is designed for complex missions in high-risk environments like firefighting, surveillance, and maritime security. With a four-hour endurance and advanced payload capacity, it offers the flexibility of heavier, costlier systems in a compact platform. LUMES is undergoing reliability test flights over the summer period, and we are planning for commercial release in the near future, fulfilling commitments to partners like SASEMAR, Spain's maritime safety agency.

## Sensor systems

To complement LUMES, the R&D team developed modular electro-optical and infrared sensors, gyro-stabilised gimbals, and a Sensor Management Tool (SMT) delivering real-time data processing, live streaming, object detection, and automated mission coordination — tailored for wildfire containment and marine inspection.

## Software systems

Notable software includes the Einfox suite, supporting fleet tracking (FLEET), wildfire analytics

(IGNIS), fisheries inspection (MARE), and urban air traffic management (UTM). These systems integrate seamlessly with UAS platforms, enabling fast, informed decisions in complex scenarios.

## Huella: Enhancing decision-making in real time

Understanding wildfire impacts, Avincis developed Huella — a passive system using proprietary algorithms to provide real-time visual data to support better decision-making. Already deployed on some rotary wing aircraft in Spain, a fixed wing version is also in development.

## Applying Aerospace Innovation

While grounded in aviation, Avincis' technologies extend to other sectors. UAS autopilot systems have also been adapted for autonomous water sampling boats, showcasing dual-use potential from environmental monitoring to infrastructure inspection scenarios.

## Looking ahead: The path to commercialisation

Avincis' R&D is moving from experimentation to commercialisation, with products ready to support customers. This means earlier access to innovative solutions and broader service potential. From medical delivery to wildfire management, Avincis R&D is rapidly evolving from a technical incubator into a market-facing innovation hub.



## Advancing patient care: UAS trial at Rozas, Spain, explores new frontiers in medical support

At Avincis, our commitment to innovation is not just about technology — it's about creating meaningful solutions that support our core mission of saving lives. As part of our forward-thinking approach, we recently conducted an exciting proof-of-concept trial at our dedicated R&D centre in Rozas, Spain, exploring the use of Uncrewed Aerial Systems (UAS) to support emergency medical response.

In this trial, LUMES was used to autonomously transport a compact emergency medical kit, including vital equipment such as a semi-automatic defibrillator, a wireless portable electrocardiograph, medications, dressings, and other essential supplies. The delivery was performed using a winch with a 20-metre cable, allowing the equipment to be lowered safely to the ground — avoiding the risks typically associated with UAS landings in uncontrolled landing sites.

The trial also integrated cutting-edge augmented reality technology. Vuzix Blade smart glasses enabled the patient to stream live video directly to remote medical teams, supporting rapid and accurate decision-making in real time. These glasses also offered the ability to display pre-recorded instructional videos, ensuring critical medical procedures could be followed correctly, even under

pressure. A telecare smartphone provided both connectivity for the AR (augmented reality) glasses and the ability to transmit ECG readings back to base instantly.

Safety remained paramount throughout the operation. A downward-facing camera offered live oversight during the payload's descent, while onboard algorithms, developed in-house, detected potential obstacles like people, vehicles, or bikes — ensuring the safety of the patient, and of surrounding bystanders.

This successful trial highlights how Avincis continues to embrace parallel markets — such as healthcare logistics — where our aviation expertise, operational excellence, and technological integration can make a real impact. It's another step in demonstrating how innovation can help us improve patient outcomes, and enhance the services we provide every day.





## SPOTLIGHT ON ALBACETE A HUB OF OPERATIONAL EXCELLENCE

**A**s our longest-standing and Spain's second-largest base, Albacete plays a central role in supporting critical operations for customers across the region and beyond.

As the maintenance headquarters for our Airbus fleet in Spain, Albacete is where we ensure the readiness of key aircraft that carry out vital missions: Super Pumas used for firefighting and search and rescue; EC135 and EC145 operating helicopter emergency medical services (HEMS); and our versatile AS355 for multi-mission operations. In addition to our Airbus fleet, the site also maintains Leonardo helicopters, with a particular focus on the AW139.

With capacity for up to 12 aircraft in simultaneous maintenance and more than 4,000 square metres of space, the base offers far more than just mechanical and airframe services. It is equipped for a wide range of technical operations, including avionics maintenance, aircraft painting, and the servicing of mission-critical survival gear. All floatation systems, oxygen bottles, life rafts, and life vests used across our Iberian operations are maintained here, ensuring the safety of aircraft and crews during water operations.

Recently, two of our Airbus Super Pumas returned from wildfire operations in Chile just ahead

of the start of the Spanish fire season. In an accelerated timeframe, our CAMO, engineering, maintenance, supply chain, and operations teams worked seamlessly to ensure both aircraft were fully serviced and operational, ahead of schedule. One maintenance cycle typically requiring 21 days was completed in just 11. Whilst the other, originally planned for 25 days, was completed six days early. In total, 1,200 hours of work was completed by a team of 16 dedicated professionals, without compromising safety or quality. A collective effort that not only demonstrates the readiness and capability of our teams to support rapid redeployment for critical missions in Spain, but also highlights the discipline and teamwork that defines our operational culture.

Albacete also hosts an active HEMS base, providing round-the-clock emergency response across the Castilla-La Mancha region. Our helicopters are regularly called into action, often multiple times a day, underscoring the life-saving impact of these missions and the importance of maintaining peak readiness at all times.

As one of our most active and capable bases, Albacete continues to be a cornerstone in delivering safe, reliable, and mission-ready aircraft — ensuring we are prepared and available to save lives and protect communities across Spain, beyond, and wherever we are needed.







## AVINCIS SELECTS GANNET TO POWER GLOBAL AIRCRAFT MAINTENANCE TRANSFORMATION

**A**vincis is taking a bold step forward in digital transformation with the global roll-out of Gannet, a cutting-edge aircraft maintenance information system developed by Lundin Software.

Following a successful implementation in our Nordic operations, Gannet is now being adopted across Avincis' global network to serve as our executive maintenance management platform. This strategic move will enhance our ability to manage one of the world's largest fleets of emergency service aircraft with greater precision and insight.

"Implementing Gannet represents a step forward in refining our global maintenance capabilities," observes John Boag, Group CEO of Avincis.

"This technology empowers our teams with real-time data, improves efficiency, and reinforces our

commitment to delivering safe, reliable services to the communities we serve."

Gannet provides powerful tools for:

- Real-time access to aircraft data
- Global inventory visibility
- Advanced analytics for smarter decision-making
- Reduced manual input and improved operational efficiency

By centralising maintenance data and streamlining workflows, Gannet enables Avincis to optimise costs, enhance safety, and support long-term fleet performance across more than 205 aircraft operating from more than 180 bases worldwide.

This digital transformation initiative reflects Avincis' forward-thinking approach to aviation management — leveraging technology to deliver excellence in every mission.





## PEOPLE BEHIND THE MISSION: HÉLIO MONTEIRO, LEADING WITH PRECISION AND PASSION

**B**ehind every mission-ready aircraft is a team of dedicated professionals who ensure safety, reliability, and operational excellence. One of those professionals is Hélio Monteiro, a seasoned aircraft maintenance technician with more than 19 years of experience, a decade of which he has spent with Avincis in Portugal.

Based at our Salemas facility near Lisbon, Hélio leads the Bell 412 maintenance team, which plays a vital role in supporting Spanish firefighting operations. It is a cross-border collaboration that speaks to the strength and flexibility of our regional network, and the depth of experience that our teams bring to each mission.

***“Each day is structured, but no two are ever the same.”***

Hélio’s day begins early, with a 07:30 team briefing to review inspection status and assign tasks. “Communication and precision are critical in what we do,” he explains. “Each day is structured, but no two are ever the same.” From overseeing detailed inspections to guiding technicians through complex maintenance tasks, his leadership ensures that every aircraft leaving the hangar is mission-ready.

Hélio underlines the significant challenges that come with working in the aviation industry, particularly when making critical decisions.

“Changing key components of an aircraft or overseeing a ‘trial flight’ after a major inspection on a helicopter is one of the most demanding parts of the job,” he admits. Yet, it is these very challenges that make his work so rewarding. “I love doing something that I’m passionate about, it never feels like a sacrifice to get up and come to work. And the camaraderie at the base is incredible, we have built strong friendships together.”

***“The path to certification can be long and complex, but the work is deeply meaningful. Aircraft maintenance is a career with purpose.”***

Known for his humility and exacting standards, Hélio credits his leadership approach to lessons passed down from his father. “Do everything to the best of your ability.” It’s a mindset he encourages in the next generation of technicians. “The path to certification can be long and complex, but the work is deeply meaningful. Aircraft maintenance is a career with purpose.”

That sense of purpose is what fuels Hélio’s passion, especially when an aircraft returns to service, ready to support frontline operations. “Knowing that our work contributes to missions that protect communities and save lives makes every effort worthwhile,” he says. “When the inspection is done and the client is satisfied, it fills me with pride.”

With qualities he describes as “humble, perfectionist, and extroverted,” Hélio Monteiro embodies the values that define Avincis: commitment, teamwork, and a relentless drive to keep our aircraft, and the people who depend on them, flying safely.

***“I love doing something that I’m passionate about, it never feels like a sacrifice to get up and come to work.”***





## Enhancing safety after dark: How Night Vision Goggles support life-saving missions

In the world of emergency medical aviation, visibility can mean the difference between life and death. That is why Night Vision Goggles (NVGs) have become an essential tool for Avincis — especially in regions like Sweden or Norway, where winter darkness stretches from early afternoon to late morning.

Rickard Gillberg, Avincis pilot and Flight Operations Manager, shares his insights into how NVGs are transforming night-time Helicopter Emergency Medical Services (HEMS).

“We’ve been flying with NVGs for over 20 years,” Gillberg explained. “We complete thousands of night missions annually, and NVGs not only help us reach patients in remote, poorly lit areas — they also help us make the right call to abort a mission when conditions are unsafe. That’s part of saving lives too.”

Avincis crews in Sweden use the ELBIT F4949 (AN/AVS-9) system, which is transitioning from green to white phosphor for improved clarity. These goggles enhance situational awareness, allowing pilots to safely navigate complex terrain and conduct reconnaissance in near-total darkness.

However, as Gillberg notes, NVG use comes with evolving challenges — particularly with the

rise of LED lighting, which can be difficult to detect through NVGs. Some red obstacle lights, for example, are visible to the naked eye but not through night vision equipment. This makes proper scanning techniques — both inside and outside the goggles — critical.

***“By investing in advanced tools like NVGs and the expertise to use them effectively, we’re not just flying missions — we’re flying them safely, confidently, and with purpose”***

To address this, Avincis incorporates NVG-specific procedures into its training programmes. Pilots undergo annual NVG proficiency checks and night vision line checks in real-world environments, ensuring they meet the highest safety standards.

At Avincis, we believe that technology and training go hand in hand. By investing in advanced tools like NVGs and the expertise to use them effectively, we’re not just flying missions — we’re flying them safely, confidently, and with purpose.



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