Exhibit good business practices

Safety
Safety is our #1 priority. Our total company safety record far exceeds the national average. In fact, our record in the Air Medical Group is even better. Our Employee Safety Incentive Program has contributed immensely to a company-wide safety culture unequalled in commercial helicopter operations.

Versatility
Among the many strengths of PHI Air Medical Group is the ability to work with customers in designing and implementing a support program specific to their needs. With experience and resources unmatched by other providers, we tailor services precisely to support their goals and objectives. We can provide a single helicopter or a fleet. Our capabilities range from small hospital-based programs to the total EMS transportation system of Air Evac Services, Inc., a wholly owned subsidiary of PHI, located in Phoenix, Arizona.

We Support Our Troops
PHI, Inc. supports and actively seeks to employ the members of National Guard and Reserves forces. In recognition of our dedication to those who unselfishly serve our county, PHI has twice received the “PRO PATRIA” award and has been nominated for the prestigious "Patriot Award." Our Military Leave of Absence and Base pay makeup policies ensure that the careers and finances of our employees will not be adversely affected when called to duty.
Who We Are

Your friends and neighbors
Our Mission
Air Evac Services, Inc. was established in 1969, in Phoenix, Arizona. Doctors at the Samaritan Hospital saw a need for prenatal and neonatal transportation from remote locations around Arizona. Arizona at the time had a high mortality rate of infants, newborns and mothers. By establishing Air Evac Service, Inc. the death rate, in Arizona, was reduced. Later years showed need for golden hour life saving transports within the state of Arizona so Air Evac Services, Inc. started providing helicopter service for injuries of car crashes and medical emergencies. In 1998 Petroleum Helicopters, Inc (PHI) purchased Air Evac Services, Inc. from Samaritan Healthcare.

PHI Air Medical is strictly motivated to provide the highest level of clinical transport care in the nation. This motivation is bolstered by an in-depth and time-tested CQI process, which has been identified as one of the nation’s best practices. Our Director of National Clinical Standards oversees all of the designated CQI managers and committees and ensures regular review of all clinical aspects of operation.
February 2011, Air Evac 22 trained extensively and began transporting neonate patients in conjunction with the Neonate Nurse Transport Team from UMC.
Demonstrate quality of service

- Training of pilots, mechanics and medical personnel – is priority at PHI Air Medical, as indicated by extensive educational and training requirements and opportunities. Our state-of-the-art curriculum covers mechanical emergencies, human error and communications. All of our medical personnel undergo comprehensive Air Medical Resource Management training that includes situational awareness, decision-making and team building. PHI Air Medical's exhaustive training programs meet or exceed all regulatory requirements, and in many cases set the industry standard.
- The PHI maintenance program is unmatched in the air medical industry. Our safety standards and in-service record by individual tail number are unequaled. Our mechanics are strongly encouraged to do the right thing for the aircraft, rather than simply doing the job quickly. Our maintenance crews receive extensive in-house training as well as manufacturer training for each specific aircraft. Additionally, we employ two highly experienced lead mechanics who travel the country to work side-by-side with new mechanics, ensuring that each is well versed with PHI policies and procedures.
- February 8, 2012 PHI Air Medical announced a major community-wide effort to educate the community and raise awareness for heart disease, especially as it relates to women’s heart issues.
- PHI Air Medical is the leading air ambulance provider across the country, providing air medical services and outreach education to local communities and leading healthcare systems. We safely transport more than 30,000 patients each year, operating out of more than 65 bases across the United States. At each base, we maintain a dedicated crew of pilots, nurses and communications specialists – all exceptionally trained and ready to respond.
Contribute to local economy & growth

Events 2011

- Emergency Pediatric Interdisciplinary Care Conference
- 1-28-11 SVRHC Wellness Depot membership presentation
- 1-29-10 SEFD Volunteer Appreciation
- 2-21-11 SVRHC presented AE 22 ride-along program
- 3-1-11 Cascabel FD LZ Class
- ENA/Red Cross PR event in Tucson with PHIL Mona @ AZ ENA Conference presented SADS
- SV 4th July preparedness meeting for NEMS
- 4-30-11 SVRHC Foundation Key West Night
- Tombstone High school Ed day
- 5-7-11 Benson FD LZ class
- SEFD Horse Races
- 5-8-11 SEFD Horse Races
- SVPD foot pursuit for Special Olympics
- 7-18-11 Joint LZ training with FT Huachuca FD, Blacktower
- 7-27-11 Air Medical presentation for UMC Nurse grads
- SVPD foot pursuit for Special Olympics
- 8-11-11 thru 8-12-11 SATNET Conference
- Freedom Flag
- SVRHC Golf tournament
- 9-10-11 SV Chamber Business Expo
- 9-23-11 Benson High School Game ball delivery
- 10-7-11 Sonoita Elgin Fire Prevention Fair
- SVPD/Target National Night Out
- 10-27-11 SVRHC Wellness depot Membership presentation
- SVFD Charity Biathlon
- Search & Rescue membership presentation
- 11-17-11 SVRHC Base station airway lab CE
- 11-19-11 Search & Rescue LZ class
- 12-2-11 Sonoita By Starlight membership
- SV Chamber “Fly Santa” to parade kick off
- 12-6-11 SVFD All Hands membership presentation
- 12-8-11 OB/Neo Tucson Airport Authority/UA South
- 12-11-11 OB/Neo San Manuel/UA South
- 12-11-11 SVPD “Shop with a Cop”
Community Recognition

SIERRA VISTA  POLICE DEPARTMENT
911 North Coronado Dr.  Sierra Vista, Arizona 85635

August 16, 2011

Dear Gayla,

On behalf of the Sierra Vista Police Department and the Law Enforcement Torch Run for Special Olympics, I would like to thank you for your in-kind donation to the Saracen Pull. I have attached a donation for your records.

The LETR began in 1981 when Wichita, KS Police Chief Richard LaMunyon saw an urgent need to raise funds for and increase awareness of Special Olympics. He conceived of the idea of the Torch Run as a way to involve local law enforcement with their communities and Special Olympics, by running the torch in intrastate relays that converge at their local Summer Games.

For many of the 200 million people worldwide who have intellectual disabilities, Special Olympics is their only hope – their only chance to participate in sports, experience joy, receive basic health care and to be part of their communities.

Through Special Olympics, their lives have changed radically. In Arizona, more than 10,600 Special Olympic athletes benefit from your generosity. Last year, the LETR earned $38,000,000 for Special Olympic Athletes worldwide. In Arizona, we earned over $500,000.

Thank you for supporting Special Olympics!

Sincerely,

Tracy Grady
Officer Tracy Grady
SVPD Torch Run Coordinator/ AZ Torch Run Council

Check us out online at www.svrcfoundation.org
Community support and involvement

Special Olympics Arizona
Empowering Arizonans with intellectual disabilities.

September 1, 2011

Air Evac
1800 Airport Ave
Sierra Vista, AZ 85635

Dear Sir or Madam,

We have just received your generous donation of $[redacted]. I wanted to take a moment and personally thank you on behalf of Special Olympics Athletes, Volunteers and Staff. With your help, we can continue to provide year-round training and competition for over 11,000 Special Olympics Athletes in Arizona.

To see your donation dollars in action, I encourage you to come out and cheer on the athletes at one of our upcoming events. Please visit the [www.SpecialOlympicsArizona.org](http://www.SpecialOlympicsArizona.org) to view our online Calendar of Events.

Sincerely,

Tim Martin
CEO, Special Olympics Arizona

Flight paramedic Ned Capps assists Daniel Pizano as the helicopter prepares to give him and his younger brother, Michael, 10, a ride. Daniel received the ride for winning his heat during the recent Outrun the Cops Foot Pursuit 5K race benefitting the Special Olympics. The helicopter and crew were employed in their more customary role later in the day, assisting a victim of a rollover on Charleston Avenue. (Mark Levy / Herald/Review)
Provide an overall positive impact in the community

CERTIFICATE OF APPRECIATION

Is hereby granted to

Air Evac Services

In recognition of your valuable support and assistance
to the 4th Annual Sierra Vista Firefighters
Charity Softball / 5K Fun Run 2011.

[Signature]

November 2, 2011

Date

Sierra Vista Regional Health Center Foundation

September 15, 2011

Gayla Groves
Air Evac Services, Inc.
1800 Airport Avenue
Sierra Vista, AZ 85635

Dear Gayla,

On behalf of our Board of Directors, I want to extend a heartfelt thank you for your generous sponsorship and the donation of golf fees for our 17th Annual Carson Classic Golf Tournament. This was Air Evac’s 7th year as a Sponsor, and we sincerely appreciate your continued commitment to making this event a success for our organization.

Thanks to the support of wonderful sponsors like you, we raised over $47,500, which is already being put towards a $100,000 project to provide a customized, room service-type program here in our community hospital. This new program will give our patients a better healing experience by giving them the control to order what they want, when they want.

Offering a simple “Thank You” never quite feels like it’s enough, because what you’ve done is help us ensure a future of continued excellence in healthcare services for our community. As we embark on a new era of healthcare reform, it is more apparent than ever that the generous supporters like you make it possible for us to continue making our healthcare community a better place for everyone.

Thank you not only for your generous support, but also for believing in our mission. We couldn’t have done it without you!

Sincerely,

Eva Dickerson
Foundation Manager

Sierra Vista Regional Health Center Foundation
Community Education

Cochise College EMT Class

Landing Zone Classes
Community Outreach

National Night Out in the Park
Oct 12th 6pm
Sponsored by the Sierra Vista Police Dept and Target
Join the SVPD, Target and a host of other public agencies for fun and safety information.

RIDER ALERT
ALLERGY & MEDICAL INFORMATION
www.rideralert.org

Allergies
Other Important Medical Information
Physician Information

Peel this Rider Alert sticker from the backing and place on the outside of your helmet.
Emergency responders can immediately identify the presence of the Rider Alert card inside your helmet, which will assist with treatment and contact in the event you are unable to communicate with emergency services.

DO NOT REMOVE HEART
Active Chamber Member Since 2007

Photos Courtesy of Ty Media
Community Involvement

**PHI Air Medical**
Alcohol Awareness Campaign
April 2012

A passenger with her twin sister aboard an Air Evac 22 helicopter, with support from Ira and John Grossrup. On Saturday morning at the Fly-In event, JFK airport, "I made a stop crying," repeated times. Home won the ride for her participation in the 2012 School Project Graduation.
Charitable Support

Sierra Vista Regional Health Center
FOUNDACTION

17th Annual Carter Classic Golf Tournament

Sierra Vista Regional Health Center Foundation & Air Evac 22

Partners in your community healthcare.
See the blue skies and rugged mountains from the air!
Bid on a 15 min flight for 2 persons.
Contact Gayla at gai3000@yahoo.com or 520-698-0490 to schedule

AIR EVAC
A service of PHI Air Medical

SVRHC Foundation Key West Night

Join Air Evac 22 for a 20 min flight for 3 persons at a date of your choosing.

It’s 5 o’clock somewhere!
Santa Fly In

Santa makes several stops in Sierra Vista during tour

Christmas with a Cop
Membership program

YOU DON'T HAVE A CHOICE WHEN YOU NEED AIR MEDICAL TRANSPORT. YOU DO HAVE A CHOICE HOW MUCH IT COSTS YOU.

Average Cost of a flight from SV to Tucson* $23,188.00

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<thead>
<tr>
<th>If your insurance pays</th>
<th>You Pay</th>
<th>With a membership, you pay</th>
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<tr>
<td>90%</td>
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<td>80%</td>
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<tr>
<td>60%</td>
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$50.00 in conjunction with your insurance covers each member within your household, all year, without limits to number of uses. No insurance? Ask how you can participate. Call 1-888-435-9744 or visit phicares.com

* Based upon 2011 Department of Health Services website for Air Medical agencies licensed within local Santa Nita area.

BEYOND THE CALL

A medical evacuation can cost thousands of dollars.

PHI Cares membership will minimize the cost associated with air medical transport. As a participant in the PHI Cares Membership Program, PHI will accept your insurance coverage as "payment in full" for any medically necessary transport from hospital to hospital, or from the scene of an emergency. As a member, when transported by Air Evac Services Inc., you will never have an out-of-pocket expense for medically necessary transports. Air Evac provides the finest medical care in the country. Our patients are cared for by critical care nurses and paramedics certified in air medical transportation.

For application information and membership questions:
Please contact PHI Air Medical Membership at 1-888-435-9744 Monday - Friday or www.phicares.com
Happy beginnings