



LifeFlight Australia Jet Air Ambulance Capability 2023

Challenger 604 Fleet



Commercial in Confidence
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About LifeFlight Australia

LifeFlight exists to save lives – anyone, anywhere, anytime. For more than 40 years LifeFlight has brought a complete end-to-end suite of rapid response emergency life saving aeromedical care directly to the Asia Pacific region and around the globe.

With an air ambulance fleet of four Challenger 604 (CL604) jets, a fleet of 11 rescue helicopters, and operating on two continents LifeFlight is one of the world's largest and most capable turn-key aeromedical service providers.



<p>2001 — CareFlight Medical Services (now LifeFlight Retrieval Medicine) is established.</p>	<p>2004 — CareFlight Air Ambulance begins with the operation of a Lear Jet 36 (LJ36).</p>	<p>2009 — Townsville Base opens for fixed wing operations expanding range and capability.</p>	<p>2009 — LifeFlight begins operations with the more capable LJ45.</p>	<p>2013 — The LifeFlight Communications, Coordination and Control (C3) Centre expands to manage fleet logistics.</p>
<p>1 Lear Jet</p>	<p>1 Lear Jet</p>	<p>1 Lear Jet</p>	<p>2 Lear Jets</p>	<p>2 Lear Jets</p>
<p>✈ x1</p>	<p>✈ x1</p>	<p>✈ x1</p>	<p>✈ x2</p>	<p>✈ x2</p>

Air Ambulance Snapshot

+1,400

Total jet flight hours

+260,000

SMS sent in support of missions

34.9

Longest mission (flight hours)

52.6

Longest transfer (crew hours)



We are proud to operate one of the largest fleets of long-range, medically configured aircraft in the South Pacific.

LifeFlight operates with the highest levels of safety, skill, care and diligence within the aviation and medical

industries. Together with our partners, we have continuously innovated to improve air ambulance services available to our global customers. Our solution continues this journey of innovation with advanced multi-patient capable aeromedical jets.



2014

— First CL604 introduced enabling an interstate and intercontinental capability.

1 Challenger Jet
2 Lear Jets

✈ x2 ✈ x1

2020

— LifeFlight fleet transitions from L45s to CL604 jets

1 Challenger Jet
2 Lear Jets

✈ x2 ✈ x4

2020 to 2022

— LifeFlight provides an enhanced response for our customers with the provision of additional jets to assist in the management of COVID.

4 Challenger Jets

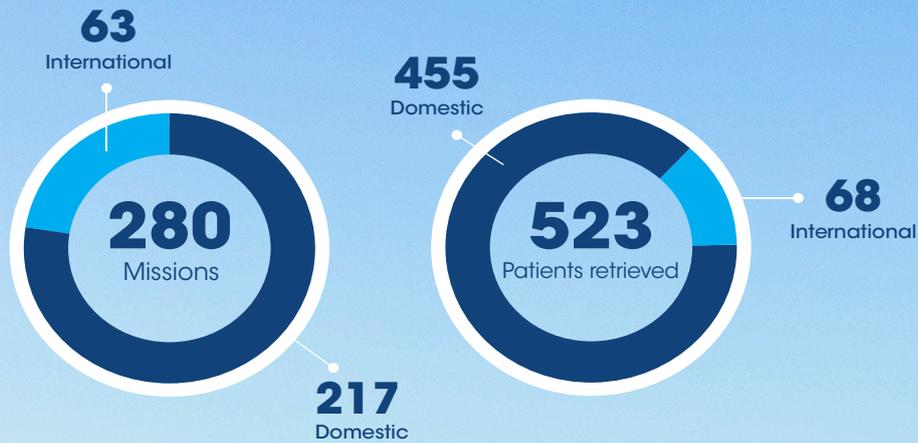
✈ x4

2022 to 2023

— LifeFlight expanded to intercontinental aeromedical transfers permanently.

4 Challenger Jets

✈ x4



Demonstrated Reach

Our global headquarters is in Brisbane, Australia and supports all offices with our state-of-the-art Communications, Coordination and Control (C3) Centre. From our network of bases, LifeFlight is able to reach all major locations throughout the Middle East, Europe, Africa and Asia, as well as America. Our customers can be confident that LifeFlight will successfully deliver aeromedical and repatriation services globally.

Importantly, LifeFlight has pro-actively established working relationships with many relevant authorities across the region, including the Civil Aviation Authorities for all countries shown below. Dedicated aeromedical specialists, working within our 24/7 C3 Centre, are responsible for updating the operational

requirements of the ports we regularly operate to, enabling a seamless activation when a client requests an urgent medical evacuation. We also engage directly with local government agencies, including health departments and embassies, to ensure all diplomatic requests are prioritised.

Our jets are crewed with a Captain and First Officer, with the ability to take a third crew member for longer flights, along with a Critical Care Doctor and Flight Nurse. LifeFlight Air Ambulance jets are able to fly to most countries and airlift injured or ill employees, back to their country of origin, without the need for technical stops in other countries.





Key Flight Routes

We originate direct flights from Australia and Singapore, depending on destination, with extended reach to the Middle East, Europe and Asia via transit locations.

Note: the routes shown below are illustrated to demonstrate our network coverage in the region. Our network can support operations to / from many more locations than are shown, connecting to airports globally.



Constant Medical Observation



Smooth Operation Integration



Agile and Flexible Service



I would like to thank the team at LifeFlight for the very smooth operation of the Air Ambulance flight last week. The wing to wing transfer in Thailand of patients from New Zealand to Germany was seamless.

Christoph Ullrich
Senior Manager International Network
ADAC Ambulance Service / Medical Assistance



LifeFlight's CL604 Fleet

The CL604 is LifeFlight's aircraft of choice, and is particularly suited to regional aeromedical evacuation requirements, providing the right balance of size / capacity, endurance, take-off / landing capability, and reliability to fulfill the market's needs.

Our Air Ambulance jets can be airborne within 90 minutes of the first call from the LifeFlight C3 Centre. Crewed by our own highly experienced pilots, Critical Care Doctors and intensive care flight nurses, our Air Ambulance jets are fully-equipped medical platforms, which make them equivalent to flying intensive care units.

"The versatility and capabilities of the CL604 make it the ideal choice for our air ambulance operations."

Ashley van de Velde, CEO, LifeFlight



Medical Grade Flooring

The aircraft is fitted with medical grade flooring which enables the deep cleaning of the aircraft.



Capacity

Crew 2 + 1

Passengers 2 x Patient, 7 PAX / 1 x Patient, 8 PAX

Internal Aeromedical Fitouts

FITOUT	STRETCHERS	SEATS
Dual Spectrum Aeromed	2	7
Single Spectrum Aeromed	1	8

Performance

MAXIMUM RANGE AT M 0.80

3,714 NM 4,274 SM 6,878 KM

(NBAA IFR reserves, ISA, with 5 pax/2 crew and minimum fuel)

SPEED	MACH	KT	MPH	KM/H
High Speed	0.82	470	541	870
Typical Cruise Speed	0.80	459	528	850
Long-range Speed	0.74	425	489	787

Spectrum Stretcher

The Spectrum is an extremely versatile stretcher, specifically made for fixed and rotary wing aeromedical evacuation. It can be configured to carry adults, children and infant transport decks.

+90,000

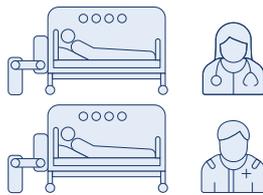
Mission phone calls
(2022 – 2023 FY)

LifeFlight can configure the aircraft quickly and appropriately to meet the task at hand.



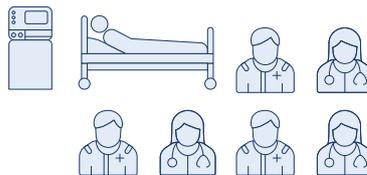
Other configurations for different medical scenarios are available. Changes in aircraft configuration typically take up to six hours to complete.

Example A — 2 COVID-19 patients in Isolation Chambers + 1 Retrieval Physician and 1 Retrieval Nurse



Configured with state-of-the-art isolation chambers to be safely accompanied by a Specialised Retrieval Team

Example B — 1 severely burned Patient + 2 Specialised Retrieval Teams



Configured to take one stretcher patient, all of the medical equipment needed to treat that patient during transit and seating for up to 6 medical personnel and / or passengers.

Example C — Repatriation of 8 passengers + 1 Retrieval Physician and 1 Retrieval Nurse



Configured with seats to enable eight staff to be safely repatriated accompanied by a Specialised Retrieval Team to ensure their safety.

Changing Aircraft Internal Configurations

While the prime mission of our CL604 jets is high acuity medical evacuation services, these highly flexible platforms are readily adapted to other uses.

LifeFlight is able to provide multiple configurations for different medical scenarios; adjacent are three typical configurations.

Changes in aircraft configuration are quick and can be completed as an operation is planned:

- ECMO / BARI
- NICU / Neonatal
- PICU / Paediatric
- Organ transplant transportation services
- Transportation of medical equipment
- Commercial charter

Concept of operations

LifeFlight has CL604 aircraft and crews based in Brisbane, Townsville and Singapore, with aircraft from our fleet of aeromedical jets to cover scheduled maintenance activities and unscheduled backup, surge activities or in support of natural disasters.

Initial Communications

- Availability check
- Confirmation within 15 min
- Risk assessment
- Follow up phone call for task details briefing
- Key personnel notified via text and phone

Customer Contacted

- Activation
- Mobilised in 60 min or less
- Notify ports

Mission Management

- Liaising with airport ground handling services
- Arranging fuel requirements
- Providing clients with mission critical information
- Mission oversight and operational control

Aircraft ready in 60 min

Thorough Decontamination

The whole cabin is disinfected with a misting device that disperses antiviral and antibacterial agent over all surfaces.

Our CL604 solution supports multiple mission configurations

Other configurations for different medical scenarios are available. Changes in aircraft configuration typically take up to 6 hours to complete.

Example A — A family of 4 repatriated + 1 retrieval physician and 1 retrieval nurse.

Configured with seats to enable 2 adults and 2 children to be safely accompanied by a specialised retrieval team.

Example B — 2 severely burned patients + 2 specialised retrieval teams.

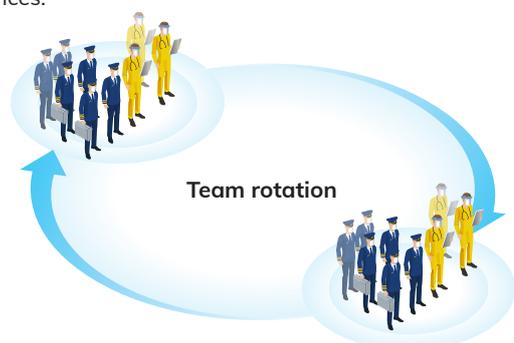
Configured to take 2 stretcher patients, all of the medical equipment needed to treat that patient during transit and seating for up to 6 medical personnel and / or passengers.

Example C — Repatriation of 8 passengers + 1 retrieval physician and 1 retrieval nurse.

Configured with seats to enable 8 passengers to be safely repatriated accompanied by a specialised retrieval team to ensure their safety.

Dedicated teams

Teams for Brisbane, Townsville and Singapore include dedicated Captains, Co-pilots, Doctors and Flight Nurses specifically trained in global aeromedical services.





Operational control is provided by C3 and all key stakeholders are kept informed of aircraft activity.



Clinical and mission coordination

The LifeFlight Communications, Coordination and Control (C3) Centre is the central, 24/7 hub to:

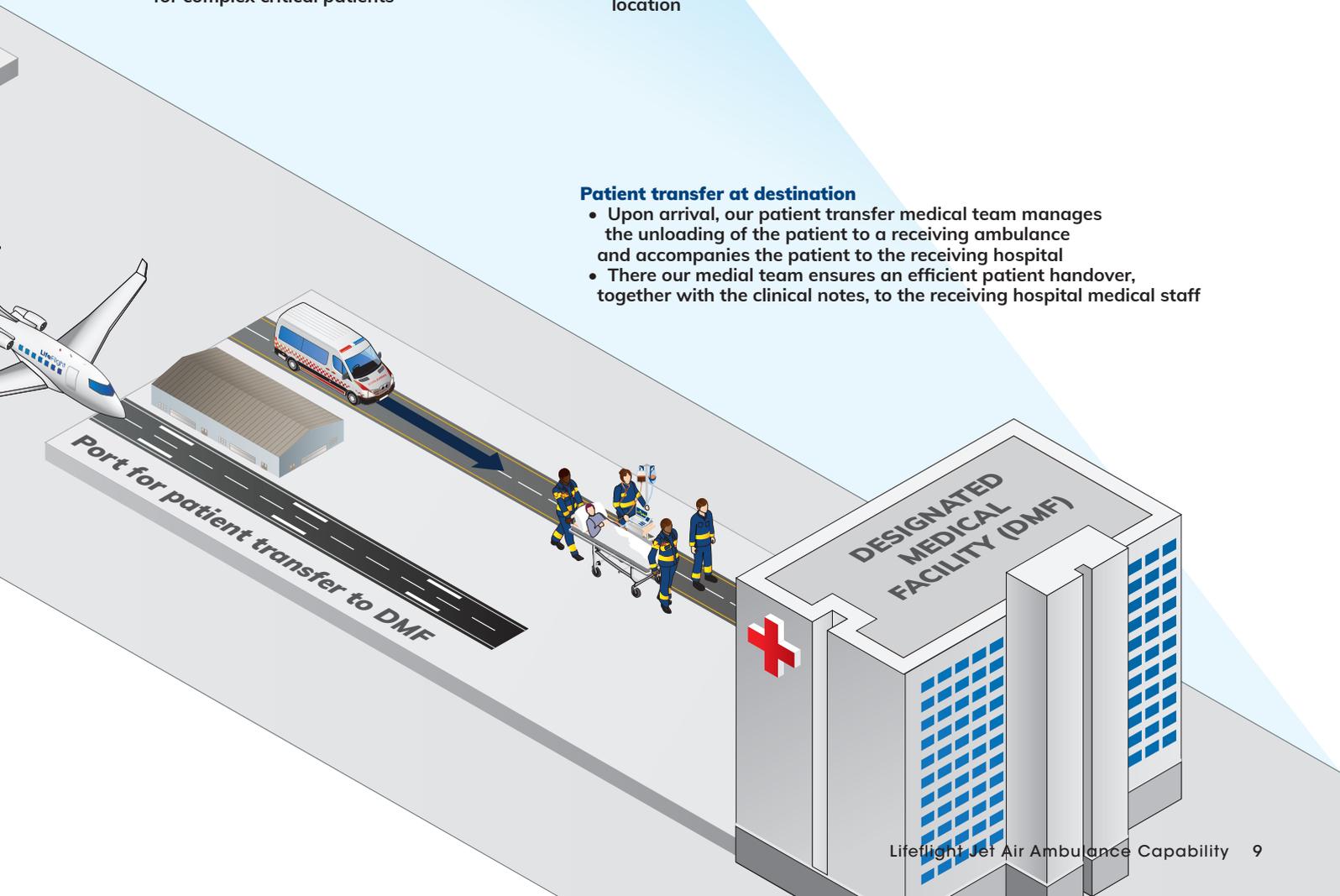
- Arrange all mission critical logistics to ensure smooth and on time service and reduce workload of operational crews
- Task the AME and supplemental AME services
- Maintains detailed operational records
- Deliver operational and logistic support
- Supply live aircraft tracking services
- Rostering and reporting
- All aeromedical tasks are overseen by our Duty Medical Coordinators (consultant level physicians specialising in retrieval medicine)
- Provides the single point of contact to activate the medical retrieval team and coordinate the door-to-door transfer to hospital
- In addition to full mission tasking, planning and tracking services, our C3 Centre facilitates patient, crew and passenger passage through national borders from point of departure to arrival in the destination location

Patient Safety and Experience

- Our aeromedical jets are in a class of their own, with bespoke patient stretcher loading and handling systems which ensure optimum patient safety and reduced clinical risk for complex critical patients

Patient transfer at destination

- Upon arrival, our patient transfer medical team manages the unloading of the patient to a receiving ambulance and accompanies the patient to the receiving hospital
- There our medical team ensures an efficient patient handover, together with the clinical notes, to the receiving hospital medical staff



Patient Outcomes Built on Solid Governance



LifeFlight's specialist retrieval practitioners are rigorously trained in aeromedical retrieval medicine and are supported by LifeFlight's clinical governance framework.

Employing over 150 medical professionals, LifeFlight is the largest employer of pre-hospital retrieval medicine (PHRM) specialists, registrars, flight nurses and flight paramedics in Australia.

Overseen by the LifeFlight Clinical Governance Committee, this ensures the highest quality of patient care thus improving patient outcomes. LifeFlight medical crews undergo rigorous pre-employment training specific to the aeromedical retrieval environment, provided through our LifeFlight Training Academy.

Medical Teleconferencing

LifeFlight operates a Medical Teleconferencing service for a wide range of clients including the Australian Federal Government's Australian Maritime Safety Authority (AMSA). For 40 years, LifeFlight's proven capability to recruit, train and deploy specialised medical personnel is integral to our success in providing our lifesaving aeromedical services at home and internationally.

The LifeFlight C3 Centre

The LifeFlight C3 Centre is our operational hub, responsible for coordinating complex aeromedical retrievals across Australia and around the world.

Our Air Ambulances work in cooperation with the LifeFlight C3 Centre. It is staffed around the clock by a team of experienced aviation operation coordinators who specialise in: retrieval medicine; emergency response; medical management; and commercial and military aviation disciplines. Their expertise ensures that our patients get the most timely and effective care possible, no matter where they are. This includes managing the following activities:

- Activation and tasking of Air Ambulance jets
- Securing landing permits / Obtaining customs and immigration clearances
- Flight planning / Flight tracking
- Patient transfers (hospital to aircraft, aircraft to aircraft, aircraft to hospital)
- Third-party ground ambulance and ground handling
- Refueling
- Accurate and complete mission record keeping

Quality and Safety

As aviation and medicine are LifeFlight's two core focal points, quality and safety are extremely important to us.

LifeFlight has an enviable safety record, supported by a comprehensive management system incorporating ISO 9001:2015 accreditation.

Our internal Integrated Risk Management Department ensures compliance with the Australian Federal Government's aviation authority, the aviation Security Authority and an internationally recognised standard of quality assurance. This is achieved through internal and external audits conducted on all areas of the organisation on an annual or biannual basis.

ZERO

major incidents

LifeFlight is a founding member of the Aviation Safety Network and is an active participant in the network and continuing education program. LifeFlight is an industry leader in effective safety management.

LifeFlight has developed a detailed BowTie suite to communicate risk assessment results to all levels of stakeholders, both internally and externally. This has then been taken to a new level through the development of the Risk Profile Picture and Effectiveness of Controls to transform beyond BowTies into a live representation of risk management.

Accreditations, Approvals, Awards & Certifications

LifeFlight holds and maintains a suite of accreditations, approvals, awards & certifications, including:

- ISO 9001:2015 Quality Assured certification
- CASA-issued Air Operators Certificates (fixed-wing and rotary-wing)
- CASA-issued accreditation as a maintenance facility (fixed-wing and rotary-wing)
- CASA-issued approval for internal checking and training (fixed-wing and rotary-wing)
- CASA-issued certification for AW139 type ratings and other training (CASR 141/142)
- Accreditation as a Registered Training Organisation RTO Code: 2762
- Eurami accredited provider
- Accreditation for Pre-hospital & Retrieval Medicine Special Skills Placement by the Australasian College for Emergency Medicine (ACEM)
- Accreditation with Australian and New Zealand College of Anaesthetists (ANZCA)
- Accreditation with the College of Intensive Care Medicine (CICM)

ITIJ Awards: Air Ambulance Company of the Year 2023

We're delighted to announce that LifeFlight Australia is the International Travel & Health Insurance Journal (ITIJ) Air Ambulance Company of the Year.

The award recognises that LifeFlight has shown resilience to market pressures, demonstrated innovation in the face of adversity, and risen above expectations to maintain the quality of services provided to the international travel and health insurance sector.





Connect with us

 Air Ambulance jet enquiries: +61 7 5514 9192

 lifeflight.org.au

 twitter.com/lifeflight_au

 linkedin.com/company/lifeflight-australia

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