

GROWING CONNECTIONS

Highlighting the aviation sector and its economic impact on the North.



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Welcoming Message



David Siciliano
Chair



Ed Schmidtke
President & CEO

Through this publication, we hope to give you a behind the scenes look at some of the businesses that make the Airport a major contributor to the local economy. Airports are usually defined by their air service. Thunder Bay Airport (YQT) is the third largest air passenger market in Ontario, proudly hosting over 750,000 passengers annually. In addition to that, the business of the Airport is still so much more.

At last count, employment across all companies at the airport reached 1631 full-time equivalent

jobs. Total economic output (Gross Domestic Product or GDP) exceeded half a billion dollars.

It takes a lot of partners to stimulate that much activity. Through Growing Connections, we hope to introduce you to some of the many businesses residing at our Airport who proudly call Thunder Bay home and contribute to our economy on a daily basis.

Thank you and good reading.

Did You Know?

- Length of Longest Runway: **7318 feet**
- Total area of Longest Runway: **1.4 million square feet**
- Number of weekday departures to Toronto: **15**
- Percentage of all purchases made locally: **62%**
- Total direct employment (full-time equivalent jobs): **1631**
- Total landings & departures in 2015: **94,034**
- Total arriving & departing passengers in 2015: **772,519**
- Power generated by solar farm: **8.9 megawatts**
- Number of babies born at the Airport: **1**
- Number of weddings held at the Airport: **1**
- Number of runway and taxiway edge lights on the airfield: **412**
- Average number of birds scared away from airport each month: **897**
- Number of birds striking aircraft at the airport in the last 12 months: **0**
- Cost of Airport Improvement Fee: **0**



B737-800 charter flight waiting to go

The Board



David Siciliano



Craig Urquhart



Ken Boshcoff



Jim Howie



Roberta Simpson



Rick Trochimchuk

WHERE ENGINEERING STRATEGIES SOAR

ENGINEERING > PLANNING > PROJECT MANAGEMENT > REGULATORY REVIEWS > INFORMATION SYSTEMS & SPECIAL EQUIPMENT

“The Runway 12-30 Rehabilitation project will ensure the long term performance of the pavement, as well as upgrade the associated airfield lighting to current energy efficient LED technology and regulatory standards. A multi-phase construction plan has been developed to minimize the operational impact on the primary runway and connecting taxiways while allowing construction to be completed comfortably in a compressed time frame.”

Andrew Turner, P.Eng. Senior Project Manager, Aviation WSP Canada

Designing Thunder Bay International Airport’s Runway Rehabilitation is one of more than 300 airport projects in 32 countries where WSP’s expertise has been applied. We understand the thousands of complex, interconnected interactions that efficient airports must deliver and the lofty expectations of the diverse customers who use them. At WSP, our aviation engineering strategies soar.

300+
Airports improved worldwide

150
Offices across Canada

80+
Aviation experts in Canada

ENGINEERING A WORLD OF POSSIBILITIES

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Growing Connections • 3

Meet Casey Nelson

When arriving for his 5:15am, Casey Nelson knows he's in for another busy day. Casey is a senior Airport Operations Specialist (AOS) entrusted with the responsibilities of keeping the airfield free of hazards year around.



and Quebec City come to Thunder Bay to train with the local crews.

Training plays critical role in all aspects of the work. Casey went on to catalogue training recently undertaken, "In the last 6 months alone, we've conducted training on firearms, chainsaws, airfield inspection procedures and firefighting. Come the fall, we'll begin all of our winter specific refresher training."

When asked to describe the work, Casey uses adjectives like challenging and rewarding until he pauses, smiles and says, "I definitely wouldn't call it boring."

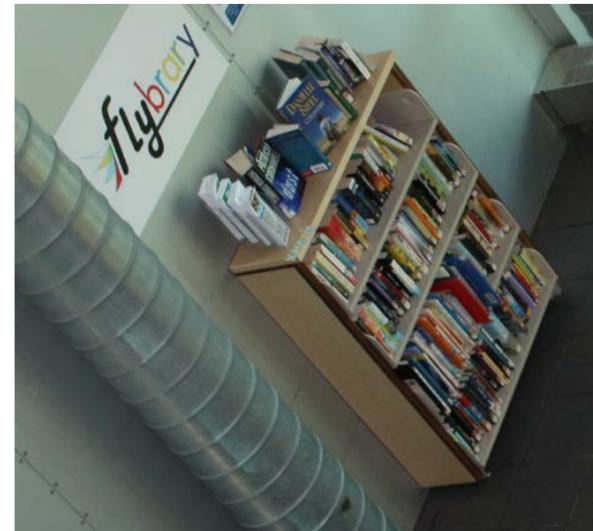
This morning's airfield check requires the use of pyrotechnic cracker shells to scare off some birds. "Birds and airplanes are not a good mix," explains Casey. "Last year we completely overhauled our bird and wildlife management plan to deter birds. It's a critical component to aviation safety."

Winter operations bring the added complexities of snow and ice. In addition to plowing and sweeping snow off of all surfaces to keep the airport open during storms, AOS staff also produce friction reports that are communicated to pilots by air traffic control. "It's a fun part of the job," boasts Casey. "You immediately get to see the value of your effort when an aircraft lands during a snow storm." Casey boasts that, in the last ten years, no aircraft has been diverted due to runway surface conditions at Thunder Bay Airport. "We take our responsibilities very serious. We know the aircraft are full of people wanting to get home."

In addition to airfield responsibilities, Thunder Bay Airport's AOS team also provide Emergency Response Services. "Our team is trained to federally regulated emergency response techniques using Rapid Intervention Vehicles. The pride is obvious when Casey explains that employees from airports as far away as Iqaluit



Training is a constant activity at Thunder Bay International Airport



On your next trip take a break or leave a book at the airport 'Flybrary'

Thunder Bay Airport
The right approach

The many faces of our airport



Night time runway paving



A St. John Ambulance therapy dog welcomes airport travellers



Sample Lakehead University's Chief Roy Michano art collection



Snow crew in action keeping the runways clear



FORM ARCHITECTURE
ENGINEERING
+ **bbb** architects

Functional Solutions

Thunder Bay's FORM Architecture Engineering with bbb architects of Ottawa are currently developing a design to improve the passenger experience and comfort of the existing Thunder Bay International Airport terminal building.

The new design and layout is intended to increase the level of functionality and service by processing the passengers more efficiently, and introducing clear lines of sight and intuitive orientation of the space. Effective and open navigation through the terminal can actually reduce the stress on travelers and create a positive and memorable experience for visitors.

The Impact of Airports

For visitors, airports are often the first impression they receive of a new city, while for residents, airports provide a sense of comfort and familiarity – a sense of “coming home”. Airports also can be intimidating and impersonal buildings that can easily overwhelm many travelers. More so than other public buildings, airports act as ambassadors for the city and community they represent. People retain strong memories of airports they like (or dislike) and usually base their perception of the city on their experience navigating through the airport.



Celebrating the North through Design

FORM + bbb will re-imagine the visual identity of the airport exterior and interior spaces in the proposed renovation. Built in 1994, the original industrial design concept of the airport did not successfully speak of a Thunder Bay or Northwestern Ontario story. The planned updates to the terminal incorporate warmer, local elements that create a friendlier and more comfortable airport environment that celebrates our unique Northwestern Ontario community and culture. The terminal re-design will merge local visual and tactile ‘hand shakes’ with functional, contemporary planning solutions to achieve the goal of the Thunder Bay International Airports Authority to become “the easiest to navigate and most comfortable building of its kind in Canada”.

...better places for people



KBM Resources Group (formerly KBM Forestry Consultants, Inc.) was founded in 1974 to provide a variety of forestry services to government and industry in Northwestern Ontario. Where once the company focused primarily on the use and sales of heavy iron to the forestry sector, our primary drivers these days are based on the acquisition and use of airborne remotely-sensed data, field services, environmental consultancy, geomatics and retail sales. These services have all fanned out beyond the forest sector to enable product and service development for a range of clients and sectors across Canada.

Recently KBM acquired a large-format four-band aerial camera which compliments its present array of airborne sensors that includes a LIDAR system, two medium-format RGB mapping cameras, a thermal camera, and oblique (bird's eye) imagery. These sensors are operated from KBM's fleet of two single-engine and two twin-engine aircraft based at KBM's air operations headquarters - the KBM hangar at the Thunder Bay International Airport.

Data processing, interpretation and analysis takes place at KBM's main office, also in Thunder Bay. Here KBM staff work with data captured not only by KBM aircraft but also from other airborne and satellite providers. Supported by growing computing capacity and capability, this team handles large amounts of data for client-specific project development. From data interpretation in support of Ontario's Enhanced Forest Resource

Inventory program to the development of applications to support SaskPower powerline management, to supporting consulting projects, the range of projects that use these types of data is seemingly constrained only by one's imagination.

KBM's consulting group works in a range of sectors that include forestry, mining, environmental and transportation.

This core group has built a reputation for sound, credible consulting services. Our natural resource professionals are highly competent and take pride in delivering excellent customer service through practical innovation and commitment to quality.

Visit us at www.kbmr.com



Project Goals

- ➔ A fresh look on both the interior and exterior of the terminal building
- ➔ An enlarged Departure and Arrivals area
- ➔ Enhanced customer services
- ➔ More comfortable and functional passenger spaces
- ➔ Simplified passenger movement and procedures in ticketing, security and boarding areas



The de Havilland Twin Otter is a 19 seat aircraft that has been a part of Canadian Aviation history since the late 1960's. Nestled at the Thunder Bay Airport you will find Thunder Bay Aviation Ltd a small company that is a major contributor to carrying on the legacy of this iconic aircraft.

Thunder Bay Aviation Ltd is a world leader in parts support for the Twin Otter supplying parts to operators in Australia, North and South America, Africa, Europe, Indonesia and the Maldives Islands.

Here is our story:

Thunder Bay Aviation Ltd was founded in March of 1987 by Carl Wood. The objective of the company at first was to provide overhaul and repair services to the many aircraft operators in North Western Ontario for their varied fleet of aircraft.

In 1989 our second year of operation we recognized a need for support of the de Havilland Twin Otter and began maintenance and repairs to various operators. In dealing with these operators we found that spares support was lacking and there was an opportunity in this niche market. In June of 1989 we aggressively began to acquire parts for the Twin Otter aircraft, purchasing many inventories from various companies that no longer operated the Twin Otter.

In 1994 recognizing that surplus parts were getting much harder to find, Carl had a vision to take the company one step further and begin manufacturing parts for the

Twin Otter. It took 2 years for the company to get their Transport Canada Approval as an Approved Manufacturer and we began making PDA (Parts Design Approved) parts for the Twin Otter.

The first parts to be manufactured and sold by Thunder Bay Aviation Ltd for the Twin Otter included compression blocks, control surface cables, engine cables and fuel gaskets. Over the years Thunder Bay Aviation Ltd has continued to add to their approval list and now have more than 300 approved parts.

Some of the more intricate parts include door handles, complete seat assy's, stretcher racks for medevac use and our most recent approval the fuel cap assy.

In 2007 Viking Air officially launched the re-manufacturing of the Twin Otter 400 series aircraft. To date there are over 100 newly built or confirmed orders for the Twin Otter. Thunder Bay Aviation Ltd partnered with Viking Air to provide our manufactured door handle on every new Twin Otter.

Thunder Bay Aviation Ltd also became a distributor for Aero Plastics and Structures an Australian company who manufactures the interior for the Twin Otter. We have sold many complete interiors to Twin Otter operators

worldwide and we stock all the replacement furnishings as well as cockpit and cabin windows.

Recently Thunder Bay Aviation Ltd began a new chapter as long time owner/operator Carl Wood passed away. Judi Wood his wife sold the company in June 2015 to Sunshine Airspares Inc. a U.S.A company that was also in the Twin Otter parts sales market. Recognizing the importance Thunder Bay Aviation Ltd had in the global market and the value gained from its good reputable name and qualified staff, Sunshine Airspares Inc. agreed to keep the Thunder Bay Aviation Ltd name and the business operations in Thunder Bay.

Carl Woods's mission when he began the business was to provide the highest quality parts and services to ensure our customers satisfaction for all their aviation needs. This mission carries on. With an extensive inventory, capabilities and expertise of our two companies and staff, we are able to greater support our customer needs worldwide.

So the next time you board a Twin Otter and you take your seat look around and know that our small company from Thunder Bay, Ontario, Canada proudly has lots to do with the success of this legendary aircraft.

TBAL Utility Seats

Features

- Made from tough durable 4130 chromolly square tubing
- Stylish new construction
- Meets latest Transport Canada Regulations
- High rise seat back or order the optional low rise back
- Lumbar support for passenger back
- Bottom is shaped to provide elegant seating
- New seat belt, your choice of colour
- Includes new approved seat leg support
- Over 40 choices of colours and fabrics
- Leather option also available
- New materials meet or exceed Transport Canada flammability standards in Chapter 523.853 and FAA FAR 23.853
- Tested to 9 g's at 170 pound passenger weight with 33% safety factor, raising the final test to 12 g's.
- Complete with 24-0078 Release Form (Canadian equivalent to JAR One Form or FAA 8130) and Supplemental Type Certificate

Benefits

- Operator flexibility for cargo/passenger loading
- Looks like an airliner seat yet still folds neatly up out of the way against the wall
- Ergonomically designed for maximum passenger comfort
- Huge passenger appeal, especially when combined with the APAS Hardwall interior kit

Note: Bulkhead seats not included. We are happy to re-work your bulkhead seats to match your interior.

For all your twin otter needs.

1-800-465-3426

www.thunderbayaviation.com

Phone: (807) 475-5249 Fax: (807) 475-8238



SOLAR ENERGY IS TAKING OFF



DEVELOPED AND BUILT IN COLLABORATION WITH THE THUNDER BAY INTERNATIONAL AIRPORT AUTHORITY, SKYPOWER'S 8.5 MW THUNDER BAY AIRPORT SOLAR PARK IS ONE OF THE FIRST SOLAR PROJECTS IN NORTH AMERICA ON AIRPORT LANDS.

SkyPower is the largest and one of the most successful developers and owners of utility-scale solar energy projects in the world. With roots dating back more than a dozen years, SkyPower's global team possesses a vast track record of over 900 years of combined experience in power and large infrastructure projects.

The experienced and accomplished SkyPower team has built, assembled and acquired an extensive pipeline of over 25 GW worldwide – 9 GW of which were recently announced in bilateral agreements, and other contract awards, to be built in the Middle East, Africa and Southeast Asia over the next five years.

SkyPower's over 30 utility-scale solar Power Purchase Agreements (PPA) and Contracts in aggregate represent well in excess of approximately US \$80 billion worth of long-term renewable energy sales to leading utilities and governments around the world.

The SkyPower team over the past decade has proudly established long-term strategic hybrid partnerships with local communities, governments and in-country developers. As well, SkyPower has consulted for and advised utilities, international leaders and Heads of State in its unprecedented approach to working in unison with these environmentally conscious leaders to ensure a brighter future for generations to come.

For more information, email us at: executiveteam@skypower.com or contact us at: +1 416 979 4625

www.skypower.com
 Follow us on Twitter: @SkyPowerGlobal
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Levaero AVIATION

Founded in 1997, Levaero Aviation (formerly Pilatus Centre Canada) is the exclusive Authorized Pilatus Sales & Service Center in Canada. Levaero is responsible for the sales, delivery, service and support of Canada's Pilatus PC-12 fleet; a task that is accomplished by Levaero's very experienced and knowledgeable staff. Levaero's commitment to quality, safety, integrity and customer service is well known and respected throughout the international aviation community. Levaero's modern 19,000 square foot corporate headquarters and service centre is located at the Thunder Bay International Airport, geographically located in the centre of Canada, with additional service facilities in Toronto, ON and Kelowna, BC and an aircraft sales office in Toronto, ON.

At the helm of Levaero are owners Robert Arnone (President & CEO) and Steve Davey (Executive Vice President & COO). Both Thunder Bay natives, Davey and Arnone juggle their time between managing the day to day operations of the company and mapping its growth; however they're quick to acknowledge the strength of their employees and the role the Levaero team continuously plays in the company's success. Arnone and Davey are very conscious of the importance of community involvement, with both men serving on local business and advisory committees. Levaero's financial support is complimented by

Davey and Arnone's personal dedication and their employee's loyalty to numerous Canadian charities and events, with significant focus and commitment to local organizations and young athletes. In 2015 Levaero was recognized by the Thunder Bay Chamber of Commerce with the Commitment to Quality Award and the Business Excellence Award for large



companies; recognition that Davey, Arnone and the entire Levaero team are very proud of.

For nearly 20 years Levaero's focus has been on the Pilatus PC-12, turboprop aircraft. The PC-12 is widely utilized throughout the world with Canada leading in world-wide PC-12 fleet utilization. Northwestern Ontario is very much

PC-12 country with nearly 30% of the Canadian PC-12 fleet servicing the region in various roles including scheduled passenger service, charter, cargo, aeromedical and law enforcement. For more than 20 years the versatile and rugged high performance PC-12, often referred to as "the SUV of the skies" or the "Swiss army knife of airplanes" has continuously exceeded expectations and remains the best-selling pressurized, single-engine, turbine-powered aircraft in the world.

In 2008 Levaero launched their Toronto-based corporate aircraft charter and management subsidiary, Private Air; offering services to PC-12 owners who required additional logistics and solutions. Over the past 8 years Private Air has experienced significant growth and transformation and, with the recent acquisition of Algonquin Airlink, now employs approximately 50 people and operates more than 20 turboprop and jet aircraft throughout Canada, in corporate, charter, aeromedical and cargo roles.

Levaero's latest major undertaking is the sales and entry into service of the Pilatus PC-24 Super Versatile Jet (SVJ); Switzerland-based Pilatus Aircraft's newest product. The PC-24, unveiled to the world in 2014, will begin deliveries in Europe and the USA in 2017, followed by Canada in 2018. With the first two prototypes flying, certification is on schedule and excitement amongst the Levaero staff is building. Just like its predecessor the PC-12, the versatility,



features and performance of the PC-24 has grabbed the industry's attention with both hands. The PC-24's reconfigurable cabin, large cargo door and its ability to take off from 2,690 ft. unpaved surfaces makes it the ultimate solution for many roles, while accessing nearly twice as many airports as its closest competitor.

Levaero is Northwestern Ontario's largest aviation Maintenance, Repair and Overhaul (MRO) centre, providing maintenance and avionics services to many general aviation owners and operators. Levaero employs approximately 60 people in Thunder Bay, with roughly two thirds of the staff in the aircraft service centre and the remainder in the sales, finance, parts, marketing and administrative departments. Approximately 85% of Levaero's aircraft maintenance staff are graduates of the Aviation Technician – Aircraft Maintenance program at Thunder Bay's Confederation College. The aircraft service centre operates 24/7/365, providing essential aircraft maintenance services to local, Canadian and international customers. Heavy maintenance, overhaul and modification has become a core component of Levaero's service capabilities, with Levaero being the first service centre in the world to receive Pilatus factory approval to perform the PC-12 life extensions; a process that increases the PC-12's life by 2.5 times. The development and sales of PC-12 modifications, such as cargo restraint, aeromedical and enhanced (thermal) vision systems keeps the Levaero team busy as they explore and identify additional areas of development. A significant portion of Levaero's service revenue comes from American PC-12 owners who travel to

Thunder Bay to benefit from Levaero's round-the-clock service, high level of experience and exceptional customer support. One testament to that is Pro Pilot Magazine's annual Product Support Survey which has named Pilatus and the Pilatus dealer network, Number 1 in Corporate Aircraft Product Support for 14 consecutive years.

2016 is both exciting and challenging for Arnone, Davey and the entire Levaero team as they prepare for new products and opportunities, while tackling the challenges that a struggling economy and soft market presents; two scenarios that the company has experienced in the past and will succeed and overcome again.



Discover North Star Air

About Us

In 2012, North Star Air underwent a change in ownership. North Star Air merged with Cargo North in 2015, a move to optimize operations and services to better service their customers.

North Star Air is a growing successful air carrier that provides a full suite of cost-effective air transportation solutions for charter, passenger, cargo and fuel services. They serve Northern Ontario and beyond from their operating bases in Thunder Bay, Sioux Lookout, Red Lake, Pickle Lake and Kapuskasing. They have an expanding modernized and low maintenance fleet that consists of 6 Pilatus PC-12, and 3 Basler BT-67 aircraft; a game changer for the North.

Their Flex Flight passenger services currently serve 18 destinations in Northwestern Ontario where 80% are First Nation communities. Their cargo business is experiencing significant growth as a result of new contracts with major corporations that provide lifeline services to the North.

On Canada Day 2015, they opened their check-in counter in the Thunder Bay airport in support of their growth strategies and to ensure the best possible customer journey. They monitor and expand their network based on the market conditions to accommodate the growing demands for charter, passenger, cargo, fuel services and other community needs.

Annually they operate over 1800 Flex Flights from the Thunder Bay International Airport to serve their growing strategic business partnerships that today include these 10 First Nations; Bearskin Lake, Cat Lake, Deer Lake, Kashechewan, Neskantaga, North Caribou Lake, North Spirit Lake, Poplar Hill, Sachigo Lake, and Webequie. They also operate charter and cargo services from their base located at the Thunder Bay airport commercial area.

Under the direction and guidance of their seasoned professional aviation management team, they have achieved platinum rating for their safety standards. This platinum rating is only awarded to operators who exceed aviation standards, have a developed safety management system, a clear emergency response plan, effective policies and procedures and well-documented records for operations and maintenance.

An important priority for North Star Air is their commitment to their First Nation partners with their revenue sharing agreement for the purpose of investing back into their local economies. The sustainability of these partnerships is ensured through a path to ownership of the airline. The revenue sharing agreement extends across all of North Star Air's transportation services that include passenger, charter, cargo/freight and fuel.

Their goals are to operate a profitable airline, grow their market share, provide cost-effective solutions, and focus on the best possible customer experience. Being recognized as a leading airline in Northern Ontario positions them well to serve the future needs of people, businesses, industries and communities in the region.

Commitment, Vision, Mission, Values

Commitment: To provide industry leading customer service and reliability at competitive rates while maintaining the highest standard of safety.

Vision: To contribute to the social and economic development of the North so community members can improve their quality of life.

Mission: To connect people, businesses and communities within Northern Ontario and beyond.

Values: Safety, affordability and reliability are at the cornerstone of their core values, culture, operations and services.

Economic Impact

North Star Air generates employment and income directly in the aviation industry and indirectly through the many companies servicing the aviation industry such as logistic firms, aircraft maintenance, retail and hospitality.

Another impact is through the revenue sharing agreements with their First Nation partners. For each dollar spent on North Star Air's services a percentage is invested back into the local economy of their community partners.

Today North Star Air employs over 100 people in the region with over 70 of them located in the Thunder Bay area.

Opening the Skies of the North to Competition

North Star Air firmly believes competition ensures airline industry accountability and creates an environment where all the players strive to continuously improve the customer experience. A competitive airline environment in the North will benefit the people, businesses and communities with more choices, competitive fares and an improvement in customer service levels.

They continue to embrace best practice values that allow them to make sound business decisions.

North Star Air focuses on the needs of their customers while avoiding non-business related influences as part of their strategy for creating a culture of success.



Connecting Northern Ontario & Beyond...
People.Businesses.Communities



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Fax: 1.807.475.8040

E-Mail: reservations@northstarair.ca
Online Booking Available
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Together we connect the world

Connections are at the heart of aviation. We fly to connect with family, friends, colleagues — and making connections is key to completing our journey. NAV CANADA strives to ensure that all these connections are made safely and efficiently.

NAV CANADA



Connect with us to find out how you can join the NAV CANADA team with a career in air traffic services. Take Charge of your career today at takecharge.navcanada.ca.



Thunder Airlines Limited is a locally owned business that has been operating since 1994. We provide safe and efficient Air Transportation services to a large variety of business and individuals as well as various provincial and federal government agencies. We specialize in charter, scheduled and medivac flights. We have recently started our own land patient transfer service utilizing our medical transfer unit. This service has drastically cut down on patient transfer wait times.

The company originally started in Thunder Bay with 4 aircraft and 17 employees. Since then we have grown to a fleet of 13 aircraft, 130 employees and two bases of operation. We currently have 5 Mitsubishi MU-2's, 7 King Air A100's and 1 Cessna Grand Caravan.

Head Office/Flight Coordination Centre is located in Thunder Bay, Ontario with the busiest location in Timmins. We service almost all airports in Ontario and surrounding areas.

Thunder Airlines currently employs 130 employees and has significantly grown over the years. Long term staffs in all departments including Operations, Maintenance, Finance and Flight Following have numerous years of experience and knowledge, allowing us to be the best in what we do. Both our Thunder Bay and Timmins bases are fully staffed.

The Flight Following department is located in Thunder Bay. They are very knowledgeable in the challenges of northern travel. This knowledge allows them to bring forth great customer service knowing that is the details of every flight that leads to a positive outcome. Over the years, Thunder Airlines have trained a number of

up and coming pilots in the position of flight following / customer service. It is here that they earned the awareness and respect that it takes to know how to serve customers most effectively.

Our Finance department, Human Resources, and Office Assistants all have experience in what they do and are learning every day to improve these departments.

The mature Operations Staff remain on top of the industry trends and policies always working on improving the operations within the company. Since 1994 the company has operated its own (AMO) Approved Maintenance Organization. A number of the certified Aircraft Maintenance Engineers have been with the company since inception. An extensive inventory of spares and equipment is kept at both locations and managed by staffs that are very knowledgeable and familiar with the types of aircraft operated. Our fully operational Technical Records department is accompanied by a computerized maintenance system with electronic technical logs and kept up by an integral part of the team. The Directors of Thunder Airlines have been very



active in aviation in Northern Ontario since 1972.

Thunder Airlines employs a number of customer service agents in all communities on the West side of the James Bay coast. It is here that we operate scheduled flights seven days a week departing Timmins and traveling to Moosonee, Fort Albany, Kashechewan and Attawapiskat. The community of Peawanuck is also provided air transportation twice weekly. Thunder Airlines boasts the only direct air service to the community of Attawapiskat.

Right from day one, Thunder has maintained an Air Ambulance service that operates 24/7 including the recently implemented Medical Transfer Unit. Patients are transferred from the health care facility to the airport and flown to their home or other destination the whole time being cared for by our paramedics. We are the largest Medical Transfer contractors for ORNGE (Ontario Ministry of Health) and supply patient charter air service to many other individuals. The company started its' Ambulance service with Primary Care Air Transport Medicine and expanded into Advance Care Air Transport in 2000 with acquisition of Airmed Canada. Since then we have aligned ourselves with the Primary Care Paramedic field and grown to where we are today.

With our chartered service, we make it easier and cheaper to fly where you want, and when you want. Charter travel is the most comfortable, convenient, and enjoyable way to reach your destination, and at times, is more cost effective than standard airfare.

Whether you're shipping one pound or a thousand pounds, Thunder Airlines is able to get your cargo where you need it – safely and inexpensively. We guarantee you peace of mind. As soon as the shipment is in our hands, you can breathe easy knowing that everything is taken care of.

Although our motto is "Your Northern Connection" we'll take you anywhere you need to go!

Full Service is just Two Minutes Away

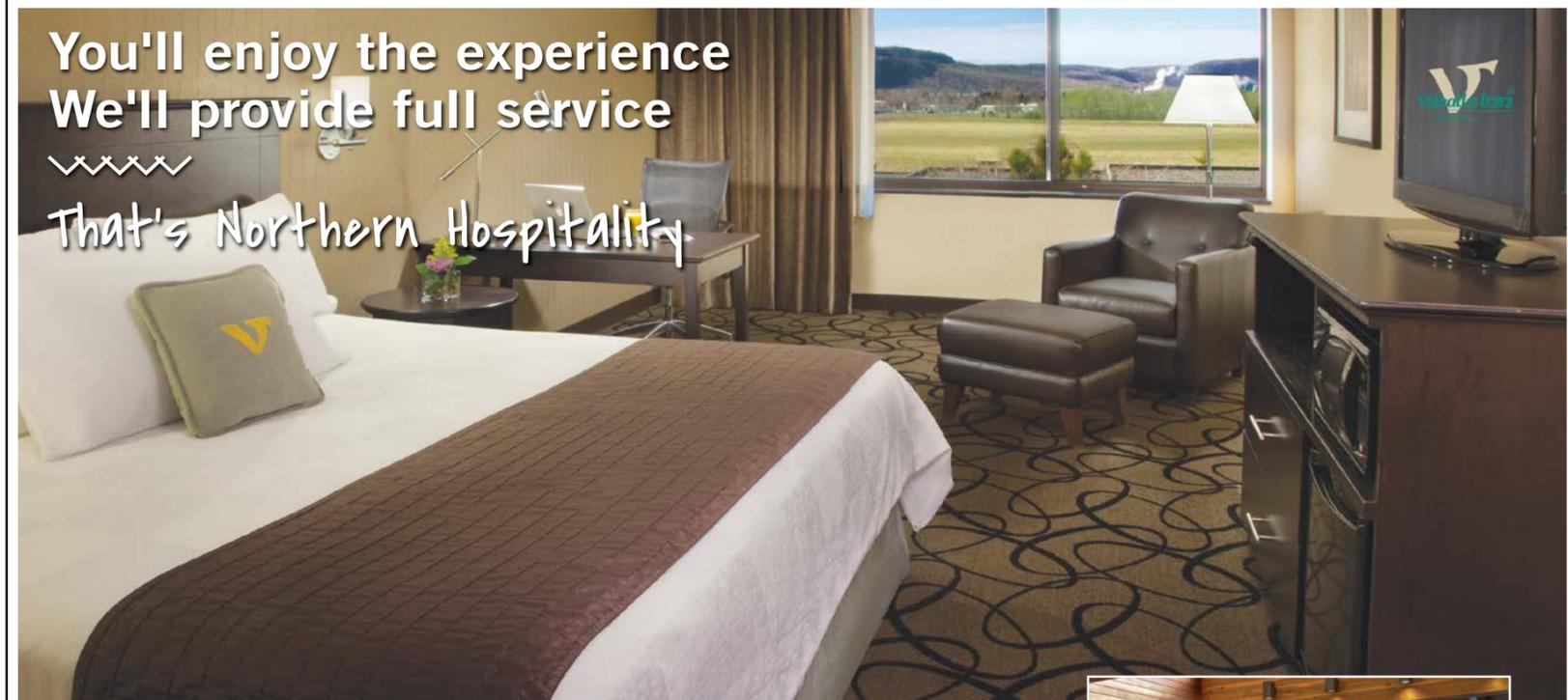
Located just minutes from the Thunder Bay Airport, the Valhalla Inn is the first choice for travellers who visit the city - offering exceptional customer experience with

personalized care and all of the amenities that make visitors feel at home. With two full service restaurants and lounge, indoor pool, sauna and spa, updated rooms and

suites and fully catered banquet and meeting facilities, the Valhalla Inn is the gold standard. We're working hard everyday to ensure your our service is always beyond expectation.

You'll enjoy the experience
We'll provide full service

~~~~~  
That's Northern Hospitality



## Thunder Bay's Full Service Hotel



Great steaks are our specialty. Our contemporary dining experience is now even better with the introduction of a brand new menu. **Make tonight special at Runway 25.**



Breakfast, Lunch or Dinner, Timbers is ready when you are. Enjoy our warm casual atmosphere and great food. **Watch for our new menu coming soon.**



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# Fly Wasaya.

Wasaya is the leading provider of quality airline services in Northwestern Ontario. Our mission is to provide First Nations owners and other isolated communities safe, reliable and cost effective passenger, charter, cargo, fuel and freight air transportation.

Wasaya's priority is to operate a safe airline using a Safety Management System (SMS) that is audited by Transport Canada to ensure our airline is safe.

Wasaya is proud to be a 100% First Nations owned airline servicing 25 destinations with an average of 60 flights per day.



1-877-4-WASAYA

wasaya.com



Roberta Sawchyn

## Does Brand matter in the Hotel Business?

This question comes up all of the time and Best Western PLUS Nor'Wester Hotel & Conference Centre General Manager, Roberta Sawchyn says, "The answer to this question is yes. John Q public wants to know what to expect when

they arrive at their hotel of choice and in today's market the guest expectation is higher than ever. Having a strong brand affiliation, like Best Western, brings with it a distinct advantage in the marketplace. Best Western's brand standards, with respect to cleanliness and overall quality, keeps our Thunder Bay full service property operating at a high level of performance. Our award winning property is proud to be in the top 5% of all North American Best Western's having won the "Chairman's Award of Excellence" in 2014 and 2015. This award recognizes our commitment to cleanliness, customer care & overall performance." This year we were awarded with Best Western's Champion Green Award. An increasing amount of guests consider the environment when making travel accommodations and we believe implementing eco friendly practices and solutions helps meet the needs of today's travelers and fosters a sustainable business environment for our property.

Being affiliated with a strong, industry leading brand also opens the door for us to approach global Best Western corporate accounts when they are looking to do business here in Thunder Bay. More importantly, locally our clients have been the backbone to our success. Sawchyn says, "Fostering strong relationships within the local business community and delivering on Superior Customer Care has brought us to where we are today, however, we never take this for granted. We continue to upgrade

the property and change with the needs of our clients. The hotel industry is like that of a live stage performance and we go live everyday so it is important to get it right by putting on the best performance possible to capture the repeat business. Remembering that, "People do business with people they know and trust."

Thunder Bay's hotel landscape has increased in the last few years with the addition of new hotel brands to our community. As president of the Thunder Bay Hotel Association Sawchyn was recently asked if we need all of these new properties. Her response was, "Thunder Bay is growing as the hub of Northwestern Ontario. There are many new emerging business sectors that are growing our community such as mining, medical, education and strong partnerships with our First Nation communities. Looking to Thunder Bay's future, the city is growing in new and exciting ways, we need to be prepared to accommodate those who are looking at Thunder Bay as their destination for business or pleasure. Thunder Bay International Airport's theme of "Growing Connections", is vital to the growth of our city as it pertains to business and tourism opportunities."

The Best Western PLUS Nor'Wester Hotel & Conference is located just 7klm south of the Thunder Bay International Airport and when you arrive you will find us nestled amongst the scenic Nor'Wester Mountain Range, a very tranquil and relaxing setting for your enjoyment.

The hotel offers 90 well appointed guestrooms and suites, 10,000 square feet of banquet space, on site Cliffhanger Restaurant & Bar overlooking the beautiful mountains, full scale pool & fitness centre & award winning staff to meet and exceed your expectations. Our location is second to none for weddings, special occasions & meetings & conferences. With the importance of guests being able to connect with all of their devices the property, together with TBay Tel, has upgraded their wireless capabilities with the addition of fiber to the property.

In keeping with the ever growing hotel industry, Best Western will be embracing the future with a completely reimagined brand identity that clarifies their exceptional offerings and broadens their appeal with a contemporary, energetic and relevant look. Although Best Western's logo served them well the time has come for a refresh. The new logos are dramatically different and illustrate the amazing products and offerings of today's Best Western. Best Western has evolved significantly in the last 10 years and the changes will reflect this evolution.

The Best Western PLUS Nor'Wester Hotel & Conference Centre is looking forward to our brands new refresh in 2016 however what will remain steadily in place is our property's personal commitment to delivering on "Superior Customer Care."



bwplusnorwester.com  
Reserv bwplusnorwester.com  
Toll Reservations 807-473-9123  
Toll Free 888-473-2378





# Wisk Air Helicopters: OH THE PLACES WE GO

BY KIM LATIMER

Dropping 350 gallons of water at a time on wildfire to suppress it from engulfing precious forests or infringing upon communities. Being the first aircraft to fly OPP into a remote crash site after an aircraft went down last December. Flying hydro workers to northern locations to ensure power outages and interruptions are attended to quickly during the coldest months of winter. These are only a handful of the critical jobs that Wisk Air Helicopters does throughout the year.

“Our business philosophy is to provide high-quality helicopter services that are trusted, and we are known for our excellent safety record and our reliability,” says Wiskemann. The core of Wisk Air’s services include Firefighting, Mining, Hydro, and Forestry.

Wisk Air currently operates seven bases across Canada and has flown in every Province and Territory. The company also holds USA Specialty Operations (NAFTA) Privileges allowing it to also operate in the United States.

Not bad for a small business that began in 1984 with two guys and one leased helicopter out of Red Lake. Mark Wiskemann, company president and chief pilot, is sole-owner of Wisk Air. With a fleet of eight helicopters, over the years Wisk Air grew into a well established company headquartered in Thunder Bay.



MARK WISKEMANN

Over the past two years Wisk Air acquired two state-of-the-art Bell 412 helicopters worth \$4 million each.

The company’s investment in its fleet and Wisk Air’s contribution to regional business and economic development has not gone unnoticed.

Just last month the company flew seven engineering specialists into the Ring of Fire to support the development of the railway access corridor.

“It is always encouraging for me as the MPP for Thunder Bay-Atikokan when private sector companies make investments in their Thunder Bay operations. It is a strong signal for this economy and speaks to the overall strength of our local economy,” said MPP Bill Mauro, Ontario Minister of Natural Resources and Forestry and MPP Thunder Bay-Atikokan at the unveiling of the first Bell 412 last April.

“Wisk Air is a family-owned business and we value the relationships we’ve built here with clients and communities,” said Wiskemann. “We’ve spent years developing relationships based on respect and transparency with several First Nations in the Northwest.”

Prosperity of clients and communities in the region is also an integral value of the company. Wisk Air has a total of 18 agreements

IN RECENT YEARS WISK AIR EXPANDED ACROSS THE COUNTRY WITH OPERATIONAL BASES LOCATED IN:

- THUNDER BAY, ON (HEAD OFFICE)
- CALGARY, AB
- AIRDRIE, AB
- OLIVER, BC
- BRANDON, MB
- RED LAKE, ON
- GOOSE BAY, NF

“It’s important to give back to the community. The key is that we love what we do and we take great pride in our job which is why Wisk Air continues to thrive and grow.” - MARK WISKEMANN

with First Nation communities in the Northwest. As well, three First Nation communities signed multi-year agreements enabling the communities to participate in helicopter services within their traditional territories, focusing on the Ring of Fire.

Wiskemann says at the heart of it all, it is the people that make the business. The majority of Wisk Air’s team of 27 employees live in and around Thunder Bay. Many have been recruited locally or regionally, for example nearly all of the company’s Aircraft Maintenance Engineers were recruited from the Confederation College Aircraft Maintenance Program.

Mark Wiskemann and his team have also donated significant hours and energy into charities and causes across the Northwest. Over the past two years Wisk Air has donated helicopter rides in support of the Thunder Bay Regional Cancer Care Foundation, George Jeffrey Children’s Foundation, Children’s Centre Foundation, Easter Seals and Thunder Bay Humane Society. Wisk Air has also offered discounted rides at events around the city giving families and aviation enthusiasts a chance to go up.

“It’s important to give back to the community. The key is that we love what we do and we take great pride in our job which is why Wisk Air continues to thrive and grow.”

Visit us at: [www.wiskair.com](http://www.wiskair.com)



## OUR AVIATION EXPERIENCE INCLUDES:

- FIREFIGHTING • NORTHERN ARCTIC OPERATIONS • ENVIRONMENTAL STUDIES – WATER AND LAND • POWER LINE SUPPORT, DEVELOPMENT AND PATROL • SEARCH AND RESCUE • USA SPECIALTY OPERATIONS (NAFTA) • MEDIVAC • POLICE AND ENFORCEMENTS • WILDLIFE MANAGEMENT • HERBICIDE DELIVERY • FORESTRY • MINING • EXPLORATION • SUPPORT AND DEVELOPMENT • AERIAL SEEDING • AERIAL CONSTRUCTION • AERIAL PHOTOGRAPHY



Confederation College is proud to be a leader in aviation education at the post-secondary level. With an impressive learning facility and three highly coveted full-time programs, students become experts in their fields and go on to achieve great success in their careers. The Thunder Bay Airport Authority is an important partner of Confederation College’s School of Aviation, contributing to the sustainability of our programs and collaborating on joint initiatives.

“We could not do what we do without the support of the Thunder Bay Airport Authority. As our landlord, they work with us to meet our unique needs, accommodate our very busy flight schedules and include us in discussions about airport maintenance. We have also co-hosted several exciting events and worked together to help displaced residents of Sandy Lake First Nation during the forest fire evacuation in 2011. The Thunder Bay Airport Authority is a pillar of the aviation industry and our community.”

- Paul de Oude, Chair, School of Aviation, Confederation College

## Confederation College’s School of Aviation is Always Ready for Take-Off

### Our Facilities

Confederation College’s Thunder Bay Campus includes our Aviation Centre of Excellence (ACE), a 59,000 square foot state-of-the-art facility located at the Thunder Bay International Airport. It is comprised of two large hangars and several classrooms, shops and labs. ACE has a fleet of 16 aircraft and two flight training devices (non-motion simulators) used for flight training, as well as a sizeable fleet of non-flying aircraft used to teach aircraft maintenance.

### Our Programs

ACE is home to three full-time aviation programs, all of which have been developed in consultation with Canada’s leading aviation and aerospace companies and governing bodies:

- Aerospace Manufacturing Engineering Technician
- Aviation – Flight Management
- Aviation Technician – Aircraft Maintenance

### Our Students

Our Aviation students regularly demonstrate dedication, professionalism, leadership, humanitarianism and creativity. Some even becoming award-winners, like Jaidan Tout who took home the silver medal for the Computer Aided Manufacturing division at the 2016 Ontario Technological Skills Competition (OTSC).

“Confederation College and my program helped me to develop my ability to break down projects into sections and develop a plan of attack, so I was well prepared. Competing was a really rewarding experience.”

- Jaidan Tout, 3rd-Year Aerospace Manufacturing Engineering Technology student

### Our Alumni

Our Aviation graduates are recognized across Canada and the world as some of the best-trained pilots, manufacturers and technicians around. One such example is Emily Crombez, who graduated from the Aviation – Flight Management program in 2007 and recently made history as the first female pilot type rated to fly the CL-415 waterbomber in North America. Working for the Ontario Ministry of Natural Resources and Forestry, she has won numerous national and international awards.

“It would have been impossible for me to reach my goals, and reach them so quickly, without the education that I received at Confederation College. I immediately secured a flying position when you typically work in some other capacity for the first year or two after graduating.”

To learn more about Confederation College’s School of Aviation, visit [www.confederationc.on.ca](http://www.confederationc.on.ca).



**With state-of-the-art facilities, equipment, simulators and airplanes, Confederation College is proud to be a leader in aviation education. We help students gain the knowledge and hands-on experience they need to succeed in the aviation and aerospace industry.**

[www.confederationc.on.ca](http://www.confederationc.on.ca)

