



# Annual Impact Report

---

**RiseAir** 

2022

# *Table of Contents*

Mission, Vision and Values	2
Year in Review	3
We're Going Places	5
Our Owners	7
Board of Directors	9
Community Impact	11
Employment Impact	17
Operations Overview	20
Look Up 2023	22



## Mission

We enrich the lives of people living, working and investing in our communities by providing the safe and reliable connections they need.

## Vision

Rise Air will be the first choice in aviation services in Saskatchewan and beyond.

## Values

**Safety.** Safety is core. Above all, we are safe.

**Service.** We care for each other and we care for our customers.

**Integrity.** We are ethical. We are professional. We do what we know to be right. We are loyal to each other, to our communities and to our customers.

**Sustainability.** We strive for long-term success. We grow by respecting the environment, generating returns for our shareholders, reinvesting in our fleet, and developing people.

**Passion.** We are passionate about our work. We do what we love, and we enjoy what we do.



“

I feel like I already belong here, everyone is friendly... people from all departments, stores, crews and the people in the office.

— Sakibur Rahman  
Avionics Technician

”

# Year in Review

This year was another exciting year for Rise Air. We made significant progress toward achieving the goals set out in our strategic plan. We did this most notably through expansions to our fleet, which significantly increased our reliability and upgraded our capacity to

carry passengers and cargo. This, along with navigation equipment and avionics, our laser focus on on-time performance, and our proactive communication with customers and stakeholders enabled us to provide improved service to Saskatchewan's north and beyond.

## Our Impact



We partnered with Athabasca Basin Development and three of their investment companies to support improved education for youths by funding the Early Learning Equal Start program.



We joined the Saskatchewan Public Safety Agency to help our neighbours to the east, providing charter air transportation for emergency responders and dangerous equipment to aid Hurricane Fiona clean-up efforts.



We delivered toys and books to 1,377 children as part of our 22nd annual Santa in the North event, with support from three corporate and non-government organization partners.



We made an historic investment in our fleet, acquiring a newer ATR 42-500 and the new-generation King Air. We also made significant upgrades to navigation, avionics, and de-icing equipment as well as re-fueling facilities across our network.



We provided \$30,000 in round-trip flights to customers in need. That's 19 round-trip gift certificates to support community members.



Our Marsi Fare Program provided more than \$519,000 in savings to our travellers. This program provides lower-cost air travel for community members in need in our northernmost communities. In 2022, we expanded the program and doubled the savings we passed on to residents in 2021.



Our director of flight operations was awarded the Air Transport Association of Canada's Paul Mulrooney Memorial Award of Excellence.



We were accepted by the Flight Safety Foundation as a BARS Registered Aircraft Operator.



We increased the representation of women, visible minorities and those who self-identified as living with a disability among our teams. The number of women we employ grew more than five per cent overall, with 25 per cent of our women holding supervisory and management roles.

# Where We Fly



# We're Going Places

Rise Air saw another successful year in 2022 as we made significant strides toward our vision.

## Investing in the Future

### Our fleet

This year, we made the largest investment in our company's history into the future of aviation in northern Saskatchewan, most notably by acquiring an ATR 42-500, which will support dedicated service on our northern scheduled flights and allow us to carry more passengers and cargo on our highest-demand routes. This investment also includes:

- Acquiring our first new-generation medevac King Air, followed by two more that will see flight in 2023.
- Upgrading the avionics, including navigation equipment on 22 aircraft.
- Adding more de-icing equipment and upgraded fuelling facilities across our network.
- Introducing our passenger cabin upgrade program on our first Twin Otter.

### Improved service and safety

We're focusing on reliability and on-time performance, which led us to expand our network of supporting airlines that we can temporarily call upon to adapt to increases in customer demand or fill service gaps when our own aircraft experience unplanned maintenance, modifications or upgrades. Our network now includes seven carriers in Saskatchewan, Manitoba, Alberta and the Northwest Territories, operating aircraft from eight seats to 50.

We also worked with Saskatchewan's Ministry of Highways and the federal government to allow take-offs and landings at higher aircraft weights to allow for transportation of more people and freight.

We were certified by the Flight Safety Foundation as a BARS Registered Aircraft Operator, which confirms our compliance with a global standard for aviation safety.

“

Rise Air is investing in the long-term future of transportation in northern Saskatchewan. We are acquiring newer aircraft that are more dependable, have more capacity, better performance, and can deliver a better product to our customers.

— Derek Nice  
CEO

”

### Our communities

We continued to grow our connections with support to our customers and stakeholders and this is demonstrated through our proactive communication with those we serve, the creation of a new stakeholder relations portfolio, and the activation of our board advisory committee with representatives from across the Athabasca communities.

We also grew our Marsi Fare program, more than doubling the savings passed on to residents in need, and continued to grow partnerships and important community investment initiatives that support the socio-economic health of the Basin communities and our province.

## A United Front

Emerging as Rise Air in 2021 after Transwest Air and West Wind Aviation combined operations under one brand, we have built on the legacies of these two airlines and have become one of the largest independent air carriers in Canada, with the Rise Air brand growing substantially in recognition among our customers and partners.

### Strengthening our visual identity

We have actively worked to remove old branding from marketing, uniforms and company clothing, infrastructure, vehicles and aircraft, driving a shift in how people refer to the organization internally and externally. Our aircraft are the most effective pieces of visual marketing that we have — they travel into each market where we operate and, along with great team members and best practice, we're telling the Rise Air story far and wide.

The increased amount of visual branding has supported our team members to feel a sense of belonging and unity within the Rise Air family.

### Creating a common corporate culture

Our team members continue to grow together, embracing and living our mission, vision and values.

We're strengthening our internal communication capacity — helping our people feel ownership in Rise Air. Our teams are evolving under one brand and are the visual representation of our company working together to achieve a common goal. This is supported by our investment in leadership training across the organization, which aids relationship building, performance, and the delivery of our mission, vision and values.

### Evolving the customer experience

This past year, we accelerated our investment in people and services to deliver more reliable, safe transportation, and better customer experiences. We rely on our customers' feedback, valuing the thoughts and feelings of those we serve as they are a direct reflection of their experience with Rise Air. We respectfully listen to our customers and stakeholders and work hard to constantly improve on service delivery and communication to become a trusted aviation partner.

Through our community engagement work, we have supported initiatives that help communities and make lives better. Our focus on relationship building — with customers and stakeholders — is a top priority for Rise Air as we continue to be responsive and adaptive to community needs.

“

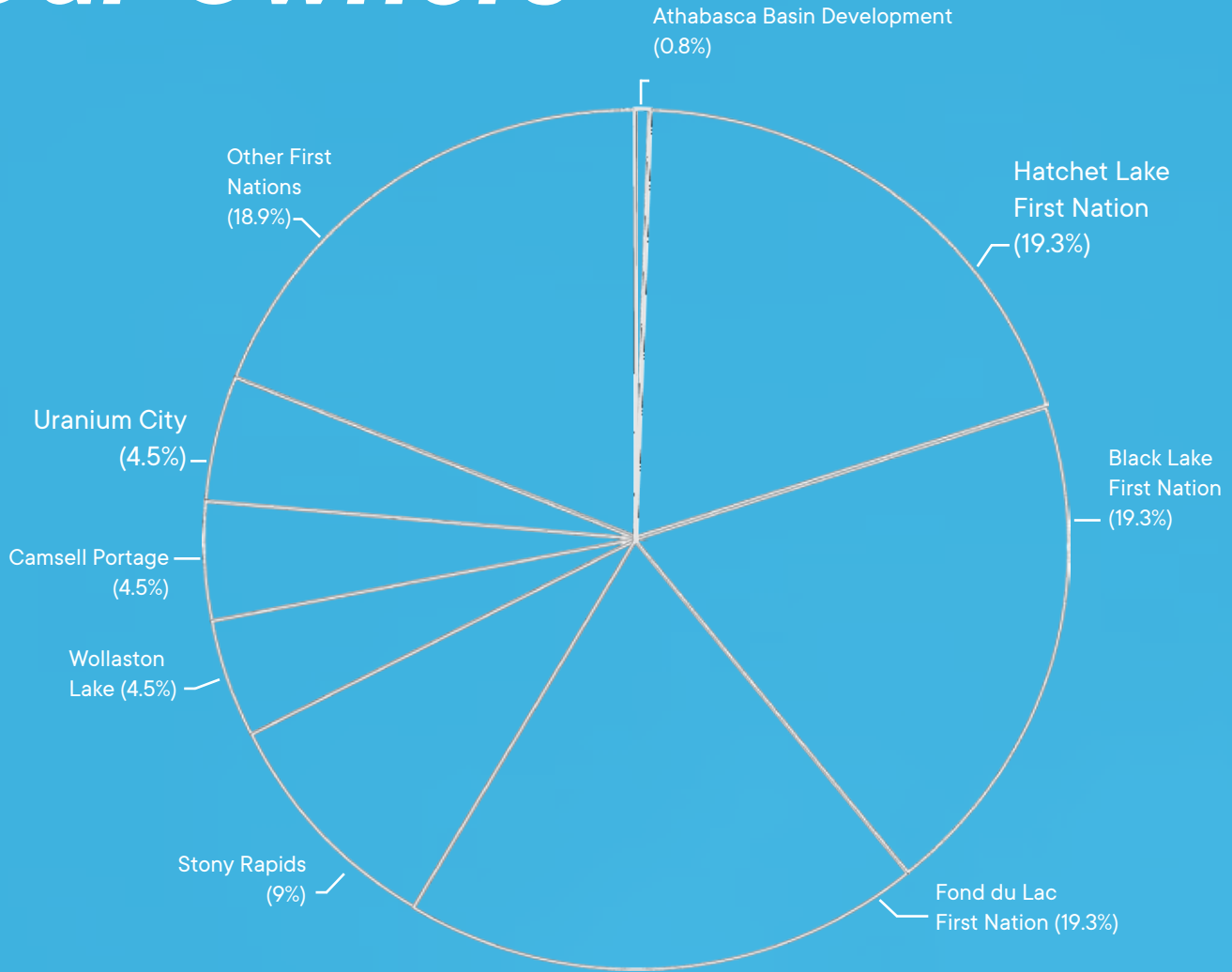
I love working with our reservations team. For many Rise Air customers, we are their first point of contact, providing them with the best possible experience. We collaborate with multiple departments to provide solutions every day. We're a small team who believes in helping people.

— Bella McMahon  
Reservations Agent

”



# Our Owners



Rise Air is a 100 per cent Indigenous-owned company. We work hard to deliver long-term value to our shareholders — the First Nation communities who share ownership of Rise Air through Athabasca Basin Development (ABD) and Prince Albert Development Corporation (PADC).

## Shareholder Benefits

Our profits are re-invested into the communities we serve through payments made to ABD and PADC. Rise Air's operations provide funding for community development initiatives in the places we call home. We partner with local organizations to develop training and employment opportunities for First Nation community members. These initiatives create new

pathways for members of First Nation communities to work in the aviation industry as pilots, flight attendants and maintenance engineers, and in our corporate areas too.

Rise Air engages with communities by providing aircraft for caribou hunts, medevac flights, freight hauls and charter flights, and continually meeting other transportation needs. We work with families and communities to provide casket repatriation to ensure the remains of our community members are respectfully returned home.

”

The airline industry is facing unprecedented labour shortages and we are pleased that Rise Air is determined to be resilient and address these issues. Being client focused, providing strong customer service, safe operations, good equipment and having great people strengthens their business and ultimately creates long-term value for shareholders.”

— Geoff Gay  
CEO, Athabasca Basin Development

”



# Board of Directors

## Rosalie Tsannie-Burseth

Board Director

Rosalie Tsannie-Burseth is a well-respected knowledge keeper and educator from Hatchet Lake First Nation — a fluent Dene speaker with a professional specialization in language and culture. Through 35 years of experience in land-based education, Tsannie-Burseth has developed deep, multi-generational connections within Saskatchewan’s northern communities. As the first woman, and Indigenous woman, to join Rise Air’s Board of Directors, Tsannie-Burseth’s relationships with the people of the Basin communities will be instrumental to Rise Air’s responsive and trusted service of the north.

Rosalie Tsannie-Burseth has a rich history of experience in education, leadership and governance, role-modelling servant leadership in Saskatchewan’s northern communities. From 1987 to 1992, Tsannie-Burseth worked as an elementary school teacher in Wollaston Lake and then as a Dene language program developer until 1998. She followed that with a move to Hatchet Lake, where she worked for the Hatchet Lake Band Education Program as a vice-principal, co-principal, principal, assistant director of education, and director of education (1999 to 2005). In 2007, she became the Chief of the Hatchet Lake First Nation and, as such, assisted in community development, focusing on strategic planning for local businesses. Next, she worked for the Prince Albert Grand Council as associate director of education and then as a policy analyst, where she collaborated with northern communities to develop, organize and implement language and land-based initiatives.

In recent years, Tsannie-Burseth has continued to develop curricula, translate between English and Dene, collect and organize traditional oral stories and advise on communications for several northern First Nations. Tsannie-Burseth, a Ph.D.-Candidate, has also taught several classes at the University of Regina as a sessional lecturer. Her work and thesis highlight the importance of having Dene elders’ guidance to develop language and culture educational programming.



Rosalie Tsannie-Burseth connects her passion and advocacy for the Dene language and culture to her experience as a residential school survivor.

“When we were in residential school, we couldn’t speak it (Dene). So my sister and I would whisper at night. That’s one thing that has always resonated with me — that I don’t think any child should try to hide and whisper their language at night. So, since then, I’ve been a huge advocate for the language.”

Tsannie-Burseth believes it is critical that the communities Rise Air serves have a voice in the organization. Her knowledge of the language and connections to northern communities and cross-generational relationships will enable Rise Air to better serve our stakeholders. Tsannie-Burseth sees the active recruitment of northern and Indigenous community members to fill roles within Rise Air as an important step forward and cites a need for more Dene speakers specifically. She also speaks to a need for northern communities to hear about the careers Rise Air offers, including positions like flight attendants and

pilots but also airline mechanics and other specialized opportunities. With Tsannie-Burseth as a board director, Rise Air is uniquely equipped to work with, support and recruit from Saskatchewan's north.

Throughout her career, Rosalie Tsannie-Burseth has received six prestigious awards:

- Governor General's Citizenship Award (1992)
- AWASIS Award – Honour the Teacher (2001)
- Northern Justice Symposium Role Model Award (2004)
- Woman of the Dawn Award – FSIN
- Education Category (2004)
- Lieutenant Governor's Award – Saskatchewan (2005)

Thanks to our Board of Directors for your strategic direction and oversight toward achieving our vision of being the first choice for aviation services in Saskatchewan and beyond.

“

It's a major stride forward, having a woman, namely a Dene woman and fluent Dene speaker as a leader on the board. Our voice has to be represented — the voices of the north — and I'm honoured to be that voice from our communities helping to chart a positive path forward.

— Rosalie Tsannie-Burseth  
Board Director

”

## Board of Directors and Committees

We want to acknowledge the support of our board of directors and its committees.

### Board of Directors

- Stephen Smith, Chair
- Arnie Shaw
- Doug Burnett
- Geoff Gay
- Rosalie Tsannie-Burseth
- Russel Marcoux

### Human Resources, Governance and Risk Committee

- Doug Burnett
- Geoff Gay
- Linda McNabb
- Rosalie Tsannie-Burseth

### Finance Committee

- Arnie Shaw
- CeCe Baptiste
- Geoff Gay
- Russel Marcoux

### Safety, Operations, and Customer Experience Committee

- Arnie Shaw
- Louie Mercredi
- Russel Marcoux
- Stephen Smith

### Advisory Committee

- Daniel Powder
- Kristy Jackson
- Louie Mercredi
- Peter Gazandlare
- Terri-Lynn Beavereye
- Tiffany Toutsaint

# Community Impact

“

Rise Air's focus is on the implementation of our diversity, equity and inclusion strategy throughout our organization. The programs we are working on are directly influenced by our values.

Diversity comes in many forms: physical ability and neurodivergence, race, ethnicity, gender identity, sexual orientation, beliefs, and socioeconomic class. Everyone is welcome at Rise Air.

We're working hard to ensure that our procedures are impartial and fair so that we can provide equal outcomes for every individual.

Every employee should feel a sense of belonging here. We value diverse voices and their contributions to the continued success of Rise Air.

— Tracy Young-McLean  
Vice President, Human Resources and Corporate Services

”



## Transporting emergency responders to support Hurricane Fiona relief

When Hurricane Fiona struck Prince Edward Island in September, we stepped up to help our Canadian neighbours to the east. Carrying a crew of over 15 responders from the Saskatchewan Public Safety Agency (SPSA) and 30 chainsaws, Rise Air delivered much needed support to the island on a single aircraft.

As local resources were exhausted, the SPSA received a request for help from the Canadian Interagency Forest Fire Center. Rise Air was uniquely positioned to offer aid to the SPSA and the maritime province, offering safe transportation for dangerous relief equipment and a crew of chainsaw-certified workers. SPSA relied on Rise Air's charter service, which, unlike a conventional airline, was able to rapidly accommodate the large crew and cargo in one trip. Chainsaws, as dangerous goods, had to be specially cleaned of fuel, encased and handled safely in the baggage compartment of the aircraft.

From October 20 to November 5, SPSA emergency response team members worked to clean up provincial parks and clear emergency travel roads with guidance from local park supervisors.

"While they were there, they cleared up the campsites and roadways to one entire park. You know, the trees that we're dealing with are anything from five- to six-inch maples and up to 40-inch white pine," recalls Bob Spracklin, Provincial Aviation Services Coordinator, SPSA.

The crew's experience with the particularly difficult maritime forestry during the hurricane relief efforts has helped to expand their skills and the SPSA's capacity to respond to emergencies beyond wildfires here at home.



## Not just a plane — An unprecedented investment into Saskatchewan's north

This year, we invested in the long-term future of transportation in northern Saskatchewan through the acquisition of an ATR 42-500 aircraft that has been uniquely configured to best serve the communities in the Athabasca Basin. In early 2023, Rise Air's newest aircraft takes flight, providing customers with increased dependability, efficiency, and capacity on their routes to and from Fond du Lac, Stony Rapids, and Wollaston Lake.

### **Globally Tested and Reliable**

This aircraft is increasingly becoming the industry standard in Canada – known globally as the most widely used and reliable choice for regional air travel. After a year of careful consideration and due diligence, we determined that this introduction to our fleet will enable us to best serve Saskatchewan's northern communities — providing customers with faster speeds for shorter

flights on our most popular routes, along with increased seating and cargo capacity.

While the northern communities present some of the most challenging flying conditions worldwide, we're committed to providing reliable service at the highest standard. The aircraft's reputation for reliability and its ability to operate in extreme weather translates to a more dependable and on-time air schedule for our customers. We also rely on our relationships with aviation partners who operate airports, provide weather reporting, and ensure reliable air navigation services as part of this commitment.



“

We are not just buying a plane; the fleet plan is the biggest investment that Rise Air has made in our history. This is our vote of confidence in the future of aviation in Northern Saskatchewan. It's also a statement by Rise Air that we are going to continue to be the airline of choice in the North.

— Derek Nice  
CEO

”

### **Optimized for Saskatchewan's North**

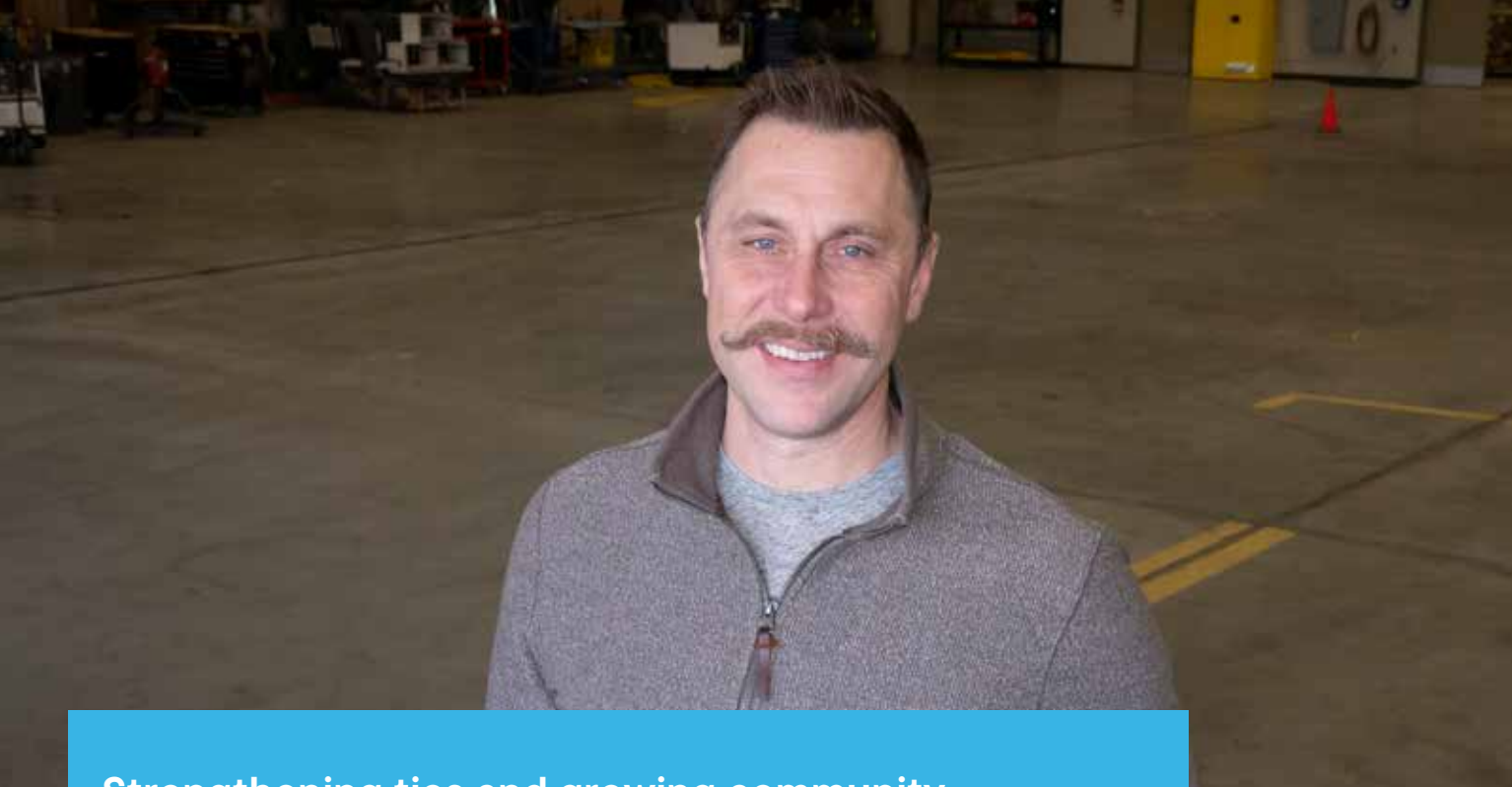
Our ATR 42-500 is a nearly new, modern aircraft that we've customized to best suit our communities' needs. We've completed significant upgrades to optimize the plane's performance and ability to handle the extremely cold weather of our province's northern bases, including upgraded engines and avionics. We've configured the aircraft to balance the increased demand for passenger seating as well as for cargo – typically configured with 44 passenger seats, we've adapted our ATR to operate with 34 seats and increased our cargo load based on feedback from our customers. This aircraft, its history and records were meticulously examined and have passed the highest standards for inspection and testing.

### **Adapting to Transportation Needs**

Rise Air is investing in growing our fleet of aircraft as part of our commitment to providing sustainable

and increased service to address the changing transportation needs of our customers and northern communities in a post-Covid world. There is now an increased need for those in northern communities to travel north to fulfill plans they delayed during the height of the pandemic, such as plans to visit families, attend medical appointment or other commitments, and take vacations.

Recovery and growth in the resource sector along with increased demand for our services has driven this investment into our fleet upgrade plan, which began in 2021 with the purchase of our first, new King Air Medevac aircraft. We plan to expand our fleet further by adding another two King Air aircraft by the end of 2023. In the coming years, we will be replacing or upgrading each of Rise Air's aircraft used in our scheduled service, workforce transportation, and charter operations.



## Strengthening ties and growing community

Kim Goertzen is the General Manager of Snowbird Aviation Services, which provides ground services for all of Rise Air as well as fuel and ground services to several airline operators across the province.

Kim joined Snowbird Aviation and began working with Rise Air after a close to 20-year hiatus from Saskatchewan and the air transportation industry — he used to work for West Wind Aviation. For Goertzen, his return to the province was about coming home from B.C., and also about returning to work with Rise Air a company he believes in, where he has the opportunity to develop strong relationships with the people and communities in the north.

“I’m passionate about helping to build a brand that is helping to support our Indigenous people and communities — not just for Snowbird Aviation but also for Rise Air as their representation on the ground. It’s critical that we support the people in the north and help them to prosper. To help fill the needs of these communities,” asserts Goertzen.

First and foremost, Kim’s job is to build relationships with Rise Air ground service team members and, as and, by extension, customers. “When I go up to our bases, I jump right in to get the work done, but also make time

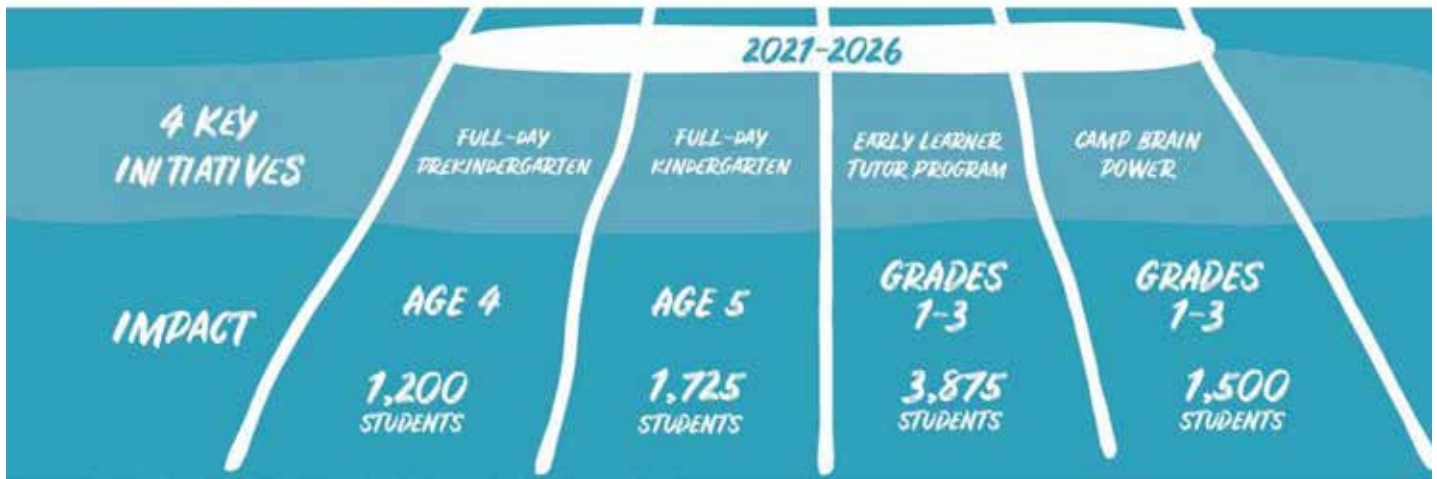
for visiting, joking and having fun. The staff are happy, they perform. That’s how it is. We work hard but our experience is surrounded 100 per cent by relationship. That’s what matters,” says Kim.

Kim is passionate about his role and excited about the efforts he sees Rise Air making to build those relationships, with Indigenous team members and the northern communities, which his ground service team members call home. He feels optimistic about the future, adding that the new development that’s happening up north is bringing a lot of hope to the people because more development means more jobs.

“It would be really nice to see the communities grow so they can have more people up there. As they start to grow and become more prosperous, then it just creates more of that,” he says.

The focus of Kim’s role on developing relationships with Rise team members and people in the north supports our evolving strategy to be more responsive to and help grow the Basin communities.

# EARLY LEARNING EQUAL START



(Credit: SPSF 2021-2022 Annual Report)

## Helping to provide an equal start for young learners

Rise Air joined forces with ABD and three of their investment companies, Points Athabasca, Athabasca Basin Security and Team Drilling, to support the Saskatoon Public Schools Foundation (SPSF)’s Early Learning Equal Start (ELES) program. Together, the companies have made a five-year commitment to the project that is helping to strengthen our schools, communities and province by expanding early childhood education.

SPSF launched ELES as a pilot project in 2020, funding four key initiatives to help young learners achieve Grade 3 literacy by Grade 3: Full-day pre-kindergarten, full-day kindergarten, an Early Learner Tutor Program and Camp Brain Power, a summer reading camp program.

To start, the SPSF funded five schools with full-day pre-kindergarten and full-day kindergarten. In 2021, the SPSF fully implemented the program by funding 14 community schools with full-day pre-kindergarten and kindergarten, alongside the Early Learner Tutor

Program and Camp Brain Power. The full-day education programs “give students the best chance for future success and subsequent high school graduation,” says Zeba Ahmad, SPSF CEO.

Since its inception, ELES has positively impacted thousands of students, including many who have travelled from the north to participate in the program, which incorporates land-based and other Indigenous teachings and worldviews.

“Most of these young learners face additional life challenges, and many come from remote locations across Saskatchewan. All children deserve the opportunity to reach this key literacy milestone. SPSF is grateful to Rise Air for recognizing the importance of investing in young learners. This investment is the foundation for preventing poverty, improving health and strengthening our communities,” states Ahmad.

# Employment Impact



“

The people I work with are the ones who keep me coming back because everybody who works here has a drive I've never seen in any other company. You're in an environment where you want to help out the person next to you and you know that they would give it back to you in a heartbeat.

— Kristi Knight  
Director, Commercial

”

“

Rise Air has a proven history of resilience, endurance and compassion. Without a doubt, these are the attributes that aid in preserving my passion to work for this company.

— Connie Fossenier  
Customer Service Supervisor

”



Today, Rise Air employs more than 280 employees in locations ranging from Saskatoon to Fond du Lac, serving the north and working and living alongside our valued customers and community partners.

Rise Air operates bases in Saskatoon (YXE), Prince Albert (YPA), La Ronge (YVC), Buffalo Narrows (YVT), Wollaston Lake (ZWL), Stony Rapids (YSF), and Fond du Lac (ZFD).

Diversity, equity and inclusion are fundamental beliefs of Rise Air and integral to who we are. We're proud to be a diverse company, stemming from our ownership, branching out to our employees' expansive cultural and national backgrounds.

"Our diversity naturally brings about healthier and more fruitful discussions leading to decisions and outcomes that benefit everyone, truly adhering to the notion that everyone is indeed welcome here at Rise Air," says Michel Farrugia, Human Resource Generalist.

We continue to maintain a strong focus on diversifying our teams and employing more Indigenous team members — over 20 per cent of our workforce is First Nation or Métis.

We also maintain a strong focus on investing in our people by proactively providing training and development opportunities to develop our workforce.



## Partnership helps build capacity and grow Indigenous representation in aviation

*Laimen Michel, raised in Pelican Narrows, is one of Rise Air's apprentices and a recent graduate of SIIT's Aircraft Maintenance Engineering Program.*

Rise Air works in partnership with the Saskatchewan Indian Institute of Technologies (SIIT) to support the development of more skilled Aircraft Maintenance Engineers. SIIT's two-year AME diploma program was a result of collaboration between industry, SIIT and the provincial and federal governments — a direct response to the need for more qualified aviation mechanics in the northern communities.

Graduates of the program earn 18 of their 48 required months of their aviation maintenance apprenticeship through SIIT's hands-on program. Then, that's where Rise Air and other industry partners come in, providing these graduates with employment and mentorship to complete the remainder of their apprenticeship and achieve their Category M License. The Category M Licence is a federal qualification, honoured and recognized across Canada without provincial restrictions.

Together with SIIT, Rise Air provides opportunities for more individuals to become licensed AMEs and is helping to increase Indigenous representation in the industry and support economic growth in the north. Rise Air frequently hires SIIT AME program graduates at our various bases across Saskatchewan and continues to increase the number of SIIT graduates we hire.

"It's a win-win. It's a good opportunity for Rise Air to assess our students and get them trained to the specifications they're looking for. And at SIIT, we're seeing a 90 per cent hiring rate upon graduation of these students," says John McEvoy, Program Head for SIIT's AME Program.

SIIT is currently in the process of expanding its AME program to include an avionics license and Rise Air is extending our support, looking to increase mentorship and employment opportunities for more Indigenous students and graduates.

"In Canada, there is an increased demand for both pilots and engineers. SIIT has been expanding their intake, increasing their retention, and graduating more Saskatchewan and First Nation students who, in turn, are finding careers with Rise Air and other airlines across the country," says McEvoy.

## A more diverse workforce: welcoming new Canadians into the aviation industry

For Michel Farrugia, immigrating to Canada has been both a challenging and an exciting experience. It was March 31, 2022 when he landed, after three flights, traversing about 8,600 from his home country to Saskatchewan, bringing with him his partner of 11 years, their cat and their dachshund. Farrugia moved from Malta, a group of islands in the centre of the Mediterranean Sea between Sicily and the North African coast. After receiving his letter of offer from Rise Air, Michel and his family began the process of coming to Canada. Having always been fascinated by the aviation industry, Farrugia was thrilled to join the company and found it a supportive, inclusive and welcoming start to his career in Canada.

“I received a lot of hospitality from the Rise Air management, particularly Tracy [Young-McLean] — the company is inviting. You won’t feel that you’re left out,” he said.

Of course, moving halfway across the world came with its share of culture shock. Farrugia describes many of his first experiences in Canada as “eye-opening,” particularly the politeness and friendliness of the people — for example, strangers saying “hi” on the street — as well as the beauty and the realities of life in northern Saskatchewan, where Farrugia has already travelled more than once.

“You get to see the community and you get to meet the people. I come from a country that’s 17 miles wide — a small island heavily influenced by Europe, so we’re basically a concrete jungle ... Coming here, I see untouched land and people. You get to see and appreciate the challenges they have to face given that they’re so remote. It’s humbling, the remoteness. Even the cold. The fact that you have to plan everything to ensure you can bear the weather,” he recounted.

For Vrushali Shinde, another new Canadian who has come to work with Rise Air as a Human Resource Generalist, her first experiences of a Saskatchewan winter definitely left an impression.



*Pictured L-R: Vrushali Shinde, Michel Farrugia*

“We were happy to see the snow. We never saw the snow in our whole life!” she exclaimed.

Shinde landed in Canada in January 2022. As the days and weeks moved ahead, however, she learned the challenges that come with the weather and the move, having to cab around in the cold, to get necessities, to job hunt. While Shinde was no stranger to living in another country — she’s from India but spent the last eight years living in Malaysia — she said there was still a ton of learning to do, to adapt to a completely new culture and to understand peoples’ ways of living. But she found a great environment and value alignment when she was hired by Rise Air in May 2022.

“It was a very welcoming environment for me. I didn’t find it more challenging to work in this organization. I felt something linked to me. I like the way we [at Rise Air] try to help the communities — it’s the same way we used to do it in our backcountry [in India],” she said.

Farrugia and Shinde are just two new members of our increasingly diverse workforce who have risen to the challenge of starting a new life in a new country and are helping us to best serve our team members and communities.

# Operations Overview

We're proud to serve the needs of our communities in the north, offering vital transportation for community members, our team members and freight. Rise Air boasts the largest scheduled service network in Saskatchewan, on top of which we offer charter, cargo and workforce transportation. To do this, we operate the largest fleet of fixed-wing aircrafts in the province, including wheels, floats and skis — a fleet that we've expanded significantly since 2021. Rise Air is the only air operator in Saskatchewan with the capability of moving people and goods to and from virtually any location in the province and beyond.

Rise Air draws on the broad range of expertise and experience among our teams to offer high-quality tailored aviation solutions that serve, support and promote the growth and success of Saskatchewan.

## **SAFETY FIRST**

In November 2022, our safety culture was validated when Rise Air was recognized as a BARS Registered Aircraft Operator. The Flight Safety Foundation's Basic Aviation Risk Standard (BARS) is a tool for assessing an airline's policies, training and operating procedures. Registration confirms our compliance with globally recognized aviation best practices.

The program was initiated in 2010 when industry approached the Flight Safety Foundation to collaborate in forming a worldwide safety assessment and audit framework for the aviation industry. Previously, there was no single standard to help manage aviation risk. BARS is now an award-winning international aviation safety program and we're proud to hold this high standard for safety.



## Recognition for excellence in Canada's aviation industry: Carla Wayman

Rise Air's Director of Flight Operations (DFO) Carla Wayman described it as "a bit of shock and disbelief" when she learned she had won the prestigious Paul Mulrooney Memorial Award of Excellence. The Air Transport Association of Canada (ATAC) bestows this award every two years to an employee of an ATAC operator member company who has shown progressive advancement to and within management positions. This person must demonstrate leadership in team management, the highest ethical and safety standards for the industry and act as an industry ambassador who passionately supports pathways for youth to choose a career in aviation.

On November 15, 2022, Wayman had the distinct honour of accepting this award at the ATAC's National Aviation Conference and Tradeshow in front of her

industry peers. She's only the second woman to receive this award. The first was her previous supervisor, former Director of Flight Operations Heather McGonigal in 2011, who was one of many people who mentored and coached her over the years. Now Carla is in the position to instill her knowledge, expertise and experience in the next generation of the aviation industry, explaining, "the young people at our company are the future. If they can learn from me like I did from my previous managers, I think that is great."

Throughout her career, Wayman has demonstrated outstanding organizational skills, a commitment to excellence, an ability to work under pressure and a propensity to motivate others. Wayman began her career in aviation as a crew scheduler in 2008. Progressing through the ranks quickly, she gained experience as a flight attendant and cabin safety manager. While working full-time, she began taking night classes to earn a Business Administration Certificate (BAC) through the University of Saskatchewan's College of Commerce, graduating in 2008. In 2018, she advanced to Rise Air's Director of Flight Operations.

"If I wouldn't have completed the BAC I would not be doing this today — I know that for sure," she remarked in reference to her role as DFO. "That certificate course gave me the confidence that I needed to do the job that I'm in." Additionally, her nearly eight years of experience as cabin safety manager uniquely equipped her to manage groups of people and lead teams in a regulatory role.

As DFO, she has managed the integration of two operating certificates, mitigated the impact of Covid and pilot shortages and led the introduction of a new aircraft fleet — all while maintaining a relentless focus on safety, teamwork, mentorship and employee development.

Now, as she looks to the future, Carla's focus is on mentoring new up-and-coming leaders to "ensure there are people in place who can take over when I leave," she said. Through her leadership, coaching, mentorship and succession planning, Wayman is setting the stage to carry on a legacy of excellence and an unwavering commitment to safety.

# Look Up 2023

Look overhead this year and you will see we're entering another year of growth, as we continue to expand our operations and service to become the airline of choice in the north.

Our fleet plan provides for upgrading our entire fleet. Our objective is to retire our older aircraft and bring in more dependable, more capable aircraft for all the missions that we're fulfilling. We will continue this work by:

- Launching a second new-generation ATR 42-500 that will enter service before the end of the year, which will allow us to operate ATRs on all our scheduled flights
- Completing the transition of our entire King Air fleet to newer, more capable aircraft, all equipped with sophisticated state-of-the-art avionics and navigation systems, providing higher payloads and greater safety margins.

In spring 2023, we will introduce our new northern schedule, serving all communities six days a week with non-stop and one-stop service to and from Saskatoon and non-stop service to and from Prince Albert from Wollaston, Fond du Lac and Stony Rapids. Our investment in our fleet means we will see increased capacity to move people and cargo.

We're excited to be responding to community needs by delivering greater capacity and more reliable service across our network. We will continue building on the foundations we've laid in 2021 and 2022 in the years to come.



# We're Going Places!

**Rise Air**  
3A Hangar Road  
Saskatoon, SK S7L 5X4  
[riseair.ca](http://riseair.ca)