NetJets Inc.

A Berkshire Hathaway Company

FIXED BASE OPERATOR
STANDARDS OF SERVICE

NetJets Inc.
Aviation Infrastructure Services
4111 Bridgeway Ave.
Columbus, Ohio  43219
(888) 352-3354 opt 1  (614) 239-5500 tel.
(614) 239-2945 fax  FBO@netjets.com
Incident Notification

All personal injuries involving a NetJets crewmember, passenger or employee, must be reported to the NetJets Security Services Command Post immediately. The direct telephone number is 614-239-5412 or 800-765-9423.

The FBO’s manager on duty is responsible for immediately notifying the NetJets Security Services Command Post about any incidents or accidents involving a NetJets aircraft, crewmember, passenger or employee. Please refer all media and public Inquires to NetJets Media Hotline at (614) 849-7757.

In cases where there are no personal injuries, the FBO must notify NetJets Line Maintenance Control Center (LMCC) immediately. Also, the FBO, in compliance with these Standards, must notify the NetJets Aviation Infrastructure Services Department within 24 regular business hours of the incident.

The following contact information should be used when reporting an incident or accident to NetJets.

<table>
<thead>
<tr>
<th>Contact</th>
<th>Phone</th>
<th>e-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Services Command Post</td>
<td>614-239-5412</td>
<td><a href="mailto:Securityservices@netjets.com">Securityservices@netjets.com</a></td>
</tr>
<tr>
<td></td>
<td>800-765-9423</td>
<td></td>
</tr>
<tr>
<td>LMCC (Controller)</td>
<td>800-352-1948 opt 1</td>
<td></td>
</tr>
<tr>
<td>Aviation Infrastructure Services</td>
<td>888-352-3354 opt 1</td>
<td><a href="mailto:fbo@netjets.com">fbo@netjets.com</a></td>
</tr>
<tr>
<td>Media Hotline</td>
<td>614-849-7757</td>
<td></td>
</tr>
</tbody>
</table>

NetJets requires a written report be submitted to the Aviation Infrastructure Services department within 24 business hours of the incident. The following information must be included in the incident report:

- Date of incident
- Name of FBO
- Airport ID
- Names of people who were involved in, or witness to, the reported incident
- A detail description of what happened prior to, during, and just after, the incident occurred.
- Photos of the aircraft damage and the surrounding ramp or hangar area(s).
- Report must be signed by a member of the FBO Management.
Confidentiality Statement

Confidential Information of NetJets shall remain the exclusive property of NetJets. Vendor shall use Confidential Information of NetJets solely in the performance of its obligations hereunder. Any other use of Confidential Information shall be prohibited without the express written consent of NetJets.

Vendor shall receive Confidential Information in confidence and shall not disclose Confidential Information to any third party, except (i) under court order, (ii) as required by applicable law, or (iii) as may be necessary to perform its obligations under this Agreement, and only to the extent that such third party agrees in writing to the restrictions of this Section with respect to such Confidential Information. Upon request or upon termination of this Agreement, Vendor shall return to NetJets all Confidential Information in its possession in hard copy, magnetic, electronic form or otherwise.

The term “Confidential Information” shall, for the purposes of this Agreement, mean without designation, NetJets customer and employee information, and NetJets owners’ personal, family and travel information, preferences and customs, home addresses and information and conversations overheard while Vendor is providing services hereunder. Confidential Information shall also include any other information designated by NetJets as “confidential”; provided, however, that Confidential Information shall not include any information in the public domain or generally available to the public, any information developed by a party on its own and without the assistance of the other party, or information available to a party from a third party unrelated to the activities of the parties under this Agreement and who is not under any obligation to refrain from releasing or disclosing such information.

Breach of Confidential Information can be considered grounds for immediate contract termination. Vendor shall have each of its officers, directors, employees, Contractors who provide services hereunder and their employees execute a confidentiality agreement consistent with the provisions of this paragraph. Copies of such executed agreements shall be available to NetJets upon request. Vendor shall be responsible for a breach of this paragraph by any of those parties.
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I. General

A. Purpose Statement

*NetJets Six Operating Principles – Safety, Owner Value, Operational Excellence, Employee Value, Shareholder Value and Integrity are at the center of everything we do. These are principles that Berkshire Hathaway embraces in its strong commitment to NetJets and they provide direction and support for all operating companies and employees.*

NetJets Inc. (formerly Executive Jet, Inc.) was founded in 1964 as the first private business jet charter and aircraft management company in the world. The NetJets Fractional Ownership Program was created in 1986 by Richard Santulli, the Chairman and CEO of NetJets Inc. This was the world’s first fractional aircraft ownership program. In 1998, after being a satisfied NetJets customer for three years, Warren Buffett, Chairman and CEO of the Berkshire Hathaway company, acquired NetJets Inc.

NetJets is the pioneer and worldwide leader in fractional aircraft ownership programs. The NetJets fleet is the largest and most diversified in the world with 15 of the most popular business jets. NetJets is the only worldwide fractional ownership program and is available in the U.S., Europe, and the Middle East.

NetJets has the most experience of any fractional program provider. NetJets flew over 270,000 flights to more than 140 countries for its Owners annually.

NetJets Inc. also offers aircraft management services through its subsidiary, Executive Jet Management, for individuals and companies that choose whole aircraft management, charter management, and on-demand charter services. Executive Jet Management’s Charter Services group offers award winning charter services and has been ranked “number one in the world” by *Professional Pilot* magazine four years in a row.

As the leader in the fractional aircraft business, NetJets has always kept Safety, Security and Service at the forefront of our business. As the industry moves towards the development of larger, more complex corporate aircraft, the demand on our vendors will become increasingly difficult. It is our goal to assist our vendors in growing to meet the changing demands now and in the future. We feel that establishing and maintaining these standards is a critical first step in successfully achieving this goal.

The information, provisions and standards set forth in this document are for information purposes only and shall serve as a reference tool for the FBO’S when servicing a NetJets aircraft and handling a NetJets customer. This standards document is not contractual in nature and NetJets, in its sole and absolute discretion reserves the right to remove from use any vendor who does not maintain the standards set forth in this document.

B. Approved Vendors and Quality Assurance Reviews

NetJets selects a “preferred” FBO at each airport we utilize. There may be more than one “approved” FBO per airport, but there is only one “preferred” per airport. If an owner does not have a preference, the flight segment will default to the preferred FBO. Our owners have the option to choose among the approved FBO’s
at the airport. To become an approved FBO for NetJets, a facility must obtain the NetJets FBO Standards document, complete the necessary forms and return them, along with the required paperwork, to the NetJets Inc., Aviation Infrastructure Services Department, 4111 Bridgeway Ave., Columbus, Ohio 43219.

Approved FBO facilities are subject to a periodic NetJets FBO Audit. The audit will evaluate the FBO’s safety and security programs, customer service, aircraft operations, line training, and facility conditions. It is vital that the FBO make available the appropriate personnel, equipment, facilities and information required for completion of the audit. These audits will be conducted at a time that is convenient for both parties. In most cases, NetJets will contact the FBO to arrange a convenient time for the audit. However, NetJets reserves the right to conduct unannounced audits as warranted. An attempt will be made not to interfere with normal FBO operations when conducting a FBO Audit.

NetJets considers the following criteria when evaluating an FBO:

1. Safety & Security
2. Service
3. Facilities & Amenities
4. Partnership Development
5. Maintenance Capability
6. Cost

C. FBO Information

The FBO is responsible for submitting the proper documentation as part of the approval process. The FBO is responsible for submitting updated forms and documentation to NetJets should the FBO have a major change in management or location. All documents and information will be kept on file by the Aviation Infrastructure Services Department of NetJets.

Required documents include, but are not limited to:

- Signed Agreement of Compliance
- Completed FBO Information Form
- FBO contact names and phone numbers for emergency and after hours.
- Certificate of Insurance naming NetJets Inc., et. al, as an additional insured and confirming General Liability and Workers Compensation coverage.
- At least 5 digital photographs of the facility; interior, exterior, entrances, ramp, etc. Photo must be in .jpg or .bmp format.
- List of passenger and crew amenities.
- List of recommended third party suppliers (hotels, caterers, car services, etc.)

Management Changes

NetJets recognizes that changes in management may occur in the course of a business relationship. In the event that changes in management do occur, the FBO will submit written notification to NetJets after the positions(s) have been announced by the FBO. Changes in management deemed significant would include; ownership, President, Operations Manager, Line Service Manager, and Lead CSR.
NetJets requires an updated FBO Information Form and Agreement of Compliance be submitted when changes in management occur.

D. NJ101 Supplier Education

Long term business relationships need to be developed, fostered and maintained in order to deliver exceptional service to NetJets owners and crew. It is our responsibility to communicate NetJets needs and expectations by educating the supplier community about the specifics of fractional ownership. It is also our responsibility to listen, learn and understand the supplier’s perspective, concerns and needs.

In order to deliver the highest standards of service to our owners, NetJets has developed NJ101 a vendor information program. This program is designed to share information that will create better business relationships with our suppliers. FBO personnel will have a chance to see first hand the unique demands of a fractional ownership program.

The classes include up-to-date information and interactive discussions regarding vendor services, including FBO, Charter, Catering, Ground Transportation, Hotels and aircraft appearance. The class is a casual open forum and is concluded by a tour of the NetJets Operations Center based in Columbus, Ohio.

Vendors interested in attending this event should contact NetJets via email at FBO@netjets.com or visit our suppliers web site (suppliers.netjets.com). The FBO is responsible for transportation to and from Columbus, Ohio, and the hotel expenses associated with this program. NetJets will provide breakfast, lunch, and transportation the day of the class.

E. Peak Periods

The FBO must be prepared to maintain its service level to NetJets owners and crews during peak periods and special events. Historical data allows NetJets to predict peak periods for each calendar year.

Approved FBO’s are required to inform NetJets of any peak periods or special events that are relative to the local area. Following is the NetJets Peak Periods and Special Events table. Contact the NetJets Aviation Infrastructure Services Department for definitive dates; fbo@netjets.com.
## Peak Periods

<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
<th>Airports</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td><em>New Year’s</em></td>
<td>Various airports</td>
</tr>
<tr>
<td>February</td>
<td>Thursday &amp; Friday before President’s Day</td>
<td>Various airports</td>
</tr>
<tr>
<td></td>
<td>President’s Day</td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>End of golf season in Florida</td>
<td>Various airports</td>
</tr>
<tr>
<td>July</td>
<td><em>4th</em> of July</td>
<td>Various airports</td>
</tr>
<tr>
<td>September</td>
<td>Day before Rosh Hashanah</td>
<td>Various airports</td>
</tr>
<tr>
<td>October</td>
<td>Day after Yom Kippur</td>
<td>Various airports</td>
</tr>
<tr>
<td>November</td>
<td>Tuesday &amp; Wednesday before Thanksgiving</td>
<td>Various airports</td>
</tr>
<tr>
<td></td>
<td>Sunday &amp; Monday after Thanksgiving</td>
<td></td>
</tr>
<tr>
<td>December</td>
<td><em>Christmas</em></td>
<td>Various airports</td>
</tr>
</tbody>
</table>

## Special Events

<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>Super Bowl</td>
<td>Varies</td>
</tr>
<tr>
<td>March</td>
<td>NCAA Final Four</td>
<td>Varies</td>
</tr>
<tr>
<td>April</td>
<td>PGA Master's</td>
<td>AGS &amp; DNL</td>
</tr>
<tr>
<td>May</td>
<td>PGA Muirfield Tournament</td>
<td>CMH &amp; OSU</td>
</tr>
<tr>
<td>May</td>
<td>Kentucky Derby</td>
<td>SDF</td>
</tr>
<tr>
<td>July</td>
<td>Sun Valley</td>
<td>SUN</td>
</tr>
<tr>
<td>November</td>
<td>Breeders Cup</td>
<td>Varies</td>
</tr>
</tbody>
</table>

## Seasonal Airports

**Winter:** PBI, MIA, BCT, APF, ASE, EGE, RIL, SUN, GJT, JAC, TNCM

**Summer:** HYA, MVY, ACK, HTO
II. Safety and Security

A. Regulations and Compliance

NetJets approved facilities must operate in compliance with Federal, State, and local aviation regulations. FBO's must also comply with Federal, State, and local Environmental Health & Safety regulations. For international locations, FBO/Handler is expected to operate within IATA regulatory guidelines for that specific country, provided that these regulator guidelines are equal to or greater than, U.S. and NetJets Standards.

FBO must maintain compliance with the National Fire Protection Association (NFPA) Section 407, Aircraft Fuel Servicing. This document should be accessible to all FBO employees.

FBO must maintain compliance with the Air Transport Association Specification 103, Standards for Jet Fuel Quality Control at Airports. This document should be accessible to all FBO employees. Approved FBO’s will practice the ASTM Aviation Fuel Quality Control Procedures and maintain proper documentation. These documents must be made available to NetJets during a Quality Assurance Review.

NetJets approved FBO’s must be in compliance with; the NATA Refueling and Quality Control Procedures for Airport Service and Support Operations.

If a FBO is located on an airport which is under the jurisdiction of 49 CFR 1542, then compliance with the associated security regulations dictated by the airport is expected.


B. Identification

The FBO should issue unique photo identification badges for those employees who are authorized access to any aircraft operation areas. The identification should convey information about the individual, bear an expiration date, be readily identifiable for challenge purposes, and indicate the individual’s authorization for access and movement.

NetJets flight crews must check in with the FBO customer service counter upon arrival and present their NetJets issued company identification badge. Current employment status of any NetJets flight crew can be verified by calling the NetJets Security Command Post at 800-765-9423. NetJets understands that in some locations flight crews may also be asked to present their pilot licenses.

The NetJets crewmember will notify the FBO of the impending passenger arrival. Caution must be used when relaying information concerning the identity of our owners. Crews have been instructed to use other information regarding the flight such as departure time, destination or number of passengers when alerting the FBO personnel.
NetJets passengers, 18 years of age and older, will be required to present photo identification to the NetJets flight crew prior to being allowed to board a NetJets aircraft.

NetJets flight crew and/or FBO personnel will escort passengers to the aircraft. Unescorted access to a NetJets aircraft is strictly prohibited.

C. Employees

The FBO must conduct an FAA compliant employment background check for all employees. This background check must include the employee's driving record. In accordance with 49CFR1542.205, fingerprint based criminal history record checks (CHRC) are required for any individual having unescorted access to a SIDA.

The FBO must have a pre-employment drug-screening program for all employees that interact with NetJets aircraft, crew, and passengers.

NetJets is a federal contractor with affirmative action obligations. These obligations may apply by law to our subcontractors as well, such as the FBO and its subcontractors. Therefore, the requirements of 41 C.F.R. Section 60-1.4(a)(7), -250.4, and -741.4, where applicable, are incorporated into this standards document.

NetJets promotes a professional work environment. Should an FBO employee not be treated with the utmost professional respect by a NetJets crewmember, personnel or passenger, the FBO should report the incident to their NetJets FBO Relationship Director immediately.

D. Release of Information

Passenger and aircraft movements are confidential and should not be discussed with or divulged to anyone not authorized by NetJets. NetJets takes all steps necessary to safeguard the privacy of its customers. Any inquiries from members of the public, or the media regarding NetJets operations should be referred to NetJets Media Hotline at (614) 849-7757.

E. Confidential Documents

Documents that are sent via facsimile, specifically flight releases and flight summaries, must be received on a secured facsimile line. All faxed paperwork is considered confidential and must be secured behind the customer service counter until given to the NetJets flight crew or designated NetJets personnel.

All NetJets documents (flight releases, brief sheets, logistic reports, etc.) that are outdated or superfluous must be destroyed, preferably by cross-cut shredding. Such paperwork is not to be “reused” or “Recycled” by the FBO for any reason.

A shredding machine should be provided in the flight planning room so that NetJets crewmembers can dispose of potentially sensitive documents.

F. Safety & Security

1. Homeland Security Advisory
The FBO shall notify NetJets whenever there is an abnormal threat level issued by the local authorities for their airport or facility.

2. Incident Advisory

In case of accident or incident involving a NetJets passenger, crewmember, other personnel, or aircraft FBO shall immediately contact the NetJets Security services Command Post at 1-800-765-9423 or (614) 239-5412. Please provide all relevant incident/accident details.

If approached by members of the media for details or comments regarding any NetJets related incident or accident, please refer callers to NetJets Media Hotline at (614) 849-7757. Do not divulge any details of an accident or an incident to the media without prior approval by NetJets.

In the event that pictures of the damage are needed by NetJets, they should be submitted to the NetJets Security Command Post and the NetJets Aviation Infrastructure Services department. Photos of any damage should be treated as confidential and proprietary information of NetJets Inc. Under no circumstances should photographs be passed to the media or anyone else outside of NetJets.

3. Aircraft

Sightseers and visitors shall not be allowed on board or near a NetJets aircraft. NetJets aircraft must be locked at all times when unattended.

A NetJets crewmember will perform the following post flight inspection to include, but not limited to, the following items: general aircraft condition, lights, static wicks, brakes, tires, nose and main gear strut levels, oxygen levels and fluid levels.

A NetJets crewmember will visually inspect their aircraft prior to the scheduled arrival time of the passenger. Emphasis will be placed on those locations most vulnerable, i.e. wheel wells, air inlets and outlets, open vents, etc. After this inspection, the aircraft will be “quarantined” and kept under surveillance by a NetJets flight crewmember.

4. Facility

Safety: The FBO shall ensure that the facility areas utilized by NetJets crewmembers and passengers are free of recognized hazards. Examples of recognized hazards include:

- Falls – caused by hazards such as electrical cords across a walk area, loose carpet or broken tile.
- Striking against or being struck by – caused by over hanging equipment, unprotected aircraft static wicks in the hangar, etc.
- Caught in, on, or between – such as “Dutch Doors”, moving hangar doors when individuals are not clear of the tracks.
♦ Contact with an electrical/heat/cold/chemical – unprotected outlets, worn cords, unprotected heat sources, and spilled hazardous materials are a few examples.
♦ Breathing or swallowing – fumes from hazardous materials, mislabeling or no label on a secondary container.

**Surveillance**: FBO shall ensure that employees are able to maintain visual surveillance of all aircraft operation areas belonging to the FBO, i.e. ramp areas(s), hangars, lobby entrances, and parking lot(s). If visual surveillance of these areas is not possible, FBO shall maintain adequate surveillance by use of video monitoring equipment.

**Controlled Access**: FBO shall ensure that all controlled access points to aircraft operation areas are continuously monitored and in working order.

**Signage**: FBO will have proper signage, to include but not limited to, restricted areas, flammable materials, exits, emergency equipment, etc.

**Fencing**: FBO must maintain a minimum of 6 feet between safety fence and parked ground equipment. All fencing must be in good condition exempt from unsecured openings. Bushes and shrubs must be less than 4 feet high.

**G. Private Vehicles Movement on the Ramp**

At locations that allow private vehicles access to the ramp, the FBO should have an established escort procedure for all private vehicles on the ramp.

If an escort procedure is not available, the FBO must brief each driver of the AOA driving guidelines and have written AOA driving guidelines available for distribution to drivers of private vehicles.

Unescorted vehicles or un-briefed drivers traveling on the ramp to or near NetJets aircraft are strictly prohibited.

**H. Private Vehicles Parking, Baggage & Packages**

NetJets crew must ensure that passengers positively identify all baggage prior to loading the baggage on board the aircraft. In the event that FBO personnel or passengers assist in loading baggage on board the aircraft, the crew must supervise this loading to avoid placing any unidentified baggage on board.

Parking for passenger vehicles should be in a secured area with ample lighting and security cameras. A means of accountability for each vehicle and its keys will be maintained.

At high use locations, NetJets request designated parking spaces for its passengers close to the entrance of the FBO, or a valet service. In the event this request cannot be fulfilled, the passenger’s vehicle needs to be permitted ramp side for departures and arrivals with advance notice from Netjets, except where airport regulations or FBO policy prohibits vehicle access to the ramp.

Any package, letter or box delivered by a third party (FEDEX, UPS, etc.) for a NetJets crewmember, aircraft, or passenger, shall be claimed at the appropriate location in the FBO and not delivered to the aircraft.
I. Insurance

NetJets Inc., 4111 Bridgeway Avenue, Columbus, OH 43219, (888) 352-3354 opt #1, FAX (614) 239-2945, must receive a Certificate of Insurance evidencing the aforementioned provisions. Such Certificate shall provide for a 30-day notice of cancellation, non-renewal or material change in coverage to NetJets Inc.

Indemnify and Hold Harmless

The FBO shall indemnify and hold harmless NetJets Inc., its parents, subsidiaries and affiliate companies, including their respective directors, officers, employees, charter customers, and agents from any and all liabilities, damages, obligations, losses, including costs and expenses incident thereto, during or after, due to, in connection with or in consequence of the performance or nonperformance of work under this agreement, unless caused by the willful misconduct or negligence of NetJets Inc.

General Liability Coverage

The FBO should, without expense to NetJets, maintain or cause to be maintained in effect, at all times during the term with insurers of recognized reputation, responsibility and having at least an "A" rating in A.M. Best, comprehensive Aviation General Liability insurance against Third Party Bodily Injury or Property Damage, with minimum limits of $1,000,000 each occurrence or insurance policy limit whichever is greater.

If the FBO is unable to meet the above stated insurance requirements, contact NJ Aviation Infrastructure Services immediately to discuss alternate arrangements.

Auto Liability Insurance

The FBO will provide proof of Auto Liability Insurance in an amount not less than $1,000,000 Combined Single Limit each occurrence including hired vehicles, with a specific endorsement that the coverage shall be applicable to airport operations.

Workers Compensation Coverage and Employer's Liability

The FBO will provide proof of workers compensation coverage per statutory law prescribed by the State of FBO. Employer’s Liability Insurance, to a limit of $1,000,000 per occurrence.

A sample insurance certificate can be found in Appendix G.
III. Third Party Services

A. Catering

NetJets places catering orders directly with local caterers in most locations. NetJets catering is ordered by order number and the caterer is instructed to clearly mark the catering with the order number. Tail numbers are not to be used because of the many changes made to the aircraft assignments. Catering that arrives without an order number, the incorrect order number, or different meal items, should be immediately reported to the NetJets Logistics Support team via email at catering@netjets.com or (614) 239-5515.

At high use locations the FBO will have a commercial grade refrigerator or its equivalent. Residential type refrigerators will only be acceptable at locations with minimal NetJets traffic. In either case, the refrigerator must have a working temperature control unit and visible temperature gauge to ensure food is kept at the FDA regulated temperature of not more than 40 degrees or less than 34 degrees Fahrenheit.

The catering refrigerator should be in a convenient area but not accessible to the general public. The FBO must ensure that harmful chemicals, hazardous waste containers, cleaning and maintenance supplies are not stored in the same location as the catering refrigerator. The catering refrigerator and ice machine must be well maintained, clean and separated from employee food.

B. Vehicles For Hire

At locations that allow vehicle access to the ramp, the FBO shall have written AOA driving guidelines available for distribution to drivers of for hire vehicles. If the FBO does not have driving guidelines, NetJets will supply them to the FBO upon request.

All drivers of for hire transportation must alert the FBO that they have arrived, who they are, and what flight they are meeting. Photo ID must be presented.

Drivers must obtain permission and be supervised before driving on to the aircraft ramp.

Vehicles should not drive within 50 feet of the aircraft until the aircraft engines are shutdown and the aircraft wheels are chocked. Vehicles should not approach the aircraft until motioned forward by a line service agent.

Vehicles should always approach the aircraft at an angle in case of brake failure on the vehicle. Vehicles shall not drive closer than 15 feet of the wings, tail or fuselage of the aircraft.

When the vehicle is moving on the ramp/AOA, the vehicle must have headlights on. When the vehicle is waiting outside the ramp/AOA, only parking lights are to be illuminated ensuring no visual distraction to taxiing aircraft.

While at the aircraft, the vehicle engine should be turned off, automatic transmission in park, and parking brake applied whenever operator is not in the driver's seat or when passengers are entering or exiting the vehicle.
A NetJets crewmember should be available to escort passengers from vehicle.

FBO line crew will advise driver of vehicle’s departure route.

C. Aircraft Cleaners

Aircraft cleaning services are used at various locations and may involve an outside vendor. The FBO or vendor should contact the Appearance Standards Department via email to appearancestandards@netjets.com with any inquiries relating to aircraft cleaning.

Only NetJets approved aircraft cleaning suppliers are authorized to perform cleaning on NetJets aircraft, and then only at the request of NetJets Appearance Standards or MCC departments.

On many occasions, a NetJets crewmember may request a hand vacuum. NetJets request that the FBO have available a Dirt Devil brand, corded vacuum with a rotating brush. There are 3 models available: Classic Hand Vac (3 AMP), Ultra Hand Vac (4 AMP), and the Platinum Force Bagless (6 AMP). All three models retail for less than $60 and are available at most major department stores throughout the United States.

NetJets request that the FBO use “Blue Lagoon” Lavatory Liquid when servicing a NetJets aircraft lav. This highly concentrated formula will clean and deodorize the aircraft toilet bowls leaving a blue lagoon appearance, however, it is non-staining, non-flammable and contains no formaldehydes. This product can be purchased through Arrow Magnolia, http://www.arrowmagnolia.com.

D. Maintenance

NetJets values facilities that can provide basic line maintenance support, such as oxygen, oil, light bulbs, etc. FBO’s that are FAA Certified Repair Stations should contact the NetJets Aviation Infrastructure Services department at FBO@netjets.com to initiate the maintenance provider evaluation process.
IV. Aircraft Handling

A. Line Training Programs

NetJets approved FBO’s must utilize an approved line training program. These programs include: NATA Safety 1st (f.k.a. ATI Professional Line Service Training), Exxon Mobil’s Premiere Care, Air BP, AvFuel and Phillips 66 Line Training Programs. These programs enhance safety and service by emphasizing the knowledge and skills required of aviation line personnel and assure their competence through objective testing.

During an on-site audit, the FBO will be asked to provide proof of line training and testing procedures to include; towing, marshaling, fueling, customer service and other miscellaneous procedures. NetJets reserves the right to reject unqualified line personnel from servicing a NetJets aircraft.

B. Aircraft Movement

(NetJets FOM 2.9.13) NetJets crew members are instructed if at any time during taxi and the aircraft is guided into a position within 25 feet of a ground object or fence, or either pilot questions that the aircraft will remain clear, the aircraft shall be stopped immediately, and the flight crew is to instruct the appropriate ground personnel to tow the aircraft to a suitable parking and/or maneuvering position.

Line personnel must be proficient in the use of ICAO/FAA International Aircraft Marshaling Signals. (See Appendix H) Marshalers must use brightly colored wands during daylight hours and illuminated wands at night or during low visibility times.

NetJets requires a minimum of 2 wing-walkers for all ramp towing procedures and a minimum of 2 wing-walkers and 1 tail guide for all hangar movements. The crew will be able to assist in wing walking if duty times allow.

The towing team must complete an area risk assessment before moving aircraft – all sides of aircraft perimeter visually inspected for hazards and a visual inspection of the aircraft should be completed before any towing operation. Towing operation must STOP if tow operator loses sight of either wing walkers or has any doubt as to having adequate space/clearance of the aircraft.

NetJets requires the FBO use proper, certified factory tow bars and tow vehicles designed for aircraft towing. Under no circumstance will an FBO tow a NetJets aircraft with a pickup truck, tractor, golf cart, or other vehicle not designed for aircraft towing. A safety check of the towing equipment such as brakes checked, correct tow bar and appropriate rated tugs/Lektro tugs must be performed before any aircraft movement. All NetJets aircraft are to be towed at a safe walking speed.

NetJets requests all line personnel involved in the movement of a NetJets aircraft be equipped with audible communication equipment. (ie. Whistles, Radios, Etc)

Tow bars are to be removed from the aircraft immediately upon completion of the towing operation and chocking of the aircraft.

Never leave a tow bar connected to a NetJets aircraft.
C. Aircraft Parking

NetJets aircraft may not be left unattended with GPU’s or APU’s operating.

NetJets aircraft will be parked in a well lit, highly visible area so that the presence of unauthorized personnel can be observed whenever possible.

Long-term parking of NetJets aircraft should be in a well lit area with a minimum of six-foot high barbwire topped fencing. NetJets prefers this area be monitored by security cameras.

Potential Jet exhaust blast hazards should be planned for during positioning of any NetJets aircraft.

NetJets aircraft should be positioned to avoid any wing overlap hazards and **Never overlap any part of an aircraft with any part of another aircraft.**

NetJets requires the placement of brightly colored safety pylons at each wing tip, nose and/or tail of all parked NetJets aircraft. Line personnel should ensure that no part of the aircraft is “hanging over” an active roadway, taxiway, or security fence.

NetJets requires double chocks on all parked aircraft, **except the Citation X and Falcon 2000, which must be triple chocked.** Use of an appropriate size chocks and rubber chocks is preferred.

D. Deicing/Anti-icing

NetJets crewmember will always be present to direct deice/anti-ice procedures and activities on NetJets aircraft.

Deicing process should start at the rear of the left wing of the aircraft and continued clockwise around the aircraft (single unit). This allows the flight crew the advantage of observing from the cockpit the rate of precipitation accumulation.

Never spray directly into window surfaces with a hard stream of fluid as this can cause cracking. Removal of snow and ice from windows can be accomplished by spraying directly above the window and letting the fluid mixture flow down the window.

Do not spray directly into engine intakes, pitot tubes, on vortex generators, with the APU running and with passengers boarding or when doors are open.

E. Fueling

**Refueling and De-Fueling will be supervised by a flight crewmember, not to include a flight attendant (NetJets FOM 6.8.1).** NetJets crewmember will not use self-serve fueling locations unless it has been approved.

Fuel servicing shall be discontinued when lightning is occurring within 5 miles of the airport.
Aircraft being fueled shall be positioned so that aircraft fuel system vents or fuel tank openings are not closer than 25 feet (8M) from any terminal building, hangar, service building, or enclosed passenger concourse other than a loading walkway.

Aircraft being fueled shall not be positioned so that the vent or tank openings are within 50 feet (15M) of any combustion and ventilation air intake to any boiler, heater, or incinerator room.

In compliance with the NFPA 407, all aircraft fuel servicing tank vehicles must have signs with letters that are at least three inches high posted on each side and rear of the vehicle. These signs will read “Flammable, No Smoking” and clearly show the type and grade of fuel in the truck.

Fuel tank vehicles shall not be operated unless they are in proper repair, have no leaks, and are free of accumulated grease, oil, and other combustibles.

Tank vehicles must be equipped with an operable emergency fuel shut-off that is capable of overriding all other fuel controls and must be able to stop all fuel flow with one physical movement. Emergency fuel shut-off controls should be clearly and boldly marked by signs and/or placards with letters that are at least 2 inches high and read “PUSH” or “PULL” as applicable. All deadman controls must be in working order and properly utilized during fueling procedures.

Each aircraft fuel servicing tank vehicle must be equipped with at least two 20BC rated fire extinguishers. They must be located on, and easily accessible from, each side of the fuel truck.

**Jet Fuel Containing FAME Notification**

On May 1st, the FAA issued a Special Airworthiness Information Bulletin (NE-09-25) which highlighted the potential for trace contamination of jet fuel with fatty acid methyl ester (FAME), the renewable component in biodiesel. ASTM limits FAME to less than 5 parts per million (ppm) (5mg/kg) in jet fuel.

FBO vendors and fuel suppliers are responsible for immediately notifying the NetJets Aviation Infrastructure Services Department and the NetJets Line Maintenance Control Center (LMCC) about any FAME contamination issues as soon as they become aware of the situation. All aircraft fueling will be suspended immediately until the FBO/fuel vendor confirms a clean fuel supply. This confirmation will be verified by use on one of the testing methods listed in SAIB NE-09-25R1.

The following contact information should be used.

<table>
<thead>
<tr>
<th>Contact</th>
<th>Phone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aviation Infrastructure Services</td>
<td>(888) 352-3354 opt 1</td>
<td><a href="mailto:fbo@netjets.com">fbo@netjets.com</a></td>
</tr>
<tr>
<td>LMCC (Controller)</td>
<td>(614) 239-2600</td>
<td><a href="mailto:MCC_Supervisors@netjets.com">MCC_Supervisors@netjets.com</a></td>
</tr>
</tbody>
</table>

**F. Gulfstream Aircraft**

NetJets operates over 45 Gulfstream aircraft. Approved FBOs must be able to support these aircraft with the proper equipment. FBO should contact NetJets Aviation Infrastructure Services Department if they are unable to service the Gulfstream aircraft.
The two most common occurrences reported by Gulfstream pilots regarding the FBO’s are that they are taxied too close to other aircraft or obstacles, and that the marshalers are not using standardized taxi instructions. FBO must ensure all line personnel are proficient in the use of ICAO/FAA Hand Signals. (See Appendix H)

V. Fuel Pricing and Billing

A. Fuel Programs

NetJets, in cooperation with many FBO’s and fuel suppliers, has adopted a “Platts Plus” formula based fuel model as its preferred method of fuel purchasing. A Platts market based pricing worksheet is provided in the Appendix section. FBO’s interested in supplying fuel for NetJets aircraft, but are unfamiliar with a Platts Plus model, should contact the NetJets Aviation Infrastructure Services Department at 888-352-3354 ext 1, or via email at FBO@netjets.com, to learn about the advantages of converting to a Platts based program.

All NetJets aircraft, Executive Jet Management (EJM) aircraft, and exclusive use vendor aircraft, would be entitled to our negotiated pricing terms. These aircraft are listed on the NetJets Vendor Web Site, http://suppliers.netjets.com. A password is required to view this list. Please contact the NetJets Aviation Infrastructure Services Department at 888-352-3354 ext 1, or via email at FBO@netjets.com, to obtain a password and for any other questions or concerns.

NetJets flight crews should not be required to ask for any previously negotiated NetJets pricing terms. If the negotiated pricing is not processed at the point of sale, the FBO will be required to issue NetJets a credit.

FBO’s that are not on a Platts Plus pricing formula must submit weekly price updates to NetJets Fuel Finance Department, via email at fuelfinancegroup@netjets.com or via phone at 614-239-3636. The price update should indicate all price components including taxes and the total out-the-door price per gallon. The cost of prist should be clearly indicated in all correspondence and fuel pricing.

The Cost Plus and Platts Pricing worksheet can be found in Appendix A & B.

At this time, NetJets is actively working to outsource its data processing for fuel and FBO services transactions. The procedures outlined above may be modified as necessary to accomplish the desired outsourcing. Any changes made to the above procedures will be recorded in our latest version of the FBO Standards document which can be downloaded from the NetJets Vendor Web Site, http://suppliers.netjets.com. Please check this site for the latest information on NetJets preferred method to buy fuel and FBO services.

VI. Information Forms

NetJets has created a series of informational forms that must be completed by the FBO. These forms help us collect accurate information for each approved facility. The FBO must complete the FBO Information Form, and Agreement of Compliance form. The forms must be submitted along with 5 color photos (digital format on CD preferred), the proper fuel worksheet, and proof of insurance, to the NetJets Aviation Infrastructure Services Department.
You may print and complete the PDF version and return it to NetJets Aviation Infrastructure Services Department via US Mail, or it can be completed electronically, saved and email it to FBO@netjets.com. A sample of each form can be found on the following pages.
FBO Information Form
FBO@netjets.com
http://suppliers.netjets.com
(888) 352-3354 opt 1 tel.
(614) 239-2945 fax

Please Print
Date Completed ___________________________ Completed By ___________________________
FBO/Handler ___________________________ Airport ID ___________________________
Address ___________________________ City ___________________________
State/Territory ___________________________ Country ___________________________
Postal Code ___________________________
Hrs of Operation
(Specify dates) Summer ___________________________ UNICOM freq. ___________________________
Winter ___________________________ ARINC freq. ___________________________
Primary Contact Person ___________________________ Title ___________________________
Secondary Contact Person ___________________________ Title ___________________________
FBO Email Address ___________________________ FBO Web Site ___________________________
Toll Free Number ___________________________ Primary Telephone ___________________________
Primary Fax (secure) ___________________________ Emergency Telephone ___________________________
After Hours Number ___________________________ After Hours Contact ___________________________

<table>
<thead>
<tr>
<th>Services Available</th>
<th>Fuel Capabilities</th>
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</thead>
<tbody>
<tr>
<td>□ Customs - Hrs of operation: __________________________</td>
<td>Fuel Brand ____________________________</td>
</tr>
<tr>
<td>□ Hangar - Door Height: _______________________________</td>
<td>Jet A □ □ Jet B</td>
</tr>
<tr>
<td>□ Maintenance - □ FAA Repair Facility - CRS#</td>
<td>□ Prist --- □ Injected □ Premix □ Can</td>
</tr>
<tr>
<td>□ Tow Bars – up to 175,000 lb pull weight for the BBJ</td>
<td>Single Point □ □ Over Wing</td>
</tr>
<tr>
<td>□ GPU - Max output: _________________________________</td>
<td>Fuel Truck □ □ Self Service</td>
</tr>
<tr>
<td>□ Potable Water - Gallon Capacity</td>
<td>Do you accept Multiserv? Yes □ No □</td>
</tr>
<tr>
<td>□ Deicing - □ Type I □ Type II □ Type IV</td>
<td>If No, preferred MOP</td>
</tr>
<tr>
<td>□ Oxygen □ Lav Service</td>
<td></td>
</tr>
<tr>
<td>□ Tug □ Starter Cart</td>
<td></td>
</tr>
<tr>
<td>□ CC Security □ De-fueling</td>
<td></td>
</tr>
<tr>
<td>□ TKS Wet Deicer</td>
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</table>

<table>
<thead>
<tr>
<th>Amenities</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Crew Car</td>
</tr>
<tr>
<td>□ Car Rental Company</td>
</tr>
<tr>
<td>□ Flight Planning Equipment</td>
</tr>
<tr>
<td>□ Wi-Fi Access - 802.11b □ 802.11G</td>
</tr>
</tbody>
</table>

Line Training Program: ___________________________________________
Taxi Directions For Aircraft: ___________________________________
Fixed Base Operator Standards
Agreement of Compliance

We have read, understand and will comply to the best of our ability, with the NetJets FBO Standards when providing services to NetJets. We understand the information, provisions and standards set forth in the NetJets FBO Standards document are for information purposes only and are not contractual in nature. We understand that this agreement is a requirement to be recognized as an approved FBO for NetJets Inc., and that signatures are required to ensure familiarization with this document.

Name of FBO (please print) ___________________________  Airport ID ___________________________
Signature ___________________________  Print Name ___________________________  Date ___________________________
Signature ___________________________  Print Name ___________________________  Date ___________________________
Signature ___________________________  Print Name ___________________________  Date ___________________________

This original agreement with all signatures will be kept in the FBO’s permanent file located at the NetJets Inc. facility in Columbus, Ohio.

Please sign and return this agreement along with the completed FBO Information form and any other required documents, to:

NetJets Inc.
Aviation Infrastructure Services Department
4111 Bridgeway Ave.
Columbus, OH  43219
888-352-3354 opt 1
614-239-2945 fax
FBO@netjets.com
http://suppliers.netjets.com

NetJets and its affiliates (NJ) or its representatives, advisors or agents agree to treat confidentially any information, whether written or oral, that the vendor or its affiliates and their respective officers, employees, representatives, advisors or agents provides to NJ in connection with the NJ preferred vendor program.

NJ requires that the vendor, its representatives, advisors or agents agree to treat confidentially any information, whether written or oral, that NJ or its affiliates and their respective officers, employees, representatives, advisors or agents provide to the vendor in connection with the NJ preferred vendor program.
Appendixes
CONFIDENTIAL
NOTICE OF FUEL PRICE CHANGES
Cost Plus Program

Effective Date _________________

FBO Name ________________________ Airport ID _______ Fuel Supplier ________________
Contact Person ________________ Phone _______________ E-Mail ________________________

FBO Cost Changes (Check one)

☐ Daily ☐ Bi-Weekly ☐ Weekly ☐ Bi-Monthly ☐ Monthly

FBO Cost from Fuel Supplier $ __________
(Attach supporting Documentation i.e. invoice)

Airport Flowage Fee ____________

FBO Into Plane Fee ____________

Other Fees ____________ Define: ________________________________

Taxes: (cents per gal)

Local Tax ____________

State Tax ____________

FET ____________

Misc. Taxes ____________ Define: ________________________________

Total NJ Price ____________ FBO Current Retail (including all taxes) ________________

Prist Cost Per Gallon ____________ Prist cost per can ________________

Note any applicable uplift volume discounts ____________________________________________

Note any rebate programs based on annual volumes ________________________________________

Please Fax to:
NJ Aviation Infrastructure Services, 614-239-2945
Or
E-Mail to Fuelfinancegroup@netjets.com
Questions? Call: 888-352-3354 opt 1

Appendix A
agrees to waive FBO provided services as marked below:

- Admin/Agent Fee
- Airport Fee
- Apron Fee
- APU/GPU
- Baggage
- Business Lounge
- Callout/Overtime/After Hours
- Cancellation
- Catering Surcharges
- Cleaning
- Coffee/Water/Ice
- Commission/Concession
- Coordination
- Copies/Faxes
- Admin/Agent Fee
- De-ice/TKS
- Airport Fee
- Dish Wash
- Apron Fee
- Equipment
- APU/GPU
- Facility/Operations
- Baggage
- Follow Me Car
- Business Lounge
- Ground Support
- Callout/Overtime/After Hours
- Handling
- Cancellation
- Hangar
- Catering Surcharges
- International Trash
- Cleaning
- Landing Fee
- Coffee/Water/Ice
- Lav Service
- Commission/Concession
- Newspapers/Magazines
- Coordination
- Nitrogen
- Copies/Faxes

Could implement a charge for the provided services as marked below:

- Admin/Agent Fee
- Airport Fee
- Apron Fee
- APU/GPU
- Baggage
- Business Lounge
- Callout/Overtime/After Hours
- Cancellation
- Catering Surcharges
- Cleaning
- Coffee/Water/Ice
- Commission/Concession
- Coordination
- Copies/Faxes
- Admin/Agent Fee
- De-ice/TKS
- Airport Fee
- Dish Wash
- Apron Fee
- Equipment
- APU/GPU
- Facility/Operations
- Baggage
- Follow Me Car
- Business Lounge
- Ground Support
- Callout/Overtime/After Hours
- Handling
- Cancellation
- Hangar
- Catering Surcharges
- International Trash
- Cleaning
- Landing Fee
- Coffee/Water/Ice
- Lav Service
- Commission/Concession
- Newspapers/Magazines
- Coordination
- Nitrogen

Comments:
CONFIDENTIAL
NOTICE OF FUEL PRICE CHANGES
Platts Pricing Program

Effective Date ________________

<table>
<thead>
<tr>
<th>FBO Name</th>
<th>Airport ID</th>
<th>Fuel Supplier</th>
</tr>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Contact Person</th>
<th>Phone</th>
<th>E-Mail</th>
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<table>
<thead>
<tr>
<th>Platts Region</th>
<th>Differential</th>
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<tbody>
<tr>
<td>Low</td>
<td>Median</td>
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<tr>
<td>High</td>
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</table>

<table>
<thead>
<tr>
<th>FBO Into Plane Fee</th>
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<table>
<thead>
<tr>
<th>Airport Flowage Fee</th>
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<table>
<thead>
<tr>
<th>Other Fees</th>
<th>Define:</th>
</tr>
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<tbody>
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</table>

**Taxes: (cents per gal)**

<table>
<thead>
<tr>
<th>State Sales</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Local Sales</th>
</tr>
</thead>
<tbody>
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<table>
<thead>
<tr>
<th>FET</th>
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<td></td>
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<table>
<thead>
<tr>
<th>Misc. Taxes</th>
<th>Define:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Prist Cost Per Gallon ________________

Prist cost per can ________________

Please Fax to:
NJ Aviation Infrastructure Services, 614-239-2945
Or
E-Mail to Fuelfinancegroup@netjets.com
Questions? Call: 888-352-3354 opt 1
agrees to waive FBO provided services as marked below:

- Admin/Agent Fee
- Airport Fee
- Apron Fee
- APU/GPU
- Baggage
- Business Lounge
- Callout/Overtime/After Hours
- Cancellation
- Catering Surcharges
- Cleaning
- Coffee/Water/Ice
- Commission/Concession
- Coordination
- Copies/Faxes
- Callout/Overtime/After Hours
- Cancellation
- Catering Surcharges
- Cleaning
- Coffee/Water/Ice
- Commission/Concession
- Coordination
- Copies/Faxes

Comments:

could implement a charge for the provided services as marked below:

- Admin/Agent Fee
- Airport Fee
- Apron Fee
- APU/GPU
- Baggage
- Business Lounge
- Callout/Overtime/After Hours
- Cancellation
- Catering Surcharges
- Cleaning
- Coffee/Water/Ice
- Commission/Concession
- Coordination
- Copies/Faxes

Comments:
Incident Notification

All personal injuries involving a NetJets crewmember, passenger or employee, must be reported to the NetJets Security Services Command Post immediately. The direct telephone number is 614-239-5412 or 800-765-9423.

The FBO’s manager on duty is responsible for immediately notifying the NetJets Security Services Command Post about any incidents or accidents involving a NetJets aircraft, crewmember, passenger or employee. Please refer all media and public Inquires to NetJets Media Hotline at (614) 849-7757.

In cases where there are no personal injuries, the FBO must notify NetJets Line Maintenance Control Center (LMCC) immediately. Also, the FBO, in compliance with these Standards, must notify the NetJets Aviation Infrastructure Services Department within 24 regular business hours of the incident.

The following contact information should be used when reporting an incident or accident to NetJets.

<table>
<thead>
<tr>
<th>Contact</th>
<th>Phone</th>
<th>e-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Services Command Post</td>
<td>614-239-5412</td>
<td><a href="mailto:Securityservices@netjets.com">Securityservices@netjets.com</a></td>
</tr>
<tr>
<td></td>
<td>800-765-9423</td>
<td></td>
</tr>
<tr>
<td>LMCC (Controller)</td>
<td>800-352-1948 opt 1</td>
<td></td>
</tr>
<tr>
<td>Aviation Infrastructure Services</td>
<td>888-352-3354 opt 1</td>
<td><a href="mailto:fbo@netjets.com">fbo@netjets.com</a></td>
</tr>
<tr>
<td>Media Hotline</td>
<td>614-849-7757</td>
<td></td>
</tr>
</tbody>
</table>

NetJets requires a written report be submitted to the Aviation Infrastructure Services department within 24 business hours of the incident. The following information must be included in the incident report:

- Date of incident
- Name of FBO
- Airport ID
- Names of people who were involved in, or witness to, the reported incident
- A detail description of what happened prior to, during, and just after, the incident occurred.
- Photos of the aircraft damage and the surrounding ramp or hangar area(s).
- Report must be signed by a member of the FBO Management.
Media Relations

During a Crisis

In the event of an incident or accident, FBOs may come under pressure from regulatory authorities, members of the public or the media. If an FBO is involved in, or is informed of an incident or accident affecting a NetJets aircraft or NetJets owner, passenger or crewmember, they must follow the procedure detailed below:

• Immediately contact the NetJets security services Command Post at 1-800-765-9423 or 614-239-5412
• Provide all relevant details, as known at that time
• Follow any other relevant emergency response procedure as determined by the airport or other authorities
• Refer all media and public inquiries to NetJets Media Hotline at (614) 849-7757

Day-to-Day

NetJets owners often command media interest, however NetJets takes all means necessary to safeguard the privacy of its customers. FBOs should always remember that passenger and aircraft movements are confidential and should not be discussed with or divulged to anyone not authorized by NetJets.

Any inquiries from members of the public or the media regarding NetJets operations should be referred to NetJets Media Hotline at (614) 849-7757.
## NetJets Contact Information

Aviation Infrastructure Services - [FBO@netjets.com](mailto:FBO@netjets.com) - 888-352-3354 opt 1

<table>
<thead>
<tr>
<th>Issue</th>
<th>Department</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crew</td>
<td>Crew Services Director</td>
<td>614-239-2615</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:crewservices@netjets.com">crewservices@netjets.com</a></td>
<td></td>
</tr>
<tr>
<td>Passenger</td>
<td>Owner Services Director</td>
<td>614-239-2799</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:ownerservices@netjets.com">ownerservices@netjets.com</a></td>
<td></td>
</tr>
<tr>
<td>NOTAMS</td>
<td>Technical Quality Development</td>
<td>614-239-2120</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:technicalqd@netjets.com">technicalqd@netjets.com</a></td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td>Line Maintenance Control Center</td>
<td>614-239-2600</td>
</tr>
<tr>
<td>Accidents, Incidents, Injuries</td>
<td>Security Services Command Post</td>
<td>614-239-5412</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:securityservices@netjets.com">securityservices@netjets.com</a></td>
<td>800-765-9423</td>
</tr>
</tbody>
</table>
NAME OF INSURER Certificate of Insurance

This is to certify to NetJets Inc., its parent, subsidiary and affiliated companies, including respective directors, officers, employees, agents, charter customers and guests (NetJets Inc., et al.)

whose address is 4111 Bridgeway Ave, Columbus, OH 43219

Policyholder NAME OF FBO

whose address is ADDRESS OF FBO

is at this date insured with NAME OF INSURER, for the Limits of Coverage stated below, at the following locations:

FBO Address

Descriptive Schedule of Coverages

<table>
<thead>
<tr>
<th>Kind of Insurance</th>
<th>Policy Number(s)</th>
<th>Expiration Dates</th>
<th>Limits of Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIRCRAFT LIABILITY</td>
<td>ABC1234</td>
<td>00/00/00</td>
<td>Each Person: $*,000,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Each Occurrence: $*,000,000</td>
</tr>
<tr>
<td>AIRPORT LIABILITY</td>
<td>ABC1234</td>
<td>00/00/00</td>
<td>Each Occurrence: $*,000,000</td>
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<td></td>
<td></td>
<td>Annual Aggregate: $*,000,000</td>
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<tr>
<td>Products Liability</td>
<td></td>
<td></td>
<td>$*,000,000</td>
</tr>
<tr>
<td>Hangarkeepers Liability</td>
<td>Deductible</td>
<td>$*</td>
<td>Each Aircraft: $*,000,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Each Occurrence: $*,000,000</td>
</tr>
<tr>
<td>WOKERS’ COMP. – Employers Liability</td>
<td>ABC1234</td>
<td>00/00/00</td>
<td>Each Occurrence: $1,000,000.00</td>
</tr>
</tbody>
</table>

With respect to services provided to NetJets Inc., et al., coverages are extended to include:

1. NetJets Inc., its parent, subsidiary and affiliated companies, including their respective directors, officers, employees, agents, charter customers and guest (NetJets Inc., et al.) are included as Additional Insureds.
2. Coverage includes a Waiver of Subrogation in favor of NetJets Inc., its parent, subsidiary and affiliated companies, including their respective directors, officers, employees, agents, charter customers and guests (NetJets Inc., et al.)

This Certificate or verification of insurance is not an insurance policy and does not amend, extend or alter the coverage afforded by the policies listed herein. Notwithstanding any requirement, term or condition of any contract or other document with respect to which this certificate or verification of insurance may be issued or may pertain, the insurance afforded by the policies described herein is subject to all terms, exclusions and conditions of such policies.

In the event of cancellation of the policy(ies), the issuing insurer will give the party to whom this Certificate is issued 30 days advance notice of such cancellation.

By: _______________________________ Date: ________________

Appendix G
Standard Aircraft Marshaling Signals

The marshaler will stand forward of the aircraft and remain in full view of the pilot.

During night operations, the marshaler will use a pair of same color light wands.

- Proceed to next Marshaler
- This Marshaler
- Move Ahead
- Slow Down
- Turn to the Left
- Turn to the Right
- Stop
- APU Connected
- APU Disconnected
- Chocks Inserted
- Chocks Removed