NetJets Passenger Catering Standards

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NetJets Inc. – Background

ABOUT NETJETS

NetJets®, a Berkshire Hathaway company, is the global leader in private aviation and manages and operates the largest and most diverse private jet fleet in the world. NetJets began in 1964 as the first aircraft charter company. In 1986, NetJets pioneered the concept of fractional aircraft ownership – offering individuals and businesses all the benefits of whole aircraft ownership and more at a fraction of the cost. Today, NetJets offers a full range of private aviation solutions to satisfy almost every travel need including the NetJets Share™, the NetJets Lease™, the Marquis Jet Card®, and the NetJets Europe Private Jet Card as well as aircraft management and on-demand charter services through its subsidiary, Executive Jet® Management. With operations in the United States and Europe, NetJets is truly a global company.

THE NETJETS DIFFERENCE

Most Experience
NetJets manages over 300,000 flights annually to more than 170 countries and has flown more hours than all other fractional aircraft companies combined.

Market Leader
NetJets leads the industry in everything from safety, service, and financial stability to the size and scope of our fleet. It’s no surprise that more companies and individuals choose NetJets than all other fractional aircraft providers combined.

World’s Largest Fleet
With over 750 aircraft across the globe, NetJets can guarantee that we have a jet ready for NetJets Owners and Marquis Jet Card Owners with as little as four to ten hours’ notice, depending on the NetJets product owned.

Most Aircraft Types
The diversity of the NetJets fleet gives Owners the flexibility to select the aircraft type that best suits their typical travel profile and the opportunity to exchange among the various jet types and the NetJets worldwide programs for specific trips.

Highest Safety Standards
The safety of NetJets Owners and Marquis Jet Card Owners is paramount and the foundation for everything we do, including rigorous pilot training and the most stringent maintenance and operational procedures in the industry.

Superior Ownership Experience
NetJets goes beyond just providing Owners with a plane. An entire company of 6,400 aviation professionals ensure their NetJets experience is as safe and smooth as possible.

Global Operations
NetJets is truly global with programs in the United States and Europe. Owners can access the NetJets worldwide fleet so that, no matter where in the world they fly with us, they can always find the same high quality service.
**General Requirement/Conditions**

- Caterer shall comply with all applicable NJS standards for suppliers and catering supplier service level requirements set forth at the catering Web Site (https://suppliers.netjets.com), as the same may be amended from time to time.
- Hours of Operation: Primary facilities are to be able to operate 24 hours, seven days per week including all holidays, available to accept orders and provide the agreed upon services unless NetJets is notified 30 days in advance.
- Pricing for items requested by NJS shall be coordinated and agreed upon by the parties in writing before invoicing.

**Certifications**

- The Vendor will operate in compliance with all federal, state, county, local and Port Authority (if applicable) requirements and regulations.

**Food Safety and Quality**

- Upon report of a food borne incident, such as contamination or illness, Caterer’s facility may be inspected without notice. If root cause of food borne illness is found at the Caterer’s facility, the Caterer will pay costs for inspection. If root cause of food borne illness is not found at Caterer’s facility, then NJS will pay costs for inspection.
- Caterer agrees to prepare and deliver catering not more than four (4) hours prior to requested delivery time to ensure freshness of product.
- Caterer agrees to self-disclose within twenty-four (24) hours any and all service deviations or food-borne illnesses reported to Caterer.
- The primary concern of NJS is the safety of our passengers and crewmembers. As such, adherence to all allergy and medical restrictions documented on catering and crew food orders is critical with an expectation of 100% compliance. Failure to meet this standard is cause for immediate termination of this Agreement.
- Allergy, medical restrictions and / or special dietary needs must be indicated on a fluorescent sticker. Label is to include the following information:
  - Allergy, medical restriction and / or special dietary detail (i.e. Nut free, No Tomatoes, Gluten free, Vegan)
  - Order #
- Allergy or medical restriction meals must be prepared or signed off by a Manager. Please ensure a Manager is reviewing the order in its completed state, not just a portion or the entrée only.
- Local, state and/or federal health inspections are to be forwarded to NetJets Logistics management within 7 days of inspection. Please indicate date of most recent local and state inspections and if your facility is FDA certified.
Insurance/Indemnity/Compliance

- Insurance – please provide NetJets with copy of valid certificate of insurance
  - General Liability Insurance or the equivalent thereof
    - The Catering Operator shall, without expense to NetJets, Inc., maintain at all times during the term of this relationship, with insurers of recognized reputation, responsibility and having at least an A.M. Best rating of an A or better, Comprehensive General Liability insurance against Third Party Bodily Injury or Property Damage, including Products – Completed Operations Liability in an amount, the greater of their current policy limit or not less than $1,000,000 Combined Single Limit each occurrence and $2,000,000 in the General Aggregate with respect to the Products/Completed Operations liability coverage.
  - Auto Liability Insurance or the equivalent thereof
    - Auto Liability Insurance in an amount not less than $1,000,000 Combined
    - Single Limit each occurrence including hired, non-owned, and owned automobiles with a specific endorsement that the coverage shall be applicable to on-airport operations.

Crew Menus

- NetJets Crew Menus may include Core menu items, Regional menu items and Bulk Crew Food items. Revised Core Menu and Bulk Crew Food menu standards will be posted on https://suppliers.netjets.com. It is imperative to monitor this website for any changes to current menus.

- If NJS elects to add a new crew menu item that is currently listed within the pricing schedule, line item pricing shall apply (i.e. if a “mini b” is added to the Bulk Crew Menu, mini b pricing within the overall pricing agreement will apply for Bulk mini b requests).

- The current Crew menu consists of:
  - CORE: 7 breakfast selections (both hot and cold options)
  - CORE: 7 lunch selections (both hot and cold options)
  - CORE: 7 dinner selections (both hot and cold options)
  - REGIONAL: 7 regional menu lunch items (chef’s choice)
  - REGIONAL: 7 regional menu dinner items (chef’s choice)
Packaging Requirements

- NetJets is currently in the process of rolling out a new Owner menu and packaging program. Pricing agreements may include pricing requests from our old and new Owner menus as the date will vary for your market roll-out. For old menu items acceptable packaging for display trays include: silver, melamine, porcelain or glass in the following sizes (approximate):
  - **Rectangle**
    - 7” x 5”
    - 10” x 5”
    - 11” x 8”
  - **Square**
    - 8”
    - 9”
- Different sized trays can be utilized if pre-approved by Logistics Management for use. Please detail the packaging type, size, distribution source and cost per piece in the pricing agreement. Items indicated in bulk should be packaged in microwave containers, oven tins and/or Ziploc bags depending on the item being requested. Micro containers and oven tins should not exceed 6 ½” x 12” in size.
- In the event that caterer packaging is deemed unacceptable, unsafe, or cost prohibitive; NetJets reserves the right to require the caterer to change their packaging, or be removed from the preferred / approved caterer list.
- In the event NetJets develops or changes the packaging program, caterer agrees to abide by program requirements.
  - New Owner menu packaging as well as silver trays, crew meal containers and other packaging needs will be available for purchase through Edward Don at [www.don.com](http://www.don.com) and arrangements can be made via the NetJets contact – Rick Barth at (972) 624-7506 or via e-mail at rickybarth@don.com.
- To preserve freshness and presentation, trays and baskets are to be tightly wrapped in plastic or shrink wrap.
- All hot bulk foods and their packaging need to be both microwave and oven safe, with reheating instructions attached (to include both reheating times and temperatures). Micro containers and oven tins should not exceed 6 ½” x 12” in size.
- All beef and pork should be an 8 – 10 oz. cut. Poultry and fish should be a 6 – 8 oz. cut.
- All meats are to be fresh, USDA certified, and top quality brands such as Boar’s Head or Dietz and Watson.
- Trays are to be no more than 3” tall including presentation due to space restrictions.
- Sandwiches should be cut in half. Salad sandwich halves need to be individually plastic wrapped.
- Each tray should contain at most five (5) servings, unless otherwise specified in this document or within the plating options requested with catering order, due to aircraft space restrictions.
**Labeling Requirements**

- Crew Meals should be labeled with the crew member’s name and meal (L6 Peanut Butter and Jelly).
- Trays are to be labeled with the product item information (i.e. cold appetizer tray, imported and domestic cheese tray).
- Trays are to be labeled whether they are to be served hot or cold.
- Allergy, medical restrictions and / or special dietary needs must be indicated on a fluorescent sticker. Label is to include the following information:
  - Allergy, medical restriction and / or special dietary detail (i.e. Nut free, No Tomatoes, Gluten free, Vegan)
  - Order #
- Delivery boxes/bags are to be labeled with the following:
  - NetJets
  - Order #
  - Airport / FBO
  - Delivery time
  - Box/Bag # (i.e. box 1 of 3, 2 of 3 etc.)

**Order Preparation Requirements**

- Allergy, medical restrictions and / or special dietary needs must be labeled.
- Orders are to be packaged in sealed cardboard boxes or approved bags, sealed. If an FBO provider prevents this practice, please notify Logistics Management at logisticsmanagement@netjets.com.
- If a catering item cannot be obtained (i.e. shopping item), NetJets must be notified via email to the appropriate team 24 hours prior to delivery. If a new order is placed or an existing order is changed within 24 hours prior to delivery, NetJets must be notified as soon as possible if a catering item cannot be obtained.
- It is not expected for the Caterer to obtain all shopping items 24 hours prior to delivery. In order to prevent last minute substitutions, caterer is to verify where items can be obtained (i.e. locate a store that has the item stocked and available) and advise the appropriate NetJets Owner Service Team the day prior to delivery (or as soon as possible for requests placed less than 24 hours) in cases when items are not available.
  - When contacting Owner Services for a substitution or item not available, be sure to obtain the approvers name for your records.
- Kosher orders should be delivered in original packaging with certification seal or documentation.
- Restaurant pick up requests are to be obtained on the same day as requested delivery day unless prior approval from NetJets is obtained.
- Restaurant pick up requests are to be delivered in original packaging unless hot food is requested or otherwise noted by NetJets. Hot food is to be chilled and repackaged in bulk tins / micro containers as appropriate.
Delivery Requirements

- Caterer agrees to prepare and deliver catering not more than 4 hours prior to requested delivery time.
- Caterer must receive a signed delivery receipt including time of delivery by the FBO for all orders.
- Orders must be packaged and transported in a way to prevent damage.
- Orders must be delivered no later than requested delivery time unless prior approval received in the event of an ASAP request.
- NetJets must be consulted in the event of an order diversion and presented with options for delivering a new order versus repositioning the original order.
- To prevent tampering, all catering is to be delivered in a sealed box or bag with tamper evident tape.
- All boxes are to be clearly labeled with the corresponding NetJets Order number and the box number of the order (1 of 3, 2 of 3, and so on).
- Orders delivered with multiple boxes should be positioned together within refrigeration unit with label clearly visible and facing out refrigeration unit.
- Hot food and cold food should be in separate bags/boxes and labeled as such (hot or cold).
- Delivery vehicle must be in good repair and clean (inside and out) and should not have dents or rust.
- Vehicle is to be marked with company name.
- Delivery drivers must be in company uniform or display name of company (i.e. hat, shirt with company logo).
- Delivery driver appearance is to be clean and presentable.
- Delivery driver must maintain professional relations with NetJets and its partners (including, but not limited to FBO personnel, NetJets crewmembers and customers).
Pricing and Payment Terms

- NetJets reserves the right to have Caterer’s records inspected and reviewed to ensure compliance with an Agreement. All costs incurred by NetJets in such review shall be reimbursed by Caterer in the event it is discovered that Caterer has failed to comply with this Agreement.
- Vendor is to accept payment by check.
- All Invoices must be received within 15 days of the order delivery completion in order to be processed. Anything received after 30 days will not be paid at the discrepancy of NetJets. If any discrepancies are found, the invoices will be sent back to the Vendor for review and re-submitting.
- Caterer is to resolve all invoicing discrepancies identified by NetJets within 15 days of notification of discrepancy. Failure to do so may result in non-payment of services.
- Vendor is to advise NetJets if any special pricing or cancellation policies are to apply no less than 30 days prior to event.
- Delivery Fee: NetJets seeks delivery fees for airports based upon total annual order volume and distance from caterer kitchen. If there are over 2000 orders annually at an airport, it is expected that there will be no delivery fee.
- Cancellation Policy: NetJets cancellation policy is 3 hours prior to requested delivery time.
- In the event of a line item substitution within a catering order, caterer is obligated to notify NetJets. If NetJets is not notified of a line item substitution, payment may not be issued.

Vendor Deviations/Case Rates

- NetJets Logistics Management tracks service failures. Cases are run on a daily basis and researched to determine the matter and resolution of the deviation.
- A case rate/deviation will be established on a monthly basis. Error rate will be calculated based on the number of active reservations vs. the number of deviations per month.
- Letter of apology from the Vendor may be requested and sent to the Owner/Employee
- Monetary compensation/credits may be requested.
- NetJets will advise via email of a service failure. Written responses to a service failure is required within 48 hours.
Mini B and Standard B

**These items are for the Flight Attendant to garnish and enhance the order. Please present in bulk (ziplock bags).**

The following components should include:

- Mini B (AM) Order: 1 whole lemon, 1 whole lime, 1 pint of 2% milk, 1 pint of half and half & 1 quart of OJ
- Mini B (PM) Order: 1 whole lemon, 1 whole lime, 1 pint of 2% milk, 1 pint of half and half
- Standard B: 1 whole lemon, 1 whole lime, 2 whole tomatoes, 6 slices bread (in ziplock bags), 1 head fancy red or green leaf lettuce (no iceberg lettuce), 1 bunch fresh herbs (no parsley), 1 pint (500ml) cream for coffee, 1 quart (1 liter) 2% fat milk, 1 quart (1 liter) freshly squeezed orange juice, 3 whole bananas, 1 pound (500 grams) red or green seedless grapes, 1 stick butter, 2 pieces seasonal fruit

Ferry Point Catering Guidance

We understand it is a challenge to maintain the quality of certain foods when ferry point catering is requested. To offer the best Owner experience in these situations, a list of catered items has been recommended to the Owner Services Team. These items include (but not limited to):

- Bagel Tray
- Whole Fruit
- Breakfast Pastries
- Crudité
- Dried Fruit
- Cookies and Brownies
- Granola Bars
- Tortilla Chips and Dip

If necessary, we do request the Teams order a cooler to package the cold items in, through the catering order. We recommend a styrofoam cooler(s) and ice packs (sheets or wraps are appropriate), as seen below:
Below are a few web sites you may find useful when researching and/or purchasing these items –

- [www.polar-tech.com](http://www.polar-tech.com).

Please reach out to the Owner Services Team if you have any questions about the ferry point catering order. You may see requested items outside of these recommendations, as the Caterer, we do value your input concerning how well the catering may hold up. With that said, please continue to oblige by the catering request, we have provided guidance to Owner Services as to how they communicate quality concerns on ferry point catering orders to the Owner’s.

If you have any questions regarding suggestions for these packaging items, please feel free to reach out to us at [LogisticsManagement@netjets.com](mailto:LogisticsManagement@netjets.com) or 614.239.2087.
Gift Basket Standards

Gift Basket Standards for Under $50:
Select 5 of the following:
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- Gourmet cookies & brownies
- Fancy Crackers & Spread
- Assorted Chocolates (i.e., Ferraro, Ghirardelli)
- Truffles
- Fudge
- Gourmet Nut Mix
- Nuts such as pistachios, smoked almonds, (NO PEANUTS)
- Biscotti
- Spreads
- Gourmet Cheese
- Gourmet chips/pretzels
- Gourmet Popcorn
- Gourmet Coffee
- Gourmet Jams/Jellies/Honey
- Gourmet Dry Italian Sausage
- Individual jars of bruschetta toppings
Select 2:
**Caterers’ choice of Regional specialty food items (pre-packaged items)**

**World Market, Whole Foods, and Harry & David are great resources for ideas and to purchase items**

Gift Basket Standards for Under $75:
*Select 1 bottle of wine or champagne*
*Select 5 of the following:*
  - Gourmet cookies & brownies
  - Fancy Crackers & Spread
  - Assorted Chocolates (i.e.. Ferraro, Ghirardelli)
  - Truffles
  - Fudge
  - Gourmet Nut Mix
  - Nuts such as pistachios, smoked almonds, (NO PEANUTS)
  - Biscotti
  - Spreads
  - Gourmet Cheese
  - Gourmet chips/pretzels
  - Gourmet Popcorn
  - Gourmet Coffee
  - Gourmet Jams/Jellies/Honey
  - Gourmet Dry Italian Sausage
  - Individual jars of bruschetta toppings

Select 2:
**Caterers’ choice of Regional specialty food items (pre-packaged items)**
Commissary and Stock Items
The following is a list of items commonly requested. It may help to have these items in stock in small quantities for ASAP orders. Requests for these items may be sent to you with crew food:

Mini Bottles of Liquor:
- Gin - Bombay Sapphire 50ml
- Bourbon - Makers Mark 50ml
- Scotch - Macallan 12yr 50ml
- Vodka - Ketel One 50ml
- Rum - Bacardi Superior 50ml

Beer:
- Heineken 12oz
- Amstel Light 12oz
- Amstel Light 12oz cans are not available in the California, Texas, or Colorado lockers

Non-Alcoholic Beverages

Soda
- Diet Coke 12oz
- Coke Classic 12oz
- Sprite 12oz
- Pepsi 12oz
- Diet Pepsi 12oz
- Canada Dry Club Soda 12oz
- Canada Dry Ginger Ale 12oz
- Canada Dry Tonic Water 12oz

Water
- Perrier Sparkling Mineral Water 6.5oz bottle
- Dasani 12oz
- Fiji Water 330ml

Coffee (attended aircraft only)
- Starbucks Decaf House Blend 1oz Jet Pack
- Starbucks House Blend 1oz Jet Pack

Tea
- Mighty Leaf Organic Hojicha Green
- Mighty Leaf Darjeeling Black Organic
- Mighty Leaf Chamomile Citron
- Mighty Leaf Earl Grey Organic
Juice
- Ocean Spray Cranberry Juice
- Mr. & Mrs. T's Bloody Mary Mix

Shopping Items for Aircraft Stock
- Toilet Tissue – Angel Soft, White
- Tissue – Kleenex Flat Box or Pocket Pack
- Vacuum Bags – Dirt Devil Handheld
- Dirt Devil Hand Held w/ 4amp motor
- Trash/Ice Bags – Clear 10x8x24, 1.75 mil
- 39 Gallon Trash Bags
- Glad Force Flex 13 gallon
- Foil Wrap – Reynolds Wrap
- Plastic Wrap – Glad
- Ziploc Quart Bag – 50 count
- Ziploc Gallon Bag – 20 count
- Battery – AAA Ray-O-Vac
- Battery – AA Ray-O-Vac
- Battery – D Ray-O-Vac