

MAKE
FLEXJET
YOUR
NEW NORMAL

FLEXJET 



HAVE A SAFE FLIGHT

These words are now more meaningful than ever. As we begin returning to business as usual, let us take confidence in knowing that traveling aboard a Flexjet flight has never been safer than it is today. In fact, our already industry-leading safety program has taken your wellbeing to even greater heights during the recent pandemic – ensuring the utmost safety for our passengers, crews and employees now and into the future.

Implemented Safety Protocols as of February 28th, 2020:

- > Sanitized Global Fleet and Facilities with Yearlong Protection
- > Created the Innovative *Project Lift* Program
- > Implemented Touchless Boarding and Deplaning
- > Employed Mindful ID/Passport and Baggage Handling
- > Provided Disposable Gloves/Masks for Passengers and Crews
- > Enhanced Cabin Server Training to Maintain Quality Service with Limited Contact
- > Increased Frequency of Post-flight Cabin and Cockpit Surface Disinfection

Being at the forefront of safety innovation means Flexjet consistently operates well above FAA minimum safety requirements. Today, we're now incorporating best practices from the CDC and WHO into our safety measures. This is our new normal and now is perhaps the safest time to return to the air.

A BRIEF FLYOVER VIEW

1 COVID-19 RESPONSE

Above and Beyond for our Owners and Employees
Sanitized Entire Fleet with MicroShield 360™
Created *Project Lift* so Crews Avoid Commercial Flights

7 SAFETY RECOGNITION

Highly Decorated Safety Program
ARGUS Platinum Rating (7x)
First to Earn the Rigorous IAS Safety Rating
Most FAA Diamond Awards in the Industry (21x)
IS-BAO Level 2 Certified

11 PILOT QUALIFICATIONS AND TRAINING

Rigorously Trained Experts
Only the Best of the Best
Overall Pilot Experience
Definitively High Standards

17 AIRCRAFT MAINTENANCE

A Record 21 FAA Diamond Awards
In-house Certified Repairs, Not Outsourced
Exceeding FAA Requirements
Fully Licensed Mechanics

21 OPERATIONS CONTROL CENTER

A Page From NASA's Book
Closely Monitor Every Detail
Advanced Proprietary Software

23 SAFETY AND SECURITY PROGRAMS

A World-class Safety Management System
Honor-system With the FAA
Honest With Ourselves and One Another
Criminal Background Checks are Standard
Access to Restricted Airspace
Fleet-wide FAA Maintenance Inspections
What Black Box Data Teaches Us
Air Traffic Control Collaboration
Industry-wide Aviation Safety Improvement
For Emergency Use Only
MedAire® Level 1 Trauma Services



COVID-19 RESPONSE OUR REACTION WAS PROACTION

Since early this year, Flexjet has focused on taking every precaution during the outbreak to ensure our aircraft, crews and passengers are as safe as humanly possible. In fact, our active stance to the crisis has been nothing short of vigilant. There have been no regulatory mandates to influence these decisions. In our opinion, these choices were simply the right thing to do – placing the wellbeing of our passengers and crewmembers first – regardless of the expense.

FIRST TO ACT WITH MICROSHIELD 360™

Recognizing that the coronavirus was becoming a major threat globally, Flexjet took immediate efforts. On February 28th, we initiated the treatment of our entire fleet of aircraft, offices, and facilities around the world with MicroShield 360—an antimicrobial solution that is both FDA-approved and EPA-registered. This was weeks before the WHO declared a pandemic on March 11th, and well before border closures. This urgent effort helped to preserve the health and safety of our crews and passengers during a very uncertain time. MicroShield 360 not only disinfects upon application but continues doing so for up to one year before reapplication is required. In addition, each cockpit and cabin is thoroughly sanitized following each and every flight.





Flexjet created *Project Lift* – an innovative ferry program that is the first and only effort of its kind. This program enables the use of our own closed fleet to transport our flight personnel to and from their assignment locations, thereby allowing us to discontinue our use of commercial airlines for this purpose. Flexjet is the only fractional provider to feature this exclusive measure, which limits our crewmembers' vulnerability to the potential threats aboard public airlines. This additional safety measure could only be accomplished with the help of our trusted, non-unionized pilots. Free from third-party union representation, our pilots openly collaborated with our management team to make *Project Lift* a game-changing reality.

PROJECT LIFT ACHIEVEMENTS AS OF JULY 1ST:

- > Over 1,300 flights aboard our secure fleet
- > Over 2,799 crewmembers avoided commercial airlines
- > Average of 6-8 Flexjet aircraft per day



SAFETY AWARDS AND ACHIEVEMENTS
INTERNATIONALLY RECOGNIZED AND TRUSTED



ARGUS PLATINUM RATING

Flexjet has earned an impressive seven consecutive biennial Platinum ratings. This is the highest rating possible from ARGUS—the most prestigious and demanding aviation safety assessment organization in the US, and the aviation industry's most accurate and detailed third-party due diligence system throughout the world. Operators are graded based upon an in-depth analysis of its safety history every two years.



FAA DIAMOND AWARD OF EXCELLENCE

Flexjet is the first and only private jet provider to have earned the Federal Aviation Administration's (FAA) coveted Diamond Award of Excellence for 21 consecutive years. This is the FAA's highest honor for maintenance training and is a testament to the constant commitment to excellence exhibited by our teams. Due to increasingly stringent criteria, our streak of 21 straight awards is an exceptional achievement.



IAS CERTIFIED

Flexjet was the first in the world to meet the increasingly stringent Industry Audit Standard (IAS) of the Air Charter Safety Foundation (ACSF)—perhaps the most rigorous standard for fractional operators—and is re-inspected every two years. This certification provides assurance that Flexjet meets the highest standards of safety and compliance.



IS-BAO STAGE LEVEL 2 CERTIFIED

Flexjet is also IS-BAO Level 2 compliant based upon a global, voluntary code of best practices centered around a Safety Management System. The International Standard for Business Aircraft Operations is the global benchmark of safety excellence, and being IS-BAO registered reflects some of the highest safety standards worldwide. Although not a requirement, this added level of confidence showcases our safety commitment.





PILOT QUALIFICATIONS AND TRAINING THE CHOSEN FEW

Safety starts in the cockpit, and Flexjet is fortunate to attract the world's finest pilots. In order to keep them operating at the highest levels, we immediately implemented policies for revised boarding choreography to welcome you on board without contact, as well as safely handling identification and luggage. In addition, our crewmembers perform regular temperature checks, as well as increased routine sanitization of the cockpits and cabins after each flight. Our standard stock has also been expanded to include disposable gloves and masks for your personal use.

Among the most meticulously trained men and women in aviation, Flexjet pilots exceed the highest levels of competency, proficiency and professionalism. Each is type-rated in their assigned aircraft and expertly trained to perform safely in any terrain, environment and situation. No other fractional company measures up to these exceedingly high criteria.

Flexjet pilots proved their commitment to our company by decertifying their ties to the burden of union representation—a crutch that the remainder of the industry clings to. Instead, Flexjet pilots chose to work directly with our leadership team in order to usher in a new era of private aviation. Their newfound “freedom” has enabled them to build and nurture an elite pilot culture at Flexjet, which is renowned throughout the aviation community. Pilots from around the world hope to fly for Flexjet, which places us in a position to select the best of the best to join our team. Their unique camaraderie makes them act as a single unit, which further elevates safety and security in and out of the flight deck.

Their unprecedented and historic decision has opened the doors to many innovative advancements—truly dedicated crewing being among them. A unique feature of Red Label by Flexjet, dedicated crewing, means that each crewmember is dedicated to a single tail number. This uncommon commitment means your aircraft is their sole responsibility, providing a heightened familiarity with it. This aids them in noticing any potential safety issues before they arise. No other fractional provider offers this commitment to you and your safety.





	AVERAGE FLIGHT HOURS	AVERAGE AGE
PHENOM 300	9,900	44
LEGACY 450 / PRAETOR 500	11,200	51
CHALLENGER 350	12,836	52
GULFSTREAM G450	11,534	51
GLOBAL EXPRESS	10,467	50
GULFSTREAM G650	12,181	52

PILOT MINIMUM QUALIFICATIONS

- > 2,500 hours of total time fixed wing
- > 500 hours of turbine time
- > 500 hours of multi-engine time
- > Airline Transport Pilot Certificate
- > First Class Medical Certificate





AIRCRAFT MAINTENANCE

THE DIAMOND STANDARD OF EXCELLENCE

Best practices made better. Fly with complete certainty knowing that Flexjet aircraft are among the safest in the sky. Our run of 21 consecutive FAA Diamond Awards for Excellence in Aircraft Maintenance is both record-setting and a testament to the commitment to ongoing training and pride in perfection that our maintenance crews practice each day. While the pandemic may have temporarily curtailed flying needs, Flexjet maintenance crews took advantage of the time to accelerate necessary maintenance matters throughout our entire fleet.

Through advanced facilities, comprehensive training and support, and a culture focused on ensuring that all aircraft meet the highest benchmarks for care and upkeep, our technicians maintain every part of every aircraft to exacting specifications.

Flexjet exceeds FAA Regulations that mandate and govern maintenance requirements. Where other providers rely on unfamiliar third-party resources, we perform scheduled maintenance using our own dedicated FAA Part 145 Certified Repair Stations in Dallas, TX and White Plains, NY. Additionally, we also have dedicated labor throughout the country. Our maintenance capabilities include:

- > Comprehensive Operations Control Center specialized by fleet
- > 25 to 50 scheduled and unscheduled maintenance events per day
- > 200,000+ man-hours of maintenance performed per year
- > Dedicated factory engineering & field service on-site
- > Fixed facilities and mobile repair teams for full system coverage

Furthermore, Flexjet requires all maintenance personnel to be FAA Certified/Licensed Airframe and Powerplant technicians or hold a Repairman Certificate when operating under the control of the FAA Part 145 Certified Repair Station.





OPERATIONS CONTROL CENTER CONSTANTLY WATCHING OUT FOR YOU

Your wellbeing is always in view. Our state-of-the-art OCC is modeled after NASA's own Mission Control Center. This highly advanced vantage point gives our specialists a holistic look at the details of each and every flight 24/7/365. The Center feeds real time data concerning flight schedules, aircraft availability, weather and flight tracking, allowing for instantaneous overview of the day-to-day operation.

The Center houses 50 full-time crew schedulers, flight planners, maintenance controllers, and pilot managers on duty. Among them, are strategically positioned subject matter experts to help ensure the readiness of critical information when needed. Each reviews trips constantly and coordinates with flight crews to ensure continuous operational safety and success.

Like NASA, the Flexjet Control Center incorporates an expansive digital monitor featuring a global map and relevant information to help keep everyone in the room on the same page at all times. Our advanced proprietary scheduling software ensures compliance with crew qualifications, crew duty requirements and aircraft maintenance requirements. This software helps fulfill each trip request based on aircraft availability, Owner preference, crew schedules, crew training and weather conditions.



SAFETY AND SECURITY PROGRAMS

MULTIPLE LAYERS OF PROTECTION

Ingrained deep within our company culture, these policies and procedures help to govern our entire operation, thus providing the safest and most secure environments for our Owners and employees alike.



SAFETY MANAGEMENT SYSTEM (SMS)

This voluntary, organization-wide approach to managing safety risk provides an additional layer of protection for our Owners, pilots, crews and ground personnel.

FAA VOLUNTARY DISCLOSURE REPORTING PROGRAM (VDRP)

Honesty is our best policy. The VDRP is based on the honor-system concept and promotes voluntary disclosure to the FAA, which fosters safe operational best practices.

AVIATION SAFETY ACTION PROGRAM (ASAP)

Voluntary reporting of safety issues and events by pilots and mechanics – even though they may be allegedly involved – which helps in the prevention of accidents.

TWELVE-FIVE STANDARD SECURITY PROGRAM (TFSSP)

The TFSSP is regulated by the Transportation Security Administration (TSA), and requires operators to conduct criminal background checks on their crewmembers.

DCA ACCESS STANDARD SECURITY PROGRAM (DASSP)

Flexjet is approved to operate in and out of the Ronald Reagan Washington National Airport (KDCA), which resides between two No Fly Zones—the Pentagon and CIA headquarters.

CONTINUOUS AIRWORTHINESS MAINTENANCE PROGRAM (CAMP)

FAA approved aircraft maintenance inspection requirements for the entire fleet. This fleet wide approach to maintenance ensures the highest levels of safety and reliability.

FLIGHT DATA MONITORING (FDM)

Flexjet voluntarily analyzes Black Box flight data after routine operations aboard the long-range large-cabin fleet to continuously monitor and improve flight operations safety. Partnering with GE Aviation, we will soon deploy an innovative new technology that enables wireless real-time data monitoring – across our entire fleet. Flexjet will be the only fractional provider to implement this highly-advanced system, which will ensure instant flight safety data analysis upon touchdown of each flight.

CONFIDENTIAL INFORMATION SHARE PROGRAM WITH AIR TRAFFIC CONTROL

Interface between our ASAP and ATC's Air Traffic Safety Action Program (ATSAP) to voluntarily share important safety information to help identify and correct potential hazards.

AVIATION SAFETY INFORMATION ANALYSIS AND SHARING (ASIAS)

Our company plays a key role in providing safety analysis and data sharing collaboration with the FAA to improve aviation safety for the industry as a whole.

EMERGENCY RESPONSE PLAN (ERP)

A comprehensive emergency response strategy that will help us to prepare, respond, and recover from any emergency event that affects our aircraft, employees and Owners.

MEDAIRE® INTERNATIONAL EMERGENCY ASSURANCE

Each Flexjet flight is supported by MedAire, which provides our Owners access to level 1 trauma services all around the world, 365 days a year.

COMPREHENSIVE INFORMATION SECURITY PROGRAM

Flexjet relies on highly-advanced infosec protocols for reliably protecting the data of our Owners and our business against the threat of a cyberattack or data breach.



GULFSTREAM G650

YOUR FLIGHT PLANS ARE SAFE WITH US

Private air providers are not all created equally, so before you book your next flight, ask what they're doing to ensure yours is a safe journey.

855-918-4230

Meanwhile, contact us to schedule a private showing of the Flexjet aircraft of your choice, conveniently held at your local airport.

FLEXJET SAFETY PROGRAMS AT A GLANCE

COVID-19 RESPONSE

Our proactive response kept Flexjet Owners safely in the air.

100%

SANITIZED FLEET

1ST

EVER PROJECT LIFT

PROJECT LIFT ACHIEVEMENTS AS OF JUL 1ST:

1,300+
FLIGHTS

2,799+
CREWMEMBERS

AVG. 6-8
FLEXJET AIRCRAFT/DAY

ENHANCED SAFETY MEASURES AS OF FEBRUARY 20TH, 2020:

Sanitized Global Fleet and Facilities with Yearlong Protection

Created the Innovative Project Lift Program

Implemented Touchless Boarding and Deplaning

Employed Mindful ID/Passport and Baggage Handling

Provided Disposable Gloves/Masks for Passengers and Crews

Ceased the Unnecessary Touching of Cabin Controls & Surfaces

Began Post-flight Surface Disinfection of Cabins and Cockpits

OPERATIONS CONTROL CENTER



Directly modeled after NASA



Closely monitor every detail



Expertly staffed 24/7/365



Advanced Proprietary Software

AIRCRAFT MAINTENANCE

The diamond standard of excellence among aviation industry.

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RECORD FAA DIAMOND AWARDS

100%

FULLY LICENSED MECHANICS



IN-HOUSE
CERTIFIED REPAIRS



EXCEEDING
FAA REQUIREMENTS

PILOT MINIMUM QUALIFICATIONS

Far exceeding FAA requirements and the industry as a whole.

2,500

HOURS OF TOTAL TIME
FIXED WING

500

HOURS OF
MULTI ENGINE TIME

500

HOURS OF TURBINE TIME

CERTIFIED

AIRLINE TRANSPORT PILOT

SAFETY RECOGNITION

A long track record of the highest safety and security standards.



ARG/US PLATINUM
AWARDS

7 CONSECUTIVE, RATED BIENNIALY



FAA DIAMOND AWARD
OF EXCELLENCE

RECORD-SETTING 21 CONSECUTIVE



1ST TO EARN IAS SAFETY RATING



LEVEL 2 IS-BAO CERTIFIED



YOU WON'T JUST BE FLOWN, YOU'LL BE MOVED.

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