

SETTING THE SAFETY STANDARD

FLEXJET 

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DELIVERING PEACE OF MIND

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FLEXJET IS SYNONYMOUS WITH SAFETY

SAFETY IS IN OUR DNA

DELIVERING PEACE OF MIND



DELIVERING PEACE OF MIND



Safety and security are essential traveling companions. Be assured, that the greatest threats to an aviation operation are the ones that a company is unaware of. Precisely why Flexjet is committed to a proactive approach to safety-risk management with a highly-advanced, IS-BAO-certified Safety Management System at its core. This comprehensive, system-wide program, which goes far above and beyond FAA requirements, relies on formal processes, policies, proprietary data, and people to help govern a strategically-structured safety environment.

Of all the safety layers that Flexjet methodically employs, likely the most unique part of our safety culture is its adherence to voluntary reporting. Unlike other organizations, ours has always been a culture for openly reporting potential issues, where there is absolutely no fear of reprisal. Furthermore, Flexjet is in constant communication with its pilots and workforce regarding safety protocols, and any abnormalities that are experienced are immediately assessed and addressed without regard to potential loss of profits.

Much more than simply complying with FAA regulations, Flexjet exceeds them in every way. After all, refusing to compromise on safety and security is the best assurance against being compromised.

BADGES OF CONFIDENCE





ARGUS PLATINUM RATING

Flexjet upholds a Platinum rating, 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.

Private travelers should always ask their provider about its ARGUS rating. This independent rating system provides a grade for each operator based upon an in-depth analysis of its safety history. To uphold an ARGUS Platinum Rating, every other year Flexjet is subjected to an arduous multiday on-site operational audit, demonstration of a mature Safety Management System, a clear and workable Emergency Response Plan, effective policies and procedures, and documented records for all major aspects of operations and maintenance. To learn more and to check your operator's ARGUS rating, visit: argus.aero/product/charter-operator-ratings



INDUSTRY AUDIT STANDARD (IAS) CERTIFICATION

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.

ACSF/IAS consists of a comprehensive independent evaluation of an operator's compliance with safety and security regulations — as well as its Safety Management System — against Federal Aviation Administration and International Civil Aviation Organization standards. This certification provides assurance that Flexjet meets the highest standards of safety and compliance. Before boarding your next private flight, confirm that your operator is currently IAS-Registered at:

acsf.aero/audit/ias-operator-registry



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 more than 20 consecutive years — the FAA's highest honor for maintenance training excellence — and is a testament to the constant commitment to excellence exhibited by our teams.

Qualifying requires that all Flexjet maintenance technicians participate in continuous, specialized training in aviation safety, technical proficiency, aircraft systems and aviation regulations over a 12-month period — at levels that surpass FAA requirements and industry standards. The criteria for the Diamond Award has become increasingly stringent, making our streak of 24 consecutive awards an exceptional achievement.



IS-BAO 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 represents the global benchmark of safety excellence, and being IS-BAO registered reflects some of the highest safety standards worldwide.

Being IS-BAO certified is not a requirement, but an added level of confidence and expense that spotlights the Flexjet safety commitment. A company must pass a rigorous initial safety audit, which is then performed every two years to ensure continued compliance with the latest safety standards. In addition, there are three levels of Safety Management System compliance that ensure the safety culture is maturing over time. Flexjet pursues the safest possible operations in the industry and is actively working towards Level 3 which is the highest certification level awarded by IS-BAO.

PILOT QUALIFICATIONS & TRAINING





ONE THING THAT SETS OUR PILOT CULTURE APART IS THE LEVEL OF INTEGRITY EXHIBITED BY THE MEN AND WOMEN WHO FLY FOR US

Among the most meticulously trained experts in aviation, Flexjet pilots exceed the highest levels of competency, proficiency, professionalism and expertise. Each is type-rated in their assigned aircraft and trained to perform safely in all terrains, environments and situations.

Far exceeding the industry norm, all Flexjet pilots are Captain qualified, they each hold an Airline Transport Pilot Certificate (ATP), and they average over 10,000 hours of flight time. Our training curriculum includes three pilot training exercises each year, which is 300% of FAA requirements. First Officers are trained to Captain standards and undergo Recurrent Simulator Training and FAA Check Rides every six months. No other fractional company measures up to these exceedingly high criteria.

To ensure performance and safety at this level, our pilots are taught by in-house flight instructors in our dedicated training facility. Each flight instructor is line qualified in their assigned aircraft, meaning they rotate from flight training to line flying every other month. This process leverages the highest level of 'real world' operating experience and further cultivates a culture of safety among Flexjet pilots. Additionally, our proprietary training oversight program allows us to effectively monitor and maintain the Flexjet safety standard.

PILOT MINIMUM QUALIFICATIONS

- > 1,500 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

THE ART OF AIRCRAFT MAINTENANCE



OUR AIRCRAFT MAINTENANCE TEAMS HAVE EXTRAORDINARY EXPERTISE, AND THEY SUSTAIN THIS EXCELLENCE THROUGH CONSTANT TRAINING

Fanatical attention to detail is what Flexjet is known for – even behind the scenes. 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.

Aircraft are highly-complex operating systems and preventing aircraft failures in any one of its systems is the first step toward passenger and crew safety.

Here again, 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 Addison, TX and White Plains, NY. In addition to the two dedicated facilities, we also have dedicated labor in Ft. Lauderdale, FL, St. Louis, MO, Springfield, OH, Denver, CO, Chicago, IL, and Montreal, QC.

MAINTENANCE CAPABILITIES

- > 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 and field service on-site
- > Fixed facilities and mobile repair teams for full system coverage

Additionally, 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 FAR Part 145 Certified Repair Station.

STATE-OF-THE-ART OPERATIONS CONTROL CENTER





THERE ARE NUMEROUS MOVING PIECES WORKING IN CONCERT THAT MAKE OUR OPERATION A FINELY-TUNED MACHINE

Modeled after NASA's Mission Control Center, ours is a state-of-the-art, centralized Operations Control Center that operates around the clock. The Center provides real time data concerning flight schedules, aircraft availability, weather and flight tracking, allowing for instantaneous overview of the day-to-day operation.

The Operations Control Center houses 75+ 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 of these individuals reviews trips constantly and coordinates with flight crews to ensure continuous operational safety and success.

Like NASA, our Operations Control Center incorporates a single 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.

FLEXJET SAFETY ASSURANCE CYCLE



ON ANY GIVEN MISSION, YOU CAN BE ASSURED THAT FOR EVERY PREVENTATIVE MEASURE THAT YOU DO NOTICE THERE ARE NUMEROUS OTHER SAFETY CHECKS THAT GO UNNOTICED – BUT NOT BY US. FOLLOWING IS A SIMPLIFIED OVERVIEW OF WHAT IS HAPPENING BEHIND THE SCENES OF EVERY FLEXJET FLIGHT TO ENSURE ITS SAFE DEPARTURE AND ARRIVAL.

PRE-FLIGHT

ENROUTE

POST-FLIGHT



SAFETY ASSURANCE CYCLE

PRE-FLIGHT

ENROUTE

POST-FLIGHT

SAFETY ASSURANCE CYCLE

PRE-FLIGHT

ENROUTE

POST-FLIGHT

< 1 >

You schedule your flight via Mobile App or a dedicated Owner Services Crew Member.

< 2 >

The OSR/CAM verifies any known passenger limitation, such as a food allergy, and makes adjustments for appropriate catering.

< 3 >

Additional reviews accommodate for passengers with health and medical issues.

< 4 >

Flight Coordinators assign your crew based on qualifications, duty and rest time.

< 5 >

Experienced and highly trained flight planners review flight route and specific weather information along your route, and flight restrictions that could cause delay.

< 6 >

Dedicated Meteorologists watch for inclement weather and review detailed forecasts for your arrival.

< 7 >

FAA-Licensed Maintenance Controllers/Supervisors ensure the airworthiness of your specific aircraft.

< 8 >

Flexjet Operations Control Center notifies the arrival airport and FBO of your arrival, also confirming any transportation needs.

< 9 >

Your Captain and First Officer perform a safety briefing of your trip.

< 10 >

Your Captain performs a thorough pre-flight inspection prior to takeoff.

< 11 >

Flight Coordinators and crew review final checklist of weather, runway requirements, curfews, clearance preparations, and more.

A man with grey hair and glasses, wearing a dark suit, a checkered shirt, and a red patterned tie, is seated in an airplane cabin. He is looking down and writing on a notepad with a pen. The background shows the interior of the plane with overhead luggage bins and a window with bright light coming through. The overall tone is professional and focused.

SAFETY ASSURANCE CYCLE

PRE-FLIGHT

ENROUTE

POST-FLIGHT

SAFETY ASSURANCE CYCLE

PRE-FLIGHT

ENROUTE

POST-FLIGHT

< 1 >

Dedicated Flight Followers track the aircraft from takeoff to landing.

< 2 >

Air Traffic Control Centers report your flight information directly to the Flexjet Operations Control Center.

< 3 >

Pilots are in constant communication with Flexjet Operations Control Center and Air Traffic Control Centers across the country.

< 4 >

All Pilots/Cabin Servers are trained with basic life-saving skills (CPR/AED) in case of an in-flight medical emergency.

< 5 >

In a medical emergency, Flexjet has access to level 1 trauma services anywhere in the world.

SAFETY ASSURANCE CYCLE

PRE-FLIGHT

ENROUTE

POST-FLIGHT

< 1 >

Your crew confirms with Flexjet Operations Control Center that your jet has safely landed at your destination.

< 2 >

Your crew reports its time to accurately monitor duty and flight time.

< 3 >

Your Captain performs a thorough post-flight safety inspection and flight debrief.

< 4 >

Any abnormalities are immediately reported for maintenance assessment.

< 5 >

The Flexjet Safety Cycle resumes in preparation for the next flight.

SAFETY & SECURITY PROGRAMS



OVERVIEW OF PROGRAMS

SAFETY MANAGEMENT SYSTEM

(SMS)

Though not an FAA requirement, Flexjet actively participates in a formal, top-down, bottom-up, organization-wide approach to managing safety risk and assuring the effectiveness of safety risk controls. This includes systematic procedures, practices, and policies for safety risk management. Our advanced SMS provides an additional layer of protection for our Owners, pilots, crews and ground personnel.

FAA VOLUNTARY DISCLOSURE REPORTING PROGRAM

(VDRP)

The program is based on the honor-system concept that the open, forthright sharing of apparent violations which have been discovered by Flexjet — voluntarily disclosed to the FAA and corrected in a manner acceptable to the FAA — fosters and promotes safe operational practices. By complying, Flexjet in turn forgoes any civil penalties by the FAA, all the while bolstering safety best practices.

AVIATION SAFETY ACTION PROGRAM

(ASAP)

Enhances aviation safety through the prevention of accidents and incidents by encouraging voluntary reporting of safety issues and events that come to the attention of pilots and mechanics — even though they may be involved in an alleged violation. The goal is to detect problems and safety hazards in flight operations before those problems can cause an accident.

TWELVE-FIVE STANDARD SECURITY PROGRAM

(TFSSP)

The program is regulated by the Transportation Security Administration (TSA), and requires operators of aircraft with a maximum certificated takeoff weight (MTOW) of more than 12,500 pounds to conduct criminal background checks on their flight crew members, and restrict access to the flight deck.

OVERVIEW OF PROGRAMS *(CONTINUED)*

DCA ACCESS STANDARD SECURITY PROGRAM

(DASSP)

Flexjet is approved to operate in and out of the Ronald Reagan Washington National Airport (KDCA), which is a high-security environment that resides between two No Fly Zones — the Pentagon and CIA headquarters. Flexjet is among the few providers with clearance to this restricted airspace. Furthermore, our pilots are included in the TSA's Known Crew Member (KCM) Program, which features highly scrutinized background checks.

CONTINUOUS AIRWORTHINESS MAINTENANCE PROGRAM

(CAMP)

FAA approved aircraft inspection requirements for all aircraft in the fleet, not just those with more than nine passenger seats. This fleet wide approach to maintenance — an airline standard — ensures the highest levels of safety and reliability.

FLIGHT DATA MONITORING

(FDM)

Flexjet utilizes leading edge technology and is the only major fractional aircraft operator to provide real-time Flight Data Monitoring Services across our fleet of aircraft. By having flight data downloaded wirelessly at the completion of each flight, our Safety Department is able to address any potential flight safety concerns immediately with our flight crews. This ability provides our company and Owners peace of mind while ensuring the quality of their flight's operation is being monitored via an enhanced Flight Data Monitoring Program.

CONFIDENTIAL INFORMATION SHARE PROGRAM WITH AIR TRAFFIC CONTROL

(CISP)

Interface between our ASAP and ATC's Air Traffic Safety Action Program (ATSAP) to share important safety information.

OVERVIEW OF PROGRAMS *(CONTINUED)*

AVIATION SAFETY INFORMATION ANALYSIS AND SHARING

(ASIAS)

Flexjet constantly works with the FAA and the MITRE Corporation to promote the open exchange of safety information in efforts to continuously improve aviation safety. 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)

Our Chief Safety Officer coordinates routine simulated and tabletop exercises so as to constantly be prepared to manage potentially challenging situations. The mission of our ERP is to develop and maintain a comprehensive emergency response strategy that will provide the organization with the framework to prepare, respond, and recover from any emergency event that affects our aircraft, employees and Owners.



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. With more than 80,000 approved facilities, you're never far from help should a medical emergency arise. Furthermore, all Flexjet aircraft are enabled to receive in-flight assistance. Our large-cabin aircraft also carry advanced medical kits and Automated External Defibrillators (AED) onboard.

YOUR DATA IS SAFE & SECURE



WE ADHERE TO INDUSTRY BEST PRACTICES FOR RELIABLY PROTECTING THE DATA OF OUR OWNERS AND OUR BUSINESS AGAINST THE THREAT OF A CYBERATTACK

Flexjet security practices feature NIST 800-53 as the framework of its Information Security program. Based on this framework, we have developed a full suite of policies that define our InfoSec objective. We follow CIS Critical Controls best practices as a means to identify, prioritize and implement procedures, and technical and administrative security controls.

Flexjet proactively manages emerging Information Security threats. Threat detection, containment and prevention is implemented in a layered approach by employing a mix of controls across the network, end point devices, servers and networking hardware to ensure overlapping methods of detection and prevention. Furthermore, we utilize a SIEM to aggregate and report on networking and system log data. If the SIEM detects a threat it has the capability to invoke lock downs of several different systems. The SIEM is also connected to several live threat intelligence feeds to ensure it maintains current information.

Continuous third-party oversight is provided by Inversion6 including monthly reporting and quarterly sessions with the CTO, infrastructure and security teams. Third-party code review is provided by Veracode as warranted for internally developed technology products, while Deloitte oversees our finance and IT audits with guidance from General Data Protection Regulation.

Air-to-ground communications are secured by industry leading partners, GoGo Business and Satcom Direct. Flexjet additionally requires its employees to connect through VPN to access critical systems and we recommend the same for our Owners.

In accordance with our disaster relief policy we maintain primary and secondary, geographically separated data centers with live data feeds to keep data current in both places.

FLEXJET PILOTS ARE IN COMMAND





EMPLOYEES ARE THE FOUNDATION OF OUR COMPANY,
AND WE ARE DELIGHTED TO EMBRACE OUR PILOTS AS FAMILY —
WITHOUT UNION INTERFERENCE

By definition, pilots are at the forefront of an aviation business and their capabilities should align with their responsibilities. This is why the effectiveness of the Flexjet safety culture is due in large part to proactive pilot safety reporting without any fear of retaliation for disclosing safety incidents and observations — even if the pilot is in violation. Most aviation programs do not share in this open environment, yet we have embraced this philosophy from day one. Furthermore, our pilots are uniquely empowered to decide if a flight is safe to operate.

Flexjet pilots are the industry's only nonunion aviators, which has many benefits including the fact that our Red Label pilots are legitimately dedicated to a single aircraft tail number, not just an aircraft 'type' like all other providers.

This means they are intimately familiar with that individual aircraft, which elevates their confidence and awareness. Flexjet is the only private aviation provider to employ this truly dedicated crewing model.

To further heighten pilot safety, Flexjet employs Fatigue Risk Management software, and our crew duty days are designed and reviewed through a multi-level process. This includes an individual risk assessment by a member of our Flight Department for duty days longer than 12 hours and flights operated during the circadian low period. Our crews are also empowered to terminate their day at any point if fatigue becomes a factor — again, without fear of retribution.

FLEXJET IS SYNONYMOUS WITH SAFETY



OF ALL THE DEMANDING SAFETY REQUIREMENTS IN PRIVATE AVIATION,
THE MOST STRINGENT STANDARDS ARE OUR OWN



Our longstanding leadership team — the most tenured in the industry — is a pioneering force in the area of aviation safety. The advancements and measures that they establish for Flexjet are often adopted by the Federal Aviation Administration (FAA) to help shape its governmental policy standards. Being at the forefront of safety innovation means Flexjet consistently operates well above FAA minimum safety requirements.

More than simply a list of procedures, safety is a philosophy that's ingrained in our culture — something few other providers can justify. We voluntarily participate in a highly-developed Safety Management System, and manage an Independent Safety Team that is dedicated to maintaining the highest safety standards in the industry for flight crews, aircraft operations, maintenance and security.



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

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