

EXHIBIT C

NETJETS

*FIXED-BASE OPERATORS STANDARDS,
COMPLIANCE, AND SERVICE
REQUIREMENTS MANUAL*

1. DEFINITIONS

- 1.1. AOA shall mean aircraft operations area
- 1.2. FAA shall mean federal aviation administration
- 1.3. FBO shall mean fixed-base operator and shall specifically mean the fixed-base operator to which this document has been given and that desires for NetJets to utilize its facilities and service
- 1.4. ICAO shall mean international civil aviation organization
- 1.5. NetJets Aircraft shall mean any aircraft operated on or on behalf of NetJets
- 1.6. NetJets Crew shall mean any pilot, flight attendant, or other necessary crewmember operating a flight for or on behalf of NetJets
- 1.7. NetJets Passenger shall mean any passenger of a flight operated by or on behalf of NetJets
- 1.8. NSR shall mean NetJets service representative
- 1.9. Request shall mean any request coming from NetJets personnel or third-party service providers authorized on behalf of NetJets requesting services to be performed by Fixed-Base Operator

2. GENERAL

2.1. INTRODUCTION

NetJets Inc. ("NetJets"), a Berkshire Hathaway company, is the worldwide leader in private aviation, with the largest and most diverse private jet fleet in the world. NetJets pioneered the concept of fractional aircraft ownership—offering individuals and businesses all of the benefits of whole aircraft ownership and more, at a fraction of the cost. As the leader in the private aviation, NetJets has always kept safety, security, and service at the forefront of our business. As the industry moves toward usage of more complex corporate aircraft, the requirements and expectations for our supplier partners continue to change. It is our goal to assist our vendors to meet this changing environment now and in the future. We believe that establishing and maintaining these standards is a critical first step in the ongoing partnerships.

2.2. DISTRIBUTION

Vendors shall make available copies of this manual to its operations, maintenance, safety, security, and sales departments, as appropriate, as well as to personnel assigned to flights conducted on behalf of NetJets.

2.3. CONFLICTS

If there is a conflict between the terms of this document and the terms of any Agreement with NetJets, the terms of the Agreement shall control.

2.4. INSURANCE

FBO shall maintain, at its sole cost and expense, the insurance coverage described below. The coverage will be placed with insurance carriers rated no less than A-, VII by Best's Insurance Guide, with similar ratings with Standard & Poor's and Moody's. All insurance required herein shall be primary and non-contributory from any other insurance, deductible, or retention that may be in effect and include a waiver of subrogation. Vendor will provide to NetJets certificates of insurance evidencing coverage.

- 2.4.1. *Aviation General Liability* - Coverage shall include those perils generally associated with a commercial general liability policy and specifically include hangar keeper's liability, contractual liability coverage for bodily injury and property damage, premises and operations coverage, independent contractor's

coverage, and products and completed operations coverage. FBO shall also require that all of its subcontractors maintain similar general liability insurance.

- 2.4.2. *Workers' Compensation* - FBO party shall maintain workers' compensation insurance for all of FBO's Personnel, including coverage under the applicable law of the jurisdiction where the work will be performed. FBO shall also require that all of its subcontractors maintain similar workers' compensation coverage.
- 2.4.3. *Employers Liability* - FBO shall maintain employer's liability insurance in the United States, typically Coverage B of a workers' compensation policy. FBO shall also require that all of its subcontractors maintain employer's liability coverage.
- 2.4.4. *Automobile Liability* - Coverage shall include vehicles used in airport operations, third-party liability for bodily injury and property damage, and sudden and accidental pollution liability, with respect to vendor's vehicles whether owned, hired, non-owned, or assigned to or used in the performance of requested services.

2.5. CERTIFICATE

FBO shall send a Certificate of Insurance to NetJets Risk Management Department at riskmgt-team@netjets.com or upload in the Insurance Forms section of the NetJets Fuel & FBO Portal evidencing the aforementioned provisions. Such Certificate must provide for a 30-day notice of cancellation, non-renewal, or material change in coverage to NetJets Inc. A Sample Form of Insurance Certificate can be found in Appendix B.

2.6. WAIVER

If FBO either is unable to meet any of the required standards or service levels in this document now or in the future, FBO must notify NetJets immediately (at FBO@netjets.com). At NetJets' sole discretion, NetJets may issue a waiver to FBO for any specific requirement in this document.

3. **COMPLIANCE REQUIREMENTS**

- 3.1. NetJets-approved facilities must operate in compliance with federal, state, and local aviation regulations. FBO must also comply with federal, state, and local environmental health and safety regulations. For international locations, FBO or Handler is expected to operate within International Air Transport Association (IATA) regulatory guidelines for that specific country, provided that these regulatory guidelines are equal to or greater than U.S. and NetJets standards.
- 3.2. FBO shall maintain compliance with NFPA Section 407 (or IATA equivalent), Aircraft Fuel Servicing. This document should be accessible to all FBO employees.
- 3.3. FBO shall be in compliance with the NATA Refueling and Quality Control Procedures for Airport Service and Support Operations.
- 3.4. If an FBO is located at an airport that is under the jurisdiction of 49 CFR 1542, then compliance with the associated security regulations dictated by the airport is expected.
- 3.5. FBO shall comply with all applicable portions of the Air Carrier Access Act (14 C.F.R. 382) and Hazmat Regulations (49C.F.R. 175) and shall conduct ongoing compliance training for its employees as appropriate.
- 3.6. FBOs located at non-commercial airports are encouraged to use the most recent Transportation Security Administration (TSA) Security Guidelines for General Aviation Airports.
- 3.7. International airports (USA) should have regulated garbage disposal procedures.

4. **FBO AUDITS**

- 4.1. To maintain vendor status, FBO may be subject to an oversight Audit to be conducted onsite or virtual based on the standards outlined in this document and other applicable regulatory requirements as directed by NetJets. Refusal to comply with the review process or not meeting the standards may result in a reduction of services procured from FBO or a restriction of all use of FBO, as determined by the severity of the issues identified.
- 4.2. Internal and Fuel Vendor Audits. If fueling audits are conducted annually per the fuel vendor, commercial, DOD or the FBO's internal QC program NetJets may request a copy of the results and all findings. If this is not applicable, NetJets will arrange for an audit by our Fuel & FBO operations team.

5. FACILITY REQUIREMENTS

5.1. COMMUNICATION

- 5.1.1. Telephone, internet, and email (or facsimile) capabilities to receive crew briefs and flight release packages from NetJets.
- 5.1.2. FBO information can be updated by e-mailing FBO@netjets.com, or by completing the FBO information Update form on the Fuel & FBO Portal.

5.2. PARKING AND ENTRANCES

- 5.2.1. ADA (Americans with Disability Act) entrance for any NetJets Passenger.
- 5.2.2. Parking for passenger vehicles should be in a secured area with ample lighting.

5.3. TRANSPORTATION

- 5.3.1. Upon request, FBO shall coordinate transportation for the NetJets Passengers or NetJets Crew to and from local hotels and airline terminals within ten (10) miles of FBO location.
- 5.3.2. FBO shall direct arriving passengers to connecting transportation and shall meet departing passengers and assist them as needed
- 5.3.3. Where applicable, provide shuttle services to transport passengers. Step stools will be available to assist with entry and exit of shuttles and aircraft (like or similar to those depicted in Figure 2)



Fig. 2

5.4. OTHER

- 5.4.1. Chain-of-custody process for shipments received on behalf of NetJets or a NetJets Passenger, including, but not limited to, date, time, receiver, and who picked up the package. If any package is not picked up within twenty-four (24) hours, NetJets must be notified (see Section 3.3.1).
- 5.4.2. Any package, letter, or box delivered by a third party (FedEx, UPS, etc.) that is designated for a NetJets Crew, NetJets Aircraft, or NetJets Passenger will be accepted by the FBO and shall be claimed at the appropriate location and not delivered to the aircraft.

5.4.3. The interior and exterior of FBO shall be kept clean at all times. Any lighting must be replaced as soon as reasonably possible after its useful life has expired.

6. PERSONNEL REQUIREMENTS

6.1. APPEARANCE

All FBO personnel shall dress in clean, neat, and professionally maintained attire appropriate for the job function(s).

6.2. CONDUCT

6.2.1. All FBO personnel shall conduct themselves in a professional manner.

6.2.2. Interaction with NetJets Owners and NetJets Passengers

6.2.2.1. Many NetJets Passengers are celebrities, dignitaries, or highly recognizable individuals. Most of these individuals value their privacy. FBO personnel are expected to interact with NetJets Passengers only as necessary to provide excellent service or as requested by the NetJets Passengers. Photos and/or the requesting of autographs of any passenger(s) or any individual(s) associated with the passenger(s) is strictly prohibited and could be cause for NetJets to immediately cease to utilize FBO.

6.3. TRAINING

6.3.1. FBO shall adequately train each employee as appropriate for their position. For line employees, FBO shall utilize an approved line training program. These programs enhance safety and service by emphasizing the knowledge and skills required of aviation line personnel and assure their competence through objective testing and include National Air Transportation Association (NATA) Safety 1st Professional Line Service Training, Air BP, AvFuel, Phillips 66 Line Training, or similar programs. FBO shall maintain proof of all training and testing procedures for each employee and provide access to these training records to NetJets upon request. For line employees, FBO shall maintain all training and testing records, including towing, marshalling, fueling, customer service, fire safety, and other miscellaneous procedures, as necessary. NetJets reserves the right to disallow specific personnel from servicing a NetJets Aircraft or a NetJets Owner and/or NetJets Passengers.

6.4. DRUG & HIRING POLICY

6.4.1. FBO shall have established documented policies that require all personnel to be free from alcohol and illegal drug use. These policies will include the following requirements.

6.4.1.1. A prohibition from performing any safety-sensitive or Passenger-facing function while under the influence of alcohol, drugs, prescription medication, or over-the-counter medication that can adversely affect the individual's ability to perform his or her duties.

6.4.1.2. FBO shall conduct an employment background check for all employees. This background check must include the employee's driving record. In accordance with 49 Code of Federal Regulations (CFR) 1542.205, fingerprint-based criminal history record checks (CHRC) are required for any individual having unescorted access to a Security Identification Display Area (SIDA).

6.4.1.3. FBO shall have a pre-employment drug screening program for all employees who interact with NetJets Aircraft, NetJets Crew, and/or NetJets Passengers.

6.4.1.4. NetJets is a federal contractor with affirmative action obligations. These obligations may apply by law to our subcontractors as well, such as FBO and its subcontractors.

Therefore, the requirements of 41 CFR Section 60-1.4(a) (7), -250.4, and -741.4, where applicable, are incorporated into this standards document.

- 6.4.1.5.** NetJets promotes a professional work environment. Should an FBO employee not be treated with the utmost professional respect by NetJets Crew or NetJets Passenger, FBO should report the incident to the NetJets Fuel and Airport Services Team immediately via telephone or email at FBO@netjets.com. Should any FBO employee be subject to behavior from NetJets Crew or NetJets Passenger that causes FBO employee to feel threatened, harassed, or discriminated against, FBO shall immediately report the incident to the NetJets Ethics Office.

6.5. MANAGEMENT

- 6.5.1. Management has documented clearly defined lines of authority.
- 6.5.2. Policies, procedures, and safety goals that enhance FBO's operations and standards have been established, documented, and implemented.
- 6.5.3. FBO shall have a documented and controlled internal evaluation program (IEP) in place. The IEP must be capable of identifying in-house deficiencies; measuring FBO's compliance with their stated policies, procedures, and standards; and establishing a process for corrective actions.
 - 6.5.3.1.** FBO shall have identified in writing the name, authority, and duties of the individual responsible for the IEP.

7. **SAFETY AND ACCESS REQUIREMENTS**

7.1. SAFETY

- 7.1.1. FBO shall ensure that the facility areas utilized by NetJets Passengers and NetJets Crew are free of recognized hazards. Any hazard shall be appropriately marked or cordoned off until action can be taken to rectify the hazard. Examples of hazards include the following:
 - 7.1.1.1. Trip hazards, such as electrical cords across a walk area, loose carpet, or broken tile.
 - 7.1.1.2. Striking hazards caused by overhanging equipment, unprotected aircraft static wicks in the hangar, etc.
 - 7.1.1.3. Door hazards, such as Dutch doors or moving hangar doors when individuals are not clear of the tracks.
 - 7.1.1.4. Electrical and chemical hazards, such as unprotected outlets, worn cords, unprotected heat sources, and spilled hazardous materials.
 - 7.1.1.5. Inhaling fumes from or ingesting hazardous materials as a result of a mislabeled or unlabeled secondary container.

7.2. SURVEILLANCE

- 7.2.1. FBO shall ensure that employees are able to maintain visual surveillance of all aircraft operation areas belonging to FBO, e.g., ramp areas, hangars, lobby entrances, and parking lots. If visual surveillance of these areas is not possible, FBO can maintain adequate surveillance by use of video monitoring equipment.

7.3. CONTROLLED ACCESS

7.3.1. FBO shall ensure that all controlled access points to aircraft operation areas are continuously secured and/or monitored.

7.4. SIGNAGE

7.4.1. FBO shall maintain proper signage for restricted areas, flammable materials, exits, emergency equipment, etc.

7.5. FENCING

7.5.1. FBO shall maintain a minimum of six (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 four (4) feet high.

7.6. IDENTIFICATION

7.6.1. FBO shall issue unique photo identification badges for those employees who are authorized access to any AOA.

7.6.2. Current employment status of any NetJets Crew can be verified by calling the NetJets Security Services Team at 614-239-5412. NetJets understands that in some locations flight crews may also be asked to present their pilot licenses or other appropriate identification.

7.6.3. When necessary, the NetJets Crew will notify FBO of the impending passenger arrival. Caution must be used when relaying information concerning the identity of our Owners. NetJets Crew has been instructed to use other information regarding the flight such as departure time, destination, or number of passengers when notifying FBO personnel.

7.6.4. NetJets Crew, FBO personnel, or both, will escort passengers to the aircraft. Unescorted access to a NetJets Aircraft is strictly prohibited.

7.7. HOMELAND SECURITY ADVISOR

7.7.1. FBO shall notify NetJets whenever there is an abnormal threat level issued by the local authorities for their airport or facility by e-mailing FBO@netjets.com.

7.8. AIRCRAFT

7.8.1. FBO shall ensure sightseers and visitors not be allowed on board or near a NetJets Aircraft.

7.9. PRIVATE VEHICLES MOVEMENT ON THE RAMP/AOA

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

7.9.2. If an escort procedure is not available, FBO shall brief each driver of the ramp/AOA driving guidelines.

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

7.9.4. FBO shall ensure that vehicles are not driven within fifty (50) feet of any NetJets Aircraft until the aircraft engines are shut down and the aircraft wheels are chocked. Vehicles should not approach the aircraft until motioned forward by a line service agent.

7.9.5. FBO shall ensure that all vehicles approach any NetJets Aircraft at an angle in case of brake failure on the vehicle. Vehicles must not drive closer than within fifteen (15) feet of the wings, tail, or fuselage of the

NetJets Aircraft, with the exception of deicing equipment, which may get as close as five (5) feet as required to effectively provide deice/anti-ice services.

- 7.9.6. FBO shall ensure that when any vehicle is moving on the ramp/AOA, the vehicle must have its flashing hazard lights on, unless dictated otherwise by local airport guidelines.
- 7.9.7. FBO shall ensure that while parked at the NetJets Aircraft without an operator in the driver's seat, the vehicle engine is turned off, automatic transmission is in park, and the parking brake is applied.
- 7.9.8. FBO shall ensure that a member of the NetJets Crew is available to escort passengers from the vehicle to the aircraft.
- 7.9.9. FBO shall ensure that a member of the NetJets Crew is present at the aircraft prior to permitting any automobile from approaching that aircraft.
- 7.9.10. FBO line personnel should inform driver of vehicle's departure route.

7.10. SECURITY

- 7.10.1. If FBO is required to have a security program mandated by the state regulatory authority, that program must be approved and current.
- 7.10.2. FBO shall provide documentation that personnel required to perform duties under any state-required security program have received the required training specified by that program.
- 7.10.3. FBO shall provide to all employees its general security policies and procedures in addition to any state-mandated security program.
- 7.10.4. FBO shall provide general security training to all employees as a part of the company's initial onboarding process and on an annual, recurring basis. Evidence of this training must be documented.
- 7.10.5. FBO shall have a process in place for clearing all passengers and employees with access to aircraft against the most recently issued federal, state, and local watch lists, if applicable.
- 7.10.6. FBO shall have a policy that restricts access to aircraft and the ramp to only those persons with operational or maintenance functions or as specifically approved by FBO.

8. **NOTIFICATION REQUIREMENTS**

- 8.1. FBO personnel shall notify the NetJets Crew when any NetJets Passengers check in for departure.
- 8.2. FBO personnel shall notify NetJets' Fuel and Airport Services Team immediately of any critical information changes, including, but not limited to, de-ice capability, hours change, and fuel outages/supply issues by e-mailing FBO@netjets.com.
- 8.3. FBO shall notify NetJets' Line Maintenance Control Center (LMCC) at MCCLeadership@netjets.com if a NetJets Aircraft is on the ramp without NetJets Crew present and there is a threat of potentially dangerous or harmful weather to inquire whether the aircraft should be placed in a hangar.

9. **SERVICE REQUIREMENTS**

9.1. GENERAL

- 9.1.1. FBO shall be responsible for facilitating NetJets' activities at a location and liaising with local authorities as necessary.
- 9.1.2. FBO shall provide the administrative, supervision and coordination services described herein:

- 9.1.3. Ensuring that appropriate third parties are properly informed of NetJets operations and requirements in a timely manner.
- 9.1.4. Liaising with NetJets designated representatives, when applicable.
- 9.1.5. Verify third party availability and preparedness of personnel, equipment, and documentation.
- 9.1.6. Meet aircraft upon arrival and liaise with NetJets crew.
- 9.1.7. Note irregularities and inform NetJets crew, personnel or FBO@netjets.com as applicable.
- 9.1.8. FBO shall provide all passenger services described herein:
 - 9.1.8.1. Upon request, inform NetJets passengers about time of arrival and/or departure of aircraft and ground transportation.
 - 9.1.8.2. Make arrangements for, transfer and transit passengers and their baggage and inform them about services available at the FBO/Airport.
 - 9.1.8.3. Provide or arrange for lounge areas, service counters, conference rooms, Wi-Fi connectivity, etc. within the FBO facility.
 - 9.1.8.4. Assist passengers during enplaning and deplaning aircraft.
 - 9.1.8.5. Handle passenger and Crew baggage, ensuring that any identified baggage is not loaded improperly (into aircraft or ground transportation) or left behind.
 - 9.1.8.6. If NetJets Passenger baggage or items are missed during the loading process by the FBO, the FBO shall be responsible for ensuring that the item(s) will be returned to NetJets Passengers as expeditiously as possible at the cost of FBO.
 - 9.1.8.7. In the event of inclement weather, passengers should be loaded and unloaded in a hangar, or covered structure if on site, for safety if space is available and weather conditions allow for safe towing of the aircraft in and out.
- 9.1.9. Mobility Limited Passenger Services:
 - 9.1.9.1. When requested by NetJets with at least twenty-four (24) hours' advance notice, FBO shall provide or arrange for special equipment and facilities for assistance to persons with reduced mobility. This includes coordinating with the NetJets medical provider of choice (e.g. One Call Medical).
 - 9.1.9.2. Flights with ambulatory service should be parked in a way to provide privacy to the passengers. To include but not limited to being parked in a hangar, on the ramp facing away from the lobby, or with the stairs facing away from the lobby.
- 9.1.10. FBO shall provide all ramp services described herein:
 - 9.1.10.1. FBO shall be responsible for handling all NetJets Passengers' baggage, as specifically directed by NetJets Crew or Passenger(s) and described in Section 9.1.8.5.
 - 9.1.10.2. Providing or arranging for aircraft marshalling services at all arrivals and departures.
 - 9.1.10.3. FBO will provide for ramp and/or hangar space for aircraft parking, position and/or remove wheel chocks, position and/or remove (as requested), landing gear locks, engine

blanket covers, pitot covers, surface control locks, safety cones, provided FBO deems it safe to perform such activities in its sole discretion.

9.1.10.4. FBO will transport catering supplies/orders between aircraft and designated points.

9.1.10.5. FBO will provide, arrange for, and/or operate ground power equipment such as; air start, cooling units, and/or heating units as requested by NetJets, as defined in 10.1 "Ready to Go" services.

9.1.10.6. FBO shall provide the water servicing and concierge services described herein:

9.1.10.6.1. Provide, or arrange for, draining of potable water tanks and replenishing of tanks on an ongoing basis.

9.1.11. Concierge services such as but not limited to:

9.1.11.1. For locations that don't allow ramp escorts, readily available curb side assistance

9.1.11.2. To include unloading luggage, valeting vehicles, and connecting NetJets passengers to the crew, NSR, or shuttling them to their aircraft

9.1.11.3. Upon passenger arrival, ensuring the ground transportation is pulled up and ready for departure

9.1.11.4. Umbrellas available and in good working order

9.1.11.5. Ramp gate intercom (where applicable) will be answered immediately, and passengers will be escorted quickly to the aircraft when crew have been advised and are ready for enplaning of passengers. If escort cannot happen immediately, FBO staff should keep passengers informed of timing and flight status on a continual basis.

9.1.11.6. FBO shall have available, at no additional cost, coffee, ice, potable water, dishwashing services, laundry services, and standard newspapers (including, but not limited to, The Wall Street Journal, USA Today, The New York Times, and other local papers).

9.2. AIRCRAFT MOVEMENT

9.2.1. NetJets Crew are instructed that if i) less than 10' from an object, wing walkers are required from the FBO or as directed by the captain ii) either pilot questions whether the aircraft will remain clear, the aircraft shall be stopped immediately, and the NetJets Crew is to instruct the appropriate line service personnel to tow the aircraft to a suitable parking and/or maneuvering position.

9.2.2. Line personnel must be proficient in the use of ICAO/FAA International Aircraft Marshalling Signals (See Appendix C). Marshallers must use brightly coloured wands during daylight hours and illuminated wands at night or during low-visibility times.

9.2.3. A minimum of one wing walker is required on all tow movements. Additional wing walkers are required to be positioned at all points of the aircraft where an obstacle is within 30 ft / 9 meters at any point in the path of travel of the aircraft. Wing walkers are not required only if aircraft is under tow on/across runways, taxiways with centrelines providing adequate clearance for the aircraft type being towed, or on a clear ramp with no obstructions within 30 feet / 9 meters of aircraft surfaces The NetJets Crew at their discretion may be able to assist in wing walking if duty times allow.

9.2.4. The FBO 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 shall be completed before

any towing operation. Towing operation must STOP if tow operator either loses sight of wing walkers or has any doubt as to the adequacy of space or clearance of the aircraft.

- 9.2.5. FBO shall use proper, certified factory tow bars and tow vehicles designed for aircraft towing. Under no circumstance will 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 brake checks, correct tow bar, and appropriately rated tugs, must be performed before any aircraft movement. All NetJets Aircraft shall be towed at a safe walking speed.
- 9.2.6. Line personnel involved in the movement of a NetJets Aircraft shall be equipped with audible communication equipment (i.e., whistles, radios).
- 9.2.7. Tow bars must 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.
- 9.2.8. Ramp equipment to be on a scheduled maintenance plan, as required, and kept in good working condition, to include updated maintenance records.

9.3. AIRCRAFT PARKING

- 9.3.1. Chocks must be placed immediately after the aircraft is parked, as detailed in Section 9.3.7.
- 9.3.2. NetJets Aircraft shall be parked in a well-lit, highly visible area so that the presence of unauthorized personnel can be observed.
- 9.3.3. Long-term parking of NetJets Aircraft shall be in a well-lit area and be monitored at all times.
- 9.3.4. Potential jet exhaust blast hazards shall be planned for during positioning of any NetJets Aircraft.
- 9.3.5. NetJets Aircraft shall be positioned to avoid any wing overlap hazards when in a "ready-to-depart" position. Never overlap part of an aircraft with part of another aircraft unless the aircraft are parked long-term.
- 9.3.6. Brightly colored safety pylons (cones) shall be placed at each wing tip, nose, and tail of all parked NetJets Aircraft immediately after engine shutdown. Line personnel shall ensure that no part of the aircraft is "hanging over" an active roadway, taxiway, or security fence.
- 9.3.7. Triple chock all NetJets aircraft with rubber chocks or equivalent with a rubber base.
- 9.3.8. Parking in Inclement Weather: for Sovereign (CE-680), Latitude (CE-680A), Longitude (CE-700),:
 - 9.3.8.1. In the event of inclement weather (conditions of approaching thunderstorms, squall lines, or gust fronts) or winds (sustained or gusting, actual or forecast) at or above 35 mph/30 kts.
 - 9.3.8.2. Ensure the aircraft is triple chocked with chocks securely wedged tight against both forward and aft edges of the tires.
 - 9.3.8.3. Ensure nose chocks are long enough to secure both nose tires (minimum: 12 inches). If long chocks are not available, use two sets of chocks, one set per tire.
 - 9.3.8.4. Chock all four main gear tires front and back with chocks long enough to secure both Inboard and Outboard tires (minimum: 24 inches). If long chocks are not available, use two sets of chocks, one set per tire.
- 9.3.9. CAUTION: Avoid use of metal or wood chocks unless prior approval and a location-specific waiver has been received from NetJets, e.g. use of special metal aircraft chocks designed for icy environments

9.3.10. CAUTION: Ensure chocks are loosened from the main tires during refueling to prevent the tires from compressing against the chocks and becoming stuck because of compression as fuel is added; ensure chocks are re-secure after fueling.

9.3.11. Ramp areas are to be kept clear of Foreign Objects and Debris (FOD) and inspected regularly.

9.4. DE-ICING/ANTI-ICING

9.4.1. A member of the NetJets Crew must always be present to direct de-ice/anti-ice procedures and activities on NetJets Aircraft.

9.4.2. Only appropriately trained individuals are authorized to perform de-icing on NetJets Aircraft.

9.4.3. The de-icing process should start at the front of the left wing of the aircraft and continued clockwise around the aircraft (single unit), unless the NetJets Crew directs otherwise. This allows the flight crew the advantage of observing from the cockpit the rate of precipitation accumulation.

9.4.4. 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. Cockpit windscreen should only be cleaned in this manner if specifically requested by the flight crew.

9.4.5. Do not spray directly into engine intakes or pitot tubes, or on vortex generators, near auxiliary power unit (APU) with the auxiliary power unit (APU) running, with passengers boarding or when doors are open.

9.4.6. In the absence of de-icing equipment, NetJets Aircraft should be towed into a hangar for de-icing purposes, if transient hangar space is available.

9.4.7. By October 15 each year, de-ice stations must produce proof of operational readiness of the station personnel, equipment, and de-icing fluid supplier that will be used in de-icing operations, including, but not limited to, lifting device inspections, fluid sampling, and operational testing of de-ice equipment functions to include nozzle and burner systems. FBO must provide a description of backup arrangements in the event of equipment or supplier failure.

9.5. DE-ICING/ANTI-ICING COMMUNICATION FLOW

9.5.1. NetJets requires a clean aircraft concept - The aircraft critical surfaces will be completely clear of snow, frost, or ice (Freezing contaminates) before takeoff.

9.5.2. Pre-de/anti-ice crew briefing to include-

9.5.2.1. If utilizing radio communications, advise crew and use the appropriate frequency. Otherwise, coordination in advance with the crew the type and mixture ratio to be used, and a hand signal (e.g., thumbs up) to signify the procedure is complete and the aircraft appears to be all clear of freezing contaminates.

9.5.3. During de/anti-ice-

9.5.3.1. During active precipitation the deice team will ensure ice is not re-forming.

9.5.3.1.1. Warning: Clear ice will require extra effort to remove.

9.5.4. Final communication-

9.5.4.1. Type of fluid and manufacturer used

9.5.4.2. Fluid/water mixture ratio

9.5.4.3. Start time of final fluid application

9.5.4.4. Verification the aircraft is free of contamination

9.5.4.4.1. The statement "All clear" transmission indicates the aircraft is free of all freezing contaminants.

9.5.4.5. Flight crew confirms that a post deicing/anti-icing check, including tactile checks when applicable was completed and the aircraft's critical surfaces are free of ice, snow, or frost.

9.6. THIRD-PARTY SERVICES

9.6.1. FBO shall have the capability to coordinate third-party services, including, but not limited to, those shown below. Any third-party services coordinated by FBO must be in accordance with the below requirements.

9.6.2. CATERING

9.6.2.1. 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 food and/or beverage items shall be immediately reported to the NetJets Logistics Support Team by e-mailing Logistics@netjets.com.

9.6.2.2. The catering refrigerator (commercial grade units are preferred) shall be in a convenient area but not accessible to the public. FBO shall ensure that harmful chemicals, hazardous waste containers, and cleaning and maintenance supplies are not stored in, around or near the catering refrigerator. The ice machine(s) shall be well maintained, with the filter replaced at least every six (6) months and, regularly cleaned per the manufacturer's specification the catering refrigerator shall be kept sanitary, have its filter replaced according to the manufacturer's recommended schedule, not store employee food and contain an interior temperature gauge to monitor food safety (between 38-42°F).

9.6.2.3. Where feasible FBO will log all catering orders into and out of refrigerator/coolers onsite at the FBO for tracking purposes.

9.6.2.4. Catering containing dry storage will be separated from the refrigerated good, but clearly labeled to ensure all catering is onboard the aircraft. Having a dedicated dry storage space is preferred.

9.6.2.5. FBO will create a process to monitor catering orders to ensure that catering is provided to the correct flight and prevent items that go missing (e.g. Missed boxes/bags, missing dry goods, catering given to incorrect aircraft).

9.6.3. VEHICLES FOR HIRE

9.6.3.1. FBO shall ensure that all drivers of for-hire transportation alert the FBO i) that they have arrived; ii) who they are; and iii) what flight they are meeting. FBO shall require the driver to present a photo ID and/or other documentation indicating they are the accurate driver for hire.

9.6.3.2. Drivers must obtain permission from FBO before entering the ramp/AOA and be supervised by FBO while driving onto the ramp/AOA.

9.6.3.3. Rental vehicles should be ready plane side or at the curb for passengers upon arrival.

9.6.3.4. FBO will create a process to monitor rental car orders to ensure that the car is provided to the correct flight, prevents cars from being issued to the incorrect person, keep keys (arrival/return) separated to alleviate confusion and provide a map or dedicated rental car space.

9.6.4. AIRCRAFT CLEANERS

- 9.6.4.1. Aircraft cleaning services are used at various locations and may involve a third-party vendor. FBO or vendor should contact the NetJets Appearance Standards Department (ASD) via email at AppearanceStandards@netjets.com with any inquiries relating to aircraft cleaning.
- 9.6.4.2. Only NetJets-approved aircraft cleaning suppliers are authorized to perform cleaning on NetJets Aircraft at the request of NetJets' ASD or LMCC departments.
- 9.6.4.3. FBO shall have available an operable hand vacuum with a rotating brush, as NetJets Crew may request a hand vacuum from time to time.
- 9.6.4.4. FBO shall use BLUE LAGOON Lavatory Liquid when servicing a NetJets Aircraft lavatory. 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](http://www.arrowmagnolia.com).

9.7. FUEL SERVICES

- 9.7.1. FBO shall provide all fuel services to NetJets Aircraft per the procedures below
 - 9.7.1.1. FBO shall at all times 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 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.
 - 9.7.1.2. Fueling and defueling will be supervised by a member of the NetJets Crew, not to include a flight attendant.
 - 9.7.1.3. Fuel servicing shall be discontinued when lightning is occurring within five (5) miles of the airport.
 - 9.7.1.4. NetJets Aircraft being fueled shall be positioned so that aircraft fuel system vents or fuel tank openings are not closer than twenty-five (25) feet (approximately eight [8] meters) from any terminal building, hangar, service building, or enclosed passenger concourse other than a loading walkway.
 - 9.7.1.5. NetJets Aircraft being fueled shall be positioned so that the vent or tank openings are not within fifty (50) feet (approximately fifteen [15] meters) of any combustion and ventilation air intake to any boiler, heater, or incinerator room.
 - 9.7.1.6. In compliance with the National Fire Protection Association (NFPA) Section 407, all aircraft fuel servicing tank vehicles shall have signs with letters that are at least three (3) inches high posted on each side and rear of the vehicle. These signs will read "Flammable, No Smoking" and clearly indicate the type and grade of fuel in the truck.
 - 9.7.1.7. 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.
 - 9.7.1.8. Tank vehicles shall 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 shall be clearly and boldly marked by signs and/or placards with letters that are at least two (2) inches high and read "PUSH" or "PULL" as applicable. All dead-man controls shall be in working order and properly utilized during fueling procedures.
 - 9.7.1.9. Each aircraft fuel servicing tank vehicle shall be equipped with at least two 20B:C-rated fire extinguishers. The fire extinguishers must be located on, and easily accessible from, each side of the fuel truck.

- 9.7.1.10. FBO shall have a written policy addressing fuel quality assurance with written procedures for monitoring and verifying third-party fuel vendor servicing practices to guarantee that fuel delivered to the aircraft is free from contamination.
- 9.7.1.11. Fuel spill kits stocked and readily available.
- 9.7.1.12. Fuel removed from a NetJets Aircraft because of contamination shall not be reused. Fuel removed from any non-NetJets Aircraft for any purpose should not be introduced into a NetJets Aircraft without permission. After defueling, and prior to uploading any defueled product, the fueling vehicle shall be allowed to settle for at least ten (10) minutes, then at least one gallon of fuel shall be sampled in a suitable container and a visual inspection performed. A Water Detector, Millipore, or Specific Gravity test shall be performed to confirm that the fuel is clean and dry.
- 9.7.1.13. Diesel Exhaust Fluid (DEF) and other fluids, oils, and chemicals shall be stored in a separate location from Fuel System Icing Inhibitor (FSII, Prist, Dice DiEGME) and other aviation fuel additives.
- 9.7.1.14. Locks for DEF and other fluids, oils, and chemical storage areas shall be keyed differently than for areas containing FSII and other aviation fuel additives.
- 9.7.1.15. Keys for locks shall be labeled and kept on separate key rings.
- 9.7.1.16. Only approved and trained personnel shall handle DEF or fill equipment DEF tanks.
- 9.7.1.17. FBO shall not ask the NetJets Crew about any negotiated NetJets pricing terms. If there is a pricing discrepancy, FBO should contact NetJets Fuel and Airport Services Team at FBO@netjets.com or the NetJets Fuel Finance Team at fuelfinance@netjets.com.
- 9.7.1.18. FBO vendors and fuel suppliers are responsible for immediately notifying the NetJets LMCC at MCCLeadership@netjets.com and the NetJets Fuel and Airport Services Team (FBO@netjets.com) about any fatty acid methyl ester (FAME) contamination issues as soon as they become aware of the situation. All aircraft fueling shall 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-09-25R2.
- 9.7.1.19. The FAA issued a Special Airworthiness Information Bulletin (SAIB NE-09-25), as amended, which highlights the potential for trace contamination of jet fuel with FAME, the renewable component in biodiesel. The American Society for Testing and Materials (ASTM) limits FAME to less than fifty (50) parts per million (ppm), or 50 mg/kg, in jet fuel.

10. SERVICE LEVEL AGREEMENT

10.1. READY TO GO ("RTG") and QUICK TURN SERVICES

- 10.1.1. FBO shall provide for or facilitate all services, described herein, that are necessary to successfully complete a passenger departure. The FBO will provide these RTG services within thirty (30) minutes of request by NetJets and will endeavor to continuously improve speed of service throughout the term of this agreement but with safety always as top priority. There will not be an SLA penalty if the delay was caused by NetJets (i.e. required crew presence for fueling activity, removal and handover of coffee carafes from the AC to FBO team members for servicing, or aircraft not yet landed when request relayed). Note these standards apply during normal passenger operations and not during defined Special Events as outlined in the Agreement or for non-passenger-related maintenance activities. Fuel uplifts greater than 500 gallons will be completed within forty (45) minutes of initial request.
- 10.1.1.1. Fuel: Supply of jet fuel into plane as described herein.
- 10.1.1.2. GPU: Ground Power Unit connected, in good condition and operational

- 10.1.1.3. LAV: Provide, or arrange for, servicing (empty, clean, flush, replenish fluids) of lavatories and handle proper disposal of materials
 - 10.1.1.4. Water: External potable water serviced and completed into aircraft
 - 10.1.1.5. Ice: Delivered to aircraft
 - 10.1.1.6. Paper: Newspapers or other media delivered to aircraft
 - 10.1.1.7. Coffee: Serviced, filled and delivered to aircraft
 - 10.1.1.8. Towing: Towing services to support departure of aircraft
 - 10.1.1.9. Catering: Delivery of requested catering to aircraft, if full order is on-site and properly labeled from catering vendor at time of request
- 10.2. QUICK TURN SERVICES (defined as any time that an aircraft or crew arrival occurs within 30 minutes or less of scheduled departure time)
- 10.2.1. In these instances, or as specifically requested with as much advance notice as possible by NetJets, Vendor will make best efforts to provide RTG Services within 15 minutes of request or arrival (i.e. the Aircraft is to be met with the fuel truck immediately upon arrival)
- 10.3. MX TOWING SERVICE LEVEL
- 10.3.1. FBO will provide all aircraft towing services for NetJets aircraft operating into and out of FBO facilities where Vendor is designated as preferred, airport authority operating parameters allow, and an alternative local agreement between NetJets and a third party regarding towing services does not exist. NetJets or its designee will make requests for all positioning and MRO-related towing movements, whether on ramp or in/out of hangars, via a mutually agreed upon electronic communication method to provide Time-Date stamped data, or via email if no other means of electronic communication can be agreed to at a given location. The FBO tow team will remain until all aircraft included in the original request are repositioned as requested. provided the aircraft(s) is ready to safely tow per the FBO towing standards, and the intended path of travel of tow vehicle and aircraft is clear of all materials, equipment, and vehicles of NetJets, or NetJets agents, vendors, or contractors. Once the tow team completes the original movements and departs the area, any new requests will reset the SLA based on the timing of the request per the provisions herein.
- 10.4. ADDITIONAL SERVICE LEVELS (any non-conformance with the Agreement and this Schedule that results in delays or quality issues. Non-comprehensive list of potential non-conformances below)
- 10.4.1. Fueling services not complete thirty (30) minutes prior to scheduled departure.
 - 10.4.2. Ground services not complete thirty (30) minutes prior to scheduled departure time.
 - 10.4.3. De-ice/Anti-ice services not completed within reasonable time—with snow event type, magnitude, number of aircraft in queue taken into consideration
 - 10.4.4. Any delay not within Vendor's control excluded from SLAs herein (e.g., airport-mandated de-ice process in TEB)
 - 10.4.5. Any delay due to equipment issues is automatically attributed to FBO.
 - 10.4.6. Any delay of aircraft being parked on ramp or marshalled out of ramp.

- 10.4.7. Any delay resulting from ramp congestion not allowing aircraft to be parked upon arrival or depart on time—except in high-volume, high-traffic count operations or any airport/FAA-mandated holds or ground stops
- 10.4.8. Any delay resulting from Aircraft not being pulled out of hangar in time for preflight to be completed thirty (30) minutes before departure unless crew requests otherwise. This is exempted if request is made during overnight operations and crew is needed for wing walking.
- 10.4.9. Any delay resulting from catering not delivered with all items to the aircraft thirty (30) minutes prior to departure.
- 10.4.10. Any quality issues related to catering not being cared for appropriately once delivered to FBO (i.e. catering not being refrigerated, dropped, etc.)
- 10.4.11. Any quality issues or delays related to ground transportation is not at aircraft or curb, as requested, because of vendor's failure to order/schedule/position such transportation after request from NetJets. Vendor shall in no event be responsible for issues related to taxi service.
- 10.4.12. Any quality issues or delay resulting from ground transportation is not let through gate to ramp (when allowed by Vendor or local airport authority or as a common practice at such airport) in a timely manner
- 10.4.13. Any quality issues or delay resulting from ground transportation not safely escorted on or off ramp as long as transportation adheres to instructions given by vendor personnel and was allowed to be on the ramp
- 10.4.14. Any quality issues or delay resulting from NetJets' Passenger(s) is not paired with crew upon crew arrival, provided NetJets Passenger checked in to Vendor.
- 10.4.15. Issues resulting from FBO staff allowing NetJets Passenger to aircraft without assuring crew is ready to accept the NetJets Passengers
- 10.4.16. Providing false or misleading information to NetJets, crews, or NetJets Passengers
- 10.4.17. FBO staff does not assist NetJets Passenger or crew with baggage off-load or loading unless directed by crew or passengers to do so, provided crew notifies vendor that it is ready to load passengers (reasonable waiting period permitted)
- 10.4.18. Vendor staff damage NetJets Passenger, crew, or NetJets property, provided such property is in the control of Vendor or Vendor's actions caused the damage
- 10.4.19. Staff violate Vendor's code of conduct
- 10.4.20. Assuming information exists to verify the behavior
- 10.4.21. Breach of confidentiality and/or privacy
- 10.4.22. Any concerns about NetJets staff behavior violating NetJets' code of conduct will be reviewed at quarterly business reviews. Notification of the issue must be brought to NetJets' attention as soon as possible after event
- 10.4.23. Any item not specifically covered under this document or the Agreement will be reviewed and mutually agreed upon to determine if it will be defined as a Service Deviation.

11. INCIDENT RESPONSE

- 11.1. FBO shall immediately contact the NetJets Security Services Team at 614-239-5412 if there is an accident or incident involving a NetJets Passenger, NetJets Crew, other personnel, or NetJets Aircraft. Please provide all relevant accident or incident details as set forth in Appendix A Incident Report Form.
- 11.2. If approached by members of the media for details or comments regarding any NetJets-related incident or accident, please refer the requestor to the NetJets Media Hotline at 614-849-7757. FBO must not divulge any details of an accident or an incident to the media without prior approval by the NetJets Communication Team. FBO must coordinate with NetJets before issuing any public statements concerning an incident if a NetJets Aircraft, NetJets Crew, or NetJets Passenger is involved. Further, FBO must restrict all FBO personnel from making statements to anyone concerning any incident or accident without the express permission of FBO's management.
- 11.3. If requested by NetJets, FBO shall submit all pictures, video, and internal incident reporting of the damage to the LMCC and the NetJets Fuel and Airport Services Team by e-mailing FBO@netjets.com and MCCLeadership@netjets.com. FBO shall treat all photos, videos, and internal reporting of any damage as confidential and proprietary information of NetJets Inc. Under no circumstances should photographs be passed to the media or anyone else outside NetJets.
- 11.4. EMERGENCY RESPONSE PLAN (ERP)
 - 11.4.1. FBO shall have a documented and controlled ERP appropriate to its scope of business, considering such factors as regulatory requirements, equipment types, typical passenger loads, areas of operation, etc. The ERP should be readily available for inspection upon request.

APPENDIX A: INCIDENT REPORT FORM

Immediately upon notification of either i) an accident or incident involving a NetJets Aircraft or ii) any non-aviation-related incident causing personal injury and involving the NetJets Crew, NetJets Passenger, or any employee of NetJets, FBO shall contact the NetJets Security Services Team. FBO shall refer all media and public inquiries to the NetJets Media Hotline. In cases of any incident in which there are no personal injuries, FBO shall notify the Fuel and Airport Services team of the incident.

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

NETJETS CONTACT	PHONE	EMAIL
Security Services	(614) 239-5412	AviationSecurity@netjets.com
Fuel and Airport Service	(614) 849-7003	fbo@netjets.com
Media Hotline	(614) 849-7757	

Please be prepared to provide as much of the following information as possible. **DO NOT DELAY** the initial notification in an attempt to complete the entire form. Call in the incident or accident as soon as possible and call back as more information becomes available.

Date of Occurrence	Time of Occurrence
Type of Aircraft	Aircraft Registration
Departure Airport	Schedule Arrival Airport
Accident Location (nearest town or airport)	

	Total Number	Unhurt	Injured	Fatality
Passengers				
Crewmembers				
Description of Injuries to Third Party				
Description of Damage to Other Property				

DO NOT disclose any information about the passengers, their company affiliation, purpose of the flight, etc. other than as absolutely required by law or regulation or as necessary to facilitate emergency medical personnel.

DO NOT make any statements to the press, media, or any non-NetJets person regarding the operation of the aircraft, passengers, or passenger affiliations, or for whom the flight is being performed. NOTE: There is no such thing as a confidential or "off-the-record" statement.

APPENDIX B: INSURANCE CERTIFICATE FORM

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

Kind of Insurance	Policy Number(s)	Expiration Dates	Limits of Coverage Each Person Each Occurrence
AIRCRAFT LIABILITY			
Combined Liability Coverage for bodily injury and property damage	ABC1234	00/00/00	\$*,000,000
Subject to a sub-limit for bodily injury and property damage except to passengers arising out of the War Risk Limited Write-Back Provisions			\$*0,000,000 Each Occurrence & Annual Aggregate
AIRPORT LIABILITY			
Combined Liability Coverage for bodily injury and property damage (Including War Risk Coverage)	ABC1234	00/00/00	\$*0,000,000 Each Occurrence & Annual Aggregate
Products Liability			\$*0,00,000
Hangar keepers Liability	Deductible \$ *	Each Aircraft \$*,000,000	Each Occurrence \$*,000,000
WOKERS' COMP. – Employers Liability			
	ABC1234	00/00/00	Each Occurrence \$1,000,000.00

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 of 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 thirty (**30**) days advance notice of such cancellation.

By: _____

Date: _____

APPENDIX C: STANDARD AIRCRAFT MARSHALLING SIGNALS
APPENDIX D: NETJETS CONTACT INFORMATION

The marshaller will stand forward of the aircraft and remain in full view of the pilot. During night operations, the marshaller will use a pair of same-color light wands.



Proceed to Next Marshaller



This Marshaller



Move Ahead



Slow Down



Turn to the Left



Turn to the Right



Stop



APU Connected
APU Disconnected



Chocks Inserted



Chocks Removed

GENERAL CONTACTS	PHONE	EMAIL
FUEL AND AIRPORT SERVICES	(614) 849-7003	fbo@netjets.com
LOGISTICS SUPPORT	(614) 239-2087	logisticsmanagement@netjets.com
APPEARANCE STANDARDS	(800) 352-1948 opt 3	appearancestandards@netjets.com
LINE MAINTENANCE CONTROL CENTER	(800) 352-1948 opt 1	mccsupervisors@netjets.com
FUEL FINANCE	(614) 239-3636	fuelfinance@netjets.com
CREW SUPPORT	(614) 239-3912	cs-tacticalmanager@netjets.com
SECURITY SERVICES	(614) 239-5412 (800) 765-9423	aviationsecurity@netjets.com
MEDIA HOTLINE	(614) 849-7757	
ETHICS OFFICE	(800) 261-8651	