

THE FLIGHT OPTIONS®

# APPROACH TO SAFETY



flightOptions

Fractional   Membership   Jet Card





As the premier provider of private jet travel, Flight Options' number one priority is the safety of our customers and our employees. Our role in the aviation community is that of a pioneer – through our products and programs to our industry leading safety initiatives, we take this role seriously. As CEO of Flight Options, I am committed to ensuring that we exceed even the highest safety standards through our passionate attention to detail, dedicated resources and accountability. When it comes to safety, our success is not only defined by our history, but also by the people and programs that truly differentiate us from our competition.

The first step in providing the best service in the private-jet industry is the protection of our people, property and environment. We adhere to the highest standards of safety in the operation of our aircraft and in the workplace. We achieve safety excellence only through the concerted efforts of every employee. Each of us must commit to ensuring safety and regulatory compliance as essential elements of our everyday tasks. Additionally, those in leadership positions have a further duty to set the example by providing the support, communications and resources necessary to meet our safety goals. As an air carrier, we have a fundamental obligation to provide our services with the highest degree of safety. Doing so requires all of us working together on a trip by trip basis to make the decisions and take the necessary actions to complete every flight safely and in compliance with applicable regulations. No phase of our operation is ever so urgent that we may compromise our commitment to safety and regulatory compliance. Every employee is empowered and has the authority, whenever safety may be compromised, to take the appropriate corrective action.

Through the dedication of all Flight Options employees, we have achieved world-class safety performance that is unmatched by the competition while also ensuring our operations' continued improvement in service, reliability, and efficiency. I encourage you to read more about how Flight Options is leading the way in elevating safety for our customers and our industry.

Best regards,

*Mike*  
Mike Silvestro  
Chief Executive Officer

## UNWAVERING COMMITMENT TO SAFETY

**F**light Options continuously strives to find ways in which to further improve monitoring, reporting, and surveillance of safety through:

- **Dedicating the resources, people and passion to maintain the highest safety standards in the industry**
- **Industry-leading safety management**
- **Utilizing an independent Safety Department that reports directly to senior management**
- **Implementing robust safety reporting and auditing programs, including Aviation Safety Action Program (ASAP) and Safety Management System (SMS)**
- **Setting the highest safety standards for flight crews, aircraft operations, maintenance and security**
- **Setting superior crew qualifications and training. Developing a state-of-the-art operations control center**
- **Operating the largest in-house aircraft maintenance network**

## AUDITED TO HIGHEST STANDARD



Flight Options was the first fractional provider to receive a Platinum Rating as a result of the ARG/US® On-Site Safety Audit, and the only provider to receive the rating seven consecutive times.

ARG/US has grown to become the industry leader in aviation information, analysis and distribution. Through the biannual ARG/US On-Site Safety Audit, private jet fliers can gain objective insight into the safety histories of business jet operators. In 2001, ARG/US developed a rating system called the CHEQ System which generates a report covering three major components: Historical Safety Ratings, Current Aircraft and Pilot Data, and On-Site Safety Audits. A thorough analysis of these components results in three potential levels of safety ratings: Gold, Gold Plus and Platinum. Each level reflects an increasing amount of detailed information on the operator showing that they have exceeded the established ARG/US standards for safety.

ARG/US Safety Ratings are the recognized standard in the charter and fractional industry. The Platinum level is the highest safety rating, and is awarded only to exceptional operators who meet or exceed the highest standards in aircrew experience and training, aircraft operations, safety, and maintenance.

## SAFETY MANAGEMENT SYSTEM (SMS)

**F**light Options was the first provider in both the fractional and charter industries to partner with the Federal Aviation Administration (FAA) in its Safety Management System (SMS) pilot development project. SMS was implemented at Flight Options to provide an organized framework for managing safety. The goal is to proactively identify and manage risks at every level of the organization through a systematic approach. Under SMS, Flight Options is able to:

- **Maintain timely, clear and open safety communications, without hesitation or fear of reprisal**
- **Proactively identify safety hazards and assess the risks they pose**
- **Manage safety risks by implementing corrective actions and controls**
- **Evaluate safety performance through continual monitoring and analysis**
- **Establish lines of safety accountability throughout the organization, from the front-line employee to the senior management level**
- **Drive continuous improvement through regular assessment**

Through our partnership with the FAA, Flight Options was the first to advance through the process and achieve SMS Level 1 validation. Our input and participation has been integral in building the future industry model for safety management standards.

## SAFETY REPORTING AND AUDITING

**B**uilding an effective safety culture requires openness and trust. Flight Options has built an environment where all employees are empowered to voice their concerns and recommendations which, in turn, ensures that safety policies and programs are in place and adhered to. Through this culture of trust and fanatical attention to detail, Flight Options was the first fractional or charter air carrier to adopt a safety reporting and communication system called Aviation Safety Action Program (ASAP). This program provides a partnership between our pilots, our aircraft mechanics, our safety professionals and Federal Aviation Administration (FAA) representatives aimed at continuous safety improvement. Employees are encouraged to report any safety concerns in an open, non-punitive environment. Every report is reviewed, investigated and corrective actions are implemented as necessary. This ensures that Flight Options team members have a clear vision of our safety culture and adherence to safety policies and standards.

As evidence of Flight Options' leadership position in safety within the fractional and charter industry, a number of other providers in our industry have subsequently adopted the ASAP program and implemented it into their own operations.

Internal Evaluation Program: Flight Options regularly conducts internal safety and compliance audits which ensure that the highest levels of safety are adhered to. These ongoing internal audits, along with external audits from ARG/US and various regulatory agencies, provide a clear picture of our safety-related programs and a measure of our continuous improvement efforts.

## SAFETY IN OPERATIONS SUPPORT

Flight Options' state-of-the-art Operations Control Center (OCC) boasts a design similar to NASA's Mission Control Center and provides positive control and flight following twenty four hours a day, seven days a week, three hundred and sixty five days per year.

With 43 ft wide by 12 ft tall screens, the OCC provides real time data concerning flight schedules, aircraft availability, weather and flight tracking allowing for instantaneous overview of the day-to-day operation. The control center houses 50 full-time crew schedulers, flight planners, maintenance controllers, and pilot managers on duty. These individuals review trips constantly and coordinate with flight crews to ensure continuous operational safety and success. In the OCC, advanced proprietary scheduling software is used by our OCC personnel to ensure compliance with

crew qualifications, crew duty requirements and aircraft maintenance requirements. This software ensures the fulfillment of each customer trip request based on aircraft availability, customer preference, crew schedules, crew training and weather conditions.

The flexibility that we provide to our owners and members for private jet travel translates into an operational schedule that is continuously fluctuating. The proprietary software housed in the OCC gives Flight Options' operations team a tool to continuously ensure that best-practice fatigue management and crew duty/rest policies are adhered to. Whether it is additional customer trips being added or removed from the schedule, or the impact of weather throughout the day, Flight Options' OCC provides our customers ready and well rested crews.



## PILOTS

In every Flight Options cockpit, there are two pilots, each holding an Airline Transport Pilot (ATP) certificate and type-rating (certified in the specific aircraft type). This ensures that every flight is crewed by two Pilot-In-Command (PIC) qualified pilots.

Flight Options' flight standards and training requirements far exceed regulatory requirements to ensure the highest levels of safety along with industry best practices. Our well trained pilots average over 10,000 hours of total time in the cockpit, along with averaging over 160 hours of training per pilot annually. This level of training and experience is unmatched in the industry and immeasurable in ensuring our pilots' readiness in any situation. Our philosophy places a strong emphasis on real-world conditions. We dedicate two full tours (16 full days) of recurrent training per pilot, per year. One full tour is conducted through simulator training at CAE SimuFlite facilities, focusing on real-world scenarios. The second full tour pairs each of our pilots with an expert Check Airman for Annual Line Training (ALT) in the actual aircraft. ALT is an industry-leading initiative that focuses on real-world problems such as Air Traffic Control demands, variable weather conditions and the solutions to those situations.

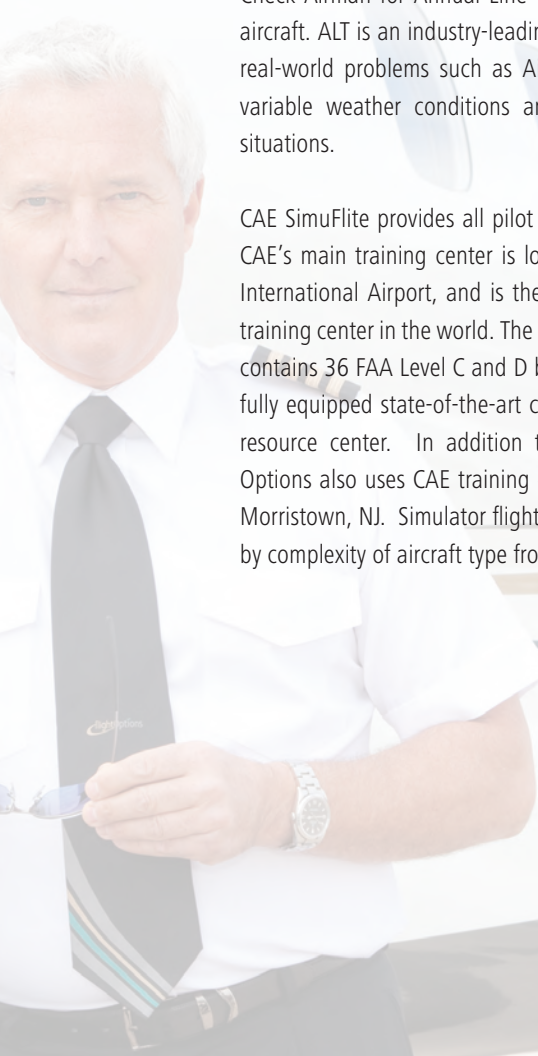
CAE SimuFlite provides all pilot training for Flight Options. CAE's main training center is located at Dallas/Fort Worth International Airport, and is the largest corporate aviation training center in the world. The 426,000 square foot facility contains 36 FAA Level C and D business aircraft simulators, fully equipped state-of-the-art classrooms, and an aviation resource center. In addition to the main center, Flight Options also uses CAE training centers in Phoenix, AZ and Morristown, NJ. Simulator flight training at SimuFlite varies by complexity of aircraft type from 28 to 33 hours.

In addition to rigorous standards, Flight Options works continuously to improve upon pilot training. As pioneers in the industry, Flight Options was the only business jet operator selected by NASA to assist in developing an extensive training program for pilots operating in ground icing conditions. Flight Options has led the fractional and charter industry in establishing more real-world, scenario based training programs. To ensure our pilots are well prepared for any situation, we integrate leading edge Crew Resource Management (CRM) concepts with technical training.

## CHECK AIRMEN

Senior pilots, referred to as Check Airmen, serve as in-house experts, lending support to pilots out in the field while consulting with management on daily operational situations, requirements and regulations. Flight Options has the highest ratio of Check Airmen to aircraft of any national provider. Our Check Airman qualification program is extensive and an integral component to ensure a smooth and safely run operation. Check Airmen are certified by the FAA to conduct check rides and provide Initial Operating Experience, Captain Upgrade, and Annual Line Training (ALT) for all Flight Options pilots.

Additionally, Flight Options was the first Part 135 operator to participate in the Aircrew Designated Examiner (ADE) program. This program allows select Check Airmen to be Designated Examiners who conduct check rides, normally reserved only for FAA inspectors. Selection for participation in the ADE program demonstrates the confidence our regulators have in Flight Options' high standards for pilot training and qualification.



## AIRCRAFT MAINTENANCE

**F**light Options employs the largest dedicated aircraft maintenance network in private aviation with the goal of having 100% of aircraft maintenance completed in-house. All Flight Options aircraft are maintained beyond the manufacturers' standards and requirements. To do this, Flight Options employs Aircraft Maintenance Technicians (AMTs) at three designated maintenance facilities across the United States, including Teterboro, NJ; Cleveland, OH; and Sacramento, CA. Each maintenance facility undergoes annual audits from the Flight Options Safety Department. In addition, the FAA performs random audits along with facility audits conducted by the EPA and OSHA.

During every scheduled or unscheduled visit to a dedicated Flight Options maintenance facility, each aircraft goes through a "routine inspection." During this inspection, the aircraft is thoroughly checked for the condition, operation and serviceability of items that could be repaired during its stay. These items include, but are not limited to; tires, instrument lighting, navigational lighting, brakes, entertainment systems and cabin amenities. Additionally, through the use of our in-house machine shop in Binghamton, NY, Flight Options has the capabilities to produce FAA approved components for its aircraft.

Each dedicated maintenance facility has a Chief Inspector in place to ensure our maintenance standards are not only met - but exceeded. Chief Inspectors provide independent quality assurance oversight of internal and vendor maintenance services.

Further demonstrating Flight Options' commitment to safety and service, the company has been a nine-time recipient of the FAA Diamond Certificate of Excellence – the highest award for maintenance technician training. This award program encourages aviation maintenance technicians

(AMTs) and their employers to actively participate in aggressive initial and recurrent maintenance training courses. The Diamond award is the highest level FAA award presented to recognize a company's commitment to provide training to its technical staff. To qualify for this prestigious award, 100% of an organization's eligible maintenance technicians must pass specialized, continuous training in aircraft systems, regulations and FAA rules over a 12-month period.

Each technician is fully certified by the Federal Aviation Administration (FAA). Direct channels of communication are established between the flight crew and maintenance personnel. By implementing two-way communication from our dedicated maintenance control center to our network of maintenance facilities, Flight Options has been able to reduce aircraft downtime and optimize aircraft dispatch availability and reliability.

## INDUSTRY-WIDE INTEGRATION

**S**haring "lessons learned" is one of the most effective ways the industry can advance safety standards. Through collective cooperation, private jet consumers, and the industry as a whole, benefit when findings are exchanged and improved upon. Flight Options is the only operator in the industry to exercise complete transparency in our reporting. We do not hide our safety record, and we are willing to match ours against any other in the industry.

Flight Options has been invited by the FAA to speak on many critical safety topics and lend our expertise in the fields of SMS, runway safety, ASAP, cockpit automation management, ground icing operations, and recurrent pilot training.





**NOTES:**





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