



**Our Commitment to  
SAFETY, SECURITY, and OPERATIONAL EXCELLENCE**

**EXECUTIVE JET<sup>®</sup>  
MANAGEMENT**  
A NETJETS COMPANY

# OUR COMMITMENT TO SAFETY

## INDUSTRY-LEADING SAFETY PROGRAMS

Executive Jet® Management (EJM) is committed to providing the highest level of safety and security for our clients. Making sure every individual flight is managed under the highest safety standards requires a proactive, company-wide approach. The financial backing of Warren Buffet's Berkshire Hathaway company allows NetJets® Inc. and Executive Jet Management to invest in our clients' safety and security unlike any other private aviation organization.

EJM's focus on safety begins with our commitment to fully developed, inspected, and approved safety programs, including:

- Safety Management System (SMS)
- Emergency Response Program (ERP)
- Quality Management System (QMS)
- Business Continuity Planning (BCP)
- OSHA Voluntary Protection Program (VPP)
- Injury and Illness Prevention Program (IIPP)

To further support our rigorous safety programs, EJM maintains the following:

- Full-time Director of Safety
- Employee Safety Policy and Procedures Manual
- Risk Mitigation Team composed of a cross-section of EJM employees
- Safety reporting and tracking program that ensures closure on any identified safety concern
- Comprehensive safety training program for all Flight Operations and Maintenance Teams

## CREWMEMBER TRAINING

EJM employs the finest crewmembers in the industry and provides ongoing training to ensure that the professionals responsible for our clients' safety are experts in all aviation skills.

Crewmember training includes:

- Aircraft-specific ground and flight training at a full motion simulator training facility every six months
- EJM operations-specific training every twelve months
- Hands-on emergency situation training every twenty-four months on subjects such as ditching, high-altitude physiology, and in-flight medical emergencies
- A line check in the aircraft every twelve months for Captains by an FAA Check Airman
- Annual international procedures training
- Aircraft-specific technology training (e.g. Enhanced Flight Vision System (EFVS) or Flight Management System (FMS) upgrades)
- Special terminal approach training and authorization as needed

## EJM PILOT REQUIREMENTS

- Every EJM Pilot is required to exceed the training standards set forth by the FAA for charter flights.
- We require a minimum of 3,500 flight hours for Captains and 2,500 hours for First Officers. The average number of flight hours for our Pilots exceeds 9,600.
- Both the Captain and First Officer must hold Airline Transport Pilot and First Class Medical Certificates.
- All EJM Pilots receive advanced simulator training twice a year at industry-leaders FlightSafety International, CAE Simulflite, or Bombardier.



# OUR COMMITMENT TO SECURITY

## INDUSTRY-LEADING SECURITY PROGRAM

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New security equipment, procedures, and techniques enforce our corporate dedication to being the most secure charter and aircraft management company in the industry. We follow the requirements of the United States Department of Homeland Security (DHS) and Transportation Security Administration (TSA).

We conduct all charter operations in accordance with the TSA-approved Twelve-Five Standard Security Program (TFSSP) on which all EJM Ground Security Coordinators and In-Flight Security Coordinators receive annual training. The program specifies minimum security requirements; however, EJM's commitment to be the world's safest and most secure private aviation services provider demands that we exceed those minimum requirements. EJM undergoes regular TSA inspections and has repeatedly earned the highest marks from the TSA and has received praise as the industry leader in security procedures.

## SECURING THE AIRCRAFT AND FACILITIES

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EJM has very specific procedures and limitations to aircraft access. Only EJM crew and tightly controlled, approved contractors are permitted access to the aircraft we operate. All crew are trained on EJM's security procedures and have 24/7 access to our Security Department for any security concerns or questions.

## PASSENGER VERIFICATION AND IDENTIFICATION

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Before being allowed to board an EJM-operated aircraft, all passengers must present government-issued photo identification for review by the crew. Prior to boarding, all passengers are also checked against the Transportation Security Administration's No-Fly List. Any passenger who does not show the proper identification or is listed on the No-Fly List is not permitted to board any aircraft operated by EJM.

All new Charter Clients must be routinely security-screened by EJM before we will agree to a requested charter. If our screening procedures result in any negative or questionable results, we may not permit that passenger to fly on any of our flights.

## INTERNATIONAL SECURITY

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EJM monitors the threat levels of all countries worldwide daily to ensure the highest levels of security for our clients who fly internationally. We simply will not fly to any destination deemed too high-risk. We will advise our clients immediately of any security threats or concerns and coordinate any necessary security arrangements for their safety and comfort.

## SCREENING OF EMPLOYEES AND CONTRACTORS

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All EJM employees, regardless of position or duty assignment, must pass an extensive 10-year background check before they begin their employment with EJM. We also conduct random follow-up background investigations of our employees to ensure that no disqualifying or questionable instances have occurred since the initial background check was performed. All EJM crewmembers must also pass a fingerprint Criminal History Records Check (CHRC) from the TSA. EJM also conducts full background checks on its contractors and vendors who have regular access to our facilities and aircraft.

## EMPLOYEE SECURITY TRAINING

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Our full-time Security Department is staffed by former law enforcement and security specialists and helps guarantee that all EJM employees, regardless of position or duty assignment, receive annual security training. This training covers a variety of subjects such as aircraft and client security, facility security, and ensuring strict client confidentiality. The EJM Security Department conducts random security tests and checks, as well as regularly scheduled security procedure audits, to ensure that all personnel are fully trained to follow established procedures.

All flight and maintenance personnel are required to learn and understand the EJM Operations Manual which contains detailed information about our required security procedures. Additionally, all EJM crewmembers receive detailed training on aircraft and passenger security procedures.

# OUR COMMITMENT TO OPERATIONAL EXCELLENCE

## AIRCRAFT AND FLIGHT OPERATIONS STANDARDS

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All aircraft managed by EJM undergo an extensive compliance and safety review process before they are ever operated on EJM's Air Carrier Certificate. Our dedicated full-time team of Aircraft Transition Specialists provides assurance that all aircraft not only meet all regulatory requirements, but also meet the highest standards of safety and quality.

After an aircraft is accepted onto our Air Carrier Certificate, EJM's dedicated Standards Department conducts annual aircraft audits to ensure that it continues to meet our high standards. Aircraft are also continuously monitored by our 24/7 Fleet Maintenance Department to ensure compliance with all maintenance requirements and are proactively maintained in impeccable condition.

## APPROVED VENDOR OPERATOR NETWORK

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When a client books a charter flight with EJM, we make every effort to place him or her on one of the premiere aircraft we operate ourselves, but occasionally we turn to our exclusive network of stringently audited aircraft operator partners to serve our clients' needs.



*"Spend whatever it takes to be the safest and most secure. Then spend whatever it takes to stay that way."*

Warren Buffet, Berkshire Hathaway

## STRINGENT VENDOR STANDARDS

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EJM's full-time dedicated Standards Department is responsible for ensuring that any outside charter operator used to supplement the EJM fleet meets the very stringent safety, operations, and maintenance standards established by NetJets and EJM. This assurance to our standard is conducted through regularly scheduled in-depth audits and evaluations, and continuous monitoring of vendor and vendor crewmember safety and compliance to regulatory requirements.

We audit and select our charter operators based on a number of factors, including the safety record of the company, their maintenance programs, the training of their Pilots, and the age of the aircraft. Only the crew and specific aircraft that meet our standards become part of our network. We do not approve every Pilot and/or aircraft from every specific vendor.

The standards for our approved operators are so rigorous that very few meet our requirements and less than 10% of all jet aircraft operators in service today have been approved. Therefore, all EJM flights are operated under a set of standards that far exceed those set by the Federal Aviation Administration (FAA) or any other charter broker or operator in the industry.

We also require all operators to employ full-time Maintenance Directors and to manage and oversee a training program for all maintenance personnel under their employment. Any subcontractors they employ must also meet these same strict standards.

## FACTS & FIGURES

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- All charter flights are covered under EJM's insurance policy providing a minimum of \$200M.
- With more than 45 years of operational experience, EJM maintains perfect Part 135 and Part 91 safety records while logging more than 63,000 flight hours and 28 million miles annually.
- EJM currently manages 50 approved vendors, with fewer than 2,000 active Pilots, and approximately 500 aircraft that meet our safety standards for charter.

EJM's operational excellence and proactive approach to safety and security is recognized by the industry's premier third-party audit organizations.



ACS F Certified



ARGUS Platinum Rated



IS-BAO Certified



Wyvern Recommended

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**Executive Jet<sup>®</sup> Management is a NetJets<sup>®</sup> company**

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NetJets Inc. is a Berkshire Hathaway company

All fractional aircraft offered by NetJets<sup>®</sup> in the United States are managed and operated by NetJets Aviation, Inc. Executive Jet<sup>®</sup> Management, Inc. provides management services for customers with aircraft that are not fractionally owned, and provides charter air transportation services using select aircraft from its managed fleet. Both of these operating companies are wholly owned subsidiaries of NetJets Inc. All fractional aircraft offered by NetJets Europe are operated, maintained, and crewed by NetJets Transportes Aéreos, SA, a Portuguese/EU Air Carrier. NetJets has an affiliation with the provider of the NetJets Middle East Program. Marquis Jet<sup>®</sup> Partners, Inc. is a wholly owned subsidiary of NetJets Inc. and sells the Marquis Jet Card<sup>®</sup>. Marquis Jet Card flights are operated by NetJets Aviation under its 14 CFR Part 135 Air Carrier Certificate.

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