

FLEXJET

A BRIEF FLYOVER VIEW

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## THE FLEXJET APPROACH TO SAFER TRAVEL

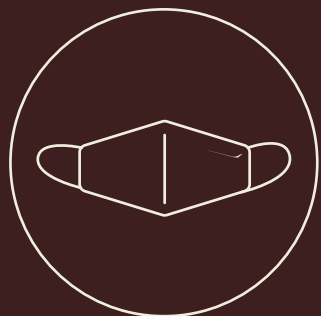
### GO FORTH WITH CONFIDENCE

As the situation surrounding the coronavirus pandemic has evolved, so has our response. Piloted by our leading-edge Operations Control Center and award-winning Safety team, we are stopping at nothing to protect the health of our Owners and crews.

To stay above threats and elevate best practices, we collaborate with those on top of the latest developments, including a leading hospital-affiliated center for travel medicine and the in-flight medical professionals at MedAire®.

Regardless of what the future holds, we are committed to taking every available precaution to preserve the well-being our people and our passengers. We will not compromise nor hesitate to not only do what is required, but right for those who matter most.

EXPERT-LED  
COVID-19 RESPONSE



COVID-19 RESPONSE OVERVIEW

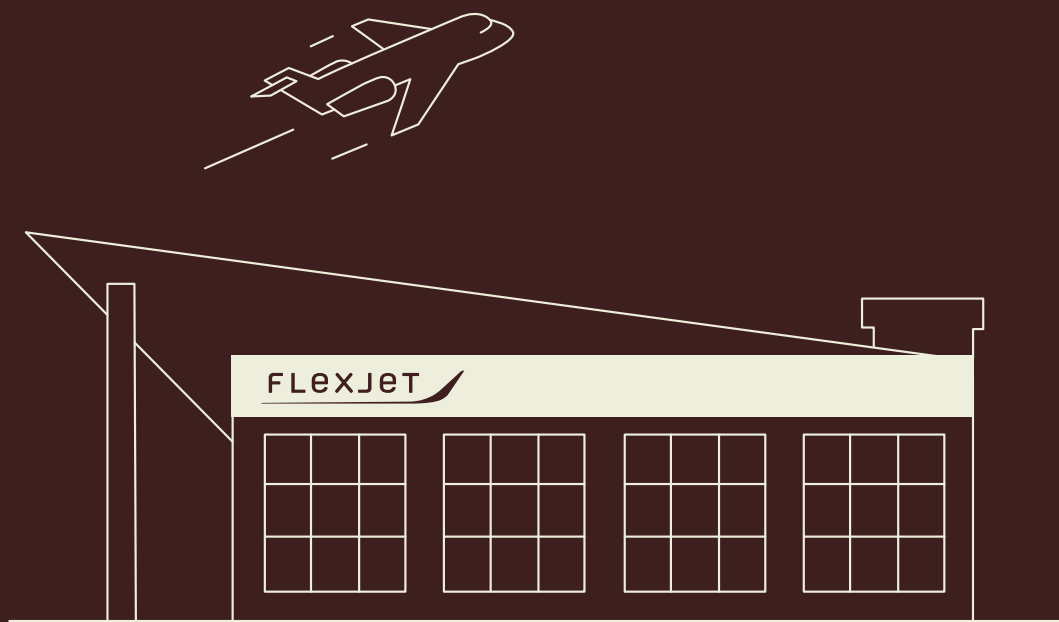
YOUR SAFETY IS OUR STRENGTH

At Flexjet, a successful mission is all about having a comprehensive approach that enables us to respond while others react. That is why we took immediate steps to safeguard our Owners and crews after the discovery of COVID-19, even as others struggled to acknowledge the threat.

First, we treated our aircraft fleet and network of facilities with a long-lasting, always-active barrier that eliminates pathogens on contact. Days later, we developed private aviation's first and only in-house crew ferry program, so that Flexjet crew members would no longer fly on commercial airlines to reach their assignments. At the same time, we reinvented our boarding choreography to accommodate social distancing, while expert-informed precautions are taken inside each of our cabins.

In addition to crew members wearing facial coverings at all times, high-quality personal protective equipment (PPE) is available to passengers within both our FBOs and aircraft. All Flexjet crew members now receive pre-tour telehealth consultations and must submit a PCR-based coronavirus test before reporting for duty.

Most importantly, our Owners remain at the forefront of our efforts, which is why we have introduced several considerations to make life and travel more enjoyable during this unprecedented period.



WHILE PRIVATE CREWS TYPICALLY FLY ON COMMERCIAL PLANES TO REACH THEIR ASSIGNED AIRCRAFT, FLEXJET IS THE ONLY PROVIDER OF ITS KIND TO BRING CREW MEMBER TRANSPORT ENTIRELY IN-HOUSE.

PROJECT LIFT  
PLACING HEALTH ABOVE ALL ELSE

In mid-March of 2020 — just days after the concept was born — we launched private aviation’s only in-house crew ferry program — Project Lift. Project Lift limits the possibility of crew member exposure to COVID-19 by enabling our pilots and cabin servers to forgo the use of commercial airlines to reach their flight assignments in favor of our closed aircraft fleet. By taking the risks associated with airline travel out of the equation, we are better able to ensure the safety of our crew members and, as a result, our passengers.

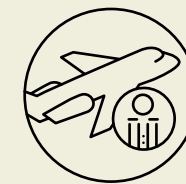
Simply flying within our own network of aircraft allows our crew members to avoid the lengthy commercial check-in and security process, which can expose travelers to hundreds of traffic-heavy touchpoints. What’s more, every Flexjet cabin has received year-long antimicrobial protection in the form of MicroShield 360™ and is fully disinfected before each flight. And while commercial planes *recirculate* air throughout the cabin, all Flexjet aircraft constantly *replace* air via a continuous exchange, further reducing the chance of crew exposure.

Project Lift is responsible for moving hundreds of crew members based in more than three-dozen cities to missions both domestic and international. To make it happen, we utilize nearly a dozen “park-and-fly” hubs strategically located across the US. Upon arrival, all individuals receive a wellness check, including a temperature screen. Furthermore, Project Lift is operated in compliance with CDC guidelines by limiting the number of passengers on each flight according to aircraft cabin size. Thanks to expert oversight from our Operations Control Center and our proprietary planning software, Project Lift has safely transported thousands of Flexjet pilots and crew.

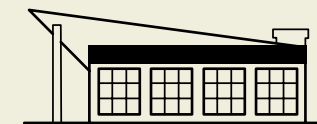
Helping these valuable members of our family avoid high-risk environments is not only the right thing to do, it allows us to continue to provide safe, reliable service.



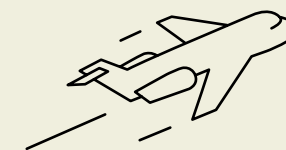
THE FACTS ABOUT  
PROJECT LIFT



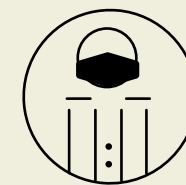
**THE FIRST**  
PROGRAM OF ITS KIND



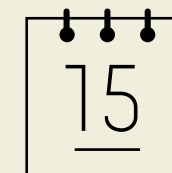
**11 HUBS**  
ACROSS THE U.S.



**5,000+**  
FLIGHTS PERFORMED



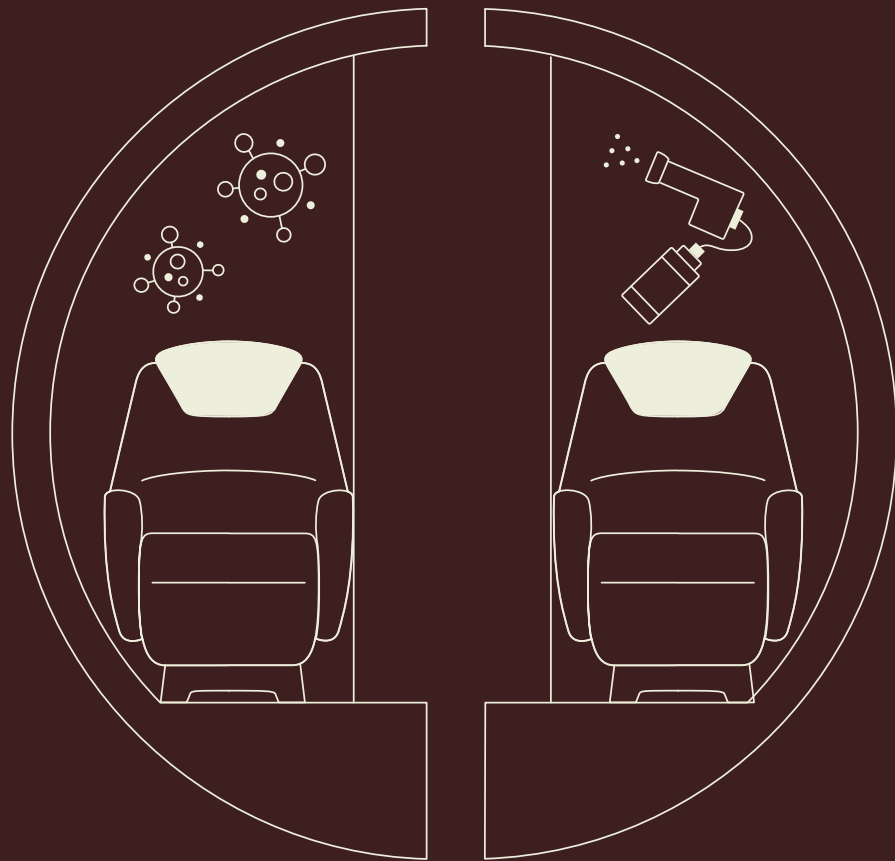
**830+**  
CREW MEMBERS IN 40 CITIES



**15+ FLIGHTS**  
DAILY AVERAGE

*\*Data referenced above reflects activity from March through December 2020*





FLEXJET IS THE ONLY PROVIDER TO UTILIZE MICROSHIELD 360 TO ELIMINATE BACTERIA, VIRUSES, MOLD, AND MORE, HELPING TO PROTECT AGAINST OVER 90 ILLNESSES AND DISEASES.

## MICROSHIELD 360™

THERE'S CLEAN, AND THEN THERE'S *PROTECTED*

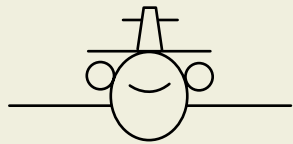
Weeks before the World Health Organization labeled the spread of COVID-19 a global pandemic, we began the professional application of an antimicrobial barrier to every one of our aircraft interiors, along with our offices and facilities around the world, in the form of MicroShield 360™.

MicroShield 360 creates a biostatic finish that kills the coronavirus on contact, helping minimize the chance of exposure to COVID-19, E. coli — even the common cold, along with more than 90 other diseases and conditions.

Both FDA-approved and EPA-registered, MicroShield 360 is clear, odorless, non-toxic, hypoallergenic, and most importantly, safe for both human beings and animals. Led by our Maintenance team, which was just recognized with yet another FAA Diamond Award of Excellence, the MicroShield 360 application process requires cabins first be cleaned with EPA-approved hospital-grade disinfectant. Next, an electrostatic fogging procedure is performed to ensure the solution reaches every inch of interior space. Lastly, the MicroShield 360 product imparts a lasting finish, delivering continuous protection that renders surfaces self-disinfecting for up to a year.



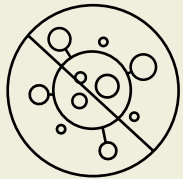
THE FACTS ABOUT  
MICROSHIELD 360™



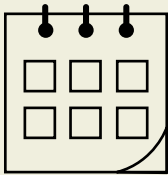
160+  
AIRCRAFT TREATED



3-STEP  
APPLICATION PROCESS



99.9%  
OF GERMS ELIMINATED



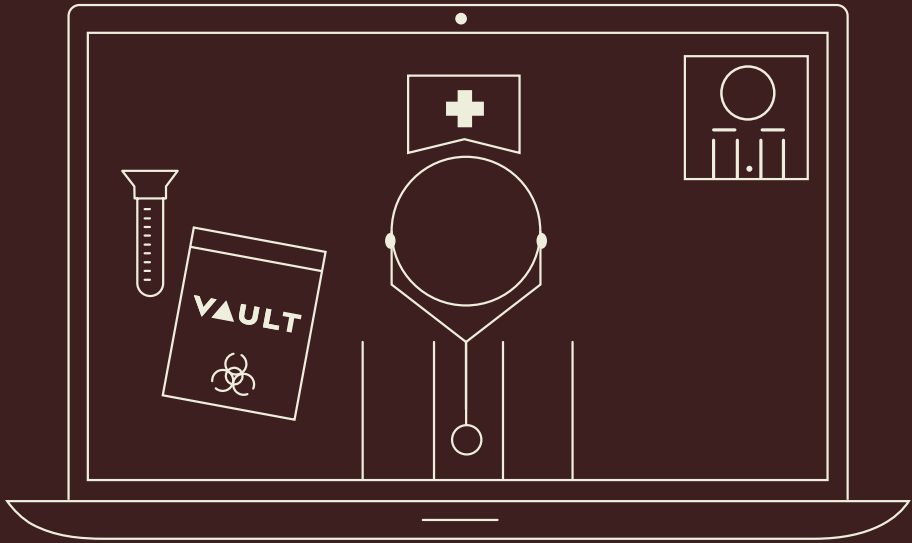
1 YEAR  
OF ACTIVE PROTECTION



SAFE  
FOR PASSENGERS & PETS







EACH PCR TEST KIT IS ADMINISTERED WITH GUIDANCE FROM ONE OF  
1,000+ MEDICAL PROFESSIONALS AVAILABLE 24/7 VIA ONLINE VIDEO CONFERENCE.

## PRE-TOUR CREW MEMBER TESTING

INNOVATION THAT DELIVERS TRUE PEACE OF MIND

Flexjet began performing routine coronavirus testing of its crew members. While a lack of reliability has led some to pause flight-crew testing, we have secured access to an innovative new method of COVID-19 detection developed by Rutgers University lab *RUCDR Infinite Biologics*. Each test kit utilizes PCR (Polymerase Chain Reaction) technology to identify small amounts of the genetic material associated with the coronavirus, leading to faster results and greater accuracy.

Although select private providers facilitate pre-trip rapid testing, we have chosen to go beyond common antigen-based methods in favor of more precise PCR-based at-home test kits. Each contains everything needed for our crew members to collect the necessary saliva sample, including live supervision from a medical professional via telehealth video conference.

Once administered, each kit is sealed and placed in a prepaid envelope before it is delivered to an approved lab open seven days a week. Overseen by Vault Health, the same group trusted by several universities and pro sports teams to overcome the logistical challenges presented by nationwide testing, results are available in 24-48 hours.

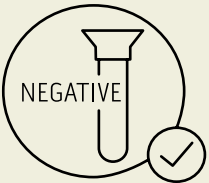
To support these valuable members of our organization during their time of need, any crew member who tests positive for the coronavirus will continue to receive full compensation without the loss of paid vacation time, with follow-up assistance provided as needed. From there, strict protocols are observed to ensure each individual is fully recovered before returning to duty. This exclusive process will provide a strong bridge until a coronavirus vaccine is made available to our crews.



THE FACTS ABOUT  
CREW MEMBER TESTING



**THE FIRST**  
PROGRAM OF ITS KIND



**PCR TESTING**  
FOR SPEED + ACCURACY



**NURSE GUIDANCE**  
VIA VIDEO CALL



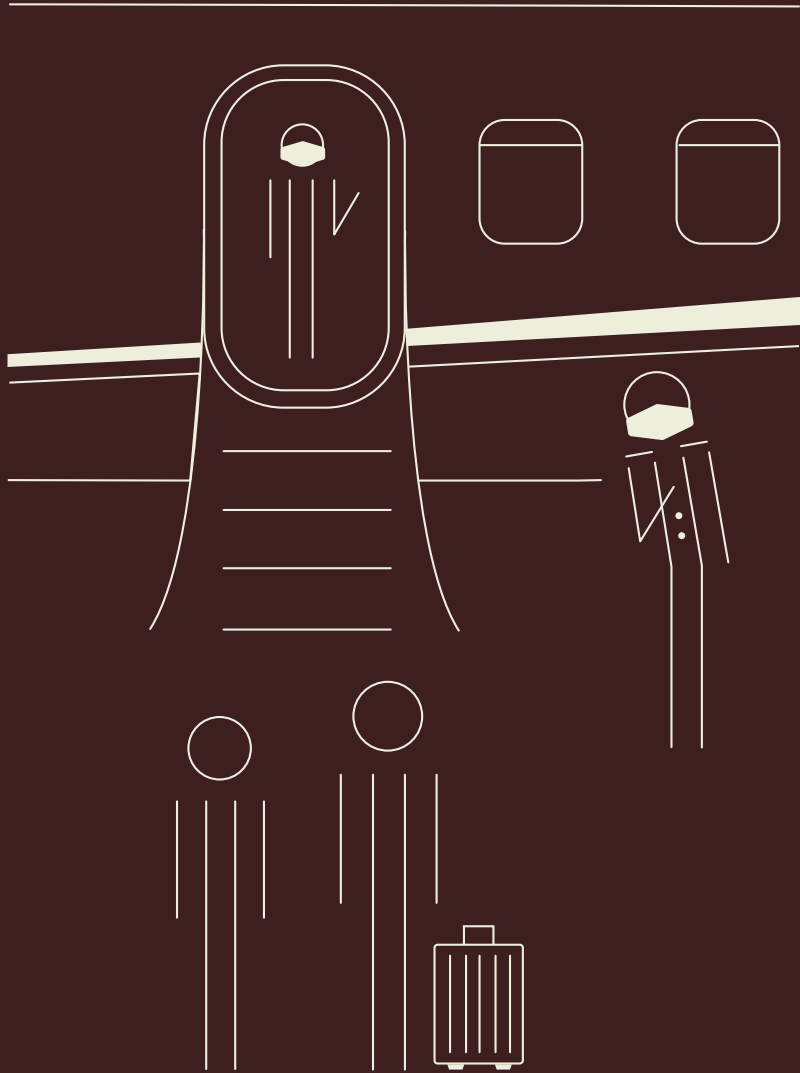
**RESULTS**  
IN AS LITTLE AS 24 HOURS



**830+**  
CREW MEMBERS TESTED PRE-TOUR







ONE MOTION IS ALL THAT IS REQUIRED FOR OUR SEASONED PILOTS TO ACKNOWLEDGE  
FLEXJET OWNERS WITH A SIGN OF BOTH WELCOME AND RESPECT.

## CONTACTLESS PASSENGER BOARDING

SOMETIMES, *LESS* TRULY IS MORE

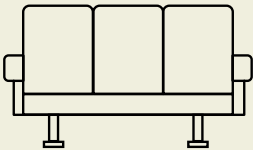
The numbers don't lie. According to a recent industry study, the average commercial flight can expose travelers to hundreds of unique touchpoints before their plane ever reaches the sky. With private travel, that amount falls to just over 20. Still, all of us at Flexjet are focused on minimizing potential risks by any means necessary.

Now, newly choreographed greetings invite our Owners onboard without contact. As passengers approach their aircraft, pilots welcome them from a safe distance with their hands over their hearts as each performs a shallow bend at the waist. We call this simple motion the *Flexjet Salute*. Next, in place of a handshake, crew members invite travelers into the cabin from the top of the aircraft stairs using a soft hand gesture.

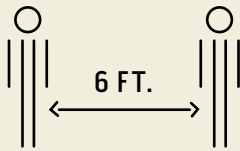
Once inside, luggage is positioned to avoid close contact. Upon arrival to each destination, passengers now exit the cabin first before crew members remove luggage wearing protective gloves. This measure helps to further maintain social distancing. Then, every aircraft interior is entirely disinfected before another individual ever sets foot inside. If an aircraft is found to have been exposed to COVID-19, it is immediately removed from service so that it may receive a full electrostatic treatment before the reapplication of MicroShield 360.



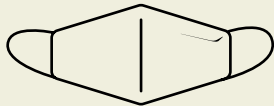
THE FACTS ABOUT  
CONTACTLESS BOARDING



**700+**  
EST. COMMERCIAL TOUCHPOINTS



**6 FT.**  
CREW MEMBERS SOCIAL DISTANCE



**COMPLIMENTARY**  
FACIAL COVERINGS

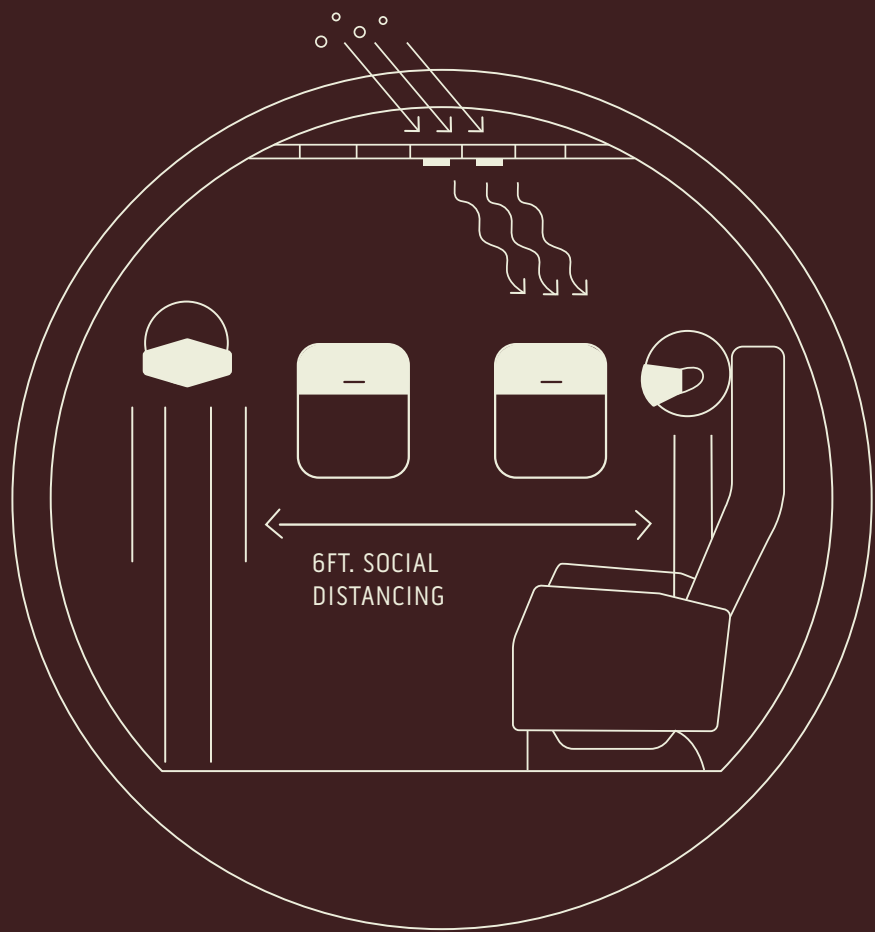


**FLEXJET SALUTE**  
PILOT GREETING



**ZERO-CONTACT**  
BOARDING PROCESS





ALONG WITH THE EXPERT-INFORMED PRECAUTIONARY MEASURES TAKEN BY OUR CREWS,  
ALL AIRCRAFT IN THE FLEXJET FLEET CONTINUOUSLY *REPLACE* — NOT *RECIRCULATE* — CABIN AIR.

## ENHANCED IN-CABIN PROCEDURES

### HELPING OUR OWNERS BREATHE EASY

Perhaps the most significant advantage of flying on a Flexjet aircraft involves cabin air *replacement* versus *recirculation*. While almost all commercial planes and a small number of private jets rely on fans to recirculate cabin air, every aircraft in our fleet utilizes a continuous exchange of clean, pressurized air that is constantly gathered from the sky outside. It is then cooled, conditioned, and introduced to the interior nonstop. At the same time, air is being released from the interior so that every breath you take is crisp, clean, and unrecycled.

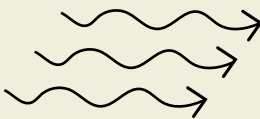
Our cabin servers are the recent beneficiaries of augmented training in order to deliver three distinct service tiers — one for every passenger comfort level. Those onboard may request zero-contact service where crew member presence is minimal and in-cabin amenities are scarce. For Owners who still prefer our full-service treatment, our cabin servers take precautions like wearing facial coverings while providing items such as catering and serving ware.

In either instance, the use of available call buttons is encouraged in order to minimize interior traffic and maintain social distancing. Should you receive catering from one of our approved providers, you may choose to have your items served as-packaged without any presentation or opt to have your food removed and placed directly into the aircraft galley. As an extra measure, "Flex Wipes," which disinfect without the use of surface-harming bleach, are available for use at any time.

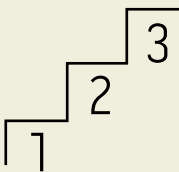
In addition to requiring each crew member to submit coronavirus test before the start of every tour, all of our revised cabin procedures are guided by a hospital-affiliated center for travel medicine, which regularly shares insights specific to minimizing risk throughout our organization.



THE FACTS ABOUT OUR  
IN-CABIN PROCEDURES



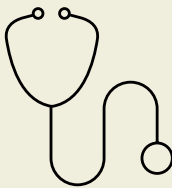
**CABIN AIR**  
IS *REPLACED*, NOT RECIRCULATED



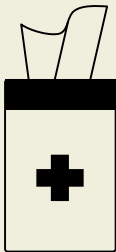
**3 LEVELS**  
OF IN-CABIN SERVICE



**ZERO-CONTACT**  
SERVICE AVAILABLE



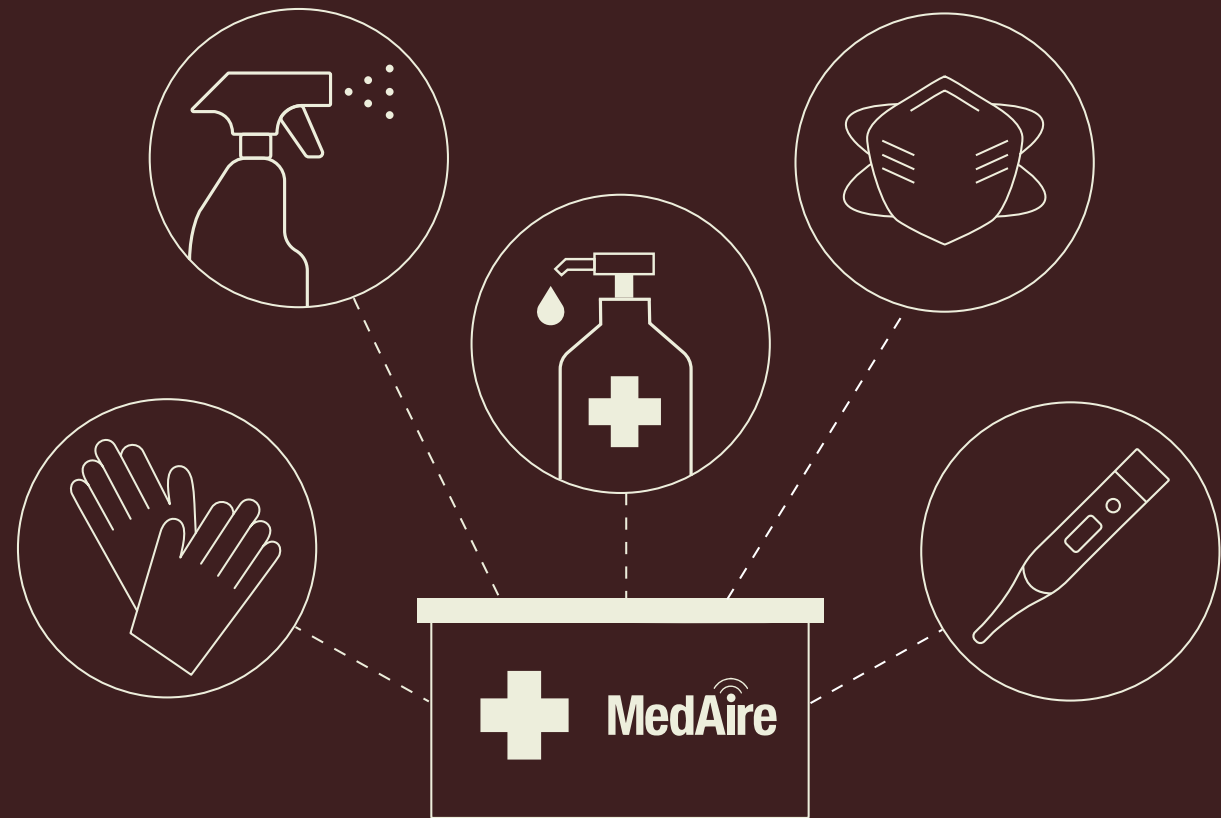
**DOCTOR-INFORMED**  
CREW PRECAUTIONS



**FLEX WIPES**  
DISINFECT WITHOUT HARMFUL BLEACH







EACH MEDAIRE UNIVERSAL PRECAUTION KIT CONTAINS ESSENTIAL ITEMS, INCLUDING A DIGITAL THERMOMETER, N-95 FACE MASKS, STERILE PROTECTIVE GLOVES, AND LIQUID HAND SANITIZER.

**PILOT AND CREW MEMBER PPE**  
QUALITY PROTECTION. EXPERT ADVICE.

All Flexjet cabins now contain a Universal Precaution Kit (UPK) assembled by our close partner, MedAire®. Each is equipped with professional-quality personal protective equipment (PPE), including a digital thermometer, N-95 masks, and sterile protective gloves.

With trained doctors on-staff, MedAire has delivered Flexjet with trusted guidance for over 15 years and is on-call 24/7 to help our crews administer aid to passengers displaying signs of illness. In fact, MedAire has trained our crew members to deliver in-flight assistance with the supervision of their on-call medical advisory team.

Through its global network of certified providers, MedAire can assist our Owners in identifying COVID-19 testing sites in the US and abroad, plus help schedule an appointment within hours, depending on location. As an added benefit, consultation from MedAire comes at no-cost to our Owners, who are only responsible for any care administered at a medical facility.

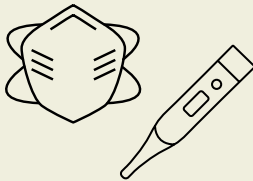
On top of the professional-grade items available inside each UPK, our crew members don custom-made facial coverings designed to shield and protect. They are the same high-quality facial coverings available to passengers at no cost inside any of our FBOs or private terminals.



THE FACTS ABOUT OUR  
CREW MEMBER PPE



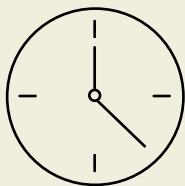
UNIVERSAL PRECAUTION KITS  
ONBOARD



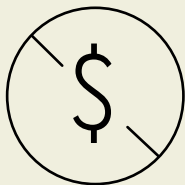
UPKs  
INCLUDE THERMOMETERS & N-95 MASKS



15+ YEARS  
AS A FLEXJET PARTNER



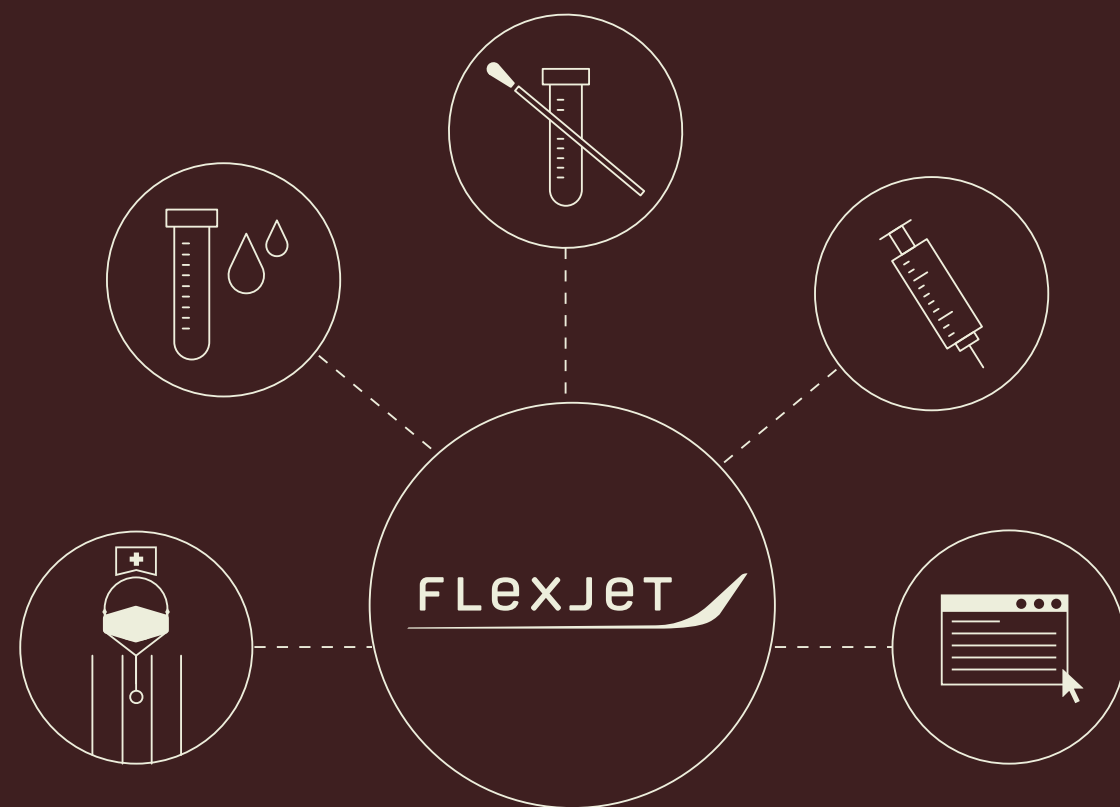
24/7  
IN-FLIGHT ASSISTANCE AVAILABLE



NO COST  
IN-FLIGHT MEDICAL ADVISORY







FLEXJET EMPLOYEES HAVE ACCESS TO BOTH ANTI-BODY  
AND CORONAVIRUS TESTING ALONG WITH THE SEASONAL FLU VACCINE AT NO COST.

## EMPLOYEE HEALTH SAFEGUARDS

### DEFENDING THE HEARTBEAT OF OUR BUSINESS

To do right by the men and women of our organization and keep our enterprise running smoothly, we have implemented countless measures informed by the same hospital-affiliated center for travel medicine that guides our in-cabin practices. Thanks to quick action in the face of the coronavirus pandemic, we are operating at full strength and have dedicated ample resources to making sure our essential personnel remain uncompromised.

In addition to testing before each tour of duty, we have instituted a “no-questions-asked” opt-out policy focused on enabling crew members to remove themselves from their rotation at even the slightest indication of illness or exposure. What’s more, all Flexjet employees, regardless of health insurance coverage, may take advantage of the protection afforded by the seasonal flu vaccine and antibody testing free of charge.

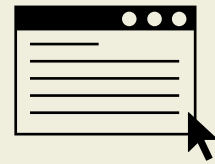
To preserve the integrity of mission-critical functions such as Owner Services and aircraft crewing, the majority of our office staff has been working remotely since the arrival of the coronavirus. Our internal communications platform, Jetstream, circulates the latest updates to our employees worldwide, while in-person safety briefings are conducted regularly. Furthermore, we have established a Special Operations Center, otherwise known as a “duplicate” of our main Operations Control Center located in the U.S., as part of our effort to ensure Owner travel remains uninterrupted.



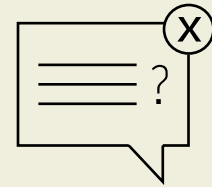
THE FACTS ABOUT OUR  
EMPLOYEE SAFEGUARDS



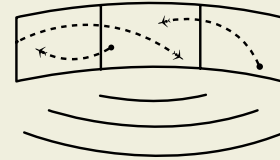
**MARCH 2020**  
OFFICE EMPLOYEES BEGIN WORKING REMOTELY



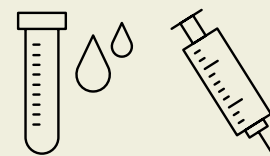
**JETSTREAM**  
ONLINE PLATFORM KEEPS US CONNECTED



**NO-QUESTIONS-ASKED**  
CREW MEMBER OPT-OUT POLICY



**DUPLICATE OCC GUARDS**  
AGAINST SERVICE DISRUPTIONS



**ANTI-BODY TESTING**  
& FLU VACCINE AVAILABLE TO ALL

GOING BEYOND SAFETY

OWNER CONSIDERATIONS

A SAFER FLIGHT IS ONLY THE BEGINNING

Apart from the wide range of measures instituted to protect against the coronavirus, we have also taken several steps to better serve our Owners during these unprecedented times. Given our long-term approach to Owner relationships, we feel these measures are not only warranted, but prudent.

Since March of 2020, cancellation fees have been waived indefinitely, allowing our Owners to accommodate last-minute changes and book future travel with confidence. What's more, in preparation for an increase in international activity, we have expanded our service areas and waived ferry fees when flying on select aircraft to and from certain locations outside the contiguous United States. Even better, our experienced Owner Experience Teams are ready and able to help our Owners navigate various coronavirus-related travel restrictions and requirements.

For those not quite ready to span the globe, we have collaborated with our long list of partners to provide both online experiences and in-person opportunities for every comfort level. Recently, a group of our Owners virtually attended GZ @ FX, an interactive cooking event starring renowned chef Geoffrey Zakarian that was streamed live from Mr. Zakarian's home kitchen. For wine lovers, we have teamed up with the insiders at Porthos to offer our Owners the chance to tour acclaimed Napa Valley wineries in private or receive home-delivery of several collector-level bottles. Owners interested in a comprehensive look at their overall well-being can take advantage of 100+ by Health Nucleus®, a complimentary assessment that can lead to a longer, stronger life.

Finally, our financial strength remains intact, as our offerings become more popular with travelers looking for a safer way to fly. A recent study by McKinsey & Company found that only 10 percent of those with the means to travel privately do so. Thanks to our strong liquidity position and disciplined approach to building our balance sheet, we have weathered the recent storm without losing any momentum. We continue to take delivery of new aircraft, led by the new Praetor 500 and capable Gulfstream G650, and are more prepared than ever to grow while maintaining our reputation for safety, service, and attention to detail.

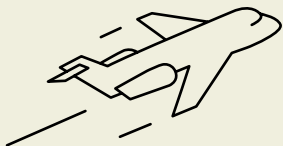




THE FACTS ABOUT OUR  
OWNER CONSIDERATIONS



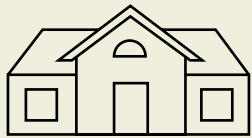
**ZERO**  
CANCELLATION FEES



**NEW AIRCRAFT**  
DELIVERIES CONTINUE



**FERRY FEES**  
WAIVED ON SELECT FLIGHTS



**AT-HOME**  
EXPERIENCES & OFFERS



**STRONG**  
LIQUIDITY + FINANCIAL POSITION



THE SKY IS NOWHERE NEAR THE LIMIT

As we navigate ahead, we look to the horizon with renewed anticipation as we pilot the future of aviation. The possibilities have never been greater, nor has the environment for innovation been more ripe. Leading the way forward means never looking back, which is why we have chosen to respond to the coronavirus pandemic by continuing to build on the service, safety, and accommodations our discerning Owners expect. Join us and discover how Flexjet is reinventing the private travel experience.



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

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