

NETJETS® FLIGHT CENTER

The industry's most advanced operations center with teams dedicated to your safety and service

Since creating the fractional aircraft ownership industry in 1986, NetJets® has been the worldwide leader in private aviation solutions. NetJets is committed to providing the highest levels of safety and service. One example of this commitment is the NetJets Flight Center. The Flight Center consists of Owner Services, Flight Operations, and a sophisticated support infrastructure – all comprised of individuals who focus on every detail of every flight to ensure the utmost in safety and Owner satisfaction. A key tool used to coordinate all the efforts of these teams is IntelliJet® II, our proprietary flight tracking, reservation, and aircraft management system. IntelliJet II enables NetJets to achieve the extensive coordination and efficiency necessary to operate hundreds of flights daily yet remain focused on each individual Owner. This paper explains the many facets that make the NetJets Flight Center the finest in the industry.

OWNER SERVICES

Owner Services consists of two main groups: Owner Services Teams and Guest Services Representatives.

Owner Services Teams

The starting point for each Owner – whether scheduling a flight, requesting trip information, requesting catering or ground transportation, or identifying other special flight requirements – is their dedicated Owner Services Team. Each NetJets Owner has a unique toll free telephone number that connects them directly to their specific team which is available 24 hours a day, 365 days a year. While there are 22 highly trained Owner Services Teams, each NetJets Owner deals with only one specific team for their tenure with NetJets, regardless of which aircraft type they own. This enables the Owner Services Teams to know each Owner and their unique travel needs. Before each flight, the team reviews the Owner's profile to confirm the Owner has exactly what was requested for the flight. All personal and travel information for our Owners is kept strictly confidential.

When Owners book their flights, they can also have their ground transportation and/or catering arranged for them by their Owner Services Team. The team ensures that the Owners

receive their requested ground transportation and/or catering wherever they go, even when their arrival or destination changes at the last minute.

Guest Services

NetJets' Guest Services Representatives are located throughout the United States at some of our busiest airports in cities such as Chicago, Teterboro, Van Nuys, and West Palm Beach. While Guest Services Representatives are based at a single airport, they also provide support to airports in the immediate surrounding area. The primary function of our onsite representatives is to enhance the quality of the NetJets experience by developing relationships with Owners and arranging special requests for a seamless flight experience. Guest Services Representatives also assist Fixed Base Operators (FBOs) in attaining the highest level of service for NetJets Owners by providing advance notice of peak activity and by filing daily reports with individual flight information. They also troubleshoot all flight arrivals and departures in preferred FBO locations and correct any problems that may arise with catering or ground transportation to ensure flawless service. They serve as the on location "eyes and ears" of the Owner Services Teams and help with any unforeseen situations.

FLIGHT OPERATIONS

Flight Operations plays a core role in the NetJets Flight Center, because it contains positions commonly associated with aviation. This group consists of Chief Pilots and their Assistant Chief Pilots for each fleet, Dispatch, Meteorology, and International Flight Planning.

Chief Pilots and Assistant Chief Pilots

The Chief Pilots and their team of Assistant Chief Pilots perform a vital role in delivering NetJets' commitment to safety. For each specific aircraft fleet in our operation, NetJets has a Chief Pilot and a team of Assistant Chief Pilots whose primary function is to look after the overall safety and



procedures related to their fleet. No changes are made to their fleet without the team first analyzing every detail. The Chief Pilots use their expertise to oversee the fleet and ensure it is being flown and maintained in a safe and efficient manner and that all the pilots are informed and trained uniformly. Having a Chief Pilot for each fleet allows NetJets line pilots to concentrate solely on providing the highest level of safety and service for each individual flight.

Dispatch

Aircraft Dispatchers are government-licensed NetJets employees who earn special certification from the Federal Aviation Administration (FAA) to serve as Aircraft Dispatchers. They are licensed to prepare flight plans that factor in aircraft performance, takeoff and landing weights, current and forecasted weather conditions, airport conditions, air traffic volume, and the many other considerations that contribute to a safe and enjoyable flight. With our dual release system, NetJets aircraft are not permitted to takeoff until both the pilot-in-command and an FAA-licensed aircraft dispatcher agree that the flight can be completed safely. The FAA does not require operators of fractional ownership programs to have certified aircraft dispatchers on staff, and other fractional programs may not have them.

Meteorology

Another point of distinction of the NetJets Flight Center is our team of meteorologists. Again, NetJets is not required by any regulation to invest the millions of dollars it takes to equip and maintain a dedicated, in-house meteorology staff. We do so because we believe this provides our Owners and flight crews with another level of safety. Using state-of-the-art equipment to obtain and interpret data directly from the National Oceanic and Atmospheric Administration's satellites, NetJets meteorologists supply our pilots and dispatchers with up-to-the-minute weather forecasts. The NetJets Meteorology Department is an FAA-approved source of weather forecasts for our pilots, just like an FAA Flight Service Station. Only a handful of flight departments in the world have this FAA approval. Our pilots and dispatchers use this information to plan the safest and most comfortable routes possible and to make mid-course corrections when advisable due to weather.

International Flight Planning

NetJets has flown to 170 countries worldwide, and our International Flight Planning department has been behind the scenes for each of these flights. There are many facets to planning an international flight ranging from obtaining country overflight and landing permits to analyzing each country and its surroundings for any security threat that may endanger our Owners, the flight crew, and/or the aircraft. No one knows the intricate details of international trip planning better than

the reputable Jeppesen International Planning team stationed in the NetJets Flight Center. In addition to Jeppesen, NetJets' in-house security staff, ASI Group (ASI), and International Security Associates (ISA) support our crews with international risk assessments, customized intelligence reports, 24-hour global monitoring, country briefings, and each flight's international flight plan. By relying on Jeppesen and our vast global network of information, we ensure the scrutiny of every detail – allowing our Owners to schedule international trips with just one phone call to their Owner Services Team.

SUPPORT INFRASTRUCTURE

The NetJets support infrastructure ensures that our Owners have a seamless flight experience. The professionals within these groups forecast demand and the needs of our Owners, schedule aircraft and crew, coordinate crew travel, communicate with and support the crew, take care of specific “day-of-flight” issues, and work with FBOs.

Operational Analysis

NetJets' commitment to the services we provide is evident in the Operational Analysis department. Demand for aircraft fluctuates from day to day. Based on our more than twenty years of operating experience, Operational Analysis can accurately forecast the demand on the NetJets fleet which, in turn, allows us to plan many months in advance. Operational Analysis combines forecasts for demand, aircraft, and crew availability and forecasts workload and subcontract needs daily. Knowing what to expect months in advance allows us to plan ahead for routine aircraft maintenance, appropriate staffing levels, and operational details such as how many airport arrival/departure slots we will need to secure.

Aircraft and Crew Scheduling

Scheduling both aircraft and crew can be compared to assembling an ever-changing jigsaw puzzle. The NetJets operating companies have more than 800* aircraft under management worldwide, and NetJets Owners can make flight reservations with as little as four to ten hours notice depending on aircraft type and interest size owned.

The Scheduling Department must take into account crew duty rest limits, routine aircraft maintenance, unscheduled aircraft maintenance, and short response times to Owner flight requests in order to meet or exceed the Owners' expectations. NetJets crews are held to strict crew duty rest limits to ensure that the crew flying the aircraft is alert and focused on the task at hand. Operational Analysis and Scheduling work hand-in-hand to forecast and account for the aircraft's routine maintenance on low-demand, non-peak travel days so that on high-demand peak travel days, NetJets can utilize the majority of our aircraft and position them throughout the world to ensure the aircraft

Travel Services

This group manages all travel arrangements for our crew members, including positioning crews to the appropriate aircraft; arranging their hotel stay, and when necessary, ordering meals and rental cars. NetJets Travel Services arranges approximately 35,000 hotel rooms each month and purchases 130,000 commercial airline tickets a year to get the crews where they need to be when they need to be there, 24 hours a day, 365 days a year.

Crew Support

The Crew Support Department – comprised of the Flight Coordinators and the Flight Asset Resource Management (FARM) Team – provides a vital and unique service for our Owners and crew.

The Flight Coordinators are responsible for managing both inbound and outbound communication with the crew. The majority of this communication lies in current day and next day briefing information, proactive communication, and crew advocacy. Moreover, the Flight Coordinators are also responsible for managing flight information for the company through flight following processes, communicating that information through IntelliJet II, maintaining contract compliance, and correctly and efficiently documenting real-time duty events for the crew.

The FARM Team is comprised of analysts who provide multiple support functions for our Owners and crew. Some of their duties include arranging late and early operations with FBOs, managing slot requirements for designated airports, and arranging and managing hangar space for NetJets aircraft. In addition, the FARM Team is responsible for managing the company's raft program, ensuring rafts are onboard Owner trips that require them and that all rafts adhere to the Federal Aviation Regulation (FAR) recertification criteria.

Strategic Operations Center (SOC)

The SOC is a group that consists of many different representatives from the Flight Center, such as Assistant Chief Pilots, Maintenance personnel, Flight Attendants, and Schedulers whose function is to take care of all the "day-of-flight" issues that may arise. No matter how much planning and attention to detail goes into a single flight, there is potential for an issue to arise on very short notice, such as unexpected changes in weather, air traffic control delays, and aircraft mechanicals. NetJets assembled this group of experts to handle these "day-of" situations and come to a quick, correct, and, most importantly, safe response.

Fuel and Airport Services

NetJets utilizes Fixed Base Operators (FBOs) to support our operations at airports around the world. For NetJets Owners,

this means that they go to a private location to board and deplane their aircraft instead of showing up several hours early at the main airport terminal and standing in long ticket and security lines. These FBOs greatly enhance the level of service over what is currently available in the commercial airline world and, at the same time, reduce the wait times associated with transiting a commercial airline terminal. FBOs are typically located in another section of the airport, away from the airline terminal, and are specifically designed to support the needs of the private jet traveler.

The NetJets Fuel & Airport Services department is responsible for identifying the best FBO available for our Owners at each airport, negotiating the terms of service with those FBOs, and auditing the FBOs to ensure they meet and remain in compliance with our safety and service standards. As always, Owners have the option of utilizing any FBO they would like to use at an airport. However, we do encourage Owners to use the preferred FBOs whenever possible as these FBOs, in our opinion, offer the best combination of safety, service, and value at the airport. At some of our more popular airports, NetJets has invested in private lounges and dedicated facilities specifically reserved for use by NetJets Owners.

IntelliJet II: coordinating all the efforts

NetJets' proprietary aircraft management system, IntelliJet II, is unlike any other in aviation today. Without a system so advanced, it would be virtually impossible to coordinate and manage every aspect of every flight and maintain each Owner's personal profile.

IntelliJet II is so sophisticated that it can analyze an infinite number of scenarios to greatly increase the safety of every flight. Its feasibility function calculates the sunrise and sunset restrictions for all airports and runway lengths necessary for each aircraft type (taking into consideration time of day, weather conditions, number of passengers, etc.) and monitors all conditions as they change. Furthermore, IntelliJet II "knows" when it is necessary to make changes to a flight, and when it is not. When you step onto your NetJets aircraft, you have the benefit of this pre-flight preparation onboard with you.

SEEING IS BELIEVING

Clearly, a large and sophisticated infrastructure is needed to support the world's leading fractional aircraft ownership program. With over twenty years of experience and a team of dedicated professionals, NetJets is able to provide the ultimate level of safety and service. We are proud of our Flight Center, and we encourage our Owners and prospective Owners to tour our facility. To schedule a tour or to learn more, contact us at 1-877-NETJETS (877-638-5387) or www.netjets.com.

**Total count includes aircraft managed by NetJets subsidiary Executive Jet® Management.*

NetJets Inc. is a Berkshire Hathaway company.

NetJets Inc.
4111 Bridgeway Avenue
Columbus, OH 43219
1-877-NETJETS (877-638-5387)
www.netjets.com



The Gulfstream Large Cabin Fleet is operated by NJI. All other fractional aircraft offered by NetJets in the United States are operated by NetJets Aviation. Executive Jet Management 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. Each of these operating companies is a wholly owned subsidiary of NetJets Inc. All aircraft offered by NetJets in Europe are operated, maintained, and crewed by NetJets Transportes Aéreos, SA, a Portuguese/EU Air Carrier. The Marquis Jet Card program is operated by NetJets under its FAR Part 135 Air Carrier Certificates. NetJets has an affiliation with the provider of the NetJets Middle East Program. While the representations contained in this document are accurate, the actual terms and conditions are subject to the definitive agreements with individual NetJets Owners. NetJets and Executive Jet are registered trademarks. All statistics are accurate as of March 2010.