

# NETJETS® MAINTENANCE

The most extensive and comprehensive maintenance program in the industry.

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For more than 40 years, NetJets® has been the worldwide leader in private aviation solutions. In 1986, we created the fractional aircraft ownership industry and pledged our commitment to our NetJets Owners and employees to provide the highest levels of safety. One example of this commitment is the NetJets Aircraft Maintenance Program which is one of the most advanced maintenance programs in the world. In this paper, we explain the many facets that make the maintenance program amongst the best in the industry: our aircraft, organization, people, training, and adherence to the highest maintenance standards that exist in aviation today.

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## THE BEST AIRCRAFT, THE BEST MAINTAINED FLEET

Each time you board a NetJets aircraft, you can be confident that you are on a well-maintained aircraft. As the world's largest buyer of business aircraft, we buy only the finest aircraft from four of the top aircraft manufacturers in the world: Cessna, Dassault Falcon, Gulfstream, and Hawker Beechcraft.

NetJets has the most experience accepting new aircraft in the industry. NetJets' personnel ensure that each aircraft is of the highest quality before it enters the NetJets fleet which is among the newest and most technologically advanced in the skies today. Each new aircraft is equipped with the latest state-of-the-art safety devices such as the Enhanced Ground Proximity Warning System (EGPWS) and the Traffic Alert and Collision Avoidance System II (TCAS II).

Our close relationship with aircraft and engine manufacturers allows us to diligently manage the maintenance regimen of our aircraft. Major aircraft maintenance and inspections are performed by the professionals who know them best – the manufacturers and their authorized support facilities as well as our in-house experts. The manufacturers have created specialized response teams that are on call 24 hours a day, 365 days a year to respond to any type of maintenance problem.

NetJets also invests considerable resources to create a work environment that promotes and enhances safety. For you, this means your aircraft is maintained to optimum operating conditions.

## SOPHISTICATED MAINTENANCE INFRASTRUCTURE

Since NetJets is by far the largest and most advanced fractional provider, we have developed a sophisticated infrastructure that most fractional programs simply cannot duplicate. Our maintenance support system consists of multiple

divisions, both internally and externally. Each division is critical to the delivery of our high standards. Worldwide, NetJets employs approximately 800 professionals in maintenance-related activities.

### Scheduled maintenance

Working closely with the aircraft manufacturers and factory authorized service centers, the Scheduled Maintenance group ensures NetJets always meets or exceeds the required maintenance schedule for each aircraft in the fleet. NetJets currently has scheduled maintenance bases located throughout the United States. NetJets site managers provide onsite representation and ensure NetJets' high standards are always met.

NetJets actively partners with our scheduled maintenance vendors to identify critical inspection paths and minimize turn times. In addition, the Scheduled Maintenance Planning group works to maximize the efficiency of the maintenance schedule. This, in turn, minimizes the downtime of the aircraft and allows us to provide the highest possible fleet availability to meet the needs of NetJets Owners.



## **Line and recovery maintenance**

The Line and Recovery Maintenance group consists of the Maintenance Control Center (MCC), Materials, and NetJets Line Stations. In conjunction with the Line Maintenance Planning group, the MCC continuously monitors every aircraft in the NetJets fleet to ensure that our rigorous requirements for safe flight are met. The MCC is organized into teams by fleet type, and each team is directed by a fleet specialist who is a highly trained and knowledgeable expert for the particular fleet. This fleet team concept ensures technical expertise and systems knowledge are shared and communicated in the most efficient manner possible.

In addition, the NetJets Line Stations are under the direct supervision of the MCC and are strategically positioned throughout the United States to align with natural flight patterns. This allows us to respond to maintenance issues in the most timely manner possible.

The Materials department is responsible for monitoring, stocking, ordering, shipping, and confirming airworthiness of all parts and materials used on NetJets aircraft. They also work with original equipment manufacturers (OEMs) to develop and maintain a critical parts list, monitor Occupational Safety and Health Administration (OSHA) regulations, and dispose of parts that are no longer airworthy.

## **Quality assurance, quality control, return to service**

The Quality Assurance (QA) department exists to support the quality of the maintenance program and to ensure the latest and most effective systems are being used to provide the utmost in safety and efficiency. The QA department monitors, conducts, and approves the auditing processes of all maintenance vendors and suppliers.

The Quality Control department manages all certifications, registrations, and records for each aircraft in compliance with FAA regulations. In addition, they work closely with the aircraft manufacturers to develop maintenance manuals and write special inspection programs. Quality Control also acts as our primary liaison with FAA inspectors.

The Return to Service department works to expedite the recordkeeping and other paperwork requirements involved in the maintenance process. This enables NetJets aircraft to return to flight-ready status on time and in the safest and most fiscally responsible manner.

## **Technical services**

The main function of the Technical Services department is to work with the aircraft manufacturers to enhance existing

maintenance processes and develop new processes that will lead to increased fleet reliability.

## **Maintenance finance and warranty**

The primary function of the Maintenance Finance and Warranty department is to administer warranty contracts and manage warranty and cost recovery programs. They also prepare, monitor, and control maintenance budgets and provide financial analysis services to the maintenance departments. Their initiatives are significant in helping NetJets control costs.

## **HIGHLY QUALIFIED PERSONNEL**

NetJets attracts top maintenance personnel from every area of the aviation industry. The majority of our 800 maintenance employees have worked for airlines, corporate flight departments, or the military. We are proud to count among our staff former Boeing, Dassault Falcon, Gulfstream, and Hawker Beechcraft (formerly Raytheon) employees as well as former FAA and government employees. We have federally certificated personnel who have earned special certification from the FAA and FCC (Federal Communications Commission) to perform aircraft maintenance. They assume joint responsibility with an aircraft's crew for the safety of each flight. These professionals are uniquely qualified to support our maintenance programs by preparing the aircraft for each flight. They are the final authorities concerning whether or not an aircraft is approved to go back into service.

The NetJets team includes more than 400 federally-licensed maintenance technicians, a sizeable investment. At NetJets, we believe this added level of safety for NetJets Owners and our crews is a wise long-term investment.

## **FAA AWARD-WINNING MAINTENANCE TRAINING PROGRAM**

Our in-house training department works in conjunction with FlightSafety® International, the worldwide leader in aviation training. To promote the continual exchange and testing of new ideas, FlightSafety has a training facility located in close proximity to the NetJets in-house training department in Columbus, Ohio. Our relationship with FlightSafety fosters creativity and communication between our two organizations and helps ensure that NetJets continues to have the world's best maintenance program.

Each newly-hired technician attends a two-week initial maintenance course provided by FlightSafety. Throughout the year, our employees participate in a variety of maintenance training courses provided by FlightSafety and take numerous other FAA-approved courses.

Our aircraft technicians are among the best and most highly trained in the industry. In 2009, for the eighth year in a row, the FAA awarded NetJets Aviation the “Diamond” Certificate of Excellence for our active participation in the FAA Aviation Technician Training Program in 2008. This is the highest level of recognition given for aviation technical training. NetJets’ training for aircraft technicians far exceeds industry recommendations and those from FlightSafety. In 2009, NetJets conducted in excess of 55 training classes.

### **NETJETS MAINTENANCE GOES ABOVE AND BEYOND FAA REQUIREMENTS**

According to the Code of Federal Regulations (CFRs), when an aircraft is repaired, the operator is required to repair the aircraft only to “airworthy status,” which can involve major alterations. As part of our overall commitment to the safety of NetJets Owners, we prefer to maintain the aircraft to a level beyond federal requirements.

#### **Engine trend analysis and condition monitoring**

Engine trend analysis is performed by the people who know the engines best, the OEMs themselves. They identify potential anomalies and fix possible problems before they occur.

#### **Coordinating Agency for Supplier Evaluation (CASE)**

NetJets is the first and only private aircraft operator in the world to gain full, sustaining membership in the Coordinating Agency for Supplier Evaluation (CASE) Organization. Prior to NetJets’ admission by a unanimous vote, CASE membership was comprised of only commercial air carriers and FAA-certified repair stations. NetJets Aviation joins in membership with over 100 airlines and repair vendors from around the world, including the U.S. Department of Defense. Membership in CASE is instrumental to our maintenance functions as it networks us with industry colleagues with whom we develop new procedures and further enhance our stringent maintenance requirements.

#### **Continuing Analysis and Surveillance System (CASS)**

The Federal Government requires all operators who have aircraft that accommodate 10 or more passengers to build and use the Continuing Analysis and Surveillance System (CASS) program. Although not required for the majority of aircraft in the NetJets fleet, our maintenance operating policy proactively requires that we use the CASS program for all aircraft operated by NetJets. CASS has two areas of focus – data analysis and auditing – which aid in identifying and solving potential maintenance issues before they affect the timeliness of an Owner’s flight. More importantly, they provide our Owners with aircraft that are amongst the safest in the world.

#### **Monthly safety meetings**

NetJets conducts monthly safety meetings to discuss safety concerns, improve safety, and avoid potential problems. The meetings are attended by the Operations and Pilot Safety Committee and representatives from the Maintenance department.

These are just a few examples of the proactive maintenance programs and procedures NetJets has developed that go above and beyond the FAA’s already stringent requirements. Our higher standards aid in identifying and solving potential problems before they affect the timeliness of an Owner’s flight and, most importantly, provide our Owners with aircraft that are amongst the safest in the world. This affords our Owners a great sense of security and also can contribute to increased resale value of the aircraft if the Owners choose to sell their interest(s) in the future.

#### **SEEING IS BELIEVING**

We are proud of our maintenance program, and we invite you to visit our operations center in Columbus, Ohio. To schedule a tour of our facility or to learn more, contact us at 877-NETJETS (877-638-5387) or [www.netjets.com](http://www.netjets.com).



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