

EJM FLIGHT OPERATIONS FLIGHTDECK REFERENCE CARD
THE FOLLOWING INFORMATION IS APPLICABLE TO ALL FLIGHT OPERATIONS CONDUCTED FOR EJM.

OPERATIONAL REQUIREMENTS AND LIMITATIONS – EJM OPS FLIGHTDECK GUIDE

1. Contact EJM Flight Operations at 877-224-9884 (toll free) when in position for passenger pickup.
2. Strict adherence to EJM Mountain Airports Operations Table is required (see reverse).
3. All circling approach minimums must be at next higher category (i.e., category B aircraft straight-in approach becomes a category C for circling).
4. Destination weather must be in accordance with the requirements of 14 CFR Part 135.225.
5. Contact approaches are not permitted while conducting EJM operations.
6. Flight times for each leg must be communicated to EJM Flight Following as soon as possible after the leg is complete. Times are to be reported in the format: **OUT** / **OFF** / **ON** / **IN** and should be reported in zulu time.

AIRCRAFT

1. Must be in position and ready for departure one (1) hour before scheduled departure time.
2. Interior must be cleaned and deodorized prior to each flight.
3. Pre-heated / pre-cooled as necessary prior to passenger arrival.
4. Fully stocked with snacks, gum, mints, condiments, hot and cold beverages and ice.
5. Check for proper operation of all passenger convenience items (i.e., CD and DVD player, lavatory function, flight phone, etc.).
Note: Advise EJM Flight Operations of any inoperative passenger convenience items immediately.

CREWMEMBERS

1. Must be professionally dressed with a well groomed, neat and clean appearance, and must conduct themselves in a highly professional manner at all times.

2. If catering has been ordered, verify that it has been delivered and is correct and complete immediately upon arriving at the FBO. Notify EJM Flight Operations immediately of any missing or incorrect catering order.
3. Respect the passenger need for privacy and confidentiality. Never discuss with anyone who your passengers are unless they have a specific operational need to know.
4. Greet passengers by name, check IDs against the passenger manifest, confirm the destination airport **and** FBO, provide ETE and weather enroute and at destination.
5. Include in the passenger briefing the location and use of amenities and passenger convenience items.
6. Check on passenger comfort and needs at least once each hour while enroute (observe the sterile cockpit rule).

SECURITY AND CONFIDENTIALITY

1. Prior to each flight, inspect the aircraft for tampering or unauthorized access. Check all exterior access (i.e., service doors, baggage doors, tail access hatches, etc.).
2. Inspect the interior for foreign or suspicious objects. Be sure to check all compartments, under seats, lavatory, etc.
3. Keep cabin and baggage doors closed and locked anytime the aircraft is unattended or not being physically observed by a crewmember.
4. Do not allow anyone access to the aircraft who does not have a specific operational need for that access.
5. Never allow unidentified or unaccompanied baggage to be placed on the aircraft.
6. Never allow any passenger to board the aircraft who is not specifically listed by name on the passenger manifest.
7. Observe strict passenger and trip confidentiality. NEVER disclose passenger or company names, addresses, or any other identifying information or the flight itinerary with anyone outside of your

company or EJM unless authorized to do so by EJM. (An exception would be to confirm ground transportation for passengers at the destination FBO).

EMERGENCY RESPONSE AND NOTIFICATION

In the event of an accident or incident involving any operation being conducted for or on behalf of EJM or NetJets, Vendor crewmembers **must** adhere to the following.

1. To the best of your ability provide immediate first aid and shelter to the passengers.
2. Assure that medical and/or fire and rescue personnel have been summoned as necessary.
3. **DO NOT** disclose any information about your passengers, their company affiliation, purpose of the flight, etc. other than as absolutely required by federal regulation or as necessary to medical personnel.
4. **DO NOT** make any statements to the press, news media or any unidentified person regarding the operation of the aircraft, passengers or passenger affiliations, or for whom the flight is being performed. NOTE: There is no such thing as a confidential or "off the record" statement.
5. Immediately or as soon as possible contact the EJM Flight Operations Center and advise them of the accident or incident and provide a call back number where you can be reached.

IMPORTANT EJM PHONE NUMBERS

Flight Operations / Flight Following – 877-224-9884
Security Hotline – 513-979-6854
Charter Vendor Standards – 513-979-6747
NetJets Security Command Post – 614-239-5412

Appendix H (continue) – Quick Reference for flights conducted for EJM

Appendix H – Mountain Airport Operations

CAT B = 91 – 120 KTS
 CAT C = 121 – 140 KTS

ARRIVALS						DEPARTURES ⁵				
VFR Operations			IFR Operations			Prohibited Runways		Weather Required (<i>day</i>) if Climb Gradient Not Met ⁵	Prohibited Runways	
Airport (elevation) [Rwy Length]	Day ³ Approved Aircraft Categories ¹	Night Approved Aircraft Categories ¹	Day ³ Approved Aircraft Categories ¹	Night Approved Aircraft Categories ¹	Weather ²	VFR	IFR		VFR	IFR
ASE ⁴ Aspen, CO (7815') [7004']	All Categories	NONE	Category A, B, C	NONE	See Approach Chart	33	33	Aspen 2 5000-5 Lindz 4 3100-3	15	15
EGE Eagle, CO (6535') [8000']	All Categories	NONE	All Categories	NONE	See Approach Chart	N/A	N/A	Runway 7 5100-3 Runway 25 5400-3	N/A	N/A
RIL ⁴ Rifle, CO (5544') [7000']	All Categories	All Categories with ILS or VASI available	Category A, B, C	All Categories with ILS or VASI available	See Approach Chart	N/A	N/A	Runway 8 5500-3 Runway 26 3400-3	N/A	N/A
TEX Telluride, CO (9078') [6870']	All categories	NONE	Category A and B	NONE	See Approach Chart	N/A	N/A	Runway 27 1500-3	9	9
JAC ⁴ Jackson, WY (6445') [6300']	All Categories	All Categories with ILS or PAPI available	All Categories	All Categories with ILS or PAPI available	See Approach Chart	N/A	N/A	Runway 19 3800-3 Runway 1 6400-3	N/A	N/A
SUN ⁴ Hailey, ID (5315') [6952']	All categories	NONE	Category A, B, C	NONE	See Approach Chart	13	13	Runway 13 2700-3	31	31
TVL South Lake Tahoe, CA (6264') [8544']	All Categories	All Categories with LDA-DME 1 or 2 Rwy 18 and PAPI	All Categories	All Categories with LDA-DME 1 or 2 Rwy 18 and PAPI	See Approach Chart	N/A	36 Night	Runway 36 2700-3 Runway 18 4000-3	N/A	18 Night

¹ Approach categories must be adhered to as listed in each aircraft AFM, if applicable. If it is necessary to fly an approach at a speed higher than the certified category, the approach category appropriate for the actual speed flown must be used. Approaches are to be conducted in approved configurations only.

² For IFR approach minimums refer to appropriate instrument approach procedure. IFR landing minimums may be lower than IFR departure minimums allowing aircraft to land but not depart.

³ **Day Only Operations**, as applied to mountain airports, are defined as occurring between official NOAA local sunrise and sunset. ASE, EGE, TEX and SUN are limited to day only.

⁴ **CIRCLING MANEUVERS** at ASE, RIL, SUN and JAC are not authorized (ex: VOR/DME –C at ASE must land Runway 15, not circle to Runway 33).

⁵ **Night Departures** are permitted at RIL, JAC and TVL. Night departure performance must meet published IFR climb gradients, regardless of existing ceiling/visibility.