



COMPANY POLICY AND PROCEDURES MANUAL



COMPANY POLICY & PROCEDURES MANUAL

Date 01.08.2018
Revision 10.01.2021

CONFIDENTIAL

THIS PAGE INTENTIONALLY LEFT BLANK

2018 Virajet LLC. All rights reserved. This document is published by Virajet as a guidance material. It may be referred or copied in whole or in part, by third parties, provided that Virajet is mentioned as the source and it is not used for commercial (i.e. for financial gain). The information in this document may not be modified without prior written permission from Virajet LLC.

Document Approval

Position / Job Title	Name	Signature
Business Development Specialist	Ahmet DEMIR	
Managing Director	EDA ÖZCAN	
Sales & Marketing Director	Cem BOZDEMİR	
Operation Manager	Galip Utku HAMARAT	

Edition History

Edition	Effective Date	Editor	Reasons For Modification
1.01.	15.06.2018	DEMIR	Initial Draft
1.1.	18.07.2018	DEMIR	Internal Consultation
1.2.	25.07.2018	ÖZCAN	Comment
1.3.	31.07.2018	HAMARAT	Comment
1.4.	09.08.2018	BOZDEMİR	Comment
1.5.	15.08.2019	DEMIR	Final Draft and Approval

Status, Audience and Accessibility

Status	Intended For
Working Draft <input type="checkbox"/>	Virajet Only <input type="checkbox"/>
Proposed Issue <input type="checkbox"/>	Virajet + Public <input checked="" type="checkbox"/>
Issued <input checked="" type="checkbox"/>	Only Public <input type="checkbox"/>

Contact Point

OZCAN	eda@virajet.com	00905334238522	Managing Director
-------	--	----------------	-------------------



COMPANY POLICY & PROCEDURES MANUAL

Date 01.08.2018

Revision 10.01.2021

--	--	--	--

REVISION NUMBER	ISSUE DATE	DATE INSERTED	INITIALS
1	10.01.2021	10.01.2021	EO



COMPANY POLICY & PROCEDURES MANUAL

Date 01.08.2018

Revision 10.01.2021

CONFIDENTIAL



COMPANY POLICY & PROCEDURES MANUAL

Date 01.08.2018
Revision 10.01.2021

REVISION CONTROL	
i	Original
ii	Original
LIST OF EFFECTIVE PAGES	
iii	Original
iv	Original
TABLE OF CONTENTS	
vi	Original
vii	Original
CHAPTER 1	
1-1	Original
CHAPTER 2	
2-1	Original
2-2	Original
CHAPTER 3	
3-1	Original
CHAPTER 4	
4-1	Original

CONFIDENTIAL

Table of Contents

1.	General Rules and Principles.....	1
1.1	Scope:.....	1
1.2	Description of Virajet Aircraft Charter Brokerage and CONSULTANCY:.....	1
1.3	Vision, Mission and Values:.....	1
1.4	Quality Policy:.....	2
1.5	Employee Roles and Responsibilities:.....	4
1.6	Organization Chart:.....	7
1.7	Code of Ethics and Conduct:.....	8
1.8	Privacy Policy:.....	9
2.	Brokering Processes:.....	1
2.1	Charter Quotations:.....	1
2.2	Terms and Conditions:.....	3
2.3	Trip Booking and Confirmation Process.....	4
2.4	Charter Vendors Requirements:.....	5
3.	Customer Service:.....	1
3.1	Positioning of Aircraft.....	1
3.2	Aircraft Presentation :.....	1
3.3	Catering:.....	1
3.4	Flight Crewmember Presentation/Conduct:.....	1
3.5	Passenger Interface :.....	2
3.6	Passenger Briefing.....	2
3.7	Passenger Communications and Cabin Service.....	3
3.8	Passenger Manifest.....	3
3.9	Itinerary Amendment:.....	3
3.10	During Trip and Post Flight Reporting.....	3
3.11	Billing :.....	Hata! Yer işareti tanımlanmamış.
3.12	Dispute Resolution:.....	4
4.	Training :.....	1
4.1	New Hire Training :.....	1
4.2	Refreshment and Recurrent training:.....	1



COMPANY POLICY & PROCEDURES MANUAL

Date 01.08.2018
Revision 10.01.2021

5. Emergency Response Plan:.....	1
5.1 Overview:.....	1
5.2 Aircraft Accident / Incident:.....	1
5.3 Office Emergencies :.....	2
VIRAJET ENCYCLOPEDIA	1
ATTACHMENT–A VIRAJET ENCYLOPEDIA	
ATTACHMENT–B AIR CHARTER BROKERAGE – AB INITIO TRAINING PROGRAM	

“””

CONFIDENTIAL

PREAMBLE:

Virajet, also known as Virajet, basically offers quick and high quality wide range of charter services included but not exhausted private or group jets, cargo ambulance, humanitarian aids, offshore air bridge, evacuations from conflict regions, with the best price guarantee around the clock, in order to meet clients' requirements thoroughly.

The company was established in 2018 by Kaya Kandemir (Chief Executive Officer - CEO). Since then, with his dedication to aviation, and customer focused mindset, Virajet has grown exponentially and eventually become the leader aircraft charter provider in Turkey. As a result of such well-deserved reputation, Virajet has been appreciated by its clients, stakeholders in the market.

Throughout its journey, Virajet has not only focused on economic growth but also channelized its considerable efforts on promoting better ethics and moral values. Therefore, as Virajet we always seek after and attach utmost importance on moral values rather than economic profits inter alia, commitment, trustworthiness, integrity and professionalism. Our motto is "*Customer First, Safety and Ethic Always*".

The regional network that we built with our offices located in Turkey, Europe, Asia, Africa and global long-term business relationships that we've developed so far, have afforded us an expeditious access to all available resources (private jet aircraft, airliners, helicopters, air ambulances cargo aircraft etc.) to measure up client's expectations swiftly. In doing so, we've allocated significant resources and subsequently got high quality and safety standards, profound knowledge, experienced professionals, state of art technology and extensive aircraft portfolio. As natural consequences of such interactive business model, apart being a solution partner on crisis situations like humanitarian aids, quick evacuations from conflict regions or establishing offshore air bridge, Virajet has successfully conducted thousands of private charter flight per year carrying of;

- Presidents, Prime Ministers and Ministers,
- Owners of Well-known Companies,
- Directors and Members of Boards, CEOs of Companies,
- High Level Officials of Private, Governmental and NGOs,
- Diplomats and Attachés,
- Celebrities, Sportsmen/women,
- Press,
- Other Organizations and Institutions.

Last but not least, the Virajet has decided to expand its functional areas to other air charter related subjects such as ACMI, aircraft appraisal, training, process improvement and software solution on air charter brokerage. We believe this strategic decision would usher new epoch.

In a nut shell, we care about our customers' needs. Their satisfaction is our sole aim. We are committed to listen to them carefully. Therefore once our client reaches us, they feel their value and they know we will be there for them.



COMPANY POLICY & PROCEDURES MANUAL

Date 01.08.2018
Revision 10.01.2021

THIS PAGE INTENTIONALLY LEFT BLANK

CONFIDENTIAL

1. GENERAL RULES AND PRINCIPLES

1.1 SCOPE:

1.2 DESCRIPTION OF VIRAJET AIRCRAFT CHARTER BROKERAGE AND CONSULTANCY:

- 1.2.1** Virajet offers quick and high quality private jet / air ambulance / helicopter services with the best price guarantee around the clock, in order to meet customers' requirements thoroughly, through profound knowledge, experienced professionals, state of art technology and extensive portfolio. Besides, its regional network located in Turkey, Europe, Asia, Africa and global long-term business relationships, Virajet could generate expeditious access to all available resources (private jet aircraft, helicopters, air ambulances cargo aircraft etc.) to measure up its client expectations swiftly.
- 1.2.2** Along VIP services, Virajet is also specialized in air ambulance services offering worldwide (including crisis regions like Libya Iraq, Afghanistan, Mali) air ambulance services with a bed-to-bed patient care. Our dedicated aircraft are fully equipped with a stretcher and an ICU as well as all other equipment like a flying hospital. All missions are completed with a medical team consisting of a specialized physician and a flight nurse.
- 1.2.3** To do so, each one of the aircraft operators within our network has been carefully selected to ensure a level of standard on a par with Virajet. Our clients choose Virajet because they know that all aircraft we charter on their behalf are audited and accredited by designated associations to ensure exceptional service, safety and security.
- 1.2.4** From light private jets through to the largest VIP aircraft, we are able to source any aircraft that matches your precise requirement. Alongside this, we will ensure that the aircraft is configured to meet the needs of our clients' travel.
- 1.2.5** Our personalized service is available 24/7 to clients and operators. Our self-motivated knowledgeable team is very skillful and aware that attention to details is paramount and an acute understanding of the client's interest is always at the fore. Therefore, they will find out the best option available and sort out possible operational limitations, restrictions and challenges with no delay. Whilst we are striving to measure up utterly the expectations of our customers to allow them fly swiftly to their destination, we also attach utmost importance to their safety, comfort and other special needs. Once more, we assure that our customers will get the best option that definitely fits their urgent needs, without compromising our service principles; best service, high quality, safe trip and, reasonable price.

1.3 VISION, MISSION AND VALUES:

1.3.1 Vision:

We would like to be one of the regional main players and to contribute on further economic development of charter aircraft sector based on enhanced safety standards, ethics and established codes of conduct.

1.3.2 Mission:

Our motto is "*Customer First, Safety and Ethic Always*".

We strive to provide the quickest and the best high quality charter services with the best price guarantee based on no hidden cost principles, around the clock, in order to meet our customers' requirements thoroughly, with our profound knowledge, experienced professionals,

state of art technology and extensive portfolio private aircraft / helicopters without prejudicing safety standards and ethics.

1.3.3 Values:

1.3.3.1 Commitment:

We are dedicated to listen to our customers carefully and consequently committed to serve them in best practical way. To do so, we strive to turn our jobs into passion, which we believe it eventually would enhance relationship between our clients, our counterparts and ourselves.

1.3.3.2 Excellence and Quality:

We pursue the excellence in every detail and continuously seek and take any opportunity to improve our performance.

1.3.3.3 Integrity and Ethic:

We full heartedly believe in “How people treat you is their karma; how you react is yours.” Therefore, we take our every action in a respectful and responsible manner and in accordance with global ethics principles and for the sake of our customers. We always avoid conflict of interest amongst all stakeholders involving our business.

1.3.3.4 Innovation:

We welcome and seek new ideas, further to create an added value. Therefore, we insist on investing resources to improve our ability to adopt ourselves new environment due to emerging challenges and to exploit possible business opportunities to come up innovative solutions and smarter ways of working.

1.3.3.5 Teamwork:

Given the fact that “the strength of the team is sum of each individual member; we are self-motivated to be a valuable team member not only in our company but also in our business sector. So, we channelize our efforts on engendering synergy amongst our employees and our stakeholders.

1.4 QUALITY POLICY:

1.4.1 Customer Focus - Your satisfaction, our Intention:

As Virajet, our first and foremost principle is to listen our customers attentively, allowing us to understand what and when they need. Whilst trying to meet, we preferably strive to exceed our customers’ expectations. Apart from this, we also attach utmost importance on what they think about us. We do know that their inputs would be very instrumental to improve our process and letting us be more effective and efficient.

1.4.2 Leadership:

We do believe that top level commitment, clear policies and strategic goals, and strong leadership are footprints of success in our demanding aviation business. In order to align our all employees and stakeholders to our strategic goal, our leadership utilizes different tools of management and sets up appropriate communication strategies to guide them to right direction with a view to meet our customers’ expectations.

1.4.3 People Involvement - Collaborative decision making process

Our organization model is established based on our employee's active involvement. An organization is nothing without its staff whether part-time, full-time in house or out-sourced. It's their abilities that maximized to achieve business success. So we set mechanisms in our organization in order for our employees to participate in decision making process. As a result of "Two heads are better one" principle, in addition to better effective management, such collaborative approach also feeds up our employees' motivation and increased innovation. When people feel valued, they'll work to their maximum potential and contribute ideas.

1.4.4 Process Approach - Keep it simple, response swiftly.

To remain effective and efficient in charter aviation business, we have implemented the process approach system which affords us not only efficacy but also consistency and speed. Whilst we are aiming to reduce human error, we also focus on eliminating waste of resources. Thus we may be able to provide very competitive price to our customers.

1.4.5 Systematic Approach to Management

Aviation charter business consists of different but interrelated systems since the most, if not all of our customers would like to get full services, so called door to door services. Therefore, the systematic approach to management provides us additional capability for aligning complementary process to our key process. Thus we may be able to see the big picture always which consequently leads us better customer relationship.

1.4.6 Continual improvement

We always run and stick to "Plan-do-act-check" quality cycle in our business model. Continual improvement is one of our active business objective which allows us to increase our ability and performance to embrace new opportunities and overcome emerging challenges. Besides such approach enhances the organizational flexibility to adapt not only customers' behavioral change but also to new market situations especially in difficult economic times.

Further, we support our quality cycle with change management to see the positive and negative impact of change before deciding it.

1.4.7 Organizational and Individual Development

What makes us passionate about our job is to learn new things every day. So we keep being eager to exponentially improve our company and our individuals through continuous process improvement, trainings, knowledge sharing working culture, learning our mistakes, exchanging best practices.

1.4.8 Data Analysis and knowledge based decision making:

In the era of information, a knowledge based decision making approach, supported by data analysis, is a good business sense. In order to avoid making decision rashly, without proper thought, in a fast paced working environment, we design and run computer based solutions allowing us to store data and subsequently analyze them to understand market evolvment and customers' behavioral change. Moreover, such analysis affords us some inputs potential customers, leading us to create long term value.

1.4.9 Stakeholder Relationship:

As said, Charter Aviation Business is system of sub systems requiring several stakeholders' (including suppliers) active engagement. Therefore, we strive to promote better, mutual and long term relationship amongst operators, opponents, suppliers and service providers. By recognizing it is interdependent, we do believe that "United we stand, divided we fall." So we always dedicate some resources to establish and maintain strong and ethic relationship with our stakeholders eventually leading us to enhance productivity and encourage seamless working practices. It is blatant that this will result optimization of cost and resources and underpin better response to changing market environment and customer needs.

1.5 EMPLOYEE ROLES AND RESPONSIBILITIES:**1.5.1 Managing Director / Charter Manager:**

- 1.5.1.1 Oversighting day to day charter operations,
- 1.5.1.2 Analyzing problematic situations and occurrences and provide solutions to ensure company survival and growth,
- 1.5.1.3 Acting last decision point in case of conflict,
- 1.5.1.4 Allocate resources for robust marketing strategies to create long term value,
- 1.5.1.5 Developing and executing the company's business strategies,
- 1.5.1.6 Providing strategic advice to the board and CEO,
- 1.5.1.7 Preparing and implementing comprehensive business plans to facilitate achievement,
- 1.5.1.8 Ensure company policies and legal guidelines are communicated all the way from the top down in the company and that they are followed at all times,
- 1.5.1.9 Overseeing the company's financial performance, investments and other business ventures,
- 1.5.1.10 Communicating with shareholders, business partners and authorities allowing us to maintain trust relationship with all parties concerned.

1.5.2 AVINODE Charter Coordinator / Business Development Specialist:**1.5.2.1 Avinode Charter:**

- 1.5.2.1.1 Monitoring AVINODE system for possible request to our contracted A/C,
- 1.5.2.1.2 Assessing the request based on availability and cost in full coordination with contracted operators.
- 1.5.2.1.3 Responding customer's possible additional service request,
- 1.5.2.1.4 Providing a formal quotation in accordance with company service principles, relevant terms and conditions,
- 1.5.2.1.5 Approving flight through obtaining signed copy of contract,
- 1.5.2.1.6 Forwarding the contract to Accountant manager for further payment process

1.5.2.1.7 Recording all request, coordination, proposals approval.

1.5.2.1.8 Analyzing AVINODE effectiveness quarterly / annually and advice managing director for possible marketing strategies.

1.5.2.2 Business Development:

1.5.2.2.1 Monitoring the market to explore for business opportunities,

1.5.2.2.2 Drafting comprehensive business plans,

1.5.2.2.3 Facilitating continuous company development,

1.5.2.2.4 Conducting several (risk / gap / change) analysis to understand the impact and set appropriate course of actions,

1.5.2.2.5 Promoting digital transformation.

1.5.3 Sales & Marketing Coordinator / Contract Management & Training Specialist / Aircraft Appraiser

1.5.3.1.1 Identifying trendsetter ideas by researching aviation industry,

1.5.3.1.2 Developing strategies to market and sell products and services,

1.5.3.1.3 Travelling to key customers on a regular basis to develop and maintain strong relationships,

1.5.3.1.4 Developing contracts for possible business models based on business cases,

1.5.3.1.5 Negotiating terms of contracts with relevant authorities, business partners and stakeholders.

1.5.3.1.6 Advising Managing Director for the disputes stemming from contracts,

1.5.3.1.7 Conducting appraisal analysis and drafting formal appraisal report,

1.5.3.1.8 Developing training plan and overseeing in house training,

1.5.3.1.9 Coordinating further training needs and advice managing director possible solutions.

1.5.4 Ambulance Charter Coordinator / Medical Consultant:

1.5.4.1.1 Monitoring possible request coming through telephone or web,

1.5.4.1.2 Assessing the request based on availability, cost and condition of patient in full coordination with contracted operators, medical team and doctor of the patient,

1.5.4.1.3 Responding customers' possible additional service request e.g land ambulance, tarmac, hospital etc.,

1.5.4.1.4 Providing a formal quotation in accordance with company service principles, relevant terms and conditions,

1.5.4.1.5 Approving flight through obtaining signed copy of contract,

1.5.4.1.6 Forward the contract to Accountant Manager for further payment process,

1.5.4.1.7 Recording all request, coordination, proposals approval,

1.5.4.1.8 Analyzing ambulance charter performance quarterly/annually and advice managing director for possible marketing strategies.

1.5.5 Accounting Manager:

1.5.5.1.1 Overseeing daily operations of an accounting department,

1.5.5.1.2 Monitoring liquidity of the company and timely advice managing director the financial performance of company,

1.5.5.1.3 Maintaining and updating fiscal records,

1.5.5.1.4 Conducting financial process of charter contracts,

1.5.5.1.5 Assisting with strategy development,

1.5.5.1.6 Ensure accounting practices meet all laws and regulations,

1.5.5.1.7 Meeting financial and accounting objectives of the company.

1.5.6 Logistic and Procurement Specialist:

1.5.6.1.1 Planning annual logistic procurement of office materials,

1.5.6.1.2 Providing advice managing director for cost effective logistic solutions,

1.5.6.1.3 Coordinating VIP transportation, land ambulances for clients on a case by cases,

1.5.6.1.4 Procuring required logistic materials,

1.5.6.1.5 Facilitating and coordinating high visibility events.

1.6 ORGANIZATION CHART:



CODE OF ETHICS AND CONDUCT:

Institutionally Virajet itself and all staff working and/or associated with Virajet are fully aware of, and committed to comply with the following code of ethics and conduct without hesitation. The code of ethics and conduct of Virajet mentioned below encompasses a spectrum of codes governing sales, marketing, operations, and transparency and business standards by taking due account values.

- 1.7.1 Be familiar and comply with the laws, regulations and internal standards applicable to the functions assigned to them.
- 1.7.2 Maintain the highest professional standards in their day-to-day business activities.
- 1.7.3 Conduct our activities with honesty, dignity and fiscal responsibility, always protecting and promoting our clients' best interests.
- 1.7.4 Act fairly, reasonably, responsibly, honorably and ethically with each other and with their clients and colleagues, and not knowingly bring Virajet and relevant partners and associations into disrepute.
- 1.7.5 Act within the legal and fiscal requirements of Republic of Turkey and in accordance with international law and United Nations relevant agreements.
- 1.7.6 Not discriminate on the basis of race, religion, sexuality or disability.
- 1.7.7 Fulfill all contractual obligations promptly and completely. Handle the complaints swiftly and sympathetically, and correct errors promptly. Maintain accurate and complete records of all client transactions and safeguard consumer monies.
- 1.7.8 Keep personal and sensitive business information confidential and abide by the requirements of applicable data privacy and protection policies and legislation.
- 1.7.9 Maintain responsibility for the competency of all staff. Provide appropriate training for their staff wherever possible and encourage employees to obtain relevant qualifications and maintain their professional skills.
- 1.7.10 When using a Broker to contract business on their behalf, pay the Broker an agreed commission. If a Member prefers to provide a price which does not include a commission, then it will be assumed by the Broker that he has permission to establish his own price with a third party in lieu of such commission.
- 1.7.11 Refrain from using any form of misleading advertising or innuendo in marketing products and services.
- 1.7.12 Communicate material facts to our clients by supplying accurate and complete information in a clear and understandable manner that assists consumers in making informed decisions in their choice of air travel services.
- 1.7.13 Avoid quoting differing prices for what appears to be the same business, accepting that differences will occur if proposals are differently made.
- 1.7.14 Declare, when proposing a transaction, whether their role is to be as Principal or Broker.

- 1.7.15 Declare early in any proposed transaction on behalf of which Principal they propose to act. This does not mean the Member has to identify the Principal at this stage, but the Member needs to establish that he/she will be acting as Broker on behalf of a Principal.
- 1.7.15.1** Not exceed the authority given to them by their Principal and should act with due care and skill.
- 1.7.15.2** Avoid conflicts of interest; be responsible first to clients and a client's best interests, to not make a secret profit and keep a full and proper account of any transaction.
- 1.7.15.3** Avoid any misleading statements in advertising or publicity which suggest that the broker is an aircraft operator or owner when they are not so.
- 1.7.15.4 Carry out due diligence, to their best endeavors, in order to establish that any operator they engage for a flight or flights is properly licensed, insured, documented and competent, and that the aircraft to be used is airworthy and properly maintained.

1.8 PRIVACY POLICY:

- 1.8.2 Virajet attaches utmost importance to its customers' privacy.
- 1.8.3 Virajet is the exclusive owner of the information gathered from its customers through order process and quality survey process only. That information would be "name, e-mail address, mailing address, phone number, patient conditions (for air ambulance), flight details or credit card information" and will not sell, share, or rent collected information to third parties in any way that differs with what is stated here.
- 1.8.4 Any data would be requested and is not compulsory for air charter business of Virajet will be specified as voluntary or optional.
- 1.8.5 Virajet does not sell, trade, or otherwise transfer to irrelevant third parties' clients' personally identifiable information. This does not include trusted third parties who assist us in operating its website, conducting its business, or servicing its clients, so long as those parties agree to keep this information confidential.
- 1.8.6 The only situation in which Virajet may need to disclose customers' personal information would be if this is required by law or to comply with any legal process.

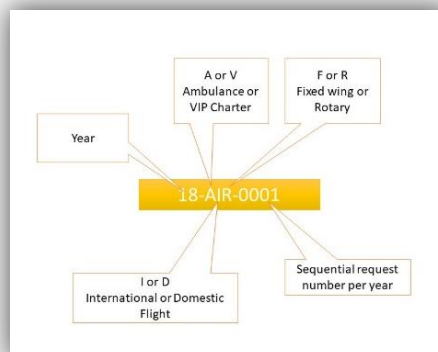
2. BROKERING PROCESSES:

2.1 CHARTER QUOTATIONS:

2.1.1 Charter Flight Quotation (CFQ) process starts with initial contact of client.

2.1.2 Every quotation request has to be recorded and registered by a 9-digit number with a combination of alphanumeric characters based on following criteria.

2.1.3 In order for Virajet to facilitate the inquiry for available assets amongst operators, CFQ should include adequate information **(Form XXX)** as appropriate:



CFQ Reg #	18VDF0001	R
Client name and surname	e.g. Ahmet Demir	R
Contact details	Address, telephone number, email, fax	R
Type of aircraft	Fixed wing or Rotary	R
Type of trip	one way, round trip , multi leg	R
Departure aerodrome and destination(s)	4 digit ICAO aerodrome code or 3 digit aerodrome IATA Code e.g.: LTBA / IST	R
Date of Flight(s)	01.03.1971 or TBD / TBC	R
Departure and / or landing time(s)	Local time (4 digit) TBD /TBC *Sometimes backward calculation is needed	R
Number of PAX to be on board	6	R
Category of aircraft	Piston, turboprop, Entry Level Jet, Light jet, Super Light Jet, Midsize Jet, Super Midsize Jet, Heavy Jet, Ultra Long Range, VIP Airliner, Airliner.	
Type of cabin	Stand-up, Non-stand-up	

R: required

2.1.3.1 Soon after relevant information is collected, charter coordinator of Virajet shall identify target audience amongst air operators and subsequently send them an inquiry on availability and price.

2.1.3.2 Having response of the operators, charter coordinator shall produce a quotation (Form XXX) based on several options in accordance with the requirement stipulated by client(s).

2.1.3.3 All quotations (Form XXX) shall include following details to the greatest extent possible :

CFQ Reg #	18VDF0001	R
Client name and surname	e.g. Ahmet Demir	R
Contact details	Address, telephone number, email, fax	R
Type of aircraft	Fixed wing or Rotary	R
Type of trip	one way, round trip , multi leg	R
Departure aerodrome and destination(s)	4 digit ICAO aerodrome code or 3 digit aerodrome IATA Code e.g.: LTBA/ IST	R
Date of Flight(s)	01.03.1971 or TBD / TBC	R
Departure and / or landing time(s)	Local time (4 digit) TBD /TBC *Sometimes backward calculation is needed	R
Number of PAX to be on board	6	R
Category of aircraft	Piston, turboprop, Entry Level Jet, Light jet, Super Light Jet, Midsize Jet, Super Midsize Jet, Heavy Jet, Ultra Long Range, VIP Airliner, Airliner.	
Type of cabin	Stand-up, Non-stand-up	
Year of Manufacture	2009	R
Year of Refurbishment	If the age of A/C is elder than 10 years	R
Catering	Cold Standard or VIP etc.	R
GAT Access	Included/ excluded	R
VIP / CIP Access	Included/ excluded	R
Tax	VAT, Luxury, Special Games etc.	R
Landing Constrains	Fuel Stop, political Stop, security stop	R
Flight Attendant	w/ or w/o	R
Owner Approval	No Need / Needed	R
Ferry Flight	Yes or No	

Additional request of Client	As appropriate (land transportation, sea transportation, hospital and / or hotel arrangements etc.)	
------------------------------	---	--

- 2.1.3.4 In quotation forwarded to the client, a validation time of the proposal, contact info of charter coordinator shall also be highlighted.
- 2.1.3.5 All quotations wired to the clients shall also include terms and conditions stated in para 2.2.
- 2.1.3.6 The quotation shall demonstrate a total price including Virajet administration cost (%10 for domestic flight and 15 % for international flight) unless otherwise is mutually decided. In this case, Charter Coordinator should be ready to demonstrate breakdown of the quotation in question.
- 2.1.3.7 The registration of the A/C shall be shared to the client after agreement signed unless otherwise is instructed by either managing director or CEO.
- 2.1.3.8 All quotation process shall be documented unless a software solution is implemented.

2.2 TERMS AND CONDITIONS:

- 2.2.1 The quotations are subject to availability, slots, traffic rights and schedule. All timing shown in quotations are UTC unless otherwise is depicted.
- 2.2.2 The price in quotations normally includes snacks, soft drinks, alcohol and flight attendant. CIP/VIP and lounges are excluded unless it is required relevant authority.
- 2.2.3 The flight fare shall be transferred by the Customer to Virajet 's relevant bank account (USD / EUR / TRY) which will be given separately, at the latest, 5 days before the flight. Virajet shall not be asked for refunding or deduction for whatever reason except the conditions stated in para 2.2.10.
- 2.2.4 The Charter Agreement is limited to the type of passenger and load capacity of the aircraft which shall be used for the flight. The number of passengers and the load to be carried shall be within the defined limits and on the condition that the customer exceeds these limits, Virajet can reject the passenger and load partially or cancel the charter agreement totally. In such a condition, the customer shall never ask for refunding or deduction.
- 2.2.5 Virajet shall do its best to have the customers fly with the standards which are defined in the contract. However, Virajet shall not be responsible for the AOG (Aircraft on Ground) situation caused by any technical failure or delays because of the change of flight path as a result of meteorological conditions and air traffic density or other force majeure. If the flight cannot be performed and cancelled because of AOG conditions, then the flight cost is refunded to the customer without any cut.
- 2.2.6 The persons who do not go through security control points in the airport shall not be allowed to board on the aircraft and Virajet shall not carry out the transportation even if there is a valid contract. Passengers shall abide by the requirements of flight in all entries and exits in accordance with the related laws.

- 2.2.7 This contract shall be valid for the persons who are defined as customer herein and for the contracted period, and it is non-transferable.
- 2.2.8 Every kind of amendment, delay of the flight, postponing it to another day shall be done by the mutual agreement of the parties on the condition that it does not delay the program of Virajet. On the condition that the flight is cancelled by the customer, Virajet reserves right to collect flight fare as much as its damage in its published program. This amount shall not be more than the contracted price in the Appendix of the quotation.
- 2.2.9 Luggage that exceeds aircraft limits according to flight safety and aviation rules, will not be accepted on board. Passengers agree to take full responsibility of operational consequences (i.e. missing slots, exceeding flight duty time of crew, etc.) and to cover the extra costs arising from shipment of extra luggage to arrival airport.
- 2.2.10 The disputes with regard to the application of this contract shall be governed by the Laws of Republic of Turkey, and Courts and Execution Officer of Turkey / Ankara shall be executive authorities with regard to this issue.
- 2.2.11 Payment of credit card (CC) or blocked on CC: In case of credit card payment, commission will be 3% for Visa-Master, 5% for American Express. Total amount (3% or 5% included) is blocked on CC before flight date for a week. When wire transfer is reached, blocked amount is released to CC. If no wire transfer made within a week, total amount is charged from the CC.
- 2.2.12 Payments must be made in currency stated in the agreement. If the flight is cancelled, the customer will be charged as follows:

After booking and until 96 hours prior to departure	10%
Between 96-72 hours to departure	25%
Between 72-48 hours to departure	50%
Between 48-24 hours to departure	75%
Less than 24 hours to departure or no-show	100%

- 2.2.13 Total amount (3% or 5% included) is blocked on cc before flight date for a week. When wire transfer is reached, blocked amount is released to cc. If no wire transfer made within a week, total amount is charged from the CC.

2.3 TRIP BOOKING AND CONFIRMATION PROCESS

- 2.3.1 Once verbal or electronic confirmation received, the charter coordinator of the flight shall tailor the draft agreement in the attachment coherently based on verbal consensus with client. At the same time Charter Coordinator shall approach the charter operator in question to put an option for certain time needed for confirmation process.
- 2.3.2 Charter Coordinator shall send agreement to be signed by client with relevant bank account details. Once it is signed the agreement shall be forwarded to accounting manager and managing director for situational awareness.

- 2.3.3 In case the flight is urgent and payment could not be wired before positioning or departure time of the flight, then the charter coordinator shall send credit card payment form (Form XXX).
- 2.3.4 In this case, the accounting manager shall take appropriate actions to either block the fare of the flight or secure it via credit card in accordance with mutual understanding with client.
- 2.3.5 All flights shall be conducted soon after payment received or secured unless otherwise is instructed either Managing Director or CEO.
- 2.3.6 As a parallel process the Charter Coordinator shall request identification details of passengers preferably the picture of the id(s) / passport(s), patient's epicrisis (medical report), doctor contact info as appropriate etc.
- 2.3.7 For the payment, Charter Coordinator shall send relevant bank account numbers to the client and contact info of accounting manager of Virajet for further coordination.
- 2.3.8 Accounting manager shall inform the Charter Coordinator and Managing Director when the payment of the flight is secured.
- 2.3.9 Once the agreement signed and payment received, then Charter Coordinator shall inform the operator to fully book the flight and share catering and handling details of the passengers (Form XXX).
- 2.3.10 When and if a land transportation is required, Charter Coordinator shall advise the Logistics Coordinator allowing him / her to take appropriate actions. Logistics Coordinator shall keep the Charter Coordinator in the loop throughout all process.
- 2.3.11 Relevant booking and confirmation process shall be well recorded unless a software solution is implemented.

2.4 CHARTER VENDORS REQUIREMENTS:

2.4.1 Virajet uses several processes in the approval and ongoing evaluation of charter vendors. Combined, these processes ensure the highest level of safety and security, and best service quality provided to clients of the Virajet.

2.4.2 Vendor Selection

2.4.2.1 The potential vendor's safety record, location, fleet, availability, and pricing are all considerations in the selection process. In all cases, a potential vendor must have a minimum of 12 months' experience providing certificated service to the public and successfully complete the vendor approval process.

2.4.2.2 Vendors should be ARG/US Platinum, Wyvern Wingman Certified, or at a minimum have implemented the core elements of a Safety Management System.

2.4.2.3 All flights must be operated with two qualified pilots, no single pilot operations.

2.4.2.4 Safety Record:

2.4.2.4.1 Expectation of Virajet is that a vendor or potential vendor would make available a written description of all aviation related incidents and accidents that may have occurred.

2.4.2.5 Legal basis of relationship with Vendors

- 2.4.2.5.1 The relationship between potential vendors and Virajet shall be set through a legal technical arrangement.
- 2.4.2.5.2 This technical arrangement must be signed by accountable manager of the vendor.
- 2.4.2.5.3 Along with level of service quality, security and professionalism, code of ethics and conducts shall be integral part of this arrangement.
- 2.4.2.5.4 Compromising of safety, knowingly violation of CAA regulations, frequent quality complaints, breach on security code of ethics and conducts could be regarded as termination of such arrangements.

2.4.2.6 Management Changes

- 2.4.2.6.1 Virajet recognizes that changes in management may occur during the course of a business relationship. In the event that changes in management do occur, the vendor will submit written notification to Virajet within five (5) working days after the position change(s) occurred.
- 2.4.2.6.2 Changes in management deemed significant by Virajet include ownership, president, director of operations, chief pilot, and/or director of maintenance. A change in one of these positions will require amendment of existing legal arrangement.

2.4.3 Aircraft Photographs

- 2.4.3.1 Vendors must submit aircraft photographs. Photos submitted should be in color and include:
 - 2.4.3.1.1 One rear facing interior photo.
 - 2.4.3.1.2 One forward facing interior photo.
 - 2.4.3.1.3 One exterior photo showing the registration number of the aircraft.

2.4.4 Charter Vendor Selection

- 2.4.4.1 The vendor or its some of A/C will be opted out day to day selection process by Charter Coordinator if one or more of the followings are witnessed:
 - 2.4.4.1.1 The vendor yet to be undergone a biennial audit conducted by Civil Aviation Authority by delegated by CAA or EASA.
 - 2.4.4.1.2 Any finding of regulatory non-compliance with an issued regulation.
 - 2.4.4.1.3 Out of date on Air Carrier Certificate, Proof of Insurance, Signed Vendor Agreement.
 - 2.4.4.1.4 Incapability of A/C such as out of range, capacity.
 - 2.4.4.1.5 Identified gaps on SMS Component Implementation.

2.4.5 Minimum Qualifications for Operators

- 2.4.5.1 First and foremost, qualification for operators is having and maintaining CAA certification.
- 2.4.5.2 However, the operation under the auspice of the Virajet shall not be conducted with an operator if it has got:
 - 2.4.5.2.1 Consecutively twice failure on SAFA and SANA.

- 2.4.5.2.2 Any finding of regulatory non-compliance with an issued regulation.
- 2.4.5.2.3 Several disregarding crew duty times without compelling circumstances stated in regulations.
- 2.4.5.2.4 Frequent Security breach and low service quality.
- 2.4.5.2.5 Continuous maintenance problem during flights.
- 2.4.6 Minimum Aircraft Requirement:**
 - 2.4.6.1 To operate in support of Virajet, fixed wing aircraft should meet the following criteria to the greatest extent possible:
 - 2.4.6.1.1 Have equipment installed for the type of operation to be conducted in accordance with CAA / EASA requirements.
 - 2.4.6.1.2 Have a CAA-approved Minimum Equipment List (MEL).
 - 2.4.6.1.3 Be no more than 25 years of age.
 - 2.4.6.1.4 Have an interior that has been refurbished within the preceding seven (7) years.
- 2.4.7 Minimum Flight Crew Requirement:**
 - 2.4.7.1 All CAA approved pilots used in support of flight operations must:
 - 2.4.7.1.1 Comply with the commercial flight time, rest, and currency requirements as set forth in CAA regulations applicable to the operator.
 - 2.4.7.1.2 Receive hands-on training and be certificated in basic life support/CPR and, if one is carried onboard the aircraft, use of an automated external defibrillator (AED).
- 2.4.8 Cabin Crew Requirement**
 - 2.4.8.1 Flight Attendants and Cabin Servers, in addition to all CAA and security (background check) requirements, must meet the following minimum criteria:
 - 2.4.8.2 Be a minimum of 21 years old.
 - 2.4.8.3 Receive hands-on training and be certificated in basic life support/CPR and, if one is carried onboard the aircraft, use of an AED.

3. CUSTOMER SERVICE:

Charter Coordinator shall ensure and monitor that contracted operators will provide passenger services in accordance with the requirements listed below.

3.1 POSITIONING OF AIRCRAFT

- 3.1.1 Normally, vendors are required to be in position for the flight one (1) hour prior to scheduled departure unless it is urgent flight.
- 3.1.2 The vendor is required to inform Virajet Duty Officer / Charter Coordinator when the aircraft and crew are in position. In the event of the one-hour rule cannot be achieved, Charter Coordinator shall advise the client about the reason and ETA.

3.2 AIRCRAFT PRESENTATION

- 3.2.1 Charter Coordinator shall remind the vendor that;
 - 3.2.1.1 The interior and exterior of the aircraft will be kept impeccably clean at all times.
 - 3.2.1.2 Additionally, the cabin will be deodorized before each flight.
 - 3.2.1.3 The aircraft will be fully stocked with hard and soft beverages, snacks, gum, and assorted condiments, and any catering as specified by Virajet.
 - 3.2.1.4 On aircraft without a flight attendant, every attempt should be made to avoid the use of catering trays.
 - 3.2.1.5 If the catering does not have a good presentation, use the judgment and the help of the FBO to remedy the situation prior to passenger arrival.
 - 3.2.1.6 Customer(s) should be briefed on the use of all passenger convenience items (e.g. TV, CD / VCR, DVD, etc.)
 - 3.2.1.7 Thirty minutes prior to scheduled departure, the aircraft cabin will be cooled or heated, as appropriate to the outside air temperature (OAT).
 - 3.2.1.8 Appropriate cabin lighting should be provided prior to passenger boarding (e.g., do not have the lights at full brightness if passengers are arriving at the aircraft at night). Soft, "light" music is appropriate if the aircraft is equipped with a sound system.

3.3 CATERING

- 3.3.1 Passenger catering is a critical component to customer satisfaction. Therefore, Charter Coordinator shall strongly encourage vendor flight crewmembers to pay extra attention to this detail.
- 3.3.2 Proper catering and the presentation thereof can make the difference between a satisfied customer and a dissatisfied customer. Attention to detail in this area cannot be over emphasized. Any catering item with an asterisk located next to it on the brief sheet represents an item that should be attained by the crew. Common items include newspapers, magazines, etc.

3.4 FLIGHT CREWMEMBER PRESENTATION / CONDUCT

- 3.4.1 Flight crewmembers should be professionally dressed and have matching overcoats during inclement weather. While professional flight crewmember uniforms are desired, dark suits and white shirts with matching ties are acceptable.
- 3.4.2 Naturally Flight Crewmembers are expected to interact with passengers as necessary or by passenger invitation. Unsolicited contact relating to services provided by the vendor may result in a termination of the business relationship.

- 3.4.3 Charter Coordinator should monitor and maintain contact the PIC in case the departure is delayed due to weather, ATC delays, or any other problem.
- 3.4.4 Soon after getting delay information, the Charter Coordinator keeps the lead passenger informed as to the estimated departure time.
- 3.4.5 Charter Coordinator will ensure that;
 - 3.4.5.1 All passengers are addressed by crew appropriately (Adult passengers, Mr., Mrs., Ms., Dr., General or other titles as appropriate).
 - 3.4.5.2 Passenger first names or nicknames will not be used unless specifically invited by the passenger to each individual pilot. Children and young adults can be appropriately addressed by first name.

3.5 PASSENGER INTERFACE

- 3.5.1 Charter Coordinator makes certain that flight crewmembers would;
 - 3.5.1.1 Be in position 60 minutes prior to scheduled departure and be ready for departure 30 minutes prior to scheduled departure time.
 - 3.5.1.2 Not disclose passengers' names unless it is the only way to confirm additional third party services (limo, cab, etc.).
 - 3.5.1.3 Be expected to be vigilant for the passenger's arrival. Passengers may arrive from unexpected flight line entrances or on another aircraft.
 - 3.5.1.4 Greet passengers by name. Once identified, immediately introduce them and present a valid form of picture identification (crew ID or national or state issued identification such as a driver's license), check passenger's identification and offer to carry bags.
 - 3.5.1.5 Be prepared to direct passengers to the phone or restroom. Verify the passenger count with the lead passenger.
 - 3.5.1.6 Check all passengers' ID against the Virajet Vendor Brief Sheet. All vendor flights flown in support of Virajet must comply with all applicable national security requirements.
 - 3.5.1.7 Provide a flight overview to the lead passenger. This should include a verification of city, state, and airport name of destination. Advice ETE, and enroute weather, and weather at destination.
 - 3.5.1.8 Verify the FBO at the destination and confirm ground transportation requirements.

3.6 PASSENGER BRIEFING

- 3.6.1 Before each take off, the PIC will ensure that all passengers receive a safety briefing as required by CAA regulations. This briefing should include instructions on how to ensure the flow of oxygen to the passenger's mask. By regulation, passenger briefing cards depicting the actual location of emergency equipment installed in that aircraft will be available at each of the passenger seats.
- 3.6.2 A flight crewmember will point out the location of stock items and catering and offer refreshments prior to moving into cockpit.

3.7 PASSENGER COMMUNICATIONS AND CABIN SERVICE

- 3.7.1 Sterile cockpit and cabin: From engine start until shutdown and when operating below 10,000 feet, flight crewmember conversation will be restricted to the operation of the aircraft.
- 3.7.2 The flight crewmembers will remain at the aircraft duty station during all air and ground operations with passengers on the aircraft. Exceptions will be as described by the applicable regulations.
- 3.7.3 After climbing to 10,000 feet, and at a time soon after deemed appropriate by the PIC, a flight crewmember will ask passengers if they are comfortable with the cabin temperature and lighting. The flight crewmember will adjust the conditions accordingly. This should be repeated at least once per hour until the flight concludes.

3.8 PASSENGER MANIFEST

Before departure of an aircraft, the PIC will complete a passenger manifest including the names of all passengers on the aircraft that are given to the flight crewmembers. The PIC will ensure that, prior to departure, an accurate list of all passengers on the aircraft has been forwarded.

3.9 ITINERARY AMENDMENT

Any changes to the original flight schedule shall be immediately communicated to Virajet, unless they are of an emergency nature. In this event, Virajet will be notified immediately upon arrival at the airport.

3.10 DURING TRIP AND POST FLIGHT REPORTING

- 3.10.1 Charter Coordinator shall monitor the flight and seek after having MVT as soon as practicable from the vendor or its dispatch service provider.
- 3.10.2 After the trip the vendor relay Charter Coordinator the following:
 - 3.10.2.1 Block out time at origination airport (UTC)
 - 3.10.2.2 Time that flight was actually initiated (UTC)
 - 3.10.2.3 Touchdown time at destination airport (UTC)
 - 3.10.2.4 Block in time at destination airport (UTC)
 - 3.10.2.5 Any flight deviations, such as passenger delay, ATC delay, mechanical delay, weather delay, etc.
 - 3.10.2.6 Any positive or negative comments made by the passengers regarding the flight should be communicated at this time.

3.11 BILLING:

- 3.11.1 Invoice sent to client by Accounting Manager will be based on what was written in the signed agreement.
- 3.11.2 Invoice sent to Virajet from operator will be based on quotation.
- 3.11.3 Flight crewmembers will not have items directly billed to Virajet unless authorized in advance by the appropriate business unit of operator.

- 3.11.4 Each invoice should be separated per date; this includes invoicing multiple reservation numbers on one invoice as long as they were flown on the same date. The only exception is trips with the same reservation number for multiple dates can be put on one invoice.
- 3.11.5 Invoices sent to Virajet by Operator must contain, but will not be limited to, the following items:
- 3.11.5.1 Enough details of flight (trip date, route, time etc.),
- 3.11.5.2 Tail Number of A/C,
- 3.11.5.3 Total cost and tax as appropriate,
- 3.11.5.4 Additional expenses requested by client and approved by Virajet.
- 3.11.6 Invoices sent to Client by Accounting Manager must contain, but will not be limited to, the following items:
- 3.11.6.1 Client name and address,
- 3.11.6.2 Enough details of flight (trip date, route, time etc.),
- 3.11.6.3 Cost and tax as appropriate,
- 3.11.6.4 Additional expenses requested and approved by client.
- 3.11.6.5 Invoices are to be sent within seven (7) days to Virajet by Operator using the following methods listed in order of preference:
- 3.11.6.6 Invoices may be sent via e-mail to sales@virajet.com. This e-mail address is for invoices only. Any requests or questions are not addressed from this e-mail.
- 3.11.6.7 One invoice per .pdf file or other type of attachment is preferred. Multiple attachments per e-mail are fine. If possible, please send only one invoice per fax. No cover sheet is necessary.
- 3.11.6.8 The preferred method of delivery is e-mail. Fax and mail should only be used if e-mail is not a possibility for your company. Utilizing the e-mail method will increase the timeliness of payments.
- 3.11.6.9 Original copy of the invoices shall be sent by Operators via mail as well. In this case the Invoices shall be sent to: Cevizlidere Mah. 1243. Sok. Demirler Apt. No:6/5 Ankara Türkiye

3.12 **DISPUTE RESOLUTION:**

- 3.12.1 Virajet is committed to peacefully resolution of any dispute.
- 3.12.2 Once complaint is put forward to Virajet's attention, Managing Director shall investigate issue.
- 3.12.3 Managing Director could appoint someone to conduct such investigation without creating conflict of interest.
- 3.12.4 Investigator shall take into account relevant documentation, communication (whatsapp, email, fax, etc.), transactions and statements of Virajet's staff in question.

- 3.12.5 If the complaint is related with an operator personnel, Managing Director shall formally request relevant documentation including statements of individuals from Operator. In this regard, Virajet is expecting sincere collaboration from Operator.
- 3.12.6 In case peacefully resolution of the dispute is not possible, then there is no option but sort it out through legal process. In doing so, Virajet is ready to share any documentation with legal authorities unless it constitutes conflict of interest, and compromise any confidentiality of irrelevant parties.

CONFIDENTIAL

4. TRAINING:

4.1 NEW HIRE TRAINING

- 4.1.1 All new hired personnel shall take in-house trainings oversighted by Training Coordinator.
- 4.1.2 The trainings which will be implemented to the new hired personnel consist of charter broker ab initio training and familiarization training on company rules, polices and principles.
- 4.1.3 Ab Initio training could be disregarded by Managing Director if he/she has got 3 years or more experience on charter brokerage.
- 4.1.4 Follow on relevant trainings, the personnel in question shall conduct on the job training at least 1 month. The required time could be shortened based on performance and subject to approval of Managing Director.

4.2 REFRESHMENT AND RECURRENT TRAINING:

- 4.2.1 Managing director may decide refreshment training for specific individual at any time due to outcome of operational, safety or quality assessment.
- 4.2.2 In this case, Training Coordinator shall tailor existing in house training modules to enhance the performance of him/her or shall design a new module in order to address the training gaps.
- 4.2.3 Apart from this, due to fact that every training has a due time, each employee will be subject to recurrent training biennially. When a change on regulations, policies occurs, Training Coordinator shall arrange a training in order to address the gap.
- 4.2.4 All trainings material shall be recorded by Training Coordinator.

5. EMERGENCY RESPONSE PLAN:

5.1 OVERVIEW:

- 5.1.1 In aviation, it is impossible to guarantee that nothing will go wrong. An aircraft may develop a fault, extreme weather may render it unsafe to fly, or knock on effects of other aviation activity will cause delays. In such cases, we as Virajet firstly put an effort to minimize the risk and secondly to put all available resources into finding a quick solution when things do go wrong.
- 5.1.2 The intent of this chapter is to outline the immediate considerations, steps and processes for an effective response to an incident involving chartered aircraft. The objective is to provide guidance concerning notification, steps to take and forms to complete to properly handle the immediate consequences and requirements for circumstances that by definition include serious personal injury, fatality or substantial damage to an aircraft.
- 5.1.3 Primary objectives of the plan include not exhausted:
 - 5.1.3.1 Safety,
 - 5.1.3.2 Preservation of life,
 - 5.1.3.3 Containment of crisis and prevention of further damage,
 - 5.1.3.4 Establishment of communication with relevant agencies and services,
 - 5.1.3.5 Effective management of information,
 - 5.1.3.6 Protection of the company property and interests.
- 5.1.4 The overall success of this plan hinges on key personnel recognizing a crisis situation and immediately contacting the appropriate resources so that the crisis can be managed effectively. Although statistically remote, aviation accidents are extremely serious situations. Aviation accidents could cause serious injury, death, and significant property damage. Therefore, Virajet 's staff shall be well-prepared for any emerging challenges and have contingencies in place.
- 5.1.5 This plan is designed to facilitate handling of emergency types of situations in a professional, efficient, and caring manner. It is of the utmost importance that contingency plans not only an aircraft accident but also office emergencies such fire, earthquake etc. be developed and exercised before they are needed. The crisis management procedures contained herein will assist to reduce the stress, allowing decisions to be more effective and responsibilities more clearly defined.
- 5.1.6 In terms of flight monitoring, Virajet service is 24/7, and its staff are ready to back up the flight. That being said, there are always specialists on hand to make sure operational and technical issues can be addressed promptly. These can range from aircraft incident and accident, ground handling and transfer arrangements, to diplomatic clearances and flight permits.

5.2 AIRCRAFT ACCIDENT / INCIDENT

- 5.2.1 In case an A/C emergency occurs especially resulting possible casualties, Virajet is committed to act with compassion and honesty to all involved, communicating FACTS in a timely manner, to sustain the continuation of the Company post-emergency (corporate preservation), etc.
- 5.2.2 When a chartered A/C got involved an accident or incident, the Charter Coordinator who is responsible for the flight shall continually gather all relevant information in full coordination with Operator and subsequently inform the Managing Director and CEO accordingly.
- 5.2.3 Soon after being informed, Crisis Management Cell shall be activated by Managing Director.

- 5.2.4 Crisis Management Cell is consisted of Managing Director, Marketing and Communication Specialist, Charter Coordinator associated with flight, Logistics Coordinator.
- 5.2.5 CMC shall keep informing legal authorities and clients relatives any related information in coordination with Operator. All coordination with legal authorities and Operator shall be conducted by Managing Director.
- 5.2.6 In case a direct communication is needed with family of clients, this communication shall be handled by Managing Director. The outcome of this conversation should be shared by Operator to the greatest extent possible.
- 5.2.7 Given the fact that Operator is responsible for the aircraft and any interaction with the government agencies responsible for investigating, if any, Managing Director make sure that all relevant information has been promptly forwarded to Operator.
- 5.2.8 Managing Director shall be cooperative on providing assistance for passengers' need. In doing so, he/she will do his/her best to run a collaborative decision making process with Operator.
- 5.2.8.1 For the press, following statement could be released by Marketing and Communication Specialist via email and / or fax, whilst the Managing Director is disseminating executive order to shield employees from media contact.
- 5.2.8.1.1 "We have received notification that one of our chartered aircraft has been involved in an accident. We understand that (number) passengers and (number) crewmembers were onboard. We are in the process of notifying the families of these individuals in full coordination with Aircraft Operator. Our sincere concern goes out to all of them. The aircraft was on a flight from (departure point) to (intended destination). This is all we know at this time. We have activated our Emergency Response Plan and are working with the investigative authorities in charge and the Aircraft Operator to determine exactly what happened. We will inform the media of additional information as soon as it becomes available".
- 5.2.8.2 During the media and family contact, managing director shall ensure no staff to make any commentary about the operator, good or bad, nor share any operator data. Nonetheless, the CMC should suggest to Aircraft Operator on releasing following information to media for effective information management.
- 5.2.8.2.1 The average number of years of experience for our pilots ____.
- 5.2.8.2.2 The average number of flight hours our Pilots have _____.
- 5.2.8.2.3 The recurrent trainings of pilots _____ a year.
- 5.2.8.2.4 We operate the following aircraft: _____.

5.3 OFFICE EMERGENCIES :

- 5.3.1 In case of fire, when smoke alarm goes off, then all personnel shall evacuate the building using stairs. The elevators shall not be used any staff
- 5.3.2 Training Coordinator shall be responsible for evacuation of staff orderly
- 5.3.3 Training coordinator shall designate a gathering area on the ground safe and remote enough the fire. Training Coordinator shall conduct census
- 5.3.4 Logistic Coordinator shall approach Plaza management to obtain enough amount of fire extinguisher. Yet she/he shall make sure that all fire extinguishers are not out of date.

- 5.3.5 Training coordinator shall communicate fire department for in house fire fighting training.
- 5.3.6 In order to get ready for a fire and mitigate the possible business risk, designate and categorize office material as rescue first on fire.
- 5.3.7 In case of earthquake first and foremost all staff shall take individual protection measures.
- 5.3.8 By no means shall staff use elevator nor try to go down by stairs. If there is time, all staff shall go up via stairs to the roof.
- 5.3.9 Logistic coordinator shall provide individual earthquake kits for every staff. Every staff is responsible sustainability of his/her earthquake kits.

CONFIDENTIAL

VIRAJET ENCYCLOPEDIA

1 Basics of Private Aircraft:

- 1.1 There are dozens of private business aircraft models including both jet and turboprops available today. Narrowing down a purchase or a rent selection could be overwhelming. One way to help streamline the selection process is to understand the five basic industry categories of business aircraft based on several criteria, gross take-off weight, range and cabin space. These categories are very light, light, midsize, super-midsize, and large (and heavy/"bizliner" jets).
- 1.2 A 'turboprop' or 'propjet' is a propeller aircraft powered by a jet engine. Although turboprop aircraft generate a lower speed than their jet-engined equivalents, they are more economical and offer greater accessibility to smaller airports with limited runways due to their short take-off and landing distance capabilities. Turboprops are available in all capacities, but when it comes to business and private aviation, we talk about turboprops having a pressurized but small cabin for between 4 and 7 passengers, mostly without a stand-up cabin. Range limitations and relatively high cabin noise profile turboprops more for the use of flight legs of up to 2 hours.
- 1.3 Smaller business / private jets are the most economical ones to fuel and operate, and are well suited to carry 1-4 passengers around Europe. Not only are charter rates lower, they also benefit from being able to use shorter runways and thus can access smaller airports, landing you closer to your destination.
- 1.4 Smaller business / private jets have practical limits with larger passenger numbers. On many, leg room can become compromised if all seats are occupied. Baggage capacity may not be sufficient for all passengers to bring as much luggage as they would like.
- 1.5 Large jets especially the super mid-size jets, which are the elite of the business, offer the most cabin space and greatest range. Cabins are not only longer, but also wider and taller. The extra height in particular is welcome on long flights as it is possible to move around the cabin with more ease. It is true that they require longer runways than the smaller jets, but runways outside of Europe tend to be longer and less likely to be a constraint to use a less busy, regional airport.
- 1.6 Heavy jets are mainly utilized for large groups of passengers such as sports teams or celebrities with large entourages. Heavy jets offer amenities such as living rooms, bedrooms, work spaces, full service galleys and lavatories with showers. With a 6,000+ range, they are well suited to intercontinental flight in the ultimate of luxury. Examples of these are the Boeing Business Jet line and the Airbus.

1.7 Here are categories of the business jets:

1.7.1 Turboprop or PropJets

Beechcraft King Air Series 90, 100, 200 and 300, Embraer Xingu, Piaggio Avanti III, Pilatus PC-12, Socata TBM.

Capacity	4-7 passengers
Cabin type	Non-stand-up
Comfort	Limited in-cabin amenities, but lavatories are possible
Range	Short range, up to 870 NM / 1,000 miles, which is up to 2 hours
Strength	Small airport accessible; shorter runway landings make this category very agile
Speed	up to 220 knot, 400 km/h

1.7.2 Very Light Jets

Cessna Citation Mustang and Embraer Phenom 100.

Capacity	4-6 passengers
Cabin type	Non-stand-up
Comfort	Limited in-cabin amenities, but lavatories are possible
Range	Short range, up to 870 NM / 1,000 miles, which is up to 2 hours
Strength	Small airport accessible; shorter runway landings make this category very agile
Speed	up to 480 mph, 420 knot, 770 km/h

1.7.3 Light Business Jets:

Bombardier Learjet 40XR, 45XR and 70/75 models; Hawker Beechcraft 400; Embraer Phenom 300; Dassault Falcon 10; and Cessna Citation CJ1 - CJ4, Bravo, and Encore models.

Capacity	5-6 passengers
Cabin type	Non-stand-up
Comfort	More in-cabin comforts (e.g., reclining seats, air conditioning, some electronics) are typically included.
Range	Medium ranges, up to about 1,500 miles / 1303 NM / 2400 km non-stop, which is about 2 ½-3 ½ hours.
Strength	They can land on shorter runways, giving you access to smaller, less busy airports
Speed	400-450 mph , 350-390 knot, 650km/h-720 km/h

1.7.4 Mid-size Business Jets:

Cessna Citation XLS, XLS+ and Sovereign; Embraer Legacy 450 and 500; Bombardier Learjet 60XR or 85; Dassault Falcon 20; Hawker Beechcraft 750, 850XP, and 900XP; and Gulfstream 150 and 200.

Capacity	5-10 passengers
Cabin type	Stand-up
Comfort	A pressurized cabin makes at-altitude travel comfortable; two pilots are necessary; all models have a lavatory; in-flight work is possible
Range	2,000-3,000 miles, 1750 NM-2600 NM, 3200 km-4800 km non-stop (up to 5 hours flying time)



COMPANY POLICY AND PROCEDURES MANUAL

ATTACHMENT A

Strength	They can land on smaller runways, but these aircraft are suitable for longer-range travel such as transcontinental flights and for travel with larger passenger capacity requirements
Speed	430-480 mph, 370-420 knot, 700 - 780 km/h

1.7.5 Super Mid-size Business Jets:

Dassault Falcon 2000S and 900DX, Cessna Citation X, Embraer Legacy 600, Gulfstream G250, Bombardier Challenger 300, and Hawker Beechcraft 4000.

Capacity	8-12 passengers
Cabin type	Stand-up
Comfort	These are luxurious aircraft with elite amenities; they can accommodate passengers and baggage comfortably
Range	2 up to 3,400-3,600 miles, 3000-3150 NM, 5,500 -5,800 km non-stop (5-7 hours)
Strength	These jets are fast and fuel efficient, and they can support intercontinental travel needs
Speed	490-590 mph, 425-510 knot 780-950 km/h

1.7.6 Large Business Jets and Heavy (“bizliner”) Jets:

Bombardier Global and Challenger models; Dassault Falcon 7x; and Gulfstream G500, G550, and G650. Examples of heavy jets include Boeing Business Jets and Airbus models.

Capacity	12-18 passengers
Cabin type	Stand-up
Comfort	Any amenity you can image, including state-of-the-art electronics, is possible on these super-luxurious, highly customizable jets; they enable business as usual during flight
Range	Range is 6,000+ miles, 5200 NM, 9700 km (about 5-8 hours)
Strength	These can operate in most weather conditions by being able to cruise at higher altitudes around the globe.
Speed	480-560 mph, 420-490 knot, 770-900km/h

COMPANY POLICY AND PROCEDURES MANUAL

ATTACHMENT A

1.8 Characteristics of Private Jet Aircraft (table)

Model	Seat	Category	Cabin Size (m)	Cabin Length (ft in)	Max Height (m)	Max Height (ft in)	Max Width (m)	Max Width (ft in)	Range (Km)	Range (nm)	Speed (km/h)	Speed (ktas)	Price (USD)
Citation Mustang	4	VeryLightJet	3	9' 9"	1,37	4' 6"	1,42	4' 7"	2100km	1200nm	630 km/h	340 ktas	\$2.5m
Citation CJ1	4-5	LightJet	3,4	11'	1,45	4' 9"	1,47	4' 10"	2400km	1300nm	720 km/h	390 ktas	\$4.3m
Citation CJ1+	4-5	LightJet	3,4	11'	1,45	4' 9"	1,47	4' 10"	2400km	1300nm	720 km/h	390 ktas	\$4.3m
Phenom 100	4	VeryLightJet	3,4	11'	1,45	4' 9"	1,55	5' 1"	2200km	1200nm	720 km/h	390 ktas	\$3.5m
Citation I	4-5	LightJet	3,8	12' 7"	1,42	4' 8"	1,45	4' 9"	2500km	1300nm	660 km/h	360 ktas	-
Citation CJ2	6	LightJet	4,1	13' 7"	1,45	4' 9"	1,47	4' 10"	2900km	1600nm	760 km/h	420 ktas	\$5.8m
Citation CJ2+	6	LightJet	4,1	13' 7"	1,45	4' 9"	1,47	4' 10"	2900km	1600nm	760 km/h	420 ktas	\$5.8m
Premier 1	6	LightJet	4,2	13' 6"	1,65	5' 5"	1,68	5' 6"	2400km	1300nm	850 km/h	460 ktas	\$6.1m
Hawker400XP	7	LightJet	4,7	15' 6"	1,45	4' 9"	1,5	4' 11"	2700km	1500nm	860 km/h	460 ktas	\$7.4m
Citation CJ3	6-7	LightJet	4,8	15' 8"	1,45	4' 9"	1,47	4' 10"	3500km	1900nm	770 km/h	420 ktas	\$6.7m
Citation II	6-7	LightJet	4,9	16'	1,42	4' 8"	1,45	4' 9"	2800km	1500nm	680 km/h	370 ktas	-
Citation Bravo	7	LightJet	4,9	16'	1,42	4' 8"	1,45	4' 9"	3200km	1700nm	750 km/h	400 ktas	\$6.2m
Learjet 40	7	LightJet	5,3	17' 7"	1,5	4' 9"	1,56	5' 1"	3400km	1800nm	860 km/h	470 ktas	\$8.8m
Learjet 40XR	7	LightJet	5,3	17' 7"	1,5	4' 9"	1,56	5' 1"	3400km	1800nm	860 km/h	470 ktas	\$8.8m
Citation CJ4	8	LightJet	5,3	15' 8"	1,45	4' 9"	1,47	4' 10"	3500km	2000nm	835 km/h	450 ktas	\$8.8m
Citation V	7	LightJet	5,4	17' 8"	1,42	4' 8"	1,45	4' 9"	3600km	1900nm	790 km/h	430 ktas	-
Phenom 300	8	Super Light Jet	5,2	17' 2"	1,5	4' 11"	1,55	5' 1"	3900km	2100nm	830 km/h	450 ktas	\$8.5m
Learjet 45	8	Super Light Jet	6	19' 8"	1,5	4' 9"	1,56	5' 1"	3700km	2100nm	860 km/h	470 ktas	\$11m
Learjet 45XR	8	Super Light Jet	6	19' 8"	1,5	4' 9"	1,56	5' 1"	3700km	2100nm	860 km/h	470 ktas	\$11m
Learjet 60	6	Mid Size Jet	5,4	17' 8"	1,74	5' 8"	1,8	5' 11"	4500km	2500nm	870 km/h	470 ktas	\$13m
Learjet 60XR	6	Mid Size Jet	5,4	17' 8"	1,74	5' 8"	1,8	5' 11"	4500km	2500nm	870 km/h	470 ktas	\$13m
Citation Excel	7-9	Mid Size Jet	5,7	18' 6"	1,73	5' 8"	1,68	5' 6"	3800km	2100nm	800 km/h	430 ktas	-



Date 01.08.2018
Revision Original

COMPANY POLICY AND PROCEDURES MANUAL

ATTACHMENT A

Model	Seat	Category	Cabin Size (m)	Cabin Length (ft in)	Max Height (m)	Max Height (ft in)	Max Width (m)	Max Width (ft in)	Range (Km)	Range (nm)	Speed (km/h)	Speed (ktas)	Price (USD)
Citation XLS	7-9	Mid Size Jet	5,7	18' 6"	1,73	5' 8"	1,68	5' 6"	3600km	1900nm	800 km/h	430 ktas	\$11m
Hawker 700	8-9	Mid Size Jet	6,5	21' 4"	1,75	5' 9"	1,8	5' 11"	4000km	2200nm	780 km/h	420 ktas	-
Hawker 800	8-10	Mid Size Jet	6,5	21' 4"	1,75	5' 9"	1,83	6'	4500km	2500nm	820 km/h	440 ktas	-
Hawker 850XP	8-10	Mid Size Jet	6,5	21' 4"	1,75	5' 9"	1,83	6'	4800km	2600nm	830 km/h	450 ktas	\$14m
Hawker 900XP	8-10	Mid Size Jet											
Citation X	8-10	Mid Size Jet	7,3	23' 11"	1,7	5' 7"	1,68	5' 6"	5700km	3100nm	970 km/h	530 ktas	\$20m
Hawker 1000	8-12	Mid Size Jet	7,6	25"	1,75	5' 9"	1,83	6'	5600km	3000nm	840 km/h	450 ktas	-
Citation Sovereign	8-10	Super Mid Size Jet	7,7	25' 3"	1,73	5' 8"	1,68	5' 6"	4800km	2600nm	850 km/h	460 ktas	\$16m
Hawker 4000	8-12	Super Mid Size Jet	7,6	25"	1,83	6' 0"	1,98	6' 6"	6100km	3300nm	890 km/h	480 ktas	\$22m
Challenger 300	8-9	Super Mid Size Jet	8	26' 2"	1,88	6' 2"	2,34	7' 8"	7000km	3800nm	870 km/h	480 ktas	\$27m
Falcon 2000EX	8-10	Super Mid Size Jet	8,6	28' 4"	1,85	6' 2"	2,24	7' 4"	6600km	3600nm	880 km/h	480 ktas	-
Challenger 601	9-12	Heavy Jet	8,6	28' 4"	1,85	6' 2"	2,24	7' 4"	7400km	4000nm	880 km/h	480 ktas	-
Challenger 604	9-12	Heavy Jet	8,6	28' 4"	1,85	6' 2"	2,24	7' 4"	7500km	4000nm	870 km/h	470 ktas	\$27m
Challenger 605	9-12	Heavy Jet	8,7	28' 7"	1,85	6' 1"	2,19	7' 2"	5700km	3100nm	870 km/h	470 ktas	\$19m
Falcon 900EX	12-15	Heavy Jet	10,1	33' 2"	1,88	6' 2"	2,34	7' 8"	8300km	4500nm	880 km/h	470 ktas	\$36m
Legacy 600	12-15	Heavy Jet	11,9	39' 1"	1,88	6' 2"	2,34	7' 8"	11000km	5900nm	950 km/h	515 ktas	\$41m
Challenger 850	12-15	Heavy Jet	13	42' 6"	1,83	6'	2,1	6' 11"	6000km	3300nm	850 km/h	460 ktas	\$24m
Gulfstream IV	12-15	Heavy Jet	13,7	45' 1"	1,88	6' 2"	2,24	7' 4"	7800km	4200nm	850 km/h	460 ktas	-
Gulfstream 450	12-15	Heavy Jet	13,7	45' 1"	1,88	6' 2"	2,24	7' 4"	8100km	4400nm	850 km/h	460 ktas	\$34m
Falcon 7X	12-15	Heavy Jet	14,7	48' 4"	1,91	6' 3"	2,49	8' 2"	11400km	6200nm	950 km/h	510 ktas	\$48m
Global Express	12-15	Heavy Jet	14,8	48' 5"	1,85	6' 1"	2,49	8' 2"	5600km	3000nm	850 km/h	460 ktas	\$43m
Gulfstream 550	12-15	Heavy Jet	15,3	50' 1"	1,88	6' 2"	2,24	7' 4"	12500km	6800nm	920 km/h	500 ktas	\$47m

1.9. Virajet Charter Dictionary:

TERMS OR ACRONYM	DEFINITION
AOC:	Air Operator's Certificate. It specifies the type of operation that the operator is licensed to perform and sets out the conditions under which those authorized operations will be performed. Issued in the UK by the Civil Aviation Authority (CAA).
Airshow:	A cabin information system that displays the aircraft's position on a moving map, with altitude, time to destination, outside temperature and other flight data.
Augmented Crew:	See <i>Heavy Crew</i>
Block Hours:	The advance purchase of a specific number of hours of flying time, to be flown as and when required.
Charter Broker:	An individual or company that acts as a middle man between the charter operators and the charter passengers. A good broker will be able to find the best deal for his customer's needs.
Club Seating:	A seating layout where pairs of seats face each other, as in a railway carriage compartment, rather than all face the same way, as on a bus. The club configuration is more sociable and enables easy conversation between occupants.
Dead Leg:	See <i>Empty Leg</i> .
Duty Time:	The elapsed time from when a crew starts their working day to when they finish, not just the time spent in the air. Limited by the CAA for the safety of the crew's passengers.
Empty Leg:	Informal term for a flight without passengers or cargo. See also <i>positioning flight</i>
FBO:	Abbreviation for Fixed Base Operator. Not as in charter operator, but an American synonym for <i>Handling Agent</i> sometimes used in the UK by aircrew.
Ferry:	See <i>Empty Leg</i> .
Flight Attendant:	A member of the crew dedicated to attending to the passengers during the flight. Often able to meet advance requests for specific catering, drinks, magazines, flowers or other requirements.
Flight Time:	The time between take-off and landing. Excludes any time spent taxiing to and from the <i>stand</i> .
GAT:	Abbreviation for <i>General Aviation Terminal</i> . The <i>Handling Agents</i> will often be located here as GA terminals are much quieter than scheduled terminals.
General Aviation:	The aviation industry categorizes flights as either <i>Scheduled, Cargo, Military</i> or <i>General</i> . Non-airline passenger flights fall in the broad General Aviation category, however the terms <i>Business Aviation</i> or <i>Executive Aviation</i> are frequently used to differentiate private jet charter flights from light aircraft enthusiast flights.
Handling Agent:	A company appointed by the operator to greet and ease their passengers' passage through an airport. Will typically feature a dedicated car park, VIP lounge, security and immigration liaison and baggage portering.
Heavy Crew:	Flying with one or more additional flight crew members. On occasion an ultra-long range aircraft might carry additional pilots to allow each to rest in rotation and counter the onset of fatigue.
Instrument Approach:	An airport installation that enables the aircraft to safely land in poor visibility. All commercial airports and all but the smallest general aviation aerodromes have at least one instrument approach. A private jet charter can be arranged to any licensed airport or aerodrome with a runway sufficient for the aircraft.
Jet Cards:	Schemes by which operators sell individuals <i>block hours</i> on their aircraft.

COMPANY POLICY AND PROCEDURES MANUAL

ATTACHMENT A

Leg:	Each single, direct flight between two airports.
Operator:	The company that operates the aircraft, employs the crew and organizes all aspects of the flight. All Charter Operators are required to hold an AOC.
Positioning Flight:	To fly an aircraft <i>empty</i> to a particular airport in order for it to be able to commence a flight from that airport.
Revenue Flight:	Any flight that generates revenue for the operator. i.e. not a <i>positioning</i> , crew training or maintenance flight.
Reposition:	To undertake a <i>positioning flight</i> .
Sector:	See <i>leg</i> .
Small Cabin Jets:	Private jets built primarily for efficiency and lower cost of operation. A good choice for business travel and still afford plenty of luxury on shorter journeys. Browse small cabin jets.
Stand:	The part of the tarmac on which the aeroplanes stand when idle, separate from the taxiways and runways. Many airports allow private charter customers' cars to be escorted to and from the stand for transferring passengers and luggage. If preferred, or where airport regulations prohibit passenger vehicles airside, the handling agent will transfer passengers and luggage in their own vehicles.
Stand-up Cabin:	A cabin designed for sufficient height to allow passengers to move around the cabin with relative ease. Typically taken to be a ceiling height of 5'8" or greater. Browse jets with stand-up cabins
Taxi Time:	The time the aircraft takes taxiing from the stand to runway on departure and from the runway to the <i>stand</i> on landing. Typically totals around 10 minutes per <i>leg</i> .
Technical Stop:	Landing at an airport en-route to the destination airport for technical rather than operational reasons, most typically to upload fuel if the total journey exceeds the range of the aircraft.
Turbo-prop:	An aircraft that has propellers driven by gas-turbine engines
UTC:	Greenwich Mean Time (GMT). The abbreviation is a compromise between the French language term <i>Temps Universel Co-ordonné</i> and the English language equivalent <i>Universal Co-ordinated Time</i> .
VJL:	Very Light Jet. A new breed of aircraft, smaller than conventional small jets, with lower acquisition and running costs.
Waiting Time:	The time that the crew and aircraft must spend on the ground waiting for passengers to return to the airport on a multi-leg trip.
Zulu Time:	UTC or Greenwich Mean Time (GMT). The aviation convention is to append the characters Z to times written as UTC and L to times written as local time. In the phonetic alphabet, Z is pronounced Zulu.

Air Charter Brokerage An Initio Training Program

Course No:	Location: Virajet ,Ankara Turkey	Date:
Course Title: Air Charter Brokerage	Completed by:	Page:
Module Overview: Module 001: Introduction: Aviation Terminology Module 002: Supervision Module 003: Airports/Terminals Module 004: Types and Categories of Aircraft Module 005: Aircraft Charter Brokerage Module 006: Agreements		Training Units (TU) per Module:

Module	TN	Topics	Content	TU
001	001	Introduction	Recognition of Attendees and Instructor	
			002	General Terms
002	001	Flight Permissions/Slots	Permission Process & Applications in Countries	
			Airport Slots	
			Communication Channels / MVT Messages	
			Eurocontrol Software	
002	002	Flight Dispatching	Flight Planning	
			Communications	
003	001	Airports	International Airports	
			Domestic Airports	
	002	Terminals	VIP	
			CIP	
			Other Lounges	

COMPANY POLICY AND PROCEDURES MANUAL

ATTACHMENT-B

Module	TN	Topics	Content	TU	
004	Types and Categories of aircraft	001	Introduction to Aircraft Components and General Principles	Fuselage	
				Wings	
				Empennage	
				Landing gear	
				Powerplant.	
		002	Aircraft / Fixed Wing	Turboprops	
				Light Jets	
				Medium Jets	
				Heavy Jets	
				Big Body Aircraft	
		003	Aircraft / Rotary Wing	Cargo Aircraft	
				Single Engine Helicopters	
005	Aircraft Charter Brokerage	001	History of Aircraft Charter Brokerage	US/EU Aircraft Charter Market	
				MENA Region Aircraft Charter Brokerage	
		002	Executive & VIP Aircraft Charters	Route Calculations	
				Charter Request & Pre Flight Preparation	
				Helicopter Operations	
		003	Medical Evacuation (MEDEVAC) and Ambulance Charters	Ambulance Flight Operations	
				Evacuation Flights	
		004	Cargo Aircraft Charters	Cargo Aircraft	
				Charter Request & Pre Flight Preparation	
		005	Commercial Aircraft Charters	Commercial Aircraft	
				Charter Request & Pre Flight Preparation	
		006	Marketing Tools	Online Charter Market Management (OCMM)	

COMPANY POLICY AND PROCEDURES MANUAL

ATTACHMENT-B

Module	TN	Topics	Content	TU	
	007	International Charter Associations	NBAA,ARGUS,BACA,RUBAA,WYVERN etc.		
	008	International Civil Aviation Organizations	ICAO,IATA,Eurocontrol, FAA, EASA etc		
	009	Quality Management in Brokerage	Customer Orientation		
			Leadership		
			Engagement of People		
			Improvement		
			Relationship Management		
			PDCA Cycle		
	06	001	Lease Operations	Code of Ethics	
				Full Charter	
WET Lease					
DRY Lease					
Samples					
002		Aircraft Charter Agreements	Fundamentals of an Aircraft Charter Agreement		
			Samples		