



**JETLINX**



Safety as a Principle:  
the Jet Linx Safety Culture

YOUR PERSONAL JET COMPANY

## SAFETY CREDENTIALS // external audits

In 2019, Jet Linx was one of only 11 Part 135 Air Carriers in the United States that maintained the highest rating from each of the industry leading auditing agencies.



### ARGUS Platinum

The Platinum rating is the highest level awarded by ARGUS (Aviation Research Group US). It is awarded to experienced operators who have a well-developed Safety Management System (SMS), a clear and workable Emergency Response Plan, effective policies and procedures, and documented records for all major aspects of Operations and Maintenance. Jet Linx has maintained a Platinum rating since 2007.

**ARGUS.AERO**



### IS-BAO Stage 3

The International Standard for Business Aircraft Operations (IS-BAO) is a code of best practices that serves as the gold standard for business aviation around the world. It was developed by the International Business Aviation Council (IBAC) in 2002 and has been endorsed by the National Business Aviation Association (NBAA). Stage 3, the most advanced level, is awarded only when safety management has become a fully engrained part of the company's culture, and a positive culture of safety management has been sustained over time. Jet Linx has maintained a Stage 3 rating since 2015.

**IBAC.ORG**



### Wyvern Wingman

Operators that achieve the Wingman designation must meet the criteria in "The Wingman Standard." They undergo an initial audit and then a followup audit every 24 months. This audit includes a two-day on-site visit by Wyvern's safety advisors and carries requirements above and beyond standard air safety regulations. In addition, Wyvern sets strict minimum pilot hour requirements for both the pilot-in-command and the second-in-command. The Wingman operator has the strongest requirements for any 3rd party operator they use. Jet Linx has maintained a Wingman rating since 2014.

**WYVERNLTDD.COM**

Holding Wyvern Wingman, ARGUS Platinum and IS-BAO Stage 3 ratings concurrently places Jet Linx in very rare air.

Total Part 135 Operators in the U.S.:

**Approx. 2,300**

**67**

Wyvern Wingman

**70**

ARGUS Platinum

**11**

Top Three Awards Concurrently

# REACHING HIGHER // above and beyond the standards

## INTEGRATED FLIGHT FOLLOWING

We are constantly engaged in managing our flights and immediately provide inflight support if something is out of the ordinary on board or at a destination.

## RECURRENT TRAINING

Our pilots come to our National Operations Center (NOC) in person each year for two days of augmented in-person training about the most important concepts, including flight management, professionalism, human factors and threat and error management. This recurrent training contributes directly to enhanced flight safety. We only know of one other provider in our space exercising this level of care in training, with annual, face-to-face interaction and collaboration.

While our pilots are at the NOC, they spend time with our Flight Coordination team, offering a chance to immerse themselves in our processes and work collectively to improve operations.

## NATIONAL OPERATIONS CENTER SUPPORT:

Our National Operations Center (NOC) is staffed 24/7, monitoring and supporting operations with a dedicated team of employees. To augment, we use an external vendor who is monitoring safety and security at the destinations we fly to and alerting us to any issues.

## FLIGHT RISK ASSESSMENTS

We don't compromise on standards. A risk assessment occurs for every flight. This includes factors such as airport restrictions, weather, and pilot fatigue. Pilot fatigue is actively monitored using industry leading software, an investment made by few companies in the industry.

## MAINTENANCE

We don't outsource basic aircraft maintenance. Each Base has dedicated mechanics that are highly knowledgeable about the aircraft they work on. The work they do is further reviewed by the NOC maintenance team for Quality Control. Other companies completely outsource all maintenance, meaning someone different is always working on the aircraft.

Our dedicated maintenance control managers on duty at the NOC ensure consistent quality and airworthiness.

## SAFETY & SECURITY AT THE BASE

Our private terminals are truly private, reserved for Jet Linx members, aircraft owners, and their guests only. These spaces offer dedicated service in a private area, with only authorized personnel on site. person. Additional measures like security cameras and controlled entries ensure guest security. Most other part 135 carriers share a lobby at a Fixed Based Operator (FBO) with other unknown travelers.

Hangar space is also available at our Base locations, ensuring our aircraft are kept out of the elements. This reduces the likelihood of personal injury or aircraft damage.

## ANNUAL SAFETY SUMMIT

Jet Linx is the only airline to hold an annual Safety Summit. At this event, we cease all retail flight operations company-wide for a day to focus on safety. Industry experts from the NTSB, the FAA, and other safety-assurance companies speak, and we train all team members on Emergency Response and Safety Management. At this meeting, every employee actively signs the Company Safety Policy, reflecting their understanding, responsibilities and commitment to our safety standards.

## INDUSTRY SAFETY LEADERSHIP

Jet Linx hosts small focus group symposium meetings quarterly with our vendors, insurers, National Air Transportation Leaders, and other Part 135 operators to keep moving the safety standards higher for the industry as a whole. Our Director of Safety trains other executives and safety professionals in various industries by speaking at Symposium events and academic institutions. We also work actively with the National Air Transportation Association (NATA) to ensure fuel quality at our Bases and destinations, leading a Part 135 industry push to assure enhanced fuel quality standards.

### **ASAP PROGRAM**

Our pilots, mechanics and flight followers participate in a highly successful Aviation Safety Action Program (ASAP). Very few Part 135 operators have an ASAP, much less one that has 75% of their pilots contributing! Reporting programs like ASAP foster a culture of continuous improvement. With information gathered from ASAP reports, we don't just treat the symptom - we analyze the systems and processes and proactively make changes when warranted to prevent negative outcomes.

### **FORBES TRAVEL GUIDE STANDARDS**

All Jet Linx employees are trained by Forbes Travel Guide on the highest standards of professionalism. No other Part 135 carrier has taken steps to elevate and standardize service within their company to this level.

### **SAFETY MANAGEMENT SYSTEM**

Jet Linx has a robust Safety Management System (SMS) and few others do! The SMS is designed for assessment and management of both planned changes and quality escapes. The SMS includes:

- Internal Evaluation Program - Scheduled, regular internal audits of every operations department
- Annual internal hands-on practice conducting safety risk assessments so employees understand their role and how to complete one
- Monthly safety audits of Base safety by the safety manager
- Base facility security reviews and upgrade investments

In the rare cases where something goes wrong, we don't just address the outcome - we conduct a thorough root cause investigation, implement necessary changes, and monitor the change(s) for effectiveness. The NOC Safety team is responsible to teach, manage, and audit the Safety Management System to ARGUS standards based on credentials and experience.

### **EMERGENCY RESPONSE PROGRAM**

While we do all we can to maintain a safety culture that will prevent safety incidents, we are committed to company-wide preparation in case of an event. Many others barely meet the minimums in this preparedness.

- We train all team members to respond to incidents and emergencies
- We train with our Bases
- We team with an industry leader in humanitarian response for drills and active events
- We monitor security at client destinations real time and monitor our aircraft enroute for any unusual anomalies that could indicate difficulty - if we see something, we contact the flight

### **AIRCRAFT-SPECIFIC PILOT ASSIGNMENTS**

At Jet Linx, our pilots are not only trained to the highest standards of airmanship, but also assigned to a specific tail number. They know their aircraft with the familiarity and understanding that one knows their own car.



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