

Appendix K Wheels Up Procedures

CLIENT NOTIFICATION PROCEDURES

Certain clients or organizations require immediate notification if an incident or accident occurs involving their passengers on an operator’s aircraft. These include Wheels Up.

NOTE: *In addition, Wheels Up requires immediate notification of any incident or accident involving the Operator’s aircraft.*

The following information MUST be provided:

1. Aircraft type
2. Registration number
3. Location of event
4. Number of persons on board (crew and passengers)
5. Status of persons on board (if known)
6. Operator's point of contact

NOTIFICATION OF WHEELS UP

NOTE: *Notification should begin with the EVP Safety, then proceed through the list until reaching a Wheels Up representative. Once the first Wheels Up contact is established the Operator is no longer required to continue down the list.*

1. Dave Hewitt, EVP Safety (primary) (917) 708-0949 dhewitt@wheelsup.com
2. Al Mann, Sr Director Safety (secondary).... (917) 246-8498 amann@wheelsup.com
3. Wheels Up Member Services..... (855) 933-5987 flightops@wheelsup.com

MEDIA, PUBLIC, AND OTHER COMMUNICATIONS

When a client organization’s customer is involved in an incident or accident it is required that all public communications, including press or news media statements or releases regarding the incident or accident, be coordinated with the client organization prior to release.

NOTE: *Unauthorized employees of the Operator are prohibited from making any statements to anyone regarding the incident or accident. This includes speculation, comments to family and friends, and use of social networking or similar websites to comment about the incident or accident.*

NOTIFICATION OF FAMILY MEMBERS

It is essential that notification of family members be coordinated in advance with the client organization when their customer or client is involved in an incident or accident on an operator’s aircraft. This is to ensure that accurate family contact information is available to those making the notification.

SECURITY

Dreamline Aviation's Director of Security, or equivalent, will ensure that the aircraft and its contents are safeguarded to insure the returning of personal effects. He will also ensure that all crew documents are obtained and properly secured.