



## VENDOR STANDARDS AND QUALIFICATIONS

FlightWorks - Vendor Relations  
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## GENERAL GUIDELINES

- All aircraft must operate under part 135 of the Federal Aviation Regulations.
- All aircraft must be operated under Instrument Flight Rules (IFR).
- All aircraft must file an instrument flight plan.
- The aircraft must have an approved minimum equipment list (MEL)
- The flight crew and aircraft must be in position at the departure FBO a minimum of 60 minutes before scheduled departure and be ready for departure a minimum of 30 minutes prior to the scheduled passenger arrival time.
- The operator must possess at least ARG/US Gold and/or an approved Wyvern audit rating.
- The operator must be able to be reached at all times by telephone and pilots cell phone numbers must be updated on the trip agreement.
- The operator must carry at least 50 million dollars for turboprop, light, and medium jets and 100 million dollars for large jets combined single limit, bodily injury to passengers and property damage liability insurance.
- FlightWorks must be named as additionally insured on operator's insurance policy.
- The vendors dispatch department will communicate with FlightWorks if anything arises out of the ordinary.
- FlightWorks must approve any significant expense not originally quoted.
- Any contract pilot must be pre-approved by FlightWorks.
- Any Pilot who does not meet the prescribed minimum below must be pre-approved by FlightWorks before a trip.

	Total Time	PIC Time	In Type
PIC	3000	1500	100 as PIC
SIC	1500	500	50 as SIC

- There will be no double brokering of FlightWorks trips.
- The operator must be active in a FAA approved drug and alcohol program.
- At all times the flight must be represented as FlightWorks.
- The operator must be vigilant in preserving the customer's privacy. Minimum public exposure of the aircraft, flight operations, passenger contacts and paperwork will help maintain this privacy. The passenger names should not be used through any source that can be viewed by the public. Unless specifically authorized by the customer, there will be no disclosures that connect FlightWorks or the customer to any facility, schedule, flight or travel pattern.
- The FlightWorks Vendor Relations Department has hired your company for your dedication to the highest professional standards. The Operator shall represent FlightWorks at all times and as such will not distribute business cards, company paraphernalia or any material that would solicit business for the operator, directly or indirectly. Operator, owners, pilots, crew, contracted by FlightWorks agree that pricing, fees and sensitive matters must be held in strict confidence and never discussed with any persons or passengers and that the operator will be held liable for any damages resulting from careless or negligent acts of the above.

## **PASSENGER RELATION GUIDELINES**

- Pilots, Co-pilots, Flight Attendants, and cabin managers must be well groomed and professionally dressed.
- Company uniforms must be worn at all times.
- The aircraft must be kept impeccably clean inside and out.
- Aircraft upholstery and carpets must be clean and stain free.
- All aircraft amenities and cabin entertainment devices must be in working order. FlightWorks must be notified before the trip if any component will be inoperative.
- Aircraft needs to be stocked with proper snacks and beverages. Including:
  - Soda
  - Juice
  - Bottled water
  - Liquors
  - Wine
  - Beer
  - Gum/Mints
  - Assorted Snacks
  - Coffee/ tea
- Verify all catering is correct and loaded onto the aircraft before the arrival of the customers.

## **CONFIDENTIALITY**

- FlightWorks, Inc., or its representatives, advisors or agents agree to treat confidentially any information, whether written or oral, that the vendor or its affiliates and their respective officers, employees, representatives, advisors or agents provides in connection with the business FlightWorks shall provide.
- FlightWorks, Inc. requires that the vendor, its representatives, advisors or agents agree to treat confidentially any information, whether written or oral, that FlightWorks or its affiliates and their respective officers, employees, representatives, advisors or agents provide in connection with the business FlightWorks shall provide.

## **DISCLAIMER**

- This information is subject to change.
- FlightWorks, Inc., in its sole and absolute discretion reserves the right to prohibit from use any vendor who does not maintain the standards set forth in this document.
- Please visit [www.flightworks.com/vendors.htm](http://www.flightworks.com/vendors.htm) for the latest version of this document.