



An extension of your flight department
no matter where your journey takes you in the world.



YOUR PREMIER TRIP SUPPORT SOLUTION

Flight Pro International is your trusted partner, ready to serve no matter how challenging the location, critical the mission, or time-sensitive the operation.

Whether in person or behind the scenes, FPI's highly skilled and meticulous professionals are ***dedicated*** teams alongside you for the duration of the trip. Complete every route with confidence knowing FPI is available to you 24/7/365.

From pre-trip planning, to operational execution, to post-trip wrap-up, you can count on FPI's seasoned consultants and industry experts to support your every move.



We've Got You Covered
from Ground to Skies
Delivering Elite Trip Management with
State-Of-The-Art Flight Operations Technology

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FLIGHT PRO GLOBAL TRIP SUPPORT TEAM (GTS)

SERVICES LISTING

Your Premier Full-Service Global Trip Support Solution

As an FPI partner, you'll receive unprecedented support and consultation from our **Global Trip Support (GTS)** team to conduct a review and feasibility analysis, secure the necessary authorizations, execute service arrangements, pursue solutions on your behalf, and collaboratively manage challenges head-on.

PRE-TRIP PLANNING

COUNTRY AND AIRPORT AUTHORIZATION

- Landing and overflight permits (private/charter)
- Airport prior permission
- Slot approvals

GLOBAL WEATHER SERVICES

- Textual weather
- Weather charts with routing overlay
- Weather outlooks
- NOTAMs

FLIGHT PLANNING SERVICES

- Proactive and interactive routing analysis
- Operational flight plan with profile
- Preliminary flight plan (non-operational)
- Datalink: Uplinking flight plans and cockpit communications
- ATC filing

GROUND HANDLING ARRANGEMENTS

- Marshalling and Parking
- Aircraft handling
- Customs and immigration
- Security
- Ground transportation
- Fuel
- Ground equipment (GPU, APU, lavatory, water, deicing, etc.)
- Catering
- Crew ID badge

HOTEL ARRANGEMENT FOR CREW / PASSENGERS

- In-house Certified Travel Agency (CTA)
- Free quotes
- No revision fees
- One fee per group (crew or passengers)
- No limit on the number of rooms per group
- Access to travel industry rates

ENTRY / EXIT SERVICES

- APIS Submission
- Customs and immigration notification
- General Declaration form (GENDEC)
- Remote Clearance Form (RCF)
- General health forms
- NO COMMUNICATION FEES

IN-FLIGHT

FLIGHT TRACKING: CONTINUOUS MONITORING OF YOUR FLIGHT PROGRESS

- Weather
- NOTAMs
- ATC flow control

WEATHER UPDATES EN ROUTE AND ON GROUND

USA DOMESTIC FLIGHT SUPPORT

ON-GROUND

SPECIAL SERVICES NETWORK (SSN)

- Peace of mind throughout your operation
- Customized solutions for your specific needs
- Dedicated in-country supervision or coordination
- Permit assistance

FUEL SERVICES

- Coordination with supplier and into-plane agent

POST-TRIP

PROACTIVE CUSTOMER FEEDBACK

LIAISE WITH LOCAL AUTHORITIES ON A POST FLIGHT SITUATION

(ATC report issue, noise violation, etc.)

ASSIST CREW / PASSENGERS IF THEY REMAIN IN-COUNTRY AFTER AIRCRAFT DEPARTS


SIMPLIFIED BILLING PROCESS

- Credit services
- Validation and verification of all third-party fees
- Invoicing per aircraft, per trip

SUPPORT FOR INVOICING QUESTIONS

CONSTANT SERVICE AVAILABILITY

GLOBAL TRIP SUPPORT (GTS) AND SPECIAL SERVICES NETWORK (SSN) AVAILABLE 24/7/365



FLIGHT **PRO** SPECIAL SERVICES NETWORK (SSN)

An Extension of Your Crew While In-Country

Located in over 80 countries across the globe, the **Flight Pro Special Services Network (SSN)** consists of the highest quality business aviation support teams in the industry, each dedicated to providing premier levels of service with solutions tailored for your specific needs.

Our SSN partners are experts in their respective countries and regions, each with an impressive network of relationships and vast regional knowledge to support your logistical needs and committed to coordinating your every operational requirement.

Our network becomes your network when you partner with Flight **Pro International.**

PRIOR TO THE FLIGHT

- Organize all ground support services (i.e. customs and immigration, ground handling, parking, slots, security, etc.)
- Permit assistance, standard or time sensitive

DURING THE FLIGHT

- Dedicated, Flight Supervisor present for your arrival and departure.
- Escort passengers and crew through entry/exit formalities.
- Ensure completion of all requested ground support services (i.e. catering, aircraft cleaning, lavatory, water, fuel, deicing, etc.)

WHILE IN-COUNTRY

- Supporting all in-country services
- Transportation
- City tours
- Dinner reservations
- Special event arrangements
- Crew specific requests

A SEAMLESS ON-GROUND EXPERIENCE REQUIRES COMPREHENSIVE FORETHOUGHT:

Quality Assurance at the Outset:

Prior to being selected, each organization is put through a rigorous vetting process before they can be utilized.

- **OPERATIONS:** Their processes are researched and analyzed for operational excellence, safety standards, and overall service capabilities.
- **COMPLIANCE:** We investigate their background history to ensure that FPI's stringent guidelines are met, safeguarding against any negligent compliance practices.
- **FINANCE:** FPI's SSN partners are expected to operate with utmost frugality and integrity for our clients. Client invoicing will not occur until validation and verification of all charges are conducted.

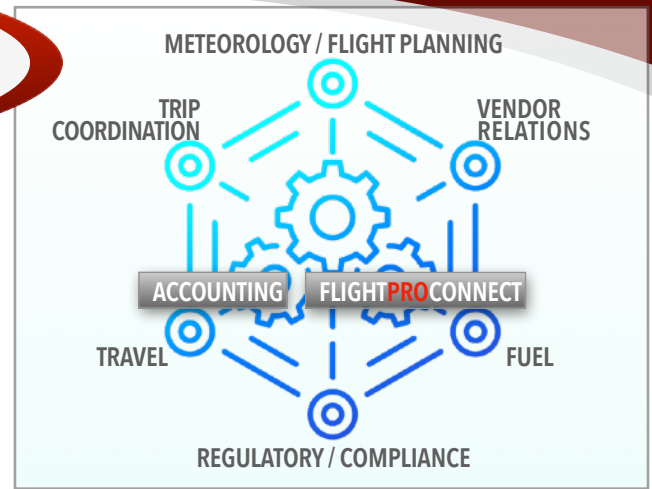
Ongoing Quality Improvement:

We strive to continually improve the services of Flight Pro International and those of our global partners by having a **proactive customer feedback program**. At any stage of your flight, your feedback is desired and welcomed. Our priority is total customer satisfaction.

FLIGHT PRO INTEGRATED OPERATIONS

FPI's 'X' Factor: Nimble, Unified, Integrated & Comprehensive

FPI's Integrated Operations infrastructure is built so that each specialty personnel is cross-trained and empowered to integrate, overlap, and ensure no detail is overlooked. The team operates 24/7/365, literally under one roof in their Houston, TX, headquarters, creating an efficient collaboration and communication process ready to respond rapidly to client needs.



FLIGHT PLANNING & METEOROLOGICAL SERVICES

FPI's degreed meteorology team provides best-in-class flight plans and meteorological support during every phase of your mission. From pre-planning to mission completion, all elements of the route are analyzed

to ensure aircraft performance is maximized including winds aloft, routing schemes, and airport suitability.

TRIP COORDINATION

Clients receive *dedicated* support from FPI's Global Trip Support (GTS) and Special Services Network (SSN) teams for the duration of the journey. From pre-trip planning, to operational execution, to post-trip wrap-up, FPI's Trip Coordinators are multi-faceted and globally agile thanks to their decades of experience. Team members are former pilots, FAA dispatch, controllers, and a large percentage are former military, including Navy meteorologists, Marine Corps C130 navigators, Air Force fighter pilots, and airfield operations.

VENDOR RELATIONS / SPECIAL SERVICES NETWORK (SSN)

FPI's vendor network comprise the respected Special Services Network (SSN), *dedicated* in-country experts providing customized solutions for every trip. SSN vendors are an extension of FPI's headquartered operations and rooted in FPI's culture regardless of location, with some relationships spanning over 30 years with FPI staff.

IN-HOUSE VIP TRAVEL AGENCY

Private aviation crew and clients can find VIP travel planning resources under one roof thanks to FPI's internal, full-service travel agency. Being nestled within FPI's Operations Department, the team provides a seamless turnkey experience and reassurance that

sudden travel changes are closely examined by the other Ops specialists at FPI.

FUEL / CREDIT SERVICES

FPI's in-house fuel services department has fuel credit available globally through FPI's vast network and is seamlessly aligned with every FPI department from operations to invoicing. Pilots and trip managers can breathe easily knowing fuel data is available 24/7/365 thanks to being nestled within FlightProConnect.com.

AVIATION-TRAINED ACCOUNTING SUPPORT

FPI's accounting system is built to take invoicing burdens completely off clients' shoulders by liaising between vendors and the many FPI departments touching the trip (Ops, Travel, Compliance, Fuel, etc.). Each invoice is scrutinized upon receipt and manually compared to clients' aircrafts and trip intricacies, requiring more than just a cursory knowledge of aircraft types and trip scope.

REGULATORY SOLUTIONS

Compliance and regulations are constantly changing, and FPI's investigative regulatory support team stays abreast of governmental requirements around the world, a collaboration to keep clients informed and better able to navigate trip complexities. Global regulatory solutions include:

- | | |
|---|---|
| ☞ EU, Swiss and UK ETS Support | ☞ Central America COCESNA Air Navigation Support |
| ☞ EU-LISA Support for Entry/Exit System (EES) and European Travel Information & Authorization System (ETIAS) Requirements | ☞ USA Customs Reimbursable Services Program (RSP) |
| ☞ UK Air Passenger Duty (APD) Support | ☞ USA Border Overflight Exemption (BOE) |
| ☞ EU Economic Operator Registration & Information (EORI) Application | ☞ USA Visa Waiver Program (VWP) |
| ☞ Mexico SENEAM Air Navigation Support | ☞ USA Customs Decal |
| | ☞ USA TSA Waiver |
| | ☞ USA Part 375 Annual Authorization |

FLIGHT PRO CONNECT (FPC)

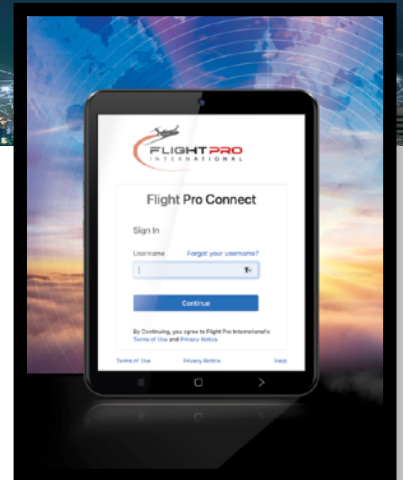
The Preferred Platform Among Private Aviation Operations and Crew Teams

FlightProConnect.com (FPC), an elite, custom trip management app thoughtfully designed for pilots, trip schedulers, and dispatchers, takes a proactive approach to cyber security and client convenience.

With useful features such as the **“trip planner” feature, offline operations capabilities, real-time feedback features, in-app messaging center,** and direct system links with a variety of global programs (i.e. **Europe’s eu-LISA Entry/Exit System**), FPC is FPI’s all-in-one tool for ensuring effectiveness and efficiency on the go.

FPC streamlines the details and activities of all FPI’s Operations departments into a single cyber-secure platform that uses MFA (Multi-Factor Authentication) and is rigorously put through **an annual “Pen Test” (penetration test)** each year to ensure all client data is fortified and secure...

...exclusively available to FPI clients at no additional cost.



All-In-One Seamless Travel Planning

Trip Schedules and Daily View

Effortlessly organize and access crucial trip information. From flight plans to itineraries, everything you need for a smooth journey is at your fingertips.

Services Details with Status Updates

Know exactly where your trip stands at any moment, and stay in control with real-time service status updates. Track the progress of essential services such as overflight, slots/landing permits, ground handling, crew/passenger transportation, fuel releases and more.

Access Trip Documents

Access documents efficiently, ensure regulation compliance, and streamline documentation for all members on board.

Crew and Passenger Manifest and Documentation

Retrieve and manage essential travel documents effortlessly. Say goodbye to paper documents and hello to a digital, hassle-free experience.

Trip Alerts for Critical Services and Documents

Receive instant alerts for critical services and documents. Never miss a vital step in your trip planning again. Stay ahead of the game with timely notifications.

Real-Time Communication

Stay connected with our operations team members through integrated messaging forms. Send messages, updates, and instructions in real-time, ensuring everyone is on the same page throughout your trip.

About Flight Pro Connect | A Five-Pillar Premium Approach

Cloud-Based Infrastructure

By being cloud-based, FPC is freed from typical constraints experienced by platforms tethered to ground-server infrastructures, such as limited speed flexibility, available IT technicians, on-demand storage capacity (scalability), and nationwide backstops in case of disruptions.

Security

Although not an inexpensive approach, FPI opted for the maximum security measures available for FPC’s multi-region, cloud-based infrastructure, because no feature would be worth its salt if the over-arching security plan didn’t exceed all other

features. FPI has committed to perform annual Pen Tests, and FPI’s partnership with Microsoft further adds to FPC’s on-demand resources and security.

Geo-Redundancy

Should an emergency situation warrant the pivot, FPC has the ability to convert the entire platform and immense collection of trip management data from one major US Region to another and do so in a single hour. Most users will never be aware of this colossal technical feat behind the scenes.

Mobile Optimization

Complete mobile optimization will provide

access options either straight from the cloud or by downloading to your device of choice. FPC is fully mobile and tablet-ready across both Apple and Google devices.

On-Demand Scalability

By being cloud-based with built-in scalability features, FPI clients never need to worry about experiencing slow-times during high-demand usage... FPC’s flexible, cloud-based engine scales according to demand, unlike ground-server systems with fixed bandwidth capacity (which can take days to upgrade).

