



KALITTA CHARTERS, LLC.

OPERATIONS PROCESS MANUAL

This manual is the property of Kalitta Charters, LLC. It must not be reproduced in whole or in part or otherwise disclosed without prior written consent from Kalitta Charters, LLC.

The official controlled copy of this manual is on the Kalitta Charters Portal and visible to all authorized users. All printed copies and all electronic copies and versions (except the ones described above) are considered uncontrolled copies used for reference only.

This document is controlled as a single entity, as any change – however slight, even a single character – to any part of the document by definition, changes the entire document.



Table of Contents

1	INTRODUCTION.....	4
1.1	PURPOSE OF THE QUALITY MANAGEMENT PLAN	4
1.2	AMENDMENT AND REVIEW CYCLE OF THE QUALITY AGREEMENT	4
2	GENERAL RESPONSIBILITIES.....	4
2.1	AUTHORIZATIONS, LICENSES AND APPLICATION STANDARDS.....	4
2.2	COMMUNICATION AND METHODS OF CONTACT	4
3	QUALITY MANAGEMENT.....	4
3.1	GENERAL	4
3.2	PERSONNEL	5
3.3	ORGANIZATIONAL CHART	5
3.4	KEY POSITION DEFINITIONS AND RESPONSIBILITIES	6
3.4.1	DIRECTOR OF MAINTENANCE (DM).....	6
3.4.2	DIRECTOR OF OPERATIONS (DO)	6
3.4.3	CHIEF PILOT (CP)	6
3.4.4	FLIGHT TRAINING DEPARTMENT	7
3.4.5	COMPANY CHECK AIRMEN (CA).....	7
3.4.6	COMPANY INSTRUCTOR PILOT (IP).....	7
3.4.7	FLIGHT CREWMEMBERS (FCM).....	7
3.4.8	PILOT IN COMMAND (PIC)	8
3.4.9	SECOND IN COMMAND (SIC)	9
3.4.10	AIR OPERATIONS AGENTS (AOA)	9
3.4.11	QUALITY MANAGER	9
3.5	TRAINING AND RECORDKEEPING.....	9
3.6	PPE	11
4	SECURITY AND IDENTITY CHECK	11
4.1	Twelve -Five Standard Security Program (TFSSP)	11
4.1.1	AIRCRAFT SECURITY	11
4.2	DRUG & ALCOHOL ABATEMENT PROGRAM	11
5	SUBCONTRACTING	12
6	DOCUMENTATION & MANUALS	12
6.1	DOCUMENT & MANUAL MAINTENANCE	13
7	FACILITIES AND EQUIPMENT.....	13



7.1	GENERAL	13
7.2	EQUIPMENT	13
7.3	FACILITIES.....	13
7.4	QUALIFICATION AND VALIDATION.....	13
7.5	TEMPERATURE AND ENVIRONMENT CONTROL	14
7.6	COMPUTERIZED SYSTEMS.....	14
8	OPERATIONS	14
8.1	GENERAL	14
8.2	RECEIPT OF PRODUCTS FOR TRANSPORTATION.....	14
8.2.1	HAZARDOUS MATERIALS ACCEPTANCE	14
8.3	LOADING CONDITIONS.....	15
8.4	TRANSPORTATION	16
9	DEVIATIONS/COMPLAINTS/THEFT/TAMPERING/DAMAGES	16
9.1	GENERAL	16
9.2	DEVIATIONS.....	16
9.3	COMPLAINTS.....	16
9.4	THEFT/TAMPERING.....	16
9.5	DAMAGED PRODUCTS	16
9.6	RECALLS.....	17
10	INSPECTIONS AND AUDITS.....	17
10.1	AUDITS/INSPECTIONS	17
11	EMERGENCY RESPONSE	17
11.1	EMERGENCY RESPONSE PROGRAM.....	17
11.2	HAZARDOUS MATERIALS RESPONSE	17
12	ANNEX A – SUBCONTRACTORS.....	18
13	ANNEX B – RECORD OF REVISIONS	19
14	ANNEX C – LIST OF EFFECTIVE PAGES.....	20



1 INTRODUCTION

1.1 PURPOSE OF THE QUALITY MANAGEMENT PLAN

The Kalitta Charters, LLC. Quality Management Plan is designed to ensure products transported with Kalitta Charters, LLC. are handled in accordance with regulatory requirements, Operating Manuals, Operations Specifications, Training Programs, Special Permits and Security Programs. Kalitta Charters, LLC. will provide Charter Cargo Services in accordance with applicable Current Good Distribution Practices (cGDP) and Current Good Quality Standard Activity Practices (cGxP).

1.2 AMENDMENT AND REVIEW CYCLE OF THE QUALITY AGREEMENT

The Kalitta Charters, LLC. Quality Management Plan shall be reviewed every three (3) years, for accuracy and compliance with Applicable Standards. Any changes or amendments to the Plan or Annexes will be recorded in Annex B and C. Annexes may be updated separately and more frequently as needed. The Annexes must be approved by both parties and Annexes B and C will be provided to each party along with page changes.

2 GENERAL RESPONSIBILITIES

To ensure products and services are handled within the requirements of the Quality Management Plan, Kalitta Charters has designated Senior Management and a Quality Assurance Responsible Person with the roles and responsibilities. Current Air Carrier Operating Manuals, Operating Specifications and other Security and Training Manuals require full compliance with government entities that have approved these programs and are outlined in detail SOP's for company operations.

2.1 AUTHORIZATIONS, LICENSES AND APPLICATION STANDARDS

Kalitta Charters, LLC. will maintain all required authorizations, licenses and special permits and comply with changes to regulations, guidelines and/or practices to remain in full compliance with applicable laws. Kalitta Charters, LLC. will ensure approved Subcontractors listed in Annex A hold and maintain all required authorizations, licenses, and special permits. Should a Subcontractor not be able to maintain requirements, use of that Subcontractor will end immediately, and notification provided within 24 hours to affected customer.

2.2 COMMUNICATION AND METHODS OF CONTACT

Any changes and/or amendments made to this Quality Management Program and or emergency notifications will be made in writing to customers and Annexes B and C utilized to maintain accuracy of the plan.

3 QUALITY MANAGEMENT

3.1 GENERAL

Kalitta Charters, LLC.'s Senior Management shall ensure the Quality Manual is applied and that adequate resources, competent personnel, suitable and sufficient premises and equipment are available. The company's organizational chart is outlined in Section 1 of the General Operating Manual which is approved and required by the FAA. Kalitta Charters shall ensure that all Services related activities are clearly defined and periodically reviewed based on a formal process. The attainment of quality



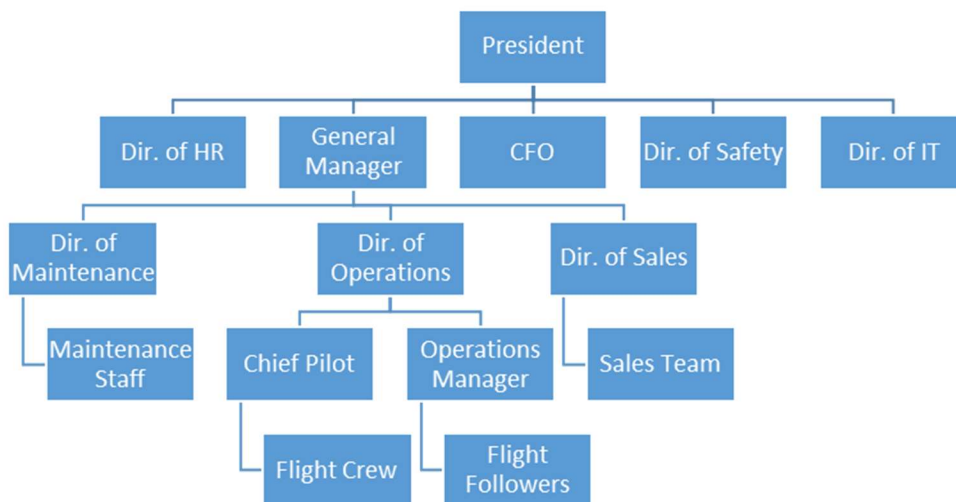
objectives is the responsibility of Kalitta Charters' Senior Management. The Quality Assurance Responsible Person shall be the main contact to ensure the program is updated and reviewed as necessary and required.

3.2 PERSONNEL

To ensure products and services are handled within the requirements of the Quality Management Plan, Kalitta Charters has designated the individuals below with the following roles and responsibilities.

3.3 ORGANIZATIONAL CHART

- 1) Director of Operations satisfies the requirements of 14 CFR 119.69 (a) (1)
- 2) Chief Pilot satisfies the requirements of 14 CFR 119.69 (a) (2)
- 3) Director of Maintenance satisfies the requirements of 14 CFR 119.69 (a) (3)





3.4 KEY POSITION DEFINITIONS AND RESPONSIBILITIES

3.4.1 DIRECTOR OF MAINTENANCE (DM)

The Director of Maintenance (DM) is an FAR required position, and the person assigned to this role is accepted by the FAA based on their experience and qualifications in accordance with the requirements outlined in FAA guidance and regulations. The DM's primary responsibilities are to (1) ensure that Company aircraft remain in an airworthy condition; (2) maintain all aircraft records in current and compliant format; (3) ensure that all maintenance work performed on Company aircraft meets the applicable standards and is done in accordance with all FAA approved maintenance programs and applicable regulatory requirements; and (4) develop, maintain and revise all Kalitta Charters FAA accepted maintenance programs to ensure safety, efficiency and regulatory compliance. The DM has full authority to accept or reject any contract work performed on Kalitta Charters aircraft. The DM ensures that all necessary forms and paperwork pertaining to maintenance are accurate. The DM manages the deferred maintenance program and returns aircraft to service after required maintenance. The DM may delegate these required functions and duties when applicable.

3.4.2 DIRECTOR OF OPERATIONS (DO)

The Director of Operations (DO) is an FAR required position, and the person assigned to this role is accepted by the FAA based on their experience and qualifications in accordance with the requirements outlined in FAA guidance and regulations. The Director of Operations is directly responsible for ensuring operational safety and operational control by making certain that the Company's operational systems are adequate. The DO is the principal party on the certificate and acts as liaison between Kalitta Charters and the FAA in all matters pertaining to flight operations and this manual. The DO coordinates with the Chief Pilot and Director of Maintenance to ensure aircraft operational safety. The DO may delegate these required functions and duties to the CP when applicable but remains the principal party on the certificate at all times.

3.4.3 CHIEF PILOT (CP)

The Chief Pilot (CP) is an FAR required position, and the person assigned to this role is accepted by the FAA based on their experience and qualifications in accordance with the requirements outlined in FAA guidance and regulations. The CP reports to the DO, manages the flight department and supervises all flight operations. The CP ensures that no person is employed by the Company as a Flight Crew Member (FCM) unless they meet or exceed the proper FAA and company standards. The CP ensures that each pilot employed by Kalitta Charters is knowledgeable on the Company's operations manual, policies and procedures and guarantees that they conduct all flights in accordance with the procedures of this manual and the current Federal Aviation Regulations. The CP ensures that prior to assigning any pilot to duty that the pilot (1) qualifies under the applicable portions of 14 CFR Part 135 as appropriate; (2) that all necessary training required by the assignment as outlined in the Company's Pilot Training Manual and the FARs has been completed; and (3) that all required administrative processes required by applicable regulations and Company requirements have been satisfied. The CP ensures that all pilot records are maintained properly and in addition, serves as custodian of the Company records and



performs other duties as may be assigned by the DO. The CP may perform the DO functions and duties when the DO is absent or as assigned by the DO.

3.4.4 FLIGHT TRAINING DEPARTMENT

The Flight Training Department is led by the Chief Pilot. This department is responsible to conduct all ground and flight training to appropriate FAA and Company standards.

3.4.5 COMPANY CHECK AIRMEN (CA)

Company Check Airmen meet all applicable requirements and training as stated in §135.337 and §135.339. Company Check Airmen act as the liaison to the CP for all pilots assigned to be tested. The CA assists in maintaining pilot records in an accurate and legible condition for those pilots assigned to the CA for testing. The CA reports any sub-standard pilot performance to the CP and Instructor Pilot who trained the pilot. The CA also serves to evaluate Company training program effectiveness.

CA – On file with CP

3.4.6 COMPANY INSTRUCTOR PILOT (IP)

Company Instructor Pilots meet all applicable requirements and training as stated in §135.338 and §135.340. Company Instructor Pilots act as the liaison to the CP for all pilots assigned to training. The IP carefully reviews and accurately completes all training records. All errors and issues noted in the records are reported to the CP as soon as possible. Any sub-standard performance noted during the training process by a Flight Crew Member is reported to the CP.

IP – On file with CP

3.4.7 FLIGHT CREWMEMBERS (FCM)

Flight Crewmembers serve as representatives of Kalitta Charters and are expected to maintain the professional standards set by the Company at all times. Flight Crewmembers report to the CP and are qualified for their assignments in accordance with applicable regulations as appropriate to their FCM duty assignment(s). Flight crew composition and duties assigned to crewmembers are consistent with the requirements and limitations in applicable regulations and Company specific policies and procedures. Kalitta Charters supplies approved training programs that provide each FCM adequate access to aircraft and facilities to maintain and demonstrate the ability to conduct all operations for which the FCM is authorized. In addition to being required to report potentially hazardous meteorological conditions or irregularities in ground communication or navigational facilities in flight (in accordance with Part 135), each FCM is obligated to report any inappropriate and/or unprofessional behavior observed in conjunction with Kalitta Charters related activities to the CP. As a Company representative, each FCM is held accountable for maintaining honesty, integrity, trust and respect when interacting with others at all times as a Company representative. Each FCM is challenged to improve their skills as an aviator, improve their overall service to our customers and improve the performance of others with each operation.

Flight Crewmembers are expected to act in the best interest of Kalitta Charters, our customers and fellow Team Members at all times as a Company representative. Flight Crewmembers responsibilities include, but are not limited to, the following:

- Safe flight operations;



- Challenge and report any non-standard aircraft operations observed maintain compliance with all Federal Aviation Regulations, AFM/POH, Company Policy, Company Procedure, applicable Operations Specifications and Company Manual Guidance on all flight operations;
- Maintain all Kalitta Charters standard operating procedures as appropriate to the operation and equipment type;
- Maintain professional appearance, conduct and demeanor at all times while representing the Company;
- Maintain efficient and on-schedule aircraft operations;
- Maintain currency of all assigned manuals, charts and other Company required materials;
- Submit all regulatory and Company required paperwork in a timely and legible fashion;
- Alert the CP, or the CP's delegate, and Air Operations of any flight time or duty time problems that could occur due to scheduling;
- Report any unusual occurrences both verbally and in writing to the CP as soon as practical;
- Adhere to all Company security program directives and guidelines;
- Travel and/or overnight as required to complete assignments or training requirements;
- Accurately complete and submit, in a timely fashion, all payroll and expense reporting forms;
- Check-in with Air Operations upon arrival at the assigned airport for assigned duty;
- Utilize Cockpit Resource Management techniques during all flight operations.
- Check-out with Air Operations to obtain a duty release (each FCM contacts Air Operations for their own personal duty release);
- Notify the DM, or the DM's delegate, and Air Operations of all mechanical discrepancies;
- Verify for each aircraft assigned, that all Company forms are properly completed and legible, including signatures, identifications and maintenance sign-offs; and verify that aircraft are airworthy and compliant prior to each flight operation.

3.4.8 PILOT IN COMMAND (PIC)

A Pilot in Command (PIC) is assigned to each flight and meets all applicable company and regulatory requirements as appropriate to the aircraft and operation. In addition to the duties and responsibilities outlined in the General Operating Manual, the PIC duties and responsibilities include, but are not limited to the following:

- Accurately completing and submitting all required forms/paperwork at the completion of each duty assignment;
- Maintaining compliance with all maintenance inspection requirements during the course of all aircraft operations;
- When repositioning an aircraft that requires maintenance away from a Company operated maintenance facility, coordinating with a representative of the Maintenance Department to ensure that all required logs, records, forms, manuals, etc. arrive with the aircraft;
- Verifying that all information in the aircraft's traveling log is complete, all discrepancies cleared (or deferred as appropriate) and that all maintenance information is complete and legible when assigned to a multi-crewmember operation, continually evaluating SIC performance and decision-making abilities, while acting as a mentor to the SIC; and



- Communicating with Air Operations if unable to contact any assigned and required flight crewmember for an operation at least one hour prior to flight and to coordinate all aircraft operations so as to ensure proper exercise of operational control.

3.4.9 SECOND IN COMMAND (SIC)

A Second in Command (SIC) is assigned to a flight operation as required by aircraft type and/or operation in accordance with applicable regulations and/or company exemptions. In addition to the responsibilities and duties listed in paragraph 1.3.11, the SIC duties and responsibilities include, but are not limited to the following:

- Communicate with Air Operations if unable to contact the assigned PIC at least one hour prior to flight;
- Coordinate with the PIC on assignment duties;
- Work on acquiring the skills necessary to progress to PIC;
- Participate fully as a crewmember when assigned to an aircraft operation; and
- Accept guidance from assigned PIC when provided.

3.4.10 AIR OPERATIONS AGENTS (AOA)

Air Operation's basic functions are coordination and communication for all operations. Air Operations Agents are familiar with and comply with all applicable sections and procedures in this manual. Persons designated as an Air Operations Agent are authorized by the Director of Operations to exercise operational control provided that they have been trained and tested on operational control. Prior to releasing any flight an AOA ensures that all the requirements of this manual are satisfied. Under no circumstance may anyone release a flight if the aircraft, crew or conditions do not meet the requirements as outlined in this manual and the Kalitta Charters Operations Specifications. Air Operations is the central communication channel between all departments and pilots while flight operations are being conducted. All FCMs communicate with Air Operations a minimum of one hour prior to flight operation in order to coordinate any changes and ensure Air Operations that the flight crew has the latest information about the flight and is in position for the scheduled departure. When a flight plan is not filed with the FAA, Air Operations is the flight following mechanism as outlined in Section 2 of this manual. Air Operations Agents communicate with the Chief Pilot as to the availability of pilots and the type aircraft they are authorized to operate.

3.4.11 QUALITY MANAGER

This person has been appointed by management with specified authority and responsibilities for ensuring that the QMP is maintained and updated as required and/or needed. This person will conduct audits of processes and procedures to maintain compliance with QMP and make revisions or corrections as required. For Quality Management Purposes, this person will report to the Director of Operations while other job responsibilities will require reporting through another department.

3.5 TRAINING AND RECORDKEEPING

Kalitta Charters, LLC. does not allow any employee, crewmember, loading agent or contractor to perform or directly supervise any job function which includes acceptance, rejection, handling, storage incidental to transport, packaging of company material (COMAT), or loading of cargo and baggage,



unless that person has satisfactorily completed Kalitta Charters, LLC.'s FAA-approved initial or recurrent hazardous materials training program within the past 24 months. Training Topics cover General philosophy; identification, classification, packaging, marking, labeling and placarding. List of Dangerous Goods and Hazmat Table; prohibited materials; transport document(s); carrier responsibilities; general shipper's responsibilities; compatibility and loading procedures; handling; emergency procedures and specifics relating to Kalitta Charters' Radiation Protection Program, DOT SP-16375 and Canadian Equivalency Certificate SA 13695.

New hires, persons performing a change in job function or persons who work for more certificate holders are all trained within 90 days. Recurrent training is determined based on the initial training date. The Regulatory Compliance Coordinator in conjunction with The Director of Operations and Director of Maintenance will determine personnel that require training. The Regulatory Compliance Coordinator is responsible for tracking recordkeeping. Training maintenance and tracking is maintained through the Kalitta Charters, LLC. web-based training and tracking system.

Loading Agents contracted by Kalitta Charters, LLC. may assist in the loading and/or unloading of hazardous materials on Kalitta Charters, LLC. aircraft. These persons must complete Kalitta Charters, LLC.'s hazardous materials training program within 90 days of their hire date and complete recurrent training every 12 months. Agents contracted by Kalitta Charters, LLC's customers (shippers) do not perform loading/unloading procedures.

Kalitta Charters, LLC. retains a record for each individual who successfully complete either initial and/or recurrent training for the preceding 3 years. These records are available at Kalitta Charters, LLC.'s corporate headquarters for as long as the employee is performing HM duties, and for 90 days thereafter. Training records for all employees, crewmembers, loading agents and contractors and any other person who performs or directly supervises a hazardous materials function are available upon request by contacting Kalitta Charters, LLC. corporate headquarters. Records may be maintained electronically and provided electronically. The Regulatory Compliance Coordinator is responsible for complying with record keeping requirements, storage and maintenance and providing access to records when necessary.

The content of the Hazardous Materials Training Records includes:

1. The individual's name;
2. The most recent training completion date; and
3. A description, copy or reference to training materials used to meet the training requirement;
4. The name and address of the organization providing the training; and
5. A copy of the certification issued when the individual was trained, which shows that a test was taken

In addition, training is required for Kalitta Charters, LLC. TSA Twelve-Five Standard Security Program on an annual basis. KYIP Airport SIDA badges are issued for certain employees and require initial training by the airport authority in addition to annual re-badge and identification check



3.6 PPE

All Kalitta Charters employees and Loaders must wear dosimetry monitoring devices when in the vicinity of DOT SP-15227 permit airplanes. These devices are exchanged on a monthly basis and sent for processing at Landauer. Oversight by a contracted Radiation Health Physicist and the Regulatory Compliance Coordinator ensure radiation levels are below radiation worker NRC standards and maintain the integrity of ALARA.

4 SECURITY AND IDENTITY CHECK

Kalitta Charters is regulated under multiple government agencies to ensure the security and background checks of employees. The Transportation Security Administration's Twelve-Five Standard Security Program requires all Kalitta Charters pilots and Air Operations employees pass a Criminal History Records Check and Security Threat Assessment. In addition, all Kalitta Charters Air Operations, Staff and Maintenance Personnel must pass a Criminal History Records Check and Security Threat Assessment to obtain KYIP Airport SIDA Badge credentials. Pilots prior training and certificate records are verified through the FAA along with a National Driver Registry check. Finally, all Kalitta Charters employees are issued Kalitta Charters Identification Badges showing a photo and expiration date. All Identification badges must be displayed on the outermost garment above waist level.

4.1 Twelve -Five Standard Security Program (TFSSP)

Kalitta Charters, LLC. holds approval of the TSA's Twelve-Five Standard Security Program (TFSSP) pursuant to 49 CFR 1520. As a Part 135 air carrier holding an operating certificate we are required to adopt and carry out a TSA-approved security program for cargo operations with aircraft with a maximum certificated takeoff weight of more than 12,500 pounds. The program is disclosed to persons only with a "need-to-know".

An Aircraft Operator Security Coordinator (AOSC) is assigned along with an Alternate Aircraft Operator Security Coordinator. PIC's are assigned as In-Flight Security Coordinators (IFC) and any crewmember may be assigned as Ground Security Coordinators (GSC). Prior to any flight being placed into active service, a physical aircraft search of the entire cabin, flight deck and exterior compartments of the aircraft must occur. If any suspicious items or tampering is suspected or detected the program requires immediate notification to the AOSC and TSA.

4.1.1 AIRCRAFT SECURITY

To prevent unauthorized access to aircraft, cargo doors and compartments are shut and secured when not in use.

4.2 DRUG & ALCOHOL ABATEMENT PROGRAM

Kalitta Charters, LLC. maintains an Anti-Drug Program and Alcohol Misuse Prevention Program and DOT Drug and Alcohol Testing Policy. Government regulation 49 CFR Part 40 defines pilots and maintenance employees as safety-sensitive therefore being subject to quarterly random drug and/or alcohol testing.



5 SUBCONTRACTING

AirNet II, LLC. Will, on occasion, subcontract specific routes to parent company Kalitta Charters LLC. Kalitta Charters LLC. maintains a DOT Special Permit for transporting radioactive materials and contracts the same Health Physicist as AirNet II, LLC. All Kalitta Pilots are monitored with monthly dosimetry devices maintained by Landauer and exchanged on a monthly basis. Appropriate training of personnel is monitored by Kalitta Management and the contracted Health Physicist.

All pertinent flight and customer information is provided to Kalitta Charters, LLC. to carry out flight operations and ensure proper procedures are followed. Identical flight monitoring occurs for pre-flight, enroute and post-flight operations. Kalitta Charters remains the sole subcontractor, no third-party subcontractors exist. AirNet II, LLC. will review and monitor the performance of Kalitta Charters on a regular basis. The list of Subcontractors is shown in Annex A.

6 DOCUMENTATION & MANUALS

Kalitta Charters, LLC. is the holder of FAA Air Carrier Certificate Number KC8A990J and is required to maintain an Air Carrier Manual to promote consistently safe, efficient and on time high priority air freight transportation and specialized on demand air services. This manual must be on-board each flight operated in accordance with 14 CFR Part 135 operations. Pilots have access to the Air Carrier Manual via an FAA approved Electronic Flight Bag (EFB). Staff, Air Operations, Ground Operations have access to the Air Carrier Manual through an electronic pdf version. The Air Carrier Manual has been compiled as a guide to Kalitta Charters personnel in the execution of their duties. It contains information and instructions on the manner in which company flight operations are conducted. Adherence with policies and procedures listed in the manual are mandatory.

Kalitta Charters, LLC. (Air Carrier Certificate KC8A990J) is approved to carry Hazardous Materials (HazMat) in accordance with the requirements outlined in paragraph A055 in the company's approved Operations Specifications. At no time is it permissible to carry hazardous materials in a manner contrary to the approved Operations Specifications, the applicable parts of the Hazardous Material Regulations (HMR) Title 49 Code of Federal Regulations (49 CFR), the Federal Aviation Regulations, Title 14 CFR, the standards established by the International Civil Aviation Organization (ICAO) when applicable, the standards established by the International Air Transportation Association (IATA) when applicable, and/or the requirements set forth within this manual.

A current copy of this manual or appropriate portions thereof is made available upon request to employees, crewmembers, loading agents and contractors when performing hazardous materials duties either electronically or in hard copy format. Revision and maintenance of this manual will occur through the Regulatory Compliance Coordinator and be submitted by the Director of Operations or their designee. The company organizational chart and position definitions are outlined in Section 1 of the General Operations Manual. A current electronic or hard copy version of the hazardous materials regulations found in 49 CFR Parts 107-185, a current copy of The International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air and the International Air Transport Association (IATA) Dangerous Goods Regulations is available at Kalitta Charters, LLC. headquarters.



6.1 DOCUMENT & MANUAL MAINTENANCE

Revisions of the Air Carrier Manual are prepared and approved by the Director of Operations prior to submission to the CHDO for FAA acceptance and incorporation into the manual. After acceptance by the FAA, a new manual is provided electronically to each manual holder that incorporates all of the accepted changes. Each revision includes pages in the Preface section that are titled "Control Page" that may be used to verify that each page in the manual is current consistent with the revision number listed on the control page. All control pages are updated with each revision and include the revision number (starting with the original issuances) and date that should appear on each specific page in the manual. For those manual holders that use Company issued EFB devices, acknowledgment of receipt is confirmed through a download verification process.

7 FACILITIES AND EQUIPMENT

7.1 GENERAL

Kalitta Charters, LLC. maintains its principal headquarters at KYIP airport in Ypsilanti, MI. All products are received by Kalitta Charters employees via direct hand-off from couriers for immediate loading of products onto Kalitta Charters aircraft. This direct hand-off process also occurs at any intermediate stops where loading/unloading occurs. Products are not stored on-site at KYIP facilities. Transfer of certain products to airplanes on ramp areas are moved using open 4 wheeled carts. During inclement weather protective covers are placed over products during transfer to avoid being exposed to elements. In situations where forklift assistance is required, trained forklift drivers are utilized to assist in the process of moving the product to the airplane.

7.2 EQUIPMENT

Equipment utilized under operations of the DOT SP-16375 permit such as dosimetry badges and survey meters are calibrated on monthly and/or annual schedules with submission to the Health Physicist for outside monitoring and review.

7.3 FACILITIES

Kalitta Charters, LLC. is situated on KYIP airport property, building property is secured by airport fencing along with locked doors. All exterior doors lock automatically from the outside. Doors with key access are controlled by airport management and keys are audited on an annual basis for quality control. Doors with lock pads are distributed to employees only and codes are changed frequently. Front door access is controlled and monitored by office staff and is kept locked. Kalitta Charters, LLC. employees are issued KYIP airport SIDA badges which allows for entry to ramp and specific SIDA areas on airport property. All SIDA badges holders have escort access and must challenge any individual trying to gain entry or displaying suspicious behavior.

7.4 QUALIFICATION AND VALIDATION

All aircraft used in the transportation of goods will be maintained and airworthy per the requirements of the Kalitta Charters, LLC. Maintenance Manual and any applicable FAA regulations based on type of operation. This will be validated through operational control procedures listed in the Kalitta Charters, LLC. General Operations Manual.



7.5 TEMPERATURE AND ENVIRONMENT CONTROL

Kalitta Charters LLC. aircraft are kept at room temperature (59°-77°); the flight crews share the same environment as our customer products. Kalitta Charters will only accept customer products that can be shipped at room temperature / ambient temperature (59°-77°) these products will be maintained during transportation within the defined limits as described by the manufacturers or on the outer packaging.

7.6 COMPUTERIZED SYSTEMS

Kalitta Charters LLC. computer systems are maintained and secured through the IT Dept. Role based access is used through the Kalitta Charters domain. End point security provides secure malware and anti-virus on all company computers. Enterprise Firewall and threat protection is used to secure all web traffic to and from the company network. An MDM solution is used to manage and protect all iPad, and company provided mobile equipment. Computer systems are backup up according to IT policy and stored onsite and offsite for disaster recovery.

8 OPERATIONS

8.1 GENERAL

For Cargo Carrying Operations when there is no established route procedure the PIC provides an ETA for each leg. Anticipated delays are reported to Air Operations as soon as practical. Pilots establish contact with Air Operations with-in one-half (1/2) hour after arriving at the final destination for the assignment. Air Operations Process maintains an itinerary for all flights and tracks the crew(s) and aircraft assigned to each flight using our flight following software. Flight crews communicate with Air Operations when their flight is going to taxi more than 15 minutes prior to or 5 minutes past (if able) the scheduled departure time, and anytime that a courier does not show at their scheduled ETA. This communication is essential to ensure that all of the work is on-board the aircraft and to allow better coordination at the destination location.

8.2 RECEIPT OF PRODUCTS FOR TRANSPORTATION

Kalitta Charters, LLC.'s General Operating Manual and Hazardous Materials Program requires Shipper's Declaration Forms, Pilot Notification Forms and Survey Reports to be utilized as needed for specific flights. These documents must be scanned to Air Operations prior to release of the aircraft. These documents must be returned in hard copy format and retained for specific designated periods of time.

8.2.1 HAZARDOUS MATERIALS ACCEPTANCE

Kalitta Charters, LLC. employees will rely on the certification and information provided by the Shipper to determine if the HazMat shipment is authorized for air transportation. All Kalitta Charters, LLC. Shippers are vetted prior to shipping and hazmat packages are not accepted without Regulatory Compliance and Air Operations approval and prior knowledge. Shipper's declaration forms are received by Kalitta Charters, LLC. in advance of the package/shipment being accepted for review. Should any errors present themselves on the shipper's declaration form they must be amended by the Shipper prior to arrival at acceptance points.

Employees and/or flight crewmembers utilize the dangerous goods checklists to assist in proper acceptance. This is to ensure all packages comply with shipping paper, labeling and marking requirements, the shipment is authorized for air transportation and emergency response information



accompanies the shipment. The checklists also include instructions for refusal of any damaged and/or leaking package. There are 3 checklists available: one for packages containing RADIOACTIVE materials, one for packages containing RADIOACTIVE materials that are UN2915 and/or UN2916, and one for packages containing NON-RADIOACTIVE materials. Using a checklist is an industry standard and a regulatory requirement.

A checklist is used and includes all reasonable steps to ensure that any package containing DG/HM which is damaged, or leaking is refused without any further processing; the material is properly described on the shipping papers; the required certification is on the shipping papers; the authorized package is marked and labeled as required; the shipment is authorized to be transported by aircraft in the condition offered; and emergency response information accompanies the shipment.

8.3 LOADING CONDITIONS

Carrying hazmat requires greater attention to aircraft loading. It is imperative that the Pilot-In-Command (PIC) ensures compliance with all the loading limitations listed in this manual and that all package labeling, compatibility and separation requirements are addressed prior to operating the aircraft. PIC's are responsible for the loading process and placement of hazardous materials on the airplane.

No person may place, nor may any crewmember accept a shipment of DG/HM aboard an aircraft unless, prior to placing the material aboard the aircraft, each package has been inspected to determine that it has not been compromised and for Radioactive Materials that the package's seal has not been broken. Leaking packages of any class or division of hazmat are not accepted for transport by air. Packages, and overpacks containing HM are inspected after being unloaded from the aircraft.

Acceptance of the hazmat package(s) from the shipper occurs at the approved airport acceptance point by Kalitta Charters, LLC. employees and crewmembers and are loaded directly onto Kalitta Charters, LLC. aircraft. The PIC is responsible for the proper acceptance and supervision of loading agents and for the proper loading of package(s) onto the aircraft using the Segregation Table as needed. All hazmat shipments are vetted by Air Operations in advance of acceptance by employees and/or crewmembers. Employees and crewmembers receive shipper's declarations, piece, weight information prior to arrival at the acceptance point.

When loading Class 7 Radioactive the Material Transport Index Separation Table is utilized. When TI amounts exceed 200 TI per aircraft or separation distance cannot be met the DOT SP-16375 permit will be utilized

Under the TFSSP all cargo must be screened for any signs of tampering, exposed wires, leaks, content inconsistencies or other suspicious conditions that may render the cargo unsafe to transport. Any cargo that appears to have been tampered with, has exposed wires, shows evidence of leakage, content inconsistencies, or other suspicious conditions must not be transported, and TSA is immediately notified.

Access to cargo may only be gained by properly credentialed individuals or those that can be properly escorted by a credentialed individual. All Kalitta Charters employees are required to challenge individuals not properly displaying identification.



8.4 TRANSPORTATION

Kalitta Charters, LLC. will follow transportation requirements as outline in 14 CFR Part 135 and applicable FARs along with adherence of Operations Specifications and the General Operating Manual. Transportation of materials are handled by direct employees or contracted companies while complying with all Hazardous Materials training regulations as required in Hazardous Materials Program approved by the Federal Aviation Administration. Supervisor and handling of all cargo is the responsibility of the Pilot in Command. Direct hand-off of cargo occurs at each location, there is no storage or temporary storage of cargo at facilities or Fixed Based Operators.

9 DEVIATIONS/COMPLAINTS/THEFT/TAMPERING/DAMAGES

9.1 GENERAL

Kalitta Charters, LLC. must communicate in real time if there are any disruptions during the acceptance or transportation of customer materials. Follow-up communications and plans of actions will occur within 48 hours of any disruption.

9.2 DEVIATIONS

In the event an airplane must divert to another airport Air Operations Specialist will notify as soon as possible the customer and courier that is scheduled to meet the airplane. If the deviation occurs before departure Air Operations will contact the customer so arrangements can be made to meet the airplane at the appropriate location. If the diversion occurs due to unforeseen circumstances during flight by the PIC, Air Operations will notify the customer and courier as soon as possible.

9.3 COMPLAINTS

Any complaints received by a customer will be recorded in detail in writing and investigated thoroughly by the appropriate department. Resolution and if necessary, Corrective Action will be made in writing.

9.4 THEFT/TAMPERING

Kalitta Charters maintains a high standard of safety and security and must meet requirements of the TFSSP. This program requires training and processes to ensure packages are not tampered with or unsecured. This begins during the moment of acceptance by inspection of the package by the pilots and during the loading process at each point during the transportation process. Packages are not left unattended at any time due to the requirements under the TFSSP. Kalitta Charters receives annual in-person inspections by the TSA to ensure compliance of this program.

9.5 DAMAGED PRODUCTS

All packages are inspected prior to acceptance and loading on Kalitta Charters aircraft by loaders and pilots. Final sign off of undamaged packages is made by the Pilot-In-Command on the Pilot Notification Form. Damaged packages are not accepted for transport on Kalitta Charters airplanes. Should a package sustain damage during flight, the customer is notified via a phone call or email by Air Operations upon discovery. Any suspected contamination or spillage of a product will be handled by Kalitta Charters and will involve the Radiation Healthy Physicist. If a package arrives damaged prior to acceptance and loading on Kalitta Charters airplanes, the customer is notified via phone call or email immediately and the package is not accepted.



9.6 RECALLS

Should a package need returned due to Quality Control of the customer, this will occur at the customer cost and appropriate paperwork for shipping must be provided.

10 INSPECTIONS AND AUDITS

10.1 AUDITS/INSPECTIONS

Kalitta Charters is subject to frequent annual announced and random unannounced audits by regulatory authorities. Inspectors from the FAA and TSA may audit and inspect Hazardous Materials, TFSSP, Drug & Alcohol Abatement programs. Routine annual audits are conducted by Kalitta Charters' contracted Health Physicist to maintain the DOT SP-16375 permit.

11 EMERGENCY RESPONSE

11.1 EMERGENCY RESPONSE PROGRAM

Kalitta Charters, LLC. utilizes an Emergency Response Program to assist in responding to an aviation accident involving aircraft and/or personnel. The program is designed to provide a response strategy and guidance on processes utilized to ensure a suitable and adequate reaction to an emergency situation. An Emergency Response Team (ERT) has been named and have been provided specific manuals related to their position and expected duties. The assigned manuals will guide each individual's response in the event of an accident. Government agency and First Responder contacts are maintained in this program. The program is reviewed annually, and any amendments or changes are recorded with a Revision Effective Date and List of Effective Pages.

11.2 HAZARDOUS MATERIALS RESPONSE

A DG/HM shipment is not accepted without emergency response information immediately available. Emergency response information is information that can be used in the mitigation of an incident involving DG/HM. Emergency response information is kept immediately available where the DG/HM is received and handled during transportation. Emergency response information is also kept immediately available onboard the aircraft while DG/HM is being transported. Kalitta Charters utilizes the current Emergency Response Guidebook (ERG) and various outside sources to provide expert assistance or advice when an incident (i.e., breakage, spillage, contamination, etc.) raises serious safety concerns to people or property. Current ERG's are assigned to each Kalitta Charters aircraft.

Emergency contact lists for various government agencies and first responders are maintained for pilots via Electronic Flight Bags (EFB) and for office staff through posted signage in building areas, lanyard cards and electronic lists.



12 ANNEX A – SUBCONTRACTORS

COMPANY	SERVICE
DRL Facility Services don@drlfacilityservices.com 734-972-7988 POC Don LeFloura	Facility Cleaning Services
Transcompss Consultants LTD 8987 Woodside St Canal Winchester, OH 43110 POC Mark Fries	Quality System Consulting

