

Perform Air International Inc.
Quality System Manual
Policy QSM.26: Customer Continuity Policy

Revision	Revision Date	Revision Change
N/I	12/31/2013	Initial Release

During any air carrier related disaster, it is imperative the airline ensures minimal impact on air travelers and minimal financial (and possibly brand/image/reputation) loss due to inadequate or significantly disrupted service.

As a general concept, passenger airlines already have robust and well-rehearsed business continuity plans (BCP) in place. These BCP's address disruption response in a significantly larger scale than what Perform Air International Inc. would experience. However, in the event of a significant disaster, any of our airline customers could call upon us to assist them in assuring their operation continues in an effective and efficient manner.

Customer Disaster Definition

A customer disaster is defined as an internal or external disruption to their operation that is significant enough to require vendor assistance or any aircraft accident where an aircraft is destroyed, substantially damaged or caused fatality. Not all customer disasters may be related to an aircraft accident, other examples, labor disruptions resulting in significant operational impact, natural disasters resulting in significant damage or loss of maintenance related facilities and/or maintenance records.

Media Interaction

In the event any media outlet contacts Perform Air International Inc. or any employee thereof seeking information regarding the disaster: Perform Air International Inc. will direct all media to the air carrier website, unless we (Perform Air International Inc.) have been provided media contact information. No employee will speak with any media outlet regarding the disaster without air carrier customer approval.

Regulatory Investigator Interaction

Perform Air International Inc. will comply with all NTSB and FAA requests for information/data in the event of an air carrier aircraft accident. In the case of an air carrier disaster within the US, the NTSB and FAA will assign an "investigator in charge" who will have full authority over the disposition of all maintenance records relating to the disaster. All requests for information will also be forwarded to the air carrier customer quality assurance department to ensure coordination of all data releases.

Please note an air carrier disaster that occurs outside the US may come under the jurisdiction of a regulatory agency other than the NTSB or FAA. In such cases, an investigator in charge from the country of occurrence will have the authority over the disposition of all maintenance records. Any requests for data or information will be coordinated with the air carrier customer.

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Air Carrier Customer Interaction

In the event of an air carrier customer disaster, no contact regarding the disaster will be made by employees. Initial customer contact will be performed by the executive area, and all pertinent information will be disseminated to management as required. If contact is initiated by the customer, the employee receiving this information will immediately provide all information to executive management.

Customer Disaster Recovery Services

Perform Air International Inc. will do its best to comply with all customer requests for assistance. Unfortunately, we may be unable to meet all customer needs (i.e. due to regulatory limitations). The following items (including but not limited to) are available to our customers, upon request to support their operations during or after a disaster:

- Component Repair / Overhaul
- Advance Component Exchanges
- Aid in submission of FAA SDRs related to the components undergoing maintenance
- Component Reliability Monitoring and Reporting
- Air carrier CASS program assistance
- Delayed Billing
- Historical Maintenance Record Recreation
- Quarantine and hold of accident related components

The total scope of services provided to an air carrier customer during or after a disaster will be determined by the executive management.