

Signature Flight Support Guide for Operators

NAVIGATING YOUR PRIVATE FLIGHT ON THE GROUND



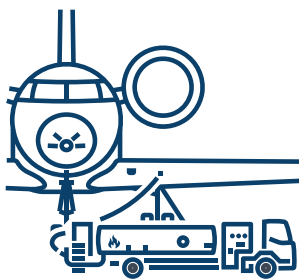
OVERVIEW

Today, more than ever, choice of FBO matters. With over 200 locations in 27 countries, only Signature has the scope, scale and experience to deliver a consistently excellent customer experience. Customers have come to trust and expect our industry-leading approach and we are investing in the latest technology to ensure the health and safety of our team members, our flight crew guests, and the traveling public.



AIRCRAFT STANDARDS

Signature continues to observe our tow team policy, requiring that an appropriate number of team members are present for every aircraft tow movement.



We've ensured the integrity of our Jet A and avgas products by maintaining our industry-leading fuel quality control procedures throughout the pandemic.



CAR RENTAL

National Car Rental, the preferred rental car partner of Signature Flight Support, details all vehicles to meet their 'Complete Clean Pledge', sanitizing 20 key touch-points before every rental.

Visit nationalcar.com to make a reservation.

Learn more about how we're protecting your health and well-being at signatureflight.com/openforbusiness.





The safety and well-being of our customers has always been our top-priority and the SignatureAssure program represents our commitment to providing the cleanest and safest facilities in private aviation. Comprised of standardized protocols that combat the spread of COVID-19, you can trust Signature is taking extra steps at every location across our worldwide network to ensure your health and safety.

COVID-19 PRECAUTIONS

Signature takes the safety of our guests and team members seriously, and has introduced a number of measures to uniformly stop the spread of COVID-19. No matter where in the world your travels take you, trust every Signature location to treat your health and safety as our top priority.



SOCIAL DISTANCING

In many jurisdictions, wearing a mask in public is mandatory. Signature requests that all guests wear masks when entering the FBO. Complimentary face masks for travelers are available throughout our network.

FBO terminals have introduced social distancing markers, including signage and floor markings.

Where possible, furniture and tables have been spaced to incorporate greater distance.



EMPLOYEE READINESS

All Signature Flight Support employees are required to wear a face mask when performing their operational duties.

Signature is using touch-less thermometers and pulse oximeters to monitor the health of all employees before the start of their shift.

All Signature employees are required to be current in their training and accreditations before performing services to aircraft.



FACILITY READINESS

All locations have implemented a prescriptive approach to common and public area cleaning, frequently disinfecting common touchpoints.

Signature has implemented a 50 point cleaning checklist that is completed multiple times a day.

To prevent food-based transmission of illness, our FBOs are only providing prepackaged food.

Signature staff members will not board an aircraft, conducting all necessary flight preparations (including catering delivery) from a safe distance.

Literature, linens, and non-essential common use items have been removed from public areas.



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