

Tarmac Delay Contingency Plan

ExpressJet Airlines is committed to operating a reliable schedule and to minimizing inconvenience to our passengers in the event of a delay. Safety considerations, weather, and air traffic control (ATC) issues, along with other factors, may occasionally cause lengthy tarmac delays.

In accordance with the U.S. Department of Transportation's requirements, ExpressJet's Tarmac Delay Contingency Plan covers all scheduled and public charter flights operated by ExpressJet Airlines in order to manage and minimize lengthy tarmac delays. ExpressJet has sufficient resources to implement this Tarmac Delay Contingency Plan and will not permit an aircraft to remain on the tarmac at a U.S. airport for more than three hours (for domestic flights) or four hours (for international flights) unless:

- (1) For departing flights, the flight begins to return to a suitable disembarkation point no later than three hours (for domestic flights) or four hours (for international flights) after the main aircraft door is closed in order to deplane passengers (NOTE: if the aircraft is in an area that is not under ExpressJet's control, the aircraft has "begun to return to a suitable disembarkation point" when a request is made to the Federal Aviation Administration control tower, airport authority, or other relevant authority directing the aircraft's operations. If the aircraft is in an area that is under ExpressJet's control, the aircraft has "begun to return to a suitable disembarkation point" when the pilot begins maneuvering the aircraft to a suitable disembarkation point ;)
- (2) The pilot-in-command determines that deplaning passengers at a suitable disembarkation point would jeopardize passenger safety or security, or there is a safety related or security related reason why the aircraft cannot leave its position on the tarmac to deplane passengers; or
- (3) Air traffic control advises the pilot-in-command that returning to a suitable disembarkation point to deplane passengers would significantly disrupt airport operations.

Should a lengthy tarmac delay occur, we will make every reasonable effort to ensure that the essential needs of our customers are met, and we will:

- Provide adequate food and potable water no later than two hours after the start of the tarmac delay, unless the pilot-in-command determines that safety or security considerations preclude such service
- Provide operable lavatory facilities
- Provide comfortable cabin temperatures
- Provide adequate medical attention, if needed
- Share facilities and make gates available at airports in an emergency
- Notify passengers on board the aircraft that passengers have the opportunity to deplane each time the opportunity to deplane exists at a suitable disembarkation point for all departing flights and diversions

We want to keep our customers informed during lengthy tarmac delays. We will notify customers on the aircraft during a tarmac delay regarding the status of the

delay when the tarmac delay exceeds 30 minutes and may provide subsequent updates, including flight status changes, as ExpressJet deems appropriate.

Our plans have been coordinated with airport authorities (including terminal facility operators where applicable), the Transportation Security Administration and U.S. Customs and Border Protection at each airport ExpressJet serves as well as our regular diversion airports.