

Management Guiding Principles

- We will set the example by abiding by, and caring for, all of the guiding principles all of the time
- AirSprint does not have to be large to be innovative or an example of excellence

<p>Safety</p> <ul style="list-style-type: none"> - We endeavour to minimize risk to as low as reasonably practicable considering our business objectives and our predefined safety box, which we will not compromise
<p>People</p> <ul style="list-style-type: none"> - All of our people are essential to the success of AirSprint and they deserve our respect. We are all equal and we will never demean, insult, or belittle them, even in jest - Recruiting and selecting the right people to join us is amongst the most important jobs that we have, and we will give it the time and importance which it deserves - We will trust our people to take care of our fractional owners and we will make it easy for them by providing them with vision, direction, motivation, feedback, and the tools to succeed - We will have high expectations for our people as they are very capable and will meet our expectations more often than not - We endeavour to know our people, participate in their development, and openly appreciate and recognize them for their dedication and achievement - We will be compassionate and recognize that our people and their families may need a little help from time to time, and we will provide assistance when appropriate - People with good intentions will make mistakes, which is part of the learning process. We will treat our people equitably and with fairness and help those who are having trouble and want to improve. We will limit our people's exposure to those who are a destructive influence
<p>Service</p> <ul style="list-style-type: none"> - We will provide our fractional owners with personalized, positive, and proactive assistance whenever the opportunity presents itself - We will go to great lengths to achieve our fractional owners' requests. Often, the impossible can be achieved through creativity and 5 minutes extra effort - We will respect our fractional owners at all times. We will never demean, insult, or belittle them, even in jest - We endeavour to put ourselves in our fractional owners' situation and respond with compassion - We will empower our people to assist our fractional owners in a timely manner when they identify a need. Occasionally, our people will go too far and we will positively provide feedback - We will treat our people and coworkers with the same spirit of service as we treat our fractional owners
<p>Integrity</p> <ul style="list-style-type: none"> - We will be open and honest with our people at all times, with consideration given to select items deemed to be confidential in nature - We will be open and honest with our fractional owners and admit when we have made mistakes

Humility

- We will maintain a culture of continuous improvement by setting goals and continuously monitoring our performance in order to exceed our goals
- We will commit to learning from each and every negative result in order to prevent recurrence
- We will be open to accepting feedback about ourselves, our team, and our performance

Community

- We will share with our people information regarding the community causes which AirSprint supports
- We will organize or support our people at a minimum of one community cause per base annually

Communication

- We will regularly communicate with our people details regarding the performance of the company, the vision for the future, and the strategy for achieving the vision
- Perception is reality and it is our duty to our people to communicate openly and honestly in a timely manner, even when the message is not popular
- We will be visible and present for our people and provide frequent opportunities for them to share their thoughts and concerns, which we will respect and consider
- We will promote an open door policy and focus communication on remaining positive, productive and we will take the time to explain not only how, but why

Learning Organization

- We will be a learning organization by incorporating the ASQ program, QPulse, standardization, training, and supervision
- Through the ASQ program and QPulse we will observe and evaluate potential areas for improvement as well as our successes
- We will ensure that our standardization and training is current, relevant, complete, and incorporates lessons learned
- We will communicate regularly the reasons why we have changed our standardization in order for our people to have a more thorough understanding of the reason for the change
- We will ensure that our people are provided with appropriate supervision and feedback to ensure that the lessons have been incorporated into our operations