

## **ATLAS AIR, INC. LENGTHY TARMAC DELAY PLAN APPLICABLE TO PUBLIC CHARTERS**

Atlas Air, Inc. has adopted a Contingency Plan for Lengthy Tarmac Delays that applies to Public Charter flights that it operates at U.S. airports. Our plan is managed by the Atlas Global Control Center, and Atlas has and will make available adequate resources available to carry out the plan. At U.S. airports that Atlas serves with Public Charters, Atlas coordinates its plan with local airport authorities and terminal operators (including those at regular U.S. diversion airports), the Transportation Security Administration, and (in the case of international flights) U.S. Customs and Border Protection.

Our assurances to customers are:

When an Atlas flight experiences a lengthy tarmac delay, passengers will be offered snack food and potable water no later than two hours following gate departure or flight touchdown unless safety or security considerations preclude such service. While the aircraft remains on the tarmac, Atlas will make available operable lavatory facilities and adequate medical care, if needed, and will maintain a comfortable cabin temperature. The Atlas crew will notify passengers on delayed flights regarding the status of the delay every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known. If an Atlas aircraft is at the gate or another disembarkation area, and the opportunity to deplane actually exists, passengers on a delayed flight also will be notified beginning 30 minutes after the scheduled departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter that they have the opportunity to deplane. In an emergency, Atlas also will share facilities and make gates to which it has access available to other carriers, and it will contact the airport and other carriers to obtain access to gates and facilities of other carriers should the need arise.

Atlas will allow passengers to deplane from domestic flights delayed on the tarmac before the ground delay exceeds three hours and from international flights before the ground delay exceeds four hours. However, deplaning may be further delayed if: (i) the pilot-in-command determines there is a safety-related or security-related reason (*e.g.* weather, a directive from an appropriate government agency) why the aircraft cannot leave its position on the tarmac to deplane passengers; or (ii) air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations. The ability to deplane will be made available at airports to which covered flights are diverted.