

Jin Air Co., Ltd.

Contingency Plan for Lengthy Tarmac Delays at U.S. Airports

(Updated September 2015)

Introduction

In compliance with the tarmac delay rule issued by the U.S. Department of Transportation (DOT) effective August 23, 2011, Jin Air Co., Ltd. (Jin Air) has developed this Contingency Plan for Lengthy Tarmac Delays (Plan) to preserve the safety and security of our customers and to meet their essential needs during an extended tarmac delay.

Most cases of lengthy tarmac delays are caused by factors beyond an airline's control, such as adverse weather conditions, air traffic control requirements and unexpected airport facility developments. Jin Air is committed to ensuring the safety and well-being of our valuable customers on our flights during a lengthy tarmac delay.

Contingency Plan

This Plan covers Jin Air's scheduled and public charter flights and applies at U.S. airports that Jin Air regularly serves as well as its regular U.S. diversion airports. As used in this Plan, the term "tarmac delay" means the holding of an aircraft on the ground either before taking off or after landing with no opportunity for its passengers to deplane. Tarmac delays include extended on-ground delays that occur during Taxi-Out (i.e., the period from the time the aircraft leaves the gate until airborne) Taxi-In (i.e., the period from the time of touchdown until the aircraft is parked at the gate) and Diversions (i.e., an unscheduled landing due to weather conditions, medical emergencies or other causes).

The Plan includes the following assurances from Jin Air to its customers:

1. In the event of a tarmac delay, Jin Air will not permit an aircraft to remain on the tarmac for more than four (4) hours before providing passengers with an opportunity to deplane, with the following exceptions:
 - the pilot-in-command determines there is a safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to deplane passengers; or
 - 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.
2. In the event of a tarmac delay, passengers will be provided with adequate food and water no later than two (2) hours after departure from the gate or touch down if the aircraft remains on the tarmac, however, the pilot-in-command may preclude such service due to safety or security considerations.

3. In the event of a tarmac delay, Jin Air will provide operable lavatory facilities to its passengers as well as adequate medical attention, if needed, while the aircraft remains on the tarmac.
4. In the event of a tarmac delay, Jin Air will provide passengers on the aircraft with information regarding the status of the delay, reasons for the delay (if known) and the estimated time for take-off (or time for arrival at the gate) every 30 minutes while the aircraft is delayed.
5. For all flights covered by this Plan, Jin Air will notify passengers on the delayed flight beginning 30 minutes after scheduled departure (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter that they have the opportunity to deplane from the aircraft, if the aircraft is at the gate or another disembarkation area with the door open and if the opportunity to deplane actually exists.
6. Jin Air will supervise taxi-in/out delays and diversions to minimize tarmac delays of two (2) hours or more and prevent tarmac delays of four (4) hours or more.
7. Jin Air has committed sufficient resources in order to implement this Plan.
8. Jin Air has coordinated this Plan with airport authorities (including terminal facility operators where applicable) and representatives of the Transportation Security Administration (TSA) and U.S. Customs and Border Protection (CBP) at each U.S. airport served by Jin Air as well as at each of Jin Air's regular U.S. diversion airports.

Jin Air will do its best to prevent lengthy tarmac delays through effective communication and timely situational awareness between our operations control center and aircrews. Our goal is to secure our customers' safety and to keep our promise to provide the best service possible to our valuable customers.