

Welcome to

FAI Aviation Group

- Code of Conduct -

rent-a-jet.de

A Message from FAI's Board of Directors:



Left to right:
Martin Mühlmeier (CEO), Andrea Dippacher (DFO), Volker Lemke (CSO)

Dear FAI Colleagues,

We would like to introduce you to the FAI's Code of Business Conduct. At FAI, we can and do make a difference when we act with integrity, personal accountability and responsibility.

Because FAI's services impact the health and well-being of people every day, our careful attention to integrity, quality and safety improves passengers' and customers' lives and builds trust in FAI among all of our stakeholders.

We are committed to doing the right thing at all times. Acting with integrity allows us to earn and maintain the trust of everyone we work with, From our colleagues at FAI and our partners at other companies to the passengers whose lives we impact and the communities in which we live and work.

We know that our business success depends on our integrity. After all, how we do our jobs is just as important as what we do.

FAI's Code of Business Conduct ('Code') is a guide, and an ethical compass, for making decisions that support FAI's Vision, Values and Commitment. This Code begins with one Guiding Principle – acting with personal accountability and responsibility – that applies to everything we do. The Guiding Principle helps us to follow the seven Principles of Integrity that set the course for all of us at FAI. Together these Principles are the foundation on which this Code is built.

Please take the time to read and understand the Code. While no code can address all the situations you may encounter in the course of your work, you should use the Code as a guide to help you make the right ethical decisions on behalf of FAI. You are responsible for complying with the Code, and you are also expected to ask questions, seek guidance and raise any issues you see that may be a violation of the Code.

Our customers and passengers, our fellow employees, our families and our communities are counting on us as a company and as individuals to conduct ourselves with integrity. Thank you for making a difference and doing so with integrity.

Introduction – Our 7 Principles:

INTRODUCTION

Introduction and Guiding Principle: Act with Personal Accountability and Responsibility

To whom does the Code apply?

What is expected of You?

What is expected of You as a Manager?

1. Follow the Laws, Regulations, Policies and Procedures that apply to You and Your Job

What Laws and Regulations Apply to FAI and to You?

2. Promote a Culture of Integrity, Respect and Trust at Your Workplace

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Safe and Healthy Work-Environment

3. Act with Integrity in the use of FAI's Assets

What are FAI's Assets?

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Thank You!

Vision, Values and Commitment

Important Notes about the Code

The Integrity Test

Report Your Concerns

Introduction and Guiding Principle:

Act with Personal Accountability and Responsibility

- Doing business ethically starts with personal accountability and responsibility.
- Each of us is responsible for making sure that we follow an ethical course of action and ask for help when we are not sure what to do.
- This Code is designed to be a guide to help you understand the high standards that we uphold and where you can go at any time if you have questions or concerns.

To whom does the Code Apply?

The Code applies worldwide to all directors, officers, employees, contractors, temporary workers and freelancers of FAI

What is expected from you?

- Read, understand and follow the Code
- Act as a role model for those around you
- Know and do what is expected of you in your job
- Use the code to guide you in your job and in your workplace and avoid conduct that violates the Code
- Seek guidance when you need it
- Do not investigate or take other actions yourself regarding issues. The reason for reporting concerns is to allow Human Resources (HR) or Legal Department to conduct objective evaluations of the matter
- Co-operation in any inquiry into the facts.

What is expected from you if you are a Manager?

- Conduct and participate in interactive discussions with employees, contractors and agents who work for you to reinforce the significance of the Code
- Encourage your employees to seek guidance and to raise concerns with you or another manager, HR or Legal Department.

Principle 1:

Follow the Laws, Regulations, Policies and Procedures that apply to You and Your Job

- An important aspect of personal accountability is making sure that each of us knows and follows all the rules that apply to the work we do.
- Knowing and following the laws, regulations and FAI policies and procedures that apply to you is essential. The Code and the Principles of Integrity are intended to serve as your guide. Other resources include FAI's intranet, your manager, another manager, HR or Legal Department.

What Laws and Regulations apply to Members of FAI?

There are many laws and regulations that apply to FAI and all of us. Laws and regulations in every country where we do business require quality, safety and effectiveness of our team and our aircrafts. Regardless whether we work for FAI Technik GmbH, in the Operations Center, in Medevac or in Administration. We are expected to follow these laws and regulations and provide safe and effective performance and services to our customers and patients. Doing this is not solely the responsibility of the function known as „Quality“ - it's everyone's responsibility. Some examples of laws and regulations that apply to FAI and all of us:

- Obligation to represent our services accurately and never promote dishonest statements
- Establish requirements for accurately reporting our transactions and financial performance
- Require us to report complaints and adverse technical events related to our services
- Concern environmental, health and safety requirements.

You should consult with your manager, HR or Legal Department if you are uncertain about which laws and regulations apply in your role at FAI.

Principle 2:

Promote a Culture of Integrity, Respect and Trust in the Workplace

Integrity means treating one another with dignity, respect and trust in the workplace. An integrity-based culture promotes a workplace that you can be proud of and enjoy. We all share a commitment to treat others the way we want to be treated – with integrity, fairness, honesty, respect and trust.

Diversity and Equal Opportunities

As part of our international culture, we never allow discrimination or harassment based on any of the following characteristics: Race, color, religion, gender, national origin, citizenship status, age, disability, sexual orientation or any other protected status under applicable laws.

Safe and Healthy Work Environment

We should all feel safe and not be concerned with inside or outside influences that could impact our job or working environment. Regardless of your job or work area, you are expected to know and follow FAI's worldwide policies and procedures regarding health and safety. Some examples:

- No harassment at work
- No violence
- No weapons
- No drugs
- No alcohol

Furthermore, you are expected to look for ways to enhance health and safety and reduce risks to your and others' health and safety. Correct and/or report unsafe or potentially dangerous conditions or behavior

Principle 3:

Act with Integrity in the Use of FAI's Assets

We are each expected to protect and use FAI's assets responsibly. We all share the commitment to use FAI's assets only for appropriate and legitimate work-related reasons and reasonable incidental personal usage. Using FAI's assets responsibly and for the greater good of our business allows us to be productive and successful as we strive to continue to be a leader in our industry.

What are „FAI's Assets“?

Property, including FAI's land and physical sites and all tangible assets, such as equipment, office supplies, security badges, mobile devices, computers, company vehicles, bank accounts, cash, credit cards, etc.

Furthermore, we also consider as part of FAI's assets: information, including intellectual property (such as patient data, trade secrets, information system, websites, electronic and social media, applications (apps) on computers and licensed software.

Principle 4:

Assure Integrity of Hospira's Books and Records

By ensuring that all of the information we record is truthful, accurate, complete and timely, we can each help make sure that the information we and our colleagues need is reliable and available when it is needed.

What is included in „Books and Records“?

In general, we are talking about internal information which have not (or not yet) been published. „Books and Records“ include also personal information (i.e. referring to employees, customers, passengers and business partners.) Furthermore, confidential information which are marked as „confidential“.

Books and Records of FAI:

- Accounting Records, financial reports, bank statements, tax returns, time reports and expense reports
- Employee/Customer/Passenger documents
- Employee information, performance appraisals, healthcare plans, inclusive payroll information
- Software programs, electronic data, Intranet

All FAI's books, records and documents that you create, receive or you are otherwise responsible for should be retained for the period of time required by FAI's record retention policies and procedures and local legal and regulatory requirements. That means you are not entitled to discuss those information with:

- any third party, including family and/or friends unless it is explicitly approved or ordered.

Books and Records of Third Parties:

- Third Parties we are working with (i.e. suppliers, business partners, consultants, lawyers, etc.) may deliver to you confidential internal information from their side. You should treat those exactly as confidential as before mentioned and described information of FAI.

Principle 5:

Act with Integrity in Interactions with Others

When interacting with others outside of FAI, you are expected to conduct yourself with the same integrity, respect and honesty that you use in your interactions within FAI.

No Bribes, Kickbacks or Other Improper Inducements

FAI prohibits the payment of bribes, kickbacks or other improper inducements and will not engage in any unlawful behaviour in order to sell, lease, recommend or arrange for the sale, lease or preferential treatment of our services. FAI requires compliance with the applicable anti-bribery laws in every country we are in place.

Authorities, Employees and Officials

Acting with integrity includes being honest and transparent with authorities, including regulatory agencies, the Federal Office of Civil Aeronautics, prosecutors and courts of law.

Accepting Gifts, Meals and Hospitality

Exchanging modest gifts, meals or other hospitality with our partners can help us build healthy business relationships. However, it is important to be aware that when gifts and hospitalities are too generous, they may lead to bias in the giver's favour. We must be careful never to accept or offer a gift, meal or hospitality that could become – or even just appear to become – an improper inducement.

Principle 6:

Avoid Conflicts of Interest

We must all conduct FAI's business dealings ethically, fairly and in FAI's best interest. This means we must take care to avoid any real or potential conflict of interest.

How to define a Conflict of Interest?

A conflict of interest or the appearance of a conflict of interest may exist if you, a close family member or a close friend:

- works for a company or organisation that FAI may be doing business with, wants to do business with or wants to acquire some
- is currently or has been employed in the past by such a company or organisation
- Has a significant financial or other interest in a competitor

Avoid Conflicts of Interest!

If you encounter a real or potential conflict of interest situation, there are some steps you must take:

- Properly disclose the situation to your manager and/or his/her manager in writing, retain the written communication in the event that you are asked at a later date to prove that you complied with this Principle 6 of Integrity
- Do not get involved in the day-to-day business relationship between FAI and that company or organisation.

Principle 7:

Be a responsible Global Citizen

We all share the responsibility for improving our communities and making the world a better place to live and work, for today and for the future. At FAI, we strive to do our part, by acting as a responsible corporate citizen wherever our company is represented.

Corporate Social Responsibility

In order to uphold our company's hard-earned reputation for integrity, we should strive to protect that reputation just as we do all of FAI's assets and property.

Both as individuals and as employees of FAI, we have a duty to act responsibly, be representing our company in the best way possible. This means that our actions and communications with each other, our customers and the public should always give an honest and accurate picture of all of our business operations.

It is also important to protect our Company's reputation by speaking to others about FAI with one consistent voice. Therefore, unless you are designated to do so, you may not make any statements on behalf of FAI.

Caring for the Environment

FAI wants to preserve our environment and natural resources for now and for the future. In addition to complying with applicable laws, we will look for ways to reduce the environmental impact of our operations and services. We will adopt practices that result in responsible utilization of natural resources.

**Thank You for your Interest in our Visions,
Values and Engagement of**

FAI Aviation Group

When you are faced with a difficult issue, just ask yourself:

- Is it the right thing to do?
- Is it legal?
- Is it consistent with the Code?
- Would it be in line with the Guiding Principle – „Act with Personal Accountability and Responsibility“?
- What would the consequence for FAI, you and others?
- How would your family or friends react if they knew?
- How would it look if reported on television, radio on the Internet, or in the newspapers?
- When you look at yourself in the mirror, will you be able to say: „I made the right decision. I followed my ethical compass“?

If you need assistance, you can contact your manager, another manager, HR or Legal Department at any time.

What happens, when you raise an issue?

- Your confidentiality will be safeguarded. Regardless of how you raise an issue, you may request that your identity be kept confidential. Your identity and your report will be kept confidential to the extent possible while still allowing FAI to evaluate the matter and take appropriate action. If you contact your manager, HR and or Legal Department you may do so anonymously unless the laws in your country do not permit anonymity.
- Retaliation will not be tolerated. FAI strictly prohibits retaliation against anyone who reports any actual or potential Code violation or concern in good faith. If you believe you are being retaliated against, harassed or punished by management, co-workers or others for making a good-faith report or if you observe retaliation for good-faith reporting, you should report the retaliation to your manager, another manager, HR or Legal Department.
- All Matters will be evaluated. FAI will promptly evaluate and, if appropriate, investigate reports and allegations of violations of the Code. All investigations will be pursued to resolution. You are expected to co-operate in any investigation of a possible or actual violation of the Code.
- If FAI determines that corrective action is required to remedy a situation and prevent its recurrence, FAI will take the appropriate steps, including disciplinary action.
- FAI may take disciplinary action, as appropriate, up to and including termination for the following:
 - Any violation of the Code or participation in any violation of the Code
 - Failure to promptly report a known incident or concern
 - Knowingly making a false or bad faith report
 - Refusal to co-operate with an investigation
 - Manager's failure to appropriately act upon a violation or concern or intentional disregard of a possible issue
 - Retaliation, retribution or harassment of any person who, in good faith, has reported a concern or an actual or potential violation of the Code

Follow Up:

If you report an issue, you can follow up with more information or to determine the status of the matter. You can either contact your manager, HR or Legal Department.