

NETJETS

MANAGEMENT SERVICES AGREEMENT

This Management Services Agreement (this "Agreement") is entered into between NetJets Services, Inc., a Delaware corporation, with its principal place of business at 4111 Bridgeway Avenue, Columbus, OH 43219, for itself and for its subsidiaries and its Affiliates (as defined below) (collectively "NetJets"), and Augusta Georgia, a political subdivision of the State of Georgia, by and through its Augusta Aviation Commission ("Augusta") with its principal place of business at 1501 Aviation Way, Augusta, GA 30906, dated September 8th, 2026 (the "Effective Date"). This Agreement sets forth the compensation and general terms and conditions agreed to by NetJets and Augusta with respect to certain management services provided by Augusta to NetJets. NetJets and Augusta may be referred to herein collectively as the "Parties" and/or individually as a "Party."

WHEREAS, Augusta is the owner of that certain municipal airport known as the Augusta Regional Airport, located at 1501 Aviation Way, Augusta, GA, 30906 (the "Airport");

WHEREAS, Augusta and NetJets have a certain Augusta Regional Airport Property Lease Agreement dated August 15, 2023 as amended for the first time on February 4, 2025 and second time on September 1, 2025 (the "Lease");

WHEREAS, during the term of this Agreement, the Parties desire for Augusta to provide certain management services to NetJets for the NetJets improvements that have been constructed at the Airport in accordance with the Lease ("NetJets Facilities").

ARTICLE 1. DEFINITIONS

1.1 Defined Terms:

"Affiliate" means any domestic or foreign Person, whether or not currently existing that is or becomes ultimately owned or controlled by NetJets. This term also shall include any Person that (a) is licensed by NetJets Inc. to use the "NetJets®" trademark and (b) has entered into one or more agreements for establishing or operating a "NetJets®" branded aviation service.

"Aircraft" means any aircraft that is owned, operated, or managed by NetJets, an Affiliate, or any Person with whom NetJets or an Affiliate has contracted with to fly a flight on behalf of NetJets or an Affiliate, including, without limitation, NetJets Sales, Inc., NetJets Aviation, Inc., Executive Jet Management, Inc., NetJets Transportes Aereos, S.A., NetJets Aviation, Sociedade Unipessoal, Lda, Executive Jet Management (Europe) Limited, or any other subsidiary of NetJets or its on-site maintenance, repair and operation third party supplier.

"Confidential Information" means without designation, NetJets' employee information, and NetJets' owners' personal, family and travel information, preferences and customs, home addresses and information and conversations overheard while Augusta is providing services hereunder, and any NetJets documents such as flight releases, brief sheets and logistic reports. Confidential Information shall also include any other information designated by NetJets as "confidential," provided, however, that Confidential Information shall not include any information in the public domain or generally available to the public, any information developed by a Party on its own and without the assistance of the other Party, or information available to a Party from a third party unrelated to the activities of the Parties under this Agreement and who is not under any obligation to refrain from releasing or disclosing such information. This definition and agreement are subject to Georgia's Open Records Act, O.C.G.A. § 50-18-70 *et seq.*

"Control" in this paragraph refers specifically to the FBO, as it relates to a Person, and means the power, directly or indirectly to (i) vote approximately fifty percent (50%) or more of the securities that have ordinary voting power for the election of that Person's directors; or (ii) to direct or cause the direction of management and policies of that Person whether by voting power, contract, or otherwise. For the purposes of this definition, if a Person obtains Control by acquiring more than fifty percent (50%) of the securities that have ordinary voting power for the election of that Person's directors, that acquisition may be accomplished by multiple transfers.

"NetJets Passenger" means any passenger of a flight operated by, or on behalf of, NetJets or an Affiliate.

"Operating Expenses" means the expenses incurred by Augusta in providing the Services to NetJets for the NetJets Facilities. Operating Expenses shall not include: (i) depreciation and amortization; (ii) expenses incurred by Augusta to prepare, renovate, repaint, redecorate or perform any other work in any space other than the NetJets Exclusive Use Space; (iii) expenses incurred by Augusta for

repairs or other work occasioned by fire, windstorm, or other insurable casualty or condemnation; (iv) expenses incurred by Augusta to lease space to new tenants or to retain existing tenants including leasing commissions, advertising and promotional expenditures; (v) expenses incurred by Augusta to resolve disputes, enforce or negotiate lease terms with prospective or existing tenants or in connection with a financing, sale or syndication of the Airport; (vi) interest, principal, points and fees, amortization or other costs associated with any debt and rent payable under any lease to which this Agreement is subject and all costs and expenses associated with any such debt or lease and any ground lease rent, irrespective of whether this Agreement is subject or subordinate thereto; (vii) cost of alterations, capital improvements, equipment replacement and other items which under generally accepted accounting principles are properly classified as capital expenditures; (viii) expenses for the replacement of any item covered under warranty; (ix) cost to correct any penalty or fine incurred by Augusta due to Augusta's violation of any federal, state, or local law or regulation and any interest or penalties due for late payment by Augusta of any of the Operating Expenses; (x) cost of repairs necessitated by Augusta's negligence or willful misconduct; (xi) expenses for any item or service which NetJets pays directly to a third party or separately reimburses Augusta and expenses incurred by Augusta to the extent the same are reimbursable or reimbursed from any other tenants, occupants of the Airport, or third parties; (xii) expenses for any item or service not provided to NetJets but exclusively to certain other tenants or occupants of the Airport; (xiii) any administrative or property management fee for the Airport; (xiv) salaries of (a) employees above the grade of building superintendent or building manager and (b) employees whose time is not spent directly and solely in the operation of the Airport; (xv) Augusta's general corporate overhead and administrative expenses except if it is solely for the Airport; (xvi) business interruption insurance or rental value insurance; (xvii) reserves; (xviii) fees paid to affiliates of Augusta to the extent that such fees exceed the customary amount charged for the services provided; (xix) any costs and expenses of removing, maintaining or replacing any substance or matter which may be deemed hazardous under any federal, state, or local environmental law, rule, regulation, ordinance, or order, or any costs and expenses of complying with such federal, state, or local environmental law, rule, regulation, ordinance, or order, including without limitation any cost of maintaining, or any cost of complying with applicable wetlands statutes; (xx) other items not customarily included as Operating Expenses for similar airports.

"Person" means a natural person, corporation, limited partnership, general partnership, limited liability company, limited liability partnership, joint stock company, joint venture, association, company, trust, or other organization, whether or not a legal entity, and a government or agency or political subdivision of that entity.

"Services" means the services provided to NetJets by Augusta pursuant to this Agreement and as outlined in Exhibit C, including, but not limited to, maintenance, repair, and replacements, , janitorial

services, utilities, landscaping, security, and necessary staffing to provide the Services. NetJets may at its discretion have its own employees or contractors perform the same or additional services.

"Special Damage" means any damage to an Aircraft, caused by the negligence or willful misconduct of Augusta, its agents, employees, or contractors, that results in (i) an Aircraft to be down for maintenance for more than seventy-two (72) hours, (ii) NetJets' needing to position another Aircraft to replace the affected Aircraft on less than four (4) hours' notice, (iii) NetJets' needing to subcontract a flight, or (iv) a reasonable expectation that there will be diminution in the Aircraft's value.

"Subcontractor" means any Person, at any tier, having an agreement with Augusta to perform a portion of Augusta's obligations under this Agreement.

"Workers' Compensation Laws" means the statutory requirements of the state and/or federal regulations (e.g., FELA, USL&H, Jones Act) where the Services are to be provided.

ARTICLE 2: TERM.

The initial term of this Agreement shall be five (5) years and shall begin on the Effective Date (the "Management Term"). NetJets shall have the option to renew the Management Term for four (4) additional consecutive terms of five (5) years each. Either Party may terminate this Agreement prior to the termination date with Cause. "Cause" shall include, but is not limited to, the failure of a Party to materially comply with the terms of this Agreement. NetJets reserves the right to terminate this Agreement for convenience with 30-day written notice to Augusta, prior to the expiration date of the Management Term.

Termination of the Agreement for Default. Failure of NetJets, which has not been remedied or waived, to perform or otherwise comply with a material condition of the Agreement shall constitute default. Augusta may terminate this contract in part or in whole upon written notice to NetJets pursuant to this term.

Augusta may terminate this contract in part or in whole upon 30-day written notice to NetJets.

ARTICLE 3: OPERATING EXPENSES

Augusta, pursuant to this management agreement, shall be responsible for Operating Expenses as defined. For all other expenses, Augusta shall invoice NetJets as the expense arises.

All payments shall be remitted to:

Augusta Georgia

Augusta Aviation Commission

1501 Aviation Way

Augusta, GA 30906

All invoices and Annual Statements shall be addressed as follows:

NetJets

4111 Bridgeway Avenue

Columbus, OH 43219

Attn: Corporate Real Estate _____

Email: Realestateap@netjets.com _____

INVOICES WHICH DO NOT CONTAIN THE ABOVE INFORMATION, OR ARE NOT ADDRESSED AS ABOVE, MAY CAUSE PAYMENT DELAY.

NetJets shall have the right, at its expense, to examine and audit Augusta's books and records pertaining to Operating Expenses incurred and attributable to the Airport or NetJets Facilities provided that NetJets (i) shall first give Augusta at least ten (10) days' prior written notice of the exercise of NetJets' audit right, (ii) shall conduct such audit within sixty (60) days after receipt of the disputed expense invoice, and (iii) shall only exercise this right by independent certified public accountants and not by an auditor for a contingency fee or fee based upon NetJets' savings or refund. NetJets shall supply Augusta with a copy of any audit upon receipt and shall keep any information gained from such audit confidential. If NetJets' audit reveals an error by Augusta that exceeds three percent (3%) of the amount charged to NetJets, then Augusta will pay NetJets's actual costs of the audit, not to exceed Two Thousand Five Hundred and No/100 Dollars (\$2,500.00). In addition, Augusta shall pay to NetJets within thirty (30) days of such audit, any deficiency due and owing to NetJets. If NetJets fails to exercise its right to audit Augusta's books and records within the 60-day period set forth in this Section, then NetJets shall be deemed to have waived its right to audit and the Annual Statement of Operating Expenses for the subject period shall be deemed to be accurate.

ARTICLE 4: RIGHT OF OFFSET

In the event Augusta shall fail to perform any obligation specified in this Agreement, then in addition to any other rights NetJets may have under this Agreement, NetJets may, after the continuance of any such default for thirty (30) days after written notice thereof by NetJets to Augusta (or if such default is of a type that would reasonably take more than thirty (30) days to cure, such longer period of time, so long as Augusta has commenced to cure within said thirty (30) day period and is diligently pursuing the same to completion), cure such default all on behalf of and at the expense of Augusta and Augusta shall, within thirty (30) days of receipt of demand, pay NetJets the amount so paid by NetJets together with interest thereon at the rate of twelve percent (12%) per annum (or the highest rate permitted by law, if less than 12%) from the date of payment until repayment, and NetJets may, to the extent necessary, withhold any and all payments thereafter due to Augusta under this Agreement and apply the same to the payment of such indebtedness.

ARTICLE 5: NETJETS FACILITIES MANAGEMENT

5.1. The Parties acknowledge that NetJets' office and storage space within NetJets Subleased Area is exclusive to NetJets ("NetJets Exclusive Space"), as shown on Exhibit A, shall be secured at all times with access thereto limited to NetJets and individuals authorized by NetJets to enter the NetJets Exclusive Space. Augusta and its employees and contractors may enter NetJets Exclusive Space only for the purpose of providing the Services under this Agreement. Such access by Augusta shall be in accordance with Article 6 of this Agreement. In addition, NetJets shall have exclusive use of the NetJets Facilities for the period that begins ten (10) days prior to the first day of the annual Masters Golf Tournament ("MGT"), four (4) days of tournament play, and ends two (2) days after the final day of the MGT (the "MGT Exclusive Use Period"), as well as any other period agreed upon by the Parties with at least seventy two (72) hour advance notification in writing. Augusta may lease any portion of the NetJets Facilities (other than the NetJets Exclusive Use Space) to third parties, except for the third-party aircraft operators outlined in Exhibit B, for airport purposes at any time during the Management Term other than the MGT Exclusive Use Period or any other exclusive use period agreed to between the Parties ("Third-Party Leasing"). NetJets will incur ramp fees for use of any ramps outside of the NetJets Facilities during the MGT Exclusive Use Period. Augusta shall collect 100% of the revenue generated from any Third-Party Leasing as a management fee. This fee structure is predicated on FBO & fuel concessions by Augusta to NetJets as outlined in the service agreement.

5.2. Parties acknowledge NetJets has provided Augusta with a preferred facilities management practices document to be used for training staff and maintaining the NetJets Facility. NetJets agrees this document is not proprietary and may be utilized by AGS for any airport owned or operated building.

ARTICLE 6: EXCLUSIVE USE SPACE

Augusta may enter the NetJets Exclusive Use Space at all reasonable times but upon not less than forty-eight (48) hours' prior notice (except in the event of an emergency) for the purpose of routine inspections of the NetJets Exclusive Use Space, or to perform Augusta's duties under this Agreement. Augusta shall exercise such access rights in a manner that does not unreasonably interfere with, or disrupt, NetJets' use or occupancy of the NetJets Exclusive Use Space, or the business conducted therein.

ARTICLE 7: MOST FAVORED NATION

Augusta shall not extend more favorable pricing or other terms and conditions than the terms and conditions hereof to any similarly situated project, organization, or Person. In such event, Augusta shall promptly notify NetJets thereof and offer such lower price or other more favorable terms and conditions to NetJets during the period in which such lower price or other more favorable terms and conditions are in effect. NetJets may, from time to time, and upon reasonable notice to Augusta request certification from Augusta's Chief Financial Officer that Augusta is in compliance with Article 7.

ARTICLE 8: TAXES

8.1 NetJets will pay any taxes, fees or other charges imposed by any national, local or airport authority on the provided Services except for taxes on Augusta's income. Augusta shall show all taxes, fees and other charges as separate items on the Annual Statement. Augusta shall keep NetJets informed at all times about the taxes, duties and charges existing or to be charged to NetJets. NetJets may, or at NetJets' request, Augusta shall, take all actions necessary to contest the validity, applicability of such taxes, duties and charges (including but not limited to withholding any tax) and at NetJets' request shall institute actions to recover past payments or avoid anticipated

payments. NetJets shall have no obligation to reimburse Augusta for taxes paid by Augusta if Augusta failed to pay the applicable taxes at the time such taxes were due and/or more than six (6) months have elapsed. Augusta shall promptly notify NetJets of any tax liability or potential tax liability, and of any pending or threatened tax audit or other proceeding that could lead to the imposition of tax liability upon NetJets. Augusta shall provide NetJets reasonable opportunity to participate in any audit or proceeding affecting NetJets' or its owner's/customer's interests. NetJets shall not be liable for (and Augusta shall pay) any tax liability imposed as a result of any audit where NetJets is not provided with such notice and opportunity to participate. Augusta may not enter into a settlement of or otherwise compromise any such audit or other proceeding without the written consent of NetJets, which consent shall not be unreasonably withheld or delayed.

8.2 All payments made in connection with the execution of this Agreement, or made in accordance with any provision herein, will be made free and clear of -- and without deduction or withholding for, or on account of -- any present or future taxes, duties, fees, assessments or governmental charges of whatever nature levied, collected, withheld or assessed by, or on behalf of, any relevant jurisdiction or any political sub-division or any authority thereof or therein unless, in NetJets' sole discretion, deduction or withholding of such taxes, duties, fees, assessments or governmental charges is required by law. NetJets may deduct and withhold any taxes, duties, fees, assessments or governmental charges that NetJets determines in its reasonable discretion are required to be withheld (including taxes that NetJets reasonably determine were required to have been withheld out of previous payments, but were erroneously not withheld). In such case, NetJets shall pay to Augusta payments required under this Agreement, net of such taxes, duties, fees, assessments or governmental charges.

8.3 NetJets may also delay payment under this Agreement if Augusta fails to comply with any written request to provide information or take other actions reasonably necessary for NetJets to satisfy information reporting obligations, imposed on, or with respect to, payments made pursuant to or in connection with this Agreement.

8.4 Nothing in this Agreement requires NetJets to bear any amount on account of, or in relation to, any income or withholding tax, fine, penalty, interest or other amount imposed on Augusta or on any payment made to Augusta under this Agreement.

8.5 For the avoidance of doubt, Augusta's withholding and reporting obligations under this Agreement also include obligations arising under the Foreign Account Tax Compliance Act (Internal Revenue Code sections 1471 through 1474), regulations and other related guidance, as well as obligations arising, if any, under intergovernmental agreements entered into between the United States and any another country, implementing related principles.

8.6 Indemnification. Augusta shall defend, indemnify, and hold harmless NetJets and its officers, directors, employees and agents against any and all claims, suits, proceedings, losses, liabilities, damages, costs and expenses (including reasonable attorney and professional fees) (collectively "Liabilities") arising in connection with unpaid income or withholding taxes (including interest and penalties thereon) imposed on payments received by Augusta in connection with this Agreement, or with respect to Augusta's failure to provide sufficient information to NetJets to enable NetJets to satisfy its information reporting obligations with respect to such payments.

ARTICLE 9: INDEMNIFICATION

9.1 Each Party (the "Indemnitor") shall be liable for and hereby agrees to defend, indemnify and hold harmless the other Party (the "Indemnitee") and its respective subsidiaries, officers, agents,

directors, employees, guests and subcontractors (together with the Indemnitee, the "Indemnitee Affiliates") against any and all liabilities, damages, losses, expenses, demands, claims, suits or judgments (including reasonable attorneys' fees, costs and expenses) arising out of (a) the negligence, gross negligence, recklessness, intentional conduct or willful misconduct by Indemnitor or its employees, agents, representatives or subcontractor of any tier, their employees, agents or representatives (together with the Indemnitor, the "Indemnitor Affiliates") under this Agreement; (b) for the loss of, damage to or destruction of any property arising from Indemnitor Affiliates' acts or omissions (or the acts or omissions of its personnel); and/or (c) Indemnitor Affiliates' failure to be in compliance with applicable laws. In addition, Indemnitor shall be liable for and hereby agrees to defend, indemnify and hold harmless Indemnitee Affiliates against any and all liabilities, damages, losses, expenses, demands, claims, suits or judgments (including reasonable attorneys' fees, costs and expenses) brought, filed, asserted or alleged by Indemnitor Affiliates' personnel against Indemnitee Affiliates.

9.2 The indemnity obligations under this Article shall include, without limitation:

- (A). Loss of or damage to any property of NetJets, Augusta or any third party; and
- (B). Bodily or personal injury to, or death of any person(s), including without limitation employees of NetJets or any passengers on NetJets' Aircraft, or of Augusta or its subcontractor of any tier.

9.3 The invalidity, in whole or part, of any of the foregoing will not affect the remainder of such paragraph or any other paragraph in this Article. The Indemnitor's obligation under this Article shall not extend to any liability caused by the sole negligence of any of the Indemnitees or Indemnitee Affiliates

ARTICLE 10: COMPLIANCE WITH LAWS

10.1 Compliance with Laws. Augusta shall at all times comply with all applicable laws, statutes, regulations, rules, ordinances, codes, and standards, including, without limitation, those governing wages, hours, desegregation, employment discrimination, employment of minors, health and safety, Air Carrier Access Act (14 C.F.R. 382), the transportation of hazardous materials (49 C.F.R. 175), and airport regulations (where applicable), and any reasonable written instructions from NetJets. NetJets also shall be in compliance with all applicable laws, statutes, regulations, rules, ordinances, codes, and standards during such time as NetJets is operating the NetJets Facilities, including but not limited to the Exclusive Use Period.

10.2 OFAC. Each Party represents and warrants that it is subject to Office of Foreign Asset Control statutes and regulations (31 C.F.R. Chapter V) ("OFAC") requirements and will take all actions required to comply with the terms of any sanctions program administered by OFAC. Notwithstanding any other term of this Agreement, neither Augusta nor NetJets shall be deemed in breach of its obligations under this Agreement if it refuses to take any action or inaction if such action or inaction would violate applicable laws, including without limitation OFAC or any other applicable governmental sanctions program.

10.3 ANTI-TRAFFICKING.

(A) NetJets will not tolerate nor condone human trafficking or slavery in any part of its global organization. Augusta agrees that Augusta's business and its supply chain will be free from human trafficking and slavery, which includes forced labor and unlawful child labor. Augusta agrees that it must avoid complicity in any practice that constitutes

trafficking in persons or slavery, and ensure there is no practice or activity that constitutes trafficking in persons or slavery in its supply chain.

(B) Violation. Any violation hereof shall be considered a material breach of this Agreement, with no notice and opportunity to cure, and shall constitute grounds for immediate cessation of all payments by NetJets to Augusta. In the event of such violation, Augusta shall fully cooperate with any investigation, including, without limitation, the review of Augusta's email and bank accounts.

ARTICLE 11: INSURANCE

11.1 Without limiting Augusta's (or any subcontractor's) liability to NetJets or third Parties hereunder, Augusta (and all subcontractors) at its sole cost agrees to maintain for at least the full period of this Agreement the following insurance coverage. Augusta shall be solely responsible for any deductibles and/or self-insured retentions associated with these insurances. Coverage will be placed with insurance carriers acceptable to NetJets, whose acceptance will not be unreasonably withheld; however, all insurers are to be rated no less than A-, VII rated by Best's Insurance Guide and maintain similar ratings with Standard & Poor and Moody's.

11.2 General Liability. Augusta shall maintain aviation general liability insurance. Limits shall be a minimum of: (i) the greater of \$25,000,000 per occurrence or Augusta's policy limits; and (ii) the greater of \$50,000,000 annual aggregate or Augusta's policy limits. Coverage shall include those perils generally associated with a commercial general liability policy and specifically include contractual liability coverage for bodily injury and property damage, premises and operations coverage, independent contractor's coverage, contractual liability, products and completed operations coverage, coverage for explosion, collapse, and underground property damage, broad form property damage liability and personal injury liability, with the contractual exclusion removed. Coverage shall contain no exclusions for cross liability between insureds. Augusta shall also require that all of its subcontractors maintain similar general liability insurance.

11.3 Workers' Compensation. Augusta shall maintain workers' compensation insurance for all such Augusta's employees, including coverage under the applicable law of the jurisdiction where the work will be performed; and employer's liability insurance with minimum limits of: (i) \$1,000,000 for each accident for bodily injury by accident; (ii) \$1,000,000 for bodily injury by disease and (iii) for each employee for bodily injury by disease, Augusta shall also require that all of its subcontractors maintain similar coverage. For the purposes of this Article 11, self-insurance approved by the appropriate state agency or regulatory body is deemed to satisfy these requirements.

11.4 Automobile Insurance. Augusta shall maintain business automobile liability insurance for bodily injury and property damage including sudden and accidental pollution liability with a minimum single limit of \$5,000,000 per occurrence with respect to Augusta's vehicles whether owned, hired or non-owned, assigned to or used in the performance of the Services. NetJets also shall maintain business automobile liability insurance during such periods when it operates the NetJets Facilities, including but not limited to the Exclusive Use Period.

11.5 All insurance required herein shall be primary and non-contributory from any other insurance, deductible or retention that may be in effect. NetJets may in lieu of actual policies accept Certificates of Insurance. On the Effective Date and for any policy renewals Augusta (or any subcontractor) shall furnish to the other Party Certificates of Insurance evidencing such required insurance coverage). Said Certificates will include a provision whereby the

insurance carrier is required to provide directly to NetJets, thirty (30) days advance written notice before cancellation of coverage or material change in coverage takes effect for such policies evidenced on such Certificate, regardless of whether canceled by Augusta (or any subcontractor), insured, or insurance carrier. Augusta must monitor their subcontractors' coverages to confirm that subcontractors maintain requested insurance. Failure of either Party to provide Certificates of Insurance or incomplete Certificates of Insurance does not constitute a waiver of such Party's obligation to fulfill such insurance requirements. Augusta shall provide timely notice to their insurers and to NetJets of all damages to NetJets' property or of injuries to persons, which are related in any manner, directly or indirectly, to the work hereunder

11.6 NetJets shall, at all times that this Agreement is in effect, cause to be maintained in force and effect an insurance policy(s) that will ensure and indemnify Augusta against liability or financial loss resulting from injuries occurring to persons or property or occurring as a result of any negligent error, act, or omission of NetJets in performance of the work during the term of this Agreement.

11.7 Aviation General Liability. NetJets shall maintain commercial general liability insurance. Limits shall be a minimum of: (i) \$25,000,000 per occurrence for bodily injury or property damage; (ii) \$25,000,000 per occurrence for products or completed operations; and (iii) \$50,000,000 annual aggregate for products or completed operations' claims. NetJets shall maintain hangar keeper's liability insurance for a minimum limit of \$50,000,000 per aircraft per occurrence. Coverage shall include those perils generally associated with a commercial general liability policy and specifically include contractual liability coverage. Coverage shall contain no exclusions for cross liability between insureds. Supplier shall also require that all of its subcontractors maintain similar general liability insurance.

11.8 Workers' Compensation. NetJets shall maintain workers' compensation insurance for all such Supplier's employees, including coverage under the applicable law of the jurisdiction where the work will be performed; and employer's liability insurance with minimum limits of: (i) \$1,000,000 for each accident for bodily injury by accident; (ii) \$1,000,000 for bodily injury by disease and (iii) for each employee for bodily injury by disease. Supplier shall also require that all of its subcontractors maintain similar coverage.

11.9 Automobile Insurance. NetJets also shall maintain business automobile liability insurance during such periods when it operates the NetJets Facilities, including but not limited to the Exclusive Use Period, for bodily injury and property damage including sudden and accidental pollution liability with a minimum single limit of \$5,000,000 per occurrence with respect to NetJets's vehicles whether owned, hired or non-owned, assigned to or used in the performance of the Services.

11.10 NetJets's policies shall be written by a responsible company(s), to be approved by Augusta, and shall name Augusta as Additional insured, except for worker's compensation, and shall be noncancellable except on thirty-(30) days' written notice (10 days for non-payment of premium) and of insurance shall be filed with the Director at the time of the execution of this Agreement.

ARTICLE 12. CONSEQUENTIAL DAMAGES

IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES, INCLUDING LOST PROFITS OR LOST GOODWILL, ARISING OR

RELATED TO THIS AGREEMENT, WHETHER SUCH DAMAGES ARE ARISING FROM CONTRACT OR OTHERWISE AND IRRESPECTIVE OF WHETHER THE PARTY HAD NOTICE OF ANY SUCH CLAIM.

ARTICLE 13. WARRANTY

Augusta warrants that the Services supplied pursuant to this Agreement shall be of the highest quality. The foregoing warranties are not intended as a limitation but are in addition to all other express warranties set forth in this Agreement and such other warranties as are implied by law, custom, and usage of trade.

ARTICLE 14. GENERAL

14.1 Force Majeure. Neither Party shall be liable for delays due to strike or lockouts or other industrial disturbances (except for strikes or lockouts by Augusta's own workforce or subcontractor), fire, riots, acts of God, war, acts of enemies; insurrection; earthquakes, floods; unusual governmental restriction, regulation or control, enemy or hostile governmental action, civil commotion, acts of terrorism, sabotage, cyber-attacks, pandemics or epidemics, quarantine, shelter-in-place or other similar orders, explosions, or any other causes not within the control of Augusta or NetJets (collectively, "Force Majeure"); however, both Parties agree to seek to mitigate the potential impact of any such delay. Any Force Majeure delay shall not be the basis for a request for additional compensation.

14.2 Laws and Regulations. Augusta shall at all times comply with all applicable state, federal, and aviation laws, statutes, regulations, rules, ordinances, codes, guidelines and standards, including without limitation those governing wages, hours, desegregation, employment discrimination, employment of minors, health and safety, Air Carrier Access Act (14 C.F.R. 382), and the transportation of hazardous materials (49 C.F.R. 175). Augusta shall comply with equal opportunity laws and regulations to the extent that they are applicable. NetJets also shall comply with all applicable state, federal, and aviation laws, statutes, regulations, rules, ordinances, codes, guidelines, and standards during such periods when it operates the NetJets Facilities, including but not limited to the Exclusive Use Period.

14.3 Independent Contractor. Augusta is an independent contractor and all persons employed by Augusta in connection herewith shall be employees of Augusta and not employees of NetJets in any respect. Augusta is not an agent of NetJets and shall maintain complete control over its employees.

14.4 Use of Name. Augusta shall not use the name, logo, trademark or other symbol of NetJets in advertising or publicity releases, or other publicly distributed or posted materials, including, without limitation, NetJets lists or links to the other Party's web site, without the prior written consent of NetJets. All requests to use NetJets' name, logo, trademark or other symbol or to disclose that NetJets is a customer must be approved in writing by the applicable NetJets media relations representative. Furthermore, Augusta shall not claim or suggest, implicitly or explicitly, that NetJets' use of its products or services constitutes NetJets' endorsement of its products or services.

14.5 Confidential Information. Confidential Information of NetJets shall remain the exclusive property of NetJets. Augusta shall use Confidential Information of NetJets solely in the performance of its obligations hereunder. Any other use of Confidential Information shall be prohibited without the express prior written consent of NetJets. Augusta shall receive Confidential Information in confidence and shall not disclose Confidential Information to any third party, except (i) under court order, (ii) as required by applicable law, or (iii) as may be necessary to perform its obligations under this Agreement, and only to the extent that such third party agrees in writing to the restrictions of this Article with respect to such

Confidential Information. Upon request or upon termination of this Agreement, Augusta shall return to NetJets all Confidential Information in its possession in hard copy, magnetic, electronic form or otherwise. The terms of this Agreement, including without limitation either Party's business policies, plans, practices, manual and travel itineraries may not be shared in any form without the prior written consent of the other Party. Any breach by Augusta of its obligations under this Article is considered a material breach of this Agreement and in the event of such breach by Augusta, NetJets shall have the option to terminate this Agreement upon ten (10) days written notice. Augusta shall make each of its officers, directors, employees and subcontractors who provide services hereunder aware of Augusta's confidentiality obligations under this Agreement. Nothing in this Agreement prohibits Augusta from: (a) making any disclosure of information required by law; or (b) providing information to or testifying or otherwise assisting in any investigation or proceeding brought by any federal regulatory or law enforcement agency or legislative body, any self-regulatory organization or NetJets' designated legal compliance officer, with or without prior notice to NetJets.

14.6 Change in Control of the Fixed Base Operator (FBO). Augusta shall provide NetJets no less than ninety (90) days' written notice if Augusta is considering soliciting offers for the FBO. For purposes of this paragraph, Change in Control shall mean: (a) a merger or consolidation of Augusta with any other entity; (b) a transaction or series of related transactions in which a person, entity, or group of persons or entities, acting individually or in concert, becomes the beneficial owner (directly or indirectly) of approximately 50% or more of the FBO combined voting power of Augusta or otherwise assumes the power to manage the affairs of Augusta; or (c) the sale of all or substantially all of Augusta assets. If Augusta undergoes a Change in Control, NetJets shall have the option (in its sole discretion) to terminate this Agreement upon thirty (30) days' prior written notice to Augusta.

14.7 Assignment. Augusta may not assign any of its rights under this Agreement, except with the prior written consent of NetJets. NetJets' consent shall not be unreasonably withheld. All assignments of Augusta's rights without NetJets' consent are prohibited under this Article, whether they are voluntary or involuntary, by merger, consolidation, dissolution, operation of law, or any other manner. For purposes of this Article, a Change in Control is deemed an assignment of rights. Any purported assignment of rights in violation of this Article 14 is void. Except as set forth below, NetJets may not assign any of its rights under this Agreement, except with the prior written consent of Augusta. Notwithstanding anything to the contrary contained herein, NetJets may, without Augusta's consent, assign its rights under this Agreement to any members, parent, or subsidiary of NetJets, or any entity controlling, under the control of, or under common control with NetJets, or any successor company or entity that acquires all or substantially all of NetJets' assets or into which NetJets is merged, provided that (a) such assignee assumes in writing the relevant obligations of NetJets under this Agreement; and (ii) NetJets gives Augusta notice of such assignment no later than five (5) business days thereafter, accompanied by an executed counterpart of the assignment agreement.

14.8 Successors and Assigns. If there is an assignment of rights by Augusta, as set forth in this Article 14, a contemporaneous delegation is deemed to have occurred, and the Assignee is deemed to have assumed the assignor's performance obligations in favor of NetJets and is fully bound by the terms of this Agreement. As used in this Article, "Assignee" means any successor or permitted assign of Augusta.

14.9 Subcontract. Augusta shall neither subcontract nor permit any portion of the Services to be subcontracted without the prior written consent of NetJets; and Augusta shall be fully responsible for the acts

or omissions of any subcontractor of any tier and of all persons employed by them, and neither the consent by NetJets, nor anything contained herein, shall be deemed to create any contractual relation between the subcontractor of any tier and NetJets.

14.10 Exclusivity. Nothing in this Agreement is to be construed as granting to Augusta an exclusive right to provide any or all of the Services anticipated herein. The use of Augusta's Services is completely discretionary with NetJets. The Parties agree that Augusta has reserved for itself exclusive control of storage and sale of all aviation fuels on or about the Airport.

14.11 Non-waiver. The failure of either Party to insist upon or enforce strict performance of any of the terms of this Agreement or to exercise any rights herein shall not be construed as a waiver or relinquishment to any extent of its rights to assert or rely upon such terms or rights on any future occasion.

14.12 Severability. Any provisions of this Agreement prohibited or rendered unenforceable by local, state, or federal law shall be ineffective only to the extent of such prohibition or unenforceability without invalidating the remaining provisions of this Agreement.

14.13 Liens. Augusta hereby waives its rights to any mechanics lien or other lien under any applicable statutes or otherwise for any Services furnished in connection with this Agreement. If at any time there shall be evidence of the existence of any such lien or claim for Services furnished by Augusta or any other Party in connection with this Agreement, NetJets may use payment then due or to become due under this Agreement to discharge such lien or satisfy such claim and may credit such amount against the payment due or to become due to Augusta.

14.14 Governing Law; Jurisdiction. This Agreement shall be governed by the laws of the State of Georgia, without regard to any otherwise applicable principles of conflicts of laws. NetJets and Augusta fix jurisdiction and venue for any action brought with respect to this Agreement in Augusta, Georgia.

14.16 Entire Agreement. This Agreement and any referenced attachments constitute the complete agreement between the Parties. All understandings, representations, warranties, agreements and any referenced attachments, if any, existing between the Parties regarding the subject matter hereof are merged into and superseded by this Agreement, which fully and completely expresses the agreement of the Parties with respect to the subject matter hereof. NetJets assumes no responsibility for any understanding or representation made by any of its employees, officers or agents during or prior to the negotiations and execution of this Agreement, unless such understanding or representation is expressly stated in this Agreement.

14.17 Notices. Notices to NetJets shall be sent to the address listed in the preamble, attention Global Procurement and with a copy to the Office of the General Counsel. Notices to Augusta shall be sent to the address listed in Article 1.

14.18 Authority to Sign. Each of the Parties represents and warrants that it has all necessary power and authority to enter into this Agreement, that the execution of this Agreement has been duly authorized by all requisite action and constitutes the valid and binding obligation of each Party, enforceable against it in accordance with its terms.

14.19 Counterparts. This Agreement may be executed by both Parties in counterparts, each of which shall be deemed an original, but all of such counterparts taken together shall constitute one and the same Agreement. Signatures to this Agreement which are transmitted by facsimile or other electronic transmission shall have the same binding effect as original signatures.

14.20 Amendments. No amendment, change, or modification to this Agreement shall be binding upon the Parties hereto unless reduced to writing and signed by each Party.

14.21 Subordination/Estoppels. This Agreement shall not constitute an interest in real estate but in all events shall be subject and subordinate to any mortgage, ground lease or underlying lease now or hereafter encumbering the NetJets Subleased Area or the improvements thereon or any portion thereof. In confirmation of such subordination, the parties hereto shall execute and deliver to the holder of such mortgage, ground lease or underlying lease such subordination instruments as the holder may reasonably request. Augusta shall at any time and from time to time, to execute, acknowledge and deliver to NetJets or its designee a statement in writing (i) certifying that this Agreement is unmodified and in full force and effect (or if there have been modifications, that the Agreement is in full force and effect as modified and stating the modifications), (ii) stating whether or not NetJets is in default of any covenant agreement or condition contained in this Agreement beyond any applicable notice and/or cure period, and if so, specifying each such default of which Augusta may have knowledge, (iii) stating the address to which notices to Augusta shall be sent, and (iv) such other information as may be reasonably requested by NetJets or its designee.

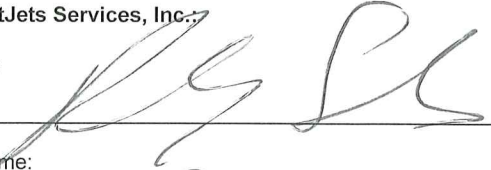
14.22 Prohibition against contingent fees. NetJets warrants that no person or selling agency has been employed or retained to solicit or secure this Agreement upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by NetJets for the purpose of securing business and that NetJets has not received any non-Augusta fee related to this Agreement without the prior written consent of Augusta. For breach or violation of this warranty, Augusta shall have the right to annul this Agreement without liability or at its discretion to deduct from the Agreement Price of consideration the full amount of such commission, percentage, brokerage or contingent fee

[Signature Page Follows]

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the Effective Date.

NetJets Services, Inc.:

By:



Name:

Randy Saunders

Title:

SVP Global Procurement

Date:

9-14-26

Augusta, Georgia, by and through the Augusta Aviation Commission :

By:

Name:

Title:

Date:

Exhibit A

Site Plan

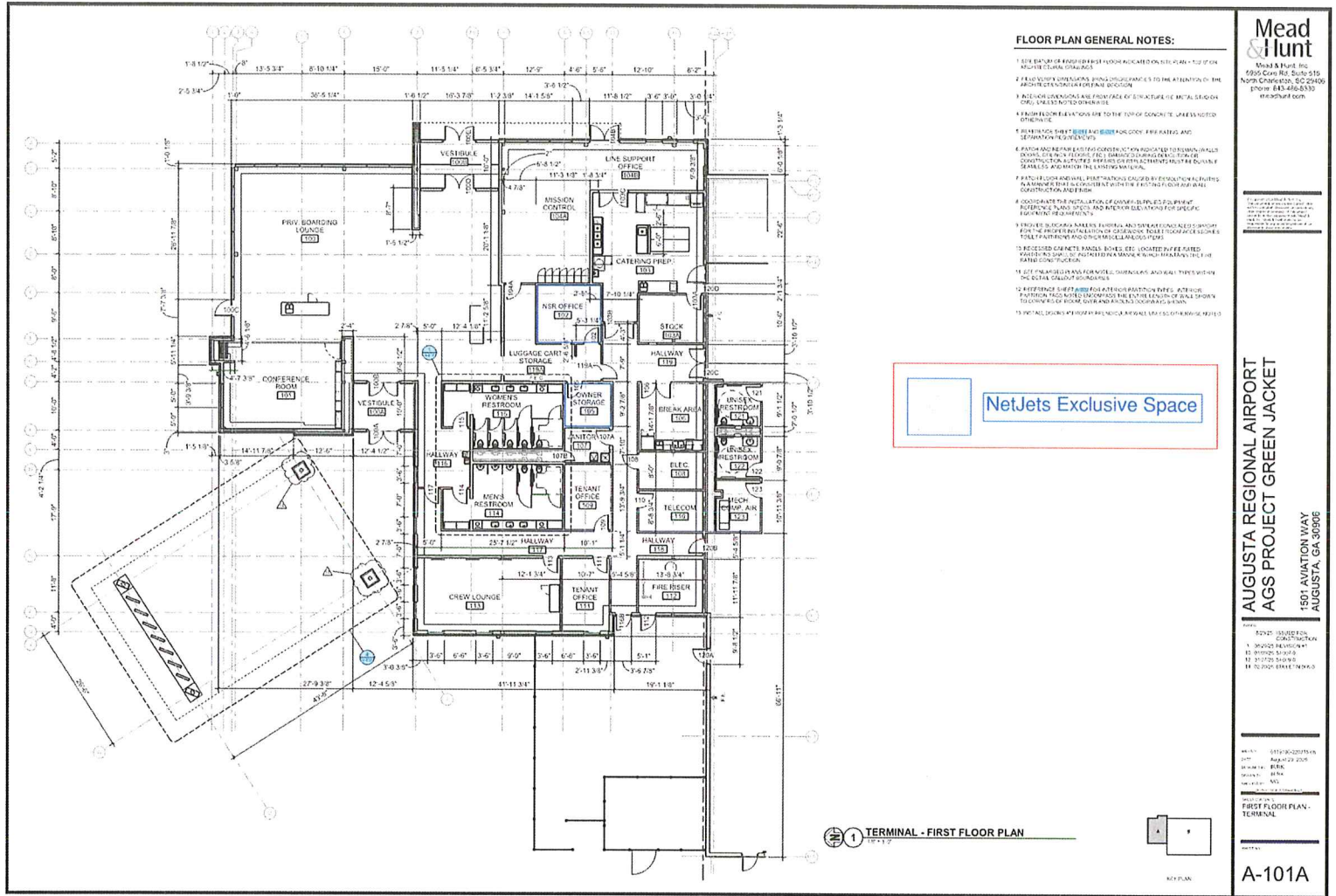


EXHIBIT B

List of Operators Not Allowed to Lease Space in the NetJets Facilities

- Clay Lacy
- Delta Private Jets
- Directional Aviation
- Airshare
- FlexJet
- FX Air
- Jet Aviation
- Jet Edge
- JetSuite
- Nextant Aerospace
- PlaneSense
- Sentient Jet
- Travel Management Company
- TWC/ACM
- VistaJet
- Wheels Up
- XOJET
- Bond Aviation

EXHIBIT C

Responsibility Matrix and Scope of Services

Expenses	Responsibility	
	NetJets	AGS
Utilities - Water/Sewer		X
Utilities - Refuse		X
Utilities - Electricity		X
Water/Sewer Maintenance	\$	Oversight
HVAC Maintenance, Repair, Replacement	\$	Oversight
Data Services (fiber, phone, etc.)	Exclusive Use	X
Janitorial Supplies		X
Access Control & Gate Maintenance	Exclusive Use	X
General Maintenance/Repairs Building (Doors, Floor, Roof, Plumbing, Systems)	\$	Oversight
Window Cleaning	\$	Oversight
Capital Improvements	X	
Pavement Maintenance (Sweep, Lighting, Markings, Concrete Repair)		X*
Lighting Maintenance	\$	Oversight
Electrical Maintenance	\$	Oversight
Landscaping/Mowing/Fence Maintenance		X
Pest Control		X
Fire Alarm Inspections/Monitoring/Security System		X
Janitorial Labor		X
Coffee / Water Services		X
Incremental Staffing	\$**	X
Management/Administration Labor		X
Insurance - General Liability	Both	Both
Insurance - Hangar Keepers	Both	Both
Insurance - Property	X	
Insurance - Workers Comp	Both	Both
Insurance - Auto	Both	Both
Stormwater Fees	X	
Taxes	X	

* Barring catastrophic occurrences due to construction discrepancies

** Dependent on NetJets needs / requirements outside of Masters

Notes:

\$ = NetJets reimburses expense

X = Responsible Party

Oversight = AGS responsible for coordination & maintenance

Article I. NetJets Preferred Facility Management Practices

Article II. GENERAL FACILITY OPERATIONS

Section 2.01 1. PURPOSE

Provide comprehensive inspection, management, operation, and maintenance of facilities to ensure safe, efficient, compliant, and uninterrupted business operations while preserving asset value and occupant experience.

Section 2.02 2. APPLICABLE STANDARDS & FRAMEWORK

- OSHA (General Workplace Safety & Operations)
 - Local Authority Having Jurisdiction (AHJ) and local building codes
 - Corporate/Environmental Health & Safety (EHS) policies and standards
 - Applicable system-specific codes (NFPA, ASME, NEC, ASHRAE, etc.)
 - Manufacturers (OEM) Specifications and Recommendations
-

Section 2.03 3. SCOPE OVERVIEW

Facilities management includes a multi-disciplinary mix of services covering:

- (a) **A. Hard Services (Maintenance)**
 - HVAC, electrical, plumbing systems, etc.
 - Building structure (roof, walls, doors, windows, etc.)
 - Fire life safety systems
 - (b) **B. Soft Services (Care)**
 - Janitorial and custodial services
 - Waste management and recycling
 - Grounds and landscaping
 - Security and access control
-

Section 2.04 4. FACILITY OPERATIONS MANAGEMENT

- Ensure daily facility operations run efficiently and without disruption
 - Manage service requests, work orders, and maintenance activities
 - Coordinate internal teams and external vendors
 - Maintain occupant comfort and workspace functionality
-

Section 2.05 5. PREVENTIVE & CORRECTIVE MAINTENANCE

- Develop and implement preventive maintenance schedules
- Perform routine inspections and servicing across all assets
- Execute corrective and emergency repairs as required
- Track maintenance history and lifecycle performance

Section 2.06 **6. GENERAL BUILDING MAINTENANCE**

Maintain all building components, including:

- (a) **Interior**
 - Floors, walls, ceilings
 - Lighting and fixtures
 - Restrooms, break areas, furnishings
 - (b) **Exterior**
 - Roofing, facade, windows, and doors
 - Parking lots, sidewalks, drainage systems
 - Exterior lighting, signage, and fencing
 - (c) **Core Systems**
 - HVAC, plumbing, electrical systems
 - Fire safety, alarms, and life safety equipment
-

Section 2.07 **7. INSPECTION & AUDIT PROGRAM**

- Conduct routine inspections of all facility areas:
 - Structural elements
 - Mechanical/electrical systems
 - Safety and compliance systems
 - Identify deficiencies and initiate corrective action
-

Section 2.08 **8. SAFETY & REGULATORY COMPLIANCE**

- Ensure compliance with all safety and regulatory requirements
 - Maintain safe working and operating environments
 - Conduct safety audits and risk assessments
 - Implement corrective actions for non-compliance
-

Section 2.09 **9. JANITORIAL & CUSTODIAL SERVICES**

- Routine cleaning of offices, restrooms, and common areas
 - Waste removal and recycling programs
 - Deep cleaning and sanitation as required
 - Maintain hygiene standards across all occupied spaces
-

Section 2.10 **10. GROUNDS & EXTERIOR MAINTENANCE**

- Landscaping and irrigation maintenance
- Snow removal (where applicable)

- Exterior cleanliness and curb appeal
 - Parking lot and walkway maintenance
-

Section 2.11 **11. WORK ORDER & SERVICE REQUEST MANAGEMENT**

- Receive, track, and prioritize work orders
 - Coordinate response and resolution of maintenance issues
 - Ensure timely completion of corrective actions
 - Provide status updates and closure documentation
-

Section 2.12 **12. VENDOR & CONTRACT MANAGEMENT**

- Source and manage third-party vendors
 - Define clear scopes of work and service expectations
 - Monitor vendor performance against Service Level Agreements (SLAs)
 - Coordinate specialized services (HVAC, elevators, fire systems, etc.)
-

Section 2.13 **13. DOCUMENTATION & REPORTING**

- Maintain:
 - Maintenance logs and inspection reports
 - Compliance documentation and certifications
 - Asset inventory and lifecycle data
 - Provide audit-ready documentation
-

Section 2.14 **14. EMERGENCY RESPONSE & CONTINUITY**

- Develop and maintain emergency response procedures
- Respond to facility emergencies (power, water, structural issues)
- Coordinate emergency vendors and repairs
- Minimize operational downtime

Article III. FIRE & LIFE SAFETY

1. PURPOSE

Provide a comprehensive fire and life safety program to ensure protection of occupants, assets, and operations, while maintaining compliance with applicable codes including NFPA, IBC, IFC, and local AHJ requirements. Fire protection programs are essential to prevent loss of life, property, and operational disruption.

2. SYSTEMS INCLUDED IN SCOPE

A. Fire Detection & Alarm Systems

- Inspect, test, and maintain fire alarm control panels, detectors, pull stations, and notification devices.

- Verify monitoring service, battery backup, and system communication.
- Perform annual and periodic testing per NFPA requirements.

B. Fire Suppression Systems

- Sprinkler systems (wet, dry, pre-action, or deluge) inspected and maintained per NFPA.
- Verify valve positioning, pressure, system integrity, and obstructions.
- Maintain fire pumps, standpipes, and water supply systems.

C. Portable Fire Extinguishers

- Ensure proper placement, accessibility, tagging, and annual servicing per NFPA.
 - Conduct monthly visual inspections and maintain documentation.
-

3. MEANS OF EGRESS & LIFE SAFETY

- Maintain clear, unobstructed exit paths and doors.
 - Verify illuminated exit signage and emergency lighting functionality.
 - Ensure evacuation plans and occupant load signage are posted and maintained.
-

4. EMERGENCY SYSTEMS

- Test emergency lighting, backup power, and generators.
 - Maintain fire-rated doors, barriers, and compartmentation systems.
 - Develop and maintain emergency response and evacuation procedures.
-

5. INSPECTION, TESTING & MAINTENANCE (ITM) PROGRAM

- Establish routine inspection schedules aligned with NFPA standards.
 - Identify fire hazards, system impairments, and code deficiencies.
 - Perform visual inspections, functional testing, and preventative maintenance.
 - Maintain an impairment plan for planned / unplanned outages.
 - Utilize qualified personnel for all life safety system work.
-

6. DOCUMENTATION & COMPLIANCE

- Maintain complete records of inspections, testing, repairs, deficiencies, and corrective actions.
 - Ensure documentation is available for audits, AHJ review, and insurance.
 - Building owner (or designated representative) retains responsibility for compliance and system performance.
-

7. RISK MANAGEMENT & DEFICIENCY CORRECTION

- Identify fire hazards, system impairments, and code deficiencies.
- Implement corrective actions with defined timelines and escalation procedures.

- Maintain an impairment plan for planned/unplanned outages.
-

8. TRAINING & EMERGENCY PREPAREDNESS

- Ensure FBO personnel are trained on fire safety procedures and equipment use.
 - Conduct evacuation drills and emergency response exercises.
-

ELECTRICAL SYSTEM

1. PURPOSE

Provide a comprehensive electrical maintenance program to ensure safe, reliable, and code-compliant operation of all electrical systems; prevent outages and fire risks; and support continuous facility operations.

2. SYSTEMS INCLUDED IN SCOPE

A. Power Distribution Systems

- Main service entrance equipment
- Switchgear, switchboards, and panelboards
- Circuit breakers, fuses, and overcurrent protection devices

B. Electrical Infrastructure

- Electrical feeders, branch circuits, wiring, and cabling
- Transformers and power distribution equipment
- Busways and disconnect switches

C. Grounding & Protection Systems

- Grounding and bonding systems
- Surge protection devices (SPD)

- Arc flash protection (where applicable)

D. Lighting & Auxiliary Systems

- Interior and exterior lighting systems
- Emergency and exit lighting
- Controls, sensors, and timers

3. PREVENTATIVE MAINTENANCE PROGRAM

- Implement a structured Electrical Preventative Maintenance (EPM) program including inspections, testing, cleaning, and servicing
- Maintain compliance with NFPA, NEC, and OSHA safety standards

4. INSPECTION REQUIREMENTS

- Inspections should include panels, transformers, generators, and emergency lighting
- Perform routine and scheduled inspections of all electrical systems and components
- Inspect for:
 - Overheating, corrosion, and physical damage
 - Loose connections and degraded insulation
 - Proper labeling and circuit identification for any future modifications
 - Equipment accessibility and clearance

5. TESTING & DIAGNOSTIC REQUIREMENTS

- Conduct periodic testing including:
 - Circuit breaker operational testing (trip/reset)
 - Insulation resistance (megger) testing
 - Ground resistance and bonding verification
 - Infrared (thermal imaging) inspections to detect hot spots
- Perform functional testing of protective devices and relays
- Verify system performance under load conditions

6. ROUTINE MAINTENANCE TASKS

- Clean electrical enclosures, panels, and components
- Tighten terminations and electrical connections
- Inspect and maintain cables, conductors, and wiring systems
- Maintain lighting fixtures and replace failed components

7. BACKUP POWER & EMERGENCY SYSTEMS

- Test generators and UPS systems for proper operation
- Verify automatic transfer switch (ATS) functionality
- Inspect emergency lighting and backup systems
- Ensure readiness of all critical power systems

8. REPAIRS & CORRECTIVE MAINTENANCE

- Repair or replace defective components (breakers, wiring, transformers, etc.)
- Address overloaded circuits, voltage irregularities, and equipment failures
- Prioritize correction of identified hazards (e.g., overheating, arc risk)

- Perform emergency response to restore power and minimize downtime

9. SYSTEM OPERATIONS & PERFORMANCE

- Ensure stable electrical distribution and load balancing
- Support operational continuity for tenant and mission-critical systems

10. SAFETY & RISK MANAGEMENT

- Follow lockout/tagout (LOTO) procedures and electrical safety protocols
- Ensure work is performed by qualified personnel only
- Maintain safe working clearances and access to equipment

BACK-UP / EMERGENCY GENERATOR

N/A NetJets is not installing back-up generator.

HANGAR DOOR SYSTEMS

1. PURPOSE

Hangar door systems include mechanical, structural, and electrical components that must all be inspected and maintained together. Provide comprehensive inspection, maintenance, and operational oversight of hangar door systems to ensure safe, reliable operation while protecting aircraft, personnel, and facility assets.

2. SYSTEM COMPONENTS INCLUDED

- Door panels and structural frame
- Tracks, rails, and guides
- Rollers, wheels, and bearings
- Cables, pulleys, and lift systems
- Hinges and connection hardware
- Drive motors, gearboxes, and controls
- Hydraulic systems (where applicable)
- Safety devices (edge sensors, interlocks, emergency stops)
- Weather seals and closure systems

3. OPERATIONAL REQUIREMENTS

- Ensure smooth, reliable, and safe door operations under all conditions
- Prevent operational downtime impacting aircraft movement
- Maintain environmental sealing and security

4. PREVENTIVE MAINTENANCE PROGRAM

Implement a structured PM program including:

- Routine inspection of all components
- Cleaning and lubrication of moving parts
- Alignment and balance adjustments
- Inspection of cables, pulleys, and lifting systems
- Electrical and control system testing

- Scheduled professional inspections

5. INSPECTION REQUIREMENTS

A. Pre-Use Checks

- Perform visual inspection:
 - Frayed cables, loose components, visible damage
 - Misalignment or unusual movement
 - Unusual noise during operation
- Verify safe operation before opening/closing

B. Routine Inspections

- Inspect:
 - Tracks and rails for debris, obstruction, or damage
 - Rollers and bearings for wear
 - Hinges, fasteners, and connections
- Test door operation:
 - Smooth opening/closing
 - No binding, vibration, or hesitation

C. Periodic / Quarterly Inspections

Quarterly inspections focus on alignment, lubrication, and system integrity

- Verify:
 - Door alignment and balance
 - Cable tension and lifting mechanisms
 - Hydraulic system integrity (if applicable)
- Inspect:
 - Seals and weather protection
 - Structural components for corrosion or fatigue

D. Annual Professional Inspections

- Perform full system inspection including:
 - Motors, gearboxes, shafts, and pulleys
 - Structural connections and framing
 - Electrical controls and automation systems
- Provide formal inspection reports

6. CLEANING & LUBRICATION

- Clean:
 - Tracks, rails, and moving surfaces
 - Door panels and hardware
- Lubricate:
 - Rollers, bearings, hinges, chains, and drive components
- Ensure debris does not restrict movement

7. MECHANICAL SYSTEM MAINTENANCE

- Inspect and maintain:

- Cables, chains, and pulleys
- Rollers, wheels, and bearings
- Tracks and guide systems
- Replace worn or damaged parts promptly

8. ELECTRICAL & CONTROL SYSTEMS

- Inspect:
 - Motors and control panels
 - Wiring, sensors, and interlocks
- Test:
 - Emergency stop systems
 - Auto-reverse / safety sensors
- Adjust control settings as required

9. SAFETY SYSTEMS & DEVICES

- Verify functionality of:
 - Safety edges and sensors
 - Limit switches
 - Emergency stop mechanisms
- Ensure compliance with safety standards

10. STRUCTURAL & WEATHER COMPONENTS

- Inspect:
 - Door frame and panels for damage or corrosion
 - Weather seals and brushes for deterioration
- Maintain:
 - Proper sealing for environmental control

11. REPAIRS & CORRECTIVE ACTIONS

- Repair or replace:
 - Damaged cables, rollers, or tracks
 - Faulty motors or controls
 - Structural deficiencies
- Respond immediately to:
 - Door failures or operational issues
 - Safety hazards

12. SAFETY & COMPLIANCE

- Ensure compliance with:
 - OSHA safety requirements
 - Applicable building and operational standards
- Maintain safe operating procedures for personnel

13. DOCUMENTATION & REPORTING

- Maintain:
 - Inspection logs and maintenance records

- Repair and service reports
- Annual inspection certifications
- Track:
 - Recurring issues and corrective actions

14. EMERGENCY RESPONSE

- Respond to:
 - Door failure or inability to open/close
 - Safety system malfunction
 - Structural or mechanical failure
- Restore safe operation as quickly as possible

HVAC SYSTEM

1. PURPOSE

Provide comprehensive HVAC services to ensure reliable system performance, occupant comfort, indoor air quality, and operational continuity while maintaining compliance with applicable codes, standards, and manufacturer requirements.

2. SYSTEMS INCLUDED IN SCOPE

A. Air Handling & Distribution Systems

- Air Handling Units (AHUs), Rooftop Units (RTUs), Make-Up Air Units (MAUs)
- Supply, return, and exhaust duct systems
- Variable Air Volume (VAV) boxes and dampers
- Air balancing and airflow verification

B. Heating & Cooling Systems

- Chillers, boilers, split systems, VRF/VRV systems
- Condensers, cooling towers, and heat exchangers
- Refrigeration systems and associated piping

C. Controls & Automation

- Building Automation System (BAS) / Energy Management System (EMS)
- Thermostats, sensors, and control interfaces
- System scheduling, sequencing, and optimization

3. PREVENTATIVE MAINTENANCE PROGRAM

- Perform routine inspections, testing, and maintenance per manufacturer and industry standards
- Replace filters, belts, and worn components at defined intervals
- Clean coils, drain pans, and condensate systems
- Lubricate motors and inspect bearings and electrical connections
- Verify system performance and operating efficiency

4. SYSTEM OPERATIONS & PERFORMANCE

- Maintain temperature, humidity, and air quality within design parameters
- Identify and correct airflow, balancing, and pressurization issues
- Ensure proper operation of ventilation systems for occupied and industrial spaces

Hangar Specific:

- Maintain large-volume air distribution and destratification systems
- Address ventilation requirements for fuel vapors, exhaust, and maintenance activities
- Ensure proper pressurization and outside air control for hangar operations

5. INSPECTION, TESTING & TROUBLESHOOTING

- Conduct scheduled inspections of all HVAC equipment and controls
- Perform diagnostics for system failures, inefficiencies, or alarms
- Track equipment inventory, model/serial numbers, and lifecycle status
- Identify and document deficiencies requiring repair or replacement
- Verify refrigerant levels, electrical components, and mechanical integrity

6. REPAIRS & CORRECTIVE MAINTENANCE

- Complete repairs for failed or deficient components (motors, compressors, valves, controls)
- Provide emergency repair services to restore system functionality
- Coordinate shutdowns and minimize operational disruption

7. SAFETY & RISK MANAGEMENT

- Follow OSHA safety standards and lockout/tagout procedures
- Identify mechanical and electrical hazards and hazardous materials & proper storage
- Maintain safe access to equipment and service areas
- Coordinate work with facility operations and other trades

ICE MACHINE SYSTEMS

1. PURPOSE

Ice machine systems include internal components, external hardware, and supporting utilities such as filtration and drainage. Provide comprehensive maintenance, sanitation, inspection, and operational oversight of ice machines to ensure safe, compliant, and reliable production of clean ice while minimizing downtime and equipment failure.

2. SYSTEM COMPONENTS INCLUDED

- Ice-making unit (evaporator, compressor, condenser)
- Storage bin / dispenser
- Water supply lines and filtration systems
- Drain lines and pumps
- Controls, sensors, and electrical components

3. OPERATIONAL REQUIREMENTS

- Ensure continuous and reliable ice production
- Maintain sanitary conditions for all ice-contact components
- Monitor system performance and ice quality
- Prevent contamination, scale buildup, and mechanical failures

4. PREVENTIVE MAINTENANCE PROGRAM

Implement a structured maintenance program including:

- Routine cleaning and sanitation

- Descaling of mineral buildup
- Inspection of mechanical and electrical components
- Water filter inspection and replacement
- Professional servicing at defined intervals

5. CLEANING & SANITIZATION REQUIREMENTS

- Perform:
 - Cleaning (removal of dirt and residue)
 - Descaling (removal of mineral deposits)
 - Sanitizing (reduction of bacteria and microorganisms)
- Clean:
 - Ice bin and interior surfaces
 - Evaporator plates and water distribution system
 - Drain pans and lines
 - Exterior surfaces and controls

6. INSPECTION REQUIREMENTS

A. Routine Checks

- Verify ice quality (clear, odor-free, consistent shape)
- Check for leaks, abnormal noise, or vibration
- Ensure sanitary handling (scoops cleaned and stored properly)

B. Periodic Inspections (Weekly/Monthly)

- Inspect:
 - Ice storage bin for biofilm, mold, or residue
 - Water filters and flow
 - Drain lines for blockage
 - Condenser airflow and cleanliness

C. Scheduled Maintenance (Annual)

- Perform:
 - Deep cleaning and descaling
 - Condenser coil cleaning
 - Internal component inspection
 - System performance verification

7. WATER FILTRATION & QUALITY MANAGEMENT

- Inspect and maintain water filtration systems
- Replace filters per manufacturer guidelines
- Monitor for:
 - Scale buildup
 - Poor ice clarity
 - Odor or taste issues

8. PERFORMANCE MONITORING

- Track:

- Ice production rate
- Ice quality and consistency
- Energy and water usage
- Identify early signs of failure:
 - Reduced output
 - Cloudy or misshaped ice
 - System overheating

9. REPAIRS & CORRECTIVE ACTIONS

- Diagnose and repair:
 - Leaks or drainage issues
 - Mechanical failures (compressor, pumps, sensors)
 - Electrical/control system faults
- Address contamination risks immediately
- Remove machine from service if unsafe

10. SAFETY & COMPLIANCE

- Ensure compliance with health and sanitation standards
- Maintain clean and sanitary conditions at all times
- Prevent bacterial, mold, and slime buildup
- Ensure safe food handling practices

11. DOCUMENTATION & RECORDKEEPING

- Maintain:
 - Cleaning logs and sanitation records
 - Maintenance and service reports
 - Filter replacement logs
 - Inspection checklists

12. EMERGENCY RESPONSE

- Respond immediately to:
 - Contamination or health risk
 - Equipment failure or shutdown
 - Water leaks or drainage issues
- Provide rapid repair or temporary replacement solutions

JANITORIAL SERVICES

1. PURPOSE

Provide routine cleaning, sanitation, and waste management services to maintain a clean, safe, and professional facility environment supporting health, operations, and compliance.

Clean, structured janitorial programs reduce illness spread, extend asset life, and support regulatory compliance

2. SERVICE AREAS INCLUDED

- Offices and workspaces
- Hangars / industrial floor areas

- Restrooms and locker rooms
- Breakrooms and kitchens
- Lobbies, corridors, and common areas
- Stairwells, elevators, and entrances
- Exterior entry points (as applicable)

3. CORE SERVICE COMPONENTS

- Cleaning and sanitation
- Waste collection and recycling
- Floor care and maintenance
- High-touch surface disinfection
- Restocking consumables
- Visual inspection and issue reporting

4. HIGH PRIORITY / HIGH FREQUENCY SERVICES

General Cleaning

- Empty trash and recycling; replace liners
- Dust and wipe horizontal surfaces
- Clean and disinfect high-touch areas:
 - Door handles, switches, railings, elevator buttons

Floor Care

- Vacuum carpeted areas
- Sweep and mop hard floors (especially high-traffic zones)

Restrooms

- Clean and disinfect toilets, sinks, mirrors
- Refill soap, paper towels, and tissue
- Mop and sanitize floors

Breakrooms / Kitchens

- Clean counters, sinks, and tables
- Wipe appliances (exterior surfaces)

Common Areas

- Tidy lobby/reception areas
- Clean glass entryways and doors

5. DETAIL CLEANING / PREVENTIVE SERVICES

- Deep clean restrooms (tile, grout, fixtures)
- Dust vents, baseboards, and higher surfaces
- Clean interior glass and windows
- Disinfect desks, phones, and shared equipment
- Clean under furniture and fixtures

6. DEEP CLEANING / ASSET PROTECTION SERVICES

- Deep floor care:
 - Carpet shampoo / extraction
 - Strip/wax hard floors (as applicable)

- High dusting (ceilings, ductwork, lighting)
- Clean walls, partitions, and fixtures
- Deep clean kitchen equipment and appliances
- Sanitize trash receptacles and storage areas

7. FLOOR CARE PROGRAM

- Maintain consistent cleaning schedule based on traffic
- Perform:
 - Sweeping, mopping, vacuuming
 - Buffing and refinishing as required
- Address:
 - Spills immediately
 - Slip hazards

8. WASTE MANAGEMENT

- Trash removal as required
- Proper disposal of waste materials
- Reporting of hazardous waste issues

9. RESTROOM SANITATION

- Maintain clean and fully stocked facilities
- Ensure:
 - Proper sanitation
 - Odor control
 - Functional fixtures

10. HIGH-TOUCH & DISINFECTION PROGRAM

- Regular disinfection of:
 - Door handles, switches, shared equipment
- Use EPA-approved disinfectants where applicable

11. SAFETY & COMPLIANCE

- Follow OSHA safety standards including:
 - Chemical handling (SDS compliance)
 - PPE usage
 - Slip/trip hazard prevention
- Ensure:
 - Proper labeling and storage of cleaning chemicals

12. QUALITY CONTROL & INSPECTION

- Implement inspection checklist program:
 - Restrooms
 - Offices
 - Common areas

- Perform routine audits and scoring

13. DOCUMENTATION & REPORTING

- Maintain:
 - Cleaning logs and schedules
 - Inspection reports
- Report:
 - Maintenance issues (leaks, burnt bulbs, damage)

14. EMERGENCY / DAY PORTER SERVICES (AS REQUIRED)

- Spill cleanup
- Supplemental restroom service
- Event or high-traffic support
- Immediate hazard mitigation (wet floors, debris)

LANDSCAPING / GROUNDS MAINTENANCE

1. PURPOSE

Provide routine and seasonal maintenance of all exterior grounds and landscaped areas to ensure safety, proper functionality, and a professional appearance across all facilities.

2. SERVICE AREAS INCLUDED

- Lawns and turf areas
- Trees, shrubs, and plant beds
- Walkways, parking areas, and exterior hardscapes
- Irrigation systems
- Drainage systems
- Exterior lighting (landscape-related)
- Exterior common and entry areas

3. CORE SERVICE COMPONENTS

- Turf care and mowing
- Plant, tree, and shrub maintenance
- Irrigation system monitoring
- Weed and pest control
- Seasonal cleanup and preparation
- Snow and ice management (where applicable)
- Safety inspections and hazard removal

4. ROUTINE MAINTENANCE SERVICES (WEEKLY / BI-WEEKLY)

A. Turf & Lawn Care

- Mow grass and maintain proper height
- Edge sidewalks, curbs, and landscaped borders
- Remove clippings and debris

B. General Groundskeeping

- Remove litter and organic debris

- Clear walkways and parking lot edges
- Maintain clean and presentable exterior areas

5. PLANT & HORTICULTURAL CARE

- Trim and prune shrubs and trees
- Remove dead or damaged vegetation
- Maintain plant health through:
 - Fertilization
 - Watering
 - Seasonal care

6. WEED, PEST & SOIL MANAGEMENT

- Control weeds in turf, beds, and hardscapes
- Apply herbicides/pesticides as required (compliant use)
- Monitor for plant disease and infestations

7. IRRIGATION & WATER MANAGEMENT

- Inspect irrigation systems:
 - Sprinklers, valves, controllers
- Adjust watering schedules (seasonal)
- Identify leaks, misalignment, or damage
- Perform seasonal startup/shutdown

8. SEASONAL MAINTENANCE PROGRAM

Spring

- Irrigation startup and inspection
- Turf recovery and fertilization
- Pruning and planting

Summer

- Irrigation adjustments
- Frequent mowing and edging
- Pest and disease monitoring

Fall

- Leaf removal
- Aeration and overseeding
- Preparation for winter

Winter

- Snow and ice removal
- Winterization of irrigation systems
- Tree inspection for hazards

9. HARDSCAPE & EXTERIOR MAINTENANCE

- Inspect and maintain:
 - Sidewalks, curbs, and paved areas
- Remove debris and growth from hard surfaces

- Identify and report trip hazards

10. SAFETY & HAZARD MANAGEMENT

- Remove:
 - Fallen branches and debris
 - Overgrowth obstructing visibility
- Maintain clear sightlines near:
 - Parking areas
 - Access roads
- Address slip/trip hazards proactively

11. SAFETY & COMPLIANCE (OSHA)

- Conduct hazard assessments before work
- Use appropriate PPE:
 - Eye, hearing, hand, and foot protection
- Follow chemical handling procedures (SDS compliance)
- Ensure safe equipment operation

12. QUALITY CONTROL & INSPECTION

- Perform routine inspections of:
 - Turf health
 - Plant condition
 - Irrigation performance
- Maintain checklist-based verification
- Document deficiencies and actions

13. DOCUMENTATION & REPORTING

- Maintain:
 - Maintenance logs
 - Seasonal service reports
- Report:
 - Irrigation issues
 - Landscape damage
 - Safety concerns

14. EMERGENCY & SPECIAL SERVICES

- Storm cleanup (branches, debris)
- Tree removal (hazard mitigation)
- Irrigation repairs
- Snow/ice response (if applicable)

OVERHEAD & ROLL-UP DOOR SYSTEMS

1. PURPOSE

Provide comprehensive inspection, maintenance, and repair of overhead and roll-up door systems to ensure safe, reliable operation, minimize downtime, and protect facility operations.

Commercial doors are high-use mechanical systems where failure can result in downtime, safety hazards, and operational disruption

2. SYSTEM COMPONENTS INCLUDED

- Door panels / curtain (roll-up slats or sectional panels)
- Tracks, guides, and rails
- Rollers, hinges, and bearings
- Springs (torsion or extension)
- Cables, drums, and pulleys
- Motors, operators, and drive systems
- Sensors, safety edges, and photo-eyes
- Limit switches and controls
- Seals and weather stripping

3. OPERATIONAL REQUIREMENTS

- Maintain smooth and balanced door movement
- Ensure reliable opening/closing for operational flow (e.g., loading docks, service bays)
- Prevent safety risks to personnel and equipment
- Maintain facility security and environmental control

4. PREVENTIVE MAINTENANCE PROGRAM

Implement a structured PM program including:

- Routine inspections and condition assessments
- Lubrication of all moving components
- Alignment, balance, and tension adjustments
- Cleaning of tracks, panels, and sensors
- Safety device testing and verification
- Scheduled professional servicing

5. INSPECTION REQUIREMENTS

A. Daily / Routine Checks

- Visual inspection for:
 - Damage (dents, cracks, corrosion)
 - Misalignment or uneven movement
 - Unusual noise during operation
- Verify door opens/closes properly

B. Monthly / Routine Maintenance

- Inspect and clean:
 - Tracks, rollers, and guides
 - Door panels and seals
- Lubricate:
 - Hinges, rollers, springs, and bearings

- Test:
 - Smooth operation and balance

C. Quarterly / Semi-Annual Inspections

- Inspect:
 - Springs and cables for wear, corrosion, or fatigue
 - Hardware (bolts, brackets, connections)
- Verify:
 - Door alignment and balance
 - Motor/operator performance

D. Annual Professional Inspections

- Complete system inspection including:
 - Mechanical, electrical, and safety components
- Adjust:
 - Spring tension and door balance
- Provide:
 - Maintenance reports and repair recommendations

6. CLEANING & LUBRICATION

- Clean:
 - Tracks, panels, and sensors
- Lubricate:
 - Rollers, hinges, springs, chains, and bearings
- Use manufacturer-approved lubricants

7. MECHANICAL COMPONENT MAINTENANCE

- Inspect and maintain:
 - Springs and counterbalance systems
 - Cables, drums, and pulleys
 - Rollers and guide systems
- Adjust or replace worn components

8. ELECTRICAL & OPERATOR SYSTEMS

- Inspect:
 - Motors and drive systems
 - Wiring, panels, and connections
- Test:
 - Limit switches and travel settings
 - Emergency disconnects
- Adjust operator performance as needed

9. SAFETY SYSTEMS & DEVICES

- Test:
 - Auto-reverse mechanisms
 - Photo-eye sensors and safety edges

- Verify:
 - Emergency stop functionality
 - Proper guarding of moving components

10. ALIGNMENT & BALANCE

- Verify door alignment and level movement
- Adjust counterbalance systems as needed
- Ensure smooth operation without binding

11. SEALS & WEATHER COMPONENTS

- Inspect:
 - Weather stripping and seals
- Replace:
 - Damaged or worn seals
- Maintain environmental integrity

12. REPAIRS & CORRECTIVE ACTIONS

- Repair or replace:
 - Springs, cables, rollers, and tracks
 - Motors, operators, and controls
 - Damaged panels or structure
- Address operational issues immediately

13. SAFETY & COMPLIANCE

- Ensure compliance with:
 - OSHA and industry safety standards
- Maintain:
 - Safe operating conditions and procedures
- Restrict high-risk repairs (springs/cables) to qualified personnel

14. DOCUMENTATION & REPORTING

- Maintain:
 - Inspection and maintenance logs
 - Repair records and parts replaced
 - Safety test documentation
- Track recurring issues and lifecycle trends

15. EMERGENCY RESPONSE

- Respond to:
 - Door failure / inoperability
 - Safety system failure
 - Structural or mechanical issues
- Prioritize restoring safe operation

PEST CONTROL / INTEGRATED PEST MANAGEMENT (IPM)

1. PURPOSE

Provide proactive inspection, prevention, monitoring, and control of pests to protect facility operations, health, safety, and regulatory compliance. Pests can contaminate environments, damage property, and create health risks, making structured pest management critical. IPM prioritizes non-chemical solutions and uses pesticides only when necessary

2. SERVICE AREAS INCLUDED

- Interior facility spaces (offices, storage, hangars, breakrooms)
- Exterior perimeter and grounds
- Waste and dumpster areas
- Mechanical and utility spaces
- Loading docks and receiving areas

3. CORE SERVICE COMPONENTS

- Facility inspections and risk assessments
- Pest monitoring and detection systems
- Preventive measures (sanitation, exclusion)
- Targeted pest treatments
- Reporting and documentation
- Staff education (as applicable)

4. INITIAL INSPECTION & ASSESSMENT

- Conduct full interior and exterior inspection
- Identify:
 - Active infestations
 - Entry points (cracks, gaps, penetrations)
 - Conditions conducive to pests
- Provide written report with:
 - Findings
 - Recommended actions
 - Service frequency

5. ROUTINE INSPECTIONS & MONITORING

- Perform scheduled inspections (monthly or site-specific)
- Monitor pest activity using:
 - Traps and bait stations
 - Visual inspections
- Track:
 - Pest populations
 - High-risk areas
 - Trends over time

6. PREVENTION & EXCLUSION

- Seal entry points:

- Doors, windows, utility penetrations
- Improve sanitation:
 - Waste handling
 - Food storage practices
- Remove attractants:
 - Standing water
 - Debris and clutter

7. SANITATION & SITE CONDITIONS

- Verify proper:
 - Waste management
 - Cleaning practices
- Inspect for:
 - Moisture issues
 - Food residue
 - Structural deficiencies

8. TREATMENT & CONTROL METHODS

- Apply treatments based on IPM hierarchy:
 - a. Non-chemical methods (preferred)
 - b. Targeted chemical treatments (as needed)
- Methods include:
 - a. Trapping and baiting
 - b. Minimal pesticide application
 - c. Mechanical removal

9. PEST TYPES COVERED

- Rodents (mice, rats)
- Insects (ants, flies, cockroaches, etc.)
- Occasional invaders (spiders, beetles, etc.)

10. DEVICE INSTALLATION & MANAGEMENT

- Install and maintain:
 - Rodent bait stations (exterior)
 - Sticky traps (interior)
 - Monitoring devices
- Inspect and service regularly

11. SAFETY & COMPLIANCE

- Maintain:
 - SDS documentation for all chemicals
 - Proper labeling and storage
- Ensure:
 - Licensed applicators
 - Safe application methods
- Minimize exposure to occupants and staff

12. QUALITY CONTROL & REPORTING

- Provide service reports after each visit, including:
 - Findings and pest activity
 - Treatments performed
 - Corrective recommendations
- Maintain:
 - Pest sighting logs
 - Trends and analytics

13. EMERGENCY RESPONSE

- Rapid response to:
 - Active infestations
 - Health/code violations
- Provide escalation protocol for high-risk situations

14. TRAINING & COMMUNICATION *(As Required)*

- Educate staff on:
 - Pest prevention best practices
 - Proper waste handling
 - Reporting procedures

PLUMBING SYSTEM

1. PURPOSE

Provide a comprehensive plumbing maintenance program to ensure safe, reliable water supply and waste removal systems, prevent leaks and system failures, maintain sanitary conditions, and minimize disruptions to facility operations.

2. SYSTEMS INCLUDED IN SCOPE

A. Water Supply Systems

- Domestic hot and cold water piping
- Pressure regulating systems and distribution lines
- Potable water systems and meters

B. Drainage, Waste & Vent Systems (DWV)

- Sanitary sewer piping and drains
- Vent systems preventing sewer gas intrusion
- Storm drainage systems (if applicable)

C. Fixtures & Equipment

- Sinks, toilets, urinals, faucets, and floor drains
- Water heaters, expansion tanks, and boilers
- Sump pumps, sewage pumps, and lift stations

D. Specialty/Compliance Systems

- Backflow prevention devices
- Grease traps/interceptors (where applicable)

- Water quality control components

3. PREVENTATIVE MAINTENANCE PROGRAM

- Implement a structured preventative maintenance program to reduce failures, extend asset life, and ensure compliance
- Perform routine inspections, cleaning, and minor repairs across all plumbing systems

4. INSPECTION REQUIREMENTS

- Conduct routine inspections (visual checks and scheduled detailed inspections) to identify early issues
- Verify performance of all system components including pipes, fittings, fixtures, valves, drains, heaters, and sewer systems
- Inspect for:
 - Leaks, corrosion, and loose fittings
 - Water pressure and temperature consistency
 - Drainage flow and blockages
 - Equipment condition (water heaters, pumps, valves)
- Ensure compliance inspections for backflow devices and critical systems

5. ROUTINE MAINTENANCE TASKS

- Check and repair water leaks, dripping fixtures, and running toilets
- Maintain proper water pressure to protect piping and fixtures
- Clean and maintain drains, floor drains, and sewer lines to prevent blockages
- Inspect and maintain backflow preventers to prevent contamination
- Service water heaters (flushing, temperature checks, safety devices)
- Maintain pumps, valves, and shut-off systems for proper operation

6. DRAINAGE & WASTE SYSTEM MANAGEMENT

- Perform scheduled drain cleaning, jetting, or snaking to prevent backups
- Maintain grease traps/interceptors to avoid clogs and code violations
- Ensure trap seals are maintained to prevent sewer gas entry
- Monitor sewer lines and perform corrective maintenance as required

7. REPAIRS & CORRECTIVE MAINTENANCE

- Address leaks, pipe failures, and drainage issues immediately to prevent water damage
- Repair or replace defective components (pipes, valves, fixtures, pumps)
- Correct pressure issues, corrosion, and system inefficiencies
- Perform emergency response for plumbing failures to restore service quickly

8. SYSTEM OPERATIONS & PERFORMANCE

- Ensure continuous delivery of safe potable water and proper waste removal
- Maintain system pressure, flow, and temperature within acceptable ranges
- Prevent contamination through proper backflow prevention and system integrity
- Maintain sanitary conditions and occupant safety

9. SAFETY & RISK MANAGEMENT

- Ensure systems are free from leaks, hazards, and sanitary risks
- Maintain plumbing fixtures and systems in safe, working condition per code requirements
- Prevent water damage, mold growth, and contamination risks
- Follow proper lockout/tagout and confined space procedures (as applicable)

ROOF SYSTEM

1. PURPOSE

Provide a comprehensive roof maintenance program to preserve the integrity of the building envelope, prevent water intrusion, extend roof service life, and minimize operational disruptions through proactive inspection, maintenance, and repair.

2. SYSTEMS INCLUDED IN SCOPE

A. Roofing Systems

- Single-ply membrane systems (TPO, EPDM, PVC)
- Modified bitumen, built-up roofing (BUR), or metal roofing systems
- Insulation layers and substrate

B. Roof Components

- Flashings, seams, penetrations, and transitions
- Parapet walls, coping, and roof edges
- Expansion joints and sealants

C. Drainage & Accessories

- Roof drains, scuppers, gutters, and downspouts
- Overflow drainage systems
- Rooftop equipment interfaces (HVAC, vents, skylights)

3. PREVENTATIVE MAINTENANCE PROGRAM

- Implement structured preventative maintenance to reduce failure risk and extend roof lifespan
- Perform **routine inspections, cleaning, and minor repairs** to prevent major deterioration
- Maintain documentation required to preserve warranties and support capital planning

4. INSPECTION REQUIREMENTS

- Conduct **biannual inspections (spring and fall)** and after major weather events
- Perform both **interior and exterior inspections** to identify water intrusion and structural concerns
- Document all conditions, deficiencies, and recommended corrective actions

Typical inspection focus areas include:

- Roof membrane condition (cracks, punctures, blisters, seam separation)
- Flashing integrity at penetrations, edges, and transitions
- Evidence of ponding water or drainage issues
- Structural components and roof support systems
- Condition of rooftop equipment and penetrations

5. ROUTINE MAINTENANCE TASKS

- Remove debris and maintain clean roof surfaces to prevent drainage obstruction
- Ensure drains, gutters, and scuppers remain clear and functional

- Maintain sealants, caulking, and flashing systems
- Monitor for early signs of leaks, moisture intrusion, and deterioration
- Perform seasonal maintenance for weather-related risks

6. REPAIRS & CORRECTIVE MAINTENANCE

- Repair membrane punctures, seam separations, and flashing failures
- Address leaks and water intrusion immediately to prevent interior damage
- Replace deteriorated materials or components as required
- Coordinate repair activities to minimize disruption to facility operations

7. SYSTEM OPERATIONS & PERFORMANCE

- Ensure roof system remains watertight and structurally sound
- Prevent standing water and maintain proper drainage flow
- Support building insulation performance and energy efficiency
- Maintain compatibility with rooftop equipment and penetrations

9. SAFETY & RISK MANAGEMENT

- Follow OSHA fall protection and roof access requirements
- Restrict roof access to authorized personnel only
- Identify trip hazards, unsafe conditions, and structural risks
- Maintain safe work practices during inspections and repairs

WASTE MANAGEMENT

1. PURPOSE

Provide structured waste collection and disposal services to maintain clean, safe, and compliant facilities while supporting environmental sustainability initiatives.

Effective waste management programs protect health, reduce contamination risks, and support regulatory compliance and environmental goals.

2. SERVICE AREAS INCLUDED

- Interior waste collection points (offices, breakrooms, restrooms)
- Exterior dumpsters and compactors
- Loading docks and service yards
- Hangar support areas and operation zones

3. CORE SERVICE COMPONENTS

- Waste collection and disposal
- Waste segregation and handling
- Compactor/dumpster management
- Inspection and cleanliness maintenance
- Reporting and compliance documentation

4. ROUTINE WASTE COLLECTION SERVICES

A. Interior Waste Collection

- Empty trash and recycling receptacles
- Replace liners
- Transport waste to designated disposal areas

B. Exterior Waste Handling

- Consolidate waste into dumpsters/compactors
- Ensure lids remain closed and secure
- Prevent overflow conditions

5. WASTE SEGREGATION & HANDLING

- Separate waste streams:
 - General waste
 - Specialized waste (as applicable)
- Prevent cross-contamination
- Follow proper disposal procedures for each stream

6. COMPACTOR & DUMPSTER MANAGEMENT

- Inspect dumpsters/compactors regularly
- Ensure:
 - Proper functionality
 - No overflow or spillage
- Maintain cleanliness of surrounding area
- Coordinate pickups based on usage levels

7. SANITATION & CLEANLINESS (WASTE AREAS)

- Keep waste areas clean and free of debris
- Remove spills and residue immediately
- Pressure wash or sanitize dumpsters as needed
- Control odors

8. HAZARDOUS & SPECIAL WASTE (IF APPLICABLE)

- Identify and segregate regulated materials
- Ensure proper storage and labeling
- Coordinate disposal with licensed vendors
- Maintain documentation and compliance

9. SAFETY & COMPLIANCE

- Use proper PPE:
 - Gloves, eye protection, etc.
- Follow lifting and handling safety procedures
- Maintain SDS documentation (where required)
- Ensure safe handling of waste materials

10. INSPECTION & QUALITY CONTROL

- Conduct routine inspections of:
 - Waste areas
 - Dumpster condition

- Identify:
 - Overflow issues
 - Improper waste disposal
- Implement corrective actions

11. DOCUMENTATION & REPORTING

- Maintain:
 - Waste pickup schedules
 - Vendor service logs
- Report:
 - Issues with waste handling
 - Non-compliance or misuse
 - Recommendations for improvements

12. VENDOR MANAGEMENT

- Coordinate with:
 - Waste haulers
- Ensure adherence to:
 - Service frequency
 - Pickup schedules
 - Contract requirements

13. EMERGENCY RESPONSE

- Address:
 - Overflow conditions
 - Spills or contamination events
- Provide rapid cleanup and containment
- Notify appropriate personnel as required

14. SUSTAINABILITY & OPTIMIZATION *(Recommended Best Practice)*

- Monitor waste volumes and trends
- Identify opportunities to:
 - Reduce waste
- Optimize container sizes and pickup frequency

WINDOW CLEANING

1. PURPOSE

Provide routine and periodic cleaning, inspection, and maintenance of interior and exterior glass surfaces to ensure visibility, professional appearance, and long-term protection of window systems. Regular window cleaning prevents buildup, preserves glass integrity, and maintains building presentation

2. SERVICE AREAS INCLUDED

- Exterior windows and curtain walls

- Interior windows and partitions
- Glass doors and storefronts
- Skylights and atriums (where accessible)
- Window frames, sills, and tracks
- Specialty glass (as applicable)

3. CORE SERVICE COMPONENTS

- Exterior window cleaning
- Interior window cleaning
- Frame, sill, and track cleaning
- Glass inspection and defect identification
- Stain removal and restoration (as required)
- Documentation and reporting

4. EXTERIOR WINDOW CLEANING

- Remove debris (dust, cobwebs, dirt)
- Wash glass with approved cleaning solution
- Squeegee surfaces for streak-free finish
- Clean:
 - Frames, ledges, and trims
 - Surrounding surfaces (as applicable)
- Inspect for:
 - Cracks, chips, seal failures

5. INTERIOR WINDOW CLEANING

- Remove dust from blinds/shades (if present)
- Clean and polish glass surfaces
- Clean window sills and tracks
- Remove smudges, fingerprints, and residue
- Ensure streak-free finish

6. FRAME, SILL & TRACK MAINTENANCE

- Clean and wipe:
 - Frames and mullions
 - Window sills and ledges
- Remove debris from tracks
- Inspect drainage and condition

7. INSPECTION & CONDITION MONITORING

- Inspect glass for:
 - Cracks, scratches, chips
 - Seal failures or fogging
- Identify:
 - Water intrusion risks
 - Frame or seal deterioration

- Document findings with photos (as needed)

8. FREQUENCY GUIDELINES *(Baseline for Standardization)*

Exterior Windows

- Minimum: 2 times per year
- Higher frequency for:
 - Retail / high-visibility areas

Interior Windows

- Monthly to quarterly depending on use

High-traffic storefront glass

- Weekly or bi-weekly

9. SAFETY & ACCESS REQUIREMENTS

- Perform hazard assessment prior to work
- Use:
 - Fall protection systems (PFAS)
 - Ladders, lifts, or rope descent systems (as required)
- Verify anchor points and equipment integrity

10. EQUIPMENT & METHODS

- Squeegee and microfiber cleaning systems
- Water-fed pole systems
- Aerial lifts or rope access (as needed)
- Approved, non-damaging cleaning solutions

11. QUALITY CONTROL

- Ensure:
 - Streak-free finish
 - Complete coverage of glass surfaces
- Conduct final inspection:
 - Interior and exterior perspectives
- Address missed areas before completion

12. DOCUMENTATION & REPORTING

- Maintain:
 - Service logs and schedules
 - Before/after photos (as applicable)
- Report:
 - Glass defects or damage
 - Maintenance or repair recommendations

13. SPECIAL SERVICES (AS REQUIRED)

- Hard water stain removal
- Glass restoration
- Post-construction cleaning
- High-rise / specialty access cleaning

14. EMERGENCY / ON-DEMAND SERVICES

- Post-storm cleanup
- Graffiti or contamination removal
- Immediate cleaning for high-visibility events