

Plan of actions during lengthy tarmac delay Due to safety considerations, weather conditions, air traffic control, operations and other factors a lengthy tarmac delay may occasionally be caused, there may be situation when an aircraft is either unable to take off after landing or may have to wait for a gate to become available, or others. In case such situation occurs, «Azerbaijan Airlines» (AZAL) maintains Contingency plan for lengthy tarmac delays which is adopted by **U.S. Department of Transportation (DOT)** and is fulfilled in cooperation with Airport Operations Control Center.

This contingency plan is based on sufficient resources allocated for its implementation, and has been coordinated with appropriate agencies at JFK International Airport and alternate airports, including Customs and Border Protection, Transportation Security Administrations, and respective airport authorities.

If a lengthy tarmac delay (**not exceeding 4 hours**) occurs, and if safety and security considerations permit, we will make every reasonable effort to ensure that the Passengers' essential needs are met.

«Azerbaijan Airlines» (AZAL) shall provide food, potable water, lavatory facilities, and access to medical treatment if it was not possible to leave the plane **during 2 hours**, and security or safety-related issues do not prevent from the provision of such services, as well as opportunity to disembark in accordance with its contingency plan for lengthy tarmac delays. Every 30 minutes after the scheduled time of departure, «Azerbaijan Airlines» (AZAL) will inform passengers whether it is possible to leave the aircraft, with the door opened, located on the airfield or at another debarkation point. The commander shall frequently communicate with Airport Operations Control Center, Station Operations and/or the Ramp Control Tower for updated information. The passengers shall be kept informed regarding the status of delay.