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Dear Customers and Meridian Team Members,

It's always uplifting to reflect on the humble beginnings of our company here at Teterboro. We've come a long way since 1958. Through good times and bad, we have worked hard, learned from our experiences and the experiences of others, and built a culture of competence and caring. We have been recognized in industry polls as a company with outstanding customer service, operational expertise, and facilities. Most importantly, we have developed a motivated, professional team of employees. Many of our employees have been here for decades and form the core of our team. The Meridian culture is centered on caring for our customers and for each other. We will continue to grow our company organically so that we can do the best job for our current customers, increase our customer base, and hone our expertise in everything we do.

This issue of *the extra mile* gives you a glimpse of the Meridian culture in action. I hope that you enjoy reading about our outstanding employees and about some of their achievements.



Our investments in training, facility improvement, and safety programs underline our priorities and our belief that corporate aviation and the Meridian companies have a bright future.

Thank you for your continued friendship and support,

Ken Forester



Meridian Brainchild Available Online!

Meridian's original Jet Comparison Guide/ slide chart tool can now be found online at www.meridianaircharter.com "A lot of creativity, hard work and cost went into our tool that was first designed and distributed by our team in 2003," said Maureen Maloney, Meridian Marketing Manager. "We are proud of our originality and so often we are complimented by the aviation community for this helpful contribution." Meridian was granted a copyright in 2009 which recognizes the Meridian smart tool original expression of ideas.



"We are proud of our originality and so often we are complimented by the aviation community for this helpful contribution."



Meridian's **John Bahrenburg** - A Charles Taylor "Master Mechanic"

Meridian Jet Center's (TEB) John Bahrenburg, Aircraft Technician Crew Chief, was awarded the Federal Aviation Administration's (FAA) prestigious Charles Taylor "Master Mechanic" Award. Named after the mechanic to the Wright brothers and the first aviation mechanic in powered flight, the award recognizes select aviation mechanics that have worked in the industry for at least 50 years and meet standards of excellence in work and character. "John's commitment to the industry, keen safety consciousness, professionalism, and skillfulness has earned him this award," said Ken Forester, CEO. "We are proud and pleased that John is part of the Meridian family."

John's aviation career began when he joined the U.S. Air Force after graduating high school in 1959. In the service John performed maintenance on single-engine jet fighters, and while stationed in Japan he worked as a heavy maintenance technician. Following his military duties, John earned his A&P license at Red Bank Air Taxi in Red Bank, NJ. He then worked for Matco at Linden Airport in NJ and later he joined American Cyanamid in Teterboro. When American Cyanamid's aviation department was dissolved, he was hired as director of maintenance for Million Air. Operating now as Meridian, John remains an essential part of our outstanding maintenance team.



The Fleet Continues to Soar

ServiceElements™

The Meridian Air Charter fleet continues to soar with the addition of three capable, luxurious Teterboro, NJ (TEB) based birds. A Gulfstream IV-SP, Challenger 601-3A and a Gulfstream 200.

The GIV-SP offers comfortable seating for up to 13 in its rich, detailed interior. Soothing earth tones complimented by plush leather seats and exquisite woodwork make both work and play a pleasurable experience in this long-range aircraft. "We are very pleased with the addition of another Gulfstream IV-SP to the Meridian fleet," said Mike Moore, Director of Aviation Sales and Aircraft Management. "We are thrilled to offer our clients maximum flexibility in today's global market with an aircraft of this caliber."

The Challenger 601-3A is another impressive large jet added to the Meridian fleet. A 12 passenger floor plan and range of over 5000 miles makes this a valuable aircraft to charter clients.

Performance, reliability and style converge flawlessly in the Gulfstream 200, new to the fleet. "Meridian can offer the comfort of a large cabin at midsize cabin rates with our Gulfstream 200," said Andrew Ladouceur, Director of Charter Sales and Client Services. "This exquisite Gulfstream encompasses value, safety, and luxury."

Once again Meridian has teamed up with ServiceElements, the leader in service training for the aviation industry. "Part of our on-going commitment to our employees and our customers is to ensure we live up to our Mission Statement," said Betsy Wines, Meridian Teterboro VP HR and CSR. "In this highly competitive market we are striving to differentiate ourselves from our competition. We look at past scenarios and learn from them. These particular workshops teach us how to improve on our already strong service base, shifting the focus from what is easiest for us to what is the best for the customer."

Meridian continues to receive top ratings on surveys throughout the industry. Betsy Wines (#1 since 1996) and Victor Seda hold two of the top three spots on *Professional Pilot Magazine's* CSR national survey. Meridian Teterboro voted #1 on *Fltplan.com Pilot's Choice Survey*, and earned a top ten rating on the survey from *Aviation International News*.

PLANE FOLK

Line Services Technicians
Scott DeFrank
and Carlos Rodriguez



Let's HAIR it for the Boys

Meridian line service technicians Scott DeFrank and Carlos Rodriguez grew their hair to donate to Locks of Love, the organization that provides hairpieces to financially disadvantaged children and young adults. Scott was inspired by his sister who preceded the duo in donating her locks to the worthy cause for kids. Made from donated ponytails, the custom hairpieces are given to those suffering from long term medical hair loss from any diagnosis. "Locks of Love are extremely grateful to the employees at Meridian Teterboro for their generous volunteerism," said Laura Kukkamaa, Communications Director of Locks of Love. "The donations and support received from this company will further our efforts to help children living with the daily trials of medical hair loss. Continuing awareness of Locks of Love's efforts will assist us in reaching more and more families and improving the day to day lives of these children."

Scott and Carlos have extended their exceptional customer care skills to selfless acts of kindness... another proud moment for Meridian.

Locks of Love • 234 Southern Blvd • West Palm Beach, FL 33405 • P 561.833.7332
www.locksoflove.org



Paved Improvements

Meridian's ramp paving project to resurface the asphalt took place over a 4 week period this summer. The paving project follows Meridian's ramp expansion that was completed in 2009. The paved ramp will help to better service clients and improve conditions for aircraft. "The true challenge was maintaining fbo operations while the paving was underway," said Steve Chandoha, Meridian Teterboro President. The project was underway this summer and strategically completed before the historically busier fall months.

Community Support

Meridian was a proud host to four aviation oriented students for the local Rotary Club Career Day event. The Paramus High School students toured the Meridian Teterboro facility and gained knowledge of the broad spectrum of aviation jobs the industry has to offer.



Paramus High School students with Meridian's M. Maloney at Rotary Club Career Day Event.



Team Meridian poses before hitting the runway for United Way's 13th annual Teterboro Airport 5K Run this summer.

Safety First

At Meridian Air Charter, safety comes first. For this reason, we are pleased to announce the achievement of three highly esteemed industry safety ratings:

ARG/US Platinum. The ARG/US Platinum rating is the highest level rating achievable through ARGUS International, Inc. (ARGUS) - the industry leader in providing specialized aviation services to commercial and business aviation companies, as well as products and services to end-user consumers worldwide.

Meridian was awarded its ARG/US Platinum rating after having achieved the criteria for Silver and Gold, and successfully passing an ARGUS on-site safety audit.

IS-BAO. The International Standard for Business Aircraft Operations (IS-BAO) rating was developed by the International Business Aviation Council (IBAC) and its member associations. IS-BAO is a code of best practices designed to help flight departments worldwide achieve high levels of safety and professionalism.

Meridian received its IS-BAO certification after demonstrating during an audit that it had fulfilled IS-BAO requirements that encompass an operational Safety Management System (SMS), a clear and workable emergency response plan, appropriate written standards, implementation, and records for all major aspects of Operations and Maintenance within a flight department or charter company.

ACSF. Meridian Air Charter completed the Air Charter Safety Foundation's (ACSF) Industry Audit Standard (IAS) audit, making Meridian the 12th operator to achieve Registered status with the ACSF.

Regarding Meridian's safety accomplishments, Director of Operations, Tim Burke, commented, "The ACSF registration, ARG/US Platinum and IS-BAO ratings complement our continued achievements in the safety community."

(To learn more about the organizations and safety measures listed above, please visit the following websites. ARGUS: www.aviationresearch.com; IBAC: www.ibac.org/isbao.php or www.nbaa.org/admin/sms/is-bao/; and ACSF: www.acsf.aero/)



485 Industrial Avenue
Teterboro, New Jersey 07608



MILE MARKERS: "The Pearl" Doha, State of Qatar



The Pearl, described as the Riviera Arabia, is a 988 acre man made island off the coast of the West Bay Lagoon area in Doha, Qatar.

Meridian flew their Gulfstream IV to the Pearl, a beautiful man-made oasis being developed in the Middle East.

The Pearl, described as the Riviera Arabia, is a 988 acre man made island off the coast of the West Bay Lagoon area in Doha, Qatar. Also referred to as "the Pearl of the Gulf" the island is shaped like a string of pearls and diamonds. The Pearl-Qatar is a community development with a Riviera styled theme consisting of residential units, towers, town houses, hotels, marinas, luxury retail space and restaurant space, educational buildings, hospitals and mosques and leisure facilities.

The \$2.5 billion dollar project is currently underway with a planned completion of its final phase in 2013. The island offers 25 miles of new coastline; linked by a 4 lane highway, the Pearl is 12 miles from Doha's international airport.

Meridian Celebrates

25 year

Aida Libiran
Betsy Wines

15 year

John Bahrenburg
John Langschultz
Pete Rawson

10 year

Bruno Audy
Tom Hughes

Kanhai Nelson
Louis Paolino
Mary Ann Trelvelise

5 year

William Brito
Pedro Cardona
Idelfonso Gutierrez
Victor Gutierrez
Jonathan Kindler
Victor Lopez

Christian Martinez
Edgar Rivera
Marian Sims
Joris Smulders

1 year

Wayne Scott Craft
Joe Corrado
Claude Grazioli
Brett Hay
Thomas Kiley
Christian Nelson

Keith Sutherland
Brian Swift

New comers

Frank Abbott III
Husam Abdalwahid
John Baluk
Diane Barnett
Carlos Correa
Rosa Garcia
Kevin Gonzalez
Jose Gutierrez

Michael Greslik
Aaron Haltenhoff
Nicole Harrison
Christopher Hartman
Berat Hida
Andrew Kilanowski
Edvina Mulla
Kirk Nofsinger
Ruperto Soriano
Tara Stanton
Brian Stites

Meridian / 485 Industrial Ave / Teterboro, NJ 07608

FBO 201.288.5040 / www.meridianteb.com

CHARTER 201.288.5459 / 800.882.2333 / www.meridianaircharter.com

JET CENTER 201.288.3880 / www.meridianjetcenter.com

PROUD SUPPORTERS OF:

Table to Table, a community based food rescue program that delivers excess fresh food from restaurants and supermarkets to soup kitchens and shelters. www.tabletotable.org

