

## OFFICIAL STATEMENT LETTER

Phil Armstrong  
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Chief Operating Officer  
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February 7, 2020

This letter serves to serve as the Official Statement Letter specifically as it pertains to the actions by four (4) persons that were employed by Flight Services & Systems at the Fresno, CA Airport on February 1, 2020.

Flight Services & Systems, LLC, based in Cleveland, OH, is an equal opportunity employer that provides airline staffing services at Airports across the United States. The Company works diligently in a DOT regulated environment providing positions and employees in extreme safety and security related positions. The company and it's employees are trained routinely to operate in these safety and security locations, as well as are trained to have absolute clarity on the need to represent air carriers and airports in the highest regard at all times. Professionalism and due diligence in carrying out responsibilities as trained are expected with consequences for disregard.

Social media responsibilities and the absolute need to be mindful and conscious of airline and airport branding are essential. The utmost in professionalism is the expectation.



Phil Armstrong

Chief Operating Officer and

Chief Commercial Officer



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