

Pakistan International Airlines Contingency Plan for Lengthy Tarmac Delays

Issued in accordance with 14 C.F.R. § 259.4

This Plan is intended to minimize passenger inconvenience during lengthy on-board ground delays. It covers all scheduled and certain public charter flights of Pakistan International Airlines (“PIA”) at U.S. airports that PIA regularly serves as well as the airline’s regular U.S. diversion airports. The Plan includes the following assurances from PIA to its customers:

1. For all flights to which this Plan applies, PIA will not permit an aircraft to remain on the tarmac for more than four (4) hours before providing passengers with an opportunity to deplane, unless: (i) the pilot-in-command determines there is a safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to deplane passengers; or (ii) air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.
2. For all flights to which this Plan applies, if the aircraft remains on the tarmac, PIA will work to meet the essential needs of passengers aboard the aircraft by providing adequate food and potable water no later than two (2) hours after the aircraft leaves the gate (in the case of departure) or touches down (in the case of arrival), unless the pilot-in-command determines that safety or security considerations preclude such service.
3. For all flights to which this Plan applies, if the aircraft remains on the tarmac, PIA will provide operable lavatory facilities to its passengers as well as adequate medical attention, if needed.
4. For all flights to which this Plan applies, if the aircraft remains on the tarmac, passengers on the delayed flight will receive notifications regarding the status of the delay every 30 minutes, including the reasons for the delay, if known.
5. For all flights to which this Plan applies, if the flight is delayed, passengers on the delayed flight will receive notifications beginning no later than 30 minutes after scheduled departure time (including any revised departure time that passengers were notified of before boarding) and every 30 minutes thereafter that they have the opportunity to deplane from the aircraft if the aircraft is at a gate or another disembarkation area with the door open and the opportunity to deplane actually exists.
6. PIA has sufficient resources to implement this Plan.
7. PIA has coordinated this Plan with airport authorities (including terminal facility operators where applicable) at each U.S. airport covered by this plan (including its regular U.S. diversion airports).

8. PIA has coordinated this plan with the U.S. Customs and Border Protection at each U.S. airport covered by this plan (including its regular U.S. diversion airports).
9. PIA has coordinated this plan with the Transportation Security Administration at each U.S. airport covered by this plan (including its regular U.S. diversion airports).