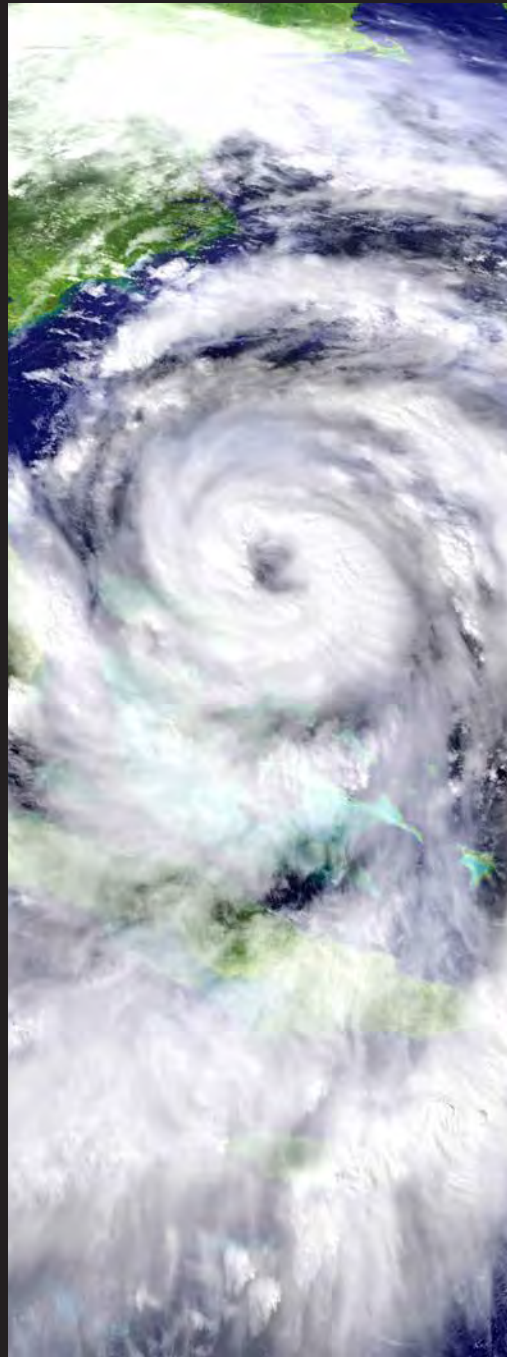




PRIVATE JET SERVICES

# EMERGENCY RESPONSE





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Private Jet Services (PJS) is the largest assemblage of veteran aviation experts in the industry. For 15 years, we have delivered guidance, strategic sourcing expertise and mission critical air transportation services to an extensive range of industries. Our global clientele includes government agencies, professional and collegiate sport teams, multinational corporations, as well as some of the world's most recognizable entrepreneurs, entertainers, and high-net-worth individuals.

PJS' mission is to deliver a level of service unmatched in the transportation industry. We accomplish this through our passion for aviation, proactive approach, and our obsessive attention to detail. Through the unique and highly specialized air travel we have arranged on behalf of our clients, including flights to over 100 countries, PJS has built a reputation as the market leader for safety, service excellence, and price efficiency.

From short-notice missions to facilitate critical meetings between foreign dignitaries to highly confidential extractions of globally recognized individuals, PJS is the "go-to" resource for some of the largest and most successful organizations in the world.

We welcome the opportunity to discuss safety concerns specific to your destinations and how PJS is uniquely suited to deliver thorough guidance, ensuring safe, reliable, and efficient air travel programs.

Best regards,

A handwritten signature in dark ink, appearing to read 'Greg Raiff', is positioned above the typed name. The signature is fluid and cursive, with a large initial 'G' and 'R'.

Greg Raiff, CEO



Largest corporate aviation consultancy  
in North America

Privately-held, debt-free company

Consistent ownership & management for since 2003

North America's First Carbon Neutral Private  
Aviation Company

Core Markets: Corporate Travel, Manufacturing,  
Government, Professional Sports, Collegiate  
Sports, Live Entertainment Touring, Energy,  
Pharmaceuticals

Notable Clientele: Arianespace, National  
Aeronautics and Space Administration, Rolls-Royce  
Deutschland LTD

Profitable operations for since 2003

Fiscally responsible and stable business history  
as confirmed by 10+ years of audited financial  
statements





PJS EXISTS  
TO STREAMLINE  
AND ELEVATE  
AIR TRAVEL  
LOGISTICS WITH  
DEDICATION  
& PASSION











# WHY SHOULD AND ORGANIZATION ESTABLISH AND EMERGENCY RESPONSE PLAN (ERP)?

According to the US Federal Emergency Management Agency (FEMA), the number of global natural disasters, disease outbreaks, and terrorist attacks is increasing dramatically. An Emergency Response Plan (ERP) allows your company to act quickly when an event takes place, ensuring the safety of traveling employees and minimizing the impact on business productivity.

Whether employees are traveling for business, or the organization operates multiple staffed locations, having an effective ERP for air transportation fulfills duty of care obligations and prepares organizations for future safety challenges.

## SAFE EVACUATION FROM SITUATIONS OF EXTREME RISK:

- Weather evacuation due to hurricane forecast, fire, flood, volcano, or earthquake
- Unstable political climate such as military coup, contentious elections, financial crisis or market collapse
- Labor strikes of air traffic controllers, airline workers or rail workers impacting travel
- Terrorism threat
- Transportation accident
- Disease outbreak
- Industrial accident
- Public relations incident where secure, private transportation is needed
- Individual injury or health problem that prevents return travel via commercial airline transport



## OBJECTIVES OF PREPAREDNESS

An ERP allows for quick action when an emergency evacuation or air ambulance is needed in the case of natural disaster, medical emergency, or even a sudden change in political climate. PJS identifies all acceptable private aircraft available in specific areas of concern that meet our stringent safety standards. When risk is high, we arrange to have these aircraft on stand-by to ensure those in harm's way can be evacuated as quickly as possible.

PJS remains on stand-by for our clients 24/7. Rest assured that we will provide support for emergencies where immediate transportation is required, including executing the transportation needed to remove individuals from dangerous situations. All flights arranged, no matter where they depart from, receive oversight from the PJS Safety Team. The team reviews all aircraft, flight crews, proposed routings, and airport facilities to ensure they meet PJS' industry-leading safety standards.

## A WELL WRITTEN EMERGENCY RESPONSE PLAN:

- Details a communication plan to ensure the news is delivered to the right people in the right order
- Limits public relations issues by having one contact for any outside inquiries and a prepared response for any others who may be called
- Limits potential legal challenges and financial exposure by giving clear instruction of what to do or not do in given situations
- Is updated frequently to ensure information is up to date
- Is updated situationally when trips are planned to unusual or dangerous locales
- Is communicated often to the appropriate employees and made available for easy reference when needed

We work directly with your representatives to determine the best approach to an unexpected situation, considering:

**Quantity** - How many passengers and family members are potentially impacted?

**Location** - What is the closest secure location to evacuate to?

**Costs** - What is the cost of a group evacuation or individual extraction versus bringing expertise or supplies to the affected area?

**Stay or Go Decisions** - Is it safer for individuals to stay in place for a period of time given the situation at hand?

**Security** - How can assets, such as facilities, equipment or staff, that remain in an affected area, be secured on the ground?

**Continuity Planning** - Which individuals and assets should be moved and where they should be moved to?

**Transporting Assistance to the area of impact** - Are there security staff, first responders, specialists, insurance adjusters, journalists, or aid supplies in need of transport to face the hazard, assess damage, and protect assets in harm's way?





# FINANCIAL PLANNING

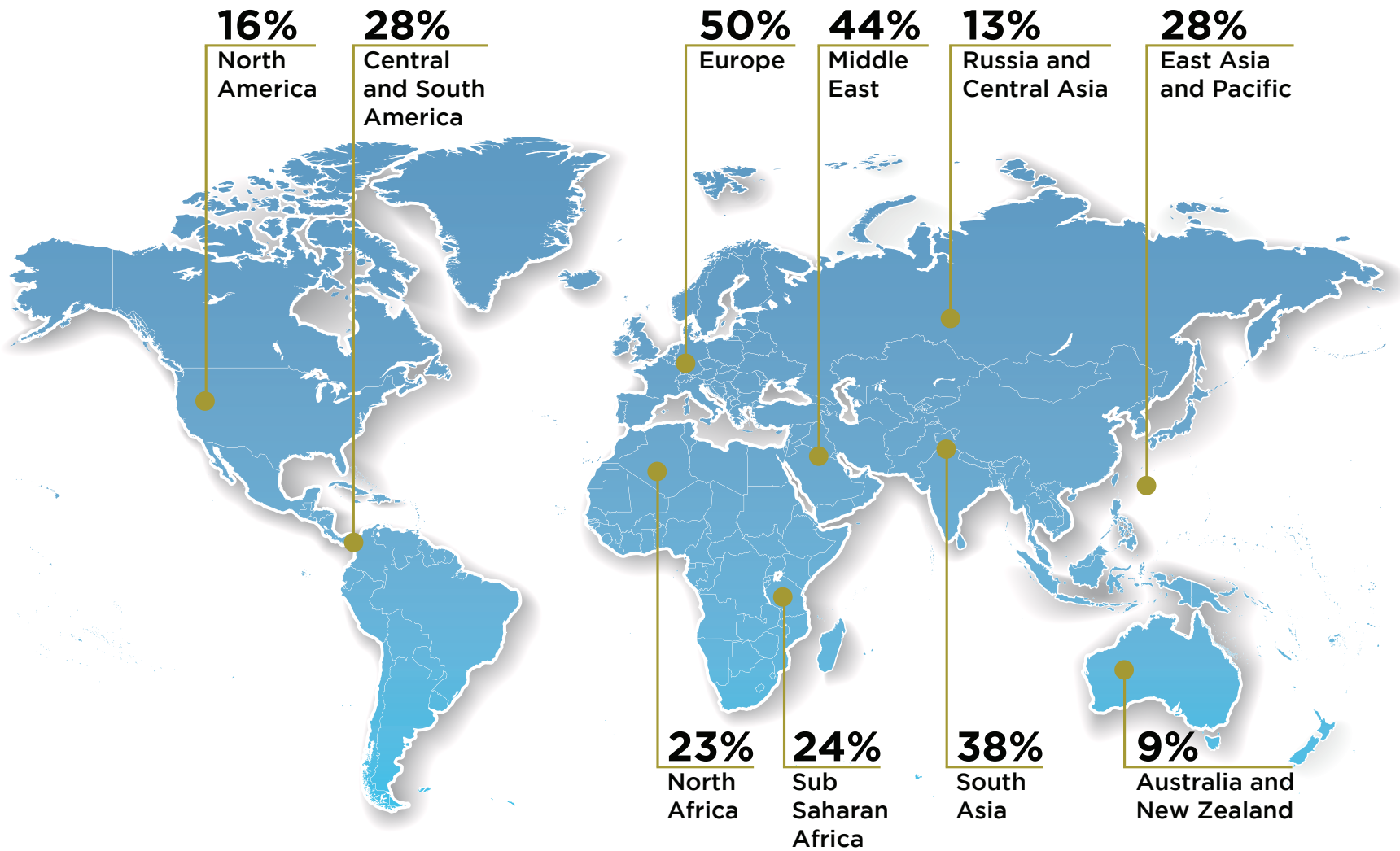
A proper continuity plan requires budgeting, which necessitates an understanding of the size of job, the types of aircraft and logistics needed, and plans for ideal contingency locations. PJS' global strategic sourcing expertise ensures flawlessly planned programs and cost-effective execution if activation occurs.

PJS can help client organizations work with their insurers to determine the appropriate coverages for the client's specific contingency planning needs. Implementing a comprehensive ERP may actually lower insurance costs while increasing coverage.

## PJS ERP SERVICES ENSURE:

- Performing a thorough and customized needs-based assessment that reflects unique organizational risks i.e. regional weather, health concerns, and political climate
- Business continuity plan activation to inform management on how to react when forecasts include potentially hazardous situations for staff, families, or assets
- Communications planning for instances where loss of power, network or cellular occur
- Comprehensive logistics planning for all recovery strategies
- Emergency Operations Center (EOC) services provided by PJS to manage all logistics and facilitate communications around the clock

When emergencies happen, PJS has the diverse experience and broad resources necessary to respond quickly to the specific event. Our 24-hour Flight Operations Center leverages a global network of employees and agents working in Europe, Asia, Africa, and the Middle East, as well as at home in the Americas.



Rate of risk increase to travelers in these regions in the past 3 years



# 80%

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of businesses have modified itineraries due to health or travel security concerns

# 50% 29% 21%

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Due to terrorism

Due to civil unrest

Due to country risk ratings

# 57%

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of businesses expect travel risks to increase in 2020

## INCIDENTS ON THE RIDE:

The US Department of State is issuing more formal travel warnings and travel alerts than ever before. Concerns range from government instability and crime rates, to health concerns and disease control. PJS mitigation and preparedness strategies are custom-tailored for each client scenario.



# CASE STUDY

## THE CHALLENGE:

A state university's study abroad department was conducting research to add several new destinations to the program including Cuba, Turkey, Morocco, Singapore and Brazil. Program coordinators needed to identify the legal requirements for traveling to each of the new destinations, and determine which countries were the best candidates for expansion.

## THE SOLUTION:

Per recommendation from the university's athletic director, who uses PJS to coordinate sports team travel, the program coordinators contacted PJS for assistance. PJS recommended our ERP consultancy engagement with the following goals:

- Define the documentation and eligibility requirements for each of the program's expansion countries
- Define environmental conditions including political, health, and economic to address any challenges and identify solutions
- Provide short-notice travel and contingency support in the case that individual students or the entire group need to be moved due to any kind of emergency
- Provide evacuation planning specific to each of the expansion countries including activation protocols for the university's senior and travel program management

- Provide emergency situation communication plans for the university to use with traveling students
- Provide single point of contact for flight coordination, contracting and payment for emergency and non-emergency travel

By using the travel expertise provided by PJS, the university was better prepared for program expansion decisions. The university expanded PJS engagement to cover the rest of the study abroad destinations.

Since implementation, PJS, on behalf of the university, has arranged both emergency and non-emergency movements of student groups, ranging from 25 to 275 passengers, traveling within Europe, South America, and Asia. The university can now access far more locales by utilizing destinations not served by commercial air service, greatly increasing the value of their Study Abroad Program.









**AMBULANCE**



# LOGISTICAL EXPERTISE

Our experienced aviation professionals act as an extension of our clients' travel managers and corporate flight departments, using PJS logistics to provide:

- Knowledge regarding hard to navigate locales
- Assistance with the company's own remote aircraft (AOG)
- Local ground transportation options
- An extra set of hands overseas
- Contingency planning to prepare for possible emergency evacuations
- Backup plans to ensure the group stays on schedule
- Supplemental lift

## PRIVACY

PJS is accustomed to servicing some of the most prominent political, sports, and entertainment figures in the world. Every PJS employee is bound by a confidentiality agreement which extends to every client interaction. Private Jet Services and all PJS employees have an affirmative obligation by contract to protect all information regarding our clients and their guests.

## INSURANCE/RISK MANAGEMENT

All aircraft carry insurance above the industry standard for their class. PJS ensures that coverage is in place at all times and that each client is named as an additional insured on the aircraft's policy.

## FLIGHT OPERATIONS CENTER

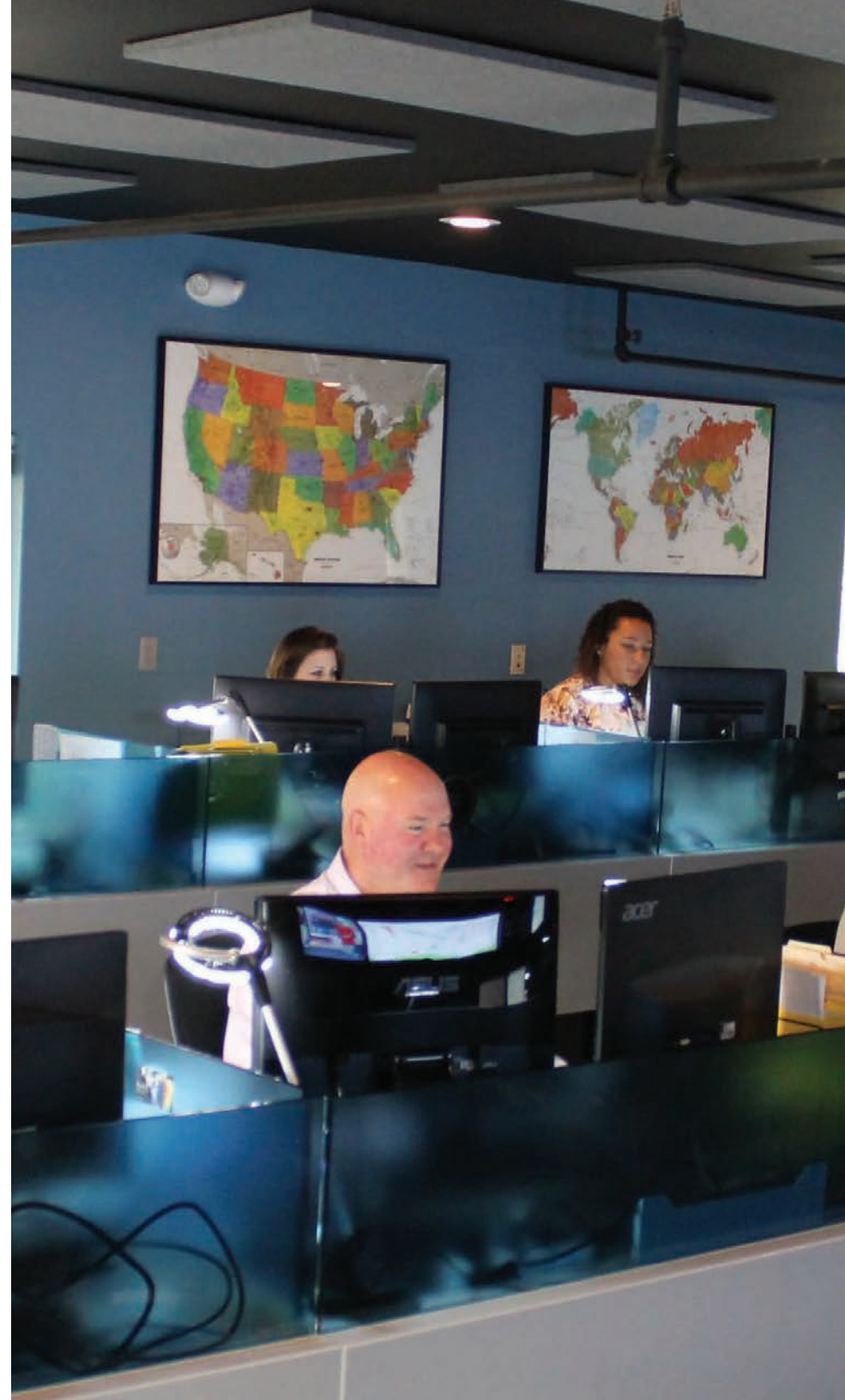
Private Jet Services' Flight Operations Center (FOC) uses the most advanced tools to track and monitor all flights including up-to-the minute weather patterns and projections, NOTAMS, TFRs and airport congestion 24 hours a day.

PJS flies between 5,000 and 10,000 passengers every month, year round. Our range of expertise covers 4-passenger helicopter transfers, light jets up through ultra-long range executive jets, on up to 400-passenger Boeing 747 wide-body transcontinental missions, and in some cases, with multiple 747s in use simultaneously.

Our FOC Team is always looking ahead, remaining in constant communication with downline facilities and services to ensure seamless coordination of all details, big and small. Our expertise and diligence ensures problems are identified and solved before they can impact our flights and passengers.

PJS understands through our 15 years of providing private aviation services that smoothly run operations are a necessity.

Our proactive approach to service and flight management makes all the difference in reducing the stress of travel, which in turn, increases our clients' capacity for success upon arrival.





## MEDICAL AVIATION CONSULTANCY

PJS partners with SentinelMED, the renowned aerospace travel medicine company owned and operated by board-certified physicians.

PJS provides 24/7 global access to aviation medical expertise. If special travel accommodations are required for individuals with unique medical needs, or emergency transport is required due to injury or illness, PJS clients are always covered. Services include pre-arranged inflight medical staffing and equipment, vaccination planning, guidance on location-specific medical threat avoidance, as well as delivering emergency aid to clients in remote locations.

Whether traveling for business exploration, adventure, diplomatic or humanitarian work, advance preparations are strongly recommended by world health organizations and travel bureaus. PJS and SentinelMED can provide contingency planning to ensure health and safety, and, if necessary, an expeditious exit.







## DEDICATED FLIGHT MANAGEMENT TEAM

Last minute emergency travel can be one of the most stressful events a passenger can endure. To help abate that stress, PJS assigns a personal team, available 24 hours a day, dedicated to supporting every flight. From stocking preferred beverages and snacks to ensuring customs forms are pre-completed, our dedicated flight team provides unmatched attention to detail to help minimize emergency travel stress.

PJS estimates that 10 hours of planning go into every hour in the air. Communications planning, customs, cargo, safety vetting, cabin crew, contingency planning; we take care of all strategic logistics to ensure a seamless and safe transfer for all passengers involved.

Our service isn't restricted to what happens in the air. PJS facilitates expedited customs and efficient ground handling of all baggage. Routing is designed to remove layovers, private air terminals reduce waiting time, and access to remote airports eliminates lengthy and costly ground transportation.

## SECURITY & SCREENING

- When screening is necessary, PJS Concierge are certified to perform hand-wanding and bag screening. This allows guests to be screened prior to arriving at the airport, often at the resort or meeting location, to expedite the boarding process.
- Every employee (not just flight crew) completes a 10-year background check
- Every employee completes NDA/Confidentiality Agreement
- Local intelligence of regional conditions to ensure appropriate security measures are in place around ground transportation, screening, and handling staff



EMERGENCY EXIT  
PULL TO OPEN



## READY TO FLY AT A MOMENT'S NOTICE

We know the need to fly often pops up unexpectedly. PJS prepares for this by entering into a Blanket Purchase Agreement (BPA) with our corporate clients. This ensures all the legal and payment details are in place well in advance, allowing approved employees to book travel with just an email or phone call.

Each client's legal and finance teams address the terms and conditions only once, and those terms will apply to every future flight. The BPA will specify the client's designated representatives authorized to book individual trips. This process allows PJS to move quickly to secure the most appropriate aircraft for the company's mission.









# A PROACTIVE & PREDICTIVE APPROACH

**At PJS, safety comes first. Always.** It is the focus of our decision-making at every level. Our team of industry veterans, led by our dedicated Director of Safety manage PJS standards for due diligence with stringent safety mechanisms that require an absolute commitment to detail. We know that proactively discerning the best available carriers and pilots results in more consistent travel experiences for our clients and safer flights.

EVERY CARRIER, EVERY AIRCRAFT, EVERY PILOT, EVERY FLIGHT,  
EVERY CONTINGENCY; BY PROACTIVELY FOCUSING ON THE  
DETAILS, WE MINIMIZE THE RISK OF THE UNEXPECTED.

At PJS, we are proud of our exemplary safety standards and the considerations that go into every flight.

## DEDICATED IN-HOUSE SAFETY TEAM

PJS is the only private jet charter firm in North America with its own in-house safety team led by our Director of Safety. Staffed with industry veterans, the team leads the charge to ensure that every flight operates to the highest safety standards 24/7. The PJS Safety Team assesses whether an operator is eligible to fly in our program. Along with our own internal intel, PJS utilizes several public and private background data sources to determine if a vendor qualifies as PJS Certified. Information agencies include the FAA, DOT, NTSB, FlightSafety, ICAO, and EASA. PJS also confirms individual pilot experience data using both Wyvern and Argus.

## DEDICATED DIRECTOR OF SAFETY

The PJS Safety Department is led by a revered industry professional who spearheads our proactive approach. The department is responsible for furthering PJS' position as a leader in aviation safety. Through the Safety team's research and continual efforts to develop our proprietary safety standards, PJS clients are assured technical excellence and strong safety culture from all vendors that qualify to fly for PJS. In 2016, PJS' Safety Director was appointed to the Safety Committee of the National Business Aviation Association (NBAA) to assist in the organization's mission to serve as a center of expertise and enhance safety within our nation's transportation system.



## PROFESSIONALISM

Only a select group of airlines meet PJS' strict standards that include data-driven, non-negotiable markers for clean operating history, aircraft age, liability insurance levels and reliability. Supplier eligibility to fly for PJS is determined by our dedicated safety team through a comprehensive, step-by-step qualification process, field inspections, interviews, references, and FOIA background checks that include both operating and maintenance records.

All aircraft and pilots are pre-vetted using PJS' rigorous requirements with real-time data backed by third party reporting. Relentless analysis and tracking allows PJS to anticipate and avoid potential risks.

PJS-approved vendors and their senior management team are required to maintain positive compliance and business positions, free from criminal or civil legal actions and IRS violations.

Eligibility is then independently re-confirmed prior to every flight to ensure previously approved vendors and crew have maintained a clean operating history. PJS' perpetual vetting system ensures that approved vendors constantly meet our standards of exceptional service performance

## INDEPENDENT SAFETY EXPERTISE

PJS maintains the advantage of acting independently. Instead of being beholden to a closed fleet of aircraft, we can select only the airlines, aircraft and pilots that meet our stringent qualifications and retention criteria for safety and service. Our fleet network design allows us to mandate far higher quality standards for crew experience, aircraft age, and operator performance, as well as leveraging bulk purchasing advantages across a wide inventory of aircraft.

## THOROUGH VENDOR VETTING

In our experience, exceptional vendors welcome the opportunity to demonstrate their strengths and commitment to their strong safety culture.

Quantitative documentation, in combination with qualitative factors such as service levels and attitude, is crucial to PJS. Indicators gathered first-hand during field visits and interviews, along with service and compliance performance tracking, determines whether a particular vendor qualifies as PJS Certified.

The comprehensive, step-by-step approval process for all PJS Certified vendors, their aircraft and their pilots, is independently re-confirmed prior to each and every flight.



## STRICT PILOT EXPERIENCE REQUIREMENTS

PJS considers pilot experience requirements to be an essential safety tool; NTSB research has shown that accident rates decrease by nearly 50% once a pilot obtains 100 hours and continues to decrease thereafter.

PJS will not engage pilots that do not meet our own strict experience requirements.











**PRIVATE JET SERVICES**

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Private Jet Services (PJS) acts as an agent for its clients in negotiating and facilitating transportation with duly licensed Direct Air Carriers. PJS is an agent for Elevate Jet, LLC (FAA# 3LJA9830), Air Chathams Limited (CAA# AOC26883) and SWIFT AIR LLC d/b/a iAero (FAA# 15EA212N). PJS is not a Direct Air Carrier and does not operate aircraft.