



1. How many people are on the PJS staff? How many of those work on charter flights?

PJS has 60 full time employees. Of these, 45 personnel work in flight operations, including client services, flight tracking, sourcing, quality assurance and dispatch. The singular goal of all 60 employees at PJS is to ensure that each flight is safe and seamless from beginning to end.

2. Do you have a 24 hour command center?

All flights are managed through our state-of-the-art 24 hour Flight Operations Center (FOC). A senior Manager is on call 24x7 should any issues arise. The same team of highly trained professionals that specialize in managing our professional sports and live touring handle our NCAA team charter flights.

3. What is PJS's umbrella insurance coverage and requirements for carriers?

The minimum coverage for any flight arranged by PJS is \$500mm. This applies to both executive jets and airliners of up to 40 passengers. It is common for airliners with more than 40 passengers to be insured to up to \$1bn. Due to PJS' extensive vetting, strict protocols and due diligence, our insurance company has approved us to offer larger coverage than any other provider on these aircraft.

4. Do you have an on-staff director of safety? How many collective years of service does your safety team have?

Yes--PJS' full time Director of Safety is Wayne Locksley. Wayne comes to PJS with over 30 years experience at the Department of Defense. PJS is the only brokerage in North America with a full time Director of Safety to ensure best practices, develop safety procedure and provide real time audits.

5. You charge a \$3 fuel base when others in the industry use \$5. Why can you be so much lower and what percentage of trips do your customers end up paying a fuel surcharge after the trip.

PJS is unique as our year round volume allows us to purchase our own fuel. PJS is unique among brokers in that we have a full time fuel desk whose focus is to strategically purchase fuel. By not having to depend on the carriers for fuel purchasing, we can offer our clients the opportunity to pay for fuel at actual rates, rather than to simply pay a higher fuel base without reconciling to the actual cost and never receive a refund if the price of fuel is lower than the fuel base.

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6. If you buy fuel directly instead of through the carrier, what other services have you found it beneficial to directly micro manage?

PJS Operations staff also arranges our own ground handling, and manages crew travel costs. This granular process allows us to pass cost savings direct to the customer, and increases operational efficiency (i.e. PJS can be proactive with ground handlers to avoid delays, rather than rely on 3rd parties)

7. How are you calculating ferry time and how do I know I won't be charged for a plane being repositioned from a school in California?

The program includes fixed ferry of two hours on each end for each flight. The advantage to this is that you never have to worry about aircraft schedule affecting the cost of your flight. In addition, by normalizing the ferry, your business office can better predict costs on future flights. It also ensures that the ferry is equally distributed among all Participating Teams, so that no one team is adversely affected.

8. What other strategic sourcing programs does PJS manage? How many years have you done so?

PJS has managed the air charter program for the NHL since 2011. The NHL recently renewed their agreement with PJS for an additional 10 years. PJS also has run programs for MLS and MLB. In the 2019 Stanley Cup playoffs, 3 out of the 4 finalists were enrolled in the PJS NHL program, including both of the teams in the Cup Final.

9. What other industries do you service?

PJS has extensive experience in the live touring space, including acts such as U2. In addition, we have managed corporate shuttle programs for numerous Fortune 500 companies. We also are a GSA schedule holder, and have run flights for the US Government and political campaigns. Lastly, we offer one of the largest jet card programs on a nationwide network of highly vetted executive jets.

10. What other professional leagues buy charter flights via strategic sourcing?

The NBA has bought air charter via a strategic sourcing program since 1984. The NHL has offered a strategically sourced air charter program to its clubs since 2011.

11. Why is it more transparent to buy flight time by the block hour. Is that how the professional leagues do it in your other strategic sourcing programs?

The main advantage is that the costs are equal across the board for the entire league, resulting in a level playing field as well as providing a high level of service. The air charter costs can thus be predicted, and budgeted for in future seasons. Lastly, through a strategically sourced program, the annual cost increases are capped, so participants can plan for future seasons even without knowing future schedules in advance.

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12. Do you pay any other brokers or Travel Management Companies a fee or commission split that isn't transparent to your clients?

No--any fees or commissions would be paid directly by the school. There are no kickbacks from Lead 1 or PJS to any operators.

13. Does a school have to sign a 3 year contract to participate in the LEAD1 program?

No--schools can participate at any time and receive the block hour rates without signing to a 3-year term. However, to be eligible for the rebates, a team must enroll as a Fully Participating member.

14. You uniquely provide an in-flight concierge on every flight 50 people and over? What is that person's responsibilities?

The PJS concierge is assigned to every flight on a 50-passenger aircraft or larger. The concierge is on board to ensure a high level of service, and to be an advocate for the team. The concierge is on site several hours before the aircraft to ensure that all pre-flight checks are performed on time and to be in constant communication with the team travel manager. In the event of an impact issue, such as weather or a mechanical, the concierge will proactively be in communication with the team. In short, the concierge is there to make sure there are absolutely no surprises and to provide a consistent, on site point of contact.

15. Through the program, can the price of my flight change based on the date of the flight (I.E. when schedules come out)?

No; because of the set block hour rate and average ferry time model your pricing will not change due to game date.

16. If I secure a larger airliner through the program does it qualify for the rebate?

It does not at this time, however, we will have a set block hour rate for larger aircraft starting in year 2 of the program. Additionally, any team using any aircraft counts toward to 2 "Qualifying Teams" needed to be eligible for the rebate.

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