Overview

Company Overview

What we do

Our Focus on Safety

Our focus on Customer Safety

Our QA to ensure safety and service

Discussion Topic: Emergency Preparedness
Company Overview

$160,000,000
2015 Annualized Revenue

5,500  1978
Employees  Year Started

Ownership
PrimeFlight is a subsidiary of SMS Holdings, a privately-held US company based in Nashville.

Website
www.primeflight.com
Over 5,500 employees in 49 locations and over 1,900 customer service professionals.

Business lines include over 20 distinct airport and airline services.

We provide passenger mobility assistance in 40 US Airports today.
Services

- Aircraft Appearance (Cabin & Hull Cleaning)
- Wheelchair Services
- Passenger Assistance Services
- Electric Cart Service
- Baggage Assistance
- Cargo & Mail Handling
- Water & LAV Services
- Ramp Handling
- Skycap Services
- In-Line Baggage System Management
- Queue Line Management
- Club Room Staffing
- Shuttle Bus Service
- Onboard Sales Device support
- Janitorial & Maintenance Services
- Onboard Flight Manuals Subscription Services
Our Focus on Safety

• **Some Business Lines are High Risk**
  • Aircraft Appearance (Cabin & Hull Cleaning)
  • Bag, Cargo & Mail Handling
  • Ramp Handling
  • Skycap Services
  • In-Line Baggage System Management
Our Focus on Safety

- **Employee Safety**
  - The more physical the work, the more risk to employees
  - Working at Height, Repetitive Motion, Machinery Risks
  - Regulated by State or FED OSHA

- **Security Exposures**
  - Cabin Security, Bag & Cargo Acceptance, AOA Control
  - Regulated by TSA & Airport Entities
  - Fines & Suspensions are involved

- **Aircraft & Equipment Safety**
  - All forms of ground handling offer risk to the airplane and therefore passengers and crew
  - Regulated by FAA and Airline Safety Audits
  - Fines, KPI payment deductions and Repairs Liability
Our Focus on Safety

• As a result, multiple efforts are made to ensure we operate safe
  — Detailed Training Programs
  — Multiple types of PPE (Personal Protective Equipment)
  — Safety Management Systems
    • Operations Manuals, Policies & Procedures
    • Detailed Risk Management Programs
    • Ongoing Safety Promotion (Briefings, Alerts, Posters & Contests)
    • Quality Assurance & Reporting
In the realm of QA, we have safety audits on EVERYTHING.

- Seat belts, PPE, Safe Lifting
- Ramp Operations
- Aircraft Pushback
- Lavatory & Water Servicing
- Aircraft Handling

Generic Aircraft Handling Audit

In 2016 alone, we have produced over 75,000 audit results for these items alone.
Wheelchair Services
Quality Assurance

• As of January 2015, we extended this “QA” philosophy over to our passenger service personnel who assist customers with mobility challenges.

Wheelchair Safety Audit

• Almost 16,000 customer interactions observed at this writing.
• Excellent Training & Coaching tool
• Reinforces expectations
• Assists employee income by honing customer service skills
## PrimeFlight Performance
### ADA 2015 Rankings and Recognition

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Complaints/PB</th>
<th>Percentage</th>
<th>Rank</th>
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<tr>
<td>PrimeFlight</td>
<td>0.87</td>
<td>8%</td>
<td>1</td>
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<tr>
<td>Next closest Competitor</td>
<td>1.18</td>
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**PrimeFlight San Juan** Customer Service Operations Awarded Top ADA Performance Station of the Year For the **JetBlue** System

**PrimeFlight** **Preferred Vendor Status**
Southwest Airlines
United Airlines
JetBlue
Much like our industry-wide obsession with Day-to-Day Operational Safety, there is a parallel effort by airlines, airports and service providers to address Emergency Preparedness and Response.

– Resident CFR, EMS, & Police Forces
– Policies and Planning
– Tabletop Exercises
  • Air Disasters (FAA Mandated)
  • Natural disasters
  • Airport Security Events
  • Active shooters
Emergency Preparedness for customers with disabilities?

- So what about our customers with mobility challenges?
- Each Airport is different
  - Evac routes are specific
  - Equipment types vary
Survey Results

1. Has your airport or airline customer ever offered/ provided/ or even asked about emergency airport evacuation procedures for Customers with a mobility challenge?

13 Airports Surveyed: 12 NO / 1 Yes
Emergency Preparedness for customers with disabilities?

Survey Results

2. Has your Airport installed and Posted “Routes of Evacuation” –or- “Areas of Refuge”? (if yes, do the routes include specialized chairs for stairwell evacuation?)

13 Airports Surveyed: 11 NO

One Response: Yes, sort-of. Post 9/11 one concourse was equipped with a special slide.

One Response: 7 different areas with stairwells have “Stryker chairs installed. The airport provides a detailed powerpoint for our employee training.
Emergency Preparedness for customers with disabilities?

Survey Results

3. Has the airport or airline ever offered training or drills on evacuation for people with mobility challenges, or the use of specialized equipment?

13 Airports Surveyed: 11 NO

One Response: Yes, sort-of. Post 9/11 one concourse was equipped with a special slide.

One Response: The airport has provided us a link to a YouTube video site that explains use of the “Stryker” chair for evacuation.
Thank You!

Questions?