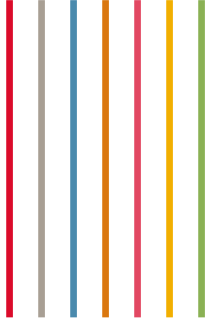


Terry Fischer

President

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busworld[®]
NORTH AMERICA



Transportation Charter Services (TCS)



Polynesian Adventure Tours



Overhead Control

- Utilized down time to develop new processes
 - More efficient and effective ways of doing things
 - Discipline to follow the new process when getting back to business
- Technology
 - Utilizing the full functionality of the systems we already have in place
 - Take advantage of new technology that is available
- Staffing
 - Maintain minimal staffing levels as business resumes
 - Getting the productivity mindset back to pre-pandemic



Preparedness

Sales

- Uncertainty when market segments are going to come back
- Responsiveness to leads
 - Be available to capture opportunities
- Communication
 - Our contacts are no longer employed
 - Get to know the new person..



Preparedness

Maintenance

- Although we have done our very best to maintain idle equipment, issues arise once coaches are back on the road
- Do as much as possible in advance to avoid issues on road



Preparedness

Safety & Training

- Reorientation with drivers
- Being prepared with enough drivers to meet the needs

