



Miami, Florida

April, 2018

To whom it may concern:

**PRIME GROUP LOGISTICS HOLDING** is a corporate group dedicated to international cargo transportation, providing maritime and air logistical cargo solutions. Between October 2017 and April 2018 we developed, in conjunction with **LONDON CONSULTING GROUP**, the "Effective Team Building" improvement project.

The objective of the project was to implement highly efficient work systems in order to improve the existing processes and the profitability of the business. The project focused on the Operations, Commercial and Finance processes in our Prime Air & Ocean Cargo operations in Miami, and our Prime Air operations in Bogota and Quito.

Some of the quantitative improvements we obtained during the project were:

- 28% increase in our flight profitability through improvements in Tariffs, Agencies and Allotments.
- 34% reduction in overdue receivables (more than 60 days).

Furthermore, we achieved several qualitative improvements such as:

- Design of a profitability simulation tool for agencies and destinations.
- Implementation of tools which allow us to control and follow up on the Allotments and Market Share.
- Design of a Capacity Plan in order to maximize our resource utilization.
- Implementation of sales indicators in profits, Kgs, and shipments for the commercial and operations departments.
- Implementation of a Sales tool which allows us to follow up more closely on clients.
- Tools and indicators which enable us to control and manage overtime.
- Financial tools which facilitate the calculation process to collect payments more efficiently.
- Improvement in the completion of shipment documentation and files.
- Creation of additional services which allow us to increase profit.
- Creation of a management model for obsolete goods which freed up space.
- Implementation of an active supervision model and weekly operational meetings.
- Implementation of a KPI control panel and a management model which enabled us to adequately monitor the work systems in different departments and provide feedback.

As a consequence of these improvement initiatives we have forecasted an annualized ROI of **2.3 to 1**. Due to this we are happy to recommend London Consulting Group as a company with a highly effective methodology which allows it to successfully develop this type of improvement project.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Roger Paredes', with a horizontal line drawn underneath it.

Roger Paredes  
CEO

Miami, Florida.  
8<sup>th</sup> of January 2018

**To whom it may concern:**

PRIME GROUP is a group of enterprises dedicated towards offering their clients a complete range of logistical solutions. Founded in Ecuador in 2001, we currently operate with 6 offices in 4 countries; the United States, Ecuador, Colombia and Holland.

PRIME GROUP initiated the "EFFECTIVE TEAM BUILDING" project in October with London Consulting Group. The project is focusing on increasing the profitability and revenue generated by the Prime Air and Prime Air & Ocean Cargo aspects of the business. As a part of this project, we have also implemented the Human Development Program which focuses on improving our key personnel's managerial abilities.

Through this letter we would like to acknowledge **London Consulting Group's Human Development** department for their excellent work as leaders of the **Human Development Program**. This program is being directed towards the personnel within the scope of the "EFFECTIVE TEAM BUILDING" Continuous Improvement Project and we would like to highlight some of the results that are being generated by this project:

■ **Communications Program:**

*This program has maintained both the participating personnel, along with the rest of the organization, constantly informed on the progress, initiatives and results of the project. Furthermore, through the "Team Contract" we are able to promote suitable values, behaviors, and attitudes which are critical to the project's success.*

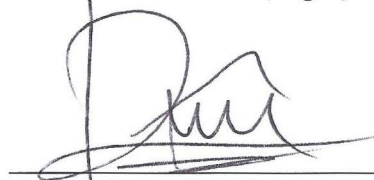
■ **Strategic Coaching and defining action plans:**

*In these one-on-one meetings we have identified concerns and necessities, as well as strengths and opportunities, with which the individual improvement action plans can be defined.*

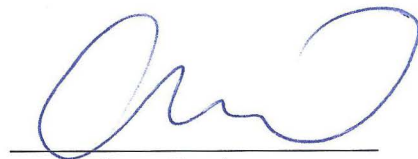
■ **Managerial Abilities and Operative Seminars:**

*Our personnel have learned a significant amount of information through the implementation of 6 very dynamic workshops. Through this program we have impacted 61 key members of the organization in the Miami, Quito and Bogota offices.*

Without a doubt, this program has been very important to our organization. The increased level of aperture towards change, along with the new abilities which have been acquired, have been key factors in the development of leaderships skills among our personnel. Due to this, we highly recommend **London Consulting Group's Human Development department** for their professionalism, commitment, and effectiveness in developing a program of this nature.



Roger Paredes  
Chief Executive Officer  
PRIME GROUP



Omar Zambrano  
Chief Operations Officer  
PRIME GROUP