

Cargo Services at a glance

May 2009

What you always wanted to ask and know about cargo – and what “BJ’s” position is

Swissport’s EVP and new Global Head comments the crucial industry developments and rumours



John Batten

Executive Vice
President, Global Cargo

Are you still sleeping well with the current trading results and critical forecast with the global downturn of the economy?

The current trading results are reasonable but the economic climate is a pressure everybody has to bear especially our customers. The freight industry normally is hit at these times before the general economy and this time it is a similar picture however the good news here is, it is also the one that comes out of the crisis earlier.

The global climate does bring a number of opportunities as well as threats, so positioning ourselves for the future is very important.

Swissport needs to build in some areas around the world such as Africa, Asia and the Middle East and at the same time consolidate in other areas to maximise the opportunities.

You have spent many years as a senior manager within logistic companies. What do you think are the strengths of a firm like Swissport?

I had many years with a fantastic company who managed to control its costs and grow at the same time. Swissport is very similar to them in as much as its greatest resource is its people. In saying this, Swissport needs to continuously invest in these people and train them to be better people and more customer facing in the future. This will change as it is one of my major challenges in the future and getting to meet the customers and developing new business models is essential if we want to remain competitive in the future.

The strengths of Swissport are also similar to those of the integrator and it is all about information, balance and the ability to listen to the customer and innovate with new products and improved services over time. We need to be reactive and proactive at the same time.

You have appointed a number of new key people in your organisation. What for?

To be successful you also need to have a qualified and equally dedicated team that shares the vision and believe in the company, its people and equally as important the customer. I felt it was important to strengthen the team as early as possible and get closer to our business in general.

Part of the strengthening philosophy was also going back to basics and looking at improvement to our quality proposition to the customer. We

were delighted that Rainer Mueller was able to join us as SVP Global Account Management as this appointment will improve the customer interface and communication and make sure we are smarter and better when dealing with the customers.

I mentioned earlier that we need to grow and improve our quality both to the customer and within the organisation and have done this with the appointment of Nils Pries-Knudsen as SVP Europe and bringing back Ruedi Steiner as SVP ME and Asia.

Could you elaborate a bit more about the strategic priorities and initiatives of Swissport’s Cargo unit?

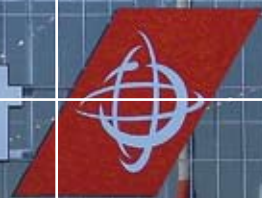
I am not going to give away any secrets here as “going back to basics” is an immediate priority as is “getting closer to the customer”. The secret of a good organisation is, improving yourself constantly and fixing the problems that you create before they happen. In some places around the world we have not reacted in the way I would have liked and in other places we hear of success stories. Getting the balance and showing constant improvement and sharing it with the customers is key. Information, Communication and Focus on the Customer is all I can give you today.

Do you share the view that the data-management tools and e-cargo procedures are “underdeveloped” and what do you have in mind to improve it?

I have a view on data management within Swissport and as part of our strategy we have a number of initiatives to improve what we do and how we distribute information for the better. Information is crucial and using it in smart ways helps make the expectation a reality as KPI’s drive our business and that of our customers. In respect to e-freight, which is an initiative from IATA, this is making good progress and a number of airlines are taking up the initiative. The challenge for Swissport is to have the systems in place to enable these initiatives to be realised but also used to measure quality and improvements they bring.

The industry has committed to raise the volume of screened freight from today 15% up to 100% in 5 years time. Is that feasible and does it make sense?

Security is essential and compliance a guarantee for the future. In some cases this 5 year horizon you talk about, is sooner so we have to be working on solutions today. In saying this, it is also a huge opportunity to a company like Swissport as it is also something it can sell to existing and new customers. It is also possible for Swissport to use the experience of Checkport who specialise in Security to maximise its advantage.



Our products and services

Swissport Cargo Services is the world's largest dedicated air cargo ground services company. Complementing Swissport's global one-stop shop strategy, SCS adds acceptance and delivery, document handling, build and break-down, transfer, bypass and trucking expertise to the organisation's portfolio of traditional ground handling services. SCS is currently serving around 90 stations world wide, handling about 3,5 million metric tons of cargo per year for over 300 customers. Our products and services are:

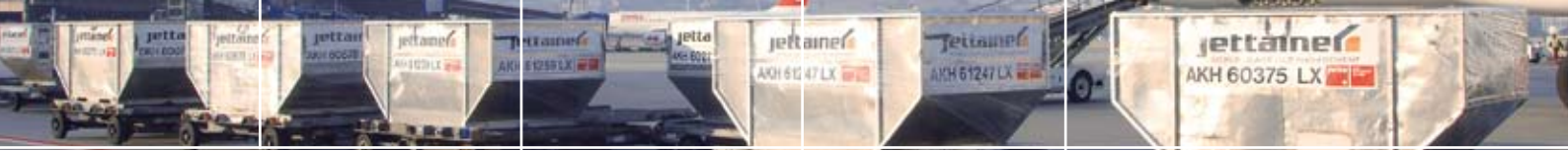
- Customs clearance
- Full range of security checks including X-ray, DGR, and decompression
- Scheduled and customised trucking network
- Customised neutral outsourcing solutions, such as customer service, claims, etc.
- Cargo 2000 certified
- ISO 9001:2000

Facts & Figures for 2008

Revenue (2008):	Euro 275 million
Metric Tons Handled:	3.5 million
Airports Served:	+90
Customers	+300

The Swissport Cargo Services network





Your key contacts

For local Cargo Contacts please visit our Website www.swissport.com



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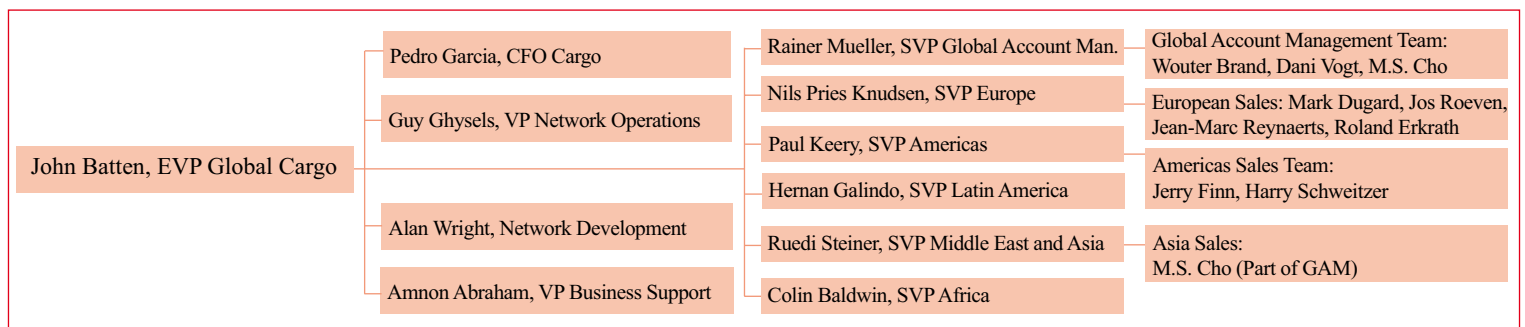


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How are we organised?





The way going forward

Swissport Cargo Services will continue to provide excellent service to its customers and develop new and meaningful relationships that expand its service offering. This will be maximised with further new stations being opened in 2009 including Algeria, Cyprus, Ukraine, Bulgaria and Japan. It will continue to focus on service and expand facilities to match its customers requirements with the opening of a new purpose built cargo complex in Nairobi, Kenya.

Several additional stations will be C2K certified in 2009 continuing the success of 2008. Swissport view's Cargo 2000 (C2K) as one of the fundamental measurement tools that we need to expand upon in 2009/10. This is becoming a major driver with airlines and their customers who are embracing this technology. Swissport is introducing KPI Management and providing airlines with operational quality indicators relevant to our business partnerships.

One of the main focus points will be expanding Global Framework Agreements (GFA) and providing specific customer orientated solutions that mirror customer measure-

ment, quality requirements and business needs. Another focus will be expanding our network in Asia, Middle East, Africa and Latin America which due to the economic climate will be later in 2009 and early 2010.

Outlook/Projects

- Construction of new warehouse: Nairobi, Kenya
- Global standardisation project
- Planned new cargo operations:
 - Japan (NRT, HND, KIX, NGO)
 - Cyprus (LCA, PFO)
 - Ukraine (KBP)
 - Bulgaria (SOF)
 - Algeria (ALG)

Our presence at trade events in 2009

Swissport Cargo Services will be present at the following trade events:

- CNS, Carlsbad, USA, May 3 – 5, 2009
- Air Cargo Europe, Munich, Germany, May 12 – 15, 2009
- IGHC, Cairo, Egypt, May 17 – 20, 2009
- Air Freight Asia, Hongkong, Sept 8 – 10, 2009
- Air Cargo Americas, Miami, USA, Nov 4 – 6, 2009

Further information

For more information have a look at our website www.swissport.com

Swissport Cargo Services is a division of Swissport International Ltd. The company is owned by Ferrovial, a leading European infrastructure and service corporation based in Spain, provides ground services for over 70 million passengers and 3.5 million tonnes of cargo a year on behalf of some 650 client companies. With its workforce of around 33 000 personnel, Swissport is active at 178 airports in 40 countries on five continents, and generated consolidated operating revenue of CHF 1.9 billion (EUR 1.2 billion or USD 1.7 billion) in 2008. www.swissport.com