

# SWISSPORT INTERNATIONAL SERVING AIRLINES GLOBALLY

**Communications & Brand Management**  
7 March 2024

[swissport.com](https://www.swissport.com)

All our actions have a clear purpose.

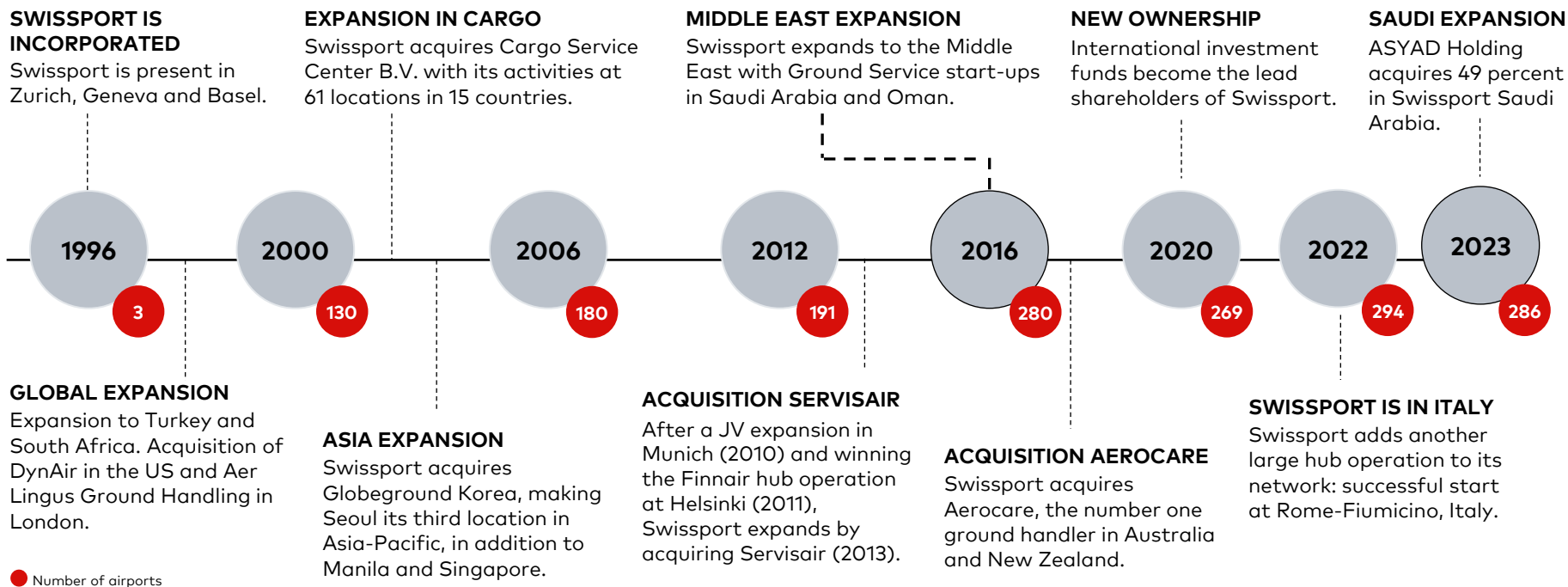
**We make it happen. From landing to take-off.**

We contribute to steady operations of our airline customers and help them deliver a positive experience to their passengers.

# OUR STORY



## FROM LOCAL PLAYER TO GLOBAL LEADER



● Number of airports

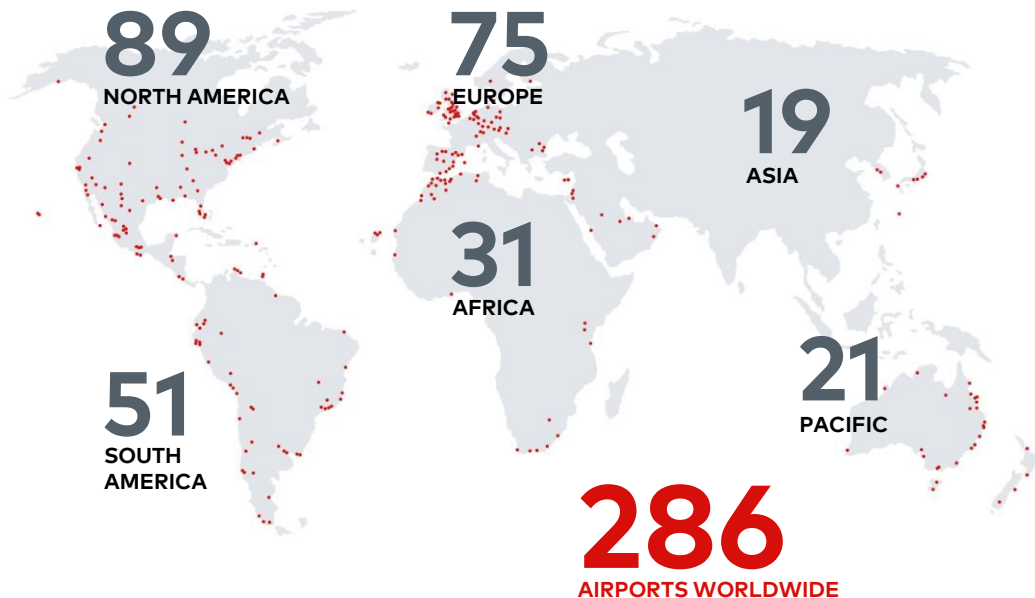
# OUR GLOBAL PRESENCE

## SWISSPORT OPERATING ON SIX CONTINENTS

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Swissport operates at 286 airports in 44 countries across six continents. The company has a broader global presence than any of its competitors.

Our clients benefit from the industry's widest single-source service portfolio. Swissport serves their passengers and handles their air cargo with consistent service quality, the highest levels of safety and globally standardized procedures.



# SWISSPORT AT A GLANCE

## 2023 KEY FACTS

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<sup>1</sup> as of 31 December 2023

# OUR TRAFFIC FIGURES 2023

## PASSENGERS SERVED

232m

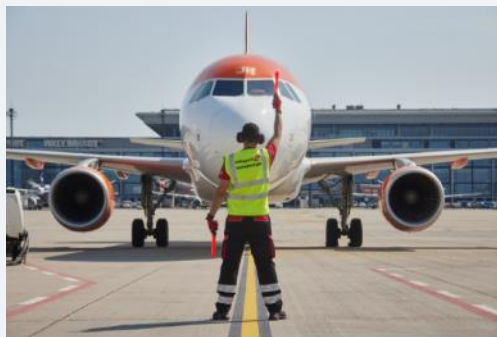
2022: 186 million



## AIRCRAFT TURNED

1.9m

2022: 1.7 million



## CARGO TONS HANDLED

4.7m

2022: 4.8 million



# OUR COMMERCIAL AMBITION

## EXECUTING A GLOBAL GROWTH AND ACQUISITION PLAN

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At Swissport, we are committed to sustainable value creation for our customers and for Swissport.

### **Organic top-line growth**

By leveraging Swissport's economies of scale, airlines can support their growth, and we can grow with them.

### **Airline outsourcing projects**


When airlines decide to focus on their core-product, they look for a reliable outsourcing partner. For best-in-class service many turn to Swissport, even for complex hubs.

### **Acquisitions**

Swissport is executing a global growth and acquisition plan.

### **Greenfield start-ups**

We occasionally start up ourselves, e.g., KSA, Oman in 2017.



ORGANIC  
CUSTOMER AND  
SERVICE LINE  
GROWTH

SELECTIVE  
ACQUISITION  
ACTIVITY

AIRLINE  
OUTSOURCING  
PROJECTS

GREENFIELD  
START UPS

# OUR SERVICE PORTFOLIO

## FULL RANGE OF MISSION-CRITICAL SERVICES

Next to our presence at 286 airports around the globe, the industry's most complete service portfolio is one of Swissport's key competitive advantages.

### AIRPORT GROUND SERVICES

Swissport generates roughly 80% of its revenue in airport ground services, including passenger services and ramp handling. Our complete service portfolio affords us significant cost and service advantages.

### AIR CARGO HANDLING

Our air cargo business accounts for some 20% of our revenue. At our 115 warehouses we handle everything from general cargo to special cargo shipments.





# AIRPORT GROUND SERVICES

## PASSENGER SERVICES

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- Check-in and Gate
- Passenger Mobility
- Security Services
- Lost & Found
- Lounge Hospitality
- Executive Aviation

Our airline clients can select any combination of services, ranging from a specific service to a full hub outsourcing of passenger and ramp services.

In 2023, our Swissport customer service agents served some 232 million airline passengers, which equals 7 airline passengers per second.



# AIRPORT GROUND SERVICES

## RAMP HANDLING

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- Baggage Services
- Turnaround coordination
- Moving of Aircraft
- De-Icing
- Fueling
- Centralized Load Control
- Aircraft Cleaning

Swissport performed 1.9 million aircraft turns in 2023. This equals roughly one flight every 16 seconds.



# AIR CARGO HANDLING

## SERVICES

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- General and Special Cargo Handling
- Temperature-controlled Handling (e.g., pharma)
- Hub Handling
- Express Services
- Forwarder Handling

We offer a wide range of services. These include general cargo and special shipments, e.g., high-value or temperature-sensitive products, like fish or pharmaceuticals. So far, IATA's CEIV has certified nine of our facilities for pharma logistics.

In 2023, Swissport handled some 4.7 million tons of air cargo at its warehouses around the globe.



# OUR VALUE PROPOSITION

## HELPING AIRLINES BRING VALUE TO THEIR END CUSTOMERS

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1

FULL RANGE  
OF AVIATION  
SERVICES

Airlines turn to Swissport for a broad range of aviation ground services, and they increasingly entrust us even with their complex hub operations.

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2

OPERATIONAL  
EXCELLENCE

Operational safety, stability and punctuality are top priorities of Swissport at all our locations.

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3

HEALTH AND  
SAFETY  
LEADERSHIP

We always strive to exceed our customers' expectations; above all stands our safety-first culture.

4

BEST VALUE  
FOR MONEY

By delivering steady ground operations for airlines, we contribute value to their service delivery and help them bring a positive experience to their customers.

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5

CUSTOMER  
CENTRICITY

Airlines trust us with mission-critical ground services. Trust and dialogue are crucial to successful partnerships. We support this with weekly NPS surveys.

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6

GLOBAL  
CONSISTENCY

Consistency in the delivery of our services is a priority and key success factor for Swissport.

# SUPPORTING OUR SERVICE DELIVERY

## THE SWISSPORT FORMULA

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The Swissport Formula is built around a set of global principles, our standard operating model and a comprehensive training curriculum. It helps Swissport in creating a sustainable competitive advantage and in executing its corporate strategy.

Our aspirations are the same around the globe. Based on innovation, engagement and reliability, we deliver high-quality, tailor-made solutions to meet the expectations of our clients.





# QUALITY, HEALTH AND SAFETY

## SAFE AND INDUSTRY LEADING OPERATIONS

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At 286 airports worldwide our 60,000 Swissport employees strive to fulfill the highest client expectations in terms of service quality and efficiency. Above all stands our commitment to an unconditional safety-first culture.

### ALIGNMENT WITH INDUSTRY STANDARDS

We are ISO 27001 certified and are committed to certifying 100% of our stations with ISO 9001, ISO 14001 and ISO 45001 by the end of 2024.

To support our safety initiatives, we have adopted IATA IGOM as our standard operating procedures, supported by internal compliance monitoring and ISAGO and ISO9001:2015 audits.



# ENVIRONMENT, SOCIAL & GOVERNANCE

## OUR COMMITMENT TO ESG

Swissport is committed to sustainability, and ESG is at the core of our strategy. As the global leader in airport ground services and air cargo handling, we recognize our responsibility in helping to transform the industry.

### NET-ZERO CARBON EMISSIONS BY 2050

Swissport's Board of Directors and management have committed to near-term targets and a long-term target for net-zero carbon emissions by 2050 through the Science-Based Targets initiative (SBTi). This is backed by our target to electrify 55% of our fleet by 2032.

### A DIVERSE WORKFORCE

We strive to create a safe, motivating, and inspiring work environment for all. Therefore, we have introduced six Red Rules setting minimum standards for every station and commit to 40% of women leaders by 2032.



### INDEPENDENT VERIFICATION ENSURES TRANSPARENCY



United Nations  
Global Compact

ecovadis



# IN GOOD HANDS

## LEADING BRANDS TRUST IN SWISSPORT

Our global portfolio of around 850 customers in 44 countries on six continents includes multi-national airlines, low-cost carriers, regional carriers, airports and freight forwarders.





# EXECUTIVE TEAM

## GROUP MANAGEMENT

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**Warwick Brady**, President  
& Chief Executive Officer



**Ilse De Loof**, General  
Counsel & Company  
Secretary



**Frank Dobbelsteijn**,  
Global Head of  
Operations



**Guillaume Halleux**, Chief  
Commercial Officer



**Jourik Hooghe**, Chief  
Financial Officer



**Nathan Lang**, Chief  
Transformation Officer



**Dave Lynch**, Chief  
Information Officer



**Chris Rayner**, Chief  
People Officer

# EXECUTIVE TEAM

## BUSINESS LEADERS

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**Nelson Camacho**, CEO US & Canada



**Karen Cox**, CEO UK & Ireland



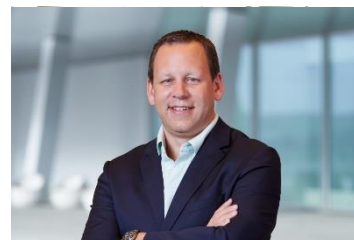
**Dirk Goovaerts**, CEO  
Continental Europe & MEA /  
Global Cargo Chair



**Brad Moore**, CEO Asia Pacific



**Rene Pascua**, CEO Latin  
America & the Caribbean



**Bruno Stefani**, CEO Switzerland,  
Germany, Austria, Italy & France

## CONTACT

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