From Landing to Take-Off: We care!
Company Presentation
Agenda

1. This is Swissport
2. Our Service Offerings
3. The Hub Concept
4. Global and Regional Presence
1. This is Swissport
Swissport International is the leading global airport and aviation service provider in terms of quality, reliability, customer dedication, growth, innovation and network coverage.

We offer a comprehensive range of products at optimum value for money, and achieve an attractive return on investment for all the parties involved.

We are able to provide an ‘all-inclusive service package’ as well as to manage new integrated collaboration models (outsourcing).
## What we do: The Profile

### Key Figures

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<tr>
<th>Category</th>
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<tr>
<td>Revenue</td>
<td>CHF: 1.7 billion</td>
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<td>Flights handled (mov.)</td>
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<td>Cargo handled (tonnes)</td>
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<td>&gt; 650</td>
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<td>Passenger handled (dep.)</td>
<td>&gt; 108 million</td>
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2011 Revenue: CHF 1.7 billion
Organisation: The Management Team

President & CEO
Per H. Utneegaard

Finance
Alvaro Goméz-Reino
EVP

Legal Affairs
Johannes C. Spindler
EVP

Swissport Group Services
Erich Bodenmann
EVP

Business Development
Roman Hermann
EVP

Human Resources
Peter Moser
EVP

Ground Handling Central Europe
Phillipp Jœssing
EVP

Ground Handling EMEA
Juan José Andres Alvez
EVP

Ground Handling Americas
Richard van Bruygom
EVP

Cargo Services
John Batten
EVP
What we aim for: The Mission

Our mission is to be a reliable and professional partner, recognised for creating value and contributing to the results for all our stakeholders. We also aim to:

- Consolidate and strengthen our **number-one position**
- Achieve **profitable growth**
- Progress in key areas such as **quality and reliability**
- Further develop and implement the **Swissport Formula**
How we do it: Our Values

- We focus on innovation and human resources development.
- We are guided by the principles of sustainability and compliance.
- We live by The Three ‘P’s:
  - People
  - Professionalism
  - Partnership
How we do it: Our Values

- **People**: We show respect towards people and their values, working with enthusiasm and enjoyment. We do not compromise on safety.

- **Professionalism**: We are pioneers and creatively explore new options. We focus on achieving sustainable results.

- **Partnership**: We strive to exceed the expectations of our customers and keep the promises we make. We deliver excellent service: at any time, at any place.
How we do it: Certifications

ISAGO

Zurich, 5th July, 2011 – Swissport International, the world’s leading provider of ground services to the aviation sector, has been awarded the IATA Safety Audit for Ground Operations (ISAGO) certificate for its Corporate Headquarters and Zurich station, and is now listed on the ISAGO Registry.

Cargo 2000

Zurich, February 8, 2007 – Swissport, the leading global aviation services provider, has been awarded the certification as a fully-compliant Cargo 2000 company. This landmark certification underlines Swissport’s active endeavours to fully comply with all agreed industry standards.
These values result in steady growth and an industry-wide acknowledgement of our achievements:

‘Best Global Aviation Ground Service Company 2012’ by ITM, the 12th time in a row.  
‘Global Cargo Handling Agent of the Year’ by ACW, for the 3rd year in a row.
Standardisation and global alignment guarantees Swissport quality around the globe regardless of local conditions or cultural differences and the customers benefits are:

- Improved choice and access to innovative services globally
- Consistent quality and reliability
- Well-trained management and staff
- Optimised solutions for global and local needs
- Savings made through application of standards
What makes us special: Collaboration Model

From Relationship to Partnership

- Tailor-made cooperation models (incl. Global Framework Agreements)
- Business development projects and launch of new products
- Joint ventures

Diagram:
- Single Station
- Regional/Multi-station
- Network Packages
- Hub & Base Management
- Full Outsourcing
Facts & Figures: Global Leader

by revenue in billion CHF

by number of stations
Facts & Figures: Top Customers

- Full-Service Airlines
  - AIRFRANCE
  - KOREAN AIR
  - BRITISH AIRWAYS
  - CYPRUS AIRWAYS
  - DELTA
  - Emirates
  - KLM
  - FINNAIR
  - SINGAPORE AIRLINES

- Low-Cost Carriers
  - easyJet
  - Lufthansa
  - GOL Linhas aéreas inteligentes
  - flybe.
  - Monarch
  - SWISS
  - UNITED
  - Virgin atlantic
  - RYANAIR
2. Our Service Offerings
## Overview

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*checkport* a Swissport Company
Ground Handling Services: Overview

- Passenger and Ramp Services
- Baggage Services
- Ticketing Services
- Lost and Found Services
- Lounge Operations
- VIP Services
- Gate and Check-in Services
- Irregularity Handling
- Station Management & Control
- Load Control
- Crew Administration
- De-icing
Cargo Services: Overview

- Freight Handling (On/Off Airport)
- Mail Handling
- Document Handling (Import/Export)
- Integrator Handling
- Cargo Handling in a Third Party Facility
- Freighter Ramp Services / Transportation
- Outsourced Hub Operations and Management
- Network Handling Services (Off-Line)
- Call Centre and Airline Customer Services
- Trucking Services
- Warehousing
- e-freight Services
Fueling Services: Overview

- Into-plane Fueling
- System and Pipelines
- Laboratory Fuel Testing
- Ground Support Equipment Fueling
- Ground Support Equipment Maintenance
- Fuel System Project Maintenance
- Rental Car Fuel Facility Management
- Technical Audits and Inspections
- Cathodic Protection Surveys
- Maintenance and Operation of Tank Farms
- Maintenance and Operation of Fuel Distribution
Maintenance Services: Overview

- Aircraft Maintenance
  - Maintenance
  - Repair
  - Engineering
  - Warranty and Administration
- Ground Support Equipment Maintenance
  - Scheduled Maintenance
  - Unscheduled Maintenance
  - Complementary Services
- ULD Maintenance
Executive Aviation: Overview

- Personalised Service Delivery
- Fast Turnarounds
- Customs and Immigration Assistance
- Passenger and Crew Assistance
- Traffic Rights and Landing Permits
- Flight Planning and Weather NOTAM’s
- Airport and Airway Slot Coordination
- Aircraft Charter Reservation
- Change Aircraft Charter Reservation
- Third party arrangements (catering, hotel reservation, limousine and car rental)
Aviation Security: Overview

- Document Verification
- Access Control
- Passenger Screening
- Aircraft Security Services
- Cargo and Baggage Screening
- Integrated Security
3. The Hub Concept
The Hub Concept: Modes of Cooperation

From Relationship to Partnership

- Single Station
- Regional/Multi-station
- Network Packages
- Hub & Base Management*
- Full Outsourcing

Provision and management of handling services at carrier’s hub or base* airport.

*Airline has permanently based a few aircrafts (mainly low-cost carriers)
The Hub Concept: Customer Benefits

**Costs**
- Reduction of handling rates and cost transparency.
- Conversion of handling costs from fixed to variable.

**Quality**
- Improve and/or maintain quality of handling services.
- Implementation of the proven ‘Swissport Formula’.

**Best Practice**
- Benefit from our experience at 177 airports.

**Focus**
- Enabling the airline to focus on their core business.

**Partnership**
- Collaborate with Swissport as strategic partner.
## The Hub Concept: Contribution by Partners

### Swissport
- Operational hub & base experience
- Swissport brand and quality
- Quality re-assurance
- Headquarters’ commitment to assume professional project leadership up to operational start
- On site project support by experienced field managers from global network
- Operational- and leadership training of local staff and management
- Best practice handling processes and operations (Proven Swissport Formula)
- Provision of quality ground equipment (GSE) and access to innovative technologies
- Vast commercial expertise from more than 600 customers airlines
- Global procurement power and leverage

### Airline
- Provide flight production volume
- Assist in arranging license approvals
- Support in assuring airport space at preferential rates
- Support in provision of attractive financial options for leases, loans and local guarantees
- Assist with local labour market and labour law issues
- Arrange local legal support
- Lobbying and networking on all levels
**The Hub Concept: Project Process**

**Milestone 1:** Sign MOU
- Top level kick-off talks: Timeframe: ca. 1-2 months
- Feasibility study (initial proposal): Timeframe: ca. 1-2 months
- Fine-tune cooperation model & business plan: Timeframe: ca. 3-6 months
- Order GSE and prepare for start-up: Timeframe: ca. 3-6 months

**Milestone 2:** Board Approval
The Hub Concept: Our Expertise

7 Airline Hubs: HEL, GRU, JNB, LCA, MUC, YYZ, ZRH
4 Major Airline Bases: GVA, LGW, MAD, STN
5 Major Cargo Bases: IAD, ICN, KIX, LAX, SFO
4. Global Presence
Globally strong, locally present

North America
Countries: 2
Stations: 43

Central America & Caribbean
Countries: 6
Stations: 18

South America
Countries: 4
Stations: 29

Europe
Countries: 15
Stations: 56

Africa
Countries: 7
Stations: 24

Asia & Middle East
Countries: 2
Stations: 7

Network
Countries: 36
Stations: 177
Asia

Nagoya - Central Japan Intl. Airport (NGO) M G
Fukuoka (FUK) M
Seoul - Gimpo Intl. Airport (GMP / RKSS) E
Seoul - Incheon Intl. Airport (ICN / RKSI) E C G
Osaka - Kansai Intl. Airport (KIX) M C G
Tokyo - Narita Intl. Airport (NRT) M C G
Seoul - Singonri AB (SSN / RKSM) E

G - Ground Handling  C - Cargo Services  F - Fueling  M - Maintenance  E - Executive Aviation  S - Security
Europe

Amsterdam (AMS) S C
Antwerp (ANR) C
Arrecife (ACE) G
Athens (ATH / LGAV) E C G
Barcelona (BCN) G
Basel (BSL / LFSB) S E C G
Birmingham (BHX) S G
Bordeaux (BOD) C
Brussels (BRU) C
Paris - Charles de Gaulle (CDG) S C G
Corfu (CFU / LGKR) E C G
Dresden (DRS) C
Dusseldorf (DUS) C
Frankfurt (FRA) C
London - Gatwick (LGW) S G
Geneva (GVA / LSGG) M S E C G
Greek Islands
Hamburg (HAM) C
Hanover (HAJ) C
London - Heathrow (LHR) S C G
Helsinki (HEL) G E
Heraklion (HER / LGIR) E C G
Kharkov (HRK) G
Kiev (KBP) G
Larnaca (LCA / LCLK) E C G
Paris - Le Bourget (LBG) S
Leipzig (LEJ) C
Lille (LIL) C
Liège (LGG) C
Lyon (LYS) C
Madrid (MAD) G
Malaga (AGP / LEMG) E G
Manchester (MAN) S C G
Marseille (MRS) C
Mulhouse (MLH) C
Munich (MUC) C G
Nantes (NTE) C
Newcastle (NCL) S F G
Nice (NCE / LFMN) E C
Nuremberg (NUE) C
Paris - Orly (ORY) S
Paphos (PFO / LCPH) E G
Rhodes (RHO / LGRP) E C G
Rouen (URO) C
Sofia (SOF / LBSF) E C G
London - Stansted (STN) S G
Strasbourg (SXB) C
Stuttgart (STR) C
Berlin - Tegel (TXL) C
Tel Aviv (TLV / LLBG) M E C G
Thessaloniki (SKG / LGTS) E C G
Toulouse (TLS) C
Vienna (VIE) C
Warsaw (WAW) G
Kiev - Zhulyany Airport (IEV) G
Zurich (ZRH) M S G
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