THE WORLD’S LEADING PROVIDER OF GROUND HANDLING AND AIR CARGO SERVICES

SWISSPORT IS THE GLOBAL LEADER IN GROUND HANDLING AND AIR CARGO SERVICES BASED ON REVENUE AND NUMBER OF AIRPORTS SERVED.

In 2017 we provided ground services to 250 million passengers and handled 4.7 million tonnes of cargo on behalf of over 850 client companies. With a workforce of over 65,000 personnel, Swissport was active at 279 airports in 48 countries across the world.

Total revenue increased to EUR 2.8 billion in 2017. In the Cargo segment, revenue amounted to EUR 0.5 billion. Ground Handling contributed EUR 2.3 billion in revenue to the Group results.
HIGHLIGHTS 2017

OVERVIEW

OPERATIONAL HIGHLIGHTS

FLIGHTS HANDLED (MOVEMENTS)
>4.1M/YEAR

CARGO HANDLED (TONNES)
>4.7M/YEAR

FINANCIAL HIGHLIGHTS

REVENUE (EUR)
2.8BN

OPERATING EBITDA (EUR)
220M

2017 KEY ACHIEVEMENTS:

■ Announced the acquisition of Aerocare, the number one ground handler in Australia and New Zealand, executing on Swissport’s strategic growth plan.
■ Successfully completed an exchange offer and a new credit agreement.
■ Enhanced market share in the Middle East, with increasing success in Oman and Saudi Arabia.
■ Extended a number of contracts with major carriers.

1 As per Swissport Group S.à r.l. consolidated financial statements for 2017.
OVERVIEW

SWISSPORT AT A GLANCE
THE WIDEST RANGE OF INTEGRATED SERVICES

WHAT WE DO

WE PROVIDE OUR CUSTOMERS WITH A FULL RANGE OF MISSION-CRITICAL GROUND HANDLING AND AIR CARGO SERVICES. SWISSPORT DELIVERS SAFE, STANDARDISED, EFFICIENT AND HIGH-QUALITY OPERATIONS ACROSS THE GLOBE.

Swissport colleagues can be found in passenger services such as check-in, gate management, security screening, lost and found and lounge services or in logistical roles such as baggage handling, ramp handling, de-icing, cargo handling, warehousing or fuelling.

We deliver standardised, efficient, high-quality operations for our customers at all of our locations across the globe.

Following the closing of the acquisition of Aerocare in March 2018, Swissport’s global presence increased to 315 airports, in 50 countries.

KEY FACTS

| COUNTRIES | 48 |
| CONTINENTS | 5 |
| EMPLOYEES | >65,000 |
| PASSENGERS SERVED | ~250M/YEAR |
| AIRPORTS PRESENCE | 279 |
| WAREHOUSES | 133 |
| CLIENTS | >850 |
| CONTRACTS | >3,250 |
GROUND HANDLING

In 2017 Swissport provided ground handling services at 191 airports worldwide, serving 250 million passengers. As the largest independent global ground services provider Swissport also operates a large number of hubs for full-service carriers and low-cost carriers around the world.

SERVICES
- Ground handling services
- Baggage services
- Gate and check-in
- Station management
- Crew administration
- De-icing
- Fuelling
- Security
- Lounge operations
- Maintenance
- Executive aviation
- Aviation passenger transport

CARGO

Swissport Cargo Services is a world-leading cargo services provider with a global network and presence at 104 airports. In 2017 we handled 4.7 million cargo tonnes at our 133 warehouses around the globe.

SERVICES
- Freight handling
- Mail and document handling
- Operations and management
- Trucking
- Warehousing
- E-Freight services
OVERVIEW
OUR HISTORY
FROM LEADING
OPERATOR TO
GLOBAL PLATFORM
SWISSPORT IS THE GLOBAL LEADER
OF GROUND HANDLING AND CARGO
SERVICES FOR THE AVIATION INDUSTRY,
BOTH BASED ON REVENUE AND THE
NUMBER OF AIRPORTS SERVED.

KEY PILLARS OF GROWTH
ORGANIC
CUSTOMER AND
SERVICE LINE
GROWTH
SELECTIVE
ACQUISITION
ACTIVITY
LARGE
OUTSOURCING
PROJECTS
GREENFIELD
DEVELOPMENTS

TWO DECADES OF SUCCESSFUL GLOBAL EXPANSION

SWISSPORT IS INCORPORATED
Swissport is incorporated in August
1996 in Switzerland with initial presence
in Zurich, Geneva and Basel.
The Company subsequently expands
into the UK, Germany and Brazil.

CARGO SERVICES
Swissport significantly expands its cargo
handling business by acquiring Cargo Service
Center B.V. with 61 stations in 15 countries.

CANDOVER
British private equity company Candover
purchases Swissport from Swissair Group.

GLOBAL EXPANSION
Further expansion to Turkey and South
Africa. Acquisition of DynAir in US and Aer
Lingus Ground Handling in London.

GLOBAL EXPANSION
Further global expansion to
130 locations in 25 countries.

UK EXPANSION
Acquisition of Groundstar Ltd. adds five
locations and doubles Swissport’s
business volume in the UK.

KLM CARGO, SWISS AND UNITED
Swissport and KLM conclude five-year
worldwide agreement covering 64 stations.
Major outsourcing agreements signed
with SWISS and United Airlines.
Awarded for best global Ground
Handler five times in a row.

OPERATING FIGURES SINCE 2010

REPRESENTATION (AIRPORTS)

+101

2017 | 279
2010 | 178

MARKET SHARE

~2.5x

2017 | 14%
2010 | 5%

1 Proforma for Swissport and Aerocare assuming a total accessible market size of EUR21.7bn (CHF24.1bn) based on Roland Berger’s industry report as of 2017E data, including both ground handling and cargo.
Global footprint (Countries): +11

Client base (Customers): +350

Revenues (bn EUR): +1.5

Swissport - Company Profile 2017

- **Ferroval**: Spanish construction company Ferrovial purchases Swissport from British private equity firm Candover.
- **Finair**: Swissport wins contract as Ground Handling partner for Finnair’s Helsinki hub.
- **PAI Partners**: Ferrovial successfully concludes sale of Swissport to PAI Partners.
- **Asian Expansion**: Swissport acquires Globeground Korea adding Seoul to its network, as the third major station in its Asia Pacific network after Manila and Singapore.
- **Lahtansa Munich**: Swissport-Losch, a joint venture with Losch Airport Service, wins the handling of Lufthansa’s regional fleet as a major initial contract at the Munich hub.
- **Flightcare**: Swissport acquires Flightcare Spain and Belgium.
- **Servisair**: Swissport substantially expands its global presence by acquiring the ground handling group Servisair.
- **HNA Group**: Chinese HNA Group acquires Swissport from PAI Partners.
- **Aerocare**: Major expansion in the Asia Pacific region: Swissport acquires Aerocare, the number one ground handler in Australia/New Zealand.

- **2005**: 180
- **2010**: 178
- **2011**: 191
- **2012**: 266
- **2013**: 2014
- **2015**: 2017
- **2016**: 315

- **Swissport invests in its fuelling business through the acquisition of a majority stake in AFS Aviation Fuel Services GmbH.**
- **Swissport awarded number one Air Cargo Handling agent for the 6th consecutive year.**
- **Swissport expands its presence in Mexico to 28 stations via a Joint Venture with AGN Aviation Services.**
- **Swissport expands into the Middle East with start-ups in Saudi Arabia and Oman.**
- **Cathay Pacific names Swissport Zurich best ground handling service provider in customer services world-wide for the second consecutive year.**
- **Ferrovial successfully concludes sale of Swissport to PAI Partners.**
- **Swissport acquires Flightcare Spain and Belgium.**
- **Ferrovial successfully concludes sale of Swissport to PAI Partners.**
- **Swissport acquires Flightcare Spain and Belgium.**
- **Chinese HNA Group acquires Swissport from PAI Partners.**
- **Ferrovial successfully concludes sale of Swissport to PAI Partners.**
- **Swissport acquires Flightcare Spain and Belgium.**
- **Chinese HNA Group acquires Swissport from PAI Partners.**
- **Ferrovial successfully concludes sale of Swissport to PAI Partners.**
- **Swissport acquires Flightcare Spain and Belgium.**
OVERVIEW

GLOBAL FOOTPRINT
THE INDUSTRY’S MOST COMPREHENSIVE NETWORK

OUR COVERAGE

OUR GLOBAL FOOTPRINT, COMPLEMENTED BY LOCAL EXPERTISE, ALLOWS US TO SUCCEED IN A VERY COMPETITIVE ENVIRONMENT. WITH OPERATIONS AT 279 AIRPORTS IN 48 COUNTRIES, SPANNING EUROPE, ASIA PACIFIC, THE MIDDLE EAST, AFRICA AND THE AMERICAS, WE HAVE A LARGER GLOBAL FOOTPRINT AND OFFER A WIDER RANGE OF SERVICES THAN ANY OF OUR COMPETITORS.

Our global footprint, complemented by local expertise, defines our success in a very competitive environment. With operations at 279 airports in 48 countries, spanning Europe, Asia, the Middle East, Africa and the Americas, we serve a larger global customer base and offer a wider range of services than any of our competitors.

Following the acquisition in March 2018 of Aerocare our network increased to 315 airports and 265 million passengers.

Our global network allows us to optimise resource utilisation across our operations. It helps to minimise costs, and enables us to share and deploy our global knowledge and best practices across our vast international network. This enhances our consistency in the services we provide our customers and makes us more competitive.

We deliver a full suite of high-quality services with the capability to offer “one-stop-shop” solutions at our primary locations. Our services are individually tailored to meet the specific needs of every customer. We have strengthened our global service delivery with a key account management team that ensures consistency to our customers across all locations. The expertise of our local management teams allows us to respond quickly to changes in local market conditions.

The combination of local and global expertise has driven our success in a very competitive environment. Swissport’s growth comes from a combination of additional business in existing locations and market entries in new locations, including Ghana, where we started operations in late 2015. Our recent acquisition of Australian Aerocare in the fast-growing Asia Pacific region also serves as a platform for further regional growth.

Our global presence also affords efficiencies in procurement activities, which can lower the costs of new equipment purchases. The operational effectiveness of our service is actively monitored and measured by the analysis of KPIs to improve our financial and operational performance.

Our global presence and operational effectiveness also reduces certain of the cost burdens associated with entering new markets.
THE INDUSTRY’S MOST COMPREHENSIVE NETWORK

COUNTRIES
- EMEA: 29
- Americas: 16
- APAC: 3

EMPLOYEES
- EMEA: ~30,000
- Americas: ~32,000
- APAC: ~3,000

AIRPORTS
- EMEA: 148
- Americas: 123
- APAC: 8

OUR GLOBAL NETWORK
- Swissport as per Dec 2017: 279
- Aerocare as per Mar 2018: 36
- Swissport: 315
MARKET REVIEW

SWISSPORT IS WELL-POSITIONED TO TAKE ADVANTAGE OF CURRENT TRENDS IN THE GLOBAL AVIATION INDUSTRY

INCREASING DEMAND FOR AIR TRAVEL
Global demand for both passenger and cargo air travel is increasing and is expected to continue to increase, with some estimates indicating a potential doubling in aircraft numbers globally between 2015 and 2035. This will lead to more flights, upward pressure on turnarounds and greater demand for outsourced ground handling services. Forecasted annual growth in market value during the period from 2017 to 2021 is expected to be 4.6% for the ground handling market, and 5.8% for the cargo handling market. Year-on-year changes in both passenger volumes and aircraft movements tend to follow changes in Gross Domestic Product (GDP). Aircraft turnarounds (which principally drive revenue in the ground handling industry and are more insulated from changes in GDP than passenger volumes) are forecast to follow an upward trend, notwithstanding a general trend towards increasing average aircraft sizes. We believe we are well-positioned to capitalise on this predicted market growth, both regionally and internationally, due to the global reach of our business operations and our extensive network of relationships with carriers and airports.

DEREGULATION OF AVIATION SERVICES
The deregulation of local airport services in many countries and regions has opened new markets to independent handlers and afforded us the opportunity to expand our network and utilise our global knowledge to improve aviation service processes at selected airports. For example, any EU airport where traffic exceeds two million passengers or 50,000 tonnes of freight per year is currently required to have at least two handling operators, one of which must be independent from the airport or any dominant carrier at the airport. Additionally, the EU is considering proposals for further deregulation in respect of ground handling, the outcome and scope of which is currently uncertain. As a global independent operator, we stand to benefit from such deregulation as more markets become open to us.

OUTSOURCING OF AIRPORT SERVICES
Many airlines have sought to focus on their core business of passenger transportation, particularly given the rise of the low-cost carriers, which seek to provide a less expensive alternative to consumers by operating more efficiently at a lower cost. We estimate that airlines can on average save 10–25% of their costs by outsourcing their airport services. Outsourcing has and will continue to play an important role in the aviation and airport services industry. Many airlines that previously handled their own ground operations and cargo are in the process of outsourcing those services, including, by way of example, United Airlines Express and Frontier in the United States, which have already outsourced some of these services. Airlines have also started to outsource services at large hubs to benefit from greater product flexibility and lower operating costs, as well as allowing themselves to focus on their core business. With our leading position at 279 airports and in thirteen hubs around the globe, we believe we provide an unrivalled service offering, including hub management, to airlines looking to...
Swissport's global airport lounge brand

Aspire – Swissport’s global airport lounge brand

outsource ground operations. We estimate that 60% of ground handling services are still carried out by airlines themselves rather than being outsourced to third-party providers such as Swissport.

INCREASED PRESENCE OF LOW-COST CARRIERS
Low-cost carriers, such as Ryanair and easyJet, are gaining market share worldwide and have achieved significant growth in recent years. Low-cost carriers are heavily focused on efficient, low-cost operations and have been at the forefront of outsourcing ground handling needs to third-party providers. We believe we have the necessary infrastructure, resources, operational excellence and as well, the flexibility to serve the growing number of low-cost carriers and capitalise on such outsourcing opportunities. We offer these clients bespoke, customised services. Ryanair and easyJet were two of our largest customers by revenue in the twelve months ended 31 December 2017. Our ability to cater to low-cost carriers is underlined by our renewal in April 2017 of a long-term agreement with easyJet at its Geneva hub.

INCREASING USE OF TECHNOLOGY
The dependence upon technology in the wider aviation industry, including the automation of passenger, ground and cargo handling services, continues to increase. Accordingly, development and use of technology remains a core priority of our business, and we consider ourselves to be an industry leader in the development and implementation of technological advancements. Such advances have included self-service applications, such as kiosks, web, mobile and off-airport check-in combined with bag-drop services.
STRATEGIC REVIEW

THE SWISSPORT BUSINESS MODEL
DIVERSE AND RESILIENT

WHAT WE OFFER

SWISSPORT IS THE WORLD’S LEADING INDEPENDENT PROVIDER OF GROUND HANDLING AND AIR CARGO SERVICES BASED UPON REVENUE AND NUMBER OF AIRPORTS SERVED.

We have a diverse business model with a global presence, a diversified customer base and a wide range of service offerings. This spans the full range of ground handling activities from de-icing and fuelling to airport lounges, and includes what we believe is our unique ability to offer “one-stop-shop” services at a hub level.

Our diverse and resilient business model helps to mitigate cyclical trends in the aviation industry.

With operations across a wide variety of emerging markets, where we see strong growth potential, including in Eastern Europe, Africa, Asia and the Middle East, we believe we will continue to be able to mitigate the negative impact of downturns in the more developed markets in which we operate, such as during the global economic crisis. Our diversified customer base consists of more than 850 customers worldwide, ranging from established multinational airlines to low-cost carriers, regional carriers, airports and freight forwarders.

Swissport’s top-10 customers account for 30% of the Group’s revenue and even our largest customer contributes only a single-digit percentage share of our revenue.

As of year-end 2017, we had more than 3,250 service contracts in place. As part of our business model, we seek to leverage our strong relationships with various airline customers to enter into framework agreements to provide a full range of ground handling and cargo services when these airlines enter markets in which we already operate.

Our business model affords us a significant cost and service advantage. We seek to create closer partnerships with key customers to enable us to move from providing single airport or network packages to integrated hub and base management services with a view to full outsourcing. We benefit from a secure source of underlying revenue by providing services that are critical to our customers’ own business operations and reputation. By nature, particularly passenger-facing ground handling services, including hub management, are a critical part of the efficient and effective operation of our customers’ businesses. And cargo handling services, too, are critical to passenger airlines as they rely heavily on freight volumes to increase the profitability of their routes.

"OUR DIVERSE AND RESILIENT BUSINESS MODEL HELPS TO MITIGATE CYCLICAL TRENDS IN THE AVIATION INDUSTRY."

...
THE SWISSPORT FORMULA CREATES A SUSTAINABLE COMPETITIVE ADVANTAGE...

AND DELIVERS STAKEHOLDER VALUE

**AIRLINE PARTNERS**
- Enhanced productivity, quality, efficiency
- Protect and strengthen customers’ brands
- Global reach and local expertise
- Clear focus on health & safety and its continuous improvement

**EMPLOYEES**
- Professional development
- Personal growth
- Equal opportunities
- Superior training

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**1 FULL RANGE OF MISSION-CRITICAL SERVICES**

**2 MARKET COMPETITIVE COST BASE**

**3 SAFE AND INDUSTRY-LEADING OPERATIONS ACROSS THE GLOBE**

**4 GLOBAL REACH**

**5 STRONG CUSTOMER RELATIONSHIPS**

**6 PRICING DISCIPLINE AND RISK MANAGEMENT**

**SOLID OPERATIONAL STRUCTURE**

**INNOVATION LEADERSHIP**

**GLOBAL IT SYSTEMS**
STRATEGIC REVIEW

OUR STRATEGY: PROFITABLE GROWTH THROUGH SERVICE EXCELLENCE AND COST LEADERSHIP

OUR VISION
WE AIM TO BE THE AVIATION INDUSTRY’S MOST TRUSTED SINGLE-SOURCE GROUND SERVICES AND CARGO HANDLING PROVIDER.

MISSION
TO PROVIDE THE AVIATION INDUSTRY WITH INNOVATIVE SOLUTIONS AND A SUPERIOR SERVICE EXPERIENCE OF CONSISTENT QUALITY AROUND THE GLOBE.

SUPERIOR SERVICE QUALITY
We seek to maintain and further develop our existing network by continuing to focus on our brand and core strengths. We seek to adapt to market changes by offering state-of-the-art services and products and moving into new markets and regions, an approach that we will continue to pursue. For example, we were one of the first aviation services providers to offer technological innovations such as web and mobile check-in.

ACTIVE RELATIONSHIP MANAGEMENT
Our business has grown consistently since its founding and continues to grow profitably. This growth has been driven by an expansion of our existing operations in certain of our key markets and the strengthening of our relationships with key customers across the globe. Airlines continue to outsource a broad range of services at their main hubs to benefit from lower operating cost and we are the preferred independent provider of global ground handling and cargo services, offering a “one-stop-shop” service.

GROWING WITH OUR CUSTOMERS
We have also been promoting expansion in existing locations by entering into framework agreements with airline clients. These agreements contain existing terms for the provision of a range of ground handling and cargo services that apply whenever these airlines expand to new locations where we already offer our services and have infrastructure in place. We continue to selectively close the gaps in our network to offer a more complete coverage and a wider portfolio of services at each airport we serve.

OUR STRATEGIC INITIATIVES

STRENGTHEN LEADERSHIP AND GROW PROFITABLY IN CORE MARKETS
By delivering operational excellence and enhancing our service offering, we seek to leverage on our existing portfolio and seize new opportunities as they arise.
OUR STRATEGIC INITIATIVES

GREENFIELD EXPANSION
In addition to our continued focus on growth in locations where we are already active, we seek to enter new markets or further develop our existing business through greenfield projects or selected acquisitions. We maintain a disciplined and risk-based approach to evaluating the commercial rationale and benefit of all potential expansions. To this end, we continue to focus on developing existing expansion projects, including market entries in selected locations in Western and Eastern Europe, Africa, Latin America, the Middle East and Asia Pacific.

PARTNERING THROUGH JOINT VENTURES
Where are required by local regulations or deemed beneficial from a business perspective, we will seek to expand our presence through joint ventures, provided attractive margins can be achieved. Entering into joint ventures in new markets can be beneficial from a risk perspective, as it enables us to take advantage of the local knowledge of our joint venture partners. One example here is our start-up operation in Oman in April 2017.

OUTSOURCING AND DEREGULATION
We aim to capitalise on the trend of airlines outsourcing ground handling and cargo services. We also expect more opportunities for market entries, arising from deregulation, which we believe will yield a positive revenue contribution in the next few years. Our new operation in Saudi Arabia is one such example. We believe Swissport is well-positioned to capitalise on such opportunities, due to its leading market position and its focus on customer value.

HARMONISING OUR IT INFRASTRUCTURE
In 2015, Swissport kicked-off a major project to centralise and harmonise its IT infrastructure. The new global IT infrastructure is to contribute to an improved customer service on the basis of a cost-efficient and state-of-the-art design. The project is well under way and should be concluded in 2019.

EMPOWERING OUR FRONT-LINE STAFF
In addition to staff training and development, innovation and technology also play a central role in customer service. Our staff are equipped with hand-held terminals in the ground handling and cargo businesses, for example. These allow for a faster scanning of cargo and luggage.

STATE-OF-THE-ART CARGO WAREHOUSES
Technology also plays an increasingly important role in more classical investment projects such as in cargo warehouses. Swissport operates a total of 133 warehouses worldwide and keeps adding state-of-the-art facilities, where it sees untapped opportunities to profitably grow its business.

In 2016 we opened a new warehouse in Ghana, followed in 2017 by a cargo facility at Chicago’s O’Hare airport, the latter certified under IATA’s CEIV label for pharmaceutical logistics.

EXPAND PRESENCE IN EMERGING MARKETS
We selectively realise bolt-on acquisitions and opportunities for outsourcing and greenfield development while taking advantage of deregulation.

INVEST IN PEOPLE, INFRASTRUCTURE AND EQUIPMENT
We invest in training, state-of-the-art facilities, IT systems and equipment to further enhance our service delivery.

EXECUTE COST DISCIPLINE AND COMMERCIAL GOVERNANCE
Cost management, pricing and commercial governance are a key focus of our organisation.

SWISSPORT2020 OPERATING STRUCTURE
We are presently reviewing and redesigning Swissport’s business processes and structures on a station level, with the objective of establishing an enhanced standard operating structure at our airport locations.

This supports a consistent delivery towards the principles of the Swissport Formula and enhances the quality of our services. The processes will be more efficient and improve our operating cost structure.

COMMERCIAL GOVERNANCE
By maintaining pricing discipline and contract governance, we pursue an active management of our commercial portfolio across the organisation. We focus on agreements which contribute value to our business and apply corrective measures to those not viable. This adds stability to our network, which is to the benefit of our clients.

INNOVATION AT OUR LAB STATIONS
Technology and innovation help enhance the customer experience. They also contribute to simpler processes, to realising cost savings and – long term – can help tap new revenue sources. In our Swissport “Lab Stations”, we are testing new concepts at an early design stage and under conditions which come close to a live operation.
CASE STUDY
HUB MANAGEMENT IN GENEVA

We build long-term customer and contract relationships based on trust, quality and efficiency.

In April 2017, following over 12 years of successful collaboration, Swissport and easyJet renewed their ground handling services contract for easyJet’s Geneva operation. Swissport provides easyJet with the full range of mission-critical ground handling services including its passenger services and ramp handling, baggage services, operations coordination and load control.

Operating a network of 78 destinations in Europe and North Africa, easyJet is the number one carrier at Geneva airport. The airline carries more than 81 million passengers annually and flies over 280 aircraft on more than 890 routes to over 140 airports.

The renewal of this long-term agreement with easyJet followed a rigorous selection process and is the result of a well-established mutual cooperation between easyJet and Swissport. The extension of the contract allows Swissport to consolidate its position as the leading ground handling services provider at Geneva Airport and the largest employer in the local aviation sector.

On the occasion of the contract renewal, Swissport Geneva CEO, Mr. Antoine Gervais stated: “We are proud to continue to serve easyJet with professional and efficient ground handling services. We are keen to drive both customer service satisfaction and future innovation to ensure successful operations in this fast-growing business segment. Furthermore, our collaboration confirms the position of Swissport as one of easyJet’s preferred ground handling providers.”

Simon Cox, easyJet Head of Airport and Central Procurement stated: “easyJet and Swissport have been long-term partners and we are really happy to renew our contract for easyJet operations in Geneva. From a network perspective Swissport operates ground handling for easyJet in 27 airports helping the airlines to make travel easy for millions of our passengers every year.”
STRATEGIC REVIEW

STRATEGY IN ACTION: EXPAND PRESENCE IN EMERGING MARKETS

CASE STUDY
AEROCARE ACQUISITION

In March 2018, Swissport acquired Aerocare, the number one independent ground handling operator in Australia and New Zealand and its subsidiaries Skycare, Carbridge, and EasyCare. This acquisition expands the Group’s international footprint within the Asia Pacific market and delivers a key platform for the Company to strategically expand its reach into this region.

Following the acquisition in March 2018 of Aerocare our network increased to 315 airports and 265 million passengers.

Founded in 1992, Aerocare is currently the market leader in the region. Headquartered in Brisbane, Australia, the company employs over 3,000 staff and provides services to major domestic and international airlines at airports across Australia and New Zealand. Swissport, via its Aerocare acquisition, gains access to a very attractive client base. Aerocare manages over 160,000 flights and serves some 15 million passengers annually. This adds roughly 6% to Swissport’s overall volume of passengers served across its global network, raising it to 265 million including Aerocare.

To ensure continuity in service quality and in client-relations management the Aerocare management team will continue to run the business in Australia and in New Zealand from its Brisbane office. The Aerocare team will also play a key role in further developing the Swissport organisation both in Australia and New Zealand and in the greater Asia Pacific region.

“The integration of Aerocare into Swissport is a key milestone in the execution of our growth strategy,” said Eric Born, Group President & CEO of Swissport. “Aerocare provides us with an entrance into Australia and New Zealand and it will serve as our platform to expand in the fast-growing Asia Pacific markets.”

Glenn Rutherford, CEO of Aerocare, said: “Joining Swissport, the world leader, is an extraordinary opportunity for Aerocare and our team. Both businesses are deeply focused on the development of our people and on driving innovation in safety, service and quality, and I look forward to what we can achieve together in our region.”
### AEROCARE’S KEY METRICS

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees</td>
<td>~3000</td>
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<tr>
<td>Airport Presence</td>
<td>36</td>
</tr>
<tr>
<td>Flights</td>
<td>~161k/year</td>
</tr>
<tr>
<td>Passengers</td>
<td>~15m/year</td>
</tr>
</tbody>
</table>
In line with Swissport’s focus to invest into infrastructure for enhanced service quality, we have invested in new facilities to meet the expectations and requirements of our customers.

In 2016, we opened our new cargo complex in Ghana – one of the fastest growing countries in the world. The cargo facility is composed of a warehouse of 1,000 sqm dedicated to the export of perishable goods and 6,000 sqm dedicated to storage and handling of import cargo.

Our state-of-the-art cargo complex handles approximately 32,000 tonnes per year and is equipped with a fully automated storage and retrieval system, a temperature-controlled Pharma room and a bullion store, all supported by fully integrated IT operating systems, including bar code scanning and real-time monitoring in the form of our patented Cargo iQ system.

In 2017, Swissport was awarded the “Ground Handling – Air Cargo of the Year” award by the local Minister for Transport and the Ghana Shippers’ Authorities. With the successful deployment and use of our sophisticated and secure operating systems, Swissport has attracted major customers in the air cargo industry in Ghana, including Air France, Brussels Airlines, Cargolux, DHL, KLM, Turkish Airlines and Qatar Airways and handles over 60% of the local air cargo market.
CASE STUDY
SWISSPORT LAB STATIONS

In 2017, we established a dedicated innovation team at Swissport. The team has been working with Silicon Valley-based start-up accelerator “Plug and Play”, a partnership that provides us with access to the start-up eco-system. This puts us in touch with a flow of innovative ideas and technology we can implement beneficially to enhance service levels and reduce our cost.

Innovation is key to maintaining our industry-leading position. In our own Swissport “Lab Stations”, we are testing new concepts at an early design stage and in conditions which come close to a live operation. Move fast, fail fast and hence succeed sooner.

MOBILE WORKFORCE ALLOCATION
A recent example of a “Plug and Play” project is a mobile workforce allocation and engagement platform. By leveraging mobile technology and a modern user experience approach, this solution allows Swissport stations to better allocate staff in the dynamic airport environment and hence increase operational efficiency and reliability.

We work with the start-up to evaluate new hardware, such as smartwatches, to explore the suitability in our operational context. At the same time, we are able to engage our workforce better by establishing a direct link via a modern solution beyond the traditional walkie-talkies.

COMPUTER-VISION ENABLED TIME STAMPS
We are also lining up a project looking at using computer-vision to detect aircraft turnaround time stamps from CCTV footage. This would add to more efficient process monitoring on the airport tarmac, speed-up delay analytics and contribute to more transparent compensation processes.

CORPORATE RIDE-SHARING
In March 2018, our Swissport Lab Station at Washington D.C.’s Dulles Airport started a trial with a corporate ride-sharing tool. The aim of the trial is to determine if an alternative option for the daily commute of our staff can contribute towards job satisfaction and reduced turnover. Corporate ride-sharing would also contribute towards a reduction of subsidies for staff parking and staff transportation.
INNOVATIVE TECHNOLOGY

TO SUPPORT SUPERIOR QUALITY OPERATIONS GLOBALLY

PERFORM
One standardised web-based Dashboard with Swissport Standard KPIs.

CENTRALISED LOAD CONTROL
Provision of Load Control Services for Swissport stations worldwide, provided by three centralised units.

REAL-TIME STAFF DISPATCH
Dispatching staff directly from operations centre real-time via dedicated task assignment on handheld devices.

WEBROSTER
State-of-the-art rostering application with AutoRoster functionality automating the creation of shift plans, allowing staff to enter online preferences for shifts.
Dear Investors,

2017 was another year of success in a line of successful years for Swissport. Beyond that, it was also a year of significant progress towards the Company’s strategic goal of a truly global market presence. At the end of 2017 Swissport offered its market-leading services at 279 airports in 48 countries. With its EBITDA also markedly higher, Swissport’s 2017 revenue growth was of a profitable nature.

And Swissport raised the bar further in March 2018: With the integration of Australian ground handler Aerocare, the Swiss market leader is now present at 315 airport locations in 50 countries, making it the undisputed global market leader in ground services and air cargo handling.

Going forward, we continue to see a very compelling equity story for Swissport. The markets for both Ground Handling services and Cargo Handling services are developing largely in line with the overall air transport sector, which has been recording annual growth rates of three to five percent over the past decade. Industry forecasts continue to see the sector on a long-term growth trajectory. Adding to the mix Swissport’s global number one market position and the trend to liberalisation, which we can see in various countries, our outlook for the Company remains very favourable.
Swissport offers its airline customers various degrees of vertical outsourcing. Its offer ranges from simple check-in and gate services all the way to full hub out sourcings. This flexibility proves to be a key selling proposition for Swissport, as it allows airlines to start with selected services, eventually expanding the scope over time, if desired by the client. It is this comprehensive service offer, which Swissport, together with Aerocare, can now gradually roll out also in Asia-Pacific. The region offers a major potential for Swissport, both due to the regional sector growth and in view of the additional potential from markets being liberalised and opened to competition by local governments.

With the Board of Directors, I look forward to continuing to support Swissport on its exciting journey. Thank you for your trust in the Company and its management.

**DR. THOMAS STAHELIN**

CHIEF EXECUTIVE OFFICER

SWISSPORT GROUP S.à r.l.
Dear Investors,

2017 was a successful but also challenging year for Swissport. We achieved our revenue and profitability targets and organically grew through the conclusion of new contracts and market entries; most recently in Saudi Arabia and Oman. We also set the foundation for our future growth in the Asia Pacific region by signing a major strategic acquisition.

Swissport increased total revenue to EUR 2.8 billion in 2017 (up 4.6% on 2016). In the Cargo segment, revenue amounted to EUR 0.5 billion (up 7.8%) and for the Ground Handling segment, we reported revenue of EUR 2.3 billion (up 3.8%). Operating EBITDA increased to EUR 220 million (up 6.6%).

In November 2017 Swissport announced its intention to acquire Aerocare, the leading Aviation Services and Airport Infrastructure Services provider in Australia and New Zealand. On 7 March 2018, the deal was completed. Aerocare’s market presence is 100% complementary to Swissport’s, adding 36 airport locations to our worldwide network, which now includes 315 stations. Beyond that, Aerocare is an ideal platform from which to expand our presence in the fast-growing Asia Pacific markets.

On the customer front, we continue to invest time and resources to further enhance our services and meet the evolving requirements of our customers even better. The qualification and motivation of our staff are key to deliver consistent service quality across the globe. We train our people to perform in line with our values and principles and we work on continuously improving employee retention. I would like to take this occasion to thank everyone at Swissport for their commitment.

Technology evolution will also continue to play an important role in our service delivery. Since June 2017, a dedicated Swissport innovation team has been working with Silicon Valley-based start-up accelerator “Plug and Play”, a partnership that provides us with access to the start-up eco-system and puts us in touch with a flow of innovative ideas. Innovation is key to maintaining our industry-leading position. In our own Swissport “Lab Stations”, we are testing new concepts at an early design stage and in conditions which come close to a live operation. We are looking at using computer-vision to detect aircraft turnaround time stamps from CCTV footage, for example. Technology can help us enhance the customer experience, simplify work processes and even tap new revenue sources.

1 All financial figures as per Swissport Group S.à r.l. consolidated financial statements for 2017.
Technology also plays an increasingly important role in more classical investment projects. In July 2017, our new cargo warehouse at Chicago O’Hare Airport went into operation. A Swissport team of experts designed the 12,800 square-metre state-of-the-art facility, which features 35 truck docks. In line with our Swissport Formula, we put customer needs centre stage with a focus on delivering consistent quality in a reliable, safe and efficient way. The new warehouse operates with two cold storages, both designed to meet the IATA CEIV requirements for pharmaceutical logistics.

Logistics for high-yielding special cargo is a strategic focus area in our cargo segment. Swissport operates 133 warehouses globally. Five of these are CEIV certified, with three more lined up for certification. Our facility at Frankfurt Airport was the latest one to be certified.

WE ALSO SET THE FOUNDATION FOR OUR FUTURE GROWTH IN THE ASIA PACIFIC REGION BY SIGNING A MAJOR STRATEGIC ACQUISITION.”

The prospects for Swissport as the market leader are excellent. According to the IATA forecast, the global aviation market will be growing at an average 3.7% annually. For ground and cargo handling, we see even greater potential, as countries are liberalising the handling services at their airports, opening them up to third party providers. We expect Swissport to benefit from additional growth opportunities through the bidding for new handling licences, both in core and emerging markets.

Also on behalf of my colleagues of the Group Executive Management, I would like to thank you for your trust in our work. We will continue to go the extra mile to earn your continued support.

ERIC BORN
GROUP PRESIDENT & CEO
SWISSPORT INTERNATIONAL AG
STRATEGIC REVIEW

CFO’S REVIEW
EBITDA GROWTH WAS SUPPORTED BY STRATEGIC BUSINESS INITIATIVES

2017 was a good year for Swissport as we continued to deliver on our strategy and ultimately, profitable growth. Our Ground Handling business delivered stable performance throughout the year, whilst we saw strong growth in our Cargo business. Consequently, Swissport’s total revenue increased to EUR 2.8 billion in 2017, up 4.6% from EUR 2.7 billion in 2016. Operating EBITDA (“EBITDA”) increased to EUR 220 million, up 6.6% from EUR 206 million the prior year.

EBITDA growth was supported by strategic business initiatives. Among these initiatives were margin and productivity management, where we saw strong improvements in commercial performance. We also noted productivity improvements across the network, particularly in Geneva and Zurich where we were able to leverage our long standing operating experience to enhance operational output.

With an even stricter focus on commercial terms, we successfully renewed a number of large contracts under improved contractual terms, among many other locations in Geneva. Our decision to exit selected markets, where we were not able to achieve positive results even in the medium term, also contributed towards margin improvements. The termination of loss making contracts and the closing down of stations in the US and the UK in 2016 continue to have a positive impact on 2017’s performance.

Saudi Arabia and Oman continue to ramp up as we seek to exploit the opportunity identified in these markets. Equally, the upward trending air cargo volumes have supported the strong performance in the business this year, with notable contributions to profitable growth from the US, the UK and Switzerland. The contribution of Aerocare – a very well-run business that has been equally committed to disciplined capital management – serves as a good example of our ongoing focus on ensuring that any acquisition is value-accretive.

KEY FINANCIAL PERFORMANCE INDICATORS OVERVIEW (IN MEUR)

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016 ADJUSTED</th>
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</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>2,805.8</td>
<td>2,681.7</td>
</tr>
<tr>
<td>Operating EBITDA</td>
<td>220.1</td>
<td>206.4</td>
</tr>
<tr>
<td>Operating EBITDA margin</td>
<td>7.8%</td>
<td>7.7%</td>
</tr>
</tbody>
</table>

1 As per Swissport Group S.à r.l. consolidated financial statements for 2017.
Managing and seeking opportunities to rationalise our cost base are a key component to the way Swissport extracts value. Consequently, we have sought ways of streamlining our internal processes to drive increased efficiencies across our operations and services. We have developed a centrally monitored costing model, harmonised our systems and established central procurement and IT teams.

In August 2017, Swissport Financing S.à r.l., supported by HNA Group, implemented remedies for technical defaults, which had occurred following a technical breach under Swissport’s credit agreement, due to a share pledge by its parent. The solution comprised a new capital structure strategy, including EUR 200 million (CHF 222 million) of gross debt repayment. This enhanced our capital structure, provides a distinct credit and covenant perimeter and preserves the integrity of the collateral package for the benefit of investors.

We continued to deliver positive cash flows through the year. We carefully manage our capital structure and continue to have the ability to be flexible in the timing of the investments and planned capital expenditure to further bolster our cash position, should it become necessary.

In March 2018, we successfully secured EUR 325 million financing from Barclays that enabled us to close the Aerocare acquisition. With the expansion of our global footprint, we are confident to continue extending our growth trajectory going into 2018.

DR. CHRISTIAN GÖSEKE
CHIEF FINANCIAL OFFICER
SWISSPORT INTERNATIONAL AG
**CORPORATE RESPONSIBILITY**

**CONTRIBUTING OUR SHARE AS A RESPONSIBLE BUSINESS**

**INTRODUCTION**

**AT SWISSPORT, ALL BUSINESS ACTIVITIES ARE GUIDED BY OUR COMMITMENT TO BUSINESS INTEGRITY AND RESPONSIBLE CONDUCT REGARDING FINANCIAL, SOCIAL AND ECOLOGICAL ASPECTS. WE BELIEVE THAT RESPONSIBLE CONDUCT AND SUSTAINABLE MANAGEMENT ARE VITAL TO SECURING THE LONG-TERM FUTURE OF THE COMPANY AND ARE IN THE INTEREST OF SWISSPORT AND ITS STAKEHOLDERS.**

**STAKEHOLDERS**

Swissport engages with a range of stakeholders on a regular basis. It is our goal to be a reliable, professional and recognised partner in the creation of values and results for all our stakeholders – internally and externally. Our key stakeholders are identified by analysing those groups that are affected by our operation, or could influence it.

- Customer airlines
- Airports
- Airport authorities (private and governmental)
- IATA and other international associations in the aviation industry
- Shareholders
- Management
- Staff
- Trade Unions and work councils
- Communities
- Suppliers
- Passengers

**HEALTH AND SAFETY**

Swissport will not compromise when it comes to health & safety and we are determined to meet our ultimate goal of zero accidents, zero work-related injuries and illnesses. We believe incidents are preventable and nothing is more important than keeping our people, our customers and those around us safe. Our aim is to be the recognised global leader in health & safety in our sector.

All employees are expected to understand their responsibilities, be trained for the task, to follow the methods of working by complying to Swissport Operational Standards (SOP), directly intervene – where appropriate – to prevent an accident, to use equipment that is fit for use and ensure the use of proper Personal Protective Equipment. Employees are encouraged to stop a task and to report to their superior, if they feel unsafe or not trained for it.

Swissport operates a "Just Culture" philosophy that is fair to all employees and encourages open reporting of all unsafe acts, unsafe conditions and incidents. Everyone is supported and encouraged in the reporting of incidents. Safe behaviours and commitment to accountability are encouraged and recognised in our Safety Management System.

**OPERATIONAL RISK MANAGEMENT**

Swissport has set up its operational safety risk management in line with the International Civil Aviation Organisation (ICAO) recommendations for the establishment of a safety management system. All occurrences recorded in the Safety Management Tool which provide the incident and accident history. These incidents or events are
analysed on a case-by-case basis. This includes the review of the global and local risk assessments. Together with structured information on operational phases and contributing factors, the database provides all the necessary information about the Swissport Group risk register, which is automated and continuously updated.

The operational procedures are reviewed by the management of the Swissport Group periodically and are improved continuously.

HUMAN RIGHTS AND LABOUR PRINCIPLES
Swissport actively supports and respects the protection of internationally proclaimed human rights through various policies and certification requirements. This is a subject of priority throughout the organisation and has led to the absence of any significant incidents or violations of non-compliance with the internationally proclaimed human rights including freedom of association or collective bargaining, child labour, compulsory labour and indigenous rights by Swissport or any significant suppliers during the reporting period. Swissport has not identified any operation or supplier that is at significant risk or exposure in this regard. If such a case of non-compliance should occur, Swissport is prepared to take all measures necessary, as outlined in the Code of Conduct, to deal with the violation.

All employees are expected to abide by the Swissport Code of Conduct. They are prompted to report any evidence of possible violation of the Swissport Code of Conduct to their superior or, if appropriate, to the Chief Legal Officer or to the Chairman of the Audit Committee. As a last resort, if the employee fears retaliation, he or she has the possibility of contacting the Swissport Whistle-blower hotline.

CODE OF CONDUCT
The Code of Conduct and its supporting policies (Anti-Corruption guidelines and Competition Law guidelines) apply and form the guiding principles of our behaviour. The Code of Conduct states:

- Behaviour with integrity and in compliance with the law.
- The recognition of internationally proclaimed human rights.
- Respect for other cultures and opinions.
- Responsibility towards society.
- Care for the environment.
- Loyalty towards the Swissport Group.
- Fair, courteous and respectful behaviour towards colleagues, superiors, subordinates, customers, shareholders, authorities, business partners and the public.
- Professional behaviour and observance of the rules of good business practice and of internal and external rules and regulations.
- Protection from discrimination.
- Promote an open, transparent and constructive business style.

SWISSPORT OPERATES A “JUST CULTURE” PHILOSOPHY THAT IS FAIR TO ALL EMPLOYEES AND ENCOURAGES OPEN REPORTING OF ALL UNSAFE ACTS, UNSAFE CONDITIONS AND INCIDENTS.”

CODE OF CONDUCT TRAINING
A web-based training on the three modules “Code of Conduct”, “Competition Law” and “Anti-Corruption Guidelines” has been introduced as a Group-wide standardised training. It has been developed as an additional step to reinforce our Code and Ethical Behaviour guidelines across the organisation. This training is intended to help our employees to better understand our core values and to maintain our reputation for honesty, integrity and respect for law, by promoting a corporate culture and behaviour in order to achieve the desired success. The training consists of three modules, with an approximate time requirements of 1.5 hours.

More information on our Code of Conduct is included in our Sustainability Report 2017, which can be found at: www.swissport.com/sustainabilityreport2017.
Swissport is a service provider in the aviation industry which is a distinct people business. Therefore, Swissport feels highly responsible towards all its employees which is reflected in our values, commitments, behaviours, procedures and standards. Operating globally, we strongly foster the dialogue between employees and cultures to support any social progress. Our organisation is committed to respect and support human rights, to avoid responsibility for and complicity in human rights abuses and to foster a positive working environment and as such it uses the following as a base for policy development:

- Swissport Code of Conduct
- ISO 9001
- UN Global Compact Ten Principles

Swissport is fully committed to ensuring fair and equal employment opportunities. We believe in diversity and do not accept any discrimination.

The Company is dedicated to the support of all employees in reaching their full potential through a wide range of training and development opportunities. Development-oriented Performance Management and established Talent Management processes provide additional opportunities for enhancing employees’ capabilities and personal growth.

Swissport is committed to the development of all employees, endorsing that each individual has the relevant knowledge, skill and proficiency to deliver the highest standards of work consistently and safely in the workplace. Swissport recognises that training and development is fundamental to maintaining and continually improving operational performance, and an integral part of the organisation in the achievement of our strategy and goals. Therefore, Swissport is striving for excellence at all levels in the organisation. In this regard, Swissport provides level-appropriate training and development opportunities from base to top – for all operations staff, to supervisory and first-line management, as well as middle and senior managers.

Swissport has two departments that design and deliver training and development opportunities:

- Global Training that is responsible for the development and implementation of corporate technical training standards.
- Global Learning and Development that is responsible for processes and standards in performance and talent management and in leadership development.

More information on training and development is included in our Sustainability Report 2017, which can be found at: www.swissport.com/sustainabilityreport2017.
HEALTH & WELL-BEING
Swissport has fitness and health services at many locations depending on their size of operation.

Health and safety is not only a matter of protective equipment, but also of different programmes that support a healthy lifestyle. At various locations of the Swissport Group offers services and programmes such as: education, counselling, and other local human resources programmes for health and well-being. These fitness and health services are available for employees.

LABOUR RELATIONS
Swissport operations and business success are based on people and their services. Operating in many countries across the globe, Swissport has a large and growing workforce subject to different legislations and labour environments.

It is Swissport’s aim to establish and maintain an open and stable working relationship with employees and their representatives, such as work councils and trade unions or other.

Therefore, local/regional Labour Relations and management are responsible for regular exchange of information with employees and employees’ representatives.

ENVIRONMENT
Swissport has issued an Environmental Guideline that sets out the goals of minimising environmental impact: endeavour for continuous improvement to our services and for more effective production processes with customer adapted solutions; to make efficient use of raw materials, materials and energy; to increase awareness of environmental issues among all employees to a level where environmental considerations become one’s own responsibilities; and to foster low-emission service vehicles and Ground Service Equipment.

Employee behaviour is guided through awareness training and regular briefings. Typically, the operational areas interface directly with the airport infrastructures. Swissport has to make use of the locations, assigned infrastructures, and, if necessary, to adapt our processes to the ones prescribed by the local authorities.

More information on our Environmental activities is included in our Sustainability Report 2017, which can be found at: www.swissport.com/sustainabilityreport2017.

Swissport has a whistle-blower hotline in place to report in a protected manner alleged violations of the Code of Conduct.
GROUP EXECUTIVE MANAGEMENT

TOP ROW, LEFT TO RIGHT: JOHANNES C. SPINDLER, CHRISTIAN GÖSEKE, DAVID LIU, ANDREAS HUGENER
BOTTOM ROW, LEFT TO RIGHT: NILS PRIES KNUDSEN, ERIC BORN, JOE PHELAN, LUZIUS WIRTH

1 Swissport International AG
PENG LIU
EXECUTIVE VICE PRESIDENT ASIA DEVELOPMENT

Peng (David) Liu, Chinese, joined Swissport from HNA Group on 15 August, 2016 as the Company’s Executive Vice President Asia Development. He is also a member of the Group Executive Management of Swissport International AG.

After graduating from University, David started his career in the airline business in China. Before joining Swissport, he served as a senior executive of HNA, including Corporate Executive Member of HNA Aviation Group Co. Ltd., General Manager of the Strategy & Planning Department of HNA Aviation Group Co. Ltd. and the Deputy General Manager of the Cabin and Ground Services Department of Hainan Airlines.

ERIC BORN
PRESIDENT & CHIEF EXECUTIVE OFFICER

Eric Born, Swiss, has been President & CEO of the Group Executive Management of Swissport International AG since 1 August 2015. He is responsible for managing the global market leader in Ground and Cargo Handling with a global workforce of 68,000 personnel and representations at 315 airports in 50 countries across five continents.

From 2010 to 2015, Eric was CEO of Wincanton plc, a leading contract logistics company headquartered in the UK and listed on the London Stock Exchange and previously held various positions at gategroup, Migros and Accenture.

DR. CHRISTIAN GÖSEKE
CHIEF FINANCIAL OFFICER

Dr. Christian Göseke, German, has been a member of the Group Executive Management of Swissport International AG and its Chief Financial Officer since 1 May 2016. Christian is responsible for all financial matters, including Group Reporting, Investors Relations as well as the Enterprise Risk Management and Internal Controls.

Christian started his career in consulting with McKinsey & Company. He has some 10 years of experience in the logistics and airline services industry, having worked for Wincanton plc, Rhenus and gategroup.

DR. JOHANNES C. SPINDLER
CHIEF LEGAL OFFICER & COMPANY SECRETARY

Dr. Johannes C. Spindler, German, has been Chief Legal Officer and Company Secretary of Swissport International AG since 1 March, 2010. In this function he is also a member of the Group Executive Management. Johannes heads the Legal & Compliance, Risk Management and Insurance departments.

Before Johannes moved to Switzerland to work as a Senior Legal Counsel for Swissair and later for Swiss International Air Lines Ltd., he practiced as an Attorney at Law with law firms in Frankfurt a.M., Germany since 1999. Before joining Swissport he held the position as Group General Counsel of the stock listed Swiss company Kuoni Travel Holding Ltd.

JOSEPH PHELAN
CHIEF OPERATIONS OFFICER

Joseph (Joe) Phelan, American, was appointed Chief Operations Officer on 1 June 2016 and has been a Member of the Group Executive Management of Swissport International AG since 1 Jan 2013. In this function, he is responsible for the Company’s global operations, both in the Ground Handling and Cargo Handling segments, and all other product line segments at currently 315 airports worldwide.

From 2013 to 2016 Joe was CEO of Swissport North America and Asia. Before joining Swissport, he served as CEO and President for Sunbelt Rentals in the United States, and previously as Chairman and CEO for DHL Global Mail in Germany. He had started his career with American Airlines.

LUZIUS WIRTH
EXECUTIVE VICE PRESIDENT UK/IRELAND

Luzius Wirth, Swiss, has been a member of the Group Executive Management of Swissport International AG since 1 September, 2015, first as Executive Vice President Group Services and since 1 October 2016 as the Company’s Chief Commercial Officer. He is responsible for over 850 client contracts.

Luzius joined Swissport in 2009 as Senior Vice President Cargo Europe. In July 2013, he took on the role of Head of Global Cargo Services. Prior to joining Swissport, he was Vice President for Global Sales at SAS Cargo Group A/S in Copenhagen and held various senior positions with A.P. Moller-Maersk, DHL and SAS.

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