

# SWISSPORT AT A GLANCE

Swissport International Ltd. is the leading global airport and aviation service provider in terms of quality, reliability, safety, innovation and network coverage. Offering a comprehensive range of services, Swissport is able to provide an “all-inclusive” service package in addition to managing integrated collaboration models.

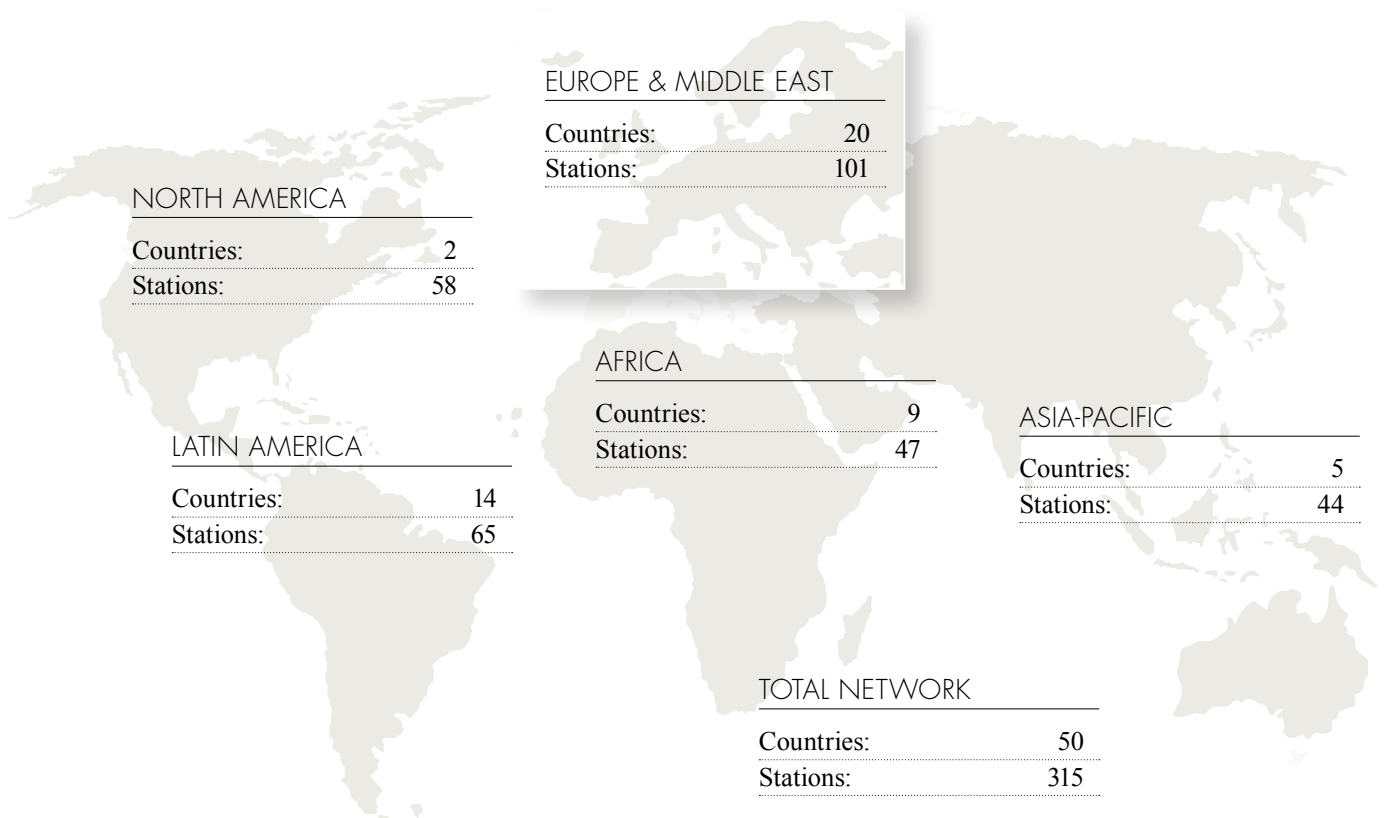
Revenue (not normalised)	EUR 2.8 billion
Countries	50
Employees	> 68,000
Flights handled (movements)	> 4.5 million
Cargo handled (tonnes)	> 4.7 million
Warehouses	> 133
Airports served	> 315
Customers	> 850
Passengers handled (departures)	> 265 million

## CUSTOMER BENEFITS

- Strong business fundamentals, with competitive pricing
- Innovation and flexibility with top reliability and high quality levels
- Responsive and direct organization Structures
- Global leverage through global account management
- Continuous growth in market share and diversification into airport-related services
- Hub management, outsourcing solutions and frame agreements
- Extensive knowledge in low-cost and no-frill products and services
- Customer Relationship Management

## SERVICES

- Ground Handling
- Cargo Services
- Executive Aviation
- Fuelling Services
- Aircraft Maintenance
- Aviation Security
- Travel Services



## MISSION STATEMENT

“To provide the aviation industry with consistent and tailor-made solutions around the globe, for a better customer experience”. Our core values:

- People: We show respect towards our people and their values; we do not compromise on safety and work with enthusiasm and enjoyment.
- Professionalism: We are pioneers; working constantly on achieving sustainable results, we creatively explore new options and improved solutions.
- Partnership: Continually striving to exceed the expectations of our clients and our commitments, we deliver excellent service; in any place at any time.

### DID YOU KNOW...

...that Swissport was founded in 1996 and started with the three stations BSL, GVA, ZRH?

### DID YOU KNOW...

...that Swissport handled its first Airbus A380 on 19<sup>th</sup> March 2007?

### DID YOU KNOW...

...that Swissport Formula is a proven model of standardising managerial and operational processes?



“Swissport is a diverse and dynamic organisation and I am immensely proud to be its CEO.

At Swissport, we do not rest on our successes and have developed methods and tools for continuous improvement, working with our customers in a collaborative way to ensure that we always strive to be the best and offer innovative and optimal solutions to all of our customers.”

Eric Born, Group President & CEO

## OUR ACHIEVEMENTS

### ISAGO

*Swissport receives various ISAGO certificates & IGOM recognition at the IGHC 2017 in Bangkok*

### HANDLER OF THE YEAR AWARD 2016

*Awarded to Swissport by Air Transport News.*

### INTERNATIONAL CARGO HANDLER OF THE YEAR – AFRICA (2011/2013/2015)

*Awarded to Swissport for the third time in a row at the Air Cargo Africa 2015 Conference and Exhibition.*

### ISAGO

*Swissport has been awarded the IATA Safety Audit for Ground Operations for both our Corporate Headquarters and our Zurich Station, listed in the ISAGO registry.*

### ACW

*Air Cargo Handling Agent of the Year 2014*

*Awarded to Swissport for the sixth year in succession at the World Air Cargo Awards 2014.*

### GROUND HANDLING AWARD 2013

*Awarded to Swissport at the prestigious Cargo Airline of the Year Awards 2013.*