

MEDIA RELEASE

SWISSPORT ACHIEVES ISO 9001 CERTIFICATION FOR GLOBAL QUALITY MANAGEMENT

Swissport International, a global leader in airport ground services and air cargo handling, has been awarded the internationally recognized ISO 9001 certification, demonstrating its commitment to the highest standards of quality management and operational excellence.

Lloyd's Register Quality Assurance (LRQA), a leading global certification body, has granted ISO 9001 certification to Swissport International following a successful assessment of its Quality Management System (QMS). This achievement underscores Swissport's dedication to consistently delivering high-quality services and exceeding customer expectations across its entire operation. The company's adherence to the highest quality management standards fosters efficient processes, continuous improvement, and outstanding performance throughout its global network.

"Our business thrives on providing reliable, top-quality services to our airline customers and partners," says David Clark, Head of Quality, Health, Safety & Environment at Swissport. "Securing global certification for our professionally managed processes that meet internationally recognized standards is a significant achievement. ISO 9001 will further solidify Swissport's reputation, build customer trust, and assure our clients that we have implemented industry-leading measures to maintain and enhance service quality. This certification is a testament to our unwavering commitment to continuous improvement in quality management practices."

The ISO certification encompasses Swissport's worldwide operations at nearly 300 stations across 44 countries, recognizing a unified and comprehensive quality management approach across its global network and diverse business lines. These include ground operations such as passenger services and baggage handling, aircraft and air cargo handling, fueling, and the ASPIRE airport lounges' hospitality services. Airlines benefit from this certification through consistently high-quality services, including baggage handling and passenger services, leading to improved punctuality and operational safety. Airports also gain from enhanced coordination among service providers, resulting in increased operational efficiency, reliability, and an improved passenger experience through streamlined processes and fewer operational issues.

To attain this certification, Swissport underwent a rigorous review and audit of its QMS by LRQA, conducted over several days at multiple locations worldwide. This process involved on-site document inspections to verify compliance with ISO 9001 standards and assess the QMS's effectiveness. LRQA will conduct annual surveillance audits of Swissport, with recertification required every three years.

In 2023, Swissport International AG provided best-in-class airport ground services for some 232 million airline passengers (2022: 186 million) and handled roughly 4.7 million tons of air freight (2022: 4.8 million) at 115 air cargo centers worldwide. Several of its warehouses have been certified for pharmaceutical logistics by IATA's CEIV Pharma and by the British MHRA. At the end of December 2023, the world's leader in airport ground services and air cargo handling, with currently around 60,000 employees, was active at 286 airports in 44 countries on six continents.

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