



SWISSPORT INTERNATIONAL SERVING AIRLINES GLOBALLY

Communications & Brand Management
June 2023

[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.

FROM LOCAL PLAYER TO GLOBAL LEADER

SWISSPORT IS INCORPORATED

Swissport is present in Zurich, Geneva and Basel.

1996

3

2000

130

EXPANSION IN CARGO

Swissport acquires Cargo Service Center B.V. with its activities at 61 locations in 15 countries.

2006

180

MIDDLE EAST EXPANSION

Swissport expands to the Middle East with Ground Service start-ups in Saudi Arabia and Oman.

2012

191

2017

280

NEW OWNERSHIP

International investment funds become the lead shareholders of Swissport.

2020

269

2022

287

GLOBAL EXPANSION

Expansion to Turkey and South Africa. Acquisition of DynAir in the US and Aer Lingus Ground Handling in London.

● Number of airports

ASIA EXPANSION

Swissport acquires Globeground Korea, making Seoul its third location in Asia-Pacific, in addition to Manila and Singapore.

ACQUISITION SERVISAIR

After a JV expansion in Munich (2010) and winning the Finnair hub operation at Helsinki (2011), Swissport further expands by acquiring Servisair (2013).

ACQUISITION AEROCARE

Swissport acquires Aerocare, the number one ground handler in Australia and New Zealand.

SWISSPORT IS IN ITALY

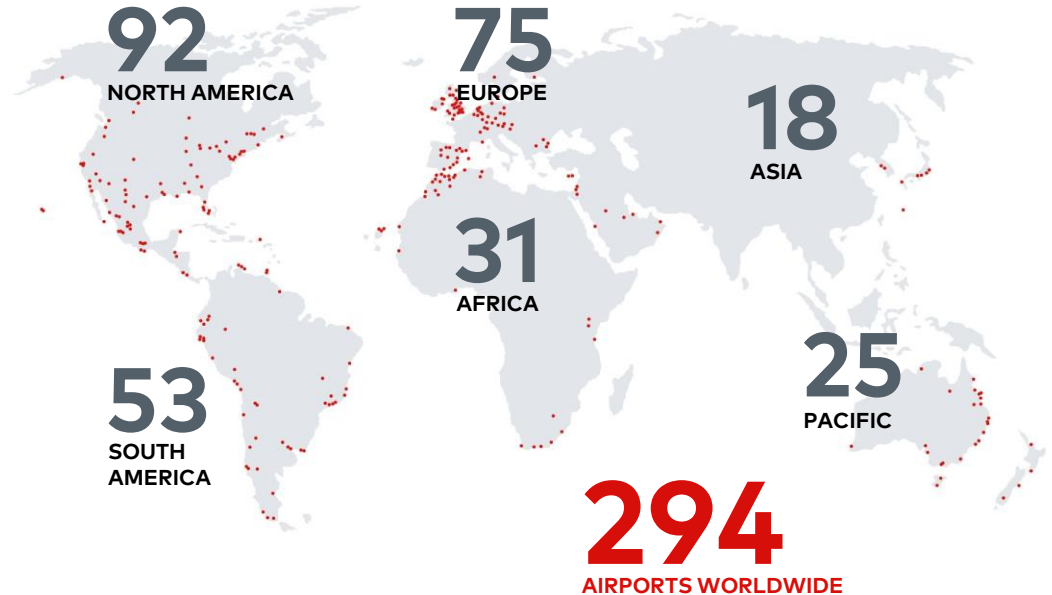
Swissport adds another large hub operation to its network: successful start at Rome-Fiumicino, Italy.

OUR GLOBAL PRESENCE

SWISSPORT OPERATING ON SIX CONTINENTS

Swissport operates at 294 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.



2022 KEY FACTS



> 850
CUSTOMERS



6
CONTINENTS



> 57,000
EMPLOYEES¹



¹ as of 30 June 2023

OUR TRAFFIC FIGURES 2022

PASSENGERS SERVED

186m

2021: 97 million



AIRCRAFT TURNED

1.7m

2021: 1.0 million



CARGO TONS HANDLED

4.8m

2021: 5.1million



OUR COMMERCIAL AMBITION

EXECUTING A GLOBAL GROWTH AND ACQUISITION PLAN

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.



OUR SERVICE PORTFOLIO

FULL RANGE OF MISSION-CRITICAL SERVICES

Next to our presence at 294 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

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

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 2022, our Swissport customer service agents served some 186 million airline passengers, which equals 6 airline passengers per second.



AIRPORT GROUND SERVICES

RAMP HANDLING

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

Swissport performed 1.7 million aircraft turns in 2022. This equals roughly one flight every 19 seconds.



AIR CARGO HANDLING

SERVICES

- 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 2022, Swissport handled some 4.8 million tons of air cargo at its warehouses around the globe.



OUR VALUE PROPOSITION

HELPING AIRLINES BRING VALUE TO THEIR END CUSTOMERS



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



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



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



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



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



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

SUPPORTING OUR SERVICE DELIVERY

THE SWISSPORT FORMULA

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

At 294 airports worldwide our 57,000 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

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



ESG: CONTRIBUTING AS A RESPONSIBLE BUSINESS

As a signatory to the **UN Global Compact** (2011), Swissport is committed to environmental care, the protection of human rights, compliance with labor standards and the fight against bribery and corruption.

EMPLOYEE DIVERSITY & INCLUSION

We promote a working environment, which enables our employees to reach their potential. We believe in respect for diversity and support equal opportunity.

CARE FOR THE ENVIRONMENT

In line with our Environmental Guideline (est. 2007), we continuously work to reduce the carbon footprint of the company. We are investing in new, eco-powered ground support equipment (GSE) and are establishing effective waste management as a second environmental focus.



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



Warwick Brady, President
& Chief Executive Officer



Jourik Hooghe, Chief
Financial Officer



Ilse De Loof, General
Counsel & Company
Secretary



Nathan Lang, Chief
Transformation Officer



Dave Lynch, Chief
Information Officer



Richard Male, Interim
Director of Global
Operations & Safety



Chris Rayner, Chief
People Officer



Andres Diez, Director
Global Commercial /CCO
Americas

EXECUTIVE TEAM

BUSINESS LEADERS



Nelson Camacho, CEO US & Canada



Karen Cox, CEO UK & Ireland



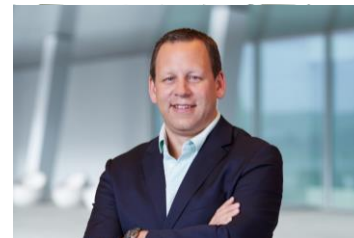
Dirk Goovaerts, CEO Continental Europe & MEA / Global Cargo Chair



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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