

**MEDIA RELEASE**

## **SWISSPORT IS RECOGNIZED BY STAT TRADE TIMES AS INTERNATIONAL GROUND HANDLER OF THE YEAR**

Swissport was named "International Ground Handler of The Year" by STAT Trade Times, the leading international news source for shipping, transport, aviation and tourism, at the Air Cargo Africa conference in Johannesburg, South Africa.

The STAT Times International Awards for Excellence in Cargo consist of 18 categories to recognize organizations and initiatives that boost excellence in the air cargo industry. Among the contestants are airlines, airports, but as well specific products and services, all with the goal of driving growth and development of the aviation industry.

The "International Ground Handler of The Year" award recognizes the innovative cargo strategy adopted and successfully deployed by Swissport International AG across its vast and growing worldwide network. The award was accepted jointly by Ms. Khangi Khoza, Managing Director Swissport South Africa, and Ms. Racheal Ndegwa, Managing Director Swissport Kenya, at the STAT Gala at Emperors Palace in Johannesburg, South Africa.

The global leader for airport ground services and air cargo handling has been relentless in driving its service and process innovations in air cargo ground logistics for many years. Next to the digitalization processes and service delivery, the introduction of a simplified weekly Net Promoter Score (NPS) in 2021 and 2022 was a game-changer in client relations as it fosters an open feedback and collaboration culture and drives customer satisfaction.

"I dedicate this award to all Swissport Cargo teams around the world. It is a testament to the engagement, professionalism and the dedication to deliver operational excellence and ensure our customers are at the heart of everything we do", says Dirk Goovaerts, Managing Director CEMEA & Global Cargo Chair. "This recognition confirms Swissport's position as a global leader in air cargo handling. Our goal is to leverage technology and innovation to provide best in class, sustainable and cost-efficient services for our air cargo customers."

Service innovations include the Swissport Cargo app, which the company is deploying on new mobile devices to increase efficiency. It eliminates paper-based processes and contributes towards Cargo iQ milestones like RCF and NFD. Cargo kiosks, door management and slot booking are other innovations which drive process efficiency at our cargo centers and increase the security at the interfaces between forwarders, ourselves and airlines.

A significant potential also lies in further improved cooperation across the logistics chain. Swissport has been connecting its systems with airport community systems, for example at the airports in Amsterdam, Frankfurt, Liege and in Johannesburg. This enables forwarders to use the cargo community system across all agents.

On the service side, Swissport continues to focus on high-yield market segments and product lines. Here, logistics for temperature-controlled cargo like perishables or pharma, continues to support our top-line. Swissport has continuously expanded its global presence and currently operates 117 air cargo centers, several of which have been certified for pharmaceutical logistics by IATA's CEIV Pharma and by the British MHRA.

A more recent product innovation was recently launched in Kenya, where Swissport established its "Flower Corridor" initiative to create a highly efficient and secure supply chain for fresh cut flowers with maximum handling efficiency, security, and prolonged shelf life for the flower retailers.

In 2022, Swissport International AG provided best-in-class airport ground services for some 186 million airline passengers (2021: 97 million) and handled roughly 4.8 million tons of air freight (2021: 5.1 million) at 117 air cargo centers worldwide. Several of its warehouses have been certified for pharmaceutical logistics by IATA's CEIV Pharma and by the British MHRA. The world's leader in airport ground services and air cargo handling, with currently around 50,000 employees, was active at 292 airports in 45 countries on six continents.

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