



SWISSPORT INTERNATIONAL AT 274 AIRPORTS

Communications & Brand Management
September 2021

[swissport.com](https://www.swissport.com)

IT IS OUR VISION TO BECOME
THE AVIATION INDUSTRY'S MOST
TRUSTED SINGLE-SOURCE
GROUND SERVICE & CARGO
HANDLING PROVIDER

OUR STORY



FROM LOCAL PLAYER TO GLOBAL LEADER

SWISSPORT IS INCORPORATED

Swissport is present in Zurich, Geneva and Basel.

1996

3

GLOBAL EXPANSION

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

EXPANSION IN CARGO

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

2000

130

ASIA EXPANSION

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

2006

180

MIDDLE EAST EXPANSION

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

2012

191

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).

NEW OWNERSHIP

International investment funds become the lead shareholders of Swissport.

2017

280

ACQUISITION AEROCARE

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

2020

269

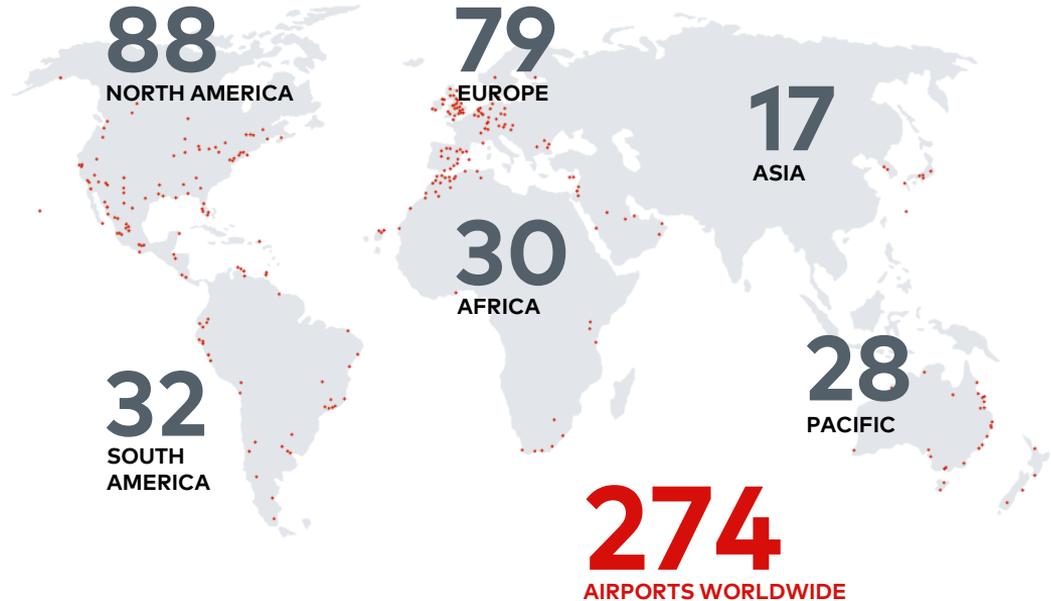
● Number of airports

OUR GLOBAL PRESENCE

SWISSPORT OPERATING ON SIX CONTINENTS

Swissport operates at 274 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.



SWISSPORT AT A GLANCE



2020 KEY FACTS



¹ as of 31 July 2021

OUR TRAFFIC FIGURES 2020

PASSENGERS SERVED

82m

2019: 265 million



AIRCRAFT TURNED

841,000

2019: 2.05 million



CARGO TONS HANDLED

4.1m

2019: 4.62 million



OUR COMMERCIAL AMBITION

LEVERS OF GROWTH

At Swissport, we are committed to sustainable value creation. We want to further strengthen our leadership in our core markets and expand in emerging markets.

In our core markets we focus on **organic growth**, complemented by **selective acquisitions**, like German Apron Cargo and Australian Aerocare in 2018. With Melbourne lined up as our first cargo hub in Australia, and our first Aspire Airport Lounge to open in Perth, we leverage on the strong market position of former Aerocare as a platform for growth in Asia-Pacific.

Significant growth can also be realized when airlines **outsource** an entire hub, like Swiss in Zurich or United Airlines at Dulles and in Denver.

So-called **"greenfield developments"** like Saudi Arabia and Oman, are our fourth lever of growth.



OUR SERVICE PORTFOLIO

FULL RANGE OF MISSION-CRITICAL SERVICES

Next to our presence at 274 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 116 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 2020, our Swissport customer service agents served some 82 million airline passengers, which equals roughly 3 airline passengers per second.



AIRPORT GROUND SERVICES



RAMP HANDLING

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

Swissport performed 841,000 aircraft turns in 2020. This equals roughly one flight every 37 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 2020, Swissport handled some 4.1 million tons of air cargo at its warehouses around the globe.



OUR COMPETITIVE ADVANTAGE

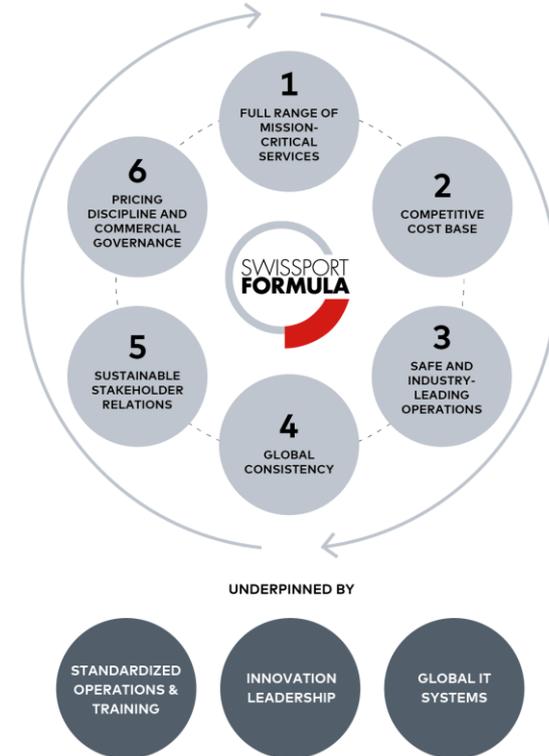
BASED ON DISTINCTIVE SUCCESS FACTORS

Swissport's competitive advantage is based on a set of distinctive success factors. They are supported by the Swissport Formula, which defines the way we work.

THE SWISSPORT FORMULA

The Swissport Formula is a management philosophy and a set of principles to support our distinctive success factors. It helps us in creating a sustainable competitive advantage and in executing our 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 our clients' needs.



THE KEY SUCCESS FACTORS



BASED ON DISTINCTIVE SUCCESS FACTORS

SUPPORTING OUR COMMERCIAL AMBITION



We are committed to consistently deliver high-quality services for our clients and their customers across the globe.



Advanced tools to forecast demand and to plan our resources are vital to creating a competitive cost base.



The Swissport Formula is a set of tools, procedures and trainings enabling us to deliver high-quality and safe operations.



The Swissport Formula is a vital instrument for the way we work and a key contributor to a globally consistent performance.



Mutual trust and an open dialogue are crucial elements of any successful long-term client relationship.



Our focus on value creation increases the stability of our global network and ultimately benefits our clients as well.

QUALITY, HEALTH AND SAFETY

SAFE AND INDUSTRY LEADING OPERATIONS

At 274 airports worldwide our 43,000 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 initiative, we merged quality and safety into an integrated system and aligned it with the ISO 9001:2015, ISAGO and IGOM industry standards.

Between 2015 and 2020 we were able to reduce both the number of work-related injuries and damages to equipment.



CORPORATE SUSTAINABILITY

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.

EMPLOYEES AND EQUAL OPPORTUNITY

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

THE ENVIRONMENT

In line with our Environmental Guideline (est. 2007), we continuously work to reduce our carbon footprint. By 2025, Swissport aims to increase the share of electric vehicles in its fleet to at least 50%.



IN GOOD HANDS

LEADING BRANDS TRUST IN SWISSPORT

Our portfolio of around 850 customers in 44 countries on six continents ranges from multi-national airlines to low-cost carriers, regional carriers, airports and freight forwarders.



EXECUTIVE MANAGEMENT

A TEAM OF INTERNATIONAL INDUSTRY EXPERTS



Warwick Brady

President & Chief Executive Officer



Giuseppe Genovesi

Chief Information Officer



Iván Nash Vila

Chief Financial Officer



Sylwia Raczynska

Chief Transformation Officer



Chris Rayner

Chief HR Officer



Thomas Gross

General Counsel & Company Secretary

EXECUTIVE MANAGEMENT

A TEAM OF INTERNATIONAL INDUSTRY EXPERTS



Karen Cox
Global Director of
Operations & Safety



Andres Diez
Director Global Commercial



Nadia Kaddouri
Head of the office of
the CEO



Richard Scott
Head of Quality, Health,
Safety & Environment
(ad interim)



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