SWISSPORT INTERNATIONAL
AT 274 AIRPORTS

Communications & Brand Management
September 2021

swissport.com
IT IS OUR VISION TO BECOME THE AVIATION INDUSTRY’S MOST TRUSTED SINGLE-SOURCE GROUND SERVICE & CARGO HANDLING PROVIDER
ACQUISITION SERVISAIR
Swissport further expands by acquiring Servisair (2013).

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

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

NEW OWNERSHIP
International investment funds become the lead shareholders of Swissport.

SWISSPORT IS INCORPORATED
Swissport is present in Zurich, Geneva and Basel.

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1996
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2017
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2020
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GLOBAL EXPANSION
Expansion to Turkey and South Africa. Acquisition of DynAir in the US and Aer Lingus Ground Handling in London.

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.
OUR GLOBAL PRESENCE

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

44 COUNTRIES¹

850 CUSTOMERS

50 AIRPORT LOUNGES¹

1,7 FLIGHTS (million)

4.1 CARGO TONS (million)

6 CONTINENTS

274 AIRPORTS¹

116 CARGO WAREHOUSES¹

43,000 EMPLOYEES¹

82 AIRLINE PASSENGERS (million)

¹ as of 31 July 2021
# OUR TRAFFIC FIGURES 2020

<table>
<thead>
<tr>
<th>PASSENGERS SERVED</th>
<th>AIRCRAFT TURNED</th>
<th>CARGO TONS HANDLED</th>
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<tbody>
<tr>
<td>82m</td>
<td>841,000</td>
<td>4.1m</td>
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<tr>
<td>2019: 265 million</td>
<td>2019: 2.05 million</td>
<td>2019: 4.62 million</td>
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OUR COMMERCIAL AMBITION

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

1. FULL RANGE OF MISSION-CRITICAL SERVICES
   We are committed to consistently deliver high-quality services for our clients and their customers across the globe.

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

3. SAFE AND INDUSTRY-LEADING OPERATIONS
   The Swissport Formula is a set of tools, procedures and trainings enabling us to deliver high-quality and safe operations.

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

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

6. PRICING DISCIPLINE AND COMMERCIAL GOVERNANCE
   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%.
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

Alexander Gradow
Chief Financial Officer (ad interim)

Sylwia Raczynska
Chief Transformation Officer

Giuseppe Genovesi
Chief Information Officer

Andreas Hugener
Chief HR Officer

Thomas Gross
General Counsel & Company Secretary
EXECUTIVE MANAGEMENT

A TEAM OF INTERNATIONAL INDUSTRY EXPERTS

Karen Cox
Head of Global Operations
(starting in October)

Mark Gibb
Head of Quality, Health, Safety & Environment

Andres Diez
Director Global Commercial

Nadia Kaddouri
Head of the office of the CEO
CONTACT

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