

STAYING SAFE IN A COMPLEX ENVIRONMENT

We are working relentlessly towards the goal of zero accidents and zero work-related injuries and illnesses. We believe that the strict adherence to our established standard processes and the continuous focus on the prevention of procedural occurrences are the most important levers for preventing incidents and, ultimately, accidents. The reduction in occurrences will help keep our employees, our customers and the people around us safe.

HEALTH AND SAFETY IS ALL ABOUT PEOPLE

Ensuring health and safety at work starts with hiring the right people, explains Cassandra Agenson, Recruitment Coordinator at Swissport Australia and New Zealand. "In such high-risk areas, people's lives may depend on doing exactly the right thing at the right time. It is key for employees to see the big picture and understand how health and safety impacts daily operations. Work involving heavy physical labor, such as baggage handling, is in fact just as much about communication, situational awareness and working collaboratively within a team as in an office job."

Applicants therefore undergo in-depth tests to evaluate their problem-solving skills, team spirit and attitude towards health and safety. "The human factor is incredibly important in aviation, regardless of function. It is all about keeping the team, the clients and the passengers safe," says Cassandra Agenson. Employees are encouraged to report any irregularities or incidents they may witness and are rewarded for maintaining good health and a positive safety performance. Regular surveys confirm that this focus on health and safety is crucial for employee satisfaction.

TRUST, CARE AND PERFORMANCE

"It is our most fundamental value to always put safety first," says Alexandre Bolay, Swissport's Head of Global Quality, Health, Safety & Environment. He explains that safety measures are closely linked to trust, care, and personal engagement and aim to prevent harm to people and equipment, and to enhance performance.

Swissport is constantly working on its global health and safety measures, which are based on industry standards, and feedback from colleagues working at different airports around the world. "We empower our employees to stop their task if the working environment becomes unsafe and encourage their involvement to further improve our global management system," states Alexandre Bolay.

THE TRAINING PROCESS AND JOURNEY

Every operational Swissport employee completes a three-stage training program tailored to each function and location:

- **Awareness**
Learning about the hazards in the working environment
- **Knowledge**
Understanding and identifying the root causes of specific hazards and finding suitable solutions
- **Behavior**
Acquiring leadership skills and encouraging colleagues and the wider workforce to adopt the correct behavior to make operations safer

Swissport's training programs and guidelines comply with the ISAGO and IGOM standards. Each employee working in cargo handling, passenger services or on the ramp follows a customized training journey which meets functional and local needs as well as national law.

1

Generic

These courses include an introduction to Swissport, data protection, aviation security, dangerous goods, etc.

2

Role-specific

These are skills-based classes corresponding to various job roles, e.g., basic truck forklift training for cargo workers.

3

Needs-based

These programs teach more complex function-specific skills and include our conflict prevention and de-escalation protocols, for example.

"It is our most fundamental value to always put safety first."

Alexandre Bolay – Head of Global Quality, Health, Safety & Environment

In addition, our managers participate in leadership programs. Swissport has defined a set of leadership competencies that are aligned to business needs, role specific responsibilities and the geographic region of employment.



CARGO HANDLING

SAFETY FOR PEOPLE AND AIR FREIGHT

Swissport handles some five million tons of air cargo every year. This includes general cargo as well as special cargo like temperature controlled shipments, perishables and pharmaceuticals. Swissport's services comprise palletizing, and aircraft loading and unloading. At some airports, Swissport is even responsible for the overall handling of an entire cargo hub, like in Brussels, Helsinki, Liège and Newark.

Incidents in this area can result in damaged shipments or, worse still, in injuries, where an incident results in lost time from work. As warehouse workers are exposed to heavy objects, large machinery and potential hazards when handling dangerous goods, maximum process compliance is required at all times. There is also a risk to the shipments themselves: Fresh produce and certain pharmaceuticals may be time-critical or temperature-sensitive. Proper handling is of utmost importance to ensure the safety of such goods. Incidents and damages in this field could easily destroy a complete shipment, resulting in costly losses for both the airline customer and Swissport.

"Everyone must develop a natural habit of being in a state of heightened alertness during operations."

Joyce Kasura – Cargo Duty Manager

SPOTLIGHT ON GENERIC TRAINING – HANDLING DANGEROUS GOODS IN NAIROBI

Joyce Kasura is Swissport's Cargo Duty Manager at Jomo Kenyatta International Airport in Nairobi, Kenya. She oversees all cargo procedures, audits various operations, provides coaching and ensures that pharmaceutical training complies with GDP (good distribution practice) and WHO regulations.

Joyce is well aware of the potential dangers involved with cargo handling: "Everyone must develop a natural habit of being in a state of heightened alertness during operations," she says. "We want everyone to go home the same way they reported to work – physically, mentally and emotionally well."

Training is considered especially important in Nairobi, since cargo workers have to handle dangerous goods including flammable liquids, biological substances, perishables like meat, fish and flowers, as well as pharmaceuticals, all on a daily basis.

Apart from the standard training, a dedicated team of 25 people involved in the acceptance of dangerous goods has also received an additional 5-day specialized training in handling this type of sensitive cargo.

Given the tremendous importance of training, awareness raising and monitoring for cargo security, a proactive health and safety process was established in Nairobi: Team members are regularly asked to identify three potential hazards, so solutions can be found. Joyce investigates any such risks and implements solutions with the goal of closing these cases within a certain amount of time.



RAMP HANDLING THE HUMAN FACTOR

Ramp handling comprises everything that occurs on the airport tarmac. Swissport's ramp services include baggage loading and unloading, aircraft de-icing, fueling, moving of aircraft, central load control and aircraft cleaning.

The complex, time-critical and interdependent processes in the ramp area require our workers to constantly exercise caution, ensure continuous coordination and learn from previous experiences. For instance, if our workers did not know where on an

airplane they could safely place their hands, they could accidentally pinch their fingers or worse yet, lose a limb. The operators of aircraft push-back vehicles, high-loaders or passenger boarding bridges must also exercise caution and stay alert at all times, as they are exposed to various kinds of risks such as causing aircraft damage while operating their vehicles or colliding with other vehicles on the apron. They must therefore strictly follow the traffic rules and the rules of operation on the tarmac.

"Communication, teamwork and safety briefings help me protect myself and others from dangerous incidents and accidents."

Nishida Tsukasa – Ramp Agent



SOTERSPINE PROGRAM – WEARABLE TECHNOLOGY FOR RAMP WORKERS

Manual handling is the number one injury risk at industrial workplaces. At Swissport, an innovative technology is being tested to help reduce that risk – for example in baggage handling. The SoterSpine technology is a small lightweight ergonomic device designed to improve manual handling safety and to prevent injuries. Attached to the employee's collar, it tracks body move-

ments and quantifies risks by measuring displacement frequencies and force. If engaging in awkward postures, it gives the wearer a vibration or sound alert. The device is synchronized to the wearer's smartphone which analyses data regarding their movements, and then delivers personalized content to train the wearer on how to reduce their risk.

Swissport ramp and baggage loading staff in Melbourne, Australia, tried out the device in mid-2019, with the trial now broadened to include several other locations.





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SPOTLIGHT ON ROLE-SPECIFIC TRAINING – COMMUNICATION AND TEAMWORK IN OSAKA

Nishida Tsukasa is a ramp worker at Kansai International Airport in Osaka, Japan. He usually handles two to three flights per day but sometimes as many as five or six. In order to be adequately prepared for his critical role on the tarmac, Nishida completed a set of training programs which taught him to safely handle his equipment. Like all his colleagues on the ramp, he has completed a comprehensive safety training, including injury prevention and communications skills, in addition to the role specific trainings. Nishida explains: "Communication, teamwork and safety briefings help me protect myself and others from dangerous incidents and accidents."

When handling an airline for the first time, ramp employees must know and understand the airline's procedures such as wheel chock and cone placement, opening hours of the check-in counter or airline-specific loading and unloading guidelines. Reviewing these procedures in a safety briefing before handling an aircraft helps prevent incidents on the ramp.

Every incident, safety concern and near miss must be reported and shared with colleagues immediately. Nishida explains: "Reporting, sharing and understanding are key to preventing future occurrences. Only by sharing safety best practice examples can we learn and grow professionally."



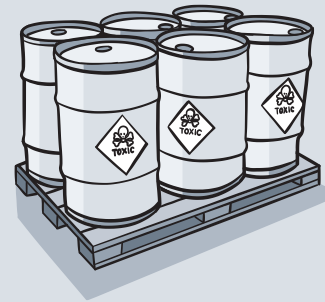
KEY SAFETY MEASURES ON THE AIRPORT RAMP

The complex work environment of an airport requires strict adherence to standards and continuous attention to the relevant safety occurrences to prevent incidents and ultimately accidents. To keep our employees safe, Swissport has introduced key safety measures and personal protective equipment (PPE) for all types of activities on and around the airport tarmac.



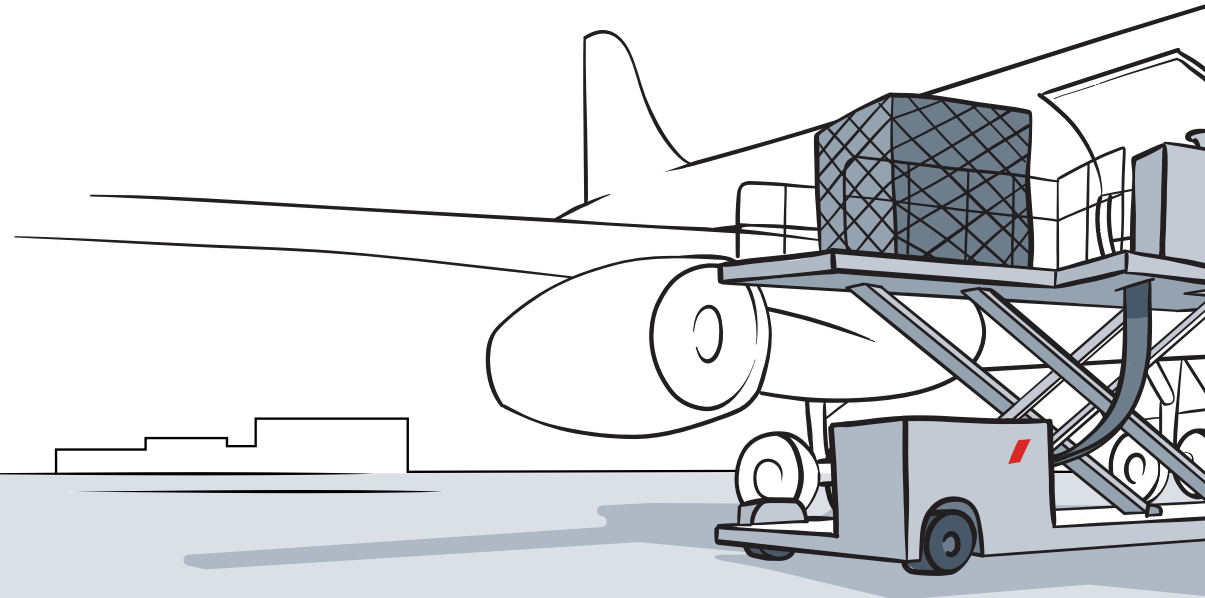
MANUAL HANDLING

Musculoskeletal injuries occur in all physically demanding jobs, especially when they require the repetitive lifting and carrying of heavy items. Besides offering a manual handling awareness training session, Swissport is also testing out technologies such as SoterSpine and the LiftSuit.



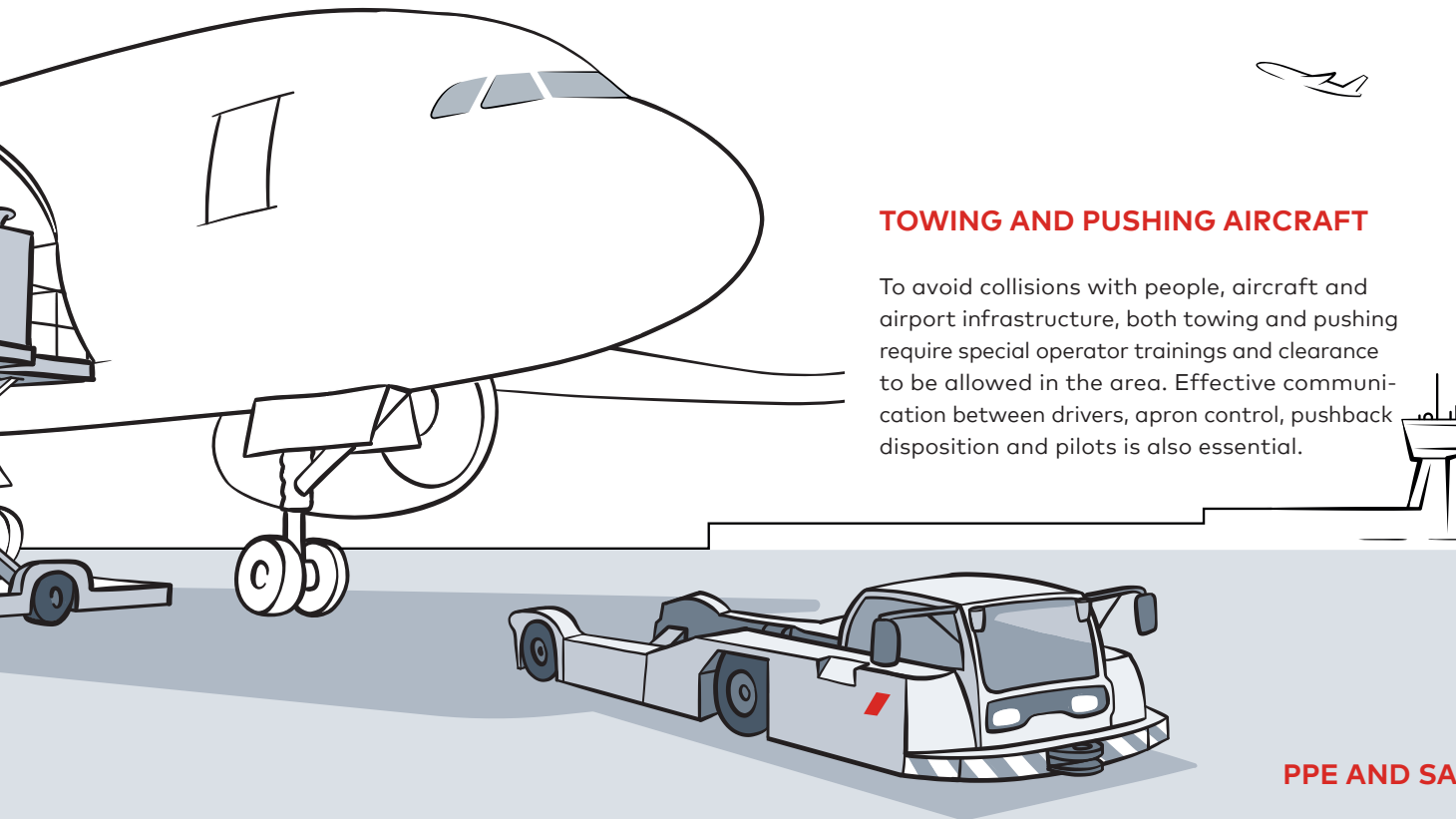
HANDLING DANGEROUS GOODS

The handling of dangerous goods requires proper training and risk assessment to ensure that, with the right PPE and correct handling, workers can protect themselves.



WORKING WITH GSE

When working with GSE, which are often large, heavy vehicles such as high-loaders or belt-loaders, employees must always perform a safety check prior to use, ensure that the area is cleared and that the vehicles are secured when parked.

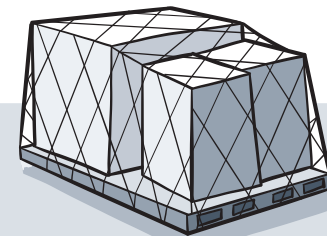


TOWING AND PUSHING AIRCRAFT

To avoid collisions with people, aircraft and airport infrastructure, both towing and pushing require special operator trainings and clearance to be allowed in the area. Effective communication between drivers, apron control, pushback disposition and pilots is also essential.

HANDLING PALLETS AND EQUIPMENT

Handling cargo requires clear work instructions. The safe movement of pallets and equipment and the securing of loads during transport are essential for preventing injuries.



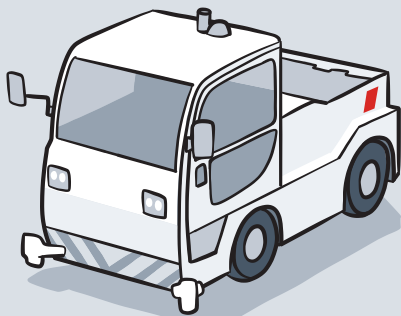
PPE AND SAFETY BRIEFINGS

Working on the ramp requires adequate PPE, such as hearing protection, safety shoes, gloves and a high-visibility safety vest. In addition to the right gear, safety briefings and proper housekeeping are also essential.



DRIVING GROUND SUPPORT EQUIPMENT (GSE)

It is essential for GSE drivers to obey speed limits and ground markings to prevent accidents. An increasing number of our GSE are equipped with an aircraft avoidance system to prevent them from colliding with aircraft while they are in use.





PASSENGER SERVICES

MANAGING CUSTOMER EXPECTATIONS

Passenger services is all about personal, direct engagement with the customers of our airline clients. Swissport agents, together with travelers, contribute to a satisfactory service experience. Tasks include for example check-in & gate services, ticketing, passenger mobility, lounge hospitality, executive aviation, as well as security and lost & found services. Swissport service agents strive to satisfy and, ideally, exceed passenger expectations. Our staff require a talent for social interactions and the ability to stay calm even in stressful situations. This is why health and safety trainings, and even more importantly, conflict resolution trainings, are a key component of our staff qualification curriculum.

"The training has created the awareness that they really can make a difference with adequate communication."

Jean-Jacques Herro – Baggage and Ramp Services Manager



SPOTLIGHT ON NEEDS-BASED TRAINING – CONFLICT PREVENTION AND DE-ESCALATION IN BASEL

Our conflict prevention and de-escalation training was piloted in Basel, Switzerland, in 2019. After proving successful, it was incorporated into Swissport's global training curriculum in 2020, with the aim of eventually offering it to employees at other Swissport locations. We spoke with Jean-Jacques Herro, Baggage and Ramp Services Manager and former Passenger Services Manager in Basel.

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How did the training come about?

With the rise of low-budget airlines and their strict policies regarding carry-on baggage – that in some cases lead to additional charges and the removal of bags from the cabin – unruly behavior towards Swissport employees has been on the rise in recent years. As the need for a conflict resolution training program became obvious, the Regional Product Manager for passenger services training, together with a group of subject matter experts, developed the course. With this new training program, we prepare our check-in and gate agents for potentially stressful incidents, including rare situations in which staff members might be confronted with verbal abuse, or even physical violence.

What is the focus of the training?

The overarching goal is to enable our staff to confidently manage conflicts before they escalate. In addition, we train our agents in applying practical procedures, such as words and expressions to use and to avoid when facing a conflict as well as using the right body language for conflict de-escalation, or when dealing with especially demanding passengers.

How has the introduction of the training affected passenger services in Basel?

Check-in and gate agents have recognized their ability to influence a challenging situation in a professional way. It has created the awareness that they really can make a difference with adequate communication and fostered their empathy with passengers. Our agents have learned that explaining a situation calmly rather than simply enforcing airline rules can turn a challenging situation around.

What are the key benefits for the global organization?

Beyond the obvious qualifications staff members receive in these trainings, the conflict resolution training provides a place for employees to express their needs and be heard. It allows Swissport to adapt the training, hands-on tips and procedures as the everyday needs of our frontline agents change and evolve.