

# SWISSPORT INTERNATIONAL AT 300 AIRPORTS

**Group Communications**  
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[swissport.com](https://www.swissport.com)

**OUR VISION IS TO BE**  
THE AVIATION INDUSTRY'S  
MOST TRUSTED SINGLE-SOURCE  
GROUND SERVICES AND  
CARGO HANDLING PROVIDER.

# OUR STORY

## FROM LOCAL PLAYER TO GLOBAL LEADER

### SWISSPORT IS INCORPORATED

Swissport is present in Zurich, Geneva, 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.

### UK EXPANSION

Five locations and a doubling of the UK business volume result from the acquisition of Groundstar Ltd.

2006

180

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)

### MIDDLE EAST EXPANSION

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

2017


280

### ACQUISITION AEROCARE

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

2019

300

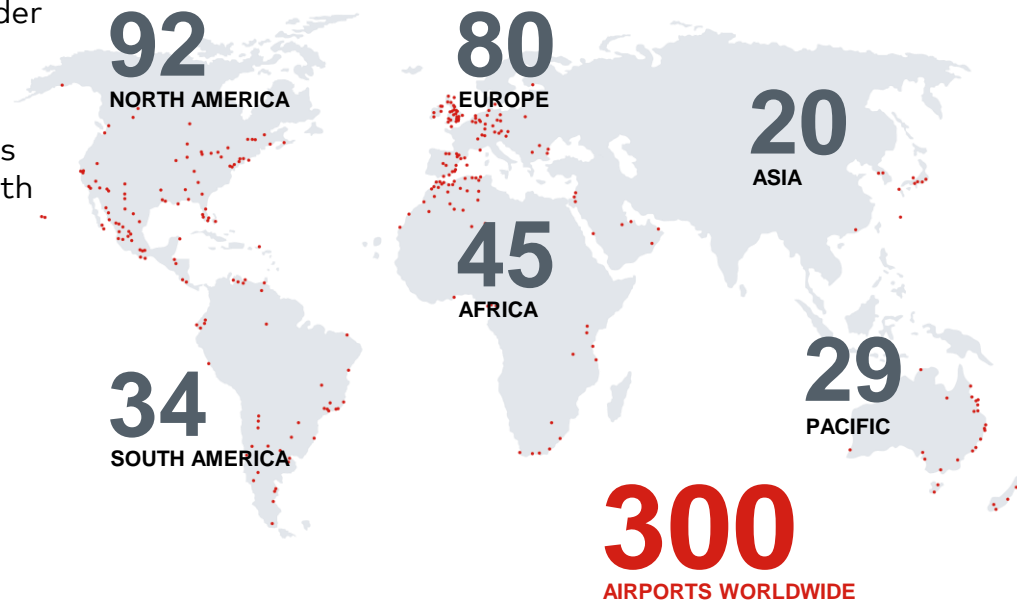
 Number of airports

# OUR GLOBAL PRESENCE

## SWISSPORT OPERATING ON SIX CONTINENTS

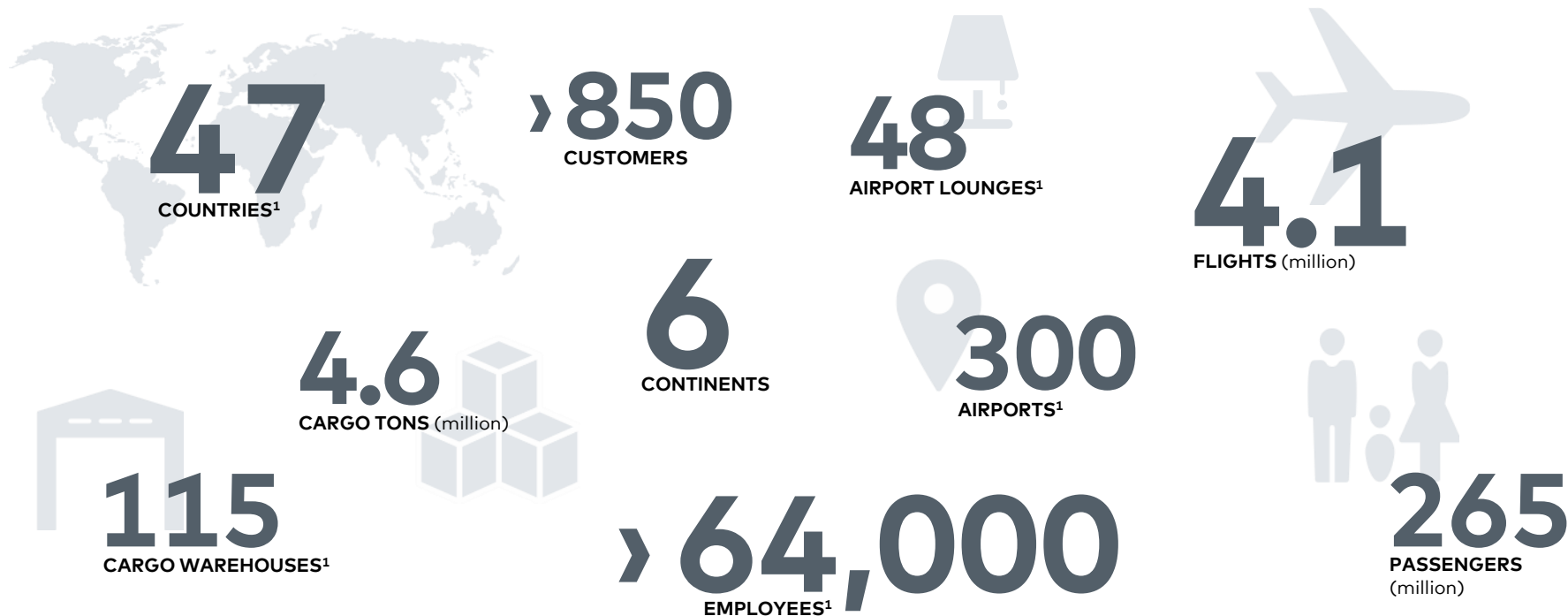
Swissport operates at 300 airports in 47 countries across six continents. The company has a broader global presence than any of its competitors.

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

## 2019 KEY FACTS



<sup>1</sup> as of 1 January 2020

# OUR 2019 RESULTS

## OPERATING FIGURES

### AIRCRAFT TURNS

**2.05m**

2018: 2.16 million

### CARGO TONS

**4.62m**

2018: 4.78 million

## FINANCIAL RESULT

### REVENUE

**€3.13bn**

2018: €2.99 billion<sup>1</sup>

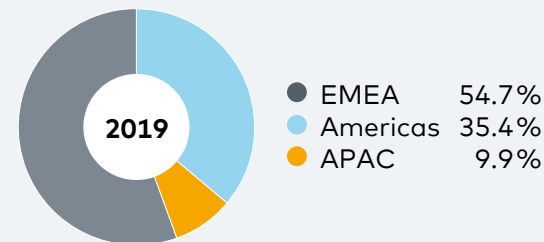
### EBITDA<sup>2</sup>

**€272.3m**

2018: €273.2 million<sup>1</sup>

### REVENUE BY REGION

Since the acquisition of Aerocare in 2018 Swissport is operating on six continents. Australia and New Zealand are serving as a platform for growth in Asia-Pacific.



<sup>1</sup> On constant currency basis    <sup>2</sup> Operating EBITDA (pre-IFRS 16), as defined in our audited Financial Statements

# OUR COMMERCIAL AMBITION

## LEVERS OF GROWTH


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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 Finnair in Helsinki, 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.



ORGANIC  
CUSTOMER AND  
SERVICE LINE  
GROWTH

SELECTIVE  
ACQUISITION  
ACTIVITY

LARGE  
OUTSOURCING  
PROJECTS

GREENFIELD  
DEVELOPMENTS

# OUR SERVICE PORTFOLIO

## FULL RANGE OF MISSION-CRITICAL SERVICES

Next to our presence at 300 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 2019, our Swissport customer service agents served some 265 million airline passengers, which equals roughly 8 airline passengers per second.



# AIRPORT GROUND SERVICES

## RAMP HANDLING

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

Swissport performed some 2,1 million aircraft turns in 2019. This equals roughly one flight every 15 seconds.



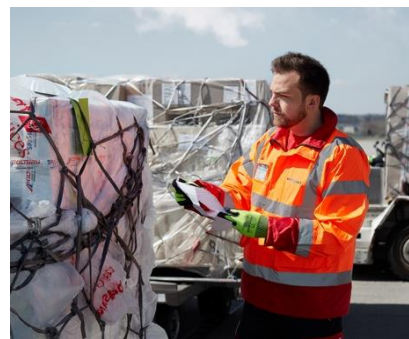
# AIR CARGO HANDLING

## 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 2019, Swissport handled some 4.6 million tons of air cargo at its warehouses around the globe.



# OUR COMPETITIVE ADVANTAGE

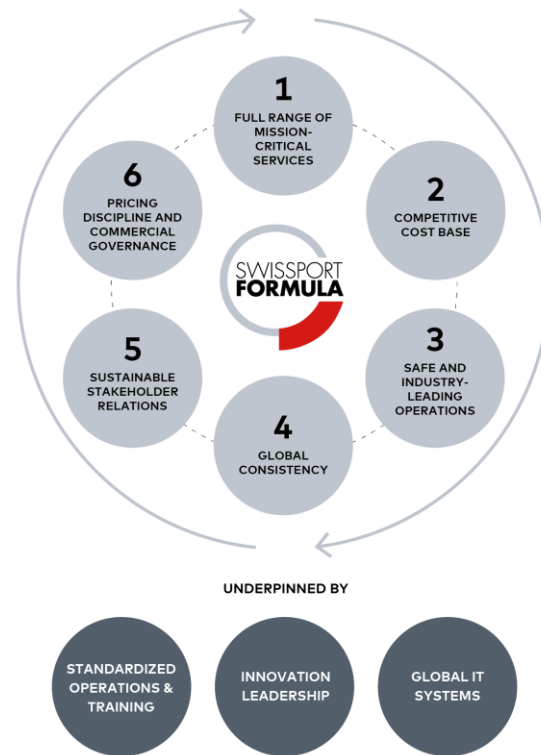
## BASED ON DISTINCTIVE SUCCESS FACTORS

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 SWISSPORT FORMULA

## THE WAY WE WORK

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**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.

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**2**

COMPETITIVE  
COST BASE

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

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**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.

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**5**

SUSTAINABLE  
STAKEHOLDER  
RELATIONS

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

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**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 300 airports worldwide our 64,000 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 2019 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 labour 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%.

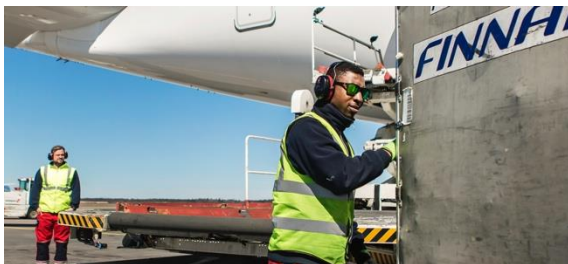


## VIRTUAL REALITY TRAINING



- Virtual reality helps to visualize and handle items in a virtual environment enabling employees to explore several operational scenarios.
- Through virtual reality dangerous situations and the impact of changing conditions in the environment (e.g. weather) can be practiced.

## DELAY PREDICTION TOOL



- The delay prediction tool enhances efficiency on the ground by detecting resource constraints before an aircraft is airborne.
- The ability to react earlier makes the service chain more reliable for Swissport customers.
- With each flight the algorithm learns for future calculations and becomes more precise.

## CARGO KIOSKS



- Swissport is introducing newly developed self-services kiosks at its cargo warehouses.
- Truck drivers register at the kiosk, scan relevant documentation and then receive information on where to unload their cargo.
- The digital innovation reduces waiting times and increases the quality of the air freight documentation.



# IN GOOD HANDS

## LEADING BRANDS TRUST IN SWISSPORT

Our portfolio of around 850 customers in 47 countries on six continents ranges from multi-national airlines to low-cost carriers, regional carriers, airports and freight forwarders.



# GROUP EXECUTIVE MANAGEMENT

## A TEAM OF INTERNATIONAL INDUSTRY EXPERTS

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**Eric Born**

Group President & CEO  
(ad-interim EVP Americas)



**Andreas Hugener**

Chief HR Officer



**Glenn Rutherford**

Executive Vice President  
Asia-Pacific



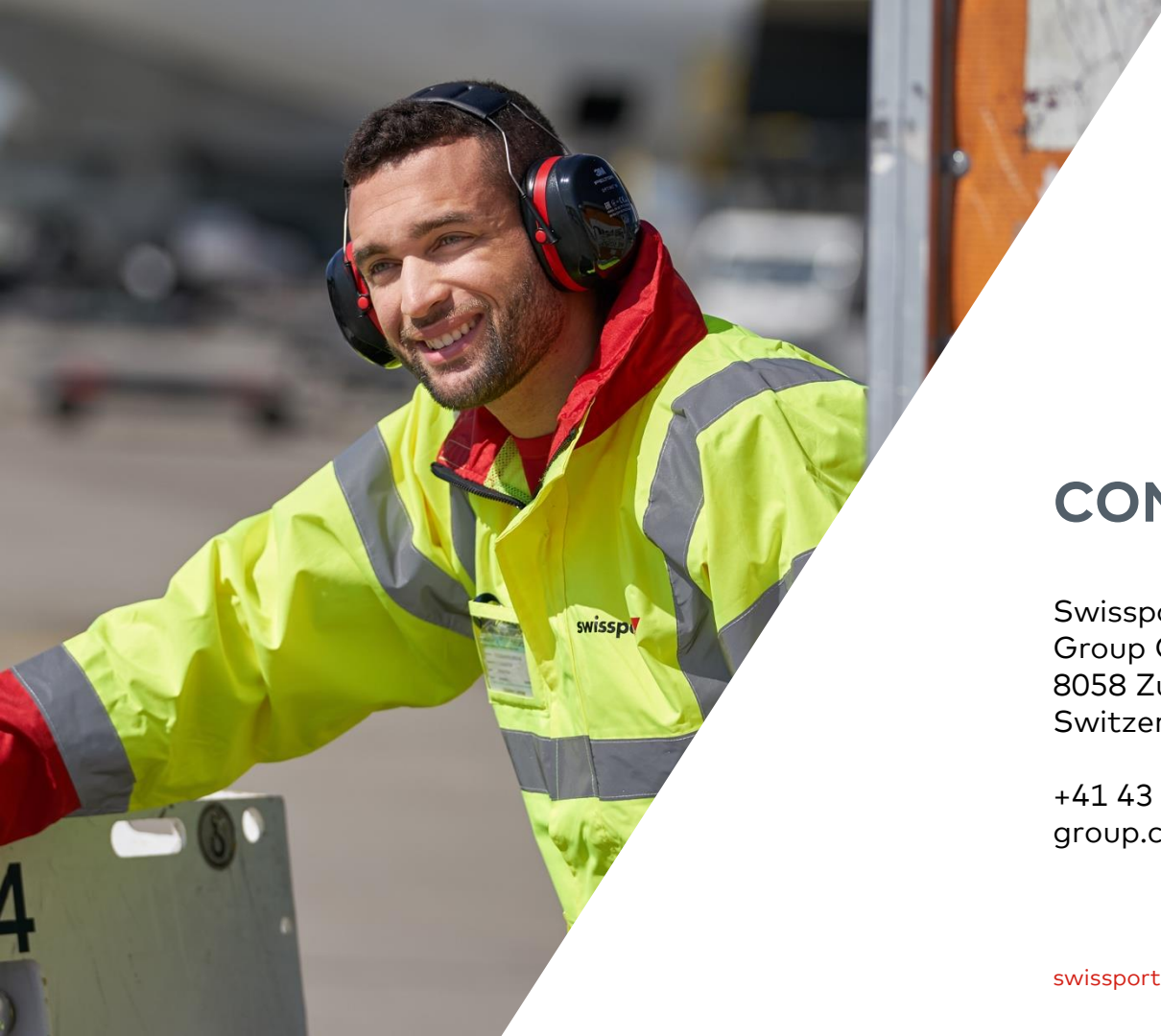
**Dr. Peter Waller**

Chief Financial Officer



**Luzius Wirth**

Executive Vice President  
Europe, Middle East & Africa



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