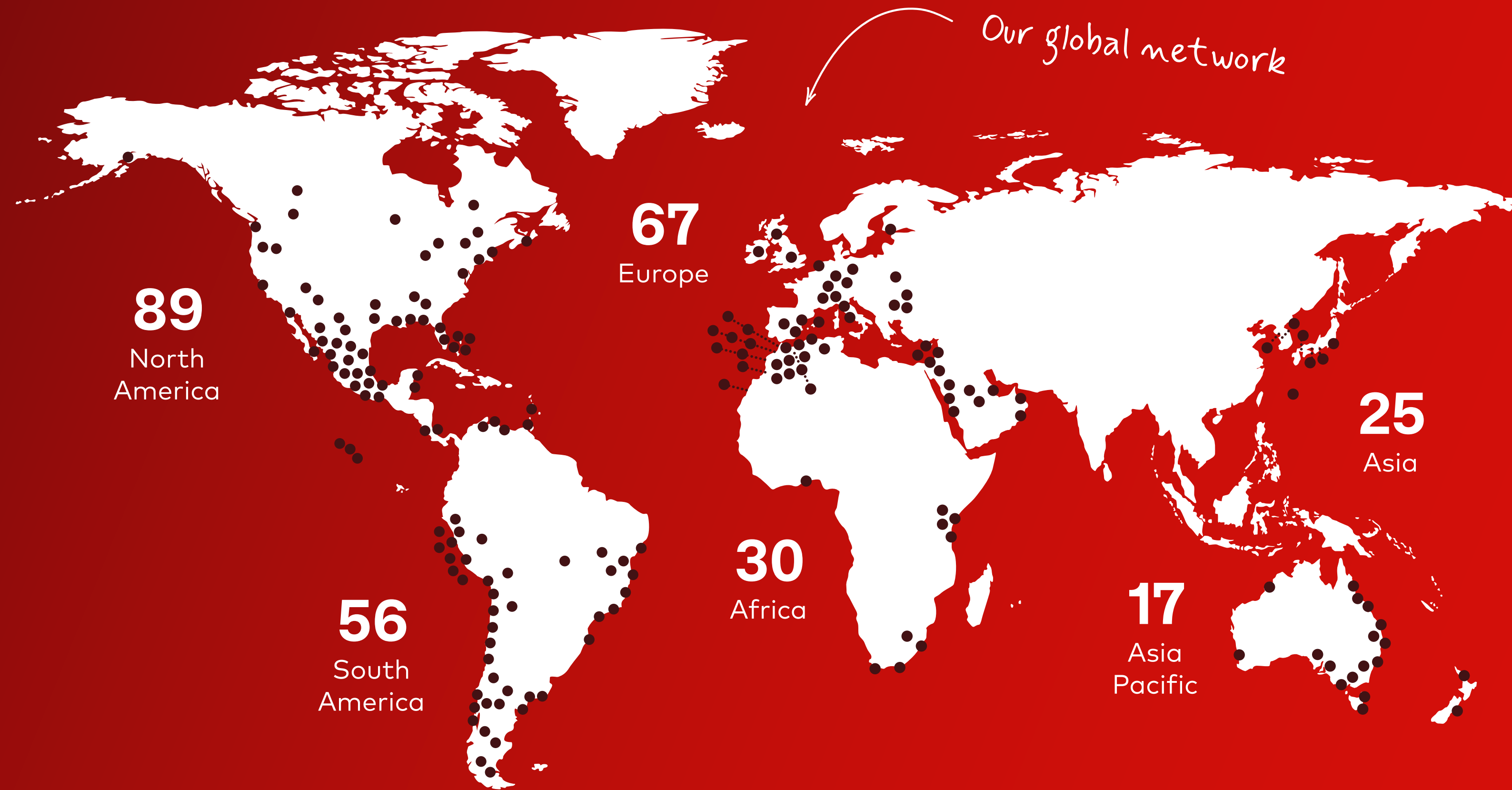


**We make
it happen.
From landing
to take-off.**

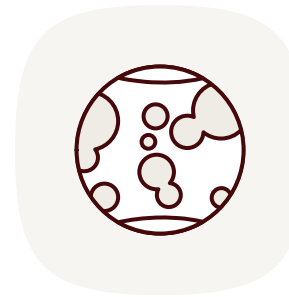




As the world's largest aviation services provider, we play a vital role in connecting the world.



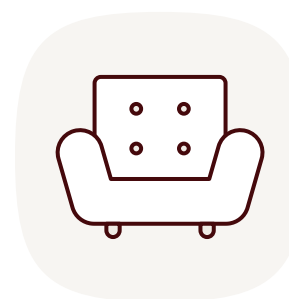
280
airports served worldwide



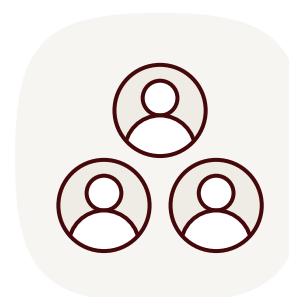
45
countries



119
warehouses



100
airport lounges



850
customers



65K
employees

The widest single-source service portfolio, backed by Swiss expertise

 airport
ground operations

 air
cargo services

 airport
hospitality



Defining the standards in ground operations

- ✓ **Smooth operations** deliver punctual, hassle-free passenger journeys.
- ✓ **Industry-aligned operating procedures** minimize risks and maximize efficiency.
- ✓ **Comprehensive airport services** flexibly meet bespoke or full outsourcing needs.



217
airports served worldwide



4M
departure flights handled



247M
passengers served



245M
bags handled



2.2M
aircraft fueled



16.5K
aircraft de-iced

Connecting the world. One shipment at a time.

- ✓ **Standardized cargo processes** ensure speed, safety, and efficiency at every step.
- ✓ **Quality assurance** guarantees secure, compliant logistics aligned with IATA standards.
- ✓ **Cold-chain expertise** protects time and temperature sensitive shipments end-to-end.



119
warehouses



6
continents



5M
cargo tons handled



520K+
pharma tons handled



24
Pharma Centers



Certified
by IATA's Cargo
iQ standards

Redefining airport lounge hospitality

- ✓ **A transformed airport departure experience** for premium experiences for passengers.
- ✓ **Innovative three-tier lounge concepts** designed to meet evolving luxury guest requirements.
- ✓ **Accreditation by leading hospitality institutions** elevates traveler comfort and loyalty.



100
airport lounges

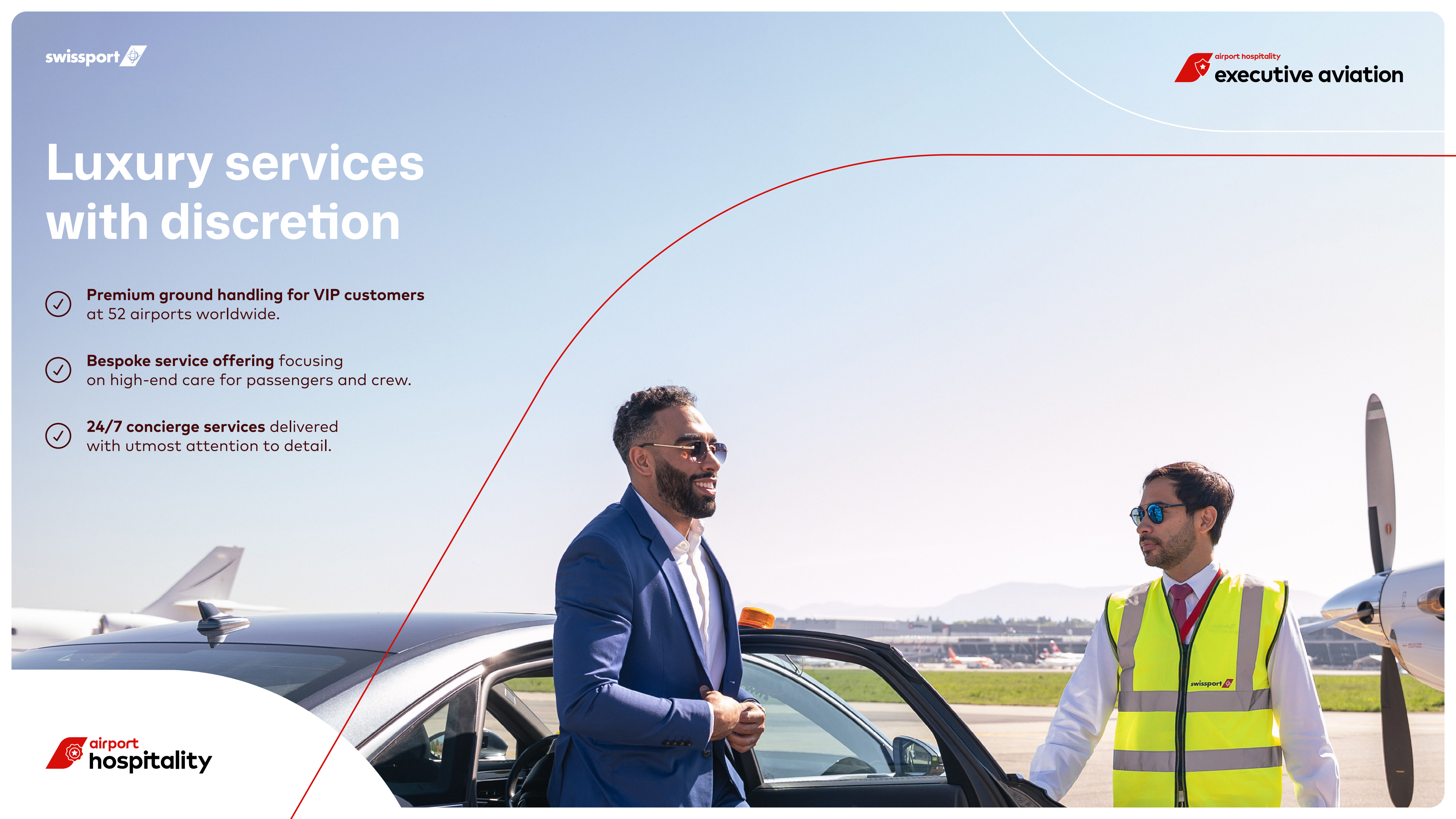


22
countries



Luxury services with discretion

- ✓ **Premium ground handling for VIP customers** at 52 airports worldwide.
- ✓ **Bespoke service offering** focusing on high-end care for passengers and crew.
- ✓ **24/7 concierge services** delivered with utmost attention to detail.



Our people make it happen

- ✓ A 65,000 strong team of experts, always there to deliver consistent, reliable performance.
- ✓ State-of-the-art training guarantees skilled staff supporting airlines every step of the way.
- ✓ Our Six Red Rules ensure staff are trained and motivated to deliver to high standards.

*Our 65,000 people
make our operations possible*

The Swissport Advantage: Expertise. Performance. Partnerships.



Global expertise led by Swiss standards

- ✓ Comprehensive, expert-led service portfolio, from cargo handling to lounges.
- ✓ 30 years of leadership at 280 airports in 45 countries.
- ✓ Scalable expertise that supports airline and airport expansion.



Dependable performance for mission-critical services

- ✓ Global operating standards define safe procedures for every operation.
- ✓ Reliable service delivery that supports global tourism and international trade.
- ✓ Innovation for enhanced safety, efficiency, and transparency worldwide.



Trusted partnerships built for the long haul

- ✓ Service level agreements backed by real-time data.
- ✓ Weekly customer feedback and dedicated account structures.
- ✓ Flexible operations built around our customers.

Safety first. Always & everywhere.

- ✓ Our safety-first culture builds trust in our people to deliver safe operations.
- ✓ ISO-aligned safety management minimizes risk of damage and harm.
- ✓ A robust global audit program that maintains high safety standards globally.



100%
of Swissport ISO
45001 locations
are certified



61K
employees
trained on health
and safety



600K
safety inspections
conducted globally



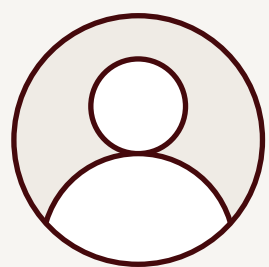
18%
decrease in
Lost Time Injury
Frequency Rate
(LTIFR) since 2024



18
locations certified
under IATA's
ISAGO including
Swissport HQ

Consistent operational excellence

- ✓ **Data-driven operations** benchmark performance against real-time analytics.
- ✓ **Continuous training** ensures our teams are prepared for complex airport operations.
- ✓ **Bespoke service models** that adapt to specific customer needs.



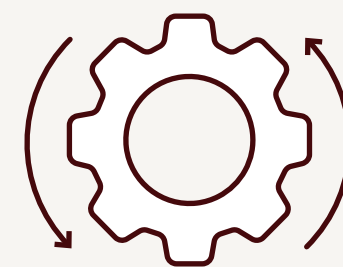
People



Training



Performance



Systems



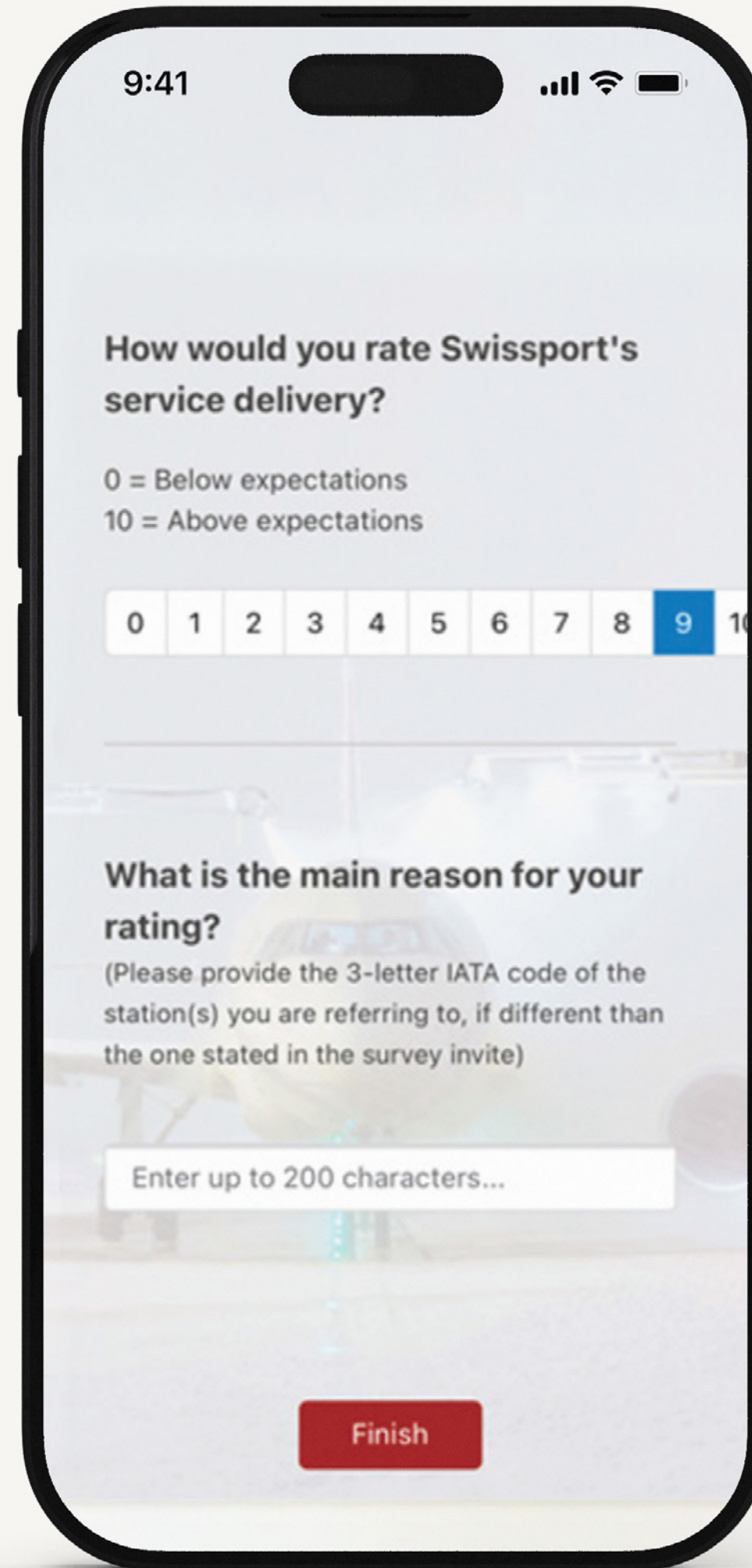
Innovation



Improvement

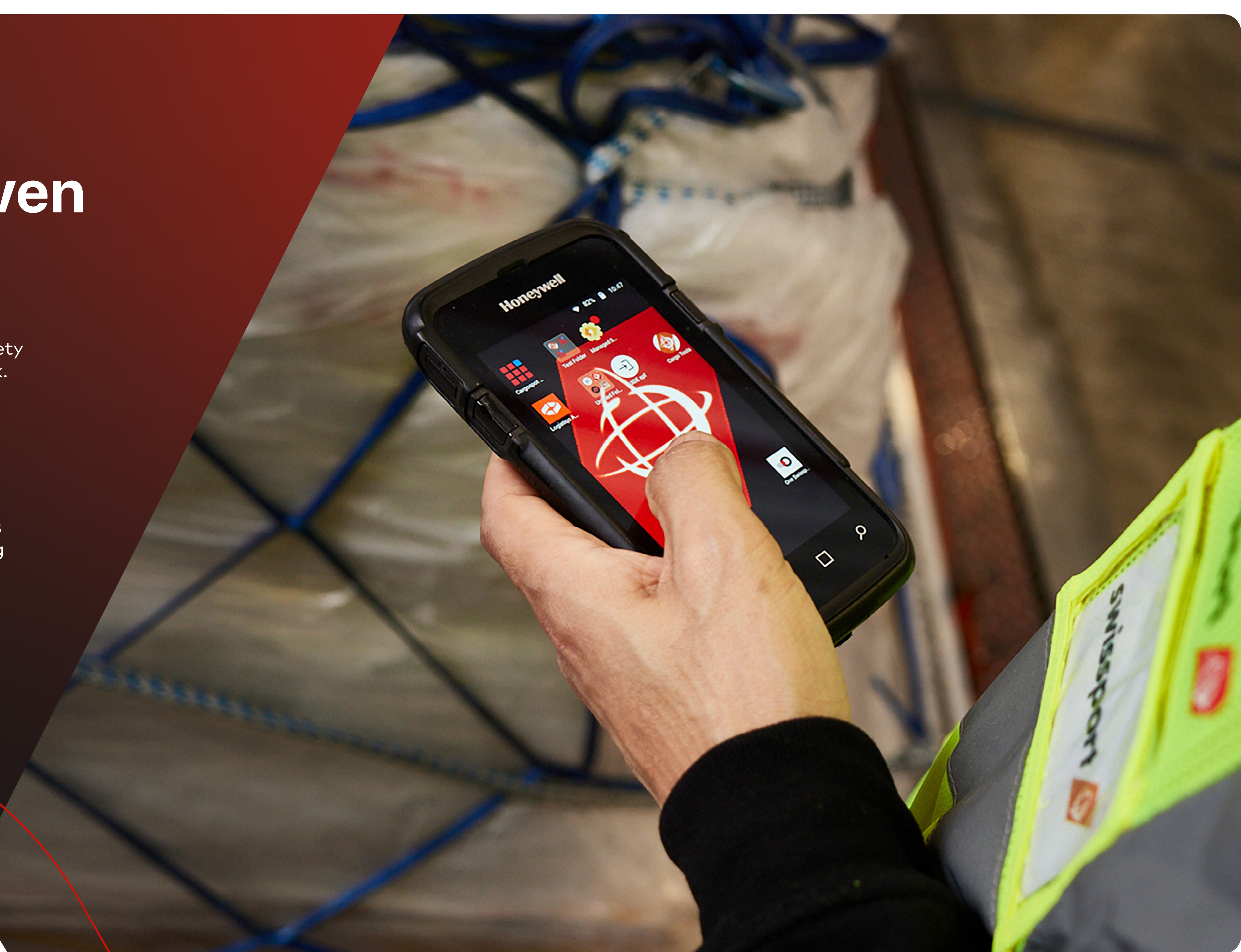
Partnerships built on trust

- ✓ **Weekly feedback surveys** drive continuous improvement in service quality.
- ✓ **Service level agreements** for clear, measurable delivery frameworks.
- ✓ **Competitive pricing** maximizes value without compromising quality.



Innovation driven by experience

- ✓ **AI-driven camera solutions** enhance safety and efficiency across our global network.
- ✓ **Autonomous vehicle trials** for safe, streamlined, and reliable ramp and warehouse operations.
- ✓ **Real-time data insights** reduce incidents and enable transparent decision-making with customers.



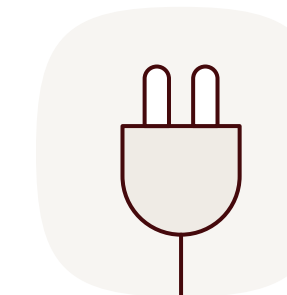
Building a sustainable future, together

- ✓ **Our commitment to ESG excellence** reduces scope 3 emissions and supports customer decarbonization goals.
- ✓ **Investment in fleet electrification** transforms vehicle efficiency for smoother, greener delivery.
- ✓ **Empowered staff** deliver sustainable, people-focused service excellence.

Our **Net Zero by 2050** plan is validated by Science Based Targets



€1.5B
investment over 5 years in eco-friendly tech



55%
of our fleet electric by 2032



Net-zero
carbon emissions by 2050



51%
reduction in Scope 1 and 2 GHG emissions by 2032



For the second consecutive year, Swissport achieved **Platinum Medal** status from EcoVadis, placing us in the top 1% of all rated companies globally.

swissport 