



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

NOVEMBER 2025



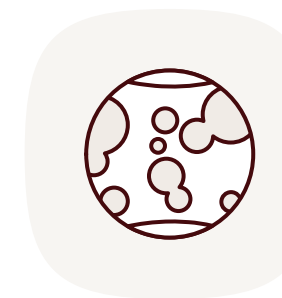




**As the world's largest aviation services provider**, we play a critical role in connecting the world.



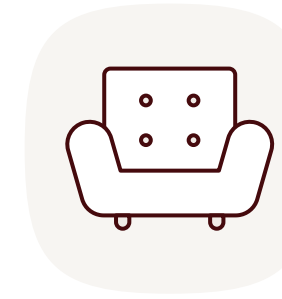
**280**  
airports served  
worldwide



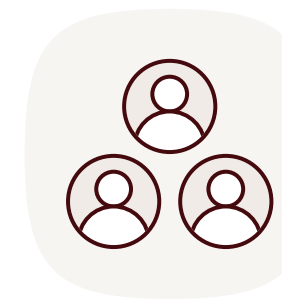
**45**  
countries



**117**  
warehouses



**100**  
airport lounges



**850**  
customers



**65K**  
employees





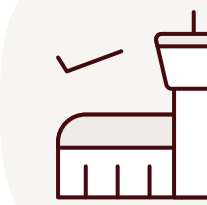
# The widest single-source service portfolio, backed by Swiss expertise





# Defining the standards in ground operations

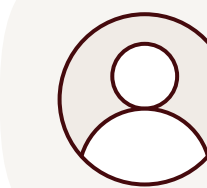
- ✓ **Smooth operations** deliver punctual, hassle-free passenger journeys.
- ✓ **Industry-aligned operating procedures** minimize risks and maximize efficiency.
- ✓ **Comprehensive airport services** flexibly meet bespoke or full outsourcing needs.



**217**  
airports served



**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.



**117**  
warehouses



**6**  
continents



**5M**  
cargo tons handled



**520K+**  
pharma tons handled



**23**  
Pharma Centers

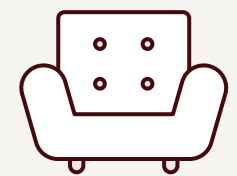


**Certified**  
by IATA's Cargo  
iQ standards

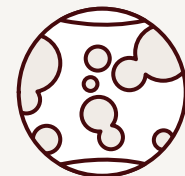


# Redefining airport lounge hospitality

- ✓ **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



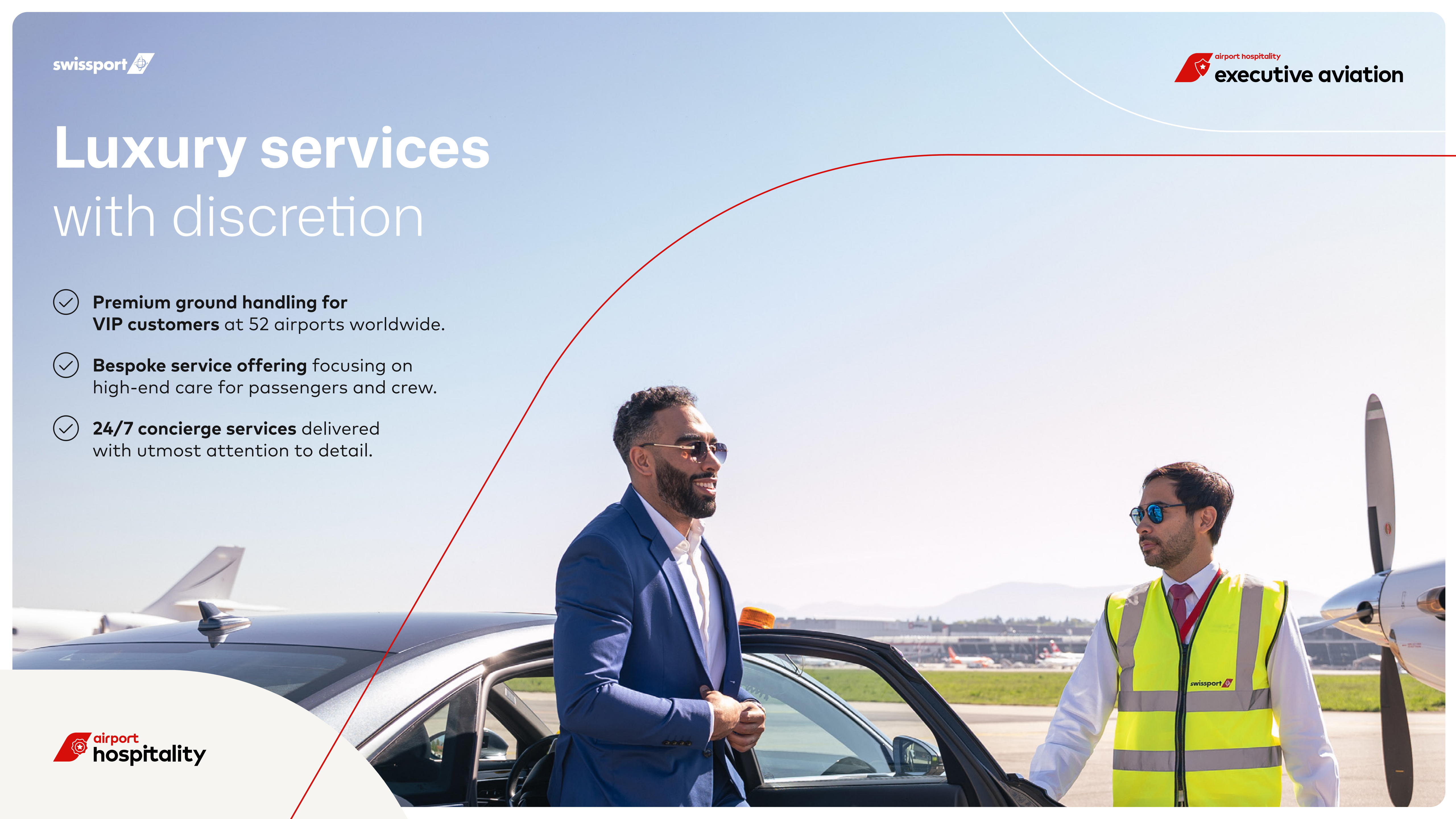
**22**  
countries





# 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.





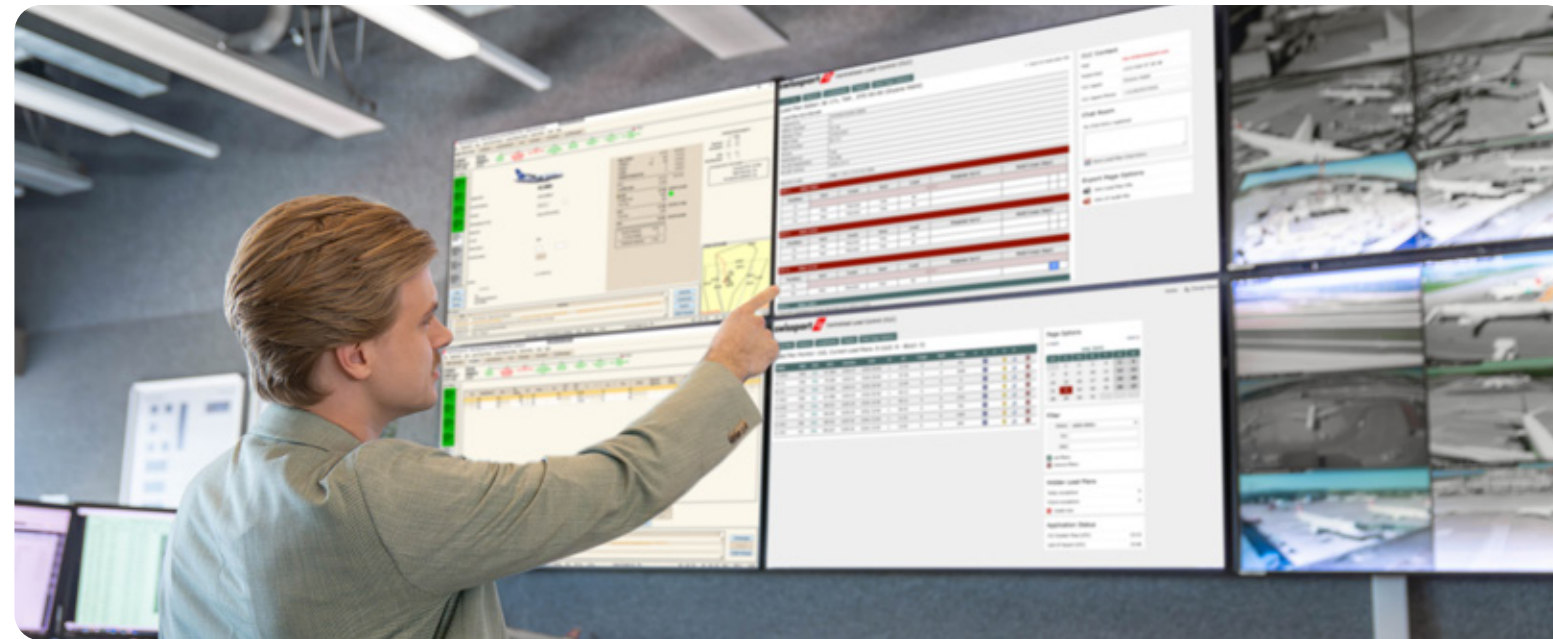
# The Swissport Advantage:

## Expertise. Performance. Partnership.



Global **expertise** delivered with Swiss precision.

- ✓ 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.



Customer **partnerships** built on trust and understanding

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



# 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*



# Safety first. Always & everywhere.

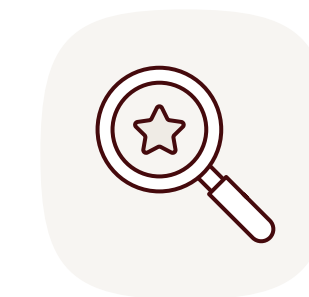
- ✓ **Our safety-first culture** builds trust in our people to deliver safe operations.
- ✓ **ISO-aligned safety management** minimizes risk of damage and harm.
- ✓ **A robust global audit program** that maintains high safety standards globally.



**100%**  
of Swissport ISO 45001  
locations certified



**61K**  
employees trained  
on health and safety



**600K**  
safety inspections  
conducted globally



**13.6%**  
decrease in Lost Time  
Injury Frequency Rate  
(LTIFR) since 2021

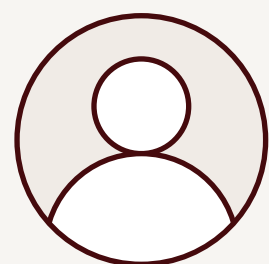


**18**  
locations certified  
under IATA's ISAGO,  
including Swissport HQ



# 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.



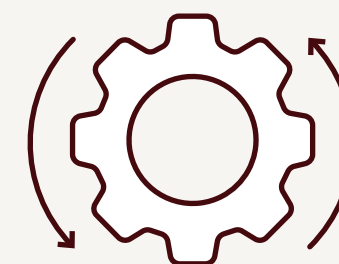
People



Training



Performance



Systems



Innovation

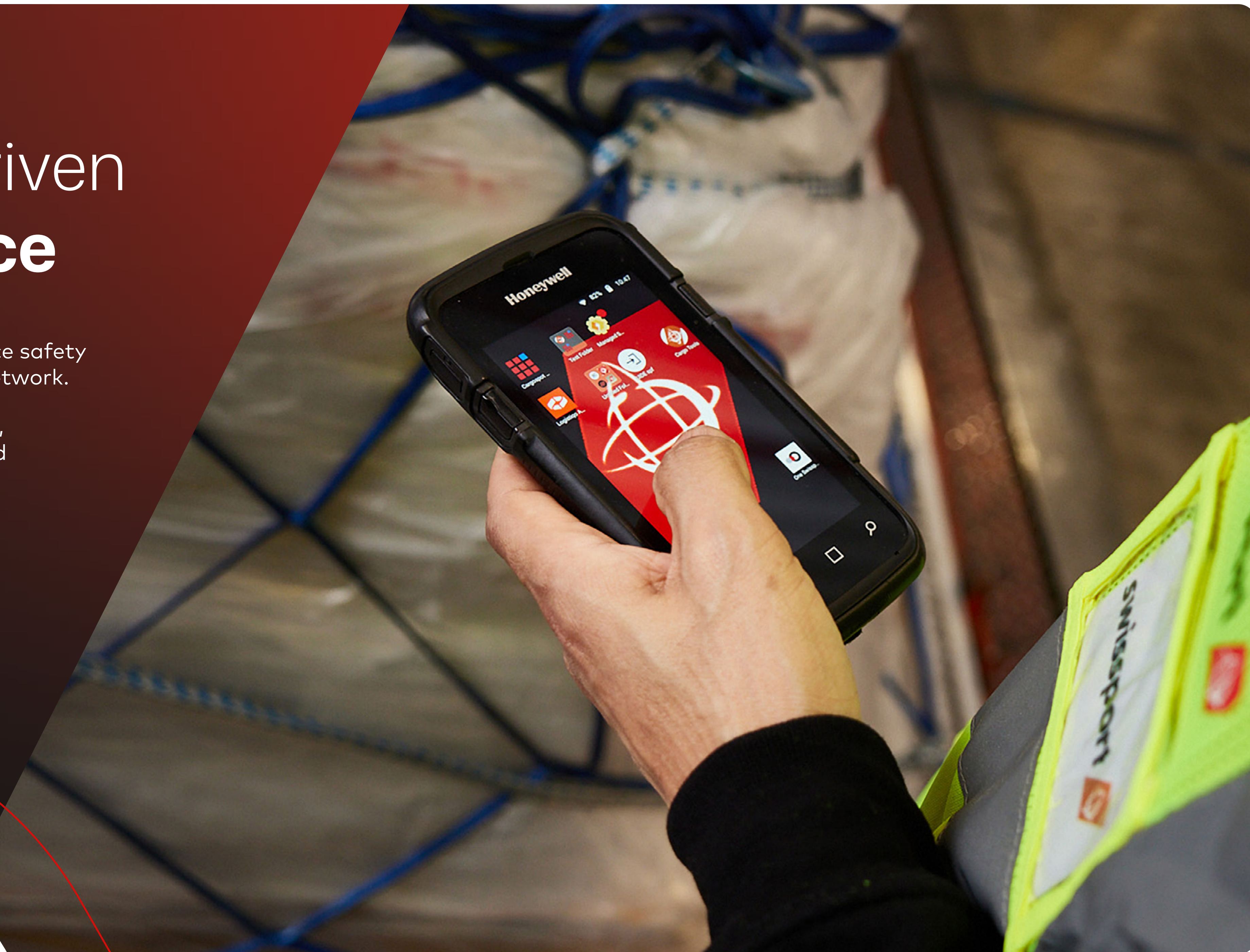


Improvement



# Innovation driven by experience

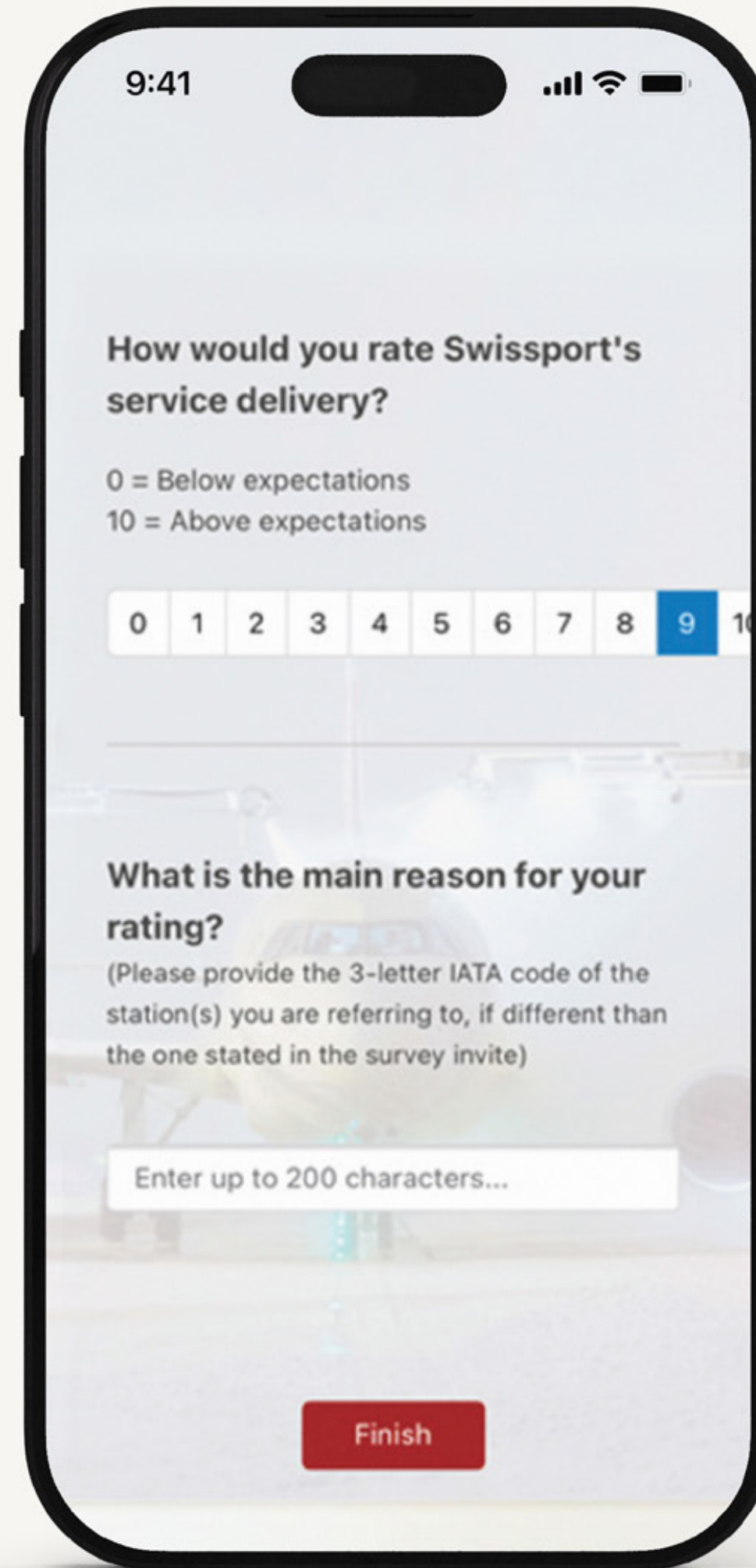
- ✓ **AI-driven camera solutions** enhance safety and efficiency across our global network.
- ✓ **Autonomous vehicle trials** for safe, streamlined, and reliable ramp and warehouse operations.
- ✓ **Real-time data insights** reduce incidents and enable transparent decision-making with customers.





# 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.



9:41

How would you rate Swissport's service delivery?

0 = Below expectations  
10 = Above expectations

0 1 2 3 4 5 6 7 8 9 10

What is the main reason for your rating?  
(Please provide the 3-letter IATA code of the station(s) you are referring to, if different than the one stated in the survey invite)

Enter up to 200 characters...

Finish





# 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



ecovadis



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



**55%**  
of our fleet  
electric by 2032



**Net-zero**  
carbon emissions  
by 2050



**40%**  
of women in  
management  
by 2027



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



