

MEDIA RELEASE

SWISSPORT EXPANDS IN JAPAN WITH NEW OPERATIONS AT NEW CHITOSE AIRPORT

Swissport has expanded its operational footprint in Japan with the start of ground handling services at New Chitose Airport (CTS). The new operation marks a strategic milestone for Swissport in northern Japan, supporting Eastar Jet's daily services between Busan and Sapporo.

Swissport, the global leader in airport ground operations, air cargo services, and airport hospitality commenced Passenger Services and Ramp Services for Eastar Jet's daily flights between Busan's Gimhae International Airport and New Chitose Airport, Japan's fifth busiest airport, on 26 October 2025. This marks Swissport's first operation in northern Japan and strengthens its strategic footprint in Asia-Pacific, supporting growing inbound tourism to one of Japan's most iconic winter destinations.

"We are proud to be working with Eastar Jet and look forward to supporting their operations," said Stephan Kaeser, Chief Operating Officer of Swissport Japan. "This partnership marks an exciting milestone as we expand into northern Japan and meet the growing demand for reliable ground services at New Chitose Airport."

Known for its world-class ski resorts, Hokkaido attracts millions of visitors each year. To support the busy winter season, Swissport is investing in a dedicated fleet of ground service equipment, including de-icing units and snow operations vehicles, to ensure safe and efficient operations in challenging winter conditions.

"This region attracts significant international traffic in winter, and we expect a busy first season," Kaeser continued. "With our experience managing high-volume airport hubs across Japan, Swissport is well positioned to deliver safe, efficient, and reliable services from day one."

To support the launch, Swissport has initiated a recruitment and training programme to build a skilled team at New Chitose. This includes creating around 50 new seasonal jobs, with a focus on engaging the local workforce.

"The Hokkaido region has a strong farming community, with many skilled in operating heavy machinery and driving in snowy conditions," Kaeser explained. "We aim to leverage these skills to ensure safety-first operations during the winter months, while providing meaningful seasonal employment outside the farming season."

With this expansion, Swissport further strengthens its presence in Japan, where it already provides airport ground services for multiple airline customers at Fukuoka, Nagoya, Okinawa, Osaka and Tokyo's Narita and

Haneda airports. The company also operates three modern air cargo warehouses across Japan, supporting air freight movements from key gateways.

In 2024, Swissport International AG provided best-in-class airport ground services for some 247 million airline passengers (2023: 232 million), welcomed 5.9 million lounge guests (2023: 5.7 million), and handled roughly 5 million tons of air freight (2023: 4.7 million) at 117 air cargo centers worldwide. Several of its warehouses have been certified for pharmaceutical logistics by IATA's CEIV Pharma and by the British MHRA. At the end of December 2024, the world's leader in airport ground services and air cargo handling, with currently around 62,000 employees, was active at 279 airports in 45 countries on six continents.

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