

MEDIA RELEASE

SWISSPORT OPENS INTEGRATED CONTROL CENTRE AT BIRMINGHAM AIRPORT TO ENHANCE SAFETY AND OPERATIONAL PERFORMANCE

Swissport, the global leader in aviation services, has officially opened its new Integrated Control Centre (ICC) at Birmingham Airport, marking a significant investment in safety, operational excellence and digital innovation across its UK & Ireland operations.

The facility provides 24/7 oversight of ground operations, combining operational control, telematics, AI-supported monitoring, live video systems and geo-fencing technology into a single operational environment. By delivering real-time visibility across more than 2,000 Ground Support Equipment (GSE) assets, the ICC helps improve ramp safety, operational reliability and turnaround performance for airline customers.

The ICC improves visibility across daily operations, helping teams respond more quickly to operational issues, reduce equipment downtime, and support more reliable performance for airline customers at Birmingham Airport and across the UK & Ireland network.

"At Swissport, our responsibility is to ensure every aircraft turnaround is carried out following the highest standards of safety, efficiency, and reliability," said Karen Cox, CEO Swissport UK & Ireland. "The Integrated Control Centre in Birmingham strengthens how we support our teams on the ground through real-time operational intelligence and improved day-to-day decision-making. This approach reflects our commitment to providing world-class operational excellence to our customers and to continuing to build a resilient and efficient aviation services network. By investing in state-of-the-art technology, we are supporting the growth, competitiveness and long-term success of the airline industry. The ICC also creates new skilled roles in Birmingham, reflecting our commitment to investing in technology and in our people so that our teams support aviation's future."

SAFETY THROUGH OPERATIONAL INTELLIGENCE

The ICC supports a more proactive approach to safety by helping identify potential risks in real time and enabling early intervention and coaching. Integrated telematics improve visibility of equipment and support more efficient allocation of GSE, particularly during peak operational periods.

Forward- and rear-facing camera systems provide live video support for operational review and incident analysis,

enabling fact-based assessment and continuous improvement in safety performance. All systems operate within Swissport's Safety Management System (SMS), ensuring appropriate governance, oversight and consistency in how safety information is used.

The program, including driver safety cameras and telematics, was developed in collaboration with employee representatives and implemented through an agreed approach with relevant stakeholders, ensuring strong engagement throughout design and rollout.

The ICC also strengthens operational resilience during disruption and peak travel periods by improving coordination and equipment availability, supporting more consistent turnaround performance and improved operational reliability for airline customers.

Looking ahead, planned capability to support live monitoring of de-icing operations from winter 2026/27 will further enhance coordination during adverse weather conditions, helping maintain safe and reliable operations throughout winter periods.

The Birmingham Integrated Control Centre is part of Swissport's wider investment in digital capabilities and operational intelligence across its global network. By bringing together data, technology and frontline expertise, Swissport is strengthening the consistency, safety and resilience of its ground handling operations for airline customers worldwide.

As aviation continues to evolve, the company remains focused on practical innovation that supports its people on the ground and enhances the reliability and efficiency of airport operations across its international footprint.

The aviation industry connects the world and Swissport makes it possible. Every year, we serve 243 million passengers, welcome six million airport lounge guests, and handle over five million tons of air freight across more than 300 airports in 49 countries. That makes us the world leader in aviation services and bigger than any airline. As a team of 63,000 high-skilled aviation professionals, our work powers global travel, trade and innovation. Together we are creating the airport experience of the future.

Media contacts

Swissport International AG, Group Communications, Silvia Garrido, P.O. Box, 8058 Zurich Airport, Switzerland
media@swissport.com