SWISSPORT INTERNATIONAL
AT 269 AIRPORTS

Communications & Brand Management
February 2021

swissport.com
OUR VISION IS TO BE
THE MOST TRUSTED SINGLE-SOURCE GROUND SERVICES AND CARGO HANDLING PROVIDER IN THE AVIATION INDUSTRY.
FROM LOCAL PLAYER TO GLOBAL LEADER

SWISSPORT IS INCORPORATED
Swissport is present in Zurich, Geneva and Basel.

EXPANSION IN CARGO
Swissport acquires Cargo Service Center B.V. with its activities at 61 locations in 15 countries.

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

NEW OWNERSHIP
International investment funds become the lead shareholders of Swissport.

GLOBAL EXPANSION
Expansion to Turkey and South Africa. Acquisition of DynAir in the US and Aer Lingus Ground Handling in London.

ASIA EXPANSION
Swissport acquires Globeground Korea, making Seoul its third location in Asia-Pacific, in addition to Manila and Singapore.

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).

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

1996
1996
2000
2000
2006
2006
2012
2012
2017
2017
2020
2020

3
130
180
191
280
269

Number of airports

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Swissport operates at 269 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

2020 KEY FACTS

47
COUNTRIES

>850
CUSTOMERS

46
AIRPORTS

1,7
FLIGHTS (million)

4,1
CARGO TONS (million)

6
CONTINENTS

269
AIRPORT LOUNGES

47
CARGO WAREHOUSES

>45,000
EMPLOYEES

82
AIRLINE PASSENGERS

1 as of 1 January 2021

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## OUR TRAFFIC FIGURES 2020

<table>
<thead>
<tr>
<th>Category</th>
<th>2020:</th>
<th>2019:</th>
</tr>
</thead>
<tbody>
<tr>
<td>PASSENGERS SERVED</td>
<td>82m million</td>
<td>265 million</td>
</tr>
<tr>
<td>AIRCRAFT TURNED</td>
<td>841,000</td>
<td>2.05 million</td>
</tr>
<tr>
<td>CARGO TONS HANDLED</td>
<td>4.05m</td>
<td>4.62 million</td>
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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 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.
Next to our presence at 269 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 116 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 2020, our Swissport customer service agents served some 82 million airline passengers, which equals roughly 3 airline passengers per second.
AIRPORT GROUND SERVICES

RAMP HANDLING

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

Swissport performed 841,000 aircraft turns in 2020. This equals roughly one flight every 37 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 2020, Swissport handled some 4.1 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.
We are committed to consistently deliver high-quality services for our clients and their customers across the globe.

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

The Swissport Formula is a set of tools, procedures and trainings enabling us to deliver high-quality and safe operations.

The Swissport Formula is a vital instrument for the way we work and a key contributor to a globally consistent performance.

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

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 269 airports worldwide our 45,000 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 2020 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%.

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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

Christoph Mueller
Interim CEO & Member of the Board of Directors

Andreas Hugener
Chief HR Officer

Glenn Rutherford
Executive Vice President
Asia-Pacific

Luzius Wirth
Executive Vice President
Europe, Middle East & Africa

Frank Mena
Head of Americas

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