SWISSPORT AT A GLANCE

Swissport is the world’s leading independent provider of airport ground services and air cargo handling based on revenue and the number of airports served.

OUR GLOBAL PRESENCE

92
NORTH AMERICA

80
EUROPE

45
AFRICA

34
SOUTH AMERICA

20
ASIA

29
PACIFIC

300
AIRPORTS WORLDWIDE

Number of airports at which Swissport was present as of 1 January 2020.

OUR SERVICES

Swissport offers the most comprehensive range of ground services for airlines and air cargo forwarders.

AIRPORT GROUND SERVICES

- Passenger Services
  - Check-in and Gate
  - Passenger Mobility
  - Lounge Hospitality
  - Executive Aviation
  - Security Services
  - Lost & Found

- Ramp Handling
  - Baggage Services
  - De-icing
  - Fueling
  - Moving of Aircraft
  - Central Load Control
  - Aircraft Cleaning

AIR CARGO HANDLING

- Services
  - General and Special Cargo Handling
  - Temperature-controlled Handling (e.g. pharmaceuticals)
  - Hub Handling
  - Express Services
  - Forwarder Handling

OUR VISION IS TO BE THE AVIATION INDUSTRY’S MOST TRUSTED SINGLE-SOURCE GROUND SERVICES AND CARGO HANDLING PROVIDER.
DID YOU KNOW

- Swissport’s total warehouse area globally equals 71 soccer fields.
- Swissport performs one aircraft turn every 15 seconds.
- Swissport serves about 8 airline passengers per second worldwide.

2019 KEY FACTS

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Passengers (million)</td>
<td>265</td>
</tr>
<tr>
<td>Cargo Tons (million)</td>
<td>4.6</td>
</tr>
<tr>
<td>Flights (million)</td>
<td>4.1</td>
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<tr>
<td>Customers</td>
<td>&gt;850</td>
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<tr>
<td>Employees¹</td>
<td>&gt;64,000</td>
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<tr>
<td>Airports²</td>
<td>300</td>
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<tr>
<td>Countries¹</td>
<td>47</td>
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<tr>
<td>Cargo Warehouses³</td>
<td>115</td>
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<tr>
<td>Airport Lounges¹</td>
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<tr>
<td>Continents</td>
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</tbody>
</table>

CONTINENTS: 6

COUNTRIES: 47

EMPLOYEES: >64,000

CUSTOMERS: >850

AIRPORTS: 300

CARGO WAREHOUSES: 115

AIRPORT LOUNGES: 48

As of 1 January 2020

OUR ACHIEVEMENTS

- IATA Innovator Award 2019 at IATA Ground Handling Conference
- IATA CEIV Pharma certification of air cargo centers in AMS, BCN, BSL, FRA, HEL (Finnair COOL), MAD, MIA, NBO, YUL
- IATA recognition for successful implementation of IATA’s Ground Operations Manual (IGOM) since 2017
- Randstad Award “Best Employer in Switzerland” 2019 (and 2018)
- PLUG and PLAY Corporate Innovator Award in 2019

OUR 2019 RESULTS

Financial performance
In 2019, revenue growth of 4.7 percent was largely in line with overall growth in the sector. Operating EBITDA was roughly on a par with the previous year result at 272.3 million euros. Operating cash-flow was 196.4 million euros.

Revenue
€3.13bn
2018: €2.99 billion²

EBITDA³
€272.3m
2018: €273.2 million²

Operating performance
The weakening global economy and international trade impacted our business, especially in the cargo segment. Swissport performed 2.05 million aircraft turns and handled 4.62 million tons of cargo.

Aircraft Turns
2.05m
2018: 2.16 million

Cargo Tons
4.62m
2018: 4.78 million

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¹ As of 1 January 2020
² On a constant currency basis
³ Operating EBITDA (pre-IFRS 16), as defined in our audited financial statements