The ground handling sector and its airline customers agree: value for money and top service quality are two key ingredients in the success of any business. But just as crucial in many respects is effective customer relationship management, or CRM. Of course, this is nothing new to Swissport, but it is currently being intensified in some very interesting ways.

Ask airline procurement officers how they choose their ground handling provider and they will not search long for the answers: price, performance, quality, service range, innovation, transparency, flexibility and, maybe, simplified processes and hassle-free accounting. Voilà.

Jointly evaluating, analysing, developing and implementing may sound like more work. But both sides tend to agree that, in the longer term, it is a far more satisfactory approach and a far more productive one, too. And this is exactly what Swissport aims to intensify in future, so further developing the dialogue with its airline customers.

The fact that effective relationship management and its various components, such as reliability, credibility and continuity, are equally vital to a partnership’s success is often overlooked. Yet good relations are as essential as ever. The short-term opportunist approach may reap some quick rewards, but it will never provide a relationship with the kind of confidence and trust that can be so beneficial over the longer term.

From relationships to partnerships
Swissport was named Global Ground Handling Company of the Year five times in a row by the ITM.

Swissport was flattered that the Institute of Transport Management awarded us the title “Global Ground Handling Company of the Year” for the fifth time in a row. And because the accreditation is based on real-world surveys, we know that we owe this commendation to all the airlines we have the privilege of serving. We thank you all for making it happen again.

At the same time, we owe this award to over 21,000 women and men who constitute the global Swissport family. At 174 airports in 40 countries around the world, it is their loyalty, dedication, and commitment that makes us strong, innovative, and competitive. We thank you all for making it happen again, too.
Consolidation in the airline sector—or, more precisely, the impact this will have on our industry—has come in for increasing discussion over recent months. The trend has proved to be far more than a passing fad: it is actually happening, and is here to stay. Air France/KLM and Lufthansa/SWISS are just the beginning. More mergers are sure to follow.

Our industry is also seeing major shifts in the ground handling business. The local, individual and even personal contact-based deals of a few years ago are increasingly being superseded by regional and even system-wide ground handling packages. Having gained our own initial experience of such arrangements—with GOL in Brazil, United Cargo in the US, KLM worldwide and SWISS’s total outsourcing, among others—we are delighted that Swissport’s presence in Asia has stepped up another gear in May 2005. The acquisition also makes sound business sense for the Swissport Group as it looks to further develop its capacity to offer a single focused entity, with one clear voice and commitment to provide the best quality of service. 

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"Making it happen"—putting ideas into action—has been one of our prime concerns in further simplifying our check-in procedures, too. By concluding our global agreement with SITA (see pages 10–11), we can now not only develop a new and highly compatible generation of self-service devices, but also put them into effective day-to-day operation. And that, in turn, means we can better meet passengers’ growing check-in needs (in terms of the speed and the simplicity they desire) and, at the same time, further lower the cost of these services to the airlines they fly with.

Swissport will continue to make the most of the latest technologies and seek further innovative solutions for the benefit of its airline customers. We thank all our business partners for the collaboration enjoyed with them to date—and we look forward to continuing to work with you all to help shape and refine tomorrow’s ground handling world.

Let’s make it happen!

**JOSEPH IN ALBON**
President and CEO
Swissport International Ltd
Deepening the relationship

Swissport has intensified its collaboration with Swiss WorldCargo following the signing of a global partnership agreement that extends the relationship to 25 stations and 200,000 tonnes of cargo per year.

The new five-year agreement between Swissport and Swiss WorldCargo is a hugely important step for both organisations. It also offers clear evidence of the direction in which collaborations between airlines and their ground handlers are now developing. It is a trend that sees local agreements being replaced by closer and more extensive partnerships and longer-term contractual models.

In this respect, the new global frame agreement between Swissport and Swiss WorldCargo sets a further benchmark for the rapidly evolving aviation sector. And it is an accord that is expected to extend to additional Swiss WorldCargo destinations at a later stage.

What are the key success factors for obtaining a perfect ground handling service?

Clear definition of quality standards – and strict, reliable adherence to them – plus lean production and cost efficiency. Also, striving to surprise the airline and its customer with excellence of service as loyalty and future support depend on each and every shipment.

Why did you select Swissport as your preferred partner on the ground?

There are many reasons: Swissport’s global and growing network; the use of global systems and standards; strong global ties and centralised account management; plus good local execution and attention to detail. Our traditional relationship also means that Swissport has a good knowledge of SWC standards and requirements.

And then there are the substantial cost and efficiency savings; transparency of key drivers and acceptance of benchmarking; commitment to future efficiency gains; plus, of course, a mutual respect and understanding.

Is this new purchasing model just an isolated event, or does it represent the future for the industry?

Purchasing is becoming much more professional and sophisticated in all industries. This may be one of the first examples of this type of agreement in our industry, but its advantages are obvious and others will undoubtedly follow.

Could you also imagine moving one step further by outsourcing or subcontracting certain services?

SWC has already outsourced many functions and is today essentially a sales and marketing organisation. Sales is very much a core competence and we envisage keeping this in our own hands to maintain our competitive edge. However, we have been and remain open to any suggestions for further improvement of our business results.

Stephan Beerli
stephan.beerli@swissport.com

“Purchasing is becoming much more professional and sophisticated in all industries.”

Oliver Evans

Swissreporter spoke with Oliver Evans, Chief Cargo Officer at Swiss WorldCargo, to learn more.

Swissreporter: What is the most challenging task currently facing Swiss WorldCargo?

Oliver Evans: Swiss WorldCargo (SWC) currently enjoys load factors close to 90% and yields that are the envy of our competitors. Our challenge is to improve results further against the background of a difficult economic environment. We can only do this through close cooperation between sales, revenue management, product development and all suppliers, including ground handlers.

ABOUT SWISS WORLD CARGO

- Swiss WorldCargo is the cargo division of Swiss International Air Lines
- The carrier’s global network covers 150 destinations in more than 80 countries
- Swiss WorldCargo’s range of airfreight products and services creates added value for customers and contributes significantly to the carrier’s bottom line.
Air France joins the club

Following the extended collaboration with Swiss WorldCargo, Swissport has also concluded a four-year ground handling agreement with Air France. Initially, the deal covers 11 airports, but will be extended to further destinations in the future.

And so the trend continues. Following hard on the heels of the arrangement with Swiss WorldCargo – not to mention earlier collaborations with SWISS and KLM signed in 2004 – Swissport has also announced a new global frame agreement with another industry heavyweight: Air France.

Swissport has successfully created closer ties with an important customer while also enhancing its productivity at various airports and the prospect of securing long-term revenue flows.

But why has Air France gone down this route? Swissreporter put the same questions to the airline’s Head of Purchasing, Denis Hasdenteufel.

Swissreporter: What is the most challenging task currently facing Air France?

Denis Hasdenteufel: One of the most important tasks in the ground handling business is to align our efforts with that of KLM, including selecting the same providers with the same SLAs and pricing conditions.

What are the key success factors for obtaining a perfect ground handling service?

First of all, the exact evaluation of the needs is fundamental. Further on, we focus more on the targets and results to be achieved and less on how the provider is doing it technically. It is important for us that a provider meets our expectations and quality standards and does so in an innovative way, for instance through the development of e-services. We must never forget that the passenger has the final say and expects a certain consistency globally. This is why we believe that a global company has an advantage here.

Another key success factor is the implementation of short and/or medium-term contracts as it allows the provider to plan investments over a certain period of time.

Why did you select Swissport as your preferred partner on the ground?

The new global frame agreement means that Swissport has become a preferred partner, but not the only one. This agreement has been made possible by the joint and common efforts with KLM and the positive experience that KLM has already had with Swissport.

It is also a good opportunity to make use of an international network with a stable, well-known and reliable partner in the global ground handling business – and one with good future perspectives.

Is this new purchasing model just an isolated event, or does it represent the future for the industry?

It is a new approach, but certainly not the only successful one. We already have such collaboration models in France, I’m thinking about ticketing, plus station and lounge management. In this domain, we still can learn and realise a lot with our partner KLM. But insourcing also remains a possibility in our industry. We can only think about outsourcing and other forms of subcontracting if we can really count on the standards and quality of a ground handler in line with our overall image and reputation. I believe that Swissport is able, and has the capacity and structure, to tackle such demanding requirements.

Could you also imagine moving one step further by outsourcing or subcontracting certain services?

Certain services can be subcontracted or outsourced. In the case of Air France, I’m thinking about ticketing, plus station and lounge management. In this domain, we still can learn and realise a lot with our partner KLM. But insourcing also remains a possibility in our industry. We can only think about outsourcing and other forms of subcontracting if we can really count on the standards and quality of a ground handler in line with our overall image and reputation. I believe that Swissport is able, and has the capacity and structure, to tackle such demanding requirements.

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Greek treat for Swissport

Swissport now has a presence at the top five airports in Greece following a successful bid in an international tender by franchise partner Swissport Hellas Sud for new handling licences on the islands of Rhodes and Corfu.

Historically, the provision of ground handling services at all Greek island airports – Heraklion in Crete excepted – has been the sole preserve of the national carrier, Olympic Airways. However, scheduled and charter carriers alike have been highly critical of such a handling monopoly. In particular, they have long complained about charges that are among the most expensive in Europe, but with service standards that fall way short of expectations.

There have been talks about opening up the handling market on the islands for several years, but with no end result. That is, until recently. In April, the Greek Civil Aviation Authority announced that Swissport Hellas Sud had been successful in its bid for full ground handling licences at the airports of Rhodes and Corfu – two of the most beautiful and popular Greek islands for tourism. The announcement is not only a major breakthrough for Swissport, but also for the wider ground handling industry.

The addition of handling operations at Rhodes and Corfu join Swissport’s existing stations at Athens, Thessaloniki and Heraklion – between them the top five airports in the country.

“These two important island airports will give us an even stronger presence in Greece.”

Ioannis Grylos

Both operations commenced in mid-May, including executive aviation handling services. As such, the last few weeks have been a whirlwind of preparatory work, including staff recruitment and training and equipment order and delivery.

In addition, close contacts have been established with key charter carriers to ensure that a variety of handling agreements are concluded in good time for the busy summer season. Some of the clients that will be served on the two islands this summer include Thomas Cook (UK and Belgium), Condor, LITU, Eurocypria and Viking.

These airlines join a long list of prestigious charter and scheduled carriers that already recognise Swissport’s quality and reliability in the Greek market.

And the omens for 2005 traffic are good, with an estimated 30,000 flights plus for Rhodes and more than 15,000 flights expected for Corfu. This translates to more than 5.2 million passengers across the two islands – a minimum growth of 15%.

Although these figures are healthy, a recent statement by the Greek Tourism Development Minister, Dimitris Avramopoulos, suggests that 2005 will be a year of stabilisation and rebound for Greek tourism. As such, even more sizeable improvement is expected for 2006 and 2007 when the results of the current policy and promotion campaign become tangible. For instance, Greece has invested more than €60 million in its overseas tourism promotion during the last 12 months.

The Swissport family welcomes its new members and celebrates this piece of genuine ground handling history. Everything is now in place for a successful and exciting start-up at both Rhodes and Corfu – two island airports where Swissport is committed to carrying on the good work and strong reputation already forged elsewhere in Greece.

Georges Peter

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Corfu (left) and Rhodes are two of the most popular Greek islands for tourism (photos: ANA / GNTO)
Swissport has begun the roll out of a new software platform for automating its worldwide cargo handling activities. This implementation is one of the most important steps for Swissport Cargo Services as it seeks to optimise operations and further improve quality and customer service.

The decision by Swissport to implement a new, off-the-shelf software platform for cargo handling operations was not taken lightly. It is a thought process that dates back to summer 2003 when it was first felt that Cascade, the existing in-house developed system, was no longer sufficient to meet the sophisticated demands of a growing customer base.

Although Cascade had served Swissport well over the years, all agreed it was time to adapt to new technologies rather than persevere with an older system. Following evaluation of several different solutions by an expert technical and operational user group, it was decided that the CargoSpot handling application – a proven product developed by Zürich-based Softair – was the best fit for today’s cargo handling environment.

The Swissport evaluation team were impressed by the functional breadth of the overall suite of CargoSpot products, which cover the full range of air cargo automation processes. They also recognised CargoSpot as a powerful tool for supporting seamless collaboration with different business partners throughout the supply chain.

Now, after all the evaluation and planning, the implementation phase has begun. Fittingly, the first station to use Cascade back in May 1998 – Montréal Trudeau – is the pilot station for CargoSpot. The station has been using the software since mid-April, ably supported by a central support team that will offer all stations on- or off-site support as the roll out continues across Swissport’s global network. The complete roll out should be finished in July 2006.

The Montréal experience has been extremely positive and customers have been content with the switch to CargoSpot. However, such success would not have been possible without the good work and strong motivation of Luciano Esposito, Station Manager for CargoSpot. The station means it can be quickly adapted to customer-specific requirements; a powerful tool for supporting seamless collaboration with different business partners throughout the supply chain.

Customer benefits
But how exactly will CargoSpot benefit Swissport customers? First, as a central database rather than a localised system, CargoSpot ensures that all data is available in one place. This ensures instant global shipment visibility, access to customised reports and automated SLA monitoring. Maintenance is simple, support is highly efficient and the flexibility of the system means it can be quickly adapted to customer-specific requirements. CargoSpot is also fully Cargo 2000-compliant and offers wide-ranging message support capabilities.

And while it was obvious during the evaluation stage that CargoSpot covered all the functionality needed to serve customers, Swissport has nonetheless worked on additional capabilities prior to implementation. And there is more to come. Other important functionalities will be added over the next few months, including:

- Handheld terminal technology and bar coding – to improve internal efficiency at all stations and the quality offered to customers, especially relating to Cargo 2000 requirements;
- Monitoring tool – to monitor every flight and shipment, with pre-alerts. The monitoring will be performed using the individual SLAs agreed with customers;
- Various Customs interfaces;
- Link to Swissport’s tracking and tracing system, FreightFinder; and
- Central/regional invoicing.

And as the roll out now begins in earnest, Swissport is convinced that this important tool will set new standards and help us further improve an already close relationship with all customers.

Luciano Esposito, Station Manager, Montréal Trudeau International Airport

Tom Edge, Cargo Operations, Manager Americas

Willem van Roozendaal, Key Account Manager, KLM Cargo

WHAT OTHERS SAY

The pilot station
“We are honoured that our station was selected as the first to implement CargoSpot in North America. I am confident that CargoSpot will be a great operating tool for all our staff and customers. We look forward to setting the stage for this new system and offer support to other stations requiring assistance with their implementation.”

Luciano Esposito, Station Manager, Montréal Trudeau International Airport

The regional head
“Implementation of this system for the global cargo community is enhanced by having a support group in Europe, Africa and the Americas 24/7. Customer and handler needs will be addressed in the timely fashion demanded by today’s cargo community.”

Tom Edge, Cargo Operations, Manager Americas

The customer
“The full Cargo 2000 compliance of CargoSpot, as well as the timely way Swissport has informed KLM Cargo on the status of shipments, is crucial to our relationship with clients. The implementation of CargoSpot will enable us to work together to improve handling quality for KLM Cargo and our clients.”

Willem van Roozendaal, Key Account Manager, KLM Cargo

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The Swissport customer journal – July 2005 – Swissreporter 7
Empowering the passenger

The air transport industry is using new technology to allow passengers greater control of the airport experience. But how far advanced are these efforts and what can passengers expect from the airport journey of the future?

Be it for reasons of reducing cost, providing better service, or just market competition, the air transport industry is making a concerted effort to improve the passenger experience. Technology is being used to not only automate many common airport processes, but also hand over greater control to passengers themselves.

“The whole industry is looking to speed up the process,” says Bart Vos, Senior VP, Distribution and E-commerce, KLM.

IATA is also generating significant momentum through its Simplifying Passenger Travel initiative (see pages 10–11). This initiative, which seeks to utilise technology to streamline a passenger’s total journey, comprises four core projects:

- Greater use of e-ticketing, with the elimination of paper ticketing altogether by the end of 2007;
- New barcode technology for boarding cards (instead of magnetic strips that rely on traditional paper tickets);
- Global platform for Common Use Self Service (CUSS) kiosks; and
- Radio frequency identification (RFID) technology for baggage sorting, tagging and interline management.

IATA’s aim is to facilitate the journey of ‘known’ passengers and free up resources to concentrate on so-called ‘unknown’ passengers – so demonstrating that hassle-free travel is possible for bona fide passengers and heightened security can work hand in hand.

Catalyst
The growth in e-business has been the main catalyst for change. No longer the realm of just low-cost carriers, e-ticketing is now the norm almost industry-wide. This is good news for airlines eager to reduce their costs; IATA estimates that with each paper ticket costing an airline $8–9, e-ticketing could save the industry $3 billion each year.

Ticketless travel has been widely embraced by the travelling public, while those that have yet to adapt are likely to face extra persuasion to do so. At KLM, for instance, e-ticketing is now standard and passengers are penalised for not using the practice, where available. Since January, passengers wishing to be issued a paper ticket face a surcharge of €30 in the Dutch market and never less than €20 elsewhere.

Importantly, the use of e-tickets allows passengers to bypass the check-in line altogether and save time by using airport self-service kiosks to print boarding cards instead. Such kiosks, first pioneered in the US, have been around for many years. However, in the early days they tended to be airline-specific and aimed at frequent flyers. Now, with IATA’s push for a CUSS standard – and an emphasis on collaboration over duplication – carriers recognise the cost benefits of sharing such kiosks and making them available for all passengers.

Similarly, airports recognise self-service kiosks as vital tools for reducing congestion. Vienna International Airport plans for CUSS kiosks to account for 60% of all check-in facilities. Elsewhere, Amsterdam Schiphol has operated such self-service units since December 2004 for a variety of carriers, while KLM operates 40 kiosks for its own operations and those of carriers it handles at the airport.

“And this will be expanded,” explains Vos. “The concept sees more than 50% of the check-in area dedicated to self-service check-in and baggage drop off facilities.”

Not surprisingly, such customer service delivery improvements have been seized upon by the major alliance groupings as they look to create a more seamless passenger experience between member carriers. “E-ticket interlining is the most logical progression,” says Vos. The Star Alliance rolled out its first common use self-service unit in June, starting at Paris CDG Terminal One, while interline e-ticketing was launched in December 2004. This is now being implemented across the Star network through the summer, explains spokesman Markus Roediger.

Meanwhile, oneworld is the first alliance to complete interline e-ticketing links with all eight of its member carriers. It is now working on a group standard for self-service kiosks, as well as taking an alliance approach to the new two dimensional barcode technology being encouraged by IATA for implementation on boarding cards.

Online check-in
And online check-in, a natural extension of e-ticketing, has followed as the latest way for passengers to save time and bypass airport queues. Passengers have the option of checking in, printing out a boarding pass and even changing a seat number at home, in the office, or while already on the road. Each boarding pass has a passenger-specific barcode, which is checked at the gate. Any hold baggage is taken to a designated drop off point.

Again, US carriers have led the way, beginning with online services for domestic flights. More recently, carriers such as Continental, Northwest and US Airways have begun offering similar services for international flights. Some even provide incentives for utilising these services, including the offer of bonus frequent flyer miles and even seat upgrades.

In Europe, KLM began promoting its internet check-in service last year – a service that allows e-ticketed passengers to check-in up to 30 hours before departure. “This ensures greater efficiency plus allows check-in staff to allocate time to passenger categories that need more attention,” explains Vos.

And many others have followed suit. In March 2005, frequent flyers on
Japan Airlines’ international flights were able to check-in online for the first time, while British Airways first launched a similar service from London Heathrow Terminal One late last year.

Finnair, another carrier with a long tradition of innovation, has followed the IATA SPT initiative closely, but has also come up with some of its own ideas.

Online check-in is nothing new to the carrier, having offered the service for flights departing Helsinki Vantaa and Stockholm Arlanda airports since 2001. Finnair’s latest innovation – and one that has been followed by other carriers – is text message check-in for its Finnair Plus passengers. The service enables frequent flyers travelling with hand luggage to receive and confirm seat and gate information on their mobile phones and travel direct to the departure gate.

“User levels are already the same as for online check-in,” reports Tuija Makkonen, System Development Manager, Finnair. “Customers have adopted this new service as the easiest and most convenient way of checking in whenever it is possible.”

But what of the future? One thing for sure, believes Vos, is that technology will continue to influence all processes, both at the airport and during the actual sales process. “Passengers already have more information in terms of price transparency and availability than ever before,” he says.

Back at the airport, the time will surely come for RFID technology.

Although it has been used for some baggage applications – and Finnair has used it in a smart card as part of a business travel product for companies – RFID baggage tags remain expensive at around $0.25 each.

However, IATA argues that the use of such technology for interline baggage management could help reduce handling errors by as much as 15% and save carriers a small fortune in service recovery costs.

Most agree that what is needed is for tag prices to fall to between five and 10 cents each – something that could be achieved if a standard RFID is created and tags produced in bulk.

What is clear is that although the industry has already come a long way, it has taken only the first few steps down a road that promises to be as long as it is exciting – with passengers the ultimate winners.

Richard Rowe

For your eyes only

In this age of heightened security, the use of biometrics – technology that measures personal physical characteristics – looks set to play a leading role not just in passenger processing, but also in access control and identity authentication. And the industry has already seen several examples that are either fully operational, or currently being tested:

- Privium programme, Amsterdam Schiphol – an exclusive membership for frequent flyers that includes the use of iris recognition to automate and speed up border passage;
- IRIS Project, London Heathrow – a new scheme that invites frequent travellers with non-EU passports to have their iris patterns photographed and stored on a database. Passengers then use dedicated checkpoints to scan their eyes for speedy re-entry to the UK;
- Registered Traveler Project, US – a pilot scheme from the Transportation Security Administration that allows frequent flyers to use fingerprint and iris recognition to avoid secondary screening at their home airports;
- Fully Automated Seamless Travel (FAST), Singapore Changi – a trial in 2004 of immigration kiosks that read fingerprints and facial features and also double as automated check-in counters; and
- Nexus Air Program, Vancouver – a 17-month trial of a new fast lane that grants pre-approved travellers swift entry to the US using iris recognition technology.

Passengers are expected to benefit greatly from a variety of industry-wide measures.

Richard Rowe
Self-service comes of age

Swissport International and SITA have signed an agreement that will set new standards for the development and marketing of Self-Service Devices across the airport industry. This important new technology will be of great benefit to all parties involved.

For some time now the airline industry has spoken about the concept, and importance, of Simplified Passenger Travel (SPT). Recognising this trend, Swissport has decided to involve itself in the SPT development process by signing an agreement with air transport technology company SITA. Together, the two partners plan to embark on setting new standards for the development and marketing of Self-Service Devices (SSD) for the whole airport service industry.

The first visible results of this cooperation – Swissport’s e-services concept and the prototype of a high-tech check-in device – was presented at the International Ground Handling Conference in Bangkok in mid-May. The new application is called CUSS, or Common Use Self Service System.

SITA is the ideal partner, believes Bruno Riesen, Chief Information Officer at Swissport. SITA not only already plays a leading role in the airline industry, but has also developed a translation device known as a Common Language Facility (CLF). This is already used widely by a variety of airlines for traditional check-in. CLF guarantees that staff can work on different check-in systems while using the same Graphical User Interface.

“CLF opens the doors to self-service check-in via the Internet, as well as CUSS to airlines that do not have their own CUSS application,” explains Riesen.

Technology companies in the past have concentrated more on developing individual systems for airlines, but CUSS now offers the first global common check-in platform.

In addition, CUSS offers new opportunities for smaller airlines that were previously unable to afford their own SSDs or software, adds Michael Kilchherr, Commercial Project Manager CUSS at Swissport.

Another novelty is that CUSS means that Advanced Passenger Information can now be read automatically by a passport reader. This is an important step within the context of SPT as well as in light of the increasing use of biometric data. As such, CUSS contributes greatly towards the avoidance of fines paid for passengers who do not have the correct travel documents.

Meanwhile, and in the case of traditional check-in, the airport charges the airline for the time during which an employee is logged onto a computer, or for the number of passengers checked. This means that CUSS also saves on infrastructure costs.

And then there are the time savings. Tests indicate that the use of CUSS for a common check-in process can take as little as 90 seconds – effectively halving the usual three minutes taken for a traditional check-in procedure.

“The new application is, however, not limited to just printing the boarding pass,” explains Kilchherr. “Passengers can check themselves and their baggage in from home or at a CUSS device. The bag tag is printed

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Perfect tool

Such advantages confirm CUSS as the perfect tool for all parties involved in the check-in process. Airlines benefit from cost savings, primarily because they no longer have to buy their own self-service kiosks. The CUSS hardware is, in most cases, bought by the airports – at a cost of CHF 30,000 (US$ 25,000) – and rented to airlines or handling agents. And since the kiosks are available to various airlines, the carriers can also share the rental charges.
at specific drop-off points, where passengers can then also hand in their baggage.”

In this way, passengers benefit from greater control over the check-in process, while airports gain valuable space from the sharing of kiosks by different airlines.

**Current situation**

Already today, a lot of passengers do not go to the staffed check-in counter, instead choosing to print their boarding passes at the existing self-service kiosks. For instance, almost 20% of passengers now check in at the SSD kiosks installed at Zürich Airport.

The new SSD, however, promises a potential of up to 50%. Already, the new generation of SSD kiosks available at Amsterdam Schiphol is used by 60% of all passengers (be it an SSD or Internet check-in tool). Other self-service check-in pioneers include the airports of Las Vegas, Montreal, Toronto, Vancouver and Vienna.

For its part, Swissport plans to use the new CUSS in Zürich as of summer 2005 and is also evaluating other stations. Swissport is currently the only ground handling member of the IATA Working Groups SPT and CUSS Management Group.

Andrea Seehafer

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**Simplifying Passenger Travel (SPT) programme**

The overall aim of the Simplifying Passenger Travel (SPT) programme is to improve the travel experience by replacing repetitive checks of passengers and their documents with a streamlined system. This system will collect the information once and then share it electronically with subsequent service providers. It will also more positively identify the passenger using biometrics and enhance security with real-time checks of government databases.

SPT provides a unique win-win situation to improve facilitation and security while enhancing the passenger’s air travel experience.

The SPT programme has built a unique multi-sector membership that is working towards the common goal of simplified and secure passenger processing. The programme facilitates interaction amongst diverse stakeholders to meet, discuss and exchange specialised knowledge and benefit from lessons learned.

The SPT programme involves 14 board members and the SPT Interest Group (SPTIG). There are currently 71 SPTIG members with representatives from airports, airlines, ground handlers, customs & immigration authorities and technology suppliers. Membership is open to parties with expertise, resources and interest to help move the programme forward.

The SPTIG has undertaken detailed analysis to achieve the SPT Vision. Process papers have been developed describing the existing process areas of pre-travel, check-in & boarding, security and border control, the opportunities available to improve these processes and the challenges that are faced.

In the current phase, the Interest Group is developing an Ideal Process Flow based on international aviation standards that will enhance the travel experience while maintaining security. As a result of the process papers and Ideal Process Flows, the SPTIG are also exploring possible trials that would encompass the entire ideal process and test it for feasibility, practicality and interoperability, which is key to the fulfilment of the SPT vision.

For more information, visit www.simplifying-travel.org or contact SPT at info@simplifying-travel.org

Gupta Arundhati

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Africa continues to attract

Swissport has increased its presence in Africa by establishing a joint venture in Algeria and a franchise agreement in Sudan. Both will tie in with existing operations in the south, west and east of this vast continent.

Perhaps one of the highlights from a flurry of Swissport developments in early 2005 was the announcement of entry into the two largest countries in Africa: Sudan and Algeria.

In Sudan, Swissport has concluded a franchise agreement with Khartoum-based MASS Aviation Support. An experienced local operator, MASS has provided ground handling services at Khartoum for 10 years. Starting in May, MASS began offering ground services under the Swissport name for seven airlines and a total of two million passengers per year.

The arrangement is part of Swissport’s market-specific strategy to combine its expertise and global connections with the regional needs of an experienced local operator.

Meanwhile, in Algeria, Swissport has formed a joint venture with the Arcofina Group, a privately owned Algerian holding company active in several service sectors.

The new venture, known as Swissport Algerie, will begin full service handling operations at Algiers by the end of 2005. This is not only Swissport’s first station in North Africa, but also the first time that a foreign ground service company has been granted an operating licence. Swissport has a substantial shareholding in the new venture.

Algiers is an airport very much on the up. Today, it handles four million passengers, 20,000 tonnes of air cargo and 45,000 aircraft movements per year. Algeria is now much more stable politically and the economy is posting good figures: with 6% growth in GDP last year and inflation at less than 3%, rapid market development is anticipated.

“We need to see a country, population and airport with potential for international traffic.”
Dr Ludwig Bertsch

There is also an opportunity in the medium term to expand to all of the country’s main international airports, adds Badan.

“Three years ago there was only Air Algerie at the airport, but now it is served by 11 foreign carriers. And four more are ready to start scheduled operations into the airport by the end of 2005, or beginning 2006.”

The timing is also good from an infrastructure point of view. Swissport Algerie will become a firm fixture at the airport in time for the opening of a new terminal in 2006, which will increase capacity to six million passengers.

“The airport authority is providing a modern tool that will enable Swissport Algerie to give customers a Swissport group-standard service,” explains Badan.

Swissport’s cause at these two new stations will undoubtedly be helped by its presence elsewhere in Africa. This includes South Africa, where Swissport works with a local partner, as well as Tanzania through its shareholding in Dahaco. Swissport also has a presence in Kenya.

Meanwhile, the acquisition of Protec-tas Aviation Security – now Checkport – in 2004 means that Swissport also has minor shareholdings in several countries such as Nigeria and Cameroon.

“We have been watching the wider African market for some time, but there has been either a lack of critical mass or political difficulties,” reveals Dr Ludwig Bertsch, EVP Asia, Middle East, Africa and Cargo. “However, the situation is now changing and several countries are beginning to show promise.

“From our perspective, we need to see a country, population and airport with potential for international traffic.”

Although not yet a familiar name to many domestic carriers in Africa, Swissport is nonetheless extremely well known to the international carriers serving these African destinations.

After a lull, the signs are that many international carriers are once again building up their services to the continent – an extremely promising development for Swissport and its exciting new ventures in Africa.

Richard Rowe

S W I S S P O R T I N A F R I C A
■ Serving approximately 30 airlines
■ Present at 14 airports in eight countries
■ More than 1,500 employees.
Customers speak much louder than words

Ground handling is about more than just turnaround rates, lean processes and state-of-the-art equipment. Good ground handling is also about responsibility, trust and a strong personal commitment. To highlight these key aspects of any ground services partnership, Swissport has put the focus squarely on its airline customers for its 2005 advertising campaign.

It is not the high loaders, the pushback tractors, or the check-in desks that Swissport is using to promote its services in its latest ad campaign; it is the people those services are provided for.

The new approach should help Swissport become even more personal, individual and customer-focused in the services that it provides.

In a first for the ground service sector, Swissport is turning to testimonials — statements by various industry individuals on their experience of working with the world’s leading ground handling group.

In devising the new campaign, Swissport attached top importance to obtaining genuine customer comments that reflected the daily reality of the collaborations concerned.

The new approach should help Swissport become even more personal, individual and customer-focused in the services that it provides. It should also help achieve a clearer and more separate positioning of its various business lines.

At the same time, the consistency of the concept should underline the worldwide reach of the Swissport Group, the interconnections of its various service lines and the value these can offer to its various business partners.

The new ad campaign was launched in May in various trade magazines.

Swissport would like to take this opportunity to thank the airlines and the individuals who agreed to take part. Swissport appreciates these open and honest customer communications, and sees them as both a motive and incentive to continue to cultivate such close client partnerships in the months and years ahead.

Stephan Beerli
stephan.beerli@swissport.com

Global players need global partners.

Swissport Cargo Services is a professional partner who has created perceptible operational and cost benefits for us. The SCS team’s innovative spirit and ability to handle all cargo matters, including ULD management, has enabled us to focus on our core business. And because of its global presence, we know that SCS will be right on our side as we expand.

Stan Wraight, Vice President Scheduled Cargo Operations, Volga Dnepr Group

At more than 80 stations around the world, we currently handle about 3 million metric tons of cargo per year for over 290 customers. Our major ambition is to continually introduce new services, new products, and new destinations to enhance Swissport Cargo Services’ appeal and our ability to provide superb support for customers like Stan Wraight.

Dr. Ludwig Bertsch, EVP & Head Global Cargo, Swissport International Ltd., Zürich

www.swissport.com

Swissport International Ltd.
Ground Handling Services, Cargo Services, Maintenance Services, Fueling Services, Executive Aviation Services, Security Services, ULD Services

A perfect match.

In Unitpool, we have found a partner in whom we can trust, and whose services have created tangible operational cost benefits for our company. The Unitpool team’s professional approach and excellent ULD control have been important factors in our success. We appreciate receiving personal service from our Unitpool teammates, as well. We look forward to expanding our business alliance with the continued development of Unitpool’s pooling and tracking services.

Guy Hardy, Cargo Sales Manager, SN Brussels Airlines, Brussels, Belgium

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Guy Hardy, Cargo Sales Manager, SN Brussels Airlines, Brussels, Belgium

Unitpool currently serves 28 airlines at over 200 stations and 37 global repair centers with a fleet of 18,000+ ULDs. In only 3 years, we have positioned Unitpool as global leader in the ULD control and pooling business. With top-tier supply, repair, tracking, and ULD control services, it is our aim to fully meet and exceed the expectations of customers like SN Brussels Airlines.

Philip Hill, CEO Unitpool, Zürich-Kloten, Switzerland

www.unitpool.com

Swissport International Ltd.
Ground Handling Services, Cargo Services, Maintenance Services, Fueling Services, Executive Aviation Services, Security Services, ULD Services

MARKETING
Some of the more than 650 customers served by Swissport International around the world


KEY FIGS
Number of stations
174 stations
Number of aircraft handled
32,400
Annual revenue
€ 23 million
Latest contracts signed

Amsterdam: Asiana, Cathay Pacific, Miami Air, Tradewinds, Dragonair, Air Canada
Atlanta: KLM
Barcelona: Finnair, Pegasis
Basel/Mulhouse: Austrian, Catana, Corsair, EuroCypria, Iberia, JAT, easyJet
Berlin Schönefeld: Bangkok Air, Flybe, Onur Air, Air Lingus
Berlin Tegel: Austrian, CSA, Olympic, Flybe, Onur Air, Lufthansa, Martinair, Onur Air, Qantas, Swiss, Volga
Birmingham (UK): AirEuropa, Alitalia, BritishJet, My Travel, Swiss
Boston: Virgin
Bremen: KLM, Martinair, Qantas
Brussels: Air India,smart
Bruxelles/Airports/Brussels: Air Madrid, GOL, Mexicana
Bucharest Aeron Avia Istanbul: Primus, Transmeridian, United Airlines
Cancun: Qatar Airways
Cape Town: Qatar
Cologne: Airfrance, CSA, Qantas
Dortmund: KLM, Martinair, Qantas, Volga
Dresden: Austrian, Catana, Martinair, Qantas, Volga
Dusseldorf: Austrian, CSA, Qantas, Volga, Air France, Iberia, KLM
Frankfurt: KLM, Lufthansa, Malevo, Volga, TAP
Geneva: KLM, Alitalia, Swiss, Transaero
Hamburg: KLM, Martinair, British Airways, Cimber Air, Qantas, Swiss
Hanover: CSA
Honolulu: JAL
Johannesburg: AirEuropa, CSA, KLM
Las Vegas: ASA, BMI, Independence, Frontier
Leipzig: Volga, Austrian, British Fly, Jet2, Turkish Airlines
London Gatwick: Cimber Air, KLM, Lufthansa, Swiss, Air France
London Heathrow: Austrian, Lufthansa, Malevo, Volga, KLM
London Stansted: BA, Lufthansa, Malevo, Volga, Air France, easyJet
Los Angeles: KLM, Lufthansa, Swiss, Transaero
Luxembourg: Cimber Air, KLM, Malevo, Volga
Madrid: AirEuropa, Qantas, KLM
Manchester: Alitalia, Austrian, British Fly, KLM, Menara, Air France
Mauritius: AirEuropa, CSA, KLM, Volga, Lufthansa, Swiss
Montevideo: KLM, Lufthansa, TAP, AirEuropa
Montreal Dorval: Delta Air Lines, Swiss, Cimber Air
Newcastle: KLM, Lufthansa, SAS, Wideroe
New York JFK: Cathay Pacific, AirAsia, JetBlue, LTU, Malevo, TACA, Thai, Qantas, British Airways, Malaysia, US Airways
Nuremberg: KLM
Oakland: KLM, SAS
Orlando: KLM
Paris CDG: KLM, Cimber Air, Ivoire Airways, Niki, Vietnam, easyJet
Reno: ATA, JetBlue
San Francisco: Air France, Cathay Pacific, EvaAir, Icelandair, KLM, Mexicana, Singapore, Tradewinds
San Jose: Mexicana
Seattle: SAS
Singapore: AirEuropa, Cimber Air, KLM, Volga, Lufthansa, Swiss
Stockholm: AirEuropa, Cimber Air, KLM, Volga
Toronto: Delta Air Lines
Vienna: Austrian, Lufthansa, Transmeridian, SAS, Virgin
Washington Dulles: Austrian, Lufthansa, AirEuropa, Asiana, Cimber Air, KLM, Volga
Zürich: AirEuropa, Air France, Swiss, Transaero, Sunexpress

The Swissport customer journal  ■ July 2005 — Swissreporter 15
Equipment maintenance and repair is a mission-critical activity in the transportation industry. Swissport Maintenance Services is improving its own competence in this area through the use of a new asset management solution – one that is helping attract interest from a variety of customers.

For the last two years, Swissport Maintenance Services has been striving to optimise the operational performance of the company’s ground support equipment assets and ensure a high level of reliability and availability. Swissport Maintenance Services has identified the increasing need to manage more with a limited budget while still meeting changing maintenance requirements. In all types of organisations within Swissport, the management of transportation assets is a significant challenge.

To meet growing demand in the field of asset maintenance, Swissport Maintenance Services has implemented a strategic asset management solution which is called Maximo. This system addresses the multiple asset types we utilise, while providing key information on essential assets. It allows the company to track and manage all assets critical to the performance of the business at optimal performance levels.

Questions about extending asset life, increasing uptime and controlling labour costs, improving warranty recovery and bridging the gap between operations and maintenance have all been major topics of discussion and implementation over the last two years.

Maximo was originally installed several years ago in the Swissport maintenance bases at Geneva and Basel. However, it has since been upgraded and was implemented at Zürich in early 2003 as well as in New York later that year. The successful installation in New York subsequently kicked off the North American roll-out, which is now in full swing. Today, a total of nine stations worldwide have been fitted with Maximo, with a further five stations lined up for implementation during the remainder of 2005.

By providing a single repository for all asset-related information, Swissport Maintenance Services also gives senior management – for the first time – the ability to view and manage asset performance from a corporate perspective. By managing critical assets more closely, our company improves the uptime of critical revenue-generating assets, reduces the costs of acquiring, maintaining and even disposing of those assets, and, ultimately, increases shareholder value.

Now that the transformed maintenance bases are being managed more professionally, Swissport Maintenance Services is starting to attract third-party customers – a reflection of our growing competence in the field of GSE maintenance and asset management.

This marks the first stepping stone towards offering a full range of maintenance products to airlines, ground handlers and other airport companies needing to fulfill commitments to their own clients.

What is clear is that Swissport Maintenance Services is expanding its global network of maintenance facilities to better service our own company and the growing needs of the customer.

Mark Salathé
mark.salathe@swissport.com

Maximo will enable Swissport to efficiently track and manage all critical assets.
Preparing for the worst

Given that the business activity at all Swissport stations has the potential to be impacted by a crisis, an emergency or accident – of an aircraft or otherwise – all units must be prepared to handle any situation in a professional manner. To assist our units, and to bring consistency, the Operations and Quality department has introduced a new Corporate Crisis Management Policy. This corporate document has been approved by Swissport’s top management and is mandatory for all Swissport stations worldwide.

Whereas, in the traditional approach, crisis management is concentrated on aircraft incidents and accidents, this document goes further to include events such as crises originating from our own and/or other organisations. Such events can range from disruptions due to severe weather conditions, labour strikes, accidents in terminal buildings and airport railway stations to bomb threats to our own or our customers’ property. The risk of such an event is far higher than that of an aircraft being involved in an accident.

In case of emergency, and as per the IATA Standard Ground Handling Agreement, Swissport will take all necessary measures to assist its customers. As a handling agent, Swissport plays a crucial role in, at least, the first hours of the crisis and as such will follow the procedures as instructed by its customers and/or airport authorities. And in those cases where the customer has not defined any procedures, Swissport stations will automatically follow the standard local emergency procedures, which will be defined by each station on the basis of the Corporate Crisis Management policy.

The new guidelines allow Swissport stations to create awareness and prepare themselves in cooperation with customers and airport authorities to handle a potential crisis in the most professional way. The policy allows parties to get organised as fast as possible, to establish clear lines of command, to plan the necessary resources and to manage the internal and external communication.

An important part of the preparation is training. Lack of preparation will necessarily result in an uncoordinated and ineffective crisis response. Although it is understood that there is no unique model of responding to a crisis, the theoretical preparation and training of the staff lays the foundation for a professional crisis response. As such, it is mandatory for all Swissport staff to follow bi-annual awareness training to ensure local crisis procedures are known and that everyone is aware of their responsibilities.

Although most of any crises will be managed locally or on a country level, Swissport has also prepared a crisis organisation at its corporate office to assist the stations with all available know how and support. All corporate communication will be managed from this point in close cooperation with Swissport local management and the customer(s) involved.

One thing is clear: poor crisis management could have a devastating effect on the reputation of both Swissport and its customer airlines. By defining a Corporate Crisis Management Policy, Swissport is demonstrating the importance of being prepared to take care of our customers’ interest in situations that go way beyond day-to-day business.

Dirk Jan de Roo

With a customer list of more than 600 airlines, and handling 70 million passengers per year, Swissport is more exposed to potential crisis situations than others. It is for this reason that Swissport has developed a new Corporate Crisis Management Policy that will be implemented at all stations worldwide.

Being the world’s leading ground services provider is not without its risk. With so many customers, the chance that Swissport will be confronted with an emergency situation is a day-to-day reality. Although air travel is one of the safest modes of transport, and statistics show a decrease in the number of accidents, we do not underestimate the impact of such a catastrophic event.

However, we are not just focusing on emergency situations; there are many more events that could be considered a ‘crisis’ and that all require a professional reaction to manage the situation. As such, a crisis is defined as:

“In case of emergency, Swissport will take all necessary measures to assist its customers.”

An unstable condition or situation, as in political, social or economic affairs, involving an impending abrupt or decisive change, one with the distinct possibility of a highly undesirable outcome.

It is mandatory for all Swissport staff to follow bi-annual awareness training to ensure local crisis procedures are known.

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Cargo crusader

One of the industry’s most respected executives, Ram Menen, Senior Vice President Cargo at Emirates Airlines, has spearheaded not only his own carrier’s rapid development from its base in Dubai, but also championed the wider role of air cargo in powering world trade. Swissreporter caught up with him recently.

Swissreporter: The air cargo industry enjoyed a welcome rebound on most world trade lanes in 2004. What did this mean for Emirates SkyCargo?

Ram Menen: In 2004, Emirates SkyCargo mapped an ambitious strategy combining expansion, innovation and service level enhancements. Our global reach extended further with the launch of bellyhold services to Lagos, Accra, Glasgow, Shanghai, Vienna, New York and Christchurch. We also inaugurated new freighter services to Budapest, Milan, Lahore, Johannesburg and Nairobi.

Meanwhile, existing freighter services were increased to a number of destinations – including Gothenburg and Hong Kong as part of an alliance with SAS Cargo – while bellyhold capacity was also increased in Europe, the Middle East, India and Asia Pacific.

With the addition of two 747-400Fs, our freighter fleet expanded by one-third to six aircraft. In a move to rationalise payloads and better service short-haul routes, we purchased four using a 747-400F and one with a -200F. In addition, we offer bellyhold services in our daily passenger flights to Shanghai in an A340-300 with a payload capacity of 13 tonnes.

Elsewhere, we offer eight weekly freighter services to Hong Kong with a 747-400F and bellyhold capacity in 12 scheduled passenger services. In fact, we now offer in excess of 1,800 tonnes of capacity every week to China. We launched one more frequency to Hong Kong in April plus anticipate bellyhold services to Beijing in February 2006.

Some say India will be the ‘next China’, while others suggest the economies are very different. How big an opportunity does India offer the air cargo industry?

Consider this: Emirates SkyCargo offers bellyhold services in 43 flights to five cities in India every week and we also offer weekly freighter services to Mumbai, Chennai and Bangalore. We are doing extremely well to and from all our Indian destinations. The country’s rapidly increasing population and disposable incomes, decade of liberalisation and policies to rationalise bureaucracy, create a stable investment environment and lower import tariffs have made it attractive to foreign investors and boosted industrial growth. China’s prowess as a major manufacturing base is well known, but India will develop its own reputation in key sectors.

Analysts suggest the arrival of new carriers with vision and capital rather than large home markets could threaten established players. What is your feeling, particularly in light of...
The air cargo industry is often accused of being slow to innovate, despite the many global initiatives currently underway (e-trading, Cargo 2000 etc). Yes, the air cargo industry is burdened with legacy systems and processes, which act as albatrosses around its neck. Current IT systems, for example, offer few options, suffer from outdated platforms and long delays, expensive distribution, rigidities of fields and action codes and control exercised by multiple airlines and regulatory authorities. But things are changing, and though they may not be as swift or as sweeping as required, alterations are in the air.

Emirates SkyCargo, on the other hand, is gearing up for the challenges of the new business environment in which flexibility and speed to market are the key drivers of success. Our New Generation Cargo System – slated for roll out by end-2005 – will offer customers seamless communication pipelines that accurately capture information at source to serve multi-purpose functions. It will free Emirates SkyCargo from the barrage of paperwork currently required by various authorities, setting the foundation for a truly paperless cargo world.

Although the passenger versions of the A380 aircraft are gigantic, they offer limited bellyhold cargo capacities as the aircraft will carry massive amounts of baggage. The A380 freighter, on the other hand, with a range of 10,400 kilometres, is designed to carry payloads of 150 tonnes (330,000lbs) spread over its three decks. The massive freighters will enable Emirates SkyCargo to carry an even bigger range of commodities. A total of 70 pallets – 23 in the upper deck, 32 in the main and 13 in the lower – will find space in the A380Fs, offering a total cargo volume of 1,156 cubic metres.

Finally, we hear a lot of talk about cargo airline alliances, although you seem to prefer a more flexible circle of friends.

**“Flexibility and speed to market are the key drivers of success.”**

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**E M I R A T E S  F A S T  F A C T S**

- Emirates SkyCargo now serves 23 destinations worldwide using six freighter aircraft – and more than 75 including bellyhold services.
- The carrier operates extensive road feeder services and in 2004 launched new scheduled trucking services in Milan, Vienna, Lahore and Dalian.
- In the financial year 2003 – 2004, Emirates SkyCargo’s overall revenue grew by 42% to Dh3 2.4 billion (US$ 653 million).

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**ABOUT RAM MENEN**

Ram Menen began his aviation career in 1976 at Kuwait Airways. He later moved to British Airways to head its cargo operations in Kuwait. In 1984, he joined the Kuwaiti aviation group Alghanim Al Qutub Shipping Agencies to set up and manage its airfreight forwarding unit in Dubai. Mr Menen has headed the cargo division of Emirates since the inception of the airline in October 1985.

Trained as an engineer, he spearheaded the conceptualisation and development of the LD-36 (AMF) type of ULD that increased usable space on each lower deck pallet base by 33%. Mr Menen is one of the founder members of The International Air Cargo Association (TIACA) serving as Vice President in 1993 and 1994, and as President, CEO and Chairman of the Board in 1995 and 1996.

He continues to be involved with TIACA as Trustee and member of the Presidents’ Council. Mr Menen is also a member of IATA’s Cargo Committee and its Executive Committee and an advisory group member of GF-X.

Mr Menen has long been a champion of the air logistics industry. He is actively involved in the development of various IT initiatives to address the needs of the industry and has helped focus attention on cargo as an integral part of the world trade process.
Making cargo count

With air cargo volume growing at a faster rate than passenger traffic in many markets, cargo is making an increasingly valuable contribution to airline bottom lines. It is no surprise then that Swissport invested significantly in its cargo product line during 2004.

The growing importance of air cargo on airline profitability is reflected in Swissport’s approach to this side of the handling business. Considerable effort has been made, particularly over the last 12 months, to nurture a more integrated and consistent product.

In general, 2004 was a good year for cargo at Swissport, with major growth at the 70 airports where warehouse handling is offered. In total, Swissport handled a staggering three million tonnes of cargo, while Swissport Cargo Services in the Americas handled more than 1.4 million tonnes alone. Several countries, such as the UK and Germany, also hit record figures close to 200,000 tonnes for the year.

Overall, the Swissport cargo division revenue increased 36% over 2003, topping CHF 300 million (US$245 million) for the first time. Double-digit growth is also expected in 2005.

Swissport has used its major asset – a powerful network – to full advantage. In Europe, for example, fully-fledged network products are sold, whereby carriers handled at a central hub also benefit from a full distribution service by truck to offline stations and vice versa.

Similarly, more than 20 airports have been added to the portfolio by working together with strategic partners at stations outside of the current network. Such product networking has also helped forge closer co-operation between individual Swissport countries and greatly assisted efforts to make network products operate as efficiently and cost-effectively as possible.

On a global basis, some extraordinary deals have been closed – several of which closely mirror the global networks of major clients. With KLM, for example, Swissport entered an innovative partnership for the handling of around 300,000 tonnes of cargo at more than 50 airports. Elsewhere, in the US, Swissport signed a contract with United Airlines to handle more than 600,000 tonnes of cargo at the carrier’s major hubs.

Product focus
To allow a more product-focused approach, Swissport re-organised its divisional set-up and established a worldwide cargo handling division under the leadership of Dr Ludwig Bertsch. This division has subsequently set lofty targets: to expand the network; improve the quality and efficiency of handling in general; and introduce new products to complement the core products of document and physical handling.

And steps are already being taken along each of those lines. In terms of network expansion, a significant move came in the Far East, where Swissport now holds the third licence for ground and cargo handling at Singapore. Swissport also opened its first station in Eastern Europe – in Budapest – and has set its sights on several other airports in the region.

Meanwhile, in Western Europe, Swissport continues its general expansion philosophy having opened a new station in Amsterdam and improved the operational position in Brussels.

On the quality side, Swissport continues to implement ISO certification throughout the network, adding to the larger stations certified in 2004. Just as importantly, a more intensive audit programme has been implemented to improve the capability of each station to reach greater efficiencies on a local and regional level.

And finally there is product development. Here, Swissport is in-sourcing more activities such as trucking, operational service centres and asset control – such as ULD management – on behalf of airline customers. Meanwhile, at a corporate level, a global sales manager is now responsible for sales and global key account management.

Swissport has also introduced a variety of computer-based tools. These include real time control to measure global volumes with all customers on a daily basis, as well as station profiles that provide the network with updated information on the technical possibilities of each station. Such tools will be used to streamline a global handling strategy towards all key accounts.

Above all, Swissport remains nimble so that it is able to accommodate developments in the wider cargo business, but also drive change beyond the realms of a traditional cargo handling product.

Heath White

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Executive aviation on a roll

Swissport Executive Aviation’s strong start to the year can be attributed to many factors. Importantly, the handling of very large executive jets increased on a global basis, including nine A330s, five TU154s, three A310s, plus B767s and several B727-200 aircraft.

Clearly, our reputation for providing a high quality service to the many VVIPs and heads of state that travel on such large aircraft continues to spread – the bases hosting such important customers were as far apart as Brazil and South Africa, as well as in several European countries.

A further opportunity to shine came in January 2005 when the Swiss city of Davos hosted the World Economic Forum. Once again, Swissport Executive Aviation teamed with the Execujet Aviation Group to provide services to executive aircraft at Zürich Airport. A long line of presidents, prime ministers, heads of state and leaders of international companies were welcomed and efficiently transferred for their onward transport to Davos.

Again, large executive aircraft featured strongly with A310s, A319s, B737s and Boeing BBJs, as well as corporate aircraft types ranging from Gulfstreams and Challengers down to the smaller Citation and LearJet aircraft.

Swissport Executive Aviation is proud to report that aircraft movements increased by 27% over the same event in 2004 – a very satisfying result for a team that worked so hard over many long hours.

In other news, the global network of 54 bases grew with the addition of Jomo Kenyatta International Airport in Nairobi, Kenya. A variety of business aircraft operators use the airport, and many are crying out for a quality service for both passengers and crew.

We aim to use our wide experience from elsewhere in the world to provide that quality service. We are also able to tap into the knowledge gained by the wider Swissport Group, which has handled scheduled traffic at Jomo Kenyatta Airport for several years.

Alan George
alan.george@swissport.com

After posting excellent financial results in 2004 – with revenue up 20% year-on-year – Swissport Executive Aviation has seen an even more promising start to 2005.

Air travel security

Checkport is using its experience in document verification to help clamp down on illegal migrants and human trafficking.

On the evening of 12 March 2005, a passenger presented his travel documents at Checkport Cameroon’s counter at Nsimalen International Airport in Yaounde. The passenger produced a ticket for a Swiss International Airlines flight to Zürich, a Cameroonian passport and a Swiss permanent residence permit indicating that the person had legally resided in the French part of Switzerland for many years.

All passengers are obligated to have their travel documents examined before being cleared to board a flight out of Cameroon. The reason for this is simple: at the beginning of 2005, the Swiss government began imposing heavy fines on the national carrier whenever it carried an inadequately documented passenger. Other countries had already imposed such sanctions against air carriers 20 years ago.

Intelligence agencies worldwide follow regional and global patterns of individuals that travel on, for instance, forged passports, counterfeit visas, stolen residence permits, or just on a genuine passport borrowed from somebody who looks similar.

The reasons for illegal migration are many, although a vast number of illegal migrants leave an underprivileged region in order to seek a better life in a more developed country.

It is believed that, in global terms, literally millions of people are preparing themselves for illegal travel, in turn generating a huge and willing market for facilitators. Consider this: human trafficking today is worth more than drug trafficking! Therefore, it is no surprise that intelligence agencies have become increasingly active, often sharing information with, and even partially depending upon, non-governmental security companies.

Decade of experience
And this is where Checkport comes in. Looking back on more than a decade of experience in the field of document fraud, Checkport has played its part by sharing information on trends with immigration authorities around the globe. Human traffickers are constantly resorting to new methods of defeating document controls, which means it is vital to monitor trends and continuously update the know-how of agents who examine travel documents.

On the evening in question, Checkport Cameroon’s agents in Yaounde identified the passenger as an imposter trying to board the flight bound for Zürich. In this case the dissimilarity between the photograph and the actual person was not difficult to spot. It would have been much more so if the passenger and the person he borrowed the documents from had been twin brothers.

Ravin Marday

Raring to go: the new Swissport Executive Aviation team in Nairobi.

Contact
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The Swissport customer journal ■ July 2005 – Swissreporter 21
Swissport devoted an entire afternoon at this year’s International Ground Handling Conference in Bangkok to say a heartfelt thank you to its most important customers.

It is an old adage that a business will only appreciate if you appreciate the business. For while everyone is quick to talk of ‘added value’ and ‘incremental revenues’, it is the importance attached to customers that is the most crucial value of all.

And so it was that some 60 delegates from Swissport’s key customer carriers were able to experience ‘live’ just what they mean to our company. The thank you event held at one of Thailand’s top gourmet restaurants, the Blue Elephant, offered a chance to learn the secrets of Asian cuisine from the master chefs in attendance.

As the pictures show, it was a delightful experience: the SGHAs and SLAs were left far behind as these ground handling specialists turned their hand to a totally different skill. And the whole event was rounded off with a personal Thai massage and an introduction to local culture and customs.

Stephan Beerli
Swissport has always been committed to the professional development of its management. And while this continues to include the training of local and regional managers, it also now involves the Swissport Academy – a new group-wide initiative designed to nurture the company’s most outstanding talent.

It is impossible to be a leading company in any service business without having the best people. Similarly, a consistent, high quality product worldwide can only be achieved with a well-trained, highly motivated staff.

It is for these reasons that the nurturing and development of management skills and capabilities is considered a crucial success factor in Swissport’s ongoing growth strategy. Our aim is to identify and recruit the best and brightest management talents for every position of leadership.

But what does ‘best and brightest’ actually entail? While individual creativity is always encouraged, our experience is that a team effort often produces the best results. As a result, we stress teamwork in everything we do – with no room for those who put their personal interests ahead of that of the company or its clients.

By offering an inspiring, multicultural working environment that rewards excellence and opens exciting career opportunities, Swissport aims to strengthen its reputation as a world-class employer. And it goes without saying that opportunities will always exist for managers of the right calibre not only from within Swissport’s own ranks, but also from elsewhere in the industry.

**Developing people**

To ensure the quality of our management, Swissport continues to conduct management potential assessments including an annual examination of the entire management development process. This involves building on existing training structures at our stations, in the individual companies and various divisions, particularly for the levels ‘employee’, ‘basic management’, and ‘middle management’.

In addition, members of executive management undergo a group-wide screening process in an annual review. Individuals have an opportunity to become part of a group management pool if they receive the required amount of credits in the areas of special care, encouragement, education and development. Flexibility, the achievement of goals, strong social skills and personality also count highly.

The latest assessment of Swissport’s top talent has resulted in a group of 23 managers that will now continue their development by attending a one-week course at the inaugural Swissport Academy in September.

Congratulations to the following managers who will be attending this year’s Academy: Sandra Alfaiate; Tony Alvarez; Colin Baldwin; Thomas Bethke; Roy Braendly; Jeroen de Clercq; Andy Cruise; Christian Draeger; Andy Ernst; Steve Gomez; Mk Haertel; David Harman; Roland Hunn; George Hogan; Michel Jansen; Michael Kicherr; Martin Kistler; Peter Kohl; Roger Larreur; Adrian Melliger; Andreas Mueller; Willy Ruf and Heath White.

The week will involve rigorous action and training followed by a series of case studies and presentations to group executive management. We wish all participants in the inaugural Swissport Academy every success and look forward to welcoming other outstanding individuals to this programme in the future.

Peter Graf  
peter.graf@swissport.com
Expanded collaboration with easyJet

UK low-cost carrier easyJet has entrusted the handling of its 3,600 flights per year at Paris CDG to Swissport France. The carrier’s decision follows wider collaboration with Swissport at various locations, including Basel and London.

Earlier this year, Swissport announced a decision to dispose of its Toulouse and Nice stations to MAP Handling as it looked to focus on the main Paris CDG market. Swissport France offers passenger and operational services in Terminals One and Two and is a strong partner for a comprehensive range of airport services in Terminal Three at Paris CDG.

Following the sale of the Toulouse and Nice stations, Swissport France has also moved its head office from Nice to Paris. MAP Handling acquired all of Swissport’s passenger handling business at the two stations, including all personnel and equipment, on 15 March. The sale does not include Swissport’s private executive aviation business in Nice.

Jean-Didier Savioz

QAS spreads its wings

QAS Israel, a Swissport partner, has continued its goal of realising sustained organic growth, with much of the impetus coming from its recent move to a new terminal at Tel Aviv Ben Gurion International Airport. Together with its partner, the Dan Hotels chain, QAS made a successful bid to operate two VIP executive lounges in the new terminal.

And, in addition to the standard VIP lounges, QAS also operates an additional facility called ‘Masada’ for use by VVIP passengers, private flights, diplomats and government members.

In the short time since the VIP lounges opened their doors under joint QAS and Dan Hotels management, customer feedback has been extremely positive. All are extremely pleased with the design of the lounges, their locations and the overall comfort levels.

In other news, QAS has also begun a joint venture with Arcaffe – one of Israel’s leading cafe chains – and now jointly operates two cafes in the new terminal. With QAS now jointly gaining more control over business activities in the new terminal, staff members have many additional career opportunities and a much wider choice of working environments.

Yossi Raviv

Asiana first at Schiphol

Swissport has secured the all-important launch full freighter customer for its new cargo handling operation at Amsterdam Schiphol Airport.

Since 1 June, Swissport has handled Asiana Airlines’ twice weekly B747-400 freighter service, which operates on a Seoul-Vienna-London-Amsterdam-Seoul routing.

“We have chosen Swissport as our cargo handling partner because they share the same values and have shown they take our concerns seriously,” explained JS Kim, Regional Manager, Asiana Airlines.

Schiphol is Europe’s third largest air cargo hub, after Frankfurt and Paris. The airport handled more than 1.5 million tonnes of airfreight in 2004 and anticipates further growth of 5% in 2005.

Having first obtained a cargo handling licence at Schiphol in late March, Swissport expects to secure several additional contracts at the airport over the coming weeks.

Jan van Antrooy

Icelandair selects Unitpool

ULD control and pooling specialist Unitpool has signed a long-term contract with Icelandair for the provi-
sion of comprehensive ULD services. The contract follows a similar deal struck with Canadian leisure carrier Air Transat in March.

“We are delighted to have attracted the attention of Icelandair and welcome the carrier as our latest pooling partner,” commented Phil Hill, CEO Unipool. “Icelandair was looking for an option that would enable it to focus on its core business, while being able to outsource ULD requirements to a single vendor.”

The Icelandic carrier is currently developing its fleet; it recently added three B767s and has also made a commitment to acquire Boeing’s new 787 Dreamliner.

In other news, Unipool has reached an agreement with Kuwait-based National Aviation Services (NAS) to act as general sales agents for Kuwait and Iraq. NAS offer an extensive range of airport services in the Middle East region, including ground handling and logistics.

Additionally Unipool has appointed Global Aircraft Products and Supports (GAPS) to handle ULD repairs in Dubai. The two companies are also reviewing an extension of the agreement to cover other locations in the region.

Dani Sudan, Philip Hill

■ SINGAPORE

Early start at Changi

The Swissport pioneers line up at Singapore Changi.

Ground handling services have been launched at Singapore Changi Airport four months ahead of schedule, thanks in large part to the decision by SWISS to become launch customer at Swissport’s latest station in Asia.

Initially due to begin operations in July, Swissport began handling SWISS in March. It is now the third ground handler at the airport having secured a 10-year full operating licence in 2004 (see Swissreporter, issue 14).

The early launch is considered an important first step towards becoming a significant player in the Singapore ground handling market. In 2004, Changi enjoyed a record 30.4 million passengers, up 23.1% on the previous year. Similarly, a record 1.78 million tonnes of cargo was transported – a year-on-year increase of 10.2%.

Peter Kohl

■ A S I A

China office opens

Swissport now has an official representative office in the dynamic city of Shanghai (photo: CNTO).

The early start-up at Singapore Changi is not the only good news from Swissport’s growing network in Asia. On 1 May, Swissport opened its first official representative office in China – in Shanghai – so further strengthening its presence in local and regional markets. Swissport now aims to expand and intensify its existing contacts in China and seek and develop new partnership opportunities over the coming months.

Meanwhile, Unipool – Swissport’s global container management subsidiary – opened a new office in Bangkok on 16 May. The operation is centred on a team of IT specialists who will provide global professional ULD data management services.

Stephan Beerli

■ GREECE

Big year, bigger results

Swissport Lamda Hellas’s performance in 2004 more than lived up to its strong reputation – quite an achievement considering the increased passenger numbers, flights and cargo during what was a hugely important year for Greece as a whole.

Contrary to what some might believe, the post Olympic Games period was anything but dull. In April, we welcomed LTU into our family of airline customers. Swissport now handles the German carrier in Athens, Thessaloniki and Heraklion. As of late March, the Thessaloniki station has also provided handling services to British Airways.

Meanwhile, and following the handling of an increased volume of passengers arriving through its executive aviation facilities. Volvo is dedicated to developing their brand presence here in Greece and chose Swissport as its partner after careful evaluation. Phil McGrane, GM and CEO of Swissport Hellas stated: “This is a prominent step for both Swissport Hellas and Volvo – pioneering! It is a terrific opportunity for both brands to demonstrate their quality of service as well as their various product portfolios surrounding Executive Aviation.”

In other news, the Swissport Executive Lounge in Athens has undergone a successful decorative facelift, with valuable sponsorship from Habitat. The modernised interior now offers a relaxed but elegant ambience for all passengers to enjoy.

Finally, franchise partner Swissport Hellas Sud was successful in its bid for the long awaited ground handling licences on the islands of Rhodes and Corfu (see page six).

Angeliki Athanasiadou

■ I T A L Y

Italian portfolio extended

Swissport has added to its service portfolio in Italy following the launch of passenger handling operations by its new Italian subsidiary at Rome Fiumicino and Milan Malpensa airports.

However, the Italian market is far from an unknown quantity for Swissport, with cargo handling services already provided at the airports of Florence, Milan Malpensa and Milan Segete.

Initially, the new passenger handling activities will extend to station management, supervision and airport ticketing services at both airports. But, by expanding the operating network, and in light of the imminent deregulation of the local market, Swissport hopes to extend its services to further business areas in the medium-term.

Significant interest has already been shown, with several reputed carriers keen to collaborate through their Italian operations.

In addition, and as part of the global commercial agreement with SWISS, Swissport Italy will shortly take over the carrier’s entire ground organisations at Milan and Rome, together with the carrier’s 15 personnel. Simon Widmer, an experienced Swissport executive, will head the new operation.

Simon Widmer

■ U K

UK market penetration

Glasgow becomes Swissport’s seventh UK station (photo: BAA library).

In March, Swissport was awarded the third handling licence at Glasgow Airport, making the city its first station in Scotland.

Glasgow is Swissport’s seventh base in the UK and the busiest airport in Scotland with some 8.6 million passengers per year. The license covers full aircraft handling, as well as line maintenance and fuelling.

The move into Glasgow is just one part of a deeper penetration into the UK market in recent months. Elsewhere, Swissport has been appointed as supervisory agents to SWISS at London City Airport and has been awarded a major contract to handle First Choice Airways at London Gatwick, marking a first move into the airport’s North Terminal.

Finally, in January, Swissport began offering in-flight refuelling for all carriers at Newcastle International Airport. The new operation is the
first Swissport fuelling station outside the US. Swissport’s activities at Newcastle also include maintaining and operating the fuel storage system.

Nigel Daniel

SOUTH AFRICA

Shareholder change

As part of its growth and diversification strategy, Swissport signed an agreement in February to sell a 49% holding in Swissport South Africa to the Mvelaphanda Group.

The transaction teams Swissport with an attractive local partner that is excellently equipped to support the further development of operations on the African continent. The overall operational management of Swissport South Africa remains in Swissport’s hands.

The agreement, which entered into effect on 1 March, was signed in Johannesburg by Mvelaphanda Holdings Chairman, Tokyo Sexwale, and Joseph In Albon, President & CEO, Swissport International.

Willy Hallauer

Jubilant Johannesburg

After years of planning, Swissport South Africa is now the proud operator of a brand new cargo handling facility at Johannesburg International Airport. The warehouse, which opened in late 2004, has the capacity to house in excess of 120,000 tonnes of cargo per annum.

The project to develop a new cargo handling warehouse and associated facilities at Johannesburg began several years ago with Cargo Service Centre SA, and has now finally reached its end with Swissport Cargo Services.

The finished product comprises a 6,300-square-metre cargo warehouse, extensive office accommodation, boardroom facilities for customer airlines and 1,200 square metres of covered stand area.

One of the facility’s many benefits is that Swissport has its own landside access, with staff and customer parking within the confines of the perimeters – itself controlled and secured by Checkpoint SA. A swipe card access control system was implemented early in 2005 to expedite driver waiting times. In addition, the entire area is under constant surveillance by a bank of CCTV cameras monitored from the control room by Checkpoint security personnel.

The facility has 12 landside acceptance or delivery doors and eight airside doors, with two vehicle ramps on the landside. Meanwhile, X-ray facilities are available for the screening of non-regulated cargo, while an extensive roller bed system can handle up to 35 airline pallets simultaneously, with two quick acceptance or delivery thoroughfares. Two weighbridges, with a capacity of 15 tonnes each, as well as two additional scales for small shipment test weights, have also been installed at convenient locations.

Elsewhere, two cold room facilities, one fitted with a roller bed system to accept 18 perishable pallets and 10 containers, and the second fitted with racking with 54 Euro skid positions for general cargo, ensure that all perishable cargo is handled as specifically required.

Chemicals and dangerous goods are handled in separate rooms, while live animals are accommodated in two animal hotels prior to flight departure or whilst waiting for state veterinary clearance.

Colin Baldwin

CARIBBEAN

Aruba cool facility

On a sunny January day in Aruba, Edison Briessen, Minister of Tourism & Transportation for Aruba, officiated the opening of a new cool facility at Swissport Cargo Services, Aruba.

Rudy Rodriguez, Station Manager Aruba, and Gerhard Goselink, Managing Director, Swissport Dutch Caribbean, thanked local supporters and long-time customers – including KLM, Aruba Airport and Arubian Customs – for their past and continued support.

The new cool facility is crucial for Aruba’s hub function in the important perishables business line. Today, giving children a first job and helping steer them away from violence, drugs and life on the street. On hearing of this initiative, Swissport Brazil spoke with Infrasro at its Brazil headquarters and agreed to get involved.

Now, each time that Swissport has a job opportunity that fits an Infrasro child’s profile, resumes for individuals are submitted.

“We found out about the social programmes and saw a wonderful opportunity,” explained Lician Mello, CEO, Swissport Brazil. “We could help the airport communities, which are also our responsibility, while at the same time get closer to the biggest Brazilian airport organisation.”

Meg Smith

BRAZIL

Working for the less fortunate

Children living in poorer communities near to many of Brazil’s airports have been given an opportunity to step out of the poverty trap thanks to a programme being run by the government run airport operator, and subsequently embraced by Swissport Brazil.

Two years ago, Infrasro, which manages all airport infrastructure in Brazil, began a social programme of education and welfare aimed at many tonnes of flowers are transported from Columbia and Ecuador via Aruba to Europe and beyond. Perishables transport is one of the fastest growing businesses within the air cargo market and a sector that Swissport Cargo Services supports strongly. The new facility, which cooks at temperatures from 2-8 degrees Celsius, can handle up to nine airline pallets and is expected to help attract additional perishables and temperature-sensitive cargo volume to the airport.

Gerhard Goselink

BELGIUM/LUXEMBOURG

Benelux boom

Swissport Cargo Services Belgium plans to double its capacity at Brussels Airport by acquiring a 7,000-square-metre airlside building that will enable it to offer a better and broader range of services to its customers.

In addition to the benefits of direct ramp access, the new building’s perishables centre should enable Swissport Brussels to attract further business volume. The building became fully operational on 1 June.

Elsewhere, Swissport has tripled its cargo handling volumes in Luxembourg over the last two years, making it an attractive alternative to the dominant home carrier. Major customers, such as KLM and China Airlines, as well as numerous smaller charter carriers already entrust the handling of their cargo to Swissport in Luxembourg.

David Harman

USA

Hawaii fuels into-plane growth

Swissport North America has secured an into-plane fueling contract from Aloha Airlines at Honolulu Airport in Hawaii – the first step in a wider plan to seek further fueling opportunities in the islands.

Swissport will begin operations with 13 employees providing services for an average of 62 flights per day serving both inter-island and mainland flights.

As a native of Hawaii, Earl Estrella, Executive Vice President, Swissport Fueling, has taken a special interest in this new operation and has been instrumental in its development. The hope is that United Airlines will also turn to Swissport in Honolulu as the carrier explores the outsourcing of into-plane operations as part of its wider cost-cutting measures.

Elsewhere, in Fort Myers – where Swissport operates the fuel storage consortium and into-plane operation – the company has also been asked to enter a new line of business that is closely aligned, but not identical to its core business. The rental car companies at the airport have formed a consortium to consolidate the handling of unleaded fuel for their fleets.
and have hired Swissport to manage the new storage facility and distribution system.

While it is not jet fuel, the daily inventory requirements are identical to that of Swissport’s core business and it is a great add on to the base operation. In addition, the rental car companies are very interested in this approach to their fuel needs. After all, it greatly reduces the environmental exposure as they have only one professionally managed custodian of their fuel instead of having separate fuel storage for each company.

Swissport is extremely interested in developing this as a new business line as the rental car companies move to improve both their economics and their environmental exposure.

Finally, in Seattle, Swissport Fueling will commence an into-plane operation with the start-up of the new hydrant distribution line at the airport in late July. While the date is not yet set in stone, Swissport expects to begin operations by 1 August barring any unforeseen construction or testing delays.

Swissport Fueling, which has operated the fuel storage facility at Seattle for two years, will start with a modest 35 flights per day, but hopes to grow that number as the carriers become accustomed to having a second operator on the field for into-plane services.

Jim Keough

PEOPLE

New commercial head

Nigel Daniel

The Board of Directors and Executive Management of Swissport International have appointed Nigel Daniel to head the Commercial Division of the Swissport Group.

Nigel took up his new role as EVP Commercial on 1 June following three successful years leading UK-based ground handler Groundstar.

Swissport acquired the company in April 2004 to further strengthen and expand its position in the UK market. Swissport is now active at seven UK airports where its 2,800 personnel provide full ground handling, fueling and supervision services.

Prior to heading up Groundstar, Nigel held several leading executive positions within the aviation industry. As EVP Commercial, Nigel now bears overall responsibility not only for all sales and other commercial aspects (excluding cargo) within the Swissport Group, but also all aviation security, executive aviation, GSE maintenance and product development activities.

He succeeds Simon Lehmann, who left Swissport on 31 May to take up a CEO role at a leading provider in the Swiss leisure industry.

Tina Barbour, who has been with Groundstar for three years as Operations Director, succeeds Nigel Daniel as CEO of Swissport UK.

Tina and her excellent UK team will continue to provide stability and a quality service to customers and develop the strong foundations that have already been put in place.

Stephan Beerli

Fresh face at SCS Americas

Swissport Cargo Services has made an important addition to its Cargo Americas team. In March, Hernan Galindo joined as VP Cargo, Latin America & The Caribbean.

Hernan brings more than 30 years of diverse air cargo experience to the team, having previously worked with Avianca, Aeroflora and AvGroup among others.

Meg Smith

AWARD

Global Ground Handling Company of the Year

On May 31, Swissport International has been named Global Ground Handling Company of the Year for 2005 by the Institute of Transport Management. The distinction confirms Swissport’s leading role in the dynamic international airport services market.

As it did last year, the Institute of Transport Management, an impartial London-based market research body, based its 2005 annual awards to the world’s leading transport and logistics companies on over 500 interviews conducted throughout the industry. Swissport successfully retained the title it earned in 2004 as the world’s best ground handler, staving off competition from all other major airport services providers.

Stephan Beerli

NEWS TICKER

July 2005 - Swissreporter

BUSINESS DEVELOPMENT

SWITZERLAND

Swissport has taken over pushback and deicing activities at Zürich and Geneva airports from SR Technics Switzerland. The move ties in with an overall strategy to offer customers single-source access for all ground handling activities. The operational handover took place on 1 January and included the transfer to Swissport of all 51 of the SR Technics staff involved.

SN Brussels Airlines and Virgin Express have concluded a joint handling agreement with Swissport Geneva – a first since the two carriers joined forces under the same holding structure.

BRAZIL

Swissport Brazil has renewed service contracts with Martinair, Finnair, Air Europa and Holland Excel. CSA Czech Airlines, which began operations to Fortaleza in November 2004, is another carrier to choose Swissport.

HUNGARY

Swissport Cargo Services Magyarország began handling operations for trucked and flown freight at Budapest Airport in mid-December last year, in what is Swissport’s first cargo operation in Eastern Europe. SCS Deutschland will supervise the new Hungarian operation.

AWARDS

EUROPE

In February, Swissport received three awards at the Handling Agent Award event 2004, organised by Belgium’s SN Brussels Airlines. Swissport won in the following categories: ‘Most excess baggage revenue’, given to the Paris XPG station (train check-in at Paris CDG operated by Swissport France); ‘Best airport ticketing office’, won by Swissport Geneva; and ‘Most dedicated station’, won by Swissport Nairobi. Swissport would like to thank SN Brussels Airlines for this recognition.

USA

Swissport Americas stations at Anchorage, San Francisco, Los Angeles, Washington Dulles, Sanford and JFK all received the FAA Certificate of Excellence Diamond Award 2004. The Diamond Award is the most prestigious FAA award given to an employer in recognition of its support and participation in the FAA Aircraft Maintenance Technician Award Program. In addition, 117 Aircraft Maintenance Technicians received FAA Award Certificates.

GREECE

Swissport Hellas Sud has got the award as the best company in the services sector by the President of the Greek Parliament, Mrs Anna Prasouva Benaki. The ceremony took place at Dimokritos Institute (Athens, Agia Paraskevi Area) on June 8, 2005.

CERTIFICATIONS

Congratulations to the following Swissport stations that have successfully passed the ISO 9001 certification audits since September 2004:

- Toronto
- Paris CDG T2
- Frankfurt
- Antwerp
- Los Angeles
- San Francisco
- Chicago O’Hare
- Atlanta
- Lima
- Manila
- Port Elizabeth
- Liège SCS
- Vienna
- Guadalajara

A total of 66 Swissport stations have now been awarded ISO 9001 certification.

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