

Welcome  
to the world of  
Swissport

What you get





## Welcome home

If you're considering a change in the way you look at ground handling in the context of your overall operation, you've got the key in your hands right now. No matter what your plans are, we're ready.

### Dear Reader:

This brochure provides a convenient overview of what Swissport can offer you. In a nutshell, we are a ground handling powerhouse with a comprehensive lineup of services that are available individually or in customized packages. There is hardly a domain in ground handling or in complementary operations that Swissport does not cover.

In other words, we have everything it takes to be your preferred provider at all of your destinations. We're confident that there are many reasons for you to pick us – in terms of expertise and cost-effectiveness.

One compelling reason: Swissport is easily the most innovative ground handling services provider in the world. Wherever synergies exist, we create added value that translates directly into dollars saved. At the same time, we assure consistent quality standards across our entire network. This bundle of capabilities prompted the Institute of Transport Management to choose Swissport as the Global Ground Handling Company of the Year four times in a row.

If you want to make sure **your passengers and assets get above-average attention** at truly competitive prices, team up with us. It would be a great privilege to welcome you aboard.

# Swissport delivers everything you need

You want to be sure that your passengers and assets are in good hands.

You also think: the fewer hands, the better. That's why Swissport has been working intensively for years to make the single-source vision come true. Today, all you need is Swissport for this extensive range of ground handling and complementary services:

## Gate and departure services

- Airport ticketing sales desk
- Arrival and transfer services
- Baggage services
- Check-in services
- Dedicated passenger services
- Gate services
- Lost and found services
- Operation of airport lounges
- Special passenger and VIP services
- Surface transport of passengers and crews

## Planning and management services

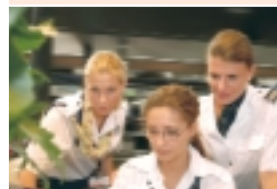
- AFP filing
- Crew administration
- Flight operations assistance
- Fuel planning
- Irregularity operations support
- Liaising with various port authorities
- Load control and communications
- Station control
- Station representation and supervision
- Weather briefing

## Ramp and cargo services

- Aircraft loading/unloading
- Baggage sorting
- Cabin cleaning
- Cargo and mail handling
- Bonded warehousing
- De-icing
- Full export & import document handling including AWB check
- GPU, push-back
- Mail handling
- ULD control and management
- Water & toilet services

## Other services

- Aircraft line maintenance
- Aircraft servicing and cleaning
- Catering services
- Equipment maintenance
- Executive aviation handling
- Fueling
- Ground support equipment maintenance
- Security services



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## More for your money

**PLUS10 is a unique set of modules automatically bundled with Swissport's ground handling services packages at no extra charge whatsoever. Each Swissport customer can benefit from the added value created by the PLUS10 program.**

### GroundSpeed

Whenever a Swissport-serviced flight lands behind schedule, we flexibly re-roster ground handling teams and add personnel to make up for the delay. The bottom line: In 2002 and 2003, we saved our customers well over 13,000 hours of aircraft ground time.

### BonusPlan

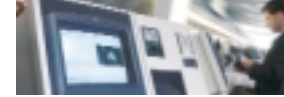
Airlines that choose Swissport as their ground handler at several locations are entitled to multi-station volume discounts and other incentives. The bottom line: More consistent ground handling service quality around the world plus genuine dollar savings.

### CustomerForum

Swissport frequently discusses the status quo with its customers. Such informal meetings are welcome opportunities to fine-tune the service mix and assure faster response to individual needs at any given location. The bottom line: better two-way communication.

### ISO/TQM

Swissport offers customers a standardized service quality level around the world. More than 70 stations are currently certified to ISO 9001 and regularly re-audited. The bottom line: A consistent airport experience for the passenger plus greater visibility for the airline's quality policy.



### GoodWill

Swissport staff members who represent our customer airlines are specially trained to support passengers in a particularly courteous and culturally sensitive manner. The bottom line: Enhanced passenger satisfaction plus a stronger image for the airline.

### PaxAssist

Seasoned Swissport problem-solvers defuse stressful situations at busy airports to streamline the boarding procedure. They seek out and actively assist passengers who feel lost. The bottom line: Fewer delays in the boarding cycle plus stronger brand loyalty.

### InfoLine

Swissport eases the workload of customer airline call centers that are burdened with non-flight-related inquiries. The bottom line: Improved ability of call centers to focus on airline-related passenger queries plus shorter queuing times for the caller.

### QualReport

The Swissport Web site discloses fully transparent reports on station service quality. Similar statistics are submitted to customers for each station at which they are served. The bottom line: Candid overviews of overall station performance plus transparent reporting.

### Lost@Found

This Internet-based online luggage tracing module allows passengers to track the status of their misdirected luggage. The bottom line: Greater customer confidence in the airline's commitment to excellence in passenger service. See [www.mylostbag.com](http://www.mylostbag.com).

### Check@In

Swissport is helping airports and airlines automate the check-in process for passengers with carry-on luggage only. Swissport can also provide off-airport check-in units virtually anywhere. The bottom line: Less crowded check-in counters plus a smoother boarding experience for frequent flyers.

## World-class tools for you and us

You don't have time for experiments and neither do we. To stay on top of things, we deploy latest-generation tools that make life easier for our customers – but for us, too.

### Everything under control

Swissport utilizes latest-generation tools and resources such as the proprietary “**Airport Manager**” to handle the large volume of tasks that must be assigned every day at every station. It accelerates the rostering process, boosts flexibility in scheduling, makes planning more robust, and creates the detailed reports that our customers expect.

### Need a quick ballpark quote?

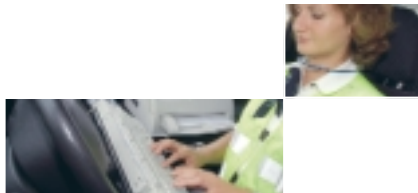
Can you get ramp, line maintenance, flights ops, and security services from Swissport at BOS? Pax and baggage, ULD control, and catering services at SDQ? And if so, how much would that cost? You can get a rough estimate within 48 hours simply by using EASYcontact. [www.swissport.com/easycontact](http://www.swissport.com/easycontact) is open around the clock.

### Have you overlooked any savings potentials?

Swissport offers free appraisal service that identifies synergies and reveals innovative ways to optimize procurement and operating costs at any station. It is based on a supply-side analysis of a station's current service mix with the objective of tapping all synergy potentials. Get more mileage out of your dollar without compromising on service quality. With **PORTaudit**.

### Keeping an eye on cargo

**FreightFinder** is Swissport's tracking and tracing tool for cargo customers. It is an Internet-based system that keeps sensitive data confidential without restricting accessibility to information by authorized users. This, too, is a money-saving tool focused on productivity and speed.



Swissport's special value-adding services

- The incomparable PLUS10 program
- Professional tools
- Web-based quotes
- How to optimize procurement
- Watching cargo move

EASYcontact

PORTaudit

FREIGHTfinder

## Lined up for business

Swissport's organizational structure is market- and customer-driven. It is lean and responsive; communication channels are short. Services that are clustered by nature are rendered by autonomous business lines.

**SCS (Swissport Cargo Services)** is the world's largest dedicated air cargo ground services company. Within our organization, it is responsible for acceptance and delivery, document handling, build-up and break-down transfer, bypass and trucking expertise. SCS is active at over 60 stations in 14 countries.

**SEA (Swissport Executive Aviation)** takes care of VIP travelers, their crews, and their aircraft on the ground at more than 80 airports around the world. Its track record of excellence has become famous and is driving the expansion of the network.

**SFS (Swissport Fueling Services)** provides into-plane fuel service as well as maintenance and operation of "big barrel" fuel systems. SFS fuels all types of aircraft with fixed hydrant carts, hydrant trucks, and fuel tenders.

**SMS (Swissport Maintenance Services)** is specialized in aircraft line maintenance and ground support equipment maintenance. This unit operates at 30 airports in 7 countries around the world, offering Swissport customers tangible savings potentials based on sharing human resources across several asset inventories at individual stations.

 **swissport**  
cargo services

 **swissport**  
executive aviation

 **swissport**  
fueling services

 **swissport**  
maintenance services

## Partnership power

Specific markets and market segments within the Swissport world are served by dedicated partners who operate precisely according to our quality standards and procedural specifications.

**DAHACO**, a Swissport partner since 2000, provides comprehensive ground handling services to all airlines operating to both Dares-Salaam and Kilimanjaro International Airports. Swissport International owns a 51% stake in the company, while 49% is owned by the public after an IPO in May 2003.

**Havas** provides comprehensive ground handling services at 9 international airports in Turkey for a customer portfolio of more than 230 airlines. Swissport International acquired 40% of Havas' assets in March 1998.

**MIASCOR Ground Handling**, the largest ground handling company in the Philippines, provides the entire range of airport services in the major cities of the Philippines. MIASCOR has been a Swissport partner since 1999.

**Q.A.S. (Quality Airport Services)** is a company owned jointly by Swissport and Arkia Israeli Airlines since 1996. It provides the full spectrum of ground handling services to all airlines at Israel's Ben Gurion Airport.



## Assets for you

Swissport brings a number of convincing assets to every customer mandate: experience, innovation, and incentives.

### Experience

- A solid financial background that guarantees continuity
- More than 40 years of experience in ground handling
- National, continental, and intercontinental outsourcing expertise
- Proven technical, logistics, and managerial know-how

### Innovation

- The value-adding services of the PLUS10 program and powerful Web-based tools
- The convenience of Swissport's EASYcontact & FreightFinder business systems
- New forms of collaboration for a new era

### Incentives

- Complete insourcing of carrier-owned ground handling units
- Total contracting models for all airport services (from cargo to GSE maintenance to security)
- Structured partnership models (hub or station management)
- Umbrella incentive program for multiple agreements / locations



**S. Stuttgart Ground Services**, formerly Aerogate, is a joint venture of Swissport International and Stuttgart Airport. It has been providing ground handling services in Stuttgart since 1997.

**PrivatPort**, a joint venture between PrivatAir and Swissport founded in 2003, draws on the resources and experience of both parent companies to offer prestige-level ground handling services to private aviation clients.

**Additionally**, Swissport International Ltd. holds minority or majority interest positions in the following companies: Swissport Peru, Swissport Baggage Sorting, Swissport Hellas, and Swissport Dominicana.

**Unitpool**, established in April 2002, provides fully comprehensive ULD-related services to airlines, including supply, repair, and management control. It is one of the world's market leaders in the international cargo container business, a key element in any airline's ground services chain. Swissport holds a majority share in Unitpool since 2003.

**Checkpoint**, formerly Protectas Aviation Security (acquired in February 2004), has a workforce of some 290 employees who provide security services for 25 airlines in five countries. The facilities offered include travel document verification, access control, passenger screening, baggage reconciliation, aircraft guarding, cargo and baggage screening and various other aviation security activities.



Swissport's business lines & network partners

- Cargo Services
- Executive Aviation
- Fueling Services
- Maintenance Services
- Global partners
- Assets for you
- Global presence



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A Swissport and PrivatAir Company



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## Facts & figures\*

By delivering what customers need and want, Swissport has grown briskly throughout the past years. The results encourage us to pursue our customer-driven business strategy. (\*status May 2004)

Customers	over 650
Countries	34
Revenue	USD 950 million
Employees	over 22,000
Flights handled	over 2,000,000
Cargo tonnes handled	over 3,000,000
Airports served	169
Private aviation stations	over 70
Passengers handled	over 70,000,000

## Quality makes sense

With its Swiss roots, it stands to reason that Swissport has a special way of looking at quality. We always will.

We have a Quality Management System (ISO 9001 or TQM) in place throughout our network, and our global quality assurance program ensures impeccable service quality at all our stations. Our mission is to have every single station ISO-certified.

Additionally, we constantly monitor our performance at all stations and regularly publish the results of our measurements on our Website. This is unique as well.

## Scoring high

Indeed, quality can go hand in hand with cost-effectiveness. It is our mission to prove that every day, at every station, all year round.



Swissport was named Global Ground Handler of the Year four times in a row by the ITM (2001/2002/2003/2004). Additionally, we won more than 50 excellence-of-service awards in 2003 alone, including 100% audit scores, top punctuality ratings, outstanding performance, and safety merit awards. More than 650 customers worldwide compared Swissport with the competition and chose us. That's our biggest reward.



## Let's talk

Whatever you need in the vast domain of ground handling, and wherever you need it, Swissport is eager to prove that we can deliver. Contact us today and we'll hit the ground running.

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## Geographical scope of operations

Swissport currently operates in 34 countries: Argentina, Austria, Belgium, Brazil, Cameroon, Canada, Dominican Republic, Equatorial Guinea, France, Germany, Great Britain, Greece, Honduras, India, Israel, Italy, Kenya, Luxembourg, Mexico, Netherlands, Netherlands Antilles, Nigeria, Peru, the Philippines, Poland, Russia, South Africa, Spain, Switzerland, Tanzania, Turkey, Uruguay, the United States, Venezuela and more to come ...

