



SWISSPORT INTERNATIONAL AT 287 AIRPORTS

Communications & Brand Management
July 2022

[swissport.com](https://www.swissport.com)

IT IS OUR VISION TO BECOME
THE AVIATION INDUSTRY'S MOST
TRUSTED SINGLE-SOURCE
GROUND SERVICE & CARGO
HANDLING PROVIDER

FROM LOCAL PLAYER TO GLOBAL LEADER

SWISSPORT IS INCORPORATED

Swissport is present in Zurich, Geneva and Basel.

1996

3

GLOBAL EXPANSION

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

EXPANSION IN CARGO

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

2000

130

ASIA EXPANSION

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

2006

180

MIDDLE EAST EXPANSION

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

2012

191

ACQUISITION SERVISAIR

After a JV expansion in Munich (2010) and winning the Finnair hub operation at Helsinki (2011), Swissport further expands by acquiring Servisair (2013).

NEW OWNERSHIP

International investment funds become the lead shareholders of Swissport.

2017

280

ACQUISITION AEROCARE

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

2020

269

● Number of airports

OUR STORY



25 YEARS ANNIVERSARY



On 16 August, amidst the biggest and deepest crisis in the history of global aviation, Swissport celebrated its 25th company anniversary. The company is stronger than ever, ready to support the recovery of global aviation as a reliable and financially stable service partner for airlines and airports at some 285 airports on all six continents. #Swissport25

OUR GLOBAL PRESENCE

SWISSPORT OPERATING ON SIX CONTINENTS

Swissport operates at 287 airports in 45 countries across six continents. The company has a broader global presence than any of its competitors.

Our clients benefit from the industry's widest single-source service portfolio. Swissport serves their passengers and handles their air cargo with consistent service quality, the highest levels of safety and globally standardized procedures.



2021 KEY FACTS



> 850
CUSTOMERS



63
AIRPORT LOUNGES¹



2.0
FLIGHTS (million)



5.1
CARGO TONS (million)



6
CONTINENTS



287
AIRPORTS¹



121
CARGO WAREHOUSES¹

> 48,000
EMPLOYEES¹

97
AIRLINE PASSENGERS
(million)

¹ as of 14 July 2022

OUR TRAFFIC FIGURES 2021

PASSENGERS SERVED

97m

2019: 265 million



AIRCRAFT TURNED

1.0m

2019: 2.1 million



CARGO TONS HANDLED

5.1m

2019: 4.6 million



OUR COMMERCIAL AMBITION

EXECUTING A GLOBAL GROWTH AND ACQUISITION PLAN

At Swissport, we are committed to sustainable value creation for our customers and for Swissport.

Organic top-line growth

By leveraging Swissport's economies of scale, airlines can support their growth, and we can grow with them.

Airline outsourcing projects

When airlines decide to focus on their core-product, they look for a reliable outsourcing partner. For best-in-class service many turn to Swissport, even for complex hubs.

Acquisitions

Swissport is executing a global growth and acquisition plan.

Greenfield start-ups

We occasionally start up ourselves, e.g., KSA, Oman in 2017.



OUR SERVICE PORTFOLIO

FULL RANGE OF MISSION-CRITICAL SERVICES

Next to our presence at 287 airports around the globe, the industry's most complete service portfolio is one of Swissport's key competitive advantages.

AIRPORT GROUND SERVICES

Swissport generates roughly 80% of its revenue in airport ground services, including passenger services and ramp handling. Our complete service portfolio affords us significant cost and service advantages.

AIR CARGO HANDLING

Our air cargo business accounts for some 20% of our revenue. At our 121 warehouses we handle everything from general cargo to special cargo shipments.



AIRPORT GROUND SERVICES

PASSENGER SERVICES

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

Our airline clients can select any combination of services, ranging from a specific service to a full hub outsourcing of passenger and ramp services.

In 2021, our Swissport customer service agents served some 97 million airline passengers, which equals 3 airline passengers per second.



AIRPORT GROUND SERVICES

RAMP HANDLING

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

Swissport performed 1.0 million aircraft turns in 2021. This equals roughly one flight every 30 seconds.

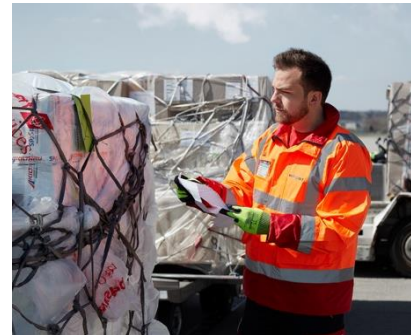


SERVICES

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

We offer a wide range of services. These include general cargo and special shipments, e.g., high-value or temperature-sensitive products, like fish or pharmaceuticals. So far, IATA's CEIV has certified nine of our facilities for pharma logistics.

In 2021, Swissport handled some 5.1 million tons of air cargo at its warehouses around the globe.



OUR COMPETITIVE ADVANTAGE

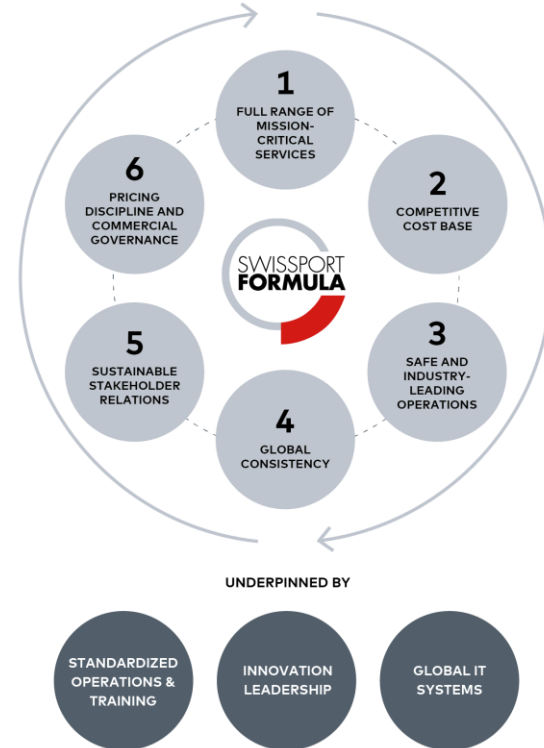
BASED ON DISTINCTIVE SUCCESS FACTORS

Swissport's competitive advantage is based on a set of distinctive success factors. They are supported by the Swissport Formula, which defines the way we work.

THE SWISSPORT FORMULA

The Swissport Formula is a management philosophy and a set of principles to support our distinctive success factors. It helps us in creating a sustainable competitive advantage and in executing our corporate strategy.

Our aspiration are the same around the globe: based on customer centricity, consistent service quality worldwide and innovation, we deliver safe and reliable customized solutions that meet our customers' needs.



THE KEY SUCCESS FACTORS

SUPPORTING OUR COMMERCIAL AMBITION



We are committed to consistently deliver high-quality services for our clients and their customers across the globe.



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



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



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



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



Our focus on value creation increases the stability of our global network and ultimately benefits our clients as well.

QUALITY, HEALTH AND SAFETY

SAFE AND INDUSTRY LEADING OPERATIONS

At 287 airports worldwide our 48,000 Swissport employees strive to fulfill the highest client expectations in terms of service quality and efficiency. Above all stands our commitment to an unconditional safety-first culture.

ALIGNMENT WITH INDUSTRY STANDARDS

To support our safety initiative, we merged quality and safety into an integrated system and aligned it with the ISO 9001:2015, ISAGO and IGOM industry standards.

Between 2015 and 2020 we were able to reduce both the number of work-related injuries and damages to equipment.



ESG: CONTRIBUTING AS A RESPONSIBLE BUSINESS

As a signatory to the **UN Global Compact** (2011), Swissport is committed to environmental care, the protection of human rights, compliance with labor standards and the fight against bribery and corruption.

EMPLOYEE DIVERSITY & INCLUSION

We promote a working environment, which enables our employees to reach their potential. We believe in respect for diversity and support equal opportunity.

CARE FOR THE ENVIRONMENT

In line with our Environmental Guideline (est. 2007), we continuously work to reduce the carbon footprint of the company. We are investing in new, eco-powered ground support equipment (GSE) and are establishing effective waste management as a second environmental focus.



IN GOOD HANDS

LEADING BRANDS TRUST IN SWISSPORT

Our global portfolio of around 850 customers in 45 countries on six continents includes multi-national airlines, low-cost carriers, regional carriers, airports and freight forwarders.



GLOBAL MANAGEMENT TEAM

A TEAM OF INTERNATIONAL INDUSTRY EXPERTS



Warwick Brady, President
& Chief Executive Officer



Iván Nash Vila, Chief
Financial Officer



Peter Billiau, Chief
Information Officer



Ilse De Loof, General
Counsel & Company
Secretary



Nadia Kaddouri, Chief
Strategy & Sustainability
Officer / Chief of Staff



Nathan Lang, Chief
Transformation Officer



Chris Rayner, Chief
People Officer



Karen Cox, Global
Director of Operations &
Safety



Andres Diez, Director
Global Commercial



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