



MEDIA CONFERENCE CONFERENZA STAMPA



Swissport - Market Entry Italy

19 July 2022

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

AT SWISSPORT, WE ARE
BEYOND EXCITED TO
CONTRIBUTE TO A
WORLD-CLASS ITALIAN
AVIATION SECTOR



01 SWISSPORT AT A GLANCE

OUR MARKET ENTRY IN ITALY

FCO: A TOP EUROPEAN BUSINESS AND LEISURE HUB

Swissport operates at 287 airports in 45 countries across six continents.

With Rome-Fiumicino (FCO), Swissport now adds **a top European business and leisure hub** to its growing global network of airports.

- Honored to provide ITA Airways with our integrated hub handling at their home base.
- **Ready to deeply integrate with the aviation eco-system at Rome-Fiumicino airport.**
- Eager to making Leonardo da Vinci Airport a preferred European hub, jointly with ITA Airways and Aeroporti di Roma.
- Looking to collaborate on ESG initiatives, namely for a greener aviation.



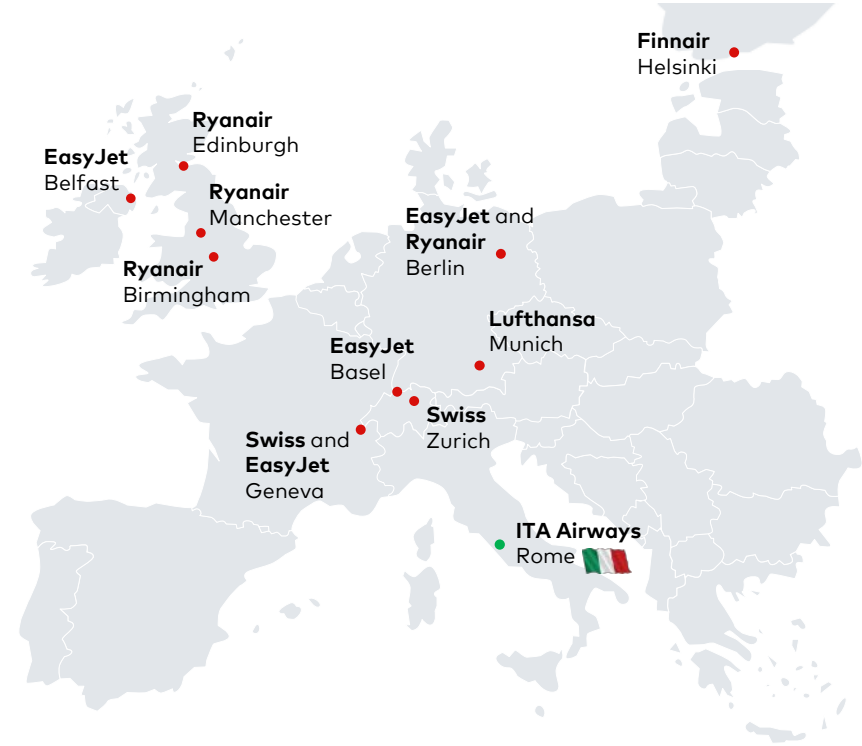
SWISSPORT: A HUB MANAGEMENT EXPERT

OVER 20 YEARS OF EXPERIENCE IN COMPLEX HUB OPERATIONS

Adding Rome to our portfolio is a milestone in our expansion as an expert in hub operations.

Airlines turn to hub outsourcing

- Swiss International Air Lines at their home base in **Zurich** with integrated hub handling since its foundation in 2001.
- easyJet at various of their large **bases across Europe** for many years.
- Qantas for the domestic flights at their **Sydney** and **Melbourne** hubs.
- United Airlines for cargo logistics at **five** of their **major cargo hubs** in the US.
- Azul Airlines in Brazil for ramp handling at their **Viracopos** hub.



OUR 2021 PRODUCTION VOLUMES

PASSENGERS SERVED

97m

2019: 265 million



AIRCRAFT TURNED

1.0m

2019: 2.1 million



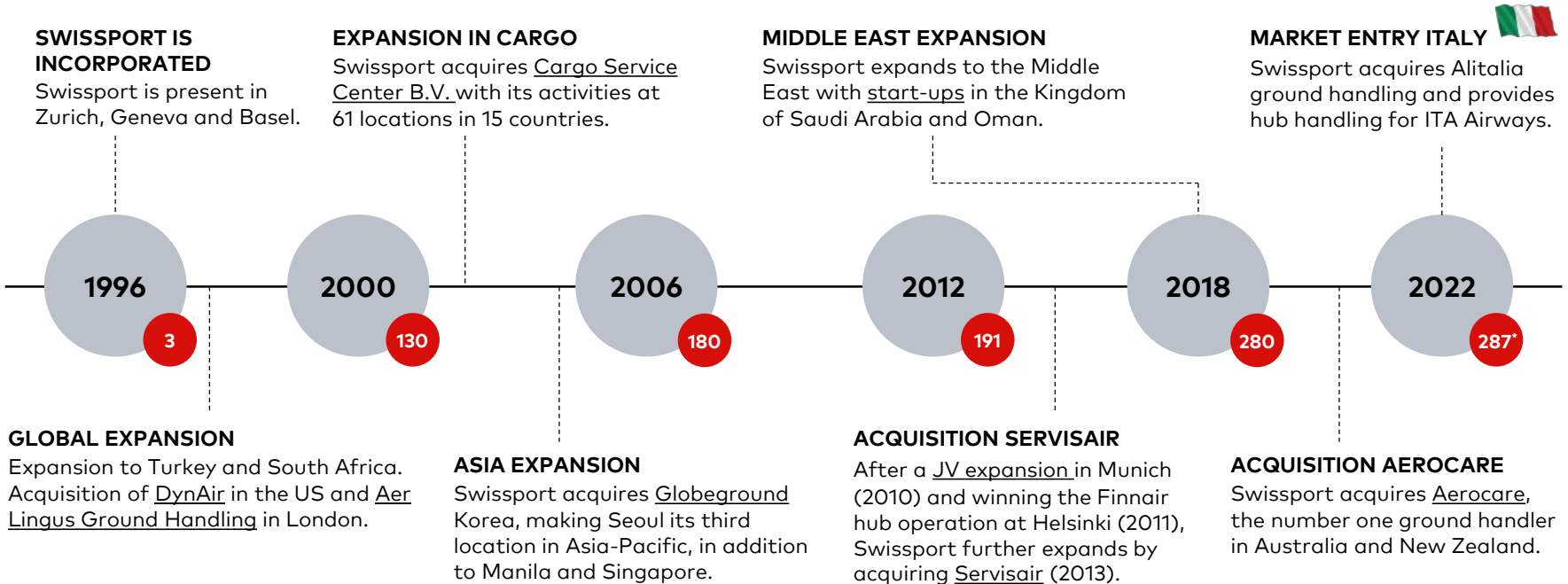
CARGO TONS HANDLED

5.1m

2019: 4.6 million



FROM LOCAL PLAYER TO GLOBAL LEADER



● Number of airports
* as of 14 July 2022



SWISSPORT OWNERSHIP



THE NEW SWISSPORT: A ROCK-SOLID PARTNER

- Controlled by large US/UK investment funds
 - Strategic Value Partners
 - TowerBrook Capital Partners
 - Ares Management
 - Cross Ocean Partners
 - King Street Capital
- We are the most financially robust aviation service company.
- With the 2020 financial restructuring, the company lowered its debt level and now has a very favorable debt/equity ratio.
- Swissport has a strong balance sheet and cash-position!
- With Swissport, ADR and ITA Airways have a partner with hub experience and best-in-class financial stability.

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 (-> ITA Airways)

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 (-> Alitalia, in extraordinary admin.)

Swissport is executing a global growth and acquisition plan.

Greenfield start-ups

The hardest. We occasionally do it: KSA, Oman in 2017.



OUR TEAM ITALY

A TOP TEAM FOR ITALY, SUPPORTED BY HUB EXPERTS FROM ZURICH



Marina Bottelli, General Manager Italy



Bruno Stefani, SVP Switzerland, Italy & France



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



Romina Chirichilli, Chief People Officer Italy



Marco Boetschi, General Manager Swissport Zurich



02 OPERATIONAL UPDATE

OUR STORY



25 YEARS OF SUCCESS: OUR PEOPLE MAKE THE DIFFERENCE





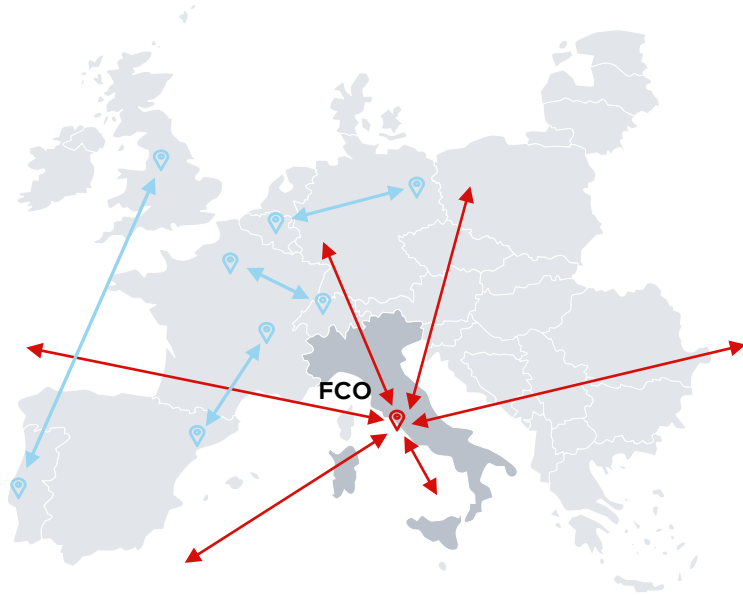
FCO: OPERATIONAL UPDATE



OUR 4 DAYS OF OPERATIONS IN NUMBERS



AIRLINE HUBS – WHAT IT IS, AND HOW IT IS DIFFERENT



Swissport is a true hub expert with over 20 years of experience in complex hub operations.

Challenges and success drivers at hubs

- Short connection time (typically between 35 and 55min) of passenger and bags.
- Tightly clocked system (arriving and departing flights), which is sensitive to delays.
- Close cooperation between airport, airline, ground handler (e.g., Swissport) and others.
- Integrated Operation Control Center. Weekly and monthly meetings between the partners.
- Will of all partners to make the impossible possible, and really work hand in hand.

SYMBIOTIC RELATIONSHIPS WITH OUR AIRLINE CUSTOMERS



For hubs to run smoothly with outsourced ground operations, there are a few pre-requisites.

This is how we do it in Zurich for SWISS

- Active KPI & SLA Management.
- Key Account Management system implemented
- Not a classic customer-supplier relationship, but rather a living system-partnership.
- Continuous (common) initiatives to improve processes, tools and data management.
- Various “eHUB Apps” supporting operations to achieve an excellent customer service.



OUR SERVICE PORTFOLIO



ENABLING AIRLINES TO FOCUS ON FLYING

Swissport generates roughly 80% of its revenue in airport ground services, including passenger services and ramp handling. Our air cargo business accounts for some 20% of our revenue with strong growth.



PASSENGER SERVICE

Ticketing, check-in and gate services, service desk, irregularity pick-up team, transfer and irreg. services, special assistance, premium services, arrival services, lounge hospitality (Aspire).



RAMP HANDLING

Load control (load sheets), baggage services, ramp, movement of aircraft (pushback and towing).



OPERATIONS SERVICES

Operations control/management, staff dispatching, de-icing/anti-icing, mail handling, equipment maintenance.

A photograph of an airport ground handling station. A man in a blue suit is standing and interacting with a woman in a dark blue Swissport uniform who is seated at a counter. The background shows airport equipment and a modern interior with wood paneling.

While hub ground handling brings multiple pain points to airlines, it is what Swissport as a globally leading airport ground service specialist does best.

IN GOOD HANDS

LEADING BRANDS TRUST IN SWISSPORT

ITA Airways in good company: 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.





THANK YOU
QUESTIONS & ANSWERS

03 BACKUP SLIDES

QUALITY, HEALTH AND SAFETY

SAFE AND INDUSTRY LEADING OPERATIONS

At 287 airports globally 47,000 Swissport colleagues 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.

ALIGNED WITH INDUSTRY STANDARDS

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

Between 2015 and 2020 we reduced the number of work-related injuries and damage 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.



THE KEY SUCCESS DRIVERS

SUPPORTING OUR COMMERCIAL AMBITION

FULL RANGE
OF AVIATION
GROUND
SERVICES

We provide airlines with a very broad service offer, including Ramp Handling, Fueling, Air Cargo Handling, Passenger Services, Exec. Aviation and Lounges.

COMPETITIVE
PRICING

To enable competitive pricing, we use advanced demand forecasting and planning tools, and we rely on efficient structures and business processes.

HEALTH &
SAFETY
LEADERSHIP

Above all: our commitment to a safety-first culture. Safe equipment and tools, procedures, trainings and leadership all contribute to a zero-injury operation.

OPERATIONAL
EXCELLENCE

We are committed to providing our customers with reliable, best-in-class ground operations across the globe.

GLOBAL
CONSISTENCY

Global airlines seek service consistency from their global partners. This is what we strive to deliver across the network.

CUSTOMER
AND PARTNER
CENTRICITY

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

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.

