

MEDIA RELEASE

KAREN COX NEW GLOBAL DIRECTOR OPERATIONS & SAFETY

Karen Cox has started as Global Director Operations & Safety at Swissport this week. Together with her team she will drive the transformation of Swissport's global operations to provide operational excellence and a consistent service delivery to the company's airline customers around the globe.

Karen Cox was appointed Global Director Operation in July and reports directly to the CEO. Her role now also includes Safety. Karen will drive the operational transformation of Swissport and focus on further strengthening the global operations team. Next to driving operational excellence, health and safety will be at the core of her agenda.

"We are pleased to welcome Karen Cox as our new Global Director Operations & Safety," says Warwick Brady, President & CEO of Swissport International. "She is a true aviation expert with a proven track record in operational excellence, safety management, cost control and a strong commitment to exceeding customer expectations. Safety is part of our DNA, and we work tirelessly toward the goal of zero accidents and zero work-related injuries and illnesses to prevent harm to our employees and to our customers' property.

Prior to joining Swissport, Karen was with easyJet for 18 years as Director of Ground Operations and Customer Management Centers. In this role, she worked closely with Swissport, gaining operational insights from a customer perspective, which will undoubtedly help in her new role to further strengthen our focus on customer centricity.

Richard Scott has been appointed as interim Head of QHSE (Quality, Health, Safety & Environment). He will continue to develop the QHSE roadmap and report to Karen Cox.

In 2020, Swissport International AG provided best-in-class airport ground services for some 82 million airline passengers (pre-Covid 2019: 265 million) and handled roughly 4.1 million tons of air freight (2019: 4.6 million) at over 100 cargo warehouses worldwide. Several of its warehouses have been certified for pharmaceutical logistics by IATA's CEIV Pharma and by the British MHRA. The world's leader in airport ground services and air cargo handling, with currently around 43,000 employees, was active at 274 airports in 44 countries on six continents at the end of July 2021.

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