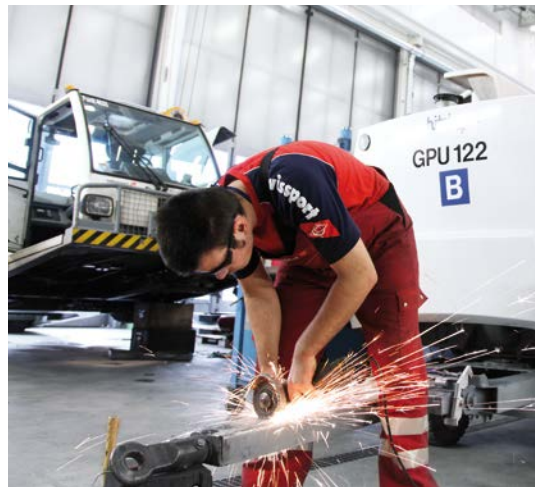


COMPANY PROFILE 2014





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SWISSPORT SERVICES

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WELCOME TO THE WORLD OF SWISSPORT



In the next few pages you will come to see why Swissport is the number 1 company in the world for ground handling and cargo operations.

Swissport is a diverse and dynamic organisation and I am immensely proud to be its CEO. Within our profile, we will demonstrate why Swissport continues to win accolades citing our people, our operations and our safety records as the best in the industry.

We operate in a challenging industry, where the only real constant is change. Therefore, it is imperative to our customers that Swissport be able to navigate these challenges on their behalf in order to keep their operations and their businesses running smoothly.

Our size does not inhibit our dexterity in this regard, and by utilising the solid formulas and hub concepts we have developed, we continue to be able to offer our customers this peace of mind.

At Swissport, however, we do not rest on our successes and have developed methods and tools for continuous improvement, working with our customers in a collaborative way to ensure that we always strive to be the best and offer innovative and optimal solutions to all of our customers – old and new – across all of our many and diverse operations.

This profile is designed to provide a snapshot of the Swissport world, allowing you an insight into what makes us who we are and gives us the opportunity to share a little bit of our vision with you.

With kind regards

A stylized, handwritten signature in black ink, consisting of a large 'P' and 'U' followed by a horizontal line and a small flourish.

Per H. Utnegaard
President & CEO

GROUP EXECUTIVE MANAGEMENT (GEM)



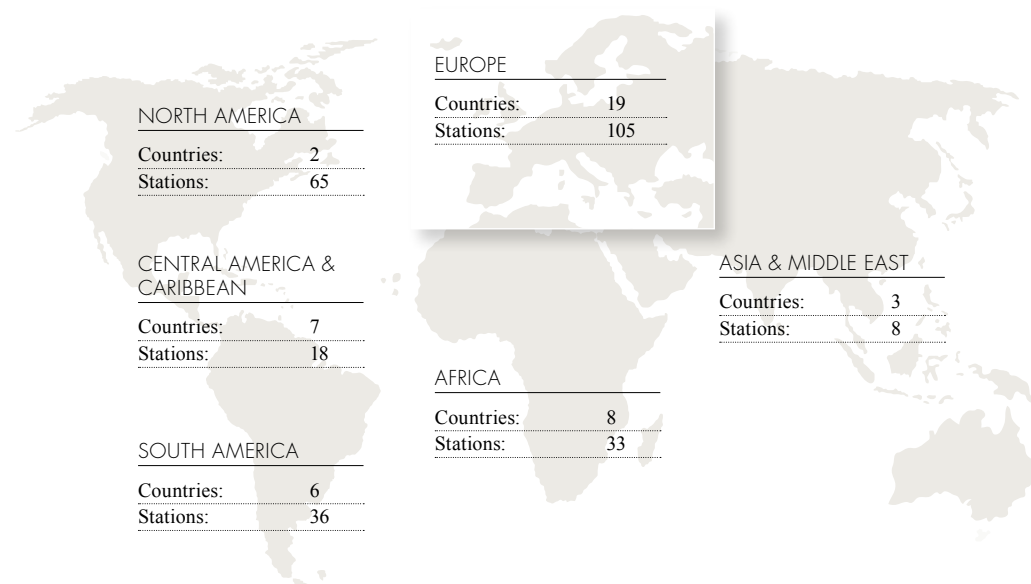
* GEM Members

FACTS & FIGURES

Swissport International is the leading global airport and aviation service provider in terms of quality, reliability, safety, innovation and network coverage.

Offering a comprehensive range of services, Swissport is able to provide an “all-inclusive” service package in addition to managing integrated collaboration models.

- **Ground Handling**
- **Cargo Services**
- **Executive Aviation**
- **Fuelling Services**
- **Aircraft Maintenance**
- **Aviation Security**
- **Travel Services**



Revenue (not normalised)	CHF 3.0 billion
Countries	45
Employees	~ 55,000
Flights handled (movements)	> 3.9 million
Cargo handled (tonnes)	> 4.1 million
Warehouses	> 120
Airports served	> 263
Customers	> 700
Passengers handled (departures)	~ 224 million

based on 2012 figures



MISSION STATEMENT

*To provide the aviation industry
with consistent and tailor-made
solutions around the globe,
for a better customer experience.*

In order to achieve the goal of our mission, Swissport is focused on consolidating and strengthening our market position to ensure we are constantly driving industry innovation in key areas such as service, quality and reliability.

Swissport is a people-focused organisation – without our people we simply cannot meet our goals and achieve our vision. As such, we focus on the principles of sustainability and compliance, living by the “Three Ps”:

- *People*
- *Professionalism*
- *Partnership*

The ongoing professional development of the people within the Swissport family ensures that:

- *We show respect towards our people and their values; we do not compromise on safety and work with enthusiasm and enjoyment.*
- *We are pioneers; working constantly on achieving sustainable results, we creatively explore new options and improved solutions.*
- *Continually striving to exceed the expectations of our clients and our commitments, we deliver excellent service; in any place at any time.*

CERTIFICATIONS

CARGO 2000

Swissport has achieved certification as a fully compliant Cargo 2000 company, a landmark certification recognising Swissport's active endeavours to fully comply with all agreed industry quality standards.

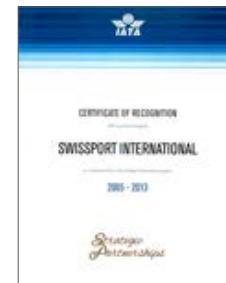


ISAGO

Swissport's Corporate Headquarter as well as 14 stations of its global network have been awarded the IATA Safety Audit for Ground Operations, listed in the ISAGO registry.

IATA

Swissport has been a Member of the Strategic Partnerships Program from 2005 to 2013.



ISO

Swissport is Management System ISO 9001 certified (by SGS).



AWARDS

ACW

Air Cargo Handling Agent of the Year 2014

Awarded to Swissport for the sixth year in succession at the World Air Cargo Awards 2014.

GROUND HANDLING AWARD 2013

Awarded to Swissport at the prestigious Cargo Airline of the Year Awards 2013.

NPMA

Silver Nozzle Trophy for the most outstanding airport fuelling organization in the United States for 2013 (Oakland International Airport).

ITM

Best Global Aviation Ground Services Company 2012

Awarded to Swissport 12 years in a row, by the Institute for Transport Management.

INTERNATIONAL CARGO HANDLER OF THE YEAR – AFRICA (2011/2013)

Awarded to Swissport for the second time in a row at the Air Cargo Africa 2013 Conference and Exhibition.





MILESTONES

2013

- *Swissport announces acquisition of Servisair and continues to improve its worldwide service offering; customers will benefit from the enlarged global network, the increased service portfolio, combined operational excellence and consistent service quality worldwide*
- *Swissport acquires a 10% stake in each of Scandinavian Airlines System's (SAS) three ground handling companies*
- *Swissport cooperates with "Service-VS", the ground handling operator at Vnukovo Airport in Russia*
- *Swissport acquires a majority of InterAirport Services (IAS) in Costa Rica*
- *Swissport wins ACW award for Air Cargo Handling Agent of the Year for the fifth consecutive year*
- *Swissport wins the Ground Handling category of the Cargo Airline of the Year Awards 2013*
- *Swissport is voted Best Cargo Handler in Africa for the second time in a row by readers of The STAT Trade Times Magazine*
- *Swissport is certified as the first Preferred Handling Partner (PHP) of Etihad Cargo*

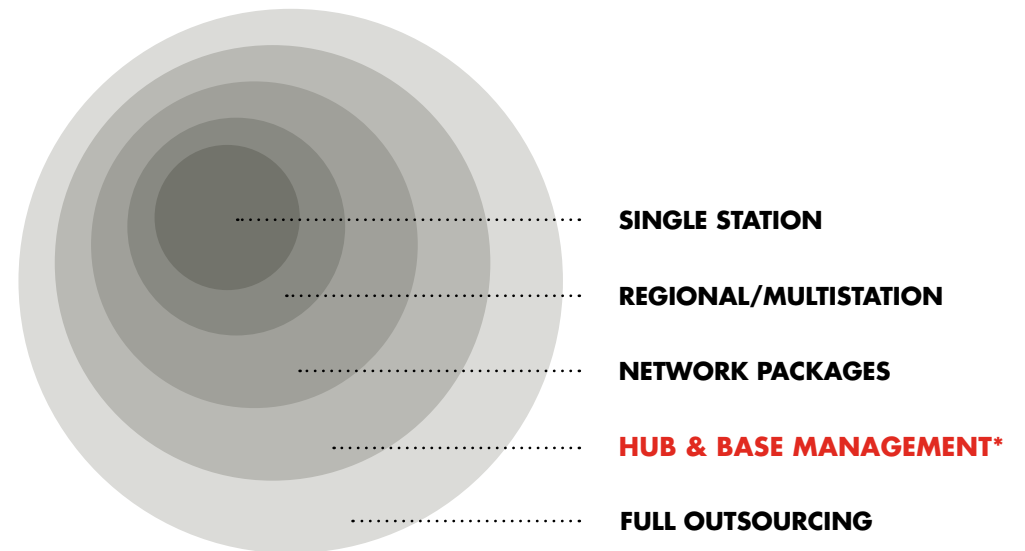
2012

- *Swissport acquires Flightcare Spain & Belgium, significantly boosting Swissport's European network of passenger and cargo handling operations*
- *Swissport acquires ground handling activities of Finland's Inter Handling*
- *Swissport agrees pan-Africa handling partnership with fastjet*
- *Swissport wins ITM award for Best Ground Handling Company for the twelfth time in a row*
- *Swissport wins ACW award for Best Air Cargo Handling Agent for the fourth time in a row*

HUB & BASE MANAGEMENT

A SWISSPORT
CORE COMPETENCE –
BUILDING RELATIONSHIPS
INTO PARTNERSHIPS

THE WINNING COOPERATION CONCEPT



** Provision and management of handling services at carrier's hub or base airport*

Whilst the Swissport service portfolio can begin from a single station, true partnership comes when Swissport provides the full management of our airline partner's hub or base operations. Swissport HQ assumes professional project leadership from appointment through to the operational start, providing total reassurance for our customers during transition.

Experienced field managers from our global network support the implementation on site. This solution encompasses vast commercial expertise from more than 700 customer airlines. Quality reassurance is given to our customers via the operational and leadership training of local staff and management.

Commissioning Swissport with hub operations is both financially and operationally sensible for our customers. Swissport is a company with a proven track record in best practice, quality, and industry-leading processes and procedures in addition to our commitment to continuous innovation in service provision.

Key benefits for our customers:

- **Cost** – *Reduction of handling rates and improved cost transparency with the conversion of handling costs from fixed to variable*
- **Quality** – *Improve and/or maintain quality of handling services with the implementation of the proven "Swissport Formula"*
- **Best Practice** – *Benefit from our experience at 255 airports*
- **Focus** – *The Hub & Base concept allows the airline to focus on their core business*
- **Partnership** – *Provides the full benefit of collaborating with Swissport as a strategic partner*
- **Expertise** – *Vast hub and base management experience in 18 stations around the globe*

SEE THE CONCEPT IN ACTION

AIRLINE HUBS

Brussels, Helsinki, Johannesburg, Larnaca, Montreal, Munich, Paris, Sao Paulo, Sofia, Toronto, Vancouver, Zurich

MAJOR AIRLINE BASES

Basel, Geneva, London Gatwick, London Stansted, Madrid, Manchester

MAJOR CARGO BASES

Amsterdam, Liege, Los Angeles, New York, San Francisco, Tel Aviv

MAJOR FUELLING



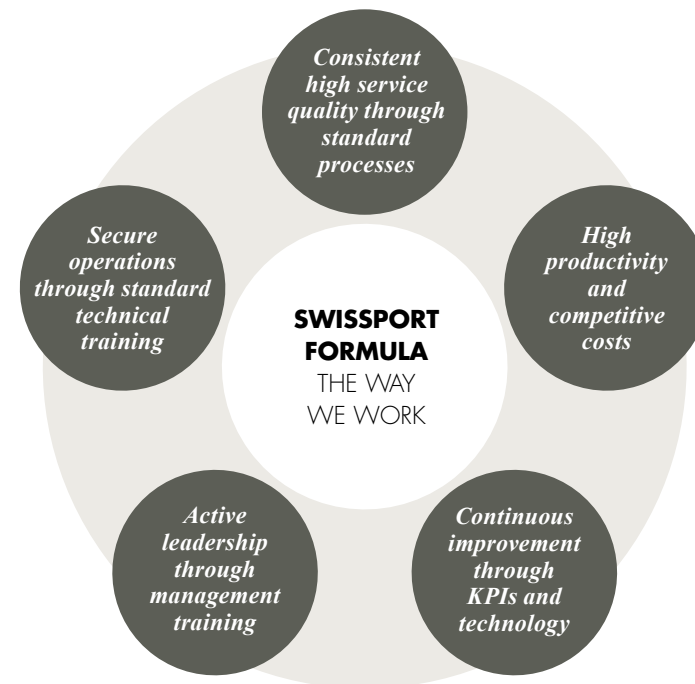
THE SWISSPORT FORMULA IS A PROVEN MODEL OF STANDARDISING MANAGERIAL AND OPERATIONAL PROCESSES



This enables Swissport to deliver the highest service quality for our customers and to apply the same proven standards in all our Ground Handling and Cargo operations all over the world. The Swissport Formula has been derived from the best practices not only from our operation, but also from comparative industries. It ensures pro-active management at all operational levels and is focused on a KPI-driven performance culture, optimised resource utilisation, technical and managerial training and efficient operational processes. This approach enables continuous improvement in the stations through a change of mind-set and behaviour.

The Swissport Formula aims to change the company culture from a local understanding of the “Swissport way of doing things” to a global approach. The tried and trusted procedures are reinforced with the Swissport core values.

SWISSPORT FORMULA BENEFITS



Efficient and secure operations form a sustainable basis for development and provide customer confidence and peace of mind, in addition to reducing costs.

With the Swissport Formula, customers and employees experience the benefits of global alignment, standardisation and consistency every day.

GROUND HANDLING

SERVICES

Passenger & Ramp Services

Baggage Services

Ticketing Services

Lost & Found Services

Lounge Operations

VIP Services

Gate & Check-in Services

Irregularity Handling

Station Management & Control

Load Control

Crew Administration

De-icing

All operational parameters are measured on a daily basis and clearly defined KPIs guarantee consistent performance standards across the entire network.



The award-winning Swissport Ground Handling business currently provides passenger and ramp handling at over 192 stations worldwide and serves in excess of 224 million passengers per annum. Today, Swissport is recognised as the biggest independent global ground services provider with the largest number of hub and LCC base operations globally.

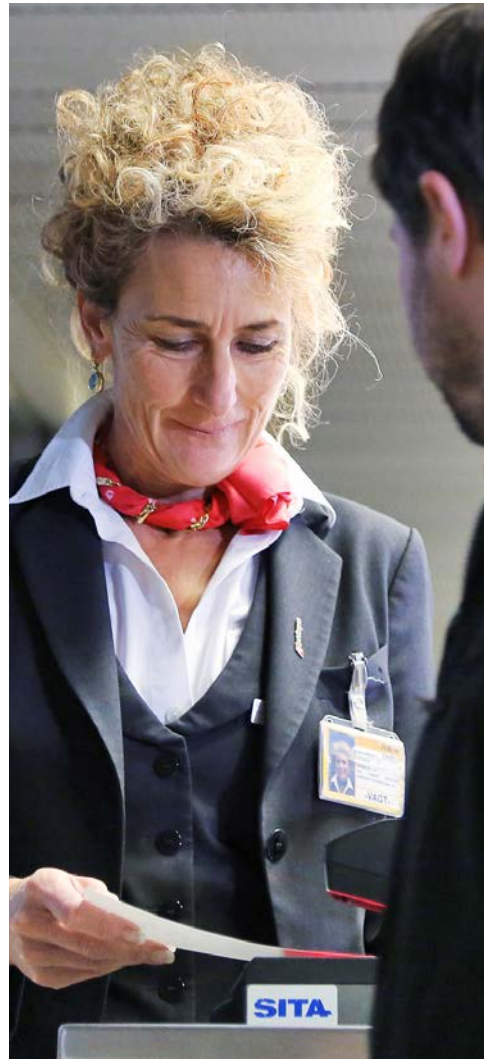
INNOVATION

Swissport has the advantage of being able to exchange expertise and share best practice from all over the world – the benefit of which is seen in the Swissport Formula. Due to our global presence, operational practices and service innovations are being developed and implemented on an on-going basis.

Process and service optimisation through the use of information technology has been crucial to the success of Swissport. Our vast reach and network enables rapid adoption of the latest technologies that deliver efficiency and cost-effective operations on site. Using the benefit of both our experience and proprietary software for resource optimisation enables Swissport to develop rapid turnaround times without sacrificing quality of service.

Processes are documented and described in detailed operations manuals to ensure safe handling according to IATA standards (ISAGO / IGOM).

Our aim is to serve our airline customers in the most effective way whilst also being cognisant of individual needs and requirements of each of our customers.



OUTLOOK

Swissport is monitoring the development in automation in the area of ground service provision very closely. We constantly strive to reduce our production costs with the early integration of newly created features within our scope of activities.

The automation process is already quite developed in the area of passenger handling, including:

- *Fully automated passenger handling at check-in*
- *Automated boarding processes*

Swissport is also supporting working groups with our know-how in order to advance this same kind of automation in other areas as well, such as:

- *Self-service devices at Lost & Found counters (already in place)*
- *Checked-baggage screening*
- *Central load control*

Our well-established operational monitoring tools allow us to test every change in procedure and verify the impact of any deviation to the running process.

Swissport is an organisation actively shaping the future for the benefit of our customers.

CARGO

SERVICES

Freight Handling (On/Off Airport)

Mail Handling

Document Handling (Import/Export)

Integrator Handling

Cargo Handling in a Third-Party Facility

Freighter Ramp Services/ Transportation

Outsourced Hub Operations
and Management

Network Handling Services (Off-Line)

Call Centre and Airline Customer Services

Trucking Services

Warehousing

e-Freight Services

By leveraging our Global Account Management Team and sharing our knowledge and expertise, we are able to support growth for all Swissport Cargo customers.



Swissport is the world's leading Cargo Services provider, offering award-winning Cargo Handling at more than 109 airports worldwide, and handling in excess of 4.1 million tonnes annually. The cargo organisation is set up to allow global, regional and local representation at both sales and operational levels through its Customer Relationship Management (CRM) process, designed to improve the customer experience. Swissport Cargo is in the process of rolling out new technologies to improve the operational capabilities and allow the customer to experience cost savings throughout the contract period and have linked this process to Cargo 2000 (C2K) measurements across our network.

Our size and scope allows Customers to manage multiple operations through a single point of contact, one common Service Level Agreement (SLA), and one invoice if necessary, saving administration costs.

INNOVATION

With daily monitoring of the key drivers of the business and tracking of the shipments in line with Cargo 2000 (C2K) standards, we have a transparent overview of our services that ensures service quality and enforces operational excellence. Implementation of hand-held terminals reduces human error and ensures an efficient operation, which allows customers to also benefit from reduced handling and cost. Daily follow-ups on hours worked, volumes handled, door waiting times and many other measures ensure a scorecard approach to the daily activity to further support the Cargo operations and help deliver efficient operations.

Swissport will continue to improve technology and interfaces for its customers and has many new and exciting advancements in production to minimise cost and improve operational readiness. We are also committed to improving the look and feel of our facilities as well as grow and develop new operations worldwide.



Some benefits of this approach to innovation include:

- **Cargospot:** *The system used to manage our Cargo business, interfacing with any airline system.*
- **Freightfinder:** *Using the latest technology, Freightfinder allows you to track and trace your freight in any of our warehouses worldwide.*
- **Hand-Held Terminals:** *Swissport's customers benefit from real-time status updates so shipments can be tracked and traced in our warehouses.*
- **SHIELD Document Imaging System:** *Capturing the entire flight pouch digitally solves the problem of missing documents.*

OUTLOOK

The continued drive to grow with our customers and to ensure that we continue to deliver the highest quality handling in the most cost-efficient way is our prime focus in 2014. By leveraging the use of system-management and implementing innovative, solid operational and financial processes together with our customers, we will continue to enhance our prime position in cargo handling services. Our Global Account Management Team allows customers to benefit from full access to Swissport's specialist resources, including the latest industry information and cutting-edge operating solutions designed to optimise the efficiency of customers' handling processes. This specialised team provides our customers with peace of mind and an established confidential relationship to explore and develop new opportunities and strategies. This single point of contact allows quality consistency, open communication and increased transparency in the handling process. We tailor operations to the needs of our customers and create a suite of reports based on their information requirements both at operational and sales levels.

EXECUTIVE AVIATION

SERVICES

Personalised Service Delivery 24/7

Fast Turnaround Times

Passenger & Crew Assistance

Customs & Immigration Assistance

Passenger & Crew Assistance

Traffic Rights & Landing Permits

Flight Planning & Weather –
NOTAMs

Airport & Runway Slot
Co-Ordination

Aircraft Charter Reservation

Change Aircraft Charter Reservation

Catering Arrangements

Hotel & Restaurant Reservations

Limousine & Car Rental

Fuelling Arrangements



Swissport Executive Aviation (SEA) & PrivatPort provide exclusive ground handling services to the international community of operators and executives who utilise private or corporate jets in up to 78 stations worldwide.

The mission is to make arrivals, stopovers and departures as convenient and smooth as possible for passengers and crew, providing a customised spectrum of aircraft care services.

These bespoke service requirements are offered by professionals with good expertise, exceptional skills in servicing and understanding the importance of the business aviation world.

The dedicated teams are hand-picked for their commitment to the job and are highly committed to their assignment, delivering assistance beyond expectation.

FUELLING

SERVICES

Into-Plane Fuelling

Maintenance & Operation of Tank Farms

Maintenance & Operation of
Fuel Distribution Systems and Pipelines

Laboratory Fuel Testing

Ground Support Equipment Fuelling

Ground Support Equipment Maintenance

Fuel System Project Maintenance

Rental Car Fuel Facility Management

Technical Audits & Inspections

Cathodic Protection Surveys



Swissport Fuelling Services is an international company that provides high quality, independent aviation fuel handling on behalf of airlines, airports and fuel suppliers. We provide a full service solution in regard to our clients' fuelling needs including both on and off airport fuel storage and distribution systems.

Swissport Fuelling Services has a proven track record in demonstrating a full understanding of the requirements and responsibilities in maintaining aviation fuel systems, with a focus on safety, cost control, inventory management and a clear emphasis on environmental compliance and responsibility.

Swissport Fuelling Services provides our customers with safe, efficient, independent into-plane fuelling services whilst leading the industry in on-time performance. Our expertise and knowledge in this specialist field also assists our clients in the design, construction and commissioning of aviation fuelling facilities and related structures.

Swissport Fuelling Services operates to the highest industry standards on Health, Safety and Environment. Our policies and procedures have been developed in accordance with the Air Transport Association (ATA) 103 Specification and the Joint Inspection Group (JIG) Guidelines for Aviation Fuel Quality Control & Operating Procedures.

MAINTENANCE

SERVICES

Aircraft Maintenance

Repair

Engineering

Warranty Administration

ETOPS signoff

Transit/turnaround services

Aircraft checks

Ground Support Equipment Maintenance

Scheduled Maintenance

Unscheduled Maintenance

Complementary Services

Repairs

Overhaul

ULD Maintenance

CAA certified Maintenance and Repair of ULD:

Containers, Pallets, Envirotainers

CERTIFICATIONS

Title 14 CFR Part 145 certification

EASA Part 145 certification

Republic of Chile-DGAC-NO:E-499
certification



AIRCRAFT MAINTENANCE

Swissport Aircraft Maintenance, the recipient of the prestigious FAA Certificate of Excellence Diamond Award, is a quality provider of third-party line maintenance services operating at 27 airports in the USA and in four other countries globally, providing line maintenance support to major commercial airlines on both a scheduled and on-call basis, ensuring all capital-intensive equipment operates and performs flawlessly. Swissport's A&P Mechanics have the training, knowledge and expertise to meet your company's demands.

GROUND SUPPORT EQUIPMENT (GSE) MAINTENANCE

Swissport GSE and ULD Maintenance Services operates at over 45 airports in 13 countries, managing and maintaining a fleet of more than 4,000 units. Our commitment is to offer superior and consistent standards and dedication throughout our network, providing reliable, comprehensive, cost-effective GSE maintenance, minimising downtime and maximising productivity. Swissport Maintenance Services is committed to working within the industry towards the research and development of efficient, safe, ergonomic and environmentally friendly Ground Services Equipment.

AVIATION SECURITY

SERVICES

Document Verification

Access Control

Passenger Screening

Aircraft Security Service

Cargo and Baggage Screening

Integrated Security



Swissport Aviation Security provides security services for around 40 customers in over 10 countries worldwide. The team working within the organisation is highly trained in both security and vulnerability assessments, providing complete solutions for our customers. Swissport Aviation Security customers have the flexibility to choose the solution fit for them; be it on a local or a global level, the Checkpoint entities guarantee full flexibility for the procurement of security services.

Our services and expertise in this specialised field are based on more than 20 years' experience within Aviation Security with a clear focus on and commitment to quality solutions and integrated products for your convenience. Working with a company like Swissport allows our clients to purchase security services via Ground Handling and Cargo and benefit from the synergies realised by the integration of security tasks in existing processes, such as:

- **Check-In Security**
Combined Check-In and Security Services
- **Gate Security**
Combined Gate and Security Services
- **Cabin Clean & Search**
Combined Cleaning and Security Services

SWISSPORT INTERNATIONAL LTD.

GROUND HANDLING, CARGO SERVICES,
AIRCRAFT MAINTENANCE,
FUELLING SERVICES, EXECUTIVE AVIATION,
AVIATION SECURITY

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