

LEADING
AIRPORT SERVICES



115 STATIONS

✓ NORTH AMERICA

Appleton, ATW	G	Honolulu, HNL	G-C-T	Raleigh Durham, RDU	C
Asheville, AVL	G	Houston, IAH	G-C	Rapid City, RAP	G
Baltimore, BWI	C-T	Islip, ISL	T	Rockford, RFD	G
Billings, BIL	G	Lanai, LNY	G	San Diego, SAN	G
Boston, BOS	C	Las Vegas, LAS	G-C	Santa Barbara, SBA	G
Bozeman, BZN	G	Los Angeles, LAX	C	Seattle, SEA	G-C
Buffalo, BUF	C	Miami, MIA	C	Sioux Falls, FSD	G
Burlington, BTW	G	Molokai, MKK	G	St Croix, STX	G
Cedar Rapids, CID	G	Montrose, MTJ	G	St Thomas, STT	G-T
Charlotte, CLT	G-C	New Orleans, MSY	T	Torrance, TOA	C
Chicago, ORD	G-C	New York, JFK	G-C	Trenton New Jersey, TTN	G
Cleveland, CLE	C	New York, LGA	T	Vail, EGE	G-T
Colorado Springs, COS	G	Newark, EWR	G	Washington Dulles, IAD	G-C
Columbia Regional, COU	G	Orlando, MCO	C	Washington National, DCA	G
Columbus, CMH	C	Palm Springs, PSP	G	West Palm Beach, PBI	G
Columbus (Rickenbacker), LCK	C	Philadelphia, PHL	C	Wichita, PBI	G
Dallas Fort Worth, DFW	G-C	Phoenix, PHX	G		
Eugene, EUG	G	Phoenix Mesa, AZA	G	Montreal, Canada, YUL	C
Fargo, FAR	G	Pittsburgh, PIT	G-C	Montreal Mirabel, Canada, YMX	T
Great Falls, GTF	G	Portland, PDX	C		
Greensboro, GSO	C	Punta Gorda, PGD	G		

R Regional office
G Ground services
C Cargo services
T Technical services

HISTORY

1971 :

Creation of SFS (Société de Fret et de Services) that quickly becomes a successful cargo services company in Europe.

1983 :

American Airlines (AA) forms AMR Services Corporation to outsource its Ramp, Passenger and Terminal services.

1993 :

SFS and AMR Services Corporation merge to create one of the world's leading groups in airport services.

1996 :

The regional office opens in Hong Kong to develop ground, cargo and passenger terminal services in Asia.

1999 :

The venture SFS-AMR Services Corporation is renamed WFS – Worldwide Flight Services to better match with the worldwide expansion of the group.

2001 :

The Vinci Group acquires WFS and operates it as part of the Vinci Airport division.

2002 :

WFS acquires SEN Group and starts a significant development of ground handling in Europe under the umbrella of EFS - European Flight Services.

2004 :

WFS creates BFS – Bangkok Flight Services to operate Ground and Cargo Handling licences at the new Bangkok Airport.

115 STATIONS

✓ EUROPE

Aberdeen, U.K., ABZ	C	Glasgow, U.K., GLA	C	Newcastle, U.K., NCL	C
Alicante, Spain, ALC	C	Leeds-Bradford, U.K., LBA	C	Nice, France, NCE	C
Amsterdam, Netherlands, AMS	C	Lille, France, LIL	C	Paris, France, CDG	G-C
Barcelona, Spain, BCN	C	London, U.K., LHR	C	Paris, France, ORY	G-C
Bilbao, Spain, BIO	C	London, U.K., Gatwick LGW	C	Rennes, France, RNS	C
Birmingham, U.K., BHX	C	Luton, UK, LTN	C	Rome, Italy, ROM	C
Bordeaux, France, BOD	C	Lyon, France, LYS	C	Shannon, Ireland, SNN	C
Bristol, U.K., BRS	C	Madrid, Spain, MAD	C	Stockholm, Sweden, ARN	C
Brussels, Belgium, BRU	C	Malaga, Spain, AGP	C	Strasbourg, France, SXB	C
Copenhagen, Denmark, CPH	C	Manchester, U.K., MAN	G-C	Toulouse, France, TLS	C
Cork, Ireland, ORK	C	Marseille, France, MRS	C	Valencia, Spain, VLC	C
Dublin, Ireland, DUB	C	Milano, Italy, Malpensa MXP	C	Vienna, Austria, VIE	C
East Midlands, U.K., EMA	C	Montpellier, France, MPL	C	Zaragoza, Spain, ZAZ	C
Edinburgh, U.K., EDI	C	Mulhouse, France, EAP	C		
Frankfurt, Germany, FRA	C	Nantes, France, NTE	C		

✓ AFRICA

Johannesburg, SA, JNB	C
Cape Town, SA, CPT	C
Dar Es Salaam, Tanzania DAR	C
Nairobi, Kenya, NBO	C-G

✓ MIDDLE EAST

Amman, Jordan, AMM	G
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✓ ASIA

Beijing, China, PEK	R
Bangkok, Don Muang, DMK	C
Bangkok, Thailand, BKK	G-C
Cochin, India, COK	G
Hong Kong, HKG	G
Singapore, SIN	G
New Delhi, India, DEL	G

2005 :

WFS opens cargo facilities at Copenhagen airport and acquires France Handling, the French leader in cargo service.

2006 :

WFS is awarded Ground Handling licences at Paris/CDG and Paris/ORY. LBO France acquires WFS from the Vinci Group.

2008 :

WFS buys a 60% stake in British Airways Regional Cargo and gains access to a network of 8 airports in UK.

2009 :

WFS India launches Ground and Passenger handling services in New Delhi and Cochin.

2012 :

WFS is awarded a landmark contract by the government of Hong Kong to manage and operate the territory's new Cruise Terminal, being developed on the historic site of the old Kai Tak Airport.

2013 :

Africa Flight Services Pty Ltd (AFS) opens new cargo handling warehouse facilities at O.R.Tambo International Airport and CapeTown International Airport, South Africa.

2014 :

WFS expands presence in Africa with commencement of cargo handling in Nairobi and opens its first middle east station in Amman.

ABOUT WFS

Today, the WFS network covers over 115 stations in North America, the Caribbean, Europe, Asia Middle East & Africa.

The WFS group, born from the union of AMR Services and SFS, a successful cargo services company in Europe in 1983, has undergone remarkable internal and external growth in recent years. In 1999, the venture SFS-AMR Services was renamed WFS – Worldwide Flight Services.

WFS has launched ground handling services in New Delhi and Cochin, India.

COMMITMENT

The fiercely competitive industry leads to increasing demand for top quality, responsive but cost effective handling services. WFS's strategy is to continually build long-term working relationships with airline customers providing consistent service levels at

all our stations and creating a globally recognised brand in the aviation support services industry.

Quality, productivity, flexibility, innovation and environmental sustainability are the pillars of the WFS commitment to surpass its customers' expectations.

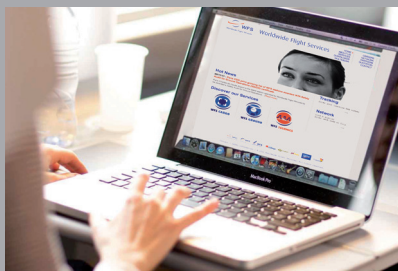
DIVERSIFICATION

WFS can provide its customers with solutions for all of the challenges resulting from today's fast moving and complex operations. Our team also includes architects, engineers, lawyers, specialists in safety, in security, in regulations and operating procedures.

WFS offers a number of franchise models to partners globally.

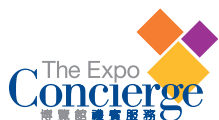
KEY FIGURES

- Experience : 40 years
- Workforce : 10 000 employees
- Handles on average : 4 million tonnes of cargo per annum
- Revenues (2013) : 580 million Euros
- Serves : 50 million passengers for its 300 airline customers
- Worldwide locations : 115 stations in 21 countries



TRACK YOUR SHIPMENTS

WFS's online tracking is the fastest way to find out where your shipment is. No need to call Customer Service when we can offer you real-time details of your shipment's progress as it speeds through the WFS Network on the way to its destination.



ABOUT WFS

OUR SERVICES



WFS CARGO



WFS GROUND



WFS TECHNICS

● CARGO HANDLING

WFS provides a complete range of cargo handling services from aircraft loading to management of cargo facilities globally.

● GROUND HANDLING

WFS provides a comprehensive range of ground handling services to airlines and airport customers globally.

BAGGAGE HANDLING :

Complete solution for baggage handling integrating design, engineering and operation of global logistic baggage system. WFS also offers a complete transfer baggage service.

RAMP HANDLING :

WFS offers a full range of ramp services that facilitate efficient aircraft turn-around coordination such as aircraft loading/unloading, marshalling, push back, cleaning, water servicing, load planning, airport transportation, jetbridge, GSE installation, GPU, ASU, cooling unit, heating unit. Additionally, WFS offers de-icing and refueling services at selected airports.

PASSENGER SERVICES :

Working in partnership with airlines and airport operators, WFS passenger services facilitate the efficient transfer of passengers from initial check-in through to boarding at 40 airports. WFS also provides a suite of Premium VIP airport and terminal services at a number of airports as well as operating airline lounges.

● TECHNICAL ASSISTANCE

WFS technical services are provided by a team of qualified mechanics who specialize in the maintenance, repair and installation of passenger boarding bridges and ground support equipment.

With its three
core lines
of business,
WFS provides
top quality
solutions to all
your handling
needs.

www.wfs.aero



CARGO HANDLING – A FULL RANGE OF INNOVATIVE SERVICES



WFS exceeds customers' expectations thanks to its passion, tradition and investments in people, training and technology.

The group focuses on innovation and creativity when responding to customer needs and demands, and looks to facilitate and simplify work processes.

WFS Cargo provides a complete range of services to airlines and freight forwarders including :

A COMPLETE RANGE OF SERVICES :

- Cargo warehousing
- Global cargo logistics
- Security and documentation processing
- Global cargo tracking

WFS has developed a global and comprehensive cargo network in strategic locations. Today WFS is recognized as a world leading provider of high quality and high value cargo services with its multi-location and multi-services solutions.

● SECURITY

The WFS group is committed to the full implementation of ICAO recommendations and the National Civil Aviation Security programs and establishes proactive measures to reduce the exposure of both the group and our customers. WFS undertakes internal audits and

surveys in relation to WFS' security procedures and systems using highly trained specialists. WFS uses the full range of approved measures including x-ray, visual or physical search, canine and explosive detection technique.

SPECIAL HANDLING :

● **DGR** : All WFS team members in charge of Dangerous Goods handling are trained and competent in ICAO and IATA regulations.

WFS works closely with its team and industry partners to ensure DGR standards are met.

● **PER** : WFS operates several Perishables Centres in line with EU standards and handles a diverse range of food, horticultural and pharmaceutical products.

● **AVI** : WFS Cargo can design and operate Live Animal stations with easy access into/out of the facility to ensure quick processing of animals in a protected environment.



WFS is involved in the following quality management systems
Quality practices - quality service strategy

- European Customs project (Import Control System), an efficient service online fulfilling the mandatory requirements of European Authorities.
- E-freight project which involves a simplification of processes to eliminate paper, save time and reduce costs.
- WFS is part of the Cargo 2000 working group, an IATA interest group.
- WFS is deeply involved in ISAGO certification. On September 2010, WFS was the first ground handling company in Paris to enter the IATA Safety Audit for Ground Operations (ISAGO) registry.
- WFS is also involved in Cargospot, TAPA security requirements, ISO 9001-2000, Cool Chain Supply and AEO (Authorized Economic Operator) certification (first cargo handler in Spain to be certified in May 2010).

✈ ISO 9001-2008 Certified ✈ TAPA ✈ ISAGO Provider ✈ OEA

HUMAN BEING : ESSENTIAL AND VITAL

The use of innovative and performing technologies is necessary in Cargo handling. Nevertheless the human element remains essential. Therefore WFS promotes self-improvement, education and training amongst its people to achieve a greater level of safe,

efficient and cost-effective working practices. Dialogue, respect, understanding, support, personal assistance when needed are part of WFS business practises to build a strong relationship with our customers on the local and the global level.

WFS FOUNDATION

Created in 2012, the WFS Foundation has the objective of supporting, promoting, developing and organizing activities to enable young people from poorer backgrounds to integrate themselves into the business world through training, education, sport and civic activities.

The Foundation and its CEO and Founder, Olivier Bijaoui, aim to place the Foundation at the heart of the Company bringing together commercial, social and environmental dimensions as well as the human dimension. Our Foundation has an international perspective and the diversity of our employees and their cultural heritage are its main strength.

www.fondationwfs.aero

A DOMINANT CARGO FOOTPRINT IN EUROPE

The largest and strongest cargo handling network

WFS currently has the largest and most comprehensive cargo Handling network in Europe. Today WFS is present in the most active and major hubs in Europe and operates out of main airports. The European network includes 40 stations in 10 countries connected by our Road Feeder System.



Our unique Road Feeder System is based on 2 levels of route operation :

- a domestic satellite network, i.e. truck access from/to the country main hub to/from airports in the same country,
- a trans-regional network with regular cargo shuttles between the European major hubs and spokes. This network favours smooth and timely shipment of freight via road between 85 European airports, in 16 countries, optimising the uplift capacity of each airline.



NOW IN AFRICA

Africa Flight Services (South Africa) Pty Ltd is a newly established company set up to provide world class aviation services at key airport locations across South Africa. AFS (South Africa) is a joint venture partnership between the world's largest global provider of cargo handling services - Worldwide Flight Services and the highly successful local South African airline - SA Airlink.

AFS (South Africa) has cargo handling warehouse facilities at O.R.Tambo International Airport (2,911 sqm) and CapeTown International Airport (2,340 sqm).

Both facilities have been fully refurbished and equipped with a new pallet handling system with integral weigh beds, a fleet of new fork lift and pallet trucks. An investment has also been made in brand new dual view x-ray screening equipment at each location.

Worldwide Flight Services (WFS) has commenced cargo handling operations in Nairobi, Kenya in June 2014 and also entered into a long-term partnership with Wings Flight Services in Dar es Salaam, Tanzania to operate a new cargo terminal at Julius Nyerere International Airport due to open late 2014.

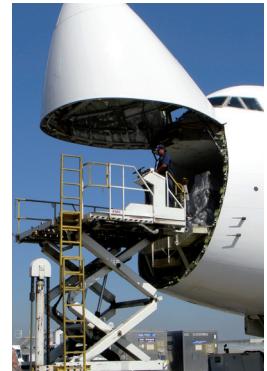


EXTENSIVE CARGO EXPERIENCE IN NORTH AMERICA

WFS holds a well established presence in the largest North America hubs such as Newark, Los Angeles, Chicago, Dallas, Washington and Miami, as well as in others key international locations such as Philadelphia, Pittsburgh, Baltimore, Seattle and Honolulu and many medium & small airports.

The Cargo network represents 25 stations of the 660 stations, including Technical services locations.

WFS has extensive experience in opening new locations and has considerable experience in the North American market.



MULTI-SOLUTIONS IN ASIA

In Thailand, Bangkok Flight Services (BFS), a joint venture between Worldwide Flight Services and Bangkok Airways, Thailand's second largest regional scheduled carrier, offers full passenger, ramp and cargo handling services at Bangkok Suvarnabhumi Airport for all types of operations, from private charters to full service mainline carriers including A380 capability.

Our 55,000 sqm cargo terminal is state of the art and offers all of the facilities required for handling all types of cargo. With a fully secured access controlled environment protected by CCTV coverage, the terminal handles around 400,000 tonnes of cargo a year. Specialist handling of high-value

goods, outsized cargo, dangerous goods, radioactive goods and live animals is also provided. Today, the BFS Cargo Terminal is capable of handling seven wide-body aircraft simultaneously.

Our staff is highly experienced and motivated with many years of aviation experience amongst them.

BFS is proud of its operations which receive regular praise from its customer airlines for its ability to meet SLA performance standards related to customer satisfaction and punctuality.

A second phase expansion of the facility will soon add a further 30,000 sqm. of warehouse space providing a total annual capacity of over 800,000 tonnes.

A joint
venture :
BFS



TRAINING

www.airportcollege.aero

An in-house training school, Airport College

The technical development of handling equipment as well as the evolution in aviation regulations generates a permanent need for training.

WFS operates several training centres around the world that offer tailored training regimes in accordance to local legislation and national safety standards.

Furthermore, WFS is committed to developing our greatest asset : our people.

As opposed to reactive training methods that are applied «too little, too late», WFS believes in a proactive and all-inclusive training and safety approach. Our training programs provide every employee with the skills necessary to perform their jobs efficiently and with confidence from day one throughout their career, helping to reduce employee turnover.

WFS has created an in-house training school, Airport College, in 2000, in France. Airport College can also provide training management services, audits and consulting services related to regulation follow up, airlines audits and safety/security audits. In Orly, France, Airport College has recently opened an airport terminal simulated environment in order to conduct live training.

The IATA Training & Development Institute congratulated Airport College on qualifying as a 2014 Worldwide Top Performing IATA Accredited Training School (ATS). This recognition sets our training center apart as one that achieved impressive results in 2013.



WORLDWIDE TOP PERFORMING
IATA ACCREDITED TRAINING SCHOOL
2014



SECURITY / SAFETY

- Ensuring the highest level of security is the cornerstone of everything WFS does. WFS security programs give specific focus to minimize exposure to risk and comply with all regulatory security requirements and National Security programs.

- Access control (secure access to airport restricted areas and to cargo premises, control of airport identification cards).

- Security standards (advanced x-ray, screening system, hand search, explosive detection system, application of “known shipper” concept and canine assistance).

- Safety is also a key objective for WFS and a focus in our training programs. At all levels of management, WFS promotes standards of excellence in health and safety. Accident prevention is an integral part of WFS operations.

- Employees receive a WFS Employee Handbook when joining the company that specifies the operating policy and the Code of Conduct covering attendance, performance at work, personal conduct and the code of Company business in an ethical and legal manner. Non-compliance with the policies are treated very seriously.

In addition to the company uniform, our staff are required to wear personal protective equipment when needed.

**Today, safety is
a key
objective for
WFS and a
focus in our
training
programs**

INNOVATION - RESEARCH & DEVELOPMENT

The WFS group focuses on innovation and creativity when responding to customer needs and demands, and looks to facilitate and simplify work processes.

The IT system Cargospot guarantees the tracking of cargo and data transmission to airlines.

Our unique background allows the IT department together with our Marketing team and Operations specialists to identify and develop the best solutions in line with current business needs.



www.wfs.aero

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