

Welcome to Swissport Americas Inc.



From landing to take-off: We care!

- : Ground Handling
- : Cargo Services
- : Fueling Services
- : Executive Aviation
- : Aircraft Maintenance
- : Aviation Security

The Swissport Mission: “Strengthening our number-one position”



- ④ Swissport is the leading global airport and aviation service provider in terms of quality, reliability, customer dedication, growth, innovation and network coverage
- ④ We offer a wide range of products at optimum value for money and achieve an attractive return on investment for all parties involved.
- ④ Our mission is to be a reliable and professional contributor and a recognized partner in creating value and results for all our stakeholders.

Ownership Ferrovial

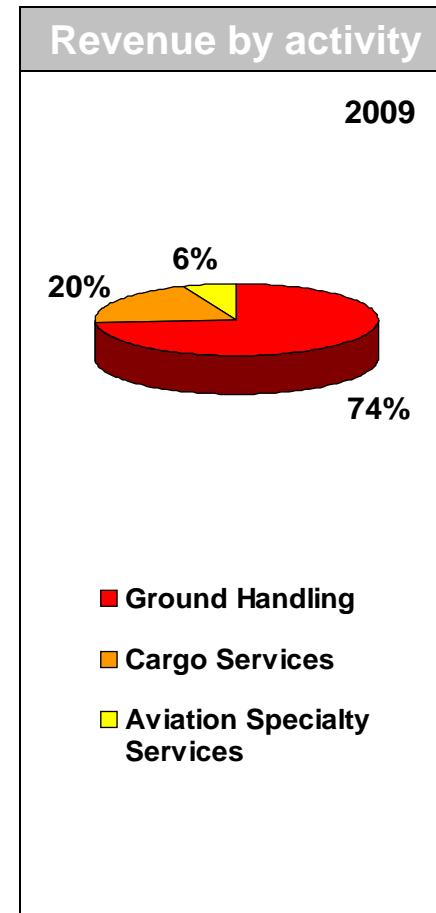
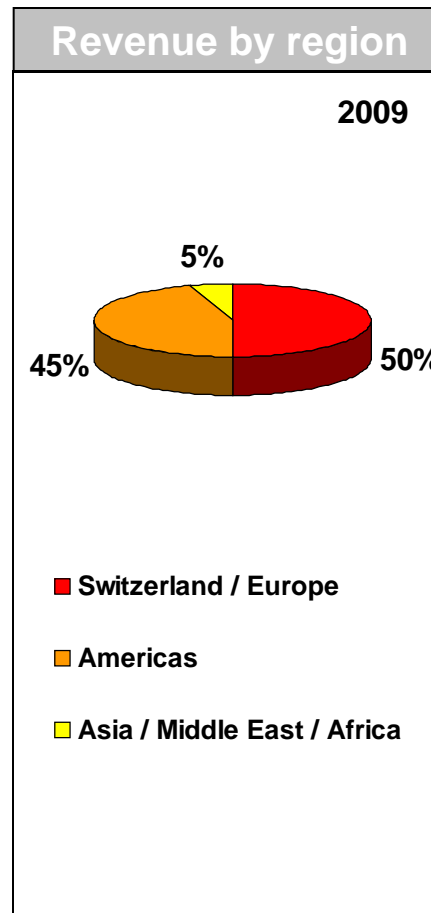
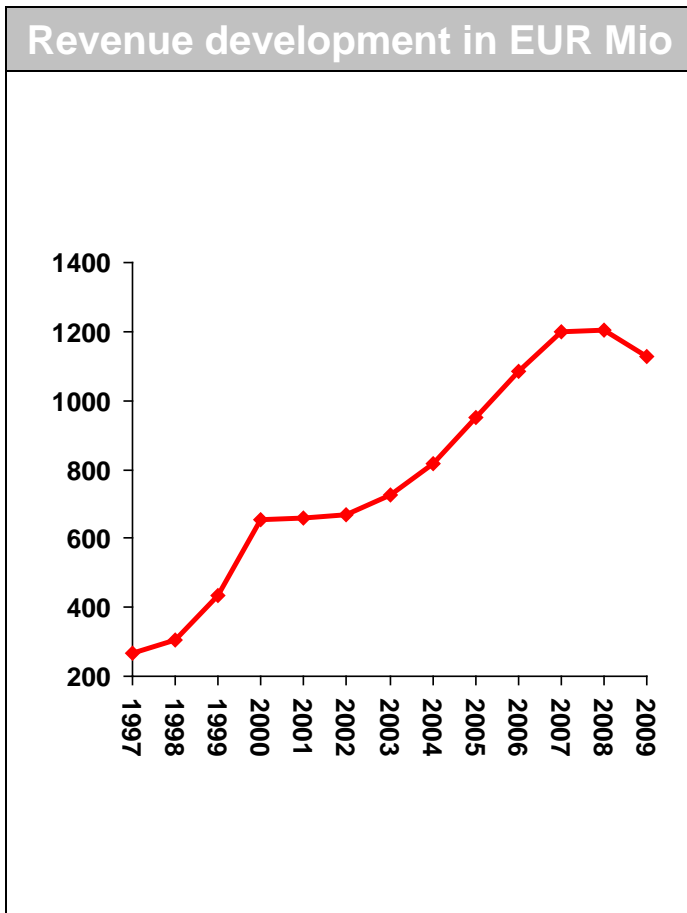


Ferrovial is one of the world's largest private operators of transportation infrastructure and a leading services provider. As one of Spain's most international companies, it generates net revenues of more than €12 billion a year, has operations in 49 countries and assets totaling approximately €44 billion.

Ferrovial's business model is focused on end-to-end infrastructure management, design, construction, financing, operation and maintenance. To this end, the company is active in complementary sectors, such as airport and toll road construction and operations, as well as services. Ferrovial has invested a total of \$77.56 billion in transport concessions since 1985, leading the latest worldwide ranking published by the esteemed American publication Public Works Financing.



Revenue Development





Revenue	EUR 1126 million (CHF 1690 million, USD 1690 million)
Countries	38
Employees	32'000
Flights handled	2.5 million
Cargo handled (tons)	3.5 million
Airports served	179
Customer airlines	over 650
Passengers handled	over 70 million

The World of Swissport Europe (1)

- G Ground Handling
- C Cargo
- F Fueling
- E Executive Aviation
- S Aviation Security
- M Aircraft Maintenance



Europe			
Alicante	ALC	G	
Almeria	LEI	G	
Amsterdam	AMS	C	S
Antwerp	ANR	C	
Arrecife	ACE	G	
Athens	ATH	G C	E
Barcelona	BCN	G	
Basel	BSL	G C	E S
Birmingham	BHX	G	
Berlin - Tegel	TXL	C	
Brussels	BRU	C	
Corfu	CFU	G	E
Dresden	DRS	C	
Dusseldorf	DUS	C	
Florence	FLR	C	
Frankfurt	FRA	C	
Geneva	GVA	G C	E S M
Glasgow	GLA	G	M
Hamburg	HAM	C	
Hanover	HAJ	C	
Heraklion	HER	G C	E
Jerez	XRY	G	
Kiev	KBP	G	
Larnaca	LCA	G C	E
Leipzig	LEJ	C	
Liège	LGG	C	
Lille	LIL	C	
London – Gatwick	LGW	G C	
London – Heathrow	LHR	G C	
London – Stansted	STN	G	
Lyon	LYS	C	
Madrid	MAD	G	
Malaga	AGP	G	E
Manchester	MAN	G C	
Milano – Malpensa	MPX	C	
Milano – Segrate	SWK	C	
Mulhouse	MLH	C	
Munich	MUC	C	
Murcia	MJV	G	
Newcastle	NCL	G	F
Nice	NCE	C	E
Nuremberg	NUE	C	
Palma de Mallorca	PMI	G	
Paphos	PFO	G C	E
Paris – Charles de Gaulle	CDG	G C	S
Paris – Orly	ORY		S

The World of Swissport Europe (2)

- G Ground Handling
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Europe

Paris – Le Bourget	LBG			S
Pisa	PSA	C		
Rhodes	RHO	G	E	
Rouen	URO	C		
Sofia	SOF	G	E	
St. Petersburg	LED	C		
Strasbourg	SXB	C		
Stuttgart	STR	C		
Tel Aviv	TLV	G	C	E M
Thessaloniki	SKG	G	C	E
Turin	TRN	C		
Vienna	VIE	C		S
Warsaw	WAW	G		
Zurich	ZRH	G		S M

The World of Swissport Africa

- G Ground Handling
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Africa				
Abuja	ABV			S
Algiers	ALG	G	C	E
Bloemfontein	BFN			S
Cape Town	CPT	G	C	S
Dar es Salaam	DAR	G	C	E S
Douala	DLA			S
Durban	DUR	G	C	S
East London	ELS	G		
George	GRJ	G		
Hoedspruit	HDS			S
Johannesburg	JNB	G	C	S
Kilimanjaro	JRO	G	C	E
Kimberley	KIM			S
Lagos	LOS			S
Malabo	SSG			S
Nairobi	NBO	G	C	E S
Phalaborwa	PHW			S
Port Elizabeth	PLZ		C	
Port Harcourt	PHC			S
Richards Bay	RCB			S
Yaounde	NSI			S

The World of Swissport Asia

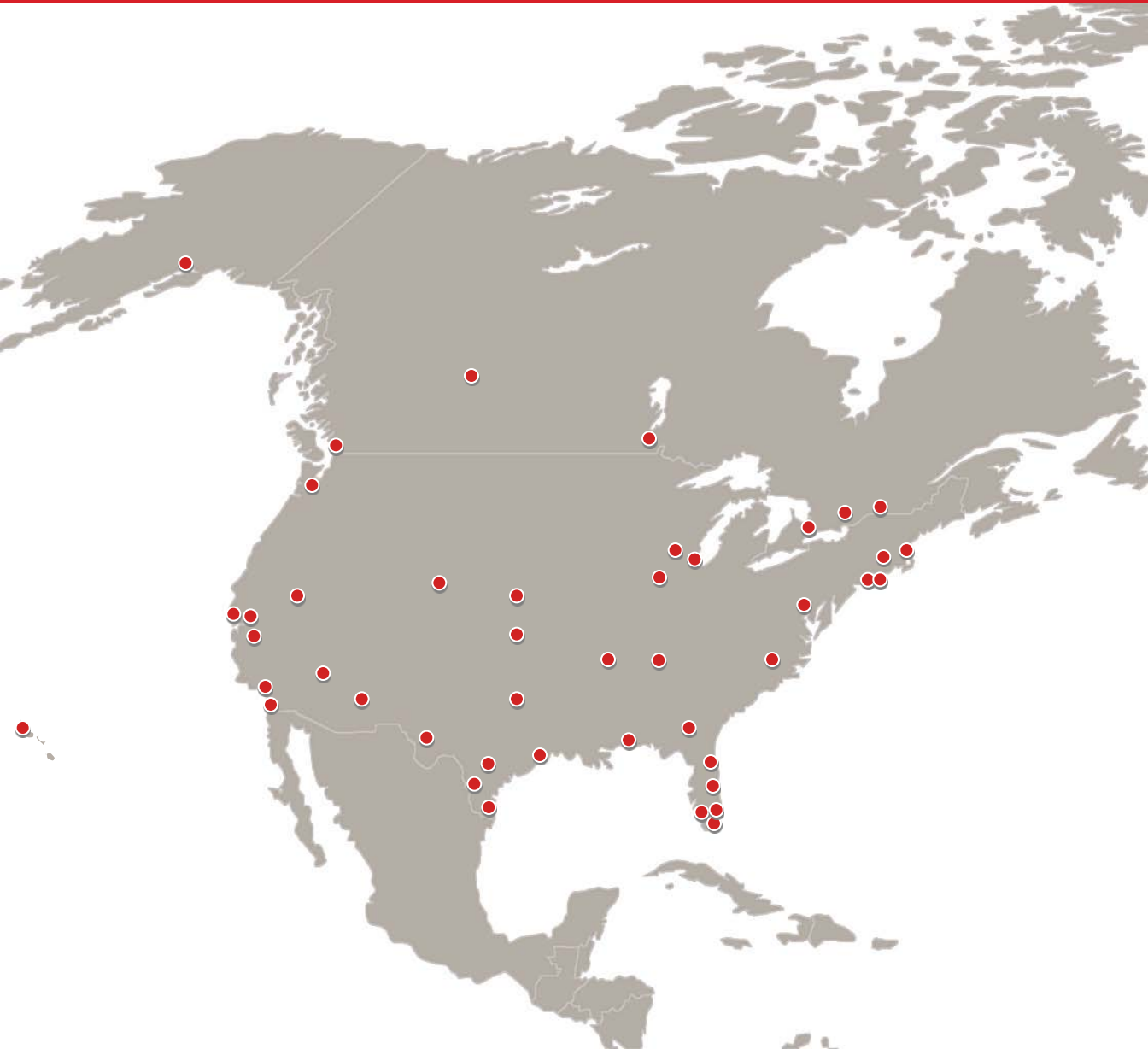
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Asia				
Fukuoka	FUK			M
Nagoya - Central Intl. Airport	NGO	G		M
Osaka - Kansai Intl. Airport	KIX	G	C	M
Seoul - Incheon Intl. Airport	ICN	G	C	
Tokyo - Narita Intl. Airport	NRT	G		M

The World of Swissport North America

G	Ground Handling
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North America					
Anchorage	ANC	G		E	M
Atlanta	ATL	G	C		
Boston	BOS	G	C	F	M
Chicago Midway	MDW			F	
Chicago O'Hare	ORD	G	C		
Dallas Ft. Worth	DFW			F	
Daytona Beach	DAB				M
Denver	DEN		C		
Edmonton	YEG	G			
El Paso	ELP	G			
Fort Lauderdale	FLL	G			M
Fort Myers	RSW			F	
Harlingen	HRL	G			
Honolulu	HNL	G			M
Houston	IAH	G			
Islip - Long Island, NY	ISP			F	
Laredo	LRD	G			
Las Vegas	LAS	G		F	
Los Angeles	LAX	G	C	E	M
Memphis	MEM			F	
Miami	MIA	G	C	E	
Middletown	MDT	G			
Montreal - Dorval	YUL	G	C		
Nashville	BNA	G			
New York - John F. Kennedy	JFK	G	C	E	M
New York - La Guardia	LGA	G	C		
Newark	EWR	G			M
Oakland	OAK	G		F	
Oklahoma City	OKC			F	
Orlando - Orlando Intl. Airport	MCO	G			M
Orlando - Sanford Intl. Airport	SFB	G		F	M
Ottawa	YOW	G			
Peoria	PIA	G			
Phoenix	PHX		C	F	
Punta Gorda	PGD				M
Reno	RNO			F	
Rockford	RFD	G			
San Antonio	SAT	G			
San Diego	SAN				M
San Francisco	SFO	G	C		M
San Jose	SJC	G			
Seattle	SEA	G	C	F	E
Toronto - Pearson Intl.	YYZ	G	C		
Vancouver	YVR	G	C		
Washington - Dulles Intl. Airp.	IAD	G	C	F	M
Washington - Ronald Reagan	DCA				M
Wichita	ICT	G			
Winnipeg	YWG	G			
Worcester	ORH			F	E

The World of Swissport Central America & Caribbean

- G** Ground Handling
- C** Cargo
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Central America & Caribbean

Aruba	AUA	C		
Bonaire	BON	C		
Cancún	CUN	G C		
Cozumel	CZM	G		
Curaçao	CUR	G C		
Guadalajara	GDL	C		
La Romana	LRM	G	E	M
Mexico	MEX	C		
Puerto Plata	POP	G	E	M
Punta Cana	PUJ	G	E S	M
San Jose	SJO	G		
San Pedro Sula	SAP	C		
Santo Domingo	SDQ	G	E S	M
St. Marteen	SXM	C		
Tegucigalpa	TGU	C		

The World of Swissport South America

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South America

Bariloche	BRC	G	E
Brasilia	BSB	G	E
Buenos Aires - Aeroparque	AEP		E
Buenos Aires - Ezeiza	EZE	G	E
Caracas	CCS	C	
Cordoba	COR		E
Curitiba	CWB	G	C E
Fortaleza	FOR	C	
Lima	LIM	G	C E
Manaus	MAO	G	C E
Mendoza	MDZ		E
Porto Alegre	POA	G	E
Recife	REC	G	C E S
Rio de Janeiro - Galeao	GIG	G	C E S
Rio de Janeiro - S. Dumont	SDU	G	E
Rosario	ROS	G	E
Salta	SLA	G	
Salvador	SSA	G	C E S
San Fernando (Buenos Aires)	FDO		E
Sao Paulo - Congonhas	CGH	G	E
Sao Paulo - Guarulhos	GRU	G	C E S
Sao Paulo - Viracopos	VCP	G	C E
Ushuaia	USH		E



Swissport Formula

Swissport wants to remain the industry benchmark in terms of delivering optimum quality coupled with high productivity and competitive costs. Standardization and global alignment play an important part in ensuring the achievement of this ambitious goal.

Benefits of the Swissport Formula for our customers:

- ④ Improved choice and access to innovative services globally
- ④ Optimized solutions for global and local needs
- ④ Interoperability and compatibility of services between stations worldwide
- ④ Consistent quality and reliability
- ④ Well-trained management and staff
- ④ Savings made through application of standards



- ④ Swissport is the leading global airport and aviation service provider in terms of quality, reliability, customer dedication, growth, innovation and network coverage
- ④ We offer a wide range of products at optimum value for money and achieve an attractive return on investment for all parties involved.
- ④ Our mission is to be a reliable and professional contributor and a recognized partner in creating value and results for all our stakeholders.



Because the people make the difference

Swissport's global workforce of over 32,000 employees drawn from more than 100 different nationalities and cultures carefully looks after customer needs 24 hours a day at 179 stations in 38 countries.

This is about much more than just delivering a service. It's about caring, a smile, a spontaneous gesture or a helping hand, to simply make the difference.

Top 25 Customers by Revenue (2009)



- Swiss International Air Lines
- Lufthansa
- Ryanair
- KLM
- United Airlines
- easyJet
- Gol Transportes Aereos
- South African Airways
- Air France
- Virgin Atlantic Airways
- Singapore Airlines
- Monarch Airlines
- Delta Air Lines
- Westjet Airlines Ltd.
- British Airways
- Northwest Airlines
- Cyprus Airways
- Flybe Ltd.
- Mexicana
- Emirates
- Korean Air Lines
- Turkish Airlines
- American Airlines
- Austrian Airlines
- Qantas Airways

Key Figures for Swissport Americas 2009



Revenue	\$595 million (USD)
Employees	over 15,000
Flights handled	over 992,000
Airports served	88
Passengers Handled	over 39 million
On-time Performance	99.1%



Classic Ground Handling

- Ramp and passenger handling
- Lounges and ticketing
- Supervision and representation
- Cleaning
- De-icing
- Fueling
- Aircraft Maintenance
- e-Services
- Executive Aviation

Cargo Handling

- Physical handling (Import/Export)
- Warehousing and storage
- Document handling
- Trucking
- ULD management

Swissport Americas

Locations

North America



Airport Code	Location	Pax	Ops	Ramp	Cleaning	A/C Maint.	Station Mgmt.	Deicing	Freighter Ramp	Cargo W/H	Fueling
ANC	Anchorage										
ATL	Atlanta										
BNA	Nashville										
BOS	Boston										
DAB	Daytona Beach										
DCA	Washington										
DEN	Denver										
ELP	El Paso										
EWR	Newark										
FLL	Ft. Lauderdale										
HNL	Honolulu										
IAD	Washington										
IAH	Houston										
ICT	Wichita										
ISP	Islip										
JFK	New York										
LAS	Las Vegas										
LAX	Los Angeles										

Swissport Americas Locations North America



Airport Code	Location	Pax	Ops	Ramp	Cleaning	A/C Maint.	Station Mgmt.	Deicing	Freighter Ramp	Cargo W/H	Fueling
LGA	La Guardia										
LRD	Laredo										
MCO	Orlando										
MDT	Middletown										
MDW	Chicago										
MEM	Memphis										
MIA	Miami										
OAK	Oakland										
OKC	Oklahoma City										
ONT	Ontario, CA										
ORD	Chicago										
ORH	Worcester										
PGD	Punta Gorda										
PHL	Philadelphia										
PHX	Phoenix										
PIA	Peoria										
RFD	Rockford										

Swissport Americas

Locations

North America



Airport Code	Location	Pax	Ops	Ramp	Cleaning	A/C Maint.	Station Mgmt.	Deicing	Freighter Ramp	Cargo W/H	Fueling
RNO	Reno										
RSW	Ft. Myers										
SAN	San Diego										
SAT	San Antonio										
SEA	Seattle										
SFB	Sanford										
SFO	San Francisco										
SJC	San Jose										
YEG	Edmonton										
YOW	Ottawa										
YUL	Montreal										
YVR	Vancouver										
YWG	Winnipeg										
YYZ	Toronto										

Swissport Americas Locations LATAM & Carribean



Airport Code	Location	Pax	Ops	Ramp	Cleaning	A/C Maint.	Station Mgmt.	Deicing	Freighter Ramp	Cargo W/H	Fueling
AEP	Aeroparque										
AJU	Aracaju										
AUA	Aruba										
BOA	Roraima										
BRC	Bariloche										
BSB	Brasilia										
CCS	Caracas										
CGH	Congonhas										
COR	Cordoba										
CUN	Cancun										
CUR	Curacao										
CWB	Curitiba										
CZM	Cozumel										
EZE	Ezeiza										
GDL	Guadalajara										
GIG	Rio de Janeiro										
GRU	Guarulhos										
LIM	Lima										
LRM	La Romana										

Swissport Americas Locations LATAM & Carribean



Airport Code	Location	Pax	Ops	Ramp	Cleaning	A/C Maint.	Station Mgmt.	Deicing	Freighter Ramp	Cargo W/H	Fueling
MAO	Manaus										
MDZ	Mendoza										
MEX	Mexico										
NAT	Natal										
POP	Puerta Plata										
PUJ	Punta Cana										
REC	Recife										
ROS	Rosario										
SAP	San Pedro Sula										
SDQ	Santo Domingo										
SDU	Rio de Janeiro										
SJO	San Jose										
SLA	Salta										
SSA	Salvador										
TGU	Tegucigalpa										
THE	Teresina										
USH	Ushuaia										
VCP	Viracopos/Campinas										

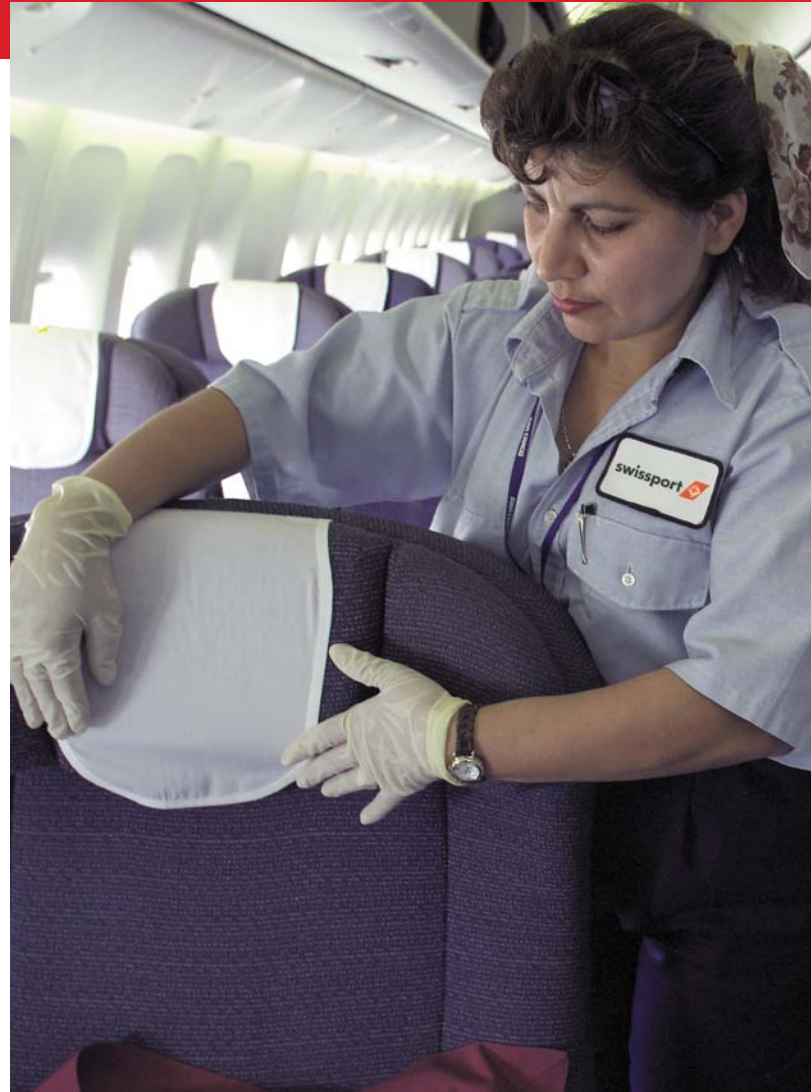


- ④ *Swissport is a firm believer in our Quality Management System. Employees at all levels are encouraged to participate and define best practices. This policy has led to continuous improvement in productivity and efficiency resulting in decreased costs and better labor utilization, ultimately resulting in improved cost efficiency for our customers.*
- ④ *Our procedures and business processes are continually being evaluated at the Corporate, Regional and Station levels. This ongoing evaluation is a key component in our ability to adapt to the changes confronted by the industry while maintaining our world leading performance.*
- ④ *Our Corporate level positions ensure equipment distribution and that our training programs are complied with and at optimal levels.*

Welcome to Ground Handling



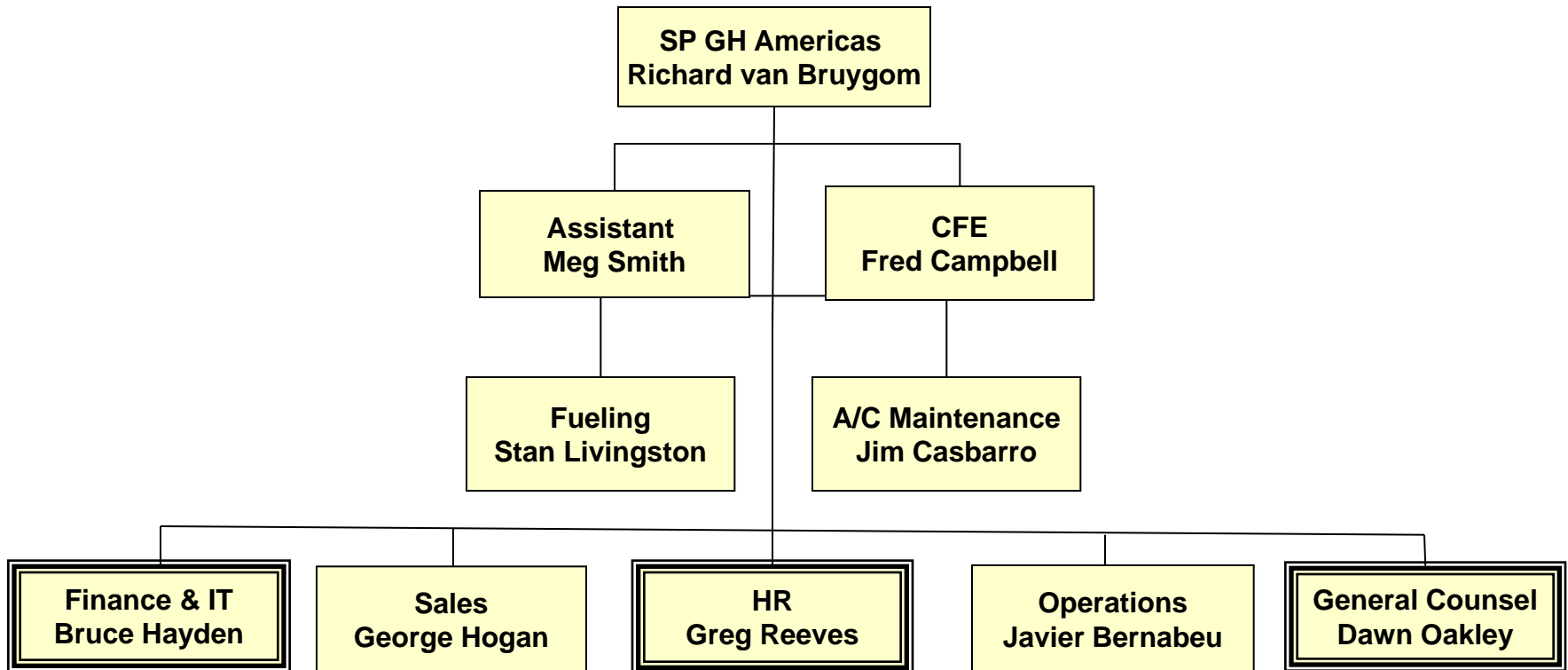
- : Passenger Services
- : Ramp and Cleaning
- : Baggage Make Up
- : Total Outsourcing
- : Freighter Ramp Handling
- : Station Management
- : Airports / Terminal Systems
- : GSE Maintenance
- : Fueling
- : Aircraft Maintenance
- : Environmental Services





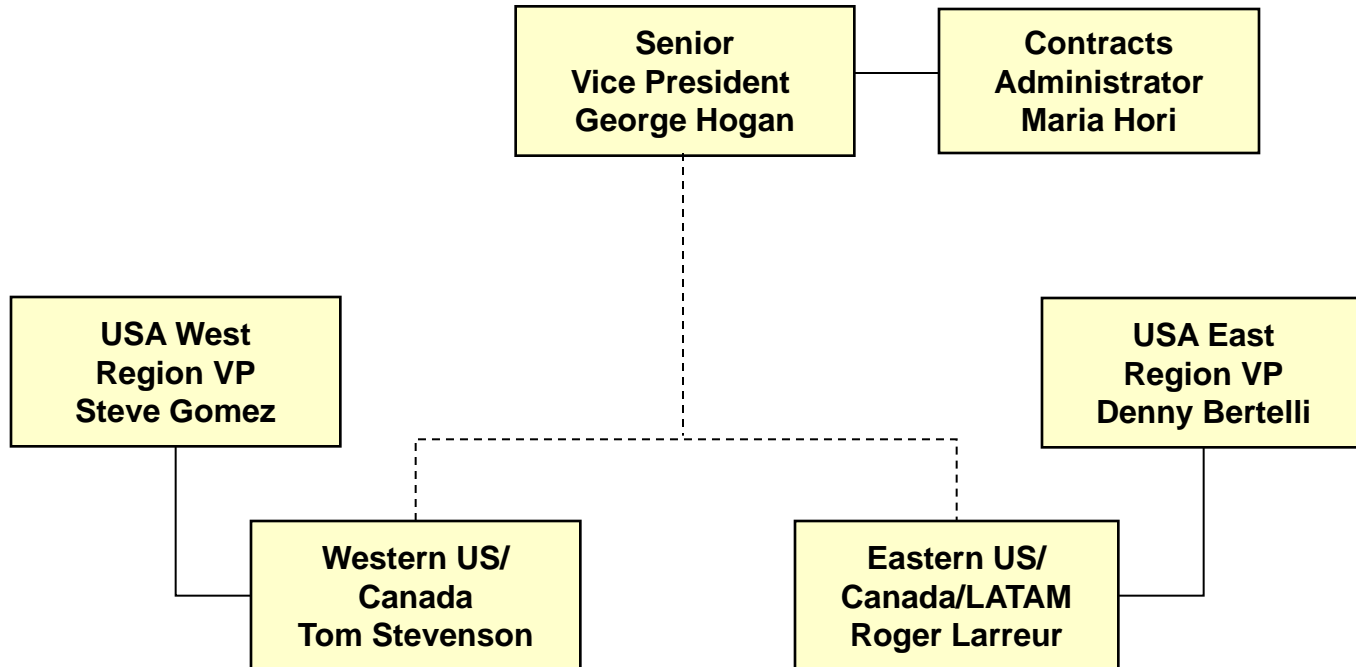
Our Vision:

Swissport Ground Handling Americas will be the most competitive international aviation company with skilled dynamic teams and modern technology that deliver safe, quality services while exceeding customer's expectations and financial goals.



SSC part of the SSC (shared service center)

GH Americas Sales Team



Ground Handling Services Product Range



- Passenger and Ramp Services
- Baggage Services
- Ticketing
- Lost and Found Services
- Lounge Operations
- VIP Treatments
- Gate and Check-in Services
- Irregularity Handling
- Station Control
- Load Control
- Crew Administration
- Fueling
- Aircraft Maintenance
- Executive Aviation Handling
- and many other Service Products

Welcome to Aircraft Maintenance



Our Services:

- : Transit/Turnaround Service
- : ETOPS Checks
- : Daily Service
- : A-Checks/RON Checks
- : Airworthiness Release
- : Material Handling/Inspection/Storage
- : Technical Support/Maintenance
- : In-Flight Entertainment

Certifications:

- : FAA Approved Repair Station
Certificates – Title 14 CFR Part 145
- : EASA-145 Approved Repair Station
Certificates





Why Swissport Aircraft Maintenance?

- Superior Technical Expertise
- Customer Oriented Tailor-made Solutions
- Dedicated and Flexible Staff
- Quality and Safety
- Training
- Planning and Management Services
- Networking
- Reduced Costs and Overhead
- Experience, Innovation and Incentives

Aircraft Maintenance Customers



Aer Lingus	Continental
Aerolitoral	Delta
Aeromexico	Egyptair
AeroUnion	Icelandair
Air China	Japan Airlines
Air France	KLM
Air Jamaica	Korean Airlines
Air Midwest	Lufthansa
Air New Zealand	Mesa
Air Tran	Mexicana
Allegiant	Nippon Cargo
All Nippon	Pinnacle
Atlantic Southeast	Qantas
Atlas	Qatar
Austrian	Republic
Avianca	Saudi Arabian
Cathay Pacific	Sky Service
Chautauqua	Southern
China Airlines	TACA
China Cargo	Thomas Fly
China Southern	US Airways
Comair	Virgin America
Compass	Xtra Airways
CommutAir	

Aircraft Maintenance Network



Locations:

Anchorage
Boston
Daytona Beach
Ft. Lauderdale
Honolulu
Los Angeles
Memphis
New York – JFK and EWR
Orlando
Philadelphia
Punta Gorda
San Diego
San Francisco
Sanford
Washington – DCA and IAD

Awards:

Recipient – FAA Certificate of
Excellence Diamond Award 2002-2008



Associate Member International Airlines
Technical Pool (IATP)





Welcome to Fueling

- : Into-plane fueling
- : EPA Compliance
- : Maintenance & Operation of Tank Farms
- : Maintenance & Operation of Fuel Distribution Systems and Pipelines
- : Receipt and Storage of Fuel
- : Inventory and Quality Control
- : Laboratory Fuel Testing
- : Audit Programs
- : Ground Support Equipment Fueling
- : Ground Support equipment Maintenance
- : Fuel System Project Management
- : Rental Car Facility Fueling
- : FBO



Fueling

Key Figures 2009



- Handles 3.4 billion gallons, 12.8 billion liters per year
- Fueled (into-plane) 730,000 flights in 2009
- Operates and maintains ten domestic fuel systems and one international in Newcastle, UK
- Provides into-plane fueling at 16 domestic airports and one international
- Operates one FBO in Worcester, MA



Fueling Locations

Location	Fuel Storage	Into-Plane Fueling	Consortium	Experience
Boston				5 years
Chicago (MDW)				1 year
Dallas				1 year
Fort Myers				25 years
Islip				2 years
Las Vegas				33 years
Memphis				3 years
Newcastle				2 years
Oakland				17 years
Oklahoma City				33 years
Phoenix				36 years
Reno				30 years
San Jose				2 years
Sanford				7 years
Seattle				3 years
Washington (IAD)				4 years
Worcester				22 years

Top Customers 2009



- ④ USAirways
- ④ Southwest Airlines Inc.
- ④ Delta Air Lines Inc.
- ④ Jet Blue Airways Corp.
- ④ Mesa Airlines
- ④ Federal Express
- ④ Skywest
- ④ American Airlines
- ④ Continental Airlines Inc.
- ④ United Airlines Inc.

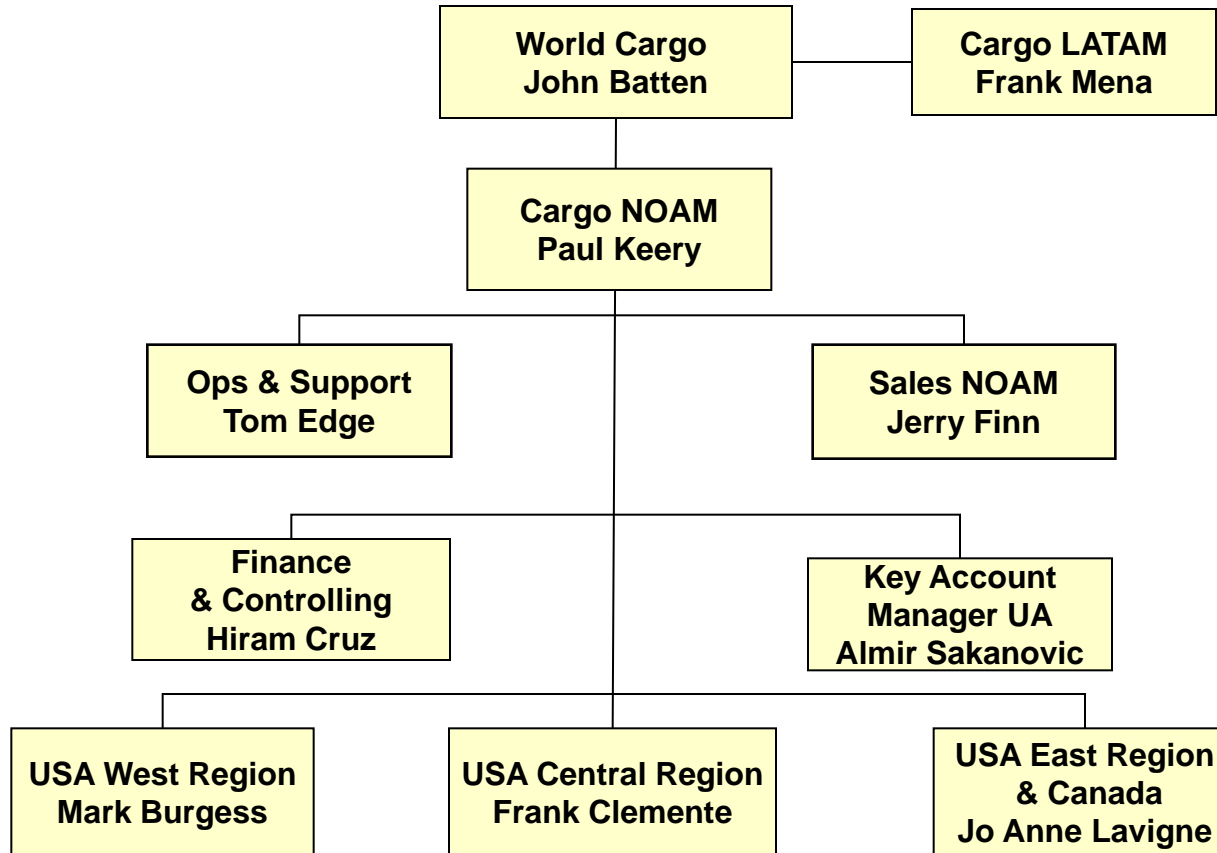
Welcome to Cargo



- : Full export & import document handling, AWB check
- : Warehousing
- : Customs clearance
- : Security checks
- : Pallet build-up/breakdown
- : ULD Management
- : Storage & Logistics
- : Special Handling
- : Customized neutral outsourcing solutions



Cargo Services Organization



Cargo Services Locations



Canada

YUL Montreal
YYZ Toronto
YVR Vancouver

Latin America

AUA Aruba, Aruba
CUR Curacao, Dutch Antilles
CPQ Campinas, Brazil
CWB Curitiba, Brazil
GIG Rio de Janeiro, Brazil
GRU Sao Paulo, Brazil
GDL Guadalajara, Mexico
MEX Mexico City, Mexico
CUN Cancun, Mexico
CCS Caracas, Venezuela



United States

ATL Atlanta
BOS Boston
ORD Chicago
DEN Denver
MIA Miami
LAX Los Angeles
JFK New York
PHL Philadelphia
PHX Phoenix
SFO San Francisco
SEA Seattle
IAD Washington DC

Cargo Services Industry Experience



- ④ Swissport Cargo Services Senior Management Team has over 130 combined years of airline experience
- ④ Swissport Cargo Services is the world's largest cargo handling provider with over 70 stations worldwide processing over 4 million metric tons per year
- ④ The success of Swissport Cargo Services is attributed to our well trained professional specialists, standardized procedures and our state of the art equipment
- ④ We maintain our top quality service by performing annual station audits, conducting customer surveys and implementing quality programs along with continuous training for our over 2,800 employees worldwide

Cargo Services Top 10 Customers



- United Airlines
- Singapore Airlines
- China Airlines
- KLM
- Swiss World Cargo
- Lufthansa
- EVA
- Japan Airlines
- Qantas

Cargo Handling Services Product Range



- ④ Customs Clearance
- ④ Full range of Security Check including X-ray, DGR, and decompression
- ④ Scheduled and Customized Trucking Network
- ④ Customized neutral Outsourcing Solutions, such as Customer Service, Claims, etc.
- ④ Cargo 2000 certified
- ④ ISO 9001:2008
- ④ Air Cargo Handling Agent 2009





- ④ High recognition (Best Global Ground Handling Company and other Customer Awards)
- ④ Strong business fundamentals, with competitive pricing
- ④ Innovation and Flexibility with top reliability and high quality levels
- ④ Responsive and Direct Organization Structures
- ④ Global leverage through Key Account Management (including product consistency)
- ④ Continuous growth in market share and diversification into Airport-Related Services
- ④ Hub management, Outsourcing Solutions and Frame Agreements
- ④ Extensive Knowledge in Low Cost and no-frill Products and Services



Thank you for your attention !

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