



# GV IG EUROAIRPORT SWISSPORT BASEL AFTER THE PANDEMIC

Swissport Basel | Andreas Behnke  
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[swissport.com](https://www.swissport.com)

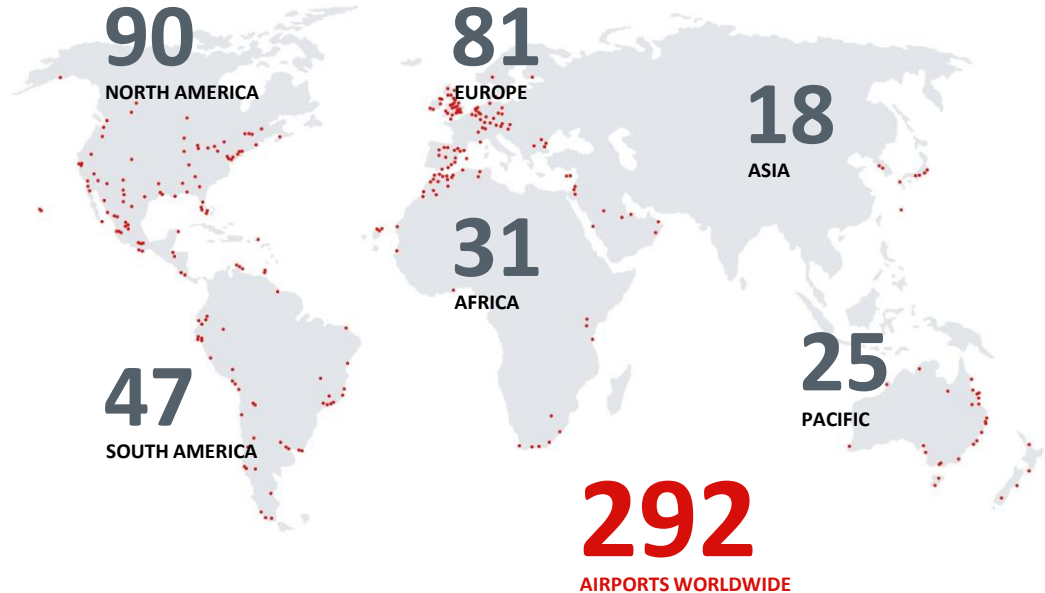
# OUR GLOBAL PRESENCE

## SWISSPORT OPERATING ON SIX CONTINENTS

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Swissport operates at 292 airports in 45 countries across six continents. The company has a broader global presence than any of its competitors.

Our clients benefit from the industry's widest single-source service portfolio. Swissport serves their passengers and handles their air cargo with consistent service quality, the highest levels of safety and globally standardized procedures.



# SWISSPORT INTERNATIONAL AT A GLANCE



## 2022 KEY FACTS



<sup>1</sup> as of 13 March 2023

# STATION MANAGEMENT TEAM



## A TEAM OF INDUSTRY EXPERTS

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**Andreas Behnke**  
Station Manager



**Jean-Jacques Herro**  
Deputy Station Manager  
Business Line Leader Operations & Ramp



**Emmanuelle Belli**  
Business Partner Human Resources



**Séverine Baldeck**  
Business Line Leader Passenger Service



**Marc Keiflin**  
Business Line Leader Cargo



**Silvio Bosshardt**  
Business Line Leader Commercial

# SWISSPORT BSL TRAFFIC FIGURES 2022



## FLIGHTS HANDLED

# 24,800

2019: 30,200



2021: 16,000  
2020: 12,900

## PASSENGERS HANDLED

# 3.2m

2019: 4,3m



2021: 1,8 million  
2020: 1.2 million

## CARGO TONS\*

# 46.1 tons

2019: 38.6 tons



2021: 47.2 tons  
2020: 43.4 tons

\*DEP. ONLY



# AIRPORT GROUND SERVICES

## PASSENGER SERVICES

- Check-in and Gate
- Irregularity Handling Services
- Ticket Services
- **Travel Desk**
- Lounge Hospitality
- VIP Catering
- Executive aviation Premium Services
- **Meet & Greet Services**
- **Security Services (operated by ICTS)**
- **Special Assistance Services (operated by CGS)**
- Lost & Found



# AIRPORT GROUND SERVICES

## RAMP HANDLING



- Baggage Services
- Ramp Services
- Mail Handling
- De-Icing
- Moving of Aircraft
- Load Control & Load Planning Services
- Equipment maintenance & ULD Repair Services



# AIR CARGO SERVICES

## AIR CARGO HANDLING



- Loading & Unloading
- Pusback & Towing of Aircraft
- Load Control
- Station Steering & Operation Control
- General and Special Cargo Handling
- Temperature-controlled Cargo Handling
- CEIV pharma certified warehouse

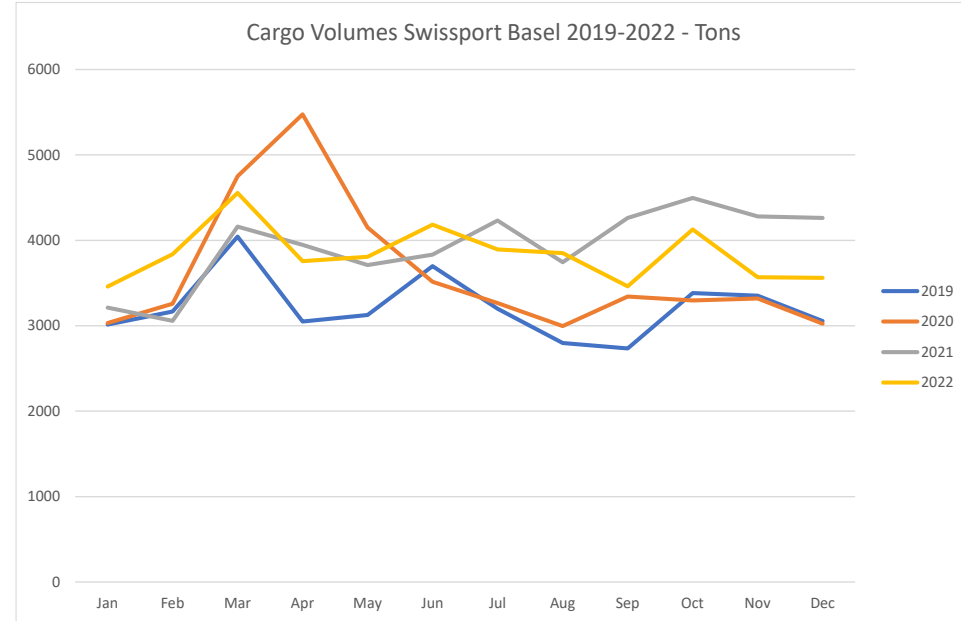


# SWISSPORT BASEL – TWO WORLDS DURING COVID

## URNS AND TONS SINCE 2019



Quelle: Swissport, P.S. 9.4.2020



# ONE TEAM, ONE SPIRIT



- Dynamic and innovative
- Highly flexible and customer-oriented
- Reliable and trustworthy



# AIRPORT GROUND SERVICES

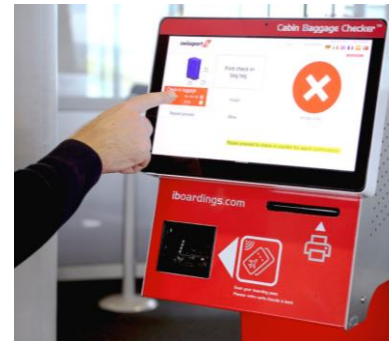
## NEW SERVICES AND INNOVATIONS INTRODUCED IN 2022 AND 2023

### New services

- Travel agency (member of the Swiss Travel Agency Association)
- Chef services in the lounge & VIP catering services
- "Meet & Greet" services
- "Time-saver" service

### Innovations

- i-Boarding machine at gates
- Reducing food waste with the Kitro-bin



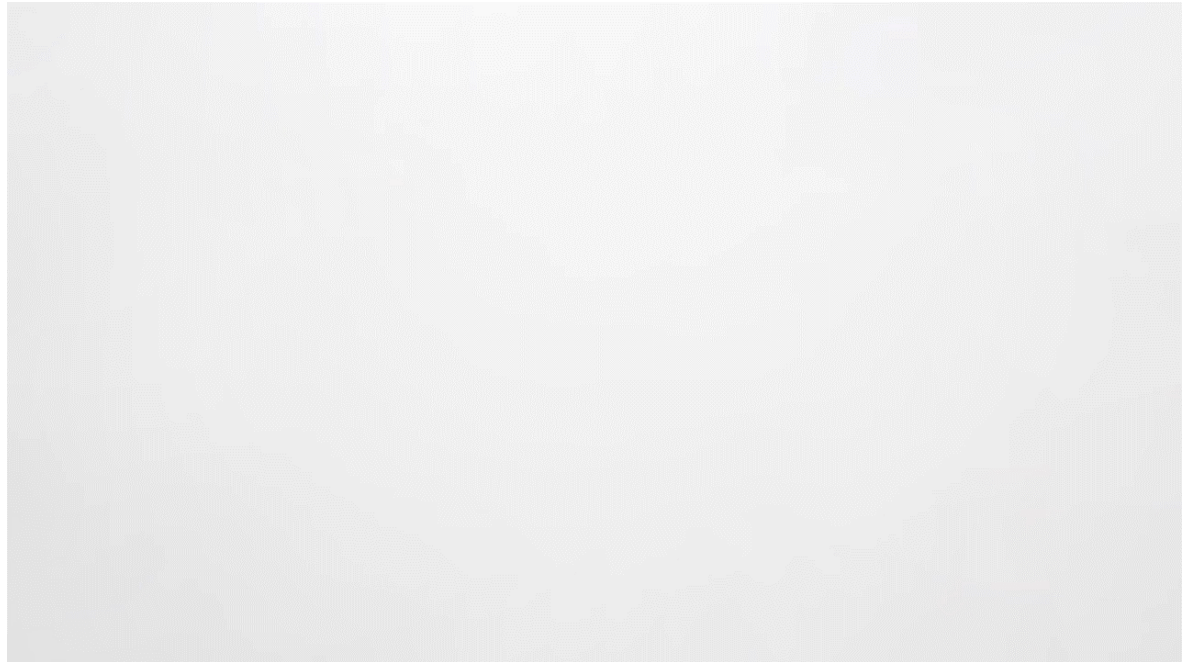
# AGAINST FOOD WASTING

## SKYVIEW LOUNGE

**Kitro** (Swiss start-up) is an intelligent trash analyze device for food management.

It allows Swissport Skyview Lounge to identify and quantify the food going every day in the trash bin by passengers.

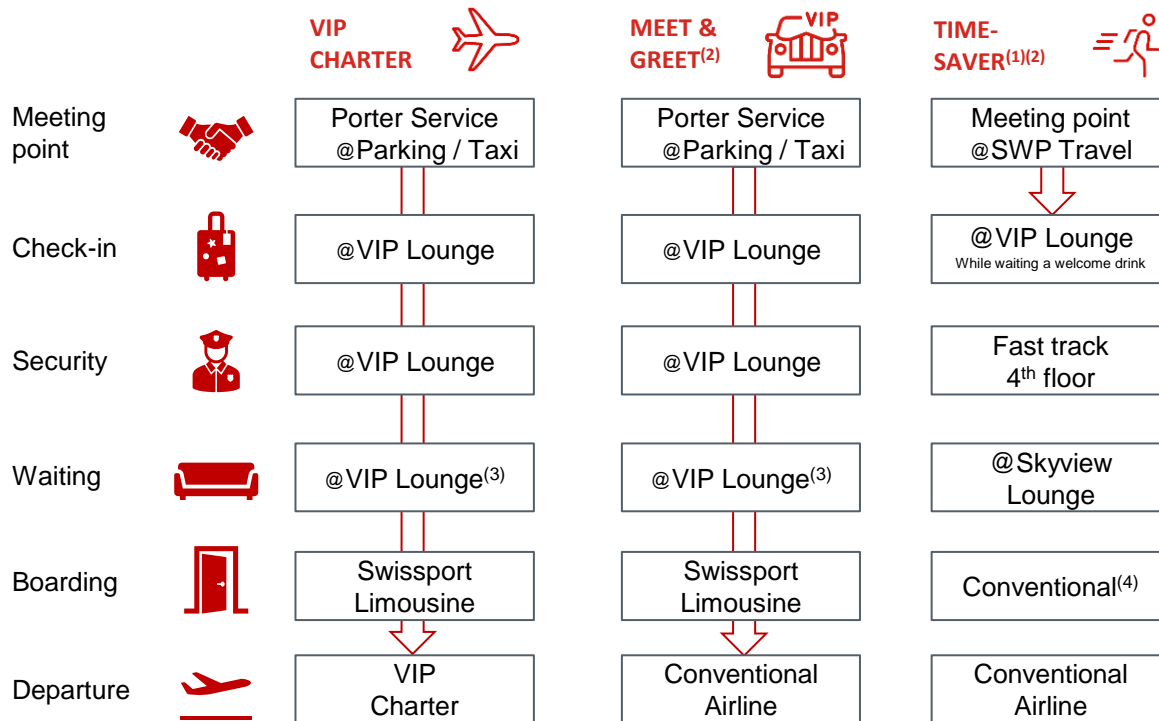
- Better food management
- Less food wasting





# ENHANCING THE TRAVEL EXPERIENCE

## VIP / MEET & GREET / TIME-SAVER



- (1) Schengen only (60min) from assigned slot to gate
- (2) Via web-booking slotted on – Meet & Greet starting at CHF 410.-, Time Saver starting at CHF 90.-
- (3) Upon request also Skyview Lounge
- (4) Only priority boarding if purchased with airline ticket or airline status



escorted

## NEW SERVICES AND INNOVATIONS INTRODUCED IN 2022 AND 2023

### New services

- Crossdock cargo (2023)

### Innovations

- Customers app cargo
- Cargo door management system
- Kiosk self-check-in truck drivers
- Integrated weighing systems

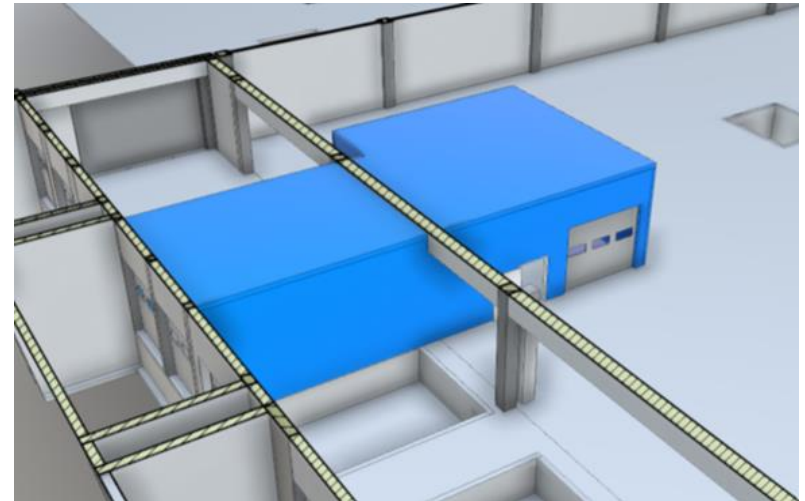


# WHAT IS THIS EXACTLY COOLTAINER CROSSDOCK ?

## VALUE ADDS FOR THE CROSSDOCK USERS

Providing a **seamless** coldchain for **cooltainer loading operations** at the airport, without comprising on the **integrity of the Cooled 2-8C Pharmaceutical** products, from truck-to-plane.

- Reduction of transportation time **by 3 hours**
- Potential uplift on earlier flight
- Potential reduction of rental time of Cooltainer
- Reduction of cooltainer container damages
- Possibility to consolidate shipments in the same Cooltainer
- Possibility to consolidate shipments from same supplier into a single truck, cutting trucking cost (elimination of the empty container run)
- Hence, reduction of CO2





## QUALITY, HEALTH AND SAFETY

### SAFE AND INDUSTRY LEADING OPERATIONS



- Highest possible standards of safety and quality
- CEIV certified since April 2021
- Regular QHSE-reports for our customers
- Regular training and safety events for our employees.
- Cooperation and alignment with the EuroAirport to achieve environmental and safety aims.



## CONTRIBUTING AS A RESPONSIBLE BUSINESS

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- 530 tons of CO<sub>2</sub>-emission, are nowadays saved every year using our e-GSE fleet.
- 112 tons of CO<sub>2</sub>-emission are saved every year using Telematic solution to switch off unused GPU.
- 28 eGPU will progressively replace the fleet by 2028. More than 700 tons of CO<sub>2</sub>-emission will be saved each year. This is aligned with EU “fit for 55” program.
- Fontaines vs PET: 35 tons of CO<sub>2</sub>-emission (260k bottles) will be saved each year.
- Renewal of our IT and video equipment, screens, to increase efficiency and reduce energy waste.
- Incentive publications on SWP mobile application on energy waste.



# NEW IN 2022

- 🚗 Replacement of Crew-transport Diesel-Powered Van for a e-Powered vehicle.



- Replacement of diesel-EURO2 highloader to new diesel-EURO7 equipment with higher capacity



- 🚗 Order of 2 first TLD eGPU



## CONTACT

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