



**Airport Handling**

*Committed to our Client's success*

Airport Handling Company Profile  
March 2015

## **A recent history of long-standing success**

September 2014 has seen a new beginning for airport ground services at both **Milan-Malpensa** and **Milan-Linate**. The launch of **Airport Handling** represents enhanced services for clients.

For this ever evolving industry there is now a complete solution that maximizes cost effectiveness, while also addressing the specific expectations of Airlines and their passengers.

## **Business description**

- ✓ Operative since September 1, 2014, Airport Handling S.p.A. is the leading handling provider in the airports of Linate and Malpensa
- ✓ Passengers and ramp services represent the majority of AH's business with a significant market share in both Milan airports.
- ✓ At the end of October 2014 the Company provided its ramp services to some of the most important carriers operating in Malpensa and Linate in all types of activities (European, Medium/long haul, Low cost, couriers and cargo).
- ✓ The client portfolio of AH includes 61 tier 1 passengers and cargo carriers.

## Overview of **Linate Airport**

Milan Linate Airport is the city Airport of Milan

398.000 sq. m. apron

41 stands

83 check-in desks

24 gates

1 runway (2.440 m)



### Overview of **Malpensa Airport**

Milane Malpensa is the intercontinental airport of Milan and the main hub of the North of Italy

- 2 parallel runways (3960 m. each)
- 3 Terminals

#### **Terminal 1**

- 226 check in desks + 30 hand baggage check-in desks
- 65 gates
- 105 stands
- 39 loading bridges
- 10 baggage claim belts

#### **Terminal 2**

- 57 check-in desks
- 17 gates
- 5 baggage claim belts
- Completely dedicated to low cost Carriers

#### **CargoTerminal**

Milan Malpensa Airport is one of the main cargo airports in Europe and the busiest in Italy in terms of freight volume, with a market share of about 50%.

Milan Malpensa Cargo facilities cover an area of 180,000 m<sup>2</sup> in the southwestern portion of the airport. These include buildings and plants for handling all types of airfreight (from general cargo to all categories of special goods) in line with the highest operating standards, with a yearly capacity of approximately 550,000 tons.





## *What we offer*

- ❑ 24 hours availability at both Milan Airports (flight diversion included)
- ❑ Customer driven approach: service delivery management, staff auditing and performance monitoring according to SLA and quality parameters
- ❑ Dedicated staff (over 10 DCS)
- ❑ Extensive and highly specialized experience in handling all-cargo flights (specially trained and dedicated ramp agents and team leaders for cargo operations)
- ❑ Full handling services supplied to humanitarian, military and ad hoc flights
- ❑ Full handling services performed through a seamless organization
- ❑ Third party liaison for scheduled services and contingencies
- ❑ Continuous and profitable contact with the Airport Operator for rapid resolution of contingencies (i.e. Emergency response)

# Our customer's portfolio: passengers carriers

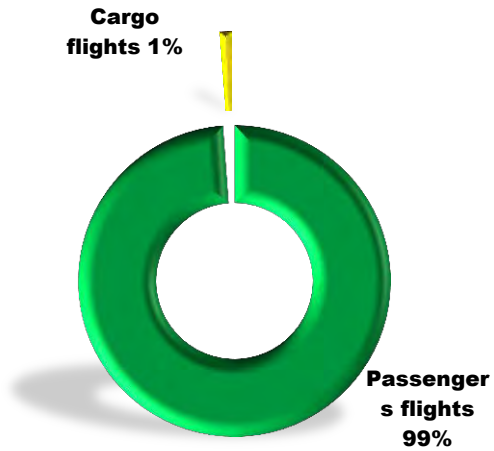




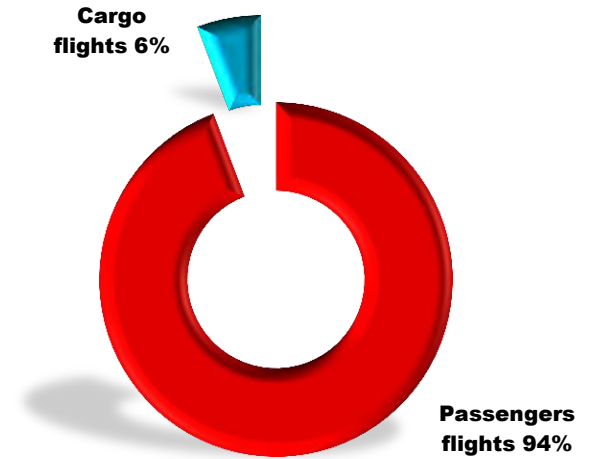
*Our customer's portfolio: cargo and mail carriers*



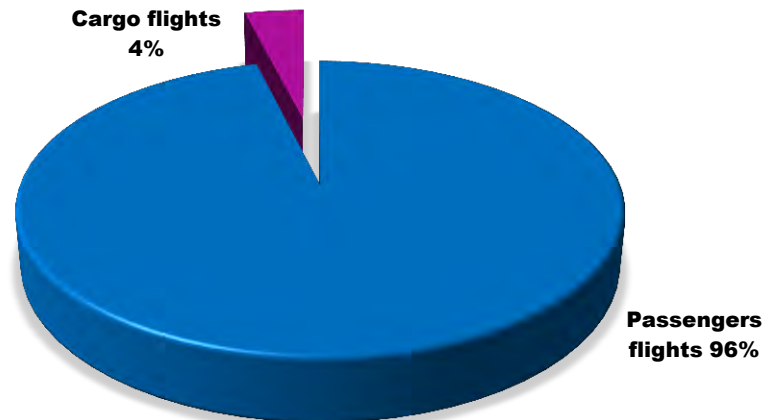
## Linate Airport traffic assisted



## Malpensa Airport traffic assisted



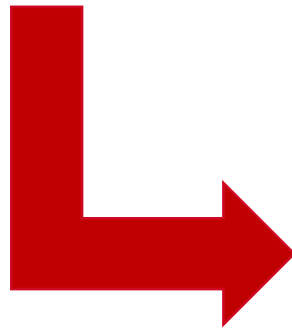
## System



## Core ground handling services

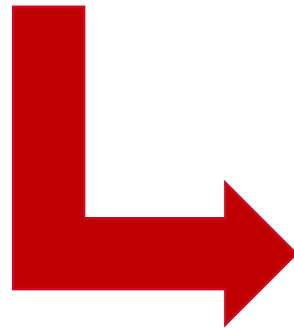
<b>Passenger services</b>	Check-in area	<ul style="list-style-type: none"> <li>Assistance to passengers (both arrivals and departures); passengers acceptance and boarding; assistance to passengers with special needs (e.g. children, elders, Vip)</li> </ul>
	Lost & Found	<ul style="list-style-type: none"> <li>Assistance to passengers in case of incorrect, lost or damaged baggages; tracking service for returning to the owner</li> </ul>
<b>Baggage services</b>	Baggage sorting	<ul style="list-style-type: none"> <li>Management of baggages for both arrivals and departures; preparation of trolleys/ULDs (Unit Load Devices) to deliver</li> </ul>
	Baggage Reconciliation System	<ul style="list-style-type: none"> <li>Numerical matching service between baggage and boarded passengers through an electronic system</li> </ul>
<b>Ramp services</b>	Loading and unloading <sup>(1)</sup>	<ul style="list-style-type: none"> <li>Baggage, mail and goods loading, unloading and transportation (including marshalling, positioning and connections GPU, ACU and ASU)</li> </ul>
	Push back (subcontracted)	<ul style="list-style-type: none"> <li>Pushing aircrafts backwards from airport gate</li> <li>Subcontracted to 1 provider, agreement expiration: 2016 (tacitly renewable for 1 year)</li> </ul>
	Passengers and crew transport (subcontracted)	<ul style="list-style-type: none"> <li>Passenger and crew transport from terminal to aircraft (in case of gate not equipped with finger)</li> <li>Subcontracted to 1 provider, agreement expiration: 2016 (tacitly renewable for 1 year)</li> </ul>
	Cabin cleaning (subcontracted)	<ul style="list-style-type: none"> <li>Cleaning of cabins (chairs, pockets, tables), toilets and kitchens (including storage of cabin material)</li> <li>Subcontracted to 3 providers, agreement expiration: 2016</li> </ul>
	Technical cleaning <sup>(1)</sup>	<ul style="list-style-type: none"> <li>Emptying of chemical toilets and supply of drinkable water</li> </ul>
	Ramp agent / flights coordination <sup>(1)</sup>	<ul style="list-style-type: none"> <li>Coordination of all ground assistance services (including safety inspection)</li> </ul>
	Flights balancing <sup>(1)</sup>	<ul style="list-style-type: none"> <li>Aircraft load balancing (fuel, inert load and passengers) for safety reasons</li> </ul>
	Post de-icing communication <sup>(1)</sup>	<ul style="list-style-type: none"> <li>Communication service with the cockpit after motor/fuselage de-icing treatment</li> </ul>
<b>Supervision</b>		<ul style="list-style-type: none"> <li>Service offered to carriers that do not have any handling agreements; additional administrative activities are required</li> </ul>

DCS systems in  
our training  
know-how



- ✓ ALTEA (Ground Handler DCS)
- ✓ ALTEA (Company DCS)
- ✓ ARCO
- ✓ eRES
- ✓ SABRE
- ✓ SITA
- ✓ TROYA
- ✓ I-PORT RES 2
- ✓ AXS CONTROL
- ✓ WAB2GO
- ✓ TRAVELSKY
- ✓ DELTAMATIC
- ✓ AFFINITY
- ✓ WINLOAD (load control)
- ✓ UNISYS (load control)

Aircraft's types  
regularly assisted



CRJ	A321
S20	B757
E70	B767/A300
F 100 (and simil.)	ABF
E95	A330/B787
B737 all series	B777/MD11
MD80 all series	A340
B738-9	B747 pax and freighter
A319	A380
A320	AN225

**Required equipment**

- In order to offer adequate service levels, AH uses the following equipment:
  - 76 Cargo Loaders-transporters
  - 109 Passengers steps
  - 14 Forklifts
  - 1,791 Carts
  - 182 Tractors
  - 73 Belt loaders
  - 39 ASU ACU GPU(1)
  - 73 Other technical equipment
  - 130 cars



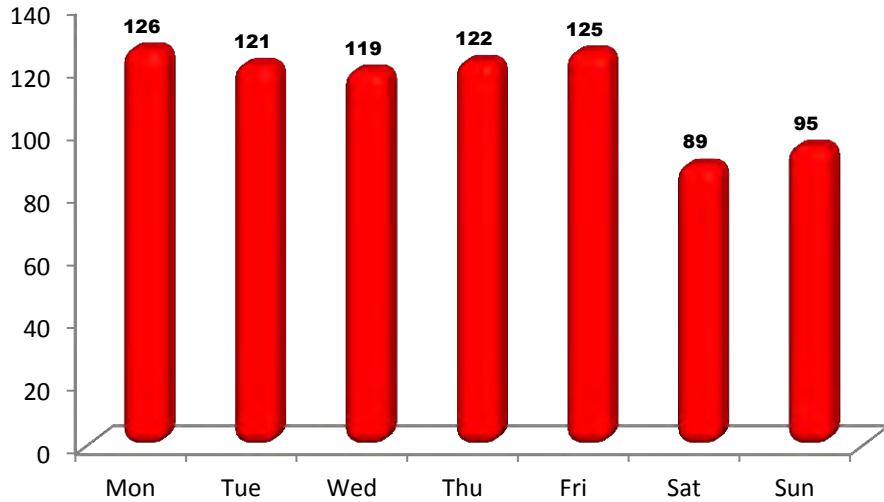
## NEWS SECTION / HIGHLIGHTS

### » 14 Million Euros for the renewal of ground and ramp equipment of Airport Handling

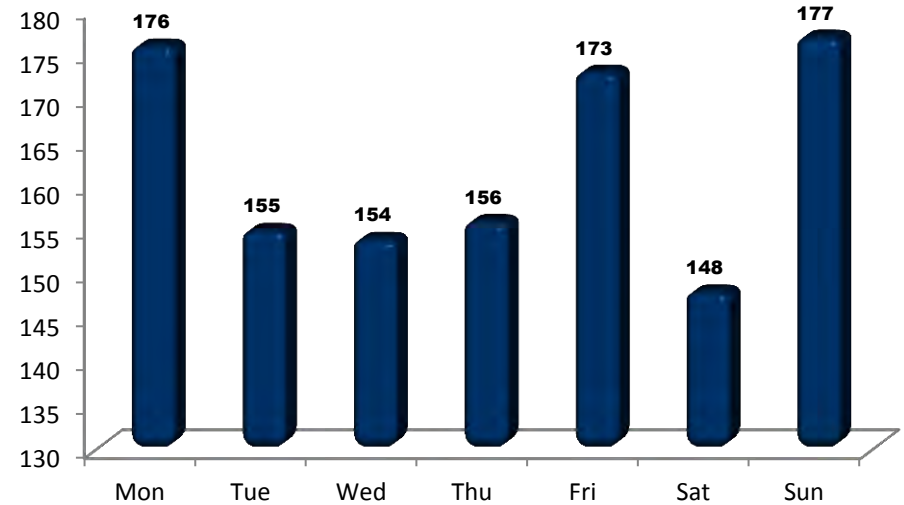
02/03/2015

Airport Handling's Board of Directors approved the investment of 14 million Euros for the renewal of ramp and ground equipment. Such an economic effort is one of the most important ever registered at European level by a ground handler in the last years. This investment will involve each type of equipment daily used in ramp handling: cargo loaders, transporters, passengers and service steps, air conditioning units, air starters, ground power units, diesel and electric tractors, conveyor belts, toilet and water service tanks, forklifts and rolling stocks (carts and dollies). New ramp equipment will allow to further upgrade the quality of the service given by Airport Handling with respect to high quality standards required by our customers.

**Linate daily flights  
Regular week**



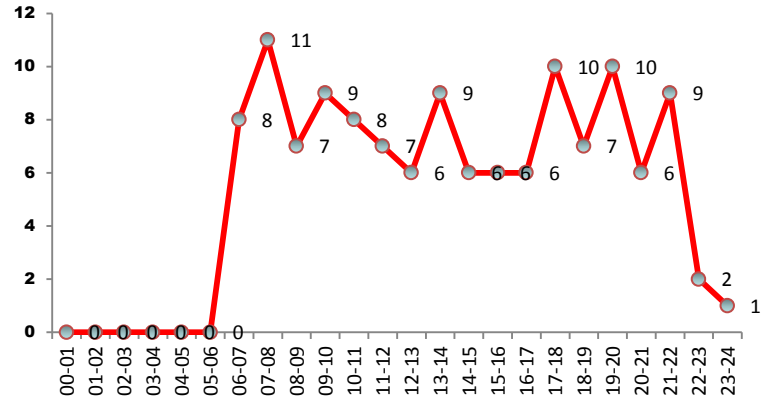
**Malpensa daily flights  
Regular week**



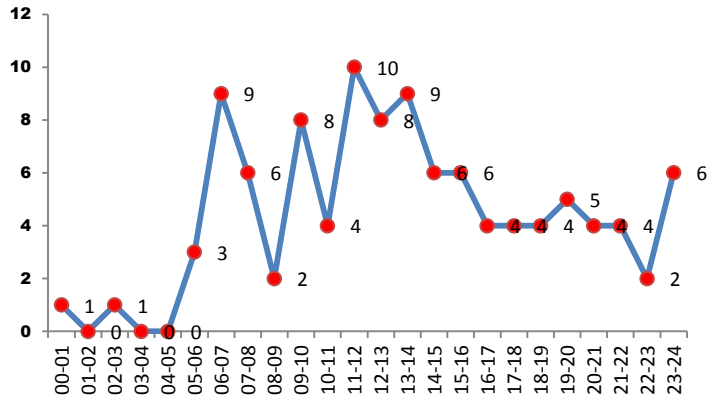


# Airport Handling planning: flights per hour

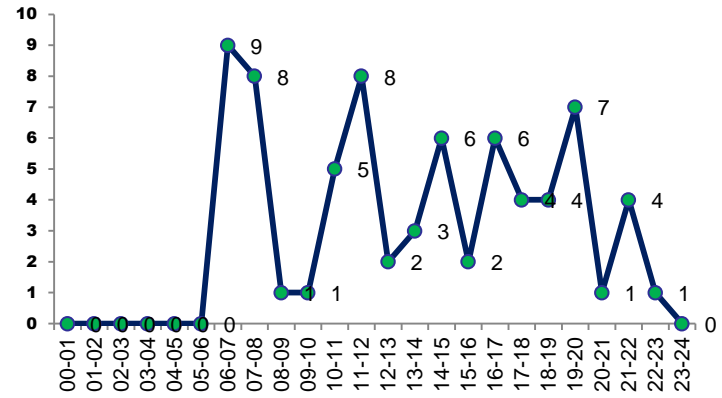
**Linate flights/hour  
Regular week**



**Malpensa flights/hour  
Regular week  
Terminal 1**



**Malpensa flights/hour  
Regular week  
Terminal 2**



## » Swiss International Air Lines: Milano Malpensa awarded as Station of the Month in December 2014

22/01/2015

Milano Malpensa resulted the best Station of the Month in Europe in December 2014. Swiss local Station Manager thanked Airport Handling congratulating for the great job done.

## » easyJet: Milano Malpensa won the second place at easyJet Spirit Awards 2014 event

21/01/2015

Malpensa station was appointed as one of the Most Performing Stations with more than 10 aircrafts based in a year in which strikes, bad weather, disruptions and change of the handler (easyJet chose Airport Handling as provider) arised many challenges to face off. The Station won the second place at easyJet Spirit Awards event held in January. Beside this, even the first place for the Cabin Crew of the Year and the one of Pilot of the Year have been given to a hostess and a captain based at Malpensa Airport.

**Airport Handling**  
**A new player with the unique advantage of a consolidated experience**