



Ground Handling companies :
“What added value for Airlines
and Airports?”



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Fields



- **Ramp service**
 - Ground Handling
 - Luggage Handling
 - Aircraft cleaning
 - Traffic and operations assistance
 - Fret and mail
 - Airline catering
 - Assistance to Airlines and flight supervision

Assistance to passengers

- Assistance to Passengers
- Assistance to Disabled Passengers
- Passengers and crews transportation between terminals and aircrafts

Support and development

Airport equipment rental
Staff training

... key figures



- **How many companies**

- 20 groups > 100 subsidiaries



- **How many jobs**

- 30 000



- **The CSAE**

- 90% of the French actors

Ground Handlers,

what added value for Airlines and Airports ?

Social

- Control social stability

Quality :

- Ensure high quality of service

Safety :

- Guarantee passengers', employees' safety and aircrafts' integrity.

Economy :

- Reach Airlines' expectations and reduce costs of aircraft ground handling services.

Social : Control social stability

Employees : at the heart of service



Quality : insuring a quality service



The company SLA :

- No longer a constraint but a guide towards customer satisfaction

Our Quality Management System :

- An essential basis

Partnership and proximity :

- A global collaboration which constitutes an important key to success

Compétences de Sécurité des Conducteurs et utilisateurs d'Engins aéroportuaires



A system implemented by Groundhandlers for a better service to Airlines

Objectives

- ❖ Operations **safety**
- ❖ Employer's **responsibility**
- ❖ **Standards** uniformisation

Means

- ❖ **Guideline** defining requirements
- ❖ **Companies audit = pooling participation**
- ❖ A system based on **feedback** and best practices sharing

Groundhandlers involvment

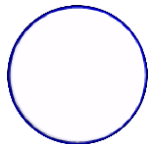
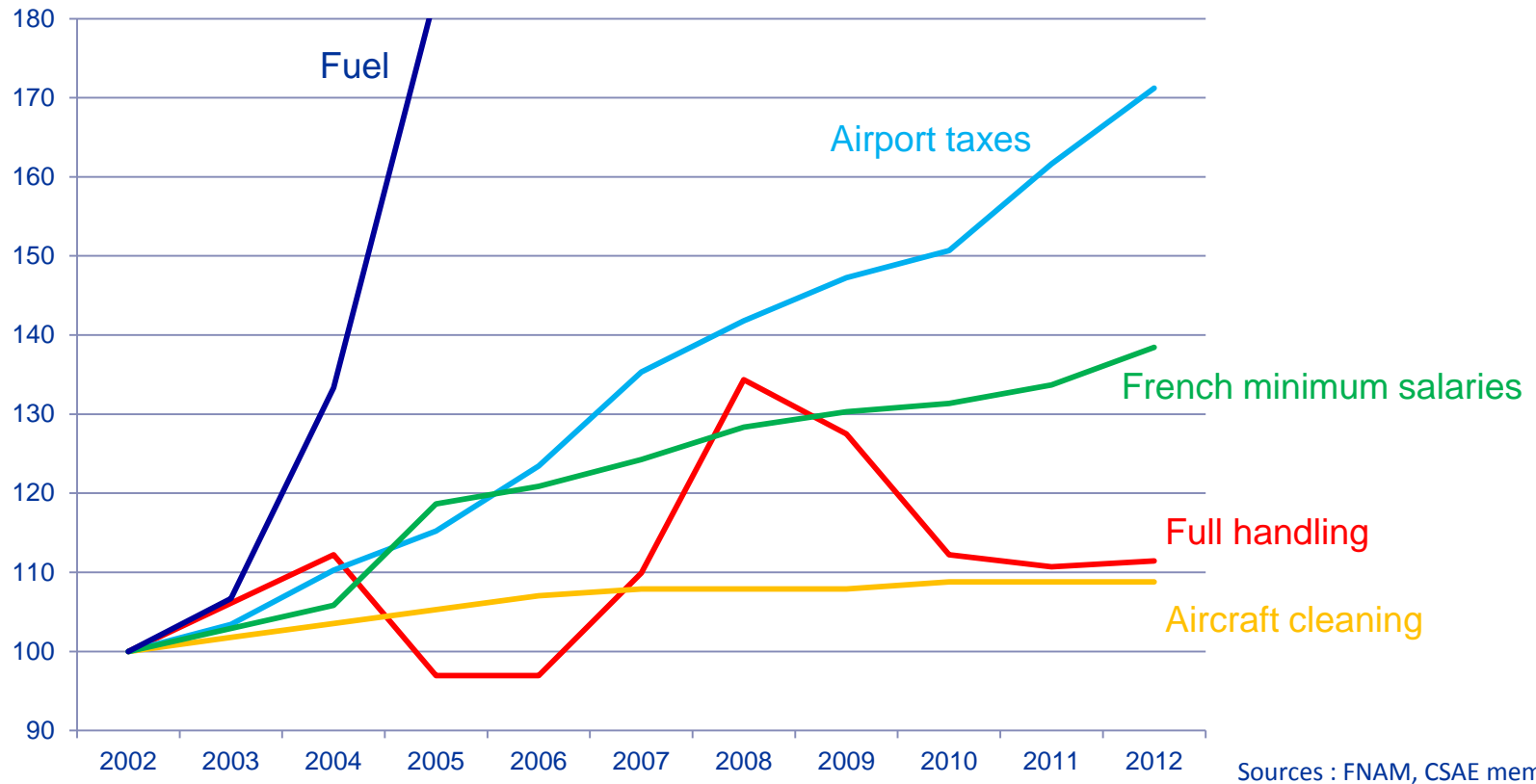
- ❖ Respect **guideline's requirements**
- ❖ Participate in **audit programs**
- ❖ Propose **expert examiners**
- ❖ Contribute to feedback



- ✓ Operationnal launching **January 2013**
- ✓ Today:
 - Subscription of **more than 50 companies** (including subsidiaries)
 - Already **two audits finalized**



Prices : Handling companies on the edge



For handling companies: efficient IT, economy scale, good airline mix, multi-competency personnel, customized service are the most efficient **cost drivers**

Ground Handlers are a real force of proposal for Airlines and Airports