



# Airports & Airlines winter Operations

*10 Oct 2011, Keflavik Airport, Iceland*

Richard van Bruygom - Keflavik



# Swissport who are we?

- Leading global aviation services provider.
  - Quality, Reliability, Network coverage and Innovation.
- We provide
  - All inclusive services packages
    - Ground Handling, Cleaning, Passenger Services, Fueling, Aircraft Maintenance, Security, Cargo.
  - Hub or Terminal outsourcing
  - Environmental Services

# Key figures

- Revenue (2010) **EUR 1.5 billion**
- Countries **41**
- Employees **33,000**
- Flights handled **2.5 million**
- Cargo handled (tons) **3.5 million**
- Airports served **179**
- Customer airlines **over 650**
- Passengers handled **over 110 million**

# Got to love winter

- Snow storms, when will they stop?
  - In 100 years due to Global Warming.
  - Knowing mankind snow storms will remain.
- Some succeed and some don't, why?
  - 4 key factors
    - Winter airports have experience
    - Good training programs
    - Lots of equipment
    - Lots of Glycol
  - Know when it's time to close airport down.

# Key factors are like buying Insurance

- Just how much do you buy?
  - For the storm of the century?
  - For the storm of the decade?
- Decision is a matter of cost & expectations but also understanding how much you need!

# Available technology & process

- Snow removal
  - Plow, Blow, Melt
  - Manpower & Equipment
- Deicing - de/centralized
  - Blow, Melt
  - CDF, DDF, Gate
  - Manpower, Equipment & Glycol
- Environmental compliance & Recycling
- Cost & space savings in centralizing equipment
- Cost & space savings in centralizing glycol
- Costs savings in optimizing manpower schedules

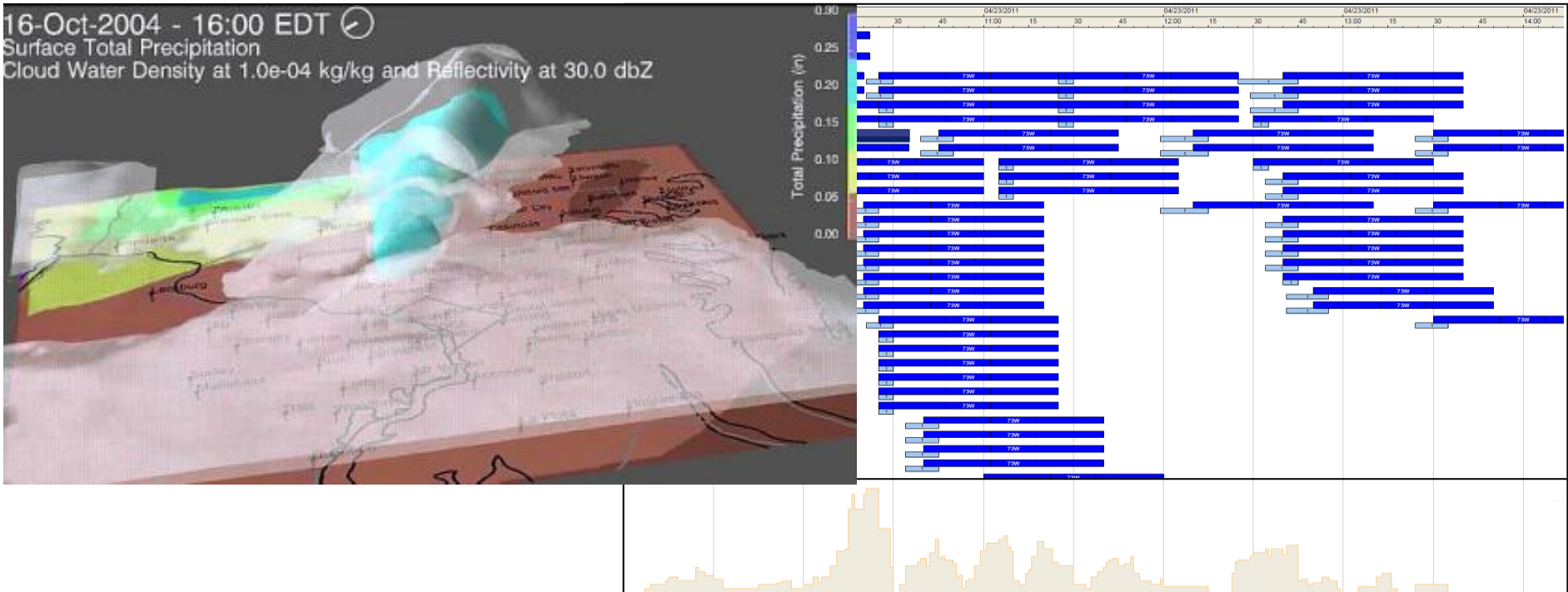
# How do you improve on all that?

- Imagine if you could
  - Track incoming weather systems
  - Forecast the precipitation impact on operations
  - Forecast workforce & glycol needed
  - Be environmentally friendly & recycle products
  - Save cost to both airport and airlines
- Is the technology available today?
- ***Swissport's innovative solutions***
  - State of the art software, cutting edge industrial technology & inventory management in partnership with major global suppliers

# Winter Operations Management Program

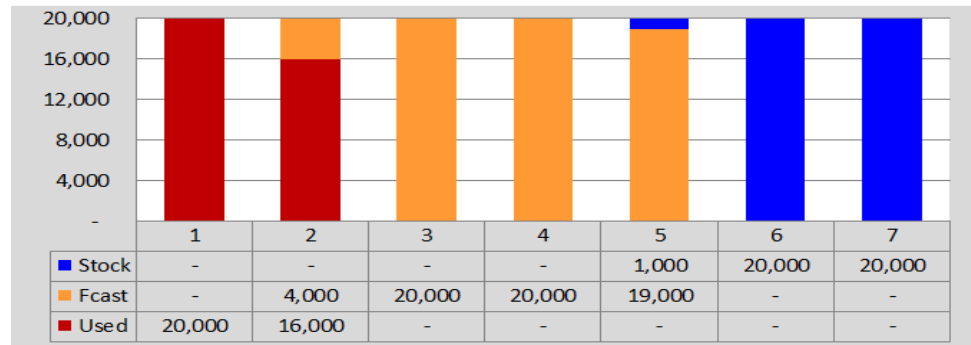
- ***Preparation***
  - Detailed Weather Forecast
  - Advanced Resource Manning
  - Advanced Glycol Management
- ***Execution***
  - Snow Removal / Mobile De-icing / Radiant Tent
- ***After Operations***
  - Recovery & Recycling (Closed loop)
  - Operational Performance Review
  - Data analysis for Environmental compliance

# Preparation



- Detailed weather forecast.
- Advanced resource manning
- Advanced Glycol management

USED 36,000  
 FORECAST 63,000  
 STOCK 41,000



# Execution



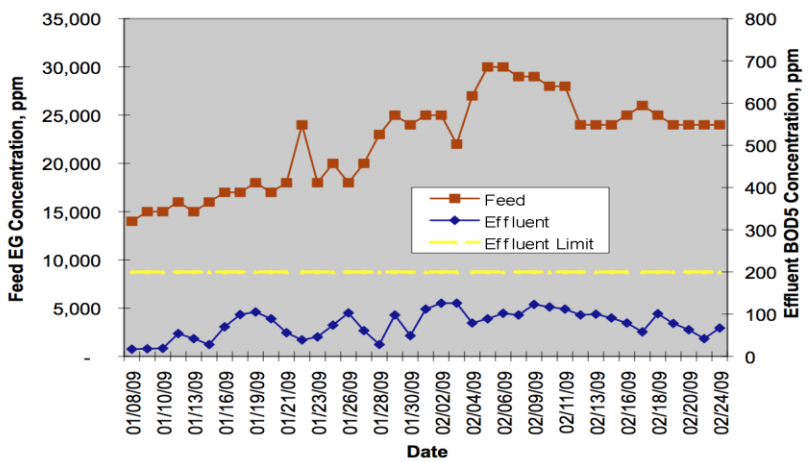
- Existing or Latest & best technology



# After Operations



Plant Performance Data



Concentrate

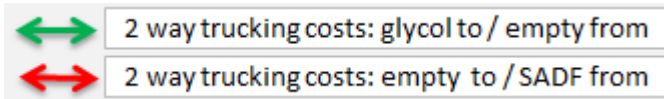
Feed

Clean Storm Water

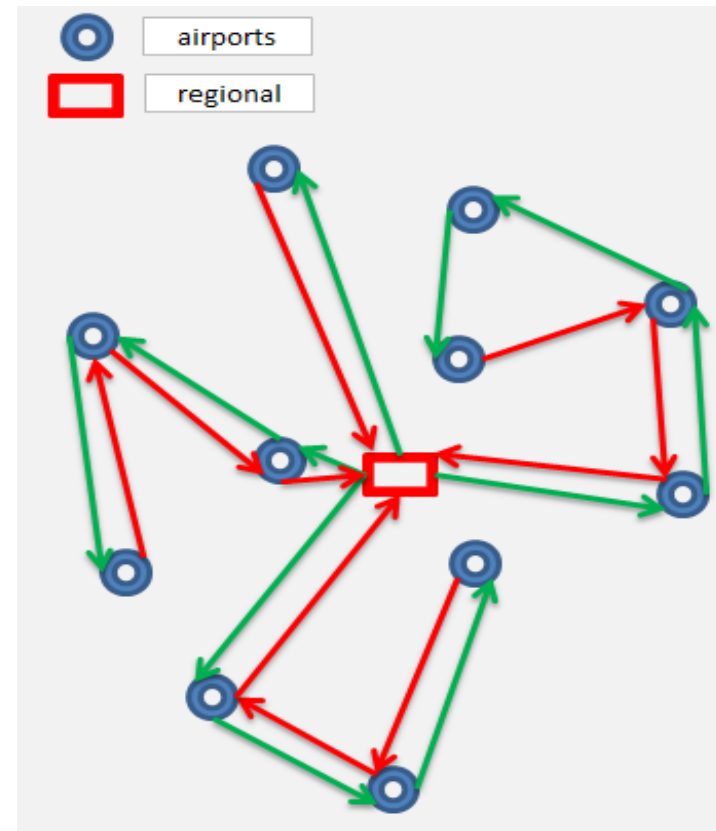
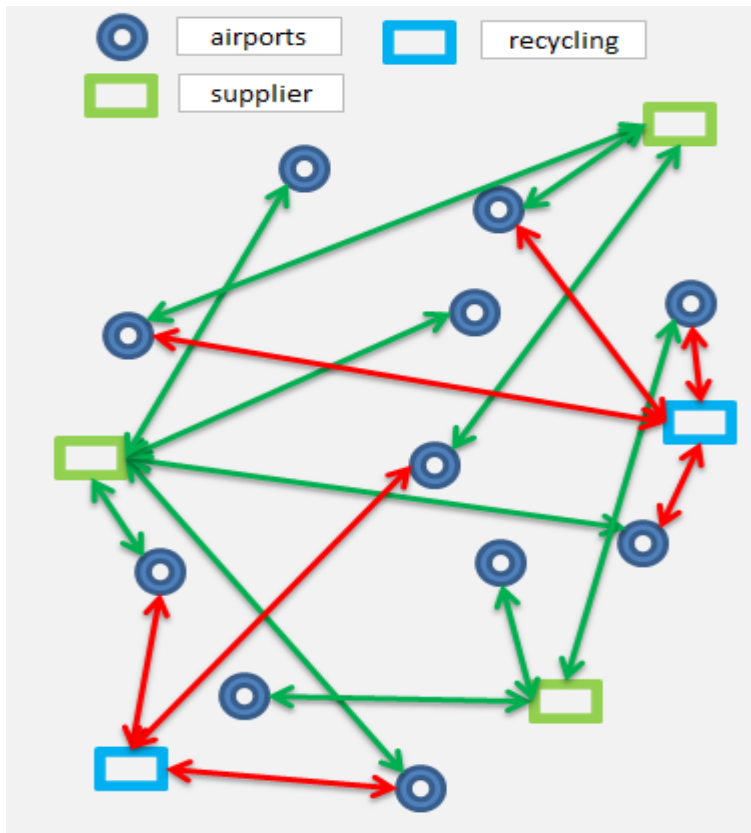
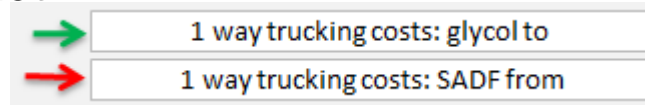
Clean Glycol

# Closed Loop Glycol Management

- Multiple suppliers / airports increases logistics costs



- Multiple airports / single supplier = reduced logistics costs & environmental impact.



**:Not just a “green” solution,  
but a cost-effective solution**

**swissport**   
environmental